

St. Luke Catholic School Education Funding Program ***2009-2010***

I. MISSION STATEMENT

“TOGETHER AS PARENTS, DEDICATED TO OUR FAITH, OUR CHILDREN AND OUR SCHOOL, WITH INTEGRITY AND HARD WORK, WE WILL GIVE OUR TIME AND ENERGY TO PROVIDE FINANCIAL SUPPORT TO PROMOTE CATHOLIC ELEMENTARY, SECONDARY AND HIGHER EDUCATION.”

II. PHILOSOPHY

We will share in the spirit of the school's philosophy by...

- focusing on the needs of the school and the organization as a whole;
- building strong relationships with the school administration to reach common goals and objectives;
- protecting the assets of the organization and school;
- recognizing we are Christians and our behavior is a reflection of St. Luke Catholic School;

We will reach common goals and act as a team by ...

- treating each other with care, dignity and respect;
- keeping our commitments;
- creating and fostering a harmonious work environment;
- staying committed to each other when we face difficulty;
- showing interest in each other's opinions;

We will lend our time, energy and financial support by ...

- delivering outstanding performance;
- not playing politics in our commitments;
- adhering to policies set forth by those whom we work for;
- not compromising ethics for earnings;
- having accountability to the school and our volunteers for their money;
- acting on what is right and not obstruct the rules and the spirit of the organization's intentions;
- providing families of St. Luke a fair opportunity to work and receive funding toward tuition;
- providing the school with the financial support for families in need

III. OBJECTIVES

This organization has been established to meet the following specific objectives:

- Provide financial support to St. Luke Catholic School for any purpose the administration of the school deems necessary;
- Provide all families associated with St. Luke Catholic School, financial opportunities that serve to promote attendance at St. Luke or any Catholic high school in the Archdiocese of San Antonio as well as any college/university;

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IV. RESPONSIBILITIES

This organization will be directed and administered by the following functions:

Program Director/Scheduling Coordinator: The authority of this position is derived from the Principal of the School. This position will serve as the point of contact between the school and Aramark. This position is charged with overall administration of the organization, implementation of policies and procedures, recruitment and orderly operation of the organization. This position will also be responsible for sending out event calendars monthly, receiving and organizing volunteer work requests, submitting work requests to Aramark, and sending out confirmations received from Aramark to parents working with information regarding report times. Event actuals such as attendance, booth/stand assignments, monies, and overages/shortages will also be maintained for reporting purposes. The Program Director will be charged with keeping the financial records in an organized with a monthly ledger detailing the transactions of the SLCSEFP fundraising activity. A reconciliation of each event will be forwarded to the school's Finance Manager. The Program Director maintain and provide an electronic copy of the organizations' financial records upon completion of each month's books and will forward the financial records of the organization to the Principal, Finance Manager, and Front Office Administrator for for proper credit of accounts. The Program Director will be the sole point of contact with the school business manager regarding disbursement of funds and will need the approval of the School Principal before releasing the financial records at the request of any St. Luke Catholic School Education Funding Program participant.

Assistant Program Director/Participant Management Coordinator: This position assists the Program Director in the implementation and operation of policies and procedures. The Assistant Program Director is in charge whenever the Program Director is not available. This position also advises the Program Director on the enactment of policies and is mainly charged with maintaining participants' records such as attendance, certifications, Parent/Volunteer acknowledgement forms and other personal data. The Assistant Program Director is responsible for administrative related functions such as keeping minutes for general meetings, record keeping, etc. The Assistant Program Director will provide these files to the Board for use in operations.

SLCSEFP OFFICERS

Function	Incumbent	E-mail Address	Cell Phone
Program Director	Monica Vasquez	MonicaRVasquez@yahoo.com	210-254-4488
Assistant Program Director	Adriana Ibarra	aigpepperbelly@hotmail.com	210-381-4771

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V. PARTICIPATION POLICY

Participation in the St. Luke Catholic School Education Funding Program is with the understanding that priority will be given to the families whose child or children are currently enrolled at St. Luke Catholic School. Participation in the organization is open to persons willing to embrace its mission and philosophy and who meet the following criteria:

- Any parent, relative, or person who wishes to work on behalf of a **child actively enrolled at St. Luke** and whose funds will be used for educational expenses associated with that child or children may participate.
- Any parent, relative, or person who wishes to work on behalf of a St. Luke graduate who is actively enrolled at a **Catholic High School in the Archdiocese of San Antonio** may participate. The funds raised must be used for tuition expenses associated with the child's education. Participant must have been 'active' with this program the year prior to work under this category.
- Any graduate parent, graduate relative or graduate student from St. Luke whose funds raised will be used for educational expenses related to a **child actively enrolled at a university or college is eligible to participate**. Parents or relatives fundraising for the college student must have been 'active' with the organization the year prior to becoming eligible to participate under this clause. Graduate students are eligible to work with the group when they become 18 years of age and/or meet participation requirements.

