



IN

Touch

Congregational Care Ministry

*In Touch Congregational Care Ministry developed in May, 2010,
by Pastor Jonathan David, Pastor Patty David and Pastor Dan David for*

**Zephyrhills Wesleyan Church
Zephyrhills, FL**

IN *Touch* Congregational Care Ministry

Why It's Important

- “ People need to feel loved
- “ People need to feel wanted
- “ People need the Lord that we represent

Why It's Needed

Within the city limits of Zephyrhills there are over 13,000 people. Of this number _____, or 69% of the population, are reported to have no religious congregational affiliation (2008 city-data.com).

Each year the average church loses up to _____% of its congregants (due to death, moves, change of church, etc.). If a church does not actively seek to attract, assimilate and care for people, it will eventually die.

Most people who are looking for a church will visit seven churches. If not satisfied, it will be _____ years before they come back to church.

Why us?

The Church is called to be a _____ of believers acting in love towards one another and to accomplish the _____ . The Church builds each other up and spreads the gospel while giving praise and worship to God the Father, Son and Holy Spirit.

In keeping with Scripture, the church must recognize the need to disciple and grow as a community while reaching out and helping non-believers through the adoption process into the family of God.

Questions People Are Asking:

- “ Did this church communicate genuine _____ for me?
- “ Did this church meet my heartfelt _____?
- “ Did this church meet my _____ needs?
- “ Do I have some _____ who cares about me here?

These needs cannot be met by a church _____ or the _____ alone. It takes the entire Body of Christ working together and loving one another to meet peoples needs. It takes _____.

An overview of the In Touch Congregational Care Program:

FIRST IMPRESSIONS TEAM

Greeters, Guardian Angels, Ushers and Welcome Table Hosts

LOVING CONNECTIONS TEAM

Tele-care Ministry Callers, Visitation Workers (during Lend a Hand Ministry Night)

SPIRITUAL DIRECTIONS TEAM

One-on-One Mentoring/Discipleship Leaders, Small Group Leaders, LIFE Group/Sunday School Class Leaders

FIRST IMPRESSIONS TEAM

Visitors make up their minds within the first _____
_____ whether or not to return to a church. This is
before the pastor preaches, before the offering is taken,
before the first song is even sung.

Visitors are not visitors; they are _____
_____. We need to remember that God led them to
our church in order for us to minister to them.

_____ % of first-time attendees indicated that how much
people care for _____ _____ is a key factor
in determining whether or not they will return to the church.
People _____.

Our Goal: No one sits _____ and everyone receives
a personal _____.

Greeters

- “ Be _____.
- “ Smile!
- “ Wear your In Touch name badge every Sunday (even if you are not scheduled to work+).
- “ Ask, **“How are you today?”** and, **“How long have you been attending?”**
- “ Hand them a bulletin (one per couple).
- “ If they are a visitor, be sure they get connected to a Guardian Angel.
- “ Come to at least 2 training nights each year for mutual encouragement, motivation and problem-solving.

Guardian Angels

- “ Be _____.
- “ Smile!
- “ Wear your In Touch name badge every Sunday (even if you are not scheduled to work+).
- “ Introduce yourself by name (%Good Morning! My name is Ellen and I am your guardian angel this morning. My job is to keep an eye on you and to help you in any way I can.+)
- “ Ask, **“Would you like to sit with me this morning?”**
- “ Guide guest/visitors through the church, showing them around to the coffee corner, bathrooms, etc., if necessary. Ask, **“Would you like me to show you around the church?”**

- “ Help guests/visitors find a seat and sit either _____ them or _____ them.
- “ Introduce them to at least one other person or couple in the church.
- “ After the service, escort them to the welcome table to get their free gift bag (gift bags contain a mug, some candy, little trinkets like key chains, pens and pads of paper, a sermon CD on *The Secret of Contentment*, and some information about the church).
- “ Come to at least 2 training nights each year for mutual encouragement, motivation and problem-solving.

