



Covenant Church Registration Packet

Thank you for your interest in becoming an Evangelism Response Center Covenant Church. We are excited about your desire to grow your church by following-up and discipling new Christians in your community.

Please read the enclosed manual before you complete the registration form. After completion, please return the form to us by mailing to the address below, emailing to erc@namb.net or faxing to 678-624-3389.

NOTE to the Follow-up Coordinator: For a better understanding of the referral process, please review pages 15-22 of this manual.

As an ERC Covenant Church you will be entered into the ERC's database to receive referrals to people who have called a telephone number or visited a website for spiritual help. In most cases, people referred to you will have inquired about how to have a real relationship with Jesus Christ or how to become a true disciple of Jesus Christ. All ERC services are free of charge.

We look forward to receiving your completed registration. May God grant you his grace and peace in abundance in Christ Jesus.

Sincerely,

A handwritten signature in black ink, appearing to read 'N. S. R. K. Ravi', with a stylized flourish at the end.

N. S. R. K. Ravi, Ph.D.

*Coordinator, Evangelism Response Center
North American Mission Board, SBC
4200 North Point Parkway
Alpharetta, GA 30022
Phone: 770-410-6341
nravi@namb.net*

North American Mission Board, SBC, 4200 North Point Parkway, Alpharetta, GA 30022

ERC COVENANT CHURCH REGISTRATION

I, _____ (pastor or assigned staff member name),
certify the following information about our church in registering as an Evangelism
Response Center Covenant Church.

NAME OF CHURCH: _____

Phone Number: () _____ **Fax Number:** () _____

E-mail Address: _____

Mailing Address: _____

City: _____ **State/Province:** _____ **ZIP/Postal Code:** _____

Association Office Name: _____

Follow-Up Coordinator Name: _____

Phone Number: () _____ **E-mail:** _____

Mailing Address: _____

CITY: _____ **STATE/PROVINCE:** _____ **ZIP/POSTAL
CODE:** _____

WILL RECEIVE REFERRALS BY (CIRCLE ALL AVAILABLE): E-MAIL
FAX INTERNET

WILL SEND REPORTS BY (CIRCLE ONE): POSTAL MAIL E-MAIL FAX
INTERNET

Prayer Strategy of Our Church (please describe) _____

Witness Training Strategy of Our Church (please describe) _____

Discipler Training Strategy of Our Church (please describe) _____

ERC Follow-Up Plan of Our Church (please describe, see manual) _____

INTRODUCTION TO THE FOLLOW-UP NETWORK

The follow-up network of the Evangelism Response Center (ERC) consists of Southern Baptist (SBC) churches that agree to make contact within three hours to three days with respondents who have made significant spiritual decisions, and to continue to disciple those individuals as appropriate. When an Internet Encourager (IE) or a Telephone Encourager (TE) has helped the respondent to take that first step of faith, or of renewing faith, it is essential that the person have the guidance of someone local for the next steps of growth.

After someone talks to a TE, communicates with an IE, or leaves name and address information on the automated system, the ERC staff receives a report of the contact and enters the respondent's information into the ERC database. When follow-up is appropriate, a contact letter is sent affirming the individual's decision or spiritual inquiry and encouraging the respondent to consider the importance of having a church home. This allows the local church doing follow-up to use any materials it normally uses in contacting prospects without fear that the ERC may have duplicated materials chosen by the church.

The database also uses the respondent's ZIP code to search for an ERC Covenant Church near the person. If there is no Covenant Church nearby, the database is searched for the appropriate SBC-affiliated association office with an e-mail address. If no appropriate association office is found, the database assigns the contact to the respondent's State Director of Evangelism. A referral letter providing contact information about the respondent is sent to the assigned church, association, or state convention. The entity receiving the referral letter makes contact with the respondent for follow-up or gives the contact information to someone who will follow up. After making contact, the follow-up entity sends a report to the ERC. If the ERC does not receive a follow-up report within two weeks, the ERC database again refers the respondent to ensure that no contact is inadvertently lost.

These are the activities in which you will be involved as an ERC Covenant Church. Taken together, the work of the encouragers and Covenant Churches completes the task of evangelism. In both networks, there are opportunities for both planting and harvesting. It is kingdom work.

Do you not say, "Four months more and then the harvest?" I tell you, open your eyes and look at the fields! They are ripe for harvest. Even now the reaper draws his wages, even now he harvests the crop for eternal life, so that the sower and the reaper may be glad together. I sent you to reap what you have not worked for. Others have done the hard work, and you have reaped the benefits of their labor (John 4:35-36,38).

WHERE DO REFERRALS COME FROM?

