



## **STANDARDS MANUAL**

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# Hope for Wholeness - Standards Manual

These policies are constantly under review as a part of our growing organization. All members will be notified of all updates to this policy manual.

## **Governance of Hope for Wholeness**

Hope for Wholeness Network is a DBA of Truth Ministries, Inc. in Spartanburg, SC, within the United States. Hope for Wholeness Network is governed by the Board of Directors of Hope for Wholeness and has its own Advisory Council that oversees all network beliefs, standards, policies, all writings, and all network responsibilities, where the president of Hope for Wholeness consults with them, and they with the president, to include the planning of conferences.

## **Hope for Wholeness Referral Governance and Guidance**

Hope for Wholeness is not the governance of Hope for Wholeness Referrals but merely recommends these Referrals to the public through its Referral program posted on our website. These organizations and individuals work [essentially] as independent contractors. We attempt to ensure their integrity through Hope for Wholeness Policy Statements, Beliefs, Standards, communication, and attendance of our annual conference. Referrals must agree to abide by these measures prior to becoming a Hope for Wholeness Referral. Referrals are responsible for having their own board of directors and governance (a minimum of a 3 person non family/staff board, who must have the ability to discharge the director), accountability structure, and liability coverage. Hope for Wholeness gives no guarantee of its Referrals and is not responsible for ensuring that its members follow Hope for Wholeness Standards or maintain credible standards. It is the responsibility of the Referrals to inform any deviation from Hope for Wholeness Standards and any form of impropriety or accusation of such. If Hope for Wholeness learns that a Referral is not abiding by Hope for Wholeness Policy Statements, Beliefs, and Standards, and is unwilling or unable to alter from this course, Hope for Wholeness will end the relationship with the Referral.

## **Listings**

Hope for Wholeness Network is a Referral network organization. An application is required for to become a Referral of Hope for Wholeness and is approved if the applicant meets and maintains Hope for Wholeness standards. Referrals will have their church, organization, or counseling practice published on the Hope for Wholeness Network website as an available outreach.

## **Referral Church**

Church based ministries are Christian ministries located within the Church structure, commonly known as “a ministry of...” They are under the direct authority of that particular church. A Referral Church desires to co-labor with Hope for Wholeness; invite those affected by homosexuality, to their congregation; and may have other outreaches that do not specifically address homosexuality. They may or may not have ministries specifically designed for those affected by homosexuality. They may or may not have an official ministry office, but are asked to use some form of professional office structure outside a home (see “Meeting with Participants”).

## **Referral Ministry**

Parachurch organizations are Christian faith-based organizations who work outside the Church structure, assisting the Church and individuals within the Body of Christ and witnessing to those outside the Body of Christ. They are formal ministries, with a formal governance structure outside of a church body. They may be either a non-profit licensed organization, incorporated by the state, or an individual whom simply has a formal governance structure for his or her ministry purposes. They may or may not have an official ministry office, but are asked to use some form of professional office structure outside a home (see “Meeting with Participants”). A Hope for Wholeness Referral Ministry consists of a one-on-one lay Biblically based counseling or mentoring, who may utilize (a) confidential support group(s), which may or may not separate participants by gender (see youth restrictions).

## **Referral Counselor**

A Referral Counselor has at minimum a master's degree in a mental health related field that is accredited by the United States Regional Accrediting Associations. In addition a Referral Counselor is a state licensed professional counselor, therapist, or mental health professional who typically (but not limited to), when listed, specializes in homosexuality, gender and sexual related issues. There are exceptions to the state licensure, which will be examined and determined by the Hope for Wholeness Counselor Coordinator and Hope for Wholeness leadership. A listed counselor typically does not have a ministry structure of support groups. However, they wish to partner with Hope for Wholeness and help its network Referrals. Specifically its participants or those who may or may not have a local Referral. They have been shown to be biblically qualified by character and deemed well suited for many needs that individuals may find helpful. They would typically charge for their services, may or may not accept insurance, and are required to maintain liability and malpractice coverage.

