



FOR WHOEVER RUNS THE EVENT

EVENT LEAD GUIDE

Everybody deserves a new beginning.

Built on
The 12 Aspects of Service

Draft 1
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The ReUp Movement
Houston, Texas

YOU'RE RUNNING THIS ONE

This guide is for the event lead: the person responsible for a ReUp event from two weeks out until the last table is packed. Volunteers get the short version on the Event day tab of the ReUp Hub. This is everything behind it.

PART 1

Plan it

The 12 Aspects of Service. Start at least two weeks out.

PART 2

Run the day

Huddle, check-in, spots, rules on the line, photos, close-out.

PART 3

Your volunteers

What every volunteer needs before they show up, and from you on the day.

HOW WE TALK ABOUT THE PEOPLE WE SERVE

The people we serve are **community guests**. We describe what someone received, not what they lacked.

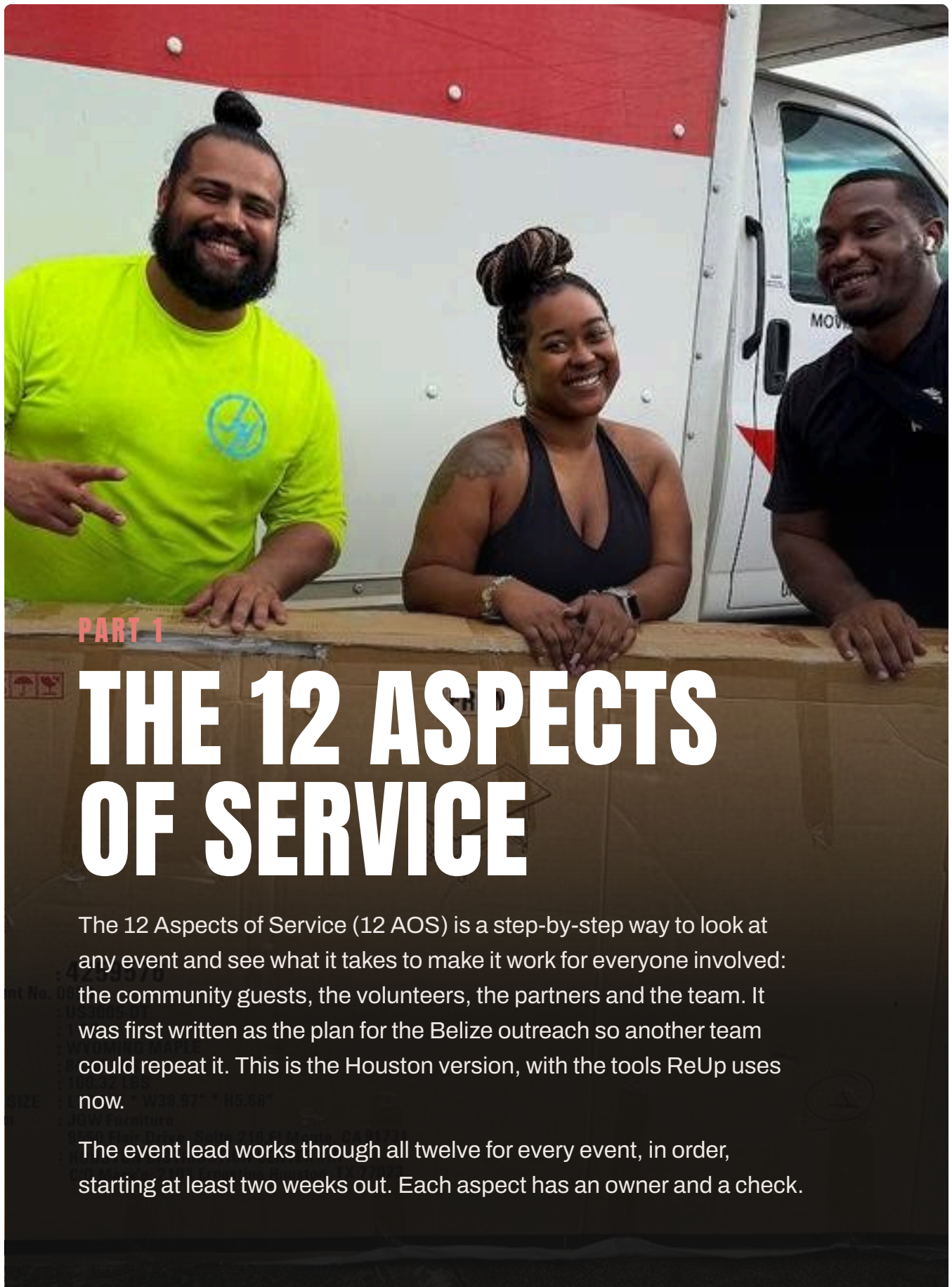
We say

community guests
families
people experiencing homelessness (in grants)

We never say

the homeless, the needy, recipients, beneficiaries, the less fortunate





PART 1

THE 12 ASPECTS OF SERVICE

The 12 Aspects of Service (12 AOS) is a step-by-step way to look at any event and see what it takes to make it work for everyone involved: the community guests, the volunteers, the partners and the team. It was first written as the plan for the Belize outreach so another team could repeat it. This is the Houston version, with the tools ReUp uses now.

