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City Care

Introduction

Personal Journey of City Bible Church

There is a global increase of evangelism in local churches, which has produced hundreds of thousands of converts daily. There is an urgency to spread the gospel like never before. The Holy Spirit is breathing on leaders and Christians alike. *“Go into all the world and preach the gospel to every creature.”*

As the church increases in the areas of intercession and evangelism, there will be a supernatural increase of spiritually seeking people flooding the churches all over the world. When the multitudes come, will there be “strong nets” in which to catch and keep the harvest? Will we have systems and strategy in place that will allow us to take care of the thousands God may bring our way?

During a typical staff meeting this very topic was being discussed. The following statement was made, that began our journey of City Care. “God will only give us as many as we can take care of.” Although this may not be theologically true, it was a prophetic word for the evangelism and assimilation team at City Bible Church that would catapult us into another dimension of assimilation. We had to ask ourselves a hard question, “How could we continue to ask God to give us our city if we weren’t taking care of the ones He was already bringing our way?” The scriptural principle rang true to our ears; “He who is faithful in the little things shall be given much.” Through this revelation was birthed our City Care ministry.

As the church as a whole continued to focus on intercession, evangelism and Cell ministry, the evangelism department continued to work on building strong nets for retaining the harvest. As the visitors and conversions continued to increase, the Lord was faithful in delivering fresh innovative ways in which we might build relationships, meet needs, pray for every person and assimilate many that He brought our way.

We have come a long ways since the inception of City Care. We still have a long ways to go. We are always looking for ways to become more effective in touching the lives of every person God brings our way. We have a huge task of trying to meet the needs and pray for over 4500 visitors per year. But we believe the Lord to help us in touching the lives of every single one of them.

Our prayer is that the contents of this manual will not only inform you, but also inspire you to new levels of passion and concern for those God brings your way. We pray that God will give you the wisdom to gather in the harvest, and grow each person into a healthy, active, reproducing, member of your local church.

Marc Estes
Director of Evangelism and Assimilation
City Bible Church

City Care Overview

The City Care Visitor Follow Up Ministry has developed into a highly effective means of touching the lives of visitors who come to City Bible Church. Throughout the following pages, we have provided an overview, which will enable the interested party to take what we have discovered, tested and implemented very successfully, and adapt this system to fit the needs of their own church. We would like to stress, however, that the success of the City Care Visitor Follow Up Ministry is not because of an effective system, but rather because CARE is what it is all about. The system supports the pastoral caring heart of this ministry at City Bible Church. ***Therein lies its success.***

The format of the accompanying City Care Team Member's Manual is a duplicate of that which is used at City Bible Church on a weekly basis. Not only have we assembled the manuals to help you get started, but we have also included several copies of actual calls, changing only the names and addresses of these guests. Among the material in the inside front cover, you will find the Visitor Card. The visitor card is the single most important initial bridge between the guest and the City Care ministry.

The City Bible Church assimilation team places great importance and value upon every visitor card that is filled out by or on behalf of a guest to City Bible Church. Each visitor card is treated as though the actual family or individual is before us in person. The entire system is geared to focus upon and care for the visitors - our guests; the program is not the focus.

The visitor card introduces the visitor to City Bible Church. What happens after that introduction will be a primary determining factor as to whether that visitor will return, or leave never to return again. It is important to note that while our hearts can be extended to reach the lost of our city, it can be all too easy to lose those that God sends right to us. To put it another way, it can be very easy to lose those fish that are jumping right into our boat. We believe that if we can't be trusted with those that drive up to our church, how will God entrust us with the people in the rest of the city?

Therefore, the visitor card is not just another piece of paper, but unless we know that the visitor is a regular attendee or a member of another church, it represents "a sheep without a shepherd" in search of their spiritual home. We believe that we have been entrusted with a God-given responsibility to reach out to *all* those that come through the doors of our church, to love and care for them, and by doing so, enabling them to become all that God intended them to be.

Therefore, much focus and effort is placed upon:

- Demonstrating the love of God to our visitors,
- Accepting them right where they are,
- Responding to their immediate felt needs,
- Answering their questions,
- Connecting them to the various ministries of City Bible Church,
- Engaging intercessory prayer on their behalf,
- Encouraging them to come back,
- And ultimately, placing them within a City Cell where they can grow and find their place so that they can flourish as a fruitful member of the Body of Christ in our City.

Each church will have different means of recording their assimilation information, and even though we use a particular database and process, other methods diligently utilized can be just as effective. Again, the emphasis is on the caring; the system provides the structure and support.

City Care Testimonies

Scripture tells us, “that a tree shall be known by its fruit.” The eloquence of the typography or the beauty of the cover never measures a program or philosophy, but by the actual fruit it produces in the lives it was intended to reach. Any materials ever sent from our local church must be proven effective in the context of the local church, before ever sending it out over the wall to the nations. With over eighteen months of modifications we feel confident that these principles will assist you in keeping the harvest in a more effective way, than ever before.

In the past year, we have only talked with two people out of thousands that did not want us to call them back. For the most part, every call is very positive and anointed! Although we could write a book just on the hundreds of miraculous testimonies, we chose just a few for your benefit.

Atheist Converts to Christ

For over twelve weeks, a City Care Caller called a lady and left a simple, but profound prayer on the answering machine of a lady who confessed to be an atheist. On the twelfth call, the lady picked up the phone and responded, “I must now confess that your God is real, because everything you have prayed in the last twelve weeks on my answering machine has come to pass.” She made arrangements to come to church and then gave her life to Christ.

Ninety-five Year Old Man Comes to Christ and Dies

We received a card from a man that was able to attend one service. His prayer request was, “I am very lonely and need friends, please come and visit me.” The card was given immediately to our Senior Saints Pastor, who in turn when and visited the man. He gave his life to Christ and then asked to be baptized. The following week he was lifted into the baptismal in his wheel chair and touched by the Holy Spirit. It was then that the next week we received the tragic call. He had died and went to be with the Lord. Here was a man, weeks from death that was saved and baptized due to the efforts of the City Care Ministry.

Manic Depressive Couple Saved and Healed

An unsaved couple visited the church with no intentions of returning to that, “crazy, radical church” until the City Care team called. They were quite surprised that a church of that size would be interested in a couple like them. The caller prayed with them and encouraged them to come again. The prayer was specifically for a job for the husband. He concluded the call by saying, “I don’t believe in God and don’t believe in prayer, but you can do it anyway.” That is just what the City Care team did. To his surprise (not ours), this man received a phone call and got a job in his field making more money than he ever did in the past. This sparked an increased curiosity in this “God and prayer thing” in their minds. The calls continued each week and eventually the couple would come to the church and their entire family came to Christ. On one particular phone call, the couple got on the phone and asked the caller, “Would you please pray for both of us. We are both manic depressive and have been taking medication for over ten years.” The caller prayed and both were healed on the spot. To this day, neither one has taken any medication. Both are now personal intercessors for one of the pastors on staff.

Man's Life Spared from Attempted Suicide

A card was received that read, "Please pray for me, my marriage is falling apart." A Care Team Member got the card and called the man. The caller could not get a hold of the man for three weeks, so they just left their "best-anointed prayer" on the answering machine. One month later, at the altar of the weekend service, this man approached the caller and said, "I want to thank you for saving my life!" To his amazement the caller said, please explain. The man went on to say, "He got off work and went home and was ready to commit suicide. He listened to answering machine and heard the prayer and ended staying up all night listening to and rewinding the prayer." He went on to say, "I then got the second call and the third call, and now I could listen to all three at one time without having to rewind. It was your prayers that saved my life."

Pastoral Support and Involvement

One of the major components to the success of City Care is the complete support and involvement on the entire Pastoral Staff. The Senior Pastor must be behind the entire program and be willing to include City Care emphasis in every service (this will be explained later on). The pastoral team must understand that their support and involvement is critical to the success of City Care (this will be explained later on, as well). Without these two components it is highly unlikely that City Care will be effective in keeping those God brings your way.

City Care Philosophy

Philosophy #1: Every Person Matters To God

One night, early on in the development of City Care, the callers were gathering around the table and the evening was ready to begin. A card was dropped on the floor and went unnoticed. With deep conviction, Alida Little picked up the card and shared with the group, “This is not just another card, but a living soul. This person matters to God!” As conviction filled the room, it was evident the Holy Spirit was imparting to us one of the main keys to the philosophy of City Care.

The life of Christ is always the standard we must strive to live like. He was our model of Christian living. In almost every case, Christ reached out to the one and showed us this principle as a backbone to our faith. Here are just a few examples.

The Parable of the Lost Sheep
The Thief on the Cross
The Prostitute about to be Stoned
The Women at the Well
Blind Bartemaeus

Matthew 18:12-13
Luke 23:39-43
John 8:1-11
John 4
Mark 10:46-52

Every person that walks into the doors of your church matters to God. There should be a deep seeded conviction that your team will do whatever it takes to see that every individual is taken care of. God placed them in your care! Every person matters to God.

Philosophy #2: Pastoring the Un-pastored

People that attend our church are more than visitors are. They are people entrusted to us by God. We have prayed that God would bring us people and each one is an answer to prayer. We also have the conviction that every person comes with needs that must be met.

Whether they are already a Christian looking for a new church home, or an unsaved person at the end of their rope, every person needs to have pastoral care and oversight. They are sheep without a shepherd. No longer can the church wait for every person to make their own choices and first step, while we sit and wait for them to move. We must take on the heart of the good Samaritan, as found in Luke 10: 33, “*But a certain Samaritan, as he journeyed, came where he was. And when he saw him, he had compassion.*” Our philosophy has been, to go to where they are at and have compassion on them. This is what Christ is communicating in this scripture. For too long, church leaders and workers have treated visitors like the Levite and Priest that saw his condition and “went to the other side!”

Every person that steps foot on our property is to be covered by pastoral care. The City Care team is more than just a group that makes a weekly phone call, but those that are “Pastors to the unpastored.” Although each Team Member is working only the visitor through a transition, they are to pastor them until they can be handed off to another leader that will continue the pastoral care.

Philosophy #3: Care is Based Upon Their Needs Not Our Needs

One of the greatest keys to the City Care system is the focus that is given on the needs of each individual. People respond best to those who are there to help them through their time of crisis. As stated many times, “People don’t care how much you know until you know how much you care.” Jesus reached out to the poor, the sick, the lost, abused, accused and accursed. He most always ministered to the needs before delivering a spiritual challenge. It opened the heart of those He ministered to.

I John 3:17-18 “But whoever has this world's goods, and sees his brother in need, and shuts up his heart from him, how does the love of God abide in him? My little children, let us not love in word or in tongue, but in deed and in truth.”