## **Referral Skype Counselor**

We have two categories of Referral Skype [or phone] Counselors. Professional Skype Counselor and Lay Skype Counselor. In each of these, we have very high standards in place, as this is someone that will be promoted nationally and internationally. These standards are:

### **Professional Skype Counselor**

- A minimum of a masters degree in counseling
- Professionally credentialed
- Minimum years in practice 5
- Minimum number of one-on-one (not support group) hours counseling individuals affected by homosexuality 300
- Minimum number of hours counseling via Skype or phone 100

### **Lay Skype Counselor**

- Self taught through some form of counseling training, classes, and conferences, at least 100 hours of training
- Minimum years discipleship mentoring 5
- Minimum number of one-on-one (not support group) hours counseling individuals affected by homosexuality 200
- Minimum number of hours counseling via Skype or phone 100
- Lay Skype Counselors should have some minimal training in the following: Crisis intervention/Suicide prevention; Ethics; Identifying mental illness, and when to refer. This need not be formal training, but at least have read some articles or books on the topic, or be in relationship with someone who does have this training who they can sit and have some conversations with, or ask questions to. This will be a part of the annual Hope for Wholeness conference.

## **Branch/Satellite Ministries**

Each Referral Ministry may have up to five branch or satellite ministries within its own organization. Referral Churches or Referral Counselors do not qualify for having branch/satellite ministries. To ensure that each Hope for Wholeness Branch meets the same standards as is governing Referrals and all other Referrals, each Branch Director must personally submit a separate application and renewal. The Referral Branch application is minus the governing board information.

Ministries that are not equipped for this level of administrative effort are strongly discouraged from taking on such a task. This takes a very experienced and administratively gifted leader, with a well organized and seasoned Director/leader and governing board.

Branch/satellite leaders/directors, must be able to attend the majority of the main Referral's meetings and events. There shall be no branch/satellite ministry outside of a drivable distance, within reason.

A Branch or Satellite Director is considered staff of the main Hope for Wholeness Referral Ministry, and is subject to the Hope for Wholeness Referral Ministry Director's leadership/governance and there under the Hope for Wholeness Referral Ministry's governing board. It is the Director's responsibility to be the governance for the branch/satellite and report any information about the branch/satellite to the Hope for Wholeness office or coordinator as needed. Branch leaders may also have contact with the Hope for Wholeness office and the Hope for Wholeness office will have contact with the Branch or Satellite Ministry Director.

## **Leadership**

While this program can be run by one person, as the need and opportunity arise for helping more people, the need and opportunity for growing a leadership team will also grow.

### **Recognized leadership positions include:**

#### **Senior Level Members**

- Referral Ministry – oversees the operations of the entire program and reports to the president of Hope for Wholeness Network, or the Hope for Wholeness designated manager. This could be the pastor or a designated person. He or she ensures that the local governance of the program adheres to Hope for Wholeness's policies and ethics.
- Senior Support Group Leader – oversees the support group, selects any leaders, is accountable to the Coordinator, and adheres to Hope for Wholeness's policies and ethics.
- Referral Church
- Referral Counselor

#### **Secondary Level Members**

- Small Group Leader – works with the Support Group Leader.

#### **Assistant or Junior Level Members**

- Worship Leader – prepares and leads worship
- Apprentice – desires to be in leadership but does not qualify at the time. There is no inferred leadership role as an apprentice. An apprentice is in training to serve as a leader in a particular role (Assistant Leader, Ministry Leader, Group Leader, etc.) and answers to assigned leader.
- Volunteer – performs clerical or other duties as assigned and reports to assigned leader.

## **Characteristics of a Leader**

- ◇ Is a mature, godly man or woman that is well versed in God's Word.
- ◇ Is a man or woman who understands and displays grace and mercy.
- ◇ Is able to handle correction without wounding an individual.
- ◇ Has a heart for people.
- ◇ Is not a judgmental person.
- ◇ Is able to hold confidences.

## **Membership Offerings**

It is our #1 goal to have a strong Referral Network that provides ministry to those seeking help and promoting a message of freedom from homosexuality through Jesus Christ. In our attempt to accomplish this goal, we commit to serving our membership in a helpful, servant based leadership role. With this as our guide, we are making Referral membership obtainable for anyone who agrees with our beliefs, standards, and policy statements. This is offered through either a "Premium Network Membership," "Network Membership," and a "Basic Network Membership." We ask Referrals that are financially able to consider partnering with Hope for Wholeness in additional monthly or individual gifts, as the Lord blesses you, your church, and/or ministry.

## Network Membership Offerings

In Hope for Wholeness's launch, we're offering anyone who has already purchased a full copy of the *Hope for Wholeness* curriculum, one free year in the Hope for Wholeness at the Premium Network Membership level. This offer is good for past purchasers through December 31, 2013. *Hope for Wholeness* will remain an offering outside the network structure. If a new purchaser of the *Hope for Wholeness* curriculum decides to apply for membership, and is accepted, within the first six months from purchase, they will be given a Premium Network Membership for the first year from date of application. This offer is not applicable to the online version that will soon be available at a discounted rate to individuals.

### Main Referral Offerings' Structure

#### 1. Premium Network Membership \$250 annually

- ◆ Listing on the Hope for Wholeness website
- ◆ Personal webpage with room for one video, logo/photo, and 300 words or less to promote your ministry, church or practice (5-15 minute video uploaded to your account and providing us the link).
- ◆ Publishing your story (and/or ministry leaders/ mature clients that meet Standards / former homosexuals), linked to your personal webpage (1800 words or less). You may also provide a 5-15 minute video testimony in addition to a written testimony (uploaded to your account, providing required link).
- ◆ One full copy of *Hope for Wholeness* series (\$325 value) and future series created with one *Hope for Wholeness* Leader's Workbook (Participant Workbooks must be purchased separately).
- ◆ 25% off admission of one person per membership on all conferences offered by Hope for Wholeness (lodging, meals, and banquets sold separately).
- ◆ Marketing of ministry, your story and/or leaders' stories, and events shared with the Hope for Wholeness office (with advanced notice), via social media, electronic and paper newsletter, one video blog promotion.
- ◆ Hope for Wholeness email (ex: mckrae@hopeforwholeness.org) available to all Premium or Network level Referrals.
- ◆ Listing on donations page to all Premium or Network level Referrals (10%surcharge).
- ◆ Exhibiting at any Hope for Wholeness conference for free.

#### 2. Premium Network Membership \$25 monthly (auto-draft)

- ◆ Same benefits.
- ◆ May add \$5 monthly for each branch/satellite

#### 3. Network Membership \$125.00 annually

- ◆ Listing on the Hope for Wholeness website
- ◆ Personal webpage with room for one video, a logo and photo, and 300 words or less to promote your ministry, church or practice.
- ◆ Publishing your story (and/or ministry leaders/ mature clients that meet Standards / former homosexuals), linked to your personal webpage (1800 words or less). You may also provide a 5-15 minute video testimony in addition to a written testimony (uploaded to your account, providing required link).
- ◆ HFW email (ex: mckrae@hopeforwholeness.org) available to all Premium or Network level Referrals.
- ◆ Listing on donations page to all Premium or Network level Referrals (10%surcharge).
- ◆ Exhibiting at any Hope for Wholeness conference for free.

#### 4. Basic Network Membership \$50 annually

- ◆ Listing on the Hope for Wholeness website
- ◆ Exhibiting at any Hope for Wholeness conference for free.

## **Branch/Ministry Listings**

- ◆ **Premium Network Membership \$250 annually**

(separate listing in or outside of the Referral's state, with full page) See Main Referral's Premium Network Membership benefits.

- ◆ **Premium Network Membership \$25 monthly (auto-draft)**

- ◆ **Network Membership \$125.00 annually**

(separate listing in or outside of the Referral's state, with full page) See Main Referral's Network Membership benefits.)

- ◆ **Basic Network Membership \$50 annually**

(separate listing in or outside of the Referral's state) See Main Referral's Basic Network Membership benefits.)

- ◆ **Free Network Branch/Satellite Listing**

Ministry Referrals, under the "Premium or Network Membership" plan, may list up to five branch ministries on their personal page for free. These will not be listed in other states or in any other way.







## Standards

### **Accountability and Board Governance Structure**

Parachurch Ministries and Church based ministries must have a formal governance/covering in place. This must be a minimum of three or more non family members and non (current) participant or staff members that are formally put in place as a ministry or church structure/covering. This body oversees the governance and accountability of this particular outreach, within the Hope for Wholeness Network. Hope for Wholeness Network and its president, staff, or governance holds no liability nor gives any assurances over the credibility and surety of its members. Each member is responsible for maintaining its own structure of governance and accountability. Each member holds the responsibility for maintaining given Hope for Wholeness Standards and any additional ethical standards that should be put in place to maintain a healthy and ethical organization. Each member is personally held responsible for maintaining communication with the Hope for Wholeness office, communicating any violations of the Hope for Wholeness standards, and normally accepted ethical boundaries, and anything that the network office should be aware of in helping both the member and the Hope for Wholeness office in maintaining their relationship.

Each leader must have his or her own personal accountability structure in addition to ministry governance, to help ensure the health of such leadership and the ministry overall. For accountability to be helpful, it should be one of complete transparency and vulnerability, utilizing James 5:13-16 as guidance. This must be at least three or more individuals that can be the same as that of the ministry board. These relationships may be family, current or past ministry staff, and past mature client, but not current participant.

