FAQs for Ministries

Connections with Churches

Q: How does MTN connect our ministry directly with church members and other volunteers?

A: *Church members can sign up through their church's site to "join" your ministry so they will receive automatic emails every time you post new needs. Also, whenever anyone signs up to meet one of your needs on your web site or their church's site, they will be given the option of "joining" your ministry. The link in that e-mail will automatically direct them to their church's web site or to your web site to see those new needs. Only one e-mail will be sent out to each individual, regardless of how many needs your ministry posts that day.*

Q: How does MTN enable ministries to get "inside" the "4 walls" of churches to connect with members?

A: *MTN provides tremendous value to churches (e.g. time savings, cost savings, increased impact in the community). Pastors and churches don't have time to communicate needs of ministries to members from the pulpit and the bulletin, so MTN takes the burden of local missions management off of churches. Therefore, churches want and need MTN. Churches that don't specifically decide to "hide" the needs of your ministry will be showing the needs of your ministry on their church's web site.*

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 ministry a way to communicate and manage volunteers, in-kind donations, families, events, and charity drives.*

Ease of Use

Q: What if many of our volunteers do not use computers frequently and aren't "tech savvy"?

A: *MTN has been designed to be very user friendly. MTN is similar to shopping on Amazon.com. If they can check email or have ever bought anything online, they can use MTN. Actually, it's easier than online shopping because they're not putting in credit cards and waiting for approval.*

Q: Does my staff need to be technically proficient to use MTN?

A: *All functions on the Dashboard are designed to be 1 only click. Posting recurring needs for volunteers for the entire summer can take less than 2 minutes. Small ministries and churches typically have little technical proficiency and use MTN without issue.*

we are a donation based ministry!

Contact information: Call 813.527.0222 info@meettheneed.org **www.meettheneed.org**

Meet the Need™
Letting your light shine

Efficiency

Q: How does MTN save ministries time and money?

A: *There are tremendous inefficiencies today in how ministries communicate needs to church partners, and how those churches share your needs with their members. MTN automates all of those processes that are currently done by pen, paper, phone, and e-mail. MTN also provides ministries a best-in-class system for managing volunteers, in-kind donations, families in need, events, drives, etc., saving money spent on purchasing and time spent learning all of those systems.*

Q: Can our organization make adjustments to the details (e.g. logistics) about a need, even at the last minute, and communicate the changes to all individuals who've signed up?

A: *Yes, updates you enter are reflected instantly on your web site, local church sites and in reminder emails.*

Events

Q: How will MTN help us run our church or ministry event or make a large city-wide event far more successful?

A: *Events require collaboration and coordination between your ministry, local churches and possibly other partner ministries as well. Today, collaboration and coordination are far too manual and labor intensive, done primarily via email, phone calls, meetings and paperwork, making events challenging to pull together. With MTN, communicating needs, taking sign-ups, handling cancellations, determining who did what and gathering testimonials after the event are all done automatically.*

Facebook

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

A: *Yes. Your ministry can show any types of needs you want to show on your Facebook page in addition to showing them on your web site (or in lieu of the web site if you don't have your own site). We also allow your volunteers to tell their Facebook friends each time they meet a need at your ministry.*

Need Types

Q: Why aren't there any needs for money posted through MTN?

A: *MTN is about getting people out into the community to serve in Jesus' name, giving of their time, talents and belongings, not writing a check.*

Privacy

Q: How is the privacy of families in need maintained?

A: *Privacy is key to the operation of MTN. No last names, addresses or personal information (besides a brief bio of the family) are shared through MTN with anyone other than Key Contacts of a church or ministry that is helping that family. An individual who is specifically authorized to meet family needs directly, if they choose to do so, will only see a first name and phone number.*

Reporting

Q: What information are ministry leaders provided by MTN about those who have signed up to meet your needs?

A: *Key Contacts of each ministry or team can see each Open, Filled and Expired Need and the following data about each person who has signed up: Name, Phone number, Email, Church or Company affiliation, how many volunteers or goods they plan to bring, Status (Pending, Completed or Cancelled), and Testimonial (if that person has "completed" the commitment and entered one).*

Q: What reporting is provided to analyze volunteer and in-kind donation activities at our ministry?

A: *Ministries can see all details about each need, audit who showed up, how long they stayed, and how many people they brought with them in their group. They can also calculate volunteer hours, the number of volunteers or items provided, and view the details about all needs met during any selected time period.*

Shared Case Management

Q: How does MTN prevent people from walking from ministry to ministry requesting/receiving 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 can MTN's Scheduling System help with running multi-organization food/toy/backpack drives?

A: *The Scheduling System allows the organization to set up a calendar of days and times when they will be handing out certain items and the number of families that can be seen at those days and times. Staff or volunteers are then given access-controlled passwords to book families until the number of slots available at each day/time has been filled. Barcoded confirmation pages can be printed and handed out to families to ease the check-in process.*

Technology Platform and Implementation

Q: Does MTN run on our (church's/ministry's) servers?

A: *No, MTN runs on MTN's servers, not yours, so there is no software to load and no need for your IT people to be involved. MTN operates within a ministry's web site via links that are simply attached to buttons (e.g. saying "Volunteer Now" or "Most Needed Items"). Through our easy-to-use online set-up process, a ministry can be up and running in as little as 2 hours.*

**For more information, visit www.MeetTheNeed.org or
contact MTN at 813.527.0222 or info@meettheneed.org**