# Heart to Heart Christmas Program 2024



Tuesday, July 30, 6:30 pm

Zoom Meeting ID:

854 4337 2167
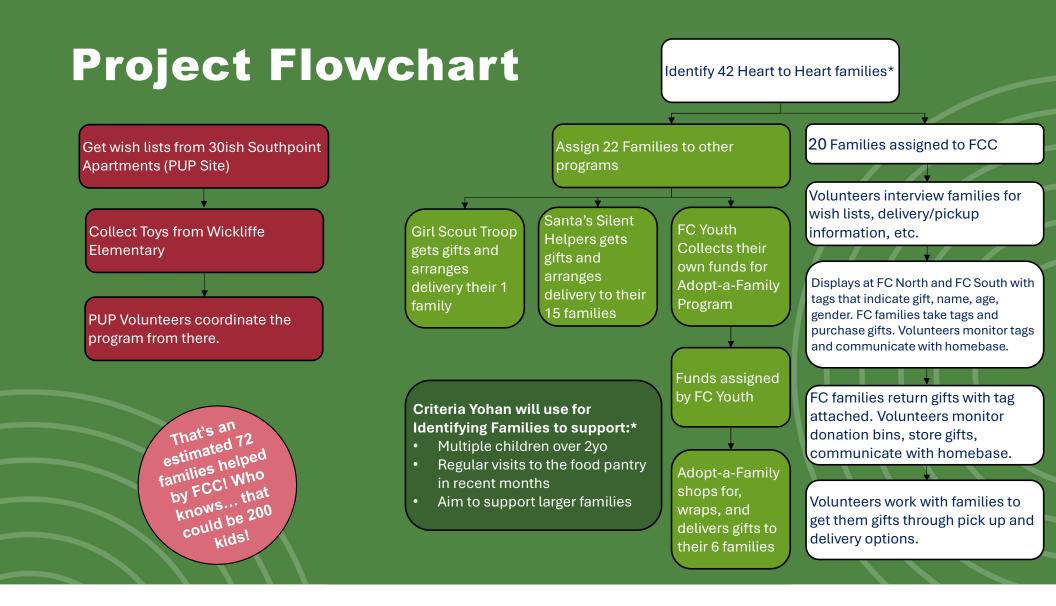
## Agenda

- Goals
- Project Flowchart
- Timeline
- Staff & Volunteer Roles
- Questions

# Program Goals

✓ Easy to communicate with staff and volunteers.

✓ Allows for smoother cooperation between other departments and organizations.

✓ More volunteer involvement; roles with less individual commitment. More volunteer input.

✓ Division of administrative tasks between volunteers and staff to prevent burnout.

✓ Serves Heart to Heart clients known to be in need, rather than the general public on first-come-first-served basis. This builds community and puts client needs first. Not publicly advertised to avoid deluge of phone calls.

✓ Conversations before holiday season starts with agencies that regularly refer to us and organizations that have us on lists.

✓ Provides opportunity for church member participation through purchase of gifts, which has been the preference.

✓ Easy for church membership to understand and participate.

✓ Start small. Under promise and over deliver. Reevaluate ability to expand next year.

# Project Flowchart

**Identify 42 Heart to Heart families***

Get wish lists from 30ish Southpoint Apartments (PUP Site)

↓

Collect Toys from Wickliffe Elementary

↓

PUP Volunteers coordinate the program from there.

That's an estimated 72 families helped by FCC! Who knows… that could be 200 kids!

**Assign 22 Families to other programs**

Girl Scout Troop gets gifts and arranges delivery their 1 family

Santa's Silent Helpers gets gifts and arranges delivery to their 15 families

FC Youth Collects their own funds for Adopt-a-Family Program

↓

Funds assigned by FC Youth

↓

Adopt-a-Family shops for, wraps, and delivers gifts to their 6 families

**Criteria Yohan will use for Identifying Families to support:***
- Multiple children over 2yo
- Regular visits to the food pantry in recent months
- Aim to support larger families

**20 Families assigned to FCC**

↓

Volunteers interview families for wish lists, delivery/pickup information, etc.

↓

Displays at FC North and FC South with tags that indicate gift, name, age, gender. FC families take tags and purchase gifts. Volunteers monitor tags and communicate with homebase.

↓

FC families return gifts with tag attached. Volunteers monitor donation bins, store gifts, communicate with homebase.

↓

Volunteers work with families to get them gifts through pick up and delivery options.

# Volunteer Roles

| Client Liaison | Outside Program Coordinator | Weekly Campus Checks | Gift Pickup | Gift Delivery | Wrap Kit Coordinator |
|---|---|---|---|---|---|
| These volunteers will contact the clients that have been identified. They will interview the clients, with a given guide, for their gift wish lists and needs. This role will likely start in September and end around November 10. | This person will contact outside organizations and programs that refer clients to us. They will also confirm program details to organizations where we can refer clients. They will organize the referral of callers to other programs. | Each of the 4 weeks of gift collection, these volunteers will monitor the donation bins and tag trees at each campus. They will transport the donations to a predetermined storage location for sorting. They will report findings in a shared document. | These volunteers will staff the dates that clients are given to pickup gifts, should they choose that option. You will check in clients from a list, ensure they get everything they need, and communicate back with home base about progress. | These volunteers will work 1-on-1 with clients to deliver gifts to their homes or agree on a meeting place for exchange for the clients that choose this option. There's no set dates for this role as it will depend on client's needs and preferences. | This volunteer will coordinate the collection, sorting, and creation of wrap kits for each family. The time period for this is loosely set for the later months, but more flexible than the others. |
| 4+ | 1 | 2-8 | 2 | 4+ | 1 |
| Approximately October 1 through November 10 | August through December 25 | Approximately November 24 through December 15 | Between December 15 and 24 | Between December 15 and 24 | Approximately November 24 through December 15 |

# Staff Roles

| Amy Caskie | Yohan Kim | Amanda Brofford | Rev. John Girard | Other Staff |
|---|---|---|---|---|
| • Project manager.<br><br>• Volunteer recruitment and coordination.<br><br>• Coordinates communication with staff members outside dept.<br><br>• Setup of shared document repository.<br><br>• Coordination of marketing materials, advertising, and writing. | • Client identification.<br><br>• Initial client contact.<br><br>• Distributes alternative information to those asking once our program is full.<br><br>• Volunteer recruitment. | • Record keeping assistance.<br><br>• Maintenance of document repository, as needed.<br><br>• Widespread disbursement of alternative program materials to clients. | • Voice on the pulpit.<br><br>• Moral Support.<br><br>• Theological questions. | • **Receptionists** Initial point of contact for volunteers and clients, answering questions and routing calls appropriately.<br><br>• **Rev. Sarah Kientz** Coordinates HS Adopt-a-Family from beginning to end.<br><br>• **Ministers** Communicate opportunities with church members<br><br>• **Miscellaneous** Facilities Staff to manage space needed. |
| • All Mission Staff will be responsible for maintaining a working knowledge of project progress and continuing needs to effectively communicate with other staff, volunteers and church members. | | | | |

# Timeline

**July through September...**

| July 30 | August 1 | August 6- 13 | August 13- 20 | September 1 |
|---|---|---|---|---|
| • Volunteer Meeting! | • Yohan to identify 42 families and create a list.<br><br>• Amy will create a webpage or shared folder for all volunteers participating that will act as a repository for necessary information.<br><br>• Amy will email to volunteer and program information to interested parties. | • Coordinating plans with facilities department.<br><br>• Communicating with staff about small group opportunities.<br><br>• Establishing staff communication plan (with emphasis on phones). | • Coordinating materials with marketing department.<br><br>• Setting up client-facing and donor information on website.<br><br>• Finalizing Volunteer SignUp Genius with dates and locations<br><br>• Outside Programs Coordinator and staff begin conversations with referring *and* referral organizations. | • Public program announcement through publication in news outlets<br><br>• Yohan begins initial client contact to verify interest in program, updates shared documents. |

# Timeline

...October through January

| October 1 – November 10 | November 11 – 15 | November 17 – December 15 | December 15 – 22 | January |
|---|---|---|---|---|
| • Volunteers collecting information from clients re: wish lists<br><br>• Volunteers submitting information to staff to manage a database. | • Creating the displays for FC North and South | • FCC members taking information from displays.<br><br>• FCC members donating items.<br><br>• Volunteers monitoring in and out and communicating with staff.<br><br>• Ministers encouraging participation in worship. | • TBD pickup dates for clients.<br><br>• Volunteers arranging drop off to clients. | • Thank you notes and client follow-up.<br><br>• Volunteer meeting for feedback. |

# Questions?

Volunteer Sign Up Genius