



Clearinghouse Call Center Transformational Flowchart

This is the process someone referred to Love INC for help will experience as they journey with their Clearinghouse mentor.

Note: It takes time and relationship for clients to reveal (or for us to discover) fundamental needs, therefore, the frequency and time lapse between conversations varies by client.

Transformational Process – Dignity Through Engagement & Relationship

Our goal is to walk with people (clients) through their situation not around it. We do this through relationship with the goal of helping people become sustainable and impacted by Christ. Clients are given dignified opportunities to engage in each step of the process to instill a sense of empowerment and responsibility in the solutions to their difficulties. As an example, the client may need auto repair but we ask that they go through our budget mentoring class to help plan for future repairs (not necessarily before the repair) or a client deciding to move forward with mental health counseling may receive gas cards monthly to help offset the expense of getting to their counseling appointments. Love INC of Brevard is not currently an emergency response ministry. We value and acknowledge the need for emergency response resources and produce our Helpful Resource Guide to aid in connecting people with emergency needs to the appropriate resources.

First Conversation – Limited Intake

We know from the initial contact the nature of their need. We call the person referred and explain the Love INC client goals, objectives, and processes. We gather basic information in this first call such as name, address, marital status, ability to work, disabilities, etc. We seek to discern spiritual needs by asking if they have a church home (if not referred by a church); if not, asking if they are open to connecting with a church. If so, offering a visit from a local pastor and/or a referral to a local church.

Resources Provided: Prayer and referrals to local emergency resources for urgent needs. No other services at this time. Emergency referrals may mean giving the client specific numbers to contact for assistance with housing, rent, utilities, food, etc.



Engagement: We ask them to have their personal references call us within two weeks of this initial contact and encourage them to follow-up with those people to insure they do call. They may check-in with us anytime to see if their references have called in. Typically, the number of references required is based on how they were referred to us:

- (1) if the client was referred by a church who knows them
- (1) if the client has wrap-around care -- usually these are referrals from our agency partners who are working closely with the client for housing, etc.
- (2) if they called in without a referral or were referred to us by a church who does not know them

Second Conversation – Getting to Know Each Other

Now that their references have called in we continue with a full intake application. We ask for household information, finances, what support system/community they have, etc. We collect this information to get an overall view of their situation. This includes hearing their story, empathizing, and praying with them. This can take anywhere from 20 minutes to one hour depending on how freely they share.

Resources Provided: Prayer and referrals to local emergency resources for urgent needs if new needs were discovered during conversation or they did not call resources already provided.

Engagement: Following through on any next steps determined during conversation (documents requested, information still needed for application, etc.).

Third and Subsequent Conversations - Developing Relationship

At the beginning and every subsequent conversation, see how they are doing and obtain any updates and continue building relationship by asking questions and offering encouragement. We will ask, did you call any resources/referrals given? If yes, what were the results? If not, why? We explore with them what might be stopping them from moving forward. How can we help with this process? Can someone from the church help? A friend? Mentor?

Resources Provided: Prayer and they are offered two of the following resources, based on what best fits their current needs:

- **Personal Care Pantry voucher** (all items 25¢ each*)
- **Village Thrift voucher** (clothing and housewares only – 80% off thrift store prices*)
- **Food and/or gas gift cards**
- **Bus passes**
- If it is felt that the client may require **mental health counseling**, then begin discussing it but we always wait for the appropriate, Spirit-led timing.



Engagement: If clients are unable to afford the *items above, they are offered the opportunity to work in the thrift store for \$10 per credit hour as a way to purchase the items they need.

Fourth Call - Maturing the Relationship

Inquire to see if they followed up on resources given and/or redeemed vouchers given. If yes, continue building relationship.

Resources Provided: Begin the path to greater resources (as applicable):

- **Auto Repair** - request vehicle registration, proof of insurance, copy of drivers license, etc. and the need to attend **Budget Mentoring**.
- **Home Repair** - Discuss needs in more detail / possibly schedule an onsite assessment of needs.
- **Auto Purchase Program** (if vehicle is available) – Discuss if client can sustain auto insurance, gasoline needs, and minimal cost to purchase the vehicle.
- **Furniture & Appliances** – Via 80% off voucher to Village Thrift Store with option to work at thrift store at \$10 per credit hour to pay the remaining 20%.
- **Advocacy** – Explore resources for helpful advocacy (i.e.: help with applying for disability, tax issues, legal issues, place a call on their behalf in a difficult situation, etc.).
- **Service Projects** (LoveOps) - Explore service projects that would help alleviate their burdens such as housecleaning, yard work, home organization, sharing a meal, helping with homework, and playing with children, etc.
- **New Opportunities for Growth** – Determine if there is a need and make referrals for budget and/or career mentoring, Christian mental health counseling, dental care, etc.

