



The Defining Difference

Section One: Characteristics of Love In the Name of Christ

Section Two: Understanding People in Need

Section Three: Love INC and the Church Working Together

Love In the Name of Christ

Section One: Love INC Characteristics

Understanding who Love INC is, why we exist, what defines us, who our client is and how we can best serve the unified Christian Church are all critical components in the process of becoming a healthy Love INC Affiliate.

- Why we exist:
 - Mission Statement
- Who we are:
 - Core Values
- What defines us:
 - Affiliate Characteristics
- Love INC's value to the Church
- Four levels of ministry

The Love INC Mission Statement

The mission of Love In the Name of Christ is to mobilize local churches to transform lives and communities In the Name of Christ

- The wording on the Mission Statement has been changed to” **mobilize local churches**” replacing “mobilize the Church”
 - Bringing the Body of Christ together to do local mission work in their community
 - Working with a variety of different churches, not just a few
 - A wide spectrum of volunteers, not just a handful
- Transformation means
 - We are willing to enter into relationships which have the potential to change lives.
 - We focus on the person, not just their need.
 - We desire to give them a hand up, not just hand-outs.
 - We are more concerned with long-term results than instant gratification

Each life transformed impacts others around them. The more lives touched the greater impact it will have on the community.

Affiliate Characteristics

Love In the Name of Christ:

- Is a Christian ministry.
- Networks Christian churches from at least six different denominations to work together.
- Forms a nonprofit corporation governed by a local Board of Directors.
- Helps churches organize their volunteers to be available to serve when needed.
- Operates a Clearinghouse where intake staff and volunteers screen requests for help as to their nature, extent, and legitimacy.
- Connects people in need with church ministries and church volunteers to meet those needs.
- Builds relationships with community agencies.
- Depends on church volunteer involvement.
- Increases the capacity of churches by assessing community needs and creating new ministry opportunities to meet those needs.
- Brings a clear vision of how God can use the mobilized Church to transform lives and communities in the name of Christ.

Love INC's Value to the Church

- **Unifies the Body of Christ** by bringing local churches together and coordinating their vast resources of expertise, talent, time, and product
- **Empowers hundreds of volunteers** to use their gifts and talents for legitimate, manageable service opportunities
- **Oversees a central Clearinghouse** to receive, screen, clarify, and resource needs, tracking client history for reference
- **Develops a working knowledge and awareness of existing community resources**, identifying service gaps, and pursuing possible solutions
- **Receives, inventories, and resources a variety of donated products** and coordinates gift-in-kind donations from local businesses
- **Provides free services and donated products** to assist needy families with both immediate and long-term help
- **Transforms lives** by offering life-changing opportunities through accountable incentive-based long-term programs that move people from need to living independent, full lives
- **Promotes good stewardship** by focusing on the person not just their expressed need, seeking to offer people a hand-up not just a hand-out
- **Offers unique value** because no other business, entity, or organization has the manpower, resources, time or expertise to provide this type of voluntary service – only the unified Body of Christ.



Love INC's Core Values:

We are Christian. Everything we think, say, and do is in the name of Christ

"We are therefore Christ's ambassadors, as though God were making His appeal through us." 2 Corinthians 5:20

Prayer is an integral part of who we are

"And pray in the Spirit on all occasions with all kinds of prayers and requests." Ephesians 6:18

We follow Christ's example of valuing people in need (note change from "the poor and needy")

"If I give all I possess to the poor and surrender my body to the flames, but have not love, I gain nothing." 1 Corinthians 13:3

We value unity of the Body of Christ

"May they be brought to complete unity to let the world know that you sent me and have loved them even as you have loved me." John 17:23

We value transformation in the lives of people and communities

"Do not conform any longer to the pattern of this world, but be transformed by the renewing of your mind. Then you will be able to test and approve what God's will is – His good, pleasing and perfect will." Romans 12:2

We value churches living out the two great commandments to love God and love their neighbors

"Love the Lord your God with all your heart and with all your soul and with all your mind and with all your strength. The second is this: Love your neighbor as yourself. There is no commandment greater than these." Mark 12:30&31

We value building Christ-like relationships

"Love is patient, love is kind. It does not envy, it does not boast, it is not proud. It is not rude, it is not self-seeking, it is not easily angered, it keeps no record of wrongs." 1 Corinthians 13:4&5

We value the connectedness of the Love INC movement

"Do nothing out of selfish ambition or vain conceit, but in humility consider others better than yourselves. Each of you should look not only to your own interests, but also to the interests of others." Philippians 2: 3&4

We model excellence

"Whatever you do, work at it with all your heart, as working for the Lord, not for men, since you know that you will receive an inheritance from the Lord as a reward. It is the Lord Christ you are serving." Colossians 3:23&24

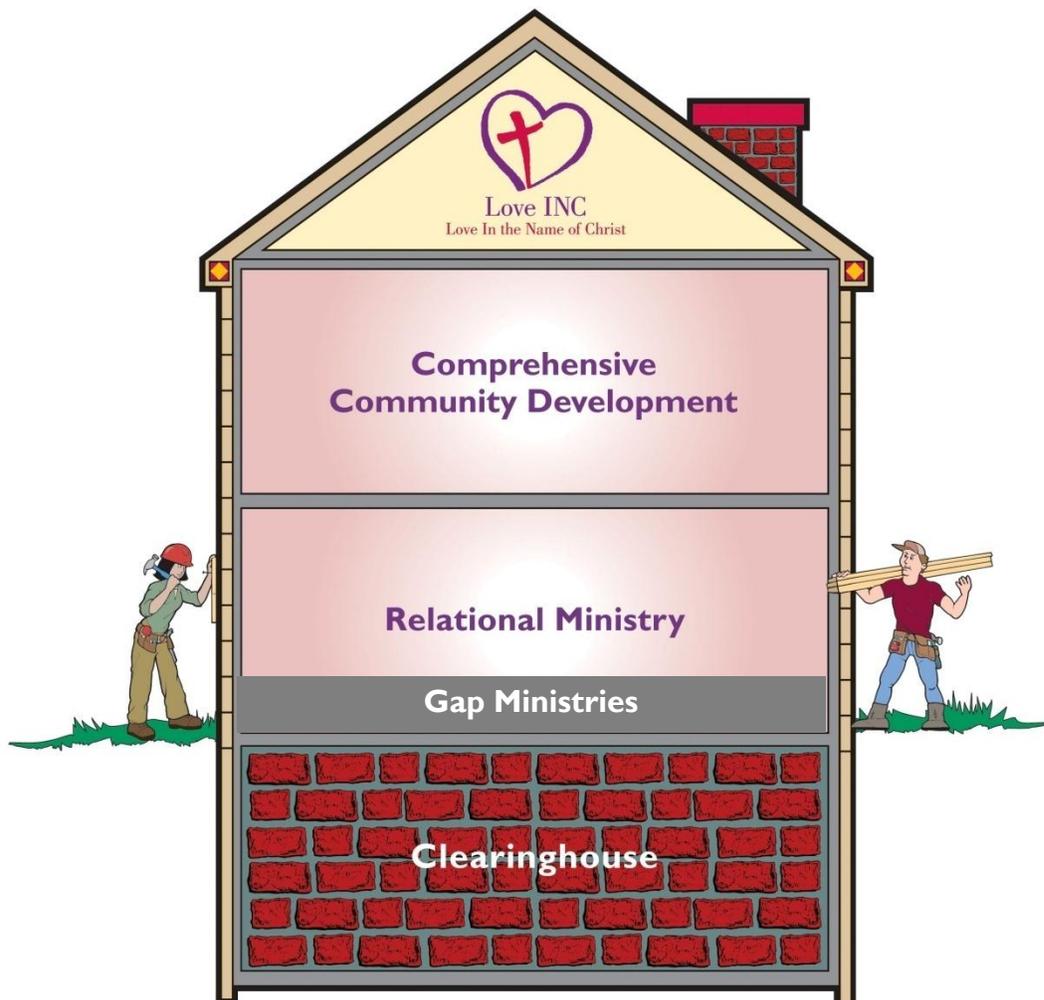
We value continually maturing in our capacity to meet people's needs

"Not that I have already obtained all this, or have already been made perfect, but I press on to take hold of that for which Christ Jesus took hold of me." Philippians 3:12

