

CCM SETUP AND STRUCTURE

Guidelines Checklist

Here's a comprehensive checklist for creating, structuring and running community care ministries (CCM) within a corps. This checklist ensures that CCM is organized, sustainable and impactful while aligning with the mission and values of The Salvation Army.

1. FOUNDATIONAL PRINCIPLES AND MISSION

☐ **Define the vision and purpose of CCM within the corps.**

Each corps should determine how CCM fits within their broader mission, considering the needs of their congregation and community. A clear vision provides direction and helps set priorities.

☐ **Ensure activities meet the needs of both internal (congregation) and external (community) groups.**

CCM should reflect the Army's mission to serve suffering humanity, with a focus on spiritual and practical care. Programs should embody values such as compassion, dignity and inclusivity.

☐ **Develop a mission statement for CCM at the corps.**

A mission statement clarifies CCM's purpose and ensures it remains both outward-focused (helping the vulnerable) and inward-focused (building a caring church community).

2. ORGANIZATIONAL STRUCTURE

☐ **Appoint a CCM co-ordinator responsible for oversight and leadership.**

A designated leader ensures that CCM activities are organized, consistent and effective. This person should be passionate about community care and able to co-ordinate volunteers.

☐ **Establish a CCM committee or leadership team to guide direction and accountability.**

A leadership team can help with planning, decision-making and evaluating CCM's impact. Including a diverse team ensures a range of perspectives and skills.

☐ **Schedule regular team meetings to review progress, plan events and address challenges.**

Consistent meetings keep CCM on track, allowing leaders and volunteers to communicate, troubleshoot issues and celebrate successes.

☐ **Ensure CCM integrates with other ministries (e.g., pastoral care, worship, community services).**

CCM should not operate in isolation but collaborate with other church ministries to maximize impact and avoid duplication of efforts.



3. NEEDS ASSESSMENT AND COMMUNITY ENGAGEMENT

- ☐ **Conduct a community needs assessment (survey, interviews, research) to identify gaps in service.** Understanding local needs helps shape relevant programs. This can be done through conversations with social services, seniors' homes, hospitals and local agencies.
- ☐ **Identify key community partnerships (health-care facilities, senior homes, schools, shelters, etc.).** Building relationships with community organizations can expand CCM's reach and resources. Partnerships allow for referrals and joint initiatives.
- ☐ **Understand existing volunteer engagement.** Review current volunteer involvement levels—who is actively serving, who has stepped back and where there are gaps. This provides insight into recruitment needs and corps strengths.
- ☐ **Determine target populations (elderly, supported at home, vulnerable families, youth, etc.).** CCM should be intentional about who it serves, ensuring that programs address specific groups with unique needs.

4. PROGRAM AND EVENT DESIGN

- ☐ **Choose a program model.**
Decide on a format. Will it be ongoing or time-limited? Will it be in-person, virtual or hybrid? Will participation be structured (e.g., weekly classes) or flexible?
- ☐ **Develop a framework for service delivery.**
Outline how services will be provided, including session frequency, duration, location and facilitators.
- ☐ **Define roles and responsibilities.**
Identify staff, volunteers and key stakeholders involved in running the program. Assign clear responsibilities to ensure smooth operations.
- ☐ **Identify a suitable location (if applicable).**
Ensure the space is safe, accessible and appropriate for program activities. Consider parking, public transport access and facilities such as restrooms.
- ☐ **Ensure compliance with legal and ethical standards.**
Address liability concerns, obtain necessary permits or insurance and adhere to relevant regulations.
- ☐ **Set-up a communication and feedback system.**
Establish channels for participants, staff and stakeholders to share concerns, suggestions and testimonials.



5. TRAINING AND VOLUNTEER DEVELOPMENT

☐ **Recruit volunteers with a heart for service and train them in CCM principles.**

Volunteers should be passionate about serving others and receive training on the mission and approach of CCM.

☐ **Provide visitation training (confidentiality, active listening, pastoral care basics).**

Equipping volunteers with skills in active listening and pastoral care ensures meaningful and effective interactions.

☐ **Offer boundaries and ethics training to ensure safe and effective engagement.**

Volunteers must understand personal boundaries, confidentiality and ethical considerations when serving others.

☐ **Educate on trauma-informed care and working with vulnerable individuals.**

Training on trauma awareness helps volunteers respond with sensitivity and compassion.

☐ **Conduct ongoing development sessions to build skills and deepen engagement.**

Regular training opportunities keep volunteers engaged and prepared for evolving community needs.

6. ADMINISTRATION AND COMMUNICATION

☐ **Develop a volunteer schedule and tracking system for activities.**

Keeping an organized system ensures that visits, events and commitments are met consistently.

☐ **Keep confidential records of visits and interactions (with proper permissions).**

Tracking interactions (with appropriate privacy measures) helps CCM leaders monitor care efforts and follow up as needed.

☐ **Establish reporting structures to document impact and challenges.**

Regular reporting allows for continuous improvement and demonstrates the effectiveness of CCM.

☐ **Use newsletters, social media and church bulletins to promote CCM initiatives.**

Sharing updates encourages involvement and raises awareness of CCM's impact.

☐ **Engage in storytelling to highlight testimonies and program successes.**

Personal stories help inspire others to get involved and showcase CCM's value.



7. SPIRITUAL AND PASTORAL INTEGRATION

- ☐ **Begin CCM gatherings with prayer and devotion time to reinforce spiritual purpose.**

Grounding CCM activities in prayer and Scripture keeps the focus on Christ-centred care.

- ☐ **Offer pastoral care connections for those needing deeper support.**

Volunteers should know when to refer someone to a pastor for further spiritual guidance.

- ☐ **Provide opportunities for scripture-sharing, encouragement and faith discussions.**

Integrating faith into CCM interactions nurtures spiritual growth.

- ☐ **Ensure CCM remains Christ-centred, emphasizing both practical and spiritual care.**

A balance of hands-on help and spiritual support reflects the heart of the ministry.

8. EVALUATION AND SUSTAINABILITY

- ☐ **Establish key performance indicators (KPIs) to measure impact.**

Tracking metrics like visits made, meals served and volunteer hours provides insight into effectiveness.

- ☐ **Collect feedback from recipients, volunteers and community partners.**

Input from those involved helps refine and improve CCM initiatives.

- ☐ **Adjust programming based on evaluation insights and community needs.**

Flexibility ensures CCM remains relevant and responsive.

- ☐ **Plan for leadership succession to ensure continuity of CCM work.**

Developing new leaders prevents burnout and ensures CCM continues to thrive.

CONCLUSION

A well-designed program is one that is mission-driven, participant-focused, structured and adaptable. By following this checklist, organizations can create sustainable, impactful and well-managed initiatives that effectively serve their communities.