It may be helpful to know the origin of the referrals you will receive. The ERC is the title given to the total system of reaching out through various media. To offer a personal response to individuals who need to know Christ, media could include the following:

television or radio ads	magazine or newspaper
television or radio programs	tract
Internet	friend
billboard	direct mail coupon

Reports of contacts made through these media are sent to the ERC in the form of e-mails, faxes, or forms from TEs and IEs, and e-mails and letters directly from respondents.

Most Important! For every contact by any media using any approach, the job of the encourager is to help the respondent clarify his relationship with Christ and to take the next step—either to receive Christ as Savior or to restore or strengthen his fellowship with Christ.

This means the individuals referred to Covenant Churches are at least thinking about their relationship with Christ and are most likely highly motivated for baptism and discipleship. Most follow-up contacts are solid prospect leads.

Close-ended Media Campaigns

Throughout each year, Southern Baptist national, state, and association agencies sponsor media campaigns, designed to generate responses from the public. Media campaigns usually have a specific starting date and ending date. Such campaigns may offer respondents the opportunity to order a gift. When a respondent orders a gift, the encourager handling the response will take the opportunity to explore the respondent's relationship with Christ, and will forward the respondent's name and information to the ERC for follow-up referral.

Some media campaigns may produce responses by broadcasting a short evangelistic message with an invitation to receive more information about having new life in Jesus Christ. Again, a TE/IE will explore the respondent's relationship with Christ and will forward the respondent's name and information to the ERC for follow-up referral. During both types of media campaigns, when responses come from your area, appropriate referrals will be sent to you as a Covenant Church.

Ongoing Programs and Products

FamilyNet, the Internet Evangelism Task Force of the Evangelization Group of NAMB, and other entities partnering with NAMB produce ongoing television and radio programs, Web sites, and printed materials that include an invitation to respond to receive more information about having new life in Jesus Christ. Encouragers handle responses from these sources in the same way they handle media campaign responses. When follow-up is appropriate, TEs/IEs forward the respondent's name and information to the ERC for follow-up referral. If a respondent lives in your area, the ERC will send the referral to you as a Covenant Church.

CAN COVENANT CHURCHES INCREASE RESPONSES IN THE LOCAL AREA?

The answer is “YES!” You might consider the following approaches to increase responses from your area.

The first approach is to encourage your SBC association or state convention to plan media campaigns in your area that publish the ERC toll-free numbers and the NAMB evangelistic Web site address. Wide area impact media campaigns are reasonably affordable in both effort and cost on the association or state level. Campaigns can include television spots, radio spots, billboards, and a variety of printed media exposure.

Second, SBC churches, associations, and state conventions can include 1 888 JESUS-2000 and *www.thegoodnews.org* on printed materials for distribution in communities. With this tool, Bible distributions, surveys, ministry outreaches, mission projects, JESUS video distribution, church Web sites, brochures, and many other venues can become opportunities to increase responses from a local area. Some Covenant Churches are using 1 888 JESUS-2000 and *www.thegoodnews.org* on their marquees, on banners, and on portable signs. A Crossover campaign discovered that placing a coupon redeemable for a free gift or service in regional mailings of coupon packets may be effective. For example, churches or associations offering English as a Second Language courses might include a coupon offering the course while including a brief gospel message and 1 888 JESUS-2000. This resource costs very little per household exposure.

Another creative venue churches and associations might use is a local movie theater. Many theaters charge a small fee to show advertising slides to movie audiences prior to the previews and feature. A church could create a slide saying “For more information about how to have new life in Jesus Christ, call 1 888 JESUS-2000 or visit *www.thegoodnews.org* . . .(Church Name).” The United Artists Theatre Circuit, Inc. offers just such a program to local churches. For information contact In-Theatre Advertising Department at 1 800 828-2828 and choose option 5.

** For other innovative ideas, please contact the ERC Team.

Very Important! The ERC numbers and Web addresses are your evangelism tools. We encourage you to use them in any way that will help you accomplish your evangelism goals. There are just a few requests we make to help us serve you better:

➤ Before you use an ERC number or Web address, please contact us so we will be aware of your use and can indicate appropriate wording. You can contact us by

- mail: Evangelism Response Center, 4200 North Point Pkwy., Alpharetta, GA 30022-4176.
- e-mail: erc@namb.net

