PRETTY GIRLS WHO SERVE

PGWS Chapter Operations Playbook

A controlled operating system for healthy chapters, leaders, programs, records, safety, service, and measurable impact

THE BEAUTY IN CHRIST SERVICE SISTERHOOD

Find your beauty in Christ. Become rooted in purpose. Serve like Him.

STATUS **WORKING DRAFT — NOT ADOPTED**	**VERSION** 0.9 · August 30, 2026
OWNER PGWS National Operations	**CONTROLLED SOURCES** 27 source documents

Legal, tax, insurance, campus, and financial-control provisions require the reviews stated inside before adoption or reliance.

How to use this controlled suite

This master manual packages the controlled source documents listed below. The digital workflow is the source of truth for live status, approvals, evidence, and access. Printed copies are uncontrolled unless a current version and approval record are attached.

IMPORTANT Posting this manual does not adopt a legal instrument or authorize a chapter. Any provision labeled for attorney, CPA, insurance, campus, or theological review remains a proposed control until formally approved in writing.

Controlled source register

No.	Controlled source	Status
1	PGWS National Chapter Operations Suite	Working draft · not adopted
2	OPS-00 — Document Control and Competitive Positioning Bible	Working draft · not adopted
3	OPS-01 — The PGWS Pink Brunch Standard and Playbook	Working draft · not adopted
4	OPS-02 — P31 Month and P31 Week National Playbook	Working draft · not adopted
5	OPS-03 — Pretty Girl Week National Campaign Playbook	Working draft · not adopted
6	OPS-04 — Chapter Launch, Chartering and 0–30–60–90 Readiness Playbook	Working draft · not adopted
7	OPS-05 — Membership Recruitment, Application, Acceptance and P31 Onboarding	Working draft · not adopted
8	OPS-06 — Member/Officer Roster, $20 Dues Reconciliation and Good Standing	Working draft · not adopted
9	OPS-07 — Semester Planning, Officer Reporting and Chapter Health Score	Working draft · not adopted
10	OPS-08 — Officer Change, Transition and Access Transfer Workflow	Working draft · not adopted
11	OPS-09 — Chapter Meeting Agenda, Minutes, Decisions and Action Register	Working draft · not adopted
12	OPS-10 — Program and Event Intake, Risk Approval and Closeout	Working draft · not adopted
13	OPS-11 — Fundraising, Sponsorship, Partnership and In-Kind Gift Workflow	Working draft · not adopted

No.	Controlled source	Status
14	OPS-12 — Chapter Treasurer Finance Controls and Forms	Working draft · not adopted
15	OPS-13 — Service Project Approval, Hours and Impact Reporting	Working draft · not adopted
16	OPS-14 — Conflict, Grievance, Neutral Review and Appeal Workflow	Working draft · not adopted
17	OPS-15 — Communications, Social Media and Brand Operations	Working draft · not adopted
18	OPS-16 — P31 Mentorship, Graduating Member and Alumnae Resources	Working draft · not adopted
19	OPS-17 — Chapter Technology, Data Access, Records and Offboarding	Working draft · not adopted
20	OPS-18 — Incident, Injury, Emergency and Escalation Protocol	Working draft · not adopted
21	OPS-19 — Campus Advisor Handbook, Agreement and Campus MOU Template	Working draft · not adopted
22	OPS-20 — Professional Email and Message Template Library	Working draft · not adopted
23	OPS-21 — National Chapter Help Desk and Service-Level Policy	Working draft · not adopted
24	OPS-22 — Chapter Pause, Suspension, Closure and Continuity Checklist	Working draft · not adopted
25	OPS-23 — Chapter Risk Register and Quarterly Review	Working draft · not adopted
26	OPS-24 — Canonical Form Field Dictionary, IDs and Workflow Status Model	Working draft · not adopted
27	OPS-25 — Sisterhood and Belonging Activity Library	Working draft · not adopted

PGWS National Chapter Operations Suite

CONTROLLED SOURCE | README.md

Status: WORKING DRAFT — NOT YET ADOPTED **Owner:** Pretty Girls Who Serve National Operations **Audience:** National staff, chapter founders, officers, advisors, and approved campus partners **Source of truth:** Controlled digital workflows; these Markdown files are publication sources and offline continuity copies **Mission line:** Helping women find their beauty in Christ and use it to love, lead, and serve. **Motto:** Beautiful in Christ. Grace like pearls. Worth beyond rubies. Called to serve.

This suite turns the EFF chapter-resource audit into one controlled PGWS operating system designed for up to 200 chapters and 10,000+ members. It preserves the useful lifecycle breadth of EFF while adding the controls EFF's static files lacked: clear owners, case and activity IDs, approval gates, due dates, evidence, role-based access, escalation, versioning, and closeout.

Non-negotiable operating assumptions

- PGWS is a Christ-centered service sisterhood, not a sorority and not a university-recognized substitute for any national Greek-letter organization.
- The public promise is: **Find your beauty in Christ. Become rooted in purpose. Serve like Him.**
- The fall signature activation is **Pretty Girl Week**, held the third full week of September, with exact annual dates issued by National.
- **P31 Month** is March; **P31 Week** is March 25–31.
- Every active chapter plans one **PGWS Pink Brunch** in the fall and one in the spring.
- The current national membership fee is **$20** unless a later adopted, versioned national policy replaces that amount. Chapters may not invent, alter, waive, collect, or advertise a different national fee.
- PGWS and Esther Funds Foundation maintain separate governance, records, accounts, expenses, data, and legal responsibilities. PGWS may support EFF through an approved written campaign. EFF does not fund, reimburse, lend to, guarantee, or cover PGWS operations.
- Chapters ordinarily operate only through the nationally approved PGWS structure. No chapter may form an entity, request an EIN, open a bank or processor account, sign a contract, claim tax exemption, or use EFF's EIN without case-specific written authorization.
- No payment is described as tax-deductible unless the payee is a verified qualified organization and the statement has been approved for that exact campaign.
- Safety, Title IX, law enforcement, 911, 988, campus policy, and mandatory-reporting routes always override internal conflict steps.

Document register

ID	Source file	Operational purpose	Audit rows / gaps covered
OPS-00	`00-document-control-and-positioning-bible.md`	Document governance; category, promise, vocabulary, difference equation, journey, competitive boundaries, trademark screen	Live-hub defects; brand-library controls; PGWS-only records taxonomy; requested positioning bible
OPS-01	`01-pink-brunch-standard-playbook.md`	Twice-yearly Pink Brunch planning, safety, content, finance, impact, EFF campaign boundary	PGWS-only Semester Brunch Playbook; event sources 21/64; partnerships source 10

ID	Source file	Operational purpose	Audit rows / gaps covered
OPS-02	`02-p31-month-and-week-playbook.md`	March formation month and March 25–31 national week	PGWS-only P31 Week Playbook; Experience sources 72/73; semester program controls
OPS-03	`03-pretty-girl-week-playbook.md`	Third-full-week-of-September public campaign	Recruitment sources 70/74; social source 16; fundraising sources 10/39
OPS-04	`04-chapter-launch-chartering-readiness.md`	Interest-to-active 0–30–60–90 launch, campus recognition, charter gates	Sources 29–33, 42, 43, 61, 70; PGWS-only launch playbook
OPS-05	`05-membership-recruitment-onboarding.md`	Recruitment, application, conditional acceptance, P31 onboarding, induction, withdrawal	Sources 5, 19, 37, 60, 70–74
OPS-06	`06-roster-dues-good-standing.md`	Member/officer registry, $20 dues reconciliation, waivers, refunds, statuses	Sources 5, 37, 44, 53, 60, 65, 67, 71; PGWS-only dues controls
OPS-07	`07-semester-planning-reporting-health-score.md`	Semester success plan, monthly reports, chapter scorecard and dashboard	Sources 7, 25, 43, 53, 65; PGWS-only risk/scale controls
OPS-08	`08-officer-transition-access-transfer.md`	Vacancy, successor approval, knowledge handoff, access transfer/revocation	Sources 6, 9, 63; PGWS-only identity/access controls
OPS-09	`09-meetings-agenda-minutes-actions.md`	Meeting agenda, minutes, conflicts, decisions, action register	Sources 48, 62, 68
OPS-10	`10-program-event-risk-approval.md`	Event intake, risk tier, approval, day-of controls and closeout	Sources 21 and 64; travel/vendor/accessibility PGWS-only gaps
OPS-11	`11-fundraising-sponsorship-partnership.md`	Fundraiser, sponsor, vendor and EFF-benefit campaign approval/closeout	Sources 10 and 39; one-direction financial wall
OPS-12	`12-treasurer-finance-controls-and-forms.md`	Budget, ledger, deposits, reimbursement, reconciliation, restricted funds	Sources 24 and 67; PGWS finance gaps
OPS-13	`13-service-project-impact-reporting.md`	Project approval, partner diligence, attendance/hours, outcomes and certificates	Sources 28, 34–36, 65
OPS-14	`14-conflict-grievance-appeal.md`	Safety-first triage, informal resolution, grievance, review, appeal and closure	Sources 18, 22, 49, 54–58
OPS-15	`15-communications-social-brand.md`	Official communications, content calendar, consent, crisis pause and account governance	Sources 12–17, 38, 69
OPS-16	`16-alumnae-mentorship-graduation.md`	P31 mentorship, graduating transition and alumnae engagement	Sources 26, 27, 45

ID	Source file	Operational purpose	Audit rows / gaps covered
OPS-17	`17-technology-data-access-offboarding.md`	Email naming, MFA, least privilege, records, help-desk handoff and deprovisioning	PGWS-only identity/access, privacy, records and closure gaps
OPS-18	`18-incident-emergency-escalation.md`	Incident/injury report, crisis routing, evidence preservation, status and aftercare	Source 20; sources 55–58; PGWS-only incident/safeguarding controls
OPS-19	`19-campus-advisor-mou-partnership.md`	Advisor eligibility/agreement, campus MOU and annual review	Source 23; chapter/campus recognition gaps
OPS-20	`20-professional-email-template-library.md`	Copy-ready approved message templates and signature blocks	Source 12 plus dues, safety, signature-event and escalation gaps
OPS-21	`21-help-desk-sla-and-escalation.md`	National operations/technology requests, severity, SLA and knowledge-base feedback	PGWS-only National Help Desk gap
OPS-22	`22-chapter-suspension-closure-continuity.md`	Temporary pause, suspension, closure, funds/property/data/access and reinstatement	PGWS-only closure gap; sources 6/9/43/63
OPS-23	`23-risk-register-quarterly-review.md`	Quarterly governance/finance/safety/data/program/reputation risk review	PGWS-only risk register gap
OPS-24	`24-form-field-dictionary-and-status-model.md`	Canonical IDs, fields, statuses, evidence, privacy classes and workflow rules	All audit rows; removes duplicate/conflicting forms
OPS-25	`25-sisterhood-belonging-activity-library.md`	Trauma-informed, accessible bonding activities with no-pressure controls	Source 4; sisterhood programming gap

Audit mapping notes

The governance suite owns the National governance charter, chapter constitution/bylaws, chapter affiliation/trademark license, Sisterhood covenant, anti-hazing policy, Ruby & Pearl Becoming Ceremony, officer covenant, national leadership manual, dues policy, and PGWS–EFF separation MOU. This operations suite references those documents but does not restate or override them.

All 75 EFF source rows are represented either here or in the governance suite. Rows for static social packs (13–15, 17, 75) are consolidated into OPS-15; duplicate transition resources (9/63) into OPS-08; duplicate budget/ledger resources (24/67) into OPS-12; duplicate event resources (21/64) into OPS-10; duplicate discipline forms (6/11/18/22) into the governance policy plus OPS-14/18; duplicate onboarding guides (72/73) into OPS-05/02; service resources (28/34–36) into OPS-13; and legal/EIN resources (29–33) are routed to the governance suite and the launch authorization gate in OPS-04.

Exact 75-row audit map

EFF audit row	EFF source	Canonical PGWS source(s)
1	8aurBl0f.png	OPS-03, OPS-15 (campaign/template controls; new creative is produced from approved master)
2	AFfoy9YT.jpg	OPS-15 (rights, consent, metadata and accessible asset control)
3	COMPLIANCE_EFF_Officer_Agreement_Signature_Fo.docx	Governance 08 — Officer Code, Confidentiality and Data Access Agreement; OPS-17
4	EFF_Icebreakers_Bonding_Activities.pdf	OPS-25 — Sisterhood and Belonging Activity Library
5	EFF_Membership_Acceptance_Letter.docx	OPS-05, OPS-06, OPS-20 template 4
6	EFF_Officer_Removal_Notice__1_.docx	Governance 05/08; OPS-08, OPS-14, OPS-22
7	EFF_Officer_Report_Update_Form__1_.docx	OPS-07
8	EFF_Officer_Role_Cheat_Sheets_.pdf	Governance 05 — National Chapter Leadership Manual; OPS-07/08
9	EFF_Officer_Transition_Change_Form__1_.docx	OPS-08
10	EFF_Partnership_Sponsorship_Request_Form.docx	OPS-11, OPS-19
11	EFF_Probation_Notice__1_.docx	Governance 05; OPS-14/22
12	EFF_Professional_Email_Templates.docx	OPS-20
13	EFF_Ready-to-Post_Social_Media_Graphics.pdf	OPS-15 (merged controlled template library)
14	EFF_Ready-to-Post_Vol._2.pdf	OPS-15 (merged/retired static pack)
15	EFF_Social_Media_Chapter_Templates__Fill-In_.pdf	OPS-15 (local editable-field controls)
16	EFF_Social_Media_Content_Calendar.xlsx	OPS-15
17	EFF_Social_Media_Templates_Vol._2.pdf	OPS-15 (merged/retired static pack)
18	EFF_Strike_Notice__1_.docx	Governance 05/06; OPS-14 (severity/due-process model replaces strikes)
19	EFF_Tabling_Supplies_Checklist.docx	OPS-03, OPS-05, OPS-10, OPS-15
20	EFF_When_Someone_Is_Struggling_Care_Protocol.pdf	OPS-18; Governance 06

EFF audit row	EFF source	Canonical PGWS source(s)
21	EFF_Workshop_Event_Proposal_Request_Form.docx	OPS-10
22	EFF_Written_Warning_Letter__1_.docx	Governance 05; OPS-14
23	Foundation_Branding_Design_EFF_Chapter_Adviso.docx	OPS-19
24	Foundation_Branding_Design_EFF_Chapter_Budget.docx	OPS-12
25	Foundation_Branding_Design_EFF_Chapter_Goal_S.docx	OPS-07
26	Foundation_Branding_Design_EFF_Mentor_Mentee_.docx	OPS-16
27	Foundation_Branding_Design_EFF-Alumni-Associa.docx	OPS-16
28	Foundation_Branding_Design_EFF-Chapter-Commun.docx	OPS-13
29	Foundation_Branding_Design_EFF-Chapter-EIN-Su.docx	Governance 03/09; OPS-04/12/19 (locked pending counsel/CPA model)
30	Foundation_Branding_Design_EFF-Chapter-Guide-H-0001.pdf	Governance 01/03; OPS-04/19 (replace; no student self-filing)
31	Foundation_Branding_Design_EFF-Chapter-Guide-H-0002.pdf	Governance 03/09; OPS-04/12 (single authorization workflow after review)
32	Foundation_Branding_Design_EFF-Chapter-Guide-H.pdf	Retired; redirect to Governance 03/09 and OPS-04
33	Foundation_Branding_Design_EFF-Chapter-Legal-S.pdf	Governance 01/03/09/10; OPS-04/11/12
34	Foundation_Branding_Design_EFF-Community-Serv-0001.docx	OPS-13
35	Foundation_Branding_Design_EFF-Community-Serv-0002.docx	OPS-13
36	Foundation_Branding_Design_EFF-Community-Serv.docx	OPS-13
37	Foundation_Branding_Design_EFF-Community-Servi.pdf	OPS-05, OPS-13
38	Foundation_Branding_Design_EFF-Graduating-Sen.docx	OPS-16
39	Fundraiser_Request_Form.docx	OPS-11, OPS-12
40	General_Body_Meeting_Slide_Template.pdf	OPS-09, OPS-15 (agenda/decisions + controlled branded master)

EFF audit row	EFF source	Canonical PGWS source(s)
41	Graduation_Logo_Design_EFF_2026_Bylaws_Updated.pdf	Governance 01 — National Governance Charter and policy index
42	Graphic_Design_Palette_EFF_Chapter_Agreementd.docx	Governance 03 — Chapter Affiliation/Trademark License; OPS-04/22
43	Graphic_Design_Palette_EFF_Chapter_Expectatio.docx	Governance 03/05; OPS-07/22
44	Graphic_Design_Palette_EFF_Conflict_Resolutio.docx	OPS-14, OPS-18
45	Graphic_Design_Palette_EFF_Conflict_Resolution_2.pdf	OPS-14 (merged/retired visual worksheet)
46	Graphic_Design_Palette_eff_conflict_resolution.pdf	OPS-14 (merged/retired visual flow)
47	Graphic_Design_Palette_EFF_Executive_Board_In.docx	Governance 05; OPS-08/24
48	Graphic_Design_Palette_EFF_Executive_Board_Rec_2.pdf	OPS-05, OPS-15, OPS-24
49	Graphic_Design_Palette_EFF_Executive_Board_Rec.pdf	OPS-14, OPS-24
50	Graphic_Design_Palette_EFF_Executive_Board_Se.docx	OPS-05, OPS-10, OPS-25
51	Graphic_Design_Palette_EFF_Induction_Ceremony.docx	Governance 07 — Ruby & Pearl Becoming Ceremony; OPS-05/02
52	Graphic_Design_Palette_EFF_Interest_Meeting_Pr.pdf	OPS-03/05/15
53	Graphic_Design_Palette_EFF_Membership_Tracker.xlsx	OPS-06, OPS-24
54	Graphic_Design_Palette_EFF_Officer_Training_T.xlsx	Governance 05; OPS-07/08/24
55	Graphic_Design_Palette_EFF_Request_for_Remedi.docx	OPS-14
56	Graphic_Design_Palette_EFF_Step1_Personal_Ref.docx	OPS-14 (optional ordinary-conflict reflection only)
57	Graphic_Design_Palette_EFF_Step4_Executive_Bo.docx	OPS-14 (neutral review replaces board mediation for protected/safety issues)
58	Graphic_Design_Palette_EFF_Step5_Escalation_t.docx	OPS-14/18
59	lHKGolwZ.png	OPS-03/15 (campaign/template controls; new creative from approved master)

EFF audit row	EFF source	Canonical PGWS source(s)
60	New_Member_FAQ_.pdf	OPS-05/06; governance 02/06/09/10
61	ONBOARDING_EFF_Executive_Board_Applicationdoc.docx	OPS-24; Governance 05/08
62	Operations_EFF_02_Chapter_Meeting_Minutes.docx	OPS-09
63	Operations_EFF_03_Officer_Transition_Checklis.docx	OPS-08
64	Operations_EFF_04_Event_Planning_Worksheet.docx	OPS-10
65	Operations_EFF_Chapter_Activity_Planner.xlsx	OPS-07/24
66	Operations_EFF_Chapter_Constitution_Template.docx	Governance 04 — Campus Chapter Constitution/Bylaws
67	Operations_EFF_Chapter_Financial_Ledger.xlsx	OPS-12
68	Operations_EFF_Chapter_Meeting_Agenda.docx	OPS-09
69	Professional_Communication_Email_Etiquette.pdf	OPS-15/20; governance 05 leadership curriculum
70	Recruitment_EFF_Chapter_Interest_Meeting_Temp.docx	OPS-03/05
71	RECRUITMENT_EFF_Membership_Application.docx	OPS-05/24; governance 02/09
72	RECRUITMENT_THE_ESTHER_EXPERIENCE__1_.pdf	OPS-05/02 (P31 Experience/Week)
73	RECRUITMENT_THE_ESTHER_EXPERIENCE.pdf	Retired duplicate; OPS-05/02 is canonical
74	Scrapbook_Template_Esther_Funds_Foundation_Mem.pdf	OPS-15/16 (consented history and alumnae storytelling)
75	SOCIAL_MEDIA_01_EFF_Social_Media_Templates__Fi.pdf	OPS-15 (merged controlled template library)

Release gate

No item marked “draft for attorney/CPA review” becomes effective merely because it is posted. Before broad onboarding, National must approve the legal operator/chapter model, safety routes, data retention, dues/refunds, financial account model, campus MOU, insurance requirements, EFF campaign agreement, and authority matrix. Forms must be implemented with audit logs and tested with a provisional, mature, and intervention-needed chapter.

OPS-00 — Document Control and Competitive Positioning Bible

CONTROLLED SOURCE | 00-document-control-and-positioning-bible.md

Status: WORKING DRAFT — BRAND/LEGAL REVIEW REQUIRED **Owner:** National Brand & Operations **Audience:** National staff, chapter officers, contractors, designers, speakers, and approved partners **Confidentiality:** Public positioning sections; internal controls restricted to leaders **Version:** 0.9 **Effective date:** Not yet effective

1. Category and positioning

PGWS defines its category as **The Beauty in Christ Service Sisterhood**: a Christ-centered membership, leadership, and service community where women discover God-given identity, build genuine sisterhood, develop as servant leaders, and turn love into meaningful action.

Positioning statement: For college women seeking belonging, spiritual formation, leadership growth, and a real way to serve, Pretty Girls Who Serve is the Beauty in Christ Service Sisterhood that connects faith to formation and formation to measurable service. Unlike a social club, sorority imitation, conference-only ministry, or volunteer list, PGWS offers a documented member journey, trained local chapter leadership, signature national experiences, and accountable community impact.

Public promise: Find your beauty in Christ. Become rooted in purpose. Serve like Him.

PGWS Difference Equation:

> **IMPORTANT** Beauty in Christ + Rooted Purpose + Genuine Sisterhood + Trained Leadership + Accountable Service = A Pretty Girl Who Serves

The equation is a standard, not a claim that every member will experience the same outcome. Chapters must offer access to each element and measure participation without pressuring private spiritual disclosure.

2. Seven-stage member journey

Stage	Member experience	Required evidence	Owner
1. Seen	Encounters PGWS through Pretty Girl Week, another approved public event, or a consent-based referral	Lead source; consent/opt-out route; accessible follow-up	Membership Chair
2. Welcomed	Receives a truthful Pink Brunch or orientation welcome covering mission, expectations, rights, the $20 fee, safety, privacy, and the PGWS–EFF boundary	Welcome attended/viewed; questions answered; accommodations honored	Chapter Founder/President

Stage	Member experience	Required evidence	Owner
3. Rooted	Completes the national application, resolves dues or an approved hardship path, and participates in the assigned PGWS Leadership Academy pathway	Application/status record; payment/waiver status; versioned production-training progress and reviewed evidence; all membership, appointment, interview, campus, access, and chapter decisions remain separate	Membership Chair + P31 Coordinator
4. Belongs	Enters active sisterhood through verified membership and any voluntary, non-secret Ruby & Pearl Becoming affirmation after adopted gates are met	Active member record; separate consent; future adopted gate evidence	Membership Chair
5. Grows	Participates in chapter life, Pink Brunch, mentoring, leadership practice, and accessible formation	Participation record; feedback; role-specific development; accommodations honored	Chapter Board
6. Sent	Delivers dignity-first, community-defined service with written scope and honest evidence; EFF activity is conditional on an executed MOU and written project scope	Partner approval; verified service/impact record; follow-through	Service Chair
7. Legacy	Transitions records and access responsibly, mentors within an approved scope, and enters the alumnae pathway	Handoff evidence; access closure; mentorship/alumnae status	Chapter President + Alumnae Lead

No secret stage, pledge process, “crossing,” line identity, forced dress, personal revelation, late-night demand, or financial/fundraising quota may be added.

3. Proprietary vocabulary and co-branding rules

Use full names on first reference and approved short names thereafter:

- **Pretty Girls Who Serve® / PGWS** — use trademark symbol only after counsel confirms registration/status.
- **The Beauty in Christ Service Sisterhood** — category descriptor.
- **The P31 Experience** — member onboarding journey.
- **P31 Month** — March national formation month.
- **P31 Week** — March 25–31; never re-date locally.
- **Pretty Girl Week** — third full week of September; National publishes annual dates.
- **The PGWS Pink Brunch** — twice-yearly chapter signature experience.
- **Ruby & Pearl Becoming Ceremony** — public, voluntary induction.
- **PGWS Leadership Academy** — the active, versioned production training system with ROOTED, CALLED TO COMPLETION, and ONGOING LEADERSHIP DEVELOPMENT pathways, tracked assessments, reviewed evidence, remediation, and training-completion credentials. Referenced governance and operations drafts remain provisional until separately adopted; an Academy record

never appoints an officer, determines eligibility, activates a chapter, grants access, or creates operating authority.

- **P31 Woman in Progress** — growth identity; never a perfection standard.

Program title lockups must lead with PGWS. A chapter may add its school after the national name, for example, “The PGWS Pink Brunch — [School] Chapter.” A sponsor or campus logo may appear only in an approved partner zone and may not be larger than the PGWS primary lockup. EFF appears only when an exact EFF-owned/adopted program or approved benefit campaign exists.

4. Signature experience standards

Every signature experience must include: a documented purpose; accessible registration; voluntary faith participation; anti-hazing and no-pressure notice; trained owner; approved budget; safety and incident route; media-consent separation; PGWS–EFF financial classification; impact measures; and closeout evidence. Pink Brunch, P31 Week, Pretty Girl Week, and the Becoming Ceremony each have a dedicated playbook. Local creativity is welcome only inside the defined editable fields.

5. Competitor-boundary matrix

Competitor facts must be verified from current official primary sources before public comparison. Do not publish membership counts, prices, outcomes, incidents, or legal conclusions about another organization without approval.

Adjacent category	What PGWS may learn from	Boundary PGWS must preserve
Campus ministry	Scripture, discipleship, prayer, pastoral referral	PGWS is not a church and officers are not pastors or counselors
Service organization	Partner accountability, impact measurement, volunteer safety	Service is joined to Christ-centered formation and sisterhood
Leadership program	Skills, role practice, assessment, credentials	Leadership titles require ongoing chapter accountability, not one event
Women’s professional network	Mentorship, career growth, alumnae connection	PGWS does not sell access to members or promise employment outcomes
Sorority/fraternity	Strong belonging, alumni continuity, rituals with meaning	PGWS does not imitate Greek-letter membership processes or protected traditions
Pageant/competition	Confidence, public speaking, platform development	Membership and chapter status are never conditioned on beauty ranking or paid votes
Charity/nonprofit	Mission measurement and transparent stewardship	PGWS does not claim EFF’s tax status, EIN, funds, or governance

6. Never imitate list

PGWS chapters may not adopt or simulate:

- Greek letters or a Greek-letter nickname;
- line names, line numbers, pledge classes, neophyte language, “crossing,” probate presentations, or reveal rituals;
- official stepping or strolling presented as PGWS membership tradition;
- paddles, canes, branded weapons, forced gifts, or “pledge” objects;
- secret calls, chants, whistles, hand signs, passwords, or hidden member tests;
- copied crests, shields, coat-of-arms layouts, colors, mascots, motto structures, prayers, songs, ceremonies, or terminology of another organization;
- “big/little,” “prophyte,” “dean,” “DP,” “ship,” or similar borrowed hierarchy;
- any secrecy, sleep deprivation, forced dress, isolation, scavenger hunt, servitude, embarrassment, or coerced spiritual disclosure.

The prohibition applies even if participants volunteer or say it is harmless. Questions route to National Brand & Safety before use.

7. Name and trademark clearance checklist

Before National approves a new program, product, chapter campaign, slogan, symbol, or recurring event:

1. Record proposed word mark/design, owner, goods/services, audience, geographic use and planned launch.
2. Search PGWS’s controlled registry for conflicts.
3. Search the USPTO database for identical and confusingly similar marks, including spelling and sound variants.
4. Search state business records, domains, social platforms, campus organizations and ordinary web use.
5. Save dated search evidence and identify material similarities.
6. Route medium/high-risk names or crest-like designs to trademark counsel.
7. Confirm image, font, music, Scripture translation and media licenses.
8. Approve, revise, reject, or reserve with a decision ID.
9. Add owner, first-use date, approved lockup, permitted uses and next review to the registry.
10. Monitor misuse and follow counsel-approved notice/takedown steps; never threaten automatic civil or criminal liability.

Clearance record

- Request ID / requester / date:
- Proposed name or design:
- Exact goods, services and channels:
- Search terms and databases:
- Similar results and analysis:
- License/rights evidence:
- Counsel review required? reason:
- Decision / conditions / expiration:
- Approver and timestamp:

8. Document-control standard

Every hub record must show document ID, title, owner, audience, confidentiality, version, status, effective date or "not yet effective," next review, supersedes/superseded by, related policy/workflow, required acknowledgment/training, and accessible format. Drafts and retired files never appear as active downloads.

File name: `PGWS_[ID]_[ShortTitle]_vMAJOR.MINOR_YYYY-MM-DD.ext`. Drafts use `DRAFT` instead of an effective date. Changes require a change request, owner review, legal/finance/safety review where triggered, approval, stable-link replacement, old-link redirect, archive copy, and member acknowledgment if obligations changed.

Access classes: Public; Member; Leader; Confidential Case; Restricted Legal/Finance/Safety. Sensitive files may not be shared through public links or personal accounts.

OPS-01 — The PGWS Pink Brunch Standard and Playbook

CONTROLLED SOURCE | 01-pink-brunch-standard-playbook.md

Status: WORKING DRAFT — FINANCE/SAFETY REVIEW REQUIRED **Owner:** National Programs **Cadence:** One fall and one spring Pink Brunch per active chapter **Signature line:** Beauty in Christ. Sisterhood at the table. Service beyond it.

Purpose and standard

The Pink Brunch is a Christ-centered table experience where women encounter Beauty in Christ, build healthy sisterhood, identify purpose, and commit to service. It is not a fashion test, pageant, recruitment trap, unauthorized fundraiser, or event where a woman is embarrassed because she cannot afford a specific outfit.

Required components are: Scripture and voluntary prayer; a Beauty in Christ teaching; guided table conversation; a member testimony obtained with written consent; a leadership or purpose practice; a service commitment; fellowship; clear next steps; and, only when separately approved, an EFF impact or giving moment.

Approval timeline

Deadline	Control	Evidence
8–10 weeks	Create event ID; select date; name owner; classify PGWS-only, EFF-adopted, or PGWS-supports-EFF	Intake record; classification
8 weeks	Reserve accessible venue; draft budget and funding source; screen minors/travel/insurance	Venue hold; risk tier; budget
6 weeks	Submit speakers, vendors, sponsors, contracts, menu/allergens, photo plan and accessibility plan	Approval IDs; certificates/licenses
5 weeks	Open registration with fee/refund/consent disclosures; launch approved creative	Tested registration; approval timestamp
3 weeks	Confirm facilitators, emergency roles, table plan, accommodations and service partner	Run of show; contact sheet
1 week	Final headcount, dietary check, payment reconciliation, QR/link test and crisis briefing	Readiness checklist
24 hours	Venue walk-through; emergency exits; secure attendee list; supplies	Day-of signoff
2 business days after	Deposit/settlement match, incident route, thank-you and media consent check	Finance closeout
5 business days after	Attendance, survey, outcomes, service commitments, budget variance and lessons	Impact report

Promotion may not begin and funds may not be accepted before the required approvals for the event's risk/finance tier.

Budget and money rules

- Use only the National-approved account or university-controlled account identified in the event record. No personal payment apps, cash holding, personal cards without approved reimbursement, or commingling.
- The event owner may not sign a venue/vendor agreement unless the authority matrix permits it and the contract is approved.
- Published prices must state what is included and the refund/cancellation rule.
- A sponsor receives only approved benefits. No donor tax language, EFF logo, percentage-to-EFF claim, or "proceeds benefit EFF" language without the exact written campaign authorization.

- If PGWS supports EFF, contributions must flow directly to the EFF-controlled checkout or be transferred under the approved written agreement. EFF issues any eligible acknowledgment. EFF does not reimburse PGWS brunch costs.
- A hardship route or no-cost participation alternative must be available when a required chapter experience carries a fee.

Accessible and dignified hospitality

Ask about mobility, hearing, vision, dietary, sensory, prayer-participation and communication accommodations through a private channel. Provide accessible entry/seating/restrooms, scent/noise guidance where relevant, readable materials, captions/microphone, and an alternative to standing, public speaking, prayer, photos and physical contact. Attire may be pearl, cream, blush, ruby, pink or a polished neutral; it is welcomed, never required at a cost that creates hardship.

Model 120-minute run of show

1. Welcome, access/safety notes and no-pressure statement — 8 minutes
2. Scripture and voluntary prayer — 7 minutes
3. Beauty in Christ teaching — 18 minutes
4. Meal/fellowship — 25 minutes
5. Guided table conversation — 20 minutes
6. Member story and leadership practice — 15 minutes
7. Service commitment and, if approved, EFF impact moment — 12 minutes
8. Recognition, next steps and closing — 10 minutes
9. Buffer/access needs — 5 minutes

Recommended prompts avoid forced disclosure: “What truth helps you resist comparison?” “What does dignifying another woman look like this month?” “What gift can you use in service?” Participants may pass.

Roles

- Event Lead: owns schedule, approvals and closeout.
- Content Lead/Chaplain: confirms teaching and voluntary-faith language.
- Treasurer: controls budget, settlement and receipts; does not approve own reimbursement.
- Safety & Accessibility Lead: emergency plan, accommodations, incident routing.
- Registration/Data Lead: minimum necessary attendee data and deletion schedule.
- Media Lead: separate consent, caption/alt text and approved files.
- Service Lead: verifies partner, commitment and follow-through.

- Advisor: campus policy and escalation support; not a substitute for National approval.

Day-of readiness form

- Event ID / chapter / date / venue / capacity:
- Classification: PGWS-only / EFF-adopted / PGWS-supports-EFF / pending:
- Campus, National, contract, sponsor and risk approval IDs:
- Emergency contact / nearest exit / campus safety / 911 route:
- Accessibility requests fulfilled and owner:
- Menu/allergen notice complete:
- Registration list stored at:
- Media-consent identification method:
- Funds/checkout owner and no-cash confirmation:
- Volunteers briefed on anti-hazing, confidentiality and incident route:
- Go / hold / cancel decision, decision maker and timestamp:

Closeout and quality score

Record registered/attended/no-show counts; member/nonmember counts; accessibility requests fulfilled; teaching objective; service commitments and verified follow-through; survey response and average belonging/safety/usefulness ratings; income, expenses, net and restricted amount; EFF direct contributions if authorized; incidents; media assets approved; sponsor deliverables; and lessons.

Score 0–2 each: mission/content, dignity/access, safety, finance, service impact, participant experience, evidence/closeout. Any safety or money control failure triggers National review regardless of total score. A score below 10/14 requires a corrective plan before the next brunch.

OPS-02 — P31 Month and P31 Week National Playbook

CONTROLLED SOURCE | 02-p31-month-and-week-playbook.md

Status: WORKING DRAFT **Owner:** National P31 Formation Team **P31 Month:** March 1–31 **P31 Week:** March 25–31

Formation purpose

P31 Month is PGWS's national month of Beauty in Christ, faith formation, purpose, sisterhood, leadership, stewardship, wellness, and service. P31 Week is the concentrated March 25–31 formation experience. It is not a perfection contest, secret initiation, beauty ranking, or mandatory public profession of faith.

March learning arc

Chapters deliver at least one approved touchpoint in each area: identity in Christ; purpose/calling; Scripture/prayer; healthy sisterhood; communication/conflict; stewardship (academics, time and money); wellness/boundaries; servant leadership; and verified service. National supplies accessible core lessons; chapters may localize examples without changing doctrine, safety requirements or the public promise.

Required P31 Week sequence

Date	Theme	Minimum activation	Evidence
March 25	Rooted in Christ	Identity/Scripture gathering with opt-out alternatives	Attendance; lesson ID; reflection option
March 26	Worth Beyond Rubies	Beauty in Christ, comparison and confidence workshop	Facilitator checklist; resource link
March 27	Strength and Dignity	Boundaries, resilience, wellness and warm-referral practice	Scenario score; referral card
March 28	Wisdom and Stewardship	Academics, time, money and decision planning	Completed private action plan count
March 29	Sisterhood With Substance	Communication, accountability, forgiveness and safe conflict boundaries	Knowledge check; no forced reconciliation
March 30	Hands That Serve	Approved service activation with verified partner and risk plan	Service ID; roster; outcome
March 31	P31 Day	Pink Brunch, Becoming Ceremony, Academy graduation, awards or National gathering	Program closeout; consents; award rubric

Chapters unable to meet in person must use National virtual alternatives. Accommodations, religious freedom, disability access, campus restrictions, illness and safety take priority over attendance points.

10-week readiness calendar

- January 15: National publishes annual theme, approved lesson IDs, dates and campaign assets.
- January 31: chapter names P31 Lead, Service Lead, Safety Lead and Treasurer; opens plan record.
- February 7: chapter submits schedule, risk classifications, budget and campus reservations.
- February 14: speaker/vendor/service-partner review due.
- February 21: accessibility and media plan due; registration/consents tested.
- March 1: P31 Month opens; officer briefing and member rights reminder.
- March 15: National readiness check; unresolved red items receive hold/correction.
- March 24: final safety, link and attendee-data check.

- April 5: finance/service/program closeout due.
- April 12: chapter lessons and improvement plan due.

Recognition and induction controls

Awards require published criteria, a conflict disclosure, at least two reviewers, evidence, recorded scoring and an appeal/correction route for factual errors. Popularity, donations, appearance, follower count, compliance with costly attire or private spiritual disclosure may not be criteria.

The Ruby & Pearl Becoming Ceremony is voluntary and public in meaning. Eligibility is based only on the adopted membership and training requirements. No local chapter may add a hidden task, line process, forced service, test, gift, fee, dress, chant or after-hours component.

P31 plan form

- Chapter / plan ID / academic year:
- P31 Lead and alternates:
- Daily activation title, format, location/link, capacity and owner:
- Approved lesson or editable module used:
- Event/risk/finance/partner approval IDs:
- Accessibility plan and contact:
- Media consent method:
- Service partner/project ID:
- March 31 experience(s): Brunch / Becoming / Graduation / Awards / Other approved:
- Budget by activation and funding account:
- PGWS–EFF classification for each money/giving element:
- Member communication dates:
- Campus/advisor confirmation:
- National readiness decision / conditions / date:

Closeout dashboard

Report unique participants (not double-counted), member completion by required lesson, service participants/hours/output/outcome, Pink Brunch and ceremony attendance, accommodations requested/fulfilled, incidents, dollars received/spent by legal owner, direct EFF contributions only if approved, media consent, member satisfaction/belonging/safety, and completion evidence. Individuals' prayers, reflections, counseling needs or sensitive disclosures are not impact metrics.

OPS-03 — Pretty Girl Week National Campaign Playbook

CONTROLLED SOURCE | 03-pretty-girl-week-playbook.md

Status: WORKING DRAFT **Owner:** National Membership & Communications **Timing:** Third full week of September; National publishes the exact annual dates

Purpose

Pretty Girl Week is PGWS's fall public-facing activation: recruitment, campus visibility, service and a clear redefinition of beauty through Christ. P31 Week is the deeper spring formation experience. Pretty Girl Week never becomes a hazing period, pledge week, performance ranking, appearance contest, or unauthorized fundraising campaign.

Seven-day framework

Day	National theme	Approved formats	Required control
1	Pretty Redefined	Campus display, short video, interest gathering	Beauty in Christ language; accessible public information
2	Pretty Girls Pray	Prayer gathering, devotional, worship night or prayer-board activation	Public prayer is welcomed, never coerced; accessible non-prayer participation
3	Pretty Girls Prepare	Career, academics, money management, leadership or life-skills workshop	Qualified content; no employment, academic or financial outcome promises
4	Pretty Girls Pour Into Sisters	Sisterhood circle, mentorship, encouragement, wellness or member appreciation	No forced disclosure, pairing, touch or unqualified counseling
5	Pretty Girls Serve	Approved local service project and national day of community service	Partner/risk approval and verified impact
6	Pretty Girls Support EFF	Nationally authorized direct-to-EFF campaign, service or awareness effort	Exact written campaign agreement; EFF checkout; no PGWS tax claim
7	The PGWS Pink Brunch	Closing Beauty in Christ and service experience	Follow OPS-01 in full

National may publish an annual creative theme, but chapters may not rename the week or alter the day-six financial wall.

Campaign workflow

1. Open campaign record six weeks before the week; assign Campaign, Safety, Membership, Finance, Media and Service owners.

2. Select approved activations; create event IDs for in-person/virtual programs.
3. Identify public, member-only and confidential components. Do not publish applicant/member data without consent.
4. Submit campus space, vendor/speaker/service partner, budget and risk approvals.
5. Use National design masters. Local editable fields are school name, approved date/time/location, chapter handle and approved campus/sponsor logo zone.
6. Test every QR/link on mobile and desktop. The lead form must show privacy notice, communication consent, $20 fee disclosure and opt-out.
7. Train greeters to explain that PGWS is not a sorority, there is no pledge process, and no one must pray, disclose or pay at the event.
8. Run daily status checks for safety, misinformation, comments, funds and broken links.
9. Pause scheduled content during a crisis or material error; use the crisis approval chain.
10. Close out leads, applications, events, service and finances within five business days.

Recruitment conversion without pressure

Track: consented leads; attended; application started/submitted; conditionally accepted; dues resolved/waiver approved; orientation complete; active. Follow up within 48 hours, once again at seven days, and then stop unless the person opted into ongoing communication. No leader may promise acceptance, an executive role, lifetime pricing, campus recognition, scholarships, employment or tax benefits.

Day-six EFF control card

Before any EFF wording appears, record: campaign agreement ID; EFF owner/approver; exact beneficiary/purpose; start/end; approved statement; direct EFF URL; whether any goods/services are provided; fee/refund disclosures; financial reconciliation owner; media/logo permission; donor privacy terms; and closeout date. PGWS funds its own campaign expenses. EFF does not reimburse or share an EFF debit/Stripe account. If authorization is absent, use service/awareness only with no money collection.

Campaign plan template

- Chapter / campaign ID / annual dates:
- Owners and backups:
- Daily activity, event ID, location/link, capacity and target audience:
- Campus / National / safety / finance / brand approval IDs:
- Lead form URL and test result:

- Accessibility contact and accommodations:
- Day-six EFF agreement and direct link, or “no financial campaign”:
- Pink Brunch ID:
- Crisis pause owner and contact:
- Daily attendance/leads/service metrics:
- Closeout owner/date:

Success measures

Use reach only alongside meaningful outcomes: opt-in leads, completed applications, orientation completions, first-30-day retention, verified service outputs/outcomes, Pink Brunch experience, accessibility fulfillment, no unresolved incidents, and financial reconciliation. Follower count and appearance do not determine chapter standing.

OPS-04 — Chapter Launch, Chartering and 0–30–60–90 Readiness Playbook

CONTROLLED SOURCE | 04-chapter-launch-chartering-readiness.md

Status: WORKING DRAFT — DRAFT FOR ATTORNEY/CPA REVIEW **Owner:** National Chapter Expansion **Confidentiality:** Leader; legal/financial records restricted

No-authority notice

A submitted interest form, GroupMe invitation, interview, campus registration, provisional status or draft constitution does not authorize anyone to bind PGWS, use an EIN, claim tax exemption, collect funds, open accounts, sign contracts, order unapproved merchandise, issue member status, or represent that a chapter is chartered. Authority begins only with a written National decision specifying its scope.

Chapter stages

1. **Interest Group:** verified founder/cofounder interest; no chapter or financial authority.
2. **Provisional Chapter:** founding board selected, training underway, campus recognition in process; only listed provisional activities.
3. **Charter-Ready:** all P0 gates satisfied and evidence accepted; awaiting signed charter/activation.
4. **Active Chapter:** campus and National status current; operating within annual scope.
5. **Intervention / Suspended / Closed:** follows OPS-22; status is not hidden or improvised.

“Ruby Chapter of Distinction” may be an earned recognition, never a separate legal type.

0–30–60–90 plan

Days 0–10 — Validate and protect

- Create chapter candidate ID and school record; detect duplicates.
- Verify founder and cofounder personal/student emails, enrollment and availability.
- Send accurate mission, public promise, $20 fee, no-hazing/no-sorority and PGWS–EFF separation disclosures.
- Complete founder interview and conflict/relationship disclosure.
- Identify campus student-organization rules and an eligible campus advisor.
- Prohibit fundraising, dues collection, social-account creation and unofficial logos until authorized.

Gate 1: National records Accept to Interest / Hold for Information / Decline with reason category and review route.

Days 11–30 — Build the provisional team

- Minimum launch roles: President/Founder Lead, Secretary/Operations, Treasurer/Finance, Membership/Sisterhood and Service/Programs. Communications may combine with Secretary initially; President and Treasurer should not be the same person.
- Use the approved board application, eligibility verification and conflict disclosure.
- Complete Pearl Orientation and assigned Ruby Officer modules before access is issued.
- Draft only the approved campus constitution template; identify campus-editable fields.
- Advisor completes eligibility/agreement and emergency/campus contacts.
- Submit campus recognition packet; store receipt/status.

Gate 2: Provisional status requires approved founding slate, advisor, training plan, campus submission evidence and no open safety/identity conflicts.

Days 31–60 — Install systems and recruit safely

- National provisions chapter email using the approved naming convention and MFA.
- National authorizes social account, recovery owner and content approval roles.
- Configure P31 portal chapter, member status workflow and officer permissions.
- Open only the nationally approved/university-controlled financial path after legal/CPA gate. No founder-managed processor.
- Hold an approved interest meeting; collect consented leads; open national membership application.
- Plan first service project and Pink Brunch using OPS-10/13/01.
- Build semester success plan, risk register and calendar.

Gate 3: Charter-ready requires active official email/MFA, campus recognition or documented exception, approved finance path, founder-board training, minimum viable membership under adopted policy, dues process test and first-semester plan.

Days 61–90 — Activate and prove readiness

- Execute charter agreement and officer covenants with policy versions.
- Reconcile member roster, $20 dues/waivers and good-standing statuses.
- Conduct first meeting with quorum/recusal/minutes controls.
- Deliver one approved mission event or service activation and close it out.
- Run a simulated incident escalation, officer offboarding and financial reconciliation.
- Complete 30-day health check and correct red items.

Gate 4: Active status requires National activation decision and date, charter term, campus status, scope of authority, evidence list and next review. Nothing is backdated.

Charter-readiness checklist

- Candidate ID / school / state / campus organization office:
- Founder/cofounder identities verified:
- Advisor eligible/accepted:
- Board roles filled and conflicts reviewed:
- Required training complete by role:
- Campus constitution/status/evidence:
- Charter agreement version signed:
- Member minimum and roster verified:
- $20 dues/waiver reconciliation tested:
- Official email/MFA/recovery and social account active:
- Financial route, operator and account ownership approved:
- No unauthorized EIN, bank, payment processor or contract:
- Semester plan, meeting calendar, Pink Brunch, P31/Pretty Girl Week and service dates:
- Event/incident/access/offboarding simulations passed:
- Open risks and corrective owners/dates:
- National decision: Activate / Conditional / Hold / Decline:
- Scope, conditions, approver and timestamp:

Legal/EIN/banking escalation

If a campus requests an EIN, proof of tax exemption, incorporation, insurance, bank letter or contract signature, the chapter must open a National Legal/Finance ticket and upload the exact campus requirement. Students must not enter EFF or PGWS identifiers into forms without written case authorization. National determines whether the existing operator, university account, authorized branch record or a separately reviewed structure is appropriate. Any legal instrument or state filing remains **DRAFT FOR ATTORNEY/CPA REVIEW** until approved.

Founder communication tracker

Record message ID, recipient personal/student email, template version, sent time, delivery/bounce, reply, missing item, owner, due date and next action. A GroupMe message is supplementary, not the system of record for acceptance, authority, policy agreement or credential delivery.

OPS-05 — Membership Recruitment, Application, Acceptance and P31 Onboarding

CONTROLLED SOURCE | **05-membership-recruitment-onboarding.md**

Status: WORKING DRAFT — MEMBERSHIP/LEGAL REVIEW REQUIRED **Owner:** National Membership & Sisterhood **Audience:** Applicants, membership chairs, P31 coordinators and approved reviewers

Member journey control

One national record follows a woman from consented lead to alumna or withdrawal. Chapters may not maintain shadow applications, private initiation lists, or a separate local acceptance standard. Sisterhood Membership is participation in PGWS programs; it does not create LLC ownership, equity, profit rights or authority to bind PGWS.

Recruitment standard

Every recruitment touchpoint must state: Beauty in Christ mission; PGWS is not a sorority; no hazing/pledging/secrecy; the current $20 national membership fee and available hardship route; general time expectations; safety/reporting route; privacy notice; campus/National relationship; and PGWS–EFF separation. Prospects may attend public events without becoming members or praying, disclosing, paying or applying.

Interest meeting 60-minute model

1. Welcome/access/no-pressure notice — 5 minutes
2. Beauty in Christ story, mission, symbols and Scriptures — 10 minutes

3. What membership includes and does not include — 10 minutes
4. Seven-stage journey, $20 fee, time and signature experiences — 10 minutes
5. Safety, anti-hazing, rights, privacy and support — 8 minutes
6. Current chapter opportunities and service — 7 minutes
7. Questions and optional application next step — 10 minutes

Lead collection requires separate consent for application reminders, marketing email and text. Follow up within 48 hours, at seven days if consented, then stop unless ongoing contact was selected.

Application workflow and service levels

Status	Entry condition	Owner/action	Target
Started	Applicant opens form	Save only with notice/consent; auto-confirm	Immediate
Submitted	Required fields and acknowledgments complete	Duplicate/eligibility/privacy screen	2 business days
Needs information	Specific verifiable item missing	Send one clear request and deadline	5 business days to respond
Under review	Complete record	Two-reviewer or rule-based review; conflicts recuse	5 business days
Conditionally accepted	Published criteria met	Send conditions, fee/waiver, orientation and deadline	Same business day
Waitlist/rolling file	Capacity or chapter timing prevents activation	State no guarantee and next review window	Date-specific notice
Declined	Published criterion not met	Neutral reason category and factual correction route	Written notice
Active	Fee/approved waiver, covenant, orientation and chapter assignment complete	Issue member ID/status/access	1 business day
Withdrawn	Applicant/member voluntarily exits	Stop renewal/contact as requested; close access/data schedule	2 business days

No automated or reviewer decision may use appearance, popularity, follower count, fundraising capacity, disability/accommodation, refusal to pray publicly, protected reporting or ability to buy clothing/attend paid events.

Canonical application fields

Required: application ID; legal/preferred name; personal email; student email; school and campus; academic classification; expected graduation; age confirmation only where necessary; chapter/national pathway; mission/service interest; availability; acknowledgment of Christ-centered mission, no-hazing rules, $20 fee, privacy notice and member rights; typed signature; submission timestamp.

Conditional/optional: phone/text consent; pronouns; accessibility request through a private channel; referral source; skills/interests; emergency contact only when justified for approved activities; photo/video/story/directory consents as separate unchecked choices; reference only for leadership roles, not ordinary membership. Do not collect GPA, student ID, date of birth or sensitive spiritual/health information unless a documented purpose and access/retention rule exists.

Conditional acceptance notice contents

The notice must say "conditionally accepted," not active, until the listed conditions are complete. Include applicant name/ID, chapter, $20 fee link or private hardship request route, adopted refund/duplicate-payment rule, covenant link/version, Pearl Orientation/P31 Experience access, deadline, help/accessibility contact, anti-hazing/reporting link, what happens if the deadline passes, and confirmation that a hardship request does not count against membership.

P31 onboarding checklist

- Identity and member ID verified; duplicate records resolved.
- $20 status: paid / approved waiver / sponsored under adopted policy / not due; receipt stored.
- Sisterhood covenant and current policies affirmatively accepted.
- Pearl Orientation complete: Beauty in Christ; mission/promise; rubies/pearls; member rights; PGWS vs EFF; no-sorority/no-hazing; safety/reporting; money/data/media; signature experiences.
- Chapter and official communication channels assigned with consent.
- Mentor preference collected separately; no pairing forced.
- First meeting/service/Pink Brunch information sent.
- Becoming Ceremony invitation offered as voluntary; no secret eligibility requirement.
- 14- and 30-day check-ins scheduled.

Becoming and active status

The governance suite's Ruby & Pearl Becoming Ceremony is the only official induction. It is public in meaning and voluntary. Declining photography, public prayer, testimony, physical touch, costly attire or the ceremony itself does not cancel otherwise valid membership. If an adopted policy requires a recognition step, an accessible private/virtual alternative must exist.

Withdrawal and cancellation form

- Member/application ID, name and chapter:

- Requested status: stop application / withdraw membership / leave chapter but remain national / communication opt-out / data request:
- Effective date:
- Optional reason (never required):
- Outstanding property, access, reimbursement or safety concern:
- Refund request, if any, routed under adopted policy:
- Directory/media consent withdrawal scope and prospective effect:
- Records retained and deletion date/category:
- Processed by / timestamp / confirmation sent:

Safety reports, financial records and legal holds may be retained separately as allowed by adopted policy; the confirmation explains this without exposing confidential case facts.

Recruitment event/lead closeout

Record event ID, registered/attended, consented leads, application conversion, accessibility fulfillment, complaints/incidents, source/creative ID, cost and lessons. Delete paper sign-in sheets after secure entry and verification. Never upload a public spreadsheet of prospects.

OPS-06 — Member/Officer Roster, $20 Dues Reconciliation and Good Standing

CONTROLLED SOURCE | **06-roster-dues-good-standing.md**

Status: WORKING DRAFT — DRAFT FOR ATTORNEY/CPA REVIEW **Owner:** National Membership + Finance **Confidentiality:** Leader; payment and hardship records restricted

Single source of truth

The national member registry is the authoritative record. Chapter spreadsheets are approved exports only. A chapter may not create duplicate member IDs, change payment status, collect the national fee through a personal account, or withhold membership because a hardship request is pending.

Member status model

Pending Application → Needs Information / Under Review → Conditionally Accepted → Onboarding → Active → Inactive / Leave / Alumni / Withdrawn. Administrative Hold, Probation and Terminated require the adopted due-process policy; Safety Hold is restricted and never displayed in ordinary rosters.

Status changes require a reason code, authorized actor, timestamp, source policy version, effective date and notice ID. Correcting a data error is not discipline.

Canonical roster fields

- Member ID; chapter ID; legal and preferred name.
- Personal and student email with verification status; phone only if consented.
- School/classification/expected graduation.
- Application, conditional acceptance, covenant and orientation dates/versions.
- Membership status and effective date.
- Dues obligation period, amount due, paid/waived/sponsored/not-due status, transaction/waiver ID and receipt date.
- Officer role, term, training, access bundle and conflict disclosure.
- Participation summary and service hours as aggregates; sensitive case details excluded.
- Media/directory/email/text consent flags and dates.
- Accommodation contact flag only; details stored separately.
- Graduation/alumna/withdrawal and retention-review dates.

$20 reconciliation controls

1. National creates the fee obligation; chapters cannot edit amount or due date.
2. Member pays through the approved PGWS checkout or receives a documented waiver/sponsorship under the adopted policy.
3. Processor event creates a transaction record; a separate reconciliation process matches settlement, fee, refund and dispute.
4. Membership Chair sees status, not card/bank data or hardship narrative.
5. Treasurer sees transaction/settlement totals; only designated reviewers see waiver details.
6. Duplicate payments, failed payments, refunds and chargebacks create cases; status does not silently change.
7. Monthly chapter roster totals must equal National member statuses; differences are resolved by member ID, never by name alone.
8. Local fees, if later allowed, require a separate adopted policy, approval and clearly separate invoice. No local fee is implied here.

Monthly reconciliation form

- Chapter / period / prepared by / date:
- Opening active members:

- Conditionally accepted / activated / withdrawn / graduated / transferred:
- Closing active members:
- $20 obligations created:
- Paid count/amount; waived count/amount; sponsored count/amount; pending; failed; refunded; disputed:
- Processor gross / fees / refunds / disputes / net / settlement IDs:
- Registry-to-processor variance and explanation:
- Roster-to-registry variance and correction case IDs:
- Unsupported/off-platform collections found? amount/action:
- Treasurer certification / Membership Chair certification / National reviewer / timestamp:

Good-standing standard

Good standing is an administrative status based only on published, adopted criteria: active membership; current covenant/policy acknowledgment; resolved national fee or approved hardship status; required safety/orientation training; and no active final sanction. Attendance and service expectations must include approved accommodations/leave. Fundraising totals, popularity, donations, appearance, apparel purchase, prayer/testimony or paid-event attendance are not criteria.

Monthly good-standing review

System flags should say “review required,” not automatically punish. Notify the member of the specific missing item, accessible completion path, support contact and correction deadline. Record reminder attempts, response and resolution. Any restriction beyond ordinary inactive status follows due process.

Officer roster control

Officer fields include role, start/end, eligibility verified, conflict disclosure, Ruby Officer training, system access, finance authority, successor and transition case. A person may not receive production access merely because a chapter submitted her name. President and Treasurer should not be the same person; exceptions require written National risk approval. Access expires automatically at term end unless renewed.

Roster certification

At month end, President and Membership Chair certify active/pending/alumni counts; Treasurer certifies only payment reconciliation; Advisor confirms campus roster where required; National accepts/rejects with findings. Certification means records are complete to the signer’s knowledge, not that the signer personally guarantees another person’s conduct.

OPS-07 — Semester Planning, Officer Reporting and Chapter Health Score

CONTROLLED SOURCE | 07-semester-planning-reporting-health-score.md

Status: WORKING DRAFT **Owner:** National Chapter Success **Audience:** Chapter board, advisor, National reviewers

Semester success plan

Open one plan at least 30 days before classes or within 10 days of provisional approval. Every goal must have baseline, target, owner, due date, budget, dependency, evidence and RAG status.

Required planning domains:

- Beauty in Christ/P31 formation;
- membership recruitment, onboarding, retention and $20 reconciliation;
- fall/spring Pink Brunch;
- Pretty Girl Week or P31 Month/Week as applicable;
- service project and verified impact;
- leadership training and succession;
- campus recognition/advisor compliance;
- finance, fundraising/partnership approvals and reconciliation;
- safety, accessibility, data and risk;
- communications/content and brand;
- member feedback and alumnae/mentorship.

National requirements are entered from a controlled registry; chapters may not copy last year's spreadsheet or invent conflicting minimums.

Goal record

- Goal ID / domain / objective:
- Baseline / target / measurement method:
- Owner / backup / deadline:
- Budget/account / approval IDs:
- Dependencies/risks / mitigation:
- Milestones and evidence links:
- Monthly RAG status and narrative:

- Outcome / lessons / carry-forward:

Officer monthly impact and risk report

Due by the fifth business day. Each officer reports accomplishments with evidence, work in progress, next-month commitments, KPI values, budget variance if applicable, risks/blockers, support needed and actions overdue. A yes response to a safety, harassment, financial-control, data-security or legal concern routes immediately to the proper restricted workflow; the monthly report must not contain sensitive details.

Role KPI examples

- President: compliance/actions closed, board attendance, unresolved risks.
- Secretary/Operations: minutes timeliness, action aging, records/version compliance.
- Treasurer: reconciliations complete, variance, missing receipts, overdue closeouts.
- Membership: applications SLA, activation, retention, roster/dues variance.
- Programs/P31: approvals on time, attendance, accessibility, learning results.
- Service: partner approvals, verified output/outcome, incidents, hour corrections.
- Communications: approved content rate, accessibility/alt text, response SLA, account security.

Chapter health score (100 points)

Domain	Weight	Evidence examples
Governance and campus compliance	20	Charter/campus/advisor current; decisions/minutes; training
Membership and sisterhood	18	Accurate roster, onboarding SLA, retention, feedback, dues reconciliation
Programs and service	18	Signature experiences, verified service, outcomes, accessible delivery
Financial stewardship	15	Budget, approved account, reconciliation, receipts, closeouts, no commingling
Safety, care and accessibility	15	Trained leaders, incident routes, accommodations, risk review, no open critical gaps
Data, technology and continuity	8	MFA, least privilege, record controls, transitions, no personal-system dependence
Brand and communication	6	Approved assets, consent, alt text, response/crisis controls

Scoring uses evidence accepted by a reviewer. A chapter cannot score its way around a P0 breach: hazing, unauthorized account/EIN/contract, unreported serious incident, material data breach, commingling or refusal to return access triggers intervention regardless of total.

Statuses: Launch/Provisional; Active (80+ with no P0 breach); Active with Improvement Plan (65–79); Intervention Required (below 65 or material control failure); Suspended/Closed only through adopted process. Exceptions/accommodations are documented and do not reduce the score.

Monthly dashboard row

- Chapter / month / reviewer:
- Active/pending/alumni; new/withdrawn; retention:
- Dues paid/waived/pending/variance:
- Events planned/approved/completed/closed:
- Service participants/hours/output/outcome:
- Pink Brunch/P31/Pretty Girl Week progress:
- Budget vs actual; unreconciled items; open reimbursements:
- Training completion by role:
- Open risks by severity and overdue actions:
- Access/MFA/offboarding exceptions:
- Health score/domain scores/status:
- Corrective owner, milestone and next review:

Semester closeout

Within 10 business days after the term: certify roster; reconcile every account; close events/fundraisers/service; archive minutes/evidence; review risks; collect member feedback; document outcomes; transition graduating/officers; confirm next-term campus/advisor dates; and submit lessons. National records Accepted / Accepted with Corrections / Reopened and a timestamp.

OPS-08 — Officer Change, Transition and Access Transfer Workflow

CONTROLLED SOURCE | 08-officer-transition-access-transfer.md

Status: WORKING DRAFT — SECURITY/LEGAL REVIEW REQUIRED **Owner:** National Chapter Success + Technology **Confidentiality:** Leader; personnel findings restricted

Trigger and deadlines

Open a transition case immediately for term end, resignation, leave, eligibility change, removal, safety hold, chapter suspension or death/incapacity. Safety/security removals may require immediate access suspension; ordinary planned transitions begin at least 30 days before term end.

- Within 24 hours of unexpected vacancy: chapter notifies National/advisor; interim owner named.
- Immediate when risk requires: revoke or restrict access; preserve records; never delete evidence.
- Within 2 business days: scope vacancy, property, funds, deadlines and campus update.
- Before successor access: eligibility, conflict disclosure, covenant and required training verified.
- Within 5 business days after successor approval: knowledge/property/files transferred.
- Within 10 business days: financial/signatory/campus roster updates and National closure review.

These deadlines replace conflicting seven-/ten-day legacy forms.

Case workflow

1. Create transition case ID; classify planned/unplanned/safety/confidential.
2. Record role, outgoing officer, effective time, reason category and notice—not confidential allegations in the ordinary record.
3. Inventory every system, account, shared drive, device, key, vendor, contract, project, payment authority, social account and physical asset.
4. Suspend high-risk permissions as needed; set data-preservation hold.
5. Select interim/successor through adopted process; record vote/appointment, recusals and campus approval.
6. Verify successor training, dues/member status and role eligibility.
7. Transfer ownership using platform functions; reset MFA/recovery; do not share passwords.
8. Complete knowledge handoff, action register and financial reconciliation.
9. Obtain outgoing data-return/deletion certification where appropriate; inability/refusal escalates.
10. National Technology and Chapter Success verify, then close or reopen.

System-by-system transfer record

Asset/system	Previous role/owner	New role/owner	Permission before/after	Transfer method	Verified by/date
Official chapter email				Platform admin transfer + MFA reset	
Shared drive/hub				Ownership and group-role update	

Asset/system	Previous role/owner	New role/owner	Permission before/after	Transfer method	Verified by/date
P31/member portal				Role bundle change	
Finance/bank/processor				Authorized signatory/read-only update	
Social accounts				Business-manager/recovery transfer	
Campus portal/roster				Campus officer update	
Vendors/contracts				Written contact update	
Devices/keys/property				Receipt/serial handoff	

Knowledge handoff packet

Include role SOP; term calendar; recurring deadlines; open actions/risks; approved budget and actuals; unreconciled items; contracts/vendor contacts; active events/campaigns; member communications due; document locations; lessons; and 30-day priorities. Exclude confidential case details the successor is not authorized to see.

Outgoing certification

The outgoing officer identifies returned property, transferred records, outstanding obligations, personal devices/accounts containing PGWS data, and deletion completion. The statement protects legal/safety holds and the right to make good-faith reports; it is not a blanket release or nondisparagement clause.

Closure checklist

- Case and effective dates; notice delivered.
- Successor/interim authority and campus update accepted.
- Training/eligibility complete.
- Every system row verified; former permissions tested as removed.
- Bank/processor/signatory changes independently confirmed.
- Finance reconciliation and property receipt complete.
- Data hold/return/deletion status recorded.
- Member/external communication sent without confidential detail.
- Open issues assigned with dates.
- National Technology and Chapter Success closure approvals.

OPS-09 — Chapter Meeting Agenda, Minutes, Decisions and Action Register

CONTROLLED SOURCE | 09-meetings-agenda-minutes-actions.md

Status: WORKING DRAFT **Owner:** National Operations / Chapter Secretary **Confidentiality:** Member by default; confidential session records restricted

Meeting control

Each meeting receives a meeting ID, type, date/time/time zone, location/link, chair, secretary, access class, agenda version, attendance/quorum rule and related term. Do not mix confidential safety/personnel matters into ordinary minutes.

Agenda template

- Meeting ID / chapter / type / date/time/time zone / location:
- Chair / secretary / timekeeper / accessibility contact:
- Objective(s) and expected decisions:
- Quorum rule and anticipated voting members:
- Pre-read links and distribution date:
- Consent agenda: prior minutes, routine reports, approved recurring items:
- Opening/access notes and voluntary prayer:
- Required dashboard: P31/Beauty in Christ, membership/$20 reconciliation, service, Pink Brunch/signature experience, finance, safety/accessibility, campus/National, technology/access:
- Old business/action aging:
- New business items, owner, decision type, policy/authority basis, time allotment:
- Confidential items moved to restricted session:
- Announcements/next meeting/adjournment:
- Prepared by / approved for distribution / version:

Members may request an accommodation or submit an agenda item through a private route. Prayer participation is voluntary.

