Initial Church Care Pathway Worksheet

Mapping a Clear, Compassionate Response

Use this worksheet with your pastor and trusted leaders to map how your church will receive an inquiry, offer a welcoming conversation, explain support options, and arrange referrals or follow-up with permission.

1. Receive an Inquiry

How will someone contact the church for support?
□ Phone
□ Email
□ Church office
□ Designated care contact
□ Website form
□ Other:

Who receives the inquiry?

How quickly will the person receive a response?

2. Offer a Welcoming Conversation

Who will hold the first conversation?
Where will the conversation take place?
What will the care contact explain first?

□ That the person is welcome.
□ That they do not need to share more than they want to.
□ How privacy will be handled.
□ What support is available.

What will the care contact say to welcome the person?

3. Explain Support Options

Which support options will the care contact be prepared to explain?

□ Prayer, if requested
□ A pastoral conversation
□ Biblical discipleship resources
□ Broken from Silence resources
□ A connection with a trained facilitator, if available
□ Referral to counseling or other appropriate support
□ Other:

How will the care contact help the person choose a next step?

4. Arrange Referrals

When will a referral be offered?
Who approves or makes the referral?
How will the person's permission be obtained before information is shared?
Which referral resources will be used?

5. Offer Follow-Up

Will follow-up be offered?
□ Yes
□ No
□ Only if the person requests it

Who will provide follow-up?
How will follow-up take place?
How will the person's preferences and privacy be respected?

6. Review Your Pathway

After completing this worksheet, confirm that:
□ A designated care contact and backup are identified.
□ Care contact knows how to welcome & listen without pressure.
□ Privacy practices and the limits of confidentiality are clear.
□ Support options are accurate and currently available.
□ Referral information is appropriate and up to date.
□ Pastoral oversight and safeguarding procedures are understood.
□ Follow-up will occur only with the person's permission.

Prayer for Our Church

Lord Jesus, help our church receive every person with compassion and wisdom. Guide us to listen well, protect privacy, offer appropriate support, and walk faithfully with those who seek help. May our care point them toward Your mercy, healing, and restoration. Amen.