

HOW TO ROCK MEMBER CARE

BECAUSE THEY MATTER



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MY JOURNEY ON THIS ROAD

Seattle

Oxford

Africa

Canada



WHERE ARE YOU ON THIS JOURNEY?

PLEASE SHARE:

- Your name and church
- Your role or connection to member care.
- Why did you choose this workshop?
Any specific expectations?



WHAT IS MEMBER CARE?



BEST PRACTICES FOR CHURCH-BASED MISSIONARY CARE

Successful church-based missionary care reflects a biblical model of **sending**, **sustaining**, and **receiving**.



Many missionaries state they feel cared for when they are:
listened to, valued and invested in.

WHAT IS MEMBER CARE?

The Global Member Care Network
defines member care as:

“The ongoing preparation, equipping
and empowering of missionaries for
effective and sustainable life, ministry
and work.”



WHAT IS MEMBER CARE?

Our goal: Provide a variety of supports all aimed at increasing the **resiliency** of missionaries in order to thrive in life & ministry.

Resilience – the ability to adapt to difficult situations. When stress, adversity or trauma strikes, you still experience anger, grief and pain, but you're able to keep functioning. It is more than “bouncing back,” it is increasing capacity to respond to stress.



WHAT IS MEMBER CARE?

- “It can be challenging to balance the demands of suffering & sacrifice with the realistic needs for support & nurture.”
– Kelly O'Donnell
- Our role is to stand in the gap and be a loving voice to guide a healthy balance between the two.



WHY IS IT SO IMPORTANT?

- Modeled in the Bible:
 - **Elijah** was cared for under the Juniper tree.
 - **Jesus** practiced it, **Paul** received it & encouraged it!
 - The **Church** is the primary caregiver of God's people!
- The need is great: “Each year the on-field mission force loses 5.1% of its workers. Of these, 71% leave for what are called “preventable reasons.” - Peter Brierley's *“Too Valuable To Lose”*



Nearly half will leave in the first 5 years!

WHY IS IT SO IMPORTANT?



- “To see the great commission fulfilled, we need more workers who are strong, **resilient** – and not alone; ... many missionaries are under resourced & long for their home churches to offer more support.”

–Jeremy and Anastasia Thomas with Mary Tindall

- Good member care continues to increase wellness and **resilience** for missionaries.

SO, YOU HAVE PEOPLE IN YOUR CARE...

- The need is real.
- NOW WHAT?
- Let's look at some possible ways we can start, improve, or change our member care practices to better support those in our care.



MAKE SURE THEY KNOW... YOU REMEMBER THEM

Frequent and varied contact –

- Remember birthdays & big milestones – donated stamps, hand-made cards, kids min, ...
- Check ins – Consistency and trust is key!
- Care teams – audit the church for gifts
- Involve past workers
- Invite them in– small group, virtual party
- Care packages – include in budget; bottle drive



REMEMBER THEM THROUGH... CARE PACKAGES

- Have fun and be creative!
- Mix of items – general/ personal, gender, fun/caring
- Budget smart – Book Depository, Kindle, Amazon. de
- Ideas: book or magazines; tea/coffee; sweet/salty; fishing hooks or headlamp for guys; herbs for garden; homemade cookies; candles; gratitude jar or conversation starters; journals; items from church
- Deliver in person when possible and connect!



MAKE SURE THEY KNOW... YOU WANT THEM TO THRIVE IN MINISTRY

- Add value through grants – children's curriculum in Nkonya, salaries for national staff, sound equipment for refugee camp, church in Kenya...
- Training/Coaching – tech, PD, support raising
- Mission events to raise profile with supporters – Lunch and Learns, desserts, fundraisers,
- Partner together – serve alongside them
- Share resources – video, worship, design, office