Ushers

- “ Be _____.
- “ Smile!
- “ Wear your In Touch name badge every Sunday (even if you are not scheduled to *work*).
- “ Greet guests and congregants as they enter the worship center.
- “ Help others find seats as the worship center fills up. Ask, **“Can I help you find a seat?”**
- “ Help take up the offering and pass out communion (as needed).
- “ Get an accurate count of total number of people in service. Try not to be too obvious. Stand in the sound booth for better visibility. Help each other and double-check each other's numbers.
- “ Come to at least 2 training nights each year for mutual encouragement, motivation and problem-solving.

Welcome Table Hosts

- “ Be _____.
- “ Smile!
- “ Introduce yourself by name.
- “ Thank them for coming to worship today.
- “ Give them a visitor gift bag and a church newsletter.
- “ Ask them to fill out a visitor card.
- “ Ask, **“Do you have any questions?”**
- “ Invite them to return next week.
- “ Come to at least 2 training nights each year for mutual encouragement, motivation and problem-solving.

Putting it all into practice: Walk-through

LOVING CONNECTIONS TEAM

The first Sunday you must earn the right for ongoing contact and ministry.

Visitor follow-up is _____% less effective if it is _____ . People are not looking for a _____ approach but a personal _____ .

Visitors are looking for friends. They need to make 4 friends the first _____ or they will not return.

_____ bonds people to the church.

Personal _____ are the only resource the church has to communicate the _____ of God.

That means we need to get beyond ourselves and look at people differently. We need to look at them through Christ's eyes and really love them and care about them. If we won't _____ them, God won't _____ them.

53% of first-time attendees indicated that how much people care for _____ is a key factor in determining whether or not they will return to the church. People notice.

John 13:35 "By this all men will know that you are my disciples, if you love one another."

The Church is a family. Without strong connections the family can easily fall into disorder. Satan loves to cause division and to disrupt family connections. His name literally means the _____ .+Satan's strategy is three-fold:

1. **Accuse _____ before _____** %People don't love you for Who You are.+ %People are too sinful to be worth Your time.+
2. **Accuse _____ before _____** %God doesn't really care about you or your problems.+ %God isn't good.+
3. **Accuse _____ before _____** %Other people (pastors, teachers, friends) don't really like you.+ %They don't care about you.+ %They're not worthy of your loyalty and love.+

We need to guard against Satan's attacks. That means we need to help one another to stay strong in our faith and to trust the Lord. And we need to guard the Body of Christ and not allow _____ and negative _____ to cause problems between people. We need to guard our hearts and guard our thinking.

Proverbs 4:23 Above all else, guard your heart, for it is the wellspring of life.

Philippians 4:8 Finally, brothers, whatever is true, whatever is noble, whatever is right, whatever is pure, whatever is lovely, whatever is admirable—if anything is excellent or praiseworthy—think about such things.

Titus 3:10-11 Warn a divisive person once, and then warn him a second time. After that, have nothing to do with him. [11] You may be sure that such a man is warped and sinful; he is self-condemned.

We must learn to love one another in spite of our _____. We must learn to _____ one another and always give one another the benefit of the _____. We must make the effort to connect with one another and be involved in each others lives. Its too big a job for one or two people to do. Its the job of every single Christian who gathers as part of Gods Church.

Principles to Remember:

- “ You don’t need an _____ to call people. Just say, %was thinking about you and just wanted to call to see if you’re OK and to tell you that I love you.+
- “ Hurting people _____ people. If someone is mean to you, find out what’s really bothering them. Don’t take it _____.
- “ Most _____ people just want to be _____. Listen without becoming complicit; don’t agree with them. Don’t get _____ if they’re negative toward you.
- “ People who are not willing to vent grievances _____ should not be placated. Encourage them to do what’s _____ (see Matthew 18:15-17).

- “ It is not your job to _____ others; but you *are* responsible for acting in a Christlike, loving way and for being a _____.
- “ _____ people attract negative people;
 _____ people attract positive people. Be a
 _____ person and see the good in others.

