

**CALHOUN BAPTIST
ASSOCIATION
BAPTIST SERVICE CENTERS
VOLUNTEER MANUAL
SERVING OTHERS IN CHRIST'S NAME**



2011

REVISED MAY 1, 2011

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MANUAL POSTED ONLINE @

<http://www.cbasbc.org/baptistservicecenters.html>

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INTRODUCTION

This document has been developed to familiarize volunteers with the Baptist Service Centers and provide information about working conditions, key policies, and procedures.

1.1 Mission Statement

The mission of the Baptist Service Centers of Calhoun Baptist Association (CBA) is to be a spiritual resource for the poor and downtrodden in our community through the distribution of food, clothing, and emergency utilities. It is also our intent to present the plan of salvation through personal witnessing, passing out tracts, and giving clients a copy of the Bible.

1.2 Changes in Policy

This manual supersedes all previous volunteer manuals and memos.

While every effort is made to keep the contents of this document current, the Baptist Service Center Executive Council reserves the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in the manual with or without prior notice to volunteers.

2 VOLUNTEER DEFINITION AND STATUS

A *volunteer* of the Baptist Service Center is a person who regularly works for the Service Center on a nonpaid volunteer basis.

2.1 Training Period for New Volunteers

All new volunteers will be appropriately trained by the Service Center Coordinator from their respective church or a representative from the Calhoun Baptist Association. Training will include familiarization with the policies and procedures outlined in the Volunteers Manual.

3 POLICIES

3.1 Safety

The safety and health of volunteers is a priority. The Baptist Service Centers will make every effort to comply with all federal and state workplace safety requirements. The Baptist Service Center's workplace safety rules and regulations are as follows:

- At no time will the Service Center be operated with one volunteer. At least two volunteers must be present at all times for safety and security reasons.
- Volunteers will control access to the Service Center to prevent unexpected entry.
- Any injury or serious event will be reported immediately to the CBA (256-237-5171) and appropriate authorities.
- Buildings will be checked daily for potential hazards, and hazards will be removed or reported to the CBA.

Each volunteer is expected to obey safety rules and exercise caution and common sense in all work activities.

3.2 Facility Security

It is essential that volunteers follow the facility security rules and regulations listed here:

- The Service Center Director will provide each Volunteer Coordinator with a key to the service center they support. Key reproduction must be approved by the Baptist Service Centers Director.

- Upon entering the facilities, immediately shut the front door and deactivate the security alarm system by entering the security code using the security system control panel touch pad located behind the drop down door of the panel. Once inside of the facility, you will have 45 seconds to deactivate the system before the alarm goes off. Volunteer Coordinators are responsible for providing the security code and security password to their volunteers.
- If the alarm goes off before the system is deactivated take the following steps: insure the front door of the facility is closed and then enter the security code again. This will cut the alarm off. When the alarm stops, enter the security code again to reset the system. The green light will appear on the control panel when the system has been reset. If the security monitoring company calls in response to the alarm going off, provide the password when requested.
- Ensure that the phone line is working properly and that access to the facility is controlled by using only one entrance door.
- At the end of a work day, all appliances and lights will be turned off, thermostats set to 79 degrees during summer months and 59 degrees during winter months, and the security system activated before leaving the facility. To activate the security system, insure all side and back doors and windows are securely locked. With the front door and the security system panel door closed, wait until the green light appears on the control panel to activate the alarm system by pressing the “AWAY” button located on the left hand side of the control panel. **Press the button until the red light appears.** Once the red light appears, you will have 45 seconds to exit the facility. Secure the facility front door using both the door knob lock and deadbolt.

3.3 Personal Property

The Baptist Service Center assumes no risk for any loss or damage to personal property and recommends that all volunteers keep the use of personal property to a minimum.

3.4 Health-related Issues

Volunteers who become aware of any health-related issue should notify CBA as soon as possible.

3.5 Volunteers Requiring Medical Attention

Volunteers should take the following actions:

1. Seek medical attention if required.
2. Call 911 if medical emergency.
3. Notify the CBA Office (256-237-5171)
4. Insure that the facility is secure before leaving.

3.6 Weather-related and Emergency-related Closings

At times, emergencies such as severe weather, fires, or power failures can disrupt operations. In such instances, notify the CBA and secure the facility before leaving.

3.7 General Guidelines

All volunteers are urged to become familiar with the Baptist Service Center rules and standards of conduct and are expected to conduct themselves in a Christian manner following these rules and standards faithfully in doing their own jobs and conducting the Service Center’s business.

3.8 Attendance and Punctuality

The Baptist Service Center expects volunteers to be ready to work at the beginning of the assigned daily work hours and to reasonably complete their projects by the end of assigned work hours.

3.9 Operating Hours

Monday, Tuesday, and Thursday

10:00AM–2:00PM

Unless otherwise specified, volunteers are expected to work during the hours specified above.

3.10 Volunteer Duties

Volunteers are responsible for keeping the Center clean and orderly.

Trash should be emptied daily. The Service Center South should put the large, outside trash can across the street in front of the mail boxes at the end of Colton Drive at the end of the Monday work day and return it to the Center South building Tuesday morning. The Service Center North should remove trash on a daily basis since there is no garbage pick-up for the center.

Restrooms should be cleaned daily.

The Centers' floors should be vacuumed at the end of the Thursday work day.

Volunteers should take a periodic inventory of the food supply. Any outdated food should be placed in a box for pick-up by the Center Director. Shortages should be noted and supporting churches notified in time to collect what is needed.

Volunteers should check periodically for needed operating supplies (light bulbs, paper towels, trash bags, toilet paper, soap, forms, etc) and notify the Center Director of any requirements.

3.11 Areas Served

Baptist Service Center South

South of a line drawn East to West along 17th St. Those who live on 17th Street will be serviced by Service Center South.

Baptist Service Center North

North of a line drawn East to West along 18th St. Those who live on 18th Street will be serviced by Service Center North.

3.12 Services Provided

The Baptist Service Centers provide assistance of food, clothing, utilities, and spiritual counseling. The most important element of the Baptist Service Centers' mission is sharing Christ. Always take the opportunity to present the plan of salvation to those who are not saved. If a Client does not have a local church home, refer them to one of the Association's churches near where they live, or invite them to your church.

3.13 Limits/Restrictions

Centers can assist **once every THREE months with food & clothing**. When funds are available, a food voucher of \$8.00 will be provided. There is a limit of 6 outfits of clothing per family member recorded in Charity Tracker. A client will not be provided food assistance if another agency has provided help within the last 7 days.

When funds are available, centers can assist **once a year with utilities-water, electric, or natural/propane gas**. The client must have a disconnect notice. We cannot assist on cable or phone bills, reconnect fees, or appliance payments. Utility assistance must be cleared through Family Services Center of Calhoun County. See Utility Request Form at section 4.3.5 (Center North) and 4.3.6 (Center South).

