

# Follow-Up Visit

After families attend the Campaign Introduction Meeting, the pastor should meet with each family individually. This Follow-up Visit is in place of the Personal Visit, we discussed previously. These families heard about the needs of the Diocese and Parish during the Zoom Meeting and should be very familiar with the Case for Support, therefore it is not necessary to explain the Case for Support unless the family requests a review.

1. **Thank the family** for attending last week's meeting and ask if they have any questions or comments about what they heard.

*"Juan and Maria, I want to thank you for attending our meeting last week. I appreciate your willingness to come. Before we move on, do you have any questions or comments regarding the information we shared with you last week?"*

2. **Listen very carefully** to their response and try to answer their questions or respond to their comments in a positive and supportive way. Reviewing the Frequently Asked Questions (FAQ) sheet prior to the visit will help you formulate answers to some of the more common questions.
3. **Verbalize the gift request.** The campaign seeks *equal sacrifice, not equal gifts*. Therefore, families are being asked for various amounts based on their previous giving to the offertory. The amount we are requesting appears in the last paragraph of the request letter. Please review the amount prior to the visit.

*"Juan and Maria, while I do not know your personal financial situation, you have been extremely generous to our parish in the past, and I am very grateful for all that you do. It is very important to me, that every parish family have an opportunity to participate in this campaign, and I am asking you to support the campaign as well. Would you prayerfully consider a pledged of \$200 per month for five years, for a total commitment of \$12,000. Is this something you can consider?"*

**THEN REMAIN SILENT.**

4. **How to handle the Response.** Allow the family time to formulate a response. While the silence may feel awkward, be assured that the family will respond in less than five seconds.

#### **“Yes” Response**

**Response:** *“Yes, we can give that amount.”*

**Pastor/Volunteer:** *“That is wonderful! Thank you very much.”*

Then proceed to fill out the pledge card. If you are conducting the visit remotely or by phone, fill out the card. In place of the signature write *Pledge taken over the phone by [write your name] on [write the date as follows 9/22/20].*

#### **Maybe Response**

**Response:** *“That is a lot of money, we need time to think/talk about it.”*

**Pastor/Volunteer:** *“I understand completely. Why don’t you take time to read the materials enclosed/we delivered, talk to your family, and spend some time in prayer before making your decision. Would it be possible for us to get together next week at this same time, to get your decision?”*

It is extremely important that you schedule a specific day and time to follow-up with the family to get their decision.

#### **Decline to Gift Response**

**Response:** *“We are very sorry, but we are not in a position to give at this time.”*

**Pastor/Volunteer:** *“I understand completely. I will leave the materials with you to read. If anything changes, feel free to contact me. There will be more information coming out in the coming weeks. In the meantime, please do me a favor and keep the campaign success in your prayers.”*

It is very rare that a family decides to give nothing to the campaign, but if it does happen, do not take it personally. Let your parish Campaign Director know of the families decision, so that we can remove their name from future mailings.