



**OPERATING PROCEDURES
HEARTS OF GOLD
POLICE FAMILY OUTREACH FOUNDATION**

ARTICLE I – MISSION STATEMENT

Section 1: The mission of the Hearts of Gold Police Family Outreach Foundation is to provide financial relief and support to qualified participants and their families in times of need and/or distress, as well as to offer philanthropic outreach to the Tucson Police Department community and the greater law enforcement community of Southern Arizona.

ARTICLE II – COMMITTEES

Section 1: In addition to the Nominating Committee - outlined in the bylaws, it is the intent for the following to be standing committees of the Foundation. At the direction of the Chair, some committees may become inactive due to low Board Membership, however, they are to become active as soon as Board Membership allows. Each committee shall be chaired by a voting Board Member. Except for the Executive Committee, committee members may include current Department members or community members who are not current voting Board Members.

Section 2: Executive Committee. The Executive Committee will consist of the Officers of the Board. The Executive Committee is the ultimate decision-making authority of the Organization. All other committees shall provide recommendations to the Executive Committee for final approval. The Executive Committee is also responsible for coordinating with the Executive Director to receive applications for assistance from qualified participants in need. The Executive Committee will review all applications for assistance and determine if the request qualifies for assistance. The Board Chair may include additional Board members for the purpose of reviewing assistance requests.

Section 3: Development Committee. The Development Committee shall be responsible for the overall development of the Foundation. They shall coordinate with the Executive Director to seek and evaluate all proposals for fundraising activities and report such opportunities to the Board. The committee shall coordinate all qualified participant drives and make presentations to employees and employee groups. This committee will work with the Executive Director on all qualified participant status changes. Although not required, it is recommended that this committee include a current sworn and professional staff qualified participant.

Section 4: Scholarship Committee. This committee is responsible for coordinating and facilitating the scholarship program for qualified participants. This includes advertising and answering questions from qualified participants regarding the Scholarship Program.



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ARTICLE III – Financial Assistance

Section 1: The Board is solely responsible for the approval of all requests for financial assistance from qualified participants. The Executive Director shall, within 72 hours from receipt of an application for assistance, confirm that the applicant is a qualified participant and:

- a) Applicant is applying for themselves or an immediate dependent family member.
- b) That the need for assistance has evolved from an incident arising due to death, disability, illness, injury, or some other catastrophic circumstance not related to employment status or vagaries of the economy; including assistance for non-traditional therapies, and for current employees, that the circumstance which caused the need occurred while they were employed as a member of the Tucson Police Department. The last stipulation does not apply to retired participants.
- c) That the need for assistance is specifically for the qualified participant or their dependent family member; or that the need is related to the death of another immediate family member. On a case-by-case basis, situations regarding a qualified participant's family that are outside the stated parameters may be considered at the discretion of the Board of Directors.
- d) That the catastrophic circumstance has caused or will cause a financial hardship for the qualified participant and the application for assistance thoroughly details the hardship.
- e) That the applicant has complied with all requirements for past disbursements if applicable.

Section 2: Distribution Amounts. Maximum distribution amounts are applied to qualified participants, not individual requests. For example, a qualified participant who receives five assistance grants in one year for five different family members at \$5,000 each would reach the annual maximum even if only one of those requests was for the participant.

- a) The following are the current maximum distribution amounts for qualified participants and their family members who are current employees:
 - i. Annual: \$25,000
 - ii. Lifetime: \$50,000



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b) The following are the current maximum amounts for distribution of funds for retirees and their family members:

- i. Annual: \$10,000
- ii. Lifetime: \$25,000

Section 3: Disbursement of Funds

All disbursement amounts must be approved by a quorum of the Board. The Board may authorize payments directly to providers if this facilitates assistance to the qualified participants. If checks are issued to a qualified participant, all certificates, medical receipts, invoices, or other proof associated with the expenditure of disbursed funds will be provided by the receiving qualified participant within 45 days of the disbursement of funds. If disbursement of funds is contingent upon the qualified participant providing documentation, such documentation shall be returned to the Executive Director within 45 days of approval of application. Should a qualified participant fail to provide the requested documentation, they may be required to return the funds. At the discretion of the Board, the qualified participant may also be restricted from future assistance for a specified period of time and/or be removed from the program entirely.

