

Open CarePortal requests represent complex, diverse, and delicate situations for church responders to step into. An important goal of churches in meeting these requests should be to go beyond a delivery and use the items or services they provide as an opportunity to build a meaningful connection with partners and the families they serve, reflecting the love of Christ that is unconditional, unifying, and sacrificial.

Below, we've collected some of the most basic but important best practices for making connections with families through CarePortal.



Go 2 by 2

If you are going to someone's home, never go alone. Jesus sent his disciples out two-by-two for many reasons. It is wise to be above reproach and protect the people you are helping. Think of it as a gift to the family that you're intentionally bringing accountability with you, which takes that expectation off the family.



Avoid assumptions

There is *always* more to the story— we don't know the circumstances that led a person to the crisis they are in. For someone who is stuck in "survival mode", new situations and new people can add to their stress, which may influence how they respond. Interpersonal interactions with families through CarePortal can create the ability to connect to those we serve by relating to their pain and struggle, and we can become more gracious and accepting of imperfections in others when we accept that we are also imperfect.



Seek to serve

When you meet the first need, you may find other things to help with that can help give you natural reasons to keep coming back. Engaging in the process of meeting specific needs allows you to participate alongside the family. And as you do, it's important to remember that rather than giving cash, you should by physical items.



Call the caseworker

If you have any questions, concerns or follow up, call the caseworker. As the connection point to the family, they can give you tremendous insight. It's also helpful to let them know of additional ways you end up serving the family, just to keep everyone on the same page.



Prioritize dignity

Encouraging words and being given the ability to choose have power. Look around and find the strength you see in the people you meet. Be a light in a dark time for them without taking away their dignity, ability to make decisions, or privacy.