WYO HELP

Succession and Continuity Plan

Proposed for Board Approval - September 2026

Effective Date	_____
Approved by Board	_____
Annual Review Month	September

1. Purpose

WYO HELP operates with a single staff Executive Director. The purpose of this plan is to ensure that an unexpected absence or permanent vacancy does not unnecessarily interrupt client services, food pantry operations, financial functions, grant compliance, organizational records, or Board governance.

This plan establishes both temporary continuity procedures and an orderly process for long-term succession. It is designed so that organizational authority, information, and access do not depend upon the knowledge, credentials, or availability of a single individual.

The objectives of this plan are to:

- Maintain essential services during a temporary absence.
- Protect clients, confidential information, organizational funds, and property.
- Maintain effective financial controls and separation of duties.
- Maintain grant reporting, invoicing, and compliance.
- Preserve organizational records and access to critical systems.
- Provide for temporary distribution of Executive Director responsibilities.
- Permit appointment of an Interim Executive Director when appropriate.
- Provide for an orderly permanent leadership transition.
- Reduce WYO HELP's operational dependence upon any single individual.

PART I - ACTIVATION AND AUTHORITY

2. Activation

This plan may be activated whenever the Executive Director is unable to perform duties and the absence materially interferes with essential WYO HELP operations.

Activation does not require a predetermined number of days.

If the Executive Director cannot activate the plan, authority to activate passes in the following order:

1. President
2. Vice President
3. Secretary
4. Treasurer

If none of these officers is available, a majority of the remaining members of the Board of Directors may activate the plan.

The activating officer shall notify the remaining Board members as soon as reasonably practical.

Only those portions of the plan necessary to address the circumstances need to be activated.

3. Authority During Temporary Succession

Activation of this plan does not automatically appoint the activating officer or any other individual as Executive Director.

Unless the Board formally appoints an Interim Executive Director, responsibilities normally performed by the Executive Director shall be distributed among Board members, Summit, partner organizations, volunteers, contractors, and other authorized individuals.

Organizational and governance authority remains with the WYO HELP Board of Directors.

The activating officer coordinates implementation of the plan but does not automatically assume the full authority or duties of the Executive Director.

The Board may appoint an Interim Executive Director at any time. The Board shall define the Interim Executive Director's:

- Authority;
- Responsibilities;
- Compensation, if applicable;
- System and account access;
- Reporting relationship; and
- Duration of appointment.

Appointment of an Interim Executive Director does not eliminate WYO HELP's established financial controls or required Board approvals.

4. Thirty-Day Review

If temporary succession remains in effect for 30 consecutive days, the Board shall formally review the arrangement.

The Board shall determine whether to:

- Continue distributed temporary responsibilities;
- Modify the distribution of responsibilities;
- Appoint an Interim Executive Director; or
- Begin permanent executive succession.

The Board may take any of these actions before 30 days when circumstances warrant.

Temporary activation of this plan does not by itself change the Executive Director's employment status or establish a permanent vacancy.

PART II - ESSENTIAL OPERATIONS

5. Essential Functions

During temporary succession, priority shall be given to:

- Protection of clients and confidential information;
- Direct-payment assistance when funding remains available;
- Goshen Food Pantry operations;
- Payroll;
- Bills and approved payments;
- Grant reporting and invoicing;
- Subgrantee administration;
- Essential organizational communications;
- Protection of organizational funds and property;
- Access to current organizational records; and
- Preservation and recovery of organizational systems and accounts.

Nonessential activities may be delayed during temporary succession.

PART III - DIRECT-PAYMENT SERVICES

6. Temporary Direct-Payment Service Continuity

WYO HELP shall maintain a Memorandum of Understanding with an existing WYO HELP subgrantee or other qualified partner organization that provides similar direct-payment assistance services and has sufficient staff capacity and systems experience to provide temporary coverage when the Executive Director is unavailable.

The organization providing temporary coverage shall be identified in WYO HELP's current succession implementation records and may be changed without amendment of this plan.

This arrangement does not transfer WYO HELP's grant, fiscal, administrative, oversight, or compliance responsibilities to the assisting organization. WYO HELP and its Board retain responsibility for WYO HELP programs and funds.

