



## Sub-Flock Operations

1. **Preface:** Attending our sub-flocks is the most important service deacons provide for NSC.
  - a. Our Pastor cannot effectively service 300 people. Thus, it is important to established a relationship with each of your sub-flock members such that they feel comfortable to advise you of important events or problems in their lives. With that information you can advise our Pastor, so he can be specific with his ministry. It will mean a lot to the member that the Pastor contacted them, and you were responsible for it.
  - b. Also, it is a very important function of a Deacon to “connect” a member with the church. That connection is good for the member and it’s good for the church. Our church is always in need of members to support all the varieties of ministries in our church. And, it good for the member’s heart to serve the church. So, help provide the connection. There will be a pamphlet coming out that will list all our ministries and the leaders’ communications data. Know how your members are connected or not. On behalf of the church, give them your gratitude for their service. It’ll mean a lot to them to be recognized by you.
2. **Objectives of the Sub-Flock Operation:**
  - a. Attend to the widows of the church as specifically directed by 1 Timothy 5:3.
  - b. Provide communications between members of the sub-flock and the deacon, Senior Pastor, ministries, and the church. Make the Pastor aware of who needs special attention for prayer and ministry.
  - c. Connections members of your sub-flock with ministries of our church.
  - d. Serve sub-flock members spiritually and physically. Provide practical needs for the sub-flock.
  - e. Promote church events and functions with the sub-flock (Acts 6:2-4)
3. **Communicate**
  - a. Some members will need a lot of attention. They want to share their life. They want to get connected. You will see some of your members every Sunday...face

to face. That's great personal communications. Others, you may not see at all or rarely. Those members may be the highest on your priority list. They may be unable to come to church. Or, they may just need a little personal motivation on your part to "look forward to seeing them next Sunday".

- b. It's also a good idea to pass on information that maybe a reminder of something upcoming in the church. That would show them your interest in church activities.
- a. What type of communications? Each of your members may react differently to various types of communications. Some appreciate your "face to face". Some will respond better to phone calls; while some will do good with emails or texts. One way to make an impression, particularly with those that don't seem to receive your communications well is a written letter, just like the old days. Customize your communications with your members according to what seems effective for each of them. Email and text may be a better option to some members. You can cram a lot of care and information in a written message. You can see how they are doing in the lives by encouraging them to "reply" to your message. Don't be discouraged if they don't respond. Just keep doing your job. A written message is usually the best for "connections" due to the amount of information needed.
- b. Some Deacons have gathered their members for a social occasion for a little bonding. That may be helpful for future communications. It is encouraged, but certainly is not required. Feel free to use the church. Maybe pizza after Sunday services....Maybe a local eatery....Maybe a backyard BBQ.
- c. Easy communications:
  - i. Happy Birthdays – email (see Technology Deacon). You can create one email and send it to each member of your sub-flock on their birthday automatically. You can set it up in one day once a year....and you're done. You can do anniversaries. Christmas. Easter. It's easy....and you've communicated with your sub-flock member.
  - ii. Jacquie Lawson email cards: <https://www.jacquielawson.com>
    - 1. Artistic, humorous, animated cards for all occasions
      - a. Birthdays, Christmas, Easter, just saying hi, Thanksgiving, etc.
    - 2. Comes through Email
    - 3. \$30 a year for unlimited cards (you never forget after setting it up)
    - 4. You can use it for other people...friends and family
  - iii. Use E-Zekiel to confirm your sub-flock contact information
- d. Objectives of your communications
  - i. I am your deacon – my name is...
  - ii. How are you doing? Is there anything I can do for you?
  - iii. Is the church meeting your needs?
  - iv. Can I send you a list of ministries/activities the church has to offer?

