

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.

Starts by Mar. 15, 2017	Ends by Mar. 31, 2017	GUIDANCE AND CALENDAR ISSUED The 2018 coordination guidance and calendar is distributed to all participants. The HQ office holds a kickoff review with all CSM group coordinators.
Starts by Apr. 1, 2017	Ends by Apr. 30, 2017	OPERATION NEEDS IDENTIFIED 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.
Starts by May 1, 2017	Ends by May 31, 2017	APPROVAL RECEIVED FROM OPERATION DEPARTMENT HEADS OR DIRECTORS 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.
Starts by June 1, 2017	Ends by June 15, 2017	APPROVED NEEDS SUBMITTED IN CSM SYSTEM HQ makes needed adjustments and submits approved requests for positions and short-term shift labor in the CSM system.
Starts by June 16, 2017	Ends by June 30, 2017	PRELIMINARY ASSIGNMENTS MADE TO STAKES 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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Starts by July 1, 2017	Ends by July 15, 2017	<p>PROPOSED STAKE ASSIGNMENTS REVIEWED AND/OR REVISED <i>by the CSM Area Seventy and CSM agent stake president</i></p> <p>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.</p>
Starts by July 16, 2017	Ends by Aug. 8, 2017	<p>PROPOSED ASSIGNMENTS REVIEWED AND APPROVED <i>by each Area Seventy and stake president</i></p> <p>All Area Seventies and their stake presidents review and either concur with or request changes to proposed assignments to their stakes.</p>
Starts by Aug. 9, 2017	Ends by Aug. 15, 2017	<p>FINAL RECOMMENDED ASSIGNMENTS SUBMITTED</p> <p>CSM group coordinators submit stake assignments in the CSM system. The CSM office will perform a final data check on all submitted data.</p>
Starts by Aug. 16, 2017	Ends by Sept. 11, 2017	<p>AREA REVIEW AND FINAL APPROVAL</p> <p>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.</p>
Starts by Sept. 12, 2017	Ends by Oct. 1, 2017	<p>FINAL APPROVED ASSIGNMENTS SENT</p> <p>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.</p>

III. Recommendations for Operation Managers

Operation managers are essential to the CSM coordination process. Operation managers are asked to use the CSM system to request all CSMs, LTVs, and short-term shift labor needed for the upcoming coordination year. This includes all CSM and LTV positions needed to fully staff the operation, regardless of how they are to be filled (by stake assignments or other means). All positions included in coordination will be posted on the CSM opportunity website, lds.org/service/missions. You may use that site to initiate and approve recommendations to fill those positions.

Your annual work and staffing plan will be evaluated in a separate process under the direction of your operation leadership, which may include your department head, your division director, your managing director, and your operation’s agent stake president, if you have one. Once you have determined your staffing needs and input them into the CSM system, the HQ office will prepare consolidated reports and submit them to your department leaders for their review and approval. Your CSM group coordinators are a resource to help you accomplish this phase of the coordination process.

Instructional aids, including step-by-step procedures on how to use the CSM system to request CSMs, LTVs, and volunteer short-term shift labor, can be requested from your CSM group coordinator. A copy of this guidance document is available at lds.org/csmresources and from your CSM group coordinators.

The following steps outline an operation manager’s role in coordination and cite specific instructional aids for each part of the process.

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1. **Follow the calendar.** Please complete these steps within the indicated schedule. This will help ensure that proposed assignments to stakes are presented to local and area priesthood leaders for their concurrence and are approved by the member of the Presidency of the Seventy over your area by October 1.

2018 Coordination Process—Key Dates for Operation Managers		
Starts by Mar. 15, 2017	Ends by Mar. 31, 2017	GUIDANCE AND CALENDAR ISSUED The 2018 coordination guidance and calendar is distributed to all participants.
Starts by Apr. 1, 2017	Ends by Apr. 30, 2017	OPERATION NEEDS IDENTIFIED Operations complete and save requests for positions and short-term shift labor in the CSM system. The HQ office then prepares summary reports to present to the operation department heads or directors.
Starts by May 1, 2017	Ends by May 31, 2017	APPROVAL RECEIVED FROM OPERATION DEPARTMENT HEADS OR DIRECTORS The operation department heads or directors send their approval for positions and short-term shift labor to HQ.
Starts by June 1, 2017	Ends by June 15, 2017	APPROVED NEEDS SUBMITTED INTO CSM SYSTEM HQ makes needed adjustments and submits approved requests for positions and short-term shift labor in the CSM system.
Starts by June 16, 2017	Ends by Aug. 8, 2017	PRIESTHOOD CONCURRENCE AND APPROVAL SOUGHT Staffing requests are reviewed and approved through priesthood channels. Be available to answer any questions regarding your staffing requests.
Starts by Sept. 12, 2017	Ends by Oct. 1, 2017	FINAL APPROVED ASSIGNMENTS SENT 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.