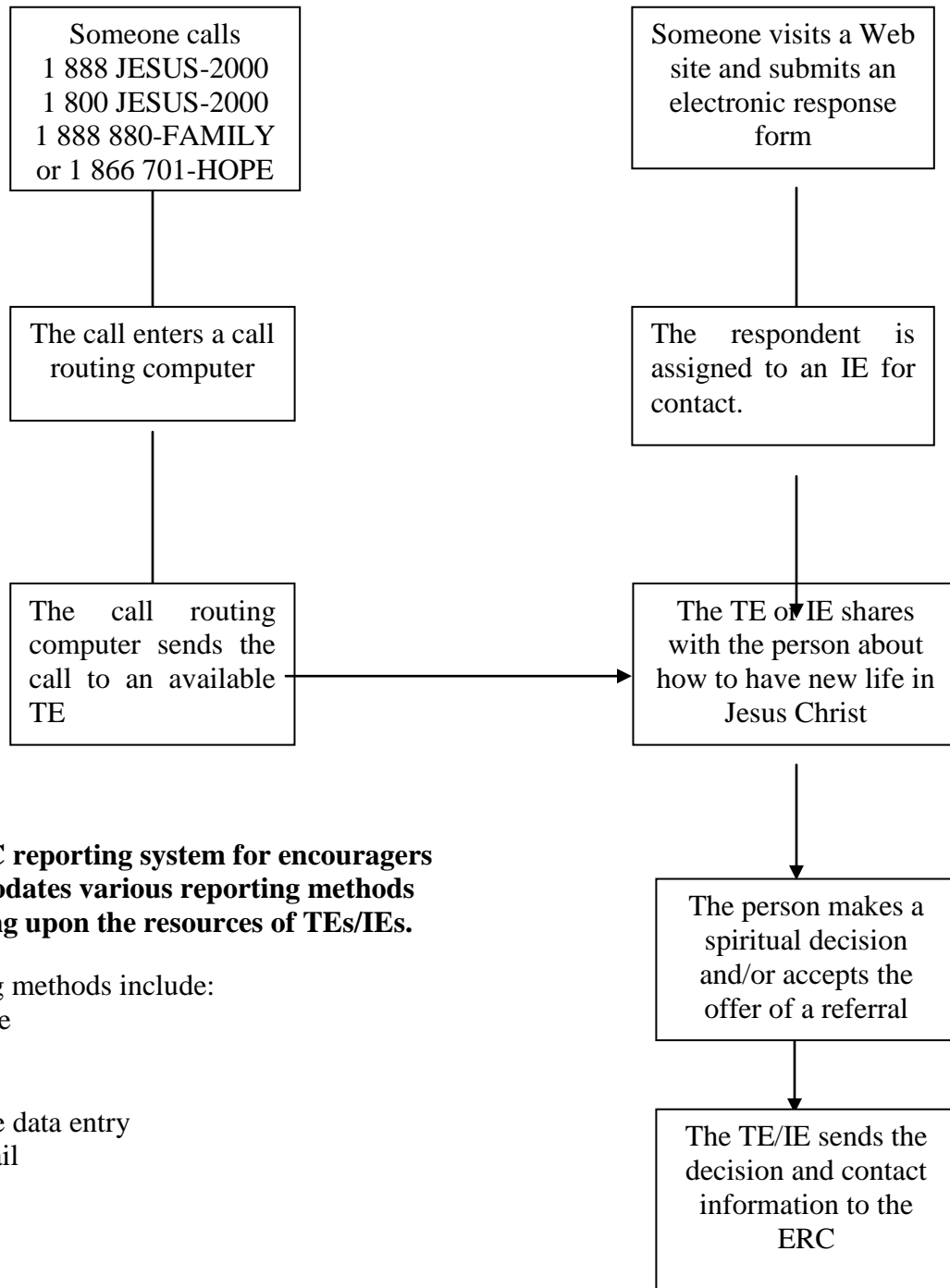
- telephone: (770) 410-6383.
- fax: (678) 624-3389.
- The telephone number available for general use is 1 888 JESUS-2000. You pay only the cost of placing the number; the ERC pays the cost of calls.
- Use of the media response number, 1 800 JESUS-2000, or the direct mail number, 1 888 880-FAMILY, requires an agreement with the ERC Team. You pay the cost of placing the number and an agreed-upon cost per call to cover the cost of the gift offered through the campaign.
- Use of the FamilyNet number, 1 866 701-HOPE, is reserved for use in FamilyNet programming only.

A third approach to increase contacts is to recommend churches in your area that are using media outlets, such as, TV and Radio. If you need ERC help, please contact us at 770-410-6383.

The ERC can assist you in working with your local media churches in using the ERC number to generate responses to an invitation to receive more information about having new life in Jesus Christ.

