PEOPLE FIRST

SERVICE LEVEL AGREEMENT

PUBLISHED NOVEMBER 2021 | GIVE TEAM
(UPDATED 6/30/25)

TABLE OF CONTENTS

INTRODUCTION

A Service Level Agreement (SLA) is simply a people-first mindset and agreement within our staff. We will do our best to exercise ownership of our ministry processes **professionally and diligently**, as well as provide effective, timely, and accurate communication **internally (through Fellowship One Go) and externally (with our partners and attendees).** All SLA processes are made with ministry-minded goals of honor, responsibility, effectiveness, efficiency, and accountability for our organization as we serve our partners and attendees for the sake of the gospel. In addition, we never want what we do for Jesus in our jobs to replace who we are in Christ. Our "work" as staff members should be motivated and shaped by the grace God has given us in Christ.

PEOPLE FIRST POLICY

Communications

Mission Church receives communications from people in numerous ways, providing staff with many opportunities to be in contact with partners and attendees. Communications to Mission Church include: response cards, online forms, Next Steps, response times, various church events, classes, hello@ missionchurchmemphis emails, Facebook messages, conversations, texts or emails to staff, and, lastly, the Serve Process. The Give Team is responsible for processing these communications through our Fellowship One Go (F1 Go) Database. **Interactions** will be assigned as a result of these forms of communication. Anyone with a F1 Go account can assign interactions to staff and volunteers. Interactions, with instructions, are assigned by type or category so interactions can easily be identified in the database. Interaction types include: *Care & Support, Discipleship, Elder Communication, Email/Contact, Groups/Courses, Guest Follow-up, Kids Ministry, Marriage, Missions, Partnership, Prayer Request, Salvation/Baptism, Serve, Student Ministry, Volunteer Pipeline, Young Adults Ministry,* and *Admin*. **A staff person's interactions that warrant attention and follow-up are identified as *My Outstanding Interactions in F1 Go*.**

Follow-up

Any interactions and notes in F1 Go should be consulted before making contact in order to review any current prayer requests, previous interactions, current involvement, and other ministry areas of interest. When appropriate, the initial staff person can re-assign or even create additional interactions for other ministry areas if it is determined that another staff person should make contact for some reason.

Methods

The methods of contact a staff person may utilize include phone, text, and email. Phone and text are preferred methods of communication, whereas email is secondary. When placing a phone call, if individuals cannot be reached, a voicemail message should be left informing them of the next steps. Staff should also send an email explaining that the staff member is trying to connect with them and ask them to contact the staff person. A combination of communication methods should be used when making attempts to reach an individual.

Interactions

Interactions include the general nature of the interaction, the name of the person to contact, the person the interaction is assigned to, and any instructions related to the contact. The interaction instructions should be reviewed and updated throughout the communication process. If F1 Go notifications are turned on, the staff person assigned to an interaction will receive an email notification from F1 Go. Interaction notes can be added to the database in two ways: 1) responding to the notification email sent by F1 Go or 2) logging into F1 Go and adding them. (*Note: If a response is made in email, F1 Go will automatically add the notes to the interaction summary and close the interaction.*) Interactions should be transferred to other staff members when appropriate and include an instructional note. **Interaction instructions in F1 should be updated with contacts and attempted contacts made.**

> **F1 Go Interaction Categories**
>
> *Guest Follow-up*
> *Prayer Request*
> *Salvation/Baptism*
> *Email/Contact*
> *Partnership*
> *Serve*
> *Volunteer Pipeline*
> *Care & Support*
> *Discipleship*
> *Groups/Courses*
> *Kid Ministry*
> *Marriage*
> *Missions*
> *Student Ministry*
> *Young Adults Ministry*

Completion

When an interaction has been completed, the *Completed?* box in F1 Go should be checked, and a note should be added to the ***Summary*** field, signifying no additional action is required and thereby removing it from the *Outstanding Interaction* list. In order to prevent numerous outstanding interactions in F1 Go, our priority as a staff when it comes to managing our communication is making sure people are contacted promptly. **Staff should make a habit of checking their assigned interactions in F1 Go every week to ensure all people have been contacted and/or interactions have been updated or completed**. The *To Be Completed By* field can be used as a reminder for future follow-up if desired. As staff, we should make ourselves available to partners and attendees while also maintaining appropriate boundaries.