Conflict and recusal

Before a material decision, ask for conflicts. Record who disclosed, general category, whether she left discussion/vote, and quorum after recusal. Do not publish private financial/relationship detail. The chair cannot ignore a conflict because the vote seems unanimous.

Minutes template

- Meeting ID/version/classification; date/time/start/end; location/link.
- Attendees by member ID/role; guests; absences; quorum confirmed and basis.
- Consent agenda items approved/removed.
- Each report summarized with evidence/link and risk/action—not verbatim conversation.
- For each motion: exact text, mover/seconder if required, authority, conflicts/recusals, vote counts/abstentions, result and effective date.
- Financial decisions: amount, purpose, account, budget line, required approvals and reimbursement/contract reference.
- National/campus directives received and owner/date.
- Actions created/updated/closed.
- Confidential session occurred? restricted record ID only.
- Adjournment and next meeting.
- Drafted/approved dates and approvers.

Action register

Action ID	Meeting/decision	Owner	Due	Priority	Status	Evidence	Blocker/escalation

Statuses: Open; In Progress; Waiting External; Blocked; Complete-Pending Verification; Closed; Canceled with reason. Overdue high-risk actions appear in the monthly officer report and chapter health score.

Approval and retention

Draft minutes are distributed within three business days; corrections identify the changed fact; approval occurs at the next meeting or via permitted digital process. Final minutes are locked with version/timestamp. Confidential case minutes are stored separately with least privilege. Prayer details, sensitive member disclosures, card/bank information and unverified allegations are never included.

OPS-10 — Program and Event Intake, Risk Approval and Closeout

CONTROLLED SOURCE | 10-program-event-risk-approval.md

Status: WORKING DRAFT — DRAFT FOR ATTORNEY/INSURANCE REVIEW **Owner:** National Programs + Safety **Rule:** No promotion, registration, contract, purchase or fund collection before required approvals

One event record

Every workshop, meeting open to guests, brunch, retreat, service project, fundraiser, trip, virtual program or recurring series receives an event ID and one intake record. Separate connected approvals (finance, partner, travel, EFF campaign, media) attach to that ID.

Risk tier

- **Tier 1 — Routine:** ordinary campus room; enrolled adults; no travel, food preparation, money collection, contract, outside speaker with access to member data, minors or physical activity.
- **Tier 2 — Elevated:** food/allergens, ticketing, vendor/speaker, off-campus location, moderate physical activity, transportation, alcohol present by venue, sensitive topic, large crowd or meaningful data collection.
- **Tier 3 — High:** minors, overnight/out-of-state travel, high-risk activity, medical/wellness service, significant contract, security threat, event benefiting EFF, media production with sensitive stories, or any issue National/insurer classifies high.

Chapters may raise but not lower a tier. Tier 3 requires National Safety and appropriate legal/insurance review; campus approval alone is not sufficient.

Intake fields

- Event ID / chapter / submitter / owner / backup.
- Name, type, purpose, Beauty in Christ/P31/service objective and measurable outcome.
- Date/time/time zone, location/link, capacity, audience, age/minor screen.
- Campus reservation/recognition and required approvals.
- Program content, facilitator, speaker/vendor/partner IDs and conflicts.
- Registration fields, privacy notice, retention, media/story/directory consents.
- Accessibility, communication, sensory, dietary and prayer-participation alternatives.
- Food/menu/allergens; travel/driver/lodging; physical activity; waivers; insurance.

- Emergency plan, campus safety, 911/988/Title IX routes, weather/cancellation.
- Budget, account, price/refund, contract, sponsor/fundraiser/EFF classification.
- Promotion assets, statements, QR/link and approver.
- Risk tier, mitigations, residual risk owner.

Approval state machine

Draft → Submitted → Needs Information → Under Campus Review / National Program Review / Safety Review / Finance Review / Legal-Insurance Review as applicable → Approved with Conditions / Approved / Declined → Ready to Promote → Ready to Operate → Completed-Pending Closeout → Closed or Reopened.

Only the system changes state. A text, GroupMe reaction or verbal “looks good” is not approval. Approved-with-conditions must list owner and due date; promotion remains locked until preconditions are verified.

Vendor/speaker/service-partner diligence

Record legal/individual name, contact, services, references, conflicts, reputation/sanctions screen where lawful, insurance/licensing where needed, minors/data access, fees, cancellation, content/faith/brand fit, accessibility, contract owner, deliverables and post-event rating. Volunteers are not exempt from safety screening.

Accessibility and dignity standard

Registration states how to request accommodations confidentially. Provide accessible venue/link/materials, captions/microphone/readable text, dietary/allergen notice, alternatives to standing/touch/prayer/testimony/photo, no forced personal disclosure, and a no-retaliation route. The event owner confirms delivery rather than merely offering a checkbox.

Day-of command card

- Event Lead and backup.
- Safety/Accessibility Lead.
- Campus security / 911; 988; Title IX/confidential advocate; venue contact.
- Headcount/capacity and check-in owner.
- Emergency exits, shelter/evacuation and weather trigger.
- Medical/allergen/minor/travel controls applicable.
- Media consent identification.
- Funds/checkout owner; no personal collection.

- Incident documentation owner who is not the sole responder.
- Stop/cancel authority and communication script.

Closeout within five business days

Report registered/attended; audience; objectives/results; participant feedback; accessibility requests fulfilled; incident IDs; budget/actual/variance; settlement/deposit/reimbursement; vendor/sponsor deliverables; service outcomes; media approved; data deletion/archive; lessons and corrective actions. Contracts, receipts, rosters and consents follow their retention class; sensitive information is not bundled into a public event folder.

Post-event report

- Event ID / actual start-end / attendance / no-shows:
- Outputs/outcomes and evidence:
- Access/accommodation result:
- Incident/complaint IDs (no details here):
- Income/expense/net/settlement and closeout IDs:
- Partner/vendor performance:
- Media assets approved/restricted/deleted:
- What worked / what changes / owner/date:
- Event Lead, Treasurer, Safety Lead and reviewer certifications:

OPS-11 — Fundraising, Sponsorship, Partnership and In-Kind Gift Workflow

CONTROLLED SOURCE | 11-fundraising-sponsorship-partnership.md

Status: WORKING DRAFT — DRAFT FOR ATTORNEY/CPA REVIEW **Owner:** National Finance + Partnerships **Confidentiality:** Leader; contracts/tax/bank records restricted

Fundamental classification

Before naming, pricing or promoting an activity, select exactly one:

1. PGWS membership/program revenue — owned and processed by PGWS through an approved account.
2. PGWS fundraiser for PGWS — proceeds remain PGWS funds and are not described as charitable/tax-deductible.

3. PGWS campaign supporting EFF — requires a written PGWS–EFF campaign agreement; contributions flow directly to EFF or are transferred exactly as authorized; EFF issues any eligible acknowledgment.
4. EFF-owned/adopted charitable activity — EFF controls beneficiary, funds and records; chapter acts only within written authorization.

The one-direction wall controls: PGWS may donate/support EFF; EFF does not fund, reimburse, lend to, guarantee or cover PGWS operations. Shared projects must allocate each entity's direct costs in writing; no circular transfer.

Intake packet

- Request/campaign ID, chapter, owner, dates and classification.
- Purpose, beneficiary, use of proceeds and restricted/unrestricted status.
- Revenue model: donation, ticket, product, sponsorship, grant, peer campaign or other.
- Price/ask, volume, gross, platform/merchant owner, fees, refunds/chargebacks and projected net.
- Exact public claims, tax language, beneficiary percentage/dollar and start/end.
- Vendor/product/fulfillment, inventory, sales tax, shipping, returns and consumer support.
- Sponsor/partner identity, legal entity, contact, tax form where appropriate, reputation/sanctions/reference checks, conflicts.
- Benefits/deliverables, exclusivity, fair-market-value considerations, data/media/IP, minors, insurance, cancellation and contract.
- Cash/custody/deposit controls; personal apps prohibited.
- Marketing assets and approval.
- Reconciliation and closeout owner/date.

Approval gates

Finance approves account, pricing, budget, fees, settlement and reconciliation. Partnerships approves fit/diligence/benefits. Brand approves claims/logos. Legal/CPA reviews contracts, charitable statements, raffles/games, cause marketing, restricted gifts, grants, tax receipts or multi-state issues. EFF's authorized representative and, where required, disinterested decision makers approve EFF activity. No chapter officer signs unless listed in the authority matrix.

Approval expires on the listed date. Material changes in price, platform, beneficiary, dates, product, sponsor, claim or contract require reapproval.

Prohibited practices

- Personal Cash App/Venmo/Zelle/PayPal, personal Stripe/Jotform processor or cash storage.

- “Tax-deductible,” “501(c)(3),” EFF EIN/logo or “all/portion of proceeds” without exact written approval.
- Raffle, sweepstakes, gambling, pay-to-play chance, alcohol promotion or cause-marketing claim without review.
- Member fundraising quotas tied to membership, office, ceremony, awards or good standing.
- Sponsor access to member/applicant contact data without explicit lawful consent and agreement.
- Contract signing, grant application, restricted gift acceptance or merchandise production outside authority.

Sponsor/partner review form

- Legal name / DBA / address / website / owner/contact:
- Entity/tax/insurance/license evidence as applicable:
- Services/offer/ask and value:
- Mission/Beauty in Christ alignment; concerns:
- Conflict disclosures/recusals:
- References/reputation/sanctions/adverse findings and reviewer:
- Data, minors, safety, travel, media, IP and accessibility:
- Contract/deliverables/cancellation/exclusivity:
- Approval: approved / conditions / declined / expires:
- Authorized signer and decision IDs:

EFF campaign authorization card

- Agreement ID; campaign name; EFF owner; PGWS owner.
- Exact purpose/beneficiary and financial flow.
- Approved public language and direct EFF URL.
- Contributions vs purchase disclosure; goods/services value if relevant.
- Start/end; geographic/channel limits; logo/brand terms.
- Expense responsibility (PGWS expenses remain PGWS unless written lawfully otherwise; chosen policy prohibits EFF operational subsidy).
- Data controller, donor acknowledgment and reporting.
- Reconciliation, transfer (if permitted), closeout and records.

Closeout

Within two business days after settlement, reconcile orders/donations/sponsors to processor and bank; refunds/chargebacks; inventory/fulfillment; deposits; restricted amounts; EFF direct totals; fees/expenses/net; missing receipts; sponsor deliverables. Within ten business days submit outcomes, approved transfer evidence, EFF acknowledgment of receipt if applicable, remaining inventory/data disposition, complaints and lessons.

OPS-12 — Chapter Treasurer Finance Controls and Forms

CONTROLLED SOURCE | 12-treasurer-finance-controls-and-forms.md

Status: WORKING DRAFT — DRAFT FOR ATTORNEY/CPA REVIEW **Owner:** National Finance **Confidentiality:** Restricted Finance

Approved account model

Only accounts listed in the National authority register or controlled by the university under an approved arrangement may be used. No officer opens an EIN, bank, card, processor or payment form independently. EFF accounts, EIN, tax exemption, cards and Stripe are not PGWS resources. National read/audit access, MFA, statement delivery and successor controls are required where permitted.

Segregation and approval

The same person should not request, approve, pay and reconcile a transaction. The controlled finance policy/configuration defines approval thresholds; forms reference the current threshold rather than hard-coding a legacy amount. An officer never approves her own reimbursement or related-party payment. Conflicts and recusals are recorded.

Chart of accounts minimum

Income: national membership (National only), approved local/program fee, Pink Brunch, approved fundraiser, sponsorship, merchandise, other approved. Expenses: program, service, venue/food, supplies, travel, marketing, technology, merchandise/fulfillment, professional fees, PGWS-to-EFF approved support, refunds/chargebacks. Tag each restricted/unrestricted, program/event/campaign ID and funding owner.

Annual/semester budget form

- Chapter / fiscal and academic period / preparer / approvers.
- Opening cash by approved account; receivables/payables; reserve target.
- Each income line: account code, source, restriction, assumptions, projected and actual.

- Each expense line: account code, program ID, owner, projected and actual.
- Net change and ending balance; restricted balance; available operating balance.
- Variance amount/percentage, cause, corrective decision.
- Scenario: base / reduced income / approved growth.
- Board/advisor/National approval IDs and dates.

Transaction ledger fields

Transaction ID; date; type; account; payee/payer ID; vendor/member; description; program/campaign; account code; restriction; gross/tax/fee/net; payment method; requester; approver(s)/date; receipt/invoice; settlement/deposit; bank statement month; reconciliation status; conflict/related party; correction/reversal; notes. Never store card number, bank credentials or sensitive hardship narrative.

Purchase/reimbursement request

- Request ID / requester / chapter / date needed.
- Business purpose and program/event/budget line.
- Vendor/payee; quote/invoice; amount/tax/shipping; payment method.
- Contract/partner approval ID; related-party conflict.
- Budget remaining and funding restriction.
- Preapproval decision/conditions.
- For reimbursement: proof paid, itemized receipt, no alcohol/personal expense, submission date.
- Independent approver(s), payment ID/date and recipient confirmation.

Emergency spending follows adopted policy and requires after-the-fact documentation; “urgent” does not authorize personal account use or bypass a known contract/safety restriction.

Deposit and settlement form

- Deposit ID / source/campaign/event / processor/bank.
- Sales/donations/orders count; gross; discounts/refunds; processor fees; chargebacks; expected net.
- Actual settlement amount/date/reference.
- Cash received, if exceptionally authorized: two-person count, receipt range, deposit time, variance.
- Restricted amount/purpose; EFF amount only under agreement.
- Variance/research/correction case.
- Prepared/reviewed and statement match.

Monthly bank reconciliation

1. Record opening statement balance.
2. Add deposits in transit; subtract outstanding approved payments.
3. Record bank/processor fees, interest, refunds and disputes.
4. Compare adjusted statement to ledger balance.
5. Investigate every variance by transaction ID; never use a plug entry.
6. Attach statement, processor settlement report and outstanding-item list.
7. Treasurer prepares; independent authorized reviewer approves; National receives status/evidence.

Reconciliation form

- Account ID (masked) / statement period / opening and closing statement balance.
- Ledger opening/closing balance.
- Deposits in transit; outstanding payments; fees/interest; corrections.
- Adjusted balances and variance.
- Outstanding items older than policy limit and action.
- Unusual/duplicate/missing transactions and incident/case IDs.
- Prepared by/date; reviewed by/date; National status.

Restricted funds and EFF support

Funds restricted by a written agreement remain separately tagged and used only for that purpose. A PGWS-to-EFF contribution requires corporate/chapter approval, written campaign authority, direct transfer to EFF or approved process, receipt/acknowledgment and closeout. Once transferred, the money is an EFF asset and is not returned to PGWS. EFF does not pay PGWS bills or reimburse the chapter.

Reporting and retention

Monthly dashboard: budget/actual, cash, restricted balance, receivables/payables, unreconciled amount, refunds/disputes, open reimbursements, missing receipts, approved fundraising closeouts and anomalies. Retain according to the adopted schedule and any hold; store through restricted National systems, not personal email/drives.

OPS-13 — Service Project Approval, Hours and Impact Reporting

CONTROLLED SOURCE | 13-service-project-impact-reporting.md

Status: WORKING DRAFT — SAFETY REVIEW REQUIRED **Owner:** National Service & Impact **Audience:** Service chairs, members, advisors and National reviewers

Service principle

PGWS turns love into meaningful, dignifying service. Hours alone are not impact. Projects should be requested or informed by the partner, avoid savior language, protect beneficiary privacy, and document both output and an appropriate outcome.

Project intake and partner diligence

- Project ID; chapter; owner; date/time/location; participant age/capacity.
- Partner legal/name/contact; mission; requested need; references/approval ID.
- Activity/tasks; beneficiaries; accessibility; physical/health/data/minor/travel risks.
- Supplies, budget, contract, background/insurance requirements.
- Emergency/supervision/transportation/photo plan.
- Output (items, people served, sessions) and outcome measure (partner-confirmed usefulness, completion, follow-up).
- Independent vs chapter-sponsored service and eligible-hours rule.
- Risk tier and approvals.

Service connected to EFF must be classified: PGWS volunteer support, EFF-owned/adopted program or approved PGWS-supports-EFF campaign. EFF does not fund PGWS participation expenses.

Verified event roster

Member ID	Start	End	Break	Eligible hours	Task	Partner verifier/status	Correction ID

Use member IDs in system records; public certificates need only name, date, project and verified hours. Prevent duplicate entries across group and individual logs. Travel/social time, unapproved fundraising and attendance without service are excluded unless the adopted rule explicitly allows a category.

