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# MT. OLIVE OUTREACH MINISTRIES HANDBOOK



**Leaders**

Bishop Donoval Miller  
Pastor Annie Miller



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# MEMBERSHIP SERVICE MANUAL

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Mount Olive OutReach Ministries is always concerned about our members. Therefore, we have appointed staff to serve in various capacities within the Membership Services Department.

Our Membership Services staff operates as a "Customer Service Center" designed to meet the spiritual needs of our 200-plus members at Mount Olive Outreach Ministries Church. As our church grows phenomenally, our members must continue to experience the care and concern of their Pastor and First Lady. The Membership Services Department is one of the vehicles through which we can genuinely communicate our respects to our members. The Membership Services Department provides personal ministry during the most critical times in our members' lives, and this sends a clear message to our entire church that we are indeed committed to our members. We endeavor to meet the spiritual needs of our most valuable asset, YOU, our member!

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## "MEMBERSHIP SERVICES IS HERE FOR YOU"

This is not just another slogan; it is indeed the department's operation and motivation.

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# BENEFITS OF MEMBER SERVICES

**Below are listed the benefits that are afforded to you as a member of Mount Olive Outreach Ministries:**

1. Benevolence Fund
  - Food Assistance
  - Utility Assistance
  - Mortgage and Leasing Assistance
2. Baby Dedication
3. Hospital Care
4. Bereavement
5. Spiritual Guidance
6. Pre-Marital Classes





# BABYDEDICATION SERVICES

Baby Dedication is administered on the third Sunday of each month. You must call the Membership Services Secretary at least two weeks before the third Sunday. The Secretary will schedule a time for you to come in and meet with her to go over the policies and procedures. You must complete some paperwork before the event is on the calendar.

# BENEVOLENCE FUND SERVICES

Mount Olive OutReach Ministries' "Benevolence Fund" is a ministry designed to assist the Body of Christ with residential mortgage, rent, electric, gas, water, and food bills. The Benevolence Fund is a service for those who have experienced an unexpected interruption in their cash flow, which also brings financial challenges. Through our services, we can show you how to stand in faith for your finances. Two requests per year - once every six months. Assistance is solely based on the availability of funds. (Please note that all requests will be reviewed and responded to within 48 hours).

## ASSISTANCE IS BASED ON THE FOLLOWING:

- All Assistance is Based Upon the Availability of FUNDS
- Membership Tenure of at least three (3) months
- Member must be a Faithful Tither or Regular Giver
- Must be living a Righteous Lifestyle according to the Word of God based on the teachings of Pastor Miller
- Have not received Assistance within the past six months
- No CASH is given for Assistance (All Checks are made payable to the vendor)
- If the Husband and wife are members, both parties must initiate the request

## NO ASSISTANCE IS PROVIDED FOR THE FOLLOWING:

- Telephone Bill
- Automobile Payment
- Personal or Consumer Loan
- NSF (*Non-Sufficient Funds*)  
Checking Account Overdrawn
- Funeral Expenses  
*(Exceptions if the deceased is a member)*
- Out-of-Town Travel Expenses
- School Tuition and Daycare



## FOOD ASSISTANCE

A gift certificate will be purchased from a grocery store in an amount not to exceed \$200.00, depending on the following:

1. Number of Family Members, i.e.
  - a. One family member- \$50.00
  - b. Two family members- \$100.00
  - c. Three family members- \$150.00
  - d. Four or more- \$200.00
2. Food Service Limitations

## MORTGAGE AND LEASING ASSISTANCE

Assistance will only be given twice a year, every six months, depending on the need and the available funds, which are at most \$500.00.

1. Upon approval, the check will be made out to the Mortgage Company, Landlord, or lease; this information must be provided.
2. The lease agreement must be in the name of the member requesting assistance.

We will assist with only half of the Mortgage or a Rental amount.

## UTILITIES ASSISTANCE

When assistance is needed with utilities, the dollar amount and the condition must be reviewed. The dollar amount is not to exceed:

- a. Electric Bill - \$200
- b. Gas Bill - \$175
- c. Water Bill - \$50.00

# HOSPITAL CARE SERVICES

The Hospital Care Team is designed to assist members, their spouses, and children who are going through physical or emotional challenges. One of our care ministers will visit the family to learn how the church can assist. The care minister will pray the prayer of Faith with the family concerning their health.

If you or one of your loved ones is hospitalized, please call the Church's Office at (770)229-4938, and the Secretary will inform the appropriate staff personnel.



# BEREAVEMENT SERVICES

The Care Team will visit and pray for the members who have been saddened or hurt due to the loss of a loved one. The Care Team will encourage the bereaved family to give them strength during their time of weakness and see what assistance they may need. The Care Team is available to meet whatever spiritual needs of the family. If a member of Mount Olive should pass, and none of the family are members, it is still the responsibility of the Care Team Minister to visit the bereaved family.

If you have experienced a death in your family, please make sure you contact the Church's Office, which will fill out the Bereavement Form and report the passing to the Pastoral Staff.

# SPIRITUAL GUIDANCE

The Counseling Department of Mount Olive OutReach Ministries offers Spiritual Guidance to our members at no cost except for fees for books and materials. We are not professional counselors, but we are here to give you spiritual guidance from the Word of God concerning marriage and any other particular needs.

- Marriage
- Pre-Marital
- Divorce & Separation
- Grief Recovery
- Parenting
- Financial
- Spiritual Growth
- Abuse

You must contact the church's office to complete the spiritual guidance request form to receive spiritual guidance for any of the areas listed above. The Secretary will schedule your first session. If Spiritual Guidance is needed for other reasons that are not listed, you must contact the church's office to schedule an appointment.

# PRE-MARITAL CLASSES

Pre-Marital Preparation Classes are designed to give marital foundational truths to couples planning to marry. You must attend these classes if you want Pastor Miller or one of the Ministerial Staff to officiate your marriage ceremony.

Conditions must be met to be married by the Pastor or a Ministerial Staff of Mount Olive outreach ministries.

- One of the couples must be a member of Mount Olive.
- Preparation to attend the Pre-Marital Classes must be made at least 2 to 3 months before your wedding day.
- Call the church at (770) 229-4938 to schedule a time to complete the Wedding Application form and the form to attend the Pre-Marital Preparation Class.
- A date will be given to attend the Pre-Marital Orientation. Further information will be provided on the classes, books, and materials fees. You are also required to complete a pre-marital questionnaire.

# PRE-MARITAL CONDITIONS CONT.

- Upon completion of orientation, the Secretary will schedule a time for a Pastoral Staff member to follow up with you concerning your pre-marital questionnaire.
- Once the follow-up process is completed, you will gain clearance to attend the Pre-Marital Preparation Classes that a Pastoral Staff Member teaches.
- The Pre-Marital Preparation Classes are held for six weeks. Your attendance and promptness are vital for each session to ensure you receive all the information.
- Policies and procedures are given regarding your wedding day. You are expected to abide by the rules, and a signature is required to clarify your understanding of the policies and procedures.
- The Day of the Wedding: the ceremony must start promptly at the scheduled time.



# CHILDREN & YOUTH MINISTRY

We offer Children & Youth Ministry to our members' children. Our Children's Ministry is offered to children ages six to 12. Our Youth Ministry is provided for children aged 12 and older. Shortly, we will re-open our classes for ages six years and under.

**Children Ministry Services:** Every Sunday

**Youth Ministry Classes:**

Every Wednesday Night and  
Special Events held by the Youth Leaders

## OTHER SERVICES WE WE OFFER OUR MEMBERS

### **Annual Conferences:**

- Finance Conference
- Faith Conference
- Family Conference
- Healing Conference or Evangelistic Revival

**Mount Olive OutReach Ministries, Inc.**  
**We-Care Department**  
**Assistance Request Form**

**PLEASE COMPLETE AND SIGN:**

Name: \_\_\_\_\_

Male  Female  Age

Spouse: \_\_\_\_\_

Age

Children's Name (Currently living with you)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Male  Female  Age

Address: \_\_\_\_\_ Home Phone: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**If you do not have a home/mobile number, please list references below:**

Reference #1: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Reference #2: \_\_\_\_\_ Home Phone: \_\_\_\_\_

Where do you attend church regularly? \_\_\_\_\_

Are you a member of Mt. Olive OutReach Ministries, Inc.? Yes  No

What is your occupation? \_\_\_\_\_

Spouse Occupation: \_\_\_\_\_ Spouse Employer: \_\_\_\_\_

When is the best time to contact you? \_\_\_\_\_

**Please state the nature of your need:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**(In order to receive assistance, you will have to present proof of your bill. All requests will be reviewed and responded to within 48 hours. Thank you.)**

## **ADDITIONAL INFORMATION**

Aside from those mentioned above, are there any other types of needs that we can pray for concerning you?

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Through what other channels have you sought assistance?

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Have you sought to receive assistance through Mt. Olive OutReach Ministries Inc. in the past?

Yes  No

If yes, please explain:

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**TO PROCESS THIS INFORMATION, YOU MUST COMPLETE ALL REQUESTED INFORMATION STATED ABOVE AND SIGN YOUR NAME BELOW.**

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please do not write below this line.**

**-For Personnel Use Only-**

Application Reviewed By: \_\_\_\_\_ Date: \_\_\_\_\_

Application: Approved  Denied

Reason for Denial:

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**Pastor: Bishop Donoval Miller  
Church Phone # (770)229-4938**