HOW THE RESPONSE AND FOLLOW-UP NETWORKS WORK TOGETHER

TELEPHONE AND INTERNET ENCOURAGER RESPONSE NETWORK

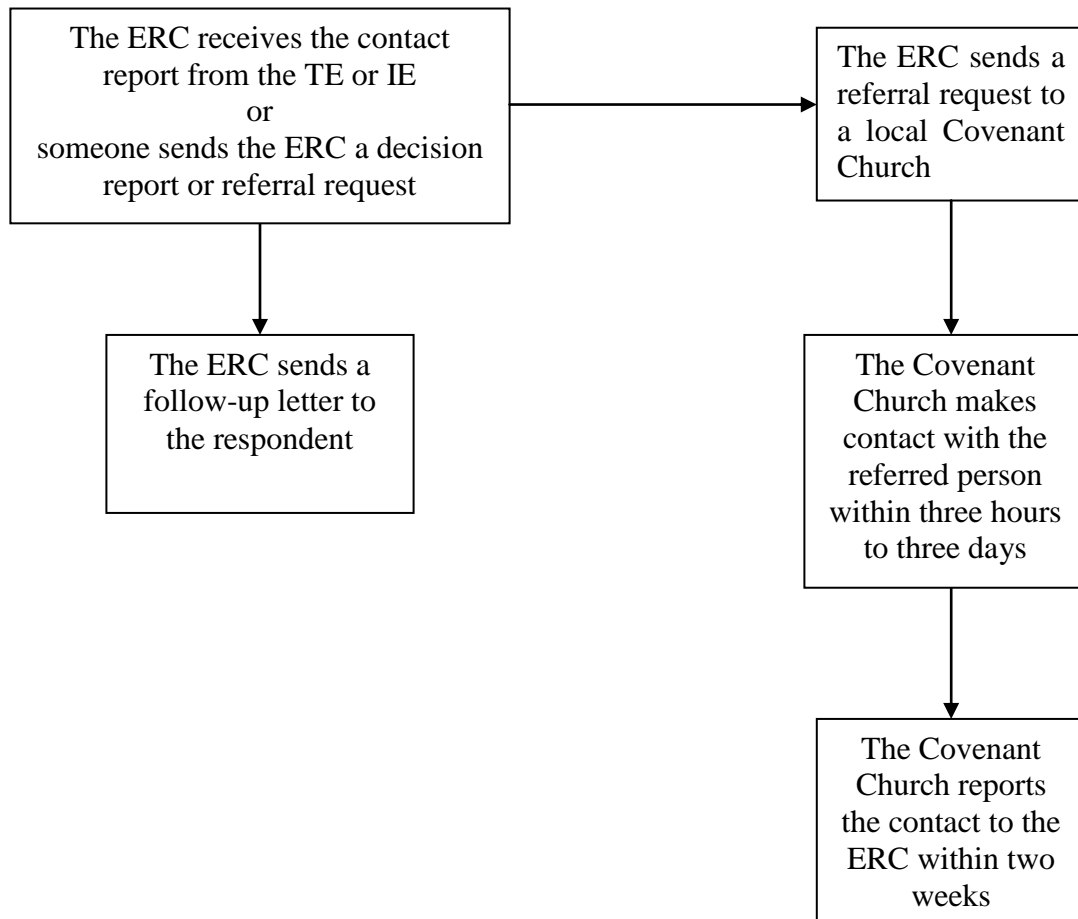


The ERC reporting system for encouragers accommodates various reporting methods depending upon the resources of TEs/IEs.

Reporting methods include:

- Telephone
- Fax
- E-mail
- Web page data entry
- Postal mail

LOCAL CHURCH FOLLOW-UP NETWORK



The ERC also encourages referring decisions from media campaigns or specialized ministries such as resort and raceway ministries through our system. See page 22 for information about how to contact ERC staff to arrange for follow-up for any campaign.

Vision

A North American network of SBC churches communicating by intranet, Internet, fax, or telephone to provide immediate, helpful follow-up to salvation decisions and to provide immediate encouragement and information to people with other concerns.

GOAL AND STRATEGY OF THE ERC FOLLOW-UP NETWORK

GOAL

Affirm and preserve all spiritual decisions, especially salvation decisions

STRATEGY

- Enlist a network of ERC Covenant Churches
- Immediately refer respondents to a local ERC Covenant Church
- Encourage direct contact with respondents within three hours to three days of the contact
- Encourage baptism, church membership, and discipleship
- Refer respondents to local resources of help as needed

It is important to remember that the process of evangelism does not end with a salvation decision. Jesus said to go and MAKE DISCIPLES. Southern Baptists have tremendous resources in local churches to baptize and to teach people, thereby affirming and preserving all spiritual decisions.

KEY POINTS IN STRATEGY

Prayer

Prayer is the foremost strategic emphasis for reaching the goal of the ERC follow-up network. It is especially important for seeing God at work in preserving salvation decisions. From the beginning, the ERC has been bathed in prayer, and its growth and effectiveness depend upon continued prayer. For that reason, prayer is integrated into every step of the follow-up process. The following are ways in which prayer is a part of the ERC follow-up process.

