

# Caring Triage and Delegation Process

## 1. Minister/Chaplain for Community Care learns that something has happened.

You may learn that someone is struggling or an event has happened in these ways:

- Prayers, Care, and Support Form on the website/church center
- A congregant tells you
- Someone tells you themselves
- Social media

## 2. Determine whether the event falls within the scope of what Foothills Caring Team handles

We offer pastoral care support to people who already have some involvement or relationship with the church.

If someone does not have a relationship with Foothills, use the template below to send them an email. It's particularly geared towards requests for financial support from people in the community who are not connected with Foothills.

If you are unsure whether someone has had a relationship with Foothills before asking for support, reach out to Lauren Farley to gauge their connection to Foothills

*I'm so sorry to hear that you are in such a place of crisis right now. My heart goes out to you. Unfortunately, our resources are very limited and we are only able to offer support to people who have been actively engaged in our community.*

*A good place to start is by calling 211 to get in touch with the United Way of Larimer County. An operator who can answer your questions will pick up the call.*

*Also: [Here is a helpful list of community resources.](#)*

*We are sending you good wishes and care in this incredibly hard time.*

*With care,*

*(name)*

### 3. Determine who reaches out

**Caring Listeners** are the default pastoral care providers at Foothills. To connect the person with a Caring Listener:

- Determine what part of town they live in (South, West, or the North/East part of town)
- Send a text to the two caring listeners in that geographic area with the following info. They will figure out between them who will reach out.
  - A description of the situation
  - email for care receiver
  - phone number for care receiver

**When the gravity or sensitivity of a situation merits pastoral care from a professional** Carla will consult with Sean to determine who should reach out.

### 4. When minister or chaplain reaches out, try to offer these things:

- **Prayer and Caring Corner:** Would you like to be named in the next pastoral prayer and/or in the caring corner of the newsletter? (If so, make **Active pastoral prayer** note in PCO)
- **Meal Train:** Could we bring you some meals? We have team of people who love to cook and deliver meals. (If so, text or email **Kay Williams** and she will reach out to individual to get all the details and create a meal train)
- **Caring Kit:** Could you drop off a caring kit on your doorstep? We would love to. This is a gift bag with items of comfort and ritual. (If so, text **Jen Wallen** and tell her the name and circumstances of the recipient. Then, add this to the Caring Kit Workflow. Create a Caring Kit Note in PCO that says the circumstances for the kit)
- **Community Care Fund:** Would financial support be helpful? We have a Community Care Fund from which we offer disbursements once a year to community members who are in a financial pinch (If so, ping or text **Rev. Sean** and he will handle it)
- **Notifying Others:** Is there anyone else in the community you'd like us to notify?

### 5. Document in Caring Notes (kind of like charting).

After Minister or Chaplain has completed pastoral care, they should create a Caring Note in PCO. This will be visible to several staff and caring listeners, so keep the information simple.

After Caring Listener has offered care, they should submit a [Caring Listener Documentation Form](#).

This form will automatically come to Carla Vogel's email. She will create a Caring Note in PCO from the contents of the form.

If other forms are needed (e.g. Safety and Behavioral Note) they will also be created in PCO