3.14 Harassment Policy

The Baptist Service Center does not tolerate workplace harassment. Workplace harassment can take many forms. It may be, but is not limited to: offensive words, signs, jokes, cartoons, pictures, posters, emails, or statements; pranks; intimidation; physical assaults or contact; or violence. All such incidents will be reported immediately to the CBA.

3.15 Sexual Harassment Policy

The Baptist Service Centers do not tolerate sexual harassment. Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other unwelcome verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile, and intimidating working environment and prevents an individual from effectively performing the duties as a volunteer. All such incidents will be reported immediately to the CBA.

3.16 Violence in the Workplace

The Baptist Service Centers have adopted a policy prohibiting workplace violence. Consistent with this policy, acts, or threats of physical violence, including intimidation, harassment, and/or coercion will not be tolerated.

3.17 Confidential Information and Nondisclosure

By consenting to work with the Baptist Service Centers, volunteers agree that they will not disclose or use any of Service Centers' confidential information either during or after their term of service. The Baptist Service Center sincerely hopes that its relationship with its volunteers will be long-term and mutually rewarding; however, in volunteering with the Service Centers one assumes an obligation to maintain confidentiality, even after being an active volunteer.

3.18 Ethical Standards

The Baptist Service Centers insist on the highest ethical standards in conducting its business. Doing the right thing and acting with integrity are the two driving forces behind our great success story. When faced with ethical issues, volunteers are expected to make the right professional decision consistent with the Baptist Service Center's principles and standards.

3.19 Dress Code

Volunteers of the Baptist Service Centers are expected to present a clean and professional appearance while conducting business, in or outside of the office. Dressing in a fashion that is clearly unprofessional, that is deemed unsafe, or that negatively effects the Service Center's reputation or image is not acceptable.

3.20 Use of Equipment

The Baptist Service Centers will provide volunteers with the equipment needed to do their job. None of the equipment should be used for personal use nor removed from the physical confines of the Service Centers—unless it is approved by the Service Center Director.

3.21 Use of Phone and Fax

The Baptist Service Centers' property, including phones and fax machines, should be used for conducting Service Center business. Incidental and occasional personal use of Centers' phones is permitted.

3.22 Smoking Policy

Smoking of any kind or the use of tobacco products is not permitted inside any Baptist Service Centers facilities.

3.23 Suggestions

The Baptist Service Centers encourage all volunteers to bring forward their suggestions and good ideas about making the Service Centers a better place to work and enhancing service to our clients. Any volunteer who sees an opportunity for improvement is encouraged to talk it over with Service Center Director. All suggestions are valued.

3.24 Awards and Recognition

Awards and recognition will be provided as follows:

Servant's Heart Award (Volunteer of the Year Award): Given annually to a volunteer from each Service Center based on achievement and service for the preceding year.

Coordinator of the Year Award: Given annually to a coordinator from each Service Center based on achievement and service for the preceding year.

Years of Service Award: Given to each volunteer based on the total number of years of service.

Special Recognition: Given for any special act or deed that deserves special recognition.

Memorial Plaque: A Memorial Plaque will be used to recognize those volunteers who have gone on to be with the Lord. Names will be added to the plaque on an annual basis as required. Coordinators are requested to provide the Center Director with the name and year of birth to be placed on a plaque by September 1 each year.

The Years of Service Award will be based solely on the number of years a volunteer has faithfully served. All other awards, except the Coordinator of the Year Award, will be submitted to the Executive Committee on the Awards Nomination Form in Appendix 4.3.8. Anyone may submit a volunteer for an award. The Executive Committee will review and approve these awards prior to presentation. The Director of Missions, Associate Director of Missions, and the Baptist Service Center Director will select the recipient of the Coordinator of the Awards. Awards will be presented at the Annual Volunteer Recognition Luncheon.

4.1 Bylaws

BYLAWS OF THE BAPTIST SERVICE CENTER OF THE CALHOUN BAPTIST ASSOCIATION

ARTICLE I

NAME

Section 1. The name of the ministry shall be The Baptist Service Center of the Calhoun Baptist Association.

ARTICLE II

AREA

Section 1. The Baptist Service Center of the Calhoun Baptist Association and its satellite locations shall function within the state of Alabama in the county of Calhoun.

ARTICLE III

PURPOSE AND OBJECTIVES

Section 1. The purpose and objectives of Baptist Service Center of the Calhoun Baptist Association shall be as follows: To promote the physical, spiritual, emotional and educational needs of residents of Calhoun County, Alabama, individually and collectively, by providing resources and referrals for:

- Food and clothing.
- Financial support for emergency utilities to those who are disadvantaged.
- Spiritual support by providing Bibles, tracts, personal witnessing, and church referrals.

ARTICLE IV

GOVERNING BODY

Section 1. The Baptist Service Center of the Calhoun Baptist Association shall be governed by a Board of Directors. The members of the Board of Directors shall be composed of the Pastor/Church staff member, Volunteer Coordinator, and one volunteer from each participating church. The Director of Missions, Associate Director of Missions, and Associate Director of Church & Community Ministry/Baptist Service Center Director shall serve as ex-officio members.

Section 2. The Board of Directors shall have the following functions:

- a. Determine the scope of ministries and services offered by the Baptist Service Center of the Calhoun Baptist Association. This will include the periodic review and evaluation of existing ministries and establishment of new ministries.
- b. Approve recommended updates of Baptist Service Center Policies and Procedures and changes to Baptist Service Center Bylaws during the annual meeting of the Board.
- c. Regularly inform the Calhoun Baptist Association Executive Committee through reports given by the Church & Community Ministry/Baptist Service Center Director.
- d. Assist in soliciting funds and needed items from participating churches and community organizations.

Section 3. Members of the Board of Directors shall serve a three-year term. Upon completion of the designated term, the individual can be renominated.

Section 4. Officers of the Board of Directors shall constitute the Executive Council and shall consist of Chairperson, Vice-Chairperson, Secretary, and five members at large selected from Board of Director members to serve a two-year term. The Director of Missions, Associate Director of Missions, Associate Director of Church & Community Ministries/Baptist Service Center Director, and the Calhoun Baptist Association Financial Secretary shall be ex-officio members of the Executive Council. The Chairperson shall represent one of the Baptist Service Centers of the Calhoun Baptist Association satellite locations and the Vice Chairperson shall represent the other satellite location. When the term of the Chairperson is completed, the Vice Chairperson shall automatically become the Chairperson and a new Vice Chairperson from one of the non-represented satellite locations shall be nominated and selected by the Board of Directors.

a. The Chairperson shall preside at the meetings of the Board of Directors and Executive Council and shall perform other such duties as assigned by the Board of Directors. The Chairperson shall rotate every year between the satellite locations of the Baptist Service Center of the Calhoun Baptist Association.

b. The Vice-Chairperson shall preside in the absence of the Chairperson, assume full responsibilities of the Chairperson when necessary, and perform other duties as assigned by the Chairperson or Board of Directors.

c. The Secretary shall record the minutes of all meetings of the Board of Directors and Executive Council, with the Chairperson shall sign all obligations/contracts of the Board of Directors/Executive Council, and give due notice of all meetings. The minutes shall be mailed to members of the Board of Directors and volunteers of the Baptist Service Center of the CBA.

