

VISION

Vision: Giving Hope is about giving children more than just a gift under the tree. By sharing the love of Jesus with them, we are giving them the lifelong gift of hope. Our Dream Centers and campuses will each be hosting a Christmas Shopping Mall Experience on **December 11th**, where selected families in need can come to receive Christmas gifts and experience the hope of Jesus. Parents will get to partner with their Giving Hope Host to personally shop for their children and have the gifts wrapped by our team. Children will have their own special experience where they will enjoy music, snacks and hear the Christmas story. Families will also have the opportunity to pray with our ministry team.

GENERAL INFORMATION

Giving Hope Christmas Experience: December 11, 2021

Giving Hope Info Booths at every campus:

- November 7
- November 14
- November 21
- November 28

SOCIALS: #GivingHope21

WEB: www.churchofthehighlands.com/hope

TIMELINE

- September 1st- Campuses receive Giving Hope Instructions.
- September 8th- Campuses send in capacity for how many families/children can be assisted from your campus
- September 24th - use the digital family registration link and begin signing families up for Giving Hope (contact small group leaders, ministry partners, etc.)
- October 14th - Assign Giving Hope Team Leader Roles
- October 22th- Adoption Packet Supplies arrive at campuses
- November 6th - First Saturday assemble adoption packets
- November 7th thru November 28th-Giving Hope Info Booths at every campus
- November 5th-Serving opportunities sign up on-line via link sent by central
- November 7th, 14th & 21st-Packets Available for adoption at every campus (while packets last)
- December 3rd -Gifts due back to campus
- December 4th- First Saturday - Sort and inventory gifts
- November 29th - Send out invites to families
- December 3rd- Team Leader Communication to Teams (check-in details & schedule)

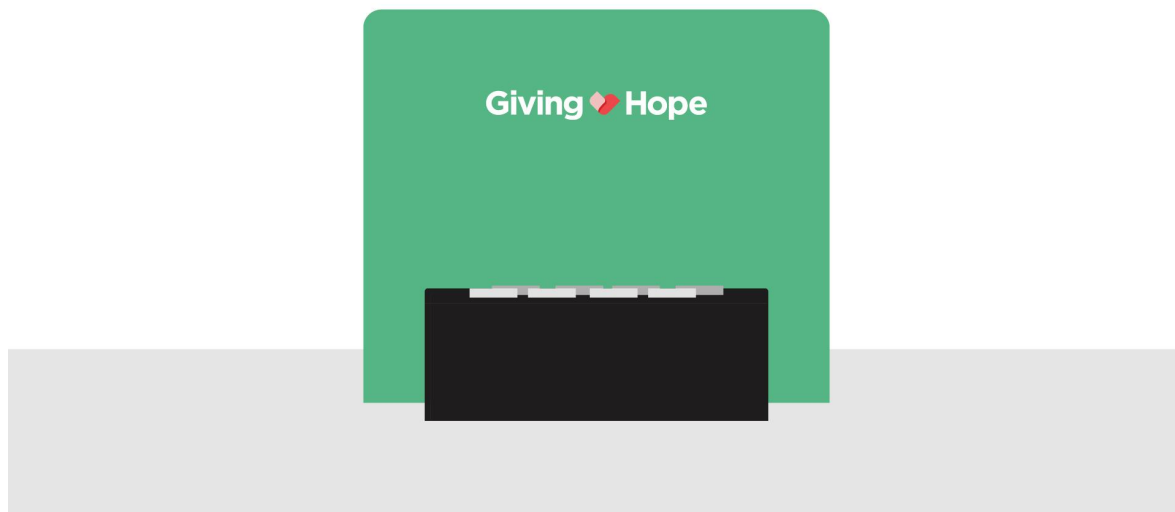
- December 9th - Team Leader Follow up Communication to Teams
- December 11th-Giving Hope Christmas Experience for recipients

GIVING HOPE BOOTHS

Banners & Tables

- Please have booths at campuses on the following Sundays (11/7, 11/14, 11/21, 11/28)
- Booths should be set up using a table, black tablecloth, and “Giving Hope” side of the 10x8 Slip-On from Creative.
- Example:

10ft x 8ft Packet Pick-Up Backdrop



Booth Staffing

- Staff booth with 1 to 2 individuals after each service during packet adoption period.
- Staff booth with at least 2 individuals after each service during the gift drop off period.
- Have scheduled Dream Team wear Serve Shirts (promotes Outreach Team).

CREATIVE

Campuses should have:

- 10x8 double-sided fabric Slip-On and hardware
- “Gift Drop-off” A-Frames

Campuses will be receiving:

- *Decor details coming soon!*

GIFT RECEIVING, STORAGE & INVENTORY

Receiving

- Have booths staffed and ready to receive gifts.
- Identify and confirm that gifts are for your campus.
- Promptly move gifts after each service to secure storage to keep campus common area excellent.
- Be gracious and thankful to those donating gifts.

Storage

- Each campus' storage capacity varies so work with your team to determine the best options for your campus.
- Storage containers have been used at many campuses in the past and have worked well.

Inventory Sorting

- This can be a great First Saturday project for December.
- Establish and label sorting areas for each age group, gender and value (ex. 0-2 boy and a 0-2 girl)
- While sorting determine gift value
- Based on your level of inventory determine the number of gifts each child can receive from each value level. (Ex. 2 small, 2 medium & 1 large)

SOCIAL MEDIA

Hashtag

- Use #GivingHope21

Photos

- Do not take pictures of children
- Ask permission of any parents or families prior to taking their photo and only from the back.
- Take photos of people serving.

Posting

- Be sensitive and respectful with your wording so that it is life giving and uplifting to those being served.
- Give an action step in your post for those that want to be a part (to be served or to serve)

FAMILY REGISTRATION PROCESS

- Family Registration Process:

- Family Registration Projections/Capacities:
- Registration Live Reports:
- Voicemail/Email Scripts:
- Determine the maximum number of Family applications that you want to allow to be completed for your campus. This should be based on the approximate number of families you feel your campus can accommodate for the event. (This can be increased or decreased at any time if needed).
- Communicate the number of maximum applications to Central no later than September 8th.
- The application can be completed as follows:
 - Families request assistance via email, phone call, or in-person.
 - Request directed to campus via campus specific outreach phone line or email address.
 - Campus vets family assistance requests.
 - Designated staff or Dream Team members enter families information into the Family Registration Brushfire link.
 - Family will receive a confirmation email once registered.
 - If you are working with a ministry partner, please obtain a list of the families that the ministry partner will be sending to us and register them using the link.
- Review the live report of registrations at your campus.

GIVING HOPE PACKETS

- Sponsors will have the option to do a contactless Sponsorship this year. They will register for their campus and pick which age range they would like to sponsor. Each campus will have access to see who has registered to be a sponsor.
- Sponsors will register and get a confirmation email with details on what gifts to get. They will be instructed to bring their items in a bag to the campus to drop off. Please be sure to have tags available at the station just in case they did not bring one.

Adoption Packets Quantity Guide

- See ratios below for the number of packets below.
- Don't limit people's generosity. Let them give as many gifts for each packet as they desire.

Use these ratios as a guide for creating packets

Age	BOY	GIRL
0-2	5%	5%
3-5	12%	12%
6-8	12.5%	12.5%
9-11	12.5%	12.5%
12 & up	8%	8%

Example from above percentages based on 100 children and 300 packets

Age	BOY	GIRL
0-2	15	15
3-5	37	37
6-8	37	37
9-11	37	37
12 & up	24	24

Packet Supplies (shipped by campus delivery)

- Envelopes
- Tags
- Beaded ties
- Bags
- 2 sets of Pre-printed labels
- Gift List

Packet Instructions

- Labels - 2 sets of labels: 1 for the envelope and a corresponding label for the tag
- Stuff Envelopes:
 - o 1 Shopping instructions (on google drive – edit contact info and print)
 - o 1 labeled Tag
 - o 1 Beaded Tie
 - o 1 Bag

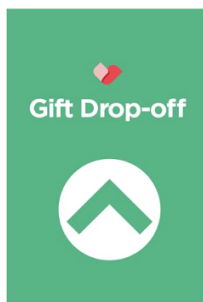
If you need additional packet supplies, please contact Central.

Drop off

Please have a designated area outside for people to drop off their items for Giving Hope on a Sunday.

Your Gift Drop-Off area should include the following:

- Gift Drop-off A-frame (will be mailed to those of you who ordered them from Creative. Details on these have been communicated to Campus Coordinators).
- Screenshot of A-Frame, for reference:



- Gaylord boxes (if your campus ordered them) wrapped in neat Christmas paper.

SHOPPING MALL SETUP & FLOW

Giving Hope Team Flow Guide

The Giving Hope Dream Team Check-in Guide is a separate document.

Background Checks

As you know we have three roles for Giving Hope that are hand selected. For anyone serving in the kids area a BGC is required. For the Giving Hope Host and Ministry Team a BGC is also preferred since they will have close relations with the families and their children's information.

Shifts and Teams

The following are a list of typical teams and shifts that would be needed for the Giving Hope event. Please use this as a guide for your campus. Once you have decided on your campus shifts and teams please communicate to Central.

Shifts

Depending on the number of families you are hosting your Christmas Mall may go longer than 4 hours if so consider

- Morning shift 7:30 to noon
- Afternoon shift noon to 4:30

Teams

The following are all potential teams that you may need to recruit for the event. Once you have decided on which teams you need, please communicate to Central so the sign up link can be built for your campus. Please communicate the number of spots you have for each team on each shift.

- Set Up Team
- Gift Inventory Team
- Greeter Team -
- Registration Sign-in Team
- Pre-school Kids Team (background check)
- Take Down Team

- Parking Team
- Facilities Clean Up
- Gift Wrapping Team
- Hospitality Team
- Shopping Buddy Team
- Ministry/Prayer Team
- Kids Check-in/out Team

Giving Hope Video

The video is to be viewed by families waiting to shop. After registration and check-in the parents can get refreshments and view the video where they will be presented with the Gospel of Jesus Christ. Have your prayer team available to connect and pray with families after viewing the video.

Giving Hope Music

Please use the playlist in the link below for Giving Hope.

<https://itunes.apple.com/us/playlist/christmas-party-music/pl.u-9JtkzbGy>

You will need an apple music subscription.

FOOD GUIDELINES

In the ministry area we recommend having refreshments for the families.

Below are some examples:

Chick Fil A Biscuit
Jack's Breakfast Plate
Oranges
Bananas
Granola Bars
Cookies
Fruit platter
Hot chocolate

PARENT GIFT

Parent Gift

Determine your budget for the parent gift.

Central Creative will be providing a white craft bag and a Christmas invite card.

Campuses will be responsible for coming up with a gift for Parents. Our recommendations are hot chocolate bags, brownie items, anything that can be a family centered activity.

It also may be a nice touch to include a handwritten note from the campus.

For the handwritten note we recommend something short, sweet, and from the heart. You can include service times for your campus or campus contact information if you wish.

GIVING HOPE HOST

Overall Responsibilities Document

Pre-Giving Hope Event:

- Contact Family (Parent or adult applicant) by phone as soon as you have received an assignment from campus.
- Follow up with Family the week after Invitations have been mailed to ensure they got the invite and answer any questions they may have.

Giving Hope Event:

- Greet Family as they arrive and escort them to the registration table.
- Escort Family to Kids Check-in area if their children are with them.
- Escort Family to ministry area for Gospel presentation, prayer and refreshments
- Escort Family through the Shopping Experience.
- Escort Family to Gift Wrap
- Escort Family to Child pick up
- Escort Family to Car

Call Script & Talking Points

Initial Contact:

- Introduce yourself as their Giving Hope Host (talk to the parent or guardian only)
- What to Expect Next: Invitation will be sent to their mailing address (verify) at the first of December. The invitation is their ticket to Giving Hope and it will give them the specific time to attend.
- At the Event: We will have childcare for their children, refreshments for them and they can plan to be there for approximately 1 hour.
- Ask if they have any questions.
- Ask if they have any prayer requests and ask if you can pray with them on the phone.
- Close the conversation and let them know you will be following up to make sure they got their invite.

Invite Follow up:

- Contact the parent and confirm that the invite has been received. Remind them to bring with them on December 11 th .

Post Giving Hope Follow up:

- Call and let the family know that you are thinking about them and praying for them.
- Ask if they have a church home that they regularly attend.
- Let them know about our Christmas Services and invite them to attend one.*
- Early January send a simple Highlands postcard just reiterating that you are continuing to pray for them and
- invite them to attend one of our church services with you.*

*If they expressed that they have a church they regularly attend then don't press the issue of attending ours but encourage them to stay connected with their church family.

FOLLOW UP

Connection Card

The Giving Hope Connection Card being collected at Saturday's Giving Hope Outreach will be the standard weekend connection card. Please use your normal method of sorting / scanning for these cards.

- Remove any prayer requests and provide that information to the Prayer Team for Saturday and on-going prayer.
- Sort the cards based on Priority vs Verify.
 - One stack priority (any boxes checked).
 - One stack verify (nothing checked).

Also, we will offer the text in option for Connection Cards.

Campuses equipped with a scanner:

- Write Giving Hope or "GH" on the top card prior to scanning.
- Scan your priority batch separate from your verify batch
- Scan the cards prior to any Sunday morning services to ensure they are kept separate.

Campuses without a scanner:

- Rubber band each verify stack together and each priority stack together. Label each stack with Giving Hope, and what type of stack it is (verify or priority).
- Hand deliver the connection cards to the Grandview Central Data Offices by 9am Monday morning along with your Sunday Connection Cards (please make sure they are separated, DO NOT COMBINE).