

MEMBER CARE NETWORK BRIEFING

A Communiqué of the Global Member Care Task Force (MemCa)

October 2004 No.12

Greetings: Welcome to the *Member Care Network Briefing*. We are sending this communiqué to over 1000 people who are actively involved in member care. Included are members of regional and national task forces, people who oversee member care related ministries, member care practitioners, and several mission/church leaders. The newsletter is a service of *Global Member Care Resources* (MemCa) which is part of the WEA Missions Commission. We send the Briefing three times a year, and include important updates and analyses regarding member care. It helps to further link us together as a growing, international member care community. We encourage you to save this *communiqué* for future reference and to share it with your colleagues. Please also feel free to submit material for us to include. Note that all of the *Briefings* are also available in an attractive format to read/download on our MemCa web site <www.membercare.org>.

Contents of the Briefing:

Developing Member Care

MemCa Leadership Team Consultation – Summary

Global Faces—Facilitating Relationships Among Member Care Workers

Providing Member Care

Member Care Check List for Senior Leaders

Essential Resources

The Society for Human Resource Management (SHRM)

Book Review—Understanding Voluntary Organisations

New Wave of Coaching

Future Directions

MemCa Web Site Proposal and Web Consortium

Upcoming Member Care Events



In this issue of the *Briefing* we emphasise three broad themes. The first involves directions for the member care field. It includes an update on MemCa, a description of an innovative project called *Global Faces*, and a proposal to create a core consortium of member care web sites. The second theme explores the impact of organisations on member care. This is reflected in the book review on *Understanding Voluntary Organisations* and in the excerpts of a checklist by Missionary Upholders Trust in India, designed to help senior mission leaders review member care practices in their organisations. The third broad theme consists of perspectives and updates: the crucial role of coaching, a listing of materials from *the Society for Human Resource Management*, and our usual list of upcoming member care events. We also want to say a big thanks to our colleagues who have faithfully and competently organised both the annual Mental Health and Missions Conference, now in its 25th year, and the Pastors to Missionaries Conference, now in its 15th year. Finally, we would appreciate your suggestions to help us make the *Briefing* as useful and relevant as possible. Thanks!

DEVELOPING MEMBER CARE

MEMCA LEADERSHIP TEAM CONSULTATION

Summary

Hi Global Briefing colleagues! It was so good to be together for our MemCa leadership consultation, which met 24-29 May 2004 at the lovely YWAM Centre in Harpenden, United Kingdom (just north of London). Our Leadership Team in MemCa is about one year old, and consists of seven colleagues from different regions of the world. We are committed to working with our MemCa colleagues and people like you to help further support and shape the global member care movement. This is a summary of our meetings, and will update you on some important directions for MemCa. We need and greatly value your input so please send any suggestions or questions too. One word of clarification: MemCa

functions primarily as an informal affiliation of friends and networks. We see ourselves as one of several key groupings of member care colleagues that are helping to shape and support the member care field internationally. It's great to be working together!

Quick Overview

Many of these items below were discussed over the course of the three days, rather than sequentially. We also reflected on chapter eight of Zechariah each day, and had some good times of prayer and fun.

Day One: Connecting with each other and reviewing MemCa.

The nature of our Leadership Team, purpose, accountability, consensus

Progress on goals/projects, in light of our focus on NSCs and the least evangelised

Updates from the regions (RIMAs) and speciality networks (SIMAs)

May 26, Day Two: Connecting with the future and exploring strategic projects.

Proactive and ongoing connections with international member care workers

Strengthening regional/national member care groups

Global learning strategy: publications, web site, MC Radio, email forums, Briefing, brochure

May 27, Day Three: Connecting with humanitarian aid, human rights, and other sectors.

