

# FAQs for Churches

## **Benevolence / Shared Case Management**

Q: How does MTN prevent people from walking from church to church asking for the same things?

A: *MTN tracks and report to other organizations in the community where families 1) have already been and what they received, 2) to record a current visit and what was given to the family, and 3) where families are scheduled to be going and what items they will be receiving. Sharing a common platform allows churches and ministries to work together in unity to meet local family needs while preventing potential “abusers” from taking advantage of anyone’s generosity.*

Q: How does MTN’s call center work?

A: *If a person walks into a church asking for help, but the staff member doesn’t have time to speak with them right then, they may refer the person to MTN’s 24x7x365 prayer/help line and our agents will take the call, post their needs for you, and notify you the family has been added to your Dashboard.*

## **Christian vs. Secular Agencies**

Q: How does MTN determine what ministries/agencies can use MTN?

A: *If churches using MTN are willing to work with an agency and they're willing to work with churches, they're welcome to join Meet The Need. Our goal is to unite and mobilize the Body of Christ to bring help and hope to those in need - because we're headquartered in Tampa but operating nationally, we listen to our member churches and partners to find what ministries/agencies collaborate (or are willing to collaborate) with local churches in helping those in need.*

Q: Can secular agencies who can't sign MTN’s Statement of Faith use MTN?

A: *A church who wants to support a secular agency or a public school can set up a team within the church and a lay member of the church (e.g. teacher at the school) who works with that organization can post those needs. MTN is a powerful vehicle for bringing secular agencies, counties, schools and churches together.*

## **Communication / Getting Members to Use Meet The Need**

Q: How can I inform my church membership that they can now find opportunities to serve at our church and in the community on our web site?

A: *Getting members accustomed to the idea of searching on their church’s web site for opportunities to serve the community is certainly a shift, but a very important one. To assist you in communicating and encouraging your members to use MTN (through your web site), there are several tools available for churches at <http://www.meettheneed.org/organizations/downloads/>.*

## **Connections with (Internal or External) Ministries**

Q: Can my members get connected to specific local ministries inside or outside the church that they have a heart for serving?

A: *Yes, your church members can go through your web site (using MTN) to “join” specific ministries to receive an email every time that ministry posts new needs. The link in that e-mail takes them through your church’s web site to see the needs of that ministry.*

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# FAQs for Churches (continued)

## Control

Q: Can our church control what needs that show up on our web site?

A: *Yes, you have complete control over what internal or community needs are visible on your church's web site. For instance, you may be working with one food bank and not another so you can click a button to select to hide the needs of the 2nd food bank. Or you may only want to show the needs of your members, or of an event your church is running, or an upcoming missions trip. MTN will provide you with customized buttons to put on your web site showing only the needs you want to show your membership.*

Q: Can our church limit who else (inside or outside our church) can see needs posted by our church?

A: *Yes, your church (or ministry leaders within the church) can post needs so that they're seen only by your members (private), only on your web site (semi-private), or outside of your church (public).*

## Cost

Q: What is MTN going to cost us?

A: *There are no required fees. As a 501(c)3 not-for-profit organization whose mission is to see the Body of Christ do more to serve families in need in their communities, MTN offers you this state-of-the-art solution at no charge. However, we accept voluntary donations from churches, ministries and individuals to help cover our costs of providing this valuable service to you and other ministries and churches.*

## Differentiators

Q: How is Meet the Need™ (MTN) different than other “volunteering” or “clearinghouse” web sites?

A: *Meet The Need is the ONLY system in existence today that unites and mobilizes the Body of Christ to serve by EMPOWERING EACH INDIVIDUAL CHURCH AND MINISTRY WITH A COMPLETELY CONTROLLABLE, PRIVATE-LABELED, YET SHARED PLATFORM. No one else offers your church a way to communicate and manage volunteers, in-kind donations, families, events, partnerships, missionaries/missions trips and charity drives.*

## Ease of Use

Q: What if many of our members and staff aren't “tech savvy”?

A: *MTN has been designed to be very user friendly because many members, churches and ministries have little technical proficiency. For volunteers, MTN is similar to shopping on Amazon.com. If they can check email or have ever bought anything online, they can use MTN. And all administrative functions within MTN are designed to be 1 click – for example, posting recurring needs for volunteers for a ministry for the entire summer can take less than 2 minutes.*

## Efficiency

Q: How does MTN save churches time and money?

