

Start or revitalize a ministry in your church

QUICK START GUIDE



ADVENTIST COMMUNITY SERVICES



Quick Start Guide for Adventist Community Services

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Introduction

Adventist Community Services (ACS) is a humanitarian relief and an individual and community development ministry designed to fulfill the mission of the Seventh-day Adventist Church in the North American Division United States and Bermuda by serving communities in Christ's name.

Adventist Community Services is the community outreach ministry of the Seventh-day Adventist church in the North American Division territories which comprises the United States, Bermuda, Canada, Guam, and Micronesia. ACS serves the whole person, a concept known as holistic ministry whose mission is to "serve communities in Christ's name."

The Mission of Adventist Community Services

ACS is a key tool in helping Adventist congregations become visible within the community and known as an asset to the neighborhood. Through ACS, local Seventh-day Adventist churches can identify and address the needs of their community, neighborhood, or city. The ACS ministry program motivates, trains, equips, and mobilizes church members at a grassroots level. The mission of ACS is very simple: to serve communities in Christ's name.

Churches involved with ACS must serve communities without discrimination. ACS works directly with community groups to effect desired change, cooperating with other agencies and organizations in fulfilling their primary goals.

Values and Guiding Principles

ACS aims to develop continuing leadership education, build collaborative partnerships, and expand the scope of community services. Community-based program development includes a wide range of activities leading to improved health, economic and social well-being, and increased self-reliance. Through formal and non-formal education and training, ACS volunteers develop competence and skills in areas appropriate to community needs.

ACS HISTORY

- 1879 – Local churches begin humanitarian work through the Dorcas Society. Groups of women provide clothing, food, and money for families with temporary needs in the church or immediate community.
- 1953 – The General Conference broadens the concept of service to address the needs of an increasingly urbanized society. This new organization is named Health and Welfare Services by Seventh-day Adventists.
- 1970 – The name is shortened to Adventist Community Services.
- 2005 – Adventist Community Services International (ACSI) is reactivated in time to support and partner with the "Tell the World" initiative of the Seventh-day Adventist Church.



You can meet needs in your community by creating small-scale organizations that deliver essential services in areas where they are inadequate or nonexistent. Churches with a strong disaster response capability and a track record of effective response can often develop community service centers or other permanent programs in the aftermath of major disasters such as fires, floods, hurricanes, or tornados, as well as the results of major civil disorder, epidemics, or environmental pollution. Your church can also partner with community organizations and other churches to provide for day-to-day needs in the community.

Four Types of Social Services

As Seventh-day Adventists, we believe in the connection between body, mind, and soul. Social ministries offer the unique opportunity to address the spiritual needs of the person along with the physical. This holistic approach to ministry gives us the opportunity to share hope, help, and the life-transforming power of Christ with those we serve.

We must dwell in His will and follow His commands, teaching others to obey everything that Jesus commanded us. This is a biblical mandate for His disciples as we share Christ's love with the community. Through consistent community outreach ministries, we begin to knock down the barriers between churches and their communities. Through faith in action, Christians demonstrate servant leadership. We are to work for change in societal injustices that bring discrimination against race, gender, age, socioeconomic status, and so forth. By Christ's model of compassionate service and love, we could lead people to spiritual transformation.

According to Ronald Sider, Philip Olson, and Heidi Rolland Unruh (*Churches that Make a Difference*), the holistic ministry is a door to a trusted relationship in relief operations, individual and community development, and structural changes:

Relief involves directly supplying food, clothing, or housing to someone in urgent need—it is simply *to give a hungry person a fish*.

Individual development includes transformational ministries that empower a person to improve his or her physical, emotional, intellectual, relational, or social status—it is *to teach a person to fish*.

Community development renews the building blocks of a healthy community, such as housing, jobs, health care, and education—*to provide a person fishing equipment*.

Structural change means transforming unfair political, economic, environmental, or cultural institutions and systems. It is to make sure that everyone in the community has equal opportunity by *helping everybody get fair access to the fish pond*.



Social Ministry—Housing	
Relief	Homeless shelter, emergency housing
Individual Development	Homeownership seminar, credit counseling
Community Development	Affordable housing construction and rehabilitation
Structural Change	Lobbying against redlining and other unfair lending practices, suing slumlords to improve housing conditions

Social Ministry and Un-Employment	
Relief	Food pantry, clothes closet
Individual Development	GED tutoring, job training, budget counseling
Community Development	Day care center and after-school program for children of working parents, training in small business start-up
Structural Change	Advocating to raise the minimum wage and Earned Income Tax Credit, promoting tax incentives for job creation in low-income areas

Social Ministry—Family Brokenness	
Relief	Family crisis hotline, family services information, referral clearinghouse
Individual Development	Parenting classes, family counseling, divorce-recovery support group
Community Development	Legal-aid clinic that offers family services, family mediation court
Structural Change	Encouraging employers to adopt family-friendly policies

Social Ministry—Health	
Relief	Free immunizations, vouchers for medicines
Individual Development	Overeaters Anonymous support group, health seminars
Community Development	Community gymnasium, health clinic with sliding scale fees
Structural Change	Lobbying for affordable health insurance, antismoking campaigns



Through holistic ministry, we give people new hope, motivation, dignity, and self-esteem. Through the holistic community outreach ministries, we could heal the scars from past negative experiences and relationships. We need to pray for God's intervention in the holistic ministry that we are planning for our communities, listen to God's guidance, listen to the challenges of the people in our communities, and look for an opportunity to serve and connect. By doing so, we will truly experience the genuine fellowship that currently exists in the kingdom of God.