Working together in the faith and non-faith based community

Human resource development—People In Aid

Human rights issues in the global context—International Centre for Justice and Reconciliation

Participants on the Leadership Team

Marion Knell, UK/Europe

Pramila Rajendran, India

Larrie Gardner, USA

Harry Hoffmann, Germany/Thailand/China

Marina Prins, RSA/Africa

Gloria Bustamante, Mexico/Latin America

Kelly O'Donnell, USA/UK (Co-ordinator)

Special Consultants included Dick Gardner, USA; Jonathan Potter, People In Aid, UK; and Graham Fawcett, International Centre for Justice and Reconciliation, UK.

Some Important Notes

We acknowledged that the global member care movement is broad and diverse, involving a fair amount of ambiguity and fluidity, something akin to a forest fire, and hence we needed to both embrace and flow with this reality in order to do MemCa well. Therefore:

We want to work from the foundation of service, from which we (along with many others) help to provide and develop (provelop) member care resources.

We want to help catalyse and connect, to support and to shape (along with others) global and regional member care via our geographic and speciality networks.

We want to help contextualise knowledge/practices in light of the international faces of member care, keeping in focus those working among the least evangelised.

We want to maintain our passionate and visionary contribution to the global flow of care on behalf of mission personnel. We dream (inspirationally), discuss (inclusively), and do (intentionally).

We want to serve humbly—and acknowledge our dependency on God and many others.

We want to keep in touch with various and overlapping areas that relate to the multidisciplinary field of member care, with a view towards being informed by rather than being immersed in these areas (so not to be overwhelmed).

We want to prioritise affirming and encouraging one another in the member care community.

MemCa Action Points (updated 9/04)

1. Help establish and strengthen member care affiliations and regional consultations.

Asia. Regroup Asia RIMA and meet at an Asian missions conference, find co-ordinator.

Africa. Regroup the Africa RIMA with a broader base, AEA and others such as MANI. Send a MC team the November 2005 MANI conference and other regional missions conferences. (Note that an African member care email communiqué is now in place, co-ordinated by Marina Prins).

Latin America. Continue to explore options for meeting in different sub-regions, e.g., at COMIBAM conferences.

Need and help organise smaller gatherings/consultations at the regional level. COMIBAM web site now has many articles on member care topics in Spanish.

Connections with International Member Care. Up to 30 mostly NSC colleagues are being invited/included in the April 13-17 2005 European Member Care Consultation and the Pastors to Missionaries Conference in the USA in December 2005. In addition, MemCa colleagues along with others are encouraged to form short-term resource teams to

teach and train and attend consultations in other/nations and regions. Further, we continue to consider the possibility of helping to convene international conferences on different continents. For now there is the sense that we need to focus on/strengthen Asia and Africa regions first. For more information see the Global Faces description in this section of the Briefing.

2. Help establish and strengthen strategically located member care hubs/centres. There was no further discussion on this crucial area. However we did talk about the need to follow up on the plan to have hubs of colleagues in different locations who can do short radio programmes for TWR's MemCare Radio.

3. One ongoing goal has been to help develop networks of caregivers for the various specialist domains of member care (practitioners, training, literature, links inside/outside of the mission community, etc.). There are some special people and organisations developing helpful resources as well as networking internationally. Many are not with MemCa officially. Others are developing these specialty nets more nationally/regionally. Some examples:

Crisis and contingency management (Mobile Member Care Team)

Interpersonal skills /team building (Sharpening Your Interpersonal Skills)

Human resource/personnel development (People In Aid UK)

Spiritual life/pastoral care (Barnabas International, etc.)

Medical care (IHM Canada, Interhealth, Elphinstone UK)

Family life/marriage/MK seminars (Interaction, AERC etc)

4. As for writing and communication, we focussed mostly on the Global Briefing. We will continue to send it three times a year. This is a main connection tool for global updates and analyses. We would like to send it to additional mission leaders and include links to it on other web sites. And we need more feedback on how to improve it and to make it as inclusive as possible (please send us your thoughts). We discussed the possibility of having nice hard copies/postings but it is too cost-prohibitive for now. We also explored and prioritised the need to update and upgrade our web site (www.membercare.org). See the Essential Resources section of this Briefing.

