

# Being a Board Member at Pillars Community Health

708-PILLARS (708-745-5277)

24-hour domestic violence hotline: 708-485-5254 24-hour sexual assault hotline: 708-482-9600

www.PillarsCommunityHealth.org

# A LETTER FROM OUR BOARD CHAIR

Thank you for your interest in joining the Pillars Community Health Board of Directors.

It is truly a privilege to serve on the Board and be a part of the incredible group of staff and volunteers who work to improve the health and wellbeing of the individuals and families Pillars Community Health serves.

Pillars Community Health plays an important and unique role in Chicago's western suburbs, serving more than 9,000 people each year from Berwyn to Stickney to Western Springs. We provide essential medical, dental, and behavioral health care. We offer programs for teen mental wellness and child bereavement. And we provide compassionate, comprehensive services for survivors of domestic and sexual violence, including operating the Constance Morris House, one of the first domestic violence shelters in the region.



In 2021, Pillars Community Health celebrated its 100<sup>th</sup> anniversary, and today we continue to uphold our historic mission to improve the health of our communities and empower individuals through compassionate, whole-person care.

At Pillars Community Health, we believe that health is a human right. Everyone should be able to get the care they need to live their healthiest life. That's where you come in. We need volunteers like you to help us accomplish our goals, and to ensure we are providing the best possible care and service to our patients and clients.

As a member of the Board of Directors, you will help guide Pillars Community Health's strategies, make sure we are on a path for ongoing success, and enhance our ability to care for the diverse needs of our communities.

We are looking for Board members who bring a variety of skills and perspectives to the table, including those who have had experience at Pillars Community Health as a patient or client. Your unique point of view will help us improve Pillars Community Health for everyone.

Serving on the Board is an opportunity to make a meaningful impact on the lives of others, and also an opportunity for personal growth and professional development. I am confident that you would find it to be a rewarding experience, just like I have.

Again, I am grateful for your enthusiasm to get involved and look forward to sharing more about how you can contribute to the important work we do at Pillars Community Health.

alexandra Normington

Chair of the Board of Directors, Pillars Community Health

#### Our Vision

Our vision is communities where all people have access to the care they need, when they need it.

#### **Our Mission**

We improve the health of our communities and empower individuals through compassionate, whole-person care.

#### **Our Values**

We value **access** to services and work proactively to remove barriers to care because we believe everyone should have access to care in their community.

We value **community** and work in partnership because we believe collaboration and outreach are necessary to achieve social and health equity.

We value **diversity, inclusivity, and respect** and will build awareness of and strive to eliminate bias within our organization and communities because we believe in each person's inherent worth and unique contributions.

We value **service excellence** that improves health outcomes and builds resilience because we believe each person has a right to quality care.

#### Why does Pillars Community Health have a volunteer Board of Directors?

Pillars Community Health is:

• A nonprofit corporation - we serve the community and do not have any private investors or shareholders. We are organized as a nonprofit corporation under the laws of the state of Illinois and exempt from income taxes under Section 501(c)(3) of the Internal Revenue Code. Our guiding principles are contained in our mission statement. Nonprofit law requires that nonprofit corporations be governed by unpaid community members, which is why Pillars Community Health has had a volunteer board for over 100 years.

#### AND

• A Federally Qualified Health Center (FQHC) - only nonprofit corporations can be an FQHC. Pillars Community Health is a designated FQHC as approved by the US Department of Health and Human Services and thus must provide access to health care services for low-income and underserved persons.

#### What are the Board composition requirements?

Our Board must be reflective of the communities we serve and meet several additional requirements as noted below. In general, Board members live and/or work in the communities we serve. Our bylaws require that our Board have a minimum of 15 and a maximum of 20 Board directors.

• As an FQHC, the federal laws that created and govern FQHCs require the nonprofit Board to be VERY responsive to the community and patients it serves. Therefore, it is required that at least 51% of the volunteer Board members are patients or parents or guardians of patients. This enhances the Board's ability to plan and operate a health center that is meeting the needs of its patients.

As an FQHC that receives federal funds to support health care services for persons who are experiencing housing insecurity and homelessness, we are required to have at least one board member who represents the interests of this specialized patient population.