Program Priorities

Each local church must decide at which level it can best serve the community. If a church group becomes involved in too many areas, it runs the risk of having a presence, but no programs or services, not having sufficient resources to be a reliable neighbor in the community, running into difficulty recruiting volunteers, and establishing priorities based on the preferences of those providing funds rather than community need.

The success of an ACS organization and its impact as a credible ministry of compassion depends on finding a balance between:

- Community and local church expectations and needs
- Availability of competent people to manage the operations
- Quantity of resources available, including:
 - Volunteers
 - Finances
 - Facilities
 - Goods
- Degree of donor interest and support
- Quality programming that meets local needs

ADVENTIST DEVELOPMENT AND RELIEF AGENCY (ADRA) AND ADVENTIST COMMUNITY SERVICES

People often ask, "What is the difference between ACS and ADRA?" or "Why can't we call ourselves ADRA or merge our efforts into one organization?" While ACS is the channel through which local churches address the needs of their immediate community, ADRA is the official non-government organization (NGO) sponsored by the Seventh-day Adventist Church to provide international relief and development. ADRA receives funding and support from governments and companies that require it to maintain a separate administrative, financial, and program management structure from the church and its other institutions.



Organization

The following pages outline a number of formats for providing services to the community.

Remember that an organization is not a building; it is a network of people who combine their resources to help their neighbors by giving their time, abilities, money, and/or donated goods.

What Structure Will Work Best?

In addition to choosing how to serve the community, there is also a wide range of choices for developing your ACS organization. Each church can select the structure that best fits its needs and resources.

Local Church ACS Department. Departments operate under the authority of a committee appointed by the church. The church also elects a community services director who will play a key role in discovering the needs of the community, mobilizing a response from the church, program development, communication, and inter-organizational cooperation. In smaller churches, the community services director is the primary worker in this ministry. In larger churches, he or she is a facilitator, helping other members function as leaders in specific programs or activities.

Adventist Community Services Center. A center is an established facility that provides organized services to the general public on a regular, posted schedule. It can be located in the church building or in a separate building, but it must have regular hours of business and a public sign identifying it as a community service organization. A center operates programs that address specific community needs in addition to providing food and clothing, such as health screening and cooking classes. A center should also have a private interview room where trained personnel can talk with people about situations, needs, and available resources. A center is an organizational hub of individuals, small groups, and programs.

ACS SUPPORTS COMMUNITIES THROUGH:

- Food pantries
- Soup kitchens
- Clothing distribution
- Thrift stores
- Drug and alcohol abuse and prevention assistance
- Disaster response
- Crisis intervention
- Tutoring and mentoring
- Career training
- Job placement
- Refugee resettlement
- Health screening and education
- Family life and health education
- Older Adult Ministries for seniors and caregivers
- Primary healthcare for the medically indigent
- Ministries to the homeless and people with disabilities
- AIDS education
- Young Adult Emergency Services Corps
- Community chaplains
- Urban ministry
- And more



Adventist Community Services Agency.

An agency is a program sponsored by two or more local churches that operates from a neutral location and has trained paraprofessional or professional leadership. Like a center, an agency should have a private interview room where trained personnel can talk with people. Also like a center, an agency is an organizational hub of individuals, small groups, and programs.

Adventist Community Services

Federation. A federation is a training and empowerment network formed to support frontline leaders in community service ministries. Constituents of ACS federations represent ACS units, centers, and other ACS entities in a geographic area of a local conference. The federation goes beyond inspirational or ceremonial occasions and becomes actively involved in empowering leaders. Federation meetings should include a time for training and encouraging leaders. They should also include a time for sharing successes and challenges and creative problem solving.

ITEMS TO CONSIDER

1. Community needs
2. Potential for change in people's lives
3. Available expertise
4. Management capability
5. Existing organizations and structures
6. Needs of the church
7. Potential for sustaining programs

Community Assessments: Building Your Local Organization

Experienced community service leaders have found a community assessment essential for building a strong foundation for an ACS organization and offering appropriate and effective services. Below you will find a list of steps for building your organization which you may need to scale according to your church's or program's size. Following these steps will introduce you to resources, important relationships, and understanding of needs and community – assuring the best opportunity for success.

Demographic Study: Look up data about your community to gain a broad perspective of who lives there. Sources may include the U.S. Census Bureau, statistics from local government departments, or newspapers. Are there possible needs indicated from the information? Consider if there any hidden populations that may not be identified yet that may be in need.

Windshield Survey: Drive through your community in pairs (one for taking notes) and note what you see. Keep an open mind and try not to interpret based on what you already think is happening. Gather the facts of what you see. Remember: different times of day and days of the week will show different activity.

Information Interviews: Meet with community leaders and other community organizations in the area. Listen and learn about existing programs and resources, gaps in services, and trends in your community. These people may be interested in collaborating in the future.



Surveys: Based on what you've learned, administer a brief survey to the neighborhood, current clients, or others about their thoughts and observations.

A small group of persons should meet to review the data. If possible, include people who are trained in analyzing and interpreting data. Next, compile it into a brief report that describes the geographic area, its people, the most pressing social issues, and a menu of possible programs for consideration.

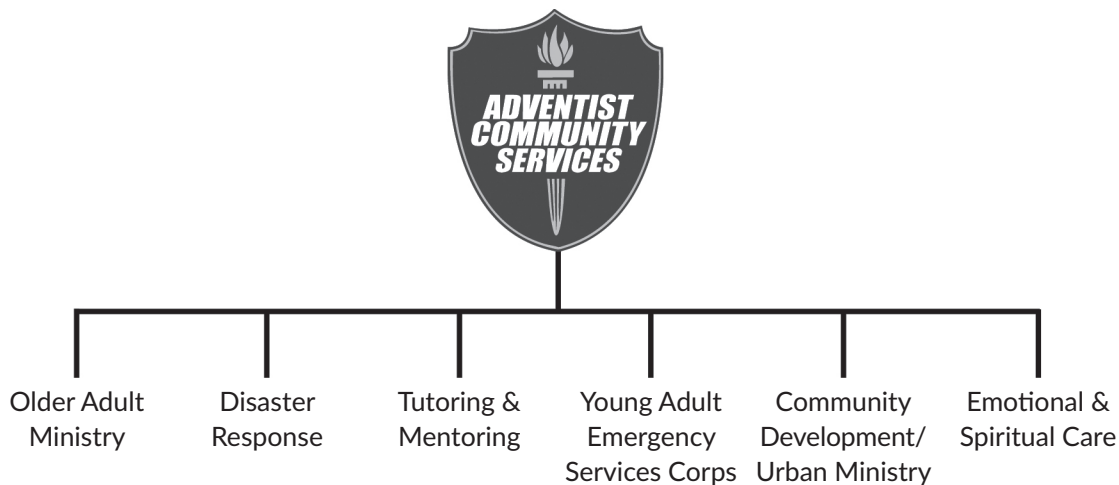
Consider whether the proposed programs appear to compete with or enhance existing programs. The planning committee should then use this information to decide what services their ACS organization will begin to provide.

THE ROLE OF NEEDS ASSESSMENT

ACS is a needs-driven organization. Unless your church gathers good information through a careful process, your leaders cannot really know what the community needs and or have the compelling vision and rationale necessary to organize an effective program.

Community Service Programs

Adventist Community Services provides services such as Disaster Response, Emotional & Spiritual Care, Community Development/Urban Ministry/Inner City Ministries, Older Adult Ministries, Young Adult Emergency Services Corps (YES), Hope for Humanity, and Tutoring and Mentoring Programs.



Each ACS organization will have to determine for themselves which programs to offer after praying for God's leading and completing a study of community needs and resources. Here is a description of the most common programs and services provided by ACS organizations:

Community Development/Urban Ministries. ACS Community Development Ministries provides assistance to individuals and families by addressing their physical, social, mental, and spiritual well-being. The basic need for food and clothing exists in many communities.



In the Adventist church the Dorcas Society, which is a part of Adventist Community Services, has historically focused on these basic social services. Most churches of every denomination provide this kind of essential service to the chronically poor, victims of disaster, or those in temporary crisis. If you need food or clothing to help people in your area, you can purchase or collect them from drives. In some cases, food banks collect overstocked, dented/poorly packaged, or mislabeled food in large quantities and make it available for non-government organizations to distribute. Your church can distribute it most effectively when you give recipients an opportunity to choose the type and quantity of food their family needs from what is available. You can collect and distribute clothing the same way.

IS YOUR COMMUNITY OR CHURCH RURAL OR URBAN?

The challenges and opportunities for churches serving in small towns and rural areas versus larger cities or urban areas are very different. In rural areas the needs may be more obvious and basic. In urban areas needs may be far more complex and obscure. While urban areas have more people and more resources, they are far more dispersed. In urban areas your ministry must compete with many others for volunteers, money, and goods.

You should not provide essential services without doing an interview and referral service. Those who can't meet their needs for food and clothing will have other longer-term needs as well. ACS organizations must strive to provide personalized service through carefully listening to each person's set of complex needs. A combination of programs providing needs assessment, information, referral, follow-up, and teaching advocacy and life skills will best address these needs.

This skilled personal attention is part of a basic service that everyone who seeks help from your community services organization should receive. Listening is an important part of understanding people's situations and truly knowing their needs. It affirms a person's value and demonstrates caring. By asking active questions, you can discern people's needs and help create a plan for meeting those needs.

Giving people referrals to other organizations helps them connect with resources they need that go beyond what your organization provides. People are often unaware of services that could benefit them or do not know how to access those services. Once you have made a referral, you should follow up to see what happened. Did the person receive the help they were seeking? Was it adequate? Often the process breaks down and you need to be an advocate for people to help them address any issues of unfairness or lack of attention.

Finally, this interview process provides an unlimited opportunity to minister to people—to share about your own struggles, to provide encouragement, and, if appropriate, to share Scripture and pray with them.

These basic services (food, clothing, and interviewing) serve as a foundation for all other helping programs.



