

# Church-Service Missionary Program 2018 Coordination Guidance and Calendar

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## I. Introduction

### What is the annual CSM coordination process?

The Church-service missionary (CSM) program has two primary processes: fulfillment and coordination. *Fulfillment* refers to the year-round process of filling approved positions by calling Church-service missionaries (CSMs) and long-term volunteers (LTVs). Fulfillment also includes providing short-term shift labor to some operations. *Coordination* refers to identifying and approving staffing requirements of various Church operations so that these operations can run smoothly. The coordination process lasts about six months, from April through September. Through the coordination process, approval is given for stakes to continuously keep assigned positions filled. Short-term shift labor assignments to stakes are also approved through the coordination process.

### Why is this effort coordinated?

The Presidency of the Seventy has directed the preparation of this annual coordinated staffing plan to enable operations and stakes to plan their CSM, LTV, and short-term shift labor requirements for 2018. Their intent is for each stake to receive *one* coordinated request to fill assignments through *one* source, *one* time per year.

Each Church operation has a role in helping to accomplish one or more of the Church's four divinely appointed responsibilities: (1) caring for the poor and needy, (2) enabling the salvation of the dead, (3) helping members live the gospel of Jesus Christ, and (4) gathering Israel through missionary work. This is accomplished in part by Church members who serve as CSMs or LTVs or who provide short-term shift labor.

### What are the different roles in CSM coordination?

1. **Local operation managers** determine the operation's need for CSMs, LTVs, and short-term shift labor. They request CSMs, LTVs, and short-term shift labor for their operational units for the upcoming calendar year (the "coordination year"). Operation department heads or directors review and approve these requests.
2. **Local CSM group coordinators** serve under the direction of an Area Seventy and agent stake president assigned to oversee the CSM program (the "CSM Area Seventy" and "CSM agent stake president", respectively). The CSM group coordinators collaborate with operation managers and stake leaders to identify operational needs and to propose stake assignments to fill those needs. They support operation agent stake presidents, where applicable, to ensure that the needs of their assigned operations are addressed in the coordination process.
3. **CSM Area Seventies and CSM agent stake presidents** review proposed stake assignments to provide the requesting operations with CSMs, LTVs, and short-term shift labor. They ensure that the assignments are reasonable and achievable. They perform a preliminary review of the proposed assignments before they are sent to all the Area Seventies and stake presidents for a final review.
4. **Area Seventies and stake presidents** review and either concur with or recommend changes to the proposed assignments of stakes to fill CSM and LTV positions and short-term shift labor assignments. They may delegate some administrative tasks to others, such as a stake CSM specialist or executive secretary. They may also enlist the help of their local CSM group coordinators.

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5. **Operation agent stake presidents**, where they exist, direct the manager of their assigned operation in identifying operational staffing needs, consistent with the overall direction and approvals of the operation's department head or director. They work with other stake presidents to review and concur with stake assignments to meet the needs of their assigned operation. Local CSM group coordinators may assist in this effort.
  
6. **The CSM operations manager at Church headquarters** works with the CSM Area Seventy to present recommended stake assignments for final review and approval by the member of the Presidency of the Seventy over that area.
  
7. **The CSM headquarters office** provides guidance, assistance, information, and feedback throughout the process.
  
8. **The member of the Presidency of the Seventy** who presides over an area reviews and approves final recommended stake assignments to fill identified operational needs for the upcoming year. He then communicates the assignments to stakes and operations.

### When and how do we coordinate?

Coordination begins with identifying and approving operational staffing needs. It ends with distributing stake assignments, as approved by the member of the Presidency of the Seventy over each area, to fill approved operational staffing needs. Specific recommendations, guidance, and key dates are listed below.

## II. Key Completion Dates

The 2018 annual coordination calendar below provides detailed activities and assignments for each participant, including important deadlines for each phase of the process.

