

# The Hindu Society of North Carolina

309 Aviation Parkway, Morrisville, NC 27560



## The Policy and Procedures Manual

*(August 8, 2022)*

### Part IV

#### 19. Membership Committee (BOD/BOT)

*Om ye bhutam, ch bhavyam, ch sarvam, yaschadhishtathi,*

*sarvasye ch kaevlam, tasmaye jyeshtaye Brahmne namae.*

*(Atharva Ved, 10.8.1)*

*(Our homage to that Supreme Being who has ordained all that existed in the past, all that exists now, and all that which will exist in the future; Who's essence is bliss alone; we bow to That mighty power and seek His blessings in all we do.)*

## **19. Membership Committee (BOD/BOT)**

### **Mission**

The membership in HSNC offers a way to stay connected with the Hindu way of life, i.e., the Hindu faith, values, culture, and traditions. The Hindu Society's primary objective is to serve the members. In order for the society to fulfill its obligation of service, the mission of this committee will be to maintain an accurate log of members, their contact information, the type of membership of each, member's patron class, and the member's eligibility for voting in election and other matters. Another mission will be to help the society grow in membership and in the member's positive experience about the works of the society.

### **Committee**

As per the constitution, Article 7.4 (c), the committee shall have five (5) members, two appointed by the BOD, two by the BOT, and one jointly by the two boards. Every year 1-2 new members are appointed, each to serve for 3 years. The committee chooses its own chair to manage the tasks.

### **Roles and Responsibilities**

At the beginning of each year, soon after the Committee has been set up, the latter will designate individual(s) who should be contacted if someone has questions related to membership. This information should be included in the Society's newsletter and on website. In general, the information collected from members will be only what is considered general and essential for the society to be able to serve the members effectively. This information shall be protected with highest level of integrity to maintain the trust and confidence of the members. HSNC membership information can only be used for HSNC purposes and as approved by the BOD/BOT. It cannot be used for personal or private or for HSNC purpose not approved by the BOD/BOT.

The Membership Committee shall have the following six (6) major roles:

- 1. Maintain membership log, including the contact information, the type of membership, and the eligibility for voting of each member.**
  - i. Decide on a strategy for accurately determining the members information. Capture family information including all names, emails, phone numbers, and current address.
  - ii. Develop a plan for updating member information due to changes occurring on account of (i) marriage of member, (ii) death of spouse, or (iii) divorce / separation. A timely (quarterly) note published in the HSNC newsletter can effectively serve the purpose. (See the Form A-23, placed in the Appendix and made available online.) Also, close contact with the leaders of various programs at HSNC, as, for example, the Senior Club, can be a good source for obtaining some of this information.

- iii. Establish easy to follow processes for enrolling new members, renewing membership, and updating the list. Any money received, including donations added to the dues, should be allocated appropriately by the administration (Treasurer).
- iv. Put membership maintenance system online and make it secure.
- v. Maintain the membership form on-line, with information on dues, payment options, where to send payment, if by mail, and deadlines. (This form should not require sensitive information such as DOB, reference to donation, Wedding date etc.) The membership form is included as A-22 in the Appendix.
- vi. Children under 18 years do not have voting rights but get discounted benefits of membership.
- vii. Implement a process for seeking annual renewals and tracking payment for dues.
- viii. Implement a process for confirming that dues are paid, and the members are informed.
- ix. Hold the membership log and personal information confidential except as allowed to be consulted and/or released per the constitution.

## **2. Review, correct, and/or update, the list of inactive and active members**

- i. Designate an individual or a sub-committee whose task it will be to carefully review the list of inactive members or of those whose ballots (for voting) could not be delivered but were returned.
- ii. Develop a strategy to locate these individuals and update the contact information where possible.
- iii. Update the list of active members.

## **3. Sustain growth in membership**

- i. Implement strategy to increase membership annually (~10%).
- ii. Identify ways to increase life members of the society.
- iii. Increase the number of the Friends of HSNC, which offer discount to members.
- iv. Ensure that the members know that the dues are not donation. Any donation added to the dues shall be allocated separately in accordance with the section 501(c)(3) of the Internal revenue code.
- v. Promote membership at different events and programs and offer convenient ways to enroll. Keep membership forms handy and available at all major society functions.

## **4. Improve members' experience and provide membership list to other committees**

- i. Provide membership information to the Society's committees, as needed, and requested.
- ii. **Create and send a welcoming letter to new members.**
- iii. Assist Om Squad/Youth Committee in confirming membership status of youths' (families) in their programs for discounted fees.
- iv. Highlight benefits of membership and continue to serve the members by
  - Encouraging 'Members Only' events
  - Lobbying for discounted prices for members for facility rentals, priest services, special programs, classes, Om Squad camps, and other events.

## **5. Membership dues and membership conversion scheme guideline**

Follow the below given guidelines for implementing membership dues and for converting membership class from the older scheme (\$100 initial, plus \$25 annual) to life time (\$600), and from the current annual (\$100) to life time (\$600).

- i. \$25 annual renewal fee with the \$100 ‘initial’ is due by January 31<sup>st</sup> with a grace period of 30 days. (This scheme is no longer offered to new members and is only available for the renewal of existing members under it.)
- ii. New membership (\$100 yearly) is accepted year-round, but membership is for the calendar year (Jan-Dec) regardless of when the dues are paid. However, voting eligibility is as per defined in the Constitution. Also, member discount eligibility is as per the Rental policy.
- iii. If desired, new life membership dues of \$600 can be paid in installments of \$100 each over six consecutive months. Upon paying 1<sup>st</sup> \$100 installment, Annual membership is granted. Upon receiving the 6<sup>th</sup> \$100 installment, the membership is converted to Life.
- iv. The \$100 renewable (with \$25 annual dues) and the \$100 annual member can be converted to life member by paying the \$500 balance any time during the same year.

## **6. Member record process flow**

Maintain the following process for keeping the membership records fully current and complete.

- i. Potential new member, or a continuing member desiring to change status, submits a filled-out form along with appropriate dues, either electronically (on line) or through a personal check and hard copy
- ii. The membership committee reviews the information and either accepts, declines, or determines that additional information was needed:
  - If the application is accepted, the person is notified of it, and fee sent to the Treasurer
  - If the application is declined, the person is notified with a brief note of explanation and the money returned
  - If more information is needed, the committee contacts and interacts with the applicant, resolves the concern, and then follows through as above. Annual or expired member’s rights can be reinstated if he/she pays \$500 by the end of August to have voting right for the general elections that year. Inactive members can activate their memberships free of charge but must do so by August end to have voting eligibility for that year (see Article 2.2 (b) in the Constitution).
- iii. With the acceptance of a new applicant or new status of a continuing member, the committee updates the society records:
  - Adds e-mail (for new member) in the society MailChimp
  - Adds the other required information, e.g., address or change in it, name (s), and membership status, etc. in society register.
- iv. The communication Committee should have the updated information on membership available for publication in the society’s newsletter for meeting the voting eligibility criteria and for making the membership list available to the Election Committee and to the candidates participating in the BODs and the BOTs elections. The communication committee prints the address labels for the mailing of the newsletter.