Upon activation:

5. The Wyoming Department of Health, Public Health Division, Rural and Frontier Health, Community Services Program (CSP) shall be notified of the succession event and the need for temporary direct-payment service coverage.
6. When necessary, CSP shall be asked to provide designated staff of the assisting organization with appropriate access or permissions to WYO HELP's direct-payment programs in EmpowOR or other state-controlled systems.
7. Assisting personnel shall use their own authorized credentials. The Executive Director's credentials shall not be shared.
8. The assisting organization may address outstanding applications already in the system and new applications received during the temporary period when funding remains available.
9. The assisting organization shall follow applicable WYO HELP eligibility, documentation, program, and service requirements.
10. The assisting organization shall document services in the applicable system and transmit completed payment information to WYO HELP for processing through WYO HELP's normal financial controls.
11. The assisting organization does not receive authority to approve or expend WYO HELP funds unless separately and expressly authorized by the Board consistent with applicable grant requirements.

7. Transfer and Restoration of Direct-Payment Services

When the Executive Director returns, an Interim Executive Director assumes responsibility, or a permanent successor is appointed, WYO HELP and the assisting organization shall complete an orderly transfer of direct-payment services.

The transfer shall include:

- Applications completed during the temporary period;
- Approved services awaiting payment;
- Applications still pending or requiring additional documentation;
- New applications requiring follow-up;
- Reconciliation of services entered in EmpowOR or other applicable systems with WYO HELP's financial records;
- Transfer of relevant documentation and outstanding responsibilities to WYO HELP; and
- Notification to CSP that temporary coverage is ending.

Responsibility for new applications shall return to WYO HELP on the agreed transition date.

Applications substantially underway may be completed by the assisting organization or transferred to WYO HELP as determined during the transition.

CSP shall be asked to modify or remove temporary system permissions as appropriate.

PART IV - FINANCIAL CONTINUITY

8. QuickBooks Financial Control System

WYO HELP shall use QuickBooks as its primary accounting, payment-processing, and electronic payment-authorization system.

Supporting invoices, receipts, client-service documentation, and other applicable source documentation shall be maintained with the corresponding QuickBooks transaction whenever practicable.

The financial-control process used during normal operations shall continue during temporary succession whenever possible. Succession shall not, by itself, reduce required financial controls.

9. Payment Authorization

WYO HELP shall configure QuickBooks Bill Pay Payment Release Approval to require authorization by two designated Board members before covered payments may be released.

The approval requirement shall be system-enforced through QuickBooks.

The authenticated QuickBooks approval record and associated audit history shall constitute WYO HELP's official electronic evidence of payment authorization.

WYO HELP shall maintain at least two active Board payment approvers and should maintain an additional qualified alternate when practical.

Individual approvers shall be identified in WYO HELP's current Role Assignment Schedule rather than in this policy.

Changes in Board membership or individual assignments therefore do not require amendment of this plan.

10. Summit Bookkeeping and Financial Continuity

Summit provides bookkeeping services to WYO HELP and maintains authorized QuickBooks access.

If the Executive Director becomes unavailable, Summit may assume administrative QuickBooks functions normally performed by the Executive Director within the authority and system access granted by WYO HELP.

These functions may include:

- Entering bills and transactions;
- Receiving financial documentation;
- Attaching supporting documentation;
- Preparing payments;
- Processing payments after required approvals have been completed;
- Maintaining accounting records;
- Processing normal payroll; and
- Performing account reconciliations.

Summit does not substitute for required Board payment approvals.

The same QuickBooks payment-release approval controls used during normal operations shall remain in effect during succession.

11. Payroll

Summit may process established WYO HELP payroll through QuickBooks during an Executive Director absence.

Changes in compensation, benefits, employment terms, or other personnel matters requiring Board action remain subject to Board authorization.

12. QuickBooks Administrative Continuity

WYO HELP shall maintain appropriate backup administrative capability sufficient to recover organizational control of QuickBooks if the Executive Director becomes unavailable.

Following appropriate Board authorization, this capability shall permit necessary changes to:

- QuickBooks users;
- Administrative access;
- Payment approvers; and
- Payment-release workflows.

Possession of administrative access does not, by itself, grant authority to approve organizational expenditures.

PART V - GOSHEN FOOD PANTRY

13. Temporary Pantry Continuity

WYO HELP shall maintain procedures allowing routine Goshen Food Pantry operations to continue for a reasonable temporary period without the Executive Director.

A designated reliable volunteer may be provided controlled facility access and may:

- Open and close the pantry;
- Receive food deliveries;
- Protect and organize inventory;
- Assist scheduled households;
- Make authorized local food purchases; and
- Maintain basic operational records.

Temporary pantry operation does not require volunteers to assume Executive Director responsibilities.

If circumstances make continued pantry operation impractical or unsafe, the Board may modify or temporarily suspend operations.

