

December 2, 2020

Hey Team,

Please see the guidelines and resources for “Reaching the 25%” Plan during this COVID 2.0 shutdown. Our goal is to let all those who call The Bay Church their home know that we are here for them and we truly care about them. Your CCB account will have a process que set up with the names of the people you are to call. We would like you to touch bases with each person monthly. Please keep track of each person you have called by making notes in the persons profile in that process que. We will be going over details of how to properly use CCB process ques on Monday during our Pastors and Ministry Directors meeting.

Things to make sure you cover:

1. How are you doing?
 - Example: “I wanted to reach out on behalf of The Bay Church to check-in and see how you/your family are doing?”
2. How can we pray for you?
 - Prayer requests <https://thebaychurch.ccbchurch.com/goto/forms/253/responses/new>
3. Remind them we are still having services
 - Service Info – for Brentwood campus and Concord campus
- <https://thebay.church/blog/2020/03/12/covid19/>
 - Include Christmas service info-**tbd**
4. Be sensitive of their time
 - They may be in a hurry and not able to talk long OR
 - They may really want/need to talk
5. Follow-up with email if they needed more info or ask for resources:
 - Benevolence/Needs: <https://forms.monday.com/forms/4aefe6b918d4f0b9a3a98a774e4610df>
 - Giving info-Concord: <https://www.kindridgiving.com/app/Giving/thebaychurch/CONCORD>
Brentwood: <https://www.kindridgiving.com/app/Giving/thebaychurch/BRENTWOOD>
 - App info: Search *The Bay Church* in any app store and download
 - Compassion: <https://thebaychurch.ccbchurch.com/goto/forms/427/responses/new>
 - Small Group: <https://thebay.church/connect/groups/>
 - Counseling: Here is info on accepting counseling: Use this link-
<https://forms.monday.com/forms/1ea545bcd1cd03e11af070192a2d2d33> - to submit a new application or call 925.458.9100 ex. 110 to get signed up through the Pastoral Care ministry.
 - Community Resources: <https://thebaychurch.monday.com/boards/198693786>
6. Call at least 3 times before moving on
 - Make notes in CCB process que
 - When leaving a voicemail, it is best to leave just your name, number and that you are from TBC. If you say you are calling to see how they are doing, they may not feel the need to return the call.