Disaster Response. Natural and man-made disasters affect individuals and entire communities daily. Survivors need the assistance of others to relieve their immediate suffering and assist with their recovery. Compassionate people are invaluable in providing aid if they are properly trained and affiliated.

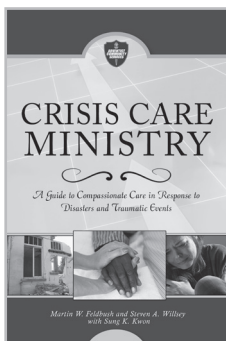
Adventist Community Services has a well-developed and respected Disaster Response (DR) ministry in the North American Division United States. ACS DR partners with other nonprofit organizations, governmental agencies, and the private sector to coordinate, cooperate, communicate, and collaborate in response to disasters. All disaster response and recovery entities recognize the necessity for individuals to receive appropriate training prior to responding to a disaster. Spontaneous unaffiliated volunteers often are more of a second disaster than a help.

If you or your church are considering a Disaster Response ministry, first learn more about which church members would respond, what roles everyone would play, when assistance would be needed, where you could be most effective, and how you or your church could get involved by attending an ACS DR training session. This training will provide information about the specific roles and responsibilities of the Seventh-day Adventist Church in disaster response. Next, work with your community to identify its needs and determine what resources are available to you. Finally, recruit and train DR teams that will be equipped to promote disaster preparedness and provide aid to disaster response survivors and responders in an efficient and effective manner.

ACS operates within a Statements of Understanding with the Federal Emergency Management Agency (FEMA), the emergency management agency of the U.S. government, the American Red Cross, and many state emergency management agencies.

Adventist Community Services is also a founding member of the inter-agency compact called National Voluntary Organizations Active in Disaster (VOAD) and the affiliated state VOADs. National VOAD is the primary forum used by more than 60 40 national voluntary organizations, emergency management, and business partners to exchange and share

Crisis Care Ministry



Created by Adventist Community Services
This book is your guide to crisis care ministry, which trains volunteers to provide emotional and spiritual care for survivors of disasters and traumatic events.
Product #113325
Available at AdventSource.org or 402.486.8800.

RESOURCE

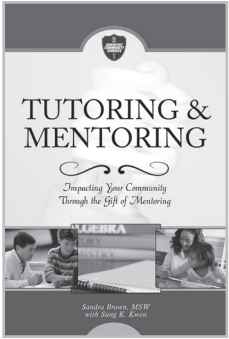
information, and to network and coordinate activities with each other before, during, and after disasters, resulting in less duplication and gaps in service and better collaboration and cooperation. ACS DR directors are encouraged to participate with their local county DR VOAD.

Tutoring & Mentoring. Educational success is vital to finding jobs in adulthood that pay enough to survive. Tutoring and mentoring programs can help students have success in school. Tutoring programs include volunteers who work in school or after-school study centers to help students learn basic concepts and complete their assignments. Mentoring means helping students find opportunities for growth and development as individuals. Study centers that are well equipped with tables, chairs, and reference books are inexpensive to set up and maintain. Adult tutoring and mentoring programs may also benefit the uneducated and working poor.

ACS Tutoring and Mentoring seeks to assist with the needs of communities by providing services such as teaching basic reading and writing, English as a Second Language (ESL) classes, and math and computer skills. The program also provides mentoring models to address growth opportunities as they relate to individual development. This program collaborates with the North American Division Office of Volunteer Ministries (OVM).

RESOURCE

Tutoring & Mentoring



By Sandra Brown

This is an early intervention program that impacts the lives of children and their families by providing volunteer tutors who supply the individual attention a child needs to achieve academic excellence. Learn how to assess community needs, acquire funding, recruit and train volunteers, and more.

Product #113330

Available at AdventSource.org or 402.486.8800.

Emotional & Spiritual Care. Crisis Care/Community Chaplain (Disaster Response) Initiative. Crisis intervention is a type of psychological first aid used to help enable coping among survivors of a disaster, terrorist attack, assault, or other traumatic event. It is a short-term helping process designed to facilitate stabilization, reduction of symptoms, return to adaptive functioning, and/or facilitation of access to continued specialized care. Interventionists may also serve as companions and advocates to assist survivors in receiving available resources after a traumatic event.

Crisis intervention volunteers must be trained in this special ministry. Such training runs the gamut from assisting individuals in crisis, group crisis intervention, and supporting grieving persons to applied ethics for this ministry. Required online training from ACS and the Federal

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Emergency Management Agency also deals with the scope and professional protocols for this work. This training is aimed at equipping students to provide emotional and spiritual care in one-on-one and group settings, as well as serving as part of crisis intervention teams. The primary training modules used by ACS were developed by organizations such as the International Critical Incident Stress Foundation, ACS, and others. ACS trainers are approved instructors with these organizations.

Older Adult Ministry. Older Adult Ministries coordinate education and services related to aging, health, finance, and social issues for seniors and their caregivers in the church and community in collaboration with community-based older adult programs. It provides services to seniors and those who work with seniors to nurture body, mind, and spirit. Its purpose is to encourage the active participation of leaders in thinking and planning programs with, and for older adults.