14. Friday Check-In System

WYO HELP shall maintain an automated process that generates the Friday pantry check-in sheet at approximately 8:00 a.m. each Friday.

The system shall:

- Retrieve that Friday's scheduled pantry appointments;
- Create a clearly dated check-in sheet;
- Store the file automatically in a designated Google Drive folder; and
- Make the file accessible from the pantry's restricted volunteer computer environment.

The check-in sheet shall contain only information reasonably necessary for pantry operations.

An appointment identifies a household scheduled to shop but does not independently establish program eligibility.

During an immediate temporary succession event, scheduled households may be served using available appointment information when normal administrative verification cannot immediately be performed, provided that requirements that legally or contractually cannot be waived continue to be followed.

Actual pantry visits shall be documented so records may subsequently be reconciled.

15. Volunteer Computer Access

WYO HELP shall establish a separate restricted Windows user account on the pantry desktop for pantry volunteers.

The volunteer account shall not provide access to the Executive Director's:

- Windows profile;
- Browser passwords;
- Email;
- Banking;
- QuickBooks;
- Grant-administration systems; or
- Other confidential administrative resources.

The volunteer environment should provide access to resources reasonably necessary for pantry operations, including:

- Current Friday check-in sheet;
- Pantry Operations Playbook;
- Appropriate inventory resources;
- Printer; and
- Other approved pantry instructions and resources.

16. Local Food Purchasing

WYO HELP maintains an established local vendor account that may be used for necessary pantry food purchases.

During temporary succession, an authorized pantry volunteer may use the designated account to purchase food reasonably necessary to maintain pantry operations.

The volunteer shall:

12. Obtain an itemized receipt;
13. Scan, photograph, or otherwise preserve the receipt;
14. Submit the receipt according to WYO HELP's established financial procedure; and
15. Provide any additional information necessary to identify the pantry purchase.

The expenditure shall then proceed through WYO HELP's normal QuickBooks accounting and payment controls.

During a short-term absence, volunteers are not expected to reproduce the Executive Director's normal bulk-food procurement activities. Existing inventory and necessary local purchasing may be used.

If an absence becomes extended, the Board shall assign responsibility for regular food ordering, inventory management, vendor relationships, and other pantry management functions.

PART VI - GRANTS AND SUBGRANTEES

17. State Grant Administration

The Wyoming Department of Health, Public Health Division, Rural and Frontier Health, Community Services Program (CSP) is WYO HELP's state CSBG grant administrator.

When an Executive Director absence materially affects CSBG administration, CSP shall be notified promptly.

The Board or designated continuity representative shall request assistance identifying any pending or upcoming:

- Reports;
- Invoices;
- Monitoring requirements;
- Approvals;
- Grant submissions;
- System requirements; or
- Other time-sensitive grant actions.

18. CSBG Grantee Portal

WYO HELP conducts CSBG reporting and invoicing through the Wyoming CSBG Grantee Portal.

If another individual must perform grant-administration functions during succession, CSP shall be asked to establish appropriate individual access.

The Executive Director's credentials shall not be shared.

The CSBG Grantee Portal and its access/transfer procedure shall be included in the Master Account & Systems Register.

19. Subgrantee Continuity

Existing WYO HELP subgrantees shall continue operating under their approved agreements during an Executive Director absence unless otherwise directed by the Board.

Temporary succession does not transfer WYO HELP's grant authority or oversight responsibilities to a subgrantee.

Subgrantees shall continue submitting required reports, invoices, and documentation.

Financial transactions shall continue through WYO HELP's normal QuickBooks financial controls.

Questions requiring state grant interpretation may be referred to CSP when appropriate.

PART VII - TECHNOLOGY, ACCESS AND RECORDS

20. Google Workspace

Google Workspace is a critical WYO HELP continuity system supporting organizational email, Drive, Calendar, appointments, electronic records, automation, and other operations.

WYO HELP shall maintain at least:

- Active Executive Director Super Administrator access; and
- Separate Board-controlled Super Administrator access for organizational continuity.

The Board continuity administrator is not expected to perform routine technology administration. The purpose of the access is to ensure that WYO HELP can recover organizational control or engage qualified technical assistance when necessary.

Backup administrative access shall be accepted, established, and reasonably tested. An invitation that has not been accepted does not constitute functional backup access.

When the individual assigned this responsibility leaves the Board or role, replacement access shall be established promptly.

21. Organizational Password Management

WYO HELP shall maintain an organization-controlled password-management system.

Critical organizational credentials shall not depend exclusively upon the Executive Director's:

- Individual Google Password Manager;
- Personal device;
- Personal email;
- Memory; or
- Other individually controlled credential storage.