Section 5. Control of the Baptist Service Center of the Calhoun Baptist Association and its satellite locations shall rest with the Executive Council. An action by the Executive Council may be altered or rescinded by a two-thirds vote of the Board of Directors provided no rights of third parties are affected.

Section 6. Unexpired term of an Executive Council member shall be filled by a member of the Board of Directors approved by the Executive Council. The person approved to fill the unexpired term will be eligible to serve an additional two-year term, providing the unexpired term is less than one year.

Section 7. All pertinent records shall be delivered to newly elected officers in a timely fashion.

ARTICLE V STANDING COMMITTEES

Section 1. Standing Committees shall consist of the following:

Awards Committee
Clothing Committee
Food Pantry Committee
Nominating Committee
Volunteer Annual Recognition Meeting Committee

Section 2. The Awards Committee shall receive nominations and select awards for recognition of outstanding service with the Baptist Service Center of the Calhoun Baptist Association. Members of this committee shall be comprised of Executive Committee and other members of the Board of Directors as may be determined by the Chairperson of the Awards Committee.

Section 3. The Clothing Committee shall initiate a plan for seasonal disposal of clothing at each Baptist Service Center satellite location. Members shall be from participating churches and do not have to be a current volunteer.

Section 4. The Food Pantry Committee shall coordinate food needs at each Baptist Service Center satellite location. Members shall be from participating churches and do not have to be a current volunteer.

Section 5. The Nominating Committee shall take nominations for Executive Committee vacancies occurring prior to completion of a member's two-year term.

Section 6. The Volunteer Annual Recognition Meeting Committee shall organize and plan, in conjunction with the Calhoun Baptist Association staff, a yearly meeting to recognize churches and volunteers that support the Baptist Service Center ministry.

ARTICLE VI BAPTIST SERVICE CENTER DIRECTOR

Section 1: The Baptist Service Center Director will be employed and compensated by the Calhoun Baptist Executive Committee as the Associate Director of Church & Community Ministries.

Section 2: Must be a member of a cooperating church of the Calhoun Baptist Association.

Section 3: Will provide training, supervision, and advisement for the volunteers.

- Section 4: Will develop a system of regular communication with the churches through the Volunteer Coordinator, Church Staff, and Secretaries to provide information regarding needs, opportunities of service, services rendered, and general awareness.
- Section 5: Will develop, plan, and administer a financial budget in consultation with the Executive Council.
- Section 6: Will serve as a representative of the Baptist Service Center of the Calhoun Baptist Association at community meetings/functions and be available as a speaker to churches on behalf of the ministry.
- Section 7: Will correspond through written reports mailed to Calhoun Baptist Association churches and to each Service Center volunteer.

**ARTICLE VII
PARTICIPATING CHURCH**

- Section 1: A participating church shall be defined as a church that contributes financially and/or provides volunteers on a monthly, quarterly, or yearly basis for the operation of the Baptist Service Center of the Calhoun Baptist Association.
- Section 2: There shall be no dues. Each participating congregation shall vote, at a regular business meeting, a monthly, quarterly, or yearly contribution for the expenses of the appropriate geographical Baptist Service Center satellite location.
- Section 3: Each participating church shall have a Volunteer Coordinator and Assistant Volunteer Coordinator. Duties of the Coordinator include assigning volunteers according to the work schedule provided by the Baptist Service Center Director, providing the Director with updates of new volunteers and those who no longer volunteer, and training of volunteers on service center procedures.
- Section 4: Each church volunteer will open/close the Baptist Service Center on the days they are scheduled to operate the Baptist Service Center.

**ARTICLE VIII
VOLUNTEER TEAM**

- Section 1: The volunteers for the Service Center of the CBA shall be known as the Volunteer Team. A quarterly meeting will be facilitated by the Baptist Service Center Director only for the purpose of training and information regarding the Service Center or any of its satellite locations. Due notice shall be given by the Director.

**ARTICLE IX
MEETINGS**

- Section 1. The Board of Directors shall meet once a year. Due notice shall be given by the Secretary of the time and place as determined by the Executive Council.
- Section 2. The Executive Council shall meet a minimum of four times a year. The time and place shall be determined by the Executive Council.
- Section 3. Special meeting may be called by any Executive Council member with the approval of the Calhoun Baptist Association staff and the Executive Council Chairperson.

**ARTICLE X
CONTRACTUAL/FISCAL POLICY/GRANTS/RECORDS**

- Section 1. All checks of the Baptist Service Center shall be signed by the Financial Secretary and Treasurer of the Calhoun Baptist Association.
- Section 2. The fiscal records of the Baptist Service Center of the Calhoun Baptist Association shall be published annually as part of the Association's annual financial report.
- Section 3. The monies from the participating churches shall go to the budget for the appropriate satellite location.
- Section 4. The Executive Council and Calhoun Baptist Association shall have authority to seek grant monies for programs and operations of all satellite locations of the Baptist Service Center of the Calhoun Baptist Association.

ARTICLE XI

QUORUM

Section 1. Those members present at any regular or called meeting of the Board of Directors shall constitute a quorum. A simple major of Executive Council members shall constitute a quorum for an Executive Council meeting.

ARTICLE XII

RULES OF ORDER

Section 1. Unless otherwise covered in these by-laws, Robert's Rules of Order, shall govern proceedings and meetings.

ARTICLE XIII

AMENDMENTS

Section 1. The Executive Council shall have the power to amend the Bylaws. The Board of Directors may veto amendments with a two-third vote of those present at the annual meeting of the Board of Directors.

