

# Client Compensation Policy

## PURPOSE

Health Care for the Homeless (“the Agency”) recognizes that the organization benefits from client contributions in its advocacy, programmatic development, and narrative. This policy is designed to tangibly acknowledge the value of client expertise and time. The approach is guided by the directive to create a culture of respect and inclusion, as detailed in the Racial Equity Guiding Principles, the REI Action Plan and the 2022-2025 Strategic Plan.



## SCOPE

This Policy applies to all staff and the Agency clients participating in qualifying activities.

## DEFINITIONS

1. **Honorarium:** The hourly amount paid for short or one-time participation in the production of written, verbal or video content for the benefit of the Agency. Examples of qualifying activities include:
  - Interviewing for written/video piece for the Agency
  - Writing a story or other content piece for Agency publication
  - Submitting written/oral testimony for legislative advocacy
  - Presenting as part of a clinic tour
  - Serving as a Team (Co)Captain at Lobby Day
  - Speaking at a one-time event as an Agency representative that does not require pre-event preparation
2. **Stipend:** The sum paid per event for preparation and participation in activities that benefit the Agency. Examples of qualifying activities include:
  - Ongoing participation in workgroups or committees that meet more than once (not inclusive of Board committees)
  - (Co)Leading a client support group that meets more than once
  - Preparing and presenting at an event as an Agency representative
  - Presenting regularly to staff (e.g., New Hire Orientation presentations)
3. **Travel Reimbursement/Payment:** Pre-approved, reasonable expenses incurred when traveling to and from a qualifying activity.
4. **Event Volunteers:** “Day-of” event volunteer roles that are generally open to the public. Examples of these activities include Rock Your Socks 5K, Chocolate Affair and Free Market Day volunteer roles. These are not compensable activities.
5. **Board Members:** Clients who volunteer to be directors of the Agency or to serve on a Board committee.

## POLICY

- I. **General**
  - A. It is the policy of the Agency to compensate clients for their time and expertise within the context of applicable regulations. Therefore, the Agency will budget annually for

client compensation needs. Federal, state, or local funds will not be utilized for client compensation unless specified within the funding parameters.

- B. Event volunteers do not receive stipends and honoraria but may receive travel reimbursement/payment.
- C. Board members do not receive stipends and honoraria for board activities, including meetings and related activities; however, board members may receive reasonable travel reimbursement/payment for their participation in these activities.
- D. Payments will typically be awarded in the form of either petty cash, a gift card or pre-paid credit card. Exceptions can be made at the discretion of the Agency.
- E. If the Agency connects a client to a third-party (e.g., news site or community partner) for an interview, the Agency will not provide stipend, but will provide reasonable travel reimbursement/payment.
- F. The Agency will not use compensation to influence client perspective or coerce participation in qualifying events.
- G. Client participation will be completely voluntary and will not influence care or services received at the Agency.
- H. The Agency reserves the right to limit this Policy based on budgetary constraints.

## **II. Honoraria**

- A. Honoraria will be either \$25/hour or \$50/hour at the Agency's discretion.
- B. \$50/hour will be paid when the content provided by the client is used over multiple communication channels and for multiple audiences.
- C. Honoraria will be paid regardless of whether the product is used or published.
- D. Engagements that require less than 30 minutes will not be compensated.

## **III. Stipends**

- A. Stipends are \$25/meeting and/or \$50/day at the Agency's discretion and depending on the length of the engagement.
  - a. For example, the Agency offers an opportunity for a client to speak at a 1-day external conference as an Agency representative. The client may request meetings to prepare for the conference. In this case, the client receives \$25 for every hour spent meeting with Agency staff and \$50/day for speaking at the conference.
- B. If the Agency invites a client to participate as a representative at an external event, the Agency will ensure that their registration fee is covered.

## **IV. Transportation**

- A. The Agency will make a good faith effort to schedule qualifying events around clients' in-person appointments to respect their time.
- B. In general, the Agency's responsibility will be to ensure round-trip, point-specific transportation to and from qualifying events. If the client intends to go elsewhere after the qualifying event, it will be their responsibility to cover the difference in cost.
- C. As a standard, the Agency will provide bus tokens for transportation.
- D. The Agency will consider ride sharing services (e.g., Uber, Lyft) for specific events when timeframes are tight.
- E. The Agency will follow federal reimbursement guidelines for pre-approved mileage.
- F. The Agency will cover tolls and parking expenses for pre-approved travel.

## **Related Documents**

1. Client Compensation Procedure

**REVIEW CYCLE**

This Policy will be reviewed every three years or more often as needed to remain compliant with federal, state and local regulations.

**Signed by:** Keiren Havens

**Position:** Chief Strategy Officer

**Date:** 7/25/2023

*NEW Policy*

Board approved: