

HHOG Standard Operating Procedures

Section 1 (updated 29 Dec 2019)

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Section 2 (updated 29 Dec 2019)

Purpose and Program Coordinator

Purpose. The purpose of this document is to be the overall standard operating procedures (SOP) for the Helping Hands of Grace (HHOG) ministry at Grace Baptist Church (GBC).

- **Sections of HHOG SOP.** Though there are many aspects of HHOG, not all are dependent upon the other, and may change by exception. This policy and procedure is a living document and designed so individual sections may be updated (thus preventing the whole document from being rewritten). However, be aware, if a section is updated, there may be a need to modify another one to ensure all are synchronized; so it is imperative that the other sections are reviewed to prevent conflicting instructions.
- **Changes to HHOG SOP.** The Program Coordinator is responsible for updating this SOP as required.

Program Coordinator contact information. As of September 2016, the current Program Coordinator is:

- Kevin DeWitt
- Email: helpinghandsgracebaptist@gmail.com
- Cell: 703-986-4238
- GBC office: 703-670-5032 / 5989

Additional points of contact information. See **Section 13** (Points of Contact).

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Section 3 (updated 29 Dec 2019)

Background / Mission / History

Background. In conjunction with the Prince William County (PWC) and other churches and ministries within the Cooperative Council of Ministries (CCOM), GBC provides food and supplies to the homeless within the county.

- The HHOG ministry represents GBC as a member of the CCOM and coordinates GBC efforts that supports CCOM and PWC.

GBC's Mission: Provide for the physical and spiritual needs of homeless people in our area.

HHOG's mission: Provide meals and witness to the homeless.

- The critical task from PWC and CCOM to GBC: **feed the homeless.**

We take this opportunity to share the love of Christ by meeting the physical needs of homeless men and women in our community; specifically, feeding the homeless, which is our core mission and critical task in support of Prince William County.

And while we serve, we also take this opportunity to meet their spiritual needs as well.

- Through our interactions with these men and women we can show them that in Christ we are equals, and that he has made a way for all of us.
- Although these men and women may live on the streets or in tents in this life, they can live in mansions and walk the streets of gold for eternity if they accept Christ as their Savior.
- The greatest gift we can offer these individuals is the hope and peace that comes from the knowledge that we are saved by the grace of God through Christ's sacrifice.

Why do we do it? Read Matthew 25: 34-40

History. As of this writing, the oral history passed on to the current Program Coordinator is that the homeless ministry at GBC began as a shower ministry. There was not a shower at the local county homeless shelter, and on Friday nights, GBC volunteers would drive to the shelter, pick up homeless men and women, and bring them to the GBC campus. The current Fellowship Hall used to have showers for this exact purpose. When the county obtained a shelter with showers, the GBC ministry shifted from showers to meals.

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Section 4 (updated 9 Feb 2019)

Prince William County Social Services and Cooperative Council of Ministries

Prince William County (PWC) Social Services. PWC Social Services actively provides services to the homeless and much of the services are provided by civil organizations, ministries, and churches.

Overnight Shelter. PWC operates the Overnight Shelter: a 47-bed shelter for single adult men and women.

- **Location.** 14730 Potomac Mills Road (next to the main PRTC bus terminal).
- **Operation.** PWC contracted StreetLight Ministries <http://thestreetlight.org/> to operate the Overnight Shelter.
 - Open 365 days a year, from 6:00 p.m. to 7 a.m.
- **Temperatures**
 - Temperatures < 32 degrees: the shelter will operate under extended hours.
 - Temperatures > 95 degrees: the shelter will operate under extended hours.

Hilda Barg Homeless Prevention Center (HBHPC). PWC operates this 30-bed shelter for families and single adults offers comprehensive services including case management, job readiness, mental health counseling and medical referrals.

- **Location:** 14945 Jefferson Davis Highway (Route 1), between Dale Blvd. and Opitz Blvd. in Woodbridge.
- **Operation:** Formerly operated by Northern Virginia Family Services ICW PWC Social Services and CCOM, but currently looking for another non-profit organization to take over the contract.
 - Open year-round.

PWC Social Services website:

<http://www.pwcgov.org/government/dept/socialservices/Pages/Homeless-and-Winter-Shelters.aspx>

Cooperative Council of Ministries (CCOM). This organization is a coalition of churches and ministries that schedules, coordinates, and deconflicts their individual ministries directly with the Prince William County (PWC) government to provide services to the homeless. GBC is a member of CCOM; and HHOG represents GBC as part of the CCOM. GBC specifically supports:

- Overnight Shelter (see **Section 5**).
- Hilda Barg Homeless Prevention Center (see **Sections 6 and 12**).

Annual dues. As an active member, GBC supports CCOM with annual dues, which are determined by the size of the church. Details can be found on the CCOM website.

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CCOM website: <http://ccomcares.org>

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Section 5 (updated 29 Dec 2019)

Friday Nights at Grace Baptist Church (Overnight Shelter) Procedures

GBC actively provides meals to the guests of the Overnight Shelter every Friday night throughout the year.

- Normally, guests are picked up at the shelter and brought to GBC Fellowship Hall for the meal.
- Every so often, GBC will take and serve the meals at the shelter.

Requirements to support Friday Nights at Grace

1. Small Groups. These groups are the critical vulnerability, and this ministry would not exist without them.

- Groups sign-up, plan a meal, buy / cook / serve the food.
- Children and Student groups are encouraged to provide these meals, but there are specific safety protocols that must be followed and found in **Section 10**.

2. Van drivers. Guests are not arriving at GBC without them.

- Men from GBC volunteer on a rotational basis to drive vans to the Overnight Shelter, bring them to GBC, and after dinner, return our guests to the Overnight Shelter.
- They also serve as an informal security overwatch for Small Groups and guests.
- See **Section 9** (Driver Procedures) for responsibilities.

3. Leadership team. See **Section 7** (Leadership Team Responsibilities).

- Program Coordinator
- Co-Coordinator
- Van Coordinator
- Supply Coordinator
- Information Coordinator
- Evangelism Coordinator
- Evangelism team*
- CCOM Representative*

* These positions / team do not yet exist, but needed if the HHOG continues to grow.

General Timeline

Time	Action	Who
1830	Arrive. All scheduled volunteers (i.e. leadership team, small group, and van drivers) arrive to set up	All

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1830	Open Fellowship Hall / kitchen Distribute keys to drivers Provide instructions to Small Group for set-up	Program Coordinator or Co-Coordinator
1840	Depart to Overnight Shelter to pick up guests.	Drivers
1840	Set-up tables, chairs, serving areas, prepare food.	Small Groups
1915	Be prepared for vans to return. <ul style="list-style-type: none"> - Food and drinks are prepared and on serving tables. - Open with prayer - Serve meal 	All
On call	Provide 5 minute testimony / message during the meal	Designated speaker
1950	Open "The Store" (free supplies for our guests)	Supply Coordinator
2000	Pack to-go boxes to take back to the shelter	Small Group
2010	Depart with guests to the shelter Clean-up	Drivers Small Group
2100	Vans return to GBC Lock up the church	Drivers Program Coordinator

Meals. Small groups provide the meals.

Preparation. Small Group leaders coordinate food preparation in order to divide up the work and expense. There are two options:

- **Prepare at home.** Most groups prepare the meals at home and use the kitchen primarily for warming food; however, if you are working with someone that has been trained on the kitchen equipment, you may cook at the church or you may request to be trained in the kitchen but must arrange that in advance of the date you are serving.

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- **Prepare at GBC.** Per GBC policy, groups **may not use the kitchen equipment unless** someone is there that has been trained.
 - The equipment is very expensive and designed for industrial use; each appliance has specific operating procedures to ensure proper use and safety.
 - Contact the Facilities Coordinator at the GBC office to arrange the training (see **Section 13** Points of Contact).

Quantity of meals. Plan to serve 50 adults (40 at GBC and 10 at the shelter) for dinner.

- Always plan to take food back to the shelter to feed individuals that were unable to come (thus our above planning factor for 10 adults).
- Groups are encouraged to sit and eat with our guests so this should be taken into account when planning how much food to prepare.

Types of meals. Groups decide the meal menu, but here are some general guidelines when planning the meal:

- **Hot and healthy.** All meals don't have to be hot each week, but this may be the only good meal they receive all day.
- **Be creative.** They always receive easy-to-cook large meals (e.g. chili, soup, spaghetti, lasagna, etc.) . Guests always enjoy surprises (e.g. breakfast for dinner, cultural food, pizza. fish, etc.).
- **Meat.** Anything you choose.
 - Sometimes guests are kosher and do not eat pork. If you bring pork, please bring alternative meats. Very rarely do they receive fish, so this is always a good option.
- **Vegetables / fruit.** Some guests are vegetarian, so don't forget this item.
- **Bread.** Always an option.
- **Dairy.** Optional (added this category because it is a known food group).
- **Dessert.** Could meet the dairy requirement with this; consider items with and without sugar.
- **Drinks.** See below.
- **Allergies /gluten.** Be prepared to label food so guests with allergies or gluten-free diets are aware of the items being served.

Drinks. Supply whatever you like; however, there is coffee, lemonade/Kool-Aid, and hot chocolate mix provided by GBC in the cabinets above the coffee pot in the kitchenette.

- The pots for the coffee are in the supply closet.
- At a minimum, make 1 pot of regular coffee, 2 gallons of lemonade, and 1 gallon of iced tea or water.

Kitchen. Use anything in the kitchen from the cabinets marked "general use" or not designated for another group (items will be marked if they are designated).

Refrigerator. The right side of the refrigerator may have items marked HHOG (e.g. condiments, but specifically salad dressings). Please use them.

Kitchenette. Located behind the double closet doors in the fellowship area.

- This area has a coffee maker, sink, ice machine, small refrigerator, and microwave.

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- Cabinets hold coffee, Kool-Aid/lemonade mix, sugar packs, powdered cream, and salt & pepper shakers.

Supply Closet. Located in the corner of the fellowship hall next to the kitchenette.

- Paper products (plates, utensils, cups, and napkins) and coffee pots are in the supply closet.
- Use anything from this closet unless it is designated to a specific group (e.g. Wednesday Night Dinner, Youth group, Women of Grace, etc).

Set-up

- Set up at least 7 round tables with 8 chairs around each.
- Set-up at least 3 rectangular tables for food near the kitchen window and 1 table for drinks in front of the kitchenette.
- Set out plates, napkins, cups, and utensils on the serving tables.
- Put salt and pepper shakers on each table.
- Set out cream, sugar, and stirring sticks near the drinks.

Clean-up

- Wipe clean and put away tables and chairs.
- Wipe counter tops in the kitchen and in the heat and serve area.
- Wash and dry all dishes that were used and put back in the cabinets.
- Sweep kitchen / vacuum floors (cleaning supplies are in the janitor closet next to the girls' bathroom in the hallway).
- Empty trash into the dumpster (out the back door in the far left corner of the parking lot).
- Be sure NOT to put trash in the recycle bin!
- Insert large trash bags in the cans (bags are located in the right-hand lower corner cabinet in the kitchen and under the sink in the kitchenette).

Testimony / Message. See **Section 8** (Testimony / Message Guidance).

- This is often provided by Small Groups that provide the meal.
- Drivers are also options for providing this during the meal.
- HHOG leadership will always be prepared to provide this.

Van Coordinator / Drivers. See **Section 9** (Driver Procedures).

Supplies for Guests. In addition to meeting the physical need for food, GBC seeks to provide guests' physical need for living supplies (e.g. hygiene products, warm clothing, etc.) for **free**.

- The Supply Coordinator uses HHOG funds to purchase items tailored for our guests.
- After the meal on Friday night, HHOG opens up "The Store" for our guests to walk through and select any items they need; and all items are provided **free** to them.

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Section 6 (updated 29 Dec 2019)

Hilda Barg Homeless Prevention Center (HBHPC) Procedures

GBC routinely provides meals to the guests throughout the year.

Requirements to support HBHPC

1. Small Groups to buy, prepare, serve the food to families at HBHPC.
2. HHOG leadership team member accompanies the Small Group to HBHPC to ensure all goes smoothly.

HBHPC Meals Coordinator. The Hilda Barg Meal Coordinator schedules churches, ministries, and other volunteer organizations to provide meals to homeless families temporarily living at this locations.

- The Program Coordinator coordinates with the HBHPC Meal Coordinator for the dates that GBC Small Groups will go to there and serve.

Meals Checklist. The Meals Coordinator periodically updates and publishes a meals checklist which provides detailed instruction and the most current checklist is found within this SOP and designated as **Section 12**.

- Only the Program Coordinator will communicate with the HBHPC Meal Coordinator.
- All other individuals requiring specific information for supporting the HBHPC should refer to **Section 12**.

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Section 7 (updated 29 Dec 2019)

Leadership Team Responsibilities

GBC seeks volunteers to lead its numerous ministries and coordinate the program.

- The HHOG Program Coordinator is asked to lead a ministry that provides for the physical and spiritual needs of homeless people in our area.
- The Program Coordinator is asked to identify additional individuals / leadership team to assist in operating this ministry.
- The current HHOG leadership team includes:
 1. Program Coordinator
 2. Co-Coordinator
 3. Van Coordinator
 4. Supply Coordinator
 5. Information Coordinator
 6. Evangelism Coordinator
 7. Evangelism team*
 8. CCOM Representative

Responsibilities

1. Program Coordinator

- Recruit volunteers to prepare and serve food and to drive vans.
- Maintains supplies as necessary.
- Provides volunteers with necessary access to facilities (e.g. buildings, vans, and supply cabinets, etc.) to support events
- Ensures volunteers are aware of the responsibilities for which they have agreed and the guidelines for each area.
- Additional requirements include:

Ministry Plan. Prepare a ministry plan with the Connections Pastor. The ministry plan states the ministry's goal, a description of the ministry, and the resource requirements for the ministry, including people, facilities, equipment, and budget.

Body Life Reports. Provide reports concerning the ministry for the thrice-yearly Body Life meetings.

Budget. Oversee the budget for the ministry. Money from the budget is used to buy supplies for the guests such as food, propane, tents, clothing, Bibles, Christmas gifts, etc.

CCOM. Serve as the contact person for CCOM. Our services for Overnight Shelter and the Hilda Barg Homeless Prevention Center are offered in cooperation with other churches in our area through the Cooperative Council of Ministries.

Unforeseen Circumstances. Handle any unforeseen circumstances that may arise during HHOG events.

2. Co-Coordinator.

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- Fulfill Program Coordinator responsibilities in his absence.
- Oversee the Transition Funds
- See **Section 17** (Transition Funds Guidelines and Procedures).

3. Van Coordinator

- Communicate with GBC Facilities Coordinator to ensure all HHOG van drivers complete administrative requirements to become an authorized GBC van driver.
- Communicate with Program Coordinator for scheduling van drivers in support of Friday Nights at Grace.
- Recruit and schedule drivers for Friday nights at Grace.
- Ensure drivers understand their responsibilities and prepared to provide security overwatch.
- See **Section 9** (Driver Procedures).

4. Supply Coordinator

- Communicate with Program Coordinator for pre-approved items to be purchased for homeless guests.
- Procure items for guests and hand them out during Friday Nights at Grace.
- Turn-in receipts for reimbursement to the Program Coordinator.
- See **Section 16** (Budget).

5. Information Coordinator

- Communicate with Program Coordinator and GBC Communications Coordinator for messages to be published to the GBC audience via GBC website, weekly newsletter, Worship Center displays, etc.
 - Weekly: provide HHOG announcements / information for GBC newsletter and GBC Worship Center displays no later than Wednesday each week
 - Monthly: provide HHOG slide for Worship Center displays that show Small Groups scheduled to serve for the current month and following month (to include dates that still require a Small Group to sign-up).
- Oversee the Signup Genius website which enables Small Groups to sign-up for dates to serve on Friday Nights at Grace or at the Hilda Barg Homeless Preventions Center.
 - Monthly: hide the previous months dates that are complete in order to show the most current dates.

6. Evangelism Coordinator

- Welcome guests as they enter Friday Nights at Grace.
- Visit with the guests during the meal in order to get to know them on a personal and regular basis.
- Witness to and pray with each guest on an individual basis as needed.
- Recruit GBC members to provide a 5 minute testimony / message during the Friday Nights at Grace meal (normally pulled from Small Groups providing meals, van drivers, or the HHOG leadership team).
- Recruit an evangelism team to assist you on Friday Nights at Grace.

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7. Evangelism team*

- *This team currently does not exist.
- The intent of this team is to have a group of people volunteer to rotate on Friday nights to witness to and pray with guests during Friday Nights at Grace.
- This team would support the Evangelism Coordinator.

8. CCOM Representative

- The intent of this billet is to represent GBC at monthly CCOM meetings in order to develop how HHOG might expand its current ministry and support complementary internal and external homeless ministries.

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Section 8 (updated 29 Dec 2019)

Testimony / Message Guidance

Volunteers who speak to our guest during HHOG events are provided the following guidance for preparation and presentation.

Preparation (days before)

- Pray about your testimony and that our homeless guests, in particular, are drawn to Christ and salvation in His Name.
- Prepare a 5 minute message (any longer, you may lose the attention of the audience)
- Commit your testimony to memory or use outline notes and practice (**do not read**).
- Give 1-2 scriptures in your testimony that have strongly impacted you recently (**read these from a Bible**).
- Divide testimony into my life before Christ, how I was saved, how God has changed me since (**do not be graphic about sins**).

Presentation (day of)

- Arrive at showtime with all other volunteers.
- You will be introduced as the speaker normally after the last person in the dinner line has been served and sits down.
- Speak loud enough for all to hear (consider the acoustics of the location).
- Ask if they have any questions and they can talk to you or some of the others here.
- After testimony / message, eat dinner and enjoy conversations with our guests.

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Section 9 (updated 29 Dec 2019)

Driver Procedures

GBC Driver Card. Before driving GBC vans, each potential van driver must submit:

1. Completed GBC Driver Screening Form
2. Copy of their driver's license
3. Current proof of insurance

The Van Coordinator will collect this paperwork and deliver them to the GBC Facilities Coordinator who will generate a GBC-issued Driver Card.

- This paperwork is an annual requirement for GBC insurance purposes.
- All cards expire at the end of August each year.
 - The above forms must be revalidated every year and a GBC Driver card is reissued each year.

Friday Nights at Grace General Timeline. See **Section 5**.

Sunday Mornings at Grace General Timeline. See **Section 14**.

Responsibilities

Picking up the guests:

1. Fill out the driving log in each van.
2. Exchange cell phone #s with each other and the HHOG lead's cell phone # at GBC for any issues that may develop after departure (e.g. van break down, flat tire, traffic delays, unruly guests, etc.).
3. Leave from the church in convoy to the shelter..
4. Have one driver stay with the vans while one driver goes into the shelter to encourage people to come to our church.
5. Observe guests as they load the vans.
 - If a person is potentially "unruly" (e.g. arguments with other guests, noticeably under the influence of alcohol or drugs, etc.) inform the person that he or she will not be allowed to come.
6. Pray with guests in the van before you depart; this should set the tone for the rest of the evening.
7. Inform the guests of rules:
 - a. Be courteous and treat others as you would like to be treated.
 - b. Do not:
 - use foul language or fight
 - eat or drink in the van
 - bring alcohol, illegal drugs, or weapons
 - c. Weapons. Ask them to turn them in to you; keep them in a bag to be locked up on the van; return them when the guests get back to the shelter.
 - d. Use headphones for portable media devices (e.g. music, movies, games, etc.).

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- e. Do not leave trash in the van.
 - f. Guests who do not follow the rules will not be allowed to come in the future. (See Additional HHOG Driver Safety / Overwatch Guidelines paragraph below.)
8. Turn on the radio to a Christian station.
 9. Lock the van after guests have gotten off at the church.

Taking guests back to the shelter:

1. Load leftover food into the back of one of the vans.
2. After you arrive:
 - a. Return any weapons that were collected earlier.
 - b. Carry leftover food into the shelter.
 - c. Check over the van for trash and to make sure guests did not leave anything behind.

Return trip and arrival at church:

1. Purchase gas if the van will be ***at or below one half (½) tank*** when you return to GBC.
 2. Complete the driving log.
 3. Be sure to lock **all** the doors of the van and that the **dome light is off**.
 4. Turn in fuel receipt to the HHOG Program Coordinator for reimbursement.
 5. Return key to the HHOG Program Coordinator.
-

Overwatch Security. In addition to driving vans, the drivers also provide “overwatch” during dinner as an extra layer of protection for food preparers, especially when children and students are present. Drivers should position themselves at locations in order to observe the guests. Recommended locations are:

1. *At the exterior entrance door* to observe guests when several guests are outside in the parking lot (e.g. smoking, waiting to depart, etc.)
2. *At the T-intersection* just outside the kitchen and restrooms in order to observe the hallways, Fellowship Hall, and exterior doors.
3. *Inside the Fellowship Hall* where a majority of guests are located.

Always be prepared to support other drivers, other volunteers / leaders, and the Program Coordinator needs as required.

Arguments / Fights. On rare occasions, guests have gotten into arguments / fights at GBC. If this occurs:

- Normally other guests will jump in and diffuse the situation or stop the fight before it escalates. If they don't:
 - Grab another driver or the HHOG coordinator and attempt to de-escalate the situation and attempt to separate them if needed.
 - Be careful; if they have been drinking, they may turn on you.
 - You may have to let them fight it out, then separate them; it depends on the situation.

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Additional HHOG Driver Safety / Overwatch Guidelines

“Unruly guest(s)”. Before, during, or after pick-up, here are some best practices:

1. Safety is paramount.

- If you ever feel like you are in danger, then get out of the situation and consider calling 911. Live to fight another day.

2. Before departure from the Overnight Shelter or enroute to Grace Baptist Church (GBC), if guests are fighting with each other before leaving the shelter or threatening you, tell them you are not taking them and ask them to get out. Do not leave until they are out of the van.

- If needed, ask the security staff (who have a good rapport with the guests) at the shelter to assist.

3. During the trip to GBC, pull over and get out of the van so the unruly guest can calm down. If they promise to behave, then continue. If not, then consider calling another van driver for assistance. Once the other driver has dropped off their guests, they can come to your location and the two of you can figure out a way forward since you'll have two vans at your disposal. If you are still within walking distance of the shelter, you could consider letting the unruly guest walk back.

4. After departure from GBC, see the “Before Departure” guidance above.

5. Recommendations / concerns. Please discuss with the HHOG Van Coordinator.

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Section 10 (updated 29 Dec 2019)

Children and Student Guidelines

Friday Nights at Grace. Participation in the Friday Nights at Grace is a wonderful opportunity for adults and children; however, we do not know the background of our guests.

- To ensure the safety of our children, the following guidelines are to be followed.

Elementary age children (1st - 5th grade)

- Must be accompanied and supervised by a parent or guardian at all times.
- Children eating with guests at tables must be accompanied by adult chaperones.

Middle school age children (6th- 8th grade)

- Must be supervised by a parent, guardian, or designated adult leader with a (1) adult chaperone for every (5) students to ensure that the group is appropriately supervised.
- Children eating with guests at tables must be accompanied by adult chaperones.

High school students (9th - 12th grade)

- May participate without their parents present; however, the group leader must have (1) chaperone for every (5) students to ensure that the group is appropriately supervised.
- Students eating with guests must eat in pairs.

Applicable to all children / students

- Students must move in groups of two at all times within the fellowship hall..
- Students must not leave the fellowship hall for any reason without a parent or designated adult; specifically this includes trips to the restroom.

Adults / Chaperones

- There must always be (2) adults in the fellowship hall when children / students are serving.
- A third adult must be in the hallway when children / students and youth are using the restroom.
- *Best practices: have all children / students use the restroom before guests arrive.*

Personal information. No child or student should give any personal information to our guests other than their first names.

Kitchen. For safety purposes, elementary and middle school children should not be in the kitchen alone or unsupervised.

Questions / concerns. Discuss with the Program Coordinator before, during, or after the event.

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Section 11 (updated 29 Dec 2019)

Additional GBC ministries that complement HHOG

ACTS (Action in Community Through Service) ministry

- The ACTS ministry at GBC collects non-perishable foods for local homeless shelters. This ministry is separate from HHOG and led by another volunteer within GBC.

Children's Ministry. Through two separate programs, the Children's Ministry at GBC conducts drives for food, clothing, or hygiene products for our homeless guests throughout the year.

These programs include:

- AWANA (Approved Workmen Are Not Ashamed) program
- VBS (Vacation Bible School)

American Heritage Girls / TrailLife programs. These two programs consistently volunteer to serve meals to our guests on the first Friday night of each month.

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Section 12 (updated 29 Dec 2019)

Hilda Barg Meals Checklist

This checklist is a cut / paste from a document published by the Hilda Barg Homeless Prevention Center (HBHPC). The most current checklist (dated 24 Nov 2018) is below, however, any future checklist published by HBHPC will always supercede any of the below information within this HHOG SOP.

MEAL SERVING CHECKLIST 10/24/18

HILDA BARG HOMELESS PREVENTION CENTER

FRONT DESK - 703-792-8810

Timeline:

- **Serving group arrival - NLT 6 pm. PLEASE CALL THE FRONT DESK IF YOU ARE GOING TO ARRIVE LATER THAN 6:00 P.M.** (If you run late and do not call the front desk will start heating up food or call in pizza.)
 - **Dinner serving time** for residents - 7:00 pm
 - Each server **must sign in and sign out** –you should be ready to leave around 8:00 pm
1. We are being asked to be sensitive to the privacy of children who are staying at the Center and refrain from bringing children who may be classmates or who attend the schools that the resident children attend.
You will be notified on the Friday before your serving date of the schools affected
.
 2. In addition, the PWC DSS has determined that it is best that only **Children 12 and over with adult supervision** are invited to serve and that we bring **6 to 8 people total to help with serving the meal.**

GENERAL INSTRUCTIONS FOR SERVING MEALS

Pre-Arrival Checklist:

- Call the Hilda Barg Homeless Prevention Center office at 703-792-8810 A FEW DAYS prior** and ask for the number who will be dining. The final number will be confirmed the day prior to the day of your service.
- Ask about any allergies AND whether there are diners who avoid eating pork.**
If so, please plan alternative side dishes such as salad or mac & cheese.
- If your group is running late and can not/will not arrive by 6:00 pm please**
 - Notify the staff at the center.
 - If necessary, make arrangements to have pizza delivered.
 - Please include a tip for the driver.

Preparing meals at the shelter includes:

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- Preparing **meals for up to 25-30 people (adults and children)**.
- Preparing sandwiches in baggies for next day lunches **and breakfast food** (juices & milk) items for the next day. Please make up to 10 to 12 loose sandwiches and put the date on the baggies. You may provide fresh fruit and chips by leaving them in the kitchen. The staff will offer them to the guests.

Arrival Checklist (Serving Group Leader):

- Please ensure that all members of your group sign in at the front desk.
 - Get from the front desk or in the kitchen unless they are in the kitchen:
 - **THE TEMPERATURE LOG BOOK**
 - **FOOD THERMOMETER**
 - Inquire about the number of "LATE PLATES" to be prepared from the Resident Assistant.

The group serving the meal will:

- Prepare drinks served with dinner. Put out ice in a bowl.
- Place salt, pepper, and any condiments needed on dining room tables.
- Place paper plates, cups, napkins, plastic eating utensils on the dining room serving table, which is next to the kitchen.
- Prepare lunch bags for the next day. Check in the dining room fridge to count the number of baggies. Make only up to 10 sandwiches total.
 - Prepare sandwiches.
 - Put sandwiches in baggies, which are in the pantry.
 - Fresh fruit, fruit cups, or cookies may be left in the kitchen for next day lunches.
 - Put **TODAY'S DATE** and **SANDWICH TYPE** on each bag.
 - Place sandwiches in **dining room REFRIGERATOR**
- **Just before meal service, record food temperatures in TEMPERATURE LOG BOOK.**
 - **Hot food must be served between 140 and 165°F.**
 - **Cold food must be served at temperatures less than 40° F.**
- All food is to be placed in the FRIDGE after two hours.
The kitchen STOVE & FRIDGE are available for use to cook, warm, or keep items cold.
Return the TEMPERATURE LOG BOOK and FOOD THERMOMETER to front desk prior to departure or leave in the kitchen.
- Place all food items on the serving table.
- **GRACE is always to be optional. Residents may be invited to join in prayer but are in no way required to participate.**
- **Leftover food will be offered for lunch the next day on a first come first serve basis.**
 - **Make up leftover plates in the styrofoam containers provided in pantry**
 - **Write / label with CURRENT DATE on container.**
 - **Place container(s) in the STAINLESS STEEL DINING ROOM FRIDGE.**

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- **Notify Resident Assistant that you have placed leftover food in the FRIDGE.**
- **The milk and juice that you bring is for breakfast. Please place in the STAINLESS STEEL DINING ROOM FRIDGE. "LATE PLATES", along with the bagged lunches, are placed in the WHITE DINING ROOM FRIDGE.**
 - Do not leave any food items in the kitchen fridge. Either make Styrofoam containers with leftover meals or take leftovers with you. The next group will be bringing their own food items.
 - **All food items that are brought in to serve must be used or taken with you. If you serve on consecutive or multiple days, you may keep your supplies in the KITCHEN FRIDGE but these items must be removed on your last day of service. Please put your name on the food items.**

Clean-Up Checklist:

- Empty and put away dishes in rack.
- Wash, rinse and sanitize your dishes, pots and pans, and serving utensils.
Please leave these items to drip dry in the rack. DO NOT DRY WITH A TOWEL.
- Sweep the kitchen floor and mop if necessary.**
Residents are only responsible for cleaning the dining room.

Pre-Departure Checklist:

- Clean-Up Checklist complete (*see above*).
- Ensure food is labeled properly:
 - Sandwich baggies: TODAY'S DATE and SANDWICH TYPE
 - Leftover containers: TODAY'S DATE.
- Ensure food is in proper place:
 - White Dining Room Fridge: lunch sandwiches and "LATE PLATES".
 - Stainless Steel Dining Room Fridge: Leftover containers and breakfast milk & juice.
 - Kitchen Fridge: No food items left.
- TEMPERATURE LOG BOOK and FOOD THERMOMETER returned to front desk.
- Please ensure that all members of your group sign out at the front desk.

We hope you enjoy your sharing your time, talents and resources while at the Hilda Barg Center and we are open to any and all constructive suggestions on how to better lift up our neighbors during their stay.

Cooperative Council of Ministries

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Section 13 (updated 29 Dec 2019)

Points of Contact

#	Organization	Name	Phone	Email	Remarks
1	HHOG	Kevin DeWitt	703-986-4238 (cell)	helpinghandsgracebaptist@gmail.com	Program Coordinator
2	HHOG	Bobby Gorham	863-843-0196	bobbygorham03@yahoo.com hhogcco@gmail.com	Co-Coordinator
3	HHOG	Jerry Traugher	703-919-3201	jtraugher@yahoo.com	Van Coordinator
4	HHOG	Gary / Kim Choplin	(703) 398-2788	electro676@verizon.net kcdolls@verizon.net	Supply Coordinators (A)
5	HHOG	Thomas / Debra Johnson	703) 590-2567 (home)	thomasajson@comcast.net debrajson@gmail.com	Supply Coordinators (B)
6	GBC				Connections Pastor
7	GBC	Margaret Miller	(703) 670-5032	mmiller@gracehome.org	Facilities Coordinator (GBC Calendar, Driver Card, Kitchen Training)
8	GBC	Cherly Nester	(703) 670-5032	cnester@gracehome.org	Communications Coordinator
9	GBC	Vicky Alvarado	(703) 670-5032	valvarado@gracehome.org	Financial Secretary
10	CCOM	Mary Smith	703-400-6995 (cell) 703-730-6995 (home)	hildabarg.meals@gmail.com	Meal Coordinator (Overnight Shelter & HBHPC)
11	CCOM	Idris O'Connor		ccom.chair@gmail.com	CCOM Chair
12	CCOM	Michele Crecca		ccom.secretary@gmail.com	CCOM Secretary
13	PWC	Tony Turnage		tturnage@pwcgov.org	PWC Social Services
14	Streetlight Ministries	Rose Powers	(703) 491-2288	http://thestreetlight.org/ contact@streetlight.org	Executive Director

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15	Overnight Shelter (run by Streetlight Ministries)	Yvonne Williams	703-897-0199	ywilliams@thestreetlight.org	Night Manager
16	Hilda Barg Homeless Prevention Center	Front Desk	703-792-8810		

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Section 14 (updated 29 Dec 2019)

Sunday Mornings at Grace (Overnight Shelter) Procedures

Background. Over the years, homeless guests would occasionally ask HHOG leaders about rides from the Overnight Shelter to GBC on Sunday morning.

- This was attempted on an individual basis and for many reasons (e.g. other churches provided this service, no show of requesting guest, no GBC member volunteered to drive, etc.), thus the HHOG ministry did not offer this service.

In November / December 2018, a volunteer (a former homeless guest and a long-term attender at GBC) began bringing guests from the homeless shelter to GBC morning service in his personal vehicle (which could only transport four people, including himself) on a consistent basis.

- Recognizing this demand signal and ministry opportunity, the volunteer asked HHOG and GBC leadership for permission to use one of the GBC vans to bring guests that he had to turn away due to lack of space.

In December 2019, the volunteer became a GBC covenant member and began driving a GBC van (which transports 11 people, including the driver) and consistently brought a van-load to the Sunday morning service. Since then, the ministry has expanded to two drivers each Sunday morning.

See **Section 5** (Overnight Shelter) and **Section 9** (Driver Procedures) for additional information.

General Timeline

Time	Action	Who
N/A	Distribute van key(s) as appropriate.	Program Coordinator, Facilities Coordinator, or Lead Sun Morning Van Driver
0615 (Sun)	Arrive at GBC. Scheduled driver(s) arrive and depart with vans to the Overnight Shelter.	Drivers
0645	Arrive at Overnight Shelter (shelter closes at 7AM, so arrive before closure).	Drivers
0655	Depart for breakfast. <ul style="list-style-type: none">- Current plan takes them to a fast food drive-through window (i.e. McDonalds {Dale Blvd / Gideon Drive} or Burger King {Smoketown Dr / Gideon Drive}, but there are other options.)	Drivers

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	<ul style="list-style-type: none"> - Future plans. GBC Small groups volunteer to prepare breakfast items for guests at GBC. To-date: no volunteers. 	
0715	Arrive at GBC (guests hangout in Worship Center and Welcome Area).	Drivers / Guests
0730	Receive prepared hot coffee for all GBC guests.	Separate volunteers from HHOG
0815 - 0930	Attend worship service.	All
0945	Depart from GBC with guests (ultimate destination is in the vicinity of the Overnight Shelter).	Drivers
*1015	*Transport guests to PRTC Commuter Lot #2 where another ministry (individual citizen) distributes food for the homeless.	Drivers
*1100	<p>*Transport guests to another location for another meal where a separate church ministry (First United Methodist Church) distributes additional food for the homeless.</p> <ul style="list-style-type: none"> - This location is at the PRTC Commuter Lot across from PWC Drop-In Center (next door to PRTC Main Terminal and the Overnight Shelter). - This is the final stop for guests. 	Drivers
Time TBD (Sun)	Return van to GBC and return key to the HHOG mailbox.	Drivers

* The current and only Sunday morning van driver offers this service as a courtesy; not a requirement for all drivers.

Code of Conduct for Sunday Morning Worship

1. Purpose. This code of conduct addresses specific actions (not limited to those alone), but to serve as a baseline to prevent any actions that might disrupt the worship service or distract from members and guests from worshipping together.

2. Background. Grace Baptist Church (GBC) wants to continue to bring guests from the homeless shelter to the campus for Sunday morning worship. Since GBC has been providing the ministry, there are trends that must be addressed for safety and security (whether they are real or only perception).

3. Endstate for this code of conduct is that:

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- Drivers: ensure guests understand this code of conduct before departing the shelter on Sunday morning for worship service.
- Guests: understand their conduct responsibilities while on the GBC campus.
- Leaders / drivers & GBC staff / volunteers: understand and re-emphasize this code of conduct to individuals as needed.

4. Code of Conduct for Guests

- a. Understand they are being picked up to worship with fellow believers or answer questions they may have about the Christian faith.
- b. Understand they must attend the worship service and may not wander around the GBC campus buildings or parking lot.
- c. May not lay down during the worship service and may not bathe in the restrooms.
- d. May only smoke in the designated area.
- e. Treat others like they want to be treated (mutual respect and common courtesy).

5. Code of Conduct for HHOG Leaders / Drivers and GBC Staff / Volunteers

- a. Be familiar with **Section 9** (Driver Procedures) of this SOP.
- b. Understand they are providing an opportunity for guests to worship with fellow believers and prepared to answer questions about their Christian faith.
- c. Understand they will gracefully inform guests with directions to the Worship Center and show them areas where they may congregate in order ensure and security and safety for everyone.
- d. Ensure guests are not laying down during worship service and are not bathing in the restrooms.
- e. Ensure guests know where the designated smoking area is located.
- f. Read and live by the words of Jesus: Matthew 22: 34-40, Mark 12:28-31, and Matthew 25:34-40.

6. Points of Contact. Any questions / concerns about this code of conduct will be directed to the HHOG Program Coordinator, the GBC Connections Pastor, or the GBC Executive Pastor.

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Section 15 (updated 29 Dec 2019)

Information Management

Email. In order to effectively and efficiently coordinate this ministry, an HHOG email was established: helpinghandsgracebaptist@gmail.com

- The Program Coordinator administers the account and shares the information with the leadership team.
- The account contains a Calendar and Drive for maintaining and sharing information.
- The Calendar maintains groups scheduled to serve.
- The Drive maintains CCOM budget/reports, GBC budget/reports, Body Life reports, HHOG campaigns/drives, and this SOP.

Grace Baptist Church website. HHOG maintains a little information about the ministry in the Local Missions tab on the GBC website.

- The Information Coordinator works with the GBC Communication Coordinator to update the posted information.
- GBC website: <http://gracehome.org/>
- HHOG link on the GBC website: <http://gracehome.org/hhog/>

Signup Genius. In 2018, the Information Coordinator established a Signup Genius account in order to more efficiently schedule Small Groups to sign up for dates to serve meals during Friday Nights at Grace or at the Hilda Barg Homeless Prevention Center.

- The link to HHOG Signup Genius:
<https://www.signupgenius.com/go/20f054aa5a929a46-hhog>

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Section 16 (updated 29 Dec 2019)

Budget

GBC provides HHOG an annual budget to operate and in order to accurately account for expenses, a budget line number and sub-categories are outlined.

Line numbers. Under the GBC Outreach budget (line # 7000), HHOG is one of several outreach programs. Underneath HHOG are three sub-categories: General, Food, and Transportation. See example:

FY 2019

7000 · Outreach (All GBC programs)

7060 · Helping Hands Of Grace = **\$6,840**

7062 · HHOG - General = \$4,200

7063 · HHOG - Food = \$1,440

7064 · HHOG - Transportation = \$1,200

Subcategories

- General (7062). Items purchased under this sub-category include:
 - *Homeless supplies* (e.g. clothing, hygiene products, food gift cards, etc.) for the homeless guests
 - *Administrative supplies* (e.g. banners, clothing racks, CCOM annual dues, etc.) to operate the HHOG ministry

- Food (7063). This subcategory is only used when no Small Groups volunteer to serve meals on specific dates. When this occurs, the HHOG leadership team purchases food and delivers it to the shelter.

- Transportation (7064). Fuel for the three GBC vans are for this subcategory.

Reimbursement. Supply Coordinators and pre-approved individuals (i.e. van drivers) must submit the following two documents to the Program Coordinator for approval / signature before GBC Financial Secretary will process for payment:

1. GBC Reimbursement Form (yellow short form and provided separately from this SOP)
2. Actual receipt

Process is simple and can be completed within one week if paperwork and receipts are complete and accurate.

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Section 17 *(updated 29 Dec 2019)*

Transition Funds Guidelines and Procedures

Purpose. Grace Baptist Church (GBC), through the Helping Hands of Grace (HHOG) ministry, intends to provide monetary assistance to specific recipients who are: (1) homeless, (2) live in Prince William County, (3) are taking active steps to transition to housing / employment.

Background. GBC / HHOG has been providing a homeless ministry for many years; and HHOG has evolved from a winter-months only to a year-round ministry (to include bring the homeless to GBC on Friday night for hot meals and bringing them to GBC on Sunday mornings for worship).

- The GBC staff and members continue to learn more about our homeless guests' plights (especially those who attend almost every week) and hear how many just need a little monetary assistance to move forward and transition to permanent housing / consistent employment.

Recipients. Homeless individuals receiving assistance will be known by the GBC staff, members, or HHOG leadership team and nominated to a committee for adjudication and decision.

- The intended recipients **are not** a "one-time" or "few-times" guest at GBC.
- The intended recipients **are** for those homeless guests with whom a relationship over time and understanding their desire to transition to housing / employment has been verified by the HHOG leadership team.

Decision Committee. This committee will be comprised of at least three individuals:

1. a HHOG Co-Coordinator
 2. another member of the HHOG Leadership Team, and
 3. the designated GBC pastor over HHOG
- The committee will discuss the homeless individual's situation and determine whether the need can be met by other external homeless ministries, non-monetary means, or if transition funds are an appropriate option.

Funds. The current HHOG ministry operates on an annual budget that purchases supplies and food for the homeless, fuel for vans, and administration needs.

- Due to the nature of the transition funds, a separate funding line should be established to distinguish between them.
- The GBC Finance Committee and church body will determine the amount available for transition funds.

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Types of Monetary Assistance. Potential transition funds will be spent on (but not limited to) the following:

1. Communication (cell phones, plans, etc.)
2. Transportation (bus passes, initial insurance, purchasing a vehicle, etc.)
3. Clothing (for interviews, work uniforms, etc.)
4. Shelter (security deposit, etc.)

Conditions. The following conditions for transition funds will be followed:

1. GBC / HHOG will not provide cash or cash equivalents directly to the homeless individual, but to the organization providing the service / product.
2. Funds will be provided for a season; possibly several items to help a person transition to employment and housing over a period of a month.
3. Only under special circumstances will this be done more than once in order to allow more people to benefit from this assistance.
4. Transition funds will not be used for GBC employees.

Process. The following steps will be the process:

1. The Decision Committee will forward a request for transition funds with appropriate documentation and justification to the GBC Facilities Coordinator. At a minimum, the documentation and justification should include the:
 - individual's name
 - dollar amount
 - accompanying documentation that outlines the organization receiving the funds
 - justification (why GBC / HHOG believes this will help)
2. Once sufficient information is obtained, the homeless individual's respective organization will receive the funds.

Questions / Concerns. All questions / concerns may be directed to the HHOG Program Coordinator, designated GBC pastor over HHOG, or the Executive Pastor.

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Section 18 *(updated 29 Dec 2019)*

Closing Remarks

Restated Purpose. Related to **Section 2** (Purpose / Program Coordinator), the intent of this SOP is to document current procedures, the history of the ministry, and provide a starting point to improve the ministry as it grows or contracts.

Format. The Program Coordinator considered a few different formats for writing this SOP, and changed course a few times, but ultimately realized it would never be 100% perfect and 95% was good enough.

- The sections are in this order because, some were already written when it was realized that more sections (which were not originally planned), should be included within this document; therefore, the format appears as it does and as the ministry changes, this SOP is a good starting point for future updates and format changes.

Updates. This hard copy document is only as good as the day it is printed; thus it should be periodically reviewed and updated as required.

Thanks. Thank you to all the previous HHOG Program Coordinators who refined this ministry over the years and developed and passed down an effective and efficient ministry that has now been captured into words on paper.