Introduction to MOPS International
A Message from our CEO and President

Dear Leader,

Thank you for your leadership. Your leadership matters! Every moment you spend planning, praying, and prepping for that next meeting is critical time well spent. We know you are a busy mom and you serve because you love moms and want to provide them with the opportunity to make friends and grow. Know your leadership is bigger than your local group. You are part of a worldwide mom movement passionate about every mom and passionate about the following:

Every mom needs a friend. God is calling us to share this message loud and clear. Every mom needs a friend. It’s a journey that begins with you and leads straight to Jesus. Every mom needs to know how much God loves her and it’s our hope she will find this through you and through MOPS. God has gifted you to use your smile, your talent your passion and your leadership skills to share Jesus Christ with moms. We’re not going to stop until every mom has a chance to come to a MOPS group and find out how much God loves her.

Every leader needs a chance to grow. I am passionate about your growth! I love the stories moms’ share of the life change that happens when they become part of a MOPS group. For the very first time they discover they can lead! Many moms who come through MOPS and experience our leadership development have gone on to become mayor of their city, or into leadership at their church. All it takes is someone like you to encourage them with the words, “I see something in you. You can lead.” They believe it, gain confidence and step into leadership. As Volunteer Staff you have the incredible task of discovering leadership in another woman. You are going to speak it, and a mom for the very first time is going to know she is a leader. Every leader needs a chance to grow and MOPS provides that opportunity.

Every church needs a MOPS group. What church doesn’t want to impact their community and neighborhood to reach young families? Barna research states, “It is the years when a mom has kids ages 1-6 she is the most frustrated, lonely, vulnerable and reaching out for connection and help.” That’s what a MOPS groups does — offers moms a place that understands them and loves them straight to Jesus. I firmly believe every God-centered church needs a MOPS group to provide these opportunities to the moms in their community.

Leaders, thank you! What you do changes the world, one mom at a time, and I love you for it.

Sherry A. Simatt

CEO and President, MOPS International
## About MOPS International

As you think about the pieces that make up MOPS International, they include our values, mission, vision and strategy.

<table>
<thead>
<tr>
<th>Values</th>
<th>Mission</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Our vision</strong> is that every mom is so impacted by her MOPS experience she carries it with her for life, making her a better mom who creates a better world.</td>
<td>We keep this statement before us to remind us of the critical mission and purpose of MOPS:</td>
</tr>
<tr>
<td><strong>Hospitality</strong> We want every woman who steps through the door at MOPS to feel at home.</td>
<td><strong>MOPS International encourages and equips moms of young children to realize their potential as mothers, women and leaders in relationship with Jesus and in partnership with the local church.</strong></td>
</tr>
<tr>
<td><strong>Welcoming to all women</strong> We’ve been placed together as a tribe of women who are raising the world together. Every mom is embraced at MOPS.</td>
<td></td>
</tr>
<tr>
<td><strong>Leadership development</strong> Moms have the ability to do big things. MOPS wants to help every woman gain the confidence to use her voice to change the world.</td>
<td></td>
</tr>
<tr>
<td><strong>Inspiring toward a faith journey</strong> MOPS strives to talk about faith in a way that inspires every woman toward Jesus.</td>
<td></td>
</tr>
<tr>
<td><strong>Mentoring</strong> Sometimes we need a wise woman who has been there, done that, to bounce ideas off of. That’s why we love MOPS Mentors. They provide sage advice and willing ears.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vision</th>
<th>Strategy</th>
</tr>
</thead>
<tbody>
<tr>
<td>It is our desire to make MOPS available to every mom of young children. Our vision is:</td>
<td><strong>Attract</strong></td>
</tr>
<tr>
<td>To partner with every like-minded church to provide an encouraging environment of development and spiritual growth for every mom of preschoolers.</td>
<td><strong>Every Mom:</strong> We use our blog, theme, personal invitation and structure of groups to attract every mom</td>
</tr>
<tr>
<td></td>
<td><strong>Engage</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Meet Her Felt Needs:</strong> We meet her felt needs of friendship and parenting help through <em>Hello Darling</em> magazine, mom workbook and curriculum to meet her where she is</td>
</tr>
<tr>
<td></td>
<td><strong>Share</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Relational Evangelism:</strong> We use curriculum, leader training, coaching, Mentor workbook and a church connection to share God’s plan</td>
</tr>
<tr>
<td></td>
<td><strong>Invest</strong></td>
</tr>
<tr>
<td></td>
<td><strong>Going Deeper with Leaders:</strong> We use Bible study materials, monthly devotions, leader workbook and Connections magazine to grow leaders</td>
</tr>
</tbody>
</table>

©2015 MOPS International, Inc
MOPS International Mission Statement

MOPS International encourages and equips moms of young children to realize their potential as mothers, women and leaders in relationship with Jesus and in partnership with the local church.

In our focus on mothers of preschoolers, the actions and activities of the ministry of MOPS International are to encourage and equip. These verbs are reflective of the breadth of MOPS and the various ways we impact lives.

We seek to encourage every mom through deep and lasting friendships with other moms in the same season of life, and also with mom mentors who can share their experience and perspective. We strive to equip every mom with the skills and resilience she will need to face challenges in her marriage, parenting and leadership.

In addition to the active verbs that describe MOPS, our mission statement clarifies our focus on the three distinct roles of a mother of preschoolers. First of all, she is a woman, and we address and embrace her distinct characteristics as a female, a daughter and perhaps a wife. She is also a mother, whether she came into motherhood through biological, adoptive or a blended family situation. She is also a leader who shares her sphere of influence in her home, community and world. This perspective means while we begin our influence during the preschool season of her mothering, MOPS International offers a lifelong influence as we speak into every season of her journey as a woman, mother and leader.

Foundational to our mission statement is the focus on moms with young children. This stage begins with her first baby and continues through the time her last child begins elementary school. MOPS research shows these are the years a mom is most isolated, because her young child’s needs can be quite consuming. We also know this is the season when she is most open to help in her mothering. She is seeking information and practical help with stages in her child’s life ranging from diapering to potty training, from nursing to solid foods and beyond. We work hard to provide practical help, but also strive to lift her eyes above the overwhelming day to day challenges.

Within this focus, MOPS seeks to be inclusive of every mother of preschoolers with varying life situations and backgrounds including single, married, urban, suburban, working, stay-at-home, teen moms or moms who have their first child later in life.

Our mission statement also reflects our firm commitment to be a Christ centered organization that seeks to honor God and his purposes. Our arms of ministry reach wide to embrace women and moms at various places on their spiritual journey, but ultimately we exist to draw moms into a personal relationship with Jesus Christ.
Statements of Christian Character, Faith, and Mission

This Corporation is a community of like-minded Christian believers consisting of those who serve the mission of the organization as its representatives, including all of the directors, officers, employees and official Volunteer Staff volunteers of the organization, each of whom is an integral part of the community. The organization maintains this faith-based community as an exercise of its Christian beliefs and as an expression of these beliefs to the larger community. In addition, the Corporation subscribes to the Christian belief that all of its activities should express the Corporation's beliefs and be rendered as a service to God. In short, both the mission of the organization and the association of its directors, officers, employees and volunteers are an exercise and an expression of the organization's Christian beliefs.

To the extent the Board determines necessary or advisable to abide by the Corporation's Christian beliefs or to express and preserve the Christian character and mission of the Corporation, the Board may establish faith-based requirements both for the activities and programs of the Corporation and for the directors, officers, employees and/or volunteers of the Corporation.

The Christian beliefs of the Corporation are set forth in the following Statement of Faith:

Statement of Faith

Under God, MOPS International embraces the following statements of faith, which we hold to be essential to our ministry, and which are the foundation upon which our ministry is based:

We believe in:

- The only true God, the sovereign Creator and Sustainer of all things, existing eternally in three persons: Father, Son and Holy Spirit (Deuteronomy 6:4-5; Acts 17:24-28; 2 Corinthians 13:14).

- The divine inspiration, entire trustworthiness, and final authority of the Bible on all matters to which it speaks (2 Peter 1:20-21; 2 Timothy 3:16-17; Psalm 119:9-11, 105; 1 Thessalonians 2:13).

- The full deity and humanity of Jesus Christ, who lived a sinless life, who atoned for the sins of the world on the cross, who was bodily raised from the dead and ascended into heaven as both Lord and Savior, and who will return in power and glory to raise all believers, to raise the dead, to judge all people and fully establish his glorious kingdom (John 1:1, 14; Colossians 2:9; Hebrews 4:15; Isaiah 53:3-6; Acts 4:10-12; Matthew 26:63-64; 2 Timothy 4:1).
• The value and dignity of all humankind: originally created in God’s image to live in love and holiness, but who became alienated from God and each other because of sin and guilt, and who are justly subject to the judgment of God (Genesis 1:26-27; Colossians 1:21; John 12:47-48).

• The justification, by God’s grace, of all who repent and put their faith in Jesus Christ for salvation (Ephesians 2:8-10; John 3:16-17; Romans 4:4-5).

• The present ministry of the Holy Spirit, by whose indwelling and transforming power the Christian is enabled to live out their new life and new calling to evangelism and to discipleship of believers within the fellowship of the Church (John 16:7; 1 Corinthians 6:19-20; Galatians 5:22-23; Matthew 28:18-20).

• The spiritual unity of believers in our Lord Jesus Christ, with equality across racial, ethnic, gender and socio-economic differences (John 17:20-23; Revelation 5:9).

The passages of Scripture associated with each of the statements are not offered as proof texts; rather, they are intended to serve as a beginning place for further study.

Statement of Christian Character and Mission

1. Christian Community and Activities. This organization is a community of like-minded Christian believers consisting of those who serve the mission of the organization as its representatives, including all of the directors, officers and employees of the organization, each of whom is an integral part of the community

(a) Purpose/Mission Statement. This organization exists to accomplish the following mission and all program activities of the organization shall be structured and conducted accordingly: MOPS International encourages and equips moms of young children to realize their potential as mothers, women and leaders, in relationship with Jesus, and in partnership with the local church.

(b) Christian Expression and Exercise. MOPS exists to exercise its Christian beliefs as an expression of these beliefs to the larger community. In addition, the Corporation subscribes to the Christian belief that all of its activities, including the duties of the members of its faith-based community, should express the Corporation’s beliefs and be rendered as a service to God. In short, both the mission of the organization and the association of its directors, officers, employees and volunteers are an exercise and an expression of the organization’s Christian beliefs.

(c) Statement of Faith Values. Although other organizations may embrace a similar mission for nonreligious reasons, this organization’s particular community and mission are an expression and exercise of our Statement of Faith and the obligations, character and mission outlined in points 2 and 3.

2. Faith-Based Community Representative’s Obligations. To express and exercise the organization’s Christian beliefs, every representative of the faith-based community shall contribute to the Christian character and mission of the community
and shall perform all of their duties as a service to God. Accordingly, each such member shall be ready, willing and able to lead or contribute to distinctly Christian activities such as worship or prayer services. Further, each member shall model the organization's Christian beliefs for the larger community and all representatives of the faith-based community shall comply with the following obligations.

(a) **Beliefs.** Every-representative of the faith-based community shall affirm the Statement of Faith and shall not subscribe to any religious beliefs inconsistent with this statement.

(b) **Christian Conduct Standards.** Representatives of the faith-based community shall at all times (both during working and nonworking hours) endeavor to conduct themselves in a manner that affirms biblical standards of conduct in accordance with the Corporation's Christian beliefs. Such conduct standards include:

i. Refraining from the use of illegal drugs (other than prescription medicines);
ii. Responsible use of alcohol and tobacco that avoids drunkenness or addiction;
iii. Refraining from engaging in sexual conduct outside of marriage;
iv. Other practices and policies as may be adopted by the Corporation.

### 3. **Preserving the Organization's Christian Character and Mission.**

(a) **Noncompliance by Representatives.** If any member of the faith-based community does not comply with the obligations set forth in section 2, the organization may determine whether such representative intends or is likely to continue in such noncompliance. If so, then the organization may dismiss such representative from his or her position on the basis that such representative’s noncompliance is inconsistent with and undermines the expression and exercise of the Christian character and mission of the organization.

(b) **Mission-Based Exceptions.** In situations where the Corporation's mission can best be advanced by employing an individual who cannot comply with one or more of the Faith-Based Community Member Obligations, the CEO shall have the discretion to authorize an exception to this Policy and approve such individual's employment. However, the CEO shall not grant any such exception unless he/she first determines that such exception will not materially impair the distinctive Christian expression and exercise of the Corporation's faith-based community. Any individual granted an exception shall be required to acknowledge that he or she understands and agrees to the Corporation's mission and values.

(c) **Mission Partners/Volunteers.** Volunteers working with the Corporation other than in an official representative capacity shall not be considered as representatives of the Corporation's faith-based community. Nevertheless, volunteers serving with the Corporation shall be required to acknowledge that they understand and agree to support the Corporation's mission and values.
Ministry Values

Dignity: The dignity of each individual life and mother of preschoolers, no matter where she has been, what she has done or how she is choosing to live her life today, embracing both believers and nonbelievers and all ethnic and socioeconomic groups.

Women: The equipping of women to become all that God has designed them to be.

Mothering: The value of mothering for its contribution to individuals, children, society at large, future generations and eternity.

Relationships: Relationships including the male/female marital relationship, the parent/child relationship, and the ultimate fulfillment of all relationship needs through a personal relationship with Jesus Christ.

Marriage, Family and the Single Life: God has instituted marriage - the covenant relationship between one man and one woman - intended to be a life-long union of husband and wife. The single life, either by call or circumstance, is honored by God. Unmarried people are an important part of the Christian community.

Human Sexuality: Sexuality is inherent in God's creation of human beings in his image as male and female. Husbands and wives are called to exclusive sexual fidelity to one another and single persons are called to abstinence. God intends and enables all people to live within these boundaries with the help of the Holy Spirit and in the fellowship of the Church.

Relationship Evangelism: Relationship evangelism as expressed through Christ-like relationships in an environment for growth and spiritual development as faith shared through actions and words.

Leadership Development: The equipping of women, volunteer leaders, Staff and Board to gain skill and confidence in their leadership ability, to understand their influence in their family, community, and world, and to guide others through relationship evangelism.

Leadership Qualifications: Personal relationship with Jesus Christ and growing towards maturity in relationship with Jesus Christ, evidenced in godly character, behavior and attitudes, as expressed in Scripture.
MOPS at a Glance

• 1973 Eight women in Wheat Ridge, CO begin meeting at a local church to support one another through the joys and perils of mothering small children. They chat, laugh and learn practical parenting tips from one another while perched on tiny chairs in a children’s classroom. Over time this core group evolves into MOPS (Mothers of Preschoolers), an organization dedicated to helping moms reach their mothering potential in the name of Jesus Christ.

• A MOPS meeting format emerges, led by moms for moms with universal program elements: food, fellowship, teaching and discussion, creative activities, service and MOPPETS.

• 1970s New MOPS groups begin forming in churches throughout the country, headed by MOPS members who have discovered and cultivated their leadership skills through their MOPS experience. As women move around the country, they take the concept of MOPS with them and form new groups.

• 1980s MOPS incorporates as a 501(c)(3) organization and establishes a Board of Directors (1981).

• 1982 More than 150 women from five states gather for the first all-day MOPS leadership seminar in Denver, CO.

• MOPS expands beyond U.S. borders into Canada and is renamed MOPS International.

• 1989 After 16 years as a volunteer-run organization, the board of MOPS International hires Elisa Morgan as its first president.

• 1990s MOPS International creates a variety of new resources to aid mothers of preschoolers, including MomSense newsletter, MomSense radio program and a MOPS website, mops.org. It also establishes MOPS groups for teenage mothers and military.

• 1995 MOPS International begins a publishing partnership with Zondervan.

• 2000 While retaining its original mission and format, MOPS International begins using new communication vehicles to adapt to societal changes. MOPS initiates the MOPS to Mom Connection (now MOPS International Membership), a virtual support system for mothers, including those unable to attend regular MOPS groups. MOPS International Membership includes web access, email tips, a subscription to MomSense magazine, (now Hello Darling) Connections magazine and other MOPS resources and member discounts.
• 2003 MOPS International begins pilot programs for MOPS@Home and MOPS@Work, curriculum-based programs that reach out to mothers of preschoolers by providing flexibility in our programs

• 2004 MOPS International holds a record-setting convention at the Nashville Gaylord Opryland where 6,000 attendees come to be trained and equipped as MOPS leaders

• 2004 MOPS International begins a publishing relationship with Revell

• 2005 MOPS International begins a relationship with Christianity Today International to publish MomSense magazine (now Hello, Darling!)

• 2006 Board of Directors approves an updated mission statement that provides MOPS International with an intentional life-long touch on a mom’s life. As a result, leadership development efforts are expanded to reach MOPS alumni and MOPS Mentors

• 2007 Elisa Morgan continues as CEO and Naomi Cramer Overton is hired as the second president, MOPS International purchases their building and MOPS updates its brand with a new logo

• 2009 Elisa Morgan completes her tenure as CEO and is named President Emerita

• 2009 MOPS expands to include moms of school-age kids through MOMSnext

• 2009 MOPS groups begin in Brazil and other Latin American countries. New Zealand and Australia are added as affiliates. MOPS also begins work with Russia and India

• 2010 Naomi Cramer Overton completes her tenure and Shelly Radic serves as Interim CEO

• 2012 Sherry Surratt named MOPS International CEO and President

• 2014 Updated mission statement and MomSense magazine is rebranded and launched as Hello, Darling!
The MOPS Experience

Our vision is that every mom is so impacted by her MOPS experience that she carries it with her for life, making her a better mom who creates a better world. As a leader of a local MOPS group, the MOPS experience begins with you.

Hospitality.
We want every woman who steps through the door at MOPS to feel at home. That’s why we think food, coffee and hugs are always a good idea. Atmosphere and words make all the difference in providing a safe space where every mom feels more like herself when she enters.
Action: Consider how it would be to walk in someone else’s shoes. As a leader, be authentic, adaptable and humble. Be aware of the needs of moms in your group and community. Help each mom build at least three strong relationships within the group. Get moms involved in serving and leading. Follow up with moms who miss a meeting.

Welcoming to all women.
We’ve all been placed in this time and space in history as a tribe of women who are raising the world together. And the beauty of it is that we don’t all have to agree with one another, but everyone is in and we all need each other. Every mom is embraced at MOPS.
Action: Do the faces in your MOPS group look like the faces in your community? Reach out to women who may have different life experiences than you. Engage in conversations and invite moms who may be experiencing different life situations than you.

Leadership development.
Moms have the ability to do big things. MOPS wants to help every woman gain the confidence to use their voice to change the world. That’s why we challenge women to lead.
Action: Plan speakers to equip moms to grow as women, mothers and leaders. Share stories of how moms influence other moms. Are the moms leaving your MOPS group different than when they came?

Inspiring toward a faith journey.
MOPS strives to talk about faith in a way that inspires every woman toward Jesus. We hope that every mom experiences who God created her to be and finds her purpose.
Action: Intentionally connect your church and MOPS group to help moms grow in faith. Create a safe environment for every mom regardless of her faith background – or lack thereof. Be committed to authenticity and vulnerability in your own journey so that others see the true reality of following Jesus.

Mentoring.
Sometimes we need a wise woman who has been there, done that, to bounce ideas off of. That’s why we love MOPS Mentors. They provide sage advice and willing ears.
Action: Equip the Mentors in your group with resources to help them grow in their skills. Include them in leadership meetings and communicate how they can best support your group and Leadership Team.
Better Moms Make a Better World. We know when moms fully engage in the MOPS experience, they become better moms who make a better world. Through our research of what makes a mom better, we have developed five components that impact her strength and health. We refer to this as our Better Mom Better World Metric. It is comprised of:

- **Her Emotional Core**: the emotional stamina and resilience she will need to face the day to day challenges of mothering
- **Mom Finesse**: the practical skills every mom needs to raise a healthy thriving child
- **Her Support Network**: the circle of friends, mentors or other advisors she leans on
- **A Healthy Marriage or Supporting Partner**: the anchor relationship that brings encouragement and emotional stability
- **Her Spiritual Growth**: a local church or other source of spiritual development that sustains and helps grow her faith

**Content and resources** to help the mom and leader grow in these five areas:
- Group Curriculum provided in the Group Experience Kit
- Mom Workbook
- *Hello, Darling!* Magazine
- *Hello, Darling!* Mom Blog
- *Connections* Magazine, resource written expressly to equip and inspire the leader heart
- Leadership development webinars, videos and other materials
- A loving Coach who encourages and inspires her through relationship
- Let’s Talk Darling webinars
MOPS Core Competencies

Core Competencies are key activities an organization does more effectively and/or efficiently than similar organizations. Core Competencies help define an organization’s position within its market.

MOPS International is committed to maintaining and strengthening the following Core Competencies:

**Expertise in Early Mothering**
The years from infancy through kindergarten are foundational to the life-long development of a child, and a mother’s influence is critically important during these years. MOPS International has devoted years in researching the mom of young children and we focus our resources on her emotional, spiritual and practical needs. The emphasis at MOPS International is on the needs of the mother of preschoolers and mothers of school-aged kids through MOMSnext. Expertise in these areas is integrated into all aspects of programs and services.

**Church Network**
MOPS International’s broad network of churches covers more than 60 denominations from nearly every theological perspective within Christianity. Each MOPS group is connected to a local outreach ministry, which gives the local church an opportunity to meet the needs of the mom and her family. MOPS is a proven growth and outreach strategy for local churches, and the church benefits from leadership skills women develop in MOPS.

**Spiritual Formation (including Service)**
MOPS International believes in coaching women for holistic transformational spiritual growth as evidenced by an increasing love for God and for other people, wherever she is on the spiritual continuum (exploring Christianity, growing in Christ, close to Christ, Christ centered). Activities that spur spiritual formation include things like service, Bible study, prayer, accountability, worship and evangelism.

**Inspiring Toward a Faith Journey**
At MOPS, Christian faith is communicated first through relationships that grow in an open, accepting environment, developing authenticity and building trust. We coach our leaders to share about the hope found in a relationship with Christ through our curriculum, prayer and discussions that happen around the table. It's our hope these opportunities will move a mom one step closer to Jesus in her spiritual journey. Because most MOPS groups meet in churches, there is a natural connection to the local church for ongoing spiritual growth and development.

**Leadership Development**
The purpose of Leadership Development is to disciple each person to become all God designed her to be, while carrying out the purpose of MOPS International. Moms have the ability to do big things. MOPS wants to help every woman gain the confidence she needs to use her voice to change the world. We challenge women to lead, as a mom
member, group leader or Volunteer Staff. Local MOPS groups are run by mothers of preschoolers for mothers of preschoolers. MOPS gives women opportunities to develop their leadership skills through practical experience and training.

**Purpose of Volunteer Staff**

MOPS Volunteer Staff are a motivated and engaged group of women who volunteer their time to support the mission and vision of MOPS International through their calling to service. Volunteer Staff are called, invested leaders, approved and qualified through an application, interview and training process. The primary purpose of our Volunteer Staff is to support, train, encourage, equip and coach group leaders to ensure healthy, growing groups across the country and around the world.

*What I love about MOPS and being part of the Volunteer Staff is the community. The moment a woman’s shadow darkens the door, she is fully embraced, encouraged, and loved. It grows the whole woman not just her role as a mom. Being a part of MOPS means I can speak words of encouragement into another mom’s life and see her grow, only to see her repeat the process to another new mom.*

*Heather, Special Projects*
Volunteer Staff
Organizational Chart
MOPS Fast Facts

What is MOPS International?
MOPS International (Mothers of Preschoolers) is a non-profit organization dedicated to encouraging and equipping moms of young children to realize their potential as mothers, women and leaders in relationship with Jesus and in partnership with the local church.

MOPS International’s primary tools for encouragement are regular local meetings where moms of all ages and backgrounds gather to build friendships, share practical parenting strategies and meet with MOPS Mentors.

MOPS groups meet several times a month in nearly 3,200 churches, ministries and non-profit groups throughout the U.S. and in 34 other countries. Over 91,000 women are currently registered in MOPS groups.

Why is MOPS International relevant?
Best-selling author Rick Warren (The Purpose-Driven Life) has said, “There is no more significant group of cultural changers in the world than mothers.” In the U.S. alone there are over 4 million babies born each year. MOPS International provides women with resources and relationships to help them through these formative years. While moms pour themselves into their children, MOPS International pours itself into moms.

MOPS International offers a range of day and evening MOPS groups in both urban and suburban settings. The groups attract a variety of attendees, including stay-at-home moms, working moms, military moms and teen moms.

Why do MOPS groups typically meet in local churches?
At MOPS, Christian faith is communicated first through relationships that grow in an open, accepting environment, developing authenticity and building trust. In time, messages about hope found in a relationship with Christ are communicated through words, which may move a mom one step closer to Jesus in her spiritual journey. Women (and families) are vulnerable in this season of early parenting which often leaves them open to learning about spiritual issues. MOPS groups are started through a local ministry, usually a church. Many MOPS groups meet in churches but the decision on where to meet is up to the local group and we suggest the group remains accessible to moms regardless of their spiritual views. MOPS serves as a bridge to bring young families into the church.

There can be no greater resource than a partnership with MOPS International if a pastor is serious about reaching young families. MOPS will help you connect to young families in your community, train leaders to love, develop, and share the Gospel with people far from God. It is a ministry I fully support and pray for. We are blessed every week by our MOPS ministry.

- Dr. Poly Rouse, Senior Pastor
What does a MOPS group look like?
MOPS groups exist to support every mother of preschoolers and adapt to fit the size and personality of the group’s community. Each group provides a safe, inviting place for women to grow closer together and develop a personal relationship with God.

MOPS groups vary in size from 5 to 200 women.
MOPS groups meet as often as once a week or as infrequently as once a month;
groups meet during the day, evenings or on weekends.
MOPS groups meet in small and large facilities, using the space and resources that are available.

In addition to providing meetings for moms, MOPS provides a simultaneous program for their children called MOPPETS. Other MOPS International resources for moms and leaders include Hello, Darling! magazine, Connections magazine, MOPS website mops.org books and curriculum, Community Leadership Training and a yearly International Conference called MOMcon.

How can I find a MOPS group in my area?
The MOPS International website provides a list of available MOPS groups.
MOPS International Training Events

MOMcon, the MOPS national leadership conference, provides training, nurturing, networking and inspiration for all MOPS leaders and occurs annually in varying locations. Prior to the opening of MOMcon, there will be time offered for Volunteer Staff training.

Volunteer Staff are encouraged and expected to attend MOMcon and Volunteer Staff Training. MOMcon is a great opportunity for Volunteer Staff to have significant personal interaction with leaders in her community. She will also be asked to help with MOMcon volunteer needs and may be given the opportunity to lead a workshop.

In addition, MOPS International offers other training opportunities through a variety of events at different locations each year. Volunteer Staff are involved in events in their Area and local Communities. These events provide opportunities for leadership development and spiritual growth, as well as opportunities to encourage moms, groups and leaders through relationships.

*I love the training and insight that MOPS gives with leadership training before MOMcon. Being a MVS has helped me gain perspective on where I need to focus in my life as a mother, wife, friend—it allows me to see how others function. For as much as I put in to the groups, I am getting 110% back from their energy and love of MOPS. MVS training fills you for the entire year and serving at MOMcon is an added blessing.*

Jean Ann, Community Coach
Group Type Descriptions

Group Type is used to classify a group under an organization in the MOPS software system. Group types are MOPS, MOMSnext, Military, Teen and International. A description of each group type and fees associated with each are listed below.

**MOPS** – MOPS group typically meet twice a month for a couple hours during the school year, September – May, with special play dates and activities planned in the summer months to keep moms connected. Childcare is provided through the MOPPETS program. There is a startup fee of $399.00 for the Ministry Agreement, $159 per year for Renewal and a $24.95 Membership fee for each registered member. Mentor membership fees of $28.95.

**MOMSnext** - MOMSnext brings moms of school age kids together because we know that all moms need community, connection and spiritual growth. Ideally, this group will be started in a church that already has a MOPS group. Childcare may or may not be included. This meeting may be shorter in length, meet in the evening or weekend and alternate between a craft and speaker. There is a one-time fee of $399.00 for the Ministry Agreement, $159 per year for Renewal and a $24.95 Membership fee for each registered member. Mentor membership fees of $28.95.

**Military**: A Military group serves primarily military mothers of preschoolers or military mothers of school age-children, but can also have non-military members as well. Military MOPS groups may meet on a base or military installation or in a local church. Start-up fees and annual renewal fees are waived for Military groups. Annual member registration is required by MOPS International.

**Teen**: In Teen MOPS, the teaching, activities and friendships are all focused on the very distinct needs of teenagers. Teen MOPS helps teen moms become more self-sufficient, confident, mature, giving and self-aware young women. Ideally, this group will be started in a church that already has a MOPS group. Teen mom members are required to be registered with MOPS International. Their memberships are FREE thanks to generous donors and sponsors. Teen leaders and Mentors are able to register at standard membership pricing.

**International/Global MOPS**: International is used to designate groups meeting outside the US and Canada. International groups adapt the MOPS group model to fit the unique social, economic and cultural needs of the moms they serve. English may not be the primary language. Member registration is optional for International groups and depends on their country leadership and access to Group Management. These groups have the option of registering moms and mentors for the electronic membership ($10 USD).

**Additional Groups**
Additional groups can be added at any time. The Ministry Agreement signed by the Church for the first group covers all groups under the same church name and budget. Each additional group is $99 and will receive one Group Experience Kit and one year of Group Care. Renewal will be $159 per Church no matter how many groups they have. Additional kits can be purchased for $45 each.
The Group Experience
MOPS International provides a Group Experience Kit for the meetings that Coordinators can use to design their group experience. The kit includes videos, Fun/Talk/Think/Do cards and much more! Every MOPS group is unique — there are no wrong answers.

In general, this is what a MOPS meeting looks like:

**A community** - A MOPS group is run by moms and is welcoming to every mom at every stage of her spiritual and life journey. You're all in it together.

**That is affirming and creative** - Meetings offer hope-filled insight and speakers who will leave you thinking, "That was just what I needed today!" They are also a great space to explore a creative project — and actually finish it.

**Includes mentors** - Because there are times when you need the advice of someone who has "been there and done that" and times when the experiences and stories you share will light the way for someone else.

**And childcare!** - Last, but certainly not least! We all love our kids, but a little break now and then makes us want to be with them even more. MOPS provides a preschool-style experience called MOPPETS, kids will love going back to.
MOPS International
Policies and Procedures
Starting a MOPS Group

Volunteer Staff should be familiar with MOPS offerings in order to effectively promote MOPS growth. Each MVS should become an expert on our core offering – the MOPS group, including an understanding of the different types of groups and what resources come with each. Carefully review the Groups Classification Chart and discuss any questions with your AC. This chart is updated annually with current prices and resources.

Knowing the audience and understanding the unique interests and concerns of each allows MVS to pull from their MOPS expertise and offer the information to pull the listener in and encourage her to ask questions to find out more. Outlined below are some characteristics of each audience:

Moms asks: What can MOPS do for me to help me be the best mom I can be? What does the meeting look like? What are the discussions about? Where will my child be during the meeting? What’s membership about?

Leaders ask: What can MOPS offer to help me be successful in this new adventure? What support will they give and who can I call when I need help?

Pastors ask: Will this group allow my church/ministry to reach deeper into our community? Will this attract young families? How will this develop stronger women leaders within the church/ministry?

Hosting a MOPS group at our church has fostered such an amazing opportunity for us to invest in young moms taking first steps into leadership. We have seen moms timidly take on roles in MOPS with the encouragement and guidance of our Mentor moms who have flourished and gone on to serve in various positions of leadership in the church, encouraging other women to do the same.

Debbie, Minister to Children

When you are talking to a church decision-maker, understanding the community they seek to impact will help you tailor your presentation and show them how MOPS can fit into their ministry within the community. The following websites (among others) can help you gain understanding of various communities:

Demographics by Zip Code – two sample websites

census.gov: The Census Bureau presents information in actual figures you can mine for useful information in identifying MOPS growth opportunities. An app is available you can download for your smart phone.

zipskinny.com: Zipskinny offers the data in percentages rather than actual numbers. It offers a closer look at economic indicators in an area, as well as charts and different ways to look at the data. Both sites use the most current census data available.
A Free Info Pack (FIP) is given to any individual or church interested in starting a MOPS group. Inquiries are managed by the Ministry Outreach Team at MOPS International. The Free Info Pack is geared to the mom audience and gives a comprehensive overview of MOPS, explains why starting a new MOPS group would be an outreach strategy worth pursuing, and how to get started.

When an inquiry is made for more information on the MOPS website, an email is generated to the person with an attachment of the FIP. The lead information is stored in our lead system. A follow up call is automatically scheduled. The Lead System is our “contact software,” which provides information on anyone interested in starting a MOPS group from the initial contact. Every inquiry is stored in our system. This information is vital in providing accurate reporting. Throughout the process the information is updated and completed and a lead is tied to a church as soon as possible.

When a new group is started, the MOPS Ministry Agreement must be completed online or hard copy and must be signed by the pastor or staff member overseeing the MOPS group. The church must be in agreement with the Faith Position Statement. The Ministry Agreement is then sent to MOPS International. When Ministry Outreach receives the Ministry Agreement, a Group Experience Kit is sent to the group. The Ministry Agreement is the legal and spiritual authority for all MOPS groups under the church’s ministry umbrella. The MOPS group is a ministry of the local church and must adhere to the authority of the church.

All Ministry Agreements received after December 1 will not be required to pay the annual Ministry Renewal fee the following year. For example, groups started on December 10, 2014 will not renew until April 2016.

Links:
Start A Group mops.org/startagroup
What is MOPS? What is Membership? mops.org/about

Try MOPS mops.org/try-mops
To reach the Ministry Outreach Team email startagroup@MOPS.org or call 888.910.6677
Group Care

The goal of Group Care is to provide support and resources to brand new groups (Classified as #1’s) until the group completes their first paid renewal cycle. Group Care Specialists (GCS) are assigned to Regions and work closely with the MVS team. Each Group Care Specialist provides care for about 200 new groups each year.

Group Care process overview:

1. Within 5 days of receiving the Ministry Agreement the new coordinator receives a welcome call from her group care specialist.
2. Group Experience Kit is mailed within one week of signing of the Ministry Agreement.
3. Group Experience Kit training takes place via phone or Skype. Ministry Kit Training.
4. Group Management Training focuses on managing your group, website details, how to use features of the site.
5. The Coordinator will receive monthly phone calls and follow up emails to check on progress, answer, questions, pray, and provide encouragement.

Topics the Group Care team will cover:
- Group Experience Kit training
- Assists group in starting
- Group Management training
- New Leader On Ramp
- Identify high risk situations and helps problem solve
- Login issues
- Mailing issues
- Membership
- MOPS.org questions

#1 GROUPS
- Groups having just signed the Ministry Agreement and are in their first 12 months with MOPS International.
- Assigned to Group Care Specialist only
- Not assigned to MVS until completing group care
- GCS alerts AC/RD group is ready for coaching.
- GCS transitions the group to AC.

#2 GROUPS
- #2 group is assigned to Coach/Community after group has paid renewal and finishes Group Care training.
- #2 groups are coached and cared for by the MVS team.
Leader’s site - direct links

- Manage the Group Profile information found on the MOPS Group Search site.
- Review our Leadership Team Tips to help your team launch well and be unified in Christ.
- Use the Idea Generating Template to brainstorm more ideas.
- Download Handbooks for each member of your MOPS Leadership Team.
- Access Publicity Templates and other resources to help you promote your group to your community.
- Access the BOZ and My Favorite Bible curriculum for MOPPETS!
- Experience live web training and watch on demand videos produced just for MOPS leaders.
- Reply via the Message Center to inquiries from moms looking for a group in your area.
- Get great Ideas from other leaders.
- Print the Online Ministry Kit resources that coincide with your theme DVDs.
- Effectively cast the vision for prospective MOPS Mentors using our recent WebChat video.
- Register for MOMcon
- Register Moms for MOPS International Membership.
MOPS International Fees

Group Fees:
- New group fees … $399
- Additional groups … $99
- Reinstate your group … $240
  (Within five years of the date the group was dropped)

Ministry Renewal……………. $159 annually
  After July 1st $199
  Groups that start January 1 - March 31 are auto renewed April 1 and will receive
  the new Group Experience Kit for free.

Drop/Exchange…$20 + renewal fee (If it has not already been paid for the current year)

Membership Fees:
Annual member registration is required by MOPS International. Pricing is per year:
$22.95 April 1 - June 30; $24.95 after June 30. Mentor membership is $24.95/$26.95.
Scholarships are available. All membership fees are non-refundable.

MOPS Membership (US and Canada) … $24.95
($22.95 for Spring Registration: April 1 - June 30, 2015)

MOPS Mentor Membership … $26.95
($24.95 for Spring Registration: April 1 - June 30, 2015)

Electronic Membership … (available for International/Global groups and Canada)
$10 USD
All benefits are electronic only

Fees shown are for the 2015-16 MOPS year. You may also consult the Volunteer Staff
website for current fees. Financial Aid is available for group fees, renewal fees and
membership fees. Contact the MOPS service team for scholarship applications.
New Group/Lead Follow-up Procedures

Once a Free Info Pack (FIP) has been sent, a Ministry Outreach Representative will follow-up with the lead until a Ministry Agreement is received or the contact is no longer interested.

- Initial follow-up: 1-2 weeks after FIP has been sent. Initial contact is always a phone call with an email follow-up that includes information about MOPS.
- If there has been no call back after two messages are left, email follow up monthly.
- If after 6 months or 6-10 touches there is still no response, the lead is kept but marked “not interested “and follow-up is discontinued.
- If MOPS International gets a response, either by phone or email, we will continue the follow-up based on where they are in the process.

Notes of every contact are kept in the lead system for reference.

New Group Materials

New Group Materials are sent from MOPS International on a weekly basis to new groups. A Ministry Agreement must be signed online or in hard copy form received before any materials will be sent. Every Volunteer Staff should receive a sample of the Group Experience Kit (same as a Ministry Renewal Kit).

Materials include:

- Multi-disc Leader’s DVD Library including Video Stories for moms and Leadership video training
- Theme Book
- MOPS Group Leaders’ Guide
- Fun/Think/Talk/Do cards offering complete meeting ideas
- Annual Theme Materials
- Marketing Materials (downloads available online)
Ministry Renewal Policy

In order for a group to remain affiliated with MOPS International, the church must renew their Ministry Agreement by October 31st every year. Ministry Renewal Kits are distributed the end of March to every church (one per church). Churches with multiple groups can duplicate the information or order additional Ministry Renewal kits for a $30 fee. Groups can renew online at mops.org/renewal, over the phone with Service or return the renewal form to MOPS International along with the Renewal fee. A church or group choosing to keep their group but become inactive for a year still pays the Ministry Renewal fee. Inactive groups will receive MOPS International emails and are eligible to re-activate anytime during the following year. Some groups choose the inactive option if they are struggling with leadership or low attendance.

Ministry Renewal information and forms can be found on the MOPS International Leaders’ website at mops.org/renewal. New groups started after December 1 in a given year will not pay a Ministry Renewal fee until the following fiscal year but are asked to pay a small shipping fee for the new Ministry Renewal Kit.

If a new MOPS group fails to launch or is unable to fulfill their commitment, the church may drop its group within ninety (90) days from the time of signing the Ministry Agreement and receive a refund, less a processing fee. A refund is processed once MOPS International receives a letter indicating the group is dropped. This document must be on the church’s letterhead and signed by the pastor or staff person overseeing the group. The group must also return all of the MOPS materials. A group may drop at any time, but after 90 days, there is no refund.

*Note: This information is not shared with groups ahead of time, to avoid groups starting, and then requesting a refund after receiving and reviewing the new group materials.

Drop/Refund Policy

Due to various circumstances, there may be a time when a church wants to drop its MOPS Ministry, but another organization is interested in taking it over. This is called a Drop/Exchange. The original group must contact a Service Representative for a Drop/Exchange form. Both ministries must complete this process. The new church must sign a new Ministry Agreement, agreeing to the MOPS International Faith Position Statement, and pay an administrative fee to complete a Drop/Exchange. All MOPS materials are to be relinquished by the original church and given to the new church. Current Ministry Renewal fees may be transferred to the new ministry for the current MOPS year. If the church dropping its Ministry does not want the money transferred, the new church may either reimburse the original church or pay the Ministry Renewal fee (plus the administration fee) to MOPS International.
Internal Drop Policy

An Internal Drop status is placed on groups eligible for Ministry Renewal that do not return their Ministry Renewal form or communicate to MOPS International their desire to drop. Throughout the summer, MOPS International sends reminders to Coordinators and staff overseeing MOPS groups that have not renewed or dropped. We advise them if they do not respond by a specified date, their Ministry will be dropped, and they must return their materials. Internal Drops are processed as of October 31st each year.

Financial Aid Groups

Volunteer Staff are expected to support the MOPS International vision for “moms of young children” by communicating to churches and donors the MOPS Financial Aid Assistance Plan. Financial Aid groups include any church whose Ministry needs financial assistance to start and/or maintain a MOPS group. Two types of applications are available: MOPS Ministry financial assistance and MOPS Membership financial assistance. To receive MOPS International financial assistance, groups should request the appropriate application from a MOPS Service Representative. A church financial statement for the current year is required for all applications. Groups must apply annually for either type of financial assistance.

Other ways to help groups find financial assistance:

- Encourage graduating MOPS moms or established MOPS groups to consider planting or assisting another group in their area.

- Report to MOPS International any interest or activity in your area regarding planting, assisting or donating to help fund additional MOPS groups.
MOPS Membership Overview

The greatest benefit of MOPS International Membership is being part of a local MOPS, Military MOPS or MOMSnext group, and supporting the growth and impact of MOPS International to reach more moms. Moms come just as they are to build friendships, be encouraged and gain practical parenting strategies.

Each mom and mentor in a MOPS or MOMSnext group in the United States is required to register for membership and pay the current membership fee. Ongoing benefits will deliver a steady stream of encouragement and mothering support right to each mom’s home including MOPS quarterly magazine, a welcome kit with lots of fun goodies and weekly email with practical ideas. Membership benefits are subject to change each year. International groups are able to register members for an electronic membership which delivers magazine content in an electronic format. Scholarships have been provided for all moms in Teen MOPS groups so they do not need to pay the membership fee but do need to be registered with their group. Financial aid is available for groups with five or more moms who cannot afford the membership fee. The financial aid form may be requested from service@mops.org at any time throughout the MOPS year.

Graduating Moms

When a mom’s youngest child goes to first grade, she is considered MOPS alumni. As moms graduate from MOPS, MOPS International desires to stay in touch with them to provide support and encouragement for their transition. Moms are welcome to continue their MOPS Membership, may join a MOMSnext group, register for the MOMSnext membership without a group or become an Alumni member through monthly giving to MOPS International. When groups register annually for the MOPS Membership, they can designate which of their group members have graduated. For moms having served in MOPS leadership for two years or more, there are opportunities to join the Volunteer Staff as a Coach or in another position.

Translations of MOPS Materials

MOPS International has limited translations of some MOPS materials. Call Service for the most up-to-date information.
Troubleshooting Procedures

Service Representatives are available to answer any questions or concerns you may have regarding situations in existing groups. Some situations and/or pertinent information may need to be documented. Please contact your Area Coach to discuss the situation and note the conversation in the Call Center.

Endorsement Policy

Any book or product requesting any endorsement that includes the name of MOPS International must go through MOPS International headquarters. This means any Volunteer Staff or any other MOPS representative who receives a request to endorse a book or product cannot do so in the name of MOPS International without sending it first through the MOPS International office.

An individual, including Volunteer Staff, may endorse a product personally without their MOPS International title.

Local groups or Leadership Team members might endorse local books, pamphlets or products as they see fit, with the name of their local group (but not MOPS International), such as “Endorsed by MOPS at Faith Bible Church.”

Parenting Resources Policy

MOPS International is often asked for our position on various parenting materials or resources. In response, we offer this statement:

MOPS International recognizes information on parenting helps to meet the needs of mothers of preschoolers. We value teaching based on biblical principles, and recognize the individual church’s freedom to evaluate and choose the resources that best fit its needs.

MOPS International also recognize parenting is a highly personal issue, and though the Bible offers some general principles on parenting, parents face many choices about the ways to implement those principles. For instance, this is a biblical principle: a child needs discipline and limits. But parents face choices on the ways to discipline, taking into consideration the temperament of the child and the specific situation.

MOPS International values the development of a mother’s confidence in her ability to know her child’s unique needs and respond appropriately. We further value the development of critical thinking skills, open discussions and respect for each individual’s opinions. Consequently, we encourage MOPS churches, the leadership of MOPS groups and each mother to review a variety of parenting resources and evaluate each based on its alignment with biblical principles and appropriateness for the developmental stages and unique temperaments of both parent and child. We further encourage (cont.)


discussion in MOPS groups that is generously seasoned with grace, allowing open
discussion of differing viewpoints and bringing glory to Jesus Christ.

MOPS International encourages using caution when applying any parenting program as
a sole authority. We encourage all parents to read broadly, pray continuously, seek
wisdom and perspective from their peers and elders, and then trust God as they use the
information and skills they've gleaned to love and nurture their child toward wholeness
and maturity.

Honorariums

MOPS International has set the following guidelines about accepting honorariums for
speaking:

Volunteer Staff may accept an honorarium from a MOPS group when:
  She represents herself as an individual (and not as a MOPS International
  representative).
  She addresses a topic appropriate for a MOPS Mentor talk, such as
  parenting, marriage or personal development.

Volunteer Staff may not accept an honorarium from a MOPS group when:
  She represents MOPS International as Volunteer Staff.
  She offers leadership training or information on the MOPS ministry.

Should a group desire to give a donation for the Volunteer Staff’s expenses, she
should contact the Regional Developer for approval. Honorariums may be given
to MOPS International on behalf of a Volunteer Staff.

When speaking to a civic group, church group, conference or convention to
promote the MOPS ministry, Volunteer Staff may accept reimbursement for
expenses but not an honorarium, since she is representing MOPS
International in an official capacity.

Fundraising at MOPS International

The Development staff at MOPS International consists of four paid staff members who
raise funds nationally for a range of initiatives through their work with individual
supporters, major donors, matching gifts, grants, and an annual Denver-based
fundraising event. Funds raised through the Development team are applied toward
nationwide MOPS International scholarships, international initiatives, Teen MOPS,
Military MOPS and other program expenses that membership and church charters don’t
fully fund. We are so grateful to many MVS who also serve as MOPS donors! You can
spread awareness of our Development initiatives by encouraging friends of MOPS to
give through the mops.org website or during the annual MOMcon offering opportunity –
a truly inspirational tradition of generosity at MOMcon.
Vendors

MOPS International has a number of national sponsor relationships which are beneficial to our constituency of moms and leaders. Because of the nature of these relationships, we ask Volunteer Staff not solicit vendors at events for merchandise for Community Leadership Training without permission from their Regional Developer.

Volunteer Staff should not solicit vendors for other MOPS International events without permission from MOPS International.
MVS Policies and Procedures
Expectations for MOPS Volunteer Staff

Representative of MOPS International
- Professional commitment is the same as if a paid employee
- Professional demeanor, dress and loyalty to the organization and the mission of MOPS
- Best practice organization methods and adherence to budget

Ministry Description
- Voluntary commitment to the essentials of the respective Ministry Description
- Holding one another accountable: Regional Developer holds Area Coaches accountable; Area Coaches hold Area leaders accountable for achieving goals and meeting expectations

Time Commitment
- As specified in each Ministry Description
- Prioritize so other volunteer positions, including other positions in MOPS, do not routinely prohibit fulfillment of the time commitment.

Communication from MOPS International
- Read and be familiar with all print and electronic communication: updates, publications, handbooks and newly released materials
- Pass on communication to groups, Communities, Areas and/or others as appropriate

Communication from the Field to MOPS International
- Keep other Volunteer Staff and MI staff informed of feedback, following the communication channels laid out in the MVS Guide
- Ask for help when dealing with a situation that is difficult, sensitive and/or controversial following the communication channels laid out in the MVS Guide
- Develop a good understanding of when to refer questions or concerns to the church

Reporting System
- Report monthly hours in the MVS Management Tools
- Submit expenses within 30 days of receipt

Timelines
- Honor deadlines
- Understand the time sensitivity of some requests
- Inform the appropriate person if unable to perform a task in a timely manner

Prayer
- Pray faithfully for the ministry, staff, volunteers and specific prayer needs
- Keep others informed of prayer needs from moms, groups and sister MVS
- Allow others the privilege of praying as needs arise in your life
MOMcon and Other MOPS International Leadership Events

- Attend MOMcon, MVS training and other Area events
- Set aside time and resources needed to prioritize attendance
- Registration fees for Volunteer Staff are covered by MOPS International when all service commitments have been met

Evaluation and Goal Setting

- Participate in annual evaluation and goal setting process
- Set goals that maximize abilities to fulfill Ministry Description
- Periodically review goals to evaluate progress

Handling Conflict

- MOPS believes in working through conflict by following biblical principles
- Pray first
- Meet with individual(s) involved
- Involve AC/CC if necessary
- Seek counsel from RD
- Meet with Field Manager
- If necessary schedule time to meet with Director of Leadership and Events
- If necessary, schedule time to meet with President/CEO

Keys to Success

Volunteer Staff are successful by establishing these priorities:

- Pray faithfully for the ministry of MOPS
- Become familiar with the Communities in her Area
- Review all materials sent from MOPS International in the form of guides, letters, emails, packets and DVDs
- Regularly visit and monitor the MOPS International website, Leaders’ website and Volunteer Staff website
- Communicate with her RD, AC or CC sharing Area and Community information, submitting required reports and forms and requesting assistance as needed
- Support groups and leaders with prompt, consistent communication and resources

Prayer Partners

Praying together as leaders provides opportunities to build one another up, bear one another’s burdens, teach and hold one another accountable and to love each other deeply. To facilitate this purpose, each year Volunteer Staff have the opportunity to be paired with a prayer partner for mutual support and encouragement. This process helps foster a strong, united MVS Team and grows the ministry of MOPS International. Contact your AC or RD if you’d like a prayer partner.
Field Definitions

Area
An Area is a designated geographical location with 100 to 300 MOPS groups under the leadership of an Area Coach (AC). Every MOPS International Community is included in an Area and every group is assigned to a Coach. MOPS International assigns Areas based on the number of existing groups and their location.

Field Manager
A Field Manager is a paid employee of MOPS International who manages the Volunteer Staff and the Regional Developers. Her purpose is to provide leadership to the Volunteer Staff through recruiting, training, supporting and supervising all paid and Volunteer Staff in order to grow healthy, vibrant groups and leaders.

Regional Developer
A Regional Developer (RD) is a paid employee of MOPS International who is managed by the Field Manager. The RD recruits, trains, manages and supports the ACs in a designated Region.

Area Coach
An Area Coach (AC) provides excellent group care and leadership to MOPS International group leaders through recruiting, training and supporting Community and Ministry Coaches. She utilizes leadership experience, interpersonal skills, organizational skills and written/verbal communication skills in order to accomplish this purpose and to support the vision of MOPS International. The Area Coach (AC) interacts with Community Coaches and group leaders in order to provide connection and support which facilitates the growth of healthy groups and leaders and is approved by the RD.

Community Coach
A Community Coach (CC) is a bridge builder connecting women leaders to other leaders in their Area. She is a lifelong learner willing to gain new skills and uses those skills to engage and impact MOPS leaders. She believes whole-heartedly in the ministry of MOPS and is passionate about bringing more leaders into the fold and training and supporting these women to catch the MOPS vision. The CC reports to the AC in the Area she is assigned.

Ministry Coach
A Ministry Coach (MC) is a bridge builder connecting women leaders to other leaders in their Area. She is central to connecting with groups and providing support and encouragement. She is responsible for planning and conducting Community Leadership Training events, updating groups with news from MOPS International, and providing support and encouragement to MOPS Leadership Teams. The Coach is managed by the CC or AC in the Community she is assigned.

Special Project Volunteer
Special Project Volunteers (SP) are part of a larger network of MOPS Volunteer Staff. This role allows her to use her experience in the time she is available. Special Projects Volunteers have the unique opportunity to work alongside MOPS International Staff and local Area teams in a variety of ways. They use their strengths to connect moms and
leaders through project management, online support, webinars, IT testing and more. SP team members report to the AC.

**Service Representative**
A Service Representative is a paid employee of MOPS International. Service works at the MOPS International office in Denver. Service receives and responds to all calls and/or emails regarding group, Leadership Team, MOPS Membership and mom issues.

**Ministry Outreach Representative**
A Ministry Outreach Representative (MOR) is a paid employee of MOPS International. The MOR is responsible for following up on group leads coming in to MOPS and finalizing new groups and ministries. This is a passionate group of MOPS champions who love moms and have a deep affection for MOPS and for starting MOPS groups to reach more moms for Christ.

**Regional Outreach Representative**
Regional Outreach Representatives (ROR) is a paid employee of MOPS International. The ROR works with cold leads, reaching out to churches in their state. They also work leads acquired from conferences. They have a deep affection for the church and we genuinely believe MOPS is the best available strategy for moms, evangelism and outreach. They want to see MOPS at every church.

**Group Care Specialist**
Group Care Specialists (GCS) interact with #1 group leaders and are the bridge builders providing connection and support which facilitates the growth of healthy groups and leaders through the group’s first renewal. GCS also works with Volunteer Staff so leaders can attend any local training events Coaches may have.

**Community**
A Community consists of twenty MOPS groups and is led by a Coach. The purpose of a Community is training, encouraging and supporting MOPS Leadership Teams as well as connecting with other local group leaders. Communities are established through MOPS International, and every MOPS group is assigned a Coach.

**Community Leadership Training**
Community Leadership Training (CLT) events are usually held for MOPS group leaders at MOPS host churches or other locations within the Community. At Community Leadership Training events MOPS International news is shared, general leadership training is provided, and MOPS leaders are given an opportunity to connect and exchange ideas. The networking time allows MOPS leaders to learn from one another’s experiences. An offering is taken at all Community Leadership Training events and is sent to MOPS International. Other training offered to Leadership Teams includes activities and resources such as conference calls, Coordinator events, chat rooms, newsletters, MOPS Leadership Development Events and web training. This training is transferred from MOPS International to Area Coaches and to groups through Coaches at these events.
Getting Started

The AC/CC will conduct new MVS training. A new MVS is considered “in training” for her first year in the position. During this year, the AC/CC will work closely with her to complete her responsibilities.

The Volunteer Staff will receive the following forms and supplies from MOPS International in order to carry out her responsibilities:

- Access to Volunteer Staff website
- Volunteer Staff Guide
- Sample of marketing materials
- MOPS International logo stationery, envelopes and note cards
- Recent MOPS International videos or books (as available)
- MVS name badge
- MVS shirt
- Free Info Packet
- Group Experience Kit
- Connections magazine and Hello, Darling magazine

Each MVS is automatically registered for the MOPS Membership and will be sent the MOPS Membership benefits. She will continue to be re-registered each year she holds the Volunteer Staff position.

Budget and Reimbursement

Keeping thorough financial records of all expenses while serving as MVS allows MOPS International to be good stewards of our resources as well as evaluate and plan for subsequent years.

Each MVS is notified in July of her annual budget. Expense reports with original receipts are due within 30 days of date on receipt. Circle date, amount and include your name, Area number and reason for expense on the receipt. Scan into computer and upload into the budget section in Fusion under MVS tools. Approved expenses include, but are not limited to, postage, copies, office supplies, thank-you gifts and hospitality items. Travel expenses and food are not reimbursed unless approved ahead of time by your AC/RD.
Goal Setting

MOPS International encourages you to look carefully at your role as Volunteer Staff. In order to determine what your goals should be, ask yourself:

- According to my ministry description, what am I responsible to accomplish?
- How is God calling me to accomplish these responsibilities?
- What are my priorities?
- How will I measure my accomplishments?
- What steps do I need to take to fulfill each responsibility?
- What is a realistic time frame for completion?

Three characteristics define a goal:

- Attainable
- Measurable
- Have a specific time frame for completion

Goals will be set annually and progress reviewed quarterly.

Annual Evaluation and Commitment Renewal

In order to serve effectively, each MVS will complete an annual evaluation and commitment renewal.

- Each MVS receives a self-evaluation form, goal form and commitment renewal
- Each MVS is evaluated by her CC, AC or RD
- Each MVS participates in an individual review with her CC, AC or RD to review the evaluation, set goals and discuss opportunities for the coming year
- Completed evaluation and renewal are kept on file
- MVS goals are reviewed quarterly with the CC, AC or RD
Policies and Procedures

Accountability

Being accountable is one of the **12 Qualities of a MOPS leader**

As Volunteer Staff we are accountable to God, MOPS International, to our immediate supervisors – Regional Developer, Area Coach or Community Coach, our Area team, other MVS, and the groups and churches we serve.

Accountability includes, but is not limited to: keeping track of hours, budget and information, communicating effectively and working as part of a team.

Reporting Hours

Why do we report hours?

Reporting hours provides accountability and a way for the AC and CC to monitor how much time is being invested in MOPS work. Too much or too little time being put in may suggest the need to re-evaluate how your time is being spent. This also allows RDs, ACs and CCs to ensure MVS are being given reasonable expectations and offering to walk alongside those who may find their commitment is greater than expected. Reporting hours is also needed for annual audits, donors and to ensure the smooth management of the team as a whole. Reporting and managing hours also allows MOPS International and MVS to better understand how much time is invested and how best to walk alongside each other and groups.

How do we report hours? Hours are reported each month in the MVS **Tools**

- Log in, Click on Accounts tab at top and MVS Tools
- Select Monthly Report from tabs on the left
- Select your name from the drop down menu
- Select date you wish to report for. You may select for previous months, but it is strongly recommended you enter your report every month
- Enter expenses, if any
- Enter any comments and press Add
- Please make only one entry per month. If you need to make additions or changes, contact your AC/CC for assistance

Average hours spent

MOPS is cyclical, depending on the time of year – certain times are very busy (MOMcon, training events, group renewal) and other times are slower (December, mid-summer). Monthly hours will vary, but should average close to the suggested number in the Ministry Description.

---

**Area/Community Speaker list**

©2015 MOPS International, Inc
Many Volunteer Staff are gifted speakers and are therefore in demand from the groups in their Areas. Volunteer Staff are free to accept such invitations, but group-speaking engagements are not included in their Ministry Description, budget or time commitment so expenses will not be reimbursed when a Volunteer Staff visits solely to present a talk. Volunteer Staff should not give talks at the expense of fulfilling her primary responsibilities. This does not mean Volunteer Staff are discouraged from giving talks to groups; rather, group talks are viewed as a ministry in addition to Volunteer Staff’s responsibilities. Balance is the key in making the choice to speak to groups.

MOPS International does not interview or approve speakers for local groups; however Volunteer Staff can maintain an Area or Community list of speakers recommended by local groups. All lists must clearly contain the following disclaimer:

This list of speakers available to your group is provided as a courtesy by MOPS International. MOPS strongly urges individual MOPS Groups to research the beliefs, background and intentions of each speaker to ensure they align with those of your church. Certain speakers offer complimentary speaking in exchange to sell goods or services, MOPS encourages you to clarify expectations for your group and your speaker. Speakers names provided have not been researched, evaluated or required to sign MOPS Statement of beliefs and values.

Writing for MOPS International

Volunteer Staff have many opportunities to write and contribute ideas to MOPS. These opportunities are on-going and available to all Volunteer Staff throughout the year. Guidelines for writers wishing to submit content to MOPS International for the blog or magazine may be found at mops.org/writers-guidelines.
Communication

Internal Communication – within MOPS International

The goal at MOPS is to provide open, clear communication between the MOPS International office and each Volunteer Staff. In order to do this, Volunteer Staff will receive the following on a regular basis:

Publications
- *Connections* magazine for Leaders
- *Hello, Darling* magazine: a bimonthly magazine for MOPS moms

MOPS Online
- *Hello, Darling* blog mops.org/blog and *Hello, Darling* email digest
- *Spark* Leaders
- MOPS International website at mops.org
- MOPS Leaders’ website at mops.org/leader
- MOPS Volunteer Staff website
- Social Networking Sites
  - facebook.com/mops.Int
  - pinterest.com/mops_int
  - pinterest.com/hellodarlingmag/
  - Instagram: @mops_international and @hellodarlingmag
  - facebook.com/mopsp Leaders
  - twitter.com/mopsleaders

Volunteer Staff will receive a variety of emails from MOPS International. Do not unsubscribe to these emails as the content within them are essential to the work of Volunteer Staff.

Newly Released Materials
- When available, books, DVDs and other newly released materials from MOPS International are sent to Volunteer Staff. These are for Volunteer Staff's personal use as well as promotional purposes such as giveaways at Community Leadership Trainings or to aid in generating leads and follow up. Volunteer Staff should familiarize themselves with the materials and share information about resources with their Community.

Regular Updates from MOPS International

- Frequent emails, mailings and the websites will keep Volunteer Staff informed of changes or new information having an impact on their groups. It is imperative MOPS email is read and the websites are visited often. As policies change or need clarification Volunteer Staff will be informed so they can share this information as the need arises.
The Field Manager, Regional Developer or others on the MOPS International staff may convey information concerning specific issues impacting the Area or Volunteer Staff responsibilities.

Volunteer Staff also receive copies of information sent to donors, as they contain information that may be useful in promoting the MOPS ministry.

Communication Standards

Why Communication Standards?
Communication Standards have been developed in order to provide for the consistency of our message, both in quality of content and appearance. The standards are to be followed in all MOPS International communications written and spoken, both internally and externally, by MOPS International staff, both paid and volunteer, including MOPS Volunteer Staff (MVS). As we are successful in maintaining these standards, we will increase the effectiveness of all MOPS International communications and our overall impact.

Review Communication Standards Quick Reference to highlight information most pertinent to MVS communication.

Communication Etiquette

Phone

- Start the Conversation with something personal. Get to the point (turn to your point using a leading question) and wrap it up (cover next steps for both of you). A courteous way to start the call is to ask, “Is now a good time to talk?” If not, ask to set up a time to call back later and then follow through.
- Document your conversation in the Call Center including personal notes that will help you make a relational connection next time you speak to them.

Email

- Keep messages brief and to the point, avoiding long sentences
- Use proper structure and layout, including proper spelling, grammar and punctuation
- Be careful in using abbreviations and Emoticons (BTW = by the way; or MOPS acronyms without defining them, MVS = MOPS Volunteer Staff)
- Do not write in all capital letters
- Make your correspondence personal – even if you develop templates for FAQ, add something personal to the email
- Use a meaningful subject line
- Don’t attach unnecessary files
- Be careful with formatting – keep it simple!
Email allows you to answer questions and preempt further questions
Be thorough
Respond within 24-48 hours
Remember your tone cannot be heard in emails
Proofread the email before you send it!

Texting

- Texting is helpful for communicating brief, urgent information to a leader with whom a relationship already exists. For example, a reminder for a scheduled phone call or meeting, answering a question, etc
- It should not be used for initial contact or for communication better suited for an email or phone call
- Before texting, verify the leader has a texting plan and she uses this method of communication
- Be sure to have a signature line so the recipient knows who the text is from since she may not recognize the number
- Netiquette and email guidelines apply to texting as well

Skype

Skype is another way of communicating with leaders face to face by using your computer. This technology adds a more personal touch to conversation.

Email - Phone calls - Texting

Phone calls should be your primary means of contact. It provides better opportunity for building relationships. It also requires less time to answer questions and allows you to be proactive in answering questions. A phone call gives a voice to MOPS and provides a much more personal touch.

Email is good for summarizing long discussions and is a great follow-up tool. It is a useful tool for setting up a phone call and is a great secondary source of communication.

Texting is meant to be used to share brief, time-sensitive information with a leader you already know and have relationship with. If a leader prefers this form of communication you may use it at their request.

Social Media Policy

The internet has broadened the scope of communication in the last several years. Social Networking has become one of the chief vehicles we use to communicate. It has opened opportunities for us to connect with friends, acquaintances, family, businesses and more. It has also become a place where we share our thoughts, joys, struggles, anger and pictures with no regard to its very public setting. There are several social networking sites predominant online. Facebook is being used as a vehicle to express political views, religious views or personal angst about a variety of issues. Because of that, MOPS has created a Social Media Policy for all MOPS staff, paid and volunteer. Its purpose is not
to “police” people’s postings but to remind and encourage us all to represent MOPS and Christ well. Please be sure to review the policy and discuss questions and concerns with your AC/RD.

Social Networking and Netiquette

- Be sure to acquire necessary permissions usually required for photos, re-printed/posted content, etc.
- Use of personal information should be limited. Addresses, phone numbers, names of children's schools, teacher's names, etc., should be avoided.
- MOPS Communication Standards also apply online.
- Before posting online, ask yourself: Is this a MOPS post or a personal post? Determine and use the appropriate account.
- Remember the site/group/list you create represents MOPS International; represent well.
- Everything posted on the internet is permanent; if you don't want it to come back to you later, don't post it now.
- Upset? Step away from the keyboard. This is not the time to post.
- Rants, politics, issues that would not be addressed in a MOPS group should not be addressed in a MOPS web presence/social networking site.
- BE CAREFUL – Social networking is addictive.
- Clarify – Miscommunication happens often online. Asking questions before making assumptions about what someone meant in a post is an excellent way to avoid unnecessary conflict.
- Area or MOPS related Facebook pages are not to be used to promote personal businesses in any way.

Confidentiality

Personal Information
Volunteer Staff have access to personal information including name, address, email, phone and family information for church leaders, MOPS leaders and moms. All such information is confidential and should only be used for the purposes it is provided for — furthering the ministry of MOPS International and for contact and service of MOPS groups and potential MOPS groups. Personal contact information should not be used for any solicitation of business or other uses outside of the ministry of MOPS International. This includes Area Facebook pages, blogs and newsletters. Personal contact information should not be shared outside the ministry of MOPS International.

Situations
As Volunteer Staff, confidential information may be shared with you regarding personal situations such as health, relationship issues or difficult situations. Such information should be held as confidential and not shared with people who are peripheral to the situation. If you have questions or concerns about confidential information, you should talk with your supervisor about the situation without disclosing identifying information.
MOPS International Information
At times, Volunteer Staff will have access to MOPS International information before it is made available to the general public. Such information will be noted as confidential, for your information only as a MOPS International volunteer. This information should not be discussed, posted or otherwise published until it is made public by MOPS International. If you have a question about whether particular information is public, please contact your supervisor.

Internet Privacy
With the proliferation of social media, personal privacy is an ever-changing standard. While you are free to make public any and all information about yourself and your family, personal information about other people, families, children and homes should not be posted unless the other person is comfortable with the level of information being shared.

Leadership Development and Events

Leadership Development is a core component of what we do at MOPS. Our purpose to “encourage and equip” means we provide leadership training and opportunities for every mom to grow in her influence and leadership.

Leadership Development Purpose: To disciple each person to become all God designed her to be while carrying out the purpose of MOPS International. Moms have the ability to do big things. MOPS wants to help every woman gain the confidence to use her voice to change the world. That’s why we challenge women to lead as a mom member, group leader or MOPS Volunteer Staff.

Leadership Development Content:
The Leadership Development Team at MOPS International has identified foundational principles that should guide training at all levels of the organization. As we are developing resources and training for all types of leaders, there are four basic components of training to consider:

- Spiritual growth
- MOPS specific skills and knowledge
- Practical leadership for life skills
- Relational Evangelism

Leadership Development for MVS:
All MVS are asked to participate in training webinars, conference calls or other Area training calls four times a year. MOPS provides training for MVS every month through Coach Connect calls/webinars. A schedule of calls can be found on the MVS website. All MVS are encouraged to attend and participate in discussions or view/listen to these trainings as their schedule allows them.
Live training opportunities are provided each year for MVS. These trainings are designed to provide effective leadership development, spiritual and practical tools to allow each MVS to grow in her role. Relationships are deepened through planned team activities, corporate worship and other activities. MVS are highly encouraged to attend events in their Area as well as MOMcon and other live events. Registration for CLT’s, Area events and retreats and MOPS annual Leadership Conference, MOMcon is complementary. Added costs, such as concerts, additional meals not covered by the registration, etc., are the responsibility of the MVS. Each MVS are asked to volunteer in various capacities as needed.

*Being a coach has grown me and given me an opportunity to trust God completely. I would never have thought I would be able to speak to a group of people or even consider homeschooling my sons if not for being a coach.*

*Jennifer, Ministry Coach*

**Leadership Development for Leaders:**
Development means to bring out all the possibilities. We want to bring out the possibilities for every leader in every group.

Our Leadership Development team strives to create layers of training and development through a variety of avenues.

- Events – We offer opportunities for live training through our spring event, MOMcon, and quarterly virtual training.
- Group Experience Kit – Each piece is designed to draw the leader into the current theme and give her tools to bring the theme to life in her group.
- The Leaders’ section of MOPS.org – We seek to address the spiritual and practical needs of each leader through articles, training and other tools.
- Spark – A bi-monthly email sent directly to each leader.
- *Connections* - Our leadership magazine
- Social Media – We connect with leaders and point them to all the resources we offer.
  - MOPS Leaders Facebook ([Facebook.com/mopsLeaders](http://Facebook.com/mopsLeaders))
  - MOPS Leaders’ Twitter ([twitter.com/mopsLeaders](http://twitter.com/mopsLeaders))
  - MOPS Leaders’ Instagram ([instagram.com/mopsleaders](http://instagram.com/mopsleaders))
- Coach – MOPS International maintains a team of MOPS Coaches who walk alongside and support leaders in her area. The Coach uses her experience as a MOPS mom and leader, as well as her Coach training to support the growth of those leaders she supports.

We develop resources that speak to the leader in several voices.

- Expert voice (been there, done that, let me teach you how)
- Mentor voice (challenges her as a mom and leader, encourages spiritual growth)
- Peer / co-leader voice (I'm in it with you)
- Friend voice (support and encouragement)
How can the MVS help?

- Become familiar with the resources we offer. Not only will they develop your leadership skills, but you can help leaders find what they need as well.
- Keep us informed of what leaders are talking about. What do they like? What do they need?
- Create for us. Share your expertise in articles, videos, devotionals, checklists, or whatever leaders can use.

MVS have the opportunity to provide training directly to leaders – through phone calls, webinars and live local events. When planning training sessions, utilize these six steps:

- Assess training needs
- Develop learning goals
- Plan training sessions using EPIC Communication Techniques
  - Experimental
  - Participatory
  - Image based
  - Connective
- Implement training
- Evaluate
- Follow up
Area/Community Coach Guide
As the Area/Community Coach your role is to provide leadership and vision to your assigned Area or Community. You will interact with MOPS Volunteer Staff in order to provide training and support which facilitates growth of healthy groups and leaders. There are a variety of responsibilities Area/Community Coaches are expected to perform and hold their teams accountable for. This section of the MVS Guide will help you further understand your role as an AC/CC.

**Managing Information**

Information management is the responsibility of every MOPS Volunteer Staff. A clear, concise, accessible format for organizing information promotes healthy growth in leaders, groups, and moms. Volunteer Staff receive regular, ongoing communication from MOPS International and are expected to communicate with MOPS International on a regular basis.

This communication includes the following:
- Weekly update
- MOPS Volunteer Staff [website](#)
- Online resources
- MOPS International marketing resources
- New group materials
- MOPS Membership materials
- MOPS International publications
- Annual evaluation
- Goal setting
- New and existing group information
- Periodic group updates
- Community lists
- Community reports
- Expense reports
- Monthly hours/summary reports
- Any other ministry specific reports

**Communication from ACs to MOPS International**

ACs are in constant contact with the RDs, Field Manager and other MOPS International staff. You are the heartbeat of the MOPS ministry and act as a liaison between MOPS leaders and the MOPS International staff. As such, you are responsible for communicating concerns, needs and creative ideas from group leaders to staff.

You will work closely with your RD to provide direction or assistance with any situation requiring follow-up or special insight. Often, prayer is the most appropriate and effective response to these situations.
Communication with MOPS International staff goes through the RD. This policy is intended as a time management technique and is not meant to close the doors of communication. If the RD is not able, she will refer you to another RD or the Field Manager.

If you’d like to request a meeting with a Team Leader or the President/CEO, please contact your RD and she will assist you in scheduling a meeting.

The following are examples of items that should be shared with the RD and in turn communicated to MOPS International:

- A concern or praise about a Community Leadership Training
- A new idea that worked well for a group or Community
- Updates regarding interest in MOPS growth in the Area
- A potential leader for workshop speaker for MOPS Volunteer Staff or for growing new MOPS groups
- Issues regarding groups experiencing difficulties, especially if they are considering dropping their MOPS group
- Potential donor or friend of MOPS
- Potential writer for MOPS publications
- Prayer requests appropriate for the MOPS Volunteer Staff website

**AC/CC Expense Report and Time Log**

Tracking time and expenses allows MOPS International to:

- Have an accurate record of actual time AC/CCs spend in their ministry
- Reimburse AC/CCs for allowable expenses
- Plan an accurate budget

You are responsible for checking the Monthly Report summary and verifying your team has entered their information at the end of every quarter.

Allowable expenses, which are budgeted and reimbursable, include but not limited to postage, copies, cards and sometimes other expenses incurred to carry out duties assigned in your Ministry Description. If an item falls within the category of "other," it should have prior approval by your RD. A complete list of approved expenses is below in the section called “Budget.”

When requesting reimbursement, upload all receipts into the Budget tool in Fusion. Make copies of all receipts for your files. Receipts must be submitted within 30 days of purchase. Please include your name, Area, reason for expense, and the amount circled on the receipt. Mileage is covered only with pre-approval from your AC/RD. Examples include: mileage to a Community Leadership training, or consultation with a pastor or Leadership Team. Traveling to visit or speak to a group is not a covered expense. However, if circumstances seem to warrant an exception, prior approval should be sought from the RD.
Budget

Management of your Area/Community budget is a matter of stewardship. MOPS International is blessed to have the funds to support you and your team in ministry. Keeping thorough financial records of all expenses incurred while serving as an AC/CC will help MOPS International to evaluate and plan for subsequent years.

In July each year, RDs will inform you of the budget approved for your Area for the fiscal year. In turn, you will inform your team regarding the funds available for their Communities, and will communicate the appropriate use of funds. Funds are budgeted for all Coach positions.

Reimbursements are allowed for the following items:
- Paper
- Postage
- Copies
- Limited décor for Community Leadership Training
- Speaker gift
- Training take-away
- Office supplies (paper, envelopes, business cards, ink, note pads, pens)
- Cards – Birthdays, Anniversary, Christmas, Sympathy
- Headset
- Gasoline for MOPS group visit – must be pre-approved by your RD
- Coffee with a Coordinator or gift card to have coffee via Skype
- Area retreat/team building
- Other expenses on a case by case basis – must be pre-approved by their RD

MOPShop

All staff and MOPS Volunteer Staff receive 20% off their MOPShop purchases for PERSONAL USE ONLY. Each MVS will have an individual login and the system will recognize their login and automatically take 20% off the order. Staff/MVS are employees and cannot combine discounts.

If you are purchasing for non-personal use and want to make a purchase without the discount you can set up a “public” login using a different user name. You can have multiple usernames related to the same name, email address and mailing address. For example – if you are purchasing door prizes for your MOPS group or shirts for an entire Leadership Team, you would not be allowed the 20% discount. MVS wishing to purchase items to give away to Leadership Teams or churches should order through their AC. As an AC, you can order using the 20% discount and be reimbursed from your Area budget for thank you and hospitality items up to 10% of your yearly budget.

To set up a new user account, go to the store’s log in screen and use the fields on the right. Choose a unique user name, and a unique password (min 8 characters, at least 1
letter and 1 number). If you want to access an existing account but don't remember your login credentials, please email mhall@mops.org for assistance.

Goal Setting

Each spring Volunteer Staff are given an opportunity to reflect on her MOPS ministry and discover how God is calling her to serve in the coming year. This prayerful time of reflection helps each of us see our ministry from God’s perspective and offers a time to celebrate accomplishments and discern where to focus our energies in personal and ministry development for the next year. The combination of personal reflection and input from a trusted leader is a valuable part of every leader’s ministry experience. As you begin to set goals for yourself and assist your team in setting their goals, remember if a goal is not attainable, you will become discouraged and never see success. If it is not measurable, you will see no fruit for your labor. If there is no time line for completion of the goal, you may never get around to it. As you plan your goals, begin with prayer and consider the following:

Evaluate last year’s goals, if applicable:
- Which goals were achieved?
- Which ones will you continue or carry over to next year?
- Which goals should be abandoned?
- Complete the AC Goal Setting sheet
- List the key responsibilities (identify, recruit, retain, train, support) in your ministry description.
- Write any goals above and beyond the basic ministry description.
- List the action steps toward achieving those goals.
- Be sure the action steps are attainable.
- Set a date for completion of each action step.
- Prayerfully reflect on these goals throughout the year and evaluate if you are on track or how you need to move forward to attain that specific goal.
- Send a copy of the goal sheet to your RD and keep a copy for yourself.
Annual Evaluation and Commitment Renewal

In order to best serve Communities and groups you will complete an annual evaluation. You will receive a self-evaluation tool to be completed and returned to the AC/RD. AC/CCs, with the AC/RD, will have the opportunity to discuss and evaluate goals from the previous year, as well as to set new goals for the upcoming year. You will then consider a commitment renewal for another year.

At the same time, each MVS will complete the same process with her AC/CC. Specific instructions and guidelines will be provided for you by your RD.

You will receive goal sheets from your team and monitor goal progress throughout the year. MVS will sign and return a new copy of the Faith and Values Statement and Statement of Volunteer each year when you renew your MVS commitment.

Should you decide not to continue in your position, you should return all materials and records to MOPS International. You should make every effort to recruit and recommend a suitable candidate to the AC/RD. This application process should be done several months in advance, so you can assist with her transition.

Evaluation Guidelines

1. Remember we are about leadership development. We do not expect each MVS under your supervision knows everything which is why she needs you to gently guide her in areas of needed growth. Helping her take one step might be enough for now. On the other hand, you need to hold her accountable to the expectations for the job. Finding balance, knowing when to be gentle and when to be tough, makes us humble and aware of the need for prayer.

2. Procedure:
   - MVS fills out self-assessment and emails it to you
   - After receiving self-assessment, make an appointment to meet with MVS
   - One day before the meeting send your evaluation to the MVS
   - You and MVS will discuss both sheets
   - During this meeting, goals will be discussed and the goal sheet filled out
   - Afterwards, MVS accepts evaluation by typing her name at bottom of evaluation and emailing it back to you
   - Save and send copies to MVS and RD electronically

3. Summarize the purpose of your meeting in an affirming way:
   - Discuss MVS self-evaluation and your evaluation of her
   - Celebrate accomplishments, strengths and areas where growth is needed
   - Decide if MVS will be returning
• Review Ministry Description and Goal Sheet
• Establish MVS goals for the next MOPS year
• Talk about how you can work together to grow leaders, grow groups and grow MOPS
• **Listen.** What the MVS has to say to you is more important to her than what
  you have to say to her. Truly feeling heard will help her grow as a leader.

**Note:** You will want to be the encourager and empower your MVS to the extent possible. However, when we ask you to indicate whether the MVS will be invited back, it does carry a clear message MOPS International wants you to own your Area team. If you do not want to invite a MVS back, be sure you and the RD are in agreement.

4. Keep conversation positive. We all appreciate some specific compliments, as opposed to generalized flattery. Let each MVS know you noticed the big and small things she has done to support her groups.

5. At the end of your meeting the MVS should have her goals written down. Help her define her goals and make them reasonable and measurable. “How does this fit into your MVS job?” or “How much time do you think this will take?” might be appropriate questions to ask. Keep pulling her back to her ministry description when establishing goals.

6. If you feel you need to address an MVS on a situation she could have handled better, try asking questions to lead her into identifying an area of needed growth. "How do you feel about…?" or “When you look back…?” are better than words like should, right, wrong, never, always. Be relaxed and a little hesitant, encouraging her to see something for herself.

7. If your MVS is retiring, still complete an evaluation, as her feedback is invaluable and celebrate her work with MOPS.

8. Please cover all evaluations in prayer! Pray God will be glorified through this process and it will be a growing experience for every MVS.

*I enjoy taking time each year to review with my team their successes, as well as discussing areas to develop to reach their full potential as a leader. The discussion is viewed as a time of reflection, thanking God for the continued opportunity to be used in this amazing ministry. Coaches are a valuable part of the MOPS team and should be provided feedback on how their part has impacted the organization and the Kingdom.*

*Nichole, Area Coach*
Identify the Need for a New Community (AC)

MOPS International desires for every group to be supported by a Coach. As MOPS grows, there is a continual need to add new Communities, as well as to divide existing ones, in order to maintain an optimal Community size. As wise managers, you should train your Coaches to remain flexible and build relationships, yet hold loosely to their groups. This allows for growth and re-assignment of groups as the need arises. As you observe your Area, there are several considerations in identifying the need for a new Community.

- Current Community size
- Current Community geography
- Surrounding Communities and Area

The first step is to maintain a current map of the Area, indicating the location of each Community, Coach and group. An overview of the Area will determine where the needs are greatest, where one Coach might have too many groups and another Coach has only a few, where remote groups could be included in a Community. For example, in an overview, you may note two Coaches in a metropolitan area each have twenty groups, and more groups are being served by a Remote Coach. You can easily conclude a third Coach is needed.

As a general rule of thumb, when a well-qualified leader expresses interest in becoming a Coach for an area where the need has not yet been identified, it is wise for you to invest time in prayerful consideration as to whether this may be God leading in an unexpected direction. If she is called to be a Coach, our desire is she would be willing to serve in any Community in need. You should also discuss the situation with your RD.

Recruiting Overview

Identifying and investing in new leaders is an on-going process at all levels of leadership. By continually looking for women who exhibit leadership potential, MVS always remain involved in this process. Areas with strong growth will need new Coaches as Communities expand. Our Special Project team will facilitate strategic training events that grow and strengthen leaders as well as keep groups within the Community connected. Even in Areas where there is low turnover of existing MVS, it is important to consistently identify, encourage and equip potential MVS to replace retiring MVS when their season of MOPS leadership is complete. Every MVS should diligently work to add one new Coach annually.

What a blessing to walk alongside a new Coach, nudging her to develop her skills and use her gifts! I love how God allows me to dream with her as we explore how she might impact other leaders with her experience and passion for MOPS. Investing in a new leader, seeing her grow and in turn, seeing her invest in others – what beautiful ripples of leadership!

Kathy, Area Coach
Recruitment, apprenticeship and selection of MVS is a prayerful task balancing the ministry requirements with the personal experience and qualities an individual brings to the position.

There are some general principles that are helpful to remember as you identify potential new leaders:

**Calling** – A person may display the requirements for being a MVS but not be called. Calling is important because it confirms the matching of an individual to a specific area of ministry. Calling can also carry a leader through seasons of discouragement.

**Character** – A demonstration of growth in Christian character qualities is important in leaders. MOPS International identifies the following 12 characteristics of a MOPS leader. See [12 Qualities of a MOPS Leader](#) for a detailed explanation of each of these.

- Christian
- Called
- Christ-like
- Courageous
- Accountable
- Servant
- Growing
- Hopeful
- Gracious
- Authentic
- Adaptable
- Humble

**Chemistry** – When connecting with people to work on teams, the chemistry of the team can affect its success. MVS should be willing to invest in growing relationships with their groups and Area team.

**Competency** – While MOPS International is committed to continual growth and development of leaders, candidates for MVS should already exhibit strong competency in areas relevant to their ministry description.

**Consistency** – When entrusting leaders with responsibilities, their demonstrated consistency is important to the long-term viability of the ministry.

**Commitment** – A position of leadership and responsibility requires commitment. Candidates for leadership positions should demonstrate past commitment and a vision for this particular ministry at this particular time.
Recruiting and Apprenticing Guidelines

While the recruitment and screening of Community Coaches and Special Projects is the responsibility of the AC, she also looks to identify potential leaders for the team as a whole. Recruiting Coaches is primarily the responsibility of the CC. The CC will want to develop a list of potential leaders and work to develop relationships with those leaders over time. All MVS play an important part in identifying potential leaders.

MOPS International needs all of us to continually be looking for potential leaders. When visiting groups, engaging in impromptu conversations, attending Community Leadership Trainings, MOMcon or other MOPS events, make note of potential leaders. You also have a base of potential leaders in the Coordinators and Leadership teams you connect with monthly. Start by connecting with them and sharing opportunities for joining you as a Coach. Consider a Coach Apprenticeship program allowing potential leaders a chance to partner with you to grow their leadership skills, allowing them to easily transition into coaching when they are ready. Maintain a file of potential leaders for future reference.

Get the word out about MVS by sending letters, emails, posting on Area websites and Facebook pages, asking at Community training events, MOMcon and asking retiring leaders for suggestions.

**Initial contact with lead:** Share ministry description, your joys in serving, qualifications, and ask her to discuss the opportunity with her family and pray for about a week.

**Second contact:** Answer questions, discern interest and discuss Screening questions. If applicable, forward screening information to your RD. The RD will send an application packet, and once returned the RD will schedule an interview with the applicant. RDs conduct all interviews and reference checks, then will let you know if the applicant has been approved. You will then call the applicant to offer her the position. If she accepts, notify your RD to order MVS supplies and assimilate the new MVS into the system. If the applicant is not approved, the RD will discuss with you and call the applicant to inform her of the decision.

Communication with Potential MOPS Volunteer Staff

This communication should be on the level of a screening call while asking about several elements: leadership experience, MOPS experience, availability and the reason she feels called to apply. The applicant may have several questions for you regarding the position. The interview with the RD will be more structured and the application will include her testimony.

Use the Screening questions to discern interest, experience and calling prior to the RD sending an application. Your input is essential before the candidate fills out the application. If, in your opinion, the person is not a strong candidate, then it would be better to acknowledge this early in the process. You may also suggest the apprenticeship program for her to help develop her for future coaching.
Usually, a potential MVS has been in MOPS leadership for at least two years. However, there is no single preparation for a MVS position and consideration is given to strong leaders who have held any leadership position. In some cases, a potential leader may have employment experience that qualifies her for becoming a MVS even though she has been in MOPS a limited time. Talk to your RD and she will help determine if her limited MOPS experience combined with other leadership experience is enough for her to be considered for MVS.

_I love investing in a leader as she moves from “now what?” to “what’s next?”
From “who me?” to “why not me?”_

_Kathy, Area Coach_

**Training**

Training comes in many forms, including but not limited to MOPS International training events, one-on-one training for MVS and Area Training.

MOPS provides materials and supplies needed for each position and the AC/CC completes the initial training. Each new MVS, whether she is replacing a retiring leader or forming a new Community, is considered “in training” for the first year. During this year, you will work closely with her whether she is planning a Community Leadership training or building relationships with group leaders.

The [MVS Guide](#), [Training Outlines](#) and Training videos are designed to assist you in training your team. These documents are posted on the MVS website for you to access on an on-going basis. Changes are made periodically so be sure to review these documents before holding a training call with a new leader.

**Group Responsibilities Overview**

Coaches are the critical connection to groups in their Community. However, each MVS has the responsibility of maintaining some connection with MOPS groups in the Area by listening to their needs, sharing new ideas, noting potential leaders, and seeing what’s working for local leadership. This information should be conveyed to you so you can effectively evaluate the needs in the Area.

Remember, MVS represent MOPS International to these groups. MOPS’ expectation is local leaders will come away from every conversation or meeting with a positive impression of MOPS International. Helpful, enthusiastic and concerned MVS communicate MOPS cares. Maintain a can-do attitude when MOPS women come with special requests or problems. Take time to really listen and make the most of every opportunity to let groups know God has called you to serve alongside them.
Take some time to think about these questions:

- Who am I serving?
- What are her needs?
- What are her expectations of MOPS International?
- What can I do to meet her needs and expectations and better serve her?
- Do I need to refer her to my Service Representative or Regional Developer?

**Transition of a New Group to Coaching**

When a new group is launched, a Group Care Specialist (GCS) is assigned to the group for their first year. The GCS also notifies the AC so she is aware and can include the new group in any Area Training events within the year. A new group is transferred to an Area when they have successfully renewed after one year and have more than two Leadership Team members who are not Mentors. Any critical group health information is passed from the GCS to the AC when the group transitions.

You will assign the group in the MVS Structure to a Community and Coach. You will notify the Coach she has a new group added to her Community. The Coach then makes a welcome call to the Coordinator to introduce herself and explain her position. Coaches connect with their assigned groups every month. This contact lends a personal touch and gives each group a feeling of being connected and supported. The Coach finds out when the group meets and keeps in contact as needed.

It is important for you to communicate with Coaches about their groups. The Individualized Training Plan (ITP) is a tool available for you to use for the support of all groups. Track the progress of all groups and enter all notes into the Call Center.

**Area Letters**

AC/CC letters are written twice a year and sent electronically to all group leaders in your Areas. Work with your AC/RD to schedule and proofread letters.

The purpose of the letter is to:

- Remind groups their Coach is their first point of contact with MOPS International
- Express needs for MVS in certain locations and a brief description of the positions
- Inform groups of upcoming events or policy changes
- Encourage Leadership Teams in their leadership roles
- Share resources and ideas
- Get groups connected to you and to each other

What else could be included?

- Details of MOMcon and other MOPS International leadership training opportunities, such as fundraising ideas, transportation tips or anything else
pertinent to the Area/Community
• Community meeting information, with a reminder to connect with their Coaches for more details
• Introduction of new MVS
• Welcome to new MOPS groups in the Area/Community
• Ask the Coordinator to copy the letter and distribute to everyone on the Leadership Team, as well as the church
• Brief words of encouragement
• New idea that worked for a group
• Scripture, song or poem that has meaning for them
• Family story to get to know you and your team
• Story of how God is working through other groups
• Reminder of priorities and not over-committing
• Reminder of God’s ownership of the ministry
Coach Guide
Communication Expectations

Communication with Community Coach

As a Coach you will have contact with a number of people within MOPS International, your local Community and your Area team. However, your first point of contact is always the CC. If you do not have a CC, your AC is your first point of contact.

Expectations
- Check email regularly and respond within 48 hours
- Read and respond to Weekly Updates and other communication from AC/CC in a timely manner

Forms and Reports
- Enter monthly hours and MVS expenses as needed
- Complete a year-end Evaluation and Commitment Renewal for MOPS International
- Review annual goals periodically though one-on-one calls and email
- Schedule and submit a Community Event Planning Form six weeks prior to each Community Leadership meeting to ensure it is on the Community Event Calendar in plenty of time for groups to attend
- Submit Community Event Report no later than two weeks after Community event is held

Communication between Coach and Groups

Your role as Coach is critical to the health of the local group. Communication is key to building a lasting relationship with Leadership Teams and churches. Talk about MOPS International vision, updates, news and opportunities to group leaders using phone calls, emails, texts, Skype and written correspondence. Be proactive in building relationships with your groups. Remember you are a group’s lifeline to MOPS. Your investment in groups keeps them strong, growing and connected to each other and MOPS.

As MVS you will receive and should become familiar with the contents of all information and resources sent to groups in order to answer questions they may have.

I enjoy getting to know my group leaders. Connecting and visiting groups lets me see moms loving on each other and they always make me feel so welcome; just like one of the moms! When leaders contact me with questions, I feel blessed to be a part of their growth as a leader and the development of their team.

Michelle, Community Coach
Group Support

Supporting existing groups

You are the first link to groups in your Community. You are responsible for maintaining a connection with leaders of the MOPS groups in your Community by connecting and listening to their needs, praying for them, looking for new ideas, noting potential leaders, and seeing what’s working for local leadership. You and the other MVS are MOPS to these groups. Our prayer is local leaders will come away from every conversation or meeting with a positive impression of MOPS International. Maintain a “can do” attitude when MOPS women come to you with special requests or problems. Take time to really listen and make the most of every opportunity to let these groups know God has called you to serve him by walking beside them.

Ongoing Communication with Groups

Throughout the year Coaches are responsible for the following:

- Initiate, pursue and develop a relationship with Leadership Teams monthly
- Hold one Community Leadership Training event yearly.
- Encourage participation in Leadership Training Webinars provided by MOPS International.
- A phone call or Skype to Leadership Teams monthly
- If possible and time allows, visit a group within reasonable driving distance. This is a great way to build your relationship with them.
- Call the group Coordinator at the end of March to review the Ministry Renewal process and remind her to update her Leadership Team roster.
- Identify and invest in current group leaders with the intent of encouraging them to join the Coach team

These monthly contacts will help your groups understand you are their Coach and primary contact with MOPS International, and help you build a lasting relationship with them.

I love being a Coach because I enjoy watching leaders grow their confidence, faith and leadership skills. It’s an honor to be a part of that growth in some way.

Emily, Ministry Coach

Community Leadership Training Events

Training is an essential component of you role as Coach. Groups enjoy the opportunity to meet together with other groups to network and participate in training you and MOPS International provide. Identify the needs of the groups and plan a Community Leadership Training event to connect and support your groups through training.

MOPS International events such as MOMcon and other leadership training events provide other great opportunities to connect with groups. Be sure to invite them to attend and arrange times to meet with specific groups during these events.
Answering Questions from Groups/Problem Solving

When working with groups and churches, you will encounter issues needing attention. Familiarize yourself with all of your MOPS International materials so you are prepared to assist with issues that arise. Listen for any actual or potential trouble areas. Advise groups and/or individuals based on MOPS International policy and your own experience with the MOPS model and vision.

When you are not absolutely sure how to handle a situation, or when there is a controversial or difficult problem, refer the problem to your Community or Area Coach.

Listening to a group's questions, concerns or difficult situations is a learning experience. First and foremost, PRAY! It is very appropriate to pray with a leader over the phone or to tell a leader you will pray about an issue and call her back. Some situations need much prayer and thought before giving an answer.

Many questions will deal with the church and should always be referred back to the church leaders. It should always be suggested that Leadership Team conflict situations be handled by the group’s Coordinator, MOPS Mentor and/or church staff. Remember – the MOPS group is a ministry of their local church.

Any and all concerns expressed by pastors and/or local Leadership Team members regarding MOPS policies or procedures, areas of church policy and doctrine, and/or legal matters should be forwarded to MOPS International via your Area Coach. Be sure to notify the Community Coach of such issues.

Many questions you encounter can be answered by the MOPS website and Group Management Tools. Empower and encourage your groups to utilize you, their Coach, and these online resources.

Group Issues

You may receive information on group issues from a variety of sources:

A Service Representative may notify an Area Coach of a group issue that has been brought to her attention. The Area Coach will forward the information to you if needed.

The RD or another staff person may become aware of a group need.

Local groups and leaders often ask for advice or assistance in handling specific group issues. You are responsible to pass this information on to your Area Coach. Your Area Coach will forward this information to her Regional Developer as needed.

In all of these cases, communication and follow up are key ingredients. You must use discretion in which issues need follow-up to make sure an answer is provided in a timely manner or to make sure you are comfortable in dealing with the sensitive issue. All conversations and group issues should be reported in the Call Center in case further
contact or follow-up is needed. At no time are you to engage in mediation between group members, between groups and other groups, or between a group and its church. In the case of sensitive issues, you should inform your Area/Community Coaches who in turn will inform the Regional Developer to determine if further action is warranted. It is wise for you to keep in close contact with your Community Coach or Area Coach as she makes these judgment calls. Be sure to document information from these calls in the Call Center.

These are some of the issues you should refer to your Regional Developer:

- Issues between group and church
- Issues between group and MVS or other MOPS representative
- Issues pertaining to the MOPS name and logo
- Issues in which the media might be involved

Healthy group factors

The following are some factors you can use to determine if a group is healthy or not. These are also useful topics to discuss with new groups as they get started.

- Regular contact between the church representative and the group Coordinator to share positive group experiences and make them aware of problems before they grow.
- A church that prays regularly for the MOPS group
- A defined, church-approved MOPS leadership selection process with the church actively involved in the process ongoing

Connecting With and Supporting New Groups

When new groups start with MOPS a Group Care Specialist (GCS) is assigned to the group for their first year or until they have successfully renewed and have more than two Leadership Team members who are not Mentors. The GCS will notify the Regional Developer and Area Coach so the AC can include the new group in any Area events. The GCS will notify the AC when a group is ready to transition to Coaching and the AC will assign the group to you. MOPS International tracks groups in the Community Directory which lists all current MOPS International groups and is updated frequently.

You will make contact with the Coordinator with a welcome call introducing yourself and explaining your role. This personal touch gives each group a feeling of being connected and supported. Find out when the group meets and keep in contact monthly. Communication with groups is entered into the Call Center.

Growing New Groups

New MOPS groups are often started by women who have benefitted from the ministry of MOPS and want to help spread this ministry to reach new moms. In your Community, you may become aware of women who are champions for the ministry of MOPS and who have the ability to start new groups. We encourage all MVS to be on the lookout for
leads for new groups. Leads can be sent to outreach@mops.org. If you become aware of an opportunity to be part of a local event such as a local family fair, family or mom friendly conference by promoting MOPS, contact Diana Goldy at dgoldy@MOPS.org. Additional informational about starting a group can be found under the MOPS International Policies and Procedures section of the MVS Guide.

Building Relationships with Churches

One of the five core competencies of MOPS, the things which we believe are of highest importance, is the relationship with our churches. MOPS groups do not exist outside of the church and we want each church to know they are important to their local MOPS group and to MOPS International. Retention studies show groups with a close connection to their church are healthier and tend to renew year after year. One of your responsibilities as a Coach is to encourage a strong relationship and communication between the MOPS church and MOPS Leadership Team.

The church contact person is not usually the Coordinator of the MOPS group. The church contact person is a staff member that oversees the group – often a pastor or women’s ministry director.

Getting To Know the Church

Learning more about churches and denominations in your Community will help you serve them better. To learn more about a church or denomination, consider these options:

- Search online for the church or denomination and scroll through their website(s) for information about the following:
  - Staff
  - Purpose and mission statements
  - Doctrine
  - Church government
  - Programs, especially those focused on women, outreach and family
  - Schedule of events
  - History
- Call the church office and request an informational packet about the church or program from the previous Sunday.

- Ask the Coordinator or a MOPS leader who attends the church to tell you about her church. Verify the correct name and position of the staff person assigned to oversee the MOPS ministry, as these may change from time to time.

Partnering Leadership Teams with their Churches

The church is the group’s partner in ministry. Consistent, intentional communication with the church is essential for accountability and relationship building. Encourage Leadership Teams to know and understand the vision of the church for MOPS as well as the expectations for accountability. Coordinators should regularly communicate their
vision and goals for the group, including their vision for growing leaders, with the pastor or MOPS liaison. Monthly or bi-weekly reports are a great way to celebrate what is happening in MOPS with the church. A more structured communication from the Coordinator can assist the church staff person in understanding the local group.

Suggested times for these types of communication are:

- August – Encourage Coordinator to communicate annual plans with church leaders, Board and pastor
- November/December – Encourage Coordinator to meet with church staff to determine any budget needs for upcoming year and offer thanks for continued support
- January – Submit mid-year update with church, Board and pastor
- May/June – Share end-of-year update with church, Board and pastor; renew group

As you work with MOPS groups throughout the year, you may encounter Leadership Teams having difficulty with their relationship with the church. As a MOPS Volunteer Staff you should be prepared to come alongside leaders to promote understanding and help guide them to resolution. Many of the issues you will encounter revolve around the Leadership Team’s lack of understanding of the role of the church. When working with leaders, here are a few important things to remember:

- The MOPS group is wholly and completely a ministry of the local church – just like a women’s Bible study, a children’s choir or small group ministry. MOPS is not, however, intended to function as a bible study.
- MOPS is designed to appeal to the broadest range of moms possible to include every mom. It is a fantastic tool for drawing young families into the church.
- MOPS is designed to be led by mothers of preschoolers so women can grow in their faith and as leaders in the body of Christ.

When conflict arises within the group, issues should be discussed with the church keeping the church policies and procedures in mind. Remember the church is the local authority providing direction and spiritual growth for groups. Any policies, procedures or conflicts that arise should be addressed by leaders and the church staff.

Helping leaders develop a strong relationship with the church will allow the MOPS groups and the church together to encourage, equip and develop every mother of preschoolers.
Events

Types of Events

At MOPS International, training events are an important part of the mission statement. There are a variety of avenues in which training occurs.

Local Community Leadership Training Event
Coach determines and plans content based on current MOPS International Community Leadership Training Templates

Special Project team members, collaborating with the Coach, plan the event logistics and networking component of event including arranging for and training facilitators as needed.

This event may be in a physical location, or may take the form of a webcast, conference call, blog, Skype, etc. The event may include all leadership roles or may target one or more particular roles.

Retreats
Leadership Team: A Coach may be asked to participate or assist in planning for Leadership Team retreats. Discretion should be used in committing to train at individual Leadership Team events to protect her time.

Area team: A Coach may be asked to assist with planning and/or training at an Area training event at the discretion of the AC/CC.

MOPS International Training Events
Leadership Development Events: You will be asked to assist in annual leadership development events. Such assistance may be directed by the Special Projects at the request of the AC and may include promotion, pre-training of volunteers and on-site support and training the day of the event.

Pre-Conference MVS Training is provided for all MVS. Attendance is expected, encouraged and takes place prior to the opening of MOMcon, the MOPS Annual Leadership Conference.

MOMcon: The Annual MOPS International Leadership Conference is a wonderful opportunity to receive excellent in-person training, meet and encourage local leaders in attendance and provide volunteer support to the MOPS International Events Team. At MOMcon, you are expected to volunteer in many ways. Prior to MOMcon a survey will be sent to you so your preferences for volunteer assignments can be made. Volunteer assignments will be determined by MOPS International and distributed prior to MVS Training.
MOMcon is always wonderful because during worship, when several thousand women are raising their voices to God, you can actually feel His presence.

Sandy, Ministry Coach
Special Project Volunteer Guide
In your role as a Special Projects Volunteer you have the unique and fun opportunity to work alongside MOPS International Staff and your local Area team in a variety of ways. You will be able to use your strengths to connect moms and leaders through project management, online support, webinars and much more. Special Project Volunteers are part of a larger network of MOPS Volunteer Staff. This volunteer opportunity allows you to use your experience in the time you are available.

A Special Project Volunteer (SP) has three main roles: to assist with communication throughout the Area, to assist with event planning in the Area and to assist with MOPS International projects and events as needed. You are asked to assist with four projects annually. Projects in your local Area are your first priority while other opportunities, including MOMcon, present themselves throughout the year. You will need to discern where your talents, gifts and time could best be used in an array of opportunities to serve.

**Working in Community with Area Team**

As SP, you are part of an Area team made up of women called to serve as Ministry Coaches, Community Coaches and Area Coach. Your Area team is essential for connecting moms to MOPS and other moms. A strong team is the result of strong communication and trust. Trust is achieved over time and through healthy relationships. Taking time to develop personal relationships with your Area team members will allow you to further understand the needs of the moms in your Area and create a unified team.

You are responsible for maintaining a connection with your Area Coach and Volunteer Staff in your Area by listening to them, praying for them and looking for ways to assist your Area team through a variety of special projects. These projects may include but are not limited to managing Area Facebook pages, blogs, creating newsletters, managing logistics for local training events.

Remember, you and the other Volunteer Staff are MOPS International to the leaders and the Communities in which you serve. **Our prayer is local leaders will come away from every conversation, meeting or event with a positive impression of MOPS International.** Maintain a “can do” attitude when your Area Coach or another member of your Area team come to you with special requests or problems.

> I love when I can do things to make it easier for Coaches to be with and connect with their leaders more effectively.  
> Kim, Special Projects

**Communication within the Area Team**

Because many SPs have event planning, social networking and other valuable experience, it is expected they will share their knowledge and expertise within the Area team. Be available to your team and offer assistance in your areas of expertise. This might be done through helping an AC plan an Area Retreat or finding a location for a Community Leadership Training event for a Coach. SPs may also work with Coaches to plan networking times during Community Leadership Training events, both virtual and face-to-face. Logistical information should also be publicized by the SP to the entire Area.
team or any Communities affected by the information. (Special note should be made of any Military MOPS groups existing within the Area boundaries. These groups need to be reached out to separately in conjunction with the Military MOPS Coaches.)

You are accountable to your Area Coach. Each month the SP is responsible for reporting her progress on Area events to her Area Coach as well as reporting her hours online in Fusion. Evaluations and goal setting will be done with the Area Coach in the spring of each year.

Communication with MOPS International

Throughout the year there will be opportunities to assist MOPS International with specific projects. Details of these opportunities will be sent via email to all SPs including guidelines, expectations and timelines. If you accept these tasks, you are accountable to the Team Leader or Project Coordinator assigned to the task. However, you are not required to take on all opportunities presented to you. When the project is complete, a survey will be sent to you for your feedback.

Assignments are given on a first come, first served basis, or when necessary, in conjunction with input from a SPs AC based on her areas of expertise. Occasionally, a SP will be asked directly to help on a specific project. Again, use your discretion when taking on tasks based on your time available and deadlines.

Importance of Events

MOPS International, Area and Community Leadership Training events are for the purpose of leadership development as it relates to the MOPS Mission Statement. The SPs role is very important as she ensures the venues and logistical arrangements lay a firm foundation for each event. The SP will work closely with the AC or Event staff to communicate and coordinate with the Area team for a seamless event. The SP must listen carefully to each team member, including local hosts, to understand a variety of perspectives so she can respond to and help adjust expectations as needed.

I love being able to share MOPS focus items or sending reminders to our leaders about events. Posting on our Area Facebook page, writing about it in a newsletter, or creating a blog post about what is coming up keeps us connected to groups and leaders. They get the voice to voice time with the leaders, and I get the leaders eyes. I love to make sure each avenue is used to reach and connect with leaders.

Denise, Special Projects

Event Responsibilities

SPs may be asked to assist with other events within the Area or Community. The Area Coach may ask you to assist with locating and securing a place for Area training, Community Leadership Training and other Area events as needed. Should a Coach need assistance securing a location for a training event, the SP will work closely with her to ensure the expectations for the event are met. Other possible support a SP could provide, among others, are making arrangements for lunch or other food, creating and
displaying signage, or managing registration through a website site like Eventbrite. Be specific about the support you can offer when working with your fellow team members.

**Types of Events**

MOPS International Leadership Development Events are an important part of the mission statement. There are a variety of avenues in which training occurs.

**Local Community Leadership Training Event**

A Coach determines and plans content based on current MOPS International Community Leadership Training templates or other materials provided. Collaborating with the Coach, you may be asked to plan the networking component of the event including arranging for and training facilitators as well as assist with securing and managing logistics for the event as needed. You should also help promote the event in a variety of ways throughout the Area and to any Military groups nearby.

**Retreats**

Leadership Team: You may be asked to assist a Coach in planning for Leadership Team retreats. Discretion should be used in committing to train at individual Leadership Team events to protect her time.

Area team: You may be asked to assist with planning and/or training at an Area training event at the discretion of your AC.

**Other Events**

You may be asked to facilitate or host training events in your Area or Community by utilizing technology such as webcasting, Conference Calls, Skype, Blog, etc. This will be scheduled at the direction of your AC. Typically, the web room is reserved by your AC through their RD and you would help run the meeting or help with the technical aspects of the web room. Contact your AC for training on the web room.

Throughout the year, MOPS International will attend conferences throughout the country. Information regarding these events will be sent to you via email as an opportunity to represent MOPS at these events. You are encouraged to attend to work the booth or support MI staff as you are able.

**MOPS International Leadership Development Events**

One of your responsibilities is to plan and manage logistics for leadership development events. As directed by your Area Coach, you may be asked to research and secure a location(s) within the Area for this event. You will be responsible for communicating all of the details about the event as well as delegating specific aspects of the event to the Area team. You will work closely with the Area Coach and the MOPS International Events Team to ensure all aspects of the event are covered. Extensive preparation for the event will be provided by
the MOPS International Events Team with supplemental training from your Area Coach.

MOPS International Leadership Development Event Philosophy
MOPS International leadership development events are created to increase local ministry awareness that inspires a commitment with MOPS International ministry in the minds of pastors, ministry leaders, sponsors, churches, MOPS International Board and staff, MOPS Volunteer Staff, local MOPS leadership and potential MOPS leaders. Each year our Annual Leadership Development Conference (MOMcon) will be provided that is a passionately Christian event with relevant women’s leadership development training that encourages and equips moms of young children to realize their potential as mothers, women and leaders, in relationship with Jesus, and in partnership with the local church.

This event is specifically designed for EVERY leader or potential leader who desires to become a better MOPS leader and woman in her community. The MOPS International event is held in multiple locations where MOPS leaders feel comfortable and accessible. These training events should always be created as a unique experience for women and leaders looking for networking connection with MOPS International, and leadership training specific to the MOPS group.

MOMcon

Each SP is responsible for assisting the MOPS International Events Team with various aspects of support and planning. MOMcon is held once a year and varies in location. You will be given the opportunity to apply for an events position for MOMcon and participate at varying levels. You will also participate in MOPS Volunteer Staff training prior to the start of MOMcon. Responsibilities will be defined and directed by the MOPS International Events Team and communicated through the Regional Developer and Area Coach as the event draws closer. Although some MOMcon duties require you to work directly with the MOPS International Events Team, communication with the Area Coach is essential. Detailed training will be given to you by the MOPS International Events Team through a series of conference calls in the months prior to the event. If you are not needed to fill a role with the Events team, there are ample opportunities for you to serve in other volunteer capacities.

Serving at MOMcon is a blessing to me. It’s a week of giving to the MVS Leaders who take such great care of their MOPS groups.

Michelle, Special Projects
Overview of Duties

MOMcon Job Assignments
MOMcon duties will be created, assigned and agreed upon by the MOPS International Events Team, in conjunction with the Regional Developer. Your AC will also be asked to give input as needed on your special skills and strengths to determine the right fit for MOMcon. Some of these duties will begin many weeks or even months prior to the actual event, while others will be performed just prior to and during the actual event. An application and interview will be completed before duties are assigned. All duties must be carried out with a high level of professionalism and integrity.

MOPS Volunteer Staff Training
While it is understood you are first and foremost Volunteer Staff, it is important to realize MOMcon is a major event requiring additional help from the SP team because of the expertise and enthusiasm you offer in this area. You will be expected to confer with your AC during MOMcon. If working with Events team, you will be responsible to the MOPS International Events Team for the majority of your time onsite. Communication with all Area MVS is essential because you also help your AC ensure all Area team members are prepared to fulfill assigned roles at MOMcon. It is important to interface with your Area team as much as possible during MVS Training and the overall MOMcon experience. It is important for all members of an Area team to be team players, united in purpose, anticipating needs of other members, and carrying out personal responsibilities for the success of the entire team.

Managing Information (Forms)

Tracking details is very important. Not only do you work under the direction of your Area Coach, but you also partner with the MOPS International Events Team on the details of an event.

It is helpful for you to record each contact in the Call Center as you search for potential sites with your Area team, noting response of the church contact, logistical information, technical capabilities, etc.

Another helpful tool for the Area is the Community Walk map. communitywalk.com/ Consult with your Area Coach to see if there is need of creating and maintaining a map of all the Area’s groups and which Coaches service them.

Relationship with other SPs

While you are part of an Area team, you are also part of a community of other SPs. Building relationships with them is essential for sharing ideas, networking and discovering new resources. Be sure to request access to the SP Facebook page to get connected with this team of leaders.
Communication and Relationship with Churches

Networking or connecting leaders is a key concept for developing strong, healthy leaders and groups. You play a key role in assisting Coaches to provide a variety of networking opportunities in her Area.

You are encouraged to have regular contact with groups in your Area under the direction of your AC. This may include a quarterly newsletter, email with updates from MOPS International about event and networking opportunities, hosting a webinar, managing a Facebook page or creating and/or maintaining the Area Blog in her Area. On occasion, you may be asked to make calls to groups to assist with spring Renewal or fall Membership. Work closely with your Area Coach to develop the best avenues of communicating these offerings in an effective and timely manner.

Any contact with a MOPS group should be seen as an opportunity to enhance the relationship of the church to MOPS International, the Volunteer Staff and the local group. The Call Center should be used to record brief details of church contacts to support the Coach in their role.

Develop and Distribute resources

There are multiple ways to communicate within the Community or Area. There is no such thing as too many ways to present MOPS information. Examples include:

- **Newsletters** – Create and distribute quarterly. Newsletters should be relevant and reflect the profile of the moms in the Community.
- **Email** – Summarize the blog content and send it out with active links, monthly. Use regular mail as necessary.
- Social networking technology: be sure to read and apply MOPS International Social Media Policy.

You should remain sensitive to the fact some leaders either do not have access to online networking or choose not to participate. Therefore, create and utilize solutions to bridge the online/offline communication gap. Options include converting blog or website content to a PDF and sending as a link in an email or sending via USPS.

Social Networking Technology use for Special Project Volunteers

Review [Social Media Policy](#)

You will utilize technology to connect MOPS group leaders, local MVS and MOPS International. Due to your expertise, you may also assist with on-going training for the MVS team and assist local leaders in efficient use of current networking technology. There are a variety of ways to accomplish this:

Community Blog:

- You may be asked to build an Area Blog, if one does not exist, and must maintain and create content on and promote awareness of the Area Blog
- Create and enforce Community guidelines
- Update Area Blog with MOPS International and Area content and resources
• Maintain active link to mops.org
• Include a Disclaimer – This blog was created for and by the local ______ MOPS Community and may not reflect the views and opinions of MOPS International
• Monitor comment interaction
• Keep links active and relevant, and manage track backs
• Delete spam
• Maintain RSS feed
• Send email blast when content is updated using the Bulk Mail feature in Fusion
• Create a PDF of information to be shared with offline moms (optional)

Social Networking
You will create and maintain relevant, accessible social networking accounts. Social networking technology resources include Twitter, Facebook, Yahoo groups, Big Tent, Cafe Mom, and Instagram. As technology changes continually, be sure to stay abreast of any new developments to ensure the Area and Community teams are maximizing social networking opportunities. Ongoing maintenance of these sites will include:
• Maintaining and updating accounts with MOPS International and local content and resources
• Monitoring comment/post interaction
• Keeping links active and relevant
• Spam maintenance
• Linking to relevant MOPS website and events information

Social networking/ technology resources include the following:

Blog platforms:
wordpress.com
blogger.com
typepad.com
livejournal.com

Social Networking Sites:
twitter.com
facebook.com
pinterest.com
google.com

Places to create/manage and connect with groups - private or public
bigtent.com
groups.yahoo.com
nesting.com
cafemom.com
facebook.com
myspace.com (primarily personal)
linkedin.com (primarily business networking)
faithvillage.com
Media

The main purpose of a press release is to get the media to use at least some portion of the information you are providing to bring publicity to your organization or event. Your challenge is to get the attention of the media. Work with the Area team to brainstorm the best media outlets for each individual Community.

Writing

MOPS International publications both print and on the web, are always looking for new material or articles. Be sure to stay up to date with the writing guidelines and current requests for subject matter. Training material, inspirational stories, contests, creative printables, tip sheets, are just a few of the ways you can support MOPS leaders through your language talents.

Rules of News Releases

• Make sure it's newsworthy
• Make sure the headline creates interest in your story
• Make sure the first two paragraphs answer the who, what, when and where questions of your release

Make sure the article is precise and to the point. It should be no longer than two pages, double spaced. (Always double space the body for a press release.

A Final Note:

Thank you for your faithful service. Your role on our Volunteer Staff is critical to the continuing mission of MOPS International but even greater to the mission of the Gospel. Thank you for helping us accomplish what we are all called to as followers of Christ:

Then Jesus came to them and said, “All authority in heaven and on earth has been given to me. Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything I have commanded you. And surely I am with you always, to the very end of the age.”