

Mesilla Valley Timebank

Member Handbook

updated October 30, 2019



Doña Ana
**Communities
United**

Table of Contents

Doña Ana Communities United	Page 2
Mesilla Valley Timebank	
Why Timebanking?	Page 2
Social Impacts of Timebanking	
DACU Timebank Core Values	
How Does it Work?	Page 4
Time Credits	
Barter and Exchange of Goods	
Sustaining our Timebank	
Diversity and Inclusion	
Conflict Resolution Process	
How Do I Join?	
Organizational Members	
Offers and Requests	Page 6
Writing Offers and Requests	
Using the Online System	Page 7
Communication	
Logging In	
Homepage	
Clocking in Hours	
Account Information	
Offers and Requests	
Members	
Endorsing Another Member	
Groups	
Appendix	Page 12
Membership Application and Agreements	
New Member Tip Sheet	
Guidelines for Organizational Timebank Members	
Mesilla Valley Timebank Facebook Group Guidelines	
Contact Information	Page 17

Doña Ana Communities United (DACU)

DACU builds the capacity of communities to develop and implement policies and community-based solutions that improve social, economic, and environmental conditions that shape health and life opportunities. We work to advance health equity in Doña Ana County by addressing institutional inequities related to geography, class, gender, and race. We are a non-partisan organization and welcome everyone to join our efforts.

We currently are working on two projects which bring together community members and local elected officials to find solutions to community concerns: this timebank, called Mesilla Valley Timebank, and participatory social equity mapping. Both projects aim to increase social cohesion and community engagement.

Mesilla Valley Timebank

Doña Ana Communities United founded the Mesilla Valley Timebank in April of 2016. In less than two years, we have grown to nearly 200 members who have exchanged more than 1,000 hours. While most of our members live in Las Cruces, we also have members in other parts of the county as well as across the border in Ciudad Juárez, Mexico.

Why Timebanking?

Timebanking is an alternative economic practice. It enables members to exchange their talents and abilities with others, using time as their currency. Members can communicate with one another and record their exchanges through an online platform.

Edgar Cahn, a lawyer and co-founder of US National Legal Services, pioneered the timebank model in the US in the 1980s. Cahn's organization, Timebanks USA, estimates that there are 500 local and regional timebanks in the country today with a total membership of 40,000 to 50,000 individuals.

Social Impacts of Timebanking

Research shows timebanks can build social cohesion, decrease loneliness, and have positive impacts on health. A study at California State University at San Bernardino found that timebanking resulted in increased feelings of safety and trust, improvements in mental health, and development of friendships between people of all backgrounds.¹

¹ Collom, Ed. 2007. "The Motivations, Engagement, Satisfaction, Outcomes, and Demographics of Time Bank Participants: Survey Findings from a U.S. System." *International Journal of Community Currency Research* 11:36-83.

DACU Timebank Core Values

Timebanking is based on five core values: assets, reciprocity, redefining work, respect, and community. These values help guide the decision-making processes of DACU and the timebank steering committee.

Though these five values are shared by all timebanks, some timebanks use different language to express them. The following core values were drafted and edited by DACU staff and the the timebank steering committee in the spring of 2018.

Assets: Everyone has many valuable gifts to offer. We honor all individuals' unique talents. We seek opportunities to help others express their gifts.

Reciprocity: Timebanking is not charity. Just as we all have gifts, we all have needs. Each timebank member provides services and receives services. By taking on both roles, we come to value ourselves and each other as whole human beings.

Redefining Work: In the timebank, all time is valued equally. We honor all work, especially work that is undervalued in the market economy.

Respect: We accept members as they are. We engage others without judgment and seek to broaden our own perspectives.

Community: We are stronger together. The timebank is about building a circle of diverse relationships, not just exchanging services or forming exclusive friendships.

How Does it Work?

The timebank is managed through a free online system (www.hourworld.org). There, members post offers and requests for services and record the exchanges they participate in. Members 'earn' hours when they provide a service and 'spend' hours when they receive a service.

