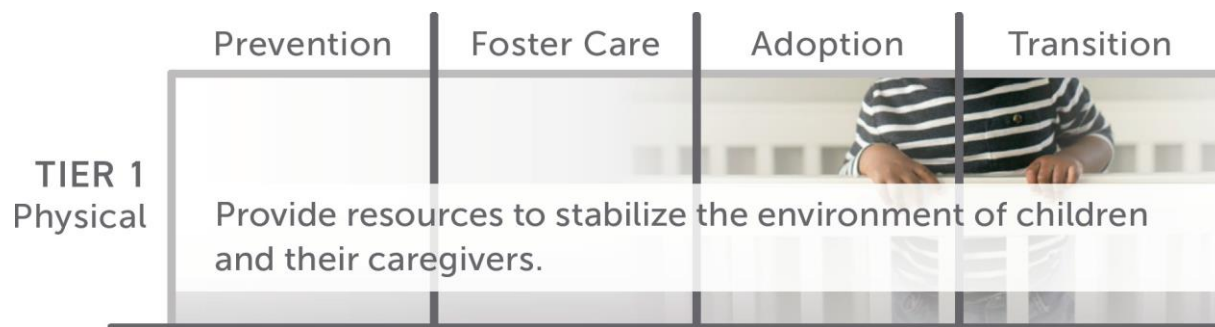


Meeting Tier 1 Requests: Best Practices

“Truly, I say to you, as you did it to one of the least of these my brothers, you did it to me.”
– Matthew 25:40



While meeting these needs is essential, the opportunity of Tier 1 is to go deeper than a transaction. We experience hope by moving beyond benevolence to real connection. There are some basic but important best practices when meeting a Tier 1 need:

Bring someone with you

If you are going to someone’s home, never go alone. Jesus sent his disciples out 2 by 2 for many reasons. It is wise to be above reproach and protect the people you are helping.



Give nice things

Give items that are new or in very good condition. Only give items that you would want your own child to receive. This communicates value and respects the dignity of the child and family you are helping.



Be encouraging

Encouraging words have power. Look around and find the strength you see in the people you meet. Tell them. Lift their spirits. Be a light in a dark time for them.

Maintain Confidentiality

Never share the information you learn about a case or the people involved. This includes the contact information (physical address, phone number, or email address) of the caseworker and the family in the request.



Avoid assumptions

Avoid assuming anything based on what you observe or the little you know. There is always more to the story—we do not know the circumstances that led a person to the crisis they are in. You are there to show love and compassion.

Call the caseworker

If you have any questions, concerns, or follow up, call the caseworker. As the connection point to the family, they can give you tremendous insight.



But do not hassle the caseworker

If you reach out to a caseworker and do not get an immediate response, give it time. Caseworkers are often overloaded and spend many of their days in court or out in the field instead of in their office. Consult your Point Person about what is appropriate concerning the duration and frequency of follow up.



Engage with additional needs

When you meet the first need, you may find other things to help with. First, get permission from the caseworker to give additional items. Rather than giving cash, give material goods. Engaging in the process of meeting specific needs allows you to participate alongside the family.

Use discretion

Do not share your personal contact information with anyone except the caseworker. If you would like to keep in touch with a family to provide ongoing support, ask them for their contact information and then contact them from a public place (i.e., an office or a church) until you have a more trusting, long-term relationship.