- v. Ask for their complaints, commendations, recommendations
  - vi. Are there any events in your life that I can pass on to a Pastor?
  - vii. If there anything I can help you with please call, text, or email me.
  - viii. Start building a relationship with each member of your sub-flock.
- e. Obstacles to communications
- i. Be persistent! Don't give up. "Crack the nut!"
  - ii. Some people rightfully will not answer the phone call from someone they don't know. Try another comm method....text? email? card?
  - iii. Sometimes voice communications are the most effective for "give and take". If they don't answer always leave a voice mail so they know you are concerned for them and remind them of the church and who you are to them.
  - iv. No email, voice, text response? What happened to my sub-flock member? Resources that can help
    - 1. Church staff
    - 2. Ladies Care Team
    - 3. Who else knows the members.....ask around.

#### 4. How often to communicate

- a. You can be a pest by communicating too often. Maybe, depends on the member, every month might be too much. I'd recommend no less that every other month. If you go to three months, they might not even remember you.
- b. Communicate with who? Is one of the spouses OK? Your call.
- c. When special prayers are requested.
- d. Sick people may need more communications.

**This section #5 is very important for deacons to understand.**

#### 5. Expectations

- a. It's human nature to be sensitive to real or perceived rejection. You may get the sense that you are wasting their time, or you feel like a phone salesman when you call? Are you interrupting their lives....again? As deacons, we want to do a good job. We realize how important attending to our sub-flock is to the Pastor, the church, and the member. Sometimes we lack the satisfaction of doing our important job because of that sense of rejection. Sometimes we feel guilty when we don't contact our sub-flock like we should.

- b. **Please let me readjust your expectations** and reduce your guilt. You are not expected to create a relationship with your sub-flock that include knowing everything about them, their family, their conditions, their work life, and on and on. That is unrealistic, albeit a worthy end goal. Let's make an expectation that is more realistic and doable. **Routinely, accomplish 3. e. above.** That's it. If you do that then you've won and the church as won, and you've done your deacon duty. Pretty easy and achievable.
- c. As their deacon, you are an option for them to use. You offer an option to connect your members with a Pastor, the church, ministries, assistance, etc. They may still go direct to a Pastor, or an elder, or another person. You're an option if they want to use your services. Sometime down the road when they are in need, they may remember that you've been calling during the past two years and offering to assist them, connect with a Pastor, see to their needs....and they'll call you because you've been asking about them.

#### 6. **Connections:**

- a. The Pastor (ask permission from the member to take their needs to a Pastor)
  - i. Significant events in the sub-flock
  - ii. Illness, deaths, assistance, money (benevolence)
  - iii. Special prayers
  - iv. Theological needs
- b. The church events and special functions. The Communications Deacon may send you graphics you can email to your sub-flock and add a few own encouraging words.
- c. NSC ministry contact list – Where can people fit into the church. Good for the individual and good for the church. (it's coming soon via the Connections Deacon).

#### 7. **Cat 'n Dogs:**

- a. How to recognize new sub-flock members at church? Look them up in E-ZEKIEL to find their birthdays, about their families, contact information, and pictures.
- b. How do they recognize you? Send them a welcome letter (great start) with your picture on it. An example of a welcome letter to your new sub-flock member with your picture should be in your deacon book under the communications tab. If not the Comm Deacon can send you one. The Technology Deacon can show you how to put your picture in a word file.

#### 8. **Deacon meetings – Let's talk to each other. In future meeting we will talk about sub-flocks:**

- a. What's working with your sub-flock?

- b. What's your best communications or connections?
  - c. What problems are you encountering?
9. Under special circumstances like death, illness, significant event, shut-in, special situation, etc. Our Pastor is more than happy to join you to visit at a sub-flock member. Think outside the box. One of my shut-in members had a dog just like the one I have. I take Mate, the Deacon Dawg, over to see him. It's really rewarding to see him interact with Mate. It touches my heart.
10. Last, but not least; our Pastor is a huge supporter and encourager of our sub-flocks program. He will tell you that sub-flocks are very important to the members and the church. He depends on the deacons to bring him the information about their sub-flocks so he can properly minister to our congregation.

Brothers, I'm sincerely asking for your rededication to the sub-flock operation. Your member benefits and the church benefits. And, it's the most important thing we, as deacons, do.

YIC,

Sandy