

EVERYONE CAN DO SOMETHING

ADVOCATE

GIVE

SERVE

HOST



When you say **Yes, I Can Help** on CarePortal, there are two ways to **GIVE** to a CarePortal request:

- **Fund** (indirectly help) - someone else uses your funds to help the family
- **Provide** (directly help) - you directly coordinate serving the family

While meeting these needs is essential, the opportunity to go deeper than a transaction can happen when you **PROVIDE** for a request. We experience hope by moving beyond benevolence to real connection. There are some basic, but important best practices to help everyone have a meaningful connection.

BEST PRACTICES FOR PROVIDING CAREPORTAL REQUESTS:

BRING SOMEONE WITH YOU

If you are going to someone's home, never go alone. It is wise to be above reproach and protect the people you are helping while also protecting yourself. Be especially aware of families' dogs, who might be trying to protect what is theirs as well.

AVOID ASSUMPTIONS & MAINTAIN CONFIDENTIALITY

Avoid assuming anything based on what you observe or the little you know. There is always more to the story– we don't know the circumstances that led a person to the crisis they are in. You're there to show love and compassion. Honor the details of the clients we serve. Don't share private details publicly.

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. Also, don't buy any items until you have completed this step, in case something about the case has changed.

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 their dark time.

ENGAGE WITH ADDITIONAL NEEDS

When you meet the first need, you may discover other ways to help. Rather than giving cash, you should buy physical items. Be open to how meeting specific needs can lead to additional opportunities to serve.