- Prayer is an integral part of the ERC.
- Prayer is included in TE/IE training.
- Prayer is included in Covenant Church orientation and standards.
- Prayer is included in communications to TEs/IEs. Covenant Churches, TEs, and IEs can receive praises and prayer reports through various prayer lists available from NAMB. The following are two ways to receive that information.

- www.erconline.net—The ERC Web community offers the opportunity of sharing prayer requests and praises through a message board.
- www.namb.net/missionaries—a list of NAMB missionaries whose birthdays occur on that date. At that site, there is a place to subscribe to receive prayer requests automatically by e-mail. Missionary birthdays are sent daily and other requests are sent weekly.

Immediacy

Research clearly indicates that follow-up on salvation decisions within 72 hours is critical to decision preservation. Immediacy in follow-up is possible with timely reports from TEs/IEs and campaign centers, efficient databases for routing referrals, and solid commitments to follow up within three hours to three days of referral.

Covenant Churches receive referrals from addresses within a radius of approximately eight miles around the church. When more than one Covenant Church exists in the same area, referrals will be made in alternating order among the churches. For referrals from areas not covered by a Covenant Church, the referral will be made according to the strategy specified in the Referral Efficiency paragraph below.

Timely Reports: ERC processes are flexible enough to allow a variety of reporting methods for TEs, IEs, and campaign centers. Perhaps the best method is an electronic form filled out and submitted by computer. Another electronic method is completing and sending a form by e-mail. Fax transmissions are possible, but they are more costly in the long run. The least preferred method is postal mail.

Efficient Databases: The ERC database is designed to maximize electronic data retrieval and transmission. Referrals entered into the database can be sent online to local Covenant Church Follow-Up Coordinators by e-mail and fax.

Solid Commitments: Each Covenant Church is asked to complete a registration form indicating a commitment to ERC follow-up standards and describing the church's plans for applying those standards to follow-up. Standards and plans are important because there may be periods when a church does not receive referrals from the ERC. The church must maintain readiness to respond quickly when a referral comes.

Referral Efficiency

Referral efficiency refers to maintaining a contingency referral plan that is integral to the ERC's follow-up process. Each referral is important and must be handled efficiently. The referral contingencies are listed below.

First Choice—To a local ERC Covenant Church

Second Choice—To the nearest SBC association office for routing to a local church

Third Choice—To the appropriate SBC state convention office for routing to a local church or association office

The contingency referral plan maintains the central importance of the local church to ERC follow-up.

Coordinated Materials

The ERC will send a follow-up letter, Bible, and a copy of “Beginning Steps” to each person making a salvation decision or requesting a referral. The letter is original to the ERC, and encourages the respondent to seek affirmation and support in a local church. The following is an example of a typical follow-up letter sent to respondents by the ERC.

June 26, 2002

John Doe
1024 Las Vegas
Winston, NV 80223

Thank you for recently calling the JESUS 2000 phone line for spiritual help. We hope you were encouraged and were offered the opportunity to trust Jesus Christ with your life. The Bible says Jesus loves you so much He died for you and rose from the dead so you can have eternal life and the resource of His presence for daily living.

The Bible also says an important aspect of your relationship with Jesus is the practice of meeting with other Christians for worship and encouragement. We hope you will allow God to work in your life through a local church where you can grow in your Christian life.

We have enclosed information that will explain more of what having new life in Jesus Christ means. May God bless you with His grace and peace in abundance as you trust in Christ.

In addition to the materials sent by the ERC, the local Covenant Church should use with and/or give to the respondent materials appropriate to the church’s follow-up plan. Such materials might include those listed below:

Type of Decision/Need	Possible Materials to Use
All Referrals	<i>Personal Commitment Guide</i> Modern translation Bible FAITH presentation The NET presentation Information about the church
Salvation Decisions	<i>Let the Celebration Begin</i> <i>Let the Celebration Continue</i> <i>Survival Kit</i> Information about the church
Salvation Inquiry	Marked New Testament FAITH presentation The NET presentation Information about the church
Rededication	<i>Personal Commitment Guide</i> Information about the church
Christian Growth	<i>Personal Commitment Guide</i> Information about the church
Prayer Requests	Local resource directory Information about the church
Personal Issues	Local resource directory Information about the church

The goal of coordinating materials between the ERC and the local church is to reinforce to the respondent the importance of being baptized and identifying with a local church, to prepare the person to accept a follow-up contact, and to affirm the respondent's spiritual decision.