• Due to funding streams and licensing requirements, Board members will be required to attest to the status of any criminal history they may have.

# LAST YEAR PILLARS COMMUNITY HEALTH PROVIDED :



# HEALTH CENTER SERVICES

**Medical Services:** We provide a patient-centered medical home for people of all ages. Services include same-day sick appointments; women's health and prenatal, labor & delivery, and postpartum care; pediatric services; and adult medical care services, including chronic disease management and psychiatry services. All services are available at our Integrated Health Center in La Grange Park; most services are also provided at our Family Health Center in Willowbrook and Health Center in Riverside.

**Dental Services:** Our team of dentists, dental hygienists, and dental assistants focuses on prevention through education and regularly scheduled appointments. Services include exams, assessments, oral cancer screenings, preventive, restorative, and diagnostic procedures; and oral health education. All services are available at our Community Health Center in La Grange Park; most services are also provided at our Family Health Center in Willowbrook.

Behavioral Health Screening, Brief Intervention, and Referral to Treatment: Health Center patients have access to pediatric development and behavioral screenings; screenings for depression, anxiety, peri-and post-partum depression; substance abuse and domestic violence screenings; brief interventions; and referral to outpatient mental health.

**Integrated Care Services:** Pillars Community Health integrates primary medical and dental services with mental health services. Patients who are visiting for primary care services will receive same-day mental health assessments (ages four and up), ongoing treatment, and referrals as needed.

**Psychiatry**: Our psychiatry services for children, adolescents, and adults include comprehensive evaluation, medication management, and crisis stabilization. Psychiatry services are coordinated closely with medical providers and mental health counselors.

**Pharmacy Assistance**: Patients at our Community Health Centers can access low-cost prescription medications through our 340B program.

Healthcare for the Homeless: in collaboration with BEDs Plus. This collaborative initiative combines Pillars Community Health's expertise in comprehensive healthcare services with BEDs Plus's commitment to shelter and support, creating a holistic solution for vulnerable individuals. Through this program, marginalized individuals gain access to vital medical services, including preventive care, treatment, and mental health support, while also receiving assistance in securing stable housing and essential resources. With a shared vision of restoring dignity and improving lives, this partnership addresses immediate and long-term needs, fostering a healthier and more resilient population experiencing homelessness in our community.

## **BEHAVIORAL HEALTH & SUPPORT SERVICES**

**Outpatient Mental Health:** Outpatient mental health includes office-based, telehealth, and home- and community-based therapy for children, adults, and families. We serve people across the lifespan and provide several evidence-based practices that target specific issues, needs, or developmental stages.

**IPS (Individual Placement and Support) Employment Services:** Our employment services program helps adult mental health clients find, obtain, and maintain jobs. While staff are located in Berwyn, more than half of these services are conducted in the community.

**Buddy's Place:** Buddy's Place is a free grief support program for children (ages 4-18) and their families who have experienced the death of a loved one. Services include an 8-week support group and monthly gatherings to share a meal with other families.

**Mobile Crisis Response:** Mobile Crisis Response (MCR) Services help stabilize emergencies involving suicidal behavior, acute drug issues, sudden traumas affecting the community, etc. MCR helps community members experiencing a mental health crisis and their families, in their homes/community through screening for inpatient psychiatric hospitalization and crisis stabilization services. PCH is a 988 Suicide and Crisis Lifeline providers and services are additionally provided 24 hours a day via 708-PILLARS (708-745-5277).

**Community Support-Individual (CS-I) for children and adolescents:** CS-I is a therapeutic service that helps Pillars Community Health clients who are living with mental illness to practice therapeutic goals in their home or community. For example, children and teens might go bowling to practice anger management or visit a park to work on social skills.

**Community Support-Individual (CS-I) for adults:** This program helps Pillars Community Health clients who are living with mental illness to practice therapeutic goals in their home or community. For example, clients may practice using community resources like transportation or the library.

**Community Support-Team (CST):** CST helps adult mental health clients develop recovery and resiliency-oriented skills. Services include intensive outpatient therapy, primarily through visits to the home and testing skills out in the community. The goal is to decrease hospitalizations and crisis episodes.