VI. PARTICIPATION REQUIREMENTS

Individuals are eligible to work and considered '**active**' participants when the following requirement(s) are met.

- **TABC Certification** is obtained and received. This is a four hour state course necessary to sell alcohol beverages. Training information will be made available to participants for renewal purposes. This class is mandatory in order to work all venues.
- **Volunteer Acknowledgment** is signed: All volunteers must read and sign the most 'current' version of the SLCSEFP-Policies and Procedures. Mandatory group meetings will be conducted to secure consistent information is delivered to participants. If the participant is unable to attend, the participant must make other arrangements with Program Director to receive and sign the current acknowledgement. The purpose of the acknowledgment is to secure that participants have read, understand and agree to the terms of the program.
- **Clear Background Check on file with St. Luke Catholic School.**

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VII: COMMUNICATION POLICY

The following communication protocol will be followed:

- The only method of communication is e-mail; all venue information and other important group communications will be sent using this media. Volunteers are encouraged to review e-mail daily as information sent is often time sensitive.
- All volunteers will be asked to provide personal contact information including name, address, telephone numbers and a primary e-mail address.
- If an individual does not have e-mail, it is the responsibility of the volunteer to contact the scheduling coordinator for routine event information.
- All volunteers are responsible for monitoring the information that is being sent and most especially the commitments they have made. From time to time, e-mail will fail, so it is up to the participant to monitor confirmations for events that they have been committed to.

VIII. FUND RAISING PROGRAM

The SLCSEF program operates as follows:

- Aramark, a concessionaire, allows non-profit organizations, to participate in their fund raising program. The program involves working beverage and/or food concession stands at various venues in the San Antonio area. The venues are subject to change but currently include AT&T (formerly SBC Center), Alamodome, and Joe Freeman Coliseum. These events range in variety from concerts, sports, conventions, attractions, etc.
- Aramark will pay St. Luke (a non-profit organization) a predetermined commission on the net sales of the event minus any shortages. The details of the commissions are described in the venue contracts entered into between the organization and Aramark and are subject to change.
- Upon receipt from Aramark, the funds are divided based on a 10/90 percent split. The school receives 10% of the monies and the remaining 90% are credited in equal portions to those individuals who worked the event. **For certain events, and at the discretion of the Program Director and School Principal, the organization will pay 100% of the event's earnings to volunteers.** Credit will only be given to those individuals who worked that event. (see payout detail in section - Venue Payouts). The 10% given to the school will be used to enhance school programs, improve facilities, or for scholarships; the funds will be used at the discretion of the administration.
- This program is commission based and for all practical purposes, all shortages in inventory and cash are charged back to the group's net pay. Volunteers are required to treat products and cash with care and discretion.
- Any volunteer cited for not properly following cash and inventory handling procedures at an event that would result in a loss to the organization may be terminated from the program (see section, Involuntary Withdrawal for additional details)

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IX: VENUE INFORMATION

VENUE COORDINATORS:

The Program Director will serve as scheduling/venue coordinator with the Assistant Program Director serving as backup. Active participants will receive e-mails regarding events from the venue coordinator. The venue coordinator is the **primary point of contact** on all venue details such as scheduling, cancellations, late reports, confirmations, etc., and participants should work through venue coordinator.

STAND MANAGERS:

Each event will have 1-2 Stand Managers. Both will be required to show up early and start taking beginning inventory, pick up cash, delegate tasks to volunteers such food prep, stand set-up, cooking, etc. Per Aramark, 1 stand manager is required to work stand management duties only and not work as a cashier. This duty will be rotated between authorized, trained stand managers. Stand Manager is also charged with reporting event actuals (attendance, assigned booth, dollars sold, overs/unders, etc.) to the Program Directors and Financial Coordinator.

DRESS REQUIREMENTS:

The following dress codes apply for all venues:

AT&T Center & Joe Freeman Colliseum, and Alamodome	Shirt will be available for purchase from Aramark as part of our mandatory uniform (\$30), khaki pants, (no capris or shorts, please), Plain black issued visor
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Aramark may make some uniforms available. However, charges for these items are the responsibility of the participant and will be deducted from the participant's **family account**.

