

- **Win:** Be the church! Enact a simple, yet effective, system to assist the elderly and infirmed with necessities – grocery shopping, prescription pick-ups, etc.
- **Communication:**
  - phone number (361-360-1540) for *Needs Requests* to come in from the elderly and infirmed in our community
  - Phone call fielded by Pastor on Duty
  - [help@churchunlimited.com](mailto:help@churchunlimited.com) - unanswered phone call generates an email
  - Emails sent to entire Needs Request Team
  - **Pastor on Duty calls Requestor back ASAP if incoming call was unanswered**
- **Distribution of Needs Requests:**
  - Pastor on Duty gives *Needs Requests* to LifeGroup Leaders to fulfill through their LifeGroup – done via uconnect (see below)
  - Pastor on Duty enters *Needs Request* into Needs Request Serving Group on uconnect IMMEDIATELY after logging phone call or email
- **uconnect:** All Corpus area LifeGroup Leaders placed in one “Needs Request Serving Group” in uconnect. Stone Oak LGLs in their own group.
  - All Corpus area LifeGroup Leaders in one Group – Group is live now
  - Stone Oak LifeGroup Leaders in one Group – Group is live now
  - *Needs Request* recorded in the group from Pastor on Duty
  - *Needs Request* sent to LifeGroup Leaders in the Group by Pastor on Duty
  - *Needs Request* monitored to completion by Pastor on Duty
  - All needs fulfilled within 8 hours of initial communication
- **Financial/Benevolence:** In the rare event that financial assistance/benevolence is necessary to meet the grocery/medication or other life necessity needs of those requesting help, we must follow our Benevolence Guidelines already in place.
  - Requestor must fill out Benevolence Form
  - CU LGL, LG participant or whoever the help request is given to needs to be educated on how to properly complete the Benevolence Form and that all signatures are in place.
  - The Help Request volunteer then turns in the completed and signed Benevolence Form to the Pastor on Duty.
  - Pastor on Duty must keep any and all receipts and submit through Expensify as normal
  - Campus Pastors should contact Finance Department for Gift Cards to keep on hand for quick purchases – ensuring Benevolence Form and any relevant receipt(s) turned in for each purchase
  - Please connect with the Finance Department prior to this weekend in order to have the cards ahead of the incoming needs in the effort of being proactive versus reactive.
- **Continual Oversight**
  - Campus Pastor of Pastor on Duty to oversee daily process to ensure accountability and prevent any *Needs Request* from slipping through the cracks

- Central Support sets the vision and puts structure in place so the Campus can execute the vision
- **LifeGroup Pastors Rotating Oversight – “Pastor on Duty”**
  - Each day a different LifeGroups Pastor or Associate Pastor (Pastor on Duty) will oversee the *Needs Request* email & phone number
    - determine the area of town the need comes from
    - work with the other LifeGroups Pastors and LifeGroup Leaders to get the need met within 8 hours. *For example: If Pastor Cameron is the Pastor on Duty and the Needs Request is from Westside, he connects with Pastor Matt on how best to serve this need, then Pastor Cameron executes by leading the uconnect process and follow-up.*
    - 24-hour shift. Rotation begins at 9am and ends at 9am the following day
  - *Schedule*
    - Saturday March, 21st, 9am Pastor Alex
    - Sunday March 22nd, 9am Pastor Avery
    - Monday March 23rd, 9am Pastor Cameron
    - Tuesday March 24th, 9am Pastor Chad
    - Wednesday March 25th, 9am Pastor Marcus
    - Thursday March 26th, 9am Pastor Matt
    - Friday March 27th, 9am Pastor Stephane
      - Schedule repeats until further notice
  - *Stone Oak Schedule*
    - Beginning Saturday March, 21st, 9am Pastor Nate & Pastor Aaron
  - Each rotation day begins and ends at 9am – Pastor on Duty will need to communicate any roll-over requests from their day (ones that come in after business hours and/or curfew if one is enacted) to the next day’s Pastor on Duty and their Campus Pastor
  - *Pastor Bil to announce Needs Request during service on Saturday March 21<sup>st</sup> and at each successive service throughout the weekend*