

Whatcom Love INC Call Center Process

Receive Request

The Love INC Call Center receives referrals from local churches, pastors, organizations, social workers, or direct requests from individuals or families in need. Love INC is a Christian ministry supported by a network of partner churches. However, we work with all people in need, regardless of faith background, commitment, or other social standing or identity.

Perform Assessment

Trained Love INC volunteers and staff compassionately engage the person(s) in need to discern their request and analyze issues that may be fueling the crisis in a spirit of gracious hospitality. Love INC helps to clarify a manageable and specific ask, and develop a strategy to meet the need. We seek to support our callers in a relational, rather than a transactional way. With this in mind, we begin with a holistic assessment to get some context for the person and their need, and then work with them to identify good points of contact in personal relationship networks, church, and community networks.

Refer

Love INC Call Center staff and volunteers work within our network to connect the need to appropriate church ministries, congregational volunteers, and/or local agencies until the need is met. Our creative and resourceful Call Center staff work to facilitate “outside of the box” connections through our network – matching skills and resources within the church with “gap” needs in the community. Whenever possible, we try to meet the need by connecting those in need with relevant resources from congregations or church volunteers in their neighborhood. These resources are often inaccessible to other agencies.

Follow Up

The Call Center performs follow-up to review the outcome, ensure that the need was met, and monitor and assess any ongoing issues. We are constantly developing and refining our systems to maximize the transformative impact on our clients through our efforts in the Call Center, and in our church partnership.

Who should call Love INC? Persons in situations of need who might be helped by non-specialist, relationally-oriented interventions mobilized through a church network. The strength of our partnership is that it can mobilize unrestricted resources for strategic compassion within our community.

Who should not call Love INC? Love INC is not an emergency call line! Our process moves at the speed of relationships. We do not have resources to directly help with rent, housing, or other large bills. While we will work with anyone, persons in need of specialized intervention exclusively, or persons who are uncomfortable with the explicit faith commitment out of which Love INC operates may not be served well by our Call Center.

A good rule of thumb is, if you would try to connect the need to resources within a community of faith, you might also consider calling Love INC as well, since Love INC networks resources from more than forty local faith communities.



**The WLI Call Center is open M-Th, 9AM – 1PM
Call (360) 671-6201 to Connect with Resources**