INTERNAL COMMUNICATIONS

Within 2 business days of receiving a communication, an interaction should be entered into F1 Go. Oftentimes, this responsibility will lie with the Give Team; however, if any staff member receives information about an individual who needs to be contacted by a Mission Church ministry team, he/she should enter and assign an interaction to the correct staff person in F1 Go. If the individual is not currently in F1 Go, the Database Administrator should be emailed so that a new individual record can be created. Generally speaking, after an interaction has been assigned to a ministry team, **the staff person assigned responsibility will initiate contact through either a phone call or text (preferred) or email (secondary) within 3 business days of assignment**. Follow-up contact methods will depend on the specific nature of the interest.

Guest Follow-up

The *Guest Follow-up* interaction will be assigned to the Give Ministry Leader (males) and the Partnership & Serve Coordinator (females) for individuals who indicate they are new at Mission Church. The Give Ministry Leader or Partnership & Serve Coordinator will initiate the first contact, typically by phone, **within 3 business days of the assignment**. If an additional request is made or additional information provided, the Give Team staff should use discernment in deciding how to route the interaction. The *Guest Follow-up* interaction should be created but immediately transferred, if necessary, to the most appropriate staff member depending on the information provided. The Give Team will send an email on behalf of the Give Ministry Leader within **2 business days**.

Prayer Request

The *Prayer Request* interaction will be assigned to the Go Coordinator for any prayer requests submitted to Mission Church. The Go Coordinator will initiate the first contact within **3 business days of assignment.** Spiritual discernment should be used regarding the immediacy of the need for a phone call or email. The Go Coordinator will update F1 Go with interaction notes and then mark the interaction as completed. If an individual requests to talk to someone along with a prayer request, the interaction is immediately assigned to the Go Coordinator without the involvement of the Give Ministry Leader, who typically handles *Talk to Someone* requests. Prayer Requests should be emailed to the Pray at Home volunteers by the close of business on Tuesday of each week.

Salvation/Baptism

The *Salvation/Baptism* interaction will be used for salvation or baptism. If an individual is interested in **both baptism and salvation**, only one interaction containing pertinent notes is necessary. The *Salvation/Baptism* interaction will be assigned to the Go Coordinator, who provides oversight of and guidance through the salvation and baptism process for individuals, including weekly monitoring of contacts made and notes provided in F1 Go. Other staff members involved in the baptism process include the Baptism Team, who will participate in pre- and post-baptism meetings with the person wanting to be baptized.

Salvation - For **adults**, upon receipt of the *Baptism/Salvation* interaction, the Go Coordinator will send an email within **2 business days of assignment**. The Go Coordinator will follow the salvation process for up to 30 days or as deemed appropriate. If a subsequent baptism has been scheduled or the individual chooses not to be baptized yet, the Go Coordinator will mark the interaction as completed with a **summary** interaction note. A proposed edit should be made by the Go Coordinator to the Trusted Christ date field in F1 Go so the Give Team can update the individual's record with the date of salvation. If the Go Coordinator has been unsuccessful in reaching the person following the timeline of multiple contacts and methods, the interaction should be marked as completed with a **summary** note of explanation. For **children and students**, the interaction will be assigned to the Go Coordinator. The Go Coordinator will send an email to the parents of the child or student <u>and</u> transfer the interaction to the Kids or Student Ministry Leader responsible **within 2 business days of assignment**. The Kids or Student Ministry Leader assigned as responsible will follow their salvation process for up to 30 days or as deemed appropriate by the Kids or Student Ministry Leader. If the individual is unable to move to the next stage of baptism, the Ministry Leader should mark the interaction as completed with a **summary** interaction note of explanation. If the child or student is ready to begin the baptism scheduling process, then the staff person will transfer the interaction back to the Go Coordinator for completion. Once the baptism has been scheduled, the Go Coordinator will close the contact as *complete* with a **summary** interaction note. A proposed edit should be made by the Go Coordinator to the Trusted Christ date field in F1 Go so the Give Team can update the individual's record with the date of salvation.

Baptism - Upon receipt of the *Salvation/Baptism* interaction and within **2 business days of assignment**, the Go Coordinator will assign the individual to an approved Mission Church staff person who serves on the Baptism Team by sending them an email and transferring the interaction to them in F1. After being assigned, the Baptism Team member will initiate the first contact within **3 business days of assignment** to schedule a 1x2 pre-baptism meeting with the person being baptized and the person baptizing the individual, recording relevant interaction notes in F1 Go. Additional attempts to contact the individual should be made within the 7-day window upon assignment. If the Baptism Team member is unsuccessful in reaching the person, the Go Coordinator should be notified. If the Go Coordinator has been unsuccessful in reaching the person following the timeline of multiple contacts and methods, the interaction should be marked as completed with a **summary** note of explanation. After completing the initial 1x2 meeting, the Baptism Team member will transfer the interaction to the Go Coordinator, who will schedule the baptism and update the interaction once the date has been scheduled. The Go Coordinator will email the Baptism Team member the Monday before the baptism, asking them to schedule a post-baptism meeting. The interaction will then be transferred back to the Baptism Team member. After the baptism has been completed, the Baptism Team member should update the interaction **instructions** in F1 Go and walk the newly baptized individual through their next steps at a post-baptism meeting. After this meeting has concluded, the following should be completed in F1 Go: add any interaction notes, create any additional necessary contacts, and mark the interaction as completed with a **summary** interaction note indicating the baptism process is complete. The Go Coordinator should propose an edit to the *Baptism Date* field so the Give Team can update the individual's record with the date of baptism and the *Baptism* field with a response of Yes. Baptisms involving children will be assigned to the Preschool & Elementary Director, and baptisms involving students will be assigned to the Student Director.