The Love INC Model

There are four levels within the Love INC model. A new affiliate begins at Level 1. Each level goes a step deeper in fulfilling Love INC's mission:

- Level 1: Clearinghouse Model
- Level 2: Gap Ministry Model
- Level 3: Relational Ministry Model
- Level 4: Comprehensive Community Development Model

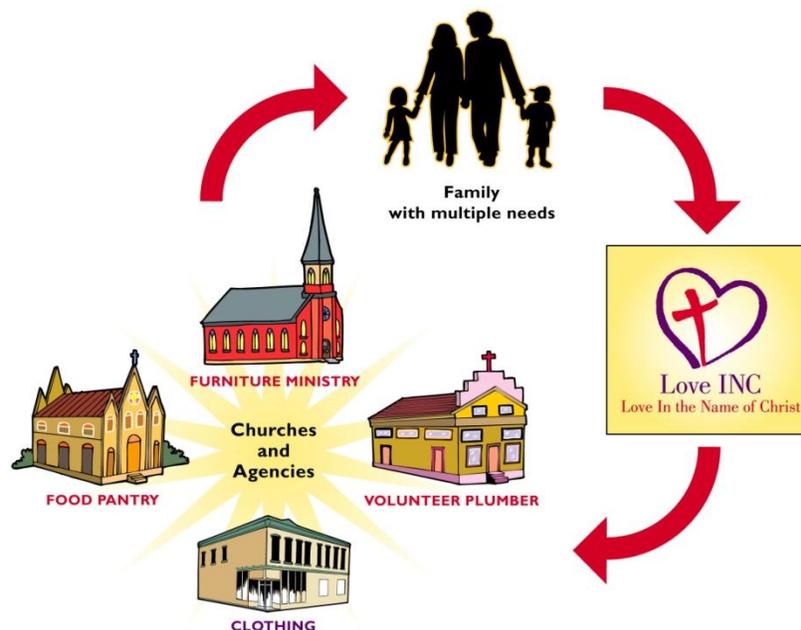


The Love INC Clearinghouse

The Love INC Clearinghouse is:

- The **heartbeat** of the Love INC Ministry
 - It is the internal working of the ministry out of which flows the lifeblood for the rest of the work
- **Developmental compassion**, where the focus is on the *person* in need, not just their expressed need
 - If we don't do it well in the Clearinghouse we will probably not get the opportunity to help them further within the church
- The **connecting agent between the person in need and those serving them:** churches, agencies and other resources
 - Knows the resources in the community and uses them, does not try to duplicate them
- The **mechanism to mobilize the volunteer**
 - Identifies, places, trains and nurtures volunteers to serve in manageable and successful opportunities
- **Foundational to the Love INC movement**
 - Without the Clearinghouse, the ministry would cease to exist

The Love INC Clearinghouse Process



Gap Ministries

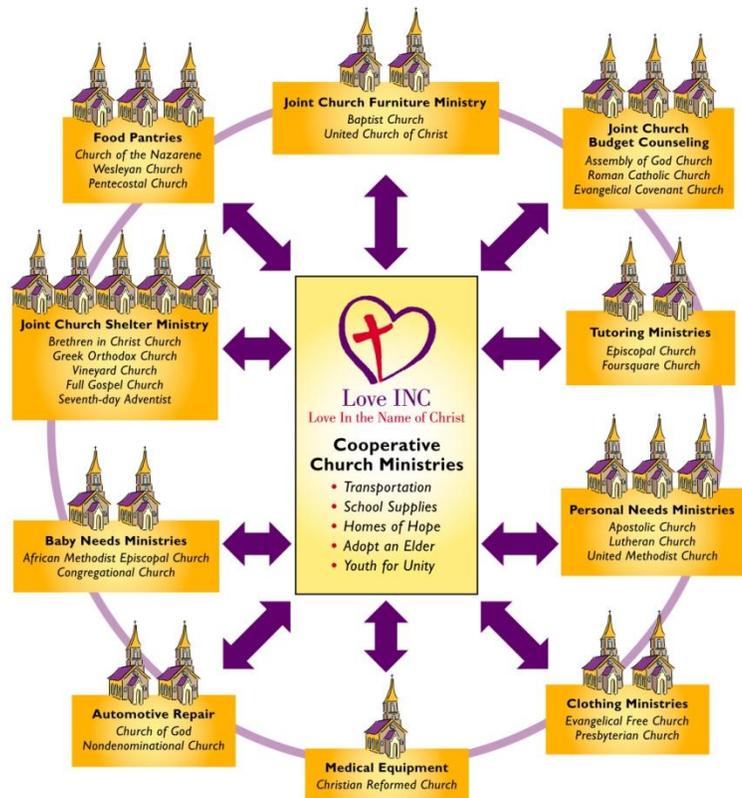
A Gap Ministry is an outreach that fills an unmet need or “gap” in community services that is currently not being met sufficiently by agencies, government, entities, or churches.

- Each Gap Ministry is focused on meeting a particular need by providing:
 - **Services** such as transportation, budget counseling, haircuts, home repair, etc.
 - **Products** such as food, personal care items, clothes, furniture, medical equipment, baby supplies, etc.

Love INC coordinates all the components necessary to raise up a gap ministry including:

- Identification of need
- Communication to churches and agencies
- Location and facility needs
- Logistics
- Paperwork
- Volunteers
- Hours of operation
- Coordination of needed service or product
- Client referral process into the Gap through Love INC
- Tracking, statistics and promotional publicity

Love INC Church Ministry Network



“From Christ the whole body, joined and held together by every supporting ligament, grows and builds itself up in love, as each part does its work.” — Ephesians 4:16

Relational Ministry

- Love INC seeks to empower people who live in need by investing in their lives through caring, sustained relationships that encourage change and learning.
- A Relational Ministry Program matches people in need with Christ-like relationships that foster transformation and sustainable life change.
- A Relational Ministry provides people in need with training, mentoring, goal-setting, spiritual and emotional support to achieve a desired result.
- Components of a Relational Ministry include:
 - **Long-term relationships:** Clients enter into a mentoring relationship with a volunteer which lasts for several months to a year or more
 - **Accountability:** Defined boundaries, with set accountability, are required of those wishing to participate
 - **Incentives:** Clients earn incentives which help them achieve their goals and stay encouraged during the process
 - **Lesson Application:** Clients not only receive classroom training, but are given opportunity to apply what they are learning in their everyday life. These skills are practiced over and over, forming habits for a life-time
 - **Measurable Goals:** Long- and short-term goals are set and tracked to achieve success in defined areas



Comprehensive Community Development

Characteristics of this level of involvement in the community can include:

- Mobilizing the Church to serve as a catalyst for change.
- Addressing the deeper issues that contribute to poverty and hopelessness.
- Engaging more deeply in the central problems and overriding issues that affect those in need in the community. Some examples are:
 - Transportation
 - Homelessness
 - Transitional Housing
 - Affordable Medical Help

The Body of Christ



Application One

Do alone

- **Which of the core values really speak to you and why?**

- **List three main components which are important in living out the Love INC Mission Statement.**

- **Which of the affiliate characteristics, if any, might be a challenge for you to accomplish and why?**

- **What are the four levels of the Love INC Ministry?**

- **Why is the Clearinghouse so important to your Love INC Ministry?**

- **Define what a Gap Ministry is and give an example.**

- **What are the five main characteristics of Relational Ministry?**

- **Give one example of a Comprehensive Community Development project in your community.**

“Search me, O God, and know my heart; test me and know
my anxious thoughts. See if there is any offensive way in me,
and lead me in the way everlasting.”

