

Care Ministry Updates

and a glimpse of MLC ETL 1.0

Connecting needs to God-given gifts — with warmth, wisdom, and reliability.



Care Ministry Overview and Leadership Track Update

01

Biblical responsibility

Why care is central to the body of Christ

02

Care Ministry vision

What we are upgrading and why

03

Organization + process

Who responds and how care is provided

04

Planning Center demo

One form, clear routing, better follow-up

05

ETL 1.0 preview

Equipping leaders for the next season

From needs managed
informally to needs being
shepherded faithfully.

***One front door for Care.
Clear pathways.
Faithful follow-up.***

The Biblical responsibility

“As each has received a gift, use it to serve one another, as good stewards of God’s varied grace.”

1 Peter 4:10

“Bear one another’s burdens...”

Galatians 6:2

“And he gave the apostles, the prophets, the evangelists, the shepherds and teachers, to equip the saints for the work of ministry, for building up the body of Christ...”

Ephesians 4:11–12

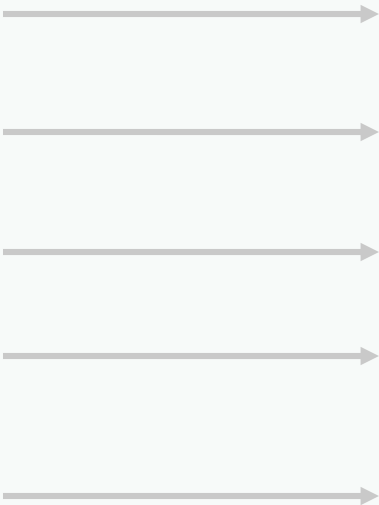


**Every need seen.
Every gift engaged.
Every person cared for.**

What we are upgrading

Before

- Pockets of excellence
- Disjointed process and teams
- Inconsistent care
- "Is anyone caring for _____"
- Unclear ownership



Now

- Clear expectations and standards
- Unified with one clear front door
- Assessment then assignment & response
- Right responder engaged
- Follow-up until closed

The goal is not to make care systematic.
The goal is to provide excellent care.



Care Ministry vision

A warm, disciplined care pathway that helps MLC connect real needs to the right people, teams, ministries, and partner resources.

Clear

People know where to ask for prayer, help, or guidance.

Confidential

Information is shared with only those who need to know.

Connected

Needs are routed to gifted responders and trusted resources.

Closed loop

We confirm that care happened and follow-up continues when needed.

Connect the need to the gift — and carry the burden together.

Types of needs we plan to help meet

We may care directly, create a warm handoff, or connect someone to trusted resources.

Pastoral & relational

- Pastoral or spiritual care
- Grief or loss
- Marriage or family
- Divorce or separation

Practical & medical

- Hospital or medical
- Meals
- Visitation

Financial & resources

- Immigration / citizenship status
- Financial hardship / assistance request
- Housing or transportation assistance resources

Specialized care

- Mental health
- Domestic abuse or safety concern
- Pregnancy support

Recovery & support

- Addiction or recovery
- Support group / workshop interest

MLC does not have to provide every service directly. We help people find the right pathway.

