The Wave of the Future: Impactful Partnerships Between Faith-based Social Service Agencies & Corps/Churches
Personal Story
(in 2 minutes or less)

- Faith story

- Interest in the “least of these” as a child

- Work with the Salvation Army
Family & Community Services

- **Mission:** “To serve individuals, families and communities through holistic programs that equip them to meet present and future challenges.”

- Counseling and education services to many groups including families dealing with child abuse or domestic violence; intensive outreach and case management with trafficking victims & with at-risk seniors; chore and personal assistance services for seniors and for the disabled; and, Ways to Work.

- Also assist the Division in the administration of social services operating out the Corps.
The renewed need for volunteers

• Cuts in funding for social services at all levels of government
• Future government funding will have to be targeted towards funding the rapidly growing entitlement programs (Social Security, Medicare) and to pay off neglected pension debt.
• Increasing service need due to seniors living longer and the rapid rise in baby boomers entering their senior years.
• Lack of community and family supports
Questions I’ve been pondering for awhile

• How can we provide volunteers with meaningful service opportunities that both further our mission & truly assist those we serve?

• How can Corps/Churches become actively involved in social service ministry in deeper, more incarnational ways?
A few observations about social service ministry as conducted by most churches

- Churches are good at one time events (health outreach days; monthly food pantry; a community service day), but not as good at ongoing, incarnational ministry.

- In my opinion it is very hard to form relationships in a crowd (which is what most one day outreach events tend to be). It is also hard to form relationships and create positive change when everything is done in a top down manner where the expectation is that "we" are going to give you a lot of stuff and "you" have no expectations other than to accept the stuff we give you.
A few more of my thoughts

• Positive helping relationships involve more give and take. They may start with acts of loving service by the helper, but hopefully soon thereafter involve a commitment by the recipient toward change and even towards contributing back in some way.

• Most churches/corps want to go beyond these one day events.

• Many don’t know how to get started in launching these type of ongoing, incarnational ministries
A few more of my thoughts

- Many churches could benefit from the training and support of Christian NPO’s to help them become more impactful in serving those in their community.
- Churches/Corps & individuals Christians/Soldiers can be unleashed to work along side NPO’s to multiply ten fold the level of ministry occurring throughout our country.
- Christian NPO’s can disciple churches in social service ministry, and refer to them many of the clients that have been stabilized through their social service programs.
Model # 1 Emergency Disaster Service

• A few Salvation Army EDS staff train and mobilize a score of volunteers
• Salvation Army officers, soldiers and staff are trained and available to respond to disasters (small and big)
• Outside churches & community groups are mobilized as well
• When big disasters hit, all of the above are mobilized to respond, under the supervision/direction of a few Salvation Army EDS staff/officers.
Model # 2  Acts 6

- Grecian widows being overlooked/discriminated against
- Church leaders become aware of problem
- Church leaders assigned to address this internal church justice issue & better manage the feeding ministry, making sure all are provided for
- The pastoral staff are freed up to focus on their religious duties
A Quick Theology of Helping/Mercy Ministry

Causes of Poverty/Crisis:

1) Oppression/Injustice (Psalm 10; Exodus 22:21-27)
2) Calamity or natural disaster (Gen. 47)
3) Personal moral failure/bad choices (Prov. 6:9-11; Prov. 21:17; Prov. 23:21)
A Quick Theology of Helping/Mercy Ministry

• Vulnerable people often needs multiple levels of help:
  1) Relief
  2) Development
  3) Social Reform
A Quick Theology of Helping/Mercy Ministry

- Relief – direct aid to meet immediate physical, material, and economic needs.
  Good Samaritan (Luke 10:30-35)

- Development – giving an individual, family or community what they need to move beyond dependency on relief into a condition of economic self-sufficiency.

- Things needed to help someone out of constant dependency: education, job creation and training, job search skills, financial counseling.
  Deuteronomy 15:13-14

Timothy Keller, “Generous Justice” Dutton Pub. 2010
A Quick Theology of Helping/Mercy Ministry

- Social Reform – changing the conditions and social structures that aggravate or cause the dependency of individuals and families.