For a governance structure to be valid, the governing board must be able to relieve the director or coordinator from his or her duties (fire) and replace such leadership if seen needed. For ministry to stay a member of the network, problems that would lead to such discharge of senior leadership, Hope for Wholeness must be well informed in an attempt to rectify problems with the director or coordinator and governance. If a new director or coordinator is appointed, for whatever reason, a new application must be submitted to the Hope for Wholeness office to maintain listing and good standing.

We would strongly urge you to utilize a non-micro managing board structure such as the [John Carver Policy Governance Model](#). There are trained John Carver facilitators around the country. You may ask the Hope for Wholeness office for help and advice.

Licensed Counselors are required, as ministry and church leaders, to maintain some form of formal or informal accountability structure that would specifically discuss his or her practice.

Regardless of the Ministry, Church, or Counselor's structure, we ask you to meet at least quarterly, and formally, to discuss your ministry and personal issues. We believe that having regularly scheduled meetings, but also a regular stream of conversations about ministry and personal matters, on an intimate basis, is the only way to have organizational and personal health.

## INSURANCE

**Licensed Counselors** are required to maintain liability and malpractice coverage to remain listed and in good standing within the Hope for Wholeness Network. Minimum coverage of one million dollars is required. It is their responsibility to maintain this coverage. If coverage is lost or in danger of being lost, it is the Counselor's responsibility to communicate this information to the Hope for Wholeness office.

**Church ministries** should be covered under an umbrella liability policy within the church structure, and should ensure with the church governance structure that this is the case. We highly suggest a minimum coverage of one million dollars.

**Parachurch ministries** are highly encouraged to seek and retain liability coverage over its overall ministry efforts, staff, and board, which may also include loss of physical contents of ministry possessions. We highly suggest a minimum coverage of one million dollars.

## NON-PROFIT 501-C-3

Hope for Wholeness Ministry Referrals may be either a non-profit IRS licensed organization, incorporated by the state, or an individual who simply has a formal governance structure for his or her ministry purposes. If you a non-profit 501-C-3 organization, you are expected to maintain commonly held standards and practices of a professional business in all regards to finances, gifts, and financial appeals. Reports of mishandling of donor dollars or inappropriate financial appeals are grounds for removal from the network. A separate checking account, data base, accounting structure, and system of acknowledgement of gifts is required.

## ALCOHOL AND DRUG USE

Hope for Wholeness Network does not allow the use of alcohol by its members or leaders at any official ministry function or outing. Alcohol consumption is not allowed any time you are representing Hope for Wholeness Network. Public or private abuse of drugs or alcohol by leaders is strongly discouraged. Any illegal use of alcohol or drugs will constitute cause for dismissal from Hope for Wholeness Network membership.

## PAST IN HOMOSEXUALITY

**We want to have anyone who has a heart to help others to be able to do so, regardless of their past.** (Our curriculum's leader's video and transcript do not currently match this provision. ) Applicants who have leaders with a background in homosexuality may be approved for membership and be published as a Hope for Wholeness Referral.

We at Hope for Wholeness Network want to help you in the process of getting your group started and helping individuals. There are, however, some special concerns with leaders who may have a past or current struggle with same-sex sexual or relational/romantic attractions. If you are the spiritual covering of someone who has such a history, it is important to acknowledge the potential risks and needs. It is important that special provisions for healthy communication, as his or her spiritual covering, be afforded to this leader or leaders.

## MORALITY REQUIREMENTS

**MORAL STANDARDS** - While recognizing that maturity is an ongoing process, we require that all leaders be free from interpersonal immoral sexual conduct (including phone and internet). Ongoing struggles in areas such as emotional dependency and pornography will be individually evaluated regarding suitability for membership. The Coordinator should prayerfully consider each person individually for his or her level of involvement in the ministry. (Review our definition of immorality below.) **Hope for Wholeness only evaluates the Coordinator; all other leaders will be regulated by the Coordinator based on these policies.**

## **DEFINITION OF IMMORALITY –**

**Emotional and sexual addiction:** We refer to an ongoing, uncontrolled pattern of seeking emotional and/or sexual release. This includes emotional preoccupation with a person, compulsive masturbation, fantasy, interpersonal sexual contact, pornography use, and phone sex.

Addiction by its very nature is habitual. We are referring to an ongoing dependency on these behaviors, not unlike a drug.

**Immoral interpersonal conduct:** Immoral interpersonal conduct includes all forms of interactive sexual behaviors outside of marriage, including inordinate or exclusive dependency on another person, all forms of genital contact with another (genital contact includes touching of breasts, buttocks, and genitals, whether clothed or unclothed), cybersex, voyeurism, exhibitionism, and phone sex with another person.

