



## Standard Operating Procedures - President

### The President shall:

1. Preside at all general meetings of the Council, Board of Directors, and the Executive Committee.
2. Make Board appointments as required with the approval of the Executive Committee and Board of Directors.
3. Represent the Council on the Board of Directors of the Lutheran Center Association.
4. Sign checks when necessary.
5. Act on any issue involving the Council requiring immediate attention in the interim between meetings with the approval of a majority of the Executive Committee and with the advice of the Pastoral Advisor if necessary. All such actions shall be reported to the Council.

### TIMELINE:

#### APRIL

Upon election at the Spring General Meeting meet with the outgoing President for the transition of office.

Communicate with all Executive Committee officers regarding next year's calendar and pertinent matters.

Arrange for financial review of the Treasurer's records.

Appoint / recruit committee members.

Send out a new Board of Directors roster.

#### MAY & JUNE

Pray and engage with membership wherever possible.

#### JULY

Four weeks before the Executive Committee(EC) Meeting, prepare EC Call Letter and send it to the Correspondence Coordinator. The location of the meeting is to be arranged by the Program Coordinator.

One week prior to the EC Meeting, prepare Meeting Agenda draft and send it out to the EC members. Appointed personnel need to be approved by the EC.

Prepare the President's Report and make copies to distribute, as well as copies of the agenda.

Four weeks before the Board of Directors (Board) Meeting, prepare the Call Letter and deliver to the Correspondence Coordinator. The location of the meeting is to be arranged by the Program Coordinator.

#### AUGUST

EC Meeting is usually the first Monday of the month. It usually begins at 10 am and ends at noon with lunch at a local restaurant. The location of the meeting is arranged by the Program Coordinator.

Board Meeting is usually the fourth Monday of the month. It usually begins at 10 am and ends at noon with a potluck lunch at the hosting church.

One week prior to the Board Meeting, prepare Meeting Agenda draft and send it out to the Board members.

Prepare President's Report and make copies to distribute, as well as copies of the Agenda.

Four weeks before the Fall General Meeting, prepare a Call Letter to send to the Correspondence Coordinator.

Approve supporting documents from the Communications Committee (the fall E-News / meeting flier, the dues reminder with contact updates.) Target four weeks before the meeting date.

## **SEPTEMBER**

One week prior to the fall meeting, prepare Meeting Agenda draft. Send that out to the EC members for review.

Prepare President's report.

Fall General Meeting is usually the fourth Monday of the month.

## **OCTOBER**

Four weeks before the EC Meeting, prepare the EC Call Letter, send it to the Correspondence Coordinator.

One week prior to the EC Meeting, prepare Meeting Agenda draft, send it out to the EC members.

Prepare President's report for the EC Meeting and make copies to distribute, as well as copies of the Agenda.

Approve documents from the Woman of the Year Coordinator for submitting honorees for upcoming luncheon.

## **NOVEMBER**

The EC Meeting is usually the first Monday of the month. It usually begins at 10 am and ends at noon with a potluck lunch at the hosts home or at a local restaurant.

In the four to six weeks before January receive and approve luncheon invitation letter, WOY letter and Sponsorship letter.

## **DECEMBER**

Four weeks before the Board Meeting, prepare a Board Call Letter and send it to the Correspondence Coordinator.

## **JANUARY**

Luncheon invitation letter goes out the first week of January, Eventbrite registration begins on January 15<sup>th</sup>.

One week prior to the Board Meeting, prepare the Meeting Agenda draft. Send it out to the EC members for review.

Prepare President' Report and make copies to distribute, as well as copies of the Agenda.

The Board meeting is usually held on Martin Luther King Jr. Day, the third Monday of January (many of working board members are not working that day).

Six weeks prior to the luncheon approve supporting documents from the Communication and Human Care Committees (Year in Review PowerPoint, Winter E-News, Ingathering for mission partners.)

Approve supporting documents for the luncheon (program booklet, activities and events brochure, publicity items.)

Prepare President's Report to include in the luncheon program booklet.

## **MARCH**

Four weeks (approximately) before EC Meeting, prepare the Call Letter and send it to the Correspondence Coordinator.

LUNCHEON – the third Tuesday of the month. Alternates east side and west side locations.

Four weeks before Spring Meeting prepare Call Letter, send it to the Correspondence Coordinator.

Approve supporting documents from the Communication Committee (Spring E-News, Meeting Flyer.)

One week prior to the EC Meeting prepare Agenda draft, send out to the EC members.

Prepare the President's report and make copies to distribute, as well as copies of the Agenda.

## **APRIL**

EC Meeting is usually held the first Monday of the month (unless in conflict with Easter.)

One week prior to the Spring Meeting, prepare the meeting Agenda draft, send it out to the EC members for review.

Prepare President's Report.

Spring Meeting is the third or fourth Monday of the month. (Election of officers.)

## **ADDITIONAL COMMENTS:**

- Be the biggest promoter of the Council of Lutheran Women
- Know and understand the operation of the CLW.
- Check out upcoming calendars for other Lutheran organizations and try to represent the CLW. In the past the CLW President has been invited to speak at a men's Lutheran Luncheon Club that meet the first Wednesdays of the month at Historic Trinity Lutheran Church in Detroit.
- Work with all who handle events as needed.
- Be an encourager!
- Try to meet and greet all who attend events.
- Check on assignments that have been given out.
- The Agenda has been organized with letter headings to help keep things organized during a meeting. Inform officers of their assigned letter.
  - A. Minutes of last meeting.
  - B. Treasurers report.
  - C. Vice President of Communication
  - D. Vice President of Events
  - E. Vice President of Human Care
  - F. Historian (for General Fall & Spring Meetings)
  - G. President's Report
    - The Pastoral Counselor doesn't give a report but usually gives the opening devotion and closing prayer and can have the floor at that time.
    - Other letters will be assigned to Unfinished Business and New Business.
- The Executive Committee includes the President, Secretary, Treasurer, 3 Vice Presidents, and the immediate Past President. Seven copies are needed for reports.

- **FOURTH YEAR** – Review Bylaws for revisions, create committee from among EC members and volunteers to begin process over summer. Submit to the EC in August, make recommendations to the Board in August, present to the Fall Meeting for approval by membership. Proposed Bylaws will need to be sent with the Call Letter for the Fall Meeting.

## Standard Operating Procedures – Secretary

The duties of the recording secretary are primarily to attend all meetings and take minutes:

- The Executive Committee meetings are in April, August and November.
- Board of Directors meetings are in January and August.
- Regular meetings of the Council are held on the fourth Monday in April and September unless changed by a majority vote of the Executive Committee.

The recording secretary records what happens at the meetings.

- Record when the meeting starts and ends.
- Conduct and record the roll call including who has been excused. At the regular meeting in April and September the recording secretary calls out the names of the churches and the churches state how many members from the church are present. The names are not recorded. Confirm that there is a quorum of twenty members including at least three members of the Executive Committee
- Delivers the minutes from the last committee meeting or regular meeting prior to the meeting to the Executive Committee to be printed and distributed at the meeting.
- Reads the minutes or allows time for the members to read the minutes from the last meeting and requests any changes.

The minutes shall have the following heading:

Council of Lutheran Women  
Name of the Committee  
Meeting Minutes  
Date of the Meeting  
Place of the Meeting

The minutes should have the following sections:

- Call to Order: who called the meeting to order and time the meeting started.
- Opening Devotion: who gave the devotion and the subject.
- Roll Call: List of attendees (except at regular meetings in the Spring and Fall where only the number of members from each church or inter-congregational organizations are recorded)
- Excused: Members excused from the meeting.
- Minutes: Minutest from the last committee minutes.
- Treasurer's Report: Total receipts, total disbursements, bank balances and date of the balance.
- Report of Committees (may just state that the report is on file):
  - VP of Communication
  - VP of Events
  - VP of Human Care
  - VP of Events
- Inter-congregational Reports
- Nominations Committee
- Historian Report
- President's Report
- Reports of Inter-Congregational Organizations

- Unfinished Business
- Luncheon Business (if appropriate)
- Nomination Committee
- New Business
- Time that the meeting was adjourned.
- List of Upcoming Meetings, date, start time and location.

The recording secretary keeps on file copies of the bylaws, Council Handbook, meeting minutes and lists of officers, committees, and members.

## Standard Operating Procedures – Treasurer

### Responsibilities of the Treasurer

- Make deposits after meetings/events
- Maintain record of deposits
- Write checks when approved vouchers are provided
- Maintain a check registry showing debits and credits
- Send thank you letters acknowledging donations received
- Collect and record any donations at meetings or other events
- Send dues reminder to membership via Constant Contact (in conjunction with the call letter for the general meeting in September) for a November 1<sup>st</sup> due date. Follow up with those who haven't paid.
- Submit written reports at each meeting. The date range of the reports are based on the ending date of the same type of meeting previous to current meeting.
  - General meeting to General meeting – April to September to April
  - Board meeting to Board meeting - January to August to January
  - EC meeting to EC meeting – April to August to November to April
- A review of the books should be done by someone other than the Treasurer every two years.
- Coordinate with Board members who receive funds outside of the regularly scheduled meetings for deposit into the bank (credit union).



## Standard Operating Procedures – Parliamentarian

The Parliamentarian shall ensure that the business of the Council of Lutheran Women is transacted in an orderly fashion and governed by Roberts Rules of Order.

### **To accomplish that the Parliamentarian shall:**

Attend all meetings of the Council and the Board of Directors and, when requested, advise the President, the Council, the Executive Committee, any committee, officer, or member on parliamentary questions.

Every two (2) years the parliamentarian will review the bylaws for changes in practice to determine whether a bylaws update will be appropriate. If it is necessary, she will lead a committee to identify the needed updates.

The process for updating the bylaws will include:

- reviewing the current bylaws to identify the changes that are needed.
- listing the bylaw(s) that need changing with the proposed changes next to it for comparison.
- presenting the bylaws and proposed changes to the EC for approval
- presenting the bylaws and proposed changes to the Board for approval
- advertising the proposed changes to the general membership at least 3 weeks prior to the general meeting
- emailing the approved bylaws changes to the general membership via Constant Contact by the Correspondence Coordinator
- uploading the Bylaws file to our website

## Standard Operating Procedures – Nominating Committee

1. Immediately following election at the Fall Board of Directors Meeting:
  - All committee members review Article VII – Nomination and Election contained in the Council of Lutheran Women Bylaws (rev. 2021).
  - Committee chair:
    - i. Works with committee members to set first meeting
    - ii. Prepares agenda that includes overall duties of committee, goals and expectations, timeline, reporting and meeting schedule and method, Q&A
    - iii. Gathers committee-specific materials from previous year to review
    - iv. Sends timely emails with confirmation of meeting details, agenda, and materials for review prior to each meeting
    - v. Conducts and participates in meetings and all forms of communication throughout the nominating committee's tenure
    - vi. Presents reports at Board of Directors meetings and Spring General Meeting
2. First committee meeting
  - Review and discuss the overall responsibilities and current year positions for election per CLW Bylaws.
    - i. It is not required, but any open Board of Directors positions can be reviewed and presented by the committee to those wanting to serve in an unelected position. Interested parties will be referred to the elected board member overseeing the position.
  - Review proposed timeline
    - i. Build slate with communication and follow up
    - ii. Creative tentative slate with continued follow up and presentation to Executive Committee
    - iii. Submit proposed slate to Executive Committee
    - iv. Finalize slate for presentation in call letter for the Spring Meeting
  - Review materials/documents to be used during process
    - i. Description contained in CLW Bylaws of each position eligible for election in current year of nominating committee service and associated standard operating procedures
    - ii. Current Board of Directors list and Master Membership List
    - iii. Event registration/attendance lists from current and previous years
    - iv. Sample letters
      1. General membership letter calling for nominations
      2. Nomination letters to candidates to appear on the slate
    - v. If the committee desires to present information during general membership follow up calls on open unelected board positions, descriptions from the Bylaws can be prepared for review and reference
  - Discuss and divide committee responsibilities
    - i. Chair communicates with Executive Committee and facilitates committee process and timeline making contact with members and others as required/needed including referral of member interested in unelected board position
    - ii. Each committee member reviews/prepares for/attends meetings, makes calls to eligible incumbents, identifies potential candidates, makes calls to general membership

following general letter calling for nominations, reports to the committee on progress with duties and participates in decision making.

- iii. Individual committee members
  1. Taking, preparing and distribution of meeting minutes
  2. Prepare letters and communication to membership and work with Correspondence Coordinator to distribute
  3. Organize call list division per the general membership list including organizational representatives and additional lists used and track responses
- Review committee goals
  - i. Number of candidates per elected position
  - ii. Assistance with non-elected positions, if desired
  - iii. Timeline adherence and progress
  - iv. Thorough and timely communication between committee members and with Executive Committee
    1. Determine best methods and information for communication
    2. Determine meeting method and timeline
    3. Leave time for sharing questions, concerns, joys

### 3. Regular meetings

- Review progress on process and candidates
  - i. Outreach with and responses to initial letter to general membership
  - ii. Follow up calls
  - iii. Interested candidates for elected and unelected positions
    1. Final regular meeting includes confirmation of candidates' acceptance of nomination. Each committee member takes assignment of collection of bio and photo from a candidate to send to Correspondence Coordinator for use in special pre-election communication to membership
  - iv. Material revisions/preparation/distribution
    1. Final meeting includes preparation of final ballot to share with Executive Committee and preparation of adequate number of voting ballots to be distributed at the Council of Lutheran Women Spring Meeting.
  - v. Master list updates
    1. Representative information updates gathered in emails/phone calls
    2. Status on interest in elected or unelected positions
    3. Final regular meeting includes final report of all information updates so that committee member can share with Membership Coordinator
- Review timeline and adjust process accordingly
- Review and discuss goal progress and internal communication effectiveness
- Share questions/concerns/joys
- Establish and confirm next meeting date and method

### 4. Wrap up meeting

- Discuss process, methods and outcomes and give feedback with approval and/or suggestions for improvement
- Prepare materials for binder to pass on to next committee chair
  - i. Meeting agendas and minutes
  - ii. Samples of materials prepared and distributed
- Most importantly, celebrate!

## Standard Operating Procedures – Vice President of Communication

### 1. Chair the Communication Committee.

- a. Attend EC, BOD, and Spring/Fall meetings and give a written report at each meeting.
- b. Update the VP of Communication Report by sending email to all committee members at least two weeks prior to meeting asking them to tell you what they have done since the last Spring or Fall meeting. When you have finished adding what the committee has done, send the document to the committee members for final verification. This report is presented at the EC meeting, BOD meeting and Spring/Fall meetings.

### 2. Be responsible for all communication between the Council and the membership.

- a. Review all correspondence before it is sent out via Constant Contact.
- b. Remind coordinators of what they need to do and when. This includes reminding the Publicity Coordinator to:
  - i. January - Write the Winter E-Newsletter by January 15<sup>th</sup> and include the invite to the Luncheon / Speaker Picture & Bio / Scholarships for Seminarians & CUAA / Sponsorship Opportunities.
  - ii. February – Submit Luncheon date to MI District calendar (MI Minute News), complete Activities and Events Brochure, complete PowerPoint for Luncheon
  - iii. March – Submit April meeting date to MI Minute, write Spring E-Newsletter with a target date of March 15<sup>th</sup> for distribution 4 weeks prior to meeting (should include invite to April meeting / Speaker Bio & Picture, prepare meeting flyer to be distributed with Call Letter for meeting & E-Newsletter, submit article w/WOY picture for Lutheran Witness in Touch about Luncheon (article due by 1<sup>st</sup> of the month, usually 2 months until publication).
  - iv. August – Write the Fall E-Newsletter by August 15<sup>th</sup> with a target date 4 weeks prior to Fall meeting date (should include invite to meeting / new officers / speaker bio & picture), prepare Fall meeting flyer for distribution with Call Letter and E-Newsletter, submit September meeting date to MI Minutes.
  - v. September – Submit article to Michigan in Touch (article due by 1<sup>st</sup> of the month, usually 2 months until publication), following meeting and listing of scholarship recipients. Can include picture of CUAA recipients / listing of scholarship recipients / invite to Luncheon in March.
  - vi. December – Gather pictures for PowerPoint and Brochure for next year’s Luncheon in March.

### 3. Be responsible for communicating the mission of the Council to the Church at large.

Lutheran Witness Articles: [Contribute – The Lutheran Witness \(lcms.org\)](#)

MI District E-Newsletter: [Weekly E-newsletter - Michigan District, LCMS](#)

## Standard Operating Procedures – Correspondence Coordinator

### **1. Issue a call letter for every Council, Board of Directors, and Executive Committee meeting.**

These call letters come from the President and are sent out using Constant Contact. This could be done in two different ways. The President will write her own call letter and forward it to the Correspondence Coordinator (CC) as a docx document. The other option is that instead of writing the letter herself, the President may just provide the needed information and ask the CC to write the letter. Any attachments to the letter should be forwarded as a pdf.

It should be noted that the practice has been to send the call letters out one month prior to the meeting. There is an option to do an automatic resend after a few days to those who have not opened their emails. This is usually done for the general meetings.

Constant Contact keeps track of who has opened (including date and time) or not opened their emails. It also lets you know if there was a problem with the email address. In addition, an individual can unsubscribe. (See last job responsibilities section.)

How I do it: Since there are many letters in the file, I have gone back to a previous call letter, copied and renamed it. I then delete the previous letter and copy in the new letter. It will also allow you to replace previous attachments with new ones.

To be added to the Constant Contact account, you would need to contact Kendra Corman (Managing Director, H2H Consulting). Her information: [kacorman@h2hconsulting.net](mailto:kacorman@h2hconsulting.net), 248-923-1424. Kendra could provide training and answer any questions you might have.

It should be noted that there are a few members who do not have email. Copies need to be sent via U.S. Mail.

### **2. Conduct general correspondence for the Council, i.e., thank you, get well, sympathy.**

For this correspondence, the CC needs to be made aware of the need. This most likely would come from the President or Executive Committee. Since she does not attend all meetings (only the BOD), she will not normally be aware of the need for this.

### **3. Conduct other correspondence as required.**

Since we are using Constant Contact, it is easier to have the CC send out correspondence to the general membership. As a result, she may be required to send out emails regarding dues, CLW luncheon, Woman of the Year, electronic newsletters, etc. So, requests may come from anyone on the Board. Again, documents sent to the CC should be sent as a docx and attachments as pdfs. The requestor should also let the CC know by what date it should be sent.

### **4. Maintain the electronic mailing lists and email communications as needed.**

To do this, the CC needs to work with the Membership Coordinator (MC) to see what names are added, updated, or deleted. However, this information does not always come from the MC. It could come from anyone who has updated information. We have also found that someone who no longer wishes to receive our emails will let us know by unsubscribing to the sent email (President should be notified). When an email bounces, we find out that we may not have the correct email, or the recipient may be experiencing a problem with their email. There are various lists in our Constant Contact account (e.g., Executive Board, Board of Directors, General Membership).

## Standard Operating Procedures – Development Coordinator

- Create Sponsorship/Honorarium/Memorials Letter and review with EC.
- Create Advertisement Letter and review with EC.
- Create list of people on Constant Contact to send Sponsorship/Honorarium/Memorials letter.
- Create list of advertisers on Constant Contact to send Advertisement letter. Reach out to new advertisers for support.
- Create letter to send to all CLW membership to forward business contacts and potential supporters and review with EC.
- Send out letter to all CLW membership for new contacts.
- Add any new contacts to advertisers list on Constant Contact.
- Send out letter to sponsors and congregations via Constant Contact.
- Send out letter to advertisers via Constant Contact.
- Receive incoming forms and monies for advertisements, honorariums, and sponsorships. Keep records of all incoming forms and monies
- Give treasurer all checks.
- Create list of advertisers for inclusion in Program Booklet, also sponsorships, honorariums and memorials.
- Send Thank You notes to all advertisers and sponsors included in the Program Booklet.

### List of Former Advertisers

A. H. Peters Funeral Home  
Michigan District Church Extension Fund  
Concordia Lutheran Church  
Concordia University Ann Arbor  
Covenant Financial Planning  
Glen Eden Cemetery  
Hydraulic Tubes & Fitting, LLC  
Holy Cross Classic Cruisers – Warren  
LPC Group ([www.gol.pc.com](http://www.gol.pc.com))  
Lutheran Heritage Foundation  
Lutheran High School Associations  
Lutheran Special Education  
S&B Pro Shop, Troy  
Wellspring Lutheran Services

### Churches

Christ the King, Southgate  
Historic Trinity, Detroit  
Holy Cross Classic Cruisers, Warren  
Hope Lutheran, Warren  
St. John, Taylor  
St. Paul, Sterling Heights

### Individuals

Linda Conger  
Marilyn Cummer  
Lucie Witte

### Others

Ameriprise Financial  
Howe Peterson Funeral Home  
Leon's Restaurant  
Mechanical Heating, Cooling and Electrical

## Standard Operating Procedures – Membership Coordinator

About the membership list. There are a few people on the Board who communicate with the membership pretty regularly.

One is Lucie Witte, the Scholarship Coordinator. She contacts the churches to have them send their seminarian information.

The other is Wilma Wagner, the Correspondence Coordinator. She sends out Constant Contact messages to the membership.

Our dues reminder will include having the members send their annual dues payment with a form to complete their contact information for the organization, the president and representative. This will generate (we hope) updates for the membership list.

If anyone on the Board discovers any incorrect information on the list, they will probably email you, but that is not the norm.

There is one more thing you are responsible to do. Normally, the Membership Coordinator is at the general meetings (end of April and September) to register the people as they arrive. I realize you are unable to attend the meetings, but it is possible to have a friend of yours come to do that job. Since everyone is supposed to make their reservation on Eventbrite, there should be a printout of those with reservations. Of course, there will be walk-ins, so a lined sheet of paper with headings of name and congregation on it will be needed for the walk-ins. If you can't find someone to do that, let us know and someone will help.

## Standard Operating Procedures – Publicity Coordinator

- January** - **Winter E-News** target date Jan. 15 (for distribution 6 weeks prior to Luncheon date) Articles to include: Invite to Luncheon/ Speaker Picture & Bio / Scholarships for Seminarians & CUAA Sponsorship Opportunities
- February**
- Submit Luncheon date to **MI District calendar (MI Minute News)**
  - Complete Activities & Events Brochure
  - Complete PowerPoint for Luncheon
- March**
- Submit April Meeting date to **MI Minute**
  - **Spring E-News** target date Mar. 15 (for distribution 4 weeks prior to meeting date) Articles to include: Invite to April Meeting / Speaker Bio & Picture
  - Prepare **Meeting Flyer** to be distributed with Call Letter for Meeting & E-News
  - Submit article w/ WOY picture to **LW-MI in Touch\*** about Luncheon  
\*articles due by 1<sup>st</sup> of month / usually 2 months until publication
- April** –
- May** –
- June** –
- July** –
- August** - **Fall E-News** target date Aug. 15 (for distribution 4 weeks prior to Fall Meeting date) Articles to include: Invite to Fall Meeting / New Officers / Speaker Bio & Picture
- **Fall Meeting Flyer** for distribution with Call Letter & E-News
  - Submit September Meeting date to **MI Minute**
- September** - Submit article to **LW-MI in Touch\*** (following meeting and listing of Scholarship recipients) Can include picture of CUAA recipients / Listing of scholarship recipients / Invite to Luncheon in March
- October** –
- November** –
- December** - Use these months to gather pictures for PowerPoint and Brochure for next year's Luncheon



## **Standard Operating Procedures – PublicityAssistant Coordinator**

This position entails taking direction from the Publicity Coordinator and taking the photographs at CLW events and posting them to Facebook. These photographs are forwarded to the person in charge of the webpage. The photographs are also stored on the CLW thumb drive.

Photographs have included: Overall view of an event, capturing moments like registration, the food shared, the people involved in presentations, any displays and displayers, people involved in helping, installation of new officers, scholarship recipients. The people in the photographs have indicated their approval to have their photograph used by CLW and are identified.

The position also entailed going to record videos of different people/organizations supported by CLW, when Covid prevented the in-person Annual Luncheon.

## Standard Operating Procedures – Scholarship Coordinator

The Scholarship Coordinator shall:

1. Send a letter to pastors and representatives of member organizations requesting names of seminary students (pastoral and deaconess) who are members of the congregation.
  - To accomplish this task, you will need a current copy of the Master Membership list and the digital files of the CLW Scholarship Letter from the previous year and also the Sponsorship Form. Both need to be updated to the current year. Emails go out at the beginning of August and replies are requested by August 31st.
  - First access the list of the previous year's scholarship recipients (listed on the Agenda of the Fall Meeting) and send the CLW Scholarship Letter and the Sponsorship form as attachments to an email with a request for any updates on the student(s) previously enrolled (year of study, change of address, change in email, etc.) Whenever possible, use the email address that responded with information the previous year, or send to at least two contacts from the membership list (church office, president or representative of the congregation)
    - Example of email:
    - Attached please find the annual request for information on any seminarians still pursuing their training. You will receive a reply from me once I have received and recorded your updates. I'm looking forward to receiving an update on \_\_\_\_\_ (student's name).
  - Access the Master membership list for the remaining congregational members of the CLW. Send the CLW Scholarship Letter and the Sponsorship form as attachments to an email with a request for any students (seminarian or deaconess student) currently enrolled at one of the seminaries. Send to at least two contacts for each congregation. If there are no email addresses listed, print a copy of the Scholarship letter and the Sponsorship Form to send out via USPS.
    - Example of email:
    - This is one of two emails being sent to your congregation requesting information on any students from your congregation currently enrolled at a seminary to prepare as a pastor or deaconess. Attached is the annual letter from the Council. I will reply to any information sent to me to confirm receipt and inclusion on the 20\_\_ list. Thank you for your assistance.
2. Send a letter to the President of Concordia University - Ann Arbor requesting names of two female students preparing for full time church work to be recipients of the Leona B. Meyer and Rev. John C. Streit Memorial Scholarships.

To accomplish this task, update the digital file addressed to the President of CUAA and print to send via USPS at the beginning of August to: Office of the President/ Concordia University Ann Arbor/ 4040 Geddes Road/ Ann Arbor, MI 48105. Include information to invite the students and a representative from CUAA to attend the Fall Meeting to receive the scholarship/check. Request a reply by the first week of September.

3. Receive the nominations for scholarships.

To accomplish this task, check your emails frequently and start a tally of replies/start a file of Scholarship Recipients for that school year. Follow up with phone calls as needed if replies from returning students are not yet received by the end of August deadline.

4. Write the letter to be sent with the award check.

To accomplish this task, update the digital file for the Recipient Letter. Print copies as needed. Also print mailing labels with each recipient's address to be given to the Treasurer to mail out once checks are completed (only the Memorial Scholarship recipients receive their checks along with Certificate and Recipient Letter on the day of the Fall Meeting). Attach the mailing labels on each envelope along with Coordinator's Return Address labels so responses will come to the Scholarship Coordinator.

5. Submit the list of names to the Treasurer for award of scholarships.

To accomplish this task, supply the Treasurer with the listing of scholarship recipients so the names can be inserted into the checks. The amount can not be entered until after the motion is made at the Fall Meeting to finalize the amount going to scholarships. Memorial Scholarship recipients receive their checks the day of the Fall Meeting.

6. Prepare a report to announce the scholarship awards at the fall meeting.

To accomplish this task, compile the listing of recipients in alphabetical order to forward for the Agenda of the Fall Meeting/cc to VP of Communications and Publicity Coordinator. Include each student's name, seminary attending, year of study, and home congregation.

7. Prepare a certificate for each Concordia University-Ann Arbor scholarship winner.

To accomplish this task, update the digital file from the previous year's recipients to the current recipients and print onto specialty paper. Insert the certificate along with a copy of the recipient letter into a large manila envelope to be delivered at the Fall General Meeting.

8. Create a display board with the thank you notes from the scholarship recipients.

To accomplish this task, the outgoing envelopes with checks to recipients need to have the Coordinator's return address so responses from the recipients come to the Coordinator. Share the responses on the Council Facebook page and forward to the Website Coordinator for sharing on the CLW website. Save each correspondence to be attached to a display board and brought to the Council Luncheon in March, the Spring General Meeting in April, and the Fall General Meeting in September. Also bring the container for accepting cash/check donations for the Scholarship Program to the Council Luncheon, April Meeting and September Meeting. After the September Meeting the display board can be cleared for the next group of scholarship recipients.

9. Send Thank You notes to those who have designated Thrivent Choice Dollars to the CLW.

I wanted to note that when I first became Scholarship Coordinator (2013), there was a ninth item on the list involving securing support from Thrivent. At that time, the different chapters were contacted about applying for a Thrivent donation from their chapter and I was given a list of the chapters to contact. That soon changed and instead we started submitting applications for Thrivent Action Team Cards for different aspects of the Council Luncheon. When I started asking about getting Thrivent Choice Dollars, that's when I learned Thrivent could not verify our Tax ID Number. That led to contacting the IRS, getting our number active again, and also registering with the MI Department of Licensing (that was suggested to me by Chad Woltemath in the MI District Office). It took quite a while to get it all accomplished so I could finally submit for inclusion on the Choice Dollars list. These different steps now require the yearly \$20 fee and submission to LARA (Licensing and Regulatory Affairs/ State of MI) and the IRS yearly Form 990-e-postcard. So even though this item did not stay in our Bylaws revisions, I have continued to take care of these items. I have a folder with the correspondence with MI and the IRS.

## Standard Operating Procedures – Website Coordinator

The website coordinator keeps the website updated with the latest information. Once you log into the website, there is a help button under the logon name in the upper right-hand corner. This changes depending on which tab you have selected. You can also get help on the “WordPress” home page at <https://wordpress.com>.

Modifying the pages is usually like working in Microsoft Word.

- Posts – What appears on the home page. These appear in the order that you create them with the last entered as the top of the page. If you want to change the order you have to delete the entries and then reenter them. You can keep all the entries in a Word document and then just copy and paste to put them in the order you want. You need to click the “Events” category to have them show on the home page.
- Media - Contains everything that has been uploaded to the site. You can also upload new items from your PC from this tab and insert them into a page. If you upload a jpeg or gif, the picture will appear on the page. If you create a pdf file with the picture, you can create a link to the pdf rather than have the entire file shown on the page.
- Pages – These are the individual tabs.
- Comments – Email sent to the website
- Events – Items that appear on the calendar. If you want them to appear on the left side of the calendar, you need to put them into Posts also and click the “Events’ and “Other Events” under “Categories” to have them appear only on the “Events” page and not on the home page. Events that are not CLW should not be put on the home page.
- Contact – contains the information on the contact for website. This includes the contact form under the “Contact Us” tab.
- Appearance – This sets up how the website looks and is only modified by the person who created the site.
- Option Tree – Isn’t used.
- Plugins – Only used by the person who created the site.
- Users – You can create other people who can modify the site, but we only use the “prompt” account.
- Tools – Only used by the person who created the site.
- Settings – Isn’t used.
- WP Mail SMTP – Isn’t used.
- Volcanic - Isn't used.
- Slider Revolution – Used to update the picture on the home page.
- Photo Album – Contains all the pictures under the “Photo Gallery” tab.

The website to renew the domain is <https://www1.netfirms.com>

Login with clwmichigan.com. The password is Prompt6#. Last renewed on 9/22/2020 for 5 years for \$79.95. Costs for the website are the domain name and the company that stores and backups the data which in 2023 is Digital Ideas, LLC. The person to contact if you need help is Kris Jackson at [kristopher@digitalideasllc.com](mailto:kristopher@digitalideasllc.com)

The website is at <http://clwmichigan.com>

To login as admin, go to <http://clwmichigan.com/admin>

The login is “prompt” and the password is “Prompt6#”

Once you are logged in as the admin, you can see the main page under “Posts”. In order for your post to be on this page, it must be added as a “Post” and also as an event. The order of the posts are the last one created is the first on the page, so you will need to delete and re-create the posts if you want a different order. You also need to click “Event” under “Category” on the right side to have it appear on the Home page. If your post font is different from the others, check the “text” view and remove anything that sets the font (between the <>). If you want the post to only appear on the Events Page, you need to click the “Events” and “Other Events” tabs

To add Photos to the gallery, go to “Photo Albums”, select the event to add photos to and click on the “upload to this album” or Create a new Albums and upload photos. Click the box that says “After upload: go to edit the album page after the “Multiple Photos in one selection” area. Click on “Browse” and select the photos that you want to upload. You can select multiple photos by clicking on the first one and then clicking on the last one while you hold down the Shift key. You will be taken back to the “Upload Photos” page. Click on “upload multiple photos”. After the photos have been uploaded, you will taken back to the edit page. Once at the edit page, go to the first photo you’ve uploaded, and fill in what you want the description to be in the “Description” box on the right side.

Note: If you receive an error, it is probably because the picture is too big. Open the picture in another app (such as Word or Publisher) and reduce the size of the picture and save it.

If you want to create a new photo gallery, start at the “Manage Albums” page and click on the “Create New Empty Album” at the top left of the page. Fill in the name of the album and the description. and click on the “upload to this album”. Click the box that says “After upload: go to edit the album page after the “Multiple Photos in one selection” area. Click on “Browse” and select the photos that you want to upload. You can select multiple photos by clicking on the first one and then clicking on the last one while you hold down the Shift key. You will be taken back to the “Upload Photos” page. Click on “upload multiple photos”. After the photos have been uploaded, you will taken back to the edit page. Once at the edit page, go to the first photo you’ve uploaded, and fill in what you want the description to be in the “Description” box on the right side.

To add a link to a website, click the insert “link” button and a box will come up. Click on the little round button at the right side and then on the “Edit” button. Insert the URL in the box that comes up and click on the “open link in new tab” box.

To add a link to a pdf rather than a website click on the “Add Media” in the site and upload the file that you want. Put what you want on the page under the “Title” section and click on the “Insert into page” button on the right hand side.

To change the picture on the Home Page:

Scroll down and click "Slider Revolution" on the left side

Hover the mouse over your image and click the pencil icon

Scroll down and click "Media Library" beside "Main / Background Image"

Select your image from the library or upload a new one

Select “Insert

Click the save icon on the top right of the page (Green Floppy Disk).

To add to the tabs menu, first create a new page. Go to Pages -> All Pages -> Add New. Type the name of the tab and publish. Then go into Appearances -> Menus. On the left hand side of the page will be a list of the pages that are available. Check the box for the new menu item and click on "Add to Menu". You can then drag and drop the item to where you want it to appear. Then add to the footer menu by selecting it at the "Select a Menu to Edit" and select "Footer Menu". Then select "Save Menu".

To create a form that mail can be sent to a particular person, go into "Plugins" and select "Installed Plugins". Click on the "Setting" under the "Contact Form 7". Click "Duplicate" under one of the forms. Under the form, modify the box with the information you want, such as:

<p><br />

Marlene Gunnell </p>

<p><br />

marlene1@wowway.com </p>

<p>[Subject: 2017 Fall Meeting Registration] </p>

<p>Your Churches Name and List of People Attending the Meeting<br />

[textarea your-message] </p>

<p>[submit "Send"]</p>

## Events

To add an event:

To add a location, click on "Location" under "Events". Put in the title of the location, and then fill in the address.

To change the date format, go to "Events" and click on "Settings". Click on the "Formatting" tab and then "Date/Time". Change the Date Format to m/d/Y for Month Day, Year. Change the Date Picker Format the same way.

You can open **template-parts/content-staff.php** then add order parameter in \$args array :

[https://codex.wordpress.org/Class\\_Reference/WP\\_Query#Order .26 Orderby Parameters](https://codex.wordpress.org/Class_Reference/WP_Query#Order_.26_Orderby_Parameters)

To added a page within a page:

- Create a new page and under the "Page Attributes" select the page you want to be the Parent. Note the Permalink at the top of the page.
- Go to the Parent page and insert a link using the permalink from the new page.

## Standard Operating Procedures – Vice President of Events

- The major event that the VP of Events is involved with is the CLW Luncheon that is held each spring.
- The VP of Events should plan to attend the EC Meetings, BOD Meetings, and the Spring and Fall Meetings of CLW.
- The VP of Events collects the information from each coordinator and reports to the assembly at the general, BOD and EC meetings.
- Responsible for overseeing the following positions on the team:
  - Registration Coordinator
  - Hospitality Coordinator
  - Program Coordinator
  - WOY Coordinator
  - Luncheon Booklet Coordinator

## Standard Operating Procedures – Hospitality Coordinator

1. All supplies for CLW Luncheon are kept in Barb Collins basement
2. Standing flower order at Sam's Florist located at 13480 15 Mile Rd Sterling heights Mi, 586-978-1933. Tax exempt# on file
3. In February after the Woman of the Year has been selected, I place an order for corsages and boutonnieres for Pastor's and any male guests.
4. Past presidents receive a pin on corsage
5. In January I request for someone to apply for Action Card
6. Also in January, I contact potential hostesses on the side of town where the Luncheon being held for assistance. I try to get a total of 10 assistants and 4 men to volunteer.
7. Sometime in February we get final count. That will be when I order the flowers. We used sprayed carnations this year.
8. We are responsible for picking up the flowers
9. Sam's Florist cut the flowers to fit in the bud size vase
10. Weekend before is when I organize all church names, according to the seating chart.
11. The night before luncheon, we check with the banquet hall to see if we can set the arrangements on the tables
12. Day of event we reach out to Caterer to make sure all special food arrangements have been satisfied
13. After the event, signs and banners are removed from tables and stored for the next year's event



## Standard Operating Procedures – Luncheon Booklet Coordinator

The Luncheon Booklet Coordinator shall create the booklet for the Annual Luncheon.

In past years the previous luncheon booklet is used as a template for the booklet.

Information is received and compiled from various sources depending on the nature of the information needed.

- Program – from Program Coordinator
- Menu – from Program Coordinator
- List of Women of the Year – from WOY Coordinator
- Speaker/Entertainer Bio – from Program Coordinator
- President’s Report – from President
- List of Scholarship Recipients and Memorials – from Scholarship Coordinator
- Seminarian Sponsorships – from Development Coordinator
- Upcoming Activities – from Program Coordinator
- List of Honorariums – from Development Coordinator
- List of Board of Directors – from Secretary
- List of past Presidents – Use from previous year and add any new past president
- Thanks – from various sources depending on the nature of the thanks
- List of Hostesses and Parking Assistants – from Hospitality Coordinator
- Annual Luncheon Committee – from various sources
- Ads – from Development Coordinator

Contact various printers to get bids for printing the booklet.

- Currently, we use Trinity Lutheran Church in Utica to print the booklets.
- If we choose to have the booklets printed by an outside supplier, we will need to solicit at least three bids from prospective printers.
- Have the selected printer give you the deadline to have the file sent to them.

To prepare the booklet for printing:

- Use Publisher to format the booklet. If you use the previous year’s booklet for a template, you only need to change some of the information.
- When the draft is ready, send to at least 3-4 persons to edit the file for typos, misspelled names/word, and formatting mistakes.
- When the file has been edited and ready for printing, save the document as a .pdf file to send to the printer you have selected by the deadline date agreed upon with the printer.
- Send the file to the printer and wait for the printer to complete the job.

When you have received the booklets, deliver them to the Hospitality Coordinator to place on the tables.

## Standard Operating Procedures – Program Coordinator

The Program Coordinator shall:

Be responsible for all the details of meetings and events that the Council will host.

The Program Coordinator shall:

1. Secure speakers and/or entertainment for Council meetings and special events.
  - Get suggestions from the EC
  - Ask people until someone agrees.
  - Send a letter detailing what is expected of the speaker/entertainer.
2. Arrange accommodation for speakers or entertainers.
  - If speaker/entertainment is from out of town, arrange accommodations at hotel or personal residence of one of the officers.
  - Arrange for transportation to and from the event venue.
3. Secure the venue for Annual Luncheon.
  - Visit different venues to check whether they have a large enough facility to accommodate us.
  - Discuss with venue representative the cost, and where each part of the day will be held (ie: donation sort and pack, WOY registration and picture, display tables)
  - Arrange with venue representative how the room(s) will be arranged.
4. Secure the venue for all meetings.
5. Be the liaison between the hosting church or organization and the Council.
  - When congregations are hosting, you are the point of contact for any of their questions.
  - Work with the representative of the place where the meetings will be held.
  - Explain the details of what the Council expects at an event.
6. Invite ministry organizations to display information about their organization at the luncheon.
  - Send a letter to the member and non-member ministry organizations inviting them to display at the Annual Luncheon. There is no charge for the table.
  - For general meetings the speaker is invited to set up a display table.
7. Invite special guests to attend the luncheon on a complimentary basis.