SIGN-UP PROCESS:

Your commitment to work and adherence to this process is vital to the overall success of the group. The group's ability to uphold commitments is a direct reflection of our school and our name. Our commitment and reliability is paramount in maintaining a successful non-profit group status with Aramark and directly affects our ability to secure work. These signup procedures will be followed:

- Participants in an 'active status' will receive e-mail (as stated in communication policy) of upcoming events. Specifics will be included such as deadlines to signup, event info, etc.
- Scheduling Coordinator will generally take sign-ups from participants on a 'first come, first serve basis'. However, the coordinator reserves the right to use discretion when confirming volunteers for events such as fairness to families, dependability rating (attendance), performance rating, and timing of work requests received.
- Timely responses are critical so that the coordinator can submit commitments for work to Aramark.
- Once a confirmation for the event is received from Aramark, the scheduling/venue coordinator will send a confirmation to all those who have signed up. This will be approximately 1-3 days prior to the event. This means the group is committed to the event and cancellations prevent us from standing by our commitment.
- If an event does not require all volunteers who signed up, all others will be tracked on a 'standby basis'. Your confirmation will indicate this information so please review these e-mails carefully.
- All events will be staffed with the exact number of volunteers needed for the stand based on requirements established by Aramark.

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IX: VENUE INFORMATION (CONTINUED)

ATTENDANCE

The scheduling/venue coordinator will monitor attendance for each event. In the event the venue coordinator is not present, then a stand/event manager will be appointed to take attendance and document financials for the concession which are later forwarded to the finance coordinator for proper credit to the participants.

REPORT TIMES

You are asked to adhere to report times. These will be communicated to you at the time of signup and upon confirmation. The organization is prepared to work with late arrivals but these must be arranged in advance with the scheduling/venue coordinator who is charged with determining if the event can support a late arrival(s). The scheduling/venue coordinator **reserves the right to cancel a participant** scheduled for an event if the participants' arrival time has surpassed a 'reasonable' timeframe. If this timeframe is surpassed and you are instructed to report, you will receive one half credit/payment for the event. For an average event of 6 hrs, after 2 hrs late surpasses reasonable. If report times continue to be an issue, additional measures could be taken and additional fines imposed.

CANCELLATIONS:

We understand that from time to time you may have a situation that calls for an unforeseen cancellation. However no matter what the timing, it is difficult to make up cancellations at the last hour. The more time provided, the easier it may be to make adjustments. However, once a confirmation is received, the coordinator must go through a series of procedures before the reschedule can occur. Please note that cancellations impair our ability to meet commitments and while it takes a lot of the Scheduling/Venue Coordinator's time, the group is the most impacted. If you must cancel after you've received your confirmation, you must report your cancellation to the Scheduling/Venue Coordinator immediately to discuss your replacement.

The Scheduling Coordinator will monitor cancellations and its overall effect on the group. Please remember that the organization has opted to run events staffed with an exact number of individuals needed for an event. This is done to give the participants the highest return for their time. The downside is that it is more difficult to manage cancellations using this approach.

UNEXCUSED ABSENCES :

Should the group incur a fee (usually \$50.00) by Aramark due to a volunteer(s)' cancellation, then the individual(s) causing the penalty will be assessed the fee and their family account will be charged and credited back to those who worked the event.

If a participant does not appear for an event (i.e. is a 'no show') or has an unexcused absence, the Scheduling/Venue Coordinator reserves the right to charge the volunteer a fee of \$25.00 even if Aramark does not charge the group a fee. The volunteers' family account will be charged and this amount will be added to the earnings for the event. In the event that a volunteer does not receive a confirmation, it is up to the volunteer to contact the event coordinator for a status. A 'no show' or 'cancellation' due to not receiving an e-mail may constitute a penalty.

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IX: VENUE INFORMATION (CONTINUED)

OTHER ABSENCES :

Participants are allowed to work with one or more non-profit groups. However, the participant cannot double book events with each of the organizations. If it is determined that a participant cancelled an event with St. Luke to work an event with another organization, St. Luke reserves the right to withdraw the participant from the St. Luke program.

St. Luke also reserves the right to withdraw an individual from participating in future events once three unexcused or excessive excused cancellations have been reached in a 12 month period. Each year on October 1st, the books will be cleared and a new twelve-month period commences. The Program Director's and/or Assistant Program Director's discretion will be used to validate absences.

If the withdrawal of a participant becomes eminent, **SLCSEFP**-Program Director and Assistant Program Director in consultation with the School Principal will make this decision jointly.

