

Covenant Church

Short-Term Mission Trip Team Leader Guide 2019



**Covenant Church
Global Outreach**

Introduction

Thank you for being available to lead a short-term mission trip at Covenant Church. We pray that the Lord will use you as you lead the team, and that you will have an increased heart for the nations. This manual will help you in your preparation and execution of the outreach.

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1. Global Outreach Staff and Responsibilities

The Global Outreach Office and staff is there to help you with planning, training, execution and debriefing the team. Please connect with the right person for the questions you have or assistance you need. If you are not certain who to connect with for the question you have, contact Jennifer Hemink and she will direct you to the right person.

GO Office	252.355.0123	Mon-Friday 8am-5pm
Director Jeremy Griffin	jeremyg@covenant.cc 252.548.7339 cell	<ul style="list-style-type: none">• Overall logistics of trips• Team Leader Training• Training Material• One Day Training• Liaison with team leaders• Commissioning• Debriefing
Admin Jennifer Hemink	jenniferh@covenant.cc 252.717.0469 cell	<ul style="list-style-type: none">• Applications and registration• Finances• Transportation• Flights• Communications• Prayer
Community Engagement Melissa Norris	melissan@covenant.cc	<ul style="list-style-type: none">• Debriefing• Training• Local service next steps

2. Team Leader's Qualifications and Responsibilities

Qualifications

- Be a dedicated follower of Christ.
- Attend Covenant Church on a regular basis.
- Be a member of Covenant Church or seeking membership.
- Be in a small group or leading a small group.
- Has been to the country at least once before on a Covenant Outreach.
- Be a flexible and godly servant role model for the team.

Pre-Trip Responsibilities

- Spend time in personal prayer and devotion.
- Assist the GO office in approving the team members.
- Pray for your team members, mission field, and project.
- Encourage to recruit additional team members.
- Serve as the contact person with GO staff and hosts.
- Follow up with team members to ensure they are completing their assigned tasks.
- Plan and run team meetings.
- Assign responsibilities to each team member, including a co-leader if necessary.
- Distribute, collect, and verify all forms.
- Verify that all travel arrangements are made.
- Verify that money is collected.
- Listen and respond to the needs of the team, missionaries and national hosts.
- Ensure the team completes team training.
- Ensure the team is present for the commissioning service.

On-Field Responsibilities

- Serve as mediator and main communication person between team members and missionaries/local leaders.
- Be aware of the physical, emotional, and spiritual health of each team member.
- Ensure that team devotions and debriefings occur regularly.

Post-Trip Responsibilities

- Complete the debriefing forms and return them to the GO office.
- Debrief with the Director of Outreach within a month of returning home.
- Arrange at least two debrief meetings with the team.
- Thank the hosts after returning home.
- Write a one-page report about the outreach and submit it to Jennifer Hemink within two weeks of arriving in the U.S.
- Return team money to the GO office with all receipts and a spreadsheet of expenses.
- Share the names of team members interested in future outreaches with the GO Team.
- Ensure that the team follows up with individual supporters to thank them for their support and to share their experiences, how God used them, and what He taught them.

Co-leader's responsibilities

It is beneficial for a team leader to have a co-leader. It's part of Covenant's discipling process. They will:

- Help with the planning and execution of team meetings, training, and team preparations.
- Carry some of the team leader's responsibilities.
- We suggest that the leader deals with the logistics, schedule, and execution of the outreach, while the co-leader takes care of the spiritual health of the team (devotions, prayer and debriefing).

3. Mission Trip Administration

1. Asana

The GO office uses an online project management application called **Asana**. As a team leader, you will be invited to this application. All responsibilities listed in the “**Team Leader To-Do List**” are copied to this program and the team leader’s responsibilities will be assigned to you with a short explanation, opportunity to comment, and a box to check when the task has been completed.

2. Dropbox

As a team leader, you will be invited to a Dropbox folder (if you are not currently using **Dropbox**, please register and download the application at www.dropbox.com). This folder contains all the files, documents, and information for the outreach, including copies of the airline tickets, passports, and the documents mentioned in the training section below. If you want the co-leader to be added to the list of persons with permission to this folder, please contact the GO Team Administrator.