<b>Starts by</b> <b>Mar. 15,</b> <b>2017</b>	<b>Ends by</b> <b>Mar. 31,</b> <b>2017</b>	<b>GUIDANCE AND CALENDAR ISSUED</b> The 2018 coordination guidance and calendar is distributed to all participants. The HQ office holds a kickoff review with all CSM group coordinators.
<b>Starts by</b> <b>Apr. 1,</b> <b>2017</b>	<b>Ends by</b> <b>Apr. 30,</b> <b>2017</b>	<b>OPERATION NEEDS IDENTIFIED</b> Operations complete and save requests for positions and short-term shift labor in the CSM system. The HQ office then prepares summary reports for presentation to the operation department heads or directors.
<b>Starts by</b> <b>May 1,</b> <b>2017</b>	<b>Ends by</b> <b>May 31,</b> <b>2017</b>	<b>APPROVAL RECEIVED FROM OPERATION DEPARTMENT HEADS OR DIRECTORS</b> The operation department heads or directors send their approval for positions and short-term shift labor to HQ. The HQ office finalizes and distributes Stake Capacity Model Reports to CSM group coordinators.
<b>Starts by</b> <b>June 1,</b> <b>2017</b>	<b>Ends by</b> <b>June 15,</b> <b>2017</b>	<b>APPROVED NEEDS SUBMITTED IN CSM SYSTEM</b> HQ makes needed adjustments and submits approved requests for positions and short-term shift labor in the CSM system.
<b>Starts by</b> <b>June 16,</b> <b>2017</b>	<b>Ends by</b> <b>June 30,</b> <b>2017</b>	<b>PRELIMINARY ASSIGNMENTS MADE TO STAKES</b> Local CSM group coordinators use the Stake Capacity Model Reports to assist in preparing the preliminary assignments to stakes. They review them with the CSM office and make needed adjustments. Any needed collaboration among CSM group coordinators for crossover operation assignments should occur during this time frame.

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<b>Starts by July 1, 2017</b>	<b>Ends by July 15, 2017</b>	<b>PROPOSED STAKE ASSIGNMENTS REVIEWED AND/OR REVISED by the CSM Area Seventy and CSM agent stake president</b> Local CSM group coordinators review preliminary stake assignments with the CSM agent stake president and CSM Area Seventy. They receive permission to seek feedback from all the other stake presidents and Area Seventies.
<b>Starts by July 16, 2017</b>	<b>Ends by Aug. 8, 2017</b>	<b>PROPOSED ASSIGNMENTS REVIEWED AND APPROVED by each Area Seventy and stake president</b> All Area Seventies and their stake presidents review and either concur with or request changes to proposed assignments to their stakes.
<b>Starts by Aug. 9, 2017</b>	<b>Ends by Aug. 15, 2017</b>	<b>FINAL RECOMMENDED ASSIGNMENTS SUBMITTED</b> CSM group coordinators submit stake assignments in the CSM system. The CSM office will perform a final data check on all submitted data.
<b>Starts by Aug. 16, 2017</b>	<b>Ends by Sept. 11, 2017</b>	<b>AREA REVIEW AND FINAL APPROVAL</b> The CSM Area Seventy and the HQ leaders prepare the final stake assignments and present them to the member of the Presidency of the Seventy who presides over the area; he reviews and approves the assignments and the overall load on stakes in the area.
<b>Starts by Sept. 12, 2017</b>	<b>Ends by Oct. 1, 2017</b>	<b>FINAL APPROVED ASSIGNMENTS SENT</b> The approved stake assignments are compiled and sent to Area Seventies, stakes, operations, and CSM group coordinators. CSM group coordinators distribute the approved assignments to stakes and operations.

### III. Recommendations for Area Seventies and Stake Presidents

1. **Assign someone to assist you.** We suggest that you assign a counselor, high councilor, executive secretary, stake clerk or call another designated member or couple to be the CSM specialist(s) or CSM primary contact(s) for your stake. Under your direction, he or she will work with your CSM group coordinators during the coordination process and work with Church operation managers to fulfill assignments. He or she can brief you on any issues encountered in the processes of coordination and fulfillment or issues encountered while implementing your guidance.
2. **Use your local CSM group coordinators.** Local CSM group coordinators serve under the direction of the CSM agent stake president and the CSM Area Seventy assigned by the member of the Presidency of the Seventy over the area. Local CSM group coordinators also receive guidance and support from the CSM headquarters office. They can be assigned to:
  - a. Facilitate the collaboration needed to complete the coordination process.
    - i. Help operations identify their CSM, LTV, and short-term shift labor staffing needs and input them into the CSM system.
    - ii. Prepare proposed assignments to stakes to fill identified staffing needs for CSMs, LTVs, and short-term shift volunteers. Facilitate review by stake presidencies and Area Seventies.
    - iii. Ensure that requested changes to assignments are reviewed and approved by you and properly entered into the CSM system.
  - b. Train and orient stake leaders and their CSM specialists.

