

Love Works

Project Leader Manual

LOVE
WORKS
2012



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Executive Summary

Phase I - Project Development - Two (2) Months to Four (4) Months Prior

Project Summary and Purpose: In three sentences or less, the leader should be able to describe what the project is and why we are pursuing it. This is something that will be communicated in a variety of manners to prospective volunteers and stakeholders. It is important that it be succinct and clear. An example is provided below:

Homeless Outreach - Reach the homeless community with Christ's love by meeting their physical needs with food, water, clothing, personal hygiene items, and other donations, as well as spending quality time with individuals. Opening the door for more continuous ministry opportunities to serve this desperate community.

Project Overview: This description of the general circumstances and conditions you are anticipating combined with a summary of the resulting requirements will be essential in establishing parameters for volunteer recruitment. At a high level, this will include project logistics (date, hours, activity types, weather, etc.), number of required team members, need for co-leaders or task specific managers, a project budget, summary of required resources, client interface protocols, expected impact and sustainability of the project/ministry. The Love Works core team will provide you with the Project Overview form to guide this process.

Project Establishment: It is critical that at the very outset of your planning process that you are in direct communication with the recipient of the outreach. A specific, authorized person is optimal if not essential to the effectiveness of the outreach event. There needs to be a clear understanding and expectation regarding the service that your team will be providing as well as the resources that will be required. It is highly recommended that you meet on-site with your contact person and then follow up with a written summary of your understanding in either email or letter form well in advance of the event. In some instances, a permit or written authorization may be required to conduct the project.

Volunteer Overview: This is a more detailed and tactical description of the project that will be used to properly set expectations for your team of volunteers. It should reinforce the governing purpose statement, describe the circumstances the volunteers will be encountering, provide an overview of logistics, list a summary of additional required resources and state any unique or special skill sets required. Integrating scripture that is particularly relevant to the service you will be providing is essential to ensure your team retains the proper perspective.

Phase II - Project Set-Up - Two (2) Weeks to Two (2) Months Prior

Project Set-Up: Once you have established the project as generally described above, you will engage directly and consistently with the Love Works core team on logistics and volunteer recruitment. During this phase, the core team will have you fill out the Activity Detail form to integrate your project information into the collateral materials and website to be used to promote the service opportunity to volunteers. You will also be assisted in the development of a budget for the project if additional funds are necessary. Activities that you will likely be engaged in during this period include:

- ⤷ Weekly contact with your client partner.
- ⤷ Submit to the Love Works core team your budget request, work shifts and participant needs using the above referenced Activity Detail form.
- ⤷ Consistent communication with your project team (volunteers) through email or other forms of direct communication.
- ⤷ Pre-Love Works day project team meeting if your project warrants it.
- ⤷ Connection with Love Works core team regarding any media coverage objectives.
- ⤷ Procurement of any necessary supplies and/or funds to complete the project.
- ⤷ Set up project logistics including supply stations, arrival locations, co-leader responsibilities, food requirements, etc.
- ⤷ Pray!

Once you have the project fully set up, you will need to make sure that you and the team are ready for “game day”. It is optimal to meet with the team in the week before the event to walk through the logistics for the day and to prepare your hearts with prayer. At the very least, you will want to make sure that you have completed the following:

- ⤷ Develop a schedule of general and specific activities for the day.
- ⤷ Send out a map and/or directions to each volunteer with their specific time frame explicitly indicated as well as the overall project schedule.
- ⤷ Confirm that all supplies have been procured and will be available on site and on time.
- ⤷ If you are providing lunch to the volunteers, confirm that those arrangements are set.
- ⤷ Provide emergency contact information to all volunteers in the event of unforeseen circumstances on the project day.

Phase III - Love Works Day - March 24th and/or 25th

This is the culmination of your diligent work, advance planning and prayer. Assuming that you were able to work through the earlier phases described above, this is a day to invest yourself in your team and the community you are serving with your heart and hands. You want to make sure to get to the project site well in advance of the established start time, connect with your client counterpart and confirm that preparations are in place as you intended. You also want to ensure that volunteers are there in advance of the start time as well. Love and serve!