A client file is closed if:

- The client did not have their references call in after two weeks and one reminder
- The client does not return calls after the third message
- They have a pattern of not following up on resources offered
- The client asks us to close their file
- All the needs Love INC can help with are met



Partner Communication:

The partner who referred a client should expect to receive an update on the client's progress at least once a month or when the clearinghouse coordinator has specific questions for you.

Partner is welcome to call us with questions or to request an update anytime via email or by phone during normal Clearinghouse hours.

Email: Clearinghouse@loveincbrevard.com

Phone: 321.253.9542, Ext. 200

Office Hours: Monday 6 to 8 pm

Tuesday-Wednesday-Thursday 11 am to 2 pm

Resource Information:

Resources are provided to help offset client costs (to keep cash in their pocket to help pay their bills). Standard resources are listed below, although they may vary based on donations received or client circumstances:

- \$20 Walmart gasoline card
- \$20 Public food card
- 10-ride SCAT bus pass (or handicap pass)
- Personal Care Pantry at a cost to client of 25¢ each; number of items vouchered is based on size of family:
 - 8 items - single person
 - 4 additional items per additional family member, with a maximum of 20 items per household
 - Note: Items in Pantry are standard or family sized and quality. All proceeds from the pantry are used to restock pantry. The Pantry is also supported by church and community product and financial donations.
- Village Thrift vouchers are for 80% off with the item (clothing, housewares, furniture, appliances), not to exceed \$175 in value. If the client cannot afford the 20% cost of an item, they can choose to work at \$10 per credit hour at the thrift store (or at another pre-approved church/organization) to cover the expense.
- Auto Repair is done solely through our auto repair partner at a discounted rate that is typically half the cost of the same repair without the Love INC discount. The responsibility of the bill is typically shared between the client and Love INC and/or between the referring partner. Each situation is different and the responsibility will be based on how much the client can contribute, what grant or donor resource funds Love INC has available, and how much the referring partner can contribute. In all cases, the client will be asked to work at the thrift store for \$10 per credit hour for their portion of the bill that they cannot pay.

Questions contact Clearinghouse Coordinator at clearinghouse@loveincbrevard.com or 321-253-9542, Ext. 200



- Service Projects (LoveOps) are executed by groups of people who want to serve our clients with yard work, house painting and cleaning, organizing, or sharing a meal etc. These are based on the client need and the capacity of the group that is serving. Expenses incurred for the service project are shared among the client, Love INC, and referring partner.
- Home Repair resources are only offered to homeowners and must be pre-assessed before being offered to determine if we have the capacity to address the extent of the repair. Most repairs are done through our home repair business partners who agree to give our clients a discount based on the fact that the person's needs have been verified, are legitimate, and they are engaging in the transformational process. Pre-approved expenses incurred for the home repairs are shared among the client, Love INC, and referring partner.

Transformational Impact:

We are currently developing a way to better include transformational impact in our reporting as it is difficult to include it in traditional statistical metrics. Until then, here are some examples of transformation celebrated in 2017:

- We had numerous clients trust the Lord, make better decisions based on this trust, then see great breakthrough in their situations! For example:
- A client agreed to trust God to provide financially for her instead of moving in with her boyfriend and the very next day God miraculously provided the money to allow her to make the rent!
- Client gave up her payday loan and God provided!
- Many clients saved money and paid off debt through the skills learned through our budget mentoring class -- one person even saved enough to purchase a car (not through Love INC).
- We encouraged a client dealing with depression to call a friend and ask her to take her to church; she did and she went!
- Son of a client we were for praying got saved – Praise God!
- Several clients were provided housing resources that resulted in them securing housing.
- Numerous clients were provided employment opportunities.
- Numerous clients had spiritual and emotional breakthroughs through Christian mental health counseling.