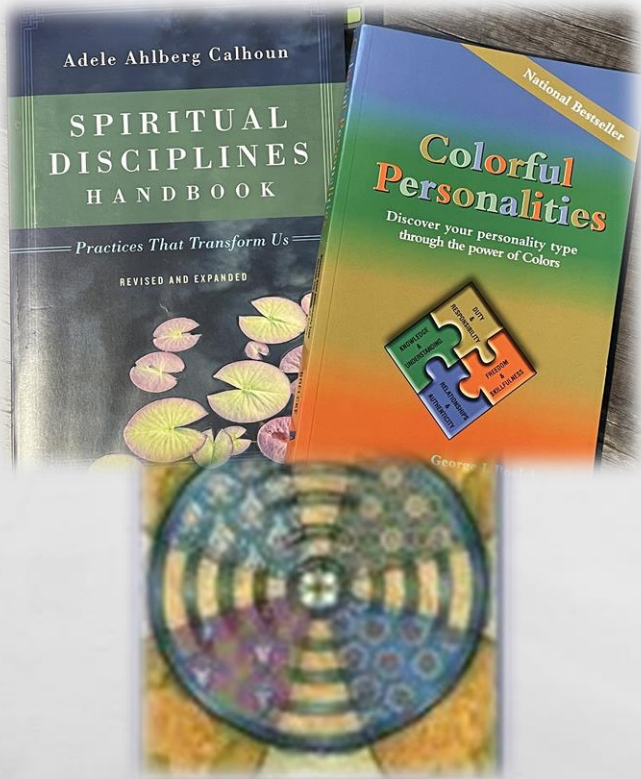
MAKE SURE THEY KNOW YOU WANT THEM TO THRIVE AT HOME

Faith, Soul Care, Marriage, Family & Singleness

- Dates nights/ time away - some need permission
- Personal inventory/stress tests – CHOPS, Cerny Smith
- Transitioning & ending well – debrief centres
- Connect to spiritual director or personal mentor
- Professional counseling for depression, burn-out, marriage, trauma, etc. – Virtual or on field (The Well, Olive Tree); Crisis Trauma Resources Institute
- Retreats – encourage them to attend in person (Thrive) or online (Velvet Ashes.com) or run a retreat for them!



INVENTORIES AND WELLNESS CHECKS



- Spiritual & Wellness
 - CHOPS stress inventory (free, entry level) - <https://MemberCareAssociates.Org/getting-equipped/chops/>
 - Cerny Smith stress test - measures, monitors and manages (base line)
 - CTRI Wellness Assessment- Is it Burnout or Compassion Fatigue?
- Spiritual Seasons - Spiritual Disciplines Handbook (Calhoun)
- Personality inventories
 - Book: *Colorful Personalities* (Boelcke) <https://VantageSeminars.com>
 - Others: Strengths Finder, DISC, Meyers Briggs, 5 Love Languages, etc.

CHURCH BASED RETREATS!

Rest and Renewal & Face to Face

- Educational & fun and free time
- Spiritual & personal growth
- Congregation & staff engagement
- Corporate celebration/recognition
- All ages and stages – date night, kids movie night, square dance, ropes course





Ideas at a retreat



MAKE SURE THEY KNOW... YOU SEE THEM



Get to know them, ask good questions, record & use info.

- Personalized care packs (colors, tea/coffee, sweet/salty, hobbies & interests)
- Individual needs - Mountain vs City
- Celebrate their wins and mourn their losses
- Communication preferences: social media, Zoom, e-mail
- Visit (in-person or online) their home, neighborhood and places of ministry
- Sunday school 'adopt' an MK and send letters, Zoom,

MAKE SURE THEY KNOW... **YOU NEED THEM** AND LET THEM SERVE YOU

They bring different perspective and skills that add great value to your body

- Seek reciprocity – avoid a 1-way, transactional relationship. They want to give back, not always receive.
- Serve opportunities – teaching classes (Kairos) or in services, serving communion, child care, cooking classes, speaking at youth, etc.
- Missionaries are our best mobilizers - Create formal & informal gatherings to allow them to share their story.



MAKE SURE THEY KNOW... YOU NEED THEM AND LET THEM SERVE YOU



- Ask for prayer- Lead by being vulnerable and transparent
- Video updates or live events to inspire your church and wider community – “lifting our eyes higher”
- Look for assets or experiences that transfer well - ‘Telling Your Story’ workshop, ag/farming; Nurses Christian Fellowship; Indigenous ministries, etc.
- Providing serve opportunities to do together – volunteer at home or provide internship/mentoring from field

REVIEWING WHAT WE COVERED...

