

## **GrowthTrack Make a Difference Connections Vision and FAQ**

**May 2020**

### **Overall Vision:**

Make a Difference Connections are how we manage, care for, and connect guests who have completed GrowthTrack with their chosen DreamTeam. These guests have taken a step in that area of discovering purpose and are ready to use their gifts to make an eternal difference. Connections help us serve guests from the completion of GrowthTrack to joining and serving on a DreamTeam.

*Bottom line: We have a responsibility to care for everyone that completes GrowthTrack by guiding them on their next step of joining a team. Connections help us do this well.*

### **Goals:**

- To responsibly and diligently take care of guests who have completed GrowthTrack.
- For Make a Difference Connections to be worked consistently across all teams.
- To have a clearly defined and agreed-upon definition of when it is time to hit the “connect” button closing out a connection.
- For a ministry to be able to view the number of guests in a specific step of the onboarding process.

### **When:**

- Post Week 4 of GrowthTrack

### **Where:**

- Rock Connections – Make a Difference Connections

### **Who:**

- All Staff and DreamTeam members that receive Make a Difference Connections.
- GrowthTrack Connectors

### **Receiving a Make a Difference Connection**

Make a Difference Connections are created from the team that the guest selects out of week 4 of GrowthTrack. GrowthTrack Connectors receive all Make a Difference connections initially and then distribute them to the appropriate Ministry Team Lead.

### **Initial Contact in the First Week**

Make a Difference Connections will appear on the Ministry Team Lead’s Rock homepage by Monday of the following week.

- It is encouraged to attempt to make initial contact within the first five days following the flow chart found on Creekhelp/Standards and Information/Ministry Services/Connections.
- If contact is unable to be made:
  - Capture each attempt by adding an activity to the Make a Difference Connection. Choose the appropriate activity in the drop-down menu and make a note. *E.g., Select “Sent Text Message.” Add a note of your message and plans to follow up.*
  - If you have reached out to the guest the recommended amount of times, and they do not respond to you, close the connection out by hitting the connect button. Make a final note before doing this. *E.g., I attempted to contact the guest multiple times but was not successful in making a connection. I am closing out this connection.*
- If contact is made with the connection:
  - Make sure to capture the result of the contact by adding an activity from the drop-down menu and make a note. *E.g., Select “called.” Add a note of your conversation and the next step offered.*

## **Activities – Managing your Connections**

### **The First Step for Every Guest**

- Application: The first step for every guest after completing GrowthTrack is to fill out an application for their chosen DreamTeam.
  - Some guests may have completed this in GrowthTrack. If they have, you will see this in their profile under the serving tab. In this case, your initial contact with them will be to introduce yourself and offer the next step in their onboarding process.
  - If the guest has not filled out an application yet, make them aware that you are sending them an application and ask them to fill it out. This will begin the official onboarding process.
  - Once you have received their application back, add the activity “received application” activity to their connection.

### **Continued Onboarding**

- Guests will stay in the Make a Difference Bucket until they have completed onboarding. Each step of onboarding should be noted in activities.
- Activities – The drop-down in activities will include:
  - Initial Contact
  - Application Sent
  - Application Completion
  - Working References
  - References Call Complete
  - Background Check Requested
  - Background Check Complete
  - Scheduling Interview
  - Interview Complete
  - Child Safety Training Sent
  - Child Safety Training Complete
  - Confidentiality Agreement Sent
  - Confidentiality Agreement Complete
  - In Training Phase of Onboarding
  - Training Complete
- By keeping detailed notes of activity, ministry teams will be able to search the Make a Difference Connections and filter their search to see which connections are in which step of the onboarding process.
- Also, each Guests onboarding steps and progress can be tracked in the Serving Tab of their Rock profile.
  - Each time a guest completes a step in the onboarding process, it will be marked as completed in this serving tab.

### **Closing a Connection: Adding Them to the Team**

- Once a guest has completed all the steps in onboarding, it is time to close out your connection.
  - The first step in closing a connection is to edit it by selecting their new team in the placement Group. This will automatically add them to their DreamTeam in Rock.
  - Make a final note in activity and close the connection.

**Important Note:** Hitting “Connect” for the connections made off of the GrowthTrack cards means that either a guest:

- does not respond to our attempts to connect with them,
- they have stalled in the onboarding process by no longer responding, or
- they have completed the on-boarding process and have been added to the DreamTeam

#### FAQ:

##### **At what point should I click the connect button in my Make a Difference Connection?**

When a guest does not respond to our attempts to connect with them or stall in the onboarding process by no longer responding, we can close the connection by hitting "connect." The only other time we would hit "connect" on a connection is when a guest has completed the onboarding process and has been added to a DreamTeam.

##### **When do I use future follow up when working a connection?**

If a guest indicates that they are interested in joining the DreamTeam but needs to wait for a season, edit their contact for future follow up. Another reason for future follow-up would be if guests have not completed all four weeks of GrowthTrack (they are most likely completing GrowthTrack as weeks rather than in order). This guest would be given a follow-up call that would encourage them to complete GrowthTrack. When they appear on the GrowthTrack completion report, they would then move back to the onboarding process.

##### **What about No Selection Made Connections?**

The goal of these connections is to offer assistance with choosing a team or determine if a different NextStep would be appropriate. E.g., Joining a Group or Celebrate Recovery. The GrowthTrack Connector, under the direction of the NSD, will follow-up (see GrowthTrack Connector roles and responsibilities on CreekHelp for details on how they working these connections over a 3 month period).

##### **How do I onboard a current DreamTeam member to a second team? Or what if they want to join another team in addition to mine?**

If a DreamTeam member shares they are interested in a second DreamTeam, have them fill out a Connect Card marking that their next step is to join a DreamTeam. Please make a note of the team they wish to join. This Connect Card connection will go to the Next Steps Director, who will fill out the Week 4 Card (after verifying they have completed all four weeks of GrowthTrack). Filling the Week 4 Card out will create a Make a Difference connection with the new team they would like to join.