4.2 Application/Assistance Guidelines

1. Ask client for valid picture identification (Driver's license, Public Housing Picture Identification, etc.) and social security card. (Picture identification may be obtained at the Department of Motor Vehicles for \$5.00).
2. Check to see if client is in the Charity Tracker database. If the client is in the database, check for assistance eligibility by verifying the last date of receiving assistance. The client is eligible for food assistance if they or a member of their household has not received food from another agency within the last 7 days of request for assistance and has not received food/clothing assistance at the Service Center within the last 90 days. A client is eligible for utility assistance once in a 12 month period.
3. If the client or anyone at the client's address is not in the Charity Tracker database, the client must complete a Release of Information (ROI) Form. See Form at 4.3.4 (Center North) or 4.3.5 (Center South). The ROI is to be completed and signed by the client in ink. The volunteer processing the client must also sign the ROI. When time permits, information contained in the ROI will be entered into Charity Tracker. The ROI will be retained by the Center Director for a period of three years.
4. Complete an entry on the Daily Log for each client. Check off assistance provided to the client. See form at 4.3.1 (Center North) or 4.3.2 (Center South). **Insure that the Plan of Salvation is shared with each client and that the client is given a Bible and Tract. Pray with each client.**
5. Enter assistance provided into the client's Charity Tracker record.
6. Food Assistance:
 - a. A family of 1 to 2 will receive approximately 30 pounds of food. A family of 3 or more will receive approximately 50 pounds of food. Specific items and amount of each are list at Section 4.4. Items on shelves that are not listed should be given out as quickly as possible and in quantities as deemed appropriate.
 - b. It is the responsibility of each Volunteer Team to bring sufficient amounts of food to distribute during the week they are working at a center. Volunteer Coordinators are encouraged to be innovative in holding food drives at their respective church to insure sufficient food is available during their work week.
7. Food Vouchers
 - a. When available, each client receiving food should be given a food voucher for the purchase of perishable food items. See Forms at 4.3.7.
 - b. Food Outlet stores honor vouchers issued from Service Center North and Dorsey's Super Market honors vouchers issued by Service Center South.
 - c. Volunteers issuing a voucher should print on the voucher in ink the date of issue and the client's first and last name. The volunteer will sign the voucher on the line marked "BSCS or BSCN Representative. The control number listed at the bottom of the voucher is to be entered on the Daily Log before giving the voucher to the client. The control number will also be recorded in the "Description" box of the appropriate Charity Tracker "Add Assistance" window.
8. Utility Assistance
 - a. When funds are available, a client may receive utility assistance in the amount of \$25.00. This amount can vary depending on the availability of funds as determined by the Service Centers Director. See Forms at 4.3.5 for Center South and 4.3.6 for Center North. Assistance will be provided only once in a 12 month period and for only one utility. In coordination with other agencies and organizations, Family Services Center of Calhoun County has agreed to be the clearinghouse for people requesting utility assistance. Family Services will assess the need of those referred and

contact organizations and agencies to assist as needed. This procedure provides a better method of directing scarce resources to those who are in most need. Please follow the procedures listed below upon receiving a request for utility assistance:

- i. Ensure client has a valid disconnect notice.
 - ii. Check client's record to ensure eligibility for assistance—has not receive utility assistance in the last 12 months.
 - iii. Complete a copy of the Utility Assistance Request Form by printing in ink: date of issue, the client's first and last name, and signing the form on the line marked "BSCS or BSCN Representative".
 - iv. Enter the control number listed at the bottom of the Form on the Daily Log before providing the Form to the client to take to Family Services located at 15 East 11th Street in Anniston.
 - v. Enter the control number in the "Description" box of the appropriate Charity Tracker "Add Assistance" window.
9. At the end of each day, fax the Daily Log to the CBA. Do not fax ROI or Utility Request forms. To fax an item, place the item face down in the front of the fax machine until a beep sound is heard. With the receiver in its cradle, dial the CBA Fax number: 256-237-6853, then press the Fax/START Button. Place completed ROIs and Daily Logs in tray marked completed "ROIs/Daily Log" for Director's pickup.

4.3 Forms

4.3.1 Daily Log North

4.3.2 Daily Log South

4.3.3 Assistance Application North

4.3.4 Assistance Application South

4.3.5 Utility Assistance Form North

4.3.6 Utility Assistance Form South

4.3.7 Food Vouchers Form North & South

4.3.8 Volunteer Award Nomination Form

4.3.1 **SOCIAL SECURITY CARD AND PHOTO ID REQUIRED FOR CLIENT AND SOCIAL SECURITY CARD REQUIRED FOR EACH DEPENDENT**

BAPTIST SERVICE CENTER DAILY LOG

SERVICE CENTER NORTH

One (1) and Two (2) Member Family 30 lbs of Food and \$8.00 Food Voucher. Three (3) or more Member Family 50 lbs of Food and \$8 Food Voucher.

NAME	SSN <u>LAST SIX</u> <u>DIGITS</u>	No. In Family	Food	Clothes	\$8.00 Voucher Number	Utility Request Number	Presented Salvation Plan	Today Accepted Jesus	Gave Bible	Gave Tract	Prayed With	See Notes
1.					N8-	NU-						
2.					N8-	NU-						
3.					N8-	NU-						
4.					N8-	NU-						
5.					N8-	NU-						
6.					N8-	NU-						
7.					N8-	NU-						
8.					N8-	NU-						
9.					N8-	NU-						

DATE: _____ CHURCH: _____

VOLUNTEER NAMES: _____

Notes: Enter Donation Control Numbers in this column. _____

SOCIAL SECURITY CARD AND PHOTO ID REQUIRED FOR CLIENT AND SOCIAL SECURITY CARD REQUIRED FOR EACH DEPENDENT
BAPTIST SERVICE CENTER DAILY LOG
SERVICE CENTER SOUTH

One (1) and Two (2) Member Family 30 lbs of Food and \$8.00 Food Voucher. Three (3) or more Member Family 50 lbs of Food and \$8 Food Voucher.

NAME	SSN <u>LAST SIX</u> <u>DIGITS</u>	No. In Family	Food	Clothes	\$8.00 Voucher Number	Utility Request Number	Presented Salvation Plan	Today Accepted Jesus	Gave Bible	Gave Tract	Prayed With	See Notes
1.					S8-	SU-						
2.					S8-	SU-						
3.					S8-	SU-						
4.					S8-	SU-						
5.					S8-	SU-						
6.					S8-	SU-						
7.					S8-	SU-						
8.					S8-	SU-						
9.					S8-	SU-						

DATE: _____ CHURCH: _____

VOLUNTEER NAMES: _____

Notes: Enter Donation Control Numbers in this column. _____

4.3.3

(Example)
 Shared Case Management Software CharityTracker
 RELEASE OF INFORMATION (ROI)
 NORTH
 (Please Print Clearly)

First Name:		Last Name:		MI:	
Address:		City/State:		Zip:	
Date of Birth:		(Last 6 Digits) SSN:	000-	-	-
Telephone:		Monthly Income:		Source:	-

The CharityTracker Assistance Network, “hereinafter referred to as “CharityTracker”, is a shared, computerized record keeping system that captures information about people experiencing need for emergency services. Emergency services is defined for Calhoun Baptist Service Centers as food, clothing, and limited utility assistance. Calhoun CharityTracker administers CharityTracker on behalf of participating agencies of the Calhoun CharityTracker Assistance Network, including Baptist Service Center NORTH

I understand that all information gathered about me is personal and private and that I do not have to participate in CharityTracker. I have had an opportunity to ask questions about CharityTracker and to review the basic identifying information, which is authorized by this release for the CharityTracker Assistance Network Participating Agencies to share. I also understand that information about non-confidential services provided to me by CharityTracker participating agencies may be shared with other CharityTracker Participating Agencies. This Release of Information will remain in effect for 3 years from the date noted under my signature at the bottom of this page unless I make a formal request to this Organization that I no longer wish to participate in CharityTracker.

<u>Dependent’s Name</u> Source	<u>DOB</u>	<u>Relations</u>	<u>Social Security No.</u> (Last 6 digits only)	<u>Monthly</u> <u>Income</u>

(if you need more room, please continued on back side of this page)

I authorize BAPTIST SERVICE CENTER NORTH, as a CharityTracker Participating Agency, to share my basic, identifying and non-confidential service transactions/information with other CharityTracker Participating Agencies. I authorize the use of a copy of this original to serve as an original for the purposes stated above. I further authorize BAPTIST SERVICE CENTER NORTH, as a CharityTracker Participating Agency, to share my dependent’s basic, identifying and non-confidential service transactions/information with other CharityTracker participating agencies.

 Client Signature

 Date

 Volunteer Signature

 Date

The original of this Release of Information shall be kept on file with the Agency for a minimum of three years from its expiration date.

CharityTracker Assistance Network
 Shared Case Management Software CharityTracker
 RELEASE OF INFORMATION (ROI)
 NORTH
 (Please Print Clearly)
 (continued from previous page)

Client's First Name:		Last Name:		MI:	
SSN:	000-	-			

<u>Dependent's Name</u> Source Income	<u>DOB</u>	Relations	<u>Social Security No.</u>	Monthly Income (Last 6 digits only)	

4.3.4

(Example)
 CharityTracker Assistance Network
 Shared Case Management Software CharityTracker
 RELEASE OF INFORMATION (ROI)
 SOUTH
 (Please Print Clearly)

First Name:		Last Name:		MI:	
Address:		City/State:		Zip:	
Date of Birth:		(Last 6 Digits) SSN:	000-	-	-
Telephone:		Monthly Income:		Source:	-

The CharityTracker Assistance Network, “hereinafter referred to as “CharityTracker”, is a shared, computerized record keeping system that captures information about people experiencing need for emergency services. Emergency services is defined for Calhoun Baptist Service Centers as food, clothing, and limited utility assistance. CALHOUN CHARITY TRACKER administers CharityTracker on behalf of participating agencies of the CALHOUN CHARITYTRACKER Assistance Network, including Baptist Service Center SOUTH

I understand that all information gathered about me is personal and private and that I do not have to participate in CharityTracker. I have had an opportunity to ask questions about CharityTracker and to review the basic identifying information, which is authorized by this release for the CharityTracker Assistance Network Participating Agencies to share. I also understand that information about non-confidential services provided to me by CharityTracker participating agencies may be shared with other CharityTracker Participating Agencies. This Release of Information will remain in effect for 3 years from the date noted under my signature at the bottom of this page unless I make a formal request to this Organization that I no longer wish to participate in CharityTracker.

<u>Dependent’s Name</u>	<u>DOB</u>	Relations	<u>Social Security No.</u>	Monthly
Source				(Last 6 digits only)
Income				

(if you need more room, please continued on back side of this page)

I authorize BAPTIST SERVICE CENTER SOUTH, as a CharityTracker Participating Agency, to share my basic, identifying and non-confidential service transactions/information with other CharityTracker Participating Agencies. I authorize the use of a copy of this original to serve as an original for the purposes stated above. I further authorize BAPTIST SERVICE CENTER SOUTH, as a CharityTracker Participating Agency, to share my dependent’s basic, identifying and non-confidential service transactions/information with other CharityTracker participating agencies.

 Client Signature

 Volunteer Signature

 Date

 Date

The original of this Release of Information shall be kept on file with the Agency for a minimum of three years from its expiration date.

CharityTracker Assistance Network
 Shared Case Management Software CharityTracker
 RELEASE OF INFORMATION (ROI)
 SOUTH
 (Please Print Clearly)
 (continued from previous page)

Client's First Name:		Last Name:		MI:	
SSN:	000-	-			

<u>Dependent's Name</u>	<u>DOB</u>	Relations	<u>Social Security No.</u>	Monthly (Last 6 digits only)	Source
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<u>Income</u>					

4.3.5

UTILITY ASSISTANCE REQUEST

TO: Family Services Center of Calhoun County
15 East 11th Street, Anniston, Al 36202

DATE: _____

FROM: Baptist Service North Phone: 256-847-3525
(Name of Baptist Service Center)

RE: Request for Assistance for: _____
(NAME OF APPLICANT)

Dear Friends at Family Services:

The person named on this form has come to us seeking assistance with the following need:

Gas/Propane

Electric

Water

We have certain funds that we may apply to this need, subject to your evaluation. We trust your judgment and we appreciate your concern for the faithful management of all donor resources. Please complete the bottom portion of this form. Fax the form, and if approved for assistance, a Family Services of Calhoun County Assistance Application for the above named individual to Calhoun Baptist Association (237-6853).

We are grateful for your help.

(Signature of Baptist Service Center Representative)

(Signature of Calhoun Baptist Association Representative)

Control Number: NU: _____

<p><u>SPECIAL INSTRUCTIONS or GUIDELINES to FAMILY SERVICES</u> (To be completed by Service Center)</p> <p>-----</p> <p><u>Family Services Determination</u> (To be completed by Family Services)</p> <p><input type="checkbox"/> Approved for assistance</p>
--

4.3.6

UTILITY ASSISTANCE REQUEST

TO: Family Services Center of Calhoun County
15 East 11th Street, Anniston, Al 36202

DATE: _____

FROM: Baptist Service South Phone: 256-831-4691
(Name of Baptist Service Center)

RE: Request for Assistance for: _____
(NAME OF APPLICANT)

Dear Friends at Family Services:

The person named on this form has come to us seeking assistance with the following need:

- Gas/Propane
- Electric
- Water

We have certain funds that we may apply to this need, subject to your evaluation. We trust your judgment and we appreciate your concern for the faithful management of all donor resources. Please complete the bottom portion of this form. Fax the form, and if approved for assistance, a Family Services of Calhoun County Assistance Application for the above named individual to Calhoun Baptist Association (237-6853).

We are grateful for your help.