5. The training topic included the need for an on-line member care course (other more specific courses too), and possibly a person or group to champion this. Also, when we travel and teach/consult, we want to encourage team teaching/mentoring rather than travelling alone, as well as having people from NSCs and OSCs working together.

end of summary

GLOBAL FACES

Facilitating Personal/Professional Relationships Among Member Care Workers

Kelly O'Donnell

Global Faces is a new project to help member care practitioners further develop skills and relationships. We want to "grow deeply and go broadly" as we intentionally connect together as member care workers (MCWs). Phase one involves convening special gatherings in Europe (European Member Care Consultation—EMCC) and North America (Pastors to Missionaries—PTM) in 2005, in which several MCWs from the NSCs will participate.

Global Faces—Background and Rationale

The Global Member Care Resources group (MemCa) has discussed possibilities for convening an international member care consultation, since our inception in 1998. Yet timing is always an important issue. The consensus was that such a consultation was not something that we could pursue, primarily because we felt other regions and nations needed more time to develop their respective member care experience and approaches. Not to mention the logistical challenges of trying to convene such a gathering! So we opted to help support national and regional/continental gatherings of member care personnel/mission leaders instead of trying to push for a larger more global one.

Such international gatherings, and the various ones envisioned by Global Faces, are key mechanisms for further developing the field of member care. Why? Because there is nothing like face to face connections to build relationships, exchange updates, consolidate learning, and acquire resources and perspectives to share back in one's respective setting/country/region. But even more fundamental to these benefits would be a sense of the Spirit directing many of us, via the Global Faces gatherings, to help support mission personnel in newer, united and more international ways.

Global Faces—Three Ongoing Phases

Phase one focuses on including up to 30 MCWs from the NSCs at two key conferences. First, is the bi-annual European Member Care Consultation (April 13-17, 2005, by Frankfurt, Germany). The theme will be Caring Across Cultures, with culture including generational, organisational, media, and national domains. Second, is the annual Pastors to

Missionaries Conference (early December 2005 in Waxhaw, North Carolina, USA). Details of these conference are available at: EMCC@membercare.de and Barnabas@Barbnabas.org

Phase two champions the idea of colleagues with international member care experience being invited to participate in national/regional member care gatherings as a small team. Essentially they would go as learners/consultants. Although many would come from Europe and North America, other experienced colleagues from the NSCs would also be part of such groups. The purpose would be to mingle, build relationships, and exchange updates and resources. Some inside and outside of MemCa do this regularly on different continents, mostly in ones or twos, yet the idea to intentionally form small teams to systematically connect with others at key gatherings, is new.

Phase three involves a combined effort to convene international member care consultations, every few years on a different continent, and possibly starting in 2007.

Global Faces—Current Action Steps

A small working group has formed for phase one, and includes leaders from MemCa, EMCC, and PTM, along with a few consultants. We will work towards a representative group internationally for the other two phases of Global Faces, to be initiated with input from the MemCa Leadership Team.

We have sent an invitation/summons to over 50 colleagues around the world in order to identify qualified MCWs to participate in phase one gatherings, and to request input for phases two and three.

Invitation criteria for phase one:

- *Recognised ministry in member care in one's region; approval from one's organisational leadership.
- *Prioritising those from NSCs; include reps from different regions; proficiency in English.
- *Recommended by a regional member care co-ordinator and/or one member of the working group.
- *Part of networks and have the desire and ability to connect with other groups.
- * Agree to participate in the entire programme; have a brief written plan to apply their experience.
- * Do not usually come to such international member care events.
- *Attend a special one-two day retreat afterwards.
- *Funds are available to help cover some of the costs of qualified NSC participants.

Global Faces—Our Purpose Statement

Global Faces facilitates personal and professional relationships between member care practitioners from the NSCs and OSCs. We do this primarily by inviting qualified NSC MCWs to participate in the annual PTM (USA) and the bi-annual EMCC (Europe) conferences. We are also interested in discussing ways for: a) internationally-experienced MCWs to attend NSC regional member care/mission conferences; and b) a series of international member care consultations to be organised on different continents

PROVIDING MEMBER CARE

MEMBER CARE CHECK LIST OF SENIOR LEADERS

Missionary Upholders Trust, India

JJ Ratnakumar

General Co-ordinator

Here is a checklist (excerpts) to help mission leaders review their approach and programmes for member care. For the complete checklist, contact the author at ylr_muttu1993@sancharnet.in. Note that this is one of several resources that Missionary Upholders Trust in India provides. This organisation has been pioneering and helping to lead the way in member care for several years. Some of their objectives include establishing rest/retreat and counselling/training centres for mission personnel; providing health and medical support, crisis and death relief; setting up shelters for retired personnel; and assisting in the marriage of mission personnel and the education of their children.

Health related issues of missionaries / family members

- Are you sure of the medical fitness of your entire workforce?
- Does the financial assistance for medical treatment, rendered by the organisation meet the needs of your workers and family members?
- Is the system for providing medical leave effective and helpful?

Recruitment system to select right people for ministry

- Are you getting people with 'definite call' for cross-cultural ministry?
- Are you making any compromises in recruitment and selection?
- What do you do when you find a candidate with high academic qualifications but less commitment / poor in Christian values?

Matching the individual's goals to that of the organisation

- Are you able to make changes in the ministry with total acceptance to missionaries?
- When transfers of missionaries are effected, are they result oriented?
- What are the reasons for sending missionaries for higher studies?

Training for the missionaries

- Do you have good training policy/system for your workers?
- Is there any personal development training for your workers?
- Do you ensure training for shouldering higher responsibilities?

Having performance appraisal system to help missionaries

- Do you have a system to evaluate the performance of workers?
- How do your workers set goals and set action plans?

Meeting basic needs of missionaries

- Is your salary system based on: market value, availability of funds, qualifications, need-based, service seniority?
- Do you have benefits like PF, gratuity and pension?
- Do you provide allowances like housing and children care?

Extending support to the family after the death of missionary

- What support system is available for the spouse and children?
- Do you keep in touch with them on a regular basis?

Getting the missionaries married and spouses

- What assistance do you provide for single missionaries to get married?
- How do you accommodate the spouses in the ministry?
- What training is provided for spouses in the ministry?

Helping missionaries to have a happy and Christ-centred family life

- How do you help missionaries keep up their vision and commitment after marriage?
- Do you extend help when there is strain in the relationship between missionary and spouse?
- Do you give teaching on casteism/dowry / demand on jewels?

Counselling workers on the job/family/ministry

- Do you offer counselling to overcome pressures in the work?
- How do you help missionaries in resolving family [and ministry -related] problems?
- How do you resolve conflicts of missionaries with leader/co-workers?

Developing Christian maturity in workers

- How do you help overcome temptations - sex / money / material / self / power?
- How do you encourage sacrificial servant leader role models?
- What is the system followed for discipling converts and the new missionaries?

Ensuring good education for missionary children

- When there is no school in the field assigned to a missionary?
- How do you help missionaries to meet the cost of children's education?
- What do you do when a missionary is disturbed because of separation from children?

Preventing missionary attrition

- How many have left your mission last year?
- Do you have an exit interview to find the reasons for leaving?

Providing assistance at times of crisis in family /ministry

- Is there a provision in your organisation to help the workers in crisis?
- What is the assistance given during the time of persecution [and natural calamities]?

- How do you help when your worker has family/children problems?

Motivating the missionaries & bringing best out of them

- How do you help a worker when there is no progress in the ministry?
- How do you ensure missionary's mental/physical/spiritual fitness?
- What do you do when there is opposition to missionaries?

