

## Community Life Training Plan

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## **The Purpose of Community Life Program**

Community Life is dedicated to helping apartments become places of genuine community. Inside every neighborhood there is a place for everyone to belong. How does Community Life help build cultures of everyday community? By helping residents connect to their neighborhoods by using their passions, interests, personalities, and skills. Community Life employs web-based social networking and personal contact to invite every resident into genuine community. We want to help residents call their apartment community, and neighborhood, their home.

It all began when Marquette Management Company and The Institute for Community (IFC) partnered together to create the Community Life Program (CLP). A growing trend in American social culture is social isolationism; the idea that people are losing their sense of community, their sense of belonging and their sense of friendship in their neighborhoods. Even with such high densities of residents, apartment complexes are still often void of any real active friendly neighborhood culture. Marquette and IFC chose The Towers at Four Lakes to be the pilot property for this unique community-building program, which began in July of 2007.

The IFC, the primary developer of the CLP's business plan, a 501 (c) (3) non-profit is a community building organization. The IFC has a history of research, development, and implantation of community programs that create value since 1996. You can check the IFC website at [www.instituteforcommunity.org](http://www.instituteforcommunity.org)

The program utilizes a Community Life Team (CLT), i.e. person or group of people who live on-site, who help connect residents to their neighborhood. This program derives its philosophy from Asset Based Community Development principles established by most notably, Northwestern University and its School of Education and Social Policy Program (SESP) [www.abcinstitute.org](http://www.abcinstitute.org). The CLP integrates people of all ages and interests, and connects them in relationships through shared interests such as family services, recreation, educational opportunities, career building, spiritual, services, and wellness groups. The CLT researches associational groups, programs, and services within a few miles of the apartment community and "maps" those services. All residents of the property receive access to neighborhood activities through various connection tools.

## **Community Life Mission: Creating Cultures of Everyday Community**

### **Mission Philosophy: Incarnational**

Community Life has an incarnational approach to ministry. We simply mean that we believe God is a sending God, not calling Jesus followers to isolate themselves from the world, rather being salt and light inside of the world. Jesus inhabited the world, incarnated himself into world, and we thereby model a ministry philosophy of the life and work of Jesus. “As a friend of tax collectors and sinner”, we know Jesus spent time, lots of time with everyday people in everyday environments. Where do you work; where do you live; where do you regularly spend time? Community life recognizes incarnational ministry opportunities in the answers to these questions. Incarnational ministry helps Jesus followers’ lives intersect with lives of others in everyday situations, specifically the neighborhood environment of the apartment community. Discipleship happens when we make our lives intentionally accessible to people.

### **Discipleship: Inclusive**

What does discipleship look like in the apartment context? Discipleship in an incarnational environment means leading people in their next steps towards knowing and following Jesus Christ. In apartment neighborhoods you’ll find people who have never heard the Gospel and you’ll find people who are devout followers of Jesus, and everything in between. Discipleship involves sharing your life with neighbors in everyday situations, which opens the door to helping them take their next steps on the journey. This could include: listening to them as they open up about life issues, giving them a Bible, inviting them to church, sharing your own journey with them, helping them move, going to a movie, opening a conversation about spiritual matters, inviting people to participate in a service project, having one-on-one discipleship, etc. Discipleship means helping lead people into following Jesus. Some people need to be challenged. Some people just simply need to hear the Gospel message of Jesus.

### **Culture of Community: Creators and Restorers**

God created a perfect world, sin ruptured it and now Christ is restoring it. We want Community Life to bless the people of apartment communities, so they may see Jesus Christ. The program is designed to have an ongoing, intersecting web of communication, activities, people, and presence. This network creates, shapes, and restores genuine community within every apartment neighborhood. The Community Life program is always inviting, always pointing people towards connecting, contributing, and building genuine community. It is a program, but it is really about creating a brand new culture at each property, which is the product of intentionality and time. Gospel community comes when we intentionally create it. Gospel community begins with incarnating disciples into the community.

“ The Word became flesh and blood and moved into the neighborhood.”  
John 1:14 The Message

## IFC Technologies:

### The Four Squares

#### Experience One: Belonging

For community to be a reality, our sense of who we are needs to go beyond our individuality. We need to know we truly belong in our relationships and in the groups of which we are part. Developing identity and belonging that includes and goes beyond individual-ness is essential to community building. This belonging is experienced in two main ways:

##### Friendship

Though everyone has people they call friends, friendships that regularly include encouragement, support and accountability aren't easy to establish or sustain.

