



Standard Operating Procedure (SOP)

Title:

Benevolence – Guest Aid

Purpose:

Guest Aid Benevolence is to streamline the ministry of LifeChurch International, Inc. regarding visitors and/or guests who reach out for financial assistance or looking for general help financially for any reason. This SOP is set aside for first time visitors, guests, or anyone LCI would consider qualified to receive one time assistance.

Scope:

LifeChurch International, Inc. seeks to provide aid and financial assistance to all in need. This includes those who are unfamiliar with LCI, the church or anyone perceived as coming off the streets, homeless, or in need.

To fulfill this need, and to avoid abuse to the church and exercise financial stewardship we have outlined this SOP to help guide ministry leaders and volunteer staff on how to facilitate anyone who approaches LCI with a benevolence request.

Benevolence Financial Aid examples that this SOP covers are:

1. Gas Money
2. Food Money
3. Grocery Money
4. Etc.

Benevolence Card:

Benevolence card is a generalized card with LCI letterhead and words of encouragement on it for the person in need. Included in the card will be two (2) gift cards no more than \$10 each (gas, grocery, fast food place etc.). Additional resources in the card will include lists for county shelters, assistance programs, etc.

LCI to keep on hand no more than three (3) standard benevolence cards in the church office for times of need. If one is used, an Approving Pastor is responsible for replenishing the card supply within two weeks.

Approving Pastors for this SOP are:

- a. Terry Baughman (Lead Pastor)
- b. Marena Sullivan (Executive Assistant)
- c. Jeremiah Vigil (Administrative Pastor)

Procedures:

If approached by a guest seeking Financial Aid, LCI staff are asked to do the following:

2. Assure the person in need is acknowledged, and the church can help them.
3. Pray with guest if needed or requested.
4. Walk guest to their seat or find them a seat in church and let them know that we will prepare a benevolence package for them after service has ended.
5. After guest is seated, get approval from at least one (1) of the 'Approving Pastors' to proceed with the benevolence offering. (Text approval is acceptable)
6. If approved, the Approving Pastor will contact the CFO Derrick Buck who will access the Benevolence card from the church's office.
7. Derrick Buck will hand deliver the card to the Approving Pastor.
8. Approving Pastor will sign the prepared card and deliver it to the person in need after service.