Every visitor is asked to list a specific need or prayer request during the service. This allows the callers to enter into a deeper level of care on the initial call. Instead of starting at a surface level conversation concerning their visit to the church, the caller can now begin with that which is most important to the visitor...their hurts, pains, and needs.

Once the caller begins to pray for the individual and offer solutions to their situation, it is then that the visitor is responsive to the church. Many have said, “If your church cares this much for me, I want to be a part of this place.”

Philosophy #4: More Prayer is Better than Less Prayer

This catchy phrase has been the benchmark for many ministries in the church. We have adopted this simple, yet profound truth. More prayer has more impact than little prayer. Paul admonishes in Ephesians to abide by this principle.

Ephesians 6:18 “praying always with all prayer and supplication in the Spirit, being watchful to this end with all perseverance and supplication for all the saints”

As you read through the contents of this manual, you will find that prayer is implemented on every level of City Care. Here are a few areas where you will see prayer. These will be explained in further detail later on in manual.

City Prayer Intercession- Every visitor is prayed for by over 50 individuals each week.

Immediate Response Requests- Whenever an urgent need is brought to the attention of the City Care Team, the Senior Saints Intercession team is contacted and there is immediate prayer offered on their behalf.

Before Calling on City Care Night- As the team gathers each Tuesday night, a portion of the meeting is devoted to prayer and intercession. Prayer for the visitors and the callers is the primary focus.

During Every Call- Every person contacted is prayed for on the phone. If there is not anyone at home, prayer is left on the answering machine.

Crisis Calls Involving the Entire City Care Team- At times the entire team will be pulled from their stations and gather together to pray for a crisis situation.

The End of Every Night- As the team concludes their calling for the night, the team gathers for a time of prayer to seal the evening.

Philosophy #5: If Relationships are not Established they Will Not Stay

A recent survey showed that those who could identify seven or more friends within their first six months at church eventually stayed. Those that could only identify three friends or less within the first six months left the church. Relationships are the key.

It doesn't matter how great the pastor preaches, how well the choir sings, how well the band plays, or how professional your literature looks. If people don't feel like they belong they will leave and look for another church that will offer them the relationships they are hungering for.

From the initial phone call, establishing relationships with the visitor is essential. The caller works to build a friendship first, and help them second. The process of assimilation then becomes easier knowing that there is a friend holding their hand every step of the way.

One of the key components to the assimilation process is placing them in areas that will best fit their particular needs. In almost every case, people are encouraged to join a City Cell, which is the small group ministry of City Bible Church. It is through this ministry, that relationships can be quickly established.

Philosophy #6: Contact Until Assimilated

Many church follow up programs may send a letter and make a phone call at best. Many churches only go as far as to send out a letter. In either case, it is impossible to implement the above mentioned philosophies in just one contact.

City Care involves continual contact with a visitor until the caller has exhausted all possibilities of assimilating the individual. Some callers have gone as far as to call twelve weeks in a row and even meet the visitor for coffee or lunch. Each caller has the conviction that "they are their only link" to the church and continual contact is necessary until they are being pastored by some other means.

The average contact with a visitor is usually three to four weeks. We have found that the number of people assimilated and the length of time in which they are assimilated are both drastically increased due to the continual contact of the City Care Caller.

City Bible Church has developed an assimilation strategy known as their, "Assimilation Freeway." The goal of every ministry is to assist the individual to move from the on-ramp to the fast lane, which represents the person has completed their assimilation process and become a healthy, active, reproducing, member of a local church (Please see "Assimilation Strategies Handbook found in the pocket of this manual).

City Care Structure

Understanding the City Care Structure

This program has been successfully implemented in different size churches throughout the country. Whether your church has 3,000 people or 30 people, City Care will work for you.

One of the challenges faced by the City Bible Church staff, is how to effectively communicate the principles and structures without emphasizing the size of the church. Many churches attribute the success of the City Care program to the finances or manpower available to run such a program. However, our success is not measured by the finances or the manpower but by implementation of the philosophies previously mentioned.

The need for finances and manpower is directly proportionate to the amount of visitors attending your church. The smaller the amount of visitors the smaller the team.

Because each church is different due to their size, demographics, personality, vision, and beliefs, The goal must be to analyze the City Care concepts and apply them to your specific needs. There will be many principles that will apply and many that won't. As you continue to implement these concepts, you will see the City Care program take on its own shape and flavor in your church.

In order to begin building the City Care ministry in your local church, you must first begin building the structure. This chapter will briefly explain our structure to give you a starting point. Please keep in mind, that the size of our structure is necessary to meet the ongoing needs of those God is brining our way. Your structure WILL look different.

Defining City Bible Church's City Care Structure

City Care is just one component of the assimilation strategies of City Bible Church. To understand more about the "Assimilation Freeway" please refer to the handbook in the pocket of this manual. For a more exhaustive explanation, order the three part tape series entitled, "Assimilation Strategies" from City Bible Publishing at 800-777-6057. Here is a overview of the Assimilation Freeway.

Put Assimilation Freeway in this location

The structure of City Bible Church's City Care evolved over the process of eighteen months. Every time there was a specific need that was not being met, there were systems established to take care of the need. We assumed that if the need or situation arose once, it will surely rise again. What began as a simple one dimensional follow up system, has transformed into a multi-dimensional complex infrastructure. Due to the overall success of the City Care program, all departments have now come together to make one large follow up team for the entire church. Lets look closer at a diagram that shows the structure of the City Care Ministry. See below:

Put City Care Hub Flow Chart Here

Developing Your Own City Care Structure

As you review the City Care structure of City Bible Church, keep in mind that we began small with a few callers. We recommend the same. Start small and work through developing the procedures that best fit your church structure. Here are some guidelines to determine the amount of callers you may need to begin.

A. Begin with the Weekend Service Visitors Only

1. Determine the amount of visitors that attend your church weekly: _____
2. Take the total weekly attendance and multiply it by four: Weekly_____ X 4 = _____
3. Divide the answer from line 2 by 10. This will give you the number of callers needed.
4. Add new Callers as needed.

B. Develop your Own Systems and Procedures Using City Care as a Template

C. Begin to Merge other Departments (i.e. youth, singles, etc.) as Time Permits

City Care **Team**

Selecting a City Care Director

The main key to the overall success of the City Care program is the Director. This individual will be responsible to oversee the daily operations of the City Care Ministry. This position should be appointed by the Senior Pastor, as the Director will be responsible for overseeing a vital ministry in the local church.

The Director should have the following characteristics:

- | | |
|-------------------------|--------------------------------|
| -Heart for People | -Evangelistic |
| -Ability to Lead People | -Compassionate |
| -Administrative | -Respected in the Local Church |
| -Detail Oriented | -Experienced in Pastoral Care |

Duties and Responsibilities

The following section gives a brief outline of the duties and responsibilities of each person involved in City Care:

Director

The Director is responsible for the oversight of the entire City Care Ministry. This person can be on staff at the local church, but is not mandatory. The Director is responsible to:

1. Recruit, train and maintain the entire City Care Team.
2. Frequently monitor each Team Member and analyze their effectiveness.
3. Oversee weekly City Care night.
4. Make any necessary changes to the overall program.
5. Oversee all future development of procedures and materials.
6. Work closely with the Senior Pastor to make the City Care program more effective.
7. Monitor and review every call report to insure quality care and follow through is taking place. This must take place every week!

Team Members

Each Team Member plays a vital role on the City Care program. Most all Team Members are lay ministry and not paid staff. They are the front line contact with the visitors of your church. The Team Members are responsible to:

1. Commit to a minimum of one year involvement in the City Care program.
2. Commit to faithfully attend the weekly City Care night.
3. Show up on time and be involved in the opening meeting discussion and prayer.
4. Faithfully call and care for every person on his or her list (average 2 hours per week).
5. Communicate any crisis as they arise to the Director.
6. Stay in contact with each person until all possibilities exhaust themselves.
7. Fill out all forms and information.
8. Call 24 hours in advance in they are unable to attend.
9. Be a member of the local church.
10. Properly represent the church in deed and character.

Data Entry and Administration

Intelligent decisions are only made with intelligent information. The data entry/administrator will be a key to the overall success of the program as well. This position can be a paid staff position, but is not mandatory. This position requires the most amount of time and commitment. The procedures for this position are given in detail in the section entitled, "City Care Procedures".

1. Gather all names from original sources and input into computer.
2. Distribute all necessary reports.
3. Set up all binders for City Care Callers.
4. Set up the City Care night materials.
5. Assist in the City Care night and answer any questions or concerns that may arise.
6. Assist in breaking down the City Care night materials.
7. Gather all envelopes, letters, Immediate Response Requests and binders and file accordingly.
8. Clean up all files, enter any new data and get ready for the following week.

Intercessors

The furnace room to City Care is the intercessors. These dedicated individuals have given themselves to prayer. Before a call is ever made, the intercessors are already standing in the gap for those that are being contacted. The intercessors are responsible to:

1. Fervently pray for any names and crisis assigned to them.
2. Continue to pray for names until person is assimilated.
3. Communicate any unusual breakthroughs to Director.

Selecting a City Care Team

Members of the City Care team should be selected and not just recruited through a church bulletin or announcement. This team of people will be used to minister to the visitors of your church and will be called upon to make some challenging choices and comments. Furthermore, it is important that the callers have a good understanding of the history and structure of the church, as many of the questions that will arise will be in this area. Look for seasoned, mature leaders that have a passion for people.

1. Pray and ask the Lord to give you the names of those you will approach.
2. Set up a meeting for all potential City Care Team Members.
3. Send out an invitation to each person.
4. Explain the vision of the program and what is required to be involved.
5. Pray for the team and ask for those that would like to get involved to begin on your starting date.
6. Meet with team and begin training on the first night.

Training a City Care Team

The training process really never ends. Each week new circumstances arise that require further communication to the team the following week. However, there are some initial components that each person needs to know. There are four main areas to train each person before releasing him or her.

1. **City Care Overview-** Explain the entire program and make sure that each caller understands the program in detail. Most importantly pray for each person and ask the Lord to supernaturally impart into their spirit a revelation concerning the qualities and gifts needed to be successful in touching the lives of those God brings their way.
2. **Procedures Overview-** Walk through each form in detail and explain the importance of each form. Have each person write legibly and make sure thoughts are written out in detail. The average amount of paperwork per phone call is approximately 5-8 minutes.