The event lead works through all twelve for every event, in order, starting at least two weeks out. Each aspect has an owner and a check.

01

IT STARTS WITH YOU

Prepare yourself and your volunteers before anyone arrives. Know the area, know the people, and come ready in mind, body and spirit to serve at the highest level.

WHAT IT LOOKS LIKE NOW

- Every new volunteer does the 30-minute orientation on Google Meet (Wednesdays, 8 PM) before their first event.
- Every volunteer signs up for the date on the Volunteer Sign-Up form, so the event lead knows who is coming.
- The event lead sends volunteers three lines about the site the week before: where it is, who lives there, and what families there have asked for.
- Volunteers know their arrival time. It is earlier than the event start. Example: volunteers arrive at 9:30 AM for an 11 AM start.

OWNER

Event lead

CHECK

Every volunteer on the roster has done orientation and has the arrival time.

02

WHO IS YOUR AUDIENCE?

Know who you are serving before you decide what to bring. ReUp serves elders, working families, preteens and teens, people experiencing homelessness, and low-income families with children.

WHAT IT LOOKS LIKE NOW

- Check the Ops tab in the ReUp Hub: what families have asked for on the needs form, and which ZIP codes they live in.
- Look at past check-ins for the same site: how many households came, how big they were, how many children.
- An apartment community, a church parking lot and a partner festival draw different guests. Plan for the one you are going to.

OWNER

Event lead with Charles

CHECK

You can say in one sentence who you expect and roughly how many households.

03

WHAT DO YOU HAVE TO OFFER?

Take inventory. Know exactly what is going out: produce, household goods, hygiene, furniture, clothes, toys, sports gear, and any program enrollment ReUp can offer that day.

WHAT IT LOOKS LIKE NOW

- Every item is on the Item Log, sorted and priced, before it leaves storage.
- Pull anything expired or with an unreadable date before loading, not at the table.
- Set a per-household bundle before doors open, so the last family in line gets the same as the first.
- Role Models of America goods are handed to families directly by ReUp. They never go to another organization or overseas without Role Models' written permission. Nothing is left with the host.

OWNER

Charles and Walter

CHECK

The bundle is written down and the truck is loaded to match it.

04

LOCATION AND VOLUNTEERS

Pick the place and staff it. Know the address, the setup space, parking, power and shade, and how many volunteers it takes.

WHAT IT LOOKS LIKE NOW

- The date, time, place and street address go on the Events tab of the volunteer sheet. The Hub and the Community page pick them up every Monday, with directions and calendar links.
- Set a volunteer minimum for the event before the date. The Belize outreach ran on a 12-volunteer minimum. Track sign-ups on the roster against that number.
- For partner events, confirm with the partner who sets up what, and where ReUp's tables go.

OWNER

Event lead

CHECK

The address is on the Events tab and sign-ups meet the minimum a week out.

05

FUNCTION AND FLOW

Plan how people and goods move. A well-organized table moves the line.

WHAT IT LOOKS LIKE NOW

- Three or four leaders watch the volunteers and the crowd and keep the line moving.
- All resources sit behind the volunteers, between the tables and a wall or fence.
- Set the tables like a supermarket: the same items together, in the same order, easy to hand across.
- Restock when needed. If the setup calls for it, pause the line while the table is restocked, and tell the line why.

OWNER
Event lead

CHECK
The leaders are named before the day.

06

HELP AND TRAINING

Everyone knows their spot and the rules before the line opens.

WHAT IT LOOKS LIKE NOW

- Orientation covers the basics. The event lead does a five-minute huddle on site: spots, rules on the line, and who to get if there is trouble.
- The rules on the line and the spots are in Part 2 and on the Hub's Event day tab.

OWNER
Event lead

CHECK
The huddle happens before doors open.

07

DATE AND TIME

Set it, confirm it, and tell everyone the same thing.

WHAT IT LOOKS LIKE NOW

- A date is confirmed when the site or partner confirms in writing. Until then it shows as “Date to be confirmed.”
- Publish one start and end time for guests and a separate, earlier arrival time for volunteers.
- Volunteers get an email reminder the day before. Guests can add the date to their phone calendar from the Community page.

OWNER

Event lead with Walter

CHECK

The Events tab, the Hub and the Community page all show the same date, time and place.

08

PREPARATION

Set up for the best interest of the event. This changes with the site, so walk it if you can.

WHAT IT LOOKS LIKE NOW

- Tables and tents go where the team's back is protected by a wall or fence, so traffic only comes from the front of the tables.
- Three positions on the guest side of the table matter most: the front of the line, the middle of the line and the end of the line.
- The person at the front of the line sets the tone for community guests. Put someone steady and confident there.

OWNER

Event lead

CHECK

Setup is done and positions are filled before the line opens.

09

SURRENDER

The plan is set, everyone is ready and in position. Surrender the plan to God and flow with what God has, giving God full control.

