

Phone Visitation Outreach



Parish guide to
implement process
of reaching out
through the telephone

Make Every Person Count!



Time Line

The team must first decide when the phone calls will be made in the parish.
It is best to make the calls within a two week period.

☐ **Two months before phone calls begin:**

- Determine what households will be contacted by phone
- Begin to ask people to consider volunteering
- Set up meeting date to inform and train callers
- Begin to develop and gather materials for phone caller's packet
- Personalize letter to be sent to parishioners who will receive a phone call

☐ **One month before actual phone calls:**

- Finalize phone volunteers
- Send letter to all parishioners who will be receiving a phone call
- Finalize materials for packets and print prayer cards
- Put notice #1 in bulletin

☐ **Two weeks before phone calls:**

- Information and training session for phone visitors
- Distribute packets to each phone visitor
- Put notice #2 in bulletin



☐ **Weekend before phone calls:**

- At Weekend liturgies:
 - ◇ Distribute *Parishioner's Prayer Card* at all Masses
 - ◇ Put notice #3 in bulletin
 - ◇ Bless phone volunteers

☐ **The two weeks of the phone calls:**

- Phone calls will take place
- Put notices in bulletin (one each weekend)

☐ **First week after the completion of the phone calls:**

- All packets are returned
- Core Team addresses the *Action Steps After Phone Visits are Complete* (see pg. 4)
- Give forms to the person who will key information into computer
- Put a notice in the bulletin thanking volunteers and sharing results of visit

☐ **Two weeks after the completion of the visits**

- Gather and celebrate with all of the phone visitors

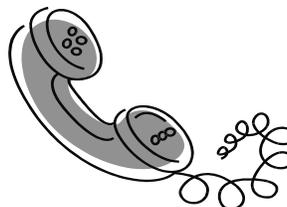
Invite Parishioners to be Phone Visitors

❑ Number of visitors needed:

- Each person should be asked to do about 20 calls. Therefore, if you want to reach 400 households you will need 20 volunteers.

❑ Before you ask anyone:

- Believe in the benefits of this outreach
- Be enthusiastic
- Be knowledgeable of the process



❑ Look for people who:

- Are alive in their faith
- Are sensitive to the needs of others
- Have good listening skills
- Will respect confidentiality

❑ Key points to stress when inviting:

- This is a limited time commitment
- They will have 20 homes to call over a period of 2 weeks
- They make the phone calls when it is convenient to their schedule
- If the person does not answer the phone, callers are asked to call again at a different time. If the person still cannot be reached, materials are mailed to the household.
- Training will be provided

❑ Where to “find” phone caller volunteers:

- Choose parishioners who will be great “ambassadors of Christ.” A personal invitation is the most effective approach. Here are some possible ways to invite people for the phone ministry:
 - ◇ Ask each core team person who invite 5 people
 - ◇ Go to the heads of each organization and request that they each obtain 5 volunteers from their organization
 - ◇ If you have an existing Evangelization Team, Stewardship Committee, Outreach Team or Welcoming Committee ask them to be part of this outreach
 - ◇ Announce the need for volunteers at the end of Mass and have cards in the pew where they can sign up to learn more about it.

Action Steps After Calls are Complete

☐ Review parish record forms

- Follow up on individual needs

For example:

- ◇ List people interested in learning more about RCIA and give names to RCIA coordinator
- ◇ List those interested in receiving First Communion or Confirmation and give names to DRE
- ◇ List the names of the infirmed who would like to receive communion and give to Pastor

- Update records on computer

Give Parish Record Forms to the person who will be keying the information into the computer.

☐ Prayer Petitions

- Gather all of the prayer request lists:

- ◇ Include them in the *Prayers of the Faithful* for a month. Ex.: “We pray for all of the intentions that were requested during our *Phone Visitation*”
- ◇ Give to your prayer group and request that they pray for these intentions
- ◇ Give a few to each shut-in who would be open to praying for the needs of these parishioners

☐ Parish Ideas

Gather all of the sheets with the parish ideas. List them and indicate if there are duplicate suggestions. Share the list with Pastor, Pastoral staff, Pastoral Council and others who can address them.

☐ Bulletin Update

Put a notice in the bulletin publicly thanking those who volunteered in this ministry. Indicate that all suggestions will be heard and discussed. Keep the parish informed on any suggestions that merit action.

☐ Gather and celebrate

Invite all of the volunteers to come together for prayer, refreshments and an opportunity to share their experience. (Do not share anything of a confidential nature).