Tele-Care Caller

- “ Be _____.
- “ Smile! People can hear it in your voice!
- “ Pick up 1-3 cards each week and make a simple phone call to the person on the card. Pray before you call and ask the Lord to help you show His love to this person.

Suggested script for Tele-care calls:

Hi. My name is _____ and I attend Zephyrhills Wesleyan Church. The pastors asked me to give you a call just to see how you're doing and to see if there's anything you would like us to pray about.

Response:

NO: OK. I just wanted you to know that we're thinking about you. Have a great week! *[end call]*

YES: Would you like me to pray with you now or to give your request to Pastor Patty to put on our prayer chain? *[pray if requested]*

Thanks for taking the time to share with me. The Lord bless you. *[end call]*

If someone expresses their dissatisfaction with the pastors or some aspect of the church, ask, **“Have you talked to the pastors about this?”** If they say no, encourage them to do so. If they are reluctant to speak to a pastor, say, **“Would you like me to share this information with the pastors?”** If yes, then do it immediately. If they say, “No,” then simply tell them you’ll be praying with them about the situation, knowing that God’s will is for there to be unity in the church.

Remember that you are a representative of God’s Church when making phone calls. Treat others on the phone and speak in such a way that you would not be embarrassed if God were listening in on your phone call or it was being broadcast on Sunday morning in front of the entire congregation.

Calls should take only 3-5 minutes.

Hospital and Shut-in Visitation Workers

- “ Be _____.
- “ Smile!
- “ Make your visit brief (5-10 minutes).
- “ Let them know we love them and are remembering them in prayer.
- “ Pray with them if desired.

Principles for Hospital Visitation (based on guidelines from Pasco Regional Medical Center in Dade City for pastors and volunteer chaplains):

Your ministry is to your friend or congregant from your own church ONLY. You are not permitted to minister to

another person in the room who is not a part of your congregation unless they ask. You are also not permitted to leave any religious literature with any person except your friend or member of your congregation.

Do not ask a hospital staff person for medical information on the patient. You should avoid giving medical advice or prying into the patient's personal medical history.

Observe regular hospital visiting hours (does not apply to ordained clergy).

Do not wear cologne, perfume or any scented products to the hospital.

Wash your hands or use hand sanitizer before entering a room and after you leave.

Limit visits to 5-10 minutes maximum.

Questions to Ask:

- “ How do you feel today?+
- “ How can we pray for you at the church?+
- “ Is there anything I can do to help you through this?+
- “ Do you have assurance that God is here with you right now? Do you know He loves you?+
- “ Can I say a short prayer for you?+

All team members should come to at least 2 training nights each year for mutual encouragement, motivation and problem-solving.

Putting it all into practice: Role Play

SPIRITUAL DIRECTIONS TEAM

Church community is grown through interactions in group settings. Each group is part of the whole. Small group discipleship is instrumental in assuring church health.

Blessings of True Community (Donahue and Robinson, *Building a Church of Small Groups*, p. 38)

- “ We get _____ for life’s storms.
- “ We receive _____ for making important decisions.
- “ We experience _____, which is vital to spiritual growth.
- “ We find _____ that helps us repair our wounds.

We were created for relationship and every person craves relationship. Transformational growth doesn’t come from a church _____ or a church _____; it comes from people intersecting with other people. Until we are _____ together, heart to heart, with other believers, we are only a group of unconnected _____, the equivalent of %married singles.+God wants us to forge _____ bonds that foster life-change and attract a lost and _____ world to the community that only God can create.

Acts 2:42-47 They devoted themselves to the apostles’ teaching and to the fellowship, to the breaking of bread and to prayer...[46] Every day they continued to meet together in the temple courts. They broke bread in their homes and ate together with glad and sincere hearts, [47] praising God and enjoying the favor of all the people. And the Lord added to their number daily those who were being saved.

One-on-One Mentoring/Discipleship Leaders

” Be _____.

We were called to make _____, not _____. That means when someone gives their heart to Christ, our job isn't finished until they become _____ and _____.