X. VENUE PAYOUTS:

AT&T Center:

How Aramark pays the Group:

AT&T is a year-round venue and the commission percentage is tiered based on the number of events the group works during the season. Each year, the AT&T season begins October 1 and runs through September 30. **We are compensated on a tiered commission which starts at 10% (events 1-25), then 12% (events 26-75) and 14% (events 76 and over)** on all food/beverage sales at the AT&T Center, when operating permanent stands or food portables. Each October, the commission drops to 10% and we start the tiers over. **Beverage portables are paid at 8%.** Aramark guarantees **each register/point of sale a minimum of \$50.00**, less any shortages.

How the group pays you:

Volunteers are paid 90% of an event's earnings. This amount is then divided by the number of volunteers who work an event to determine the payout per volunteer. The remaining 10% is paid to St. Luke school. From time to time, some events may be designated as 100%. For these, the entire amount earned is divided by the number of volunteers to determine the earnings per volunteer.

ALAMODOME:

How Aramark pays the Group at the Alamodome:

The Alamodome operates year round but is not usually a large source of income. The commission percentage is tiered based on the number of events the group works between October - September 30. **Aramark pays our group 10%** on all food and beverage sales for permanent stands and **7% on all portable stands.** Should the group work more than 15 events per year, the commission increases to 12%, and over 31, 14%. Aramark guarantees **each register/point of sale a minimum of \$50.00**, less any shortages.

How volunteers are paid for Alamodome events:

Volunteers are paid 90% of an event's earnings. This amount is then divided by the number of volunteers who work an event to determine the payout per volunteer. The remaining 10% is paid to St. Luke school. From time to time, some events may be designated as 100%. For these, the entire amount earned is divided by the number of volunteers to determine the earnings per volunteer.

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X. VENUE PAYOUTS (CONTINUED):

JOE & HARRY FREEMAN COLISEUM:

How Aramark pays the group at Joe Freeman Coliseum:

The Alamodome operates year round but is large source of our income. **Aramark pays our group 10%** on all food and beverage sales for **all stands**. Aramark guarantees **each register/point of sale a minimum of \$50.00**, less any shortages.

How the group pays you:

Volunteers are paid 90% of an event's earnings. This amount is then divided by the number of volunteers who work an event to determine the payout per volunteer. The remaining 10% are paid to St. Luke school. From time to time, some events may be designated as 100%. For these, the entire amount earned is divided by the number of volunteers to determine the earnings per volunteer.

XI: FAMILY ACCOUNTS

ACCOUNT SETUPS:

A family ledger will be established after the organization is in receipt of the first check on behalf of the participant. Joint ledgers will be established only indicated by the participants at the time the account is established. All other participants will have their own ledger established, individually.

MONTHLY STATEMENTS

Monthly statements will be provided during the 1st week of each month via e-mail. For those participants who do not have an e-mail address, statements will be sent via U.S. Mail. The family ledger will reflect all activity (credits and debits) processed on or before the last day of the month. A thorough accounting procedure is in place to balance all accounts to the Financial Coordinator for resolution immediately after statements are issued. As with the other processes, e-mail is the preferred **method of communication**.

Tuition accounts are the responsibility of the participant and the organization will not be responsible for any late fees incurred as a result of late payments. For example, if reconciled statements are received on March 13 and tuition due for March 1st or no later than March 10th, the parent may still incur the March late fee.

ACCOUNT CREDITS

Credits will be posted to each ledger monthly upon receipt of checks, attendance roster and reconciled statement for work performed. The Program Director/Scheduling Coordinator will provide a reconciled statement to be forwarded to the school's Finance Manager for proper and accurate credit.

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XI: FAMILY ACCOUNTS

ACCOUNT CHANGES

Any changes to a family account/ledger such as ownership, account balances, etc, must be received in writing by the owners of the account. These should be sent via e-mail to the Program Director.

Account Withdrawals / Disbursements (For use

Before a withdrawal is processed, the Financial Coordinator will review the purpose, amount and funds available. Below are the parameters for a qualified withdrawal. Non-qualified withdrawals will not be processed.

- Withdrawals must be \$50.00 or greater. If credit is not larger than \$50.00, funds will remain in account until the next event's monies are credited.
- Withdrawal must be used for expenses related to the child's Catholic education either at St. Luke Catholic School or a Catholic High School. These expenses include tuition and registration.
- Withdrawals must be used for expenses related to tuition expenses for any college or university.
- **ALL CHECKS MUST BE MADE PAYABLE TO THE SCHOOL OR ORGANIZATION WHICH THE CHILD ATTENDS OR PARTICIPATES IN.**
- **CHECKS WILL NOT BE MADE PAYABLE TO ANY INDIVIDUAL, PARENT, RELATIVE, TEACHER ETC. No Exceptions!**

Withdrawals will be processed upon request. Upon completion of the disbursement form, the participant should e-mail the form to the Financial Coordinator. Please allow 10-day business days for check to be available.