Individual independent service log

- Member ID / chapter / term.

- Organization/contact/location; date/start/end/break.
- Activity and service category.
- Was preapproval required/received? ID.
- Supervisor personal-free business contact and verification status.
- Risk/incident flag; evidence.
- Requested/approved/adjusted/rejected hours and reason.
- Member certification and Service Chair verification.

Members must not upload beneficiary names, medical/immigration/financial information or identifiable images without an approved purpose and consent.

Impact report

- Project ID / partner / actual attendance and unique participants.
- Verified direct/indirect hours by rule.
- Outputs, target vs actual.
- Outcome method/result and partner confirmation.
- Partner/member feedback and accessibility fulfillment.
- Budget/actual/in-kind value (do not inflate donated goods without method).
- Incident/complaint IDs; follow-up.
- Consent-approved media and alt text.
- Continuation/closure decision; owner/date.

Corrections and certificates

A member may request a factual correction with evidence. The system records original, reviewer, adjustment, reason and timestamp. Certificates are generated only from approved entries and include a verification ID/URL where available. Revoking a certificate requires a documented correction, not an unannounced deletion.

Semester roll-up

Report unique volunteers, verified hours, projects, partners, beneficiary categories, outputs/outcomes, repeat partner rate, incidents, accessibility and cost per outcome where meaningful. Do not claim lives changed, dollars saved or people reached without a defined, supportable method.

OPS-14 — Conflict, Grievance, Neutral Review and Appeal Workflow

CONTROLLED SOURCE | 14-conflict-grievance-appeal.md

Status: WORKING DRAFT — DRAFT FOR ATTORNEY/CAMPUS REVIEW **Owner:** National Member Care & Accountability **Confidentiality:** Confidential Case

Safety-first jurisdiction gate

Do not require confrontation, prayer, mediation, internal board review or chain-of-command completion for violence, threats, stalking, sexual misconduct, harassment/discrimination, hazing/coercion, retaliation, child/minor concerns, medical/mental-health emergency, suspected crime, financial theft/fraud, data breach or imminent safety. Use 911/988, campus safety, Title IX/confidential advocate, mandatory-reporting and law-enforcement routes as appropriate, then notify the designated PGWS route without delaying external help.

Officers are not investigators, therapists, clergy or attorneys. They preserve information, protect privacy, avoid promises of absolute confidentiality and route the case.

Issue pathways

- **Ordinary interpersonal conflict:** optional self-reflection, direct conversation or supported conversation only when safe and voluntary.
- **Policy/performance concern:** documented coaching/corrective process under the governance policy.
- **Grievance:** written concern about conduct, decision, unfair treatment, accessibility, retaliation or process.
- **Incident/safety:** OPS-18 immediately.
- **Appeal:** review of a final internal decision for listed grounds.

Choosing not to mediate does not create misconduct. Good-faith reporting and lawful campus/external rights are protected.

Grievance intake

- Case ID / submitted date / preferred safe contact/time / accommodation.
- Reporter identity or anonymous channel; relationship/chapter.
- Issue category; people/roles involved; date/location.
- Immediate safety? minors? medical? Title IX/campus/police/other report status.

- Factual description; policy/decision challenged if known.
- Evidence/witness sources; do not solicit unauthorized recordings.
- Requested interim protection and desired resolution.
- Confidentiality limits acknowledged.
- Conflict/recusal screen; assigned reviewer; next-update date.

Voluntary supported resolution

Allowed only for ordinary conflict, with informed consent, neutral facilitator, option to stop, no power imbalance that makes participation unsafe, no forced apology/forgiveness/prayer, and no waiver of reporting rights. Record goals, agreed behaviors, owner/dates and check-in—not intimate conversation details. Failure to agree routes to review, not automatic discipline.

Neutral review

1. Confirm jurisdiction and external/campus coordination.
2. Screen reviewer conflicts and independence.
3. Send written notice of issues/policies, process, response opportunity and interim measures.
4. Gather relevant information consistently; protect evidence and sensitive data.
5. Apply the adopted standard and severity factors; distinguish substantiated facts from uncertainty.
6. Produce written findings, rationale, proportional remedy, monitoring and appeal instructions.
7. Notify only those entitled to information; do not expose confidential outcomes to the chapter.

Emergency interim action protects safety/systems and is not a final finding. It receives regular review.

Appeal form and grounds

Appeal deadline and reviewer come from the adopted policy. Grounds: material procedural error; material new evidence unavailable with reasonable diligence; conflict/bias; unsupported finding; disproportionate remedy; or factual identity/data error. An appeal is not a complete retrial solely because someone dislikes the outcome.

- Case/decision ID; appellant; date received.
- Ground(s) and specific explanation/evidence.
- Requested result/accommodation.
- Timeliness/exception decision.
- Independent appeal reviewer and conflicts.
- Record reviewed; additional information allowed.
- Decision: affirm / modify / remand / reverse / correct fact.

- Rationale, effective date, notice, final internal review status.

Case status and communications

Received → Safety Triage → Jurisdiction/Conflict Review → Information Gathering → Response Opportunity → Findings Draft → Decision → Appeal Window → Appeal Review → Monitoring → Closed. Provide status updates at promised intervals even when no outcome is ready. Never promise secrecy or a guaranteed result.

Retention and reporting

Restricted files include intake, evidence, notices, interviews, findings, appeal and external/campus references. Ordinary minutes and health dashboards use case ID/status only. Retention follows the adopted schedule, legal/incident hold and campus/law requirements. Aggregate trend reporting excludes identifiable details.

OPS-15 — Communications, Social Media and Brand Operations

CONTROLLED SOURCE | 15-communications-social-brand.md

Status: WORKING DRAFT — BRAND/PRIVACY REVIEW REQUIRED **Owner:** National Communications **Audience:** Approved chapter communicators, officers and contractors

Voice and identity

PGWS communications are Christ-centered, warm, confident, specific, dignifying and useful. Lead with Beauty in Christ, not beauty performance. Never shame, manipulate, exaggerate urgency, exploit struggle, promise outcomes, imply sorority affiliation or use spiritual language to silence questions.

Canonical colors: Pretty Pink `#E88FB3`, Deep Ruby `#9F2852`, Pearl Cream `#FFF8F1`, Cocoa Ink `#2D2025`, Refined Gold `#C4A26A`. Pearls and rubies are meaningful accents, not clutter. Public mission: “Helping women find their beauty in Christ and use it to love, lead, and serve.” Public promise: “Find your beauty in Christ. Become rooted in purpose. Serve like Him.”

Official account control

National approves account creation, handle, display title and recovery owner. Use business/organization management, chapter email, MFA and at least two authorized administrators. Never tie the only recovery path to a founder’s personal phone/email. Record platform, URL/handle, account ID, owner/admins/roles, MFA/recovery, created/approved dates, content scope and transition date.

Access is least privilege and expires at term end. Officers must not share passwords in text/GroupMe. Suspected compromise routes as a security incident; pause posts, preserve evidence, revoke sessions and notify National.

Content workflow

Idea → Draft → Rights/Consent Check → Brand/Accessibility Check → Program/Finance/Legal Review if triggered → Approved/Scheduled → Published → Moderated/Measured → Archived/Expired.

Every content record includes content ID, campaign/program/event ID, audience, platform, publish time zone, copy, asset, alt text/captions, CTA/URL/UTM, subjects' consent IDs, source/license, owner, approver/date, embargo/expiry, comment owner, performance and archive link.

Automatic review triggers: EFF mention/logo/fundraising; scholarship/tax/financial claim; paid partnership; sponsor/vendor; member story or sensitive need; minors; contest/giveaway; crisis/incident; political issue; health/legal advice; new program name/logo; merchandise. Chapters may not publish before triggered approval.

Media/story/directory consent

Photo, video, story quote and public directory are separate opt-ins. Membership, office, service credit and access cannot depend on consent. Record purpose, channels, term, archival use, withdrawal route and guardian approval when applicable. Withdrawal stops future use where feasible but may not remove completed print/publication already distributed; explain accurately. Do not tag location in real time when safety is a concern.

Accessibility checklist

- Meaningful alt text; decorative images marked accordingly.
- Captions/transcript for video; no information conveyed only by music/color.
- Readable contrast, text size, line length and mobile crop.
- No flashing/rapid motion; camel-case hashtags.
- Plain-language CTA and descriptive link text.
- Contact for accessible alternative.

Comment and inbox moderation

Respond within the defined SLA. Hide/remove only under published standards (doxxing, threats, harassment, spam, illegal content, confidential data), not ordinary criticism. Screenshot/preserve safety threats before removal and escalate. Never debate confidential cases or disclose membership/payment status publicly. Move account or application help to a private official channel.

Crisis pause

National or designated incident lead may pause scheduled content for safety, material error, death/emergency, legal issue, compromised account or misleading financial claim. Record pause reason, affected channels, removed/saved posts, approver and resume decision. Chapters do not improvise statements about investigations or victims.

Content calendar template

Content ID	Date/time/TZ	Campaign	Platform/type	Copy/asset	Consent/rights	Alt/captions	CTA/UTM	Owner	Approver/status	Expiry	Result

Required annual categories: chapter launch/recruitment; Pretty Girl Week; P31 Month/Week; Pink Brunch; service/impact; member resources; leadership training; $20 membership explanation; safety/anti-hazing; alumnae; and approved EFF mission-partner work.

Local template controls

Approved editable fields: chapter/school name, approved date/time/location, chapter handle, accessibility contact, tested CTA/QR and approved campus/sponsor logo zone. Locked: PGWS logo proportions/colors, national program name, mission/promise, legal/tax/fee language and required disclaimers. Each Canva/source master must have template ID, owner, allowed edits, version, accessible export settings and deprecation date.

Brand/merchandise request form

- Request ID / chapter / requester / intended use/channel/quantity.
- Existing approved template/product? ID.
- Proposed copy, colors, symbol/lockup and vendor.
- Name/trademark clearance; third-party rights/licenses.
- Pricing/fundraiser/beneficiary claim and approval IDs.
- Printful/store route, fulfillment/returns and sales-tax owner.
- Approval/conditions/expiration; final proof/archive.

Chapters may not manufacture or sell local merchandise outside the adopted store/trademark standard.

OPS-16 — P31 Mentorship, Graduating Member and Alumnae Resources

CONTROLLED SOURCE | 16-alumnae-mentorship-graduation.md

Status: WORKING DRAFT — SAFEGUARDING/PRIVACY REVIEW REQUIRED **Owner:** National Sisterhood & Alumnae **Confidentiality:** Member; preferences/support needs restricted

P31 Sister-to-Sister mentorship

Mentorship is opt-in, goal-based and time-limited. Mentors are not therapists, academic advisors, financial advisors, clergy, attorneys or emergency responders. No pair may use mentorship to control relationships, faith practice, dress, money, labor, travel or membership status.

Eligibility and training

Verify active/alumna status, contact, boundaries training, anti-hazing acknowledgment, conflicts and any screening required for minors/sensitive programs. Explain confidentiality limits, 911/988/campus and PGWS routes. A member may decline, pause or request rematch without penalty.

Match form

- Match ID / chapter/program / term / coordinator.
- Mentor and mentee member IDs; verified personal email.
- Opt-in dates and communication consent.
- Goals/strengths/support preferences; availability/time zone/channel.
- Identity/preferences the participant chose to use in matching.
- Conflicts, prior relationship and do-not-match request.
- Meeting rhythm, communication hours and first date.
- Boundary acknowledgment/training versions.
- Midpoint/end check dates and rematch route.

Sensitive support needs are not placed in ordinary chapter files. Do not promise a perfect match.

Check-in and closure

At 14 days, midpoint and end: contact occurred, goals progressing, safe/respected, boundary concerns, missed-contact count, support/referral needed and continue/rematch/close. Coordinators record status, not conversation details. Two missed contacts trigger a check; safety issues route immediately.

Graduating member transition

Begin 60–90 days before expected graduation:

- Confirm graduation and personal email; student email may expire.
- Close or transition officer/access/property/finance responsibilities under OPS-08.
- Complete service and participation records; issue only verified certificates.
- Offer alumnae network, mentor/speaker/volunteer roles and directory/media choices separately.
- Collect chapter history/lessons with consent; no pressure to donate.
- Confirm communication preference and withdrawal/data rights.

Graduation transition form

- Member ID/name/chapter/expected graduation/degree.
- Officer/asset/access transition case ID.
- Personal email verified; student email expiration.
- Outstanding reimbursement/fee/property/status correction.
- Alumnae enrollment opt-in; region/industry/LinkedIn optional.
- Interests: mentor, speaker, service, chapter support, National volunteer.
- Newsletter/event/directory/media/donation choices, each separate.
- Completion/confirmation date.

Alumnae network

Alumnae participation does not create employment, ownership, governing authority or automatic access to chapter/member data. Roles have scopes, training, conflicts and end dates. Mentors/speakers are vetted for the assigned activity. Donations are voluntary and separate from network access.

Program measures

Track opt-in, match success/contact, rematch, goal progress, safety/boundary issues, mentor training, graduating transition completion and alumnae engagement. Do not report private goals, employment promises or unverifiable career outcomes.

OPS-17 — Chapter Technology, Data Access, Records and Offboarding

CONTROLLED SOURCE | 17-technology-data-access-offboarding.md

Status: WORKING DRAFT — DRAFT FOR SECURITY/PRIVACY/LEGAL REVIEW **Owner:** National Technology & Data Protection **Confidentiality:** Leader; access/incident records restricted

Identity and email provisioning

National creates official accounts only after chapter/role authorization and required training. Convention: `pgws.[approved-school-code]@[approved-domain]` for the chapter mailbox, with role-based aliases/groups where supported. Display title is always `[School] Chapter – Pretty Girls Who Serve`, not an individual's personal title.

Provisioning request: ticket ID, chapter, user/member ID, personal recovery contact stored securely, role, requested systems/permission bundle, training/covenant, start/end, requester, role owner, National approver. MFA is mandatory. Recovery codes remain in approved secure custody; no shared spreadsheet/password.

Least-privilege bundles

- President: chapter dashboard, ordinary records, approvals within authority; not automatic confidential case or bank credential access.
- Secretary/Operations: meetings, calendar, records; no hardship/payment or grievance details.
- Treasurer: finance records and approved account role; no application essays or confidential member care.
- Membership: applications/status/communication consent; payment status only, no processor credentials or hardship narrative.
- Communications: approved media/content/accounts; no applications, banking or cases.
- Safety/Case reviewer: assigned case only; not ordinary chapter-wide role by default.
- Advisor: campus-facing status and approved reports; access limited by agreement.

National administrators use separate named accounts and audit logs. Avoid global admin where a scoped role works.

Data classification and minimization

Public; Member; Leader; Confidential Case; Restricted Legal/Finance/Safety. Collect only what a workflow needs. Student IDs, exact birth dates, health/spiritual disclosures, addresses, bank/card data and case information require a documented purpose, restricted field and retention rule. No sensitive information in GroupMe, public drives, ordinary minutes or social DMs.

Records taxonomy and naming

Every record has object ID, owner, chapter, classification, version/status, created/updated, retention review and legal/incident hold. Use the controlled naming standard in OPS-00. Stable hub links point to the current approved version; drafts/superseded files are restricted.

Access review

Monthly: chapter admins, finance roles, social recovery, shared links and inactive accounts. Quarterly: every role against member/officer status/training/end date; orphan accounts; external apps; API tokens; personal forwarding; download/export logs. Findings receive severity/owner/due date.

Offboarding

Trigger on term end, role change, withdrawal, suspension, chapter closure, lost device or compromise. Suspend high-risk access immediately where needed; preserve records; transfer ownership through platform admin; reset MFA/recovery; revoke sessions/tokens; remove forwarding; retrieve devices/keys; certify return/deletion; test former access; notify the person and record appeal/correction route when applicable. Follow OPS-08/22.

Help and security incident routes

Routine access/bug requests use OPS-21. Lost device, credential exposure, account takeover, unauthorized export, misdirected sensitive email or public file is a security incident: preserve evidence, change credentials/revoke sessions, restrict links, assess affected data/people, notify National, follow legal/campus notice requirements and document remediation. Never ask a user to email a password, card number or verification code.

Access request/recertification form

- Ticket/user/member/chapter/role.
- System and exact permission requested; business need.
- Classification accessed and minimum scope.
- Training/policy version and completion.
- Conflict/segregation-of-duties check.
- Start/end; device/MFA status.
- Role owner and National approval.
- Quarterly recertify/modify/revoke decision and evidence.

