

BRENTWOOD BAPTIST CHURCH
ORGANIZATION MANUAL
2018

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BRENTWOOD STAFF

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BRENTWOOD RECEPTIONISTS

Winifred Augustus, Brenda Johnson & Ethel Murray	713.852.1400
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LLC RECEPTIONISTS

Lena Davis	713.852.1480
Sean Porter (<i>Recreational</i>)	

CHURCH PROGRAMMING

Statement of Quality

“Brentwood Baptist Church is committed to rendering ministry that is of the highest quality and in the best interest of the overall congregation. Our goal is to continually assess the needs of our congregation and develop programming that corresponds to those needs in ways that are well-planned, well-executed and spiritually uplifting.”

Definition of Ministry

We define ministry as meeting the physical, spiritual and social needs of people, in such a way that it causes the benefactor to assess the state of his/her relationship with Jesus Christ or the lack thereof. It is our mission that individuals come to know Jesus Christ as their personal Savior and grow in their relationship with Him.

Ministry Dissolution

*The Church reserves the right to dissolve existing ministries. This is for cases where the ministry ceases to serve its purpose and is rendered **ineffective and/or inefficient**. This may be caused by lack of interest, insufficient personnel or any other reasoning given by the Pastor or Facilitator.*

ROLE OF THE FACILITATOR

A Facilitator is a member of the Church Staff assigned to a particular organization to act as the liaison between the organization and the Pastor/Staff. This ensures that all organizations of the church are covered administratively and ministerially.

To The Organization

Assists in the proper planning of ministry activities to ensure that each activity is

- ◆ *In accordance with the vision of the church*
- ◆ *Adheres to the quality standards set by the church*
- ◆ *Approves all administrative requests related to planned events (vouchers, announcements, etc.)*

Note: Administrative requests will not be processed without the Facilitator's approval and signature.

In The TQM Process

- ◆ *Gives preliminary approval to all Quarterly Activity Proposals*
- ◆ *Presents Quarterly Activity Proposals to the TQM Review team for final approval*
- ◆ *Informs the organization of the status of proposals (approved, disapproved, pending)*

TQM & MDM

ORGANIZATION GUIDELINES

ELECTION OF OFFICERS

All Brentwood Organizations must elect officers **annually**. The only organizations exempt from the process are those that have officers appointed by the Pastor or Facilitator. Elections must occur during the month of September of each year. The term of office is January 1st – December 31st.

Officer Eligibility Requirements

To hold office in an organization, the nominated person must be a Brentwood member who is willing to assume responsibility of the office and demonstrate accountability while serving.

Although non-members and inactive members may participate in the organization, an organization's elected officers are required to be **active members and financially in good standing**. It is understood that the Pastor is an ex-officio officer of all the organizations named and his leadership is to be recognized in them.

Interruption of Term due to a Sabbatical

If for any reason an interruption of term occurs and an elected officer cannot fulfill the remainder of their term, the officer must submit a formal "**Letter of Resignation**" to the organization's Facilitator. The organization will then be allowed to hold a special election to elect a new officer to complete the remainder of that term. Special elections or any change in officers must have the prior approval of the Facilitator. Officers returning from sabbatical having given prior notice of resignation may not automatically return to the office previously held during that term.

Organizations must submit a list of officers for the upcoming year to the Church Office no later than October 1st of each year. The form to be used in submitting these names will be mailed to each organization head no later than August 31st of each year.

RECORD UPDATING

Each organization of the church is must keep church records updated pertaining to officer's and organizational members addresses, phone numbers and other changes. These changes are to be placed on the Membership Update Form.

TOTAL QUALITY MANAGEMENT (TQM)

Q: What is Total Quality Management (TQM)?

A: Total Quality Management is a systematic process designed to take an overall look at the effectiveness of current and future ministry-related activities at Brentwood, in order to provide and implement quality enhancement techniques. The goal of TQM is to continue to assess the needs of the congregation and to ensure that our programming corresponds to those needs in ways that are thoughtful, interesting and spiritually uplifting.

Q: How does TQM affect me?

A: TQM provides the overall congregation the confidence in knowing that the ministry-related activities being conducted are of the best quality and in the best interest of the overall congregation. Administratively, this may mean a small departure from the way things have been done in the past, in order to accommodate “fresh” new ideas in ministry.

Q: How will TQM be implemented?

A: A TQM Review Committee has been established for the purposed of reviewing all ministry-related activities upon their inception and culmination (these events are those which mandate the use of church funds). This team will consist of the following persons:

- Facilitators
- Finance Department Representatives
- Administrative Staff Representatives

Q: What are some of the responsibilities of the TQM Review team?

A: This team is responsible for approving Quarterly Activity Proposals, formulating a Master Calendar of Events for all **approved** activities and conducting an event “close-out” interview with members of the sponsoring organization. This interview will take place within thirty (30) days after the closing date of the event. The goals of this final interview are:

- To ensure all financial and contractual obligations have been satisfied
- To judge the events overall performance
- To discuss suggestions for future planning

POINTS TO REMEMBER!

Finalization of TQM Voucher Approvals

After approval by the TQM Committee, all funding requests for events are final. No additional funds from the Church Operation Account will be authorized. (For Example: *TQM Event approved \$600.00 from the Church Operation account and approved \$800.00 from the Organization account. The \$600.00 is the final amount to be paid by Church Operations for the event; additional funds will be the responsibility of the organization.*)

If all funds requested for an event from Church Operations Account are not used, they may not be reallocated to another event or for any other purpose.

Not TQM Approved

If an event has not been approved by the TQM Committee, no funds will be received from or paid by the Church Operations account.

ACTIVITY PLANNING

Each organization of the church is encouraged to plan activities throughout the course of the year that will enhance their ministry. Because of limited space and funds, organizations are required to plan in advance to ensure the most effective use of church resources.

The following guidelines should be followed when planning ministry-related activities.

1. Church activities are reviewed on a “Quarterly” basis. The details of these activities are outlined in the TQM Quarterly Activity Proposal.
 - Financial Analysis
Every expense item on the Quarterly Activity Proposal must be accompanied by appropriate support documents, such as **Vouchers**, vendor-prepared quotes or cost estimates.
2. The completed Quarterly Activity Proposal must be submitted to the organizations Facilitator by the deadline for the quarter the event is to take place. Deadlines are as follows:

<u>QUARTER</u>	<u>SUBMISSION DEADLINE</u>	<u>TQM MEETING</u>
<i>2nd Quarter Activities (April – June)</i>	February 25	March 1
<i>3rd Quarter Activities (July – September)</i>	May 27	May 31
<i>4th Quarter Activities (October – December)</i>	September 2	September 6
<i>1st Quarter Activities (January – March)</i>	December 2	December 6

3. After reviewing the Quarterly Activity Proposal, the Facilitator will present it during TQM Review Committee Meeting for approval.
4. The TQM Review Committee will convene to review and approve all proposals for the quarter.
5. The Organization’s Facilitator will inform the organization head of the status of the proposal (approved, disapproved, pending) following the TQM meeting.
6. If a proposal receives a **pending status**, the Facilitator will contact the organization to retrieve additional information and/or make the necessary amendments to the proposal. The TQM Review Committee will convene after 10 business day to review all pending proposals. The organization will be notified of the updated status.

Note: All pending proposals must be approved before the quarter begins. Failure to clear the pending status will result in cancellation of the activity. The activity must then be re-submitted at the following quarter.

MINISTRY DEVELOPMENT MEETING (MDM)

PROGRAM DEVELOPMENT/MINISTRY START-UP

Ministries are developed to meet the present needs of the congregation. In order to keep our program format current, new ministries are developed when the need arises.

To start a new ministry, one must submit in writing a formal proposal outlining the plans for the ministry. This proposal must be submitted to the Ministry Development Meeting Chairperson and the proposal must explain the following:

- The overall need the ministry will satisfy
- The target market
- Strategies in reaching the target market
- Opportunities for growth
- It's Biblical basis
- Long-range goals
- Any financial resources needed for start-up

The recommendation will then be submitted to the MDM Staff for discussion. A subsequent meeting between the Pastor and/or Staff and the requestor may be arranged if necessary. The Facilitator will contact the requestor regarding the status of the proposal (*approved, disapproved, pending*) within thirty (30) days of its submission.

Target Questions

1. What is the purpose of the proposed ministry/organization?
2. How will it benefit the congregation?
3. Is there a need for the proposed ministry/organization?
4. Who will lead the ministry/organization?
5. What are the costs for the proposed ministry/organization?
6. How will the program be marketed?
7. Is this a good stewardship of church funds?
8. Timeline to start the ministry/organization?
9. How will scheduled events affect the church calendar?
10. Will this ministry/organization replace an existing one?
11. What is the plan for long-term growth?
12. What are the plans for leadership structure?

DEADLINES & DATES

<u>REPORT</u>	<u>DATE DUE</u>	<u>COMMENTS</u>
ATTENDANCE	5 th of each month	Organizations are responsible for submitting their attendance roster following each meeting.
BULLETIN	5 th of each month	30 days prior to applicable bulletin. You are encouraged to submit items early!
VOUCHERS	Mondays by 11am	Checks will be distributed Wednesdays after 12noon. Vouchers not received may result in a delay or non-payment that week.
WEBSITE	1st of each month Or 15th of each month	Requests received the 1st of the month will be posted the 15th of the same month. Requests received the 15th of the month will be posted the 1st of the following month.

TQM DEADLINES

<u>QUARTER</u>	<u>SUBMISSION DEADLINE</u>	<u>TQM MEETING</u>
2 nd Quarter Activities (<i>April – June</i>)	February 25	March 1
3 rd Quarter Activities (<i>July – September</i>)	May 27	May 31
4 th Quarter Activities (<i>October – December</i>)	September 2	September 6
1 st Quarter Activities (<i>January – March</i>)	December 2	December 6

CHURCH FORMS & DESCRIPTIONS

The descriptions that follow provide information on the forms that are available to assist members, organizations and staff in transacting day-to-day business.

ACTIVITY REQUEST FORM (NEW!)

This form replaces the following:

- Announcement Request
- Clerical Request
- Space Request
- Service Request
- Transportation Request
- Website/Social Media Request

CONSENT FORM

This form must be completed by a parent or legal guardian for children 18 years and under participating in a Brentwood Off-Campus Event (*Ex. Children On Tour*) and some On-Campus Events (*Ex. Youth Lock-In*).

MONIES REPORTED

This form is used when reporting any collected funds. Monies (*cash or checks*) accompanying this form are processed by the Finance Department.

TQM QUARTERLY ACTIVITY PROPOSAL

This form is used to outline the proposed activities for the upcoming quarter. Organizations are encouraged to use this form when planning their activities throughout the year.

VOUCHERS

Vouchers are the internal mechanism for requesting funds. This form and supporting documents (*if applicable*) are to be completed and submitted to your Facilitator for approval. Once approved, processing will begin.

ADVANCE PAYMENT EXPENSE REPORT

This form is used to report expenditures from advance payments.

FORMS AVAILABLE ON OUR WEBSITE . . .

- *Activity Request*
- *Death Report*
- *Membership Update*
- *Ministry Development Meeting*
- *Organization Elections*
- *Organization Membership Update*
- *Prayer Request*
- *Quarterly Activity Proposal (TQM)*
- *Sick Report*
- *Scholarship Application (seasonal)*
- *Voucher*

BRENTWOOD BAPTIST CHURCH
CONSENT FORM

Organization: _____

ACTIVITY INFORMATION

Event: _____

Event Location: _____

Event Date(s): _____ Start Time: _____ End Time: _____

Group Leader: _____

Facilitator's Signature: _____

PARTICIPANT INFORMATION

Please Print

Child's Name: _____

Parent/Guardian Name: _____

Address: _____

Phone: _____ Alt. Phone: _____

PLEASE CHECK ONE OF THE SPACES BELOW

In the event of an emergency, you have my permission to take the following action:

- Administer First Aid and secure medical assistance if needed. Call Parent/Guardian.
- Administer First Aid. Call Parent/Guardian immediately. Do not secure medical assistance.
- Secure medical assistance and do not administer First Aid. Call Parent/Guardian.

Please state any restrictions or special needs of your child:

My child has permission to participate in the activity listed above. I understand that I will not hold Brentwood Baptist Church, Houston, Texas or any of its representatives responsible for any accidents, injuries or liabilities that might arise as a result of his/her participation in this activity.

Parent/Guardian Signature: _____

Date: _____

**THIS RELEASE MUST BE IN THE HANDS OF THE AUXILLARY LEADER RESPONSIBLE FOR ORGANIZING THIS ACTIVITY
PRIOR TO THE ACTIVITY OR YOUR CHILD WILL NOT BE ALLOWED TO PARTICIPATE.**

GENERAL CHURCH INFORMATION

BABY DEDICATION

Baby Dedicated is held the Third (3rd) Sunday of each month during worship service. Infants to be dedicated must be registered on the Second (2nd) Sunday at the designated table.

All participants must report directly to the Worship Center no later than 20 minutes prior to the start of the service. Reserved seating will be provided for all participants near the front of the church. A Baby Dedication Committee representative will be present to assist.

BAPTISM

Baptism is held every Second (2nd) Sunday during worship service. Candidates are required to complete all New Member Survival Training Classes prior to baptism. Candidates should report to the Baptistery no later than 9:15am.

BULLETIN ANNOUNCEMENTS

The Announcement section of the Activity Request Form must be submitted by the 5th of the month for items to be considered for the following month's bulletin (*i.e. January 5th – for the February Bulletin*).

CENTER FOR CHILD DEVELOPMENT (CCD)

The Center for Child Development is available for children ages 0-5. The Center is open Monday-Friday from 6am - 6pm. Registration forms and shot records are necessary before any child is admitted. If childcare is needed for your organizational event or meeting, please contact 713.852.1475 at least 24 hours in advance to check availability.

FIG LEAVES CLOTHING MINISTRY

This ministry provides assistance for persons needing clothing items during an emergency or crisis. Figs Leaves is open the 2nd and 4th Saturdays of each month from 10am - 12:pm. Please refer all persons to Dr. Carolyn Pickens at 713.852.1414 or Gloria Ruffin at 713.852.1409.

FOOD PANTRY

Food assistance is available to persons in need of supplemental food aid. The Food Pantry is open every 2nd & 4th Monday from 10am - 11am in the Lifelong Learning Center.

MEDIA MINISTRY

CD's and DVD's of Sunday and special worship services may be purchased in the Media Center immediately after worship service. CD's and DVD's may be ordered anytime thereafter by completing a **Media Order** form or by calling 713.852.1426. You may also purchase CD's, DVD's or MP3's online at store.brentwoodbaptist.org.

NO LOAN POLICY

It is the policy of the church not to loan or rent tables, chairs or any other equipment for Off-Campus Activities.

OUTREACH ASSISTANCE

Financial assistance is available (as funds permit) to persons in need of emergency aid. Those needing assistance may call 713.852.1429.

SICK, SHUT-IN & DEATH REPORTS

To report an illness or the death of a member or relative, call 713.852.1410 or 713.852.1415. You may also complete a report by visiting our website at www.brentwoodbaptist.org.

GENERAL CHURCH INFORMATION (continued)

SPACE REQUEST (See “Activity Request Form”)

Request for general meetings must be submitted via Activity Request Form fourteen (14) working days in advance of the date requested. The request must be approved by the Facilitator prior to processing. Please adhere to the following hours of operation:

- ◆ Monday - Friday 9:00am - 9:00pm
- ◆ Saturday 9:00am – 3:00pm
- ◆ Sunday 8:00am – 1:00pm

The Space Request section may also be used to reserve tables in the foyer on Sundays. Organizations may reserved a table for up to six (6) weeks for an event. This six (6) weeks may be used as deemed necessary. However, tables on both sides of the foyer are limited to two (2) weeks. Reservations are approved on a first-come, first-served basis.

TRANSPORTATION REQUEST (See “Activity Request Form”)

Complete the Transportation section of the Activity Request From to request the use of a bus or van for church-related activities. Please provide the date, time, organization, type of activity, transportation type and quantity, description of use and destination-related information. Consent Forms are required for all minors (children/youth) travel.

USE OF CHURCH FACILITIES

The Maintenance Staff will move equipment and furniture as necessary and set-up rooms for scheduled activities, as outlined on the Space Request section of the Activity Request Form.

The use of decorations, rearranging furniture, attaching of materials to the walls and activities of a similar nature shall be done only with written consent from the Minister of Facilities Management.

No temporary structure shall be built anywhere on the premises without the written consent of the Minister of Facilities Management. This refers to such structures as platforms, as well as devices attached to floors, walls or ceilings that may damage surfaces or surface coverings.

USE OF FELLOWSHIP HALL / KITCHEN

Individuals and organizations requesting the use of the kitchen and its equipment are responsible for all related clean up. Failure to do so will result in the loss of kitchen privileges for that individual or organization. For Lifelong Learning Center Policy, please refer to pages 31-33.

WEDDINGS

The Worship Center, Sanctuary and Lifelong Learning Center are available for weddings. To schedule a wedding or to receive a copy of the Wedding Policy call 713.852.1486.

MEDIA REQUESTS

The Media Department is eager to assist you with your Media needs. Media services are extended to all ministries within the church. Each request will be handled on an individual basis whatever the request, Video, Audio, Publication, Photos or Website.

For consideration, please complete the Technology section of the Activity Request Form via the website or in person. Submit request to Dr. Joseph Ford fourteen (14) working days prior to the event.

We will give each request our full consideration. Should you have questions or need more information call 713.852.1426 or e-mail jford@brentwoodbaptist.org or gmicheaux@brentwoodbaptist.org.

DEADLINES

Each organization of the church is to comply with the deadlines set forth as follows (*please allow time for your Facilitator to approve your requests*):

Sunday Bulletin	5 th of the month - 30 days prior to applicable bulletin
Pulpit Announcements	14 working day prior to the Sunday to appear
Vouchers/Invoices	Thursdays by 4:00pm. The check will be released the following Wednesday after 12noon.
Website	<p>Requests received the 1st of the month will be posted the 15th of the same month.</p> <p>Requests received the 15th of the month will be posted the 1st of the following month.</p>

ATTENDANCE

ATTENDANCE UPDATING & REPORTING

ORGANIZATION MEMBERSHIP UPDATE FORM & ROSTER PROCEDURES

The following steps are required of each Brentwood Baptist Church Organization, Committee and Ministry:

1. Organization Membership Roster / Membership Update Form

- a. The Organization's President is asked to collect and submit an Organization Membership Update Form for each member.
- b. The Organization Membership Roster will enable Brentwood to generate various reports and forecast for coming events and activities.
- c. Please ask newcomers to your organization to complete an Organization **Membership Update** Form. Be sure to check the **New** box at the top of the form and submit to your Facilitator.
- d. If a member's information changes during the calendar year, a new Membership Update Form should be completed. Be sure to check the **Update** box at the top of the form and submit to your Facilitator.
- e. A current Organization Membership Roster will be placed in your organization mailbox based on your organization meeting frequencies. Please verify and update any necessary information during the meeting.
- f. Organization Membership Roster must be submitted to your Facilitator following each meeting. Please make sure **A - Absent** or **P - Present** is clearly marked on your Organization Membership Roster.
- g. All corrections and changes will appear on your next month's Organization Membership Rosters.

2. Forms

Copies of Organizational Forms are located in the Brentwood Information Centers.

- BBC Main – Across from Receptionist Desk.

3. Submittal

Organizational forms may be left with the BBC Main Receptionist Desk or LLC Control Desk for your Facilitator. Please make sure your form(s) are enclosed in an envelope addressed to your Facilitator. If you have any questions, please contact your Facilitator or his/her Administrative Assistant.

INACTIVE ORGANIZATION MEMBERS

The guidelines for placing an organizational member inactive are as follows:

1. The member has to have 90 days of non-participation.
or
2. The organizational member notifies the organization's President in writing that they will be unable to participate for more than 90 days due to:
 - a. Personal Illness
 - b. Illness of a family member
 - c. Relocation

FINANCE

HANDLING OF MONIES WITHIN ORGANIZATIONS

Monies to be used by organizations fall into two categories:

- Operational or Budgeted Funds
- Organizational Expenditures

The following are guidelines to be used in handling each category of funds.

COLLECTION OF ORGANIZATIONAL FUNDS

Organizations are permitted to collect funds for dues, benevolent concerns and ministry activities.

- All funds collected by organizations must be submitted to Financial Services via the **Monies Reported** form. A ledger account will be set-up specifically for the organization.
- All monies collected at tables onsite should be processed through the Receptionist for deposit the same day. Please follow the proper documentation procedure.
- Monies collected during the week (*Ex. Meetings, Rehearsals, etc.*) must be submitted within (3) working days. Monies should be processed through the Receptionist for deposit in safe. The Receptionist is available:

Monday, Tuesday, Thursday, Friday:	9:00am – 7:00pm
Wednesday:	12:00noon – 7:00pm
Sundays:	7:30am – 1:00pm

A report will be prepared monthly reflecting deposits, withdrawals and account balances for distribution to organizations.

Questions regarding your account should be addressed to your Facilitator.

Note: Organizations are prohibited from establishing accounts outside of the church.

REQUESTING ORGANIZATIONAL FUNDS

Organizational funds may be requested by submitting a completed **Voucher** to the organization's Facilitator. Upon the Facilitator's approval, the voucher or invoice is then submitted to Financial Services for processing. Please allow five (5) working days for processing. Checks may be mailed or picked up at the receptionist desk:

Monday, Tuesday, Thursday, Friday:	9:00am – 7:00pm
Wednesday:	12:00noon – 7:00pm
Sundays:	7:30am – 1:00pm

REQUESTING OPERATIONAL FUNDS

Operational funds are monies budgeted for program/educational ministries of the church. These expenditures are approved during the Quarterly Proposal process. **Vouchers** are the mechanism for requesting these funds.

Every expense item on the Quarterly Proposal must be accompanied by appropriate support documents, such as Vouchers, vendor-prepared quotes or cost estimates.

After the Quarterly Proposal has been given the final approval, **Vouchers** relating to the proposal may be submitted for processing.

Please allow five (5) working days for processing. Checks may be mailed or picked up at the receptionist desk:

Monday, Tuesday, Thursday, Friday:	9:00am – 7:00pm
Wednesday:	12:00noon – 7:00pm
Sundays:	7:30am – 1:00pm

Note: Vouchers are the internal mechanism for requesting funds. Invoices are the mechanism for requesting funds from an external contractor.

Titling envelopes nor Pushpay may be used to pay organizational dues or to purchase event tickets or tables.

BRENTWOOD BAPTIST CHURCH

MONIES REPORTED

Organization: _____

Event: _____

CHECKS			
	NAME	CHECK#	AMOUNT
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
TOTAL CHECKS			\$

CASH/COINS		
	NAME	AMOUNT
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		
11		
12		
13		
14		
15		
TOTAL CASH/COINS		\$

CASH			COINS		
	# of	TOTAL		# of	TOTAL
100's		\$	Quarters		\$
50's		\$	Dimes		\$
20's		\$	Nickels		\$
10's		\$	Pennies		\$
5's		\$	Other		\$
2's		\$	TOTAL		\$
1's		\$			
TOTAL		\$			

SUMMARY

TOTAL CHECKS \$ _____

TOTAL CASH \$ _____

TOTAL COINS \$ _____

TOTAL ALL RECEIPTS \$ _____

Submitted By (Please Print): _____

Date: _____

Submitted By (Please Sign): _____

Received By (For Finance Use Only): _____

Date: _____

White - Finance

Pink - Facilitator

Yellow - Originator

CRITERIA FOR VOUCHER PAYMENTS

1. Voucher Payment Requests must be signed by the organizations' facilitators before being submitted to the Finance Department. **Please Note: Approval for all expenditures must be received from your facilitator before making any purchases and receiving reimbursements. Failure to do so may result in personal financial loss!**
2. Vouchers must be submitted by 4pm Thursday in order for checks to be received on the following Wednesday. **FUNDS MUST BE AVAILABLE. EMERGENCIES CAN ONLY BE APPROVED BY THE BUSINESS ADMINISTRATOR.**
3. All original receipts for reimbursements must be attached to a voucher before submitting to the Finance Department.
4. A complete description (purpose, who, quantity of items, place, etc.) must be provided on the voucher when requesting funds. Pertinent information should also accompany the voucher for special events, i.e. invoices, quotes, and requests for sales tax exemptions.
5. For a voucher to be considered for payment, all data (payee name, address, telephone number, etc.) must also be completed. Complete all sections of the voucher except the "For Office Use Only" section.
6. Voucher type must be completed (this determines where the funds will come from i.e. church or organization)
7. Checks are released on **Wednesdays only**. The "Check Release to" information should be completed as well as how the check is to be delivered - "mailed or pick-up." If checks are not picked up by Tuesday of the next week, they will be mailed Wednesday morning unless notification or contact is made to the Finance Department.
8. Voucher requests for invoice payments are paid on a funds availability and priority type basis. Invoices must be signed by the facilitator and attached to the voucher. It should be noted that **sales tax charges** should not be included on invoices. A sales tax-exempt form may be obtained from the organizations facilitator; however, the Finance Department must be supplied with the vendor's name, address, telephone number and purpose of the purchase before submitting the voucher.
9. Sales Tax Exemption Forms are generally accepted by most vendors, however, it is the sole discretion of the vendor to accept or deny this form. Be prepared to use an alternative vendor whenever possible. **BRENTWOOD DOES NOT HAVE A SALES TAX I.D. NUMBER.** and is not a requirement on the sales tax exemption form.
10. **Vouchers for services rendered for \$600 or more to vendors who are not incorporated will receive a 1099 reporting from. (Example: speaker honorariums.)**
11. Stop payments will not be placed on checks until three (3) weeks from the date of issuance. Any bank fees incurred will be passed on to the organization requesting the stop payment. The three (3) week period will allow sufficient time for recovery of the check if misplaced or returned in the mail.
12. **Do not hold organizational monies (especially checks) for more than one week before submitting them to the Finance Department.** Holding checks for a long period of time could increase the chances of the organization having NSF checks, causing a negative impact on the organization's account and the Finance Department.
13. **Advance Payments**
Receipts for advance payments must be returned to the Finance Department within 10 business days from the date of travel or event. Please make separate purchases for church expenditures; do not include personal purchases on the receipts.
 - Complete the Advance Payment Expense Report
 - Attach Receipts
 - Complete Monies Report if returning funds

BRENTWOOD BAPTIST CHURCH

VOUCHER

Today's Date: _____

Organization: _____

Event: _____

Funds requested:

ADVANCE

EXPENSE

REIMBURSEMENT

TRANSFER

FROM: _____

Organization

TO: _____

Organization

Description:

Date Needed: _____

Date of Event: _____

Amount: \$ _____

Release Check To: _____

Mail

Will Pickup

PAYEE NAME: _____

PAYEE ADDRESS: _____

City: _____ State: _____ Zip: _____

Submitted By (Please Print): _____

Date: _____

Submitted By (Please Sign): _____

Phone: _____

Alt. Phone: _____

Voucher Type: OPERATIONS

ORGANIZATIONS

Quarterly Proposal Related: Yes

No

Proposal#: _____

Facilitator's Signature: _____

FOR OFFICE USE ONLY

A/P Vendor#: _____

G/L Account#: _____

Voucher#: _____

Project Code: _____

Date Paid: _____

Check#: _____

Amount: _____

White - Finance

Pink - Facilitator

Yellow - Originator

COMMUNICATION

COMMUNICATION GUIDELINES

Public Relations Mission Statement

“To effectively promote the activities of Brentwood’s total ministry to the church body and the general public to reach the saved and unsaved for Jesus Christ.”

Overview

The Church Office provides strategic 1) communications, 2) media relations and 3) community relations support to the total church body. The Church Office serves as the sole media contact and generates press releases as needed. In addition, the Church Office develops printed materials that enhance Brentwood’s brand and reputation and supports its programs related to corporate identity, sustainable development, human resources and other issues.

The Church Office maintains a knowledge-base of information and resource documents on all aspects of Brentwood promotion for general use by staff and lay leaders. Additionally, the office manages a portfolio of print and Web projects, related timelines and develops different communication strategies and plans to ensure that communication plans are effectively implemented.

These guidelines are intended to help define and clarify how Brentwood communications should be managed. They have been developed by the Church Office to assist staff and lay leaders in making communication decisions and use of their best judgment to ensure that Brentwood communications reflect the vision and goals of the Pastor and the church.

No communication of participation is to be announced without prior approval through TQM!

1. COMMUNICATIONS

a. Publications

All communications being developed by a ministry or organization that is intended to reach the general public or congregation must be coordinated through your Facilitator. This guideline includes those communication projects being developed with the assistance of outside designers, writers and advertising agencies. Printed collateral materials included but not limited to:

- Brochures
- Flyers
- Press Releases
- Ministry Newsletters
- E-blasts
- Text alerts

b. Community Bulletin Board

Brentwood maintains one bulletin board in the hallway near the Sanctuary. All articles, such as flyers and posters from ministries and the community must be submitted to the Church Office for approval and posting.

c. Advertising

The Church Office will manage the purchase of print and broadcast advertising for Brentwood. Ministries and organizations will continue to pay for advertising they wish to place, but placement should be centralized to take advantage of volume discounts and expertise in media buying and placement that they can provide. Coordinating with the Church Office will also enable the messages and graphics to be consistent.

d. Requesting Materials from the Pastor

The Pastor’s schedule, speaking engagements and correspondence are coordinated by his Executive Assistant. All requests for his time or for letters should be directed to LaPorsche Thomas at 713.852.1412. You will be expected to provide full information about the event or letter content. **Individuals requesting letters, greetings, speeches, congratulatory videos and other materials should give at least 14 working days notice.** If a job requires a large quantity of letterhead or special paper, please allow sufficient time for it to be ordered.

COMMUNICATION GUIDELINES (continued)

2. MEDIA RELATIONS

a. Press Releases and Media Contact

Official press releases and media advisories are produced and submitted to religion and secular print and broadcast media by the Church Office. Topics range from church-wide events to human-interest stories. The Church Office serves as the sole media contact.

b. Media Pitches and Inquiries

In a “Megachurch” like Brentwood, new media attention is often attracted. The Church Office can act proactively by “pitching” a positive story idea to promote the expertise of the church as well as ministry activities. Reporters interested in interviewing a Brentwood staff member or church member should contact the Church Office.

c. Crisis Communications

In some cases, crisis situations may arise that require well-organized, positive and straightforward communication that will help defuse possible criticism or controversy in the minds of the public or church stakeholders. These situations call for rapid decision-making by administration and staff members who must be aware of the potential for damage to the reputation or image of Brentwood if they are handled incorrectly or inappropriately. Such situations might include those where some institutional wrongdoing has been alleged, some staff or church member has become involved in a controversial topic or situation, or where the media has launched an inquiry.

Brentwood members and staff should refer media representatives to the Church Office. Brentwood members and staff should not contact the media directly without the involvement of the Church Office. The Church Office will provide a detailed account of the situation. A crisis management team composed of institutional personnel with expertise relevant to the situation may be assembled to provide recommendations for a plan of action and assign a Brentwood spokesperson.

3. SUBMITTING MATERIAL FOR PUBLICATION

a. Bulletin

An **Activity Request Form** (*Announcement section*) is to be submitted by the 5th of the month for items to be considered for publication in the following month’s bulletin (i.e. January 5th- for the February Bulletin).

b. Website

If you would like your announcement placed on the Brentwood website, please submit an **Activity Request Form** (*Technology section*) detailed request to your Facilitator. Your Facilitator will then contact the website team for placement on the website. **Please note requests submitted by the 1st of the month will be posted by the 15th of the same month. Requests submitted by the 15th of the month will be posted by the 1st of the following month.**

COMMUNICATION GUIDELINES (continued)

4. GRAPHIC IDENTITY & BRANDING

One of the most important components in the success of Brentwood's identity program is the consistent implementation of the identity system across the Brentwood campus. Adherence to these guidelines will increase the effectiveness of the entire institution.

A graphic identity or logo has been developed to provide a consistent, unified look for Brentwood. The logo is a single unit as follows:



a. Color

The official PMS color of the Brentwood logo is **Pantone Purple**.

b. Size and Placement

Do not crop the logo or bleed it off of a page. Allow a reasonable amount of space around the logo.

c. Usage

Do:

Show the logo as one color (purple, if possible; if not, in the strongest color available – i.e., in a brochure printed in black ink, show the logo in black)

Maintain the orientation of the logo

Keep the logo whole and intact

Don't:

Tint or screen the logo or make different elements of the logo different colors

Tilt or rotate the logo

Print type or images over the logo or use as a background element

5. PHOTOGRAPHY/CAMERAMEN/MEDIA

a. Photography & Video Assignments

In an active church like Brentwood, the need arises to photograph or video ministry events for archiving and reporting purposes. The Church Office will coordinate photo shoots of church-wide events and secure photographs and videos whenever possible from ministry representatives for publication. The Church Office coordinates the hiring of professional photographers, cameramen and media.

For more information, please contact the Church Office at 713.852.1417.

WEBSITE GUIDELINES

1. Ministries are required to submit an **Activity Request Form** (*Website/Social-Media section*) and an editable electronic copy (*CD, thumb drive, or digital upload via website*) of their announcement to their Facilitator.
2. Please use Microsoft Word, Microsoft Publisher or Adobe Photoshop to produce announcements.
3. Forms submitted by the 1st of the month will post on the 15th and materials submitted by the 15th of the month will post the 1st of the following month
4. Failure to meet deadline will result in a delay of the ministry's announcement being posted on the website.
5. The Technology representative will review, and edit the website announcement using the ministry's CD.
6. The representative will then allow the ministry/organization to review the edited announcement.

SOCIAL NETWORKING

The Website Administrator will be responsible for all social networking sites.

Brentwood Baptist Church will have one (1) Facebook page. Ministries are more than welcome to request postings . This is done by submitting a website request form. **Individual "group" or "ministry" pages are not permitted.**

EMAIL ACCOUNTS

Ministries desiring an email account may complete an **Activity Request Form** (*Website/Social-Media section*) detailing the reason for the account. Once approved by the Facilitator, the Website Administrator will set-up the account through "Gmail." The Administrator will release the username and password to the ministry liaison and Facilitator. The Administrator will keep a copy of information on all ministry accounts.

The ministry Facilitator must be included (cc'd) on all emails sent through the ministry email account.

If a ministry has an email account already set-up, it is required that your Facilitator have the email address and login information for the account. This will allow the Facilitator to monitor the account while still giving the ministry the opportunity to communicate freely between its members.

ONLINE FORMS

The following forms are available online:

These forms are automatically forwarded to the Facilitator chosen. The Facilitator will approve and forward to the appropriate Staff member for processing.

- Activity Request
- MDM (*Ministry Development Meeting*)
- TQM Quarterly Activity Proposal
- Voucher

Other Available Forms:

- Death Report
- Membership Update
- Prayer Request
- Sick Report
- Sign up to Serve
- Registration Forms (Customizable)

ONLINE STORE

With approval of your Facilitator, every ministry has the ability to sell and accept donations via the online store.

1. Once an item/event has been approved for sale, the Website Administrator will post the item to the store.
2. The Website Administrator will provide the organization with a spreadsheet of the sales on a weekly basis as orders are received.
3. At the end of the month, the Website Administrator will submit a summary of purchases received to the Church Business Administrator.
4. The Church Business Administrator will transfer funds to the Organization's Account.
5. A copy of the transfer of funds will be distributed to the organization and the Website Administrator.

WIRELESS CAPABILITIES

The Lifelong Learning Center has a secure Wi-Fi network. Please see the Control Desk for the password (key). Wi-Fi reaches throughout the building; however the signal may not be as strong as desired in some areas.

Wi-Fi is also available in the Worship Center area named "Brentwood Public." The password (key) is "thewood1"

FACILITY USE & EVENTS

FACILITY USE

JSR Lifelong Learning Center POLICIES AND PROCEDURES

Hours of Operation

Monday – Friday	9:00 a.m. – 9:00 p.m.
Saturday	9:00 a.m. – 3:00 p.m.
Sunday	7:00 a.m. – 1:00 p.m.

Control Desk

1. The Control Desk is designed to disseminate information regarding the LLC Building and its activities.
2. Forms and other materials may be left at the Control Desk for your Facilitator.
3. Only JSR Lifelong Learning Center staff and personnel are allowed behind the Control Desk.

Room Reservation

1. Room reservations must be made in writing fourteen (14) working days in advance via an Activity Request Form (*Space Request section*). Requests received less than fourteen (14) days are not guaranteed approval. Verbal requests are not accepted.
2. The organization's Facilitator or designee must approve all requests. Once processed by the Scheduler, a confirmation will be mailed/emailed to you. (Please include your mailing/email address on all requests.)
3. Scheduled activities will have exclusive use of designated room.
4. Organizations should be sensitive to groups meeting in the next room.
5. If the room assigned is not adequate at the time of the meeting, please see the Control Desk Attendant for reassignment.

Supervision

1. It is strongly recommended that sponsoring groups, ministries or organizations provide adequate adult supervision for children and youth. Adult supervision is defined as anyone 18 years of age or older.

Storage/Keys

1. Cabinet space is assigned to organizations as deemed necessary. Requests are subject to approval by the Facilitator and LLC Director.
2. Do not leave valuables in cabinets. The LLC will not be responsible for lost or stolen items.

Walls and Furniture

1. Please do not sit on desks, counters or tables.
2. Please do not pull or handle partitions/dividers in the classrooms or ballroom. Dividers are closed/opened by request only.
3. No materials may be tacked, stapled or taped to the walls, windows, partitions or doors.
4. Please do not move furniture from one room to another.
5. Please return rooms to their original set up before leaving.
6. Markers for blackboards will be provided for you. Please do not use oil-based markers on blackboards.

Supplies

1. Please list supplies needed on the Activity Request Form (Administration section). The Facilitator will approve and notify the organization when the order is available.

Organizational Mailboxes

1. Mailboxes are located in the LLC Organizations' Resource Center which is Room E-306.

Acteens	Cancer Support	Girl Scouts	Sisters Who Care
Alzheimer Ministry	Challengers	Glory Ministry	STEW
Baptist Women III	Cheerleaders for Christ	Greeters	Sunday School
Beaus & Debs	Children's Choir	Mission Outreach	Youth Parents
Boys Rites	Children's Work	Noon Bible Study	Wellness/Fitness
Boy Scouts	Divorce Recovery	Praise Dancers	Widowhood with Faith
Business Development	Girls in Action	Scholarship Committee	

2. Mailboxes will remain in the Worship Center facility for the following groups:

AIDS Ministry	Deacons	Kids' Pals	RELAY
Associate Ministers	Deacon Wives	LOVE Ministry	Senior Adults (SAM)
Baby Dedication	Drill Team	MGM	Trustees
Bronze Voices	Decision Time Counselors	Male Chorus	Ushers
Chorale	Fig Leaves Store	Marriage Ministry	Women's Conference
Church Choir	Food Pantry	Media Ministry	Youth Choir
Credit Union	Intercessory Prayerline	New Members	Youth Greeters
Criminal Justice	Jewels of Brentwood	Picnic Committee	Veterans

Copying

Please submit items to be copied to your Facilitator. The Facilitator's Administrative Assistant will process the request and notify the organization of its completion and pick up location.

Food

The consumption of food and beverage is discouraged in the classrooms. Requests for meetings that require food will be reviewed on an individual basis and assigned an area suitable for the meeting.

Lost and Found

Items found will be stored for fourteen (14) days. After fourteen (14) days items will be donated to a local mission.

Injuries

Report all injuries to the LLC Control Desk. A complete report will be filed.

Lifelong Learning Center

VENDOR CONTRACTS AND PAYMENT PROCEDURES

Please follow the procedures below for payment of VENDORS for both Catered and Non Catered Events in the Lifelong Learning Center

1. **VENDOR CONTRACTS** – All contracts must be signed by the Church Business Administrator. Please submit a copy of the signed contract to the Lifelong Learning Center Manager. *(This will alert Maintenance and Control Desk Attendants of person authorized to be on the premises and the duties they are to perform. Example: Spirit Expo, Media, DJ, etc.)*
2. **CATERING CONTRACTS** - Schedule a meeting with the LLC Manager to discuss setup and menu. Prices quoted are not guaranteed until a contract is signed. Once all components are agreed upon the **Catering Contract must be signed by the Facilitator.** **REMEMBER:** The guaranteed number may be raised, not reduced once the contract has been signed. Schedule a meeting with the LLC Manager **14 working days** prior to the event to finalize all details. **FINAL PAYMENT DUE AT THIS MEETING.** The Facilitator must initial any changes to the contract.

VOUCHERS - Please follow the guidelines below regarding vouchers for your event:

- a. Voucher for **Caterer** will be initiated by the LLC Manager, signed by the Facilitator and submitted to Accounting for payment.
- b. Voucher for **Security** (*outside normal hours*) will be initiated by the LLC Manager, signed by the Facilitator and submitted to Accounting for payment.
- c. Voucher for **Maintenance** (*outside normal hours*) will be initiated by the LLC Manager, signed by the Facilitator and submitted to Accounting for payment. *(If you have made specific arrangements with Maintenance please inform the LLC Manager)*
- d. Voucher for **Control Desk Attendant** (*outside normal hours*) will be initiated by the LLC Manager, signed by the Facilitator and submitted to Accounting for payment.
- e. Vouchers for **additional vendors contracted by the LLC Manager** (i.e. decorators, dance floor) will be initiated by the LLC Manager, signed by the Facilitator and submitted to Accounting for payment.
- f. Vouchers for **additional vendors contracted by the Facilitator** (i.e. media, speakers, musical guest) will be initiated by the by the Facilitator and submitted to Accounting for payment.