Psalm 139:23 & 24

Section Two: Understanding People in Need

Understanding the emotions and lifestyles of people in need will help us understand how to better serve them when they come to us for assistance. In this section we will discuss:

- Types of Poverty
 - Situational
 - Generational
 - Relational
 - The Working Poor
- Poverty and Resources
- Hidden Rules in Poverty
- Getting to the Heart of the Matter
- The Professional Con Artist
 - Some Common Problems
- Challenges in Addressing Need
- Relief, Rehabilitation, Development
- The emotions of Living in Need
- Traditional Charity Compassion
- Developmental Compassion
- What we have Learned
- Empowering People

Types of Poverty

People are said to be living in poverty when they do not have enough of what it takes to fulfill basic human needs such as food, clothing, and shelter. Poverty can be a temporary or chronic situation

- There are three main types of poverty:
 - **Situational Poverty:** People who have entered into poverty within their generation and are experiencing changed circumstances such as illness, divorce, debt, loss of employment, death of a primary wage earner, etc.
 - **Generational Poverty:** People who have been in poverty for two generations or longer and for whom living with a lack of resources, including financial hardship, has become a way of life (living on welfare)
 - **Relational Poverty:** People who are isolated, without a support network, and do not have family members, friends, or neighbors to turn to in times of need
- The poor are often portrayed as homeless and hungry
 - **Hunger in America** can more accurately be described as **food insecurity**. Households that are food insecure often do not have enough money for food or do not know where their next meal is coming from
 - **Individuals who are displaced from their own home are referred to as homeless.** These people often stay with relatives or friends and are typically not living on the street
 - **Homelessness, for most people, is a temporary and highly unexpected situation**, resulting from the loss of a job, lack of affordable housing, prolonged illness, disability, divorce or other crisis situation
- People who become **chronically homeless face additional challenges** as their resources decrease
 - Inability to be employed - Mental illness - Addictions



Specialized community resources and agencies are educated and equipped to serve the chronically homeless most effectively. The Church struggles with developing long-term relationships with this population

Working Poor:

- There is a **large segment of people living in need** who are referred to as the “working poor.” They are functioning individuals who often are employed, going to school, and raising families, but lack some of the resources needed to live a quality life
- The “working poor” is the **fastest growing segment of those living in poverty**
- The **Church can effectively serve this population**

Poverty and Resources

Poverty is the extent to which an **individual does without a variety of resources**. It is possible to have very little money and have sufficient spiritual, mental, and emotional resources. Likewise, it is possible to have excellent financial resources and be spiritually poor. Types of resources all people need are: financial, emotional, mental, spiritual, physical, support systems, relationships, healthy role models, integrity and trust, motivation and persistence.

The greater number of resources a person has available to them, the easier it is to build other resources.

It is incorrect to generalize that people who find themselves in need lack Christ. This assumption is often inaccurate and, in fact, many times the opposite is true. People who live in need may have a close, personal relationship with Christ, even more so than someone who lives with an abundance of material possessions.

Important Resources:

- **Financial**
- **Emotional**
- **Mental**
- **Spiritual**
- **Physical**
- **Support systems**
- **Relationships**
- **Healthy Role models**
- **Integrity and trust**
- **Motivation and persistence**

Relationships can be broken into four categories which make up the **building blocks important in every person's life**. They are: **God, self, others and the rest of creation**.

When these four relationships are healthy and functioning correctly, humans experience the fullness of life God intended for each of us. **When any of these relationships break down, it can affect our social, religious, political and economic systems, causing us to experience need.**

The four relationships important in every life are: God, self, others, and the rest of creation. When any of these relationships break down it can affect our social, religious, political, and economic systems causing us to experience need.

One of the greatest problems existing in many of the current poverty-alleviation efforts is that **physical needs are being addressed without paying enough attention to the emotional, mental, and spiritual needs that also exist**. Our efforts to help can do additional damage to how the person views themselves or their capabilities and further complicate their desire or willingness to become part of the solution. Our goal should be to **restore people in every**

capacity to live the life God created them to have; people who glorify God by living in right relationship with Him, ourselves, others and the rest of creation.

Love INC desires to impact the lives of people in need by helping them increase their resources by building healthy relationships in all four categories.

Community helps people thrive not just survive

Hidden Rules in Poverty, Middle Class, and Wealth

By: Ruby K. Payne

In Dr. Ruby K. Payne’s book, *A Framework for Understanding Poverty*, she suggests that people in generational poverty operate in a culture of survival and that **being poor usually means thinking poor**. This way of thinking is very different from the way middle class people have been taught to think. Because most churches operate with middle class norms and values, it can be helpful for churches to understand what Dr. Payne calls the **“hidden rules” as they develop relationships with people in generational poverty**. Keep in mind that Dr. Payne’s work on the hidden rules of economic classes is based on patterns and that all patterns have exceptions.

*Hidden Rules in Poverty, Middle Class, and Wealth*¹⁴
By Ruby K. Payne, Ph.D.

<i>Element</i>	<i>Poverty</i>	<i>Middle Class</i>	<i>Wealth</i>
Driving Force	Survival, relationships, and entertainment.	Work and achievement.	Financial, political, and social connections.
Possessions	People.	Things.	One-of-a-kind objects, legacies, and pedigrees.
Money	To be used and spent.	To be managed.	To be conserved and invested.
Personality	Is for entertainment. Sense of humor is highly valued.	Is for acquisition and stability. Achievement is highly valued.	Is for connections. Financial, political, and social connections are highly valued.
Social Emphasis	Social inclusion of people they like.	Emphasis is on self-governance and self-sufficiency.	Emphasis is on social exclusion.
Food	Key question: “Did you have enough?” Quantity important.	Key question: “Did you like it?” Quality important.	Key question: “Was it presented well?” Presentation important.
Clothing	Clothing valued for individual style and expression of personality.	Clothing valued for its quality and acceptance into norm of middle class. Label important.	Clothing valued for its artistic sense and expression. Designer important.
Time	Present most important. Decisions made for moment based on feelings or survival.	Future most important. Decisions made against future ramifications.	Traditions and history most important. Decisions made partially on basis of tradition and decorum.
Education	Valued and revered as abstract but not as reality.	Crucial for climbing success ladder and making money.	Necessary tradition for making and maintaining connections.
Destiny	Believes in fate. Cannot do much to mitigate chance.	Believes in choice. Can change future with good choices now.	Believes in obligation associated with high rank or birth.
Language	Casual register. Language is about survival.	Formal register. Language is about negotiation.	Formal register. Language is about networking.
Family Structure	Tends to be matriarchal.	Tends to be patriarchal.	Depends on who has the money.
World View	Sees world in terms of local setting.	Sees world in terms of national setting.	Sees world in terms of international view.
Love	Love and acceptance conditional, based upon whether individual is liked.	Love and acceptance conditional, based largely upon achievement.	Love and acceptance conditional, related to social standing and connections.

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Getting to the Heart of the Matter

How and why we address need is as important as what we do. One of the defining differences within Love INC is that we are more focused on the person in need, not just their need. In order to do this we have to change how we respond.

When addressing need it is important to **make decisions based on the facts, not on emotions**

- Love INC knows that **getting to the heart of the matter is important**
- Their **crisis** did not just happen, it **developed over time**. Our response is important
 - We are not responsible for their situation, especially if they have been irresponsible
 - **Their crisis does not make it our emergency**
 - **Trying to save them from the consequences of poor choices does not teach them to make better choices**
 - If they are in a true crisis, we should not try to respond, but should direct them to the police or 211, which has a listing of all emergency resources
- The person is more important than their expressed need
 - **We can meet a need but ignore the person**
 - Looking beyond the need and seeing the person is a defining difference in how Christians can address need
 - We need to hear their story to:
 - ...**better understand** what has brought them to this point
 - ...**identify additional needs** which may be spiritual or emotional - not just physical or financial
 - ...**clarify and discern** how best to address their situation holistically
- Uneducated giving can sometimes compound the problem
 - Can keep them from being part of the solution
 - Can prevent them from making a better choice
 - Allows them to continue in destructive lifestyles
 - Might interfere in what God is trying to do in their life



The Professional Con Artist

“I am sending you out like sheep among wolves. Therefore be as shrewd as snakes and as innocent as doves.”