It doesn't take a _____ person to be a mentor, just one who loves people and is willing to help someone take the _____.

Mentors need to be _____ and ready to guide people on their spiritual journey. God won't _____ us new believers if we're not ready and willing to _____ them.

Tools for Mentoring

A Good Start: First Steps for Growing in Your New Life in Christ (by Ken Heer)

How to Prepare for Your Baptism (by Jerry Brecheisen)

Your Next Step: Becoming the Person God Meant You to Be (by Ken Heer)

Tips for Mentoring

The goal isn't to _____ the material, but to help them set their life on the right course, to help them put their newfound Christianity into practical, every day life. Being a Christian is about more than just going to church; it's about infusing Christ into every fiber of your _____ and _____.

Set a time to meet on a regular basis and treat the mentoring time as if it's more important than a doctor's appointment. If you view it as a life-changing, God-ordained appointment, they will, too.

Listen and ask questions more than you talk and provide answers. Don't answer questions no one is asking. And remember: You don't have to have all the answers.

Small Group Leaders

“ Be _____.

Types of Small Groups:

1. Task or Activity Groups

Groups designated a single task or activity (e.g. boards and committees, choir, etc.)

2. Fellowship Groups

Designed simply for fun and fellowship (e.g. painting class, bowling and golf groups, supper club)

3. Bible Study and Discussion Groups

Studying Scripture and growing together through conversations on biblical truths or formal instruction

How to start a discussion group with your neighbors or friends (information from our 30-day challenge to begin a discussion group based on the book *One Month to Live*):

- “ **Invite** three or four friends or neighbors to join you for refreshments once a week for four weeks to discuss a concept that really captured your heart: living as if you only had one month to live.
- “ **Refreshments:** Serve something simple and easy, like coffee and pie, popcorn and soda or fruit and bottled water. Don't allow food to become the focus. Don't make people feel guilty if they don't want to nibble.
- “ **Meet** in an informal setting, such as in the living room or on the patio. Allow the conversation to flow naturally.
- “ Keep in mind that this is not a Bible study *per se*; it's a **discussion group**. Give everyone a chance to share, but

don't force everyone to share. Don't allow one person to dominate the conversation. Just say, "Let's hear what someone else has to say." You can give everyone a copy of each week's discussion guide (you can download the PDF from our web site and print it yourself, or we can make copies for you), or you can just use it as a guide without giving anyone else copies. Don't give out the discussion guides ahead of time.

- ~ **Be sensitive** to those who don't know the Lord. Follow the leading of the Holy Spirit and share with them gently as He gives opportunity.
- ~ The **Questions for Personal Reflection** should be just that. Ask your friends to think about those questions over the coming week. They don't have to share their answers with the group. Challenge them to ask themselves every day, "What would I change if I knew I had only one month to live?"
- ~ **Be aware of time.** Limit your group time to an hour or an hour and a half at the most. It's better for people to leave wishing the time had been longer than to leave wishing it had ended an hour sooner. Keep them wanting more.
- ~ **Close with prayer** if you feel it is appropriate for your group. Keep it short. This isn't the time to pray for a long list of prayer requests. If you feel there are many needs in your group, have each person write down a prayer request and exchange them so each of you prays for someone else's concerns during the coming week.
- ~ **Relax and allow God to help you.** You are doing something monumental, but it is only God who can reach a heart. Just concentrate on loving people and He will do the rest.

We will make a short discussion guide available in the bulletin every week. It will be based on the sermon text or topic but it won't be necessary for people in your small group to be in the church service to participate. The Sunday morning message will give you extra information to share if questions arise during your discussion group. This means you will have what you need every week to carry on a discussion group among friends. And Sunday sermons are always available on the Internet for your friends who would like to learn more about the text or topic (CDs available upon request).

Your discussion group can meet at any time that is convenient for you and your friends or neighbors. We are exploring the possibility of encouraging people to lead discussion groups on Sunday evenings, with a concert once a month at the church that you could invite your group to.

