Nellis Area Charitable Association

Volunteer Handbook

Our Mission

The Nellis Area Charitable Association (NACA), is a 501 (c) (3) nonprofit organization located on Nellis Air Force Base and is led by veterans and military spouses in support of veterans and military families. NACA is guided by both veterans and military spouses as the Board of Directors, Volunteers, and Employees. NACA strengthens the military community by providing meaningful employment for military spouses, affordable access to essential goods, educational and community support, and targeted outreach programs that directly improve the lives of service members and their families.

Workforce Development

- NACA employs three military spouses of active-duty service members as part of a targeted model to provide meaningful, stable employment for individuals who frequently relocate, offering valuable skills and professional experience while supporting NACA's thrift store operations.

Essential Needs

- NACA operates a thrift store where prices are set intentionally low – on average 70% lower than traditional retail and 30% lower than other thrift stores – ensuring that active-duty service members and their families can access essential clothing, household goods, and supplies at the most affordable rates possible, directly easing financial burdens tied to military life.

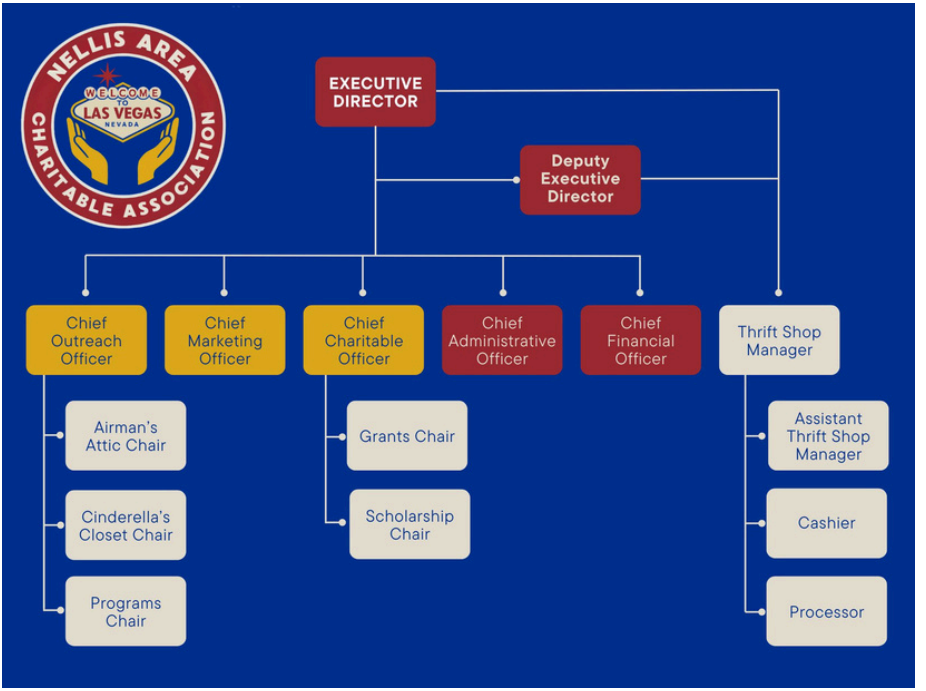
Charitable Program

- Educational Scholarships worth $42,000 were awarded in the past year to family members of active-duty service members and veterans.
- Community Grants totaling $3,000 last year were awarded to support local initiatives that benefit the military community.

Outreach Program

- The Airman's Attic, staffed entirely by volunteer veterans and military spouses, provided free household items and clothing to 12,000 active-duty service members E-1 through E-6 and their families, saving them $820,000 last year.
- Cinderella's Closet, which offers free rentals of civilian formalwear and cocktail attire to all DoD ID card holders, provided 235 service members and spouses with attire for 235 events, saving them $6,250 in expenses.
- Special Programs this past year included a holiday cookie drive that delivered over 1,000 bags of baked goods to on-base dormitory residents and a Commissary Surprise that provided $1,500 in gift cards to 30 service members E-5 and below.

