



FAQ's for Host Churches

As an introductory point, Host Congregations and Support organizations should be aware that the national organization of Family Promise will conduct a detailed training session for Coordinators (the organization's "program manager") when there are about 10 Host Congregations signed up. The training will address all the details and activities that occur during a typical week in supporting our guests.

In addition, readers are invited to review the "Volunteers Job Description" which is available by clicking [HERE](#).

1. Who will supply beds, and what types of beds will be used?

Family Promise will have set of inflatable mattresses that will be available to the Host churches.

At the same time, to simplify the setup process, many host churches will elect to have their own supply of beds – inflatable or otherwise. In these cases, the Family Promise beds will not be used.

2. Is there a need for the host church to have a few cribs for babies

Family Promise will have several "Pack 'N Play" cribs for use by Host Churches that do not keep their own. As with the inflatable mattresses, some Host Churches may elect to keep their own Pack 'N Plays on hand for convenience.

3. Is there a need for the host church to have supplies for babies?

Families with babies will be expected to supply their own diapers and other frequently used baby supplies. In some circumstances, a family may request assistance in purchasing those supplies which will be an opportunity for organizations in the network to further support guests in need. Family Promise will provide a list of recommended articles to be supplied by the Host Congregations.



4. How and who will supply the linens/bedding?

Linens are supplied by the Host Church or by the Support organization(s) assigned to the Host Church. The linens will be stored at the Host Church. Linens include blankets, top sheet, bottom sheet, pillow case, towels and wash cloths.

5. Are mattress covers required? If so who supplies them?

Yes. They are considered part of the linen supplies to be supplied by the Host Church.

6. How will linens be laundered?

Laundering of linens will be the responsibility of the host church or support group at the end of the week.

7. What about pillows? How are they handled?

Pillows are provided by Family Promise to each member of the family at the time they enter the program. Families will take their own pillows with them as they move from Host Church to Host Church. Pillows will remain the permanent property of the guests; they will take the pillows with them after they leave the program.

8. Overall, how many volunteers are required and what are their responsibilities?

With the intent not to over-use or burnout any *one* volunteer, ideally a volunteer will be involved for only one "time-slot" during the week. Without regard to how volunteers are split between Host and Support organizations, we estimate that up to 45 unique volunteers may be involved each week. See the "Volunteers Job Description" posted [HERE](#).



9. What volunteers must be provided by Host Churches?

The partitioning of volunteers from the Host Church vs. the Support organization for any given activity is a question left to be decided between the Host and the Support.

10. What volunteers are provided by support groups?

Please see the answer above. Also, refer to the “Volunteer’s Job Description” posted [HERE](#).

11. What about insurance? Does Family Promise have insurance? What are the insurance requirements for Host Churches and Support Groups?

Because the program is a type of mission hospitality as opposed to a homeless shelter, insurance typically carried by churches is fully sufficient for the purposes of the Family Promise program no different than when any other group is the guest of the church and using the church’s facilities. For additional points and discussion related to insurance please click to see “Key Concepts around Insurance and Family Promise”. The Family Promise organization is separately insured.

12. Are there a set of standard Policies and Procedures available to review?

[Yes. Click HERE for the Family Promise Policy and Procedures Manual](#)

13. How much storage space is required at the Host Church?

The Host congregation must decide how much storage is needed based on their own requirements; (e.g. inflatable mattresses or not, etc.) A key point is that materials and



supplies that are specifically for use by Family Promise must be in a dedicated area because they are not for general use.

14. What are the requirements for rooms or other space use for Family Promise guests?

There are many options available to Host Churches for housing Family Promise Guests. The optimal arrangement is for the Host Church to provide 4 separate rooms, such as Sunday School classrooms, that can be dedicated to the guests for a week. However, it's not unusual for a large room to be partitioned with curtains or temporary walls to create space for 2 families in the same physical room. Nevertheless, regardless of the form the space provided, an important common theme is that it be dedicated for the use of the guest family for the entire week and not used for other church purposes. The space is the guest family's "home" for the week.

15. What's our start date?

Family Promise of Wayne County plans to be providing service to guest families by July 1, 2018.