

Subject: Benevolence		
Effective Date: 8/13/2026	Department: Crews/Finance	

PURPOSE:

At Purpose, we offer Benevolence to provide short-term, emergency support to our partners, while Crews help us care for them over the long term. We use benevolence as a tool to minister to people within Care through financial assistance. For people outside our church (not affiliated) who request any assistance, we connect them with local organizations, agencies, and ministries or through Outreach.

POLICIES:

A. Benevolence recipient guidelines:

- An active partner/attendee (people who call Purpose Church home)
- A Crew and/or Serve Team Member
- On the path to sustainability after the assistance
- Individuals/households receiving assistance from Purpose Church for the first time are prioritized.
- Individual/household may receive assistance no more than once every 12 months.

B. Prioritizing partners to assist, listed in the following order:

- Widows
- Single moms
- Families

Young single people with no kids are a lower priority, because they can be more flexible.

C. Methods of assistance:

- Utilities (water, power, gas, etc.)
- Housing (mortgage, rent)
- Automotive repair
- Food

We are not able to assist with: consumer debt, hospital bills, legal fees, hotel stays, or non-essential items, requests for cash or gift cards.

D. Assistance will be paid directly from Purpose Church to the vendor, on the individual's behalf. Payments will not be made to the individual.

PROCEDURES:

Application and Review:

1. Crew Leader/Serve Team Leader informs Coordinator.
2. Coordinator agrees to proceed with request.
3. Crew Leader/Serve Team Leader completes Benevolence Form (available on Planning Center). Form should answer the following questions:
 1. Relationship - who is in a relationship with this person?
 2. Involvement/Connectivity - are they members/attendees/visitors? Are they on the Serve Team or in a Crew? Have they started or completed Next?
 3. Context of situation - write a brief summary (1 to 2 paragraphs) of what led them to where they are currently.
 4. Sustainability - are they self-sustainable or sustainable in the near future?
 5. Need - be specific and identify the need. Collect any supporting documentation (i.e., statements).
 6. Next Step(s) - identify the next practical steps. Is it in the form of assistance, or is it a Financial Crew, or is it budgeting tools/resources?
 7. Are they submitted to the advice received by their Crew/Serve Team Leader?
 8. Recommendation - be specific and list your recommendation. Are you agreeable to Purpose Church helping with part of the need or the full amount?
4. Approval Process:
 1. After reviewing the submission, Crews Director may ask for more information.
 2. Crews Director provides Crew/Serve Team Leader with approval or declination within seven days.
 3. Crews Director documents the need and assistance, copying Admin Director.
 4. Crew/Serve Team Leader informs recipient and proceeds with handling the request via Check Request (available on Planning Center) or purchase through Divvy card (assisted by Crews Director).

Accounting notes:

The Crews Director will own and manage the Care/Benevolence application budget. They will have access to the Care/Benevolence budget on Divvy/Bill, with funds added as needed. It will be the Crews Director's responsibility to ensure their card is not linked to the account for future payments. Approval email and any documentation must be attached to the transaction in Divvy/Bill.

On any card transaction/check request/invoice, the description field must include the type of assistance received and the person's name receiving the assistance.

Church Staff will note instances of Benevolence on an individual's/household's CMS profile, and will document all Benevolence assistance for reference.

Walmart Gift Cards - Overview of Process:

Walmart gift cards may be available for use in Care situations for active Crew/Serve Team Members. These cards are intended to be more than good gestures and should be aimed at alleviating an immediate need. Our focus is placed on single moms, widows, families, and spouses of deployed military. Cards will be purchased in bulk (denominations of \$50) by the Admin Director and available through Purpose HQ.

Walmart gift cards are not something we extend to unaffiliated individuals. Financial requests from those we do not have a relationship with are pointed to community resources.

These cards are to be used in conjunction with, not in place of the Benevolence Request Process, above.

WALMART GIFT CARD GUIDELINES	
DEMOGRAPHICS	GUIDELINE AMOUNT
Widow or widower (with no children)	\$100
Single parent (with 1 child)	\$150
*each additional child	\$50
Married couple (with 1 child)	\$250
*each additional child	\$50

As with any other Benevolence request, the Admin Director should keep a running log and total of who has received assistance, type of assistance, amount paid, and date.