Connecting with our congregation 65+

Read the Corona Care Outreach Email	Attached
Login to CCB	https://nlcswfl.ccbchurch.com/ ● Login with firstname.lastname (all lowercase) ○ If you have problems logging in, email info@nextlevelchurch.com ● Use the same password you use to login to your computer
For a CCB Refresh-watch this video:	
Pull up the excel sheet with the list of names assigned to you by your Campus Pastor/Campus Coordinator	
Look-Up person in CCB	Type in Name-verify it is the correct person by checking phone or email from your excel list
Review person's profile to understand their involvement in the church	
Use 3CX to make the call to the person	We will send an email regarding downloading and using 3CX.
If the call goes to voicemail:	Use the Corona Virus Care Outreach Script" script section: IF THE CALL GOES TO VOICEMAIL Attached Notate CCB: ● Start with **Left Message RE: COVID 19,** then date and time and your unique dialpad number? ○ **Example:** Left Message RE: COVID 19, March 17,2020, 4PM ● go to the next person on your list

Talking to the Caller:	Use "Corona Virus Care Outreach Script" Section-**IF THE PERSON ANSWERS THE CALL** section.
If there is a need determined, complete this Needs Assessment Document	
Finish call using the "Corona Virus Care Outreach Script" referenced above.	
Log all information in CCB	Important: Start each **CONNECT NOTE** with: ● **Spoke With** Include the following information for those you spoke with: ● Note when you called-Date/Time ● Simple summary on how they are ● How you prayed for them ● If they requested something, what they requested (bullet points) and note that you completed the needs assessment **These notes are public-DO NOT PUT IN PERSONAL INFORMATION, keep notes short and succinct.**
Watch Video on How to Add a Connect Note in CCB:	
If they have a specific prayer request, please log the request in CCB under PRAYERS	
Watch Video on How to Add a Prayer Request in CCB:	
If the phone number is not good, try to dial again. If you do not have success, send an email using the "Corona Virus Care Outreach Script" **IF THE PHONE NUMBER DOESN'T WORK** Section.	

If email bounces back:	Update CCB noting <u>bad contact information.</u>