



Community Serving Communities



Dr Beatrice Kastrati
North England Conference
Community Services Director

Community Service, ACS

It's not "just" Service to the Communities, but it is a
Church Community
Serving
Communities outside the church



Dr Beatrice Kastrati, MBChB, MPH has been in the UK since January 2020. She graduated from medical school at the university of Ulm in Germany in November 2006, completed her Master's degree in Public Health with Loma Linda University in 2015, and is registered with the General Medical Council in the UK.

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About the Director

Please all official communication via email!

I will read WhatsApp messages but will not be able to officially reply.

Please email me, then I will schedule you in for a zoom meeting (so I can see your face and get to know you!), and also schedule a visit to your church and projects.

Please also keep in mind that this year is quite short with many activities, which is why I will not take any preaching appointments outside official NEC business and Forward We Go days. Please talk to your Ministerial Field Secretary when these days are and invite me for a special activity - no afternoon presentations! Health Expo or Community Service Project or Evangelism OUTSIDE the church! premises.

Getting to know YOU



What is your name?
Which church are you serving in?
What programmes and events are you running or have you
been running in the past?
What's the best piece of advice you have ever been given?

Please email me about you!

What is Community Service?



♥ Reaching out

Picking people up where they are - outside the church, in the community.

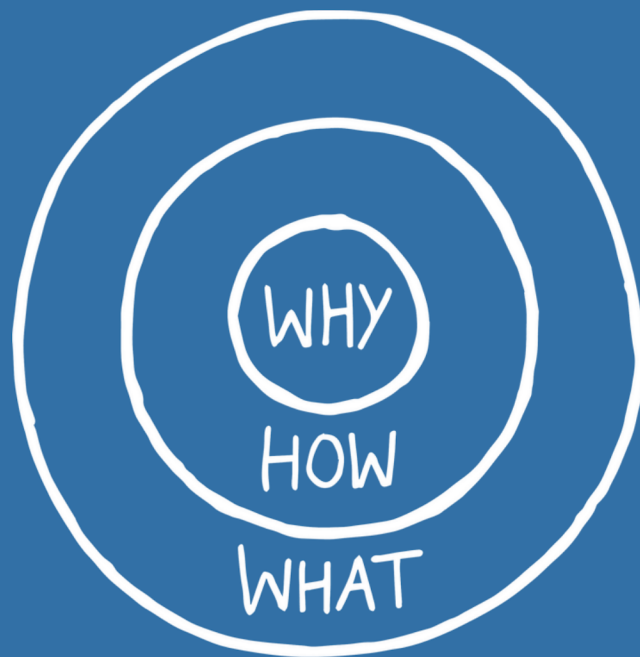
Community Service is an intervention or activity conducted by church members out in the community.

Not flyer campaign only, not wearing T-Shirts with a message, not sharing cheesy videos on social media but FACE TO FACE with INDIVIDUALS

Actual, meaningful conversations

active vs passive

The Golden Circle



Why is it that some leaders and organizations are able to inspire greater loyalty and engagement among their customers and employees alike? How are they able to achieve and sustain inordinate amounts of success for years on end?

Whether they realize it or not, all great and inspiring leaders and organizations think, act and communicate in the same way ... and it is the complete opposite from everyone else.

Every single organization on the planet, even our own careers, function on three levels:

WHAT we do
HOW we do it, and
WHY we do it.

When those three elements are aligned, it gives us a filter through which to make decisions. It provides a foundation for innovation and for building trust. When all three things are in balance, others will say, with absolute clarity and certainty: “We know who you are,” “We know what you stand for.”

This simple idea is The Golden Circle. It is a concept discovered by optimist and author Simon Sinek.

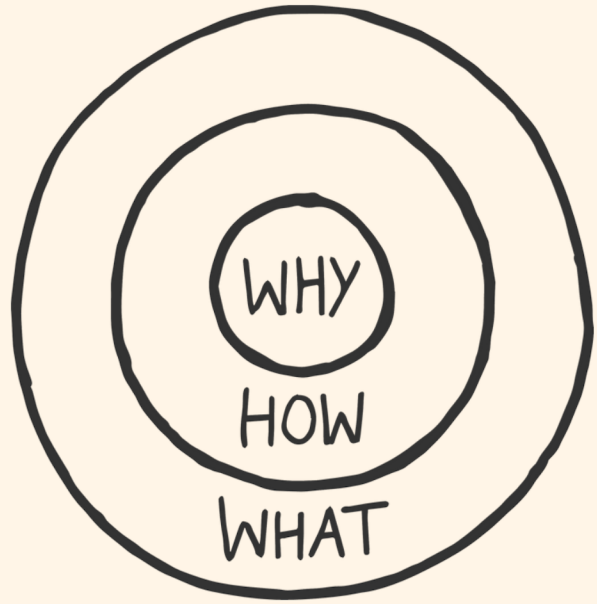
Watch this video in which Simon shares the origin of The Golden Circle.

WHAT

Every organization and individual knows WHAT they do.

For an church, these are the campaigns or the events it offers.

For an individual, it is their job title or roles.



Every organization and individual knows WHAT they do.
For an organization, these are the products it sells or the services it offers.
For an individual, it is their job title or roles.

Mission Statement



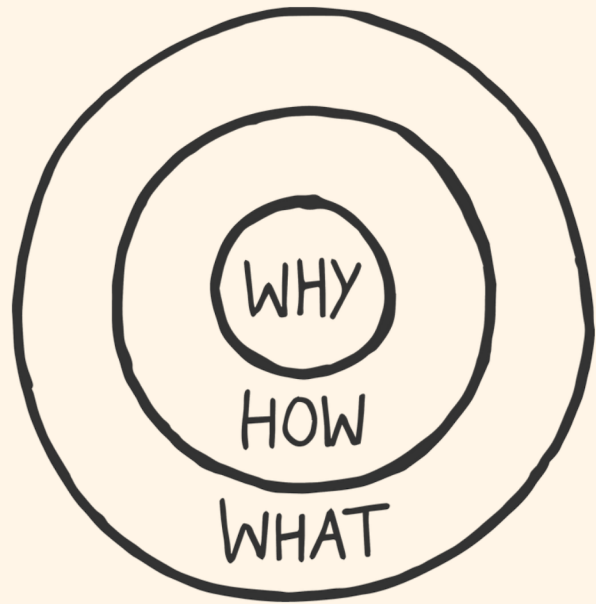
Adventist Community Services (ACS) is the channel through which local Seventh-day Adventist churches address the needs of their immediate community, neighbourhood, or city. ACS serves the whole person, a concept known as holistic ministry whose mission is to “serve communities in Christ’s name.”

HOW

Some organizations and individuals know HOW they do what they do.

HOWs are meant to communicate what makes us special or sets us apart from others who do something similar.

HOWs are an organization or individual's strengths, values and guiding principles.



Some organizations and individuals know HOW they do what they do. HOWs are meant to communicate what makes us special or sets us apart from others who do something similar. HOWs are an organization or individual's strengths, values and guiding principles. They can also include our differentiating value proposition, proprietary process or unique selling proposition (USP).

For example:

Say you have two educators who teach the same subject, at the same school and for the same age group. The content in their curriculum—their WHAT—is identical. The way in which they teach – their HOWs – could differ.

One educator approaches the content from an analytical perspective and the other approaches it from an interactive and collaborative perspective. Different students will be attracted to different approaches.

This applies to individuals or organizations. While you may do or sell the same things, the way in which you deliver that product or service is unique.

Vision Statement



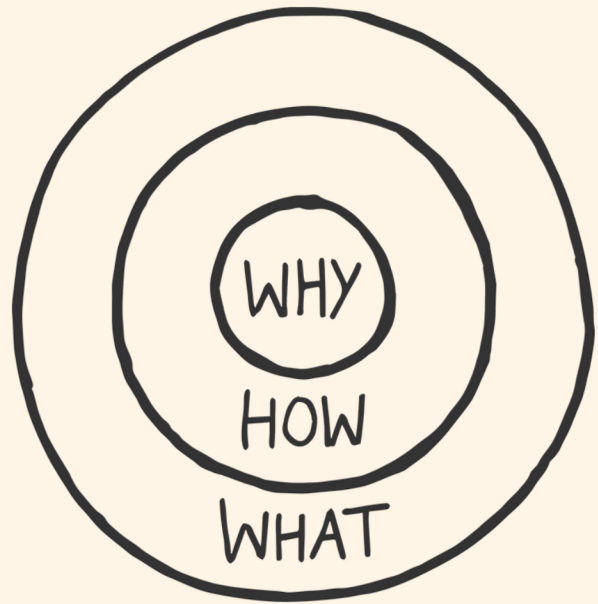
- Expanding the scope of community services
- Building collaborative partnerships
- Integrating education in leadership development

WHY

Very few people and very few organizations can clearly articulate WHY they do what they do.

The WHY is the purpose, cause or belief that drives every one of us.

The WHY is about our contribution to impact and serve others. The WHY inspires us.



Very few people and very few organizations can clearly articulate WHY they do what they do.

The WHY is the purpose, cause or belief that drives every one of us. It provides a clear answer to the questions:

Why do you get out of bed every morning?

Why does your organization exist, beyond your products, growth and profit?

Why should anyone care?

Making money is NOT a WHY. Revenues, profits, salaries and other monetary measurements are simply results of WHAT we do.

The WHY is about our contribution to impact and serve others. The WHY inspires us.

Value Statement

Sharing

We proclaim the good news of salvation by actively demonstrating the love of God.

Connecting

We build relationships by connecting people with their community family and to God.



Ministering

We minister to communities we serve by focusing on their physical, mental, social, and spiritual well-being.

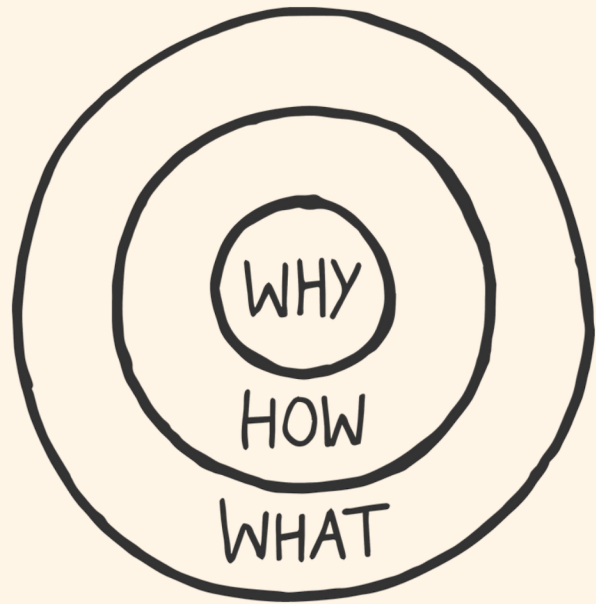
Discipleship

We empower and engage members to serve their communities by teaching, mentoring, and equipping in holistic ministry.

Clarity

Discipline

Consistency



For The Golden Circle to work properly, you must have:

Clarity of WHY

Discipline of HOW

Consistency of WHAT

No one section of The Golden Circle is more important than the other. The most important thing is a balance across all three.

WHY

If you don't know WHY you do WHAT you do, how can you expect anyone else to know? For others to know your WHY, you must first have that clarity yourself.

HOW

In order to bring your WHY to life, you must be disciplined in living your HOWs. You must behave in ways that are aligned with your values, guiding principles, strengths and beliefs.

WHAT

And everything you say and do must be consistent with what you believe. After all, we live in the tangible world. The only way people will know what you believe is if you say and do the things you actually believe. This is what it truly means to be authentic.

Brain Break



With the help of the sheet in the chat,
work out your own core values

5 min break

Values worksheets will be put in the chat, please take a look
do the value exercise

SERVICE IS A PROCESS, NOT AN EVENT

Church Revival



1. Inspirational messages
2. Visitation
3. Prayer
4. Coaching members
5. Team building

Witnessing



In order to enter into his joy, the joy of seeing souls redeemed by his sacrifice, we must participate in his labour for their redemption.
EGW, DA 142

Community Service



Feed the hungry, Clothe the naked, Welcome stranger, Visit the sick, Visit the prisoner, Visit the widow, Visit the orphan, Refresh the thirsty, Comfort those in trouble, bereaved

Process - it starts with revival, etc. true service leads to further revival

Witnessing without community service is empty!

Jesus: Preaching, teaching, healing

21st century relevant:

foodbanks, counselling, health-expos, chaplaincy, bereavement care ministry

Church Family

THE CHURCH FAMILY IS THE BODY OF CHRIST

- Everyone has an important and unique role
- One body, many members
- Jesus Christ the head
- Collaboration, not competition



Everybody has a role, even old and frail members can pray, nobody can do nothing, everybody can do something.

Importance of team work

Everyone has a gift and a calling

Gerald Sittser, a decently famous author who writes about callings and jobs, wrote, “How we look at the world around us, says something about our calling. Some people see a lack of organization everywhere they go. Other people have eye for poor health-whether it’s in physical, mental or spiritual sense-and choose a job with which they can heal people physically, psychologically or spiritually. Other people have eye for poor housing, and they work for non-profit organizations to address the problem”

CHURCH MEMBER RESOURCE ASSESSMENT

Value Statement

Experience/interests

Time availability

Spiritual Gifts Survey

Strengths Assessment

Prayer



Empowerment

In order to do something we need to know what we are able to do.

Don't start with the to-do list but start with the we-can list.

Evaluate, build on and foster strengths that already exist.

Don't do outreach if you do not have the resources - if nobody can cook, don't offer cooking classes!

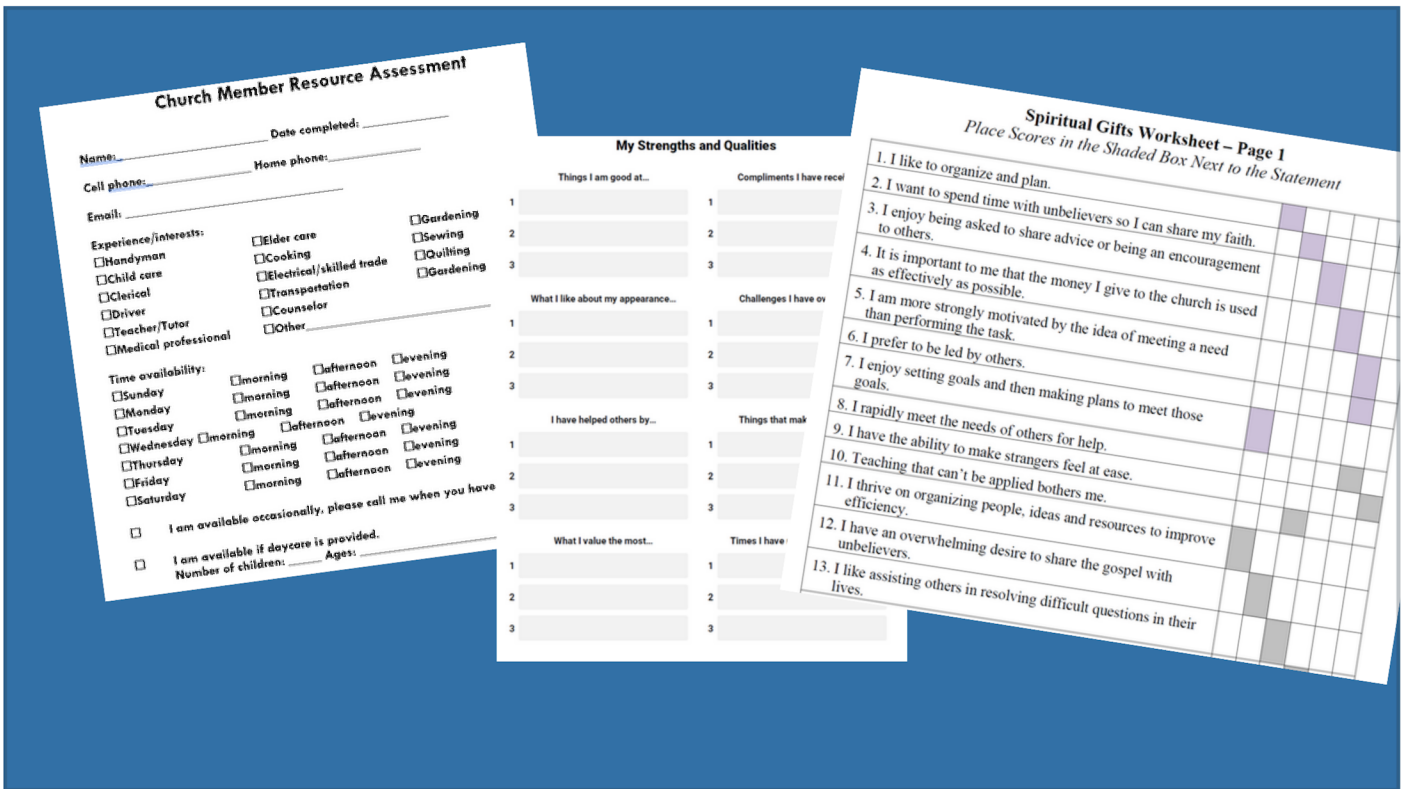
Inreach first



Inreach is fostering relationships with church members and informing them about programs and services available and urging them to participate.

Before we can make relationships with the community, we have to have strong relationships in the church

Danger: do not focus on creating total harmony inside the church, the perfect church does not exist



Examples - Handouts available

I strongly recommend doing these with your entire church.

Especially teens and youth - they need to know their strength which we can build on and foster!

*"But you will receive **power** when the Holy Spirit comes on you, and you will be my witnesses in Jerusalem, and in all Judea and Samaria, and to the ends of the earth"*

Acts 1:8.

If you find you lack a certain resource, pray for it.

Are you ready for God to move in your family? Do you long to see God at work in your workplace? Are you eager for God to change your community? The time for waiting is over. God is moving!

The activated church is the hope of the world. As we follow the Holy Spirit's lead and operate in His power, the Gospel spreads to the ends of the earth. People meet Jesus and their lives begin to change. The greedy become generous. The foolish become wise. The selfish become servants.

Are you ready for change around you? If so, begin by asking God to activate something new in you.

Core Team



Planning

“The idea that the minister must carry all the burdens and do all the work is a great mistake.”
Christian Service, p. 68

Recruiting

Equip members with basic principles of lay involvement
Give training for outreach activities
Participate in outreach

Maintenance

Follow-up programmes
Establishing and maintaining relationships

Core team is essential for planning, no man is an island.

Community Service is always a team effort.

Single members with good ideas will fail unless they build a strong team around them.

Outreach is not "the job" of the pastor, or the PM leader or the Health Ministries leader or the community services leader, it concerns all departments.

Remember one body many members

Volunteer recruitment by recommendation and calling, vetting process, DBS checks, spiritual gifts...

Core team responsible for the whole process (see next slide), not just the activities

Brain Break



With the help of the sheet in the chat,
find your spiritual gifts

5 min break

Spiritual Gifts worksheets will be put in the chat, please take a look

THE ACS GOALS

1. Adopt an Inter-Departmental Approach to ACS
2. Identify social needs of the local community
3. Disaster Response, working towards long-term solutions



Different church departments should always collaborate

ACS - Health - PM

ACS - Youth

ACS - Women

ACS - Pathfinders

Build a network!

THE ACS GOALS

4. Building collaborative partnerships with community leaders and organisations, providing channels of mutual growth and action
5. Promote the involvement of youth in Urban Youth Ministries



Identify community organisations in your neighbourhood

Do not shy away from collaborating with other denominations

THE ACS GOALS

6. Embracing a holistic approach focusing in physical, mental, social, and spiritual well-being

7. Fostering the approach of Christ in ministering to the needs of communities. 'Jesus saw in every soul one to whom must be given the call to His kingdom. He reached the hearts of the people by going among them as one who desired their good.' The Desire of Ages, p. 151.2 (Ellen Gould White).



All our programmes are Christ centred, we are a church!

The Footwork



A TRUE DISCIPLE HAS DISCIPLINE!

Without the necessary footwork, nothing is achieved.

Flyerdrops, door-to-door, visitation, social media campaigns (share!), advertising at work and with neighbours, prayer walks

FAIL TO PLAN - PLAN TO FAIL

You need to literally walk the walk

Commonwealth Games over 2000 flyers were dropped over 3 weeks across Birmingham

THE PROCESS FOLLOWS THE LOGIC MODEL

Impact - Total Transformation

Outcomes - Disciples

Inputs - Volunteers + Resources

Activities - Health Expo, Family Life
Seminars, Grief Recovery

Outputs - Books, Posters, Flyers

Evaluation - What could be done better?



Strategy

A logic model is derived from project management

You need to be clear about which IMPACT you want (transform communities, make the world a better place etc. - LONGTERM GOAL)

OUTCOMES = SHORT TERM GOAL

Input = what is needed to do outreach

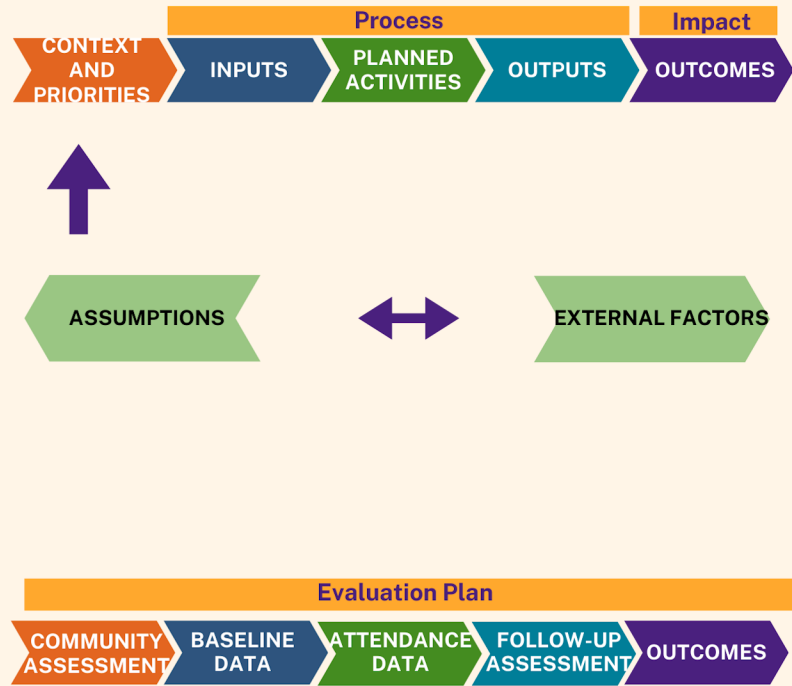
Activities are just a small part in the whole outreach process

Outputs - what people take away (where the money goes)

Evaluation very important

When people think about outreach, they think of a list of a list of activities first. That is the wrong place to start!

LOGICAL FRAMEWORK EXAMPLE



Note that the "Planned Activities", the To-do list, is only a tiny part of the whole project.

If you hand in a project proposal, make sure it is not just a list of activities!

Community Assessment

- Neighbourhood of the church
- Demographics
- JSNA (Joint Strategic Needs Assessment on Council Website, sometimes called “Health and Wellbeing Strategy”)
- Interview with key figures in the community
- Social Capital (Collaboration with other organisations)



ACTIVITIES

TMI - Total Member Involvement

T - Transformative

M - Meaningful

I - Inspirational

There is no such thing as TMI:
Too Much Information!



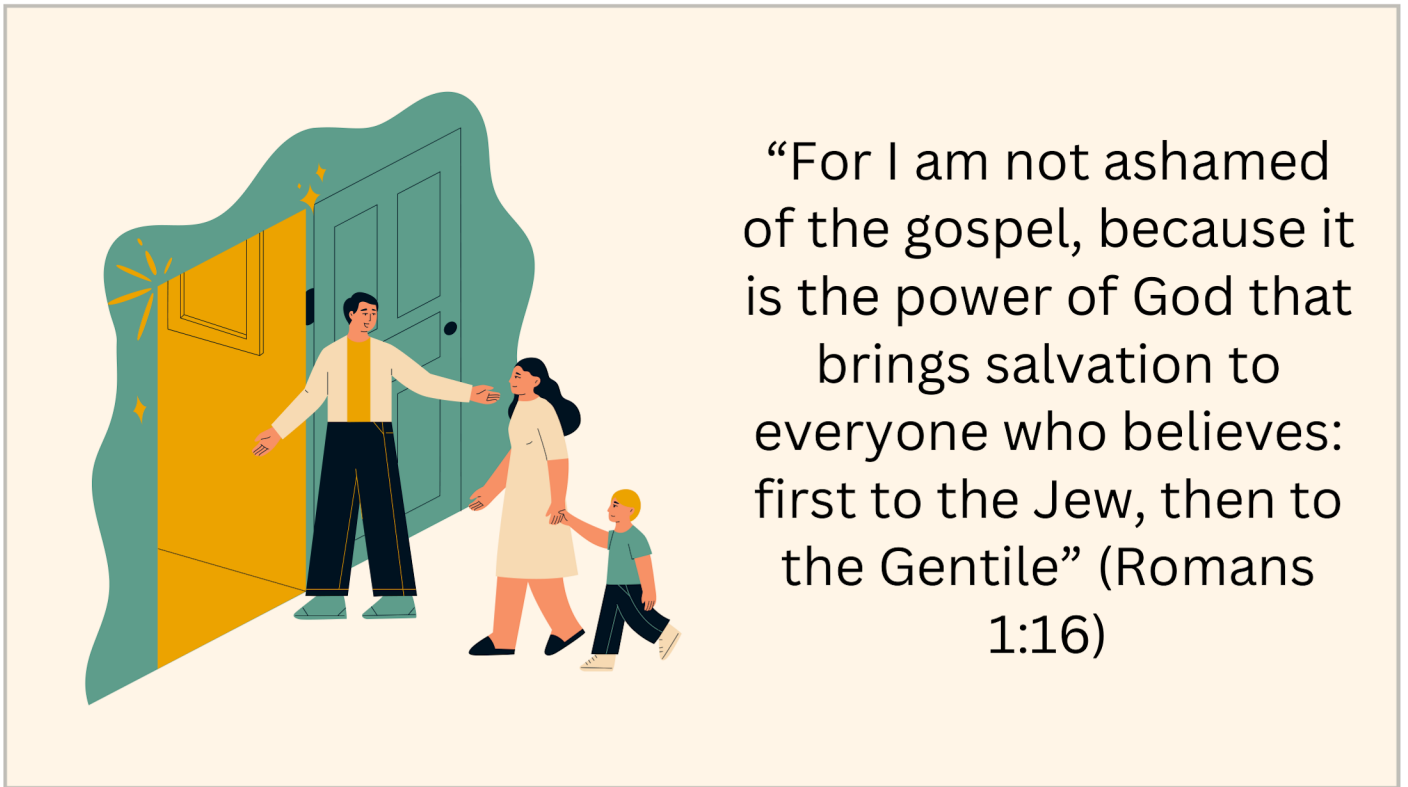
A health expo needs 22 volunteers minimum

If you don't have the manpower, don't start

If people cannot commit over a long period of time, think it over

Adapt to the 21st century to keep people motivated

Pester people with information until they get involved - motivate!



“For I am not ashamed of the gospel, because it is the power of God that brings salvation to everyone who believes: first to the Jew, then to the Gentile” (Romans 1:16)

Invite people to church

Even at a health expo, or an outreach activity in town, always signpost your church and where you worship

CRITERIA OF A GOOD PROJECT

- Community Needs Assessment
- Church member involvement
- Cooperation and Collaboration
- Sustainability
- Long-Term Impact on Church and Beneficiary
- Financial sustainability
- Environmentally Friendly



No matter where you send a project proposal (NEC, BUC, ADRA, City Council), these criteria will always have to be met.

Maintenance and follow-up



Maintaining meaningful relationships is important! Follow up with visitors, keep contact data (GDPR). Meet their needs.

stay in touch with people you meet

Be mindful of GDPR and privacy (if mailing list, recipients in BCC), keep data in safe storage, involve church clerk

Brain Break



Go to your search engine and look up the
JSNA for your city

5 min break

https://www.birmingham.gov.uk/info/50268/joint_strategic_needs_assessment_jsna/1332/local_area_health_profiles

INFANT MORTALITY

GROWTH IS A MINDSET

Now to Him who is able to do *exceedingly abundantly above all* that we ask or think, according to the power that works in us, to Him be glory in the church by Christ Jesus to all generations, forever and ever.
Amen.



Ephesians 3:20-21

Never think you can't do it because you lack resources, people, etc. - ask for it!

Good Practice



DBS Check

A DBS check refers to the Disclosure and Barring Services, which helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children.

Good Practice



Community Services & Urban Ministry
Certification Program
Join Dr. May-Ellen Colon, Dr. Sung Kwon,
and a team of highly qualified
professionals, as you learn the
information and skills necessary to
implement an effective Adventist
Community Services program in your
area.

Be prepared!



2.0 CEU

Community Services & Urban Ministry Certification Program

You are currently enrolled in this course. [Resume course](#)

Course Summary

Join Dr. May-Ellen Colon, Dr. Sung Kwon, and a team of highly qualified professionals as you learn the information and skills necessary to implement an effective Adventist Community Services program in your area. This curriculum is the result of a collaborative effort between the General Conference Sabbath School Department

CEU Value

2.0 CEU

Overall Rating

★★★★★ 97

Details

- 🕒 Self-paced course
- ✓ Evangelism Core Quality
- ✓ Management Core Quality

RESUME COURSE

Why not start a Zoom study group to encourage each other



Adventist Recovery
Home

Journey Groups >

Facilitator Training
>

Upcoming Training

Every Step Counts

The Twelve

Pillars

Resources

Awareness Sabbath

The 12 Steps

Groups are instructed to follow the 12 Steps, 12 Traditions, and 12 Concepts as modified from Alcoholics Anonymous. It is designed to provide on-going help, not to be a week-end "hit-and-run accident."

- When in an atmosphere of Christian love and acceptance, people meet each week and become openly honest with each other, in a "safe place," where anonymity and confidentiality are respected
- Participants are asked to share their experience, strength, and hope without "cross-talk" and judgmentalism
- They are not to try to fix each other, rather they are to "let go and let God" do for them what they cannot do for themselves
- Most important, they are invited to recognize that Jesus Christ is the Highest Power
- Recovery and freedom from obsessive thoughts, compulsive actions,

12-Step Comparison

See how the 12-steps relate to principles of recovery taught by the Bible and expanded in the book *Steps to Christ*.




Amazing Community Project which costs nothing with maximum impact.
Everyone will grow.



0.7 CEU

Every Step Counts: A Primer to the 12-Step Recovery Process

Instructor

 Angeline David Brauer, Health Ministries Director, North American Division of Seventh-day Adventists

You are currently enrolled in this course. [Resume course](#)

Course Summary

- Addictions of all kinds is a growing problem in every nation. Even Christians are struggling to overcome their hurts, hang-ups, and habits that are keeping them from fully experiencing the peace of Christ. And our communities are plagued by

CEU Value

0.7 CEU

Overall Rating

★★★★★ 11

Homework



Think of innovative approaches to meeting the needs of your community. If you already have community projects running, evaluate them according to the JSNA whether they still meet the needs and the ACS criteria.

Community Needs Assessment
Church member involvement
Cooperation and Collaboration
Sustainability
Long-Term Impact on Church and Beneficiary
Financial sustainability
Environmentally Friendly

Save
the
Date!



Dr Katia Reinert, General Conference Associate Director



19-21 July, Sedgebrook Hall -
<https://www.sedgebrookhall.co.uk/>

Journey to Wholeness Facilitator Training

Should nothing of our efforts stand
No legacy survive
Unless the Lord does raise the house
In vain its builders strive.