Care pathways we use

Internal staff

Lay teams

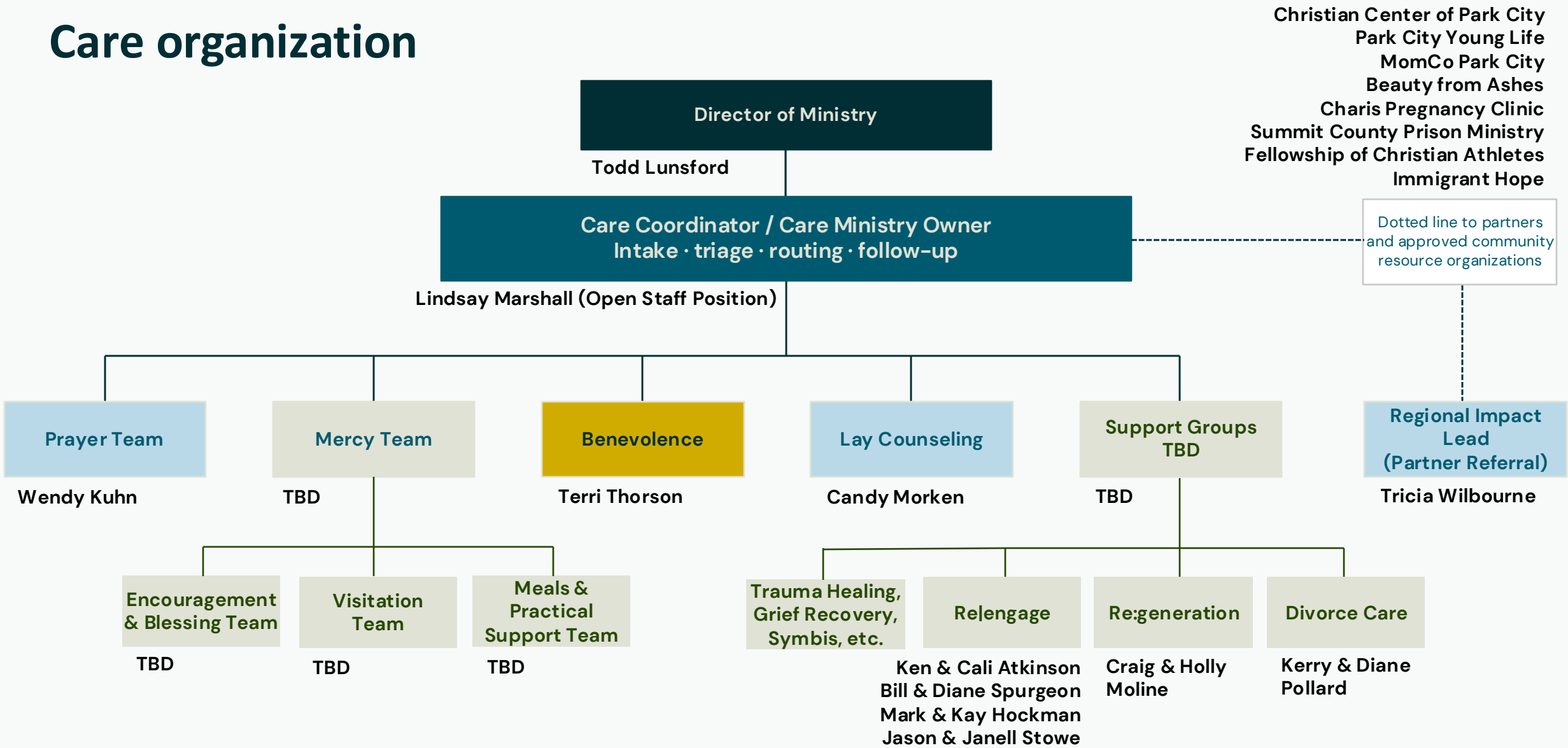
Groups (support/life)