3. Managed Missions

The GO Team uses the administrating online management application called Managed Missions (www.managedmissions.com). As team leader, you can:

- Access the personal information of team members.
- Schedule meetings for your team.
- Add upcoming tasks and fundraising goals for the team (usually the GO office will add the fundraising goals for the team).
- Track the fundraising goals of the team members.
- Send emails and reminders to the team.

Team members can update their personal information, access team meeting information, tasks and goals and track their fundraising goals. They can manage their Public Profiles (see the Appendix for the instructions how to do that) for them to receive online donations.

4. Social Media

The GO team will create a Facebook page for your team. All team members should join this page. Post your pictures and prayer requests on this page.

- We do not post pictures to Facebook while in India!
- Please refrain from negative comments about travel or our travel agent on social media.

4. Training and Meetings

Every outreach has three parts: before, during, and after the trip. Our experience is that when a team spends enough time together as a team *before* they are on a trip, then the outreach is more significant for all involved.

As a leader, there are two main sections of training:

1. **One Day Training:** During this day, teams receive a generic training that is applicable for all types of teams. Various staff members and previous team leaders will lead the training. All team members must attend this meeting.

We'll go over these documents at the training:

- Waiver and Release Form: If there are minors on the team not accompanied by their parents or legal guardians, then the form should be sent home with them to be completed and returned at the next team meeting.
 - Background check
 - Minors on an outreach and travel permission document
 - Minor consent form
2. **Four Team Meetings Before the Mission Trip:** As a team leader, you should have at least four team meetings before you travel. Please inform the GO Team administrator if you need a room reserved at Covenant.
 - a. See schedule on the next page.

Before the Short-Term Mission Trip Meetings Schedule

Date	For each meeting go the team Drop Box folder and print the material to review
	<p>1 Introduction Meeting (when the team is finalized – 5 months from the outreach)</p> <ul style="list-style-type: none"> - Explain the purpose of outreach - Explain the host ministry you are going to work alongside - Explain budget and payment schedule - Read “Short Term Mission Trip Financial Policy” - Share date and time of the one day training - Plan the next 3 meetings
	<p>2 Culture and Team Role Meeting (3-4 months from the outreach)</p> <ul style="list-style-type: none"> - Visa Application for India and Ethiopia (GO Team will assist you if needed) - Fill out the applications requirements for hosts’ ministries (India Gospel League, Sport Friends, and Operation Joshua) - Review “Foreign to Familiar” book - Explain country and cultural specifics - If the hosts have an in-country guidebook, review it - Assign Team Roles, explain the dress code for the country - Engage in some language learning
	<p>3 Organizational Meeting (2-3 months from the outreach)</p> <ul style="list-style-type: none"> - Have a team building activity - Review Team Roles - Determine what devotional to use, and share the outreach schedule - Discuss any ministry material that needs to be developed, understood or purchased (i.e. VBS material, medical supplies) - Discuss packing
	<p>4 Logistics Meeting (month the team departs)</p> <ul style="list-style-type: none"> - Meet with Jennifer Hemink BEFORE you have this meeting - The GO Team will review and prep you for this meeting - Review trip schedule - Discuss required on the field debriefing - Discuss team packing (if applicable) - Travel Details: Transport to airport and back, hand luggage restrictions, packing list, flight ticket, luggage info

5. Finances and Fundraising

Budget

- Financial administration of the outreaches is a shared responsibility between the GO team and the team leader. Fund raising is the responsibility of each team member.
- When promoting an outreach, an approximate budget is given depending on airfare. The budget has been calculated upon the perceived price of airline tickets, training transport, accommodation, meals, ministry expenses and miscellaneous expenses. Once the airline tickets are booked, the GO Team will work with the team leader to finalize the budget. A budget calculator (see Appendix) is used for this purpose.
- Only send the budget to your team after it has been finalized.
- The final budget includes the payment schedule for the team members.
- Jennifer Hemink tracks the amounts due and dues dates to the team. She also tracks each person's fundraising, and informs them if they are behind on their goals.
- Team leaders do not have to track each person's fundraising but they should be aware of where each person is at in the overall process.