Lifelong Learning Center

CATERED AND NON-CATERED PROCEDURES

Please follow the procedures below when planning to host an event in the Lifelong Learning Center

NON-CATERED EVENTS (no food)

1. Complete and submit an **Activity Request Form** (*Space Request section*) to reserve the facility you desire to use. Please submit to your Facilitator for approved.
2. Once space is Confirmed:
 - a. Schedule a **preliminary** meeting with the Manager to discuss details.
 - b. Meet with the LLC Director fourteen (14) working days prior to the event to finalize all details.

CATERED EVENTS (food)

1. Complete and submit an **Activity Request Form** (*Space Request section*) to reserve the facility you desire to use.
2. Once space is Confirmed:
 - a. Schedule a preliminary meeting with the LLC Director thirty (30) days prior to event (*when applicable*) to discuss setup and menu.
 - b. Schedule a meeting with LLC Director to select caterer and menu and sign contract. The guaranteed number may be raised, not reduced once the contract has been signed. **The guaranteed number must be RECEIVED 72 hours prior to the event.** If a guaranteed number is not received, the last number confirmed will be used.
 - c. Meet with the LLC Director 14 working days prior to the event to finalize all details. **FINAL PAYMENT IS DUE AT THIS MEETING.** (*VOUCHERS WILL BE SIGNED AT THIS TIME*)

NOTE: PLEASE DO NOT ADVERTISE YOUR CATERED EVENT UNTIL A CONTRACT HAS BEEN SIGNED AND YOUR SPACE HAS BEEN CONFIRMED!!

Joe Samuel Ratliff Lifelong Learning Center
EXCLUSIVE CATERERS LIST

American Fusion Cuisine

Contact: Leonard Donaldson
Phone: 281-575-9803 Mobile: 713-204-8498
Chef_leonard1@sbcglobal.net

Bennie Ferrell Catering

Contact: Renee' Ferrell
Phone: 713-968-6515 Fax: 713-968-6523
bennieferrell.com

French Corner

Contact: Charlie Dunn
Phone: 713-661-5324 Fax: 832-778-9974
thefrenchcorner.com

Micheaux's Catering

Contact: George Micheaux
Phone: 832-724-6121 Fax: 281-657-6825
micheauxcatering.com

Nuksy's

Contact: Chef Yolonda
Phone: 281-748-3040 Fax: 281-438-6613
www.nuksys.com

Pappas BBQ Catering

Contact: Cindi Garza
Phone: 713-772-4672
cgarza@pappas.com

Patten's Deluxe Catering

Contact: Lawrence Patten
Phone: 713-721-9451 Fax: 713-721-9451

Porter's Que Catering

Contact: Sean Porter
Phone: 281-667-543
coachseanporter@hotmail.com

Ral's Fine Catering

Contact: Ral
Phone: 713-688-7257 Fax: 713-688-7236
ralsfinecatering.com

Only approved caterers may be used at the Lifelong Learning Center.

Brentwood Baptist Church

REPAST PROCEDURES

(Dinner for Bereaved Families)

The Lifelong Learning Center and Fellowship Hall are available to families following services.

TO HAVE YOUR DINNER CATERED IN THE <u>FELLOWSHIP HALL</u> PLEASE FOLLOW THESE GUIDELINES

1. The **FELLOWSHIP HALL** is available Monday - Saturday from 9am to 3pm. The **maximum capacity is 75**.
2. Contact the Church Scheduler or LLC Director, to verify availability of the **FELLOWSHIP HALL**.
3. Brentwood will provide **TABLES AND CHAIRS ONLY**.
4. Supply the church with the name of the person or church organization that will be responsible for the usages of the Fellowship Hall/Kitchen and its contents. Our Maintenance Staff will assist you by setting up and emptying trash as needed. The floors will be clean upon your departure.

Following your event:

- a. Place all waste in the trash receptacles.
 - b. Make sure the stovetop and oven are off
 - c. Clear the Kitchen of all food and personal belongings
5. A list of Exclusive Caterers is available upon request.
 6. A fee of \$50 will be charged for members. (\$100 non-members) *

TO HAVE YOUR DINNER CATERED IN <u>THE LIFELONG LEARNING CENTER</u>, PLEASE FOLLOW THESE GUIDELINES

1. The **LIFELONG LEARNING CENTER** is available Monday - Friday from 9am to 9pm and Saturday 9am to 3pm.
2. Contact the LLC Director to arrange a meeting to verify availability of the facility, to discuss menus and to sign your catering contract.
 - a. All items will be provided by the caterer (table linen included.)
 - b. **FOOD ITEMS BROUGHT IN BY FAMILY OR FRIENDS WILL NOT BE SERVED.** *(the caterer would become liable should your guests become ill by eating food other than that provided by the caterer).*
 - c. Food brought by family and friends will be stored and given to the family at departure.
3. A list of Exclusive Caterers is available upon request.
4. A fee of \$250 will be charged for members. (\$500 non-members) *

* The terms Member and Non-Member refers to the Deceased.

Brentwood Baptist Church

BEREAVEMENT FUNDING PROCESS

Should the death of an individual related to your organization occur, the following procedure will be followed:

- 1) Your Facilitator will contact you to determine if your organization will contribute to the repast/family.
- 2) Once the donated amount is determined by the organization/Facilitator, a voucher will be submitted by your Facilitator to the Finance Department.
- 3) The Finance Department will withdraw the designated funds from your organizational account and transfer them to the Repast/Bereavement Account.
- 4) Monies transferred to the Repast/Bereavement Account will be paid to the Family.