

OUR RATIONALE

Because we care about every person who calls [CHURCH NAME] home, we don't want to lose connection with anyone during this critical time. National statistics (pre-pandemic) tell us that 93% of regular givers will leave the church (possibly forever) approximately 60 days after they stop giving. This is an opportunity for us to express thanks, to hear what is happening in their lives, and to offer prayer and support.

OUR APPROACH: 3 Contact Attempts/ 2 Contact Methods

1. Call: Check in on them and see what's been going on in their life, gather prayer requests, etc.
2. Email: Confirm call (or multiple attempts) and provide encouragement and care.

OUR CONVERSATION STARTERS

Hi _____. This is [your name] from your church.

I just wanted to take a moment to thank you for the part you play in your church mission and to see how you are doing.

Is this a good time?

→ POSSIBLE OPEN-ENDED PROMPTS

- How are you managing through this pandemic?
- What kind of support network do you have to help you get through?
- What are your greatest challenges in this health and economic crisis?
- How can we pray for you?

→ RESPONSE GUIDE Giver Death

- Interact with their family as they grieve and offer resources. Let the family know about our Grief Share group which can be found at [\[website\]](#)

→ Job Loss / Economic Setback

- Ask if they are comfortable sharing their circumstances.
- Let them talk and try to empathize; limit questions until they are done sharing.
- Ask, “Aside from prayer, how might we be able to help?”
- “We have a Compassion Team that might also have additional resources to help you.”
- Thank them for sharing and for trusting in God.
- Offer to pray for them.
- Connect them via email

→ Giver Moved / Attending Elsewhere

- “We’re sorry we won’t see you around Church Name anymore, but we’re so thankful for the time you’ve been part of our ministry.”
- “Have you found another church home? If you don’t mind me asking, which church?”
- “When we update our records, would you like to be removed or would you like to continue to receive communication from church name?”
- “I’ll be praying that God will do incredible things in your life as you move forward.”

→ Feeling Disappointed / Disconnected / Distant from Church Name

- Ask them if they feel comfortable sharing their feelings about church name.
- Let them talk and try to empathize; limit questions until they are done sharing.
 - o Remain calm.
 - o Let them vent.
 - o Don’t try to defend the church, just let them talk. o Don’t take their remarks personally.
- Ask them, “Do you mind if I share your feelings / thoughts / concerns with our leadership team?”
 - o Don’t promise any response to their concerns that you cannot control.
- Thank them for sharing their feelings and time, offer to pray for them, and follow up as needed.

REFERENCE RESOURCES

→ Our Re-Entry Values – [\[website\]](#)

- Your church has never closed. We don't feel pressured to "reopen" because we've never been more open than we are right now.
- Your church campus gatherings don't operate well under strict social distancing guidelines.
- We won't rush re-entry to campus life and hurt our witness to our neighbors and communities.
- Southern California and Minnesota are different.
- Any plans we make will remain fluid as things change each week, so we will remain agile and flexible.

→ Where Do We Go From Here? –[\[website\]](#)

- Grace-saturated unity
- Mission-driven strategy
- Jesus-centered ministry

→ LINKS TO Your Church RESOURCES

- Local Compassion
"Our Benevolence Coordinator, Pastor Name, is available to find resources and explore how Your church may be able to help. Would you be interested in connecting with him/her?"
Email: Phone:
- Care & Recovery
Our Care & Recovery groups are a place where you can find help, discover hope, and experience healing. These groups are led by people who have been where you find yourself today. You can find a listing, description, and contact information for these groups at [\[website\]](#). You can also contact our Care Pastor, for additional information and resources.
- Small Groups
[\[website\]](#)
If you feel an assistance call would help, please forward the information to Pastor Name at Phone number or email.

→ CONTACT WORKFLOW PHASE ONE

- IF THEY ANSWER THE PHONE

1. Go through call script and appropriate open-ended prompts in your own words.
2. Follow-up with personalized email within 24 hours.
3. Record results and close file.

- IF THEY DO NOT ANSWER THE PHONE

1. Leave voice message:

“Hi _____, this is [your name] from Your Church and I was hoping to connect with you to see how you’re doing and to say thank you on behalf of your church family. I’ll probably try back in a day or two, so you might watch for this number on your phone. I hope you’re having a good day.”

→ PHASE TWO (within 2 days)

- IF THEY ANSWER THE PHONE

1. Go through call script and appropriate open-ended prompts in your own words.
2. Follow-up with personalized email within 24 hours.
3. Record results and close file.

- IF THEY DO NOT ANSWER THE PHONE

1. Leave voice message:

“Hi _____, this is [your name] from Your Church calling again. In case we don’t connect, let me just say thank you for the part you play in your church’s mission. God is doing some incredible things during this challenging season because of people like you. I’ll be sending you an email so you’ll have a way to let me know if there is anything we can do for you or your loved ones. Again, my name is [your name] from Church. Stay well and be safe.”

2. Send email:

“Hi _____, You may have noticed that I’ve left you a couple of voice messages. I’ll probably try again soon so I can hear how you are doing. In the meantime, thank you for being part of what God is doing through Your Church. Because of people like you, we can offer hope and help to the hurting in these difficult times. Stay safe. I look forward to connecting with you. [Your Name]”

→ PHASE THREE (within 2 days)

- IF THEY ANSWER THE PHONE

1. Go through call script and appropriate open-ended prompts in your own words.
2. Follow-up with personalized email within 24 hours.
3. Record comments and close file.

- IF THEY DO NOT ANSWER THE PHONE

1. Send personalized email confirming attempts to connect and offering support.
2. Record results and close file.