

# Span of Care Walkthroughs

## Span of Care Video Walkthroughs

### General Overview

### The Board

### The Card

### Campus Configuration

### Central Configuration

### Mobile Experience

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## Overview

**Span of Care is a tool used by ministries to ensure that our volunteers feel consistently seen, cared for, and followed up with!**

Within this tool, you will be able to visually see all of the volunteers who require a follow-up from you and your team! The tool uses a board similar-looking to Trello. On this board, there are columns that the cards will move through until they reach their final destination - "Continued Care"(We'll explain what that means in another document!).



## General Need-To-Knows

- In this documentation, you may see the words/phrases "Un-snoozed" and "Future-Follow-Up" used. These two terms mean the same thing!
- Volunteers will enter the board after they have completed volunteer onboarding and will stay on this board (In the "Continued Care" column) indefinitely!

- You may notice this board looks similar to other RMS Tools. Span of Care is visually the same but functionally VERY different.
- Individuals under the age of 18 **will NOT enter** the board automatically.
- Differing from Volunteer Onboarding - cards should not be moved manually at all. Following the process will ensure the volunteers end up in “continued care” at the appropriate time!
- Just like Volunteer Onboarding - Cards **should not** be deleted at any point! if you would like to remove the volunteer from the process click the “Remove From Workflow” button!

## Span of Care Tools

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 Span of Care    Campus Configuration    Central Configuration


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### Span of Care

This is the Span Of Care tab where you will spend the majority of your time while using this tool! This board will display the volunteers who currently or will require follow-up from you so that they feel seen and cared for.

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 Span of Care    **Campus Configuration**    Central Configuration

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### Campus Configuration

This button will take you to the Campus Configuration page where you (as staff at a campus) will be able to edit the email content that is sent to you or your team whenever it's time for a volunteer to be followed up with!

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[Span of Care](#)[Campus Configuration](#)[Central Configuration](#)

## Central Configuration

This button is for central teams! It will take you to the Central Configuration page where central team leaders are able to edit how long a card should stay in a column and what the board instructions should say within every column!