A: *There are tremendous inefficiencies today in how churches currently communicate volunteer, resource, events, missions and family needs to members and how members connect with those opportunities. MTN*

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# FAQs for Churches (continued)

*automates all of the local mission processes that were formerly done by pen, paper, phone, and e-mail. With MTN, church staff could expend very little effort yet be able to dramatically increase the church's impact in the community. Showing needs, taking sign ups, changes/updates, cancellations, reminders, etc. are all handled automatically.*

## Facebook

Q: Does MTN work with (or through) Facebook?

A: *Yes. A church can show any types of needs it wants to show on its Facebook page in addition to showing them on its web site (or in lieu of the web site if they don't have their own site).*

## Internal Volunteer Management

Q: How does the internal volunteer management system work (e.g. ushers, greeters, child care ministry)?

A: *For example, the Ushers Team leader posts needs (through the church's web site) for 10 ushers for the next 10 Sunday services. The system sends an automated e-mail to all Ushers Team members taking them through the church's web site to view and register for the current needs for ushers. The Ushers Team leaders can then see how many slots are still open for each service and all contact info for those who have signed up for this Sunday, next Sunday, etc., as well as all cancellations, testimonials, etc.*

## Liability Protection

Q: How does MTN protect churches from liability?

A: *Many churches today do outreach without any form of protection from liability in case of an accident. MTN requires every member of the church who wants to meet a need to sign a Terms of Use indemnifying the church, any local ministry that's involved and MTN from liability should anything go wrong during a service activity.*

## Privacy

Q: What information is collected about our church's members and who can see that data?

A: *MTN collects minimal information about your members (only name, city, state, zip, phone number and email address). Your member data can only be seen by Key Contacts at your church (on your Organizational Dashboard). If your member volunteers to help a local ministry, the Key Contact at that ministry can only see that person's name, phone number, email address. All data collected is used ONLY to run MTN.*

## Private-Labeling

Q: Why is MTN "behind the scenes"/private labeled?

A: *Churches have pastors, buildings, programs and people to help lead others to Christ – MTN doesn't. So MTN empowers the church and lets everyone see your heart for serving others – not ours. Therefore, your members, visitors and the community see your church's brand and not "MTN's".*

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# FAQs for Churches (continued)

## Qualification of Ministries

Q: How does MTN screen ministries to determine what needs should be in the system?

A: *Churches determine what ministries are included and not included. MTN relies on our church partners in each city to tell us which are solid Christ-centered ministries and which ones are not. If churches MTN works with in a city won't vouch for a local ministry and do not work with that ministry, there's no point in including it in the MTN network because churches will "hide" their needs.*

## Reporting

Q: What information are pastors and internal staff/leaders provided through MTN to track the church's impact in the community?

A: *Key Contacts of the church get a complete view of every need ever met by any member and any team within the church, regardless of whether that member or team who met that need signed up to do so through the church's web site or through a local ministry's web site. Churches can also calculate volunteer hours, the number of volunteers or items provided, and other details about all needs met by its members or teams during any selected time period.*

## Searching and Posting Offers and Needs

Q: Who can post a need?

A: *Only Key Contacts with registered and approved churches, ministries or missionary organizations may post needs. MTN's Call Center also posts needs for local families that churches refer to MTN's Prayer/Help Line, but those needs are not viewable by anyone until the church activates the family. No individual person/family can post needs on MTN.*

## Teams

Q: How can MTN empower teams to serve and pass down accountability to them for posting needs?

A: *Many people would rather serve in teams than individually, and there are many groups within churches (e.g. Bible Studies, Sunday School, Women's, Men's, Ushers, Greeters) who pastors would like to empower with the ability to communicate and sign up to meet needs. Doing so takes even more work off the church staff. Therefore, MTN allows teams to be set up under the church's account and the church staff to see all giving activities and needs posted by those teams.*

## Technology Platform and Implementation

Q: How hard is MTN to implement?

A: *MTN runs on our servers, not yours, so there is no software to load and no need for your IT people to be involved. Through our easy-to-use online set-up process, a church can be up and running in as little as 2 hours. MTN operates within your web site via links that are simply attached to buttons (e.g. saying Click Here to "Serve the Community" or "Be a Greeter").*

For more information, visit [www.MeetTheNeed.org](http://www.MeetTheNeed.org) or contact MTN at 813.527.0222 or [info@meettheneed.org](mailto:info@meettheneed.org)

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