Special guests include:

  - Representatives of the Michigan District LCMS and English District LCMS
  - Any organization that supports the Council with substantial contributions of \$1000 or more
  - Past Presidents
  - Any person who is expected to speak during the program (speaker or entertainment)
  - Pastors who will be leading us in prayer will be seated nearby.
8. Greet special guests when they arrive.
9. Secure the services of audio/visual company – Currently, Advanced Lighting and Sound.

## Standard Operating Procedures – Reservation Coordinator

- The Reservation Coordinator is responsible for creating the online registration for the Spring and Fall meetings as well as the CLW Luncheon. Summary reports are sent to the President, VP Events and Program Coordinator for all events/meetings at regular intervals (i.e., weekly).
- Sign-in Sheets for the Spring and Fall Meetings are provided from the registration information and delivered to the Membership Coordinator or her designated alternate.
- The Reservation Coordinator is responsible for the seating (floor plan) for the CLW luncheon. Currently we seat churches and organizations based on their registration with the churches who start to register first being seated at tables that would have better viewing of the stage, etc.
- The Reservation Coordinator also works with the Program Coordinator to assure a VIP table is defined and those people are registered.
- The Reservation Coordinator is responsible for creating the online registration for the WOY submissions and working with the WOY Coordinator and Hospitality Coordinator by providing reports for their use. The WOY certificates are generated from the registration information and signed by the President and can be produced by either the Registration or WOY coordinators.

## Standard Operating Procedures – Women of the Year Coordinator

1. Send email, with an attached letter, to member organizations/churches to invite nominations for the WOY. Include contact info, as there are many questions as the deadline gets closer.
2. Set up Eventbrite to accept nominations.
3. Send email, with an attached letter, to each woman nominated as WOY. This is both to congratulate her and to give instructions about the day of the luncheon.
4. Photographer is contacted by Program Coordinator. Flowers by Hospitality Coordinator.
5. Send list of WOY to Luncheon Booklet Coordinator for the booklet.
6. Create WOY certificates and get them signed by the president.
7. Create list of WOY and have certificates in same order, so that they are lined up correctly. Create cards for each with name, number in line and paragraph describing them, shortening paragraphs that are too long.
8. Create a card with description of what the nominating organization wrote about their Woman of the Year for the announcer.
8. Day of Luncheon:
  - a. Greet women
  - b. Give them card that tells them where they are in the line
  - c. Give them corsage
  - d. Group photo is taken
  - e. Guide them to stage and hand cards to speaker as the women are presented.

## Standard Operating Procedures – VP of Human Care

- Chair the Human Care Committee by representing them at all Council Executive, Board of Directors, and General Meetings.
  - Submit a Human Care Committee report to those meetings as requested by the President.
  - Request reports from committee members two weeks before meetings and make printed copies when required.
  - Oversee the committee members' activities with CLW events and be available to assist when needed.
- Represent the Council to mission organizations supported by the Council.
  - Communicate regularly with representatives from the various mission organizations, Food Pantries, and Operation Layette via email and phone calls.
  - Keep an up-to-date contact list for publicity information on the website, newsletters, emails as Opportunities to Serve.
  - Provide needed information for the current Activities and Events flier at the Annual CLW Luncheon.
  - Attend and support mission organizations events and activities whenever possible.
- Be responsible for offering opportunities to fulfill the mission outreach of the Council.
  - Oversee ingatherings, collections, and donations at CLW meetings and annual luncheon.
  - Provide signage of mission organizations for those activities at the location of events.
  - Submit vouchers to the Treasurer for the Food Banks as designated in donations to be distributed.
- Educate and promote opportunities to serve and contribute to the betterment of those in need.
  - Receive newsletters and emails from our mission organizations and promote current activities on CLW website.
  - Encourage mission organizations representatives to attend CLW meetings and have 3 minutes to address the group.
  - Be aware of new mission organizations and encourage membership in the CLW.
  - Although Lutheran World Relief does not have active membership in the CLW, we promote their annual collection sites in the Detroit Area. Information can be found at the LCMS Michigan District office in Ann Arbor. Usually we contact the current coordinator to get accurate information as to the dates, times, and places of the collections. Publicize this on the CLW website as well as pass along the information at the meetings and publicity fliers.

## Standard Operating Procedures – Food Banks Coordinator

### 1. Present the needs of food banks.

- Be aware of current Detroit Lutheran Churches and organizations that are in need of supplies that they give away to their local communities.
- Act as a liaison with those organizations and the Council.
- Communicate this information by submitting a printed report to the VP of Human Resources prior to all CLW meetings. Be prepared to give an oral report at the Board and General Meetings.
- Have a display board available with current photos for the Annual Luncheon exhibit area and have someone at that table during the event.

### 2. Facilitate the collections of food and donations. Currently Peace Lutheran Church in Detroit is the only food bank supported.

- Arrive at CLW events before Registration at the host facility to receive donations by the attending members. It is good to bring your own boxes for the assembly. There will be many items at the Annual Luncheon, so be prepared.
- Arrange for a representative to take the donated items back to their facility of the food bank after the days event.
- Help the Mission Support Coordinator with the ingathering items for the day at all events.
- Keep an itemized list to report to the Council following the event.
- For the Annual Luncheon – Specify the percentage of collected items to each organization so the volunteers can divide up the donations. i.e. Half or 1/3 versus 2/3? Record approximately how many boxes they receive. (Currently only one food bank in Detroit – checking around for others)
- The Treasurer will provide a container for cash / check donations. She is responsible for taking that money and recording it for the Council. Do not take cash yourself. You may accept gift cards, if appropriate. Be sure to report those donations in a report.

## Standard Operating Procedures – Issues & Action Coordinator

### 1. Inform CLW members about areas of concern in the media that conflict with our Christian values.

- Be aware of current issues that affect us as LCMS members and opportunities we may have to express our opinions.
- Websites to check for updates: <https://www.lcms.org/social-issues> Consult with coordinator from Faith Lutheran, Troy.
- Previous items of interest include:
  - National Day of Prayer, Lutherans for Life, Crisis Pregnancy Centers (Walk for Life at the Detroit Zoo), National and State Elections (Register to Vote), Student Statesmanship Institute, The Lutheran Center for Religious Liberty (LCRL), Current movies, websites, and programs that are controversial to our Christian values.
- Communicate this information by submitting a printed report to the VP of Human Resources prior to all CLW meetings. Be prepared to give an oral report at the Board and General Meetings.

