**Phone Script - Invite One Back**

“Hi, <Mr./Mrs./Ms. last name>, I’m so glad I caught you. This is <your name> from <name of parish>. How have you been?”

[Let them answer.]

“It’s been a while since we’ve seen you at Mass (or) We’ve missed seeing you at Mass, so I’m calling to check in and make sure everything’s ok. Did something change in your life?”   
[Based upon what they say and if it is appropriate at this point, ask]   
“Is there a way I can pray for you today?”

[Give them time/room to speak. Respond appropriately. If applicable, recommend a parish or local ministry that can help them if they are in need. If you don’t know or aren’t sure what the appropriate venue to help them, let them know you will find out and get back to them.]

“Life can be filled with difficulties sometimes. We all go through seasons where things get tough, and that’s why Jesus gave us the Eucharist. To feed us spiritually and provide us with the strength we need to keep going.”

“May I provide you with the times of Mass for this weekend: <list Mass times>. [Say gently] “Which time works best for you?”

[Respond intentionally with your pastoral feedback and invitation based on the season they are in and what they are sharing with you.]

“Before I go, is there anything else I or the parish can do to support you right now? Any more intentions we can bring to prayer?”

[Let them give you intentions and respond appropriately.]

“Thank you, it was a pleasure speaking with you. On behalf of <name of parish>, it will be so good to have you join the parish community for Mass. I hope to see you there! Have a great rest of your day. God bless.”

Note: Be prepared to leave a very brief message if there is no answer.   
“This is <your name> from <name of parish>. We’ve missed seeing you at Mass and wanted to check in. I will check back with you.”

**Follow-up**: Be in touch soon afterward with what you said you would provide.