3. **Material Overview-** Each church will have a different set of materials available for the callers. Some materials are available for the callers themselves, while other materials are available for the visitor. Whatever materials you have chosen to use spend time explaining each component in detail.
4. **Script and Call Overview-** Have each person spend time reviewing the script and also sit in on a few calls before making any calls themselves. If you are just launching the program, we encourage the Director to make some calls first and let the entire team review each call and ask questions. This area of training needs a great deal of oversight. Do not release people prematurely in this area of training. Often times, we will have a person listen in on calls for up to three weeks before making their first call. Once they begin to call, a seasoned caller then will work with them and critique each phone call until they feel comfortable in this area of ministry.

Recruiting City Care Team Members from Other Church Ministries

As your City Care ministry grows, there will be a need to generate Team Members from other ministries. Your overall vision for City Care will determine which areas of your church you will use for City Care. If there is a decision to include your youth ministry in City Care, there will then be a need to recruit Team Members from the Youth council or Youth leadership.

Regardless of where you decide to expand, make sure you have the leadership of the particular department on board with the City Care vision BEFORE recruiting any of their leaders. We recommend hosting a meeting with department heads and explain the vision and success of City Care and show how working together will enhance the overall harvest of the local church.

Recruiting Individuals for Other Special Needs

As City Care progressed in our church we found the need to recruit a couple to work solely with New Converts. This couple has been a key ingredient to the overall success of assimilating new converts through City Care.

As you continue weekly with City Care, there will be situations that arise that require special attention. Each area and each church will have different circumstances that confront the City Care team. As you begin to see a pattern emerge, you will want to carefully consider creating a special caller just to meet those special needs.

When recruiting someone for a special need, make sure the person you are placing has a passion and gifting in that particular area of need. This will insure a “Cinderella slipper” fit between the visitors with special needs and the City Care Team Member.

City Care

Data Management

Numbers are important to God and should be important to us. There have been times we have been criticized due to our focus on numbers and statistics, but our defense has always been, that every number represents a living soul! Our track record has shown that diligence in data management has reaped multitudes into the local church.

City Care without effective data management is like an arrow with a tip. There is much power made in the statements and promises to the visitors, but never hit their mark without follow through. All that is needed is for a few calls to not be made and a crisis overlooked before the reputation of your City Care ministry is heavily tarnished. Therefore, data becomes the key component in insuring complete and effective follow up of EVERY person.

Selecting a Data Base System

One of the most asked questions is “What database Does City Bible Church use.” We have found the program, “Shelby” to meet all of our needs. This complex program may be a little too much for most church, but has everything a church could ask for. Our recommendation for selecting the proper database is as follows:

1. Determine your data needs.
2. Contact your own church data person (secretary), a few qualified individuals, or other churches in your area that are well trained in database programs. Determine if your existing system is capable of meeting your City Care needs. Ask them for their opinion.
3. Determine whether you will hire someone, or have a well-trained lay person in the church assist in setting up your system.
4. Set up your system and run some test reports and data entry sessions. Put together a complete procedure manual for future training.
5. Recruit and train the person who will oversee the entire data entry portion of City Care.

City Bible Church Data Procedure Overview Example

The following pages contain the actual procedures followed by the data entry team at City Bible Church. Please keep in mind that our system is quite complex and our City Care needs is now quite demanding. We encourage you to read through this procedure to give you fresh insights and ideas concerning the City Care Procedures as well as impart to you the importance of laying out detailed training procedures.

Much of the information listed will be duplicated in the Procedure section. However, we felt it important for you to see the entire data entry procedures in conjunction with the overall procedures.

1. **Retrieve Visitor's Cards, Ushers Assignment Report & Visitor's Reception post card from Box #21 or Marianne.**
2. **Go through cards and begin separating them into piles**
 - A. Local in: Portland, Gresham, Beaverton, Tigard, Oregon City, or Vancouver (*These are the only cards that are entered into the computer*)
 - B. People out of town
 - C. Card with Prayer Requests only, no name listed
 - D. There might be people who attend CBC, but are turning in a Visitor's Card for a prayer request. You might recognize their name, or when entering them into Shelby they are already there. Set these people aside until you print up the *Visitors Prayer Request List*. (See below)
3. **Begin entering into Shelby: See Other Page on Data Entering**
4. **Run "Visitor Letter Report" in Shelby:**
 - A. Press the "Report" button on the top of the screen
 - B. Find the "Visitor Letter Report" report (about 3 from the bottom) click on it *once*.
 - C. Press the "Update" button on the top of the screen
 - D. Double-click on "Date Input" on the left side of the screen
 - E. Type in the dates from the previous Thursday to the present day the information is entered.
 - F. Press "Close"
 - G. Then on 1st report screen, press "Run"
5. **Run Visitor Phone Report:**
 - A. Go into *Microsoft Word*
 - B. Open the path: *Evangelism, Visitor, Visitor Letter & Reports, Visitor Phone Report*
 - C. Press merge button (*on the bottom row of buttons and looks like 3 pages & an arrow pointing to 1 page*)
 - D. All of the information entered into Shelby has just been merged to this report.
 - E. Go through each report and compare it with the corresponding visitor's card, double checking all information. Pay special attention to the address and phone number listed. If the information on the report is different than the card, than it means that the information wasn't correctly entered into Shelby. Correct the information manually on the report, then go back and fix it in Shelby.
 - F. Most of the time the wife isn't listed on the report after it has been merged. You will need to watch for this and add her when necessary.
 - G. As you go through each report clean it up by deleting any extra profiles, or places where it lists the duplicate PRREQ or VISIT.
 - H. If there are any additional notes that need to be added to the report, enter them in "Bold" on the bottom of the information of the report, above the dark line.
 - I. Print and whole punch

6. Delegating Phone Reports into Binders:

- A. Lay out all City Care binders, located in the bookcase, in the Evangelism office.
- B. The ultimate goal is to evenly delegate and distribute the reports to the callers. The callers that usually have more calls are Youth, Youth2, Franco, & Bustards. This is because they are either age specific or have dedicated their lives to Christ.
- C. We try to delegate most visitor phone reports to specific callers. If there are still some reports left over after the delegation, then evenly disperse the rest among the callers.
 - 1) Jr. High, High School, & Collage age visitors are given to:
Youth (Females) & Youth2 (Males)
 - 2) Single ages 25-35: **Lorena Franco**
 - 3) Ages 51-65+: **Coraleen Cromwell**
 - 4) Salvation or Rededication: **Lori Bushard (Females) & David Bushard (Males)**
 - 5) Any Washington Listings: **Ken & Diana Olson**
 - 6) Any requests wanting to talk with a pastor: **George Gwinnett**
 - 7) Young couples or Married women w/out husband listed & also overflow from Lori Bushard w/ New Converts: **Joy Newman**
 - 8) Any visitor with a possible international sounding name: **Rick Smith**
 - 9) Any heavy prayer requests: **Paul Luce**
 - 10) The rest of the possibilities can be delegated evenly throughout the callers. We try to keep the men with the men and women with the women, if at all possible.
- D. After delegating the reports to each binder, they are to be placed in the *New Call* section, which is behind the first divider, on top of the old calls.

7. Caller Assignment List:

- A. After assigning Phone Reports into binders, the next step makes out a Caller Assignment List.
- B. Go into *Microsoft Word*
- C. Open path: *Evangelism, Visitor, City Care Phone Ministry, and Caller Assignment List*.
- D. Make sure you change the date on the page & save it.
- E. Go through each binder separately, and make out an Assignment List for him or her. Change the name at the top of the page that lists whose binder it belongs to. Type in the name of the visitor from the report; last name 1st then husband & wife. Make sure you type the names in the same sequence as they are in the Notebook. (*New ones first then old ones*)
- F. All new calls should be typed or highlighted in bold.
- G. Print, whole punch, & place Assignment List behind the first divider, on top of the new calls.

8. Restock And Clean-Up Each Binder:

- A. Go through each binder taking out the old *Update* and *Bulletin*, and organize the contents neatly from the previous week. In the front pocket of each binder there should be:
 - 1) 6 envelopes
 - 2) About 15 sheets of Stationary
 - 3) 4 Vision Brochures
 - 4) 4 City Cell Brochures
 - 5) 6 Touch Cards

- 6) This last Sunday's bulletin (*get from Vickie or the Info booth*), throw away all inserts & fold with the Calendar section on the top
- 7) The Update, on the very top (*see below regarding the Update*)

B. In the back pocket of each binder there should be:

- 1) 10 City Cell Sign-ups
- 2) 10 Water Baptism Sign-ups
- 3) 10 Membership Sign-ups
- 4) 10 Turning Points Sign-ups
- 5) 10 NLCC Sign-ups
- 6) Testimony Fill-out Sheet (5)
- 7) 2 Immediate Response Requests

9. City Care visitor Follow Up- UPDATE

- A. Each week the *Update* needs to be revised.
- B. Go to *Microsoft Word*.
- C. Open path: *Evangelism, Visitor, City Care Phone Ministry, Updates*
- D. Double click on the last saved Update from the previous week.
- E. Change the date to today's date on the top of the page.
- F. Go to *File, Save As* and save as today's date.
- G. Go through the Update and delete any information dealing with an old date from the previous week.
- H. Read through the Bulletin and select any up-coming events or weekly schedule changes that could pertain to a visitor. These schedule updates might effect :
Generation Church, IMPACT, Hispanic Fiesta, Asian Ministry, Men or Women's meetings or breakfast, or Up-coming Church Conferences
- I. All information that is date specific should be added to the Update in chronological order from top to bottom according to the date the event is taking place.
- J. Most important is to make sure all *Membership Classes; Water Baptism, City Cell and Turning Point* programs are up-to-date. This includes answering "When & Where it is taking place, What time", and any other information that relates. If the date has not been scheduled or confirmed, still list the program on the left side and on the right type, "We will inform you soon of the next starting date."
- K. If any notes to the callers are needed regarding office procedures or personal notes, they can be added on the bottom part of the list.
- L. Before printing go through all information and make sure nothing else needs to be added or rearranged according to importance of the update.
- M. Print
- N. On the copy machine, make as many copies as there are binders. Make sure to copy it on colored paper.
- O. Place in front pocket of the binders.

10. Run Visitor Letter:

- A. Open the path: *Evangelism, Visitor, Visitor Letter & Reports, Visitor Letter*.
- B. Press the merge button.
- C. Go through the letters: and delete any repeated names, or extra spaces before comma
- D. Print: Feed
- E. All of these letters need to be given to Alida for Pastor Frank's signature.

- F. Tri-fold inward and put in envelope. Place letters in the mail basket in the work-room with a note attached giving the Evangelism code, 430.