### 2. Encourage involvement in communicating our concerns to media personnel.

- Provide information to the VP of Human Resources to pass along to the VP of Communications for publicity purposes on the CLW website.

Recommend programs to our Council members that encourage personal action

## Standard Operating Procedures – Mission Support Coordinator

### 1. Present the needs of human care organizations as needed.

- Submit printed reports to the VP of Human Resources two weeks prior to CLW meetings.
- Communicate regularly with representatives from the mission organizations via email and phone calls. Keep the Vice President of Human Care informed with up to date with current contact information and requested needs for publicity. i.e.  
**Gifts For All God's Children** [www.giftsforallgodschildren.org](http://www.giftsforallgodschildren.org) Contact: Patti Jacques, Executive Director [pjacques@giftsforallgodschildren.org](mailto:pjacques@giftsforallgodschildren.org) Serving children in Detroit, Flint & Pontiac. See website for volunteer opportunities and donation items needed for the ministry.
- Request representative to attend the CLW event and plan to take home designated collections after the event. Or, make arrangements for someone else to take the items back to the mission organization.
- Attend and support mission organizations events and activities whenever possible.

### 2. Facilitate the collections and donations.

- Request current needs via email or phone call from each mission organization, limit to four items or so, for CLW events.
- Communicate those needs to the Publicity Committee for website, newsletters and invitations prior to CLW events.
- Use a large sign to identify the collection area.
- Have a detailed list of current requested items printed out and available at the CLW event.
- Communicate with Host Church as to a designated area for the collections. Request at least two tables, four is better.
- Collect and take boxes or crates for ingatherings at each CLW event. Markers and packing tape should also be brought.
- A half an hour before Registration opens at CLW event, arrive, and set up area to include provided signage and boxes.
- As items are brought by participants, take them to the designated area and box up items for transport.
- During the meeting make arrangements with each of the mission representatives as to their picking up donated items.

### For the Annual Luncheon

- Usually a room or hallway is assigned for the Ingathering, work with the Program Coordinator.
- Request a table (or combination of) for each mission organization. It's good to also have a 'supply table' designated.
- Request at least 12 chairs for the side of the room for the students / volunteers to sit or put their coats on while working.
- Request 2 trash containers for the room. Try to recycle cardboard and plastic bags as much as possible.
- Request 2 large carts to transport large items. Bring trolly's or transport carts to help carry things outside.
- Items to be requested should be published by the time the invitations and registration goes out. (3 months before event)



- Publicize the designated area that items should be brought to and make it as clear as possible. (Side of building, door #)
- Inform people that boxes are needed for the assembly and bring them to the designated room that day.

### **Three months prior**

- Contact a Lutheran elementary school Principal / 8<sup>th</sup> grade teacher to help the day of the event.
- Request about 10 students and 4 adults to help with the collection, organization, and packing of the supplies.
- Arrange for a Thrivent Action Card (\$250) to give for a pizza luncheon after their service. Also request t-shirts for them.
- Communicate with the supervisor (Principal / teacher) the month before to confirm the details of arrival and dismissal times.
- When students arrive, greet them and have them put their coats on the provided chairs. Give introductions and directions.
- Assign some volunteers to collect items at all doors to the building; some to sort and box items inside the room.
- If you're organized and specific then the process will go smoothly and everyone receives what they need. Begin with prayer!
- Have participants sign a photo waiver. (Provide the form on a clip board and pens.)
- Take pictures for publicity afterwards.
- Send a thank you to the school afterwards. It's nice to include photos for the volunteers.
- Ask the Hostess Chairman to assign 4 volunteers to help with the ingathering event.
- Allow time to set up this area by arriving early and have 3 or 4 people to help.
- Allow time to complete the assembly of the boxes, have an inventory to report, and have items ready to distribute.
- This time will go into the scheduled program so volunteers will miss out on the announcement of the Women of the Year.
- Signs for each organization are used year to year (plastic coated) but may need to be updated. Keep in alphabetical order.
- Have also a sign of their current needed items that have been publicized and tape both signs to the side of the table.
- It's good to have printed labels for each organization to put on outside of boxes. But markers can be used to label also.
- The Treasurer will provide a container for cash donations. Be sure she receives that at the end of the day.
- Have a designated container or envelope for gift cards and label them accurately as to which organization they go to.
- You will give those gift cards to the representative during the luncheon and keep a record of those donations.

There have been two Detroit Food Pantries at LCMS churches that we have supported recently. Unfortunately, one of them closed. We might want to investigate where other food banks are located in Detroit.

Record approximately how many boxes they receive.

Operation Layette has done their own inventory, so you don't need to keep a tally on their donated items. (may change)

Keep a tally sheet for each organization and collect that at the end of the event. Use that to report back to the Council as to the collected items for the event.

After the event, collect all materials and signs for future events. (Taking your own supplies of tape, markers, paper is advised.)

At the next Council meeting you will make a report on the collection and acknowledgement of the volunteers. Be sure to thank the assembly for their generous donations.

# Standard Operating Procedures – Operation Layette Coordinator

## 1. Explain and promote the layette program.

- Communicate information by submitting a printed report to the VP of Human Resources prior to all CLW meetings. Be prepared to give an oral report at the Board and General Meetings.
- Provide information to the VP of Human Resources to pass along to the VP of Communications for publicity purposes on the CLW website.
- Participate in events which offer an opportunity to publicize Operation Layette.
- Maintain supply of hand-outs and an example layette for these events.

## 2. Facilitate the collection of layette items.

- Maintain a list of current supplies in order to understand what are the most-needed supplies for the upcoming assembly evening.
- Publish the next scheduled assembly date together with a list of the current most-needed supplies. Typically publish on the CLW website and in the bulletin of the church where the assembly event will occur.
- Schedule assembly events roughly a month prior to the date.
- **Typical practice as of 2023 - Supplies are stored at St. Paul Lutheran in Royal Oak and assembly events are scheduled at that location twice per year (spring and fall) on a Thursday evening. This may change in the future. Hope, Warren has taken responsibility for Operation Layette.**

## 3. Assemble the layettes.

- Arrive at the assembly location several hours prior to the published time for participants to set up tables with supplies and informational material.
- Guide participants in the layette assembly process.
- Sort & count layettes and place them in separate piles (if more than one receiving organization).
- Count completed layettes to include this information in reports to CLW.
- Sort layettes into separate groups if more than one organization will be receiving them. Try to distribute a proportionate number of layettes by gender to each organization.
- Count, box, and put away supplies.

## 4. Distribute the layettes to human care organizations.

- Maintain contact information for organizations that will accept and distribute layettes. Historically, these have been organizations that provide a wide range of services to pregnant women and new mothers.
- Approximately 2 weeks prior to the assembly event, make a determination of approximately how many layettes are expected to be assembled. Based on that quantity, start contacting receiving organizations (1 or more depending on expected quantity) to see if they have a need for layettes at this time. Finalize arrangements about pick-up location and times.