## Diagram Code

```
<mxGraphModel>
  <root>
    <mxCell id="0"/>
    <mxCell id="1" parent="0"/>

    <!-- Step 1: Learn (minister action) -->
    <mxCell id="2" value="1. Learn about a situation&#xa;Form, congregant, social media,
direct"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#dae8fc;strokeColor=#6c8ebf;fontStyle=1;
fontSize=12;" vertex="1" parent="1">
      <mxGeometry x="200" y="20" width="280" height="56" as="geometry"/>
    </mxCell>

    <!-- Step 2: Decision -->
    <mxCell id="3" value="2. Is this person connected to Foothills?&#xa;Ask Lauren Farley
if unsure"
style="rhombus;whiteSpace=wrap;html=1;fillColor=#fff2cc;strokeColor=#d6b656;fontStyle=1;fo
ntSize=12;" vertex="1" parent="1">
      <mxGeometry x="175" y="110" width="330" height="80" as="geometry"/>
    </mxCell>

    <mxCell id="4" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="2" target="3"
parent="1">
      <mxGeometry relative="1" as="geometry"/>
    </mxCell>

    <!-- Not connected: decline email (minister action) -->
    <mxCell id="5" value="Send decline email&#xa;( + 211 / community resources)"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#dae8fc;strokeColor=#6c8ebf;fontSize=12;
" vertex="1" parent="1">
      <mxGeometry x="20" y="122" width="140" height="56" as="geometry"/>
    </mxCell>

    <mxCell id="6" value="No" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="3"
target="5" parent="1">
```

```
<mxGeometry relative="1" as="geometry"/>
</mxCell>
```

```
<!-- Step 3: Decision -->
```

```
<mxCell id="7" value="3. Who reaches out?&#xa;Caring Listener default; minister if
gravity warrants"
style="rhombus;whiteSpace=wrap;html=1;fillColor=#fff2cc;strokeColor=#d6b656;fontStyle=1;fo
ntSize=12;" vertex="1" parent="1">
```

```
<mxGeometry x="175" y="230" width="330" height="80" as="geometry"/>
</mxCell>
```

```
<mxCell id="8" value="Yes" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="3"
target="7" parent="1">
```

```
<mxGeometry relative="1" as="geometry"/>
</mxCell>
```

```
<!-- Caring Listener (handoff) -->
```

```
<mxCell id="9" value="Caring Listener&#xa;Match by geography (S/W/N-E)&#xa;Text both;
they coordinate"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#ffe6cc;strokeColor=#d79b00;fontSize=12;
" vertex="1" parent="1">
```

```
<mxGeometry x="30" y="355" width="200" height="68" as="geometry"/>
</mxCell>
```

```
<mxCell id="10" value="Listener" style="edgeStyle=orthogonalEdgeStyle;" edge="1"
source="7" target="9" parent="1">
```

```
<mxGeometry relative="1" as="geometry"/>
</mxCell>
```

```
<!-- Minister / Chaplain (minister action) -->
```

```
<mxCell id="11" value="Minister / Chaplain reaches out&#xa;Carla consults Sean&#xa;for
sensitive situations"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#dae8fc;strokeColor=#6c8ebf;fontSize=12;
" vertex="1" parent="1">
```

```
<mxGeometry x="450" y="355" width="200" height="68" as="geometry"/>
</mxCell>
```

```
<mxCell id="12" value="Minister" style="edgeStyle=orthogonalEdgeStyle;" edge="1"
source="7" target="11" parent="1">
```

```

    <mxGeometry relative="1" as="geometry"/>
</mxCell>

<!-- Step 4: Offer support (minister action) -->
<mxCell id="13" value="4. Offer support during outreach"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#dae8fc;strokeColor=#6c8ebf;fontStyle=1;
fontSize=12;" vertex="1" parent="1">
    <mxGeometry x="140" y="480" width="400" height="44" as="geometry"/>
</mxCell>

<mxCell id="14" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="9" target="13"
parent="1">
    <mxGeometry relative="1" as="geometry"/>
</mxCell>
<mxCell id="15" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="11"
target="13" parent="1">
    <mxGeometry relative="1" as="geometry"/>
</mxCell>

<!-- Support sub-items: Prayer/Caring Corner (PCO action) -->
<mxCell id="16" value="Prayer / Caring Corner&#xa;Active note in PCO"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#e1d5e7;strokeColor=#9673a6;fontSize=11;
" vertex="1" parent="1">
    <mxGeometry x="20" y="585" width="145" height="56" as="geometry"/>
</mxCell>

<!-- Meal Train (handoff) -->
<mxCell id="17" value="Meal Train&#xa;Contact Kay Williams"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#ffe6cc;strokeColor=#d79b00;fontSize=11;
" vertex="1" parent="1">
    <mxGeometry x="178" y="585" width="145" height="56" as="geometry"/>
</mxCell>

<!-- Caring Kit (handoff) -->
<mxCell id="18" value="Caring Kit&#xa;Text Jen Wallen"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#ffe6cc;strokeColor=#d79b00;fontSize=11;
" vertex="1" parent="1">
    <mxGeometry x="336" y="585" width="145" height="56" as="geometry"/>
</mxCell>

