



## Love City Church Benevolence Policy

### Summary

LCC makes Benevolence funds available on a limited basis prioritizing based on the following criteria: 1) Those who are actively involved at LCC (giving, serving, regular attendance), 2) Emergency, one-time situations, 3) Matters of critical need (food, shelter, heat, etc)

All requests must be made through a web form at:

[www.lovecitychurch.tv/benevolence](http://www.lovecitychurch.tv/benevolence).

When a request is submitted, it is reviewed by the Director over Benevolence, in cooperation with the Pastoral Staff, and a decision is made based on the situation, available funds in Benevolence account, and, when necessary, in consultation with the Pastor or leadership member with additional knowledge of the circumstance.

At NO TIME is any attendee allowed to promise or guarantee benevolence funds to an individual. This process is the only way a person can receive benevolence from LCC. (The only exception to this process is at the specific discretion of the Lead Pastor or Executive Pastor due to extreme circumstances.)

### When we have to say “no”

We will not always be able to provide funds in every instance. When we are not able to do so, it is important that we respond with compassion and concern for the situation. This is an example of a template email for responding in these situations:

*Thank you for your benevolence request to Love City Church. At this time, we are unable to fulfill your request but want you to know that we are praying for your circumstance and wish you the best going forward. We also want you to know that we can offer a number of other resources free of charge to anyone in our community, and hope these may be of assistance to you. Among these resources are financial counseling, spiritual counseling, and more. If you would like to take advantage of any of these opportunities or if we can be of further assistance, please email [info@lovecitychurch.tv](mailto:info@lovecitychurch.tv) anytime.*

*Thank you again for sharing your situation and we look forward to serving you in the future.*

Love City Church

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PUBLIC INFORMATION WE COMMUNICATE ON WEBSITE follows on next page vvvvvvv

### **What is benevolence?**

Benevolence is a limited financial fund, made available by application only to Love City Church attendees and members of our local communities who are struggling financially due to unforeseen circumstances. Its purpose is to provide assistance with the basic needs of life only. When money is granted, it is given as a gift, and repayment is not expected. Money will only be given in the form of physical items, gift cards, or direct payment to a company - never as cash or check to an individual. However, if you are blessed in the future and would like to help someone else, you may repay the gift. It will be used to help someone else in need.

Applications are reviewed bi-weekly. Your request will be reviewed and you will be contacted if more information is needed. If your request is approved, it may take up to 2 weeks to receive funding.

### **What kind of help is available?**

Our concern for you is not limited to your financial situation. We care about your emotional, spiritual, and relational health, as well as your general well being.

Our response to your request MAY include:

Referral for spiritual, financial and/or general counseling

Limited financial support

Food bank referral

Other social service referrals'

Any and all requests are subject to both need and availability of funds, items, or other services.

Decisions are made at the sole discretion of Love City Church. (Priority is given to those who are faithfully involved at Love City Church and in one-time emergency circumstances.)

### **How do I make a request for help?**

If you believe your situation meets the above criteria, you may complete the application below. Once a completed application has been received, information on the application can and will be subject to review and confirmation that can include but not limited to contacting the parties listed on the application (Any false or misleading information in your application, will result in an automatic denial). Additional information may be required by the committee (you will be contacted by email if more information is requested).

Once the review is complete and a decision has been reached, the applicant will be notified of the committee's decision via email. In the case of no email address, the applicant will be notified via a letter on official letterhead. No approvals/denials will be given by phone, in person or, by any non-written means.

### **Questions on the request form**

Name

Email

Phone

Describe your attendance at LCC

Describe your financial situation (emergency, etc)

What is the deadline by which this assistance is needed (if there is one)?

What assistance are you requesting?

What amount of assistance are you requesting?

Describe your current employment.

If yes to above, where do you work?

Describe your family situation.

Describe the circumstances that have led to this need?

Do you currently receive any assistance? (Friends, family, churches or charities, government, etc) If yes, please describe briefly.

Have you received assistance from LCC previously? If so, when was the last time?

Is there anything else you want us to know?