Short-Term Outreach Financial Policy and Friendraising

During your the first team meeting, you should cover the training session Friendraising. If you are not comfortable in doing this as a team leader, you are welcome to invite one of the GO team members to lead this training.

The following should be stressed in the training session:

- Fundraising letters should be sent out as soon as possible after the first training session.
- **Third party fundraising applications (like www.gofundme.com) are not allowed to be used.** The reason for this is that donations to Covenant are tax deductible, while donations to individuals are not.
- The only online funding application members can direct their funds to is Managed Missions. If they want to do an online campaign, their donors should be directed to Managed Missions.
- Make sure the team members have the latest Donor Contribution forms to send out with the fundraising letters.
- In all the fundraising letters, the following sentence must be added: *"If for some reason, I am unable to participate in the trip, or if I raise more than enough funds, your gift will be used to support the short-term missions program of the church."*

Money on a trip

- Keep track of expenses every day. If you keep all your receipts in a bag and don't look at them until the end of the trip you are likely to forget the expenses. We recommend spending 10 minutes a day going over your budget, keeping track of your money and writing down your expenses.
- At the end of the outreach, reconcile the finances and receipts in the spreadsheet given to you from the Global Outreach team.
- Put all the receipts in order matching the items in the reconciliation form.
- Staple the receipts to the form in the top left hand corner.

- If you do not get a receipt for an expense, write the expense was on a piece of paper and state “No receipt given.”
- If your reconciliation doesn’t match the amount of money issued at the beginning of the trip and you lost team money, you’ll have to personally pay for the missing amount.
- When you land in the airport, we recommend changing half of the team money into the local currency. Keep the documentation from the currency exchange. Change the remaining half at a bank that the host recommends.
- List your expenses in the local currency in the financial reconciliation. For example, you do not need to note the cost in Birr and US Dollars for each expense in Ethiopia, but only list the expense in Birr. But if you spend US Dollars, list that amount in US Dollar on the form.
- IF you give a financial gift to a host, we recommend it not be more than \$200. Please do not give the gift publicly or in front of the team. Give it to them in a card privately. Fill out the “Gift to Host” form and have the host sign it for accounting purposes.
- If you have team money left over, and if you go under budget with your expenses, do not give the remaining amount to the host or someone else in-country. Covenant already supports almost all our hosts. Do not give the remaining amount away because you may have more expenses returning home. If you miss a flight connection and need to stay in a hotel, your extra money will have to cover these expenses. We’ve had teams have \$700 left the last day of the trip, and they gave the money to the host as a gift. But then the team had travel delays that cost more than \$700 and Covenant had to pay for all the extra charges.
- Every team has an airfare and travel buffer amount. That money is not to be spent on anything but team travel emergencies and issues that go above and beyond what is normal on the trip: flight delays, hotels, taxis and food during a travel delay, health emergencies, or issuing an emergency passport if a passport is lost or stolen. The buffer is not free money but is there for protection for the team.
- Wiring money: For the DR, Lebanon, Ethiopia Sports Friends and India the Global Outreach team wires money from the team budget to the hosts in advance. With New Life Faith Ministries in Ethiopia and all Greece trips, the teams take almost all the money for in-country expenses with them.
- When staying at an AirBnb that the Global Outreach team books for the team (usually in Greece), do not pay anything to the AirBnb host. All payments are done through the Airbnb website ahead of time, and no cash is to be directly transferred to AirBnb hosts.

Short Term Mission Trip Financial Policy

Covenant Church

Costs: The Global Outreach Team works with Covenant's international ministry partners to determine the cost of mission trips. The cost of the trip is kept to a minimum with no hidden fees. The advertised cost of the trip is approximate and can change depending on airline ticket prices, accommodations, ministry costs, meals, and travel costs. An early bird rate is given to individuals when they apply for the trip on Managed Missions and submit their deposit by 5pm the day of the application deadline. If the application or deposit is turned in **after** the deadline, the trip cost increases \$200 per person.

Deposits: A \$250 deposit is due at the time of application. This deposit can be made by check to Covenant Church or through text to tithe by texting "\$250 GO" to 252-200-3303. The deposit is non-refundable, with the only exceptions being if the individual is not accepted on the team, or if the trip is cancelled.