Phase IV - Post Love Works Day Follow Up

First of all, you want to thank all of your volunteers for their time and effort while encouraging them to attend the Celebration Service at CPC Sunday evening. Love Works' purpose is to provide a platform to fulfill CPC's mission of making and maturing more followers of Christ. As you follow up with your team, you will reinforce this dynamic. We would suggest the following activities in this vein:

- Personal thank you phone calls or emails to each volunteer team member within 2 weeks.
- Personal communication with those that you connected with in the community through this project.
- Completion of Love Works leader survey within 2 weeks of the event.
- Consider and pray about continuing and developing your project into an on-going service ministry.
- Consider working with the Love Works core team to develop a project manual specific to the type of service that your project provided to be used for future similar projects.
- Connect with the Love Works core team to discuss any thoughts you have about the event or the overall outreach initiative.

Sample Project Milestones and Timeline

January			
<ul style="list-style-type: none"> • Commit to lead project • Develop concept • Initiate discussion with client 		<ul style="list-style-type: none"> • Complete Project Overview form • Visit project site • Attend Leadership Forum #1 	
February			
<ul style="list-style-type: none"> • Confirm project details with client • Define supply needs 	<ul style="list-style-type: none"> • Develop budget • Finalize Activity Detail form • Procure permits (if applicable) 	<ul style="list-style-type: none"> • Touch base with client • Create Volunteer Overview 	<ul style="list-style-type: none"> • Inform Love Works Core Team of media needs • Establish logistics • Attend Leadership Forum #2 • Volunteer sign up begins
March			
<ul style="list-style-type: none"> • Budget approval notification • Welcome email to volunteers • Evaluate supply procurement status 	<ul style="list-style-type: none"> • Touch base with client 	<ul style="list-style-type: none"> • Email volunteer update • Develop event day schedule 	<ul style="list-style-type: none"> • Email volunteer update • Volunteer meeting (optional) • Touch base with client

Project Leader Tools

Guidelines and Role Summary

There are some simple and overriding guidelines or principals that should be ever present in Love Works leaders.

- ⤷ Prayer should permeate everything that you do – before, during and after.
- ⤷ Volunteers need to clearly understand that they are representatives of Christ and of CPC. It is important that we represent ourselves well.
- ⤷ Your team should embrace the opportunity to talk about their faith. A primary objective of Love Works is to introduce God to our community in a way that glorifies Him through the blessings we are sharing.
- ⤷ We are there to serve and love, not to judge.
- ⤷ We need to listen twice as much as we talk.
- ⤷ God works through relationships. We share God’s transforming love and power not just by giving material aid, but also by sharing who we are in Christ.
- ⤷ Leaders should consider themselves servants to their volunteer team as well as to the client being served.
- ⤷ Be joyful and Spirit led!

In your role as a Project Leader, your primary objectives and responsibilities are:

- ⤷ Conceiving, establishing and/or setting up the Project in conjunction with the Love Works core team.
- ⤷ Interfacing and coordinating with the client contact(s) of the organization or ministry being served.
- ⤷ Coordinating the preparation of the Project site, if applicable, including necessary tool and material availability.
- ⤷ Determining and managing the volunteer team’s work shifts and meeting places.
- ⤷ Consistent and frequent phone or email communication with the volunteer team to ensure they are current on the project and your expectations.
- ⤷ The satisfactory execution and outcome of the project.
- ⤷ Ensuring that the project site is left in clean and good condition upon departure.
- ⤷ Providing spiritual leadership and a positive experience for all team members.
- ⤷ Thanking volunteer team and client contact(s) for their service and the opportunity to serve.
- ⤷ Encouraging all team members to participate in the celebration service at CPC on Sunday evening.
- ⤷ Providing an evaluation to the Love Works core team with your feedback on the event and the overall preparation.

In the event of an emergency or time sensitive matter on the day of the event, please contact either: Win Jew - (650) 867-5580 or Paula Osorio - (650) 218-9476

Sample Project Leader Check List

LOVE WORKS PROJECT CHECKLIST

Project Development Phase – January 1st through February 5th

- ___ Commit to project to Love Works core team.
- ___ Initiate client/ministry discussions.
- ___ Visit project site.
- ___ Prepare Project Overview form and submit to Love Works core team.
- ___ Confirm written understanding of project objectives and time frames with client/ministry.
- ___ Attend and participate in Leadership Forum #1.
- ___ Pray for the service opportunity, those who will be served and your Love Works team of servants.

Project Set-Up Phase (pre-volunteer) – February 5th through February 26th

- ___ Develop budget, if necessary, with assistance of Love Works core team.
- ___ Define supply needs, resources and any required assistance from Love Works core team for procurement.
- ___ Prepare and submit Activity Detail form to Love Works core team no later than February 10th.
- ___ Prepare Volunteer Overview information and submit to Love Works core team for preparation.
- ___ Contact client POC weekly.
- ___ Determine if project will be “child friendly” requiring parental accompaniment.
- ___ Procure necessary permits or written authorizations for the project.
- ___ Inform Love Works core team of any media requirements or preferences.
- ___ Pray for the service opportunity, those who will be served and your Love Works team of servants.

Project Set-Up Phase (post-volunteer) – February 27th through March 23rd

- ___ Prepare and send welcome email to new volunteers.
- ___ Send weekly update emails to current and new volunteers.
- ___ Finalize supply procurement and delivery or pick up logistics including any required tools.
- ___ Contact client POC weekly.
- ___ Finalize necessary logistics with client/ministry for the event.
- ___ Re-visit project site if necessary including any useful volunteers.
- ___ Develop the Event Day Schedule including a back-up plan in case there is bad weather, the work is completed early or the project is abruptly cancelled.
- ___ Communicate any project changes to Love Works core team.
- ___ Conduct a team meeting with all volunteers the week before the project, if appropriate and necessary.
- ___ If necessary, arrange for an advance team to set up the project site ahead of time.
- ___ Send email to volunteers with map and Event Day Schedule.
- ___ Finalize and confirm lunch arrangements if applicable.
- ___ Pray for the service opportunity, those who will be served and your Love Works team of servants.

Love Works Day – March 24th through 25th

- ___ Arrive at project site well in advance of start time.
- ___ If your project has a large number of volunteers working at the same time, stagger arrival times to ensure a smooth check in process.
- ___ Maintain and complete a sign in sheet of your volunteers and distribute name badges or stickers.
- ___ Ensure that you have all necessary emergency contact numbers and a first aid kit on site if applicable.
- ___ Pray with your Love Works team in advance when everyone has arrived.
- ___ At conclusion, thank all of your team members and encourage them to join the Celebration Service that evening.
- ___ Leave project site clean and in good condition.
- ___ Thank your client/POC and any other people that you have served and connected with.

Post Love Works Day Follow Up – March 26th through April 7th

- ___ Execute on a plan to show appreciation to volunteers and client/ministry partners for their participation (phone calls, thank you notes or emails).
- ___ Complete Love Works leader survey and submit to the Love Works core team.
- ___ Submit forms for reimbursement of purchased supplies (Check Request with original receipts).
- ___ Submit forms to initiate donation receipts from CPC to donors, if needed (In Kind Donation form).
- ___ Discuss with Love Works core team the possibility of developing your project into an on-going service ministry.
- ___ Discuss with Love Works core team assisting in the preparation of a project type specific manual for future efforts.

Sample Event Day Schedule

Neighborhood Public School Clean Up Project

Event Day Schedule

Before Start Time:

- 9:30 am Arrive at School Site
- Equipment team to ensure that the following supplies are prepared and on site:
 - o Yard tools – gloves, edger, clippers, etc.
 - o Lawn mower
 - o Weed eater
 - o Gas
 - Make sure to park in one of the spaces on the north side of the gym designated for Love Works volunteers.
 - Meet in front of the gym next to the outside entrances to the restrooms.
- 10:15 am Pre-event activities
- Team sign in.
 - Review of what we are doing and why - To be the hands and feet of Christ as we serve our local community by cleaning, landscaping and painting the school grounds.
- Remember
- We will get our hands dirty as we are going to be mowing grass, weed eating, planting flowers, painting walls, scrubbing bathrooms, etc.
 - The supplies we are using have been provided by the church and purchased with God's money, so please be a good steward of these blessings.
 - Have a great time and do not hesitate to interact with those that we are serving
- Final Questions and Group Prayer

During Project:

- 10:30 am
- Break into teams
- Mowing team
 - Weed eating team
 - Landscaping team
 - Bathroom clean up team
 - Painting teams
- Team leaders coordinate the pick up of supplies and tools from central station

After Outreach:

- 4:30 pm
- When the work is done:
- Thank the community representatives for letting us serve them.
 - Everyone to gather together for final team meeting, reflection on the day, share testimonies and closing prayer.
 - Load excess supplies and tools into church van.
 - Go home and get a warm shower before the....
- 5:30 pm Love Works Celebration service at CPC – refreshments and snacks served an hour beforehand.