Incomplete disbursement forms will not be processed.

The checks will be forwarded to the front office of the school where they will be held for pickup by the participant or person authorized by the participant. The person receiving the check will be asked to sign for the check. The person requesting the check is responsible for pickup and delivery of the check to its final destination. The organization is not responsible for late payments to any school.

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XII: WITHDRAWAL FROM PROGRAM (VOLUNTARY AND INVOLUNTARY)

Voluntary Withdrawal: Should you elect to withdraw from participating in this program, a final disbursement for your balance can be requested based on a qualified disbursement request.

If a child is withdrawn from St. Luke Catholic School or the Catholic High School which they are enrolled, and if no allocation is made within six months from the date of withdrawal, the funds will be redirected to the School's General Account. Under no circumstances, may monies be refunded to the participant or any individual directly.

Involuntary Withdrawal: Any individual or individuals who do not act or conduct himself or herself in accordance with the policies and procedures set forth by St. Luke and/or Aramark will be removed from the group immediately when the violation occurs. The reason for this is that these violations place the entire group in jeopardy of disqualification or suspension from Aramark's Non-Profit program. Aramark observes a zero tolerance policy. If the volunteer disputes the incident, the volunteer may request in writing, within 5 days of the incident to have the decision reviewed by the Board and School Principal. These violations include the following:

- ? **Mishandling of any monies including cash, credit card transactions, tips, etc.;**
- ? **Mishandling of any inventory including food, drinks, and/or supplies;**
- ? **Misrepresentation of your services at a venue;**
- ? **Violation of TABC regulations;**
- ? **Blatant disregard or violation of food handling procedures;**

The following '**examples**' constitute a violation and are grounds for termination. Also, if a volunteer witnesses an incident of someone not acting in the best interest of the group, please report these to the manager on duty, or any member of the Board. When you do, you take a stance to protect the entire group.

Mishandling of any monies including cash, coupons, credit card transactions, tips, etc.:

- Do not take cash under any circumstances that does not belong to you. Group tips are cash and should be placed in a tip jar, counted at the end of the night and distributed evenly among those who work.
- Do not take any change left behind by a customer. Place the overage in your drawer or apron (if there's not a cash drawer) and report the incident to the stand manager. This is not your cash to keep. This money will be counted as an overage. Stand managers: These should not be counted as tips unless the customer indicates that it is a tip.

Mishandling of any inventory such as food, drinks, and/or supplies:

- Do not give away any food or drink products to anyone, **no exceptions**.
- Do not refill drinks, food, etc. If you are attending a venue, you should not ask anyone in the organization for such a favor. If you do, you and the volunteer who gives you free product will face termination.

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**XII: WITHDRAWAL FROM PROGRAM (VOLUNTARY &
INVOLUNTARY) CONT.**

Misrepresentation of your services at a venue:

- If you come to an event representing that you are working with the group and you are not in fact supposed to work and have entered the venue through an employee entrance free of charge, this will result in termination.

Violation of TABC regulations:

- Everyone is required to take a TABC class. You are expected to know the TABC rules. IF you do not follow these such as selling to minors, selling to someone without a valid ID, exceeding the two-drink limit, selling after the alcohol cut-off, you will also be asked to leave.

Blatant disregard or violation of food handling procedures:

- Of all the violations, this one may be the most vague but still very serious. The most important thing to remember is that if an Aramark manager or supervisor warns you or brings a food handling violation to your attention or that of the stand manager, you are expected to correct it and obey it in the future. If you choose to ignore these warnings, you may be asked to leave also since these places the entire group in jeopardy of suspension or expulsion.

File reference: SLCSEFP Mission Stmt Policies 2009/2010
Revision 2009/2010, 09/28/09

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XIV. VOLUNTEER ACKNOWLEDGEMENT FORM

Date signed: _____
Month/Day/Year

I have read and understand the policies and procedures established by St. Luke Catholic School Education Funding Program for the 2009/2010 Aramark Fiscal Year. I acknowledge receipt of these.

Signature

Volunteer Name (please print)

Address, City, State, Zip

E-mail address

Cell Phone _____

Home Phone _____

Business phone _____

Name of Oldest Child Attending St. Luke

Participant Account type (joint/individual)
(For Use If Parent's Prefer Separate Account Statements)

Child's name/grade/school if not St. Luke

Child's name/grade/school if not St. Luke

Child's name/grade/school if not St. Luke

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