```

```

<!-- Care Fund (handoff to Sean) -->
<mxCell id="19" value="Care Fund&#xa;Ping Rev. Sean"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#ffe6cc;strokeColor=#d79b00;fontSize=11;
" vertex="1" parent="1">
  <mxGeometry x="494" y="585" width="145" height="56" as="geometry"/>
</mxCell>

<mxCell id="20" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="13"
target="16" parent="1">
  <mxGeometry relative="1" as="geometry"/>
</mxCell>

<mxCell id="21" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="13"
target="17" parent="1">
  <mxGeometry relative="1" as="geometry"/>
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<mxCell id="22" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="13"
target="18" parent="1">
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</mxCell>

<mxCell id="23" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="13"
target="19" parent="1">
  <mxGeometry relative="1" as="geometry"/>
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<!-- Step 5: Document (PCO action) -->
<mxCell id="24" value="5. Document in PCO"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#e1d5e7;strokeColor=#9673a6;fontStyle=1;
fontSize=12;" vertex="1" parent="1">
  <mxGeometry x="190" y="705" width="300" height="44" as="geometry"/>
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target="24" parent="1">
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<mxCell id="26" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="17"
target="24" parent="1">
  <mxGeometry relative="1" as="geometry"/>

```

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</mxCell>
<mxCell id="27" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="18"
target="24" parent="1">
  <mxGeometry relative="1" as="geometry"/>
</mxCell>
<mxCell id="28" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="19"
target="24" parent="1">
  <mxGeometry relative="1" as="geometry"/>
</mxCell>

<!-- Doc: Minister creates note (PC0 action) -->
<mxCell id="29" value="Minister / Chaplain&#xa;Create Caring Note in PC0&#xa;Add
Safety/Behavior note if needed"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#e1d5e7;strokeColor=#9673a6;fontSize=11;
" vertex="1" parent="1">
  <mxGeometry x="60" y="810" width="230" height="68" as="geometry"/>
</mxCell>

<!-- Doc: Listener submits form (handoff to Carla) -->
<mxCell id="30" value="Caring Listener&#xa;Submit Documentation Form&#xa;Carla creates
PC0 note"
style="rounded=1;whiteSpace=wrap;html=1;fillColor=#ffe6cc;strokeColor=#d79b00;fontSize=11;
" vertex="1" parent="1">
  <mxGeometry x="390" y="810" width="230" height="68" as="geometry"/>
</mxCell>

<mxCell id="31" value="Minister" style="edgeStyle=orthogonalEdgeStyle;" edge="1"
source="24" target="29" parent="1">
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</mxCell>
<mxCell id="32" value="Listener" style="edgeStyle=orthogonalEdgeStyle;" edge="1"
source="24" target="30" parent="1">
  <mxGeometry relative="1" as="geometry"/>
</mxCell>

<!-- End -->
<mxCell id="33" value="Record complete"
style="ellipse;whiteSpace=wrap;html=1;fillColor=#d5e8d4;strokeColor=#82b366;fontStyle=1;fo
ntSize=12;" vertex="1" parent="1">

```

```
<mxGeometry x="215" y="940" width="250" height="44" as="geometry"/>
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target="33" parent="1">
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<mxCell id="35" style="edgeStyle=orthogonalEdgeStyle;" edge="1" source="30"
target="33" parent="1">
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</root>
</mxGraphModel>
```

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Revision #5

Created 2026-03-16 17:13:45 CET by Elaine

Updated 2026-04-02 17:24:52 CEST by Rev. Sean Neil-Barron