**MINIMUM MORAL REQUIREMENTS –** Senior Level role, four years prior sobriety/abstinence; Secondary Level, two years prior; Assistant or Junior Level, one year prior.

## **TRANSPARENCY AND DISCLOSURE**

**ACCOUNTABILITY –** It is vital to have an accountability partner with whom you communicate the intimate details of your life on a regular basis. The Coordinator provides the name of his or her accountability partner to Hope for Wholeness Network. If this information, or any contact information, changes or particular struggles cause you to need additional accountability, please be sure to inform the Hope for Wholeness office or Hope for Wholeness coordinator. Hope for Wholeness Network's senior leadership is always available to assist with these matters. Keeping up to date information and accountability, on file with Hope for Wholeness, is the Referrals sole responsibility.

**CHURCH MEMBERSHIP –** Leaders need to have a demonstrated commitment to their church, be involved in some aspect of giving and receiving ministry in that church, in addition to attending worship services, and some specific accountability for Christian life.

**CURRENT MORAL STRUGGLES –** Due to the nature of Hope for Wholeness Network, a leader is expected to disclose past or current moral struggles. The leader must have acknowledged any need for healing and be pursuing that healing in ways viewed acceptable by Hope for Wholeness Network leadership.

## **GENERAL STANDARDS**

**BELIEFS AND POLICY STATEMENTS –** Applicants for Hope for Wholeness membership must agree with Hope for Wholeness's Beliefs and Policy Statements.

**CHRISTIAN STANDARDS –** As a Christian organization that ministers to those who desire to leave homosexuality and to their loved ones, we must be knowledgeable and obedient to biblical teachings regarding permissible sexual expressions.

**COMMUNICATION –** It is the Referral's Coordinator or main contact's responsibility to stay in communication and up to date with the network and with Hope for Wholeness's leadership. Facebook Private Message is encouraged and more timely in response, but email is certainly also available.

**COMPUTER –** All Coordinators need to own a computer with internet access. Coordinators are sent information on a regular basis, via Facebook (HFW Leaders Secret Group) & email. Access to a computer, with an email account can be a substitute if the coordinator is not financially capable of having his/her own computer and internet access at this time.

**CONFERENCE ATTENDANCE** – Hope for Wholeness Network will hold at least two national conferences per year, the largest of the two being held in the summer. It is our plan to do East, Mid-Central, West Coast, as most Exodus ministries and participants are used to. We also plan to have a late fall leaders’ conference, typically held in November, and typically held in North or South Carolina. It is highly encouraged for network members to attend each of these conferences and involve their leadership and participants. We cannot put on an effective conference without the leadership of the network members and their participants. These conferences are designed to help give additional training, as well as coming together as an organization and individuals and encourage one another in the Lord. We ask that the director/ coordinator/ or representative of the Hope for Wholeness Referral attend at least one of these conferences every other year to be in good standing with Hope for Wholeness. We will understand if extenuating circumstances arise to prohibit this, but not habitually. Please communicate any situation that would keep you from attending one of these events every other year, to the Hope for Wholeness representative or the Hope for Wholeness office.

**CONFIDENTIAL INFORMATION** – Due to the nature of our ministry, confidentiality is of utmost importance. Group members’ names, addresses, e-mail addresses, mailing list addresses, or phone numbers, may only be shared between leadership and approved professional counseling support. Utmost care should be used even in this situation, as this could breach confidentiality and easily become gossip. No names or anonymous stories should be disclosed by anyone in the ministry without the person’s expressed approval. Special care should be taken with e-mail especially. Replies to support group members and their e-mails should not be published, and they should never be forwarded to people outside of the ministry except on a “need to warn” basis as listed in our “Confidentiality Policy.”

**CORRESPONDENCE** – Leaders are expected to respond to voicemail or email from support group members within 48 hours and written communication within one week. If the leader knows he or she will be unavailable for longer than 48 hours, an automatic response should be given to let the person contacting you know when they can expect a response. Please respond to any correspondence from Hope for Wholeness Network (if at all possible) within one to two days.

**FACEBOOK SECRET GROUP(S)** – Hope for Wholeness Network has a secret Facebook group for its ministry leaders. We ask that you and your ministry leadership and even board members are invited to participate. If you are not on Facebook, we ask that at least the Referral main Contact or Coordinator join Facebook for this purpose. This is the only way that you will be able to stay on top of all that is Hope for Wholeness Network. The newsletter will not fully inform you of what is going on in the network.