##### Membership

Membership isn't about paying dues or being listed on a role. It means that my sense of who I am is integrally attached to the group of which I am a part. As a CLT it is important to facilitate a positive sense of group membership and how this is crucial in the development of community.

#### Experience Two: Influence

Many people feel they have little influence in their relationships and the groups in which they are a part. To live in community, we must regularly see that we make a difference, and that we have positive, meaningful impact on the lives of others and the people and the groups of which we are a part. This experience of difference making can be divided into two aspects:

##### Partnership

Partnership is all about knowing and being needed by the particular people with whom you live and work. Community Life fosters these partnerships with businesses in the neighborhood and through relationships with the residents by showing them how they could have a positive influence in the lives of others.

##### Ownership

Ownership is all about the ability to make a difference that affects the groups to which you belong. The experience clues positive influence in the group through shared decision-making and mutual service. CLT show residents how to take ownership of their community.



## The Value Curve

Creating community is a tremendous asset in the public or private sector. From neighborhoods to small towns and small businesses to large corporations, community that is genuine and shared creates a safe, nurturing environment that can lead to happier, more productive people. In a residential setting, a community that is safe and nurturing can lead to increased property values as well as a high quality of life. In a business setting, increased production can lead to higher company earnings, less employee turnover, and a more pleasant work environment. The IFC believes that there are four basic needs that create value for any group attempting to build community in their neighborhood, town, or work environment.



### Physical

Creating a physical environment that is conducive to building relationships is the first essential ingredient to create value in a community building effort. The environment must meet the needs of the individuals involved. This can include physical areas for connecting, provision of materials to be used by the participants, or tools such as technology.

### Informational

Creating ways for people to effectively communicate, connect, and exchange information is the next stage in creating value while building community. Satisfying informational needs, inspires people to become involved, moving people toward interaction with others.

### Emotional

As physical and informational needs are met, people begin to reach an emotional level of value. To satisfy emotional needs, participants need the experiences of belonging and influence, enabling them to feel an emotional "call to action". Meeting emotional needs begins to develop loyalty within a community.

### Spiritual

Finally, helping people develop a sense of higher calling, or spiritual connection to their community can attain the highest level of value. When spiritual needs are met, participants begin to feel they are part of something much bigger than their everyday circumstances.

## Wheel of Life



Healthy communities are built around healthy lifestyles involving the experience of belonging and influence. To provide a wide array of activities that promote a well-balanced lifestyle, we use a wheel and its spokes as a programming model. The Wheel of Life provides activities within a community that fulfill the Family, Recreational, Educational & Career, Spiritual, and Health & Wellness needs of its members. This **F.R.E.S.H.** approach to community programming allows a diverse group to participate in activities relevant to their personal pursuits while providing an arena to connect with others who share similar interests, leading to relationships of friendship, membership, partnership, and ownership.

The Wheel of Life also creates awareness, providing each individual with reference points for balancing the many roles they play in their lives. Participants (residents) can pick activities within spokes that are currently unfulfilled in other areas of their life.

## Steps to Community

Experiencing genuine community with others is a process that involves several steps along with increasing levels of personal commitment. Relationships with our family, friends, and co-workers; are determined by the level of community we experience with them during interaction.

### Contact

The Community Life Team has a relationally focused job. The Community Life Team will make it a priority to contact the residents of the apartment community, both existing residents and all new residents. Personal contact provides quality care to the individual residents bringing relational value to their living experience. This may be accomplished in the following ways:

- **Welcome Visit:** The Community Life Team will contact every new resident personally. The contact may happen through delivering welcome bags, phone calls, or emails.
- **New Resident Orientation:** The Community Life Team may hold a New Resident Orientation every month if they feel it's a good idea or the apartment staff desires. This event brings residents together to answer their common questions and promote the different property amenities, specifically the Community Life Program.
- **"Sitting on the Front Porch"** The Community Life Team will be trained to value the art of "making themselves visible and available" to the residents to optimize contact opportunities. This could include being in the office to talk with residents, taking some time to introduce themselves to people they don't know, being friendly and just carrying the attitude of hospitality.