If you do not use a computer or do not have Internet access, you can still participate! We will set you up with a broker who will help match you with other members and record your hours for you.

Time Credits

You receive one time credit for each hour of services you provide. Each member starts off with two time credits for attending an orientation. Unlike a traditional bank, it is possible to have a negative hour balance if you receive more hours of services than you provide. We ask that you try to stay within the -15 to +15 hour range.

The timebank runs on reciprocity. We believe that everyone has something to offer to the community, and everyone can benefit from the services of others. All members are both providers and recipients of services. The more exchanges we have, the more connections we build! We suggest that our members aim to participate in at least one exchange per month.

Barter and Exchange of Goods

A timebank is strictly an exchange of services. In this way, it is distinct from a barter system in which goods are exchanged for other goods or services. The IRS has determined that exchanges of time (unlike exchanges of goods) are not taxable. For this reason, our timebank does not allow you to receive time credit for donations of goods, nor to pay or be paid for services exchanged in the timebank.

Sustaining our Timebank

The timebank is overseen by a full time lead coordinator who facilitates orientations, organizes monthly events, manages the online system, and acts as a resource for our members. We also have a timebank steering committee made up of several active timebank members who act as liaisons between the timebank community and the coordinator.

We hold monthly potlucks and other occasional events to engage members in face-to-face interactions and strengthen the timebank community. We ask that timebank members dedicate two hours per year to support the timebank. These hours can be spent assisting at a potluck, orientation or other event, or by helping DACU staff in the office.

The more engaged members are, the stronger our community is! Though DACU staff and steering committee members are here to support the timebank, it is up to the members to communicate with each other and conduct exchanges.

Diversity and Inclusion

DACU is committed to providing an environment free from discrimination. The timebank is inclusive for all people in terms of race, religion, ancestry, disability, gender, sexual orientation, socioeconomic status, and age.

Unlike some timebanks, Mesilla Valley Timebank does not run background checks or charge fees for prospective timebank members. Background checks are costly, and they give a false sense of security. Some of our most active members would not be able to participate in the timebank if we had these requirements.

Conflict Resolution Process

In more than two years, only one issue has required staff intervention. However, it's important to know that DACU staff is here to help should a conflict arise. If any problems arise, please contact the timebank coordinator. DACU can help mediate any issues that arise between timebank members.

How Do I Join?

All prospective members are required to participate in a 90 minute group orientation. These sessions are held at least once per month. At the orientation, you'll meet other prospective members, learn more about timebanking, and think about what services you can offer and what services you'd like to receive. Orientations are fun, and most attendees leave having set up an exchange with another member!

Organizational Members

Community-based organizations, nonprofits, and small businesses are welcome to join the timebank! Organizations can benefit from many services offered through the timebank, including help for events, transportation, and IT assistance. In addition, involvement in the timebank can help organizations connect with new members and partners in the community.

An organization's account is managed by one of its members who attends an orientation. If you would like to learn more about how organizational memberships work and how your organization can benefit, please contact the timebank coordinator.

Offers and Requests

Offers and requests are a crucial component of the timebank. They are how we find out what timebank members need and what they're offering to others! For that reason, it's important to write clear and specific offers and requests.

Writing Offers and Requests

When writing offers and requests, be as specific as possible. It is the best way to avoid misunderstandings. We encourage you keep the following in mind when writing an offer or request:

- Length

 - Ex: I can give art classes for 2 hours at a time.

 - Ex: I would like a half-hour piano lesson.

- Frequency

 - Ex: I can bake a batch of cookies once a week.

 - Ex: I would like to be driven to an appointment once a month.

- Tools

 - Ex: I can weed your garden if I am provided with gloves and a hoe.

 - Ex: I need help hanging art on my wall. I do not have a hammer, so you will need to bring one.

- Qualifications

 - Ex: I have been an ESL teacher for 20 years.

 - Ex: I would like an experienced accountant to help me with my taxes.

- Transportation

 - Ex: I can help volunteer at community events but I will need a ride.