Job 29:13-17

Timothy Keller, “Generous Justice” Dutton Pub. 2010
The complexity & messiness of holistic ministry

- Many of those we serve are in their current crisis situation as a result of more than one factor (injustice and/or life calamity and/or moral failure/bad choices).
- Example of senior and the hurricane Katrina event
- Focusing solely on relief efforts doesn’t usually help create lasting change.
- Moving too slowly from relief efforts to development efforts can be damaging for those we serve.
- We may create dependency rather than self sufficiency
Progression of Giving (the shift in attitude amongst those being served)

- Give once and you elicit appreciation
- Give twice and you create anticipation
- Give three times and you create expectation
- Give four times and it becomes entitlement
- Give five times and you establish dependency

Robert Lupton, Toxic Charity, Harper One Pub., 2011
The Oath for Compassionate Service

- Never do for the poor what they have (or could have) the capacity to do for themselves.
- Limit one-way giving to emergency situations.
- Strive to empower the poor through employment, lending, and investing, using grants sparingly to reinforce achievements.
- Subordinate self-interests to the needs of those being served.
- Listen closely to those you seek to help, especially to what is not being said—unspoken feelings may contain essential clues to effective service.
- Above all, do no harm

Robert Lupton, Toxic Charity, Harper One Pub., 2011
The issue with most volunteer efforts

- They tend to be relief focused as they are the easiest volunteer events to pull off.
- They tend to be one time events where the volunteer team moves in and out in a day, never to be seen again.
- Discipleship and service outreach is best done when ongoing relationships can be formed.
- NPO’s desperately need volunteers that can serve on a regular basis.
What we are trying to do in Chicago

- Create more meaningful volunteer opportunities that include one day service opportunities but that (hopefully) move volunteers into ongoing relationships with our clients
- We do not have all of the answers as to how to do this, but we are happy to experiment to see what works
- We have started our volunteer efforts in two of our programs:
  - Two Are Better Than One
  - Stop It
- Show Senior facts video
TWO ARE BETTER THAN ONE
“Two are better than one, because they have a good return for their work: if one falls down, his friend can help him up. But pity the man who falls and has no one to help him up! ………. Though one may be overpowered, two can defend themselves. A cord of three strands is not quickly broken.”
10 million adult children older than age 50 are caring for their parents. (Met Life Foundation study, 2011)

Who is supporting these caregivers?

Who cares for the many older adults who don’t have children?
• Solo Dwellers

- In 1950 only 10% of Americans old

- By 2012 a third of the senior U.S. senior population lives alone.

- That percentage increases with age, to 40% of those older than 85.

(Council on Contemporary Families briefing paper, Eleana Portacolone, 2012)
Solo Dweller Demographics

- 8 million of the 11 million American solo dwellers older than 65 are women
- 68 percent are widows
- 25 percent are divorced
- The balance are never married or their partner is institutionalized.
Program Creation

- 1985 – Chicago heat wave (over 450 seniors died from heat-related causes)
- Chicago Well-Being Task Force
- Intensive Case Advocacy and Support
- Seniors still falling through the cracks
- Chicago Tribune article titled: “Elderly Andersonville Couple Die in Joint Suicide”
- Exploring other models of community service to seniors and their caregivers.
My Caregiver journey
Two Are Better Than One Mission:

Fostering community to empower seniors to live healthy, safe and contributing lives.
**Vision**: all seniors will be connected within their community.

We will work to connect Chicago area congregations and community groups with some of the most vulnerable seniors in their neighborhood, allowing seniors to live safely and comfortably in their own homes for as long as possible.
1) Regular senior clean up/repair service days.
2) “Adopt-A-Senior” (ongoing support to individual seniors and caregivers from a local church).
Churches who commit to program: must identify a point of contact in their congregation to spearhead this effort; must have all volunteers go through a 3 hour training (which includes Safe From Harm, review of program model, review of policies/procedures, and a gerontology 101 class); and, must own this program as their own ministry (this is not a Salvation Army ministry - this will be your church’s ministry). “We are here to train and support your church while you develop your senior ministry.”
Adopt a senior/caregiver relief program components

- Referrals will come from: senior clients from our senior service days; referrals from our Salvation Army senior programs; referrals from the city of Chicago Senior Services; churches; caregivers; community groups; alderman; and, other non-profits.