**Community Integrated Living Arrangement (CILA):** CILA provides intensive staff support, treatment, and on-site supervision for adults living with mental illness so they can live in the least restrictive setting possible. Services include housing, help with activities of daily living, psychiatric services, etc.

**Mental Health First Aid:** Mental Health First Aid (MHFA) is a course that teaches people how to identify, understand, and respond to signs of mental illnesses and substance use disorders. Pillars Community Health has staff who are certified to facilitate the MHFA course, and was recently approved as a site for teen Mental Health First Aid (tMHFA) which is specifically geared towards teaching teens to respond to mental health challenges in their peers.

**Pathways to Success:** Pathways to Success is a care coordination program for youth with complex behavioral health needs. Pillars Community Health serves as the region's Care

Coordination and Support Organization (CCSO) for Pathways-enrolled youth, providing strengths-based guidance and coordination for families to assist them in accessing resources, preventing crisis situations, and facilitating collaboration between providers.

**Family Support Program (FSP):** Funded by the State of Illinois, the FSP provides support to families with children who have severe mental illness. Staff at Pillars Community Health can help families with the application process and work with them to take advantage of services after they receive the grant.

The Loft at Eight Corners: A partnership with NAMI Metro Suburban, The Loft at Eight Corners is a mental wellness space for middle and high school age youth. The Loft engages participants in their mental health journey through screening, mental wellness education, and skill building to equip young people and their families with strategies to optimize mental health and access resources as needed.

#### **DOMESTIC & SEXUAL VIOLENCE SERVICES**

**Shelter:** PCH provides a secure and supportive environment for survivors leaving abusive relationships. We offer a domestic violence shelter, including our Constance Morris House, and collaborate with nearby hotels to provide safety, support, and resources to individuals and families. All Shelter services are provided free of charge.

Advocacy: Staff members specializing in domestic and sexual violence provide essential support through free 24-hour hotlines, court advocacy, and counseling. We also offer legal advocacy for victims/survivors and comprehensive legal assistance to survivors of sexual assault and domestic violence, beginning with immediate health and safety concerns and continuing to empower survivors to get back on their feet. Furthermore, they collaborate with various organizations and institutions to provide training and advocacy services.

**Therapy:** Our services include individual, family, and group therapy in English, Spanish, and Arabic. We also provide crisis intervention, medical advocacy, and care for shelter residents. PCH offers culturally competent support groups and empowerment programs for survivors.

**Outreach and Prevention:** The organization actively plans outreach initiatives and partners with local schools and organizations to deliver prevention education, instructing about safety and how to seek help. We aim to change societal attitudes that tolerate and contribute to domestic and sexual violence. In October, we promote support for Domestic Violence Awareness Month, in February for Teen Dating Violence Awareness Month, and in April for Sexual Assault Awareness Month. Volunteering opportunities are available for those who wish to raise awareness and support survivors.

**Partner Abuse Intervention Program (PAIP):** PAIP is a 26-week program designed to help participants take accountability for their past actions and work towards building healthier relationships. PAIP is for individuals who recognize abusive tendencies in their behavior in romantic relationships and are seeking help. Groups are open to voluntary and court-mandated clients.

## ADDITIONAL SERVICES

**Outreach and Education:** We regularly provide outreach and presentations to the community on a variety of topics, including domestic violence, sexual violence, and physical, oral, and behavioral health.

**Benefits and Eligibility Assistance:** We can help patients determine what insurance they qualify for and what benefits they may receive. Our care coordinators can also provide referrals for patients and clients who need to see a specialist or need hospitalization or inpatient rehabilitation.

# FREQUENTLY ASKED QUESTIONS

#### GENERAL

#### How old is the organization?

Pillars Community Health was created by the merger of Pillars and Community Nurse Health Center in January 2018. Together we can trace our history back to 1921 through predecessor agencies that served the western and southwestern suburbs of Chicago.

#### Is the organization on social media?

Yes! Please follow us:

Facebook at <u>Facebook.com/PillarsCommunityHealth</u> Instagram @pillarscommunityhealth LinkedIn Linkedin.com/company/pillars-community-health

#### **OUR PEOPLE**

#### How is your leadership structured?

Pillars Community Health is governed by a volunteer Board of Directors. Our President and CEO is Angela Curran, JD, LLM.