Board members do not require routine access to all organizational passwords.

The password-management system shall instead provide a controlled method through which WYO HELP can recover organizational credentials during an authorized succession or continuity event.

22. Master Account & Systems Register

WYO HELP shall maintain a Master Account & Systems Register identifying critical organizational systems and how control can be transferred.

For each applicable system, the register shall identify:

- System or service;
- Purpose;
- Login identity;
- Account owner;
- Current administrator;
- MFA/recovery method;
- Location of credentials;
- Billing and renewal information;
- Transfer instructions; and
- Vendor or technical-support information.

Actual passwords shall be maintained in the organizational password-management system rather than written directly into the register.

The register shall include, at minimum:

- Google Workspace;
- Google Drive and Calendar;
- Pantry appointment system;
- EmpowOR;
- CSBG Grantee Portal;
- QuickBooks;
- Banking;
- Payroll;
- Website and domain;
- Telephone and SMS systems;
- Organizational email accounts;
- Social media;
- Food and vendor accounts;
- Utilities;
- Insurance;
- Facility-related accounts;
- Software subscriptions; and
- Other systems whose loss would materially interfere with WYO HELP operations.

23. Organizational Records

Historical hard-copy organizational records are maintained at the Goshen Food Pantry office.

Beginning with the current fiscal/program year, WYO HELP's primary working records are maintained electronically.

During succession, authorized individuals shall use WYO HELP's electronic records as the primary source for current operations.

Historical paper records shall remain secured and accessed only when necessary by authorized individuals.

WYO HELP shall continue transitioning appropriate records to organized electronic storage consistent with applicable confidentiality, grant, financial, and records-retention requirements.

PART VIII - COMMUNICATIONS

24. Communications Continuity

WYO HELP shall establish recoverable organizational access to its principal communication systems, including:

- Main telephone and voicemail;
- Text/SMS;
- Organizational email;
- Website and domain; and
- Primary social-media accounts.

During a short-term succession event, communications may be limited to essential service information, referrals, temporary operational notices, and other communications necessary to maintain organizational operations.

The objective during temporary succession is continuity of essential public information rather than maintenance of the Executive Director's normal communications workload.

PART IX - INTERIM AND PERMANENT SUCCESSION

25. Interim Executive Director

The Board may appoint an Interim Executive Director whenever it determines that distributed temporary succession is no longer adequate.

The Board shall document the Interim Executive Director's:

- Appointment and effective date;
- Authority;
- Responsibilities;
- Compensation, if applicable;
- Access to organizational systems;
- Reporting relationship; and
- Expected duration.

The Board may transfer responsibilities previously distributed under this plan to the Interim Executive Director as appropriate.

26. Permanent Vacancy

When the Board determines that the Executive Director position is permanently vacant, it shall initiate permanent succession.

Before recruitment, the Board shall evaluate WYO HELP's current operating structure and determine which responsibilities should appropriately remain with:

- Executive leadership;
- Summit;
- Subgrantees or partner organizations;
- Pantry volunteers or management;
- Contractors; or
- Other organizational resources.

The Board is not required to recreate a structure in which every responsibility previously performed by one Executive Director is transferred to a single successor.

The objective shall be a sustainable organizational structure with appropriate segregation of responsibilities and adequate continuity.

27. Permanent Transfer

The Board shall use the Master Account & Systems Register and an Executive Director Transfer Checklist to systematically transfer organizational control.

The transfer shall address, as applicable:

- Google Workspace;
- Organizational password vault;
- Electronic records;
- Email;
- Calendar and appointment systems;
- EmpowOR;
- CSBG Grantee Portal;
- QuickBooks;
- Payroll;
- Banking and authorized signatories;
- QuickBooks payment approval administration;
- Website and domain;
- Telephone and SMS;
- Social media;
- Contracts;
- Insurance;
- Vendor accounts;
- Pantry systems;
- Food suppliers;
- Facility access and keys;
- Organizational equipment;
- Grant relationships;
- Subgrantee relationships; and
- Other organizational property and systems.

Where a system is connected to the former Executive Director's individual credentials, WYO HELP shall establish appropriate successor or organizational credentials rather than transferring personal credentials whenever possible.