The Executive Director shall have the authority to issue checks up to \$10,000. For checks over \$10,000 the Treasurer shall be the primary signer, however, the Chair or Vice-Chair may sign in the Treasurer's absence. Two signatures shall be required for checks over \$25,000.

Section 4: Automatic Disbursement Upon Death. Upon a death, the Board will determine which of the following categories apply and will issue one disbursement as appropriate.

a) **Qualified Participant Death Not in the Line of Duty**

1. In the event of the death of a qualified participant not in the line of duty, the Foundation shall issue an automatic, one-time disbursement in the amount of \$2,500 to the emergency contact or known next of kin of the deceased qualified participant. This disbursement is separate from any other application(s) that may be submitted or in process on behalf of the qualified participant.



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2. All assistance applications relating to the death of a qualified participant must be submitted in writing within six (6) months of the qualified participant's death.

b) Current Tucson Police Department Member Death Not in the Line of Duty

1. In the event of a death not in the line of duty of a current member of the Tucson Police Department who is *not* a qualified participant of Hearts of Gold, the Foundation shall issue an automatic, one-time disbursement in the amount of \$500 to the emergency contact or known next of kin of the deceased Tucson Police Department member.

c) Tucson Police Department Member Line of Duty Death

1. In the event of a line of duty death of a current member of the Tucson Police Department, the Foundation shall issue an automatic, one-time disbursement in the amount of \$5,000 to the emergency contact or known next of kin of the deceased Tucson Police Department member.
2. Any and all assistance applications relating to the death of a qualified participant must be submitted in writing within six (6) months of the qualified participant's death.

d) Line of Duty Death of Other Agency Law Enforcement Officer

1. In the event of a line of duty death of a law enforcement officer of an agency other than the Tucson Police Department, the Board may issue a one-time disbursement of \$500 at their discretion.

Section 5: Automatic Disbursement Upon Death of K-9 Partner

a) Current Tucson Police Department K-9 Death in the Line of Duty

1. In the event of a line of duty death of a current Tucson Police Department K-9, the Foundation shall issue an automatic, one-time disbursement in the amount of \$250 to the handler of the deceased K-9.

b) Current Tucson Police Department K-9 Death Not in the Line of Duty

2. In the event of a death not in the line of duty of a current Tucson Police Department K-9, the Foundation shall issue an automatic, one-time disbursement in the amount of \$250 to the handler of the deceased K-9.



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c) Other Agency Current K-9 Death

3. In the event of a death of a current K-9 of an agency other than the Tucson Police Department, the Foundation may issue an automatic, one-time disbursement in the amount of \$200 to the handler of the deceased K-9 at their discretion.

Section 6: Definitions

The following definitions shall control matters relating to financial assistance:

a) Qualified Participant:

1. Any current Tucson Police Department employee who has been contributing to the Foundation for a minimum of ninety (90) days and is in current contributing status.
2. Any past Tucson Police Department employee whose employment was transferred to another City Department through no fault of their own because of City Departmental restructuring, who has been contributing to the Foundation for a minimum of ninety (90) days and is in current contributing status. That individual may remain a qualified participant as long as they continue making contributions.
3. In the event of a layoff, a qualified participant who has been contributing for the previous twelve (12) consecutive months before separation shall remain eligible for Hearts of Gold benefits for a period of three (3) months after the date of separation.
4. Any retired member of the Tucson Police Department (PSPRS eligible or medical) who was a contributing participant at the time of their retirement and who had been in current contributing status at least ninety (90) days immediately prior to their retirement effective date. Retirees shall remain eligible qualified participants for a period of five (5) years after retirement or until age 65, whichever comes first.

- b) Tucson Police Department Member:** Any current full-time or part-time, Sworn, or Professional Staff employee of the Tucson Police Department. This includes Sworn Reserve Police Officers but does not include Volunteer members of the Department. The Board may, at their discretion, make an exception to this definition for the purpose of including volunteer members depending on circumstances.