Counseling

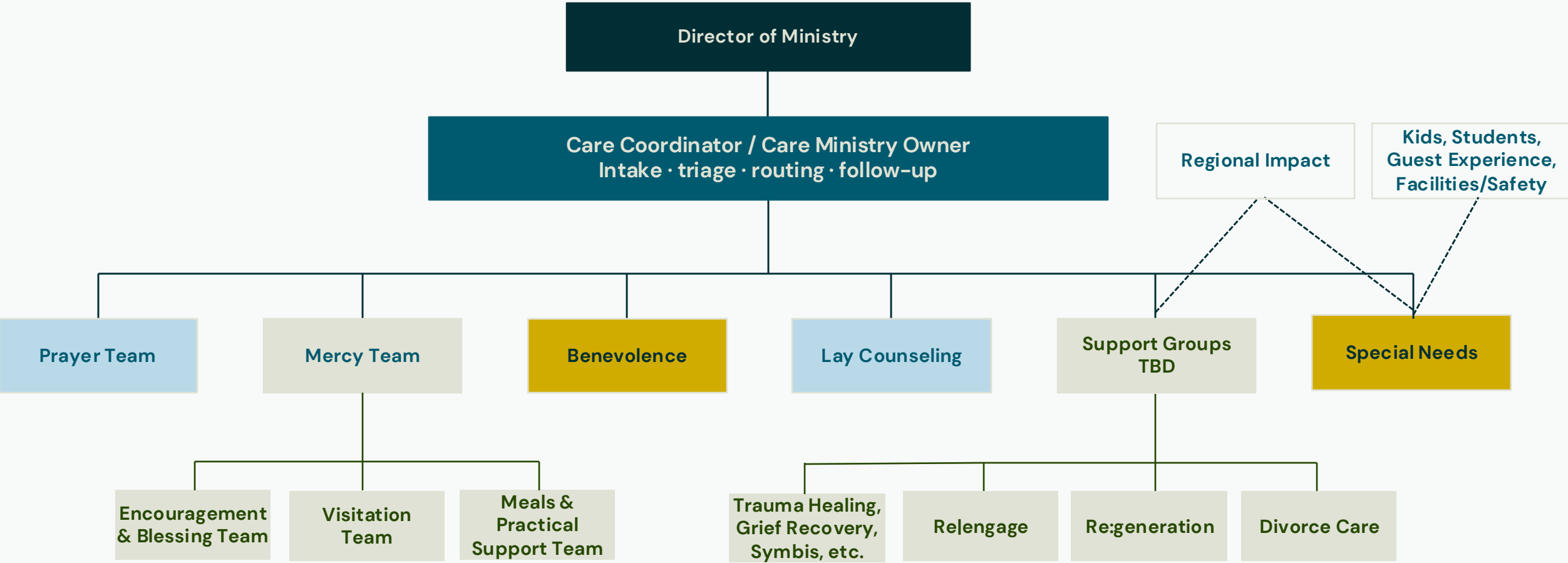
Partner orgs

Referrals

Care organization

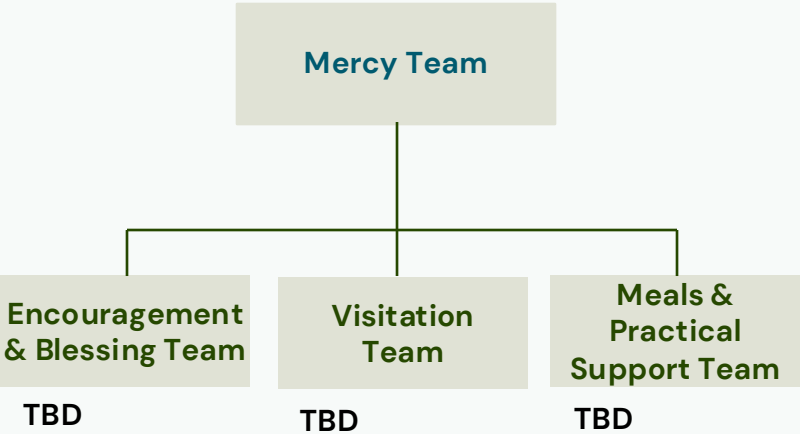


Care organization



Mercy Team responsibilities

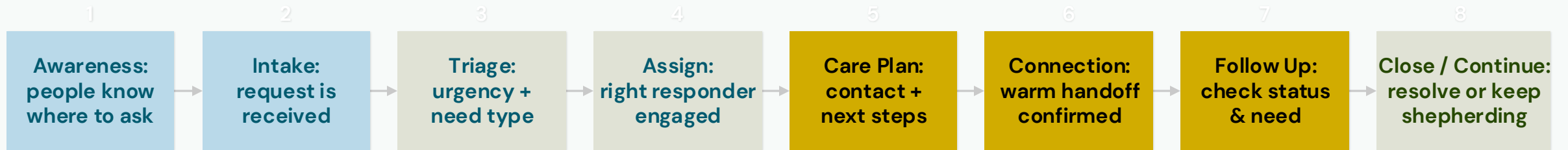
Show Christ’s love by providing comfort, presence, encouragement, and practical support to our church family during seasons of hardship.



[Mercy Team Description.docx](#)



Care process overview



The process answers five questions:

- Where do I ask for help?
- Who sees the request?
- What kind of care is needed?
- Who should respond?
- Did care actually happen?

The warm handoff is the difference.

**Not: "You should call someone."
Instead: "We will help connect you."**

Different needs require different responses

			Examples of routing
Level 1	Crisis / Safety	Immediate	Safety / abuse / self-harm → Immediate escalation
Level 2	Urgent Pastoral Care	Same day / 24 hours	Major family crisis → Pastor/elder, Support Care
Level 3	Standard Care Need	2–5 days	Financial hardship → Benevolence pathway
Level 4	Ongoing Support	Scheduled rhythm	Recovery → Re:gen; Small group

Volunteers help most by recognizing need and using the process — not by carrying complex care alone.

Planning Center demo: one public front door

Prayer, Care & Praise

Let us know how we can pray or care for you.

What would you like to share today?

Prayer request ▾

Preferred language / Idioma preferido

English ▾

How urgent is this request?

Important, but not urgent ▾

Briefly describe the request

Type response...

May someone from MLC follow up?

Yes, please contact me ▾

One link

Church Center / website / QR code

One form

Prayer, care, praise, or “I’m not sure”

Separate workflows

Prayer, Care, and Praise are routed differently

Confidential routing

Sensitive details go only to those who need them

The form is a doorway, not the whole process.

What volunteers need to know

1

Notice

Pay attention when someone is hurting, isolated, or asking for help.

2

Point

Use the Prayer / Care / Praise link instead of carrying the need informally.

3

Respond

When assigned, serve within your role and training.

4

Report

Let the coordinator know when care happened or if concerns remain.

5

Protect

Honor confidentiality and escalate serious concerns.

**You do not have to be the whole solution.
You do need to help the person get to the right pathway.**

The kind of church we are becoming

A church where needs are seen, gifts are engaged, and people are shepherded with both warmth and reliability.



Thank you for being the people God uses to make care visible.

UPCOMING

Equipped to Lead (ETL) 1.0

a leadership formation course

God doesn't call the equipped. He equips the called.

Equipped to Lead: MLC Leadership 1.0 — Participant Workbook

01

WEEK 1

The Leader's Foundation

Gospel, Church, Calling, and MLC's Mission

Fearless followers become faithful leaders.

"All authority in heaven and on earth has been given to me. Go therefore and make disciples..."

Matthew 28:18–19

Sticky Phrase: Lead from love, not fear.

MLC ETL (Equipped to Lead) 1.0

SELF

PEOPLE

LEADERS

Why it matters

MLC calls people to fearlessly follow Jesus. Equipped to Lead builds on that calling by helping followers of Jesus grow into faithful leaders who help others do the same.

Fearless followers become faithful leaders.