Email/Contact

The *Email/Contact* interaction will be assigned to the Give Ministry Leader (males) and the Partnership & Serve Coordinator (females) for anyone who wishes to talk to someone. A template email will be sent by the Give Team on behalf of the Give Ministry Leader **within 2 business days**. The Give Ministry Leader or Partnership & Serve Coordinator will initiate the first contact **within 3 business days of the assignment**. Discernment should be used regarding whether a second contact is warranted within the 7-day window upon assignment. Transferring the interaction to another staff person after the initial phone conversation may be necessary. The interaction should be marked as completed once the person's questions or needs have been heard and addressed. If a prayer request is provided along with an interest in talking to someone, the interaction is assigned to the Go Coordinator for follow-up contact instead.

Interested in Partnership or Serving

Partnership and *Serve* interactions will be assigned to the Partnership & Serve Coordinator. The Partnership & Serve Coordinator will initiate the first contact within **3 business days of assignment**. Discernment should be used regarding whether additional contacts are warranted within the 7-day window upon assignment. During the phone conversation, the Partnership & Serve Coordinator should guide the individual through the next steps (see below) depending on where he/she is in the process. The staff person should update F1 Go with notes and then mark the interaction as completed when the person's questions have been fully answered.

Partnership - The person will be provided information about the process to partner, which includes attending the Discover Mission Class and how to register, participating in an Elder Conversation and how to sign up, and completing the Partnership Form.

Serve - The person will be provided with information about the process to serve. The next steps are dependent on whether the person has completed the Core Requirements necessary for serving, which include Partnership and a Background Check/Volunteer Application. If the person wants to serve and is missing partnership, the aforementioned steps should be followed. If the person wants to serve and is missing a Background Check/Volunteer Application, the individual should be placed in the *Core Requirements - Need BGC* screening group so that the Give Team Administrator can initiate contact **within 2 business days** by text to collect the missing requirement.

When the Core Requirements have been met, the Give Team Administrator will place the prospect in screening groups according to his/her primary serve interest(s) except for Kid and Student Team volunteers who will be placed in the screening *Family Core Requirements* group for ministry-specific prerequisites to be tracked by the

Family Ministry Coordinator. At this point, the Ministry Team staff will assume follow-up responsibility. (See more specific steps and notes in the section entitled *Serve Process*).

If the Core Requirements remain unmet after at least three contacts and 30 days have passed, the Give Team Administrator will remove the individual from the screening group and add him/her to the Core Requirements Removed group.

Ministry Areas

Ministry Area interactions include *Kids Ministry, Student Ministry, Young Adults, Groups/Courses, Marriage, Missions*, *Discipleship*, and *Care & Support*. These interactions are assigned to the appropriate ministry team (see Table 1). The Ministry Leader who is responsible for follow-up will initiate the first contact within **3 business days of assignment**. The staff person will update F1 Go with ongoing interaction instruction notes and then mark the interaction as completed and provide a **summary** interaction note when communications are finished. Multiple interactions should be assigned to various staff members if the individual has several different requests.

TABLE 1: INTERACTION ASSIGNMENTS

Interaction Items	Contact Follow-Up
Guest Follow-up	Give Ministry Leader or Partnership & Serve Coordinator
Email/Contact (formerly Talk to Someone)	Give Ministry Leader or Partnership & Serve Coordinator
Prayer Request	Go Coordinator
Salvation/Baptism	Go Coordinator
Missions	Go Coordinator
Care & Support	Go Coordinator
Groups/Courses	Grow Coordinator
Partnership	Partnership & Serve Coordinator
Serving	Partnership & Serve Coordinator
Kids Ministry	Preschool & Elementary Director
Student Ministry	Student Ministry Director
Young Adult Ministry	Young Adults Pastor
Marriage Ministry	Family Pastor
Discipleship	Discipleship Coordinator

SAMPLE DIALOGUE SCRIPTS

I'm interested in serving on a team.

1. **Opening greetings and introduction**
2. **Staff person:** "I wanted to call and connect with you since you're a partner and have completed the initial requirements to serve, and you're interested in serving in **(blank)** ministry! Since my role is **(blank)** on the team, I'd love to talk more with you about serving in this capacity on this team. I'd also like to tell you about some next steps.

I'd like to talk with someone.

1. **First step -** Look up interactions in F1 Go to see if a reason for reaching out was provided. If so, that reason can be your lead-in question.
2. **Opening greetings and introduction**
3. **Staff person:** "I saw you wanted to talk with someone from our church, so I wanted to give you a call and connect with you. How exactly may I help you?"
4. **If they haven't given a reason why they want to talk yet:** "Just so I can better help you, what brought you to want to connect with someone - was it a response to a service? Or did you hear about us from someone?"
5. Based on their answers, **set the next steps by encouraging them to sign up for the Discover Mission Class**. "We are so excited and grateful that you're interested in getting involved in our church family. The best place for you to get started is to attend our Discover Mission Class. During the Discover Mission Class, you will learn about Mission Church and how to become a member, discover ways to connect in community, hear about opportunities to serve the body of Christ, and find ways to go on mission outside the walls of the church. The Lead Pastor, along with staff, shares about the church's mission, vision, values and ministries, stewardship, discipleship, church governance, and more. You'll take a tour of the church to see ministry teams in action. After this class, we will guide you as you take your next steps of involvement. If membership is desired, you can schedule a short, personal meeting at a later date with an elder to complete the membership and partnership process."

General Call Best Practices

1. Check F1 Go notes.
2. Start off with an opening greeting and introduction.
3. BE EXCITED that the individual is interested in our church.
4. State the reason for why you are calling.
5. Always respond with care (you never know why this person is reaching out).
6. Ask plenty of questions.
7. Always set some sort of next steps, whether that's a firm date or just letting them know we will connect down the road (if for some reason serving doesn't work out).
8. Put detailed interaction notes in F1 Go.

VOLUNTEER PIPELINE

Core Requirements

All adult volunteers must complete a set of **Core Requirements** first to serve. These requirements apply to all ministry areas or teams (with one exception detailed in a later section) and constitute the basic requirements to serve across Mission Church. Potential volunteers must satisfy the partnership requirements (Discover Mission Class, Elder Conversation, and Partnership Form) and submit to a background check and complete a volunteer application.

Serve Process

With the updated Serve Process (November 01, 2021), the Give Team assumed responsibility for a majority of the administrative work required for a volunteer to serve, including the background check and volunteer application, **at the beginning of the volunteer process.** The background check/volunteer application process is initiated upon completion of the elder meeting for new members who are interested in serving, or upon submission of the interested in serving form available on the church website and app if the person is already a member. The Give Team will make at least two contacts via phone, text, or email to get missing requirements. After repeated unsuccessful attempts to retrieve the needed requirements, the Give Team will cancel the prospective volunteer from the relevant screening *Core Pipeline* group. All contacts made with volunteer prospects should be included in interaction instruction notes.

During Step 1 of the Serve Process, the Give Team will identify any unfulfilled Core Requirements and communicate with the prospective volunteer about how to complete the missing requirements. The Give Team will track completed requirements internally within the screening *Core Pipeline* groups. Upon completion of the Core Requirements, the Give Team will place the volunteer prospect in the approved *Core Pipeline* group and the individual's pre-chosen ministry screening groups (except for Kid and Student Ministry volunteers) and assign *Volunteer Pipeline* interactions to ministry leaders. Kid and Student Ministry volunteers will be placed in the screening *Family Core Requirements* group for ministry-specific prerequisites to be tracked by the Family Ministry Coordinator.

Placement in ministry team screening groups, assignment of a *Volunteer Pipeline* interaction to a Ministry Team leader, and an email handoff from the Give Team Administrator to the volunteer prospect introducing the new Ministry Leader initiates Step 2 of the Serve Process, where the Give Team's role shifts from ownership to oversight. During Step 2, ministry teams will use the **instructions** field of the assigned interaction to track their communications with volunteer prospects in fulfilling additional prerequisites.