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- c) **Current Contributing Status:** Contributing to the fund through payroll deduction (current employees) or automatic payment (retirees) for at least 90 days, or has paid for one full year of membership (minimum \$130) and at least 90 days has elapsed since payment was made and participant application was approved.
 - 1. Qualified participants who are not contributing due to being on Leave without pay status because of Family Medical Leave or Military Leave will still be in current contributing status.
- d) **Immediate Dependent Family Member:** Spouse, brother, sister, mother, father, child, stepchild, adopted child, mother-in-law, father-in-law, grandparent, grandparent-in-law, or other family member of the qualified participant living in the same home as the qualified participant or for whom the qualified participant is financially responsible.
- e) **Catastrophic:** Death, severe accidents, and severe illness requiring prolonged hospitalization or recovery; usually involves high costs for hospitals, doctors, and medicines or a natural or man-made disaster that is unusually severe. May also include events that have had an unusually negative impact due to a cumulative effect. The Board maintains the final authority in determining whether an event is catastrophic.
- f) **Disabled:** The incapacitation of a contributing sworn or professional staff member of the Department. They are unable to perform the duties for which they have been educated or trained, and their ability to so perform shall be determined exclusively by the Board from factual, competent medical evidence. Disabled shall also mean the psychological or physiological incapacitation of a qualified participant's immediate dependent family member as defined above.
- g) **Killed or Disabled in the Line of Duty:** Death or incapacitation of a qualified participant, Tucson Police Department Member or K-9, or other agency law enforcement officer occurring as a direct result of injuries sustained while in the performance of an activity directly related to fulfilling the primary mission of the Tucson Police Department.
- h) **Death or Disability Not in the Line of Duty:** Death or incapacitation of a qualified participant, Tucson Police Department Member or K-9, or other agency law enforcement officer because of a catastrophic event occurring at times other than when the qualified participant is on duty with the Tucson Police Department or engaged in activity directly related to fulfilling the primary mission of the Tucson Police Department.



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- i) **Termination of Participation:** Any qualified participant of Hearts of Gold Police Family Outreach Foundation may voluntarily withdraw from the Foundation by written notice to the Executive Director, or the Chair of the Development Committee who will coordinate with the City of Tucson Payroll Department to stop automatic payments. Any qualified participant of the Hearts of Gold Foundation may be removed for cause based on any act of misrepresentation or any other cause shown to be detrimental to the Foundation. Qualified participants who discontinue their contributions will be removed from participation in the Foundation. Any funds collected prior to the above are not refundable to the qualified participant.

Section 7: Application

The applicant agrees to complete an Application for Assistance form. The Executive Director and/or Executive Committee will request documentation that supports the Application for Assistance; failure to provide the requested documents within 45 days of the request will result in the application being denied. Strict confidentiality will be adhered to. The applicant will not provide false or fraudulent claims or misleading information. Doing so may result in civil or criminal penalties, to include removal from membership in the Foundation, at the discretion of the Board. The applicant agrees to thoroughly document how their situation has caused a financial hardship including any other avenues they have pursued for assistance.

Section 8: Reports

The Executive Director shall present all Applications for Assistance to the Board of Directors once per month at the regularly scheduled Board meeting or at a meeting specifically called by the Executive Chair for this purpose. The Board shall decide, by a majority vote of its members in attendance, to approve or deny the application. All applications discussed at any meetings of the Board of Directors are confidential and shall not be discussed or disclosed outside the purview of the Hearts of Gold Foundation.

Section 9: Notifications

The Executive Director shall notify the applicant in writing of the Board's decision on the applicant's request for financial assistance within one week of the decision. If the Executive Director is unavailable, a member of the Executive Committee will be responsible for receiving and making notifications on assistance requests.

- a) In the case of approval, the written notification shall include a check for the approved distribution and any requirements for documentation.



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- b) In the case of denial, this notification shall include the reason(s) the request was denied.

Section 10: Emergent Situations

In urgent situations, or in cases where assistance provided in a timely manner will result in cost-effectiveness, the Executive Director, with the approval of the Executive Chair or any other officer in the absence of the Chair, is authorized to expend funds up to \$2,500 per assistance request, not to exceed a total of \$5,000 prior to the next regular Board meeting. An application will be completed as soon as possible for the qualified participant, with follow-up verification by the Executive Committee. The expenditure will be reported to the Board at the next regular Board meeting.