Fundraising: No third-party fundraising websites can be used except for Managed Missions. During fundraising, team members use the two provided fundraising forms: the contribution form and the fundraising letter found on the Managed Mission website. All money raised by a team member is for the overall team budget. If additional money is raised, those funds cannot be used for a team member's preferences, or for any of their future outreaches.

Purchasing Airline Tickets: Team members must begin fundraising immediately after submitting their application. Airline tickets are purchased six weeks after the application deadline. **The total cost of the airline ticket is due six weeks after the application deadline.** If this cost has not been fundraised after six weeks, airplane tickets will not be purchased for individuals. They will not be permitted on the trip, and whatever funds were raised are non-refundable and will go into the mission trip subsidy account. For families of three or more going on the same mission trip, they must have raised a minimum of 50% of the cost of tickets or they cannot go on the mission trip.

Additional Money:

Money not spent by the team and money fundraised beyond what is needed goes towards the short-term mission trip subsidy account. The team must not spend more than budgeted. Money raised above the budget can only be spent with permission of Seedcasters, and only for the purposes of mission trips.

Withdrawal or Cancellation:

If an individual is accepted on a trip and withdraws before airline tickets are purchased, their deposit will **not** be refunded. Any funds raised are non-refundable, also. This money goes towards the mission trip subsidy account. If the trip is cancelled at any time, individuals can be refunded their deposit, but any fundraising is non-refundable. Individuals can use their deposit and fundraised funds to go on a different trip within a two-year period. The funds can also be transferred to an immediate family member (spouse, parent, child or sibling) going on a trip.

If this policy is not followed, donors risk not receiving a tax receipt and the team member may not be allowed to go on their current or future mission trip. - Approved March 2019

6. Traveling

Flights

The GO office works with the travel agency Raptim to book flights. Tickets are purchased after the short-term outreach team is confirmed, and everyone on the team has at least their deposit submitted. Please note the follow with flights:

1. All teams must use the Raptim travel agency for booking flights.
2. Teams are not permitted to fly out of an airport outside of North Carolina unless approved by the Director of Outreach.

Accommodations

In the Dominican Republic, Ethiopia, Lebanon and India, the hosts provide the accommodations. In Greece, team leaders are to work closely with the GO office to book a hotel.

Rental Cars

Team leaders only need to rent cars in Greece, for the hosts take care of the driving in all other countries. When renting a car abroad, the following is required for drivers:

- Valid North Carolina Driver's License
- Valid International Driver's Permit (AAA with a valid NC driver's license)
- A credit card in the name of the driver to pay for the rental
- Insurance on the rental

Cell Phones

You are welcome to bring your own phone, but set up your phone with your service provider for usage in another country. The GO office has unlocked phones that you can bring on the outreach. Purchase a SIM card and plan in the airport when you arrive, or at a cellphone shop in country. The cost for the phone comes from your outreach budget.

7. Emergency Issues

Medical issues

If a team member is in a serious accident or becomes seriously ill, follow these guidelines:

1. Contact the Travel Insurance company (information on the travel insurance card)
2. Connect with the hosts and the GO office and inform them of the advice given by the insurance company.
3. Contact the relatives of the team member (or ask the GO office to contact them) and inform them of the situation.
4. Keep the hosts and GO office informed of the situation of the team member.

Money

If the team money is stolen or lost, follow these steps:

1. Determine if it is serious enough to make a police declaration.
2. Tell your host.
3. Go to the nearest police station and make a declaration of the stolen goods.
4. Contact the GO Office.
5. Contact the travel insurance company who may refund some replacement with proper documentation.
6. If bank cards were stolen/lost, contact the issuing bank to stop the cards immediately.

