

CYA CREW IMMERSION SOP

- Cards turned in will go directly to Next Gen Assistant.
- Next Gen Assistant will enter information from the card into the: CYA Connection Tracker.
- Next Gen Assistant will add the new Crew to PCO and send out the welcome email.
- Next Gen Assistant will contact new volunteer via text to see when they are available to chat and then call the new volunteer during the set up time:
 - We're so excited to have you serving on the Crew!
 - Tell me a little bit about yourself - family, where you live, work, etc.
 - What interests you? Where do your talents lie?
 - Get them set up with the Planning Center app. (This is a great resource to make volunteering easier and convenient.)
 - Ensure they got the PCO welcome email. Ask to set up an account.
 - Share commitment level for Crew as a whole and for specific department.
 - Add date to CYA Connection Tracker.
- Next Gen Assistant will notify the Ministry Lead of the new Crew member with details from the initial contact.
- Ministry Lead will contact new volunteer via text or call:
 - What are your scheduling preferences?
 - When are you able to train?
 - *This person should be viewed as an extra, so it should be simple to add them to the schedule. They should be scheduled with others for the first 2-3 times they serve.*
 - Schedule them in Planning Center Services as a Trainee for their next available Tuesday.
 - Follow through by sending the applicable crew SOP prior to their training date
- Ministry Lead will send a quick text before their first serving date, as a reminder with who is training them and any additional information to make their immersion onto your team strong.
 - ◻ Who, when, and where they are meeting
 - ◻ What they can expect of the time together
- Ministry Lead will meet the new volunteer on their first Tuesday of training. Next Gen Assistant will check in with the new volunteer as well.
 - Get to know them a little more and introduce them to other volunteers.
 - Talk about the WHY – how does this department serve the mission of CYA?
 - Ensure they don't have any further questions about Planning Center: blockout dates, accepting and declining requests, notifications.
- Next Gen Assistant will follow up with their new volunteers in about 90 days.
 - How is it going? Do you have a sense of fulfillment from serving?

If the volunteer is not happy in the department or has stopped showing up or began declining everything, this is a sign to try and re-route them to a department where perhaps their giftings could be better utilized. In this instance, the Ministry Lead can have a conversation with their volunteer and let them know that the Connections Coordinator will be reaching out to get them plugged in elsewhere.