**Care Strategy Vision Doc**

**Jan 2021**

**Vision:** To provide pastoral and practical Care for both guests and those most engaged in the church, within the existing strategies of Weekend, Groups, and DreamTeam.

Care provides support through a range of life’s challenges. It can include a multi-faceted approach of both people and resources (staff, DreamTeam leaders, time and finances) depending on level of care. Similar to our local outreach strategy, where each component contributes to an overall local outreach ministry and strategy of the church, so it is with Care.

**Goals:**

Depending on level of care and level of engagement, the goals of Care are to:

* To provide pastoral and practical care for leaders and members of Groups
* To provide pastoral and practical care for leaders and members of the DreamTeam
* To provide pastoral and practical care when applicable for guests

**LEVELS OF CARE**

Below are the levels of care we typically encounter:

**LEVEL 5 CARE**

A physical safety need. Examples of this are when someone may be faced with homelessness, or their physical safety is threatened by another member of the home.

**LEVEL 4 CARE**

Substance abuse and addictions needs. Examples of this are struggles with alcohol or drug abuse or addiction, or other addictions, such as pornography.

**LEVEL 3 CARE**

Traumatic circumstances. Examples of this are serious illness, hospitalization, death, an/or divorce, etc.

**LEVEL 2 CARE**

Emotional or spiritual struggles. Examples are issues of circumstantial depression (not chronic), family differences, job loss, extended financial hardship, relationship issues, self-esteem and self-worth

**LEVEL 1 CARE**

Prayer\*, visits, encouragement, hope, emotional support, and someone to listen to are all types of care.

**FAQ**

***With Care, who is doing what when?***

So much of this depends on the circumstance. In a multifaceted approach it may be multiple people, but the bottom line with providing Care is that it follows the closest relationship first or where the person is most engaged with the church. If the need becomes level 3 or higher (beyond the closest relationship) or there are multiple issues happening at once, then it is communicated and handled with the next leader in line. For example, if the person in Group, the Group leader is the first to provide Care; if on DreamTeam, then team leader is first to provide Care. They would share with the coach what’s happening and if the need is larger than what they can handle, then they would involve the Coordinator and/or HUB leader and campus staff.

If the need is Level 4 or 5 Care, we recommend that a staff member is always involved.

If the person is involved in both Groups and DreamTeam, we find that Groups are most often the first line of Care.

***What about the Care DreamTeam? Who do they serve when?***

The Care DreamTeam is most often serving **guests** who are not engaged with the church regularly. They may get involved some for those who are engaged regularly, but this is typically for a very specific need that cannot be handled by the next leader in line, or in partnership with the campus staff.

Again, the primary role of the Care DreamTeam is to insure guests have a next step during life’s transitions and difficult times. See the Care Handbook for details on the Care DreamTeam.

***How does the responsibility for Care get handled by campus staff?***

The bottom line with providing Care is that it follows the closest relationship first, for the campus staff members as well. However, when it comes to financial assistance or any need that is larger than what the team or staff member can handle, then it’s the full-time Next Steps Directors of Groups who oversees Care.

Since the staffing role for Next Steps varies by campus, specifically:

* if the Groups role is part-time and/or there is a Care DreamTeam in place, then it is the Next Steps Director of DreamTeam.
* if there is only one Next Steps Director at campus, then they, typically along with the Campus Pastor, oversee Care.

***What about when the Care needed includes financial help?***

We have guidelines for financial assistance and would encourage any financial needs to be routed to Care Team Coordinator along with the Next Steps Directors at the campus to determine next steps. All financial assistance is processed through Rock, Benevolence.

***How will Care be tracked?***

Tracking the type of Care a guest receives is critical for the strategy of Care overall. It equips each of the people who are working with the guest to understand where they are in the Care process including if they have received help, met with someone before, been hospitalized, etc… This holistic picture for Care can help determine level of care needs as well as present and future responses too.

All Care will be tracked in Rock on the person’s profile:

* Financial assistance is specifically tracked using Benevolence.
* Hospital Visits are worked and processed similar to prayer requests.
* Care Cards will capture one-on-one pastoral guidance meetings and financial guidance meetings.

Trainings on the specific ways to do this in Rock will be available on CreekHelp.

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\*Please note that while prayer is an important part of any Care strategy, the Prayer Team is its own DreamTeam with its own functions and role.