

## Congregational Care at Pacific Crossroads

Care Training August 25, 2019

## Vision and Mission

- Vision:
  - Transformed disciples growing up into a body that builds each other up in love (Ephesians 4:15-16)
- Mission:
  - Congregational Care at Pacific Crossroads Church exists to equip every member of our community to care for others and to provide immediate short term care for people in crisis

## Foundational Principles

1. To have Congregational Care available and accessible to our whole congregation
  - Available: to have capacity and resources to meet needs
  - Accessible: to have clear lines of communication so our congregation knows where to go for Congregational Care

## Foundational Principles


2. To meet as many needs as possible at the local community level
  - Meets our goal of equipping every member to care
  - People are best cared for by those who know them well
  - Increases our church's ability to meet needs

How does congregational care happen in our church?





## Understanding Congregational Care

- Seeing it from an “end-user” perspective


**Meet Bill** 


Bill lost his father recently, and is grieving.

 This is Bill's CG leader. He meets with Bill and prays with him.





This is Bill's CG, who help each other.

 Bill is still sad, but he feels cared for by his CG and CG leader.


**Meet Jill** 

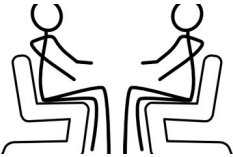
Jill just went through a divorce, and is having a hard time.

 This is Jill's CG leader. She meets with Jill and prays with her.




This is Jill's CG. They help each other too.

 Jill feels cared for by her CG and CG leader, but is still struggling. So her CG leader connects her to PCC's Congregational Care Team.

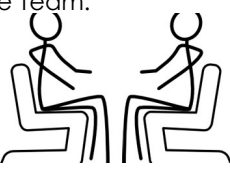



He just found out he lost his job.

## Meet Bob




This is Bob's Usher Captain.\*  
Bob is new to PCC, so he is not in a CG. But he serves on Sunday. Bob's captain meets with him and prays with him. He knows that Bob could need more help, so he connects Bob with the Congregational Care Team.



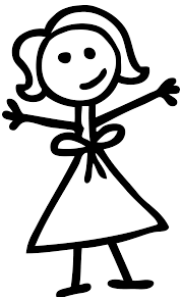
*\*This works the same way for people serving in Connection, HFLA, etc.*

Gina found out she has cancer.


## Meet Gina



Gina is a member of PCC, but not serving or involved right now. But she remembers hearing about Congregational Care at the Membership seminar; so she emails the deacon who interviewed her and followed up with her.





The deacon meets with Gina, and prays for her, promises to keep checking in. She also connects Gina to the Congregational Care Team.



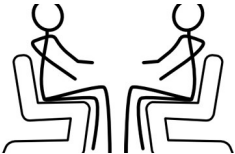
Peter struggles with addiction to alcohol.

## Meet Peter

Peter visits PCC occasionally. Every week he sees the slide and the bulletin insert that talks about Congregational Care.\* One Sunday, after a testimony, he reaches out to the Congregational Care team.



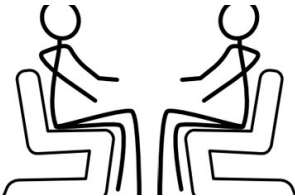
\*He can also find out about Congregational Care from our website or by calling our office. He also would be connected if he goes up for prayer after service on Sundays.



They are struggling with infertility.

## Meet John and Kate

John and Kate lead a community group, and so their coach, who regularly checks in, finds out about their struggles. He meets with them, prays for them, and then connects them to the Congregational Care Team.\*

\*This looks similar for other ministry leaders, who are cared for by either coaches or staff members.

## Congregational Care

Those are just a few examples, but there are some important questions.

1. What level of 'care' happens by ministry leaders and CG members?
2. How do leaders know when and how to connect to the Congregational Care Team?
3. Who is on the Congregational Care Team?
4. What happens when people are connected to the Congregational Care Team?

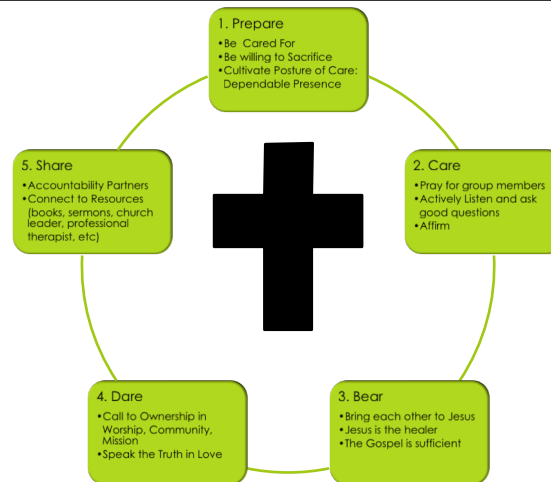
## Congregational Care

Let's start with the first two questions:

1. What level of 'care' happens by ministry leaders and CG members?
2. How do leaders know when and how to connect to the Congregational Care Team?

Every ministry and ministry leader is trained by Congregational Care Team with a basic level of training, called "The Care Cycle."

## The Care Cycle



## The Care Cycle

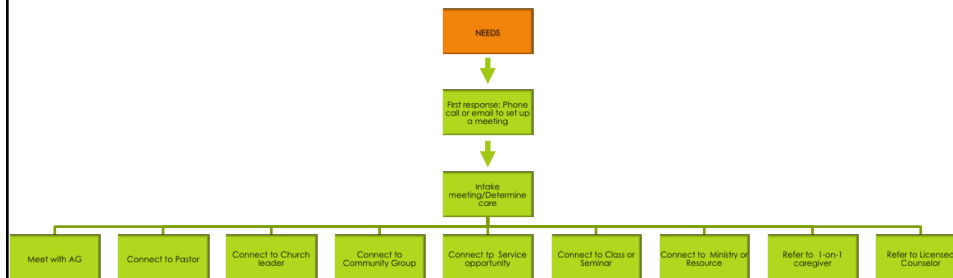
- The Care Cycle is a basic level of care training
  - Provides consistent level of care
  - Applications are tailored to specific ministries
- The Care Cycle covers themes such as:
  - Prepare: Training leaders to prepare to lead and care
  - Care: Teaching basic listening skills
  - Bear & Dare: Connecting others to the Gospel
  - Share: Connecting people in need to further resources; this is where leaders get clear direction on when to connect people to the Congregational Care Team, and how to do so.



## Congregational Care

- Let's address the final two questions:
  3. Who is on the Care Team?
  4. What happens when people are connected to the Care Team?
  
- The Care Team currently consists of our Director of Care, Jane Tsang; our Director of Congregational Care, Aimee Grimm.
  
- The following slides will address in detail the care process after needs come to the attention of the Congregational Care Team

## Congregational Care Flowchart



## Congregational Care Flowchart

- Let's go through each of the care resources:

### 1. Meet with AG for 1-4x

- For needs too great to refer to 1-on-1 caregivers but initially judged not severe enough to refer to licensed counselor
- Or in crisis situations when person needs pastoral support in addition to professional counseling
- May end in referral to professional therapist if not resolved
- Often done in conjunction with connecting to other resources (CG, Class, etc.)

## 2. Connect to Pastor

- If person is critically ill or experiencing a death/trauma, use built in process for pastoral follow up
- If the person in need has doubt or theological questions
- If the person in need is a man (we have more female one-on-one caregivers than male).

## 3. Connect to a Church Leader

Elder, Deacon, etc.

- If the person in need can be helped by our deacon teams:
  - Care Deacons
  - Mercy Deacons
  - Financial Stewardship Deacons
- Some of our church leaders may have specific experiences or skills with which they can help others (e.g. experience with infertility or adoption, job hunting skills, etc.)

## 4. Connect to Community Groups

- Often connected in conjunction with other interventions
- Used when person in need is isolated

## 5. Connect to a Service Opportunity

- Hope for LA, Sunday Serve, etc.
- Often done in conjunction with other interventions
- Used when person is self-absorbed or too introspective – where serving others will help.

## 6. Connect to a Class or Seminar

- How to Pray; How to Read the Bible; Essentials of the Christian Faith; etc.
- Used when person in need demonstrates room for growth in faith and discipleship.
- Often referred in conjunction with other interventions.

## 7. Connect with a Ministry or Resource

- Can be internal to PCC (CR, support groups, marriage groups, etc.) or external (AA, divorce care, relationship lifeline, etc.)

## 8. Refer to a 1-on-1 caregiver

- Our 1-on-1 caregivers are trained to listen and care for people in need, to address spiritual care and concerns. They are not licensed.
- When need level is appropriate skill level of 1-on-1 caregiver.

## 9. Refer to a Licensed Professional Counselor

- We maintain an updated list of Licensed Christian Counselors in the LA area.
  - The list is arranged by geography
  - Includes contact information
  - Includes Insurance and fee information
  - Includes Specialty and Credential information
- Counselors are screened by an application process which includes a written application, oral interview, and verification of credentials.
- Scholarships are available for people who cannot afford the full fees