 - Ex: I need someone to mow my lawn. I can pick you up and bring you to my home.

- Supplies

 - Ex. I can help you cook a healthy meal if you pay for the ingredients.

 - Ex: I would like a ride to the airport. I will pay for gas.

Example of a strong offer:

On weekends only, I can give rides to the El Paso airport for up to 3 passengers. I have a large trunk that will hold up to 2 large suitcases. I have a license and car insurance. I would like to be compensated for gas money.

Example of a strong request:

I would like help painting my dining room. I have all the supplies except for a ladder. Is someone who owns a ladder available to help me for about three hours on a weekend day?

Using the Online System

The timebank is managed through a free website called www.hourworld.org. The website was created specifically for timebanks by a team of developers in Maine. Since we did not create the website, we have limited control over how it looks and works. However, we are able to make suggestions for changes to its creators.

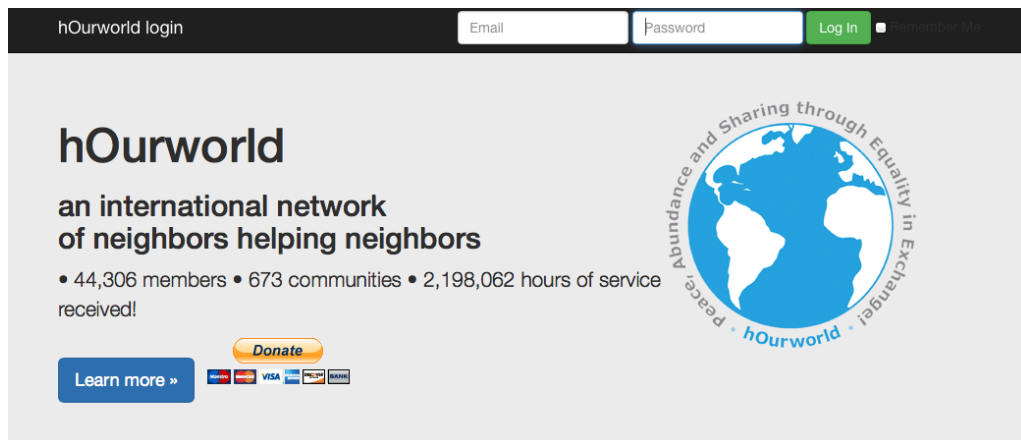
Our members have found that the website works better on some internet browsers than others. Chrome and Safari tend to work well, while Firefox is a bit glitchier.

Communication

Messages sent through the hOurworld system will be directed to your personal email address. It is a good idea to check your spam filters to make sure you are receiving messages from hOurworld. We ask that you respond within 48 hours of receiving a message from another member. You can also connect with our members through our Facebook page at Mesilla Valley Timebank.

Logging In

After an orientation, the coordinator will set up an online profile for each new member. To log in, visit www.hourworld.org. Your username will be your email address and your temporary password will be set as "password." If at any time you forget your password, contact the coordinator so they can reset it for you.



Once you are logged into your hOurworld account, you can add to your member biography, make announcements, post new requests and offers, and manage existing posts.

Announcements

The first thing you will see on the homepage is the “Announcements” section. Any member of the timebank can post an announcement.

Announcements are to be used for nonpartisan event announcements, time-sensitive offers and requests, or to publicly thank another member for a great exchange. Please do not post your ongoing offers and requests in the “Announcements” section.

We ask that each member have only one announcement on the home page at any given time. (Announcements can be posted on the homepage for up to two weeks. You can set the length of time your announcement will be visible in the drop-down menu next to “I need this.”)

In order to keep the “Announcements” section readable and effective, the administrators may remove announcements that do not follow the above guidelines.

The screenshot displays the 'Post an Announcement' form and two example announcements. The form includes a text area for the announcement, a dropdown menu for 'I need this' set to 'within 2 weeks', and a 'Post' button. The first example announcement is from Parisa Shirazi, posted on March 21, 2017, and expires on March 28, 2017. The second example announcement is from Doña Ana Communities United, posted on March 23, 2017, and never expires. It includes a 'Like' button and a 'Hours' button.