### Connect

The Community Life Program's ability to connect people to valuable relationships is the bottom line "value-creator" for the individual resident. The goal for the team is to help people connect to residents and their local neighborhoods using the IFC technologies. Connecting residents will include:

- **Connection Residents with Each other:** How does this happen? Any way possible. As the Community Life Team gets to know their residents, they help them connect to each other to build relationships.
- **Social Media, E-Newsletters, of other CL Technologies that map the local neighborhood:** This is where all the local communities activities are mapped and made accessible to the residents. These are also ways for residents to connect with each other or ways for you to promote onsite events. Usually this includes researching the town for as many different activities and groups as possible. The interests among residents will vary widely, so it is important to locate as many activities as possible.
- **Events:** The power of the Community Life Program rests in the ability to connect residents to activities that they enjoy and subsequently to people they will enjoy. The Community Life Team will be expected to work with the property staff to help host residential activities. This gives the team another way to socially connect with residents and give residents another first step towards connecting to other local activities or meeting other residents. There may be large events (20+), small groups (5-20), or personal connections (<5).

### Contribute

Empower the Residents! The Community Life Team will not have to do all the social networking. As individual residents find enjoyment in activities, the Community Life Team will encourage the residents to take ownership of such activities.

- **Help Residents Take Ownership of their Property:** The property management company is responsible for providing an apartment, but the residents are responsible for creating a community. It is the CLT's charge to help residents or staff, contribute ideas, time,

resources, talents, and leadership the community building effort on property. The more ownership and involvement there are, the better the community will flourish.

- Outside Help: CLTs are highly encouraged to get their local friends, family, church groups, etc. involved with the property.

### **Community Results**

This is the value of the previous steps. When people have the opportunity and encouragement to get involved, many will benefit. A community is the physical property and area where people live, but it is also much more than that. Relational Community is the trust built between people and their physical communities. In our case, the Relational Community will result between residents, the apartment community, and the surrounding local community. Relational Community is fun, inviting, transformation, rewarding and much more.

## **Cast a Vision for Community**

To have vision means to look ahead: to imagine the future. The ability to imagine or dream the future- to create in our minds something beyond our present reality- is a distinctly human skill. History has shown that seeing something in the mind's eye is often the first step to actually achieving it.

As used in planning visioning is a process by which a community envisions its preferred future. It chronicles the hopes, dreams, and aspirations of a community and helps citizens agree on what they want their community to become.

-Michael Chandler,  
Associate Professor, and  
Community Planning  
Extension Specialist,  
Virginia Tech

Cast a Vision -> Ask for Help -> Equip & Empower Local Leaders -> Identify Gifts, Needs, and Wants -> Make a Plan -> Promote Your Plan -> Create Community

### **Why do CLTS need to cast a vision for Community?**

To help residents take ownership of their property and participate in valuable ways.

Every CLT needs to be able to share a vision about why community is valuable for the property and the residents. So, why is community better than 'no community'? Here's a sample list of reasons of what community can do in your neighborhood.

- Makes the community safer
- Creates friendships and other valuable relationships
- People discover and use their gifts and resources to serve the community
- It's fun
- Creates a sense of home and belonging
- Helps bring stability to life
- Cares for people within the neighborhood
- Connects people to local resources
- What else can you think of?



## **Missional 3 C Living**

### **Alternative: Celebrating, Connecting, And Contributing**

#### **Celebrate: The Love of God and His Work in Our Lives**

- Spiritual or World View Conversations: These conversations could include anything in categories like God, universe, death, truth, purpose of existence, the soul, ethics.
- Introducing people to God through conversations about Him with them.
- Praying with people.
- Introducing people the spiritual practice of spending time with God.
- Providing resources for people to help them connect with God, i.e., the Bible, Christian books etc.
- Bring people to worship service.
- Starting your own worship service.
- Discussing commitments to Christ in people's lives: salvation, repentance, sin, eternity, Kingdom, and life with God.
- Leading others towards participation in Christian Sacraments: Baptism, Communion, and the Lord's Supper.

#### **Connect: Plugging in to What God is doing in the Community**

- Moving into target neighborhood, apartment complex, or area intentionally or adopting a new attitude towards your current neighborhood.
- Becoming a regular at local establishment, i.e. barbershop, saloons, salons, neighborhood park, coffee shop, garden etc.
- Inviting your church-sponsored small group into your community.
- Practicing on-going Christian hospitality: meals for neighbors, welcoming new people, listening well, and other creative and simple form of hospitality
- Starting a hobby-based group to build relationships.
- Starting an "Alpha" type of new small group.
- Being a genuine friend to someone who is not a Christian.
- Provide classes or groups based on needs in your community.
- Help others get connected to their interests/needs based on knowing your community and knowing the people in your community.