Pitfalls of Small Groups

- “ **Too concerned with _____**. The best small groups are conversational and topical in nature, stemming from a desire to help people grow in grace instead of simply learning Bible stories. Scripture is important and should be used as the Spirit leads. But avoid buying books or making people go through a %study.+
- “ **Temptation to _____**.
- “ **Tyranny of _____**. Avoid being too concerned about time or not concerned enough.
- “ **Too much _____ (TMI)**. Respect the privacy of others and keep all information confidential.
- “ **Taking care of _____**. Your group needs to be responsive in meeting others's needs without allowing someone to consume the group's time and energy. Don't be an enabler. Help people to be strong. But be sensitive to their needs and meet those you can. Most ministry in the church should take place within small groups.
- “ **Talking versus _____**. Don't let one person monopolize the conversation. And make sure everyone takes time to listen to the Holy Spirit. Take time to pray and ask people what the Lord is speaking to their hearts about.
- “ **Territory _____**. This is %my+group or %my+space. Being cliquish and not letting others in.

LIFE Groups / Sunday School Class Leaders

“ Be _____.

One study showed that over 80% of new visitors who attended Sunday school and worship service were still active in the church after 5 years.

Tips for Teachers

“ Be _____.

“ Be biblically and theologically _____.

“ Be _____.

“ Be _____.

“ Be _____.

“ Keep _____.

“ Ask good _____.

“ Teach for life _____.

“ _____.

“ Aim _____.

“ Train a _____.

“ Be a good _____.

“ Have _____.

“ Be _____-friendly.

- No inside jokes
- Start and end on time.
- Get right into the lesson and save prayer requests for the end.
- Don't shame people for being late or not having a Bible.
- Don't force people to read or answer a question.
- Welcome people and invite them back.
- Avoid requiring the purchase of a book.

Ongoing Training for all members of the spiritual directions team (from the %Groups that Grow+series of CCN broadcasts, led by Bill Donahue, author of *Building a Church of Small Groups: A Place Where Nobody Stands Alone*)

All Spiritual Directions Team members should attend as many training nights as possible. For Bible study and small group leaders, attendance at the initial training event and a minimum of 4 training sessions is mandatory to continue in this ministry assignment as part of our In Touch program. Your commitment to growth is an example and inspiration to the people you lead. In order to give spiritual direction you must be willing to accept spiritual direction.

2010-2011 Training Schedule

August 25, 2010

Using the Bible Effectively in Groups

Find indispensable tools that move your group Bible study time from the head to the heart and lead to growth

September 22, 2010

Crafting Creative and Effective Meetings

Find the keys to avoiding ruts and routines in small group meetings and to keeping your members engaged and your creativity flowing.

October 27, 2010

Providing a Safe Place for Spiritual Seekers

Explore guidelines for creating a small group environment in which seekers feel welcomed while believers are challenged to grow.

November 17, 2010

Crisis Management: What to Do When Bad Stuff Happens

Explore how, in the midst of tragedy, small group leaders and pastors can foster help, hope and healing.

December 15, 2010

Crafting a Covenant That Really Works

Discover how a group covenant can unify your small group and learn how to craft one that sets up your group for success.

January 19 or 26, 2011

The Power of Speaking the Truth

Learn how your group can speak the truth in love with some essential tools for creating a culture that is both safe and life-changing.

February 23, 2011

Seizing Life-Changing Opportunities: The Art and Practice of Discernment in Groups

Inspire and equip your small group team to observe and respond to important spiritual cues from the Holy Spirit that will shape the life of your small group.

March 23, 2011

Becoming an “Others-Focused” Group

Gain the tools to help your small group members look beyond themselves to discover the true path of discipleship: service to others in Jesus' name.

April 13 or 20, 2011

Marking Moments: Celebrating Life-Change in Community

Celebrate small-group celebrations and their power to create greater awareness of God's activity now and in time to come.

May 18, 2011

Group Success: Evaluating Progress and Embracing Change

Develop skills to measure small group success and leaders' effectiveness.