

60 Minutes to Understanding Your Role as Congregational Service Team Director

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Training Module Objectives

The congregational service team director supports congregational service teams by encouraging them to form and initiate activities that qualify for funding through the Care in Congregations® program.

- Section A: Essentials of Thrivent's Fraternal Care Programs
- Section B: Your Responsibilities
- Section C: Resources to Help You

Section A: The Essentials of Thrivent's Fraternal Care Programs

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Thrivent's Fraternal Care Programs

As the country's largest fraternal benefit society, Thrivent does more than offer financial services - it helps others. Over \$320 million is spent annually in outreach programs.

1

Care in
Congregations®

Through the Care in Congregations® chapter Care program, Thrivent Financial for Lutherans provides funding for Thrivent members to conduct fund-raising activities (including appeals/collections) and/or hands-on service activities to benefit a congregation or its related Lutheran institution(s). Members are encouraged to help the congregation in its ministry to the community. Funding comes directly from Thrivent Financial to the congregational service team's congregation.

2

Care Abounds
in
Communities®

Through the Care Abounds in Communities® chapter Care program, Thrivent Financial for Lutherans provides funding for members participating in community service teams. These teams are formed to conduct fund-raising activities (including appeals/collections) and/or hands-on service activities. Activities can benefit individuals, families, local communities or organizations that are exempt from federal income tax under section 501(c)(3) of the Internal Revenue Code, excluding congregations. Activity requests for funding are directed to the **chapter leadership board**.

3

Care in
Regions®

Through the Care in Regions® chapter Care program, Thrivent Financial for Lutherans provides funding for members of multiple chapters to come together, through community service teams, and work with their regional manager of Lutheran community services (MLCS) to address a significant regional need.

The Care in Congregations® Program

Congregational coordinator

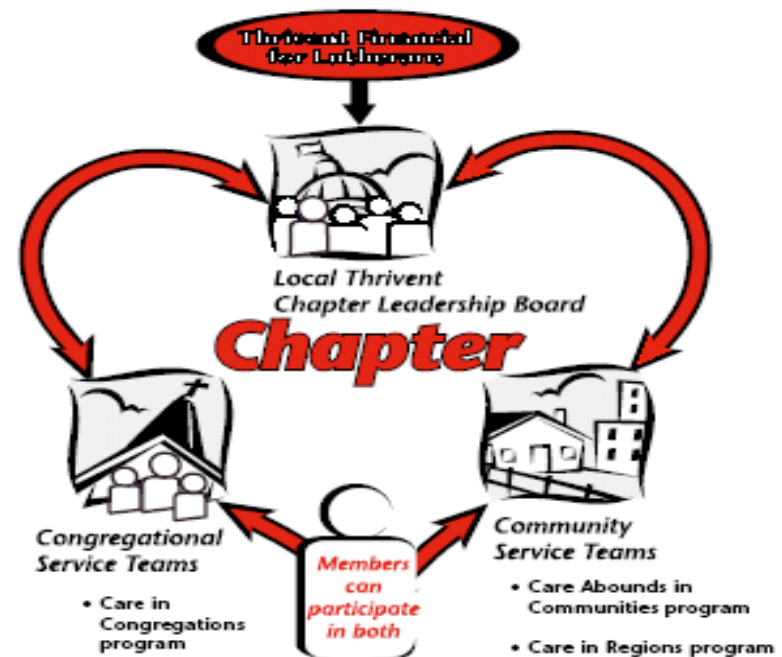
Congregational coordinators manage the Care in Congregations® program and encourage members to form service teams.

Service teams

To receive Care funds, service teams are formed to carry out approved fundraisers or hands-on service projects. The team must include at least one member from six different Thrivent Financial member households.

Congregational Service Team Director

You support and encourage congregational coordinators and service teams.



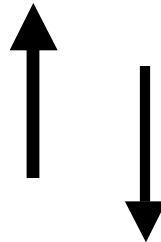
Section Overview: The Essentials of Thrivent's Fraternal Care Programs

Thrivent's Fraternal Care Programs

Care in
Congregations®

Congregational coordinators promote the program and engage members in program activities. To receive funds, service teams (6 member households) carry out approved fundraisers or service projects.

Care Abounds
in
Communities®



The Congregational Service Team Director supports these efforts.

Care in
Regions®

Section B: Your Responsibilities

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Duty 1: Train and Support

Give your congregational coordinators a solid footing by providing effective training and support:

- Schedule a local event or teleconference session to review program basics
- Provide your phone number and email address
- Invite coordinators to be your guest at chapter leadership board meetings

Important: Follow-up regularly to insure that activities are completed and reported to Operations Center.

Resources to understand the Care in Congregations® program:

- ❖ Care in Congregations® booklet. Found in your Chapter Leader Materials binder. The binder may be passed down from previous leader or you may order one online. Leaders can order the current booklet online or request one at 1-800-236-3736.
- ❖ Care in Congregations® online information at Thrivent.com, Thrivent Community, Chapters, Volunteer Leader Resources, Click on for Congregational Coordinators.
- ❖ Quick reference guides: Thrivent Community, Chapters, Volunteer Leader Resources

Duty 2: Recognize Volunteers

Volunteers who are appreciated and feel good about their work are much more likely to volunteer again, and they inspire others to volunteer too!

The key is to be personal, timely, and have a clear message.

Celebrate the completion of an activity by recognizing your volunteers.

- Send a personalized e-card or email
- Mail a thank you note
- Provide recognition certificates
- Present meaningful gifts, such as a special pin, bouquet, or framed photograph
- Donate in their name or place flower's on the church altar

Duty 3: Encourage Congregational Coordinators and Service Teams

First:

- **Encourage** congregational coordinators to order complimentary baptismal medallions and confirmation crosses
- **Encourage** congregational coordinators to explore Simply Giving® and Giving Plus®
- **Encourage** congregational coordinators to utilize Thrivent programs, such as Money Smart Kids
- **Encourage** service teams to identify needs and conduct projects
- **Encourage** congregational coordinators to display member benefits and project sign-up sheets at their church during Thrivent Awareness Sunday

Then:

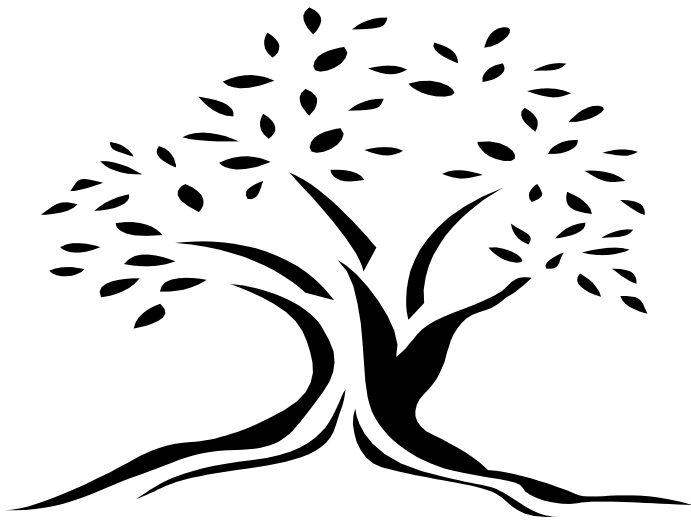
- **Follow-up** to congregational service teams to assure projects are completed, funded, and reported to Operations Center
- **Give feedback** to the chapter leadership board on the progress of congregational service teams
- **Evaluate** and monitor progress toward member engagement and members growth goals via congregational service teams

Duty 4: Enlist Volunteers

Monitor congregational coordinator vacancies in congregations within your chapter. When a vacancy occurs, support recruitment to ensure funding continues.

- Let potential volunteers know in what way their contact information will be used
- Get their consent
- Recruit volunteers who are comfortable with the Internet
- Remember, volunteers must be chapter members

Section Review: Your Responsibilities



Train: Train and support congregational coordinators.

Recognize: Come up with creative and thoughtful ways to recognize congregational workers.

Encourage: Encourage congregational coordinators and service teams to conduct activities to qualify for funding. Encourage them to order complimentary benefits, such as baptism medallions and confirmation crosses.

Enlist: Fill vacancies in congregations, so churches can continue to receive funding.

Section C: Resources to Help You

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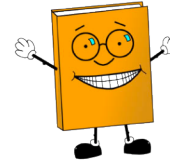
Online Resources

Get Started

1. Go to www.thrivent.com
2. Click on Thrivent Community
3. Log-on (register if new user)
4. Click on Chapters
5. Click on Volunteer Leader Resources
6. Go to Chapter Leaders
7. Click on Chapter Leadership Administration

What's There

- Quick reference guides
- Glossaries
- Online training, tutorials
- Chapter publications
- Chapter resources
- Visibility Toolkit



CHIP

Chapter Information Place

Your one-stop, online chapter reference tool:

- Congregational Service Team Director's roles and expectations
- Instructions on how to set up a teleconference
- Election essentials
- Recruiting tips
- How to fill vacancies
- Publicity tips
- Recognition ideas
- Information on chapter Care Programs
- Fraternal highlights and service center information
- Logo usage

And MUCH, MUCH MORE!

Helpful Telephone Numbers

National Fraternal Service Center

- Live help from the experts.
- 1-800-236-3736
- Monday-Wednesday: 8 a.m. to 10 p.m.
- Thursday-Friday: 8 a.m. to 7 p.m.
- Or, email them at fraternal@thrivent.com.

Training Module Review

Section A: Essentials of Thrivent's Fraternal Care Programs

- Fraternal care program overview
- The Care in Congregations® program

Section B: Your Responsibilities

- Train
- Recognize
- Encourage
- Enlist

Section C: Resources to Help You

- Thrivent online, CHIP
- Telephone numbers