#### **Contribute: Discover and use your talents, passions, and resources**

- Regularly and/or "as needed" offering to help neighbors with any need: going the extra mile.
- Recognized and articulating the skills and giftedness you see in other people' encouraging other people to see themselves as valuable contributors.
- Helping organize people to contribute to a local cause.
- Helping organize new charity events based around the interests, passions, and skills of the neighborhood.
- Guiding people towards donating money to charitable causes or individuals in need.
- Be financially generous towards your neighbors.
- Contributing to the emotional, social, financial, or spiritual needs of neighbors; whatever need arises and encouraging to do the same.
- Helping others move towards contributing to a local church.
- Always practicing and encouraging the biblical "Love-one-another" statements

## **The Community Life Program and Living God**

“They’re not just residents they are people.”

Steve, Delbert, Dustin, Erin, Christine, Chris N., Jennifer, Patrick, Matt V, Coby, Allan, Mike E,  
Matt D, Pat L, Brett, Holly, Steve W., Mitch Patrick D.

### **What do I believe about God?**

- He’s triune- he’s a community of persons in one God. Before the creation of the world He was already in perfect community with Himself.
- He created humans to know, glorify and enjoy Him forever.
- He is holy (Isaiah 6)
- He reveals himself through His word (Heb1:1,2)
- Therefore, He desires all people to know Him- 1 Tim 2:4

### **What do I believe about People?**

- Imago Dei- made in the image of God (Gen 1:2), therefore made to desire community with a triune God and with others (Gen 2:18)
- But man sinned (Gen 3), and through one man’s sin, all have sinned (Rom 5:12)
- This sin leads to a broken community with God and with others (Gen 3:8)

### **What do I believe about Christ?**

- He was the perfect image bearer of God (Heb1:3, Col 3:15)
- He was without sin (Heb 4:15) who died as an atonement for our sins (1Pet 3:18), to reconcile us back to God (Rom 5:10, 2 Cor 5:18)
- Desires all people to be recreated into His image for his glory (2 Cor 5:17, Rom 8:29)

### **What do I believe about my community and myself?**

- In order to be reconciled to a holy God, we must confess our sins and trust Christ for salvation.
- We get to die to ourselves and faithfully and single- mindedly follow Him (Mark 12:9-31)
- We are called out of the kingdom of darkness into his kingdom of light to proclaim Christ’s excellence) 1Pet 2:9-12)
- As we have been reconciled to God, we now are called to be ambassadors of reconciliation between God and man (2 Cor 5:20)
- We extend mercy as those who have been shown mercy (1Pet 2:10)
- We go to make disciples teaching them what Christ has commanded (Matt 28:19-20), to welcome others as God in Christ has welcomed us, for the glory of God (Rom 15:7)
- Therefore, we do Community Life because Jesus is worthy (Rev 5:12)

### **Living as a Light? Ephesians 5; Gal 5; Matt 5:13-16**

- What are your personal evangelism assets?
- What are going to be your challenges in your community, life etc.?

## **Ten Verses that indicate God's People are sent on mission: From Ed Stetzer Blog**

**Genesis 12:1-3** The Lord said to Abram: Go, out from you land, your relatives, and your father's house to the land that I will show you. I will make you into a great nation, I will bless you, I will make your name great, and you will be a blessing. I will bless those who bless you, I will curse those who treat you with contempt, and all the peoples on earth will be blessed through you.

**Exodus 19:5-6** Now if you will listen to Me and carefully keep My covenant, you will be My own possession out of all the peoples, although all the earth is Mine, and you will be My kingdom of priests and My holy nation.

**Isaiah 6:8** Then I hear the voice of the Lord saying: Who should I send? Who will go for Us? I said Here I am. Send me.

**Matthew 24:14** This good news of the kingdom will be proclaimed in all the world as a testimony to all nations. And then the end will come.

**Matthew 28:18-20** Then Jesus came near and said to them, "All authority has been given to Me in heaven and on earth. Go, therefore, and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, teaching them to observe everything I have commanded you. And remember, I am with you always, to the end of the age."