ERC COVENANT CHURCH STANDARDS AND REGISTRATION

This section outlines standards that will result in efficient follow-up through the ERC. The comments in the double-lined boxes on the following pages are guidelines for entering church information on the ERC Covenant Church Registration form related to each standard. The ERC asks Covenant Churches to commit to ERC follow-up standards and to make follow-up plans that will meet those standards.

In the blanks provided at the top of the ERC Covenant Church Registration form, please enter the requested information:

- who is certifying the registration
- church name, addresses, and phone numbers.

NOTE: Please do not enter the pastor's address, e-mail address, or phone number in the church section.

NOTE: On the line "Association Office," please enter, if applicable, the name of the local Southern Baptist association with which the church is affiliated.

A Southern Baptist church that registers as an ERC Covenant Church commits to:

- Enlist an ERC Follow-up Coordinator
- Pray for referrals and for decision preservation
- Train members to share Christ with referrals
- Train members to disciple referrals
- Establish a referral follow-up plan
- Provide resources of help to referrals
- Send timely follow-up reports to the ERC

THE COVENANT CHURCH FOLLOW-UP COORDINATOR

The Covenant Church Follow-Up Coordinator should be someone who is a member of the church, someone who will keep and maintain a commitment to referral efficiency, and preferably, someone who can or is willing to learn to use the computer for basic referral functions. In smaller churches, the pastor may be the coordinator. The Follow-Up Coordinator's duties are to receive referrals from the ERC, immediately assign referrals to persons doing follow-up, gather reports on contacts from those doing follow-up, and report follow-up contacts to the ERC within two weeks of the referral.

The ERC will contact the Coordinator directly by the agreed method, giving the name, address, phone number, and any available information about spiritual needs of the person being referred. Following is an example of a referral that would be sent to a Covenant Church Follow-Up Coordinator.

Evangelism Response Center

Church/Convention COVENANT BAPTIST CHURCH
Coordinator/Director URGENT: Outreach Coordinator
PO BOX 1224
HARRISBEND, PA 17115

Greetings from the Evangelism Response Center.

Name: Ashley Doe

Address: PO Box 1330
Harrisbend, PA 17115

Phone: (000) 000-0000

Type of Response: Accepts Christ

Referring Site:

Needs: Discipleship and Baptism

Sex: Female

Religion:

Language:

Age Group: M. Adult

Caller Contact Date:

Additional Information: has two small children and is going through a divorce

We have sent follow-up materials to this person by mail. The materials we sent are ours and not available anywhere else. This allows you to provide anything to this person you think will be appropriate without fear that the ERC may have duplicated materials selected by the church.

Please make contact with this person within three hours to three days. We suggest you make your first contact by telephone using the script in the ERC Manual, or something similar. If no phone number appears for this person, perhaps you will be able to find a listing in your telephone book. Other options include mailing a note of encouragement and some church information. We are praying for you as you reach out to this person.

To ensure that every referral receives appropriate follow-up, please send this form back to us within two weeks. Please write a note at the bottom of this form to let us know the results of your contact with this person. If you are unable to contact the person within two weeks, please return the form indicating that you have been unable to make contact and will continue to try. You may also report to us by e-mail at erc@namb.net or by fax at (678) 624-3389 or on the Internet at www.erconline.net. **Please be sure to include the name of the contact.** Your report will encourage us and all the volunteers who are sharing Christ through this ministry. Thank you for allowing us the opportunity to work with you in this way to touch lives in Jesus' name.

MAKING A FOLLOW-UP CONTACT BY PHONE

The suggested method of making contact with a referral is to telephone first to establish rapport and attempt to set up a visit. The following is a script for the telephone contact.

Hello, I am (your name) from (church's name). Our church is a sponsor of the JESUS 2000/ FamilyNet number you recently called.

[If a decision is indicated in the "Response" line] Our report indicates you have made a decision to (trust Jesus with your life) (rededicate your life to Christ) (look for a church home) (seek more information about having new life in Jesus Christ). We are very glad you have made this decision, and we want to be a helpful resource to you. We have some information that may help you further. What would be an appropriate time for someone to bring these materials to you?

[If the respondent declines a personal visit] I will be happy to send you these materials instead. Do I have your correct address? [Verify the address] We also pray for those who call. How can we pray for you? [Listen to prayer needs and pray with respondent] It is good to meet you over the phone. Please know that we will be happy to encourage you any way we can in your Christian life. Feel free to call on us.

When a referral letter includes the word, "Internet," in the Response line, the respondent has corresponded with an IE. In such cases, the following is a script for making the first telephone contact.

Hello, I am (your name) from (church's name). Our church is a sponsor of the Christian Web site and e-mail program you recently corresponded with.