Our Organization



EXECUTIVE DIRECTOR

- Represent the organization in official communications
- Collaborate with base leadership and community partners
- Guide long term planning and decision making
- Support all board members and ensure smooth operations
- Preside over all meetings
- Create special committees as deemed necessary

Position held by: Jaime Waterbury

DEPUTY EXECUTIVE DIRECTOR

- Collaborate closely with the Executive Director
- Assist with coordination and follow-up
- Help manage projects and organizational planning
- Step in as needed to lead meetings or represent the organization
- Share leadership duties and offer fresh perspectives
- Participate in strategic decision making as a key contributor

Position held by: Amber Meiborg

CHIEF ADMINISTRATIVE OFFICER

- Record and distribute meeting minutes
- Maintain organizational documents and digital records
- Track key deadlines, elections, and administrative tasks
- Manage official correspondence and scheduling
- Be the organizational back bone of our team

Position held by: Carsen Popelka

CHIEF FINANCIAL OFFICER

- Oversee the organization’s budget and financial planning
- Maintain accurate records of income and expenses
- Process reimbursements, payments, and deposits
- Prepare monthly financial reports for board review
- Ensure compliance with IRS and Private Organizations regulations
- Collaborate with leadership on fundraising and spending decisions

Position held by: Maricel Johns

CHIEF MARKETING OFFICER

- Manage the organization’s social media and online presence
- Design graphics, flyers, and promotional materials
- Publicize events, programs, and community initiatives
- Create engaging newsletters and announcements
- Shape the brand identity and public image
- Collaborate with board members to amplify impact

Position held by: VACANT

CHIEF OUTREACH OFFICER

- Support volunteer engagement and event logistics for the Airman's Attic and Cinderella's Closet
- Build connections with base and local organizations
- Align events with the organization's charitable mission
- Work closely with Executive Leadership and Board
- Be the heart behind our community efforts
- Plan and coordinate outreach events throughout the year

Position held by: Cassandra Kidd

AIRMAN'S ATTIC CHAIR

- Reports to Chief Outreach Officer
- Runs and operates the Airman's Attic on Nellis AFB
- Supervises the Airman's Attic Volunteers
- Is knowledgable of the Airman's Attic Budget as provided by the Chief Financial Officer
- Is knowledgeable of the policies and procedures
    - Suggests updates to the Chief Outreach Officer as necessary. Changes must be approved by the Board of Directors at their next meeting.
- Is knowledgeable of the NACA Volunteer Handbook

Position held by: Mallory Morrow

AIRMAN'S ATTIC INFORMATION

Hours, as determined by the Airman's Attic Management:
Tuesday: 9am-1pm
Thursday: 9am-1pm
Saturday: 9am-1pm (2 Saturdays per month)

4154 Mountain Home Rd
Nellis AFB, NV 89191

Phone: 702-625-4765

This is a non- smoking facility

AIRMAN'S ATTIC VOLUNTEER ROLES

Furniture Room/Back Entry

- Issue hold tags to customers who would like to claim an item and hold it until close of the next open day
- Organize furniture, help customers put furniture together or take furniture apart, and help load and unload donations
- Bring donations from the donation bins to the processing area
- Control access through the garage door and redirect all customers to the front entrance for eligibility check
- Only customers removing furniture should be using the back entrance; notify the Airman's Attic Chair when any customers abuse this policy

Data Entry

- Verify qualifying eligibility and assist customers with entering products via the website self-checkout. Eligibility includes:
  - E6 and below Active Duty, Guard and Reserve (on orders "AGR") Service members and their families as verified by military ID/orders
  - Members of visiting foreign militaries on orders
  - On "All Ranks Day," all Active Duty, Guard and Reserve (on orders "AGR") ranks are authorized to shop; daily limitations apply
    - These persons may shop for uniforms anytime the store is open

Customer Service

- Verify IDs at the door, help bag items at check-out, assist customers
- The Airman's Attic Chair will assign, monitor, and be responsible for all volunteer activities
- The Airman's Attic Chair is responsible for reporting any needs to the Airman's Attic Committee

CINDERELLA'S CLOSET CHAIR

- Reports to Chief Outreach Officer
- Runs and operates the Cinderella's Closet on Nellis AFB
- Supervises the Cinderella's Closet Volunteers
- Is knowledgeable of the policies and procedures
    - Suggests updates to the Chief Outreach Officer as necessary. Changes must be approved by the Board of Directors at their next meeting.
- Is knowledgeable of the NACA Volunteer Handbook
- Promotes Cinderella's Closet on social media
- Updates and maintains the dress inventory, ensuring all items are accurately recorded and tracked through the checkout process
- Open on Saturdays that the Thrift Shop is open

