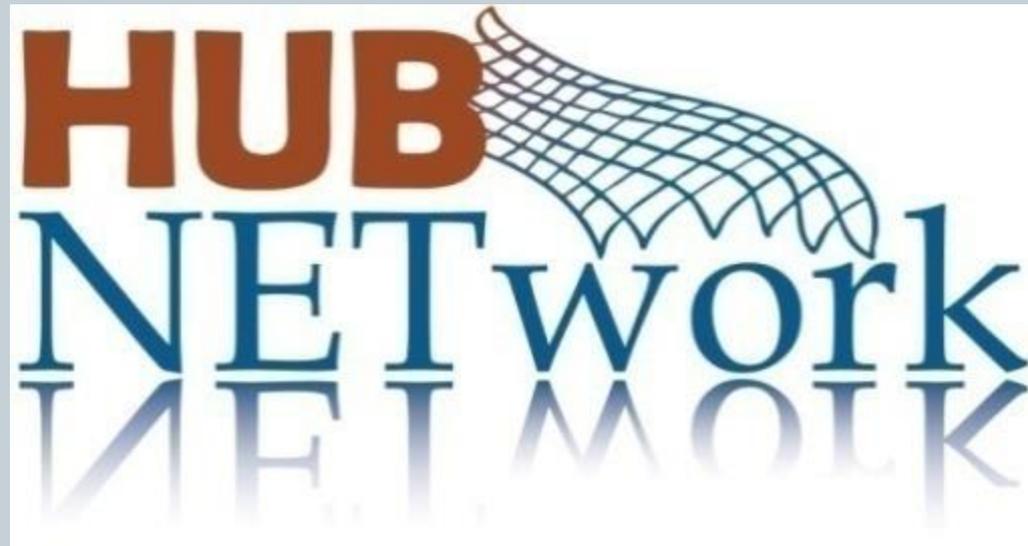


Crisis Help Training





Overview

Biblical Foundation

❖ John 15:5

I am the vine; you are the branches. If you remain in me and I in you, you will bear much fruit; apart from me you can do nothing.

❖ Micah 6:8

He has shown you, O mortal, what is good. And what does the LORD require of you? To act justly and to love mercy and to walk humbly with your God.

❖ Matthew 22:37-40

Jesus replied: "Love the Lord your God with all your heart and with all your soul and with all your mind. This is the first and greatest commandment. And the second is like it: 'Love your neighbor as yourself.' All the Law and the Prophets hand on these two commandments."

❖ James 1:27

Religion that God our Father accepts as pure and faultless is this: to look after orphans and widows in their distress and to keep oneself from being polluted by the world.



Overview

Vision Statement

Mission Statement

❖ Vision Statement

A network of relationships connecting regional community resources to meet physical, emotional, and spiritual needs.

❖ Mission Statement

To be the regional networking HUB, forming a safety net for those in need, assisting them toward self-sufficiency, showing respect and compassion for all.



The model of HUB NETwork intrinsically provides a *Spiritual Resource* to ALL Clients.

Referrals

- Can come from any where (church and/or agency)
- Spiritual concerns
- Physical, mental, and financial concerns

HUB NETwork

- HUB NETwork HUB NETwork will assist churches or ministries in finding resources to help meet the needs of individuals.
- HUB NETwork also provides a regional web of connectivity between churches, agencies, businesses and individuals.

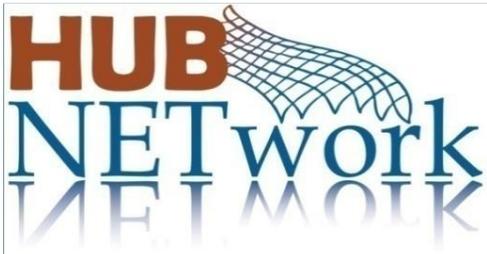


The model of HUB NETwork intrinsically provides a *Spiritual Resource* to ALL Clients.



STEPS in Referral Process

1. *Point of Contact – A person in need connects by phone or in person with someone associated with the church. This is the point of contact.*
2. *Meeting the Perceived Need – How is the church going to address the need as presented to them?*
3. *Ongoing Communication – This involves the tracking of communication between the HUB and the church, and the church and the individual, and any multiple contacts with the same individual.*
4. *Spiritual Care – How is the church going to address the underlying spiritual needs of the individual?*



The model of HUB NETwork intrinsically provides a *Spiritual Resource* to ALL Clients.