Data export/delete request

Verify identity; record scope; separate access/correction/consent withdrawal/deletion; check legal/financial/incident hold; identify systems and third parties; approve lawful action; export securely; delete/retain by category; confirm completion and appeal/contact. Do not delete evidence or financial records to make an inbox look clean.

OPS-18 — Incident, Injury, Emergency and Escalation Protocol

CONTROLLED SOURCE | 18-incident-emergency-escalation.md

Status: WORKING DRAFT — DRAFT FOR ATTORNEY/INSURANCE/QUALIFIED PROFESSIONAL REVIEW **Owner:** National Safety & Member Care **Confidentiality:** Restricted Safety

Immediate action card

1. If danger, serious injury, medical crisis or suspected crime is occurring, call **911** or campus emergency services.
2. For suicide or mental-health crisis in the United States, call/text **988**; imminent danger still goes to 911.
3. Follow campus Title IX, confidential advocate, mandatory-reporting and emergency rules. Do not delay outside help to notify PGWS.
4. Move only if safe; do not investigate, diagnose, confront, mediate or promise secrecy.
5. Preserve relevant messages/files/items without public sharing or unauthorized recording.
6. Notify the designated National Safety route as soon as immediate safety allows.

PGWS officers are not counselors, clinicians, pastors, attorneys, police or forensic investigators. Use warm referrals and stay within role.

Incident categories

Medical/injury; mental-health crisis; threat/violence; sexual misconduct/Title IX; harassment/discrimination; stalking; hazing/coercion/retaliation; minor/safeguarding; missing person; transportation/travel; food/allergen; facility/weather; theft/fraud; data/cyber; media/reputation; other. Multiple categories may apply.

Restricted incident report

- Incident ID; reporter; preferred safe contact/accommodation.

- Date/time/time zone; location/event/project/chapter IDs.
- Category/severity; ongoing/immediate danger; minors involved.
- People affected and current safety/location; do not collect unnecessary diagnosis.
- Factual sequence observed/reported; distinguish direct observation from report.
- Immediate actions, first aid and who provided it.
- 911/EMS/campus safety/988/Title IX/police/child protection/insurer contacts, reference numbers and times.
- Witness/contact and evidence locations; no public uploads.
- Accessibility/language needs.
- Interim measures: access/event/contact restrictions, transport, safe contact, schedule changes.
- Required notifications and confidentiality limits explained.
- Assigned National owner, conflict screen, next update and follow-up.
- Injury/property/financial/data details and supporting records as applicable.

Never place a survivor's narrative, diagnosis or allegation in general minutes, GroupMe, chapter dashboard or event closeout; reference incident ID only.

Severity and escalation

- **Critical:** current threat, serious injury/death, suicide crisis, alleged assault, missing person, child abuse, major data exposure, material suspected theft/fraud. External emergency route plus immediate National executive/safety escalation.
- **High:** credible threat, repeated harassment/stalking, non-emergency injury needing care, hazing/coercion, significant financial/data control failure. Same-day National review and interim protection.
- **Moderate:** non-urgent injury/near miss, policy/safety concern with limited immediate risk. One-business-day review.
- **Low/near miss:** learning opportunity without injury/current threat. Record and mitigate; classification can be raised.

Chapter leaders may not downgrade to avoid reporting.

Care and warm referral

Ask: "Are you in immediate danger?" "Would you like help contacting campus/emergency/confidential support?" "What is the safest way to contact you?" Offer choices; do not require prayer, disclosure, forgiveness, mediation or continued participation. Explain what the leader may have to share and with whom. Follow up at an agreed safe time; if unable to reach and risk is imminent, use emergency guidance.

Evidence and communications

Preserve original files, metadata, screenshots, access logs, receipts and messages in the restricted system. Record collector/date/source and do not edit originals. Only the designated communicator addresses members/media/partners. Do not identify affected people or speculate on findings.

After-action review

After immediate response and without interfering with external processes: confirm safety/support; notification compliance; root contributing controls (not victim blame); finance/insurance/data actions; event/partner/account changes; owner/dates; policy/training updates; and closure/monitoring. Serious cases close only with authorized National review.

OPS-19 — Campus Advisor Handbook, Agreement and Campus MOU Template

CONTROLLED SOURCE | 19-campus-advisor-mou-partnership.md

Status: WORKING DRAFT — DRAFT FOR ATTORNEY/CAMPUS REVIEW **Owner:** National Chapter Expansion **Audience:** Campus advisors, student-organization offices and authorized PGWS representatives

Advisor purpose and limits

The advisor helps student leaders understand campus policy, access institutional resources, build continuity and escalate safety/compliance issues. The advisor does not automatically control PGWS membership decisions, sign PGWS contracts, access confidential cases/payment hardship, serve as a bank owner, provide therapy/legal advice or override National/campus legal duties.

Eligibility and annual agreement

- Advisor name/title/department/campus status and official contact.
- Campus eligibility verification and term.
- Training: mission/category; PGWS vs EFF; chapter authority; anti-hazing/safeguarding; Title IX/mandatory reporting; finance/data/access; incident routes.
- Expected cadence: board check-in at least monthly during term; readiness/signature-event review; transition support.
- Conflicts and related relationships.
- Confidentiality limits, records and lawful campus disclosure.
- Emergency/campus contacts and backup advisor.

- Resignation/removal/succession and handoff.
- Advisor, Chapter President and National acceptance/signatures with policy versions.

Background or safeguarding checks are required only when applicable and must be handled by an authorized system, not a chapter spreadsheet.

Advisor operating checklist

At term start: verify campus recognition, roster/officers, space/fund/account rules, training calendar and emergency routes. Monthly: attend or review board dashboard, risks, event approvals, finance reconciliation status and member-care escalations within scope. Before Pretty Girl Week/P31/Pink Brunch: confirm campus permits and emergency/accessibility readiness. At transition: verify campus roster, records and advisor continuity.

Campus MOU term sheet

This section is a negotiation template, not an executed agreement.

1. Parties and verified legal names; campus recognition relationship.
2. Purpose: Christ-centered membership/leadership/service chapter; PGWS is not a sorority or campus agent.
3. Term, renewal, suspension and termination.
4. Chapter authority and prohibited acts: entity/EIN/bank/contract/tax claims only with written authority.
5. Membership, $20 national fee and hardship route; campus nondiscrimination/accommodation requirements; faith-participation voluntariness.
6. Advisor eligibility/role and student-leader autonomy within policy.
7. Facilities, event approval, travel, minors, insurance, Title IX, hazing and emergency coordination.
8. Funds: account operator, dues flow, fundraising, reimbursement, statements and audit; strict PGWS–EFF separation.
9. Data/privacy: controller/roles, student records, access, retention, incident notice and lawful disclosures.
10. Brand/IP: name/logo license, campus marks, merchandise/social accounts and takedown.
11. Records, notices, dispute escalation and governing policies.
12. Authorized signers and attachments; no student signature outside authority.

Campus requirement intake

- School/office/contact; request date/deadline.
- Exact required document/field/upload and screenshot/link.

- EIN/tax/insurance/bank/contract/data request? classify and lock chapter action.
- Existing approved response/document ID.
- National Legal/Finance/Privacy owner and decision.
- Campus clarification/correction.
- Final submitted file/version, authorized signer and receipt.

Annual campus/advisor review

Record recognition current, constitution version, officers/advisor, incidents/open sanctions, finance model, data/access, signature experiences, training, accommodations and campus feedback. Result: renew, renew with conditions, hold or refer to suspension/closure workflow. No silent or backdated renewal.

OPS-20 — Professional Email and Message Template Library

CONTROLLED SOURCE | **20-professional-email-template-library.md**

Status: WORKING DRAFT — COMMUNICATIONS REVIEW REQUIRED **Owner:** National Communications **Use:** Copy only after replacing every bracketed field and confirming links, recipient, status and authority

Required signature

`[Name]` `[Role], [School] Chapter` `Pretty Girls Who Serve | The Beauty in Christ Service Sisterhood` `[official chapter email] | [approved website]` `Find your beauty in Christ. Become rooted in purpose. Serve like Him.`

Use BCC for unrelated recipients. Do not send application, dues, health, case, password or bank details in a group message. Never ask for passwords or verification codes.

1. Interest received

Subject: We received your PGWS chapter interest form — [School]

Welcome, Pretty Girl [First Name],

Thank you for your interest in bringing Pretty Girls Who Serve to [School]. PGWS is the Beauty in Christ Service Sisterhood—helping women find their beauty in Christ and use it to love, lead, and serve.

Your interest record is `[ID]`. This is not yet chapter approval or authority to collect money, create accounts, use an EIN, sign agreements, recruit as an official chapter or create PGWS merchandise. Our next step is `[interview/document step]` by `[date/time zone]`: [secure link].

Before the next step, please review our mission, $20 national membership fee, no-hazing/no-pledging commitment, PGWS–EFF separation and founder expectations here: [links]. Accommodations or questions are welcome at [official contact].

Beautiful in Christ. Grace like pearls. Worth beyond rubies. Called to serve.

2. Founder interview invitation

Subject: Your PGWS founder interview for [School]

Welcome, Pretty Girl [First Name],

We would love to learn about your vision for a Christ-centered, accountable service sisterhood at [School]. Your interview is `[date, time, time zone]` at [link]. We will discuss mission alignment, campus requirements, cofounder/board readiness, time, safety, chapter finances and the 0–30–60–90 launch process. Please do not send sensitive documents by reply; use [secure upload].

An interview is part of review and does not guarantee provisional or charter status. If the time or format creates an access need, contact [person/contact].

3. Needs information

Subject: Action needed for PGWS record [ID]

Hi [First Name],

We can continue once we receive: [specific item(s)]. Please submit through [secure link] by [date/time zone]. We are not asking for [unnecessary/sensitive item]. If a campus office must provide the document or the deadline is difficult, reply to [official contact] so we can document a plan.

Your status remains `Needs Information`; this is not a denial.

4. Conditional member acceptance

Subject: Welcome, Pretty Girl — your PGWS next steps

Welcome, Pretty Girl [First Name]!

We are pleased to conditionally accept your membership application `[ID]` for the [School/National] pathway. You become active after these steps are complete:

1. Resolve the $20 national membership fee or request the confidential hardship path: [link].
2. Review and accept the Sisterhood Covenant/policies version `[version]`: [link].
3. Complete Pearl Orientation/The P31 Experience by [date]: [link].

This is a sisterhood membership, not an ownership interest in Pretty Girls Who Serve LLC. PGWS has no pledge process, hazing, secret tasks or required public prayer/disclosure. Read your rights and reporting options here: [link]. For access support, email [contact].

5. Rolling review / no placement yet

Subject: Update on your PGWS application [ID]

Hi [First Name],

Your application remains on file for rolling review. We do not have an active placement/decision for you at this time, and this message is not a promise of future acceptance. We expect the next review around [specific date/window] and will email you if your status changes. You may update or withdraw your application at [secure link].

6. Executive board application invitation

Subject: Apply to serve on the [School] PGWS founding board

Welcome, Pretty Girl [First Name],

The [School] chapter is accepting applications for [roles]. Officers complete Ruby Officer Certification before receiving systems or financial authority. Review the role SOP, term, time expectations, conflicts, eligibility, $20 member status, safety duties and selection process here: [link]. Apply by [date/time zone]: [secure link].

Submitting does not guarantee appointment, and no one should create accounts, collect funds or represent herself as an officer before written confirmation.

7. Officer appointment and access pending

Subject: Your PGWS officer appointment — training and access steps

Congratulations, [First Name]. You have been appointed `[role]` for `[term]`, effective only after `[training/covenant/campus condition]` is verified. Complete [links] by [date]. Access is role-based, may not be shared and expires at term end. You do not yet have authority to sign contracts, open accounts, use EINs or approve spending outside the written authority matrix.

8. Dues/payment status reminder

Subject: Complete your PGWS membership step by [date]

Hi [First Name],

Your membership record `[member/application ID]` shows `[payment pending/failed/waiver information needed]`. The national membership fee is $20. Use [approved checkout] or the confidential hardship route [link]. Please do not send card/bank details by email. A hardship request does not count against membership review. For a duplicate charge/refund question, use [support link] and include only the transaction reference.

9. Pink Brunch invitation

Subject: You’re invited: The PGWS Pink Brunch — [date]

Beauty in Christ. Sisterhood at the table. Service beyond it.

Join the [School] Chapter on [date/time/time zone] at [accessible location/link] for Scripture and voluntary prayer, Beauty in Christ teaching, guided conversation, service and fellowship. Attire in pearl, cream, blush, ruby, pink or polished neutral is welcomed—not required. [Price/refund or no-cost statement]. Request accommodations or dietary support privately at [contact] by [date]. Register: [tested link].

10. Pretty Girl Week / P31 Week notice

Subject: [Pretty Girl Week / P31 Week] at [School] — your guide

Hi Pretty Girls,

[Dates] center on [approved annual theme]. See the day-by-day schedule, access details, costs, voluntary activities and service information here: [link]. No event includes pledging, secret tasks, forced dress, public disclosure or fundraising quotas. [If EFF day: exact approved statement and direct EFF link.] Questions/tech: [help]; safety/access: [contact].

11. Sponsor/partner inquiry acknowledgment

Subject: PGWS partnership inquiry [ID]

Hello [Name],

Thank you for contacting Pretty Girls Who Serve regarding [purpose]. We are reviewing alignment, deliverables, safety/data needs, budget and contracting authority. No partnership, logo use, tax treatment, exclusivity or event placement is confirmed until written approval and, where needed, an executed agreement. Please submit [specific documents] at [secure link] by [date].

12. Event approved with conditions

Subject: PGWS event [ID] — approved with conditions

Hi [Owner],

Event `[name/date]` is approved with these preconditions: [condition/owner/due date]. Promotion, registration or purchases remain locked until `[precondition]` is verified. Approved budget/account: [reference]. Approved public copy/asset: [link]. Incident/accessibility/closeout contacts: [links]. Material changes require reapproval.

13. Incident acknowledgment (non-substantive)

Subject: We received your PGWS report [case ID]

Hi [Preferred Name],

We received your report on [date/time]. [Owner/office] is the contact, and the next status update is due by [date]. If anyone is in immediate danger, contact 911 or campus emergency services; for a U.S. mental-health crisis call/text 988. Campus Title IX, confidential advocate and law-enforcement options remain available and you do not have to complete an internal process first.

We cannot promise absolute confidentiality, but information will be limited to those who need it for safety, law or process. Tell us the safest contact method or any accommodation at [contact]. This acknowledgment is not a finding.

14. Officer transition notice

Subject: PGWS [role] transition — required actions by [date]

Hi [Name],

Transition case `[ID]` is open effective [date/time]. Complete the asset, records, open-work and access checklist at [secure link]. Do not email passwords; Technology will transfer ownership and reset MFA. Preserve all PGWS records, including those related to open financial/safety/legal matters. Your good-faith reporting rights are not limited by this transition.

15. Chapter status/corrective plan

Subject: [School] PGWS chapter status and required plan [ID]

Hello [President/Advisor],

The chapter's current status is `[status]` based on `[published standard/evidence reference]`. Required corrections are [specific action, owner and due date]. Support is [contact/resources]. This notice does not waive campus/external rights and is not a public statement. A factual correction/review may be requested at [link] by [date].

16. Graduation/alumnae transition

Subject: Your next PGWS chapter — alumnae transition

Congratulations, [First Name]. Before your student email expires, verify your personal email and complete your graduating-member transition at [secure link]. Alumnae network, mentoring, directory, media and donation choices are separate and optional. If you hold an office, finish transition case [ID] by [date].

Send checklist

Confirm correct account/recipient, legal preferred name, status/ID, date/time zone, tested link, current policy/version/fee, accessibility/help contact, sensitive-data removal, correct PGWS–EFF language, attachments and authority. Save message ID/delivery outcome to the source record.

OPS-21 — National Chapter Help Desk and Service-Level Policy

CONTROLLED SOURCE | 21-help-desk-sla-and-escalation.md

Status: WORKING DRAFT **Owner:** National Operations + Technology **Scope:** Member, chapter, portal, email, training, form, finance-routing and resource requests

Emergency exclusion

The help desk is not emergency, Title IX, suicide-crisis, medical, crime or imminent-safety response. Show 911/campus emergency/988 and incident-report routes before ticket submission. A help-desk agent who receives an emergency indicator escalates without requiring the user to repeat the story in multiple systems.

Ticket categories

Account/login/MFA; chapter email; role/access; membership/application status; $20 payment/refund/waiver routing; training/certificate; event/resource link; website/portal bug; finance form/reconciliation; brand/template; campus/legal requirement; safety/incident redirect; data/privacy request; other.