Matthew 10:16

Those who take advantage of others are good at it. They approach people who don't know them and prey on their emotions to get what they want

- **Their stories are believable**
 - They know children draw upon our sympathies
 - Children are even borrowed because they know people respond to a child in need
- They often **place requests at the most inappropriate times** – *on purpose*
 - The day of the week and the time they ask are planned - on Sunday morning, on Friday afternoon, during a church gathering
 - They know if they can catch someone off guard, when they're busy or distracted, they have a better chance of getting what they want without questions
 - They know that if you have an audience watching it's more difficult to say no
- They **know who gives what** and target those who are known as an easy take
- They **make poor choices because they can**. They know someone will feel sorry for them and help them out
- They **place little value on what they have been given**, leaving it behind as they move from place to place. They believe they can always find someone to replace what they've left
 - They often can't or don't use a lot of what they are given
 - They sell what they are given so they get money, often to support addictions
 - They pick through what they get, only keeping what they like

Some Common Patterns

Love INC has identified some common patterns and thought processes among people who take advantage of their need situation

Budget:

You are their budget. They make a living out of what they are given. Many clients have told us they do not have time to look for a job - begging is their job. If they worked at a paid job, they would have less than what they receive begging

Vacations and Trips:

They take trips and vacations with the expectation that they will find someone willing to help them out as they travel. They can **easily ask for and receive gas and lodging as they move from place to place**

Utility Bills:

Often they don't pay their power bills in the spring and summer because they don't need electricity as much during that time. Then when winter starts to approach they present huge past-due bills which must be paid in full before the power will be turned on, knowing people will not be able to turn them away as the cold winter weather approaches

Food:

Many of **those receiving food stamps don't use them wisely** because they know they can find food at the end of the month from local food pantries or churches

They go from food bank to food bank, **picking out what they want** and discarding the rest

Eviction:

Most people are **not evicted for months** after they quit paying their rent. When they show up with nowhere to go because they were thrown out onto the street, they've known for a long time that this day was coming

Most **people do have somewhere to go** or know someone who will help even when they say they don't. They are just looking for a better offer than they already have, such as a hotel versus a friend's couch

Funerals:

People often use the excuse that someone close to them has passed away and they need help getting to the funeral in another state. Usually this is a **scam to get free travel**

Vehicles:

People living in need often **drive without a valid driver's license in uninsured cars.** Repairing their vehicle or filling the tank with gas helps them to remain on the road illegally

Challenges in Addressing Need

- There are **insufficient resources** to meet the need
- As the need grows, so does the need for additional resources
- **Lack of knowledge** in how best to address the need
- When addressing need **moved out of the church to the government** it took a dangerous turn – **the focus shifted from the person to the need**. Helping efforts became focused on meeting the need creating systems that often ignored the person
 - **Church followed the government's lead** – also moving from building relationships to building programs and creating avenues to distribute material possessions to address physical need
 - Many helping entities end up **sustaining people in need rather than helping them rise out of need** – we cannot just ensure people's material needs are met. We must also create processes that empower people to learn how to help meet their own needs
- Giving that does not address the root causes of an expressed need may create a **dependency upon the giver**
 - This can create a **burned-out/left-out relationship**
 - The giver becomes burned out as they see the same people asking for help again and again – often referred to as **compassion fatigue**
 - **The recipient feels left out**. They are not part of the solution and their problems remain, their situation doesn't change – it further builds a gulf between those who have and those who don't
- A hand-out versus a hand up
 - **Hand-outs require very little** on either the giver or the recipient's part
 - **A hand up requires sacrificial giving** and an investment on the part of the giver – participation and sacrifice on the part of the recipient.
 - A hand up focuses less on how to meet the material need and more on how to **empower the recipient in their need situation**
- People in need often **feel trapped and become prisoners of their situation** – living in bondage, unable to free themselves
 - They can **exist in this state of need but cannot escape it**
 - They **feel chained to their situation**, burdened down and unable to lift it off on their own. They become dependent upon others and feel as if they have nothing to contribute
 - They are often **penalized if they try to take steps to better their situation**, by losing government benefits for every dollar they earn. They have **no motive to change their situation**

Relief, Rehabilitation, Development

In the book “When Helping Hurts” the authors Steve Corbett and Brian Fikkert break the helping effort into three distinct categories; Relief, Rehabilitation and Development.

They **define relief as the urgent and temporary** provision of emergency aid to reduce immediate suffering from a natural or man-made crisis, i.e. earthquake, tsunami. Fundamental characteristics of relief are:

- **It is immediate.** The person is in the midst of the crisis, cannot help themselves, and will suffer severe negative consequences if help is delayed
- **It is very temporary,** provided only for the time-frame they are unable to do anything to help themselves. Relief done too long creates dependence
- It is **done very seldom,** usually only if the person’s ability to survive without it is at stake

Rehabilitation begins as soon as the crisis is past. It **seeks to restore people and their communities to the positive elements of their pre-crisis conditions.** A key element in rehabilitation is the working *with* the person as they start to participate in their own recovery.

Development is a process of ongoing change that **moves all the people involved – both the “helpers” and the “helped”** – closer to being in right relationship with God, self, others, and the rest of creation.

Most people who come to the church or any helping entity, including Love INC, **believe they are in a state of crisis.** Some important things to consider when making a determination of their status are:

- Is there really a crisis at hand? If immediate help is not given **will there be serious, negative and life-threatening consequences?**
- To what degree is the person asking for assistance **personally responsible for or involved in the crisis?** While we must be compassionate to their situation we must not save them from choices they have made
- **Can the person help themselves** in any way? To just give a hand-out undermines their own capacity to be involved and a steward of their own resources and abilities
- To what extent has this person **already been receiving relief** from you or others in the past? And how likely will this person need assistance in the future if you respond to their request?

According to Steve Corbett, one of the biggest mistakes North American churches make is applying relief in situations in which rehabilitation or development is the appropriate intervention.

Avoid Paternalism. Do not do things for people that they can do for themselves.

In summary they state: Avoid Paternalism. Do not do things for people that they can do for themselves. This is a good rule of thumb we all need to keep in mind when addressing the needs of those who come to us.

The Emotions of Living in Need

A person in need can feel a **variety of negative emotions**.

- Hopeless
- Worthless
- Embarrassed
- Insignificant
- Unimportant
- Powerless
- Incompetent
- Dependent
- Defeated
- Helpless
- Angry
- Entitled
- Rejected
- Unloved
- Humiliated
- Imprisoned
- Lost



How need is addressed can further reinforce those emotions

- Saving people from the consequences of their **choices interferes in how God teaches each of us**
- Indifference and being uninvolved **can reinforce their feelings of worthlessness**
- Most people live up to their own expectations and rarely beyond them. Because they do not see themselves as valuable, they often embrace lifestyles that are destructive. We have a responsibility to **help them see their true identity and value to God**
- Speaking the truth in love shines the light of God's love into their dark situation. Uncontested lies imply they have little value – **they are not worth the investment of our time to find out the truth or to speak truth into their situation**

Application Two

Pair off and share with someone you know

- Did you learn something new about poverty or people in need? If so, explain.
- Have you ever thought being in need is the same as being imprisoned and in bondage? How does it challenge your thinking about how to appropriately address need?
- Have you participated more in giving hand-outs or a hand up in the past? Why?
- Have you personally been involved in an incident that might have been a ploy by a professional con artist?
- What was your reaction to the list of emotions that people in need often feel? Have you at times contributed to those emotions without realizing it?
- Do you agree with the definition of relief from the book “When Helping Hurts”? Do you think the three categories of relief, rehabilitation, or development will help you define how to respond to someone in need?

Traditional Charity Compassion

Charity Compassion is the most common form of compassionate giving. It is a very necessary and critical component in helping meet real physical needs. In order to better understand compassionate ministry we must understand the difference between reactive and responsive giving:

- **Reactive giving** – Responses are driven by emotions and often display sympathy. There is a need to respond immediately and the giver struggles to turn someone away without giving them something. **Reactive giving is often done in the form of a hand-out**
- **Responsive giving** – Responses are driven by information, along with emotions, displaying empathy, not just sympathy for their situation. It is not driven by a need to give, but by a desire to meet the need most appropriately. The giver can be thoughtful and slow in responding. **Responsive giving often involves giving a hand up**

The most common form of giving is compassionate giving, often called charity

- Meets genuine needs – food, clothing, shelter
- Has Biblical basis
- Matthew 25:40 “Whatever you did for one of the least of these brothers of mine, you did for me.”
- Can be done individually and independently
- The giver and the recipient feel temporary satisfaction

The downside to only doing Charity Compassion is it:

- Is often reactive
- Usually creates dependency
- Can often foster distrust between the giver and the recipient
- The giver has the power – the recipient remains dependent
- The giver is superior – the recipient is inferior
- Is usually not sustainable by the giver – it creates compassion fatigue
- Because the need situation does not change, the recipient must ask again and again – more product, money, and resources will be needed to sustain them in their need
- Does not address the root issues – often a hand-out
- Can meet the need but ignore the person and their situation
- Can allow the giver to do something but remain detached or uninvolved
- The motive of the giver may be self-serving not sacrificial
- Further reinforces negative emotions in the recipient



Developmental Compassion

Developmental Compassion is less common, but has greater opportunity to affect change within the life of the recipient. It **engages the giver and the recipient so both parties are an active part of the solution.**

Development Compassion is not done *to* or *for* people but **with** people.

It is almost always done hand-in-hand with Charity Compassion

- **Is Biblical** - Leviticus 19: 9-10 “When you reap the harvest of your land, do not reap to the very edges of your field or gather the gleanings of your harvest. Do not go over your vineyard a second time or pick up the grapes that have fallen. Leave them for the poor and the alien... I am the Lord your God.”
- **Is responsive not reactive**
 - Is not driven by emotions – takes the time to gather facts
 - Slows down and gets involved
 - Trusts God is involved and in control
 - God gives us opportunity but we are not His only resource. He is their Savior, not us
 - Believes God’s promise that He will meet every real need
- **Offers a hand up not just a hand-out**
 - Requires the participation of both parties
 - Empowers the recipient
 - Engages them in their need situation
- **Increases community – is not done individually**
 - Requires networking with others
- **Restores dignity** and grows positive behaviors
- **Sets boundaries and expectations**
 - The giver and the recipient have a clear understanding of what is expected from each party
- **Does not try to alleviate all pain**
 - Difficulties are usually our greatest teachers
 - We do not try to save them from a difficult situation, but are willing to walk beside them while they go through it
- **Is more difficult to administer**
 - Is not easy – but is necessary
 - Requires an investment of time from both the givers and the recipients



What We Have Learned

- There is often a **lack of positive role models** in people's lives
- Generational poverty is growing as **children model their parent's lifestyles**
- **Noise and activity has replaced relationships** and **instant gratification is rampant**
- Parents have **lost the art of parenting** and children grow into adults who have not experienced defined, healthy boundaries
- Individuals in need often **have low self-esteem** and do not believe they have the potential to make a difference in their own situation. Instead of looking at difficulties to see what they can do, **they focus on what others can do for them or give them**
- Individuals in need have often **given up hope**, believing it doesn't matter – it will never be different. They feel trapped but cannot find a way out on their own. They don't know what to do or where to begin
- The best way to change the need situation is to **change the focus** from the need to the person
- We need to help people see themselves through God's eyes and understand they have the potential to make a difference. They are valuable to God, which **makes them worthy of our investment**
- **Volunteers will give of their time and resources** when they know it's a hand up, not a hand-out
- **Volunteers have the knowledge** and capability to teach others what comes naturally to them, e.g. cooking, parenting, job skills, finances, life skills...
- The **giving of things impacts a life**, while investing in someone through a relationship can transform a life
- **Trials are a part of life and God uses them in the transformation process** of becoming Christ-like. He did not intend for us to live in the trial permanently, but to go through it, emerging as a new creation
- **Not everyone wants to engage** in their own need situation and be part of the solution. Allowing them to feel the consequences of that choice is important
- Many **people will enter into high levels of accountability** if it will achieve change
- Long-term relationships, which include mentoring, incentives, accountability, and training, have proven to have life-transforming impacts on individual lives

We can interfere in the work God is doing in someone's life by making it possible for them to live in the trial rather than work through it and emerge from it transformed.

We must not be the answer but point them to the answer - Christ

Transformation starts one person at a time, in one family at a time, until it extends to their work, their place of worship, their community and into the next generation

Empowering People To Make a Difference in Their Life

As recipients engage in their need situation, their negative emotions are replaced with positive thoughts and responses

- Hopeless becomes hopeful that things can be better
- Worthless begins to believe they are worthy
- Embarrassed turns to a willingness to share their story with others
- Insignificant realizes they are significant, to God and others
- Unimportant becomes important
- Powerless begins to feel empowered
- Incompetent experiences new-found capabilities
- Dependent starts to take steps towards independence
- Defeated experiences success, one small step at a time
- Helpless turns to gaining some control of their situation
- Angry dissolves into feeling contentment and hope
- Entitlement begins to understand and accept its own responsibility
- Rejected begins to feel embraced by others
- Unloved realizes they are highly loved and valued by God
- Humiliated begins to take pride in their accomplishments
- Imprisoned feels freedom from the bondage of need
- Lost can see a light at the end of the tunnel



As they begin to **believe in themselves and see themselves through God's eyes** they are transformed

Each individual transformed will impact their sphere of people around them – **they become a role model** to those who look up to them

They **move from being in need to being part of the solution** – they are now a contributor to society. They want to pass it forward to someone else caught and imprisoned in a need situation

Application Three

Pair off and share with someone you know

- Which giving can you most relate to – Charity or Developmental Compassion? Do you see why they must become married together for the maximum benefit?
- List some differences between Charity and Developmental Compassion?
- Why is it so much more difficult to do Developmental Compassion?
- Is there some Charity Compassion you currently do that could add some Developmental Compassion components to it? List what they would be?
- Do you agree that you learn more through a difficult time than when things are easy? Share with your partner something you learned through a challenging time.
- Go back to “What We Have Learned” (pg. 18) and share which statements spoke to you the most.

“Blessed is the man whom God corrects; so do not despise the discipline of the Almighty. For He wounds, but He also binds up; He injures, but His hands also heal.”

Job 5: 17&18

Section Three: Love INC and the Church Working Together

This section is about empowering the church to effectively address those who come to their door seeking assistance. We have found churches often share common problems when the person in need calls them on the phone or is standing in front of them. Some of their challenges include:

- They **don't know what to say or do**
- They may **have difficulty referring them to Love INC** without doing more
 - The Church feels disconnected from Love INC
 - They don't know if the person in need will receive help
 - The Church believes the Bible *instructs them* to meet every need
- They are **unsure of the advantage of having someone in need call Love INC** if the church can meet the need immediately



Helping the church identify and create effective tools they can implement is part of helping mobilize them to meet need. Within this piece we will explore:

- The request for help
- Creating a plan
- Procedures and Policies – why they're so important
- The three specific categories of people in need who commonly approach churches
- What to say and how to connect them to Love INC
- The Love INC Clearinghouse process
- How to manage the difficult people

Be Prepared – Have a Plan

Having a plan in place so you know what to do is extremely important. Churches are going to receive requests for assistance yet they often shoot from the hip each time someone asks for help. **How the request is handled often differs depending upon who receives the request.** Sometimes even the atmosphere or mood at the time of the request can play into the response.

Love INC will focus on three specific types of people who often request assistance from the church. How the church responds will usually differ depending upon which category they fall into.

Category One- The walk-in client:

This person is normally not known by the church. They may be a part of the “Professional Con” client mentality, but not always. Because they are unknown it is not wise to be left alone with them. Churches often do not have difficulty in referring them to Love INC but they may try to assess their need before making a referral. Without a plan, they can get conned into giving them assistance just so they’ll leave.

Category Two- The Church Member:

They are almost always known by the church and often the church has been attempting to help them or has helped them before. Churches can be reluctant to refer them to Love INC because they feel Biblically called and want to care for their own. Churches often try to assist them and yet feel inadequate in knowing how to really respond.

Category Three- The friend or relative of the Church Member:

These are some of the most difficult people for the church to comfortably respond to. Because a member of the church knows them or is related to them, the church may feel pressure to try and meet their need even though they know nothing about the person in need.

Love INC is an excellent resource for the church to use to help address needs from any of the above clients. Helping the church identify and formulate how and what they want to do before they receive the request will improve their partnership with Love INC and allow them to feel more empowered to handle the requests at the church office.

One of the most important things Love INC can give the church is the **freedom to not let the person in need’s crisis become the church’s crisis.** Helping them understand they should not play into the emotions of the moment is important. Equipping them with a plan will help make this happen.

One of the most important things Love INC can give the church is the freedom to not let the person in need’s crisis become the church’s crisis

Creating Policies for Addressing Need Situations

Most churches do not have defined policies in place on how they will respond when presented with need situations. Love INC can help educate and encourage them to take a proactive approach in how they will address need. Help them **create a plan to define what they want in the policy**. This will empower the church to respond, not react, to need situations. Be sure and encourage them to incorporate Love INC as part of their policy.

First the church must answer two very important questions:

- **How does it meet need right now?**
- **Is it working and what needs to be changed?**

Some things to consider before you write your policy are:

- Who will administer it?
 - Deacon, Elder, an appointed lead from one of the church boards, a lay member
- How will the resource be collected and maintained?
- What kind of reporting will be required, to whom and how often?
- What is the process if the policy needs to be changed?

Some things you may want to include in your policy are:

- Who it covers:
 - Church members, friends of church members, walk-in client, etc.
- How the request is submitted:
 - In person, verbally, or in written form
- Requirements:
 - Submit an application to Love INC before church responds (recommended option)
 - Show proof of need
 - Must attend and participate in certain classes
- How often:
 - First-time requests only
 - Case-by-case basis
 - Every month
 - So many times a year/life-time limit, etc.

The church must answer two very important questions:

- **How does it meet need right now?**
- **Is it working and what needs to be changed?**



Church Policy Sample

Plan for the Financial Policy - Abundant Joy Church

- Abundant Joy Church will form a Benevolence Board, comprised of Church Deacons. One Deacon from the Benevolence Board will lead and administer the financial policy
- A benevolence fund will be established and maintained by a special offering taken on the 3rd Sunday of every month, in addition to any other contributions received
- The appointed Lead Deacon of the Benevolence Board cannot disburse monies beyond the benevolence fund balance
- The appointed Deacon will submit a monthly report of all financial requests received, payments made, and monies contributed, along with a balance of the benevolence account
- The Financial Policy can only be revised by a unanimous vote of the complete Benevolence Board.

Financial Policy - Abundant Joy Church

- Recipient must be an attending member of the church
- Recipient cannot have received financial assistance from Abundant Joy Church within the last six months or a life-time accumulative limit of \$3,000
- Recipient will present request to the appointed Deacon verbally, bringing with them the most recent bill of their financial request
- Recipients must be willing to submit an application to Love INC and allow the appointed Deacon to communicate with Love INC before determination is made
- When deemed appropriate, the Deacon will pay the owed party directly, either 50% of the total owed bill or \$200 individual gift maximum, whichever comes first
- Recipients requesting additional assistance before the six-month guideline, must submit a written application to the appointed Deacon, who will submit it to the complete Benevolence Board, and the recipient must be willing to submit to a verbal review with the board to answer questions. The board must unanimously approve request before any additional monies can be disbursed

Application Four

Have each church group work together

Each church should answer the following two questions:

- How does it meet need right now?
- Is it working and what needs to be changed?

Give the church some time to start conversation about what policies they need to create. Suggest they set a date to meet again within the next couple of weeks to make further progress on creating policies for helping people in need

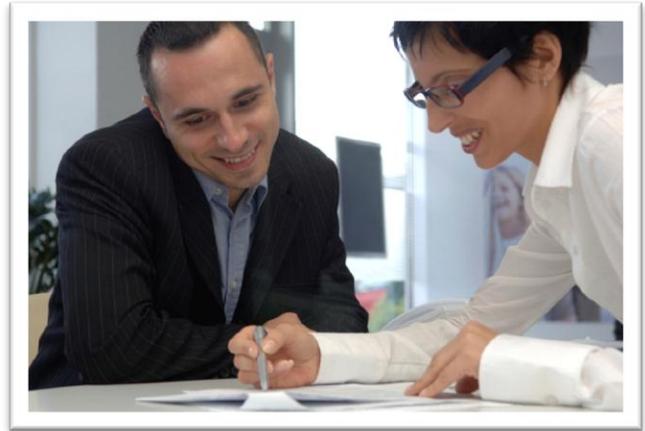
Different Policies for Different Categories

How the Church responds to a church member compared to a walk-in is usually different. **One Policy will not fit all.** Encourage the church to think through each of the three categories and create different policies for each group. It is important the church understand the benefits of writing Love INC into any policy they create. **Working together, Love INC and the church can better meet any need that should come to their door.**

Church Member Requests:

Churches feel responsible for the needs within their own body. They can be **hesitant to involve Love INC** for a few different reasons:

- The person making the request doesn't want to participate in the Love INC process
 - **Pride** – they don't see themselves as a client or a "needy" person
 - **Ashamed** – they don't want anyone else to know
 - **Fear** – they haven't been in this situation before and they don't know what to expect or where to turn
- The **church doesn't understand the advantages** of involving Love INC
 - As Love INC works through the application process, they may **discern other ways and resources the individual can receive assistance.** Often product can be given which will free up money for their financial obligation
 - The person in need **may communicate more openly** to a volunteer at Love INC as they fill out the application, than they would to their pastor or elder. The person at the church may be hesitant to ask questions or probe into the situation
 - Love INC and the church can **partner together to discern the best way to assist** the person. Love INC can inform the church of the resources available and suggest possible ways the church could also assist in the situation - it may not be their initial request. Working together the person may receive more holistic help than if they worked independently



When Love INC and the church work together the person may receive more holistic help than if they tried to address the need independently

Friends and Relatives of Church Members with Needs:

Members within a church body often ask the church to meet the needs of friends, extended family and people in need they've heard about. **These requests can be awkward and difficult** for the church to address.

It's important the church try to **understand the church member's reason** for asking

- They may have **reached the end of their rope** and are hoping the church can relieve them of the burden
- They may **believe the church is obligated to help** them and become angry or upset if the church does not respond as they want or had hoped
- They may **feel pressure from the person asking** and need the church to help them respond

What can the church do?

- They can **ask good questions**
 - What is their relationship with them?
 - What do they know about the situation?
 - How are they involved to date?
- They can **have a firm policy** that takes the emotions out of their response
- They can try to **offer ongoing support to the church member** who requested help
 - **Educate them** on the policy
 - If they've been referred to Love INC, educate them on the advantages of using Love INC
 - Suggest they call Love INC to **share information** about the person in need
 - **Provide them with some healthy guidelines** in what they should or shouldn't personally do themselves
 - **Follow up with them** to see how it is going later on.

They can have a firm policy that takes the emotions out of their response

The Walk In

While it may seem like this would be the easiest group to manage, it is often the most difficult. These are the people who walk in the door and you've never seen them before. They often **look needy, seem desperate** and many of us struggle with what to do. Having a plan of action is extremely important as you try to address their need.



What Do I Say?

It is **difficult for anyone** to know what to say when the person is **standing before them, upset and emotional**, asking for assistance. Help equip the church by giving them some verbiage they can use when they're asked for help. It's important they understand and believe in what they are going to say. Help them develop the confidence to speak by **educating them about Love INC's process** and why it is a good resource for them to use.

How something is said is as important as **what** is said

- Encourage them **to see the person in need as God's child** and to remember He loves them – it will soften the approach
- They should **speak honestly and with love**. If they really believe that the client will receive better assistance using the Love INC resources it is easier to communicate it

Give them the words to say **“I can't” but “our church can”**

- It's ok to say “I can't personally meet your need, but our church can.” Love INC is comprised of volunteers from Christian churches. The individual receiving the request should feel good about saying “Our church is equipped to meet your need by partnering with other churches through Love In the Name of Christ and we have volunteers who work there that can help you.”

“Our church is equipped to meet your need by partnering with other churches through Love In the Name of Christ and we have volunteers who work there that can help you.”

Educate the church on the many benefits of working with Love INC

- There are many reasons it is better for the church to have someone in need call Love INC than to try and assist them themselves
 - Love INC **knows the community resources**
 - Love INC **pools the church resources together**, making it possible to respond to a **multitude of needs**
 - Love INC has a **volunteer staff trained and ready** to give their time to listen to the story of the person in need
 - Love INC **can verify needs for accuracy, clarification and legitimacy**
 - Love INC gives church volunteers **specific, manageable opportunities to serve**

Referring Them to Love INC

Anyone who wants to receive assistance through Love INC must **be willing to fill out an application over the phone**. There are a couple of ways this process can be started:

- **Give the client a card with information on how to call Love INC and what to expect**



The Defining Difference

- Have someone at the **church collect initial information on the client and fax or e-mail this information to Love INC to initiate a phone call to the person in need.** Important information needed for the Clearinghouse to call the client is:
 - Client's complete name
 - Current address
 - Phone number(s)
 - Initial request
 - Referring person's name – for future contact

Both methods can be done in person or over the phone. The church should **explain that Love INC will be asking questions** to complete a verbal intake, gathering information on their story.

Encourage the church to pray with the person requesting assistance before they leave or hang up the phone.

Educate the church on the Clearinghouse process

It will help the church to work with Love INC if they **understand the process.** Explain each of the following components to the church:

- **Application** – how long it takes, what questions you ask
- Your **confidentiality** process – who you talk to and why
- **Timeframe** – approximately how long it takes from receiving the initial request to addressing the need
- The **verification and clarification process**
 - Clients will be asked to **give verbal permission** for verification
 - Love INC **verifies to determine legitimacy, clarify the need and work with those involved in helping them**
 - Talking to others often **reveals discrepancies** in what is initially heard and **gives insight** into how to best address the need
 - **Reveals other needs** and resources which can help in their situation
 - **Identifies if the client is a good candidate** for a long-term relational program
- The **process for referrals** and giving of resources for crisis requests
- **Who makes the decisions** on what the client will receive – who is in charge
- **How the client receives assistance/resources** once the application process is complete

Communicating back and forth between the church and Love INC as you work with clients referred by them is extremely important. You want to partner together in addressing the needs of people they refer to you, especially church members.

Monthly reports from Love INC

Reporting back to the church on the people they have referred to Love INC is an important step in helping them feel like they are a part of the solution. When they see the people they've referred to Love INC being served and having needs met, they will be motivated to partner with you even more.



What about the insistent, persistent person?

Most people in need will be **persistent in wanting help immediately** and churches struggle in how to respond. Here are a few suggestions to help answer their questions and comments.

- **I've called Love INC and they won't help me!**
 - **When** did you call them?
 - **What** did they say to you?
 - Have the church **call Love INC** and check on the status of your file
 - Love INC wants to communicate and partner with the church about people they are serving
- **But I need help right now!**
 - Almost every **situation has developed over time**. It might be a crisis now, but they've known it was coming for a long time
 - **Their crisis cannot become your responsibility**
 - If it is a true emergency, call 911
- **I have nowhere to go if you don't help me!**
 - What little you might do for them on the spot is not going to fix their situation
 - **You are not their only resource**
- **How can you call yourself a Christian if you won't help me? I thought Christians were supposed to help people.**
 - **Being a Christian** is not tied to giving them what they want. **It means we are to respond in love**
 - "I'm not going to just give you something so you will leave. I have suggested some assistance that may be able to really help you."
 - "I'm sorry but our church policy is....I'm sorry but the Love INC process is....to engage with Love INC we must start the application process."
- **I'm going to tell everyone that this church (or Love INC) doesn't care about people and won't help them.**
 - You can't stop them from saying what they want
 - You have offered them something, it just wasn't what they wanted



What the Church Should Not Do

- **...promise them anything specific** - Until Love INC completes the application we don't know how we will be able to help them. They may refuse to complete the application and choose to withdraw their request based on the Love INC process
 - For example: If a church hosts a Love INC Coat Ministry, don't say you know they will be able to get coats if they call Love INC.
- **...give in to someone who refuses to submit an application.** It is their choice whether they start an application, so don't make it your responsibility to meet their need if they refuse this offered help

The Defining Difference

- ...**tell them to come back if they are still in need.** Love INC will be focused on meeting all their real needs and will communicate with you on how their application is going. They will keep the church informed of opportunities to engage with the client
- ...**give them cash**
- ...**get alone with them**
- ...**offer to drive them somewhere alone.** If you must do something, do it in pairs
- ...**give them any personal information** such as your complete name, home phone numbers or tell them where you live

Don't be afraid to call for help if you feel threatened

Managing Financial Requests

Money is one of the most common things asked for. **Giving money can be an easy way to help, but it seldom changes the situation.**

- Most people in need **see money as their solution**
- There is **not enough money** to meet all the financial requests that come and it's hard to pick and choose which ones to help
- Meeting a financial need with no involvement on the recipient's part **does not change their ongoing need situation**



Helping churches **create a financial policy** they can maintain over long periods of time can help them respond, not react, when they are asked to help someone monetarily. Strong parameters need to be set around:

- **Who is eligible** for financial assistance, e.g. church member only
- **What will be paid**, e.g. utility, rent
- **How much**
- **How often**
- **Who receives the payment**, e.g. the third party who is owed the money, such as business
- **What role the person requesting the assistance must play**, e.g. attend financial classes, complete a Love INC intake

The Church That Must Do Something Onsite

If the church feels they must do something in addition to Love INC, here are some suggestions:

- **Understand why they need to do something** more and make sure what they set up fulfills that desire
- **Know what is in the community and what is needed**, i.e. just because someone asks them for food doesn't mean there is a lack of food pantries in the area
- **Determine it will not create a dependency** between the church and the client
- **Ask Love INC** what the needs are in the community before starting something new

Application Five

Partner with someone you don't know

- What are some of the advantages of a church partnering with Love INC to help someone in need?
- Do you tend to compromise when a client is displeased with the service or product offered and doesn't want to submit to a process which involves participation on their part?
- Can you see the advantages of churches creating policies for how they will address those in need?
- Which category of people in need does your church work with the most? Who typically addresses their need requests currently? Would a policy help?
- How can you help a church understand the value Love INC can bring through partnership with them?
- Why is it so important to understand what makes us different and distinguishes us from other helping entities?

**“So give your servant a discerning heart to govern your people and to distinguish between right and wrong.”
I Kings 3:9**

The Defining Difference

- Our **love** is a defining difference
- Our **source of strength** is a defining difference
- Our **motives** are a defining difference
- Our **relationships** are a defining difference
- Our **methods** are a defining difference
- Our **objectives** are a defining difference



Christian Churches, unified and coordinated, are poised to be the perfect catalyst in changing how we address and answer the cries of those who find themselves in need. **The difference, the defining difference, is not so much in what we do, but how and why we do it.**

At the heart of the movement of Love In the Name of Christ is the cross. Jesus calls us to be different, to act and live differently. Our motives must rise out of our desire to live out our Christian faith, in His strength and for His glory. The Body of Christ is being called to step up and make a defining difference here on earth as it is in Heaven.

“If I speak in the tongues of men and of angels, but have not love,

I am only a resounding gong or a clanging cymbal.

If I have the gift of prophecy and can fathom all mysteries

and all knowledge, and if I have a faith that can move mountains,

but have not love, I am nothing.

If I give all I possess to the poor and surrender my body

to the flames, but have not love, I gain nothing.”

1 Corinthians 13:1-3

The Defining Difference Training

The Defining Difference has been designed to be used as a training tool for partner churches, volunteers, board, staff and our communities. The training has been written in three sections so that you can use the sections which will most speak to the audience you will be training.

- **Church Partners:** Section two and three with just a little of section one
- **Volunteers:** Section one and two
- **Staff and boards:** All three sections so they have a complete understanding
- **Communities:** Section two with some of section one

Below is a sample advertisement you can use to promote the training to partner churches.

Love INC is offering a half-day seminar training called “The Defining Difference” to help equip churches when working with individuals needing help who come to their door or attend their church. The training includes teaching components with break-out work sessions at the end of each one. By the end of the seminar, church leaders will have identified several important tools that will help them address need situations.

WHO SHOULD ATTEND?

◆ As many as possible, with specific focus on the following groups:◆ Church pastors◆ Church leadership, i.e., deacons, elders, mission heads, etc.◆ Church secretaries◆ Lay people who have a heart to serve people in need, such as church CMC, volunteers, etc.

WHAT WILL BE TAUGHT?

- ◆ The first half focuses on understanding poverty and people in need
- ◆ The second half focuses on partnering with Love INC and creating church policies to address need

HOW IS THE TRAINING STRUCTURED?

- ◆ The seminar includes four hours of training and a brief meal at the end for a total of 4 1/2 hours
- ◆ Daytime, evenings or week-ends can be scheduled to accommodate availability of those who wish to participate
- ◆ The training location depends upon the size of the group and preference of the church. Trainings can include multiple churches
- ◆ The meal can be hosted by the church or Love INC

HOW IS A TRAINING SCHEDULED?

- ◆ Contact (fill in your information here) to discuss your individual church needs and find out available training dates

Appendix: Love INC's Core Values with comments:

We are Christian. Everything we think, say, and do is in the name of Christ

"We are therefore Christ's ambassadors, as though God were making His appeal through us." 2 Corinthians 5:20

- We do not compromise our Christian beliefs
- Everyone who serves must be a Christian who can sign the statement of faith and is not living or participating in willful sin as much as is humanly possible
- All support accepted, financial or other, will allow us to speak the name of Jesus, use Scripture and pray in public
- We reflect Christ in our actions and our words
- We know the One in whose image we've been created and have a personal and intimate relationship with God
- Loving in the Name of Christ is more than words or actions. It's responding to Christ's love in outward, tangible ways that changes everyone it touches
- If we allow ourselves to be broken by Christ, God uses us mightily to minister to His broken children. It's about dying to self so we can be a part of something far greater than ourselves – God's Kingdom work here on earth
- We must see the face of Christ in those we meet. Be the face of Christ to those we serve. And reflect the face of Christ to those who watch
- We must live our life as if we're playing to an audience of one and seek to glorify Him in everything we do
- We can be a conduit for God's love to flow through into another's life. The more we know Christ, the more we can show Christ to those around us. It is not **Who** we are, but **Whose** we are that makes the difference.

Prayer is an integral part of who we are

"And pray in the Spirit on all occasions with all kinds of prayers and requests." Ephesians 6:18

- Prayer is an integral part of all we do – we pray
- We believe prayer is the key to God's power. Without prayer we can only do good works, not God's work
- We can plant the seeds and tend the crop, but only God gives the growth. It is not through our might or strength, but through the Spirit of the Lord that His work is done
- Impulsively giving people what they want doesn't make it Christ-like. God is intimately involved in each life and only through prayer can we discern what God is calling us to do.
- God has promised to give us everything we need to do His work. We need to ask with excited anticipation and a thankful heart, expecting Him to guide and provide for what we need.

We follow Christ's example of valuing people in need

"If I give all I possess to the poor and surrender my body to the flames, but have not love, I gain nothing." 1 Corinthians 13:3

- We respect the dignity and value of each person as a child of God

The Defining Difference

- We see people as having great value to God, which makes them valuable to us and worth our investment of time, talents and a relationship. Through God's eyes we can see the hidden potential that lies within each of us
- Our motives for giving are as important as the gift itself. God will reveal any self-serving agendas if we but ask. Are we more concerned with appeasing our conscience than pleasing God? In doing what is popular, not necessarily what is right? The will of the majority does not make it the will of God
- We want to hear their story, refusing to becoming drawn into their crisis of the moment. They are worth our investment of time to clarify, verify and assess their need
- We will show value to those we serve by giving them quality product and service
- We never let things become more important than people
- Thoughtless giving, which does not promote personal responsibility and growth, can reinforce the needy person's belief that they have less value
- We will not reinforce another's sense of worthlessness by treating them with indifference or complacency

We value unity of the Body of Christ

"May they be brought to complete unity to let the world know that you sent me and have loved them even as you have loved me" John 17:23

- We are unified in our mission, core values and the principles Love INC stands for
- We will support, not compromise or ignore the Love INC standard
- Everything we do reflects on those around us. We are part of the Body of Christ and when joined together become His Church
- We exist to unify the local churches to help people in need, glorifying God
- We understand factions or divisions between affiliates or leadership weaken us as a body
- We keep confidences and show respect to each other, not participating in gossip or criticism of others
- We are the tool God can use, but we must remain in His hand and let Him drive the ministry or we can never realize the full potential that lies within the unified Church
- The world outside the Church is watching to see if the Church can work together. The Church has often appeared segregated and ingrown. Love INC has an amazing opportunity to change how others view the Church

We value transformation in the lives of people and communities

"Do not conform any longer to the pattern of this world, but be transformed by the renewing of your mind. Then you will be able to test and approve what God's will is – His good, pleasing and perfect will." Romans 12:2

- We are willing to invest relationally in the lives of others
- We strive to help others realize their full potential and worth in Christ. We can be the mirror that reflects what others can become, helping them see themselves as a child of God, uniquely created and gifted
- We encourage and empower those we serve to actively participate in their situation, allowing them to accept responsibility and become part of the solution. Feeding without teaching creates dependency and fosters feelings of helplessness. Feeding with teaching instills hopefulness as positive steps are taken towards independence

The Defining Difference

- It is Biblical that God works transformation through our trials and we will not interfere in His divine work in another's life by trying to save them or enabling them to continue to live in the trial.
- We cannot change our past, but it does not have to control our present or define our future. Hope changes the present and shapes the future
- We seek to offer a hand up, not just a hand-out, to those we serve and will not find satisfaction sustaining people in need when we can help them move out of need

We value churches living out the two great commandments to love God and love their neighbors

"Love the Lord your God with all your heart and with all your soul and with all your mind and with all your strength. The second is this: Love your neighbor as yourself. There is no commandment greater than these." Mark 12:30&31

- We help churches help people
- The defining difference is love – our love for God and our love for our fellow man – without love we have nothing
- Volunteers are here to serve God not us. They should not be mobilized to help us achieve our goals. Rather we should be focused on helping them succeed in the work God has called them to and equipped them for
- We will continually seek new opportunities and ways for churches to do local mission work
- No matter how good the cause or great the need, we will not do anything the Church does not embrace and become involved in

We value building Christ-like relationships

"Love is patient, love is kind. It does not envy, it does not boast, it is not proud. It is not rude, it is not self-seeking, it is not easily angered, it keeps no record of wrongs." 1 Corinthians 13: 4&5

- Everything about Love INC is relational - We have a personal relationship with Jesus Christ
- We strive to see through Christ's eyes and love with Christ's heart as we serve others
- We develop healthy, supportive, Christian relationships with the volunteers and help them live out their faith in tangible ways
- We build Christ-like relationships with the Church, its pastors, staff and parishioners, regardless of their support or involvement with Love INC

We value the connectedness of the Love INC movement

"Do nothing out of selfish ambition or vain conceit, but in humility consider others better than yourselves. Each of you should look not only to your own interests, but also to the interests of others." Philippians 2:3&4

- We value each other and believe that what we do individually affects the movement as a whole
- We will not elevate ourselves at the expense of another
- We will not share ideas that could hamper, confuse or hurt another affiliate
- We can do together what we cannot do apart
- We must stay close enough to feel each other's pain and share in each other's joy – we seek to support, encourage and pray for each other
- If we compromise our standards, we compromise the Love INC movement as a whole

We model excellence

“Whatever you do, work at it with all your heart, as working for the Lord, not for men, since you know that you will receive an inheritance from the Lord as a reward. It is the Lord Christ you are serving.”

Colossians 3:23&24

- We work for the Lord and in His name;
 - We seek to be good stewards of that which He has given us
 - Our facilities are clean, orderly and attractive to others
 - Our physical appearance is clean, modest and appropriate
 - We sort, repair, clean and restore things before we give them out believing no one wants stained, broken, spoiled, outdated or dirty things
- We must be as concerned with *how* something is done as *what* is done
- We must never settle for good when it is in our capacity to give our best
- We must treat others as we would want to be treated. Our actions and service must be the highest standard we can give
- Doing the best with what God has given us is essential when doing His work

We value continually maturing in our capacity to meet people’s needs

“Not that I have already obtained all this, or have already been made perfect, but I press on to take hold of that for which Christ Jesus took hold of me.” *Philippians 3:12*

- We strive to learn and grow in our capacity to do work
- We will purposely seek ways to improve, will self-assess, set goals, seek training and implement what we learn in an effort to grow
- We must continually strive to find our true identity in Christ and become all He has planned for us
- To be comfortable should not be our goal in ministry work. It is difficult, if not impossible, to be comfortable when carrying a cross
- We will never feel adequate for the call, which keeps us dependent upon Him as we strive to do the work before us

Watch your thoughts; they become words.

Watch your words; they become actions.

Watch your actions; they become habits.

Watch your habits; they become character.

Watch your character; it becomes your destiny.