Make sure they know...



- You **REMEMBER** them
- You want them to **THRIVE IN MINISTRY**
- You want them to **THRIVE AT HOME**
- You **SEE** them (as unique)
- You **NEED** them

REVIEWING WHAT WE COVERED...

Remember our goal and why this is important...

- We seek to provide a variety of supports to increase the **resiliency** of our missionaries, giving them freedom to **remain in the field** and **thrive** in life and ministry.
- Ultimately to build the Kingdom and bear spiritual fruit as the love of **Christ** is brought to the ends of the earth!



A REMINDER: BROKEN BUT BEAUTIFUL & STRONG



In Japan, broken objects are often repaired with gold through the art of Kintsugi. The flaw is then seen as a unique piece of the objects history, adding to its beauty and strength.

Kintsugi reminds us God can use our brokenness to make us even more beautiful and resilient. It is in the place of brokenness where God comes in to restore and renew us, preparing us for the next part of our journey.

SEEKING RESILIENCY

“...for global workers resiliency functions more like a skill or virtue than an inherent trait. That is to say, global workers may be able to develop their capacity for **resiliency**. If that's the case, then each adversity becomes an **opportunity** to engage in **resiliency**-promoting habits and attitudes that allow global workers, one day at a time, to **persevere** with joy.”

- RESILIENT CHRISTIAN GLOBAL WORKER STUDY: PRELIMINARY FINDINGS



FINAL TIPS AND IDEAS

- Making the relationship **SAFE** will bear great fruit in the end – try having a separate person for check in, arms length from finances or performance evaluation.
- This relationship is not a sprint, it is a **marathon**; Lord willing the same will be of their ministry so anything we can do to encourage them and build them up is key.
- Invest in your **care team** not only in the missionaries.

FINAL TIPS AND IDEAS

- Be an **advocate** for them to rest or take a break. Ps 23 He MAKES them lie down....
- Open up discussions and form relationships with their **sending agency**.
- Good member care points them to **Jesus** as the true source and model for care.
- Additional thoughts?

BOOKS & PODCASTS

- *Healthy, Resilient And Effective In Cross-Cultural Ministry* by Laura Mae Gardner
- *Tender Care* by Wilson and Cronbach
- *Well Sent* by Steve Beirn and <https://globalmissionspodcast.Com> #40
- *The Sending Church Defined* by Bradley Bell and episode #121
- *Help Your Missionaries Thrive* by Ken Harder and Carla Foote
- *Returning Well* by Melissa Chaplin and episode #100
- *Serving as Senders* and *The Re-entry Team* by Neal Pirolo of Emmaus Road; episode #27
- Global Missions Podcast: #167 - Practical Ways To Care; #103 - Creating Care Groups; #178- Caring For Parents Of Missionaries



COACHING ON MEMBER CARE

- **Sixteen:fifteen** <https://1615.Org/>
- **Upstream Collective** <https://Www.TheUpstreamCollective.Org/>
- **All Nations 'Senders U'** [https://AllNations.International/Senders-university#:~:text=sender's%20university%20\(senders%20u\)%20is,unengaged%20people%20groups%20on%20earth.](https://AllNations.International/Senders-university#:~:text=sender's%20university%20(senders%20u)%20is,unengaged%20people%20groups%20on%20earth.)
- **Brian At Train International** <https://Www.TrainInternational.Org/Church-consulting>

RESOURCES

- *Missio Nexus – April 2022 Edition of EMQ On Member Care*
- *Global Member Care.com – foundations of member care certificate program*
- *Barnabus.Org – Member Care Downloads – Including Member Care 101 Course*
- *MORE Network- <https://More.Outreach.ca/> Debriefing: REVIEW & Re-Boot (For Youth) ; Online Library*
- *Global Missions Toolbox - <https://GlobalMissionsToolbox.com>*
- *GlobalVault.ca – Toolbox For Missions*
- *Velvet Ashes .com – Women In Cross Cultural Ministry*
- *Global Trellis.com*



**REFLECT ON A FEW ACTION POINTS TO
IMPLEMENT AT HOME**

QUESTIONS?

ADDITIONAL COMMENTS

Connecting with Me

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