



Congregational Care Network (CCN)

Frequently Asked Questions

Connecting people with companionship, encouragement, and community support.

What is the Congregational Care Network (CCN)?

The Congregational Care Network (CCN) is a program of IU Health Spiritual Care that connects individuals with caring volunteers from local faith communities. The goal is to reduce loneliness and social isolation while supporting the whole person—mind, body, and spirit. CCN serves people of all faiths, as well as those who do not belong to a faith community.

Who can participate in CCN?

A person may be eligible if they meet one or more of the following criteria:

- Age 50 or older
- Living with a chronic illness
- Experiencing loneliness, social isolation, or spiritual distress
- Has been hospitalized or visited an IU Health facility or outpatient clinic within the past 12 months
- Frequently uses healthcare services or may be at risk for frequent healthcare use
- Lives in Indiana, usually in the same county as a participating congregation

Exceptions may be considered on a case-by-case basis.

Do I have to belong to a church or faith community to participate?

No. CCN welcomes people of all faith traditions and those who do not belong to any faith community. The focus is on providing companionship, encouragement, and connection.

What support does CCN provide?

CCN provides:

- Regular companionship and supportive conversations
- Encouragement and emotional support
- Connections to community resources when appropriate
- Opportunities to build meaningful relationships and social connections
- Support that addresses mind, body, and spirit needs

What is a Connector?

A Connector is a trained volunteer from a partner congregation who reaches out to participants regularly to provide companionship, support, and encouragement. Connectors help participants feel connected and supported within their community.

What happens after I am referred to CCN?

A CCN team member will contact you by phone to:

- Explain the program
- Answer any questions
- Learn about your interests and needs
- Match you with a participating congregation

After that, a Connector will contact you to begin regular check-ins.

How often will someone contact me?

Most participants receive a phone call or virtual check-in from a Connector once a week. The frequency can vary based on the participant's needs and preferences.

How long does the program last?

Participants typically enroll for 12 weeks. At the end of the program, CCN staff will check in to discuss progress and determine whether additional support would be helpful.

Is there a cost to participate?

No. There is no cost to participants. CCN is provided as a community support service through IU Health.

How do Connectors communicate with participants?

Most support is provided through phone calls and virtual communication. Communication methods may vary based on participant needs and available resources.

Is CCN the same as home health care or nursing services?

No. CCN does not provide medical care, home health services, or personal care. Instead, CCN offers companionship, encouragement, spiritual support, and connections to community resources.

Is participation voluntary?

Yes. Participation is completely voluntary. Participants may choose to stop participating at any time.

How does CCN help address loneliness?

Research shows that loneliness and social isolation can negatively affect health and well-being. CCN helps by connecting participants with caring people who provide regular encouragement, companionship, and a community of support.

What makes CCN different?

CCN brings together healthcare providers, faith communities, and community organizations to create a coordinated network of support. The program focuses on long-term relationships and helping individuals build connections within their community, not just addressing immediate needs.

How can I refer someone to CCN?

Referrals can be made by healthcare team members, community partners, faith leaders, family members, or individuals interested in receiving support themselves. If you are unsure whether someone qualifies, contact the CCN team for guidance.

What areas does CCN serve?

CCN partners with congregations and community organizations throughout Indiana. Availability may vary by location, and services are typically provided through participating congregations in the individual's local community.

How can I learn more?

If you would like more information, have questions about eligibility, or would like to make a referral, please contact the CCN team at CCN@iuhealth.org

Have More Questions?

We'd love to connect with you.

Scan the QR code below to learn more about the Congregational Care Network, request additional information, or explore opportunities for support and connection.

A member of our CCN team will reach out to answer your questions and provide additional information about the program.

Scan Here:

