



JUSTSERVE COMMUNITY SERVICE GUIDEBOOK

First Presidency Message

Dear Brothers and Sisters,

In response to the question from the lawyer who asked, “And who is my neighbour?” (Luke 10:29), Jesus taught the parable of the good Samaritan, which illustrates for each of us that our neighbor is anyone in need, even the stranger (see Luke 10:25–37). In the Book of Mormon, King Benjamin instructed his people, “Ye . . . will succor those that stand in need of your succor; ye will administer of your substance unto him that standeth in need,” for “when ye are in the service of your fellow beings ye are only in the service of your God” (Mosiah 4:16; 2:17).

From the earliest days in the history of The Church of Jesus Christ of Latter-day Saints, we have been encouraged to engage in service beyond the walls of our homes and chapels. As God’s children, we desire to be true disciples of Jesus Christ. We are grateful for His abundant blessings. Each of us would like to reach out in Christlike service to share those blessings with others, but we may not know how to start or where to go. JustServe.org is designed as a resource to help us as individuals, families, and groups find opportunities near our homes to help those in need and improve the quality of life in our communities.

As members and friends of the Church reach out in an effort to minister to people in need, we create a spirit of love and cooperation that transcends differences and connects us as children of God. May the Lord bless you in this effort to give selfless service as your time and circumstances permit.

The First Presidency

President Russell M. Nelson



“Our highest priorities in life are to love God and to love our neighbors” (“Teach Us Tolerance and Love,” *Ensign*, May 1994, 69).

“A hallmark of the Lord’s true and living Church will always be an organized, directed effort to minister to individual children of God and their families” (“Ministering with the Power and Authority of God,” *Ensign* or *Liahona*, May 2018, 69).

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1. JUSTSERVE: AN OVERVIEW

What Is JustServe?

JustServe is a community service initiative to help people follow the Savior's admonition to "love thy neighbour as thyself" (Matthew 22:39) by providing a platform where the entire community can find voluntary opportunities to assist those in need and enhance the quality of life in the community. This is not intended to be a burden on time and resources, nor is it a duty to feel anxious or guilty about. It is meant to be truly voluntary for those who seek a way to give such service. Because this is a volunteer effort, there are no quotas or record-keeping requirements.

How Does JustServe Help People Find Service Opportunities?

To help organizations find volunteers willing to help, the Church has developed the JustServe .org website and the JustServe app, where service opportunities are posted. Anyone can use the resources to find service projects that meet their skills, interests, and availability. The Church provides this website and app as a free service to the community.

How Will JustServe Be Implemented?

JustServe is a tool to use rather than a responsibility or program. However, in order to help people in their desire to serve the community, JustServe needs to be implemented through stakes and wards. Thus, the stake presidents organize a JustServe working group composed of members of the stake council and others (see "Checklists for Implementing JustServe in Coordinating Councils, Stakes, Wards, and Missions"). Using the general guidelines in "JustServe Stake and Ward Implementation," the group members counsel together to identify and evaluate volunteer needs at faith-based, nonprofit, community, or government organizations and post those needs on JustServe.org. People can volunteer through JustServe .org as individuals, families, quorums, Relief Society groups, classes, or wards. Missionaries may be assigned by their mission president to participate in JustServe projects. Anyone in the community may use JustServe.org and the app.

As JustServe becomes established in your area, faith-based, nonprofit, community, and government organizations will be invited and authorized to post their own volunteer needs. They can then share JustServe as a resource for their audiences. Everyone is welcome to use the website to find and submit volunteer opportunities.



“When ye are in the service of your fellow beings ye are only in the service of your God” (Mosiah 2:17).

2. JUSTSERVE STAKE AND WARD IMPLEMENTATION

General Guidelines

1. The best service opportunities are collaborative—working side by side with others in faith-based, nonprofit, community, and government organizations.
2. Community service opportunities should assist those in need or enhance the quality of life in the community.
3. JustServe projects should not have a political or advocacy focus, be for-profit oriented, or directly involve volunteers in soliciting or handling money or participating in other prohibited activities (see [JustServe.org/about](https://www.justserve.org/about)).

Guidelines for Leaders, Parents, and Members

1. JustServe.org supports parents and leaders in their responsibilities to teach principles of Christlike service and to plan service activities that bless others and build community relationships.
2. Church members and missionaries volunteer in the community for the sole purpose and pure desire to help others in need, regardless of their beliefs. These are *not* proselyting ventures.
3. Neither the Church nor its website [JustServe.org](https://www.justserve.org) discriminates based on race, religion, gender, ethnicity, or sexual orientation to screen projects for posting or volunteers who may sign up to serve.
4. Not all projects posted on [JustServe.org](https://www.justserve.org) may be appropriate for Church-coordinated volunteers or families. To ensure that opportunities are suitable, read the project description carefully before volunteering.

Implementation

1. Create a stake JustServe working group from members of the stake council and others. The lead is the stake communication director or JustServe specialist, if one has been called. (See “Stake JustServe Working Group” in “Checklists for Implementing JustServe in Coordinating Councils, Stakes, Wards, and Missions.”)
2. Counsel together to populate the website. The stake JustServe working group identifies service opportunities at organizations that meet JustServe guidelines. The stake communication director or JustServe specialist takes the lead in contacting organizations and assisting them in populating the website, although other working group members may help. This working group consults and coordinates with both the stake communication council and the stake welfare and self-reliance working group in outreach efforts.
3. Invite members to serve. The stake Relief Society president or her representative takes the lead in introducing members to JustServe, helping them register and use the website, and encouraging participation in community service.
4. Invitations to returning members, new converts, friends, and investigators are appropriate for JustServe opportunities.
5. Once enough volunteer opportunities have been added to JustServe in your area, introduce JustServe to the community.
6. Share positive experiences. Encourage JustServe organizations and participants to share their positive experiences in meetings, through social media, and at [JustServe.org/stories](https://www.justserve.org/stories).

3. CHECKLISTS FOR IMPLEMENTING JUSTSERVE IN COORDINATING COUNCILS, STAKES, WARDS, AND MISSIONS

Leaders are encouraged to read and become familiar with the *JustServe Community Service Guidebook*, register on JustServe.org, and give community service as time and circumstances permit.

Directors of communication and JustServe specialists at the area, coordinating council, and stake levels coordinate closely with the welfare and self-reliance managers.

Priesthood leaders may request reports on the progress of JustServe and inspiring stories of community service.

Refer to JustServe.org/admin for help in assigning roles and boundaries, setting up organizations, and posting projects on the website. In order to access this page, you will need to create an account and log-in.

Area Seventy

1. For each of your coordinating councils, call a Church communication specialist assigned to JustServe who has some daytime availability and is comfortable working with computers, meeting community leaders, and training others. The coordinating council director of communication may fill this role if necessary. He or she should serve on the communication council under the direction of the coordinating council communication director.
2. Hold a JustServe introduction meeting for stake presidents and the mission president as part of a coordinating council meeting. Teach stake presidents how to implement JustServe by organizing a stake JustServe working group.
3. Regularly discuss JustServe in coordinating council meetings.
4. Share successful practices and community service stories.

Area (or Country) Communication Director or Area (or Country) JustServe Specialist

1. Using your JustServe.org administrative privileges, extend administrative rights to the coordinating council directors of communication or coordinating council JustServe specialists. Teach them how to work with organizations, set up organization pages, post projects, and use the website.
2. Under the direction of the Area Seventy overseeing JustServe, train coordinating council communication councils on all aspects of JustServe.
3. Respond to inquiries and feedback from within the area as needed.
4. Be a resource to assist the Area Presidency, Area Seventies, and stake and mission leaders in implementing JustServe in each coordinating council and stake within the area.

Coordinating Council Communication Director or JustServe Specialist

If the Area Seventy calls a coordinating council JustServe specialist, he or she should serve on the communication council under the direction of the coordinating council communication director.

1. Using your JustServe.org administrative privileges, designate roles and Church and civic boundaries for each stake director of communication and JustServe specialist.
2. Teach stake JustServe administrators how to set up organization pages, post projects, and use the website.
3. Review projects from the public that escalate up to you. If the project meets JustServe guidelines, post and approve the project or contact the submitter to discuss ways to better prepare the project for posting.
4. Once the JustServe website is populated with 15–20 projects per stake, encourage members and others in the community to register on JustServe.org and use the website.
5. Be a resource for training and supporting the mission JustServe specialists, and assist them as needed when training missionaries.

Area and Local Welfare and Self-Reliance Managers

Area welfare and self-reliance managers should coordinate with the area JustServe specialist, and local welfare and self-reliance managers should coordinate with JustServe coordinating council specialists to become valuable partners. Area and local managers should do this by:

1. Raising awareness by sharing successful practices about JustServe with local Church leaders and Area Seventies.
2. Collaborating with area and coordinating council JustServe specialists about community resources, needs, and local contacts.
3. Sharing feedback and successful JustServe practices from other areas and coordinating councils with the JustServe specialist.

Stake President

1. Call a stake Church communication specialist assigned to JustServe who has some daytime availability and is comfortable working with computers, meeting community leaders, and training others. The stake communication director may fill this role if necessary. He or she should serve on the communication council under the direction of the stake communication director.
2. Where stakes cover large geographic areas, stake presidents may encourage bishops to call a ward JustServe specialist to find projects within ward boundaries. Ward specialists should serve on the stake JustServe working group and participate remotely if necessary.
3. Organize the stake JustServe working group.

4. Once there are 15–20 projects posted on JustServe.org that are within or near stake boundaries, encourage members to register on JustServe.org and regularly give community service as individuals, families, quorums, Relief Societies, classes, and wards as time and circumstances permit.
5. Share successful practices and community service stories.

Stake JustServe Working Group

The stake JustServe working group's primary responsibilities are to implement JustServe in the community and introduce members to JustServe. The working group is led by the stake communication director or the stake JustServe specialist, if one has been called. Other members of the working group include the stake Relief Society president or her representative, the high councilor responsible for missionary work, full-time missionary zone leaders, one stake Young Men leader and one stake Young Women leader, a single adult representative, a stake welfare and self-reliance specialist, and others as needed. Faith-based or community leaders may also be invited to participate.

1. The stake JustServe working group should coordinate closely with both the stake welfare and self-reliance working group and the stake communication council as they reach out to organizations in the community.
2. The working group should meet often until a sufficient number of projects have been posted. When 15–20 core projects have been established, the working group meets as needed to fulfill its responsibilities.
3. For information regarding successful practices for implementing JustServe, missionary community service guidelines, desired outcomes, and frequently asked questions, see sections 4, 5, 6, and 7 in this guidebook.

Each bishop designates a counselor to be responsible for JustServe in the ward and to be the primary contact for the stake JustServe working group. The designated counselor should be kept aware of JustServe opportunities but is not asked to attend all working group meetings.

Meeting Groups

	Welfare and Self-Reliance Working Group	Communication Council	JustServe Working Group
Stake presidency member*	✓	✓	
Stake JustServe specialist	✓	✓	✓ (Lead)
Stake communication director	As needed	✓	As needed
Stake Relief Society presidency member	✓		✓
Mission zone leaders			As needed (where approved by mission president)

	Welfare and Self-Reliance Working Group	Communication Council	JustServe Working Group
High councilor for missionary work			✓
Young Men and Young Women leaders			✓
Single adult representative			✓
Welfare and self-reliance specialist			✓
Others as needed			✓

*Note: It is recommended that the same stake presidency member sit on both the stake welfare and self-reliance working group and the stake communication council. He will be the point of contact for JustServe working group matters that need to be escalated to the stake presidency.

Responsibilities

1. Identify and reach out to faith-based, nonprofit, community, and government organizations to introduce JustServe and determine their volunteer needs. Using the general guidelines in “JustServe Stake and Ward Implementation,” evaluate the opportunities and post them on JustServe.org.
2. To maintain a viable and sustainable website and to provide a variety of volunteer opportunities to meet the interests and skills of members and other volunteers, a minimum of 15–20 recurring projects should be maintained within or near the boundaries of the stake. Try to offer opportunities within the boundaries of each ward. Remember, JustServe.org is not for posting priesthood assignments or Eagle Scout projects (see sections 4 and 6 in this guidebook).
3. As soon as possible, give qualified community organizations administrative rights to manage their own volunteer projects. Refer to JustServe.org/admin for help in authorizing administrators and boundaries, setting up organizations, and posting projects on the website. In order to access this page, you will need to create an account and log-in.
4. After 15–20 projects are available within or near your stake, introduce each ward to the JustServe initiative by teaching members the purpose of JustServe. Show them how to register as a volunteer and search for opportunities on the website (see JustServe.org/resources).
5. By communicating with the zone leaders or the mission JustServe specialist, inform full-time missionaries of opportunities to participate in JustServe projects.
6. Assist service mission leaders in identifying appropriate community service opportunities for young service missionaries.
7. Encourage JustServe participants to share positive experiences in Church meetings and on social media.
8. Frequently review and update the JustServe projects, and maintain contact and cooperative relationships with community service organizations.
9. Provide JustServe reports on metrics and success stories as requested.

Recommended Responsibilities for Stake JustServe Working Group Members

Stake Communication Director or Stake JustServe Specialist

If the stake president calls a stake JustServe specialist, he or she serves on the stake communication council. The stake communication director or stake JustServe specialist, if one has been called, also serves on the stake welfare and self-reliance working group. The stake communication director or JustServe specialist plays a key role in introducing JustServe in the community.

1. Serve as lead of the stake JustServe working group, and be the primary resource to identify, post, and maintain at least 15–20 projects within the stake boundaries.
2. Review projects from the public. If the project meets JustServe guidelines, post and approve the project or contact the submitter to discuss ways to better prepare the project for posting.
3. Frequently review JustServe projects.
4. Maintain contact and build relationships with participating organizations.
5. When requested, assist the stake Relief Society president or her representative in introducing members to JustServe.
6. In welfare and self-reliance working group meetings, report on matters related to JustServe, such as participating organizations, service projects of general interest, needs in the community, and so on.
7. Encourage JustServe participants to share positive experiences in Church meetings and on social media.

Stake Relief Society President or Representative

The stake Relief Society president or her representative plays a key role in making members of the stake aware of JustServe as a resource.

1. Introduce the stake council to JustServe, and invite them to register. Report on JustServe at stake council meetings.
2. Introduce stake members to JustServe, and explain how to use the website and app. Encourage individuals, families, quorums, classes, and wards to give community service as time and circumstances permit.
3. Use the stake JustServe specialist as a resource for stake and ward training. Training materials and other resources are available at [JustServe.org/resources](https://www.justserve.org/resources).
4. As you become aware of projects that meet the community-based JustServe guidelines, share that information with the stake JustServe specialist so that he or she can work with the organization to get the project posted.

5. Communicate with ward bishopric members about JustServe project opportunities, and encourage members to invite the people they minister to, returning members, investigators, and friends to join them in service opportunities.
6. Encourage JustServe participants to share inspiring experiences in wards, quorums, and classes.

High Councilor over Missionary Work

1. Help missionaries find service opportunities on JustServe.org or the app.
2. Encourage the working group to post service projects that enable missionaries to serve with those of other faith (or no faith) traditions.
3. Help establish JustServe in the stake as a resource for ministering, reactivation, and activity planning for children and youth.

Mission Zone Leaders

1. Ensure that hours of service are reported.
2. Be familiar with the missionary JustServe guidelines.
3. Make the JustServe working group aware of service conflicts such as transfers, zone conferences, interviews, and missionary teaching priorities.
4. Receive authorization from the mission president if service requires missionaries to leave their zones.
5. Be prepared to share success stories as a result of missionaries' service.

Stake Young Men Leaders, Stake Young Women Leaders, and Single Adult Representatives

1. Help the working group post projects suitable for and of interest to youth and single adults.
2. Promote JustServe to all youth and single adults in the stake.
3. Remember not to overwhelm the youth with too much service.

Other Working Group Members

1. Members of the stake communication council may serve as members of the stake JustServe working group.
2. The ward bishopric member who has responsibility for JustServe may help identify service opportunities within the ward and help teach ward members how to use JustServe for ministering, with children and youth, in classes and quorums, with families, and for ward community service. He should not be expected to attend all working group meetings or post projects.

3. Returning members or friends of the Church with relationships in the community may be invited to participate in the working group. They are not called and set apart.

Counselor in Ward Bishopric Responsible for JustServe

1. Be the liaison between the stake JustServe working group and the ward council.
2. Occasionally, when invited, attend the stake JustServe working group meeting to give input and receive direction.
3. Encourage individuals, families, quorums, Relief Societies, classes, and all ward members to give community service as time and circumstances permit.
4. Invite JustServe participants to share positive JustServe experiences.

Mission President

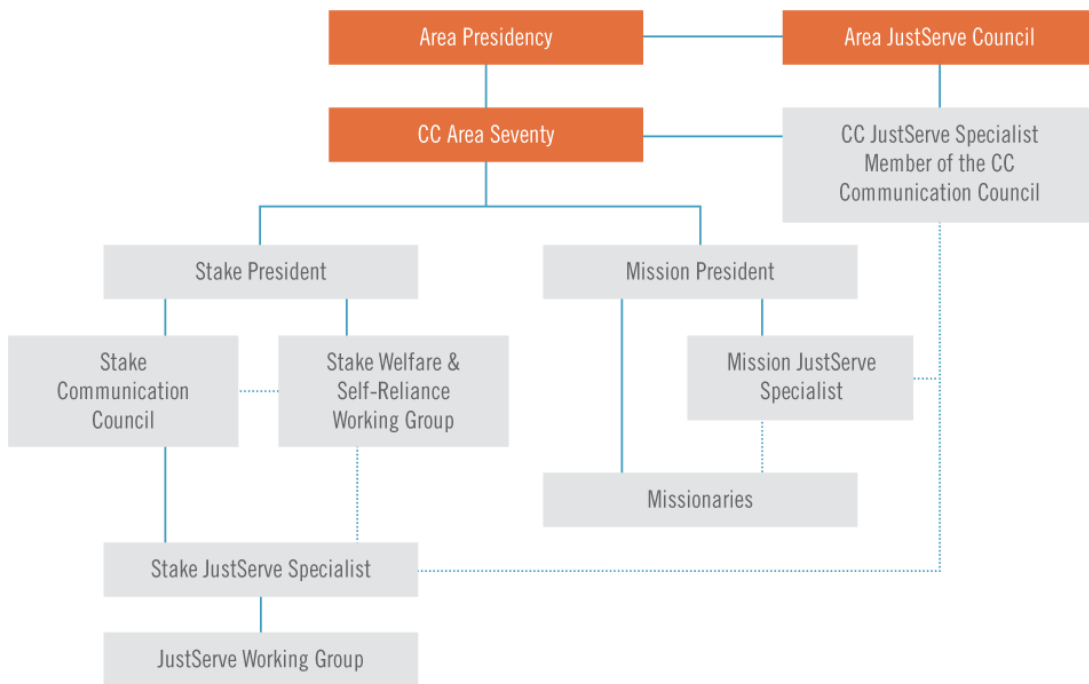
1. Teach missionaries community service etiquette and safety guidelines (see “Missionary Community Service Guidelines and Etiquette”).
2. Call a mission JustServe specialist to coordinate with stake and coordinating council JustServe specialists to help find appropriate community service opportunities for missionaries. The mission JustServe specialist may be a local calling, a service mission for an individual or couple, or a responsibility for a mission president's counselor. In missions with large geographical areas, it may be helpful to call more than one mission JustServe specialist.
3. Track the missionaries' hours of community service each week. Missionaries are authorized to have up to 10 hours of community service per week (or more with the mission president's approval).
4. Give permission for missionaries to serve at community service projects close to their assigned area that have been approved or found on JustServe.org (see *Missionary Standards for Disciples of Jesus Christ: Supplemental Information* [2019], 7.2, ChurchofJesusChrist.org).

Mission JustServe Specialist

1. Help the mission president engage missionaries in community service projects posted on JustServe.org. The coordinating council JustServe specialist may be a helpful resource.
2. It is not the responsibility of the mission JustServe specialist to post organizations or projects on JustServe.org or attend working group meetings. However, it is appropriate for specialists to make the JustServe working groups aware of service opportunities where volunteers are needed.
3. Service is an opportunity to meet and interact with other members of the community. Projects with large numbers of missionaries often do not facilitate this interaction and are generally discouraged. Receive authorization from the mission president before scheduling multizone service projects or before missionaries work outside their assigned zones.

4. Occasionally join missionaries in service projects and share your observations with the mission president, the coordinating council, and stake JustServe specialists.
5. Monitor missionary community service hours. Note companionships for whom service hours are fewer than expected. Call the zone leaders to see if all service hours were reported, and assist in finding appropriate service opportunities.
6. Periodically train missionaries on section 5, "Missionary Community Service Guidelines and Etiquette."
7. If there are no appropriate service opportunities in an area, notify the mission president and seek assistance from the coordinating council or stake communication director or JustServe specialist.

Roles and Responsibilities



4. SUCCESSFUL PRACTICES FOR IMPLEMENTING JUSTSERVE IN THE COMMUNITY

Successful Practices for Stake JustServe Working Groups

Under the leadership of the stake communication director or JustServe specialist, working group members may assist with all or part of the stake JustServe working group's responsibilities. The lead may consider the unique contributions that working group members or others in the stake may add because of their community involvement. Typically, wards and stakes have at least one member who is already involved in the community through his or her work or personal interests. Returning members or friends of the Church could also be invited to serve on the working group but would not be called or set apart.

To successfully implement the JustServe initiative in the stake, JustServe should be introduced to the stake council. Stake JustServe working groups have used imaginative ways to find service projects to post on the website. Some have called a representative from each ward to identify projects. The stake communication director or JustServe specialist takes the lead in contacting organizations and populating the website, although other working group members may assist. The stake Relief Society president or her representative takes the lead in introducing JustServe to members, teaching them how to register and use the website and app, and encouraging participation in community service.

Introducing JustServe to Ward Members

1. Before encouraging members to sign up on JustServe.org, the working group should first post 15–20 recurring projects. Inviting members to register before projects are available can lead to discouragement and frustration.
2. The best way to introduce JustServe to the members of a ward is during a combined Melchizedek Priesthood, Relief Society, Aaronic Priesthood, and Young Women meeting. A combined meeting gives stake leaders and JustServe working group members 45 minutes to introduce JustServe and answer questions. Encourage members over 13 years old to register as volunteers on the website during the introduction meeting. Stake and ward priesthood leaders should be given time to speak about the doctrine of service and bear testimony of the blessings that come through community service.
3. Other stake and ward meetings are ideal opportunities to share positive JustServe experiences.
4. Assure members that JustServe is a tool or resource to volunteer out of love and a desire to serve in the community. It is not a program to add to their to-do list, nor is it a pretext for missionary work.

Introducing JustServe to Community Organizations

JustServe.org and the app make it easy for local volunteers to find opportunities to help those in need and enhance the quality of life in the community. JustServe helps people connect with others, develop mutual understanding, and make new friends, all while making the community a better place. JustServe can also help organize volunteers for disaster recovery.

You may want to consider using the following information when approaching community organizations about JustServe:

1. To help organizations connect with volunteers, The Church of Jesus Christ of Latter-day Saints has developed JustServe.org and the JustServe app. This site and app are a service provided at no charge or obligation.
2. Expected outcomes for the Church:
 - As we work side by side and learn from each other, we can build bridges of understanding with each other.
 - Missionaries are able to use some of their daytime hours for community service.
3. Expected outcomes for service organizations:
 - By providing opportunities for service on JustServe.org, qualified organizations may receive community volunteers as their time permits.
 - When appropriate, full-time missionaries may be invited to participate in projects.
4. Manage organization expectations:
 - Never make commitments for the number of volunteers who may actually sign up for a service project posted on JustServe.org.
 - Once there are a variety of projects listed, citizens in the community, including Latter-day Saints, will be invited to sign up and volunteer.
 - These things take time, and any decision to volunteer is made by the individual, not the Church.
5. Initially, all projects are vetted to ensure that they meet JustServe general guidelines (see “JustServe Stake and Ward Implementation”).
6. Invite the organization to partner with JustServe by agreeing to the general guidelines and receiving website administrative rights and civic boundaries to manage their own projects. As a partner, they are also asked to share the resource with their followers through their own communication channels.
7. Here are some simple guidelines for stake JustServe specialists:
 - We prefer to work with organizations whose purpose includes helping those in need or improving the quality of life in the community and whose projects conform to the general guidelines.
 - JustServe is not seeking publicity for the Church, nor do we want to compete with other faith-based organizations or volunteer platforms. JustServe.org is simply another channel for increasing exposure to volunteers.

- We will not ask for donations; we simply want to help where we can.
- If the organization is currently using a different website, encourage them to continue to use that website but also post their projects on JustServe.org to reach a broader group of potential volunteers.
- Some volunteers may be missionaries, but they will not proselyte as they work. Of course, they may answer questions that might arise from others' natural curiosity. They work in pairs, do not work with children, and do not use dangerous power tools.
- While serving, missionaries will wear appropriate work clothing and their customary name tags.

5. MISSIONARY COMMUNITY SERVICE GUIDELINES AND ETIQUETTE

Where approved, missionaries may use JustServe.org or the app to help them find service opportunities. For information regarding safety guidelines, see *Missionary Standards for Disciples of Jesus Christ: Supplemental Information, 7.2*, ChurchofJesusChrist.org.

1. Show up and be productive.

- Work with and engage community members.
- Show up! Don't leave others waiting or develop the reputation of being unreliable. If you cannot make a service appointment, call the service provider and others who may have arranged the opportunity.
- Stay busy. If you finish a task and time allows, ask for something more to do. Pitch in, and give it all you have.
- Clean up and put away the tools after you are finished.
- Thank the provider for the opportunity every time. Make sure you have met their expectations.
- Before you leave, be sure everyone understands when the next appointment will be.

2. Be alert and look for service opportunities.

- As you work in your area, watch for opportunities to serve in food pantries, soup kitchens, other churches' ministries, community centers, parks, and other locations. Let the zone leaders know about these opportunities so they can notify the stake JustServe working group.
- Talk with everyone with whom you serve. Be cheerful and engaging. Ask others about their families and interests. We participate in community service not only to bless others and improve the community but also to meet others and make new friends.
- We are not providing service to proselyte; however, you should feel free to ask and answer questions. If someone expresses an interest in learning more about the Church, ask if there is another time and place where you could meet.

6. DESIRED OUTCOMES—HOW WILL JUSTSERVE SUCCESS BE MEASURED?

1. Everyone in the community, including faith-based, nonprofit, community, and government organizations, is building unity by using JustServe.org and the app to find ways to work together to assist those in need and improve the quality of life in the community.
2. Opportunities are posted on JustServe.org. Working with collaborating organizations, the stake JustServe working group has identified and is helping other organizations post and maintain approximately 15–20 recurring projects on JustServe.org, providing a variety of service opportunities.
3. Members understand JustServe and become community servants. Members in each ward have registered on JustServe.org or the app and know how to find service opportunities.
4. Missionaries are serving. Full-time missionaries are consistently engaged in community service each week. Working with others has led to positive interactions with community members and enhanced morale among missionaries.

7. FREQUENTLY ASKED QUESTIONS

General Questions

Q1. What are “other prohibited activities” or projects that should not be posted on JustServe.org?

See JustServe.org/about.

Q2. Are all projects on JustServe.org appropriate for Church-coordinated volunteers (whether missionaries or Church groups)?

Since not all projects posted on JustServe.org may be appropriate for youth, Church-coordinated volunteers, or families, read the project description carefully before volunteering to ensure that opportunities are suitable.

Church-coordinated volunteers should not undertake projects that require them to work one-on-one with children or vulnerable adults, operate vehicles or equipment that requires training, solicit or handle money, or render a professional opinion, unless the faith, nonprofit, community, or government organization assumes responsibility for their service. (Priesthood and Relief Society leaders should comply with all other applicable policies relating to Church activities. Please see *General Handbook: Serving in The Church of Jesus Christ of Latter-day Saints*, 20.6.)