Severity and target

Severity	Definition	First response	Update target	Resolution target
S1 Critical	System-wide outage, payment misrouting, active account compromise, sensitive-data exposure, deadline-blocking failure affecting many chapters	30 minutes during coverage	60 minutes	Restore/contain as soon as practical; incident process
S2 High	Officer cannot access required system; payment/status mismatch; signature-event failure; multiple users	4 business hours	Daily	2 business days or documented workaround
S3 Standard	Single-user issue, form question, routine correction/access request	1 business day	Every 2 business days	5 business days

Severity	Definition	First response	Update target	Resolution target
S4 Request	Enhancement, new resource, non-urgent advice	2 business days	Weekly	Scheduled/decision within 10 business days

Targets are service goals, not legal guarantees. Coverage hours/time zone, holidays and after-hours emergency links must be published.

Ticket fields

- Ticket ID / requester/member ID / chapter / safe contact.
- Category, affected system/record/event and deadline.
- Description, expected vs actual, exact error, steps and device/browser.
- Screenshot/log with sensitive data redacted; never password/code/card number.
- Severity and impact/affected users.
- Related incident/case/payment ID.
- Consent to access account/data needed for troubleshooting.
- Assigned team/owner, status, next update, resolution and knowledge-base link.

Statuses: New; Triage; Waiting User; Assigned; In Progress; Waiting Vendor; Workaround Provided; Resolved-Pending Confirmation; Closed; Reopened; Converted to Incident/Case. “Waiting User” pauses ordinary target only after a specific request and date.

Escalation

Payment/financial mismatch → Finance; suspected compromise/data exposure → Security Incident; sensitive application/privacy → Membership/Data Protection; campus EIN/tax/contract → Legal/Finance; safety/harassment → OPS-18/14; systemic defect → Product owner; unresolved SLA breach → team lead then National Operations.

Agents do not directly edit financial/member/competition totals without approved correction workflow and audit trail.

Resolution standard

Document root cause, action, records changed, tests, user confirmation or reason closed, preventive knowledge-base update and any impacted users who need proactive notice. Do not close merely because a link was sent. For recurring issues, create problem record, owner, release and verification plan.

Metrics

Volume by category/chapter, first response, resolution, reopen rate, SLA attainment, self-service deflection, repeat root causes, satisfaction and severity trends. Metrics are used to improve systems, not blame members for asking for help.

OPS-22 — Chapter Pause, Suspension, Closure and Continuity Checklist

CONTROLLED SOURCE | 22-chapter-suspension-closure-continuity.md

Status: WORKING DRAFT — DRAFT FOR ATTORNEY/CPA/CAMPUS REVIEW **Owner:** National Chapter Success + Legal/Finance/Technology **Confidentiality:** Leader; case/legal/financial details restricted

Status distinctions

- **Voluntary Pause:** temporary inactivity requested with a continuity plan.
- **Administrative Hold:** missing renewal/reporting item; limited operations while corrected.
- **Intervention:** active support/corrective plan; chapter not necessarily suspended.
- **Interim Suspension:** protective temporary limits pending review; not a final finding.
- **Suspension:** final status under adopted process for a defined scope/period.
- **Closure:** charter ends voluntarily, by campus, expiration or final decision.

Notice, evidence, response, recusal, appeal and emergency-action rules come from governance. This checklist implements, not decides, status.

Immediate control plan

- Status/case/chapter IDs; authority and effective date/time.
- Permitted/prohibited activities; event/fundraiser/contract decisions.
- Member support and neutral communication; no public allegations.
- Campus/advisor/partner notice within lawful scope.
- Bank/processor/card/store/EIN/legal account action; freeze does not destroy records.
- Email/social/portal/drive access; preserve data and revoke only as authorized.
- Open incidents, accommodations, refunds, service commitments and member records.
- Property/inventory/devices/keys; custodian and location.
- Designated closure team and contacts.

Finance closeout

Stop unauthorized charges/collections; cancel/fulfill/refund approved obligations; reconcile through effective date; collect statements/receipts/contracts; identify restricted funds, payables, receivables, disputes and inventory; obtain authorized disposition decision; transfer PGWS assets/accounts as directed. No officer distributes funds/property to members or EFF without written authority. EFF does not absorb PGWS liabilities or expenses.

Data and access closeout

Export and transfer canonical records; preserve legal/incident/financial holds; revoke sessions/tokens/MFA/recovery; remove personal forwarding; transfer social/business ownership; close unauthorized/public links; archive approved public history; delete copies only under retention policy; verify former access denied. Do not erase messages/files because a chapter is closing.

Member and campus continuity

Notify members of status, effective date, what services/events change, payment/refund process, safe support, records/access, whether national/alumna/transfer pathways exist, and review/appeal link. Update campus roster and facilities. Protect graduating members' service/training records and active care referrals.

Brand and external commitments

Remove chapter claims, stale application/payment links, local merchandise and unapproved event listings; preserve agreed sponsor/vendor closeout; redirect web/social to the approved status page; return/destroy branded materials as instructed; do not imply PGWS endorsement after termination.

Closure certification

- All member/campus/partner notices sent and delivered.
- Events/fundraisers/registrations resolved.
- Bank/processor/card/store/legal records and final reconciliation accepted.
- Property/inventory disposition documented.
- Email/social/portal/drive/domain access transferred/revoked/tested.
- Records archived; retention/holds/deletion scheduled.
- Member records/certificates/support handled.
- Brand takedown/link redirect verified.
- Open claims/contracts/incidents owners/dates.
- Reinstatement eligibility, earliest review and conditions if applicable.

- National Finance, Technology, Chapter Success and authorized decision maker signoff.

Reinstatement

Reinstatement is a new written decision after campus status, advisor/board, training, roster/dues, finance/access, safety, unresolved obligations and corrective evidence are reviewed. It is never automatic because time passed or a new founder volunteered.

OPS-23 — Chapter Risk Register and Quarterly Review

CONTROLLED SOURCE | 23-risk-register-quarterly-review.md

Status: WORKING DRAFT **Owner:** National Risk & Chapter Success **Confidentiality:** Leader; case-specific details excluded/restricted

Risk method

Risk is uncertainty that may affect mission, people, money, compliance, data, continuity or reputation. Score likelihood 1–5 and impact 1–5; inherent score = likelihood × impact. Record existing controls, residual score, owner and due date. A score is not a substitute for mandatory escalation; P0 safety/legal/financial issues route immediately.

Required categories

Governance/authority; campus recognition/advisor; membership/retention; hazing/safeguarding; member care/Title IX; event/travel/food; finance/dues/fundraising; EFF separation/tax claims; contracts/vendors/partners; data/privacy/cyber; brand/social/IP/merchandise; leadership succession; programming/signature experiences; service partner/impact; accessibility/nondiscrimination; reputation/crisis; external dependency.

Risk register

Risk ID	Category	Cause → event → impact	Inherent L/I/score	Existing controls/evidence	Residual L/I/score	Owner	Action/due	Status/trigger

Statuses: New; Assessing; Accepted by authorized role; Mitigating; Monitoring; Escalated; Closed; Reopened. Chapters cannot “accept” a risk outside their authority or waive law/campus/National policy.

Escalation thresholds

Any suspected hazing/retaliation, violence/sexual misconduct, minor issue, material data exposure, unauthorized EIN/bank/processor/contract, commingling, missing funds, false tax claim, account takeover or refusal to return access escalates immediately regardless of numeric score. Residual 15–25 requires National owner and frequent review; 8–14 requires documented mitigation; 1–7 monitors.

Quarterly review agenda

1. Confirm prior actions/evidence and close only after verification.
2. Review new/changed campus, board, roster, finance, event, partner, data and public claims.
3. Compare incidents, complaints, help-desk themes, reconciliation and member feedback.
4. Stress-test officer absence, account compromise, event cancellation and payment failure.
5. Check fall/spring signature-event risks and deadlines.
6. Assign action/resources/date; record accepted residual risk and authority.
7. Feed changes into semester plan/health score, training and knowledge base.

Quarterly certification

- Chapter/quarter/review date; attendees/recusals.
- Number of risks by residual band/category.
- Critical/high escalations and restricted case IDs only.
- Overdue actions and intervention.
- New external/campus/financial/data changes.
- Top three risks and management plan.
- President, Advisor and National reviewer attest records are complete to their knowledge; signatures do not waive reporting rights.

OPS-24 — Canonical Form Field Dictionary, IDs and Workflow Status Model

CONTROLLED SOURCE | **24-form-field-dictionary-and-status-model.md**

Status: WORKING DRAFT — DATA/SECURITY REVIEW REQUIRED **Owner:** National Operations Product
Purpose: Prevent duplicate, contradictory forms and make every workflow auditable

Universal metadata

Every record includes immutable record ID; object type; chapter ID; academic/fiscal period where relevant; created/submitted by and time; current owner/team; status/substatus; status reason; priority/severity; confidentiality; version/policy accepted; due/next update; related object IDs; evidence links; decisions/approvers/times; change log; retention review; hold; closed by/time; and correction/reopen history.

Never use name/email as the only key. Never overwrite a prior decision, quantity, amount or status without a correction event.

ID prefixes

`CHP` chapter candidate/charter; `MEM` member; `APP` membership application; `OFF` officer application/term; `MTG` meeting; `ACT` action; `EVT` event; `SRV` service project; `FIN` finance transaction/request; `CAM` fundraiser/EFF campaign; `PAR` partner/vendor; `INC` incident; `GRV` grievance/appeal; `TRN` transition; `ACC` access; `HLP` help desk; `RSK` risk; `DOC` controlled document. IDs are system-generated, unique and non-semantic.

Common validation

- Email fields validate syntax and require personal/student distinction; verify by link where used for access.
- Date/time always includes time zone; money stores integer minor units and currency.
- School/chapter selected from canonical registry with “not listed” review, not uncontrolled duplicates.
- Status changes validate allowed transition, role authority and required evidence.
- Consent is separate, unbundled, unchecked and versioned.
- Sensitive narratives use restricted forms and do not flow to dashboards.
- Uploads scan type/size/malware; strip unnecessary metadata; show retention.
- Signature records signer, intent, document version, timestamp and audit context; public viewing does not bind.

Founder/chapter interest form specification

Required: CHAPTER candidate ID; school/state/campus; founder/cofounder legal/preferred name; personal/student email; enrollment/classification/graduation; campus organization experience; mission/Beauty in Christ response; service/leadership readiness; time; potential advisor; known campus process; conflicts; accurate no-authority, $20 fee, no-hazing/no-sorority and PGWS–EFF disclosures; privacy/communication choices; signature. Workflow follows OPS-04.

Do not collect EIN/bank credentials, SSN, tax documents, payment, unofficial logo or full roster at interest stage.

Executive board application specification

Required: officer application/member/chapter IDs; personal/student email; enrollment and campus-good-standing verification; active/dues status; roles ranked; term/availability; role-specific experience/scenarios; conflict/related-party disclosure; reference contact and consent where required; anti-hazing/safety/data/finance acknowledgments; training prerequisite; accessibility route; retention notice; signature. Reviewer fields: blind-review key where feasible, eligibility, rubric scores/evidence, conflicts/recusals, interview, decision/conditions, notice, correction/appeal.

Suggested role scenarios:

- President: respond when a friend asks to bypass approval.
- Treasurer: reconcile a processor settlement that does not match orders.
- Membership: handle a hardship request without exposing it.
- Communications: respond to a public complaint involving confidential facts.
- Programs/Service: stop an event when safety conditions change.

Membership application specification

Use OPS-05 required/optional fields; APP statuses: Started, Submitted, Needs Information, Under Review, Conditional Acceptance, Waitlist/Rolling File, Declined, Onboarding, Active, Withdrawn, Closed. “Accepted” is not “Active” until conditions resolve.

Event/campaign/finance relationship

One EVT may link multiple PARs and FINs and one CAM; all share the same chapter/program. A CAM must declare legal financial owner (PGWS or EFF under agreement), checkout and reconciliation. The ledger references EVT/CAM/PAR instead of repeating free-text names.

Chapter operations calendar

Each calendar item: activity ID/type; signature-experience requirement; date/time/time zone; owner; status; event/service/campaign link; campus/National approval; budget; risk; attendance; evidence; closeout; exception/waiver. Dashboard computes due/overdue from records; it does not duplicate member participation rows.

Participation record

Member ID; activity ID; registration/attendance/completion; approved accommodation/leave indicator (no details); verified service hours; training assessment; correction; source/timestamp. Points, if later adopted, cannot determine safety reporting, membership rights or financial hardship.

Decision and correction record

Every correction states original value, corrected value, evidence, reason, requester, independent approver and timestamp. Financial/payment/vote/competition corrections may require two-person review and affected-person notice. Deletion is not a correction.

Audit/event log

Log authentication, view/export of restricted data, create/edit/status/decision, permission change, document acceptance, payment event/reconciliation, email notice/delivery, download/certificate and deletion/retention action. Protect the audit log from ordinary users and monitor unusual exports/edits.

Minimum operational dashboards

- National chapter pipeline/launch gates.
- Membership application/onboarding/dues/retention.
- Officer/training/access/term transition.
- Event/signature experience/approval/closeout.
- Service output/outcome and verification.
- Finance/budget/reconciliation/anomalies.
- Risk/incident/grievance aggregate status with restricted details.
- Help-desk/SLA/root causes.
- Chapter health/good standing/evidence.

Publication/export standard

Digital workflow is the system of record. PDF/DOCX/spreadsheet exports show generated time, record/version, confidentiality and whether data may be stale. Offline forms use temporary IDs and must be entered/verified promptly; paper containing personal data is secured then destroyed under policy.

OPS-25 — Sisterhood and Belonging Activity Library

CONTROLLED SOURCE | 25-sisterhood-belonging-activity-library.md

Status: WORKING DRAFT — SAFETY/ACCESSIBILITY REVIEW REQUIRED **Owner:** National Sisterhood **Rule:** Participation, disclosure, prayer, touch and photos are voluntary; every activity has a pass/alternative

Facilitator standard

State the purpose, duration, supplies, access options, pass option and confidentiality limits. Do not ask about trauma, diagnosis, finances, sex/relationships, family conflict, immigration, faith doubt or private history in a group. Never use blindfolds, isolation, sleep loss, forced physical contact, personal errands, obedience tests, secret tasks, humiliation, food restriction or expensive supplies. An activity does not become safe because participants “agree.”

Activity card fields

- Activity ID/title/purpose.
- Group size; duration; setting; supplies/cost.
- Accessibility/sensory/virtual alternative.
- Instructions and pass option.
- Debrief questions that do not force disclosure.
- Risks/triggers and facilitator response.
- Evidence: attendance and anonymous usefulness/belonging rating only.

Approved activity starters

1. Gifts Into Service Map

Members privately choose skills they enjoy, then place optional anonymous cards under service needs (planning, writing, tutoring, logistics, design, hospitality). The group builds one service team. Debrief: “What does stewardship look like when different gifts matter equally?”

2. Beauty in Christ Truth/Noise Sort

Small groups sort public statements into “truth that dignifies,” “pressure/comparison,” and “needs context.” No one shares personal body/image experiences. Close with approved Scripture/resource and optional private reflection.

3. Chapter Values in Action

Groups receive neutral scenarios (late response, budget error, excluded member, inaccessible room) and name an action reflecting faith, purpose, sisterhood and service. Route safety/harassment scenarios to training, not role-play mediation.

4. Pearl Listening Pairs

Partners choose a low-stakes prompt ("a campus resource I value") and practice two minutes of uninterrupted listening, then summarize only with consent. Virtual/chat and observation roles are available; no eye contact/touch required.

5. Ruby Courage Cards

Anonymous campus leadership dilemmas are discussed using: What fact is known? Who could be affected? What authority applies? What is the safe escalation? No personal confession.

6. Service Partner Listening Lab

Review a fictional partner request and rewrite a chapter-centered project into a partner-led, dignifying plan with output/outcome and privacy controls.

7. Sisterhood Resource Relay

Teams locate official campus/community resources for academics, food/housing, accessibility, mental health, Title IX and emergency support. Verify links; do not diagnose or refer a real member publicly.

8. One Table, Many Access Needs

Use an event scenario to identify mobility, hearing, vision, sensory, dietary, financial and faith-participation barriers. Build alternatives and a private request route.

9. Gratitude Without Ranking

Members may write a private or consented note thanking someone for a specific action. No public superlatives, popularity voting or requirement that every person receive/give on the spot; the chapter chooses a universal alternative.

10. 30-Day Service Commitment Board

Participants select an achievable action from approved options or write one privately. Commitments are not membership conditions and no private hardship/faith details are displayed. Follow up by choice.

Session closeout

Record activity ID, date, facilitator training, participants, accommodations fulfilled, incident ID if any, anonymous safety/belonging/usefulness ratings and changes. A low or unsafe rating triggers review; do not pressure participants to revise feedback.