- TABTO staff will serve as consultants and can be reached by volunteers for advice during crisis times or at any time when they have questions or concerns.
Adopt a senior/caregiver relief program components

• Churches can also use this program to serve seniors in their own congregation. They can also do their own outreach to locate seniors in need in their own communities.

• TABTO staff will talk with seniors/caregivers about their needs and how volunteers can best assist them before referring seniors to your church.

• If needed, TABTO staff will accompany congregational members to the first visit with a senior.
Adopt a senior/ caregiver relief program components

- Periodic follow up with seniors/caregivers by TABTO staff may take place to assess how the work is going.
- TABTO staff will have regular contact with the congregational contact from each church for training and program coordination purposes.
- An annual training/volunteer thank you dinner will take place.
Challenges to making sure this is more than a relief focused ministry

- It is easy to get into the old habits of having volunteers merely serve the seniors.
- Many seniors have much left to give. They may need help with transportation and with house projects they cannot do because of physical or financial limitations, but we need to find ways they can give back:
  - some seniors can help watch kids at church.
  - some can cook dishes for building parties
  - some can be phone buddies for latch-key kids after school
  - some can share their history or hobbies with others
• Widows

Hebrew word is “almanah”

Used often in old testament.

Does not simply denote a women whose husband is dead, but rather a once-married women who has no means of financial support and is therefore in need of special care and legal protection as she usually would have been left without any economic or social support (particularly if she did not have children).
Other scriptural references of widows

- Deuteronomy 24:17-21
- Deuteronomy 27:19
- Psalm 82:3-4
- Ruth 2
- 1 Timothy 5:3-10
Goals for the seniors we serve

- They will have increased social, emotional and spiritual support to navigate the challenges of their latter years.
- They will be able to live safely with their needs met in the least restrictive setting possible for as long as possible.
- They will have advocates looking out for them
- They will experience increased faith, hope and peace as they expand their community of support and as they are able to both give back and receive.
Goals for the seniors we serve

- With trained volunteers in place, our staff can more quickly close cases in our senior programs, knowing there is a good safety net in place.

- While cases are still open, staff can use volunteers to help with time consuming casework tasks (i.e.; taking a senior to social security office; accompanying a senior to court or to housing interviews)

- Volunteers will feel supported by having access to Sal Army staff when questions or crisis situations arise.
LONG RANGE GOALS FOR TWO ARE BETTER THAN ONE

Over the next five years:

- 100 churches will be involved in either regular one day service projects to vulnerable seniors or long term service relationships to seniors and their caregivers.

- Twelve Chicago churches will start new senior ministries or will enhance their own current senior ministries.

- Five churches will become regional leaders, taking the lead in recruiting and organizing other churches to serve seniors in their part of Chicago.

- Twenty-five Chicago companies will become involved in TABTO, providing volunteers, funding, or material resources.
TABTO in action

- Client video
- Valentine party video
The STOP-IT program works with any and all victims of human trafficking - adult or minor, male or female, foreign or domestic - to provide client-centered, trauma-informed, and comprehensive services to meet their individual needs and goals. 25% of the victims we serve are under the age of 18 and have been exploited for sex. Almost all of the victims we serve have been traumatized by their exploitation.
Stop It program

- Our comprehensive service model provides services to victims of trafficking where they are in the community. They don’t need to come to our offices, we go to them. Trafficking victims take the lead in their service model planning. We ask what are your goals? What would you like to accomplish? How can you exit your trafficking situation? How can you become safe? And how can we help you achieve all these goals?
Stop It program

• Referrals come from multiple sources: police; county sheriff and state’s attorney’s office; FBI; Homeland security; DCFS; schools; hospitals; homeless youth service agencies; immigrant service agencies; and, the public.