[If a decision is indicated in the "Response" line] Our report indicates you have made a decision to (trust Jesus with your life) (rededicate your life to Christ) (look for a church home) (seek more information about having new life in Jesus Christ). We are very glad you have made this decision and we want to be a helpful resource to you. We have some information that may help you further. What would be an appropriate time for someone to bring these materials to you?

[If the respondent declines a personal visit] I will be happy to send you these materials instead. Do I have your correct address? [Verify the address] We also pray for people in our community. How can we pray for you? [Listen to prayer needs and pray with respondent] It is good to meet you over the phone. Please know that we will be happy to encourage you any way we can in your Christian life. Feel free to call on us.

Some referrals will come from media campaigns that have offered a video, CD, or some other item. When that is the case, the referral from the ERC will include the word, "Video" or "CD" along with any spiritual decision made by the caller. In such cases, an appropriate script might be similar to what is provided below.

Hello, I am (your name) from (church's name). Our church is a sponsor of the JESUS 2000 number you recently called. We are very glad you are interested in the (video, CD, etc.). Was the (video, CD, etc.) helpful to you in your Christian life? We have some information that may help you further. What would be an appropriate time for someone to bring these materials to you?

[If the respondent declines a personal visit] I will be happy to send you these materials instead. Do I have your correct address? [Verify the address] We also pray for those who call. How can we pray for you? [Listen to prayer needs and pray with respondent] It is good to meet you over the phone. Please know that we will be happy to encourage you any way we can in your Christian life. Feel free to call on us.

In some cases, the person indicated in the referral will deny having made any contact with the telephone or Internet source. Reasons for this may include a change of mind about receiving local contact, someone else used the person's name and information as a prank, or a well-meaning Christian friend or family member used the person's name and information hoping the follow-up would result in the person making a decision of some kind. Please keep in mind that many who respond do not have any church experience. If they are still lost or are baby Christians, they might not roll out the 'red carpet' during follow-up. Do not take personal offense. Maintain a ministry mindset and attitude. When an individual does not acknowledge having had contact with the telephone or Internet source, the following script would be appropriate.

Hello, I am (your name) from (church's name). Our church is a sponsor of the JESUS 2000 number (or other source) you recently called.

[If a decision is indicated in the "Response" line] Our report indicates you have made a decision to (trust Jesus with your life) (rededicate your life to Christ) (look for a church home) (seek more information about having new life in Jesus Christ). We are very glad you have made this decision and we want to be a helpful resource to you. We have some information that may help you further. What would be an appropriate time for someone to bring these materials to you?

[If the respondent does not acknowledge having had contact with the telephone or Internet source] I apologize for the misunderstanding. May I take this opportunity to bring you some information about having new life in Jesus Christ?

[If the respondent declines a personal visit] I will be happy to send you these materials instead. Do I have your correct address? [Verify the address if the referral is open to receiving mail] We also pray for those who call. How can we pray for you? [Listen to prayer needs and pray with respondent] It is good to meet you over the phone. Please know that we will be happy to minister to you and your family any way we can. Feel free to call on us.

The ERC will send as much information about the referral as possible. TEs and IEs are trained to request both address and telephone information, as well as additional information regarding the respondent. If information is missing it is probably because the respondent declined to give it. If a telephone number or physical address is not available, it is acceptable for the Covenant Church to send a letter similar to the telephone contact

scripts and materials to the referral. Please report to the ERC within two weeks that a letter has been sent.

It rarely happens that a person contacting telephone or Internet sources gives a phony name, address, and telephone information. When it does happen, please report to the ERC as usual. The information sometimes helps ERC staff to identify other false contacts from an area.

On the ERC Covenant Church Registration form, please enter the church's Follow-Up Coordinator's name, postal and e-mail addresses, and phone number. This person should be someone who will check e-mails, faxes, or mail every day for possible referrals from the ERC. Keeping the shortest time between the respondent's contact and local follow-up is crucial. NAMB's research discovered that local follow-up to people making spiritual decisions must occur within 72 hours of the decisions for those people to be assimilated into a local church.

On the line "Will Receive Referrals By," please circle all the methods by which the Coordinator can receive referrals from the ERC.

On the line "Will Send Reports By," please circle the best method for the coordinator to send reports about follow-up to the ERC.

PRAYER FOR REFERRALS AND FOR DECISION PRESERVATION

Covenant Churches can pray for those making decisions and for decision preservation even when no referrals are coming to the church. A plan for ongoing prayer related to the ERC and those who make decisions is a support and encouragement for all TEs/IEs and Covenant Churches. Plans for prayer might include:

- A prayer room
- A churchwide or ERC prayer chain
- A newsletter to PrayerLife participants in the church
- A specific prayer emphasis in worship services
- A specific prayer emphasis in regularly scheduled weekly prayer services
- A specific prayer category in Lighthouses of Prayer

On the ERC Covenant Church Registration form, please describe how your church's prayer strategy will include prayer for referrals and for decision preservation.