2. **Review and update your list of CSMs and LTVs in the CSM system.** The CSM system includes all positions in your operation that are currently filled by CSMs or LTVs. Additionally, it includes (a) positions that will become vacant when a person is released in the upcoming coordination year and (b) positions that are currently vacant. Before submitting 2018 requests for positions into the CSM system, please review the following:
 - a. Confirm your current list of CSMs and LTVs to ensure that they are recorded correctly and completely in the CSM system.
 - i. Register in the CSM system any “unregistered” CSMs or LTVs who are serving at your operation.
 - ii. Release in the CSM system any registered CSMs or LTVs who are no longer serving at your operation.
 - b. Verify the following information for each position number: job title, hours assigned, start date, term of service, release date, training overlap, and so on.

For detailed directions on how to review or update your operation’s list of CSMs and LTVs, please contact your group coordinator. Your CSM group coordinators may help you make these corrections if needed.

3. **Determine your staffing needs.** Operation managers should begin with a clear idea of how many CSMs and LTVs are needed to staff the operation for the upcoming coordination year (in this case, 2018). In

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your count of positions to request, please include *all* those needed to fully staff your operation, including those needed to replace CSMs and LTVs scheduled for release during the year, those needed for any growth (or decrease) in staff, and all positions that continue to be filled throughout the year. This includes positions to be filled by stake assignments and those to be filled by other means.

Operation managers should request only the number of CSMs and LTVs necessary to perform the anticipated work. Carefully planned and realistic requests for CSMs and LTVs engender confidence among the stakes assigned to fill them. Requests must be reviewed and approved by department heads or directors before being submitted in the CSM system.

- Contact CSM group coordinators to learn how to enter requests in the CSM system.** Before entering the operation's requests into the CSM system, please contact your local CSM group coordinators to ensure that you have access to the needed system and to request any needed training or guidance. These CSM group coordinators will provide training on CSM program policies and answer questions about the process for requesting CSMs, LTVs, and short-term volunteer shift labor. Where necessary, the CSM group coordinators can enter the requests into the CSM system on your behalf. If they do so, please review the requests with them to ensure accuracy and completeness before the requests are finalized in the CSM system. For more detailed directions, please contact your group coordinator.
- Complete or update your Operation Setup page.** The first step to successfully register your requests in the CSM system is to make sure your Operation Setup page is up to date. This includes completing or editing the About Us box that describes your operation to candidates and priesthood leaders. You will also want to enter or update your schedule of operation, holidays, and closures for the year 2018. Doing this will help simplify your submissions in the system and will reduce errors in assignments to stakes. For more detailed directions, please contact your group coordinator.
- Update the operation position details.** As needed, update each position to include specific duties to be performed by the CSM called. For more detailed directions, please contact your group coordinator.
- Enter your 2018 position requests in the CSM system.** These requests include *all* CSM and LTV positions needed to fully staff your operation for 2018, regardless of how they are to be filled. To enter your requests for CSMs and LTVs, go to csm.ldschurch.org and click **COORDINATION**, which will take you to the Coordination Input screen. Click **HELP** on that page for instructions on how to enter your requests.

Note: It may be advisable to have the CSM group coordinator guide you in inputting these requests into the CSM system, either in person or over the phone, to ensure that your requests are correctly saved.

- Enter 2018 requests for short-term shift labor.** In addition to requesting CSMs and LTVs, your operation may require coverage for short-term hourly shifts throughout the year. To begin registering your short-term shift labor requests in the CSM system, go to csm.ldschurch.org, click **COORDINATION**, and click **SHIFT SETUP**.

You may also ask your CSM group coordinators for assistance with setting up shifts. Clay Hatch at the CSM program office (1-801-240-0844) can also provide guidance and assistance in entering complex short-term shift structures.

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9. **Obtain any needed supervisory approvals.** After you input and save your requests in the CSM system, and before you submit them, the HQ office will prepare summary reports to present to the operation department heads or directors and the operation agent stake president (if you have one) to ensure that your submission meets operational objectives and constraints and to make any requested adjustments.
10. **Submit 2018 position requests.** To submit your position requests for CSMs and LTVs, go to csm.ldschurch.org, click on **COORDINATION**, and then click on **COORDINATION INPUT**.
11. **Submit 2018 short-term shift labor requests.** To submit your short-term shift labor requests in the CSM system, go to csm.ldschurch.org, click **COORDINATION**, and click **SHORT-TERM SHIFT ASSIGNMENTS**.

THE CHURCH OF
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