



## Connecting with Parishioners

### *MDT Potential Plan for Personal Calls*

**Step 1:** Send an email survey with the following (Google Forms, Microsoft Forms, etc.):

- First Name, Last Name, Email, Phone
- Would you like to help to call parishioners on behalf of our parish family?
- Would you like to help in other ways (grocery runs, serve other needs)?
- Are there any needs that you have that the parish can help you with?

**Step 2:** Once you have parishioners committed to the initiative, divide parish contacts to call.

- Don't make it daunting for them – cold calls are tough! Consider giving them batch lists of 10-25 families at a time.
- Create another form (Google, Microsoft, etc.) that callers can use to log call notes.

(Sample Message to Callers)

Dear Missionaries,

Thank you so much for giving of your time to reach out to members of our parish family! We desire to personally connect with as many people as we can during the Coronavirus Pandemic. You will be given a list of calls and a way for us to easily record your efforts

Our parish database may be out of date and in need of updating. If you are able to update contact information – great! – but the main purpose of reaching out is to ask how \_\_\_\_\_ parish might serve them in their needs.

Please [have this Form ready as you call](#) to record name, best contact info and any needs they may have. Be hospitable and remember **that over the phone, people can hear you smile!**

- 1) If no one answers the call, leave a message (script below). You can try back later if you are able.
- 2) If the number is no longer working, do not add it to the contact portion of the form.
- 3) Call [this number] any time if you have questions or need help, but try to go through the list once and summarize your current batch with any issues by emailing \_\_\_\_\_ (the parish secretary) at \_\_\_\_\_ (email address)

- 4) If you are having difficulties with one contact, move on. We cannot reach everyone – say a prayer for them and move on.
- 5) We will see who you connected with AND ways we can serve. If they are not logged on the form we will assume that you could not contact them. We will try again later.

(Script for phone calls)

**If Leaving a Message:** (Start by smiling 😊)

“Hello (their name), this is (my name) from (such and such Catholic Church)

Our parish family is reaching out to see if you and your family are doing OK during the pandemic. We would love to know if there is any way we can serve you in your needs. We would love to connect with you and you are welcome to call me (state name again) on my personal phone (give number) if you comfortable, or you can check in with us on our website at ([www.parishwebaddress.com](http://www.parishwebaddress.com)). Please notice our help form on the home page, along a message from Fr. \_\_\_\_ and with other ways to connect with us.

Please know that you and your family are in our daily prayers – God bless!”

**If Call is Answered:**

Hello! My name is \_\_\_\_\_ from (such and such Catholic Church).

We are reaching out to everyone we can to see if you are ok and how we might help.

Conversation prompts:

- I don't know if we have met before, but it's so good to be able to hear your voice...
- How are you and your family doing?
- Can you think of any ways that we as a Church can support you?
- (Write you own and share back with us what you find works best!)

Wrapping up the conversation:

- I am taking note of any needs. Our parish leadership will be prayerfully discerning how we can help, and we want to serve in as many ways as we can.
- I would love to know if you have any specific prayer intentions that I can lift up for you, **BUT** before I do, would you mind if I updated your contact information so that we can best connect with you?
  - If yes, type in the form
  - If no, say, “that’s quite all right” (note it in the form)
- Ask for prayer intentions.
- Thank them and pray out loud to end the call.

Submit the call notes and move on to the next. When you get through your batch of families, please connect back with us until we have reached out to everyone. Thank you!

**Step 3:** Continually check in with and support your callers

**Step 4:** Respond appropriately to needs demonstrating a timely and impactful response.