**KEEPING UP TO DATE** – You will want to keep yourself familiar with the ongoing efforts of Hope for Wholeness Network. You can do this in several ways: Join Facebook and be included in the Leader’s Facebook group, read the monthly newsletter, visit the Hope for Wholeness Network website regularly, and regularly review these policies. These efforts will go a long way in helping you be equipped in helping those who come to your ministry for help.

**KNOWLEDGE AND PREPAREDNESS** – Continuation of learning and study is vital in order to increase your individual ability to minister to those who come to you for help. *Hope for Wholeness* is a stand-alone program. However reading trusted materials on the subject is highly encouraged to help you become more familiar with these issues. You can find and purchase the most up-to-date materials on the subject of homosexuality on our website through ChristianBook.org.

**LOCAL HOPE FOR WHOLENESS REFERRAL** – We encourage you to become associated with the nearest Hope for Wholeness Network Referral, if there is one in your local area. We ask that a letter of reference from the nearest Hope for Wholeness Referral be sent with your application, this is any Hope for Wholeness Referral within a two hour driving distance. If there are more than one, we ask that you contact the nearest for this referral, however we ask that you meet any and all of these Referrals within this circumference, to help you in your ministry efforts.

The *Hope for Wholeness* curriculum equips anyone to have a ministry within their ministry or congregation. We understand if multiple churches in a small area wish to have a Hope for Wholeness ministry and are excited about such potential. However, there are important issues that we need to address.

If there is a Ministry Referral within your county, and you are wishing to establish a Ministry Referral, we ask that you contact this Ministry Referral to see if you can join their efforts instead of creating another organization. This Ministry Referral must give a letter of referral for your application to be approved.

We will not solidify or endorse any form of combativeness within the Hope for Wholeness network. If there is any form of relational hostility with any nearby Hope for Wholeness Referral, or potentially within the network, we ask that this be worked through before membership is granted. Please speak with us if there is an issue.

Referrals work best when they work in concert with one another, call upon one another, send referrals to one another, and support one another relationally and financially if possible.

**PARTICIPANT FORMS AND MINISTRY STANDARDS** – Each Referral Member must distribute and secure completed and signed participant intake forms, to include a release from liability and duty to warn, confidentiality agreement, and group or ministry standards for participants.

You may choose to secure these through scanning, and backing these up on a secure and backed up computer, then shredding any paper copies. You may also choose to use online documents for obtaining and utilizing such information.

We have included such forms that you may choose to use. We ask that you use the Release from Liability and Duty to Warn and Parental Consent AS IS. Counselor Referrals may utilize their own release from liability form.

You may obtain electronic documents of these forms for your edit and/or to add your ministry name and logo. These standards and forms may be modified to your own ministry liking and standards, other than the Release from Liability and Duty to Warn and Parental Consent forms.

It is your responsibility to have and utilize intake forms and ministry standards, and go over these with your participants. It is a good rule of thumb to go over major policies with applicants prior to participation and once a month with the whole group. If there is a major violation or there is a repeated pattern, then it is the Coordinator's duty to report this/these to their spiritual authority. If necessary, terminating the individual's privileges of group participation may be required. Consulting with the Hope for Wholeness office is suggested when egregious violations occur.

**TESTIMONIES** – Hope for Wholeness desires to publish anyone's story that is ready. It is Hope for Wholeness Network's desire in publicizing a person's story to protect the individual from any unnecessary pressure that could end in a moral failure. This would not only damage the individual significantly, but would compromise the integrity of the ministry. If the person is not ready, then the story may be published anonymously. The final decision will rest with Hope for Wholeness, if publishing. If coming through an Referral, we ask that the Referral ensure that the individual is ready for such publication and that the testimony has been fully edited prior to publication.

Testimonies that have not been fully edited for proper content, grammar, and flow will not be published.

Hope for Wholeness has final authority on editing and releasing any stories. Individuals who wish to go public with their stories, with name and photograph, must first meet the ministry's moral standards. We require that testimonials using name and/or photograph will only be published for people who have been free from interpersonal, immoral, sexual conduct for a period of two years prior to date of publication. Addictive behavior with ongoing struggles in areas such as emotional dependency and pornography, may prohibit public distribution of the testimony.

# PARTICIPANT CARE

## COUNSELING/MENTORING

**CONFIDENTIALITY– EXPECTATIONS OF THE GROUP MEMBER** – While it is imperative to keep confidential a relationship and issues shared with a group member, at no time can that same level of confidentiality be expected of the group member towards the leader, concerning any communication shared by the leader. At no time can you ask the group members to keep something you say confidential. At no time should the leader have an expectation that his/her communication by telephone, in person, text messages, emails, etc., will be held in confidence by any ministry participant. Participants may share this information as they wish.

