



FIELD OPERATIONS MANUAL

Field Outreach Guide

Approach, Conversation, Prayer, Documentation

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CITY OF REFUGE BIBLE STUDY CENTER

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SECTION 01

Purpose & Scope

This guide provides a practical framework for ministry team members of The BSC who engage in community outreach. It covers the approach, conversation, prayer, and documentation best practices required to serve people in the field with both spiritual depth and operational discipline.

Outreach is spiritual work, but it also requires care, order, and accountability. Every encounter logged in the field becomes part of a documented record of how God is moving through the community — and how The BSC stewards the relationships He entrusts to us.

"And he said unto them, Go ye into all the world, and preach the gospel to every creature."

— Mark 16:15 (KJV)

Who This Guide Is For

This guide is written for The BSC's ministry team members who participate in community outreach activities — whether in scheduled events, door-to-door visits, community gatherings, or informal encounters in daily life.

SECTION 02

Preparing for Outreach

Effective outreach begins long before the conversation. Preparation has three dimensions — spiritual, practical, and relational. Each one matters.

Spiritual Preparation

- **Prayer before going.** Spend time in personal prayer asking God to prepare both you and the people you will meet. Pray for sensitivity to the Holy Spirit's guidance.
- **Scripture meditation.** Read and meditate on one or two passages relevant to the outreach context — for example, Mark 16:15, John 4:7-26, or Acts 17:22-31.
- **Personal posture.** Examine your own heart for any pride, fear, or impatience. Ask God for the love and humility that the encounter will require.
- **Fast when led.** For larger outreach events, consider fasting beforehand to sharpen spiritual sensitivity.

Practical Preparation

- **Materials.** Bring Scripture cards, tracts, a Bible (printed or on your phone), and pen and paper for documentation.
- **Login credentials.** Confirm you can access the BSC Impact Registry on your phone or device — test login before leaving home.
- **Identification.** Always carry identification. If your church or ministry provides a badge or letter of introduction, bring it.
- **Appropriate dress.** Modest, professional, and appropriate for the community you are serving. Avoid clothing that signals wealth disparity.
- **Phone fully charged.** Your phone is your communication tool, your Bible, and your documentation tool — keep it charged.

Relational Preparation

- **Go in twos when possible.** Pair outreach is biblical (Luke 10:1) and provides both spiritual covering and accountability.
- **Know your coordinator.** Confirm who your team coordinator is and how to reach them during outreach.
- **Brief on the location.** If outreach is at a specific community or location, learn what you can about its context, history, and any sensitivities beforehand.

Important

Never go to outreach in an emotionally depleted state. If you cannot pray before going, or you have personal turmoil unresolved, consider postponing. People in the field need a steady, prayerful, present witness — not someone running on empty.

SECTION 03

The Five Stages of a Ministry Encounter

Every meaningful field encounter moves through five recognizable stages. Understanding these stages helps you navigate conversations with both confidence and sensitivity.

1

Approach

The opening moment. How you arrive — your posture, eye contact, opening words — sets the tone for the entire encounter. Begin with genuine greeting, not a sales pitch. Honor the person before you introduce the purpose.

2

Connection

Find a point of shared humanity. Acknowledge the person's space, work, or family before introducing anything spiritual. Listen first. Ask about them. People are more open to the Word after they feel seen as a person.

3

Invitation

Once trust is established, introduce the spiritual conversation. This may be a Scripture, a question, a personal testimony, or a direct invitation. The invitation is not aggressive — it is honest, warm, and open to refusal.

4

Engagement

If the person engages, listen far more than you speak. Ask their questions. Share Scripture relevant to their actual situation. The Holy Spirit guides the conversation — trust His leading, not a memorized script.

5

Closing

Every encounter ends, whether positively or with polite refusal. Close with prayer if welcomed, with a Scripture verse, or with an invitation to a future conversation. Always leave the person feeling honored, not pressured.

Ministry Truth

Not every encounter will pass through all five stages — and that is okay. Some people are not ready to receive. Your faithfulness is in being present and obedient, not in producing a particular outcome. God gives the increase (1 Corinthians 3:6).

SECTION 04

Conversation Approach

Listen First, Speak Second

Many outreach conversations fail because the team member is so focused on what they want to say that they never hear what the other person actually needs. James 1:19 instructs us to be "swift to hear, slow to speak." This is field strategy as much as it is spiritual discipline.

Three Questions That Open Conversation

- **"How are you really doing today?"** The word *really* signals you want a real answer, not the social pleasantries.
- **"What's been on your mind lately?"** Open-ended, non-threatening, invites depth.
- **"Has anyone prayed for you recently?"** Direct without being aggressive. Most people pause before answering this — and often say yes to prayer immediately after.

How to Share Scripture in Conversation

- **Quote sparingly and accurately.** One well-placed verse is better than five recited from memory.
- **Explain context briefly.** Don't assume the person knows who said it, when, or why.
- **Apply, don't lecture.** Show how the verse speaks to their actual situation — not as a general theological point.
- **Invite them to read it themselves.** If they have a Bible (or a phone), point them to the passage and let them read it.

"But sanctify the Lord God in your hearts: and be ready always to give an answer to every man that asketh you a reason of the hope that is in you with meekness and fear."

— 1 Peter 3:15 (KJV)

Handling Difficult Questions or Objections

You will encounter questions you cannot answer. That is not failure — that is honesty. Three principles:

- **It is acceptable to say, "I do not know — but I will find out and come back to you."** This is more credible than fabricating an answer.
- **Do not argue.** A conversation that becomes an argument is no longer ministry.
- **Pray with them, even if they did not accept anything else.** Prayer is the one thing almost everyone receives.

SECTION 05

Prayer in the Field

Prayer is the most powerful instrument of any outreach encounter. It is also the most often welcomed offer — many people who would refuse a tract, a book, or even a conversation will accept prayer. Treat every prayer offered in the field as sacred.

How to Offer Prayer

- **Ask permission.** "Would you be open to me praying for you right now?" — never assume.
- **Ask what to pray for.** Don't pray a generic prayer. Ask the person what is on their heart.
- **Keep it short.** A focused 30–60 second prayer is more impactful than a long one.
- **Pray with eyes open if it makes them more comfortable.** Especially in public settings.
- **Pray in the name of Jesus.** Clearly and audibly. The name of Jesus is itself a witness.

What to Do With a Prayer Request

If you receive a prayer request that requires ongoing intercession, log it in the BSC Prayer Map (with the person's permission). This connects the request to a wider community of intercessors and ensures the prayer continues beyond the moment of encounter.

SECTION 06

Documentation Best Practices

Documentation is not bureaucracy — it is stewardship. Every person reached represents a real human being whose encounter with the Word deserves to be remembered, prayed for, and followed up on. The BSC Impact Registry exists to make this possible.

What to Record

- **Date and location** of the encounter — be specific enough to be useful later.
- **First name (if given)**. Always optional. Never pressure a person for their name.
- **Brief context** — how you met, what was discussed, what was prayed for.
- **Spiritual decision noted** — if the person prayed to receive Christ, expressed openness, asked to be prayed for, accepted literature, etc.
- **Follow-up agreed** — did the person consent to a future contact? If yes, by what means?
- **Your name as the team member** who logged the encounter.

When to Record It

Ideally, within 24 hours of the encounter, while details are fresh. If you cannot log immediately, jot brief field notes on paper or in your phone — but transfer them into the Impact Registry within one day. Records logged a week later lose detail.

What NOT to Record

- **Personal details the person did not consent to share.**
- **Sensitive content** — health conditions, family disputes, financial difficulties — unless they are essential for follow-up AND the person consented.
- **Speculative theology.** Record what was said, not what you assumed about the person's spiritual state.
- **Judgmental language.** Records should be factual and dignified.

Privacy Protection

All records in the BSC Impact Registry are password protected and visible only to authorized The BSC team members. Public-facing views (such as the Community Impact Map) show only anonymized, aggregated data. Personal information is never displayed publicly.

SECTION 07

Safety & Boundaries

Personal Safety

- **Go in pairs.** Always preferable, especially in unfamiliar neighborhoods, at night, or in situations involving strangers.
- **Inform your coordinator** of your outreach location and expected return time.
- **Trust your instincts.** If a situation feels unsafe, leave. Discernment is a gift of the Spirit (Hebrews 5:14).
- **Do not enter homes alone** with someone of the opposite gender. This protects both you and them.

Pastoral Boundaries

- **You are not a counselor or therapist.** If someone shares trauma, abuse, addiction, or suicidal thoughts, listen, pray, and refer them to a qualified professional or pastor.
- **Do not promise outcomes.** Do not promise healing, financial provision, or relational restoration. Promise God's faithfulness, not specific results.
- **Do not give money or material aid** on your own initiative. If a person has acute material needs, refer them through The BSC's partner directory.
- **Do not collect contact information for personal use.** All contact info goes into the BSC Impact Registry, not into your personal phone.

When to Escalate

Contact your team coordinator immediately if you encounter:

- Disclosed abuse of a child or vulnerable adult
- Active suicidal ideation or imminent self-harm
- Threats of violence to self or others
- Any situation involving law enforcement
- Any situation you feel unsure how to handle

SECTION 08

Sample Scripts

These are not lines to memorize. They are starting points to internalize and adapt. The Holy Spirit will give you words in the moment (Matthew 10:19-20). Use these to build muscle memory for opening, transitioning, and closing.

Opening a Conversation

"Good morning. My name is [Name], and I'm with The BSC — the City of Refuge Bible Study Center. I'm not selling anything — I'm just walking through the neighborhood today, and I wanted to ask: how are you doing, really? Is there anything we could be praying for you about?"

Transitioning to Scripture

"That sounds really heavy. You know, there's a verse that's been on my mind this week that speaks to exactly what you're describing — would you be open to me sharing it with you?"

Offering Prayer

"Would it be okay if I prayed for you right now? It doesn't have to be long — just a quick prayer for what you've shared with me."

Inviting Follow-Up

"I'd love to check in with you in a week or so — just to see how things are going and to keep praying for you. Would that be alright? What's the best way to reach out to you — a text or a phone call?"

Closing Gracefully (Even With Refusal)

"Thank you so much for your time today. I really appreciate you talking with me, and I want you to know I'll be praying for you and your family. God bless you."

SECTION 09

Field Checklist

Use this checklist before, during, and after every outreach. Keep a copy in your bag or saved on your phone.

Before You Go

- ■ Prayed and prepared spiritually
- ■ Bible, tracts, and Scripture cards packed
- ■ Phone fully charged
- ■ Impact Registry login confirmed
- ■ Identification on person
- ■ Coordinator informed of location and expected return time
- ■ Partner identified (going in pairs is preferable)

During the Encounter

- ■ Greeted the person with warmth and dignity
- ■ Listened more than I spoke
- ■ Honored the person's pace and openness
- ■ Offered Scripture and prayer where welcomed
- ■ Asked consent for any follow-up contact
- ■ Made brief field notes if not logging immediately

After the Encounter

- ■ Logged the encounter in the BSC Impact Registry within 24 hours
- ■ Submitted any prayer requests to the Prayer Map
- ■ Set follow-up reminder if agreed with the person
- ■ Debriefed with team coordinator if anything unusual occurred
- ■ Prayed for the person again before closing the day

"And let us not be weary in well doing: for in due season we shall reap, if we faint not."

— Galatians 6:9 (KJV)

QUESTIONS OR SUPPORT

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