Lost/Stolen Passport

If a passport was stolen/lost, follow these steps:

1. Tell your host.
2. Go to the nearest police station and make a declaration of the lost/stolen passport.
3. Contact the GO office.
4. Contact the nearest U.S. embassy or consulate (or the issuing country of the passport) and make an appointment to go to apply for an emergency passport as soon as possible (Emergency Passports can be issued within a few hours).
 - When going to the embassy/consulate, bring the team member identification documents they have (i.e. Driver's License). Take a copy of their passport with them which was given to you in all the team members documents.
 - The GO office has copies of all passports.
5. If an Emergency passport cannot be issued before the return flight, contact the GO office and/or the Travel Agent to change the booking.
 - Work with hosts to ensure accommodation, transportation, and food for those staying behind. The travel insurance may reimburse you for some of your expenses (Emergency Passport, new Passport, lodging, food and transport), so keep your receipts.
 - Travel insurance usually does not cover the cost of flight changes. It is the responsibility of the team leader to cover this cost from their team budget.
 - The team leader should stay behind with the team member, who is missing their passport, and have the co-leader return with the team.
 - If the team member is okay to stay behind on their own with the hosts and travel home alone, inform the GO office and hosts of this decision.
 - Minors cannot be left alone in the country and you need to work with the parents for either them traveling to be with the minor, or they can trust an adult to stay with them and cover the cost of that person and their child.

US Embassy/Consulate Information

<p><u>Dominican Republic:</u> <i>U.S. Embassy in Santo Domingo</i> Av. Republica de Colombia # 57 Santo Domingo, Dominican Republic Phone: +1.809.567.777</p>	<p><u>Ethiopia:</u> <i>U.S. Embassy in Addis Ababa</i> Entoto Street P.O. Box 1014 Addis Ababa Embassy Switchboard: +251.130.6000</p>
<p><u>Greece:</u> <i>U.S. Embassy in Athens</i> 91 Vasilisis Sophias Avenue 10160 Athens, Greece Phone (Main Switchboard/Info): +30.210.721.2951</p> <p><i>U.S. Consulate in Thessaloniki</i> 43 Tsimiski, 7th Floor 546 23 Thessaloniki GREECE Telephone: +30.2310.242.905 and +30.231.037.6300</p>	<p><u>India:</u> <i>U.S. Embassy in New Delhi</i> Shantipath, Chanakyapuri New Delhi – 110021 Tel: +91.11.2419.8000</p> <p><i>U.S. Consulate General in Chennai</i> Gemini Circle Chennai 600 006 Phone: +91.44.2857.4000</p> <p><i>U.S. Consulate General in Mumbai</i> Information Officer: Heidi S Hattenbach C-49, G-Block, Bandra Kurla Complex Bandra East, Mumbai 400051 Phone: +91.22.2672.4000</p>
<p><u>Lebanon:</u> <i>U.S. Embassy in Beirut</i> Awkar-Facing the Municipality, Main Street Beirut, Lebanon Tel: +961.4.543.600 Fax: +961.4.544.136</p>	<p><u>Jordan:</u> <i>U.S. Embassy in Amman</i> Abdoun, Al-Umawyeen St. Amman – Jordan Phone: +962.6.590.6000 https://www.usembassy.gov/</p>

Flight delays/cancellations

If there are flight changes, delays, or cancellations follow these steps:

1. Go directly to the airline desk in the airport to speak to a gate agent.
2. At the same time, Contact our Raptim travel agent directly.
 - a. Information: 1-844-442-6978 ext. 31763
3. Contact the GO Team administrator and inform them of any changes.
4. If the team needs lodging and meals, ask the airline if there is compensation for the changes/delays/cancellation and the expenses occurred.
 - a. If the airline can't reimburse you, look at your budget to see if you have funds to cover the expenses.
 - b. If you don't have the funds, contact the GO Team administrator for a solution.

Crimes, Kidnapping and being Arrested

If a team member commits a crime, or if a team member is arrested, detained, or kidnapped, follow these steps:

1. Contact the hosts for their assistance.
2. Do not post anything to social media about the situation.
3. Inform the GO office immediately and explain the situation.
4. Work with the U.S. embassy/consulate immediately for advice and assistance.
5. **Do not contact the relatives of the team members** before contacting the hosts, the GO office and U.S. embassy about the situation.
6. Do not send any electronic messages (email, Facebook, text messaging, Snapchat, etc.) about the situation because you may be under surveillance.
7. Stay calm!