11. Run Visitor Envelope:

- A. Open the path: *Evangelism, Visitor, Visitor Letter & Reports, Visitor Envelop.*
- B. Press merge button.
- C. Go through envelopes and delete any repeated names, or extra spaces.
- D. Print: Feed

12. Updating the Leader's Monthly Visitor's Report in Excel

- A. The purpose for separating the cards is to be able to accurately update the Monthly Visitor's Report.
- B. Go into *Excel*
- C. Open path: *Evangelism, Visitor, City Care Phone Ministry, Reports,(the current month)*
- D. If you are starting a new month and need to begin a new one:
 - 1) In *Reports* double-click on *Template*
 - 2) Go to *File, Save As* and save as the current month.
 - 3) In column "A" enter the dates of each Sunday of the month & save.
- E. The information for this Report is gathered by adding up the cards in their specific piles as noted above.
 - 1) Column "C" *Out*: This information comes from the "*Ushers Section Assignment*" which can be found in the same box as the visitor's cards. Type in the corresponding total # of visitors for each service in each blank.
 - 2) Column "D" *Total In*: Count up the number of cards that came in and type it in the gray total box.
 - 3) Column "E" *Local In*: Type in the number of cards from Local visitors only.
 - 4) Column "F" *Prayer Only*: This is for the cards that have no names w/ prayer requests only, and for CBC attenders who want prayer.
 - 5) Column "G" *Out of Town*: Count up the number of Out of Town cards and type it in the gray box.
 - 6) Column "H" *Visitor's Reception*: This information comes from the post card filled out by the Visitor's Reception Host, which is also found in box #21
- F. The rest of the information for this report will be filled out on Wednesday after City Care on Tuesday night.

13. Visitors Prayer Request List

- A. Go into *Microsoft Word*
- B. Open path: *Evangelism, Visitor, City Care Phone Ministry, City Care Prayer, City Care Prayer Requests, Master City Care Prayer Requests*
- C. Click "*Merge*"
- D. This list is organized into three groupings. The 1st is *Visitor's w/ Prayer Requests*, the 2nd is *Out of Town Visitor's or CBC Attenders Prayer Requests*, and the 3rd is *Visitor's w/Out Prayer Requests*.
- E. Cut and Paste all rows that do not have prayer requests, and place them at the bottom of the page.
- F. Insert a new row at the top of the list. Merge Columns and Center & Bold the title-*Visitor's w/ Prayer Requests*, then Highlight it w/ 25% gray filling.
- G. You will need to insert as many rows as you need for the 2nd group of prayer requests. Since these were not entered into the computer, you will need to manually type the

information in the blanks. Make sure at the top of this section you leave one row blank so you will be able to put the *Out of Town Visitor's or CBC Attender's Prayer Requests* in. Do the same as above for this title.

- H. Insert a new row at the top of the *Visitor's w/Out Prayer Requests* group. Do the same as above for this title.
- I. Change the date in the heading, and do a *Save As* and save as the current date.
- J. Print and put in Diane Callahan's folder.

1. **Cleaning up Binders**

A. **Assignment Lists:**

Go through the manuals and pull out all Assignment lists. At the bottom of the list tally up the results of the calls: how many were assigned, attempted and contacted. Once you have these totals go into Excel and open up the file *Evangelism, Visitor, City Care Phone Ministry, Reports, April 99*. Type in the appropriate totals in their columns. Staple the stack of Assignment lists and put in the Visitor Follow up Completed Records binder in the back half.

B. **Removed Phone Reports:**

1. **Weekly Updating of Phone Reports**

Read through the comments on every report to get an overview and a deeper understanding for each call made. Pay special attention to:

- ❑ *Wrong or disconnected phone numbers.*
- ❑ Double check the phone numbers w/ the visitor's card or sign-up. If it is the same, go into the internet and look for it in the white pages. If you find the correct number, go into Shelby and correct it. Then in Comments type the profile ".NEWPH". If it isn't there, call information (411). If after all this you still can't find it then proceed to the following steps.
- ❑ Take out the report from the binder.
- ❑ Go into their file in Shelby. If the phone number is the same as the one on the report, erase the phone number in Shelby.
- ❑ On the Demographics screen, on the bottom Comment line type in "Wrong Phone as of the date."
- ❑ *Spouse or child who needs to be added, and was not listed on the visitor's card.*
- ❑ Go into their file in Shelby and add the new family member. Don't type in date visited, or any new profiles. But in Comments enter the profile ".PHCAR" and type in that their information came through their spouse being called from City Care.
- ❑ Name or spelling corrections - correct in Shelby
- ❑ If the caller mentioned in their report comment that they signed their visitor up for a class or cell, but they didn't turn in a sign-up form, enter the profile for that sign-up in Shelby:

Membership = **ASMECR** City Cell = **ASCCCR**
Baptism = **ASBPCR** New Life City Cells = **ASNLCR**
Turning Points = **ASTPCR**

2) **Removed Phone Reports to be Updated in Shelby**

Go through the binders and set aside all reports that say "Remove, Unclear, or Assimilated".

Go into Shelby and pull up their file. (If it's not in Prospects look in Membership)
The update information to be put into Shelby for the Calling Reports, will consist of an entry in both Profiles & Comments. Each report is unique in what it contains and the specifics, which should be updated into the computer. Read through each report thoroughly and make sure all important and critical information is entered into the .PHCAR comment.

- a) If the report says they go to **Another Church**:
 - ❑ On the demographics page, type in the name of the church, if it is listed, on the bottom of the page "*Members of*"
 - ❑ Go to Profiles and type in "LFOTHE" (*Left other church*)
 - ❑ In Comments enter ".PHCAR" (*Phone Care Comment*) Type in the last name of the City Care Caller, then a **brief** summary of the history of the phone conversations.
 - ❑ Inactivate
- b) If the report says they are **Not Attending**: (*They have not been back since their first visit and don't sound interested, or they enjoyed their visit but they are church hopping.*)
 - ❑ Go to Profiles and type in "LFNOT" (*Not Attending*)
 - ❑ In Comments enter ".PHCAR" (*Phone Care Comment*) Type in the last name of the City Care Caller, then a **brief** summary of the history of the phone conversations.
 - ❑ Inactivate
- c) If they have **Moved Out of Town**
 - ❑ Go to Profiles and type in "LFMOVE" (*Moved out of Town*)
 - ❑ In Comments enter ".PHCAR" (*Phone Care Comment*) Type in the last name of the City Care Caller, then a **brief** summary of the history of the phone conversations.
 - ❑ Inactivate
- d) If the report says **Assimilated**: (*If the caller feels the visitor has been assimilated into the church. They could be in a Membership Class, City Cell, TP Class, or NLCC. Or they are committed to the church and want to make CBC their church home.*) These will be transferred to the Membership section of Shelby.
 - ❑ Go to Profiles and type in "ASCOMP"
 - ❑ In Comments enter ".PHCAR" (*Phone Care Comment*) Type in the last name of the City Care Caller, then a **brief** summary of the history of the phone conversations. List in the comment if they are in the above classes.
ex: JSmith: 3 calls; transplant; relocated from TX; excited about CBC.
- e) If the report says status **Unclear**: (*The caller has called them quite a few times or they just don't think they are interested in the church, or if they have done everything they could to try and assimilate them into the church but there has been no response. They could still be attending the church, but haven't committed themselves yet. Or the caller has never been able to contact the visitor by phone. OR Their phone number is no longer in service, then in Comments ".PHCAR" type in- no phone # & note sent*)
 - ❑ Go to Profiles and type in "ASPHUN" (*Assimilation status unclear*)

- ❑ In Comments enter “.PHCAR” (*Phone Care Comment*) Type in the last name of the City Care Caller, then a **brief** summary of the history of the phone conversations.

After you have entered all the updates, draw a line through the old report and write DATA and enter today’s date. The reports can now be filed away for future reference.

Examples of Data Profiles

This section has been provided only for your review. Each of the six-digit profile numbers has been used to help identify the sign ups and requests of each visitor. These six-digit codes show up on our Callers reports, and this “Profile Definition Sheet” helps each caller to identify the requests of each visitor.

This process will be different for each church. Some churches may choose not to even enter this amount of data into a computer, but simply make a copy of the visitor card for the caller.

City Care Profile Definition Sheet

The following is a list of profiles that may show up on your Visitor’s Phone Report. We hope this will help clarify any confusion you might have in deciphering the codes.

AS _ _ _ = Assimilation VIIN _ _ = Visitor Information NC _ _ _ = New Convert

The middle two letters represent what they have signed up for. The last two represent the path, which the sign-up came from.

SIGN-UPS

<u>Membership</u>	ASMEBU	Bulletin	
	ASMECR	City Care	
	ASMERC	Reception (Phone Calls to office)	
<u>Baptism</u>	ASBPBU	Bulletin	ASBPCO - Completed Baptism
	ASBPCR	City Care	
	ASBPRC	Reception	
	ASBPET	Eternity	
<u>Turning Points</u>	ASTPBU	Bulletin	ASTPCO - Completed TP
	ASTPCR	City Care	
	ASTPRC	Reception	
	ASTPET	Eternity	
<u>180 Class</u>	AS18BU	Bulletin	
	AS18CR	City Care	
	AS18RC	Reception	
<u>City Cells</u>	ASCCBU	Bulletin	
	ASCCCR	City Care	
	ASCCRC	Reception	
<u>New Life City Cells</u>	ASNLBU	Bulletin	
	ASNLCR	City Care	
	ASNLRC	Reception	
<u>Ethnic Cells</u>	ASECA		

<u>Gen Cells</u>	ASGCBU	Bulletin
	ASGCCR	City Care
	ASGCRC	Reception
	ASGCGC	Gen Church

<u>Attended Visitor's Reception</u>	ASVRAT
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VISITOR CARD INFORMATION

If they checked off on the Visitor's Card either "Committing or Rededicating My Life to Christ", this is entered

NCVCSA	Committing Life to Christ
NCVCRD	Rededication.

If they came foreword at a church Altar Call:

NCALSA	Salvation
NCALRD	Rededication

Checked off on the Visitor's Card:

VIINBA	Would like to be Baptized
VIINMM	Would like to become a Member of CBC

"I Would Like To Be Involved In The Next:

VIINMM	Membership Class
VIINTP	New Believers Class (Turning Points)

"I Would Like Information On"

VIINSA	How to begin a relationship w/ Christ
VIINMM	How to Join this church family
VIINCM	Child Min
VIINJH	Jr Hi
VIINHS	High School
VIINSI	Singles
VIINSP	Sngl Parent
VIINCA	College Age Groups
VIINCE	City Cells
VIINSC	Citizen
VIINMI	Missions
VIINBC	Bible College
VIINCC	Correspondence Classes
VIINMU	Music Ministry
VIINME	Men's Activities
VIINWO	Women's Activities
VIININ	Intercessors

City Care

Name Sources

Visitor follow methods typically focus primarily on names that come through a weekend service. Although there may be other ways in which a church follows up on people that come through other means such as an outreach or event, visitor follow up has remained one dimensional.

