

1day
so every child has family

*church
conference*
2024

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Response Team Training and Management

1 Day Church Conference Break Out Session

Welcome!



Bree Cruz

Tulsa County Regional Manager

Goals for today:

- Invitation into Discipleship
- Recruiting CarePortal Responders
- Training CarePortal Responders
- Sustains CarePortal Response Teams

Hear from a Church Leader
Q&A

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Invitation to Discipleship

Why CarePortal Response Teams

”Pure and undefiled religion before God the Father is this: to look after orphans and widows in their distress and keep oneself unstained from the world”

James 1:27

“to equip the saints for the work of ministry, to build up the body of Christ”

Ephesians 4:12

Attendance to Ownership

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Recruiting Response Teams

How to Recruit Response Teams:

- Announcement: On Stage, Social Media, Church Newsletter, etc.
- Tell Stories!
- Invite others to ride along as you meet a CarePortal Request
- Info Meetings or Schedule Responder Trainings
- Equip lead volunteers to manage the different roles/teams
- Get other ministries involved
- Make personal invitation
- Connecting Church/entry level opportunities

What rhythms of engagement does your church already have?

Share Stories and Experiences

The JOY of the Lord is contagious!

“They conquered him by the blood of the Lamb and the word of their testimony”

Revelation 12:11

Fear of unknown will be your biggest hurdle.

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Train and Equip your Response Teams

Responder Training helps people feel more comfortable with the unknown of CarePortal. The more understanding they have, the more likely they are to feel equipped to respond and navigate the process.

Be available! No question is a silly question!

Regular check-ins and regular training – How is your team ready to go deeper? What new feature are they ready for? What question are you regularly getting from your team?

Learning together helps make it feel like a serve team rather than an isolated opportunity.

Train and Equip your Response Teams

Welcome to CarePortal email, folder, etc. with helpful handouts.

- Best Practices Guide
- Texting examples
- Church invite cards

Email linking CarePortal training videos

CarePortal Coaches – volunteers who walk along new responders for the first few weeks/month as they learn to meet requests.

BRING SOMEONE WITH YOU

If you are going to someone's home, NEVER go alone. Jesus sent his disciples 2 by 2 for many reasons. It is wise to be above reproach and protect the people you are helping.

AVOID ASSUMPTIONS

Avoid assuming anything based on what you observe or the little that you know. There is always more to the story—we don't know the circumstances that led a person to the crisis they are in. You are there to show love and compassion.

CALL THE CHURCH LEAD

If you have any questions call/text your concerns to [Outreach Lead/Amy Lovelle at 803.979.2402](tel:803.979.2402). As the connection point for the church, they can give you tremendous insight and/or connect you to the caseworker if needed.

REACHING OUT TO THE FAMILY

Example introductory text:

Hi Karen, this is Amy from BattleCreek Church Owasso. We have the items from the CarePortal request that your caseworker submitted for you. When would be a good time get these items to you?

BE ENCOURAGING

Encouraging words have power. Look around and find the strength you see in the people you meet. Tell them. Lift their spirits. Be a light in the dark for them. Feel free to ask if you can pray with them and/or leave them the invitation or invite them to church. You will be able to read the situation to know what is best.

ENGAGE WITH ADDITIONAL NEEDS

When you meet the first need, you may find other things to help with. If you feel led to meet that physical need (i.e. run to the store to get them diapers & wipes) you are welcome to do so. If you have questions about meeting an additional need reach out to your church lead via text.

FAMILY FOLLOW-UP

Over the next week reach out via text to check on the family. You can let them know you have been praying for them and ask for additional prayer requests.

THANK YOU!

With each delivery we have the opportunity to show Jesus' love to families and children in crisis! What a gift!!!

Train and Equip your Response Teams

Team Training and Activities:

How to meet transactional requests?

- Care basket assembly, letter writing party, etc.

Connecting Church Training

Trauma Training – Trauma informed friendships

111Project Resources:

- Prayer Experience
- Trash Bag Experience
- Laundry Basket Experience

Regularly getting together with your team to share stories, celebrate who they have served, let them get to know each other and learn together.

Creates team unity and sustainability!

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Create Sustainability!

Multiply yourself! Appoint lay leaders to oversee teams or functions & encourage them to multiply themselves

Be flexible! What works in one season may not work in another. Schedules vary but that's what is great about CarePortal.

Be creative!

What is already happening in your church?
What makes sense with who your church is?

Regularly Celebrate, Appreciate and Train!
How do you celebrate and train your other volunteer teams?

Help people find their niche!
Create specific serve teams!

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Church Leader Testimony



Amy Lovelle serve at BattleCreek Church Owasso as the Hello Team Minister and CarePortal Point person.

Amy has developed and sustained a robust CarePortal team with creativity and has built systems in place for sustainability, continuous growth, and a lot of fun!

Questions?

Thank you all so much for joining us!



1day 1night

so every child has family of 1,000 lights

*see ya'll
tonight!*



**SCAN TO FILL
OUT OUR POST-
BREAKOUT SURVEY**

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