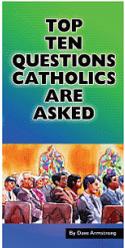


Prepare Materials

<p>For each caller:</p> <ul style="list-style-type: none"> • Parish record form (1 for each call) • Booklet: <i>Caller's Guide for Phoning</i> (received at training) • <i>Caller's Prayer</i> • Sheet to record Prayer Petitions and Parish Ideas • Stamps, envelopes, parish stationary • Red pen to make additions and/or corrections to Parish Record Forms • <i>Sorry You Weren't Home</i> letter • Evaluation form for caller • Other . . . 	<p>Material to mail (optional):</p> <ul style="list-style-type: none"> • Parish Bulletin • Invitation to social • Tri-fold on parish activities • Other materials . . . <p>Order (optional):</p> <ul style="list-style-type: none"> • Pamphlets (Leaflets) * e.g. <i>Annulments, Top 10 Reasons to Come Back to Church, How to Get More Out of the Mass.</i>
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***Pamphlets**—Our Sunday Visitor (800-348-2440); www.osv.com/pamphlets. Sample of topics: *Top 10 Reasons to Come Back to Church, How to Get More Out of the Mass, Top Ten Questions Catholics Are Asked*; and more. (type in “pamphlets”)

***Leaflets**—Liguori Publications (800-325-9521); www.liguori.org/searchproducts.cfm. Some leaflets are in Spanish. Sample of topics: *Annulments, Family Prayers for Lent, Confession*, and more. (type in “leaflets”)



Materials found on the CD Rom

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| <ol style="list-style-type: none"> 1. Blessing of phone visitors 2. Bookmark—front 3. Bookmark—back 4. Bulletin notices 5. Booklet: <i>Parish Guide to Implement Process</i> 6. Booklet: <i>Caller's Guide for Phoning</i> 7. Pew card for volunteering 8. Evaluation for phone callers | <ol style="list-style-type: none"> 9. Letter—to parishioners who will be called 10. Letter—<i>Sorry You Weren't Home</i> 11. Magnet template 12. Prayer Card for phone caller 13. Prayer Card for parishioners 14. Parish Record Form 15. Pulpit invitation to volunteer 16. Sheet to record prayer petitions and ideas |
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Sample Contents on CD Rom

Prayer Card for Callers

Lord Jesus,
 You commissioned your disciples to continue sharing your message of love. I thank you for the opportunity to do this through the phone calls that I will be making today. Those that I am calling are your people and you love them unconditionally. Fill me with your Holy Spirit so that I may be an effective channel of your presence.
 Give me joy and peaceful assurance. I place this endeavor in your hands.



Amen.

Prayer Card for Parishioners

Lord,
 we ask your blessing and guidance on our parish phone visitors. As they contact parishioners in your Name, may they experience the prayers and support of our faith community. Let the power of the Holy Spirit work through them to reflect your love. May the homes that they call be touched with your gift of peace. We ask this through Christ our Lord.



Amen.

Magnet



Name of Parish

Address
 Phone
 Web address

Mass Times:
 Confessions:

Magnets can be backed by magnetic strips obtained from any Office supply store.



Name of Parish

Address
 (location)
 Phone
 Website

Times of:
 Daily Mass
 Weekend Mass
 Reconciliation

Other devotions or information



Dear...

“Sorry you weren’t at home”
 letter

Dear Parishioner,

Letter sent to each parishioner who will be receiving a phone call.



Parish Record Form

Parish Record Form (Please PRINT)

Date: _____

Household Name: _____

Address: _____ City _____ Zip _____

Home Phone: _____ Contact Person: _____

Email: _____ Cell Phone: _____

People in Household	Date of Birth (00/00/00)	Religion	Baptism (yes/no)	First Communion (yes/no)	Confirmation (yes/no)	Comments
Name Maiden						
Spouse Maiden						
child						
child						
child						
child						
child						
other						relationship
other						relationship

Comments: _____

Prayer Requests: _____

Person(s) conducting the visit: _____

☐ How to develop forms:

- If your parish **has** a parish data base (ex. PDS or an excel file, request the corresponding fields from your data base to create the Parish Record Form. In the Mail Merge screen, select “Letters” as the document type and use the Parish Record Form word document as the starting document. You will insert the required fields from your data based on the Parish Record Form and follow directions to print each card.
- If your parish **does not have** a parish data base:
 - ◊ Obtain labels from envelope company and affix to each form
 - ◊ Gather a team of people to transfer needed information from card census onto each Parish Record Form