#### How many people work at your organization?

We have about 250 staff. We employ doctors, nurses, dentists, social workers, counselors, therapists, advocates, and more.

# Do staff speak other languages and/or do you offer informational materials in other languages?

We envision communities where all people have access to the care they need, when they need it. To that end, we are committed to eliminating barriers to care such as language, income, or stigma. To address the cultural diversity of our patients and clients, we have many bilingual staff (English-Arabic, English-Spanish) and use language assistance lines and sign language interpreters.

# **ACCESSING SERVICES**

#### How does one get services or refer someone to services at Pillars Community Health?

Persons interested in services should call our main line: 708-PILLARS (708-745-5277) to learn more about accessing services.

#### Does the organization provide services regardless of where a person lives?

It depends on the program. In most cases, patients and clients can come from any location so long as they can get to our locations for services. Other programs only accept clients from specific geographic locations. Our staff that respond to calls at 708-745-5277 can answer more specific questions about eligibility.

#### Where are services located?

We have 11 locations throughout the western and southwestern suburbs, including La Grange, Countryside, Berwyn, Hickory Hills, Riverside and Willowbrook, and a domestic violence shelter at an undisclosed location. Several of our services are also provided in community settings, including homes, schools, police stations, courthouses, and emergency rooms. We provide services to more than 35 communities in the western and southwestern suburbs.

#### What is the cost to receive services at Pillars Community Health?

Some services are available free of charge; others are offered on a sliding fee scale (meaning the amount you pay depends on your income). We also accept Medicaid, Medicare, and many commercial insurance plans for our health care services.

# FOR DONORS AND VOLUNTEERS

#### How does the organization make money?

Pillars Community Health is a 501(c)(3) nonprofit. We receive funding from a variety of sources, including the federal and state government, fee-for-service revenue, private foundations, and generous donations from individual and organizational supporters.

#### How can I donate to Pillars Community Health?

You can donate online at <u>www.PillarsCommunityHealth.org/donate</u>. You may also donate over the phone at 708-745-5277 (ask for "Philanthropy"), or send a check to Pillars Community Health, Attn: Philanthropy,5220 East Ave, Countryside, IL 60525.

#### Can I donate items to the organization?

Pillars Community Health accepts in-kind donations of items for several of our programs. If you are interested in making an in-kind donation, please call 708-745-5277 and ask for 'Philanthropy'. We are always glad to provide you a list of items that we need.

#### Does Pillars Community Health use volunteers?

Yes! About 400 volunteers assist us with providing our services each year. Our volunteer opportunities require training to become a domestic or sexual assault advocate or to volunteer with our childhood bereavement program. Occasionally, we also seek additional volunteers for events such as our annual fundraiser.

# BOARD MEMBER JOB DESCRIPTION

Title: Board of Directors – Member

**Purpose:** To facilitate the achievement of Pillars Community Health through active participation in the governing body of the organization. To help manage the affairs of the organization and assure the organization is meeting the needs of the community and adhering to local, State, and Federal laws and regulations.

#### **Duties and Responsibilities:**

- Believe in the vision, mission, purposes, philosophies, and principles of the organization.
- Informed, regular, and active Board meeting participation by:
  - o Reading meeting materials prior to the meetings
  - Actively participating in Board discussions and debates
  - Serving on at least one Board Committee
  - Regularly attending Board and Committee meetings
- Provide appropriate supervision of the Chief Executive Officer in accordance with organization bylaws.
- Develop facility with federal, state, and local laws affecting the organization and its fiduciary responsibilities, especially, but not limited to, Section 330 program requirements; IL Dept. of Human Services and Dept. of Mental Health requirements; and Illinois Coalition Against Sexual Assault and Illinois Coalition Against Domestic Violence requirements.
- Understand the metrics used to determine how the business units are functioning.
- Understand the organization's financial positions and budgets.
- Support and promote the organization's funding efforts, as able, by:
  - Making financial contributions in line with personal resources
  - Assisting in the securing of annual campaign donations
  - Attending organization special fundraising events and inviting guests
  - Volunteering time to assist with special events, outreach, or advocacy
- Assure the Board, all staff, and volunteers act in an ethical and legal manner.
- Respect and protect the confidentiality and privacy rights of individual patients, clients, staff, donors, grantees, volunteers and others.
- Meet all obligations and duties as may be further adopted by the Board of Directors and amended from time to time.