How to refer to HUB NETwork

- Referral Form - signature is important!
- Email – *info@myhubnetwork.org*
- Fax – 240-329-0574
- Phone – 240-347-7580 (for your use only, not to give out to clients!)
- Please allow up to 48 hours for a response



Volunteers involved in any of the 4 **STEPS** *must*:

1 - **safeguard the confidentiality** of the person in need

2 - **ensure clear boundaries** regardless of the level of involvement in the process

Boundaries Learning Objectives



- Describe how to set appropriate boundaries
- Explain when (or if you should) disclose personal information
- Explain “over-giving” or working harder than the client
- State signs of inappropriate boundaries

Setting CLEAR Boundaries

Person In Need

1 - Vulnerable individuals are likely to become disappointed or hurt when the volunteer doesn't meet their expectations (often unrealistic expectations)

Church Volunteer

- 1 - Clearly identify your role so you don't do more than the person in need.
 - Prevent burnout.
 - Should build productive relationships, not ones that could potentially cause more problems.

Setting CLEAR Boundaries

What it looks like:

- Anger
- Frustration
- Tears
- Emotional Manipulation
- Short time frame
- Calls or shows up at inopportune times

Church Volunteer Response

- Reflect back to them what you are hearing them say or not say
- Expectation Management
- Do not do for them what they can do for themselves



Setting CLEAR Boundaries



Person in Need

2 - Needs support and assistance

Church Volunteer

2 - Don't foster dependence

Setting CLEAR Boundaries

What it looks like:

- “Do you help with....?”
- “I’ve never asked for help before.”
- “You have to help me, you’re a Christian.”
- “I’m a veteran.”
- “I don’t have anyone to help me.”

Church Volunteer Response

- Try to meet the stated need, if you can
- Example-asking for money for food
- Remember this person is not your project to fix

Setting CLEAR Boundaries

Person In Need

3 - May tell you way more than necessary

Church Volunteer

3 - Must decide what is important or relevant information and how much you are willing or want to hear

Setting CLEAR Boundaries

What does it look like?

- They often have no personal boundaries
- System has taught them to share very personal details
- May be done to emotionally manipulate

Church Volunteer Response

- May need to interrupt them
- Ask clarifying and critical thinking questions
- Direct the conversation
- May need to set a time limit
- Follow the Holy Spirit

Setting CLEAR Boundaries

Person in Need

4 - May not be able to identify goals and develop strategies

Church Volunteer

4 - Assist with establishing goals and strategies and stick to them (no rabbit trails)

Setting CLEAR Boundaries

What it looks like:

- Over sharing details of their problems
- Amount of issues appear overwhelming
- So many things to fix immobilizes and freezes people

Church Volunteer Response

- “I can only help you with _____ need.”
- “You mentioned 3 things that you need help with, which is the most important?”
- Offer compassion and understanding
- Refer to HUB and other agencies that can help such as DSS, CAC and Reach

Self-Disclosure



1 – BE CAUTIOUS

**2 – ASK YOURSELF FIRST...
“DOES IT SERVE A PURPOSE?”**

**3 – TRANSFERS YOUR PERSONAL
PREFERENCES**



Spiritual Principles

...“And we know that in all things God works for the good of those who love him, who have been called according to his purpose.”

~Romans 8: 28

- God is sovereign. This person’s problem is God’s tool to help them learn about him and what they should be doing. Not something for you to get them out of.
- We are simply stewards of God’s resources and we have to be people who know what God wants us to do with his resources.
- Like Job was suffering because God wanted him to learn something, this person’s problem may be how God is trying to make himself known. We often learn more from our hardships than from our good times.
- Our task is not to rescue people or supply needs as much as it is to point people to God as the ultimate provider.
- Ask how does God want me to assist this person? Be in touch with God and listen to the prompting of the Holy Spirit.
- Giving to rescue a person does not recognize that person’s value or worth. They have something to offer too.

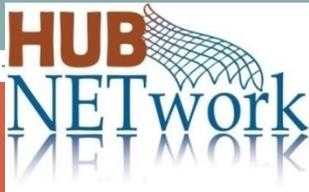
Helpful Resources



- **QUESTIONS TO ASK**
- **FOLLOW-UP TIPS**
- **WATCH LIST**
- **STREET GUIDE**
- **FOOD & CLOTHING RESOURCES**
- **211**

Questions & Wrap Up





Contact the HUB NETWORK

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