TRAINING CHURCH MEMBERS TO SHARE CHRIST

Covenant Churches of any size can train members to witness. In the smallest church, one-on-one training is possible in a mentor relationship. Many programs are available for training witnesses. Following are just a few:

- The NET (replaces Continuing Witness Training)
- FAITH
- *MasterLife*

On the ERC Covenant Church Registration form, please describe the witness training strategy of your church.

TRAINING CHURCH MEMBERS TO DISCIPLE NEW CHRISTIANS

Possible resources to use in training disciplers in your church include:

- *Survival Kit*
- *MasterLife*

On the ERC Covenant Church Registration form, please describe the discipler training strategy of your church.

THE FOLLOW-UP PLAN

The Follow-Up Plan consists of five parts: (1) How to receive referrals from the ERC; (2) How to assign the referral to someone for contact; (3) How to maintain a commitment to a three hour to three day contact window; (4) How to make contact with the referral; and (5) How to report the contact to the ERC.

- The ERC can communicate referrals to a Follow-Up Coordinator by e-mail, fax, and postal letter. Obviously, the postal letter method is the least desirable since follow-up will be delayed well beyond the 72 hour window.
- Follow-Up Coordinators can choose to assign contacts to visiting teams by telephone, fax, or e-mail.
- Follow-Up Coordinators should choose a method for checking that contact assignments are fulfilled within the three hour to three day time frame. This is very important

The person making contact with a referral can do so by mail, telephone, or by a personal visit. The most effective method is to call the person, establish a rapport based on the individual's decision or need, and try to arrange a personal visit either at the respondent's

- house or at the church. (See “Making A Follow-Up Contact by Phone” elsewhere in this section.) If the person does not want a visit, perhaps the church can send materials by mail.
- The ERC can receive follow-up reports from Follow-Up Coordinators by telephone, by fax, by e-mail, by postal mail, and by the ERC Web Community at www.erconline.net.

If the Follow-Up Coordinator thinks the church cannot follow up effectively because of distance, time, or other circumstance, the Follow-Up Coordinator is encouraged to forward the contact referral to the local SBC association office along with a request to assign follow-up. In such cases, the Follow-Up Coordinator should send a report to the ERC indicating to whom the contact referral was forwarded.

On the ERC Covenant Church Registration form, please describe the five parts of your church’s follow-up plan. Thinking through this process is critical to making sure every respondent receives appropriate follow-up. Remember, if you assign visits on specific days of the week only, it is possible for a referral visit to fall outside the three hour to three day standard. Your strategy for contacting referrals should allow for immediacy. Immediately calling referrals or enlisting a “SWAT Team” willing to visit at any time for ERC referral visits might be a good idea.

LOCAL RESOURCES LIST WITH ADDRESSES AND PHONE NUMBERS

NAMB research studies show that responding helpfully to people in times of need and crisis leads to opportunities for further witness and teaching. For that reason, Covenant Churches should have a willingness to minister to the needs of referrals. The issues related to those who may be referred to a Covenant Church can be wide-ranging. Effective decision follow-up ministry frequently includes pointing a referral to helpful resources when the church family cannot help with specific issues. Every Covenant Church should have a list of local resources, including addresses and phone numbers. Some basic resources such as the following are helpful:

- | | |
|----------------------|---------------------------|
| Women’s shelter | United Way |
| Food bank | Salvation Army |
| Ministerial alliance | Child Protective Services |
| Counseling services | |

In addition, researching other local resources is important. Identifying Christians who work through helping agencies is wise.

Practical preparation is useful during divine appointments

COVENANT CHURCH REGISTRATION CONTACT INFORMATION

Southern Baptist Convention churches can register as ERC Covenant Churches by having the pastor, designated staff person, or designated Follow-Up Coordinator read this manual, having the same person complete the ERC Covenant Church Registration form, and sending the completed form to the ERC. The ERC Covenant Church Registration Form communicates to the ERC important information about the church, including pertinent names, addresses, phone numbers, and synopses of the church's plans for meeting ERC Covenant Church standards. The form also should contain the signature of the pastor or person designated by the pastor as certifying the information given. An ERC Covenant Church Registration form is included with this manual.

To request forms from the ERC or to send completed forms to the ERC, please use the following address:

Evangelism Response Center
4200 North Point Pkwy.
Alpharetta, GA 30022-4176

Other contact information:

(770) 410-6383

E-mail: *erc@namb.net*

Fax: (678) 624-3389

www.erconline.net (to fill out and send an online report form). On your first visit to this site, click on "Get Involved" button.