As City Care has developed for City Bible Church, we have found great success in funneling any names that come to the church through City Care regardless of the source. Due to the persistence and quality care given by each City Care caller, we have found this form of follow up to reap the best results.

As you consider your church, you must ask yourselves the question, “Where do people come into contact with our church?” In just a matter of moments you will be able to develop a list with many name sources. Once you have listed all the possibilities, you will want to create a way in which you can gather appropriate information for every source and funnel them into your City Care program.

The Evangelism Department at City Bible Church have identified six primary sources (many sub categories) in which we can get names for follow up. Although your church may vary from this list, it will help in giving you a jump start.

Weekend Services

The main source of names will come through your weekend services. Up to 90% will come through this source.

Altar Calls

We have found it useful to take the names from every altar call and put the names through our City Care callers. There is one couple that specializes in new converts and re-dedications that work closely with all of our New Life City Cells. The goal is to transition into a Cell where they can be discipled and pastored. (Note: This method of follow up is only one of three methods used for the follow up of new converts. All three methods work together simultaneously. For more information order the “Assimilation Strategies” tape series from City Bible Publishing, 800-777-6057).

City Cells

Most churches today have a small group ministry. This form of ministry has always attracted friends and neighbors who do not regularly attend church. Unfortunately most small group leaders have never been equipped to follow up those who visit their cell. This area of follow up has been our newest focus. With over one hundred visitors per cell weekend, we are looking at ways to train each Cell leader to embrace the City Care philosophy of follow up. At this point of writing we are still analyzing whether to keep all names within the Cell system (which is also a phase of City Care) or to funnel them into the Tuesday night City Care Teams. Your philosophy on Cell ministry will dictate the method

you choose (for more information on City Bible Church's City Cell ministry, you may order the City Cell Leader's Training Manual and Tape Series through City Bible Publishing, 800-777-6057).

Office Phone Referrals

Many times during the week people will call the church and ask for further information regarding the location, times of services, ministries offered, or our beliefs on various subjects. Traditionally, those questions were answered by a secretary or staff pastor and the phone call ended. We realized that if we received an average of 5-10 phone calls per week that would equal between 250-500 names where we had missed the opportunity to pray with them and "City Care" them!

We made the decision to give the receptionists and staff pastors a set of the forms to fill out, whenever they came into contact with someone that was asking questions about the church. Those forms are turned into our Assimilation office and then funneled through the City Care system.

Office Mail Requests

There are occasions where people will write asking for further information about the church. These names are also to be funneled through the City Care system.

Other Departments

This particular area can be a gold mine for many churches. Depending on how active your church is in other departments will dictate whether this is an area to pursue. As City Care continued to unfold in our church, we found that what was successful for the weekend services could also be successful for other departments as well (youth, singles, ethnic ministries, etc).

Our first step into this arena was with our singles group, "Impact" (24-38yrs). We met with the leaders and asked if they would like to pilot City Care with their department. We worked to train their secretary in data entry, and also trained one person in City Care. One year later, the City Care ministry has become a backbone to the growth of the singles ministry of our church.

Since that time we have brought in our Generation ministries (12-23yrs). We have seen many young people blessed from the City Care ministry. This has also been a great way to raise young leaders in areas of ministry. Many have come and learned a great deal about ministry by being a part of the City Care Team.

Our most current focus is our Ethnic ministries. The Lord has opened up the door to many ethnic groups and we are seeing a flood of non-English speaking ethnic groups. Each new group God brings our way brings new challenges. We are working closely with our Ethnic District Pastor and Lay Pastors to develop effective means in which we can custom-tailor City Care to match the cultural distinctives of each ethnic group.

Each church will have a variety of opportunities unique to their church. As you review your entire church organization structure, ask the Holy Spirit to direct to the ministries where people may come in contact with your church. You will be surprised at the possibilities that await you!

Ephesians 3:20-21 “Now to Him who is able to do exceedingly abundantly above all that we ask or think, according to the power that works in us, to Him be glory in the church by Christ Jesus to all generations, forever and ever. Amen.”

City Care

In the Church Services

City Care is much broader than a Tuesday gathering of people to make a few calls. It encompasses a much broader base of church life. After many hours of labor and pray we have come to the conclusion that if we can get the name of a person into our City Care system we have a great chance of assimilating that person into the local church. Every person that is missed is a missed opportunity to touch someone with the power of the Holy Spirit.

This conviction has caused us to analyze everything we do in our church services. We have gone as far as to monitor every step of the service that pertains to visitors. These statistics have brought us to make some significant changes in the way we “do” church. We now monitor and keep track of the following areas:

1. The total number of people attending a service.
2. The total number of visitors attending a service.
3. The total number of visitor packets handed out.
4. The total number of visitor cards turned in.
5. The total number of in-town visitors.
6. The total number of out-of-town visitors.
7. The total number of visitors attending our Guest Reception.
8. The total number of visitors attending our Guest Reception that did not turn in a Visitor Card.
9. The total number of people checking off different boxes (see card for boxes).

This may seem to be an “overkill” on gathering statistics, but the work has proven to be worth the effort. Lying within these statistics is keys to unlocking the heart of your visitors. Tragically, most pastors perceive their visitors see their church and their experience much differently than the visitor sees it. It was only after gathering this data for a season that we began to see that the need for some drastic changes were in order. This is not to say that we would be changing the way we do church, but the way we make our visitors feel welcome and loved.

Over a period of a year, we began to analyze how we handed out packets, how we greeted the visitors, how we gathered cards, and how we made them feel in a service. Changes and modifications took place on each level. Every time there was a change, there was a positive jump in the numbers. Greater statistics produced greater faith that we could reach more people.

This process is a never ending process. Currently we review our statistics every week. Our statistics become the “divine acid test” to how we are doing with our visitors. It never fails, that when we are in a hurry in our services and neglect the visitor, the numbers for that we plummet. Tuesday’s statistics are always a fresh reminder of how we did on Sunday and what adjustments are necessary to touch more lives on the coming weekend.

As we have monitored these areas, we have found four major areas that will either increase or inhibit the flow of visitor cards into your City Care program.

Greeting your Guests

There are a variety of philosophies concerning the purpose of a weekend church service. Some would say “It is the primary tool used to reach the lost,” while others would say, “The corporate gathering is for the believer.” Regardless of your conviction, we all should agree that visitors will come to your church and that they should be shown the love and heart of Christ.

One of the most significant changes made to our weekend service is the way we greet our guests. This one change has brought the largest increase of names into our system. This change has been so profound that we felt it important to actually type out an example of what we actually say in the service. We encourage each of you to make this change and watch the increase of your visitor card response soar.

City Bible Church Guest Greeting Script

“We would like to take this opportunity to welcome our guests this morning. We are sure glad you are here. We believe that you aren’t here by accident, but that God brought you here, because we as a church have been praying for you.

I know each of you have come having different needs in your life. Some of you may be looking for a church home, others may be having difficulties in your marriage, and others are feeling empty and lonely. There may be some today that have a physical ailment, even a terminal disease! Whatever need you may have, we want you to know that you matter to God and you matter to us. We want to stand by your side and help you however we can.

Right now, we are going to pass out an attractive and informative brochure that will give you information regarding our church. You will find a small rose and a visitor card attached along with a pen. If you would take off the rose and apply to your shirt collar or the lapel of your jacket, that will help us to know who you are.

Next, I would ask that you open up the visitor card for a moment and follow along with me.

At the top of the card we would ask that you write in your name, address and phone number. This information is important to us, because we want to begin praying for you immediately.

Secondly, at the bottom of the card there is a place to write your prayer requests. We have over 50 people that have dedicated themselves to praying for you. Once your request is turned in we will give this information to our prayer team and they will begin praying for you individually by name and need. Over the last few months, we have seen miracles taking place in the lives of our guests. Marriages are being restored, people are being healed from diseases, men and women are getting jobs, and others are getting their lives right with God! We are a people that believe that God answers prayer, and he wants to help you with your needs.

On the back side of the card, you will find a section entitled, “My decision Today.” Maybe today you walked inside this church and you are wanting to get your life right with God. If that is you check off the box, “I am committing my life to Christ.” Maybe you want to rededicate your life, be baptized or even become a member of this church. Check off the box that applies to you.

If you are wanting more information about the church or a certain ministry, check off any box that would apply to your need and we will make sure to get that information to you immediately.

This Tuesday night, we will be giving you a call. We want to personally pray with you and help you in any way we can. We believe God is going to bless you in the coming days!

Lastly, we want to personally invite to a reception right after the service that is just for you. We will have some of our pastors there to greet you and answer any questions you have. There will be some pastries, juice and coffee, so bring the kids and allow us to get to know you a little better.

City Bible Church, let's give our guests a round of applause and thank them for coming!

Here are a fourteen reasons why we have transitioned to this form of Visitor Announcement:

1. People have come into your church with specific hurts, pains and needs. They want to know that you are aware of their needs and that you care.
2. Most all people believe in prayer, even though they may not believe in your religious views. Prayer becomes a bridge between the heart of your visitor and your church.
3. People who come to church today are not looking for just kind thoughts and entertainment. They are searching for something that is real and authentic.
4. Most people today are searching for spiritual truth. Although many are finding it in other religions, the fact remains, they are on a spiritual pursuit.
5. People are impressed that you stop the entire church service for them. It makes them feel important and that they have value.
6. People are given the opportunity to respond to many needs that you may never address during the service (i.e. give their life to Christ, rededicate their life, become a member, etc.).
7. People are given the opportunity to ask for more information regarding other ministries that might be the link to keeping them in your church.
8. People are not surprised to receive a phone call and pray on a Tuesday night, because you have already informed them you will be calling.
9. People will fill out the card because you have taken the time to explain each step. They will follow your steps.
10. People are told what to do with their card. Many more will turn in their card, because they now know what to do with it.
11. People will attend the Guest Reception because they know that there will be pastors there to meet them.
12. Your church members begin to receive an impartation to care for the hurting.
13. Your church members see that you have placed a value on visitors, and are encouraged to bring their friends and neighbors.
14. Your church members are encouraged that your church has a heart for the lost and will want to get involved in the City Care Ministry.

Distribution of Guest Cards

There are many ways to distribute a visitor card and packet. Some churches have chosen to hand them to visitors as they walk through the door, some hand them out during a service, and yet others make them available in the back of a pew or at an information counter. There is really no perfect scenario. The goal is to find out what works best for your church. Your service style and the size of your congregation will dictate what method you choose.

At City Bible Church we have chosen to distribute them during the service. Guests are asked to raise their hand and the usher's then put a packet into the hands of every person that raises their hand. We would guess that there are those that never raise their hands, but this distribution method coupled with the method of visitor announcement, merged with our style and size of congregation, has made this to be the best method for us.

Availability of Guest Cards

It is beneficial to have other means of distributing Visitor Cards. Some visitors may miss an announcement or are reluctant to raise a hand. We have found that by having other Visitor Cards available it has increased the number of cards received weekly. Here are the four main areas where we have Cards available.

Guest Announcement

This form of distribution has been explained in detail.

Back of the Pews

Cards are made available in every pew. We have found that some people will take a card from the back of a pew instead of raising their hand. They want the prayer, but not the attention drawn from raising a hand.

Information Counter

There are times people will ask for information concerning the church at an information counter in the foyer. It is wise to train your workers to ask if they have ever filled out a Visitor Card. If there has not been a card filled out, the worker can encourage them to fill out a card right there at the counter.

Guest Reception Counter

We have trained each team that works in the Guest Reception area, to have each person sign in when they come into the reception area. They are asked, "Have you filled out a Visitor Card?" If the answer is, no, they are encouraged to fill out a card. Every week we see a few cards come through the Guest reception area.

Gathering of Guest Card

During our services, we ask each visitor to put their filled out card into the offering basket. We have found that by having the visitor announcement just prior to the offering, coupled with detailed instructions of what to do with the card has enhanced the number of cards turned in.

If you are distributing Visitor Cards in any other area, be sure to have a process in which cards are collected during the weekend services. This will allow your data entry team to include every person that has filled out a card during the weekend.

Guest Reception

There is a saying, “You never get a second chance to make a first impression.” When it comes to a visitors perception of your church this statement definitely applies. A person that visits your church will determine whether they will ever come back again, primarily upon how they were treated and how friendly they perceive your church to be.

Most churches have some type of guest recognition. Others may have an actual reception area that allows the visitors to congregate. Again, each church is different. What works for us may not necessarily work for you. However, let us explain our Guest Reception process and why we have chosen this method.

Guest Reception Methods

1. **The reception is planned immediately following every meeting.** Some churches have chosen to have a meeting during the week or even at a pastors house. Although these methods may be the best for those specific churches, we have found the best time to meet them is while they are on the premises. This minimizes the chance of them never returning. If questions arise about a service, they can be answered immediately
2. **There is a designated area for the Guest Reception.** This allows the visitor to feel that they are special and important. We make sure to have nice table cloths on the tables and have the room looking very presentable.
3. **The designated area is off limits to the rest of the church members.** When this area has been open to church members, often times there are no more refreshments for your guests, and also guests are overlooked by the “stampede” of church members treating the area as a fellowship hall. It is important that the visitors have uninterrupted time with the leaders of the church. Often times, a church member will have something they need to discuss with a leader, inhibiting the leader from conversing with the visitor.
4. **Leaders make sure visitor names are recorded on a sign in list or Visitor Card.** Every person signs in on a list. If they did not fill out a card, they are encouraged to do so. All names and statistics are turned in immediately to the Assimilation department following the reception.
5. **Muffins, pastries, coffee, tea, and juice are provided.** People are more comfortable around food! Often times people are hungry after a service and a short trip to the Guest reception sounds quite appealing while their stomach is growling. This is also a way of creating a very relational environment.
6. **General information, brochures, flyers and handouts are available on a table.** Often times questions arise concerning other church ministries. This is a great place to hand them information concerning their questions. The more information, the better.

7. **Sign up information concerning Cells and Membership classes are displayed.** Our goal in everything we do concerning assimilation is to move people to the next “lane” of our assimilation freeway. As the leaders talk with the visitor, they mention opportunities such as our City Cells and/or Membership. If a person is interested, the leader signs them up right on the spot.
8. **Different Leaders are assigned to each Guest Reception weekend.** A legitimate concern is that the leaders are there in the service to also minister to and build relationships with the church members. A rotating schedule is the best way to overcome this problem and give every person an opportunity to both. Reach out and reach in.

City Care

Preparation

It has been said, “Those who fail to plan, plan to fail.” Jesus said it another way in Luke 14:28, “*For which of you, intending to build a tower, does not sit down first and count the cost, whether he has enough to finish it.*” Although this statement was made towards each individual counting the cost of their relationship with Christ, the same principle can apply to the area of birthing a City Care ministry in your local church.

There is a great deal of work and preparation that is necessary to make City Care a success. Not only does this apply to the preparation stages of beginning City Care but the ongoing maintenance.

The following section should assist you in making intelligent decisions concerning the preparation stages of birthing City Care in your church. Each component has been forged by much trial and error. We have definitely tried many of the options you may be considering only to find out that they were ineffective or unfruitful. Please carefully consider each point carefully, before beginning your own City Care ministry.

Selecting the Evening

National statistics show that those who receive contact from someone within your church within a 36 hour period, eighty percent will return for a second visit. Those that receive a contact after 72 hours, only fifteen percent return for a second visit. Whether this statistic is completely accurate or not is the issue. There is a principle in this statement, that if applied will increase your retention rate considerably. The principle is, “The sooner you can make contact, the better the chances are of making a lasting impact in the life of the person contacted.” It shows that you care and that they matter to you. A phone made weeks later is almost more of an insult than a blessing. Keep in mind also, that the enemy is working very hard to tarnish their experience and remove any positive emotions felt during their visit. The sooner the contact the better.

At City Bible Church we have chosen Tuesday night as our City Care night, only because it takes an entire day to enter in all the data and prepare all of the manuals for the evening. Some churches may even choose a Monday night (this night is a draw back during football season). We recommend that you choose a night no later than Tuesday evening.

Selecting the Location

We have found the best location to be the church property. Everything that is needed is at the building. We have the materials, phones, and computers, all in the office making this a prime spot to meet. Some churches may have a separate meeting place from their offices. Determine the location that best fits your particular situation.

The Pitfalls of Not Meeting Together

Many people examining the City Care program have asked the question, “Why can’t we do this from our own home.” Although the question is sincere, the ramifications of such a move are disastrous. This recommendation is not just from the City Bible Church team, but from many others that are involved in “Telecare” ministries. You will find that the benefits of meeting together far out way the benefits of remaining in the home. Here a just a few reasons why.

1. Gathering together as a unit weekly and praying creates a level of faith, synergy and momentum that will not take place in the home alone.
2. Ongoing oversight of callers and ongoing training is impossible in any other format than gathering together weekly.
3. Responding to immediate needs concerning the church staff is hindered from the home. All response to staff can be taken care of right on the property that evening.
4. Since each call is unique, it is impossible to stock each home with all the materials that are needed to accommodate the requests of each visitor.
5. Gathering all the forms and feedback from each caller becomes a large, if not impossible task.
6. People at home tend to put off calling, due to the tyranny of the urgent. Calls often times will be pushed to Thursday or Friday.

Determining the Size of the Team Needed

In the section entitled, “Developing your own City Care Structure” on page 13, there is a formula for determining the amount of callers needed. Once you have determined the amount of callers needed, you can always have others that are interested, or need to be trained to pair up with the caller. We have many callers that work in pairs, one makes the call, and the other does the paper work. Each night we have the following people present:

- ❑ The Director (or Assistant)
- ❑ City Care Team Members
- ❑ Data Entry/Administration person to assist in set up and break down.

Locating Adequate Space and Phone Lines

The amount of City Care teams will dictate how many phone lines are needed. Once you have determined your location, the next question is to determine how many phones are available for your use. The phone company may even have to install a few more lines for your use.

You will also need to determine where you will meet in the building. There may be a room that can be converted weekly into your City Care center. If this is the case, you may need to install some phone jacks in the designated area. You may not want people meeting at the desk of staff people due to the sensitive materials that may be left on a desk.

Developing Forms to Meet the Structure of Your Church

This particular area of preparation is unique to every church. It is also an ongoing process. When we began our City Care there was virtually nothing available other than our church brochure. It took almost one year to develop and print the materials we have today.

Don't let your lack of forms and brochures be a hindrance to your City Care vision. Begin your City Care, but make plans to begin working on what you will need and take the necessary steps to begin the development.

We have included in the pockets of this manual examples for your review.

Ordering the Necessary Materials

Listed below is a complete inventory list of what we have found to be very helpful for our City Care team. This list has been birthed from repeated needs that we have had to face. The list is broken into two specific sections, self produced items, and special order items.

Section One: Self Produced (examples included in manual)

Immediate Response Forms

Sign-ups forms *(must remain color coordinated)*

- Water Baptism

- Turning Points

- Membership

- City Cells

- New Life City Cells

New Calendars

Church Activity Sign-ups

P.B.C. / C.C. School info

Missions Department

Women's Ministry

Prayer

Business Ministry

Cub Scouts

Constitution & Damazio Picture

Envelopes & Paper *(2 sizes)*

Touch Cards

Section Two: Ordered Materials

Ultimate Choice booklet	City Bible Publishing	800-777-6057
Ultimate Path booklet	City Bible Publishing	800-777-6057
Water Baptism booklet	City Bible Publishing	800-777-6057
Ultimate Decision booklet	City Bible Publishing	800-777-6057

Common Care Counseling Handbook	Christian Equippers	800-662-0909
Holy Spirit Baptism booklet	Christian Equippers	800-662-0909
Conquering Condemnation booklet	Christian Equippers	800-662-0909
Raising Christian Children booklet	Christian Equippers	800-662-0909
The Christian Marriage booklet	Christian Equippers	800-662-0909

Single and Serving God booklet	Christian Equippers	800-662-0909
Overcoming Worry booklet	Christian Equippers	800-662-0909
Overcoming Stress booklet	Christian Equippers	800-662-0909
Overcoming Offense booklet	Christian Equippers	800-662-0909
Defeating Depression booklet	Christian Equippers	800-662-0909
Overcoming Loneliness booklet	Christian Equippers	800-662-0909
Breaking Bad Habits booklet	Christian Equippers	800-662-0909
Defeating Anger booklet	Christian Equippers	800-662-0909
Building Self Esteem booklet	Christian Equippers	800-662-0909
Restoring The Backslider booklet	Christian Equippers	800-662-0909

Building a Ministry Information List

One of the main keys of a successful City Care team is to keep them informed on every ministry in the church. People will be asking questions about different areas of the church, meeting times and locations, and the names of those involved. Having this information at the finger tips of your City Care team will help to effectively answer any questions that arise.