Post an Announcement:
Enter a request, offer or announcement here and click [Post]...

I need this within 2 weeks. Post

Posted: March 21, 2017 Expires March 28, 2017
Parisa Shirazi
Las Cruces, NM 88001 0 Miles Away
Join us at this week's potluck! We will be at Kay Lilley's house from 12 to 2pm on Saturday, March 25th. Email me at dacuparisa@gmail.com for the address!

Posted: March 23, 2017 Never Expires
Doña Ana Communities United Phone: (575) 496-4330
Las Cruces, NM 88001 1 Miles Away
DACU will be having this month's team meeting next Thursday, March 30th from 11:30am to 1:00pm at the Munson Senior Center. We are in need of a volunteer to help us out with the basic logistics during the meeting. Please email daucparisa@gmail.com if you are interested!

Endorse Reply Like Hours

Posted: March 22, 2017 Never Expires
Doña Ana Communities United Phone: (575) 496-4330

New Offers and Requests

If you continue to scroll down on the homepage, you will see the most recent offers and requests that have been posted. These are posted chronologically. You will automatically receive an email with these offers and requests each Friday.

When you add a new offer or request to your profile, they will be visible to other members in this section.

New Requests

Posted: March 14, 2017 Expires in 356 days

Construction and Home Repair: Property Maintenance
Trina
Las Cruces, NM 88005 3 Miles Away

Could someone come over and finish the caulking of my driveway cracks? I have the caulk.

Posted: March 13, 2017 Expires in 170 days

Auto/Boat/Bike: Bike Build/Repair/Tuneup
David Phone:
Las Cruces, NM 88006 2 Miles Away

I need a tune up for my bicycle including chain, gears, cables, lube/grease, and adjustments.

New Offers

Posted: March 21, 2017 Expires in 178 days

Garden/Yard: Landscaping
Juan
Las Cruces, NM 88007 3 Miles Away

I can trim trees and do rood work if I am provided with the appropriate tools.

Posted: March 21, 2017 Expires in 178 days

Children/Youth: Childrens Activities
Beatrice Phone:
Las Cruces, NM 88001 3 Miles Away

I can read to children.

Clocking in Hours

Click on the *Hours* tab. This is where you can record your exchanges. Do this each time you participate in an exchange with another timebank member. Remember that only one person in the exchange should record the exchange. If you make a mistake when recording your hours, contact the coordinator, since only they can edit reported hours.

Account Information

Your account page is where members can find your contact information, your offers and requests, and your member bio. We encourage you to have a profile picture on your account page, but it is not required. We ask that you keep your contact information up to date.

When your account is created your contact information is automatically set to private. If you would like to display your email and phone number on your account page, you may do so by clicking on the *Contacts* tab and changing the Yes to a No under the *Private* column. (Please note that once you email a member through the online platform, your email address will be in the message thread and therefore visible to that member.)

Type	Contact	Save	Private Y/N?	
Mobile	*****	Save	NO	Remove
Email1	pshirazi28@gmail.com	Save	NO	Remove

Offers and Requests

Here you are able to view the list of different categories in which the offers and requests are sorted. Offers and requests can be edited, deleted, or temporarily suspended at anytime. Offers and requests have expiration dates. You can choose how long you want an offer or request to appear on your profile by clicking the dropdown menu on the upper right side of the box and selecting a time period. Your expired offers and requests will still appear on your account, but they will not be visible to any other users.

Members

Here you can find a list of all our members, including individual and organizational members with their personal biographies. You can search for a specific member in the search bar at the top of the page, or scroll through the list of all members.