(Signature of Baptist Service Center Representative)

(Signature of Calhoun Baptist Association Representative)

Control Number: SU: _____

4.3.7 Food Vouchers

<p style="text-align: center;"><u>Baptist Service Center South</u> 65 Colton Drive, Oxford AL 36203 (256) 831-4691</p> <p style="text-align: center;">Voucher Dorsey's Super Market</p> <p>DATE: _____</p> <p style="text-align: center;">AMOUNT: Up to \$8.00 (Eight) Dollars</p> <p>CUSTOMER: _____</p> <p>Only for perishable items of Bread, Cheese, Milk, and Eggs</p> <p>Bill To: Calhoun Baptist Association 1130 Woodstock Avenue Anniston, AL 36207</p> <p>CBA Representative _____</p> <p>BSCS Representative: _____</p> <p>Control Number: S8-_____</p>	<p style="text-align: center;"><u>Baptist Service Center North</u> 201 West Lenlock Lane, Anniston AL 36207 (256) 847-3525</p> <p style="text-align: center;">Voucher Food Outlet Stores</p> <p>DATE: _____</p> <p style="text-align: center;">AMOUNT: Up to \$8.00 (Eight) Dollars</p> <p>CUSTOMER: _____</p> <p>Only for perishable items of Bread, Cheese, Milk, and Eggs</p> <p>Bill To: Calhoun Baptist Association 1130 Woodstock Avenue Anniston, AL 36207</p> <p>CBA Representative _____</p> <p>BSCS Representative: _____</p> <p>Control Number: N8-_____</p>
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4.3.8 Award Nomination



**Calhoun Baptist Association
Service Center
Award Nomination
Form**

Date: _____

Name of Church: _____

Name of award being requested: _____

Name of nominee: _____

One paragraph justification (please print or type—use additional page if required)

Name of person submitting nomination (please print)

Position (church staff position/volunteer coordinator/volunteer/other)

Signature

3.4 Baptist Service Center Food Distribution List

Baptist Service Center Food Distribution List

<u>1-2 People</u>		<u>3-4 People</u>	
Green Vegetables	2	Green Vegetables	3
Yellow Vegetables	2	Yellow Vegetables	3
Pork and Beans	2	Pork and Beans	3
Soup	2	Soup	4
Fruit	1	Fruit	2
Pasta Dinners	1	Pasta Dinners	2
Crackers (boxes)	1	Crackers (boxes)	1
Peanut Butter	1	Peanut Butter	1
Cereal	1	Cereal	1
Rice	1	Rice	1
Flour	1	Flour	1
Corn Meal	1	Corn Meal	1
Noodles	1	Noodles	2
Dry Beans	1	Dry Beans	1
Canned Meat*	1	Canned Meat*	2
Oil	1	Oil	1
Sugar	1	Sugar	1
Toilet Paper (rolls)	2	Toilet Paper (rolls)	4

Baby Food

8 jars per baby

6 cans of formula per baby

1 bag of diapers

*** Salmon and tuna count as meat.**

**** You may substitute items as needed and add food for larger families. Additional donated items not mentioned above may be distributed.**

3.5 Charity Tracker

To manage client records more efficiently, in September 2008, the Baptist Service Centers joined the Calhoun County Charity Tracker Network, a web-based data management system. In January 2011 the network was renamed Northeast Alabama Regional (NEAR) Charity Tracker Network. Each service center is a separate NEAR Agency. The network is administrated by the Calhoun Baptist Association. To facilitate operating within the network each center has been equipped with a computer, appropriate software, and internet access.

CBA churches that provide a service center volunteer team may have as many volunteers as they wish trained as Charity Tracker Agents. An agent is someone authorized to access the NEAR Charity Tracker Network and is trained to enter information into the network's database. At least one trained agent must be available when a volunteer team works at a center.

The Director is responsible for adding new agents to both the North and South Service Center Agencies. Coordinators should email or fax to the Director the first and last name, telephone number, and email address of team volunteers that wish to be agents. The Director will enter the information into Charity Tracker and issue the agent a temporary password. The first time a new agent signs in, the agent is to change the temporary password. To accomplish the change the agent should click on the "My Agency" tab and scroll down to his/her name, click on the "edit" function located to the right of his/her name, and enter the requested information.

The Baptist Service Center Director is responsible for the training of new volunteer teams on Charity Tracker. After a new team receives its training, the team's Volunteer Coordinator is responsible for training additional agents. In addition to this manual, two websites (<http://www.charitytracker.com> and http://www.youtube.com/watch?v=b0n2OjHdYbQ&feature=player_embedded) are useful tools for training.

Service Center computers and monitors are to remain turned on at all times. Volunteers operating a service center computer should log off Charity Tracker and the Internet before leaving for the day.

3.6 Agency Phone Numbers

Baptist Service Centers' Important Phone Numbers

Emergency Phone Numbers:

Calhoun Baptist Association	237-5171
Jim Davis—Assoc. Dir. of Church and Community Ministries	
Laura Hughes—Finances	
Sheriff's Office Dispatcher	236-6600
Emergency Help	911

Agency Phone Numbers:

American Red Cross (Elaine Nelson)	236-0391
20 West 14 th Street, Anniston	
Baptist Service Center North	847-3525
201 W. Lenlock Lane, Anniston	
Baptist Service Center South	831-4691
65 Colton Drive, Oxford	
Community Enabler (Food/Clothing)	231-1789
1411 Gurnee Avenue, Anniston	
DHR (Food Stamps/AFDC)	231-8100
801 Noble Street, Anniston	
Family Services Center (Information/Referral)	231-2240
15 East 11 th Street, Anniston	
Hannah Homes	205-678-8331
Health Department of Calhoun County	237-7523
309 East 8 th Street, Anniston	
Interfaith Ministry (Dental/Domestic Violence)	237-1472
20 West 14 th Street, Anniston	

Jacksonville Christian Outreach Center (Food/Clothing/Utilities) 435-1891
206 Francis Street West, Jacksonville

Salvation Army 236-5643
Ann Harding (Abused Women) 236-5644
420 Noble Street, Anniston

Save-A-Life 237-9999

Second Chance (Spouse and Child Abuse) 236-7381

All Saints Interfaith Center of Concern 236-7793
1029 West 15th Street, Anniston

Connects Alabama (One-stop assistance information source) 211

Utility Companies

Alabama Power (Main Line) 237-9448
231-3717

Account Billing 231-3340
925 Quintard Avenue, Anniston

District Collections 231-3723

Alagasco 236-7536
1221 Noble Street, Anniston

Anniston Water Works 236-3429
131 West 11th Street, Anniston

Calhoun County Water 820-3940
2256 Alexandra Wellington Road, Alexandria

Oxford Water 831-5618
600 Barry Street, Oxford

Weaver Water 820-1121
500 Anniston St, Weaver

3.7 History

Before the Centers

Prior to having the Baptist Service Centers, each church handled its own benevolence ministry from which church members, local residents, and transients requested assistance. Pastors, deacons, and benevolence committees were asked to decide whether and how much to assist. No procedures were available to prevent abuse, and limited information was available regarding referrals to appropriate agencies.

