Rosewood and CarePortal

How it works:

Family need → School Agency → Care Portal Request → Rosewood Church → Responder → Delivery → Family need met
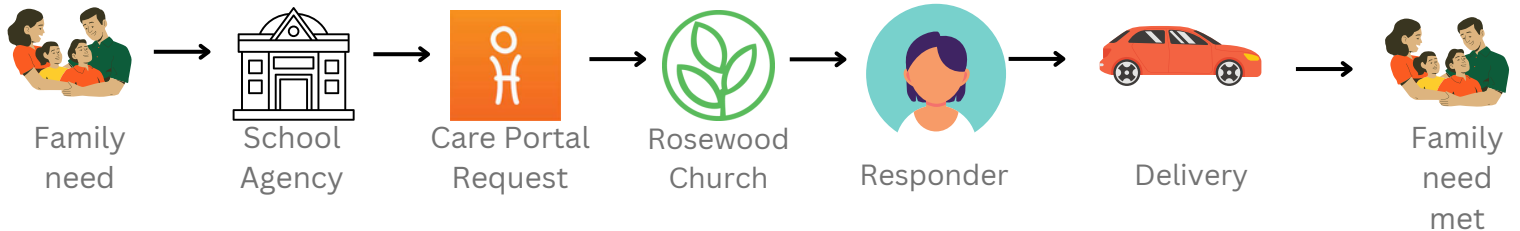
How do you fit in?

Responder Role

You have access to the dashboard as well as receive emails about new and current needs. If you are able to fulfill a need you will respond to the request via the dashboard. No extra training needed beyond how to use the dashboard and setting up an account.
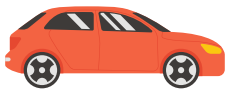
Delivery Team

You have the same access to the dashboard as a responder. You will be contacted by the Kaitlyn Peterson to see availability for delivery of requested item. There is a one time training done by Care Portal.

Financial Supporter

You have the same access as the responder roll to the dashboard. You provide financial support for the different needs that come in. You may not be able to go out and buy a box spring but your willing to donate the money for the church to purchase the item. No training needed.

FAQ

Do items requested need to be new?
No, but they need to be clean and in good condition.

Is there a quota to be on the team?
No, you can be on the team and respond to 0 requests or 15 requests. You are welcome to be on the team as a prayer partner, praying for the requests and families that come through.

Do I have to interact with the families if I fulfill a request?
No, only people on the delivery team will interact with the families. If this is something you would like to do you can be on both teams.

How do we know these needs are really something they need?
Requests can only be put in by agencies who know the family and understand their situations.

The Dashboard

Dashboard Instructions

1. **Description** of the current situation in a anonymous way with the current need. This is created by the school or organization that is putting forth the request.
2. **Level of Need,** this is an indicator of the urgency of the need.
3. **Needs List,** this is a itemized list of the needs for the family. If you can provide one of those needs you will press the Yes, I can help! button. You do not have to be able to fulfill all the needs in order to respond.
4. **Yes, I can help! button**, this is where you will respond to the need and it will have you log in to respond. Once you commit, it will contact Kaitlyn Peterson to start the process to getting the item from you and setting up delivery. She will communicate with the agency to get details for delivery.
5. **Responses**, this shows who has responded from our church or other churches. Sometimes we will coordinate with other churches for delivery.
6. **Share**, this button allows you to share a request. Perhaps you know someone with an item requested and would like to send it to them via email. This button allows you to do this.
7. **Church Stats,** this shows our churches total impact.