

## District Service Center FAQ

- When will this be happening?
  - In November the Seattle, and Seven Rivers office support will shift to the Service Center
  - At the start of 2014 the Puget Sound and Vancouver District office support will shift to the Center
  - In early Spring Tacoma District support will move to the Service Center
  - Summer of 2014 the Inland District support will shift to the Service Center
- Who will be providing the support?
  - Each District will have a primary contact person who will work with the Superintendent and the local churches in that District.
  - There will be secondary support from the other staff when your primary contact is away
  - Specific staffing will be communicated as we get closer to launch
- What will remain the same?
  - Email addresses will remain the same
  - Websites and Blogs will remain the same and evolve over time
  - Superintendents can still be reached on their cell phones
- How do we call our District Admin?
  - There will be a toll free number specifically for the District Service Center
    - November 1<sup>st</sup> Seven Rivers will call 1-888-818-4288 or 206-870-6831
    - November 1<sup>st</sup> Seattle will call 206-870-6814
    - All other districts remain the same
  - The Conference toll free number will have a choice for District Offices

- o Each District Admin will have a direct phone number (see above)
- o In January an update with additional District numbers will be provided
- Where can I meet privately with my DS?
  - o This can vary from your church, another church, Starbucks, etc.
- Where are records kept?
  - o Active files and paperwork will be with the DS until they feel they are complete. They will then be scanned and filed in a secure Document Management System with controlled access by individual user.