• Some victims need help finding alternative housing situations; some need help getting their basic needs met so they don’t have to trade sex for food, clothing, or shelter. The needs vary greatly and STOP-IT works with each victim to make sure their individual needs and goals are met.
Stop It program

- Like our senior programs we find that our staff are over-extended with new cases and intensive work with many of the trafficking clients they serve.
- While cases are still open, staff can use volunteers to help with time consuming casework tasks (i.e.; taking a senior to court or to meetings with attorney’s or homeland security)
- With trained volunteers in place, our staff may be able to more quickly close a case, knowing there is a good safety net in place.
- Volunteers will feel supported by having access to Sal Army staff when questions or crisis situations arise.
Stop It program

- Volunteer opportunities include staffing the 24 hour hotline, becoming a trafficking trainer or hosting a training for your community, chaperoning the drop-in center, cooking meals for the drop-in center.
- In the future volunteers will be trained to be mentors and life coaches for our clients (the big sisters program on steroids).
- We hope to recruit Chicago businesses to provide temporary jobs for our clients so they can learn job skills and have something positive to place on their resume.
- Staff member Elyse Dobney splits her time between working with clients and coordinating our Stop It volunteer program
Stop It drop in center

- STOP-IT began its weekly drop-in space in January 2012 for young females, ages 14-24, who have been or are currently involved in the sex trade.
- The drop-in space was created after young female clients identified a need for peer support and a safe place to hang out.
- Youth are especially vulnerable to human trafficking situations because they are less valued in society, with fewer rights and protections.
Stop It drop in center

- The goal of the drop-in space is for young females to feel safe, have their basic needs met so they don’t have to trade sex for survival and be empowered to learn the skills to engage in healthy relationships.
- Just as the initial idea and name of the drop-in space was created by the young females in attendance, the hope is for the space to be entirely youth-led, youth-owned and youth-focused.
- Currently, at every weekly gathering, attendees receive a bus card, a free meal and job and educational resources. The time is filled with various activities, such as games, a cooking class, or a time to chat about a specific topic suggested by the young women.
Stop It drop in center

- In the summer of 2013 STOP-IT partnered with Willow Chicago to jointly host a drop-in center.
- Willow Chicago provides STOP-IT with free use of the Willow Chicago youth lounge on Tuesdays. This is a safe neutral location, which is close to public transportation, and easily accessible from all part of the city, to hold a weekly drop-in group for girls who have been sexually exploited, trafficked or affected by these industries.
- At present the drop in center is open on Tuesdays for approximately 3-4 hours in the afternoon / early evening.
Stop It drop in center

• Two female volunteers from Willow (trained by Stop It staff) provide mentoring support to attendees; at least one Stop It staff member is in attendance as well.

• Other Willow volunteers assist with occasional meals and activities during the drop-in time.

• Two male or female volunteers will be recruited in the future to provide child care services for attendees’ children.

• Our partnership with Willow is in the early stages. We hope to grow the drop in center and the volunteer base with Willow in the years to come.
Stop It drop in center

- STOP-IT envisions a drop-in center that is open to youth up to five days per week, with additional services that would include: GED tutoring; cooking, fitness, life skills, computer and arts classes; and opportunities to meet basic necessities through available shower and laundry facilities.

- The drop-in center would provide support groups to facilitate healing for victims of trafficking; classes to foster leadership development among survivors with the hopes of more survivor-led outreach and peer-to-peer outreach opportunities; and fun, social activities planned by survivors.

- STOP-IT is in the process of creating a leadership curriculum, called “Sisters With Voices”, for the young females interested in providing leadership in the drop-in space and getting paid for such work. The vision of the drop-in space is for youth to be leaders and having a voice in creating and shaping their future.
Final Thoughts

• We all need community (Ecclesiastes 4:9-12)
• The church of God is an existing community that can reach out beyond it’s walls to be community for the, “least of these” in their neighborhoods.
• The wave of the future should involve the church serving alongside NPO’s in new and creative partnerships.
• It is only after we have provided compassionate service to others that they will allow us to talk about the, “reason for the hope that you have…[doing so] with gentleness and respect”.

Final Thoughts

“When a person can’t find a deep sense of meaning, they distract themselves with pleasure.”

Viktor Frankl
Final Thoughts

“Go to the people
Live among them
Learn from them
Start with what they know
Build on what they have
But of the best leaders when their task is done
The people will remark, “we have done it ourselves”.

Chinese Proverb
Redwood trees