8. Short-Term Mission Trip Team Leader Task List

Tasks	Description	Date	Check
Before the Trip			
Connect with hosts	Connect with hosts regarding the trip. Jeremy will also connect with the hosts. Email them to introduce yourself as the team leader.	6 months	
Attend Leader Training	Jeremy will have a Team Leader training with all team leaders.	6 months	
Applicants screened	Screen all applications. The GO Team screens them. See their applications through Managed Missions.	6 months	
Communication with Hosts	Continual communication with hosts regarding planning, preparations, training, and logistics.	6 months	
Forms	- Read form entitled “Short Term Mission Trip Financial Policy” - Read form entitled “Mission Guidelines for Staff.”	6 months	
Team Meetings	Meet with the team at least 3 times before you go.	6 months	
Budget	Work with the GO team to finalize your team’s budget. The GO team finalizes your budget. After the budget is finalized, you’ll receive the budget which you give to your team.	5 months	
Documents to sign	Have all parents of minors sign and notarize the form entitled “Permission to Remove Minor Child from the Continental U.S.”	3 months	
STM Training Day	Attend one day short-term mission trip training on Saturday led by the GO Team. 8am-3pm.	5 months	
Picture	Take a team picture and send to Jennifer (jenniferh@covenant.cc)	5 months	
Visas	If applicable, apply for visas. Jeremy or Jennifer will assist you with this if needed. <ul style="list-style-type: none"> - No visa is needed in the DR, Greece, or Lebanon. - Visas are needed in Ethiopia and India. 	1 month	
Prayer	Send team prayer requests for the trip to Jennifer (jenniferh@covenant.cc)	2 months	
Commissioning	The GO team will contact you to establish a date	2 months	

	for commissioning.		
	Communicate commissioning date to team.	2 months	
	Attend commissioning.	2 weeks	
Outreach Office Meeting	Meet with the GO Team to finalize all the final aspects of the outreach: <ul style="list-style-type: none"> - Host address for customs. - All final travelling details. - Receive cash needed for the trip from Jennifer. 	2 weeks	
During the Trip			
	Devotions and debriefing	Every Day	
	Daily report through Facebook (Not in India and Ethiopia)	Every Day	
	Send prayer requests	As needed	
	Capture images/videos/interviews	Every Day	
Debrief forms	Distribute and collect to and from the team: <ul style="list-style-type: none"> - Post-Field Logistic Evaluation form and - Post-Field Debrief Evaluation form 	During the flight home	
After the Trip			
Team Debrief	At least 1 meeting	Within 1 month	
Report	Write a one-page report on the trip and submit to Jennifer Hemink.	Within 2 weeks	
Reconciliation of money	Reconcile team money and receipts; compile expenses and money exchanges in a spreadsheet.	Within 2 weeks	
Team Leader debrief	Debrief with Jeremy about the trip. If people need personal debriefs, refer them to Jennifer.	Within 2 weeks	

9. Books

To prepare your team, we ask all team members to read the following book:

- Lanier, Sarah A. 2000. *Foreign to Familiar: A Guide to Understanding Hot - And Cold - Climate Cultures*. McDougal Publishing Company. 978-1581580228

We also have certain books that are suggested reading for specific countries:

- **India:** Jarvis, Dan. 2015. *Commissioned*. IGL. 9781934718414.
- **India:** Stephens, Samuel. 2016. *The Kairos Moment*. IGL. 9781934718599.
- **Greece:** Vorm, Dan. 2017. *If I Had Two Lives: The Extraordinary Life and Faith of Costas Macris*. Clovercroft Publishing. 978-1942557746.
- **Syria/Lebanon:** Qureshi, Nabeel. 2016. *Seeking Allah, finding Jesus: A Devout Muslim Encounters Christianity*. Zondervan. 978-0310527237.
- **Dominican Republic:** Corbett, Steve & Fikkert, Brian. *When Helping Hurts: How to Alleviate Poverty Without Hurting the Poor . . . and Yourself*. Moody Publishers. 978-0802409980.
- **Ethiopia:** Trousdale, Jerry. 2012. *Miraculous Movements: How Hundreds of Thousands of Muslims Are Falling in Love with Jesus*. Thomas Nelson. 978-1418547288.

These books will be part of your team's budget and the GO office will make sure that your team will receive the books for your first team meeting. If you require the team to read more books or purchase a devotional, you can either ask the team to buy that on their own or add it to the team's budget.

Notes: