

## **Benevolence Process**

**Please notify any potential benevolence recipients requesting help that this process can take several weeks to fulfill depending on how fast they get their information back to the church.**

[Assistance Application | Liberty Live Church](#)

### **Requirements for Applicant:**

- 6 months as an active member or non-member that shows activity through:
  - Regular attendance
  - Staff confirmation
  - Giving records
  - Church activity (small groups, events, etc.)
- 1-year minimum since the date of last benevolence
  - You can contact Alyssa to see when someone was last helped
- \$1,500 limit on benevolence, except for special circumstances

**NOTE: If there are any questions regarding who we can serve, please contact Laray Perrault.**

### **Process:**

1. Someone contacts Liberty for financial assistance
2. Check to see if the person requesting help meets the requirements listed above. If the person contacting your campus does not meet the requirements, please redirect them to resources that may exist in your area. You can find those listed [here](#).
3. After verifying that the person meets benevolence requirements, send the [benevolence application link](#) for them to fill out. The link includes the following required items:
  - a. Upload box for the bill that applicant needs assistance with
  - b. Expense report (Auto-redirects after application submittal)
4. Once both forms have been received, the Ministry Assistant will send the following information to a benevolence deacon:
  - a. Application
  - b. Expense report
  - c. PDF of bill
5. Once the Deacon receives the forms:
  - The deacon calls the applicant regarding their request and situation (see list of helpful questions below) and notifies them of approval/denial.
  - If the Deacon is unsure how to proceed, they should call their Campus Pastor or another Deacon for advice.
  - If approved, the Deacon fills out [this form](#).
6. Once the deacon form is submitted, the campus MA will send the following email to [libertylive@bill.com](mailto:libertylive@bill.com):
  - a. Subject line: Benevolence
  - b. Body of email:

- i. Name of applicant (first and last)
  - ii. Amount to be paid out
  - iii. Brief explanation of the applicant's situation
  - iv. Requested timeline if urgent
- c. Attachments:
  - i. Application - PDF
  - ii. Budget Report - PDF
  - iii. Bill that is needing to be paid - PDF
  - iv. Signed Deacon Approval Form - PDF
- 7. After the process is completed, document the case in MP
  - a. Laray inputs this in MP for HPT
  - b. Alyssa inputs this in MP for all other campuses

## Important Notes

### A few important things to remember about the application:

- i. They must click the proper campus they are requesting assistance from.
- ii. They must include a bill they are asking us to help, with the following information:
  - Name of person
  - Name of the billing company
  - Address of entity
  - Account number
  - Amount due
  - Due date (we are unable to assist if the bill is not past-due)

**NOTE:** There are times when a recipient is requesting rent assistance that a payment is asked to go to a person versus a company. This is because they are renting a room or a home from an individual. This can be done, but the landlord must sign a W-9 form. If the landlord refuses to do so, then we cannot help with that payment. However, we can potentially help with another past-due bill.

- The expense report allows the deacon or staff member to determine the applicant's monthly income/expenses, in order to help their budget in the future.
- In the event that a deacon is not available to approve the amount needed, the information should be sent to the campus pastor. Deacons and Campus Pastors are the only ones who can fulfill this process.

## Deacon Resources

### Helpful Benevolence Questions

**These questions can help you in determining many things about those requesting help.**

- Tell me a little more about how you ended up needing help.
- Do you have other options to help you out of this financial situation? (Should be on the application)
- Are there other churches or organizations that you have contacted for help?
- To what degree has another organization helped you in the past?
- If we are unable to give you the full amount, how would you cover the rest?
- How will you prevent this from happening next month?
- What adjustments have you made **or are you willing** to make to help with the situation?  
i.e., cancel cable, spend less on something else, or go to a food bank
- Can you free up some money by changing your phone or internet plans?
- Are you willing to work with the church to create an action plan to solve this current crisis, and help prevent this from occurring again?
- If so, what days work best for you to talk more about this?
- Are you aware of the Virginia 211 service, which is a service that can help you find resources in your community to help with a variety of issues?
  - To reach them you need to call 211
- **\*\*\*Mention food distribution that occurs every 3<sup>rd</sup> Saturday at 10am in the Hampton campus parking lot\*\*\***

### Additional Resources Found Online

Church Assessment and Response to This Request:

Remember that poverty has multiple causes. A key element in some is the individual's behavior and choices. However, to the extent that the person's own behavior is a contributor, you should try to gauge their receptivity to taking action to make positive changes in their life. In such cases, here is a guide that can help you in determining the root problem.

This person/family believes:

1. \_\_\_\_\_ There is no deep-seated problem that I/we need to address.
2. \_\_\_\_\_ There may be a problem, but I'm/we are not the one(s) who need to change.
3. \_\_\_\_\_ Yes there is a problem, but I'm/we doubtful it can be changed.
4. \_\_\_\_\_ Yes there is a problem, and I/we can be part of making needed changes, but is it worth it?
5. \_\_\_\_\_ Yes there is a problem, and I/we are ready to take steps to make needed changes.

Category 1 or 2: This person/family is not ready to do the hard work of:

(1) identifying areas that they need to change, and (2) making those changes with your church's help. They are not ready to create an action plan. Since you are using this form with people you believe need to begin the change process starting now, their lack of readiness to change might well disqualify them from receiving assistance from the church, at this time. But that does not mean ignoring them. Through continued contact and conversation, they might develop more openness to change.

Category 3–5: This person is ready to create an action plan.

- You may find that people in category 3 or 4 complete the action plan, but then do not follow through with their goals. Do not give up! They will need extra encouragement and support, and their goals and timeframes may need to be adjusted. If they do not make sufficient progress on their goals even with repeated encouragement or help, then you and your church may need to stop providing the material and possible human resources that you committed to in the action plan. That does not mean you neglect the person/family or break your relationship with them! It just means you may have to shift the terms of the relationship.
- People in category 5 will have a bit smoother time of moving forward and contributing their part to their goal, although there will still be bumps, and thus need for support.
- Remember from chapter 2 that if the person has experienced trauma, progress may be slower or halting, with times of no progress and/or regression.

### **Additional Resources for the Deacon**

Action plan for benevolence recipient: <https://chalmers.org/wp-content/uploads/2021/01/tool-3-action-plan.pdf>

Helpful reading resource: <https://chalmers.org/wp-content/uploads/2021/01/establishing-a-church-based-welfare-to-work-ministry.pdf>

All resources listed above are from Helping Without Hurting by Steve Corbett and Brian Fikkert and here is the webpage: <https://chalmers.org/resources/books/helping-without-hurting-in-church-benevolence/#resources>