Organisational development for missionary care

- Is there a clear Organisation Structure?
- Does your mission have clear Vision / Mission Statement?
- Do you have sound second line leadership?

ESSENTIAL RESOURCES

THE SOCIETY FOR HUMAN RESOURCE MANAGEMENT (SHRM)

SHRM is the world's largest association devoted to human resource management. Representing more than 185,000 individual members, the Society's mission is to serve the needs of HR professionals by providing the most essential and comprehensive resources available. As an influential voice, the Society's mission is also to advance the human resource profession to ensure that HR is recognised as an essential partner in developing and executing organisational strategy. Founded in 1948, SHRM currently has more than 500 affiliated chapters within the United States and members in more than 100 countries. Here are some articles they have on-line (some can be downloaded only by SHRM members). Note also that about twice a month SHRM sends out a global update called Global Perspectives (free subscription, contact Editor: David P. Marino-Nachison, dmarino@shrm.org). For more information, visit www.shrm.org/global. All contents copyright 2004 SHRM.

- **Preparing for a Career in Global HR.** More companies are seeking candidates for global HR roles than there are HR professionals with the desired skills and experience. The problem is that traditional HR career paths typically don't include overseas postings or responsibility for overseas operations. And many employers are reluctant to take a chance on inexperienced candidates. Read the full article from the SHRM Global Forum:

http://www.shrm.org/global/library_published/subject/nonIC/CMS_009623.asp

- **Employers Must Help Fight HIV/AIDS.** A new study by the International Labor Organization contains some grim statistics. In the absence of increased access to treatment, it says, more than 48 million workers worldwide will be lost to HIV/AIDS by 2010. By 2015, the number will jump to 74 million. The prevalence of HIV/AIDS and its impact on the global workforce has implications for employers all over the globe. --Read the full article from the SHRM Global Forum:

http://www.shrm.org/global/library_published/subject/nonIC/CMS_009602.asp

- **Global Virtual Teams.** One of the most commonly quoted advantages of global virtual teams is the ability of an organisation to leverage competencies and skills from all parts of the world. Because of their great diversity of experience and skills, global virtual teams are often considered to have the capability to solve complex problems and help generate substantial process creativity and innovative solutions. --Read the report from SHRM Research:

<http://messaging.shrm.org/ct/PpSPYK91W1-P>

[Note from the Editor—This material from SHRM reflects the conviction of the need to purposefully connect with key groups and fields, secular and faith-based, that overlap with the member care field. Hence material from the human resource and humanitarian aid fields, for example, are often included in the *Briefing*. For some related perspectives, see pages 3-4, 8-9 in *Doing Member Care Well*.]

BOOK REVIEW

Understanding Voluntary Organisations: How to Make Them Function Effectively

By Charles Handy (Penguin Books, London and New York, 1988)

Reviewed by Kelly O'Donnell

I cannot say enough good about this book. I read through it a few years ago and liked it somewhat. And recently I read through it again thoroughly, at a time when I needed greater clarity in organisational dynamics, and found it both eye-opening and mind-opening. I guess necessity is the parent of insight!

Why is it so good? First published in 1988, the many core topics that Hardy explores are central to the healthy functioning of organisations and entities like member care affiliations, conferences, and groups. It is a classic text. The book is especially geared towards those groups in the volunteer sector, whereby 'well-intentioned ideals, an avoidance of hierarchical structure, and lack of basic management principles/capacity can seriously disrupt both our virtuous objectives and collegial relationships' [paraphrase from pp. 8,9]. This book is easy to read, easy to apply, and a good source for obtaining a quick overview and common background in the structure, function, cultures, and change processes in organisations.

Here are a few specific areas that I found to be particularly helpful:

- The differentiation between consultation, consent, and consensus in democratic/participative leadership and decision-making approaches.
- The warning of the negative impacts of "group think", in which a group of people "let their drive for consensus override their good sense when looking at all the options for the future" (p. 62). Only a few solutions are discussed to the exclusion of other solutions, the possible adverse consequences of preferred decisions are ignored, little effort is made to get specialist/outside advice, and there are usually no contingency plans made for failure.
- The notion of how with time, "coalitions" interested in their own turf/agendas emerge within organisations [and movements] which can end up harming the overall purpose and contributions of the group. This can lead to infighting and enormous amount of "transaction costs"—the time and energy needed to sort out differences and keep on track.
- The sombre comments about the reality of power/control struggles, and the need to acknowledge and not be surprised by the political nature of groups/organisations.

"Because power is a forbidden topic in organisations, and particularly in volunteer organisations, there is seldom any proper discussion of two key aspects of organisational life: the place of competition and/or conflict and the role or meaning of democracy in work. If they are talked about at all it is under the heading of organisation politics, and in this context 'politics' is assumed to be bad.

Such myopia is misguided. Organisations are communities, societies in their own right. They cannot avoid the questions [concerning power/control] which beset all societies. ...To push these issues under the table is not to solve them; to brandish grandiloquent slogans –'we are all one family' or conflict has no place'—only outlaws discussion of the topic without adding to an understanding of it. If organisations [such as our mission and member care organisations] are going to be effective social institutions, they need to grapple with these issues, which are not going to disappear as long as human beings live and work together." (pp. 75-76)

In conclusion, I think that reading/discussing *Understanding Voluntary Organisations*, can help us in "doing organisations well." Further, as I shared in a previous *Briefing*, there is a clear need to upgrade our field's understanding of how best to set up and maintain member care groups and organisations. Similar to the impact of the Sharpening Your Interpersonal Skills Course, there is the need to develop and disseminate something like a Sharpening Your Organisational Skills course (SYOS). Finally, it is important to note that organisational development topics have in fact been discussed in major member care gatherings and it is important to continue doing presentations and workshops in this broad area.

THE NEW WAVE OF COACHING

Harry Hoffmann

Business and Management Coach (European Coaching Association) With A Mission, Africa

Coaching has many faces nowadays; in sports, business, for Christians and mission personnel. A web search on 'Christian coaching' or 'life coaching' will bring up many resources. But what mission personnel need most are not necessarily resources but people: a real 'on-the-job' *coach* for a certain amount of time, and for a certain situation.

How does this sound to you?

- Drawing out the best in you, a good coach can make a huge difference in your leadership.
- Connecting with experienced coaches for developing your full potential.
- Developing excellence in leadership is key to your professional success and your organisation's growth. Who you are and how you lead makes a difference.
- Having a coaching is a personal and individual form of consultancy to help you understand yourself better, assess situations, and process the changes you go through in your work and personal life.

Sounds like an advertisement. Too good to be true!?

There is much to say about the 'new wave of coaching' and it's different facets for mission personnel.

Here are some more thoughts, mostly "lyrical" in nature.

Coaching

- I read about old times. I dream. Sons take over the work of their fathers, the family business. An initiation into manhood, adulthood. Passing on of traditions, skills. Father-son relationship.
- I read about Olympic Games. I dream. Athletes practise, train hard. Strength, weakness, wellness. Assessment, training, improvement, new assessment. As a team, with a coach-athlete relationship
- I live in Asia. I observe. Mission personnel under leadership, in teams, alone. Oft en lost between vision and reality, control and freedom, necessities and desires, individualism and the hope for close relationships.

Is there someone who can see the world through my eyes?

Is there someone who is for me?

Is there someone interested in who I actually am?

Sick of seminars and up-front teaching, sick of being left alone for personal application, sick of authority structures, sick of just me and God, sick of standardised accountability meetings, sick of tensions and conflicts.

Oh how I wish to have someone who walked in my shoes, who came alongside to learn about me, who knows the rules of the game and it's challenges. But I want more than encouragement, teaching and a pat on my shoulder.

