



Support Raising Ministry (SRM) Policies - September 2020

(go in effect January 1, 2021)

Full Support Definition

Being at "Full Support" is defined as having
[Monthly donations + (MA Balance/12)] which equals your Monthly Funding Goal
&
an MA Balance which equals 1 Month of your Monthly Funding Goal

Minimum Expectations

- SRM hours are at least 5% of all working hours
- 1 ask for financial support monthly
- 3 mass communications per semester (8+ yearly)
- Yearly personalized supporter communication
 - 2 thank yous
 - 2 connections (call, meeting, text, etc...)
- Keep up-to-date information
 - Current financial goal
 - Average monthly income
 - MA balance

Health Inventory

- To be completed twice a year, ideally at mid-year and end-of-year evaluations
- Use SRM health inventory to identify 3 goals for improvement in SRM work.

Monthly Financial Reports

- Each month the finance department will send a report to supervisors which includes the following information for each staff:
 - Monthly goal
 - Total raised in each of the last 12 months
 - Total raised in all of the last 12 months
 - Percentage of SRM goal the staff has raised in the last 12 months
 - Color score that represents current projected level of full funding.
 - GREEN = Full Funding
 - YELLOW = 6-11 months of projected full funding
 - ORANGE = 1-5 months of projected full funding
 - RED = <1 month of projected full funding

Standards

(For career staff after first full year on staff)

Green = 12 months of full funding

- Plan:
 - SRM Minimum Expectations
- Accountability:
 - Direct supervisor - provides support and direction for SRM Goals
- Assessment:
 - SRM Health Inventory taken twice per year (score = Good or Excellent)

Yellow = 6-11 months of full funding

- Plan:
 - SRM Minimum Expectations
 - Additional expectations:
 - Time spent weekly on SRM = minimum 10% of staff's working hours
 - 1-2 asks monthly
- Accountability:
 - Direct supervisor - Intentionally checks in monthly on staff's SRM goals and tasks
- Assessment:
 - SRM Health Inventory taken twice per year (minimum score = Acceptable)
 - Monthly SRM assessments completed by direct supervisor
- Optional: SRM coaching

Orange = 1-5 Months of Full Funding

- Plan:
 - SRM Minimum Expectations
 - Additional expectations:
 - Time spent weekly on SRM = minimum 15% of staff's working hours
 - 2-4 asks monthly
- Accountability:
 - Direct supervisor - intentionally checks in monthly, offers SRM guidance and direction
 - SRM coach - 1-2 meetings monthly to develop strategy and be held accountable to expectations (works in collaboration with direct supervisor)
- Assessment:
 - SRM Health Inventory taken twice per year
 - SRM Report completed by staff before every coaching meeting
 - SRM Update completed monthly by SRM coach

Red = 0 Months of Full Funding

(Not receiving full paychecks)

- Plan:
 - SRM Minimum Expectations
 - Additional expectations:
 - Time spent weekly on SRM = minimum 25% of staff's working hours
 - 5+ asks monthly
- Accountability:
 - Direct supervisor - intentionally checks in monthly, offers SRM guidance and direction
 - SRM Coach - 2 meetings monthly to develop strategy and be held accountable to expectations (works in collaboration with direct supervisor)
- Assessment:
 - SRM Health Inventory taken twice per year
 - SRM Coaching Report completed by staff before every coaching meeting
 - SRM Coaching Update completed monthly by SRM coach
 - SRM Improvement Plan developed with direct supervisor, staff & SRM coach
 - 3 month duration
 - Clearly outlined list of goals with monthly benchmarks to be met
 - Designated outcomes if tasks are not met by the end of the improvement plan

Supervisor Discretion - A supervisor holds the discretion to initiate or waive any of these interventions based on their assessment of staff's level of effort in support raising.