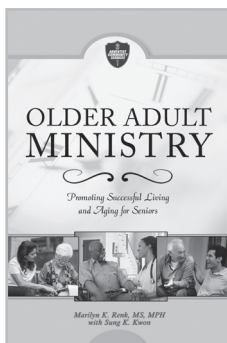
Young Adult Emergency Services Corps (YES). Involving youth and young adults can enhance your ministry. Working with teachers and Pathfinder and Adventist Youth leaders to encourage an attitude of service in young people will not only benefit the community, but will add a tangible dimension to a young person's relationship with their Savior. These experiences can contribute to a strong and enduring faith throughout a young person's life.

In some regions teens and young adults are trained in community service programs such as disaster response. You can organize youth service units in your area through your local conference, educational institutions, community service centers or agencies, and local churches.

CareOptions

CareOptions is an online caregiving resource platform targeting older adults and their families in our church community. This free family healthcare advisory program is provided by North American Division Adventist Community Services. Visit CommunityServices.org/CareOptions for more information.

Older Adult Ministry



By Marilyn Renk with Sung Kwon
Your church can reach this growing segment of the population by starting an Elder Care Ministry to seniors and those who work with them. Learn how to support and encourage caregivers, assess the needs of older adults in your church and community, recruit volunteers, and more.

Product #113315

Available at AdventSource.org or 402.486.8800.

Hope for Humanity

Hope for Humanity is all about every member engagement. As a ministry of Adventist Community Services, Hope for Humanity helps fund and support the engagement of Adventist congregations and their members in humanitarian and community initiatives that bring hope and wholeness to the people with whom they interface.

There are three clusters of ideas that shape the Hope for Humanity mission:

- First is the traditional **Ingathering** program which has existed for over 100 years and continues with great enthusiasm among significant numbers of our churches, and which Hope for Humanity continues to fully support and encourage.
- Next is **crowdfunding** that Hope for Humanity uses to empower church congregations and organizations to raise money for the causes and programs that engage our members in serving their communities. Crowdfunding is a 21st century method of raising money by creating simple donation websites that communicate and raise money for your projects utilizing the various avenues of social media.
- Third is an initiative called **“My Gift for Jesus”** which involves ministry action kits for meeting needs in your community.

For more information about Hope for Humanity, visit CommunityServices.org/hope-for-humanity.

Other Opportunities for Outreach

Whether large or small, every community has outreach opportunities. Listed below are ideas for programs and services that can be used worldwide:

- Adopt a family – assisting with food, clothes, household items, furniture, transportation, utility bills
- Child care – giving single parents an evening to go shopping or providing after-school care
- Back-to-school supplies – providing for a child
- Community kitchen – doing hands-on, small group, low-cost cooking (participants take food home to use during the month)
- Clothing program for prisoners on release
- Drug abuse prevention – especially among youth in the middle grades
- Sewing and mending service – includes quilt-making for those in need
- Family finance seminar/counseling
- Emergency food pantry
- Free medical clinic – includes dental, eye, podiatry
- Health screening – providing free blood pressure reading, BMI, grip-strength test, health age, stress profile, healthy lifestyle tips



- Health seminars on topics, such as healthy lifestyles, smoking cessation, depression recovery, grief recovery, cooking and nutrition, weight management
- Homemaker services – for seniors, single moms, the homebound
- Skills training – for those on social assistance or the working poor
- Phone a friend – for seniors or latchkey kids
- Baby layettes – for teens, single moms, economically challenged
- Meals on wheels – for seniors or the homebound
- Homeless initiatives – providing clothes, food, sports activities, operating a mobile clinic
- Community gardens – teaching the economically challenged how to grow and preserve food
- Home renovation – the working the poor, single parents, seniors, the disabled
- Healthy eating club – holding monthly vegetarian potluck with health tips
- Furniture bank – repairing and recycling furniture

Meeting Spiritual Needs Through Community Services

Through the ministry of community services, we often encounter individuals with spiritual needs. They may have concerns about whether there is a loving God, whether others still care, and even whether they are still persons of worth and value. These and similar matters may often arise in conversation, and when they do you will have an opportunity to help these people address these needs. In this task, however, you must remember that you'll you will often be working with vulnerable people in this ministry; they might not have the critical faculties they need for responsible decision-making, and you should not impose your beliefs on them. Even so, it is during times of crisis that people are often the most open to receiving spiritual nurture. Just make sure that when you do meet those needs, you do it in a way that is respectful and ethical.

It is our duty to serve people in the manner of Jesus, who came not to be ministered unto, but to minister to others. He provided care that was unconditional, care that simply came from a heart of love, and concern for those in need. He utilized a method of ministry that was intentional and ethical at the same time. You can see it outlined in the following quotation:

“Christ’s method alone will bring true success in reaching the people. The Savior mingled with men as one who desired their good. He showed sympathy for them, ministered to their needs, and won their confidence. Then He bade them, ‘Follow me.’”
(Ministry of Healing, p.143)

Jesus bathed His life in a prayerful relationship with His Father in heaven, and it saturated His life with a selfless love for others. Such an experience will also prepare us for a similar life



of service. Jesus always aimed His ministry at caring for the whole person; thus, He always incorporated these principles:

1. **Putting friendship first.** Jesus always began by simply being a friend to people in need; He liked being with people and socializing with them. As we take time to be with people, we verbally and nonverbally communicate our care and demonstrate God's love for them.
2. **Connecting with the heart.** While Jesus possessed great powers of intellect, He also connected with the human heart at an emotional level as He sympathized with those who were hurting. We too are called to a ministry of compassion for those who hurt. Our active listening and responses can also help create connections with both people's minds and hearts.
3. **Giving practical and relevant help.** Jesus' responses to others were specific to the needs they exhibited. He fed the hungry, comforted the grieving, healed the sick, and in general always responded with the practical help that people needed. As we care for the basic needs we perceive in individuals, we are often paving the way for people to deal with the higher issues that concern their minds, hearts, and souls.
4. **Building trust.** Because of Jesus' unconditional love for people, they learned to trust Him. It often aroused a spirit of inquiry in them and made them want to know more about Him and His message. While this was never a requirement before He would help anyone, it was often the natural result of the connection He had established with them. Creating a similar bridge of trust with the people in our work today will build the foundation of an ethical approach to spiritual needs care.
5. **Meeting spiritual needs.** Through various means, Jesus invited people to know and follow Him. In the Gospels we see Jesus doing this through prayer with people, conversation, words of encouragement, the counsels of Scripture, and so on. We, too, have a supply of interventions we can use to meet spiritual needs; these include:
 - Biblical/scriptural insight and education
 - Prayer (individual, joint, and intercessory)
 - Faith-based answers to the why questions
 - Faith-oriented social support systems
 - Assurance of God's presence and intervention
 - Assurance of divine forgiveness
 - Religious rituals and ceremonies
 - Spiritual and religious literature
 - And more!

As you form relationships, you can ask people often about their spiritual and religious needs and resources. Be willing to accept their lead, responding to what needs they have and not



imposing your own agenda. If the opportunity arises, you can use faith-based interventions such as those above to bring words of encouragement and speak a word of witness about a caring God.

Remember to follow Christ's method of ministry, and the Holy Spirit will guide you into many opportunities to serve and share God's love through deeds and words. There may be times when you cannot can't say everything you want to, but you can still live out a witness for Christ. Other times people may signal to you that they are they're ready to learn more about something that will help them to cope better, and you will be able to use Scripture or another intervention. Whatever the situation, just remember to be respectful and ethical and always follow Jesus' way of ministry.

Electronic Reporting

Free web-based "e-reporting" software makes it easy for Seventh-day Adventist Community service providers to register clients and record services provided to the community. The software also captures basic volunteer information, income, and expense information of local centers. Visit CommunityServices.org/e-reporting for more information.

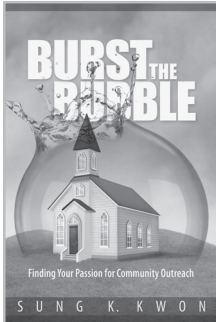
Conclusion

When we have a sincere compassion for others and allow Jesus to lead us, we will have many opportunities to offer God's encouragement, support, comfort, and unconditional love. Start where you can and He will multiply your unselfish efforts.



Resources

The following resources are available from AdventSource. For a complete list, visit AdventSource.org or call 402.486.8800.

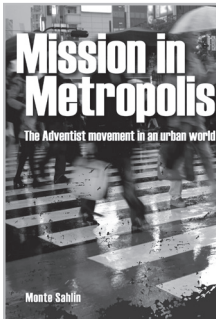


Burst the Bubble

By Sung Kwon

We must make the shift from just going to a church to being a church in the world around us. We must pray for God's intervention in our own lives, listen to people's struggles and challenges, and look for opportunities in the neighborhoods and communities that surround us to serve and demonstrate God's love. Only then will we witness real change—changes in lives and changes in our communities.

Product #419310

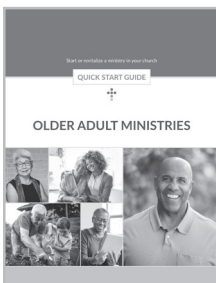


Mission in Metropolis: The Adventist Movement in an Urban World

By Monte Sahlin

This volume includes practical ideas for pastors, ministry directors, and congregational leaders. In a world where most people now live in a metropolitan area, this book provides a wide range of essential information for anyone serious about the mission of Christ in contemporary contexts.

Product #420395



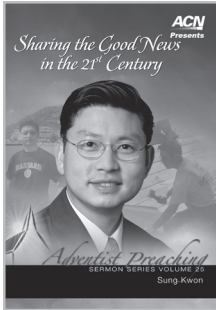
Quick Start Guide for Older Adult Ministries

By Brenda Dickerson

The 65-plus age group is currently the fastest growing segment of our nation's population. How is your church reaching out to older generations? This book is full of great ideas for starting a senior adult ministry in your church.

Product #420746



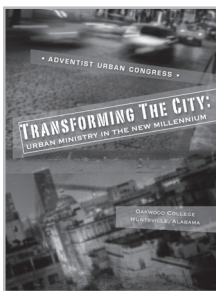


Sharing the Good News in the 21st Century

Featuring Sung Kwon

“It’s a different world” is a common response to the challenge of sharing the gospel today. Methods once practiced no longer work as well, yet our commission has not changed. In this volume of Adventist Preaching, Sung Kwon shares effective ways to live the gospel.

Product #660026

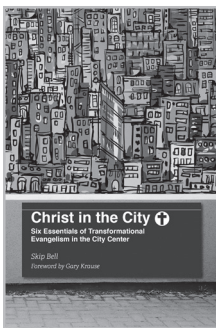


Transforming the City: Urban Ministries in the New Millennium DVD Set

Directed by Sung Kwon

This 8-disk DVD resource will help equip pastors, church administrators, and lay leaders on every level who are looking to acquire innovative skills and unconventional tools for leading congregations in community development.

Product #119150

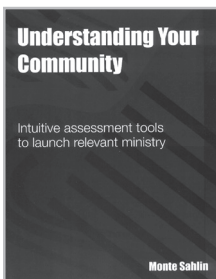


Christ in the City

By Skip Bell

The significance and challenge of the city for the Christian church is the question of how to go about sharing the Gospel there. It is easy to react to the changes happening in the city, to critique the influence it has on human culture. But critical responses to change do not constitute a positive witness. We cannot simply sound an alarm. Warnings are of little help when humans are shaping and defining new horizons in technology and striving to solve vexing problems.

Product #532132



Understanding Your Community Book and USB

By Monte Sahlin

This is a complete kit of tools for your community services program. Topics include increasing the visibility and impact of your ministry, how to know the needs of the people in your community, how to use demographics to improve your outcomes, and more.

Product #420455



The following resource is available from the Adventist Book Center at AdventistBookCenter.com or 800.765.6955.

Adventist Churches that Make a Difference

By Gaspar and May Ellen Colón

Adventist Churches That Make a Difference highlights various Adventist churches and church-based organizations around the world that are making a difference. The stories are interspersed with material that will equip your church to carry out, more effectively, Jesus' ministry method of reaching people: socializing, sympathizing, serving, and saving people.

Websites

- Adventist Community Services North America – CommunityServices.org
- Adventist Community Services International – SabbathSchoolPersonalMinistries.org
- Follow Adventist Community Services on Facebook – Facebook.com/AdventistCommunityServices

Leadership Courses

Visit CommunityServices.org for more information on these courses:

- Nonprofit Leadership Certification Program (NLCP)
- Community Services & Urban Ministry Certification Program (CSUMCP)
- 4Q Leadership Development



Adventist Community Services Code of Ethics

1. **Caring in the Spirit of Christ.** ACS workers are committed to caring for persons in need in the spirit of Christ who came not to be ministered to, but to care for others.
2. **Prepared for Competent Service.** ACS workers are committed to obtaining appropriate training and certification, as applicable, for the specific work to which they are assigned. They will never misrepresent their qualifications in order to obtain personal advantage and will work within the limits of their training, experience, and expertise.
3. **Respect for the System and Its Boundaries.** ACS workers understand that they are accountable within a system where there is oversight and supervision, and they are ready to mentor and support colleagues as appropriate. They observe the rules and protocol of Adventist Community Services, and the cognate private or public organizations with which they collaborate. They respect the roles and work of others in the chain of command, and will not seek to fulfill responsibilities assigned to others – unless requested to do so by a person with appropriate authority.
4. **Privilege of Serving Others.** ACS workers remember that it is a privilege and honor to serve in a ministry of care for persons in need; they do not serve for financial reward or any other personal gain. They never use the authority of their role to intimidate, abuse, or harass colleagues or those they are helping in any way. Nor do they make demands or ask for special favors when providing care and services.
5. **Confidentiality.** ACS workers hold in confidence personal information shared with them, unless the person in need gives permission to transmit this information in following ACS policy in delivering services and care. When information must be reported in compliance with the law, they will do this in the spirit of confidentiality and in consultation with only the appropriate authorities. In the case of urgent and needed referrals, they will transmit only information relevant to the situation at hand, and in consultation with the person in crisis.
6. **Respect for Choice in Matters of Faith.** ACS workers respect the beliefs of all individuals and will not take advantage of individuals during vulnerable periods of crisis or try to impose their beliefs upon them. Care will never be conditioned upon another person's religion or their response to faith issues.
7. **Interfaith and Public Collaboration.** ACS workers respect and respond to the need to collaborate with persons of other faith groups, and various community and public agencies, in order to serve the urgent needs of the broader community.
8. **Recognition of Limits.** ACS workers understand that they are trained in specific modalities of helping, and that there may be limitations to what they can competently do; when assessment indicates, they make referrals to specialists for further care.
9. **Self Care.** ACS workers recognize their own vulnerability when exposed to stressors and are alert to signs of compassion fatigue. They will care for themselves at all times, participate in team planning and support meetings, and accept care from colleagues.
10. **Attitude of Joyful and Solemn Responsibility.** ACS workers joyfully accept their calling, while maintaining an attitude of solemn responsibility; they remember that they are asked to care for people during trying times, to serve in the spirit of Christ, and to act to benefit the entire community.

Questions to Ask Community Leaders

1. What are the biggest assets in our community?

2. My church wants to help with some of the most important needs in our community. What are some of the important needs on which you think it might be a good idea for us to focus on?

3. What could a church group do that would really be helpful in meeting the needs you have listed? (Go through the list point by point to get specific suggestions for each item.)

4. Who are some of the influential leaders in the community we should interview with the same questions? Do you have contact information for them? May I tell them you referred me?

5. What do you know about my church? What is your impression of its contributions to the community in the past?

Community Services Survey

Dear Friend:

The Seventh-day Adventist Church in your community is endeavoring to become more involved in community life. We want to be of service to you and to the community by responding to your expressed needs. Please help us to identify these needs. Add any needs not listed. Thank you!

1. In which of the following services would you have an interest?

Please check the appropriate items below:

- Nutrition and vegetarian cooking classes
- Weight control seminar
- Visiting and praying for the sick
- Care for the elderly
- Clothing and food assistance
- Ministry in crisis (bereavement, grief, midlife, other)
- Marriage enrichment seminar
- Parenting skills for children and adolescents
- Youth and peer pressure management
- Mentoring and counseling program for youth
- Substance abuse counseling
- Classes on the meaning of life/my relationship with God
- _____
- _____
- _____

2. In your own words, identify the three most urgent needs in your neighborhood.

- 1. _____
- 2. _____
- 3. _____

3. If the services and activities you indicated were offered in your neighborhood, would you participate? YES NO

Community Services Director Ministry Description

Introduction

In His earthly ministry Christ worked out a pattern for His followers to copy. He “went about doing good and healing all that were oppressed” (Acts 10:38). Christ identified with the poor and oppressed. “He fed the hungry and healed the sick... By the good He accomplished, by His loving words and kindly deeds, He interpreted the Gospel to men,” comments Ellen White. “Christ’s work in behalf of man is not finished. It continues today. In like manner His ambassadors are to preach the gospel and to reveal His pitying love for lost and perishing souls. By an unselfish interest in those who need help they are to give a practical demonstration of the truth of the gospel” (Welfare Ministry, pages 56-57).

When a church serves the world it is an expression of the love of Christ to the world. It is the body of Christ serving the world’s needs and being used by the Holy Spirit as an agency of salvation.

The church was created for service. It serves the Lord in praise, serves one another in love, and serves the world in humility. “For we are his workmanship, created in Christ Jesus for good works” (Ephesians 2:10).

Duties of the Community Services Director

The major functions and tasks of the local church community services director include the following:

- 1. Discovering the needs of the community.** A needs assessment of your area should be completed every two or three years by visual inspection; using public, private and human services agencies such as police, fire, mental health and human services; by reviewing the news media; and by conducting surveys.
- 2. Mobilizing a response to specific concerns.** It is your responsibility to help your church identify social concerns to which it feels called to respond. Usually this decision will be made in the outreach or personal ministries committee. Once the decision is made you will have the task of getting the word out and rousing the congregation to action.
- 3. Organization of programs.** You will be asked to recruit volunteers and arrange details of entry events (activities through which non-members participate for the first time in a church-sponsored activity) and other social action projects. These will include health screening, aid for the poor, literacy and employment assistance, and inner city programs. You or a church-elected Disaster Response Coordinator may be responsible to coordinate disaster-related activities.
- 4. Establish cooperation.** The community services director is asked to work with other organizations in the community so the church does not duplicate services. Memorandum of Understanding have been established at national levels with non-profit organizations and private sector parties specifying what Adventist Community

Services will do in the event of major disasters and related to certain social problems. Similar agreements are needed in your area. This may mean that you, or someone you appoint, will meet regularly with interagency committees to represent the Adventist Church.

- 5. Communication.** You are the person the congregation expects to keep it posted about Adventist Community Services activities, as well as provide information on current issues. This means that you will want to utilize the personal ministries time once a month (as outlined in denominational policy), prepare announcements for the bulletin and church newsletter, and distribute a comprehensive statistical report at least once a quarter. Since the yearly “Hope for Humanity: Ingathering” and “Disaster Famine and Relief” appeals are a major source of funds for community services, the community service leader will want to be involved.
- 6. Reporting.** You are the person responsible to document community service statistics. Keeping records of the clients you serve, services you provide, volunteer statistics and financial records is important to you, your local church and the Adventist Church in North America. This information can provide operational transparency and assist with grant opportunities, volunteer recruitment and donation requests. With free web-based software, you can quickly and easily maintain these records.

ACS hosts free web-based reporting software to help you document your community service statistics. To learn more about the E-Reporting software, register your church, or join an instructional webinar go to the ACS website: CommunityServices.org

Recommendation: It is recommended that newly appointed directors participate in the Nonprofit Leadership Certification Program (NLCP).

The NLCP is designed to prepare successful executives and pastors for general management responsibilities and social evangelism. This intensive two-week program is taught by an outstanding group of professionals who teach attendees how to operate and minister effectively by emphasizing the distinctive character of nonprofit organizational operation and urban ministries. See CommunityServices.org for more details.

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Adventist Community Services

This Quick Start Guide for Adventist Community Services is full of important information to help you fulfill your responsibilities to your church. This guide contains a job description, instructions for getting started, tips for maintaining a successful ministry, troubleshooting suggestions, recommended resources, and more. Whether you're new to this ministry or an experienced volunteer, this Quick Start Guide will inspire you with lots of great ideas you can immediately put to use in your local church.

Other titles in the Quick Start Guide series:

- Personal Ministries
- Health Ministries
- Senior Adult Ministries

For a complete list of Quick Start Guide titles visit AdventSource.org



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