**Mark 16:15** Go into all the world and preach the gospel to the whole creation.

**Luke 24:46-48** "This is what is written: the Messiah would suffer and rise from the dead the third day, and repentance for forgiveness of sins would be proclaimed in His name to all the nations, beginning at Jerusalem. You are witnesses of these things, And look, I am sending you what My Father promised, As for you, stay in the city until you are empowered from on high."

**John 20:21** Jesus said to them again, "Peace to you! As the Father has sent Me, I also send you."

**Acts 1:8** But you will receive power when the Holy Spirit has come upon you, and you will be My witnesses in Jerusalem, in all Judea and Samaria, and to the ends of the earth.

**1 Peter 2:9-10** But you are a chosen race, a royal priesthood, a holy nation, a people for His possession, so that you may proclaim the praises of the One who called you out of darkness into His marvelous light. Once you were not a people, but now you are God's people; you had no received mercy, but now you have received mercy.

## **Responsibilities**

### **Welcome Visits**

#### **What is a Welcome Visit?**

The Community Life Team will contact every new resident personally. The contact may happen through delivering welcome gifts, phone calls, or emails. We ask that the team attempt to contact the new resident a second time, if the first attempt was not successful. We highly suggest that one of the team's attempts be a face-to-face interaction. This makes the best first impression of the Community Life Team and program. It also makes the team more memorable for the resident.

#### **How do I know whom to visit?**

A Community Life Director should have a list of new resident move in's emailed to the team once a week. The Property Leasing Manager should also have the entire new resident moves in's on file. The Leasing staff should give the team resident information sheets with information about the resident (name, address, phone number, email address, interests) prior to your visit. Cross check the move in list, to make sure you are getting all the resident information sheets.

#### **What Do I bring to a Welcome Visit?**

A welcome gift is highly suggested. This gives an opportunity for the team to hand something tangible to the new resident. Deciding on what the welcome gift should be is discussed between the Community Life Team and the Property Manager.

Other items to bring:

- Community Life Team's business cards
- Flyers or Community Calendar of upcoming events and activities
- Clipboard and Pen
- Resident Information Sheets retrieved from the Leasing Staff

#### **What Do I Do during a Welcome Visit?**

- Welcome residents to your neighborhood as a fellow resident.
- Introduce yourself as their Community Life Team.
- Explain what the Community Life Program is by letting the resident know what to expect from the team and the Program. (Events, activities, connecting them to the town and other residents, etc.)
- Invite them to join the E-Newsletter mailing list. Check to make sure you have the resident's correct e-mail address and see if anyone else in the residence would like to be added to the mailing list.
- Invite the resident to "like" the property Facebook page and/or any other social media sites the property may be on.
- Direct them to the leasing office if they have any complaints about their unit.
- Make notes for each visit attempted. Write down any interests the resident expresses he or she has, any potential connections the CL team can make for the resident, etc.

## Events

The Community Life Team plans at least four events per month. Deciding on the type of events should be discussed between the team and property manager. The team should try to plan at least one month in advance but we suggest planning out three months ahead. This gives the most time to allocate enough resources and budgeting, especially if the team is co-sponsoring the event with a community partner. This also gives plenty of time to promote the event.

### Planning and Promoting Events

#### “4Ps”

- Prayer
- Planning
- Promoting
- Partnership

**Who and What:** Who are you targeting with your activity? Will your event fit the perceived demographic of the property? Is your activity inclusive to as many people as possible? Activities you do could include: BBQs, sports events, game nights, service projects, coffee and tea nights, holiday celebrations, pool parties, etc.

**How:** How will you market this event? Did you plan far enough in advance to send it in the E-Newsletter and other promotional/ information venues? Where are the best places to hang signs around your property? Did you invite your neighbors or tell other residents you saw?

**Where:** Will you host the activity? Will another resident host an event? Will the activity be at the clubhouse? Have you check with the apartment manager to reserve your space?

**When:** What times seem to work best with people’s schedules? Did you plan your activity during a time when other people may be busy? You may want to consider factors like holidays, seasons, other abnormal factors (for example: its probably not a good idea to plan an event on Super Bowl, unless of course it’s a Super Bowl Party!) Having a reoccurring event that fits the property’s demographic is a great way to build momentum and connect residents to each other on a consistent basis.

\*\*\*Keep track of the amount of residents that attend each event and which residents are new to a Community Life event. Having a sign in sheet is a good way of keeping track of that information.