I want coaching. Tailor-made training, performance assessment, reality checks, assessment of my potential, team potential, risks, body/mind/spirit, holistic, work-life balance, goal setting and celebration, brainstorming, truth telling. Someone who stands at the sideline, just like in sports, someone who is for me.

Looks like in missions we have the people back home and in our home churches who don't really understand our life, short-term teams who don't really understand our life, visitors who don't really understand our life, and leaders and team-mates who don't really understand our life.

We need coaching in missions. The resources listed below are good resources, but what we actually need are people, Coaches, who stand on the sidelines, rejoice with us when we win, and cry with us when we loose, without any other agenda then my life and performance. There are some really good ones, leaders and people who are really on our side, and more are coming.

www.cpcaches.com/ Church planting coaches

www.garyrcollins.com/institute.html/ Leadership through Coaching, with regular newsletters

www.cvcommunity.com/ CoachVille, with a massive amount of resources

www.christiancoaches.com/ Network of Christian Coaches

www.lifecoachtraining.com

www.executivecoachcollege.com

www.24-7coaching.com

www.coachu.com

www.linkageinc.com

www.ccl.org

FUTURE DIRECTIONS

MEMCA WEB SITE PROPOSAL AND WEB CONSORTIUM

Where are you heading in member care? And where is the member care field heading? There are so many ways to contribute, to get involved, and to find a good fit between ones call/gifts and the many needs/opportunities. One key area involves the use of the web/internet in developing global resources.

We are in the process of reviewing our MemCa web site, and both updating the information and upgrading the technology. Ultimately, we are hoping to be part of a consortium of core web sites in member care, each of which has a special area of focus and distinct resources. Links to each others' web sites would be on each others' home page, and

there would be a concise, user-friendly presentation of what each of the sites offer. If you have expertise in this area, and have time to be involved, please let us know.

Mission Statement for MemCa Web Site (as part of a web consortium):

- To resource the global mission community with quality member care materials that inform (updates, analyses, links) and equip (guidelines, articles, tools), on behalf of both mission personnel and member care workers.
- To provide key ways for member care workers to stay current, connected, and cohesive as a field.

Key Features to Develop that are Unique to this Web Site (many are available now):

- Monthly key article/resource with which to interact, to help visitors/MCWs stay on top of trends and to get into the habit of visiting the site regularly
- New mechanism for consolidated learning/updates: offer a template and place for regional and specialty member care networks to easily give readable updates of key events/issues, plans etc.
- Updated summaries of the major member care consultations in each region
- Input and updates from a variety of colleagues from around the world
- An updated global calendar of member care events (consultations, training, etc.)
- An updated list of member care organisations and groups
- An updated list of key member care books
- Copies of our MemCa Global Briefing to help keep track of significant global trends/analyses
- A commitment to use the most effective technology to help people access/use the material,
- Links to key *secular* sites related to member care
- Other site divisions to be developed which are cutting edge, such as member care for the persecuted church, ethical issues/guidelines for member care workers, member care courses, etc.

To summarise the advice of one web consultant: "Really what we are developing here is a new paradigm for content development and distribution. I think it would be wise not to think of this as a Web site. Instead, think of it as a sustainable strategy for developing, organising and distributing global member care resources. In the future the outcomes of that process may look very different than they will the day the new Web site goes live. In my experience working with associations has taught me that there are some services that cannot be adequately provided by a single agency or business. It needs the touch of a collaborative group, like an association."