**COUNSELING/MENTORING** – Hope for Wholeness does not endorse any of its leaders in “counseling,” however Hope for Wholeness does not prohibit the practice. We acknowledge that giving “counsel” is a biblical reference and a standard work and practice in the church. However, the culture at large considers a “counselor” as a educated, trained, and licensed practitioner, who also charges and accepts insurance for his/her services. With this general understanding, **we encourage but do not mandate the term “mentoring”** or another term such as discipleship.

If a support group member requests or requires lay counseling or professional counseling, and you or your leaders are not equipped, we strongly encourage you utilizing the local ministry that may be better equipped. If there is a local trusted Christian counselor, whose position on homosexuality meets biblical standards, then encouraging group members to his/her practice would be a good option. We encourage you to speak with the counselor to make sure that his/her beliefs are in line with biblical standards and to see if he/she can handle additional clients.

**EMAILS** - In using of any “group” emails, concerning participants, we highly encourage the use of BCC (Blind Carbon Copy), to protect the information of group participants.

**IMPROPRIETIES** – If your relationship or communication becomes inappropriate, on any level at any time, you are to immediately contact your spiritual authority. If egregious, contact Hope for Wholeness for support and counsel. Immediate and full disclosure of any inappropriate communication or behavior is expected of all Hope for Wholeness group members. If there is any perception communicated of inappropriate behavior, or any type of accusation, or questioning of the relationship by the group member, or by anyone concerning a group member – it is to be reported immediately to the leadership structure of the Referrals structure and if deemed significant enough, reported to the Hope for Wholeness assigned staff member or office.

**INCIDENT REPORTS** – Upon learning of any overt impropriety by any group member or leader, we strongly urge you to write up and file an incident report and submit this to your governance. If egregious, members are required to file this report/inform with the Hope for Wholeness office. The incident report should be distributed to any necessary senior staff; anyone connected to the individual; and if appropriate, copied to the individual referred to in the report. This report should be filed as quickly as possible, within one week of the incident.

**PHONE CALLS** - It is important to not make another person’s crisis your crisis, so that it affects you emotionally and breaks professional standards. We encourage you to not allow someone to share deeply personal information with you, prior to a scheduled appointment. We strongly urge you to have new participants or clients first complete the appropriate forms, to include Release from Liability and Confidentiality.

## INITIATION OF PARTICIPANTS

**BE WARY** – Keep in mind that activists who oppose our message may contact you to obtain information about your group. Some information is strictly confidential. Other information is utilized only when planned by the main office. For example, we do not make public the specific number of members we have attending support groups each week, the progress a group member is making, or anonymous stories without permission, etc.

Only give out the specific location of a support group after vetting an individual – after they have completed the intake form, and after you have met with them personally. They cannot attend a group until they have been through a formal intake process.

**BE WARY OF PREDATORS** - While individuals may not be an activists, they may be predators. Their intentions against you as a leader or against support group members may be predatory. Once you realize this, be prepared to handle these persons by: cancelling an appointment, ending an appointment, not inviting these persons to a group meeting, removing these persons from a group meeting, asking them to not return to group, or by completely ending the group relationship.

If at any point you believe that an attempt to compromise the ministry has taken place by an activist or predator, contact the Coordinator and the HOPE FOR WHOLENESSHOPE main office by telephone or email. Document the occurrence in an email and send it to the main office as soon as possible.

**INTAKE FORMS** – All new ministry participants are to complete a ministry intake form. See “Participant Forms and Ministry Standards.” Brief ministry to an individual, or answering questions about your ministry or methods, is to be expected prior to group participation.

**MEETING WITH PARTICIPANTS** – It is recommended that you use a church office or room within your church, giving the prospective group member clear directions. This is mandatory, if an Referral does not have a ministry office outside the Coordinator’s or Counselor’s home.

The use of a restaurant or coffee shop for an initial intake appointment is not acceptable. Meeting the prospective group member at their home is not acceptable under any circumstances. If a prospective group member is wary of an appointment but would like to meet in public prior to an appointment, then some leeway is given to the leader, but this cannot substitute for the intake appointment and the intake forms should not be covered in a public location. If the leader is wary of meeting the persons by himself/herself, then he/she should take the appropriate action of meeting at the location while others are there and leaving the door cracked, or even having another HOPE FOR WHOLENESSHOPE leader present. Having someone present who is not a member of your leadership team would be a violation of the confidentiality policy. If a leader is unsure what to do, please consult with the Coordinator or Pastor, or in a unique case contact HOPE FOR WHOLENESSHOPE.

## MINISTRY TO YOUTH

**There are very strong restrictions for involving youth/minors/under age 18. Be very sure to adhere to these guidelines.**

**AGE OF CONSENT** - Each Referral must know and adhere to the laws of their state concerning working with youth, to include the unique age of consent. Some states age of “adult” status vary and may not be 18.

**BACKGROUND CHECKS** – A criminal background check is required for anyone working with youth, including guest speakers. No leader is allowed to work with youth in any capacity prior to Hope for Wholeness Network receiving the results of the background check. These background checks are to be kept and available to any parent, legal representative, or authority, upon request.

Hope for Wholeness Network does not allow any person who has had any type of inappropriate relations with minors, whether prosecuted or not, to work with youth. If so, a signed agreement restricting his/her ministry to adults will be obtained from the leader and kept on file. A letter of agreement, from any ministry leader with any past history with minor (defined by their state), stating your past history, a signed agreement to only work with adults is requested with your application of the coordinator and/or any leader within the Referral organization.

**COERCION** – Under no circumstances is a minor to be seen who is being forced, manipulated, or coerced by the parent(s) or any other guardian. While parents may have a legal right to take their child to counseling, we feel it is counterproductive in helping the minors themselves. In speaking with parents and scheduling the appointment, it is important to talk with them about their child and being sure that their child WANTS help. If the minor does not desire participation, then you are left with helping the family members only.

**CONFIDENTIALITY** - It is important that youths understand that they can trust you as their leader. Leaders should always encourage teens to practice James 5:16 confession with their parents; however, it is your responsibility to keep things that are shared by the teen with you and/or in HFW groups strictly confidential.

**GROUP PARTICIPATION** - Youth are to be included only in small accountability/support groups containing other youth. Under no circumstances are youth to be included in small groups containing adults (as defined by your state). The leaders of the youth small group may invite adult guest speakers (see Background Checks). Having mixed ages in large teaching times or worship is appropriate with supervision.

**INTAKE PROCESS** - It is HOPE FOR WHOLENESSHOPE policy, with no exceptions, that any minor to be seen by a Hope for Wholeness Network leader must complete the HOPE FOR WHOLENESSHOPE intake form prior to the time of the appointment, whether it is one-on-one or with parents present. Parents are not to complete the form for the child and parents should not read their child's intake forms.

## DONATIONS

**DONATIONS FOR HOPE FOR WHOLENESSHOPE SUPPORT GROUP PROGRAM** – Members may choose to charge or give suggested donation rates. HOPE FOR WHOLENESSHOPE gives no guidance on donations other than suggesting that participants purchase their workbooks or other materials. We believe it is counterproductive to simply give workbooks or materials to participants, unless they have a unique financial situation.

## ADDITIONAL CARE AND CONCERNS

**PROMISES TO PARTICIPANTS REGARDING “CHANGE”** – As a Hope for Wholeness Network Referral, we urge you to not make any type of promise to an individual on a distinct change in attraction, other than a “lessening” in their attractions or responses to such attractions, especially in regards to opposite-sex physical attractions developing.

Transformation comes through many avenues and looks differently with each individual. It starts with a relationship with Jesus Christ. Next, it is important for an individual to understand healthy (non-sexual or romantic) same-sex relationships and developing a healthy complementary relationship with the opposite sex. Healing from past hurts can take years to a lifetime. There is usually a gender distinction, with women's attractions typically being heart-based and men typically being visual-based. Promising someone complete change would be disingenuous. Understanding that baseline attraction of individuals in general works in concert with a person's past history with this issue and own sense of self. As the sense of self grows, with their personal and spiritual Christian walk, transformation in many forms takes place. One's past history is most often a handicap that is of real significance. Long-term same-sex attraction can often be the case. Transformation manifests itself in many ways, but certainly most distinctly in one's ability to choose his or her direction for life, not being a slave to their own passions and how someone chooses to identify themselves.

**MANDATES TO CLIENTS** – We urge you to limit any type of mandates that you would make upon individuals, seeing individuals as free agents over their own lives, respecting their personal boundaries. 2 Timothy 4:2, “... correct, rebuke and encourage with great patience and careful instruction.” Be very cautious of correcting someone's mannerisms or even pointing them out. We would urge you to make suggestions or instruction on such personal matters if asked for advice. Mannerisms tend to be a defense mechanism and identity that have evolved over a long span of time. These types of issues typically evolve in a healthy direction over time.