## Social Media

In this digital day and age, social media is a great way for people and businesses to stay connected. Community Life utilizes social media for the same reasons. Residents can stay connected to what Community Life is doing in their community. Ask the Property manager for administrative rights to any social media forums the property may use. If the property manager is not comfortable giving the team administrative rights, ask if it would be appropriate to post on such forums to help promote Community Life events and activities or town events and activities. Remember to stay respectful and courteous to the Property's Social Media forums by posting appropriate and relevant information. *We ask that the Community Life team posts at least 10 times a month.*

What to Post on Facebook, Twitter, Instagram, etc.?

- **Pictures** of events and residents (remember to ask and notify the resident that their picture may be posted on the Property's social media page). *The Community Life Team post at least 5 pictures per month.*
- **Links.** These links can be from anything from the town's events/activities to informational articles related to the F.R.E.S.H spokes from the Wheel of Life (See page 6) *the Community Life Team posts at least 3 links per month.*
- **Videos.** The Team can post a video from a Community Life Event, a video about prepping for the event, or a video informing the residents about the event to come. Make it fun and creative! Videos get the most reach and interaction from residents, *so its important to post a video at least once a month!*

## Building Community Partnerships

Community Partnerships are imperative to building a community. It connects other businesses and organizations in the area to your property's community. When asset mapping your community, keep those businesses in mind for future partnerships (See page 7). Contact local businesses and organizations for resources that could enhance Community Life events and/or community activities; and to help sponsor future events. In return, the business or organization gets exposure and free marketing to the apartment community. With the permission from the property manager the Community Life Team could also help their community partner market their business and/or organization to the residents with flyers, coupons and/or posts thanking them for their contributions.

Who to contact?

- Local Restaurants
- Local stores
- Cable Company
- Library
- Coffee Shops
- Residents' businesses
- Girl/Boy Scouts
- Local Churches
- Local Food Pantry

\*\*\*Keep track of your Community Partnerships and the current statuses of the relationships. This will help in making future partnerships and nurturing the current relationships.

## Gathering Testimonials

As the Community Life Teams builds genuine relationships with the residents, it is important to keep track of the connections being made. Make notes any time the CL team connects a resident to an activity, church, local business, another resident, or spends an ample amount of time with a resident building a genuine relationship (Ex: inviting them over for dinner etc.). Stories of connection are categorized into these groups:

- **Story of Care:** Any time a resident helps out another resident (including the Community Life Team) as a result of a Community Life made connection. This could include a resident babysitting for another resident, helping them move, care during an illness, buying/bringing in groceries, etc.
- **Story of Contribution:** Any time a resident contributes their talent and/or resources to the Community make note.
  - **Share:** Sharing ideas and or information to the team or other residents for future events/activities.
  - **Serve:** This includes helping set up or clean up after an event, participating in a community event that requires some work, or sharing their talents for the benefit of the community (Ex: instructing a yoga class, singing at an event, building a fence for a community garden etc.)
  - **Start:** The resident has taken ownership and has started their very own activity in the community. (Ex: Book Club, Bible Study, Running Club, etc.)

\*\*\*Keep Track of the approximate amount of time the residents volunteered to contribute to the community.

- **Stories of Retention:** Anytime residents express that they have chosen to stay on property and renew their lease as a result of the Community Life Program and/or the residents that he/or she has met through Community Life, make note.
- **Stories of Referral:** This includes stories of residents moving on to the property due to Community Life.
- **Ratings and Reviews:** Anytime residents post a positive review about the property on an online forum, make note; especially when the review mentions the Community Life Program and/or the CL team.

\*\*\*When taking notes of stories of connection, please remember to include residents' full names and/or addresses to keep the validity of the story for Property Management and Ownership.

## **Meetings**

### **Meeting with your Community Life Regional and/or Director:**

Community Life Directors/ Regionals want to meet with the Community Life Team once a month to touch base with the CL team; inform the team of any changes organizational or operational, celebrate the team's wins and talk about their opportunities.

### **Meeting with your Property Manager:**

It's very important to meet with the property manager at least once a month. Keep him or her informed on the amazing progress the team is making in the community. This is the time to share stories, collaborate on future events, and see if there are any opportunities to help the staff or vice versa. It might be a good idea to ask your property manager to sit in on a staff meeting as well. Touch base with the property manager at least twice a week. A simple e-mail, phone call, or stopping by the office to let him or her know how the events are going and informing the manager and staff of any changes and progress is key to a successful relationship with the leasing office staff.

### **Huddles**

On a quarterly basis, Community Life leaders have regional meetings with all Community Life Teams that live relatively in the same area. This is a great way to meet other Community Life Teams face-to face, brainstorm ideas, ask each other questions, pray for one another, and be in fellowship.

### **Mission Calls**

Once a week, Community Life Leaders and Community Life Teams meet online and talk about various topics, via video conference calls. These topics include, spiritual conversations, on-going training, new implementations, brainstorming on future events, etc. Calls last only 30 minutes and are recorded for those that were not able to join the call. We ask each team to join at least two calls per month.

## **E-Newsletter**

We ask that the Community Life Team make and send an E-Newsletter to the residents once a month via Constant Contact. We ask that the CL team send out an e-blast promoting CL events at least twice month. The E-Newsletter should include:

- Events for the month
- Resident owned activities
- Highlights from previous events
- Pictures from events
- Information on local events
- Information about the Community Life Team
- A photo of the Community Life Team
- At least 15 links
  - This can include links that were posted on Social Media
  - Link to Pay Rent
  - Appropriate Blogs/webpages pertaining to F.R.E.S.H. (See page 6)
  - Webpages to Community Partnerships (See page 14)
  - Local Job Postings
  - Link to Community Life Website
  - Link to Property Facebook Page (See page 14)

Your Community Life Director/ Regional will:

- Train the CL team on how to use Constant Contact



- Give the CL team login information for Constant Contact
- Show the CL team how to retrieve useful information from Constant Contact for Reporting (See page 17).

## Reporting

At the end of every month, the Community Life Team is required to gather all relevant information and report on their month's progress. The report is due on the LAST DAY of each month. Please contact your regional/director if your team is unable to send in their monthly report on time.

Reporting will include:

- Information from Apartment Ratings.com
- Testimonials from and about Residents
- Pictures from Events (at least 5 pictures)
- Stories of Connection/Care/Contribution
- Community Partnerships
- Other Online Ratings and Reviews
- Welcome Visit attempts and notes
- Number of Events and Dates. Number of Attendance
- E-Newsletter data
- Social Media Posts
- Spiritual Self-Reflection
- Time Sheet
  - Average of 20 hours a week combined.

Community Life Regional/Director will train the Community Life team on Reporting.

## Missional Living and Community Building Resources

### Books

- Bosch, David J. *Transforming Mission: Paradigm shifts in theology of Mission*. Orbis, 1991.
- Guder, Darryl. *The Missional Church*. Eedmans, 1998.
- Halter, Hugh and Matt Smay. *The Tangible Kingdom*. Jossey-Bass, 2008.
- ----- *The Tangible Kingdom Primer*. Jossey-Bass, 2009.
- Hirsch, Alan. *The Forgotten Ways*. Brazos Press, 2006.
- ----- and Darryn Altclass. *The Forgotten Ways Handbook*. Brazos Press, 2009
- McNeal, Reggie. *Missional Renaissance*. Jossey-Bass, 2009.
- Romanuk, Red and Alan J. Roxburgh. *The Missional Leader*.
- Diers, Jim. *Neighbor Power: Building Community the Seattle Way*
- Dewar, Tom. *Voices from the Field III: Lessons and Challenges from Two Decades of Community Change Efforts*
- Dees, Gregory. *Strategic Tools for Social Entrepreneurs*

### Websites/Blogs/Web Articles

- Missional Tools/ Discussions: <http://missionalchurchnetwork.com/>
- Christianity Today Article: <http://www.christianitytoday.com/ct/2008/march/16.56.html>
- Alan Roxburgh Website: <http://themissionalnetwork.com/uncategorized/alan-roxburgh/>
- Ed Stetzer Website: <https://edstetzer.com>
- Purpose Built Communities: <http://purposebuiltcommunities.org>
- Asset Based Community Development Institute: <https://resources.depaul.edu/abcd-institute/Pages/default.aspx>
- Collaborative of Neighborhood Transformation: <https://www.neighborhoodtransformation.net>
- Abundant Community: <http://www.abundantcommunity.com/home/home.html>
- Community Life Website: <http://www.communitylifeteams.org>
- Institute For Community Website: <https://www.instituteforcommunity.org>
- \*Ask to Join the Community Life Leaders Facebook Group!