UPCOMING MEMBER CARE EVENTS

October 8-12, 2004. INDONESIA AERC FAMILY EDUCATION CONFERENCE E-mail : earlcase@cheerful.com or janetblomberg@compuserve.com	October 9-31, 2004. UK. FACE TO FACE COURSE E-mail : gill.trainor@c.ict.om.org	October 10-23, 2004. TURKEY LEADERSHIP MATTERS TRAINING COURSE E-mail : leadershipmatters@om.org
October 11-15, 2004. USA. CONGRESS ON LANGUAGE LEARNING E-mail : info@mti.org	October 15-17, 2004. HONG KONG AERC FAMILY EDUCATION CONFERENCE E-mail: landdeckk@ics.edu.hk	October 31-November 12, 2004. AUSTRIA BARNABAS ZENTRUM RETREAT, (SINGLES OR COUPLES) E-mail : barnabaszentrum@juno.com
November 1-15, 2004. USA. HEARTSTREAM INTENSIVE CARE PROGRAM E-mail : Heartstream@compuserve.com	November 3-4, 2004. VIETNAM ICEC ASIA ADMINISTRATOR CONFERENCE E-mail : icec_asia@acsi.org	November 12-13, 2004. USA. GLOBAL MISSIONS HEALTH CONFERENCE
November 13, 2004. THAILAND UNDERSTANDING EATING DISORDERS E-mail: the-well@gmx.net	November 18-21, 2004. USA. MENTAL HEALTH IN MISSIONS CONFERENCE Website : www.MTI.org	November 21-December 3, 2004. AUSTRIA BARNABAS ZENTRUM RETREAT, (SINGLES OR COUPLES) E-mail : barnabaszentrum@juno.com

November 28-December 12, 2004. INDIA LEADERSHIP MATTERS TRAINING COURSE E-mail : leadershipmatters@om.org	December 4-8, 2004. USA. PASTOR TO MISSIONARIES Email: Barnabas@Barnabas.org	December 13-17, 2004. GERMANY MULTICULTURAL TEAMS WORKSHOPS (IN GERMAN) E-mail: smf@aem.de
December 19-23, 2004. THAILAND INTERNATIONAL BOARDING CONFERENCE E-mail: registrar@gisthailand.org or icec_asia@acsi.org	January 5-7, 2005. USA. ACSI INTERNATIONAL CHRISTIAN EDUCATOR CONFERENCE-FOR THE AMERICAS E-mail: icec_latin@acsi.org	January 10-14, 2005. USA. BUILDING SKILLS FOR MEMBER CARE WITH EXCELLENCE E-mail: KenRoyer@linkcare.org
January 17-18, 2005. PERU THE GORGAS EXPERT COURSE E-mail: info@gorgas.org	February 6-18, 2005. AUSTRIA BARNABAS ZENTRUM RETREAT, (SINGLES OR COUPLES) E-mail : barnabaszentrum@juno.com	February 27-March 11, 2005. AUSTRIA BARNABAS ZENTRUM RETREAT, (FAMILY) E-mail : barnabaszentrum@juno.com
February 28-March 4, 2005. FRANCE CRISIS AND TRAUMA RESPONSE SEMINAR Website : www.lerucher.org	March 20-April 1, 2005. AUSTRIA BARNABAS ZENTRUM RETREAT, (SINGLES OR COUPLES) E-mail : barnabaszentrum@juno.com	April 13-17, 2005. GERMANY EUROPEAN MC CONSULTATION CARE ACROSS CULTURES E-mail : mariondk@uk2.net

WEA MEMBER CARE NETWORK BRIEFING

The *MemCa Briefing* is compiled and edited by Kelly O'Donnell and Harry Hoffmann on behalf of Global Member Care Resources, WEA Missions Commission. MemCa is an affiliation of 40 international colleagues committed to help develop member care resources within missions. We are comprised of member care specialists who come from different mission organizations/sending churches. Our members work together and with other colleagues on projects which benefit the global mission community along with specific regions. A special emphasis is on supporting mission personnel from Asia, Africa, and Latin America, and on those working among unreached people groups. Members are also committed to provide personal/professional support for each other as needed. Our friendship and Christian fellowship provide the foundation for our joint work.

MemCa Website: <http://www.membercare.org>

Email: WEF-MCNB@yahoogroups.com

Subscribe: WEF-MCNB-subscribe@yahoogroups.com

Unsubscribe: WEF-MCNB-unsubscribe@yahoogroups.com

Problems or Questions: Hoffmann@ICandT.de