

External and Internal Benevolence Process for New Life Christian Church

Though we want to help when we can, it will be important to be sure as often as possible that we are helping individuals gain long-term self-sufficiency.

External Benevolence Intake Process-

When possible, Director of outreach and engagement will handle all external benevolence calls and walk-ins. If out/unavailable, the individual will be asked to call back/come back when the director is available. If it is an immediate need or emergency, staff will handle following these guidelines:

When New Life Christian Church receives benevolence calls and walk-ins, staff will use the *Benevolence Spreadsheet* that is available in google docs to get some basic information from the individual.

1. This will determine the urgency of the need/situation and if further action is needed to be taken. In more serious situations, if someone is in danger or potentially could be in danger, authorities need to be notified.
2. This information will also help direct you on what the closest assistance programs are that are available to the individual. Each staff member has a *Regional Resources Booklet* in their office.
3. Staff will keep track of all individuals we have been able to either assist ourselves or direct to a better assistance program or agency that better addresses their needs.
4. The *Benevolence Spread sheet* will be the documentation of benevolence funds spent and the record of all benevolence requests.
5. In each situation, staff should offer to pray for the individual and their situation.
6. No one should deal with an external benevolence walk-in alone in the office. Another staff member should be near-by and will be asked to join the meeting at the discretion of the staff member dealing with the situation. Office doors should remain open. Additionally, if meeting someone at a hotel or other location to assist, no one may ever go alone.

7. If 3 staff members are in agreement, assistance can be offered if monthly funds are still available/monthly gift cards are still available. Bills will be paid directly, no cash or check will be given.
8. For individuals and families, 1 request can be granted each year. Upon a second request, further understanding of the ongoing situation will be required. For individuals and families, 2 gift cards will be the limit within a 4-month period. Upon additional requests, further understanding of the ongoing situation will be required.
9. The limit for one disbursement is \$300 with a monthly limit of \$600 total in non-gift cards.
10. In the event that monthly funds or gift cards have run out and a situation comes up that the staff are in agreement on, council's approval will be sought.

Internal Benevolence Intake Process-

Internal Benevolence is defined as requests brought to us by a member or attendee of NLCC on their own behalf, or requests brought to us by a member or attendee of NLCC on behalf of a friend or family member. When possible, Lead Pastor will initially handle all internal benevolence requests.

1. Lead pastor will begin the situation from a spiritual counseling standpoint. If it is determined that the need is legitimate and we may be able to help, they will be referred to the Director of outreach and engagement. She will follow the same process as external benevolence to gather information and identify possible assistance in the community.
2. Should the staff determine that NLCC could help, the request will move to council via meeting, email, or in emergencies, texts and phone calls. Council will consider the request and approval will be needed by 4 voting members of council(including at least one elder.)
3. Disbursements will be made for specific individuals/families no more than once/ year. At the time of first disbursement, the offer of financial counseling/Financial Peace University will be made. A second request will not be considered until one of these has been completed.

Special Circumstances:

Funerals – In the event of a funeral for a NLCC member or immediate family member of an NLCC member who does not have their own church, NLCC may offer to host and provide a funeral dinner for the family and friends of the deceased. A combination of donations and benevolence funds will be used to pay for these dinners. These disbursements are considered “non-requested” and do not require a vote.

Pro-active benevolence – From time to time, we become aware of potential financial issues in which a person or family has not asked for help but could use help. In this situation, council and the elders will determine if assistance would be helpful and approve an amount to be purchased in gift card form and sent to the person/family. These disbursements are considered “non-requested” and do require a vote.

General Information:

All benevolence-related discussions are confidential.

4% of giving will directly go into the benevolence fund which funds both internal and external situational benevolence.

From time to time, a potential cap on the amount in the internal benevolence fund will be evaluated by Church Council.