We have provided an example of our Ministry Information sheet in the manual. Turn to the tab entitled, “Ministry Info” and review. Once you have reviewed the example, compile your own list and put into the City Care Manual for your callers.

Building a City Resource List

One of the philosophies of City Care is to take care of any needs that arise. This statement can be challenging if not impossible for most churches. There are times when the church cannot meet the needs of the individual, but it doesn’t mean that the church can’t assist the person in finding the answer. Our goal is to be their friend through their difficulties and direct them to the best available solutions.

We have found that there are many City, County and State organizations that have been established by YOUR tax dollars to assist those in need. Many cities already have a resource list available. You may find a list in your area by calling a few governmental agencies such as the Welfare department or Child Protective Services. Your local law enforcement agency may have a list available. Another place to check is in the front of your phone book.

We have provided an example of our City Help Resource Guide (six pages) in the manual. Turn to the tab entitled, “Ministry Info” and review. Once you have reviewed the example, compile your own list and put into the City Care Manual for your callers.

Building a Church Referral List

There are times when a visitor was “looking around” for a church that best fit their taste. Although your goal is to have them be a part of your local church, sometimes circumstances or distance make it unlikely that they can return.

We have developed a list of churches in the city, and state that we use to refer visitors to attend. This may seem counterproductive to the growth of our own church, but it actually builds our church. God is

pleased with City Unity. Whenever someone does not choose to attend our church, we give him or her the names of other churches in the city that would be great churches to attend. This has brought great surprise and blessing to the relationships of the city Pastors.

Occasionally, questions will arise concerning churches in other state locations. We have compiled a list of our MFI (Ministers Fellowship International) church affiliates. This gives the caller the ability to recommend a church to the visitor.

We have provided an example of our Church Recommendation List in the manual. Turn to the tab entitled, “Ministry Info” and review. Once you have reviewed the example, compile your own list and put into the City Care Manual for your callers.

City Care

Binder Contents

This section has been designed to explain the contents of the manual. There are items that can be found in each of the pockets of the manual as well as in individual “tabbed” sections. Please spend a few minutes to read through the purpose of each item.

Front Inside Pocket

Note paper & Envelopes:

Used for personalized notes by the team member to the visitors.

Touch Card; Church Visitor Brochure; Vision Brochure; City Cell Brochure; Children’s Ministry Information; Generation Ministry Brochure;

These items are mailed to the visitor at the discretion of the team member. It is important to note that every effort is taken to contact *every* visitor somehow. If actual phone contact is not successful, a message and prayer is left on the answering machine. A note along with any information requested is prepared that evening by the team member ready to be mailed the next day. If there is no answering machine, a personalized note with relevant information is mailed.

Bulletin:

Current weekly church bulletin for review of the latest events and news.

Update:

Created each week as a means of communication between the office and the team members to cover new events, changes, office procedures, reminders etc.

Back Inside Pocket - Sign Up Forms

Membership; City Cells; Turning Points (New Believers Class); Water Baptism Sign up Forms

These forms are color coded for easy identification. They are filled in by the team member at the time of the particular call, noting comments that would be helpful for the following contact person to continue meeting the needs of the visitor, which will be helpful with the smooth transition into the next phase of assimilation.

Immediate Response Form

This form always remains the same bright color to provide consistent awareness among the departments. This form requires immediate attention. The IRF is only used when the team member cannot handle the needs or requests of the visitor and requires extra special attention. This form is primarily directed to the District Pastors or heads of departments, and used as rarely as possible.

Testimonies Form

This form is used to communicate any exciting testimonies that have happened during the course of the evening. These testimonies are logged into the computer and can be used for future inspiration including weekend services.

Eternity: The Ultimate Choice Booklet

This booklet is a 21st century gospel booklet used to communicate the components of salvation. This booklet is ideal to send to every person who has either recently given their life to Christ or rededicated their life to Christ. This is sent with a note to the visitor. This booklet should also be sent with the Ultimate Path booklet as well.

Eternity: The Ultimate Path Booklet

This booklet discusses the necessary steps a new Christian should make to continue a healthy relationship with Jesus Christ. This booklet is given to all new converts, as well as handed out at all altar calls.

Water Baptism Booklet

Many people request to be water baptized. This booklet explains water baptism in detail. This booklet is also sent to new converts. We use this booklet in every Water Baptism class as well.

City Bible Publishing Catalog

This is a complimentary copy of our catalog for your review. Many people that see our materials often ask if there are any other materials available through the church. Tadaaaa! Here is your catalog!

New Calls Section

In this section, you will find the ***City Care Caller Assignment*** List for that evening and the ***City Care Visitor Phone Reports***. The CCVPR are compiled in order with the new reports placed on top, and then followed by the existing calls in the manual. All of the calls are listed on the ***Caller Assignment List*** for the team member, beginning with the new calls for that week, and followed by those already existing in the team member's manual in the New Calls section.

Calls on Hold Section

The team member at his/her discretion places the ***City Care Visitor Phone Reports*** in this section. These calls represent visitors whose assimilation status is unclear, or if the visitors are out of town, or perhaps the team member feels it wise to allow a week or so to pass before another call is made. Typically, there are few calls placed in this section. The team member and the supervisor review this section regularly to ensure that these visitors are not overlooked. When these visitors are called, the visitor's name is listed on the ***Caller Assignment List*** below those calls that are already listed for that evening by the team member.

Script Section

The ***Script*** is a conversation guideline only to assist the team member in staying on track. It is not meant to be repeated verbatim, but is a reminder to cover the various aspects of the City Care procedure and helps with conversation flow.

Ministry Info Section

City Bible Church Ministry Information: The first piece of information is an overview of all the ministries of City Bible Church, which would typically be of interest to visitors. This is a very important tool for the team members as it enables them at a glance to answer questions and/or to direct the guests to ministries that pertain to their specific interests. It is important for the office to review this type of ministry overview on a monthly basis to maintain the accuracy of the information. Special events are listed in the ***Update*** and the ***weekly bulletin***.

You will notice in this section, we have included a ***list of recommended churches, City Helps,*** and ***Important Phone Numbers***. From time to time, as information becomes available, we include other data that may be of help to those in situations that are beyond the resources available through City Bible Church.

Calendar Section

Each month we update the overall general ***church calendar*** and include this in the Team Member's Manual.

City Care Procedures

**** PLACE "CITY CARE FLOW CHART ON THIS PAGE****
REDUCE IF NECESSARY TO KEEP HEADING

The Visitor Cards

The Visitor Cards are collected as soon as possible on Monday and sorted into two categories, local and out of state. The local cards are then entered into the data base. From the data base, we are able to generate the following:

1. A form letter from the Senior Pastor (sample attached).
2. A report of all visitors and City Care Team Members. This list is divided equally among the City Care Prayer Team, so as to not overwhelm any individual with a large amount of prayer requests. These names and requests are then mailed to the prayer warriors no later than Tuesday afternoon along with the following names (#3).
3. A separate report of all visitors who have prayer requests. This report is the main focus for the City Care Prayer Team. The prayer requests are attached exactly as requested. This list is then copied. One copy is dispatched to the CBC Prayer Center where it is prayed over throughout the week. The second copy is divided equally among the prayer warriors, and mailed to them with the report listing the CC Prayer Team Members and the listing of all the visitors.
4. The City Care Visitor Phone Report. This report has the ability to replicate all the information from the visitor card. The team member works from this report, keeping a log of interaction and action taken on behalf of the visitor. We have now included a 4th call section on this report, as we have found 3 calls typically is not sufficient, in fact, many times more than four calls are made. The team member has the freedom to mark this report as much as he/she wants, as long as the relevant details are legible.
5. A report showing the Comments/Praise/Suggestions taken from the visitor card. This report is for the purpose of feedback to the CBC leadership.

The City Care Visitor Phone Reports

The City Care Visitor Phone Reports are then separated into ministry specific groups represented by designated team members for those groups, such as, Impact (singles 26 - 38yrs), JR High, High School, College Age, Seniors, New Converts/Rededications etc. The remaining calls are separated generally among the team members. The goal is to have each team member with approximately the same amount of calls per person per calling night. This will mean that new calls are assigned each week, taking into account the amount of calls remaining in each folder from the previous week's calls.

The Caller Assignment List

The Caller Assignment List is partially filled in by the City Care Visitor Follow Up supervisor or designated worker. The names of the visitors assigned to each team member are listed on the Caller Assignment List. The new visitors are listed at the top of the list, and then followed by City Care Visitor Phone Reports remaining within each team member's manual from the previous week's calls.

1. Those calls located in the "Calls on Hold" section are placed there by the team member and are maintained at the discretion of the team member, though reviewed by the supervisor

from time to time. These calls are listed on the Caller Assignment List when the team member actually makes those calls.

2. At the top of the Caller Assignment List are the definitions for the codes used by the team members for efficiency purposes. The team member inserts the codes on the form as the calls are made. The Caller Assignment List is the main tool used to summarize the evenings work load, and to provide the information for the Monthly/Weekly Leader's Report (see attached copy). The Caller Assignment List is also a useful tool for reviewing or locating information as to which team members contacted which visitors etc.
3. On Wednesday morning, the Caller Assignment Lists are removed from each team member's manual, sign up forms are counted (TP's - Turning Points; Water Baptisms; City Cells; Memberships) as well as the total number of calls assigned, attempted, and actual contacts. These total of these categories are entered onto the Monthly Leaders Report (Excel spreadsheet). The Caller Assignment Lists are then stapled together and filed for future reference.

City Care Update

The City Care Update is generated, copied and placed in the front pocket of the team member's manual.

City Care Team Member's Manual

The City Care Team Member's Manual is checked to make sure that all supplies are stocked and that all information is current.

City Care Material Supplies

The material supplies are checked to ensure that there are sample tracts, brochures, extra signups etc on hand. If there is a shortage of any material, these are collected and included with the other supplies.

Set up

All Set Up occurs thirty minutes prior to the Team Members arriving. The manuals and supplies are relocated to a suitable location where the Team Members can review their assigned calls, check their materials, and interact with the City Care Leadership. We utilize our Conference Room, which is conveniently located by the area where the City Care Ministry operates.

