

Example A

Congregation Refers Crisis Care to The Community Outreach; Retains Relational Care Responsibilities

Overview:

The Congregation has several members on a Care Team that hear needs from members and people who approach the church. If there are physical needs, they refer the person to The Community Outreach. Spiritual and relational needs are cared for by the church and the ministry provides feedback on physical needs as they are addressed.

Referral Process:

The referring member of the care team sends our caseworker an email notifying us of the name of the client, their needs, and anything with which the congregation may be willing to assist. The caseworker tracks the referrals. After the referral is made, the care team member instructs the client to call The Community Outreach to make an appointment. The Community Outreach tries to make an appointment within 48 hours of the client contacting the ministry. Our goal is to validate the needs and provide the appropriate assistance in order to allow the care team and congregation to help as many people as possible.

Appointment Process:

In this situation, once the appointment is made the congregation has asked us to follow our traditional crisis care procedures including a visit to Minnehaha Count Human Services prior to financial assistance being provided. We follow our guidelines to ensure that we are working together with the congregation to provide to most effective assistance possible.

We are willing to suspend certain aspects of our procedures for certain special cases at the request of the congregation. This may include not requiring clients to visit DHS or assisting with an item outside our traditional crisis care model. Many times, this situation ends in a pass-thru scenario, where the congregation provides the ministry a reimbursement for the particular cost.

Follow-Up Process:

In this situation, the congregation requests feedback from their referrals meeting with our case working. This generally takes the form of a follow up email with their Care Pastor and includes information such as the client's situation, the assistance plan we put together with the client, and a summary of any financial assistance given. The Care Pastor uses this information to reach back out to the client to ensure their need was met, provide spiritual care, and attempt to involve the client in the congregation.

At the end of each month, the ministry sends the congregation a summary of their referrals and the actions that were taken. The congregation has chosen to reimburse the Ministry a flat amount per referral. This amount is the average assistance given taken from all referrals.

Genesis:

This congregation is in the trail phase of creating congregational involvement in Genesis. Eventually, their plan is to create a Genesis Program consisting of mentors and mentees from their congregation with training, support, and administration coming from the Ministry.