ARTICLE IV – Operating Budget

The Executive Committee will allocate no more than 20% of the annual contributions to the Foundation and any interest, dividends and investment income earned from all Hearts of Gold accounts to an operating budget. The operating budget will be used for administrative costs associated with operating the Foundation.

ARTICLE V – Records

All Financial records and other files pertaining to the operation of the Foundation shall be maintained in hard copy format or electronically for a minimum of seven (7) years. After seven years they will be maintained for a period of time to be determined by the Board.

ARTICLE VI – Amendments and Annual Review

Section 1: Proposed amendments and revisions to these Operating Procedures shall be submitted in writing and read at two (2) consecutive regular meetings of the Board of Directors. Final action shall be taken on the second reading. Upon adoption by a majority of the Board of Directors present at the second reading, provided such meeting shall have in attendance a quorum as provided by the Operating Procedures, the proposed amendment or revision shall become effective.



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Section 2: Operating Procedures will be reviewed formally once per year by the Executive Committee to determine if any updates are necessary.

Issue Date:	July 9, 2019	Initial Adoption of Operating Procedures
Revision:	November 12, 2019	<p>Revision:</p> <p>Added Article III, Section 4 Added Article III, Section 5, Subsection a2, a4, and a5 Removed “communicate with 100 Club” from Article II Section 4 Added “and any interest earned from all Hearts of Gold accounts” to Article IV</p>
Revision:	November 10, 2020	<p>Revision:</p> <ul style="list-style-type: none"> • All references to “Assistance Committee” were removed and replaced with “Executive Committee” • Article II, Section 2, added language allowing the Board Chair to add directors to review assistance requests • Article III, Section 2, added clarification that distribution maximums apply to participants, not individual requests • Article III Section 4, outlined disbursement amounts for line of duty deaths, participant deaths, non-participant TPD member deaths, and other Arizona agency line of duty deaths • Article III, Section 5, The following Definitions were removed: “Sworn” “Professional Staff” “Unusual Medical Expenses” “Unusual Accident Expenses” • Article III Section 5, Subsection b, added language to cover FML and ML status • Article III Section 5, Subsection g, added language to definition of off duty death • Article IV, “Interest earned” expanded to “Interest and dividends and investment income earned” • Article IV, Removed language regarding transfer of operating budget at the end of year
Revision:	May 11, 2021	<p>Revision:</p> <ul style="list-style-type: none"> • Article III, Section 5, Subsection B, Added definition for “Tucson Police Department Member”



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Revision:	January 11, 2022	Revision: <ul style="list-style-type: none"> • Article II Section 4, last sentence removed • Article III Section 1, Subsection B, Clarified that catastrophic event for retired participants does not have to have happened while employed with Tucson Police Department. • Article III Section 5, added section for death disbursements for K-9 partners. • Article IV, changed operating budget from 30% to “no more than 20%”
Revision:	November, 2023  <small>Amy Devins (Nov 3, 2023 11:22 PDT)</small>  <small>Christina Tenney (Nov 3, 2023 10:27 PDT)</small>  <small>Hilary Mahoney (Nov 3, 2023 10:03 PDT)</small>  <small>John Lebbs (Nov 3, 2023 11:49 PDT)</small>  <small>Tom Vetrano (Nov 3, 2023 10:41 PDT)</small>  <small>Bill Spiveck (Nov 3, 2023 14:18 PDT)</small>  <small>Gregory Kass (Nov 3, 2023 10:36 PDT)</small>  <small>Roberto Noperi (Nov 3, 2023 10:26 PDT)</small> 	<ul style="list-style-type: none"> • Article II, Section 3, Removed language about retirees as they are now eligible to participate. • Article III, Section 3, Added requirement for applicant to provide documentation within 45 days. • Article III, Section 6, Definition of Catastrophic, Added language that cumulative effect of multiple events may be considered at Board’s discretion. • Article III, Section 6, Termination of Participation, Changed notification from Treasurer to City of Tucson Payroll. • Article III, Section 7, Added expectation for thorough documentation. • Article III, Section 9, Added that applicants will be notified within one week of decision and if ED is not available, another Executive Committee member will make notification