#### **Qualifications:**

- Commitment to the mission and programs of Pillars Community Health
- Ability to work on a team and delegate responsibility.
- Accessibility and adequate time to fulfill the commitment.
- Excellent communication skills

# BOARD MEMBER RESPONSIBILITIES

#### What does the Board of Directors do?

- 1. The Board defines the mission of the organization
  - Each Board member should know WHY we exist and WHAT we hope to accomplish.
  - The Board, as a group, evaluates if the organization is accomplishing its mission, and if not, what we need to do better. The Board sets the organization's goals, and the staff implements the tasks to achieve those goals.
- 2. The Board oversees policy creation and updates
  - Policies are the guidelines each organization develops to ensure the organization can meet its mission. Policies deal with Finances, Compliance, Services, Operations, Philanthropy, and Personnel. The Board then relies on the CEO to implement the approved policies.
  - Because Board members have diverse backgrounds and jobs, they rely on each other and key leadership staff (like the CEO, Senior Executive Vice President, CFO, Senior Vice Presidents, and Chief Clinical Officers) to formulate and change policies when needed.
- 3. The Board safeguards assets (the money, the property, and our reputation)
  - Because Pillars Community Health is a nonprofit business, we ask the government, foundations, other people, and businesses to provide funding or donate money so that we can meet our mission. Because we are asking people and the government for this type of support, there are many external rules that must be followed. These are called the "fiduciary responsibilities."
    - For example, The Board must make sure that there is a set of Bylaws for the organization, that any conflicts of interest for Board and staff members are disclosed, that an annual audit is performed on the organization's financial records, and that the organization files its required documents with the federal and state government every year.
  - Because of the organization's federal designations as an FQHC, receives state grants and contracts, is licensed to operate as a Community Mental Health Center and provider of substance use disorder services, and participation in the Medicaid and Medicare programs, the board also has obligations, working with the staff leaders, to assure we comply with related standards of performance and maintain those designations and licenses.
  - The Board, with help from staff, approves the operating budgets, makes sure we have enough money to meet our mission, pay our staff and carry appropriate insurance coverages. The Board has a responsibility to review the financial reports. Again, some Board members are better skilled at this task than others, so the Board members rely upon one another to understand the financial reports and it is the CEO's job to make sure the Board understands the finances.
- 4. The Board selects, evaluates, and supports the CEO
  - The CEO is the President of the organization, the staff leader, and a non-voting member of the Board. Only the Board of Directors can hire, fire, and evaluate the CEO.
  - The Board places considerable trust and responsibilities in the CEO, so the Board should review the performance of the CEO every year to make sure the CEO is

fulfilling all their job responsibilities and to make sure the Board and CEO agree on the priorities of the job. Some things the Board should consider are: how well does the CEO work with the Board and other community organizations to ensure that patient/client needs are being met? Is the organization financially well-managed? Does the CEO hire the right people and create a spirit of teamwork? Is the CEO planning and implementing the right services and programs for the organization?

- 5. The Board monitors and evaluates how well the organization and the Board are performing
  - There are many ways to measure how an organization is performing. Many of Pillars Community Health's performance measures are required as part of its FQHC grant, and state funding that supports behavioral health, sexual assault, and domestic violence services. It is the CEO's job to make sure the data is being collected and presented to the Board. It is the Board's job to understand the information and help develop actions to improve performance if we are not meeting performance goals.
  - The Board also must evaluate itself to make sure it is performing all its
    responsibilities. There are many tools and resources available to the Board to help it
    determine how well it works together.
    For example, Board members need to make sure that they and their colleagues are
    attending and participating in meetings and that there are written minutes of all
    Board meetings.
- 6. The Board plans for the long-term future of the organization.
  - Nonprofit organizations exist to meet the needs of the communities they serve and must be responsive to these needs. This is most-often referred to as "Strategic Planning" – making sure that the organization has a long-range vision, and the goals and objectives to achieve that vision. Usually, planning is done for at least a 3-year period. There are many resources and strategic planning experts who help nonprofits with this activity. It is always done with Board, staff, and other community partners to make sure all aspects of planning are included in the process.
  - Once a long-term set of goals is developed, the Board and staff work on an action plan to make sure that the goals can be carried out.

#### What is expected of individual Board members?

Individual Board members have no individual authority; it is only the Board acting together by vote or consensus to achieve the above six responsibilities that makes an effective Board.

However, each Board member is expected to do the following:

#### 1. Attend and participate in meetings.

The Board takes action at scheduled meetings or by unanimous consent in writing. Therefore, it is very important to attend as many meetings as possible. The bylaws require each Board member to attend 7 of 12 monthly meetings and to participate in at least one Board committee. The Board typically meets the third Tuesday of every month at 6:30PM. Virtual participation is permitted, but each Board member is expected to attend at least 3 meetings in person when social-distancing and health-risks due to the pandemic permit. Board members should be reasonably careful when making decisions. No Board member is expected to know everything about how to govern Pillars Community Health. That is why the there are several Board committees to help the entire Board with its fiduciary duties. Those committees include an executive committee, finance committee, human resources committee, governance committee, program evaluation and quality assurance committee, and an audit and compliance committee. In addition, as stated above, board members often rely on the CEO, other staff and other Board members. It is the Board's responsibility to determine what area of training and education it needs, but it is your responsibility to ask questions if you need a better understanding of something. Your questions may spark important conversation. Each new Board member will be paired with an experienced Board member for orientation and one-on-one training and education.

#### 2. Demonstrate loyalty to Pillars Community Health.

Many things discussed at Board meetings are confidential and must remain that way. Board members are asked to sign a Confidentiality Agreement. In addition, Board members should not have undisclosed conflicts of interest – business interests that benefit a Board member. For example, Board members would be prohibited from "bidding" on a job to do at the health center (for example, painting) without disclosing his/her business interests to the rest of the Board.

#### 3. Be faithful to the Mission.

All Board members are encouraged to voice their opinions. Once a Board decision is made, however, it is expected that individual Board members will support that decision. In addition, all Board members are ambassadors of the organization in the community – in our schools, community groups, churches, at work, and should be willing to raise awareness of the organization outside of Board meetings.

# BOARD OF DIRECTORS CANDIDATE INTEREST FORM

**Pillars Community Health** 5220 East Avenue, Countryside, Illinois 60525 708-PILLARS

#### **Board of Directors Candidate Interest Form**

Name				
First	MI	Last	Familiar name	Pronouns
Residence				
Address				
Or other living arrang	ements:			_
hone		E-mail	:	
Mobile Phone:				
Current occupation	n:			
Employer				
Phone		E-mai	l	
Type of business or o				
Primary service(s) and	l area/population se	erved		
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Please list any groups, organizations, churches, schools, or businesses that you could serve as a liaison to on behalf of Pillars Community Health.

\_\_\_\_\_

#### Education/Training/Certificates

**Optional** – Have you received any awards or honors that you'd like to mention?

**Experience** (Please circle all that apply)

- Financial Management
- Accounting
- Personnel, human resources
- Administration, management
- Nonprofit experience
- Community awareness
- Community service
- Community organizing/engagement
- Policy development
- Public Health
- Quality Assurance/Improvement
- Program evaluation Health care services
- Public Relations, Communications
- Health Center Patient/Guardian of Patient
- Sexual Assault Advocacy
- Domestic Violence Advocacy
- Special events Programming
- Special events Planning
- Marketing
- Grant writing
- Fundraising
- Philanthropy planned giving
- Outreach, advocacy
- Law Attorney
- Law Other
- Retail businesses
- Other \_\_\_\_\_

Please tell us anything else you'd like to share.

\_\_\_\_

are nom Yes _	inated, would you be willing to serve on the Board of Directors if elected No
	Thank you very much for expressing interest.
	Please return this form to
	Pillars Community Health
	Governance Committee
	c/o Sandra Oseguera
	5220 East Ave, Countryside, IL 60525
	708-995-3562
	soseguera@pchcares.org