

# Care Check Follow-Up Process for Staff & Volunteers

This article is for staff and volunteers. It shows how to work a Care Check Connection Request in Rock RMS. Click this link to review the [Care Check Follow-up Call Guidance](#).

1. Go to [my.life.church/carecheck](https://my.life.church/carecheck). You will see a list of attenders who have been assigned to you for follow-up. **Click** on any name to begin.

 In this list you will see the **Name** of the person, **Age** and **Serving Ministry Name**. You can sort it by clicking on the title of each column.

## Care Check

Name	Age	Serving Ministry Name
Joseph Dixon	43	Host Team, Operations Team
Andrea Wood	38	Host Team, LifeKids Leader, Operations Team
Chris Rea	26	Digerati Volunteers, LifeKids Leader, Worship Experience
Rachel Bryant	24	Host Team

50 500 5,000 4 Items

 If the addender does not answer, see steps below in step #3

2. After you've contacted one of the attenders from your queue, set the engagement status attributes in the connection request that best reflects your conversation.

- **Engagement Status**

- **Locally Engaged:** A person who is consistently attending a physical location and committed to making church a priority.
- **Digitally Engaged:** A person who is consistently attending through Life.Church Online or another digital platform, but isn't currently attending a physical location due to preference or circumstance.
- **Limited Engagement:** A person who considers themselves part of Life.Church, but has only been marginally engaged and probably hasn't realized how long it has been since they've attended church in any way.
- **No Engagement:** A person who hasn't engaged in any way since the doors closed and who isn't likely motivated to reconnect.

## Care Check Detail

[< Back](#)

Chris Rea

Contact Info  
(618) 795-4548 Mobile  
chris.rea@life.church

Family  
Chris Rea - 26

[Profile](#)

Engagement Status

Activity \*

Note \*

Save Activity

Connect

3. Add an activity to show indicate if you were able to make contact with the attender or if you had to leave a voicemail. Then add any relevant notes and click "Save Activity"

- **Activity**

- Assign to Pastor
- Contacted
- Left Voicemail
- No Contact Made

 If you discover that the attender needs to be contacted by a pastor, use the Assign to Pastor activity, enter your notes, then click 'Save Activity'.



**DO NOT click the green connect button - click the 'Back' button in the upper right-hand corner of the page to go back to your queue.**

Engagement Status

Locally Engaged

Activity

Assign to Pastor

Note

Type Notes Here.

Save Activity

Connect

4. Finally, when you've completed your follow-up and pastoral follow-up is not needed, click the green Connect button to close this request.

5. After hitting the green connect button, click the Back button in the upper-right hand corner of the page to go back to your queue.

## Care Check Detail

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Profile

Chris Rea

Contact Info  
(618) 795-4548 Mobile  
chris.rea@life.church

Family  
Chris Rea - 26

Engagement Status

Locally Engaged

Activity

Contacted

Note

Talked to Chris on the Phone.

Save Activity

Connect