PART X - RETURN FROM TEMPORARY SUCCESSION

28. Restoration of Normal Operations

When the Executive Director returns:

- Temporarily assigned responsibilities shall be formally returned;
- Temporary direct-payment service cases shall be reconciled with the assisting organization;
- CSP shall be asked to restore normal system permissions;
- Summit shall identify financial activity completed during the absence;
- Pantry activity shall be reconciled;
- Outstanding grant and compliance matters shall be identified;
- Temporary system access shall be reviewed and removed or modified when no longer necessary; and
- The Board shall document termination of the temporary succession period.

The Executive Director and Board should review the succession event to identify improvements to this plan and related procedures.

PART XI - IMPLEMENTATION

29. Current Implementation Requirements

The Board recognizes that adoption of this plan does not mean that every continuity mechanism described herein has already been implemented.

The following actions are required to establish the intended succession system:

Action	Status
Adopt Succession and Continuity Plan	Board Action Required
Establish Role Assignment Schedule	Board Action Required
Replace departing Google Workspace Board administrator	Immediate
Establish QuickBooks backup administrative access	Immediate
Configure and test two-Board-member QuickBooks payment-release approval	Immediate
Assign QuickBooks payment approvers and alternate	Board Action Required
Update bank signatories	Board Action Required
Execute and maintain MOU with qualified direct-payment service continuity partner	Pending
Document direct-payment partner/EmpowOR activation and transfer procedure	Pending
Confirm Summit's QuickBooks succession capabilities	Pending
Establish organizational password-management system	Pending
Complete Master Account & Systems Register	Pending
Establish controlled pantry key access	Pending
Create restricted pantry volunteer Windows account	Pending
Automate Friday 8:00 a.m. pantry check-in sheet	Pending
Establish restricted pantry check-in folder	Pending
Complete Pantry Operations Playbook	In Progress
Document local food purchasing and receipt procedure	Pending
Create Emergency Contact Sheet	Pending
Inventory communications and recovery access	Pending
Document CSBG Grantee Portal succession procedure	Pending
Create Interim/Permanent ED Transfer Checklist	Pending
Verify organization of current digital records	In Progress
Conduct initial succession-system test	Pending

PART XII - ROLE ASSIGNMENT SCHEDULE

30. Roles

The Board shall maintain a current Role Assignment Schedule identifying individuals assigned to continuity responsibilities.

Role	Assigned Individual
President	_____
Vice President	_____
Secretary	_____
Treasurer	_____
Google Workspace Continuity Administrator	_____
QuickBooks Continuity Administrator	_____
QuickBooks Payment Approver #1	_____
QuickBooks Payment Approver #2	_____
QuickBooks Alternate Approver	_____
Primary Pantry Continuity Volunteer	_____
Organizational Password/Recovery Custodian	_____
Direct-Payment Continuity Partner	_____

One individual may hold more than one continuity role when appropriate, provided WYO HELP's required financial controls and segregation of duties are preserved.

The Role Assignment Schedule may be updated by Board action without amendment of this Succession and Continuity Plan.

PART XIII - REVIEW AND TESTING

31. Annual Review

The Board shall review this plan at least annually and following a significant succession event or material organizational change.

The annual review should verify that:

- Officer succession information is current;
- Role assignments are current;
- Backup Google Workspace administration works;
- QuickBooks administrative recovery works;

- Two-Board-member payment-release approval functions as intended;
- Summit retains necessary QuickBooks access;
- The direct-payment continuity MOU and contacts remain current;
- CSP contact and access information remains current;
- Pantry backup access works;
- Friday check-in automation operates correctly;
- Password recovery works;
- The Master Account & Systems Register is current;
- Communications recovery information is current;
- Emergency contacts are current; and
- The Executive Director Transfer Checklist reflects WYO HELP's actual systems.

Critical backup access shall not be considered established merely because an invitation has been sent or an individual has been named. Access should be accepted and reasonably tested.

PART XIV - BOARD APPROVAL

32. Adoption

Proposed Motion

> *I move that the WYO HELP Board of Directors adopt the WYO HELP Succession and Continuity Plan, authorize the Executive Director to implement the continuity systems, agreements, procedures, and safeguards identified in the plan, and direct the Board to establish and maintain the accompanying Role Assignment Schedule.*

Date Approved: _____

Board President: _____

Secretary: _____

Executive Director: _____

Companion Documents

The following are maintained separately from this policy so they can be updated without requiring amendment of the Succession and Continuity Plan:

- Role Assignment Schedule
- Master Account & Systems Register
- Emergency Contact Sheet
- Direct-Payment Continuity MOU
- Direct-Payment/EmpowOR Activation and Transfer Procedure
- Pantry Operations Playbook
- Local Purchasing/Receipt Procedure
- Executive Director Interim/Permanent Transfer Checklist