Please also be sure to email any pictures, or put them on a cd, that you took at the outreach and any testimonies to the Love Works core team to chronicle the event.

Sample Volunteer Overview

Homeless Outreach Day

Event Summary - Reach the homeless community with Christ's love by meeting their physical needs with food, water, clothing, personal hygiene items, and other donations, as well as spending quality time with individuals. Opening the door for more continuous ministry opportunities to serve this desperate community.

Who Are We Serving and What Impact Are We Having - The homeless community in the San Francisco Tenderloin district will have their physical, emotional, and spiritual needs met. Specifically, we will be partnering with City Impact.

How Big is Our Love Works Team - There will be 30 CPC team members who will be doing a variety of activities over the course of the weekend to serve this homeless community. We will be serving meals, working in the on-site thrift store, washing feet, reading to children and praying with and for this community. Due to the sensitive nature of the environment that we will be in, all volunteers must be 18 years of age or older.

How Long Will We Be Serving - Each of the activities will have a unique time frame ranging from 3 hours for lunch service to an entire day for thrift store support. Shifts and activities are available all of Saturday and Sunday on Love Works weekend.

Unique and Specific Needs - The food service ministry aspect of this project will require organization and management of the preparation, service and clean up. Additionally, a trained or professional podiatrist and/or manicurist would be very useful for our foot washing effort.

Spiritual Focus - Some people in this community have the hope of Jesus Christ as their Savior, the hope of living one day on streets made of gold; but they need to experience His love through people today. Your time and service may be what they need to have hope for one more day. Others are callous to Jesus, and your connection may be the seed that He is planting in them.

Service Guidelines - Love and serve without judgment. Listen to stories that the people of the homeless community will share with you. Be ready share Christ's love through quality time and personal touch.

Scripture - Matthew 25:35-40 - For I was hungry and you gave me something to eat, I was thirsty and you gave me something to drink, I was a stranger and you invited me in, I needed clothes and you clothed me, I was sick and you looked after me, I was in prison and you came to visit me...The King will reply, 'Truly I tell you, whatever you did for one of the least of these brothers and sisters of mine, you did for me.'



PROJECT OVERVIEW - 2012

(Page 1)

PROJECT NAME

Project Name	Project # (will be assigned)

CONTACT INFORMATION

	Name	Email	Phone
Project Leader			
Co-Leader			

PROJECT DESCRIPTION

Date (s)			
Time			
Location (<i>description</i>)			
Location (<i>address</i>)	Street address:		
	City/State/Zip:		
Who is being served?			
Organization/Agency - if applicable			
Agency contact person - if applicable	Name:		
	Email:	Phone:	
Project Description			
<i>This description will be used in online registration website. No more than 3 short sentences.</i>			

ACTIVITIES – List sub-projects below.

Date	Activity name
	Organizing project supplies
	Hospitality & volunteer check-in



ACTIVITY DETAIL - 2012

Project Name	Project # <small>(will be assigned)</small>	Activity # <small>(will be assigned)</small>

GENERAL INFORMATION

Activity Name			
Activity Description	<i>Describe this activity so that participants will know what to expect to be doing. This description will be used in online registration website. No more than 3 short sentences.</i>		
Date			
Shifts <small>(Start time – End time)</small>	#1 Start: End:	#2 Start: End:	#3 Start: End:
Any special skills and/or equipment participants should bring to this activity?			
Team Leader for Activity	Name (if already recruited)		
	Do you want to recruit Team Leader via online sign-ups?	Yes or No <small>(circle one response)</small>	

PARTICIPANTS by shift

Shifts		Shift #1	Shift #2	Shift #3
Adult participants: <i>Include Team Leader in your count</i>	Maximum			
	Minimum			
Child participants: <i>List maximum number of children appropriate for this activity</i>	Under 5			
	Elementary			
	Youth (Middle & High School)			

SUPPLIES AND BUDGET

Activity supplies needed <small>(list by categories, not by item)</small>	Donation or Purchase <small>(circle one for each category)</small>	Budget request
	Donation or Purchase	\$
	Donation or Purchase	\$
	Donation or Purchase	\$
	Donation or Purchase	\$
	Donation or Purchase	\$
	Donation or Purchase	\$
	Donation or Purchase	\$
	Donation or Purchase	\$
	Donation or Purchase	\$

Total Budget Request for Activity \$ _____

Financial Documents

Project Leader Financial Form Overview

Budgets (Activity Detail form)

- ⊃ Project Leaders request CPC funds for project supplies via the Activity Detail form.
- ⊃ The Love Works Core Team will review all budget requests.
- ⊃ Project Leaders will be notified of their approved budget or of any changes needed.
- ⊃ Wait for notification of approved budget before purchasing project supplies.

Reimbursements (Check Request form - yellow)

- ⊃ Supplies purchased for the projects will be reimbursed. Save receipts.
- ⊃ Fill in the Love Works Project # and Love Works Project Name.
- ⊃ Project Leader must sign "Approved by" at the top of the form.
- ⊃ Staple original receipts (not copies) to the completed Check Request form.
- ⊃ Submit form with receipts to the Foster City office.

Donations

Monetary Donations

- ⊃ We can accept monetary donations for Love Works (checks preferred).
- ⊃ Checks should be made payable to "Central Peninsula Church" (Not to Love Works).
- ⊃ Write "Love Works" on the memo line of the check.
- ⊃ Submit checks to the Foster City office.

Solicitation Letters (CPC letterhead)

- ⊃ These letters provide basic information about Love Works for potential donors of project supplies.
- ⊃ Project Leaders fill in their contact information at the bottom of the letter and the Donor's name at the top of the letter.
- ⊃ For tax purposes, most donors will not need anything further than the solicitation letter.

In Kind Donation Form (ivory)

- ⊃ If a donor wants a receipt from CPC acknowledging their donation, the Project Leader must complete an *In Kind Donation* form.
- ⊃ **Print clearly.**
- ⊃ Describe in **detail** the items received as donations (sample description on form)
- ⊃ Submit form to the Foster City office.
- ⊃ CPC Controller will send donor an official letter acknowledging the donation.

Check Request

Central Peninsula Church Check Request	Requested by _____	Date _____
	Date check needed _____	Approved by _____

Make Check payable to:	For (be specific):
Name _____	Love Works Project #: _____
Address _____	Love Works Project Name: _____
_____	_____
Zip _____	_____
Amount \$ _____	_____
Account Name _____ supplies	Calculations...
Ministry/Class _____ outreach	
<input type="checkbox"/> Mail to payee	
OR	
<input type="checkbox"/> Return to Requestor	

Staple receipts to the **back** of this request

Donor Solicitation Letters



To

Central Peninsula Church (CPC) will soon be hosting our annual service outreach weekend called Love Works 2012. During the weekend of March 24 and 25, we will cancel our normal Sunday services and instead send our members out into the community to serve. We are in the process of organizing about 50 different service projects, up and down the Peninsula, which will be completed during our Love Works 2012 weekend.

We are inviting individuals and local businesses to donate items that we need for these service projects. Would you be interested in joining with us to serve our community by contributing to Love Works 2012?

Some specifics about CPC that you might want to know:

- CPC is a non-denominational Christian church with campuses in both Foster City and San Bruno.
- Last year, fifteen hundred of our members participated in Love Works 2011 and we are expecting similar participation this year.
- CPC is a 501(c)(3) charitable organization.
- Our non-profit tax ID is #23-7159618.

Please call me if you have any questions and if you would like to make a donation. I will be glad to pick up your donation and to thank you personally.

If you need a receipt from CPC to acknowledge your donation for your taxes, please complete our In Kind Donation form so that we can mail you a donation acknowledgement letter.

We value your consideration.

Sincerely,

_____, Love Works 2012 Project Leader
(name)

(e-mail)

(telephone)

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650 349-1132
www.cpcfoc.org