Q3. What about liability insurance for those who volunteer through JustServe.org?

The Church does not provide liability insurance for volunteers. Some other volunteer organizations may. Please check with the organization for whom you are providing service.

Q4. Will the Church pay for background checks or permits for volunteers?

No. Generally, volunteers or the organizations requiring background checks or permits pay for this documentation. As a courtesy, organizations requiring background checks or permits should be made aware that Latter-day Saint missionary volunteers do not have funds for this purpose and have frequent turnover.

Q5. Where does the budget for JustServe materials come from?

Most coordinating councils and stakes have budget that is allocated for Church communication council needs. JustServe needs for promotional materials such as handouts, posters, and business cards should come from these funds.

Q6. How does JustServe interact with welfare and self-reliance and Church communication?

At Church headquarters, administrative sponsorship of JustServe belongs to the Welfare and Self-Reliance Services Department. However, in the field, JustServe is more closely aligned with Church Communication. At the Church, area, coordinating council, and stake level, welfare and self-reliance managers work in harmony with Church communication directors and JustServe specialists to promote JustServe. Coordinating council and stake communication directors and JustServe specialists take the lead in teaching members of the working groups how to use JustServe.org and the app and maintain relationships with local faith, nonprofit, community, and governmental organizations.

Q7. May we post priesthood and Relief Society assignments?

JustServe.org is a community resource and, in general, should not be used to post projects that should be assigned under the direction of priesthood quorums or Relief Society leaders (facility cleaning, welfare assignments, disaster relief assignments, and so forth). Since JustServe is a community resource, it is important to not dominate the website and app with Church-specific postings, which could send the wrong message to both community and Church members. It is best to have a variety of service opportunities available from many different organizations.

Occasionally there may be Church-related projects that fit the purpose of JustServe and would be appropriate to post. But this should be more the exception than the rule. It is important to identify the benefit to the whole community—such as how the project assists those in need or enhances the quality of life in the community—in the project description. The projects should be as welcoming and available to all community members as to members of the Church. Be careful not to use Church-specific language in the posting. Where possible, Church leaders who want to post qualified projects should first partner with other faith-based, nonprofit, community, or government organizations, allowing them to take the lead.

Q8. May Eagle Scout projects be posted on JustServe.org?

No. However, JustServe.org is a good place to identify needs and find opportunities for prospective Eagle Scout projects.

Q9. Should JustServe participants wear yellow Helping Hands vests?

No. To align with the spirit and objectives of JustServe, members should not wear yellow Helping Hands, JustServe, or Church- or mission-branded vests, uniforms, or clothing during their community service unless all participants (members and community volunteers) are wearing the same clothing. In emergencies or natural disasters, officials may require volunteers to wear identification vests, uniforms, or clothing.

Q10. How do we communicate with members about service opportunities?

While we do not give assignments to participate in JustServe, if there is a project of particular merit or if a ward, quorum, or class chooses to adopt a project for service, you may use invitations, announcements, and bulletins to make members aware of the opportunity. JustServe is a resource to help add a service component to many types of existing activities.

JustServe.org

Q11. Who posts the service projects on JustServe.org, and how is an organization authorized to post projects?

The lead for the stake JustServe working group may authorize members of the working group to post projects.

Faith-based, nonprofit, community, and government organizations may also be given administrative rights and civic boundaries by the stake JustServe specialist and manage their own projects.

Anyone who has a project proposal that meets JustServe general guidelines may submit the project through the website for consideration by the local stake JustServe working group.

Nonprofit organizations who wish to post projects should verify their nonprofit status. In the U.S. this can be done by providing an IRS determination letter.

Q12. Many projects require you to serve in a physical location. What about projects involving the gathering of supplies or materials for an organization? Can those be posted on JustServe.org?

Any project that meets JustServe guidelines can be posted on the website. This could include projects such as food drives, collecting coats, making blankets for a hospital, and so forth.

Q13. What about duplication? Is it a problem if service projects are listed on both JustServe.org and another volunteer website?

This is not a problem, because more exposure for the projects to prospective volunteers is a positive thing. You may want to provide a link to the organization's website on JustServe.org.

Q14. Can we use JustServe.org to respond to an emergency or natural disaster?

Yes. Community requests for volunteers may be posted on JustServe.org after an emergency or natural disaster. Everyone in the community may then be directed to JustServe.org to find ways to help. Priesthood-directed relief assignments should not be posted on JustServe.org (see Q7).

Q15. Can a couple who share an email address both register using that address?

No, each person who registers on JustServe.org needs a unique email address.

Projects

Q16. Will service organizations be disappointed if no volunteers show up?

Manage the expectations of organizations. Never promise that volunteers will sign up. JustServe.org merely provides exposure for projects.

Q17. Are there suggestions for helping stake JustServe working groups identify service opportunities?

Identify faith-based and charitable organizations and see if there are ways we might help. Schools, libraries, parks, and community and senior centers frequently need volunteers. United Way, AmeriCorps, and many government entities also maintain websites that list charitable organizations.

Q18. What if projects cross stake boundaries?

If a project covers multiple stake boundaries, work with the coordinating council JustServe specialist to decide which stake will be the liaison with the service organization.

Q19. How can someone volunteer an entire group to participate in a service project?

If an organization has permitted groups to volunteer, you may sign up your group (for example, a quorum or class) on JustServe.org or contact the sponsoring organization directly to make arrangements.

Q20. Do I have to sign up for a project within my stake boundaries?

No, you may volunteer for any project on the website. On the website, under "More Search Options," filter by selecting "Group Project."

Q21. How do annual Church service projects and JustServe complement each other?

Large annual service projects can meet local priesthood objectives. Church communication directors and JustServe specialists should

work with their priesthood leaders to determine what works best for their areas. This may include asking Church members to give service to JustServe projects on a specific date or during a specific time period in support of a larger state or Church area initiative.

Q22. How can we overcome the reluctance of some organizations or churches to work with us?

Begin with organizations with which you already have a relationship. Then build on the success of those relationships as you reach out to other organizations. Encourage JustServe-participating organizations to share their success stories on JustServe.org and other social media. Emphasize that we want to help them with their projects.

Other

Q23. How can we continue to remind each other to serve and use JustServe.org as a resource for meaningful service?

Sharing positive stories and pictures about service is vital to the success of JustServe. Success stories may be shared on JustServe.org by the person who posted the project. Anyone may share experiences and pictures on social media and tag JustServe on Facebook and Instagram. Priesthood leaders may share stories and experiences in Church meetings. There are many ways to share the joy of Christlike service.

Q24. Should we send out press releases on JustServe projects?

No. It is best if contact with the media comes through the sponsoring organization.

8. DISASTER RECOVERY

The Role of JustServe in Disaster Recovery

During a disaster or an emergency, the role of JustServe remains the same—to connect volunteers to organizations with service opportunities. In a crisis, many nonprofit organizations have greater needs, which vary from frontline to back-end support. JustServe is available to these organizations so they can share their volunteer needs with the community.

JustServe simplifies the volunteer process for organizations that receive many calls from people who want to help. Rather than trying to manage this process alone, organizations instead refer volunteers to sign up on JustServe.org. This allows organizations and individuals alike to focus their efforts more fully on disaster recovery.

JustServe Specialists

The roles and responsibilities of JustServe specialists include the following:

- JustServe specialists are positioned as a resource to support community organizations and their unaffiliated volunteers and as such do not make commitments or decisions on behalf of the Church or Latter-day Saint Charities.
- JustServe specialists work under priesthood direction. However, JustServe and JustServe.org should not be used to support priesthood-led assignments or to actively compete for Church-member service needed for priesthood-led disaster recovery efforts. JustServe should not sponsor its own disaster relief effort or other Church humanitarian efforts.
- JustServe specialists can use the disaster recovery function of JustServe.org to create a simple page that collects projects and needs to help support organizations and unaffiliated volunteers during a disaster.

JustServe and Voluntary Organizations Active in Disaster (VOAD)

JustServe specialists may regularly attend VOAD meetings as nonvoting, community-service specialists to inform and train on the use and benefits of JustServe.

JustServe specialists represent only JustServe and do not represent the Church or Latter-day Saint Charities in VOAD meetings.

State Voluntary Organizations Active in Disaster (VOAD) Representatives

The Church assigns members to serve as state VOAD representatives, whose roles and responsibilities include the following:

- The state VOAD representative is assigned to represent the Church emergency response efforts and other Church-led service opportunities, including its affiliated volunteers and Church leader-directed assignments, in VOAD meetings.

- In areas where JustServe may not regularly attend VOAD meetings, the state VOAD representative should encourage the use of JustServe, look for opportunities to connect JustServe specialists with VOAD organizations, and facilitate opportunities for JustServe specialists to periodically attend VOAD meetings to present the services available.
- In all areas, the Welfare and Self-Reliance manager, state VOAD representative, and JustServe specialists should meet periodically to coordinate emergency response opportunities. This coordination effort could be accomplished as an item on already-established councils, such as JustServe working groups.

9. ADDITIONAL RESOURCES AND TRAINING MATERIALS

For additional assistance with JustServe and JustServe.org:

Contact your coordinating council JustServe specialist, your stake director of communication or JustServe specialist, or your area welfare and self-reliance manager.

Additional resources and training materials for JustServe may be found at [JustServe.org/resources](https://www.justserve.org/resources).