Interaction Expectations

The staff member assigned a *Volunteer Pipeline* interaction is responsible for maintaining notes in the form of **interactions** in F1 Go until the volunteer receives an assignment or the volunteer prospect has been removed from the screening volunteer group. A standardized format for notes should be followed, including the date, substance of the contact, and initials/name of the person making the contact. Notes should be recorded in the **instruction** section of the interaction until the interaction has reached completion. Once the *Volunteer Pipeline* interaction has been assigned to a staff member, the designated contact for that ministry team (see Table 2) will initiate the first contact by phone, text, or email **within 3 business days of the assignment**. If the individual does not respond to the first contact made, the staff member should attempt a second contact **within a 7-day window**. The staff person will update F1 Go with interaction notes in the **instructions** field throughout the process and should make other attempts at contact within 21 days.

Screening Groups

Individuals who have completed the Core Requirements are placed in the **screening** volunteer groups by the Give Team Administrator. Staff members should assign a *Volunteer Pipeline* interaction to the Give Team Administrator to add a volunteer prospect to a screening group so that all Core Requirements can be verified by the Give Team. Any relevant notes about the volunteer prospect and their serve interests should be included in the *Volunteer Pipeline* interaction. Interactions contain an option to be notified upon completion so that staff can stay up to date on interactions they have assigned to others.

Volunteer prospects can be **removed** from screening groups after they are added. Removals may occur for one or more of the following reasons:

1. The applicant is no longer interested in serving in the ministry area.
2. The applicant expressed interest in another area.
3. The applicant is not responsive to attempted contacts within **30 days**.
4. The applicant failed to follow up at all or promptly.
5. The applicant failed to complete any of the additional prerequisites within **30 days**.

If the volunteer prospect needs to be removed from a screening group, the Ministry Leader should assign a *Volunteer Pipeline* interaction to the Give Team Administrator, requesting that the individual be removed from the screening group along with the reason for removal. The volunteer prospect will be added to a canceled group for subsequent follow-up by the Partnership & Serve Coordinator.

Additional Prerequisites

In addition to the Mission Church Core Requirements for all ministries, each ministry team may have additional requirements (also referred to as prerequisites), including but not limited to, Reference Checks, Ministry Safe/Sexual Abuse Awareness Training, Test Drive, and Interview. The order in which these steps are completed may vary depending on individual ministry teams. **These additional prerequisites will be tracked by ministry staff.** Staff can track these prerequisites by adding people to relevant groups once the requirement has been met. An individual should remain in the screening group until all additional ministry team prerequisites have been met. **Ministry staff should record detailed notes using interactions throughout the prospect's progress through the requirements.**

Active Groups

Volunteer prospects who have met all ministry prerequisites and have been approved to serve are placed in **active** volunteer groups in F1 Go by the Ministry Leader. Upon a person being added to an active group, the Give Team Administrator will remove the individual from the relevant screening group. Ministry leaders are able not only to add new volunteers to active groups but also to remove volunteers who are no longer serving. The Ministry Leader should log a *Volunteer Pipeline* interaction and provide a brief explanation for removal.

Special Exceptions for Young Adult Volunteers

The Young Adult Ministry has two volunteer opportunities: Guest Services and Group Leader. Unlike all other prospective volunteers, Young Adult Guest Services volunteers do **not** have to become partners to volunteer, but are required to attend the Discover Mission Class. Young Adult Group Leaders must be partners and complete the Serve Process. All Young Adult volunteers must submit to a background check and complete the volunteer application.

TABLE 2: VOLUNTEER PIPELINE INTERACTION ASSIGNMENTS

Screening Group Name	Follow-Up
Baptism Team	Go Ministry Leader
Breakfast Team	Go Coordinator
Class Host	Partnership & Serve Coordinator
Discipleship	Discipleship Ministry Coordinator
Family Core	Family Ministry Coordinator
Go	Go Coordinator
Grow – Courses	Grow Coordinator
Grow – Small Groups	Grow Coordinator
Guest Services	Guest Services Coordinator
Kids – Guest Services	Guest Services Coordinator
Kids –Nursery	Nursery Director
Kids – Preschool/Elementary	Preschool & Elementary Director
Kids – Special Needs	Preschool & Elementary Director
Kids – Sub	Preschool & Elementary Director
Marriage	Family Pastor
Medical Response Team (MRT)	Director of Security
Prayer (Prayer Room & Pray at Home)	Go Ministry Leader
Response	Executive Assistant to Lead Pastor
Security	Director of Security
Students	Student Director
W/P - Production	Gather Director
W/P - Worship	Worship Pastor
Young Adult	Young Adults Pastor

Notes: All screening group names in F1 Go begin with + VP – Screening. Student volunteer opportunities for minors (ages 11-18) are available in the following ministry areas: Guest Services, Worship, Production, Kids Ministry, and Student Ministry. Students do not complete Core Requirements (Partnership and Background Check) but do complete ministry-specific requirements.