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c. Answer questions, resolve concerns, and help with the necessary computer work, upon request.

Your local CSM group coordinators are listed in the Church Directory of Organizations and Leaders (cdol.lds.org). Please sign in with your LDS Account username and password. Go to your stake page, look under Associated Organizations, and click the link next to the words “Church-Service Support Provided by” to find their names and contact information. You may also call the CSM office at 1-801-240-4914.

3. **Follow the calendar.** One of the primary goals of the coordination process is to provide stakes with sufficient lead time to fill their assigned positions so that the operations can complete their assigned work. The coordination calendar is designed so that stakes can receive their approved assignments by October 1. This enables stakes to fill any beginning-of-the-year assignments on time. Here are the key dates for completing **your** part in this process:

<b>2018 Coordination Process—Key Dates for Stake Presidents and Area Seventy</b>		
<b>Starts by Mar. 15, 2017</b>	<b>Ends by Mar. 31, 2017</b>	<b>GUIDANCE AND CALENDAR ISSUED</b> The 2018 coordination guidance and calendar is distributed to all participants.
<b>Starts by July 16, 2017</b>	<b>Ends by Aug. 8, 2017</b>	<b>PROPOSED ASSIGNMENTS REVIEWED AND APPROVED by each Area Seventy and stake president</b> Area Seventies and their stake presidents review and either concur with or request changes to proposed assignments to their stakes.
<b>Starts by Sept. 12, 2017</b>	<b>Ends by Oct. 1, 2017</b>	<b>FINAL APPROVED ASSIGNMENTS SENT</b> The approved stake assignments are compiled and sent to Area Seventies, stakes, operations, and CSM group coordinators. CSM group coordinators distribute the approved assignments to stakes and operations.

4. **Use online reports and resources.** A copy of this guidance document and other information are available at [lds.org/csmresources](https://lds.org/csmresources) and from your CSM group coordinators. Reports on proposed and current stake assignments can be viewed within the CSM system. These reports can be organized to show the CSMs and LTVs serving at an operation or from a stake, the descriptions of assigned positions, and other useful information. From the CSM system home page at [csm.ldschurch.org](https://csm.ldschurch.org), select **REPORTS** on the top menu bar. Then, in the left menu of CSM Reports, look in the Ecclesiastical Units section and select **Stake Position Assign Status**. Be sure to check the **Draft** box to see the *proposed* assignments.
5. **Provide candid and timely feedback to CSM group coordinators on proposed assignments.** This process functions correctly when the resulting assignments do not impose an undue burden on stakes and wards. The Stake Capacity Model Reports that are run by HQ help the CSM group coordinators to evaluate assignment loads across stakes and coordinating councils. If for any reason any of the proposed CSM coordination assignments require adjustment or further consideration, please let your CSM group coordinators know. The CSM group coordinator will request a response from every stake president.
6. **Wait for final assignments before you begin filling them.** The final approved list of assignments will be accompanied by a letter from the member of the Presidency of the Seventy over your area indicating his approval of the assignments. It will be available from your CSM group coordinators by October 1, 2017.

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**CAUTION:** In mid-July or August you will receive a list of preliminary assignments for the upcoming coordination year for your review. *Please do not* use those preliminary assignments to begin calling members to be CSMs or LTVs or to begin seeking volunteers to fill short-term shift assignments. Assignments for the upcoming coordination year may still be adjusted in the final area review in September. The final approved list will be available to you by October 1 for your assignments that begin on January 1. Please continue to oversee all your current-year assignments through December 31.

THE CHURCH OF  
**JESUS CHRIST**  
OF LATTER-DAY SAINTS

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