WHAT IT LOOKS LIKE NOW

stay flexible, stay calm, and follow the event lead. The plan is a starting point, not a script.

10

ADJUSTMENTS

Things will change on the day. Think positively and focus on solutions, not just problems.

WHAT IT LOOKS LIKE NOW

- The event lead makes the call on changes, like shrinking the bundle if the line is longer than expected.
- Trouble with a guest: get Walter or Charles. Do not step in yourself.
- Running low on something: tell the end-of-line volunteer before it runs out.

11

CLEAN UP

Clean up is just as important as setting up, and it is often forgotten. All hands on deck.

WHAT IT LOOKS LIKE NOW

- Clean as you go. The cleaner things stay during the event, the easier the end is.
- Name a cleaning team for bigger events.
- Leave the site as good as you found it or better. Partners remember.

OWNER
Everyone

CHECK
The site is clear before the team leaves.

12

REFLECTION

First, be grateful: we got to serve our community and complete the task. Then have the hard conversations: what could have been done better, how we could have been better, what had to change on the day, and what we learned.

WHAT IT LOOKS LIKE NOW

- Before leaving: log the six fields (date, location, households served, what went out and how much, partners present, volunteer hours), count what came back, and snap every receipt.
- At the next Thursday team meeting: ten minutes on what worked, what did not, and one change for next time.
- Write the one change into this guide so the next event gets it.

IF YOU MADE IT THIS FAR, CONGRATULATIONS. YOU JUST BLESSED YOUR COMMUNITY IN AN AMAZING WAY.



PART 2

RUN THE DAY

What you run on the day, from arrival to clean up. Your volunteers see the same steps on the Event day tab of the ReUp Hub, so you are all working from one page.

STEP 1

WHEN YOU GET THERE

1

Walk the site and set the tables.

Backs to a wall or fence, goods behind the team, guests only from the front. Same items together, like a supermarket.

2

Set the bundle and write it down.

What each household gets, so the last family in line gets the same as the first.

3

Run a five-minute huddle before doors open.

Spots, rules on the line, and who to get if there is trouble.

STEP 2

AT THE CHECK-IN TABLE

1

Every community guest checks in on the Check-In form.

Every volunteer checks in too. That is how ReUp counts households and volunteers.

2

Hand guests the “What do you need?” form.

So ReUp knows what to bring next time.

3

Nobody is turned away for skipping a question.

Nobody needs to show ID or proof of anything.

STEP 3

SPOTS ON THE LINE

Name who stands where before the line opens. Three or four leaders watch the volunteers and the crowd.

Check-in table

Every guest checks in. Hand out the needs form here too.

Head of the line

Keeps the line calm and moving.

Behind the line

Hands goods to each guest.

End of the line

Restocks the table. Ask for help before it runs out.

STEP 4

RULES ON THE LINE

- 1** **Know your spot.**
Ask the event lead where you stand before it starts.
 - 2** **Leaving the line? Say so.**
Tell the person next to you where you are going.
 - 3** **Hand goods to each guest.**
Do not leave piles out for people to grab.
 - 4** **Trouble with a guest? Get Walter or Charles.**
Do not step in yourself.
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STEP 5

PHOTOS AND VIDEO

Hand the camera to one person. Capture eight shots, in this order. Faces already on ReUp's Instagram can be reused. Anyone new says yes first: the Check-In form asks for photo consent.

- | | | | |
|-------------------------|------------------------------|-------------------------|------------------------------|
| 1
Empty setup | 2
Team wide | 3
Goods close | 4
Line or approach |
| 5
Handoff | 6
One conversation | 7
Partner | 8
End state |

STEP 6

BEFORE YOU LEAVE

1

Count what is left.

Get a count of what came back from every table.

2

Make sure every volunteer checked in on the Check-In form.

Checking in is how ReUp counts its volunteers.

3

Collect receipts the same day.

Gas, food, supplies. Everyone snaps theirs before they go home.

4

Log the six fields before you leave.

Date, location, households served, what went out and how much, partners present, volunteer hours.

PART 3

YOUR VOLUNTEERS

Every volunteer should have done three things before they show up. Check your roster a week out.

1

Orientation.

30 minutes on Google Meet, Wednesdays at 8 PM. The link is on the ReUp Community page.
No orientation, no shift.

2

Signed up for your date.

On the Volunteer Sign-Up form. That roster is how you know if you will hit the volunteer minimum.

3

Has the arrival time.

It is earlier than the start time. The reminder goes out the day before.

ON THE DAY, THEY GET FROM YOU

Their spot, the five-minute huddle, and one person to go to. Point them to the Event day tab of the ReUp Hub for the rules on the line. For trouble with a guest, they get Walter or Charles.



EVERYBODY NEEDS A REUP.

Everybody deserves a new beginning.

We are The ReUp Movement, a non-profit organization that brings resources to the homeless community, create programs to support our low-income families along with mentoring and energizing the youth.

Founded in 2017, incorporated in 2018. Houston, Texas.