The Beginning

In 1983, the Calhoun Baptist Association conducted strategic planning for goals and objectives for 1983-86. One recommendation was to develop a means of coordinating benevolence ministries among the churches of the CBA. In 1986, the Christian Social Ministry Committee developed a plan to divide the county into fourteen regions with a central church in each region. Each church was to handle its own benevolence requests or refer the requests to the central church which would in turn ask other churches in the region to assist or refer the requestor to other agencies. This plan was not implemented due to lack of church support.

In 1989, the Christian Social Ministry Committee (chaired by Margaret Coley) of the CBA developed a proposed pilot program for a benevolence ministry in the Oxford area. The pilot center was to be funded by churches in the area, the CBA, the State Convention, and the Home Mission Board. Committees were appointed to obtain a building, to stock the building with food/clothing/etc, to develop policies and procedures, and to prepare a training program. A house was leased at 708 Main Street, and remodeling was done by volunteers from Meadowbrook, Lakeview, Blue Springs, Antioch, Bethlehem, and First Baptist of Oxford. Policies, procedures, and forms were prepared for providing assistance with food, clothing, personal hygiene items, medicine, and transportation. A training program was also developed to prepare volunteers to work at the center.

Sources of Support

From the start of the Baptist Service Center Ministry the primary source of volunteers, finances and food has been Calhoun Baptist Association churches. In addition to churches, local businesses, schools, U.S. Postal Service, Alabama Southern Baptist State Convention, and individuals have provided food and/or money in support of the ministry. During the years 2008 through 2010, the Baptist Service Center North received approximately an average of \$19,000 dollars a year to operate the facilities. The North Center's operating expenses were approximately \$17,000 a year. This amount includes providing utility assistance to clients. Baptist Service Center South received an average of \$15,000 and spent an average of \$14,000 in operating costs, including providing utility assistance to clients.

Ministry Statistics

Using the years 2008 through 2010, the following are the per year averages for the ministry: Family Units Served – 1,865; Family Members served – 4,142; Family Units receiving clothes – 764; Plan of Salvation Presentations – 1,065; Bibles Distributed - 905, Tracts Distributed – 1,308; Food Vouchers given - \$8,759; Utility Assistance - \$12,621; Pounds of Food Distributed – 61,762; People Saved – 40.

Baptist Service Center South

On April 12, 1992, an Open House was held for the Oxford Christian Service Center (OCSC). Remarks were made by Mrs. Margaret Coley, Rev. Joel Thrasher, and Mayor Leon Smith.

The OCSC opened the following day (April 13, 1992) with the operating hours of Monday, Tuesday, and Thursday, from 10am to 2pm. Joel Thrasher, Associate Director of Missions, coordinated center operations. The center was staffed with volunteers from Oxford area Baptist churches on a rotating basis; those initially participating were Meadowbrook, Oxford FBC, Southside, Grace, Lakeview, Coldwater, Antioch, and

Calvary. Assistance was available to individuals/families in the Oxford area, Hobson City, and transients. Assistance consisted of nonperishable food stocked at the center, \$10 vouchers for perishables, \$25 vouchers for prescriptions, \$50 utility assistance once a year, \$25 travelers' aid, rent, and clothing. Referrals were also made to local agencies. Financial support (suggested \$0.10 per resident member per month) was provided from Oxford churches (Bethlehem, Blue Springs, Calvary, Grace, Lakeview, Meadowbrook, Oak Hill, Oxford First, Sunny Eve, and Faith), from CBA (\$300 per month), and from the State Convention/HMB (\$1000 in 1992).

From April 1992 until February 1993, there were 261 requests for assistance. Utility assistance was provided to 44 clients, consisting of rent to 12, food and vouchers to 43, traveler's aid to 36, and pharmacy help to 19.

Martha Grizzard of the CBA began coordinating the Oxford Center operations in June 1993. Blue Springs Baptist joined the other eight churches in providing volunteers to work at the center. A Volunteer Handbook was published and assistance was provided to 274 clients in 1995.

Rev Jamie Baldwin, CBA Associate Director of Missions, began coordinating operations of the Oxford Center in 1996. A Board of Directors was elected in Jan 1996, consisting of: Rev. Fred Bueto (chair), Margaret Coley (vice-chair), Sandra Forester (secretary), and members of each participating church. The name of the governing body was changed to the OCSC Steering Committee in Feb 1996. Sunny Eve Baptist joined the other nine churches in sending volunteers to work at the center.

In 1996, the OCSC Steering Committee began planning the expansion of the OCSC service area and the hiring of a part-time director. In Feb 1997, the service area was expanded to the east to include White Plains and the west to the Hwy 78 & 202 intersection; the name was then changed to Baptist Service Center South. New churches supporting the center included Harmony, New Haven, Coldwater, DeArmanville FBC, Bynum, and Golden Springs.

In April 1997, the US Post Office collected and donated ten thousand pounds of canned goods to the BSCS. No statistics were maintained on how much food was donated between 1997 and 2006. The food drive became an annual event that provides significant food donations to both service centers. The 1998 drive provided some 8,400 lbs of food. The 1999 drive was a high water mark of 11,017 lbs.

From July to Sept 1997, the Baptist Service Center South served 126 people. Churches providing volunteers consisted of Antioch-Oxford, Antioch-Bynum, Bynum, Calvary, Coldwater, DeArmanville FBC, Faith, Golden Springs, Grace, Harmony, Lakeview, Meadowbrook, Oxford FBC, and Sunny Eve, for a total of 156 volunteers. A revised volunteer handbook was distributed at this time.

In April 1998, the Baptist Service Center South moved to a new location at 806 Stewart Street in Oxford.

In Jan 1999, changes to the assistance provided were elimination of vouchers for gasoline and prescriptions, utility assistance given only to clients with a disconnect notice, and assistance every three months (instead of monthly). In March 2000, guidelines were changed to provide utility assistance every six months. These changes applied to both service centers.

At the end of 2006, thirteen churches provided financial support to the center (Antioch Oxford, Blue Springs, Calvary, Golden Springs, Grace, Harmony, Iron City, Lakeview, Meadowbrook, New Haven, Oxford First, Plum Springs, and Sunny Eve). Six of these churches provided some 60 volunteers to operate the center: Antioch Oxford, Calvary, Grace, Lakeview, Meadowbrook, and Oxford First.

As of April 1, 2006, eighteen churches provided financial support to the center (Antioch Oxford, Bynum, Calvary, DeArmanville First, Eulaton, Golden Springs, Grace, Greenbrier Road, Harmony, Iron City, Lakeview, Meadowbrook, New Haven, Oak Hill, Oxford First, Parker Memorial, Plum Springs, and West Park Heights). Eight of these churches provided some 123 volunteers to operate the centers were: Antioch Oxford, Calvary, Golden Springs, Grace, Lakeview, Meadowbrook, Oxford First, and Parker Memorial.