Position held by: VACANT

CINDERELLA'S CLOSET INFORMATION

Hours, as determined by the Cinderella's Closet Management:
Tuesday: 9am-1pm
Thursday: 9am-1pm
Open on Saturdays 9am-1pm on days the Thrift Shop and Airman's Attic are open

4154 Mountain Home Rd
Nellis AFB, NV 89191

Phone: 702-625-4765
This is a non- smoking facility

CINDERELLA'S CLOSET VOLUNTEERS

- Inventory and organize Cinderella's Closet dresses and formal wear
  - Dress descriptions, wear and tear, and individual pictures of items
- Review inventory, making note of damage, normal wear and tear, needed cleaning, and updated descriptions and pictures, etc.
- Remove damaged or stained items from the floor and remove from inventory catalog
- Update throughout the year as needed
- Keep facility clean and ready for customers at all times
- Assist customers with renting items

PROGRAMS CHAIR

- Reports to Chief Outreach Officer
- Add up to three committee members who do not serve on any other NACA committee
- Oversees the Programs Committee and is required to invite the Board of Directors
- Encouraged to meet monthly, but is required to meet quarterly
- Is knowledgeable about the Programs Budget as provided by the Chief Financial Officer
- Chairs all special programming as agreed upon with the Chief Outreach Officer between 1 September and 31 May

Position held by: VACANT

CHIEF CHARITABLE OFFICER

- Leads the administration of educational scholarships and community grants
- Manages applications, eligibility, and selection process
- Maintains accurate records and timelines
- Promotes opportunities through outreach and marketing
- Collaborates with base leadership, schools, and community partners
- Ensures funding impacts those who need it most

Position held by: Tyrelle Emayo

SCHOLARSHIP CHAIR

- Reports to Chief Charitable Officer
- May add up to three committee members who do not serve on any other NACA committee
- Oversees the Scholarship Committee and is required to invite the Board of Directors
- Promotes the scholarship program each Board year between 1 September and 31 May
- Explores ways to promote the organization in the community
- Identifies potential partners or sponsors of the scholarship program
- Interested scholarship applicants and their family members may not volunteer as the Scholarship Chair
    - Ensures committee members and their family members do not apply for the scholarship program while volunteering
- The amount of scholarship funding shall be determined by the budget, as approved by the Board of Directors.
- Appoints an independent panel of judges to score essays
    - The judges may not be employee(s) and/or routine volunteer(s) of NACA

Position held by: Jackie Simon

GRANT CHAIR

- Reports to Chief Charitable Officer
- May add up to three committee members who do not serve on any other NACA committee
- Oversees the Grant Committee and is required to invite the Board of Directors
- Accepts electronic grant requests via the Nellis Area Charitable Association website only and disburses grant funding in conjunction with the Chief Finance Officer
- The amount of grant funding shall be determined by the budget, as approved by the Board of Directors
- Ensures the committee has filled out a conflict of interest form and signed it
- Shall only disburse funds to registered 501(c)(3) non-profit organizations with an EIN

Position held by: Chelsea Ortega

THRIFT SHOP INFORMATION

Hours, as determined by the Thrift Shop Management:
Tuesday: 9am-1pm*
Thursday: 9am-1pm*
Saturday: 9am-1pm (2 Saturdays per month)

4154 Mountain Home Rd
Nellis AFB, NV 89191
Located in Building #605 to
the left (south) of the Commissary main entrance

Phone: 702-644-3777

This is a non-smoking facility

THRIFT SHOP VOLUNTEER ROLES

- Keep shelves of NACA's Thrift Shop stocked using our constant flow of donations
- Sort items donated to the bins in the south-side dock, assessing for quality and cleanliness of donated items
- Place items that do not meet the NACA Thrift Shop standards for quality and cleanliness into the closed green bins for donation to Big Brothers Big Sisters
- Ask Thrift Shop management for help regarding which donations should be kept or re-donated when unsure
- Move items that meet standard for quality and cleanliness from the loading doc to the Donation Processing Area
- Sort items according to type, size, and category (e.g. electronics vs household goods; clothing sorted by size and gender)
- Stock new merchandise and organize items on the Thrift Shop shelves to keep donations from piling up in the Donation Processing Area
- Reorganize current items for sale in the Thrift Shop to improve visibility for customers
- Keep store floor and merchandise looking fresh and appealing
- Ensure items are placed in the appropriate area of the Thrift Shop
- Keep the sales floor free and clear of debris including merchandise and trash
- Ask management questions as needed

NACA VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are expected to act in a professional manner at all times, including through social media posts regarding the NACA.

- Conduct operations as guided by the Board of Directors.
- Log volunteer hours for each shift via the digital recording method
  - May add up to 30 minutes of travel time (round trip) when reporting volunteers hours
- Attend quarterly and additional NACA safety meetings.
  - If unable to attend scheduled meetings, please contact Management
- Maintain the integrity of the NACA and respect all confidences of Management, customers, and volunteers

Volunteer attendance is important to the operation of the NACA. Be dependable. If there is a change to your schedule, please notify us ASAP so that we may make arrangements.

- If you will not be volunteering for an extended period of time, please notify the Management so arrangements may be made for someone to cover your regular duties, if necessary.
- While we appreciate your dedicated spirit, if you are ill please stay home and recover before returning to volunteer.
- A letter of recommendation or proof of volunteering may be produced upon request.

NACA VOLUNTEER RIGHTS AND RESPONSIBILITIES

Volunteers are always welcome to make suggestions in any aspect of the Airman's Attic.

- This may be done anonymously and can be directed to any member of Management.

Recommended Attire for Onsite Volunteers

- Closed Toe Shoes
- Dark Pants or Dark Shorts
- Navy Blue Shirt- Long Sleeve, Short Sleeve, or Tank Tops
- No spaghetti straps are allowed
- NACA Apron or Vest (provided on site)

Parking

- Please park in the unlabeled spots behind the building. Labeled spots are reserved for customers.

DISCIPLINARY PROCEDURES

Any volunteer not conducting themselves in a professional manner will be subjected to disciplinary action, as appropriate and all offenses will be documented by the Board of Directors.

1st Offense –

- The Volunteer will be warned verbally by their supervising Board of Director detailing the offense and discussing ways to remedy it.
- A record of this will be made by the supervising Board of Director and will be emailed to the Volunteer, CCing the Volunteer Chair if requested.
- The 1st offense will then be recorded in the NACA Administrative Folder, Disciplinary Procedures.

2nd Offense –

- The Volunteer will receive a written warning from their supervising Board of Director detailing the second offense, referencing the initial offense and prior attempts to remedy it, and outlining steps for corrective action.
- A record of this written warning will be made by the supervising Board of Director and will be emailed to the Volunteer, CCing the Volunteer Chair if requested.
- The 2nd offense will then be recorded in the NACA Administrative Folder, Disciplinary Procedures.

3rd Offense –

- The Volunteer will receive a written notification of termination for their volunteer services detailing all offenses to date, remedies discussed, and subsequent outcomes, as well as the third and final offense.
- A record of this termination will be made by the supervising Board of Director and will be emailed to the Volunteer, CCing the Volunteer Chair if requested.
- The 3rd offense and termination will then be recorded in the NACA Administrative Folder, Disciplinary Procedures.

VOLUNTEER BENEFITS

Airman's Attic

- Qualifying volunteers have "first choice" privileges on the day of their shift for the shop in which they are volunteering.
- All items must be verified by Management and must be removed from the premises the same day.
- This only applies to volunteers who remain for the entirety of their shift (4+ hours), and may not exceed the daily item limit from the Airman's Attic floor. Items must be labeled with a name and placed in the Volunteer Room.
- These items will be put back out on the floor if not captured in the computer by Management by the end of the day; no holding of items is allowed.
- The daily item limit still applies
- Non-Qualified volunteers: After each occurrence of 20 completed volunteer hours at the Airman's Attic, a "SHOP CARD" will be issued, which allows the volunteer to shop as a qualified volunteer for one day

Thrift Shop

- Volunteers who work their full shift (4+ hours) are eligible for a 50% discount at the end of the day, subject to the manager's discretion.

ISSUE RESOLUTIONS

If you want to discuss any issues with a board member, employee, volunteer, or customer please utilize the google form on our website.