Name	Member Since	Last Login	Distance	Bio
Storytellers of Las Cruces	October 2, 2017	10/04/2017	1 Miles Away	Storytellers of Las Cruces provide service through storytelling. Stories are tailored to the age or group and are dimensional and engaging in presentation. Session time typically runs 30-60 minutes at a location requested. *Please make requests by voicemail
Ed [redacted]	September 25, 2017	09/29/2017	1 Miles Away	I have 40 years of experience in insurance, finance, and risk management. I enjoy investing in stocks. I am a member of the Kiwanis Club of Las Cruces, and am a Court-Appointed Special Advocate for abused and neglected children (CASA) which requires a
Edi [redacted]	September 25, 2017	Last Exchange Not Found	1 Miles Away	I have a license from New York State for massage therapy. I am a certified aromatherapist, transformational breath facilitator, energy healer, crystal healer. I have 9 certificates in hypnosis. I am a Reiki master. I do not have a car so people have to
Erwin [redacted]	September 25, 2017	10/01/2017	4 Miles Away	I am retired and single. I have lived in Las Cruces since 2001.
Sara [redacted]	September 25, 2017	09/29/2017	5 Miles Away	I am 53 and would love to become more involved in our community. I am a firm believer in 'we need each other' and would love to offer myself. I have three adult children and have lived in Las Cruces for about 1.5 years.

Endorsing Another Member

If you'd like to recognize another member for great services, you can endorse them on the website. Search their name, and click the blue heart next to their picture. You can unendorse them by clicking the button again. To see who has endorsed a member, click on the red heart that says 'Likes'.

Last Login: 09/24/2017

Kari Bachman Phone: (575) 496-4330
Las Cruces, NM 88011 **2 Miles Away**

I love to meet new people and hear their stories. I enjoy being active, speaking different languages,




Endorse Reply Likes Hours

Groups

This is where our members with similar interests are able to connect. Anyone is able to create a new group. Group members can post upcoming events or ideas for the group to see. For instance, one group, Connecting Across the Border, is for those members who want to engage in cross-border exchanges. Many are interested in Spanish/English language exchanges and this group is a great way for them to connect.

My Group, Project and Event Announcements

Date	Member		
Posted: March 23, 2017	 Connecting across the border! Parisa Shirazi	Hi everyone, our Juarez members are eager to engage in language exchanges so reach out and before you know it you will have a new language partner!	<input type="button" value="reply"/> <input type="button" value="x"/>

Create a New Group, Project or Event

Enter a Group, Project or Event profile.

Join a Group, Project or Event!

Connecting across the border! 18
This is a group for our members to join if they are interested in making connections across the border! We can provide each other with language help, connect for tours, or share about our culture. The possibilities are endless.

The Beloved Community 6
This organization works with young adults with developmental and intellectual disabilities and their families. It helps them share their talents with each other and the community at large.

Appendix

Membership Agreement

As a member of Mesilla Valley Timebank, I agree to offer and request neighborly acts of kindness, sharing, and assistance with other members of the Exchange. As such, I will respond to offers and requests of services within 48 hours; be honest and clear about the services I can provide; perform my services in a careful, respectful, and safe manner free from the influence of alcohol and illegal drugs; and provide two hours of service per year to help run the organization.

As a member of Mesilla Valley Timebank, I understand that the time bank does not guarantee or warrant the fitness, safety, or quality of work of any of its members. Mesilla Valley Timebank also does not guarantee that I will be able to spend the hours I have earned for services I want. Though there may be hundreds of services available, the time bank may not meet every need of its members.

As a member of Mesilla Valley Timebank, I agree to participate at my own risk; to assume the risk of injury, harm, or damage in connection with my providing or receiving services; and to hold the timebank harmless from any and all liability, actions, claims, and damages, including those caused by or arising from negligence, or injury to person or property.

As a member of Mesilla Valley Timebank, I understand that when I participate in an exchange with another member, it is my responsibility to request any further references I determine are necessary for the service, such as personal endorsements, work references, professional licenses or certifications, and background checks.

As a member of Mesilla Valley Timebank, I promise to abide by the rights and responsibilities as set forth in the Member Handbook; the safeguards regarding member information; and the dispute resolution provisions in effect at the time of a dispute.

I understand that my membership in Mesilla Valley Timebank may be revoked at any time if I do not abide by the membership requirements and responsibilities set forth in the Member Handbook and in this agreement.

By signing below, I certify that I have read this document carefully; that I understand its terms; that I recognize that it constitutes a waiver of legal rights; and that this document is enforceable to the extent allowed by law.

Printed name _____

Signature _____ Date _____

Thank you for joining Mesilla Valley Timebank!

Mesilla Valley Timebank
151 S Walnut St Unit B13
575-496-4330
www.hourworld.org

New Member Tip Sheet

Tips for New Timebank Members

Welcome to our timebank! The information below will help you get started with the online system.

Sign in

1. Visit www.hourworld.org
2. Enter your email and password in upper right-hand corner
Password: password (all lowercase)
Accept terms and conditions and privacy. Check "I accept" and click "Next"

You will be taken to the home page.

Change your password

1. Move cursor to "Account" tab

Drop down bar will appear.

2. Click on "Change Password"
3. Type new password once in each box and click "Save"

Note: If at any point you forget your password, email the admin to reset it.

Add offers and requests

1. Move cursor to "Offers"

Drop down bar will appear.

2. Click on "Add Offers"

List of different categories will be pulled up.

3. Check the categories that most closely fit your offers. You will be able to enter one offer for each category you select.
4. Click "Add to My Offers"

Page with your offers will appear.

5. Add detailed description for each offer and click "Save"
6. Repeat this process for Requests

How to report your hours

1. Click on “Hours” tab
2. Input the following:
 - a. If you provided or received the service
 - b. The date of the exchange
 - c. How many members you exchanged with
 - d. The number of hours
 - e. The member’s name(s)
 - f. Category of service
 - g. A short comment describing the service
3. Click on “Record Transaction”

Things to keep in mind:

- ONLY ONE PERSON in the exchange should record the hours
- If hours are recorded incorrectly, contact the admin. Only they can change recorded hours.

Two ways to communicate with other members

A. Send an email

1. Click “Reply” on the offer or request you would like to respond to

OR

1. Click on the member’s name

You will be taken to their personal account page.

2. Click on “Email” under their profile photo on the left-hand side.

B. Post an announcement

1. When you have an urgent request or exciting news, you can post an announcement on the left-hand side of the home page.

Still have questions?

Visit our website at www.da-cu.org

Contact the coordinator: 575-323-0730

Guidelines for Organizational Timebank Members

11/21/17

Non-Discrimination Policy

Registering organizations and companies agree to not use the timebank members for activities or programs that discriminate according to gender, sexual orientation, socio-economic status, ability, race, age, political or religious affiliation. Organizations whose policies, procedures or practices include discrimination against any of the previously listed groups are not eligible for membership in the timebank. Political parties are not eligible for membership in the timebank.

Reporting and Use of Time Credits

Organizational members of the timebank may earn time credits through their existing members regardless of whether those members hold individual accounts in the timebank. For example, if an organization sends a group of three members to help another timebank member with yard work for one hour, the organization will earn three time credits (3 individuals x 1 hour each).

Organizational members may spend time credits for any service that benefits the organization as a whole. For example, they may receive assistance with a website or with transportation to an organizational event. Organizations are also welcome to donate earned time credits to their members IF those members have individual timebank accounts. Individuals can then use those credits to receive personal services.

Since organizations might give and receive services from many individuals, they are likely to develop a large balance of time credits, either positive or negative. Though we ask individual members to maintain a balance between -15 and 15 time credits, we expect and even encourage organizational members to carry large balances of time credits. We still encourage organizations to both give and receive services in the spirit of reciprocity, but we are not concerned if the giving and receiving are not in proportion.

Benefits and Possible Uses of the Timebank for Organizations

Organizational members are encouraged to use the timebank in whatever manner will most benefit them! Possible uses include:

- Using groups of timebank members as volunteers at events
- Making use of timebank members' administrative, marketing, design, and other skills
- Using the timebank to find volunteer opportunities in the community
- Networking with timebank members to raise visibility and gain new members.

Mesilla Valley Timebank Facebook Group Guidelines

Welcome to the Facebook group for the Mesilla Valley Timebank! This group is a platform for timebank members to communicate with one another publicly. This page is only visible to members and coordinators of the Mesilla Valley Timebank. In order to make this group as welcoming as possible, we ask that all members adhere to the following guidelines when posting or commenting on the page. Posts that do not adhere to the following guidelines will be removed by Doña Ana Communities United staff. If you have questions about whether a certain post is appropriate, please contact the timebank coordinator at 575-323-0730.

- 1) This group is for communicating with the timebank community, not for one-on-one conversations. If you would like to speak with someone directly, please contact them via private message on Facebook, email, or hOurworld.org.
- 2) Please refrain from posting in this group more than once per day.
- 3) Please limit your posts on this page to timebank-related issues. Suggested posts include offers and requests, photos of recent exchanges, and announcements about community events that timebank members may find interesting. Since the timebank is a nonpartisan organization, posts about events and activities affiliated with political parties are not allowed.
- 4) Please use respectful language on this page. Do not use profanity in your posts or comments. Posts and comments that contain inappropriate language will be removed.
- 5) Please engage respectfully with all members of the group. This group is not a venue to criticize or attack other members. If you are experiencing a challenge with another timebank member, please contact the timebank coordinator to discuss the issue.

If you have any questions or concerns about these guidelines, please do not hesitate to contact us!

Contact Information:

Please feel free to contact DACU staff with any questions, problems with exchanges, and feedback. We are available Monday through Friday, 8:00am to 5:00pm.

Director

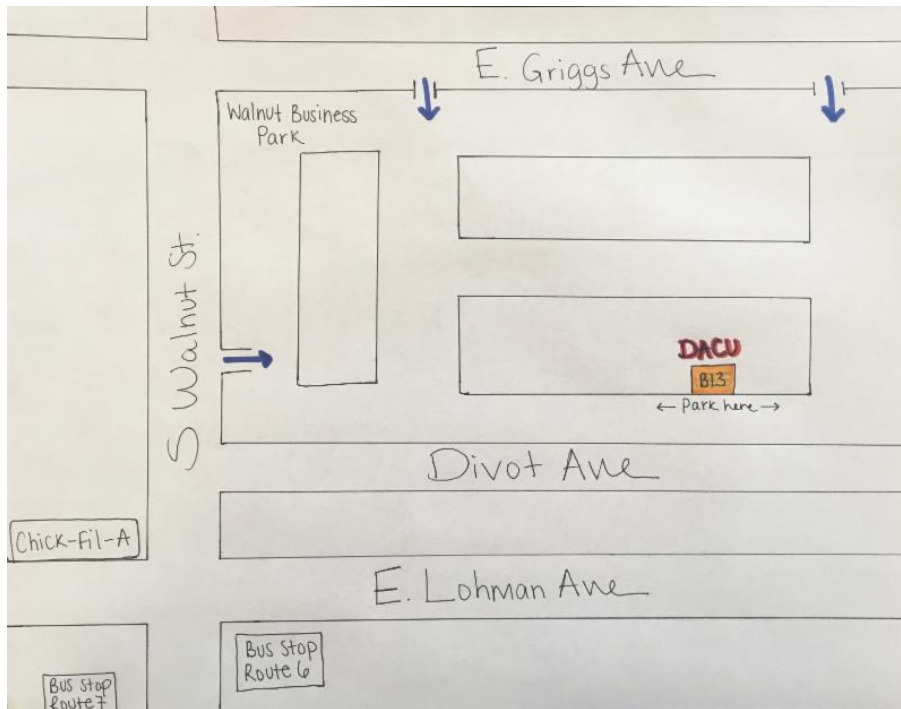
Kari Bachman
dacukari@gmail.com
575-496-4330

Outreach & Timebank Coordinator

VISTA member
dacuteam@gmail.com
575-323-0730

DACU Office (See Map)

151 South Walnut Street, Unit B13
Las Cruces, NM 88001



Website: da-cu.org **Facebook:** DACUnited **Twitter:** @DACUnited