On September 20, 2007, a ribbon cutting ceremony was held in dedication of the new Baptist Service Center South facility located at 65 Colton Drive, Oxford. The Alabama Children's Home donated the use of a large metal barn on their property. World Changers and local volunteers renovated the insides of the barn to make it an excellent facility for the Baptist Service Center South operations. The "Barn" is now the permanent location for the Baptist Service Center South.

BSCS service area includes the area extending from 17th Street to the south, east, and west Calhoun County lines.

Baptist Service Center North

In May and Sept 1996, the CBA Christian Social Ministries Committee wrote pastors in Alexandria, Saks, Weaver, and Ohatchee areas regarding the opening of another center in the northwestern area of the county. Information meetings were held in Aug and Oct of the same year, and funding and volunteer commitments were requested in Dec 1996. Jamie Baldwin held meetings in April, May, and July 1997. A building suitable for the center was found at 259 Hall's Chapel Road in Alexandria, and the lease was signed with the owner (Mitch McDonald) effective September 1, 1997. Churches began to donate to finance the center. CBA had \$3,500 available to help the center get started. Participating churches consisted of: Mt. Zion, Weaver FBC, United Fellowship, Alexandria, Saks FBC, Westwood, Oak Ridge, Boiling Springs, Gladeview, Mt. View, West Weaver, and Duke. Building renovations began in Sep 1997, and churches began food/clothing drives in December.

An Open House for the Baptist Service Center Northwest (BSCNW) was held on Feb 8, 1998, and the BSCNW opened on February 9, 1998. In May 1998, the BSCNW Steering Committee elected Jerry Foote as chair, Val Newton as vice-chair, and Charlotte Cash as secretary. Mr. Newton became chair and Mr. Foote vice-chair in June 1999. Volunteer training was conducted in September, and volunteer handbooks were distributed. From Feb-Sep 1998, the assistance provided was as follows: food for 84, clothes for 58, gas vouchers for 9, utilities for 66, prescriptions for 7. Forty-two families were assisted for the Thanksgiving meal and 35 for Christmas. Churches providing financial assistance were Alexandria, Blue Mountain, Boiling Springs, Duke FBC, Gladeview, Hebron, Hill Crest, Leatherwood, Mt View, Mt Zion, Oak Bowery, Saks First, United Fellowship, Weaver First, West Weaver, and Westwood.

At the end of 2007, thirteen churches provided financial support to the center (Alexandria, Blue Mountain, Fairview Heights Northside, Gladeview, Hill Crest, Leatherwood, Mt. Zion, Oak Bowery, Saks First, United Fellowship, Weaver First, West Weaver, Westwood). Churches that provided some 130 volunteers to operate the center were: Anniston First, Gladeview, Hill Crest, Leatherwood, Mt. Zion, Oak Bowery, Saks First, United Fellowship, Weaver First, and Westwood.

As of April 1, 2011, sixteen churches provided financial support to the center: Alexandria, Anniston First, Blue Mountain, Fairview Heights Northside, Hebron, Hill Crest, Leatherwood, Nances Creek, Oak Bowery, Ohatchee, Saks First, United Fellowship, Weaver First, Wellington, West Weaver, and Westwood. Churches that provided some 193 volunteers to operate the center were CrossRoads, Gladeview, Hill Crest, Leatherwood, Mt. Zion, Oak Grove, Saks First, United Fellowship, Weaver First, and Westwood.

On April 7, 2008, Baptist Center North (Formally Northwest) moved to a new, permanent location at 201 West Lenlock Lane, Anniston, Alabama. The building was purchased by CBA from Landmark Baptist Church for the purpose of housing the Baptist Service Center North ministry. The building was renovated by a team of volunteers led by Rev. Jerry Foote, Mt. View Baptist Church. The facility was formally dedicated on May 18, 2008.

BSCN service area includes the area from extending 18th Street to the north, east and west Calhoun County lines.

Supervision

The Calhoun Baptist Association (CBA) operates the Baptist Service Centers South (Oxford) and North (Lenlock). In the beginning, the CBA Associate Director of Missions supervised the center operations. Linda Lyle was hired in April 1997 to direct the centers as the CBA Associate Director of Church & Community Ministries; she resigned in Jan 1999. Theresa Shadrix was hired for the position in April 1, 1999, and served until April 22, 2005. Jim Davis has filled the position from May 2, 2005, to present.

In Feb 2001, the steering committees for each service center were replaced by an Advisory Committee made up of representatives from participating churches throughout the county. The Advisory Committee was chaired by Stan Albright, the CBA Associate Director of Missions.

A significant modification of the bylaws for the service centers began in 2002 and was implemented in 2005. A Board of Directors was elected to periodically review and evaluate the centers, recommend changes to procedures, and assist in soliciting funds and needed items. The Board is composed of the pastor (or staff member), volunteer coordinator, and one volunteer from each participating church. The Director of Missions, Associate Director of Missions, Associate Director of Church & Community Ministry/Director Baptist Service Centers, and CBA Financial Secretary serve as ex-officio members of the Board. The Baptist Service Center Executive Council is made up of the officers of the Board of Directors (chair, vice-chair, and secretary), five Board members at large, and the ex-officio Board members. The Executive Council establishes policy and procedures for center operations. The Director of the Baptist Service Center is responsible for the daily operations of the centers in accordance with policy and procedures established by the Executive Council.

Jim Davis organized the first annual volunteer recognition luncheon that was held at Hill Crest Baptist on September 22, 2005. The second annual luncheon was also held at Hill Crest Baptist on October 5, 2006. Following the 2006 luncheon, a policy was established to rotate luncheon locations between North and South Center churches with Grace Baptist hosting in 2007, Mt. Zion Baptist hosting in 2008, Antioch Oxford hosting in 2009, and Saks First Baptist hosting in 2010. It was also established that the Servant's Heart Awards and the Coordinator of the Year Awards would be presented during the annual luncheon. The first Servant's Heart awards went to Venice Woodard (Leatherwood) of the Northwest Center and Evelyn Whittington (Meadowbrook) of the South Center. The first Volunteer Coordinator of the Year Award was given to Pauline Snider (Oxford First). Beginning in 2007, a Coordinator of the Year Award was presented to a coordinator from each service center. A Memorial Plaque for each center was established in 2006 whereby the names of volunteers the Lord had called home during a given year would be recognized. The plaques are hung in the respective centers and are displayed at the annual luncheon.

Joe Foster (Oak Bowery Baptist Church) authored the first history of the Baptist Service Centers. The Baptist Service Center Director, Jim Davis, authored the 2011 update.