The Team Meeting

The Team Meeting is held at 6:30 - 7:00 p.m. each week prior to the evening's work. It is important to stress that this part of the City Care ministry is an essential element to the success of the City Care Visitor Follow Up system. This meeting provides the avenue for the leadership to interact with the team members, to discuss updates, to share testimonies that have come in during the week as a result of the previous week's calls, and to encourage and exhort one another. At the conclusion of the sharing time, the team members engage in prayer for the evening's work ahead. The spirit of unity, excitement,

sense of fulfillment, and awareness that we are building for eternal purposes is heightened as a result of this time together.

Immediate Response Requests Process (Concerning Ethnic Ministries)

Listed below is the process we follow for following through to insure all ethnic visitors receive adequate care and attention.

1. Gather IRR's from Tuesday night calling.
2. The white copy stays with us in the office.
3. Go through and separate different ethnic groups.

Asian:

Martin & Lily Sudarma 256-0100

Steve & Beth Cole 254-0810 or PBC @ 255-3540

Monthly Celebration- 2nd Saturday of each month at 6pm in PBC Cafeteria

Indonesian:

Ludwin & Sanni Bahar 252-0433

Paul & Cindy Pitoy 253-0753

Weekly fellowship meeting at 7:30pm in the Chapel

Japanese:

Joel & Kelly Kaylor 254-1419

Hispanic:

Richard & Karen Brott 620-0742

Monthly "Fiesta" Third Saturday of the month, 6pm in PBC Cafeteria

Russian:

Jan & Sylvia Weinstein 774-5251 or PBC @ 255-3540

4. Call the Lay Pastor of the corresponding ethnic group, update them on the situation and ask them to contact the visitor. Give them the name, age, address and phone number of the visitor. Let them know the date you like to hear back from them, which would be the following Monday with the results of their efforts.
5. Mail the yellow copy of the IRR sheet to them along with a copy of the Visitor's Report from the City Care Callers notebook and a little note to remind them what it is all for.
6. On Wednesday make a copy of the IRR and put it in Sharon Wagar's box, with a note letting her know that you have contacted the ethnic lay pastor.
7. By the following Tuesday if the lay pastor has not gotten back to you, then give them a call to see what is happening. If by the second time of contacting them they haven't made any progress you can call Sharon Wager. Just let her know about your correspondence with the ethnic lay pastor, and she said she will follow it up from there.

8. If the visitor on the IRR doesn't not fall under the Ethnic Ministry, which most of them do, give the yellow copy of the IRR to the corresponding District Pastor or Department head. Before you give a the yellow copy to the DP, make a copy and give it to Melody letting her know of the situation.
9. After you have received feed back from the District/Lay Pastor about the progress of the visitor, write out a update note for the City Care Caller, letting them know of the results and attach it to their pink copy of the IRR.

City Care

Ministry Night

The Need for a Supervisor

It is highly beneficial to have a regular supervisor for the City Care ministry. Perhaps information that is not readily available, which the supervisor could obtain may be helpful for the team member. Copies may need to be made, phone numbers to be checked etc. Many times, situations arise that need to be discussed prior to proceeding with the next step in the assimilation process. All of this is said to emphasize the necessity of a supervisor as part of the ministry team. The supervisor is also helpful in facilitating a spirit of teamship throughout the City Care ministry.

The Meeting Time

There is a need to be sensitive to the family times of those you are calling. However, you must also be discerning regarding the work habits of those in your city. Each city will have its own unique set of challenges concerning the best time for you.

We have found that calling no earlier than 7pm and no later than 9pm has worked best for us. It is in this time frame that we have seen the most contact and least resistance from those we are contacting. Listed below is a typical meeting night timeline:

5:30	-	6:30	Set up (only for Director and assigned help)
6:30	-	7:30	Updates, Prayer and Intercession
7:00	-	9:00	City Care Calling and Ministry Time
9:00	-	9:30	Clean up (only for Director and assigned help)

Format of Evening

Every evening is designed to follow the “Before, during and after” prayer principle. We make sure to start every evening with prayer and intercession for each visitor and each caller. During every call we make it a point to pray for every person individually, and the end of the evening will close in prayer as well. Remember, “More prayer is better than less prayer.”

Building Faith and Encouragement into Team Members

It is important to recognize that every person on your City Care Team will be prone to attack from the enemy. This is not a statement to scare you, but to inform you. Your callers are on the front line. Some of the greatest tools of the enemy are doubt, disbelief and discouragement.

EVERY NIGHT it is important to encourage your Team Members and thank them for being a part of such a vital ministry. Fill them with testimonies, statistics, and praise from your pastor, whatever it takes.

Faith is also a key component to the success of their calling. They must believe they are going to make a difference in the life of the person they contact. Spend time praying for faith for every caller and speak to him or her about “expectancy.” God will use them mightily!!

Expecting Signs and Wonders

Miracles have been common place with our City Care team. We believe that God is a God of miracles and that he desires to use signs and wonders to confirm Himself to those who are searching. Jesus said in Mark 16:17-18, *“And these signs will follow those who believe: In My name they will cast out demons; they will speak with new tongues; they will take up serpents; and if they drink anything deadly, it will by no means hurt them; they will lay hands on the sick, and they will recover.”*

Team Members are reminded and encouraged weekly to pray for healings and miracles right on the phone with each person. Putting the ball in God’s court has it’s advantages. He is faithful to show up and answer the prayers of the callers repeatedly.

Callers Assigned to their Stations

After the Team Meeting, the team members take their personalized manuals, go to their phones and begin calling, starting from the first call listed on their assignment sheet. Some of the team members work as a husband and wife team, with one team member calling while the other team member handles the paper work. However, most of the callers work on their own, with a supervisor available to help with any needs that may arise.

The Paper Work

Personalized Notes

Personalized notes and information is considered as important as a phone contact. The goal is to touch every visitor through either a personal phone call, a personalized message left on the visitor's answering machine, or a personalized note. The personalized note should inform the visitor that the team member attempted to call and that they are enclosing information and are praying for them. The note should also let the visitor know that the team member will try to contact them again next week. These notes should be neatly written and signed by the caller.

Guest Phone Ministry Reports

Immediately after or during the call, carefully summarized notation should be made on the report. This should be done with the thought that someone else may have to make the next call. Though to share the calling of a particular visitor is not the best or desired method of follow up, it does happen from time to time, and therefore it is necessary to provide the needed information for the possibility of a second team member having to follow on. The information on these reports is also used to update the data base and is an essential part of the process of deciding the assimilation status of the visitor. During the call, if a special prayer request is mentioned, the caller should record the request and identify it with a "P" in the right margin of the report. This request is phoned through to our Senior Prayer Warriors the following day.

Sign Ups

Throughout the conversation, the team members pay particular attention upon the appropriate avenues of assimilation for the particular visitor they are calling. For example, each week, we have a number of people either committing or rededicating their lives to Christ. It is important that the team member prays with the visitor concerning his or her decision, and encourages them to attend the next Turning Points (New Believer's) class. They would also share the necessity of water baptism etc. The goal would be to sign them up for both the Turning Points class and for the next Water Baptism. The team member will also mail them the Ultimate Choice booklet and the Water Baptism booklet. The team member, with the permission of the visitor, would then immediately complete the suitable sign up form, noting any information that would be helpful for the TP teacher and the person that would be working with the baptism candidates. These assimilation steps would also be noted on the Guest Phone Ministry Report and followed through with the following week.

The Goal

Similarly, the team member's goal is to connect the visitor to the ministry that would best meet their needs. Should the visitor be a senior, the team member would automatically cover the various events and regular meetings that would be a blessing to that individual, as with the Jnr or Snr High school student, a mature single person etc. Every effort is made so that the transition from the visitor lane is a smooth transition to the next lane that will carry the person to the following stage of assimilation.

The City Care team members make every effort to handle as much of the assimilation work as possible. We have found that when we initiate a referral or require a second party to be involved, the follow up procedure becomes inefficient and is often a cause of people "falling through the cracks".

Throughout every call, the City Care team members work to make City Bible Church the smallest big church possible. We want our visitors, - our guests, to know that what happens to them, matters to us. This is conveyed through every means available. Love and prayer touches every aspect of this ministry, whether by phone contact, notes, or answering machines.

We have had numerous testimonies from people that have saved messages left by City Care team members and played them on a daily basis. Prayer is always a part of the message left on an answering machine. We have also had a number of people who have traveled into the offices to meet the person who has called them. Some of our visitors, while never having spoken personally with the team member, have considered them to be their prayer warrior as a result of the prayer message being left on their answering machine.

Weekly Ministry Time Closure

At the end of the City Care calling night, the team members review their work to ensure that all the paper work has been completed: Assignment Lists filled in correctly, notations made on their reports, sign ups properly filled out, and Immediate Request Forms noted clearly etc. They then gather all of their mail, sign ups and their folders and return them to one centralized location. The team gathers together to pray if possible, depending on the time that their calls are completed. Some callers may finish before others, in which case, after having met with the supervisor, they are free to leave.

The supervisor then arranges for the mail to go out the following morning, and collects all other paperwork for data entry and recording which is done the following morning.

Weekly Record Updating

On the following day after the City Care calling:

1. The Caller Assignment Lists are removed from the manuals, reviewed and the different categories are totaled. The calls are also summarized and the totals are entered at the bottom of the right hand corner. These numbers are then transferred onto the Weekly/Monthly Leader's Report (see attached).
2. The sign ups are dispatched to the appropriate people to be immediately processed.
3. The Guest Phone Ministry Reports are reviewed one by one.
 - a) Any special prayer requests are immediately phoned through to the City Care Senior Prayer Support Team.
 - b) Completed reports that the team member has indicated should be removed are reviewed, assimilation status evaluated, and the appropriate information entered into the data base. These reports are then filed in a separate "Completed Guest Phone Ministry Report" file. They are kept on hand for 3 months and then destroyed.
 - c) Particular attention is given to those visitors considered to be assimilated. Their reports are revisited to ensure that another department or function within the church is actually pastoring the visitor.
4. The names of those who have decided to make City Bible Church their spiritual home are then entered onto the Leaders Weekly/Monthly Report.
5. The Leaders Monthly Report is then given to the Director of Evangelism and Assimilation.

This is the final stage following an evening's work with the City Care Visitor Follow Up system. Throughout the week, feedback continues to flow into the office, from both the team members and the visitors. If mail is returned due to incorrect addresses, notation is immediately made on the reports so that the team members can clarify the details during their follow up call the next week.

Phone calls received by the City Bible Church receptionist from an inquiring non-CBC member or a non-CBC regular attendee are directed to the Evangelism and Assimilation Department. These calls are also treated as a special guest. We have found that if the call is handled sensitively, the caller welcomes a continuing phone call from the City Care team members. With the permission of the caller, their information is entered into the database, and then processed as though they physically walked through the doors.