

Consultant Webinar:

Member Triage—Adapting to Individual Needs

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Helping Hands to Hasten His Work

“Help wanted:
family history and
temple workers to
link families
eternally.”

Linda K. Burton, "Wanted: Hands
and Hearts to Hasten the Work,"
Ensign or Liahona, May 2014, 124



Objectives

- What Is Member Triage?
- The Process
- Case Studies

Triage

“A medical process where patients are sorted according to their need.”

Yourdictionary.com





Treeeage

Treeage

A process where individuals and their family trees are evaluated according to their need.



How Do I Help Members Get Started?



How Do I Help Members Get Started?

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graph LR; A[Set up meeting] --> B[Evaluate their tree]; B --> C[Evaluate situation]; C --> D[Create a plan]; D --> E[Meet]
```

Set up meeting

Evaluate their tree

Evaluate situation

Create a plan

Meet

Set Up a Meeting

What do you want to accomplish?

Set Up a Meeting—Helper Credentials

Volunteer

Get Help ▾

Indexing

Temple

Your Username ▾



HELP OTHERS

Isa
Duffin
1826–1880

Mary
Fielding
1827–1905

Mary Ann
Duffin
1852–1922

Abel
Lamb
1801–1874

Mary
1845–1918

Set Up a Meeting—Helper Credentials

Username

Full Name

Volunteer

Get Help ▾

Your Username ▾

Information about the Person You Are Helping



HELP OTHERS

Username

Helper Number - [What's this?](#)

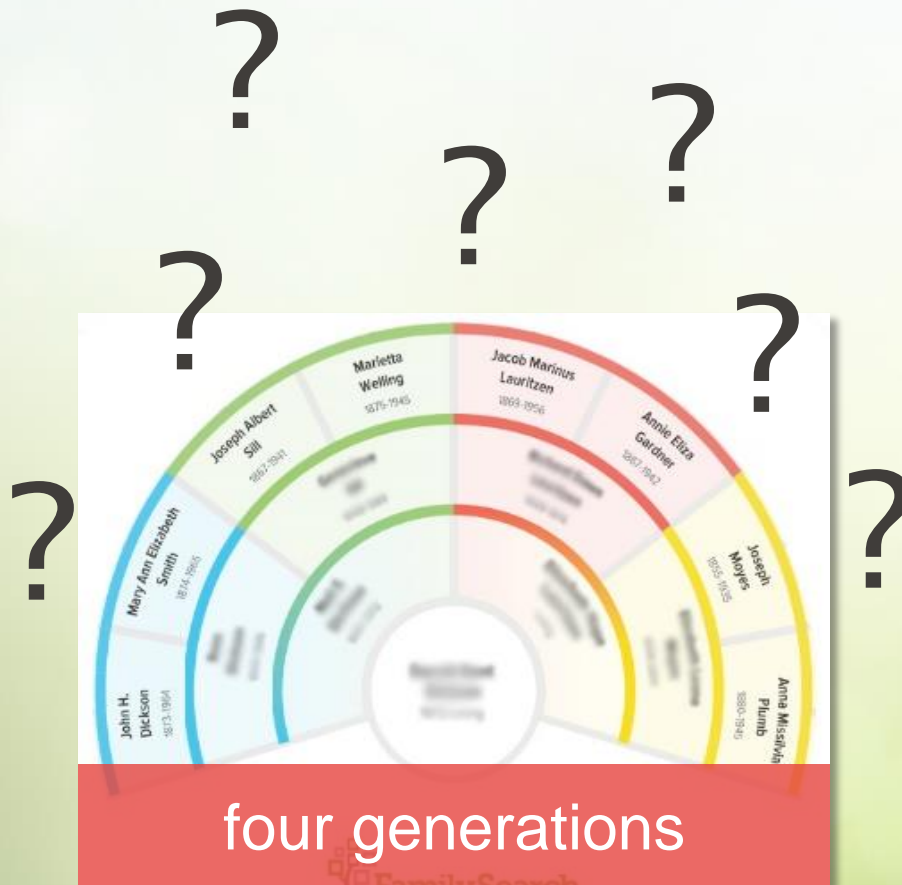
Sign In

Cancel

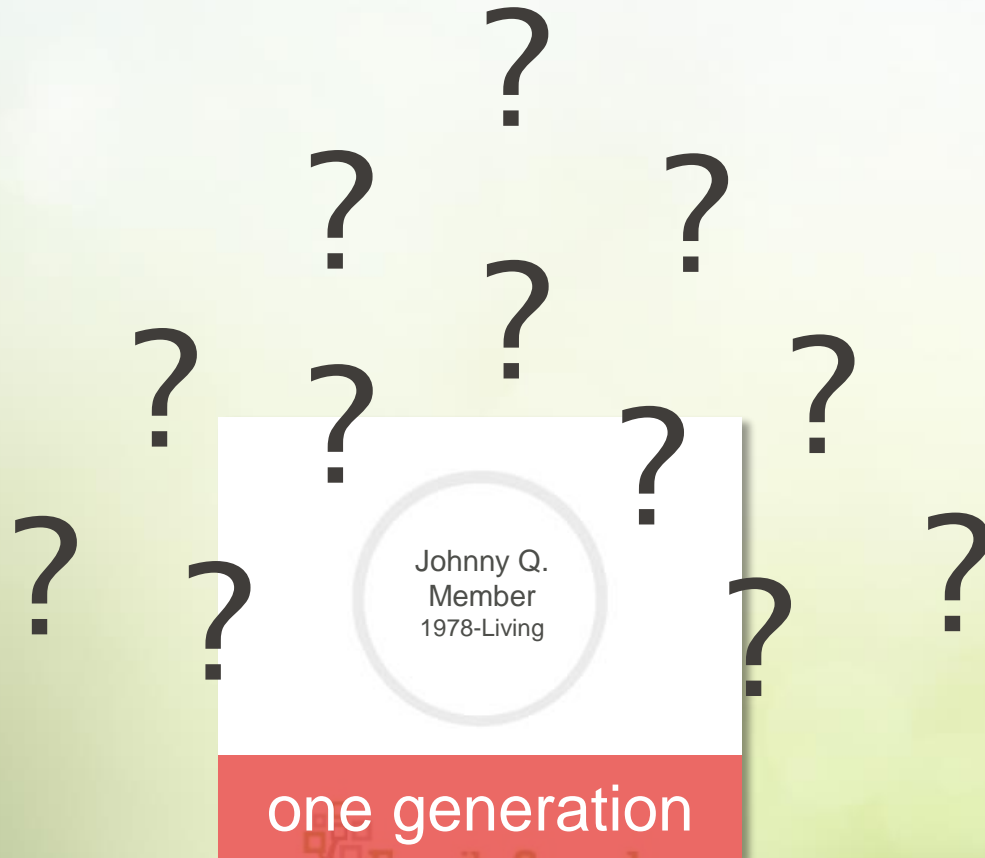
ing
-1905

Abel
Lamb
1801-1874

Evaluate Their Tree—Partial Tree



Evaluate Their Tree—Empty Tree



Evaluate Their Tree—From Where?



Evaluate Their Tree—Pioneer Heritage?



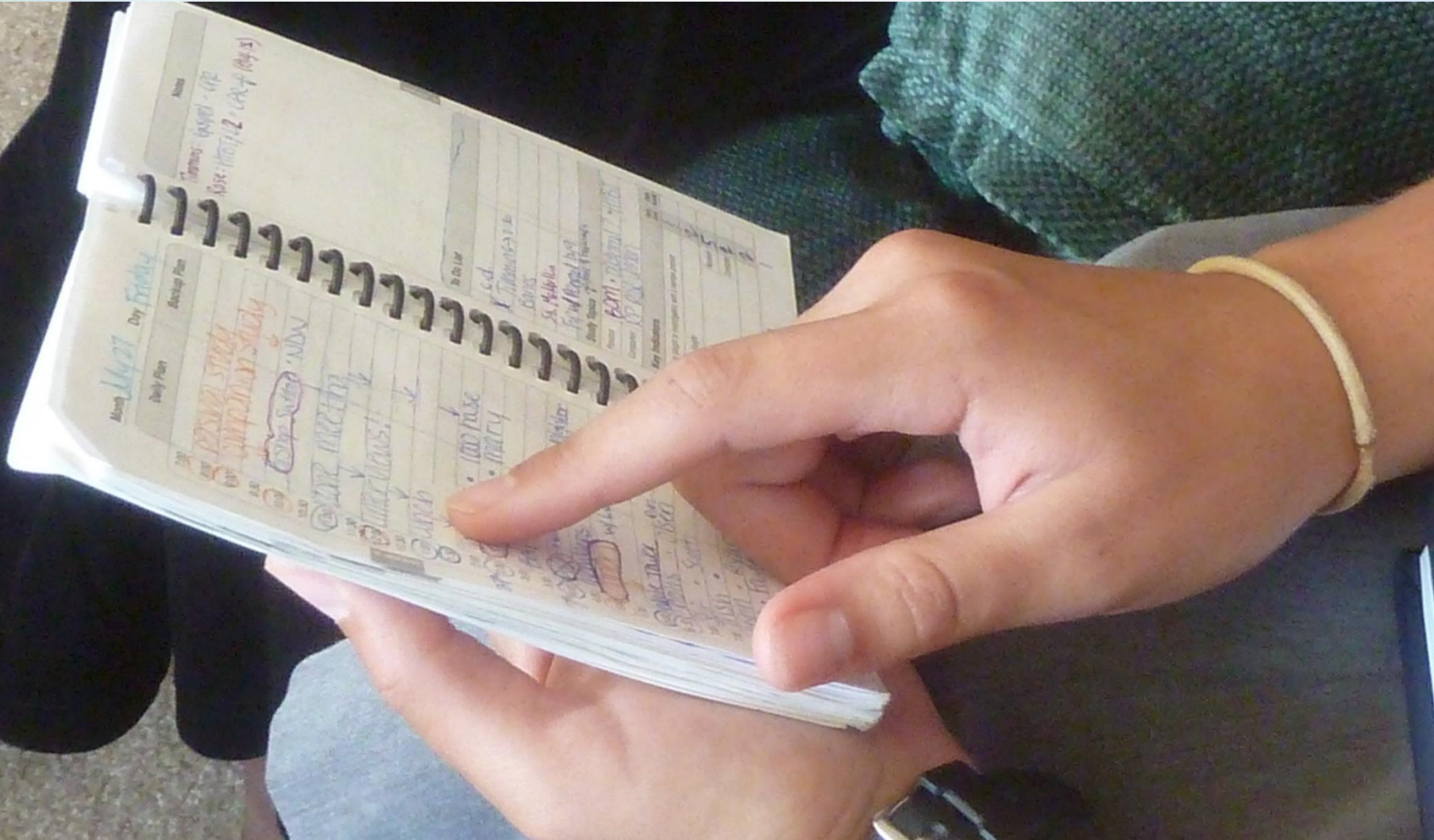
Evaluate the Situation—Skills



Evaluate the Situation—Interest Level



Evaluate the Situation—Time Availability



Evaluate the Situation—Life Circumstances



Build a Customized Plan

A photograph of three young people, two men and one woman, dressed in formal attire (suits and a dress) walking across a green lawn. They are smiling and looking towards the right. In the background, there is a large, modern, light-colored building with many windows and a prominent tower. The sky is blue with some clouds. A red banner is overlaid at the bottom of the image.

Start with their goal.

Build a Customized Plan

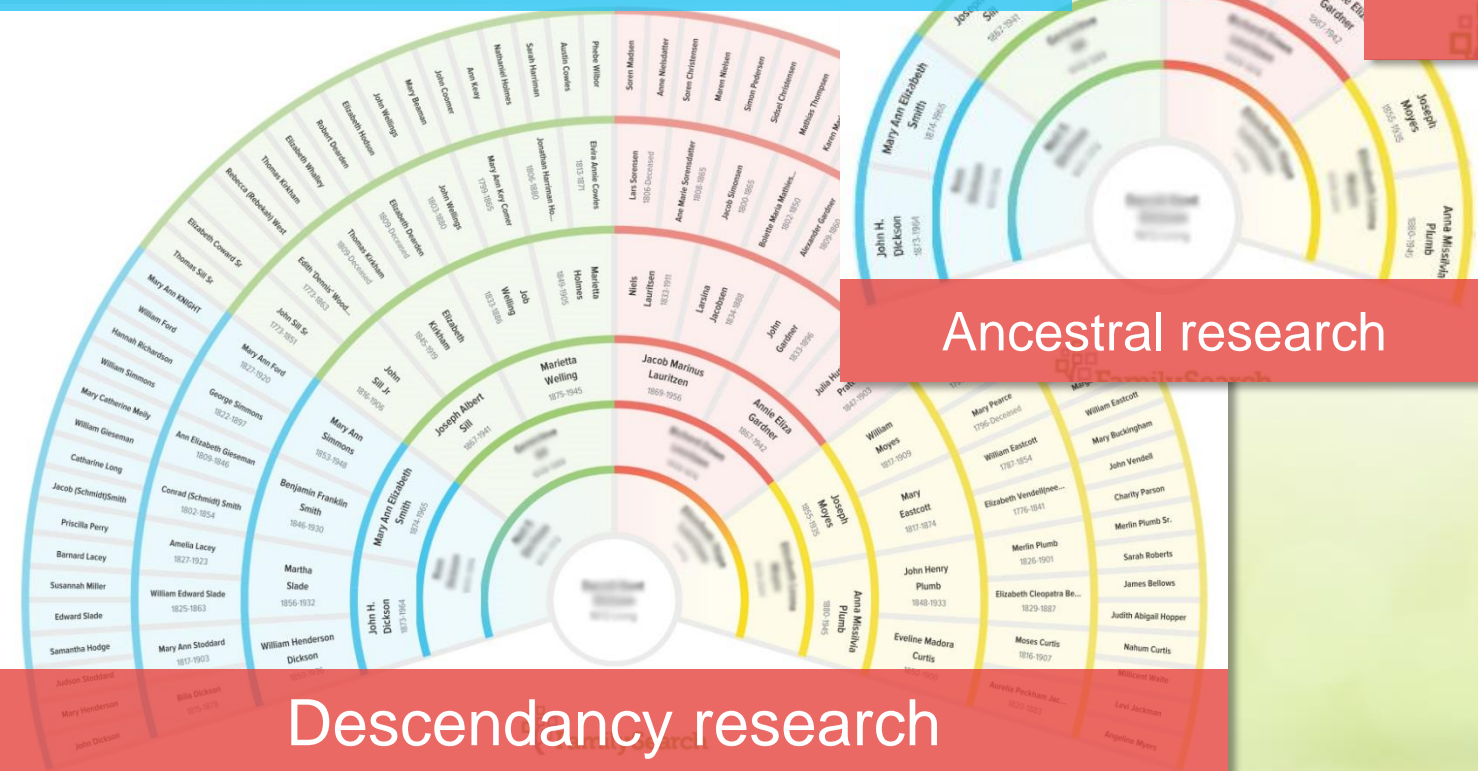
Identify the best process for their tree.

Johnny Q.
Member
1978-Living

Booklet

Ancestral research

Descendancy research



Build a Customized Plan



Build a Customized Plan

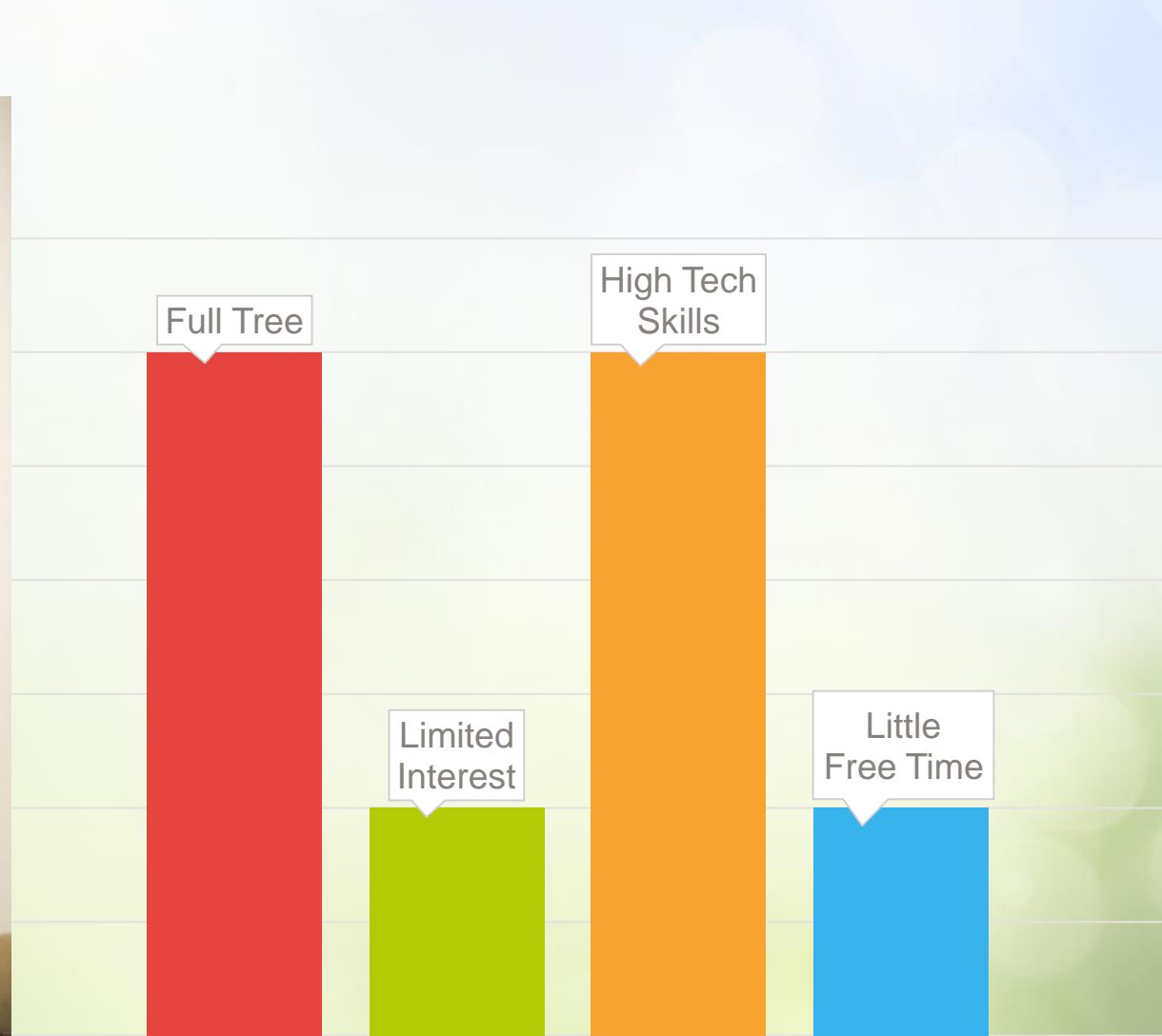
Be flexible as
needs and
interests change.



Case Studies



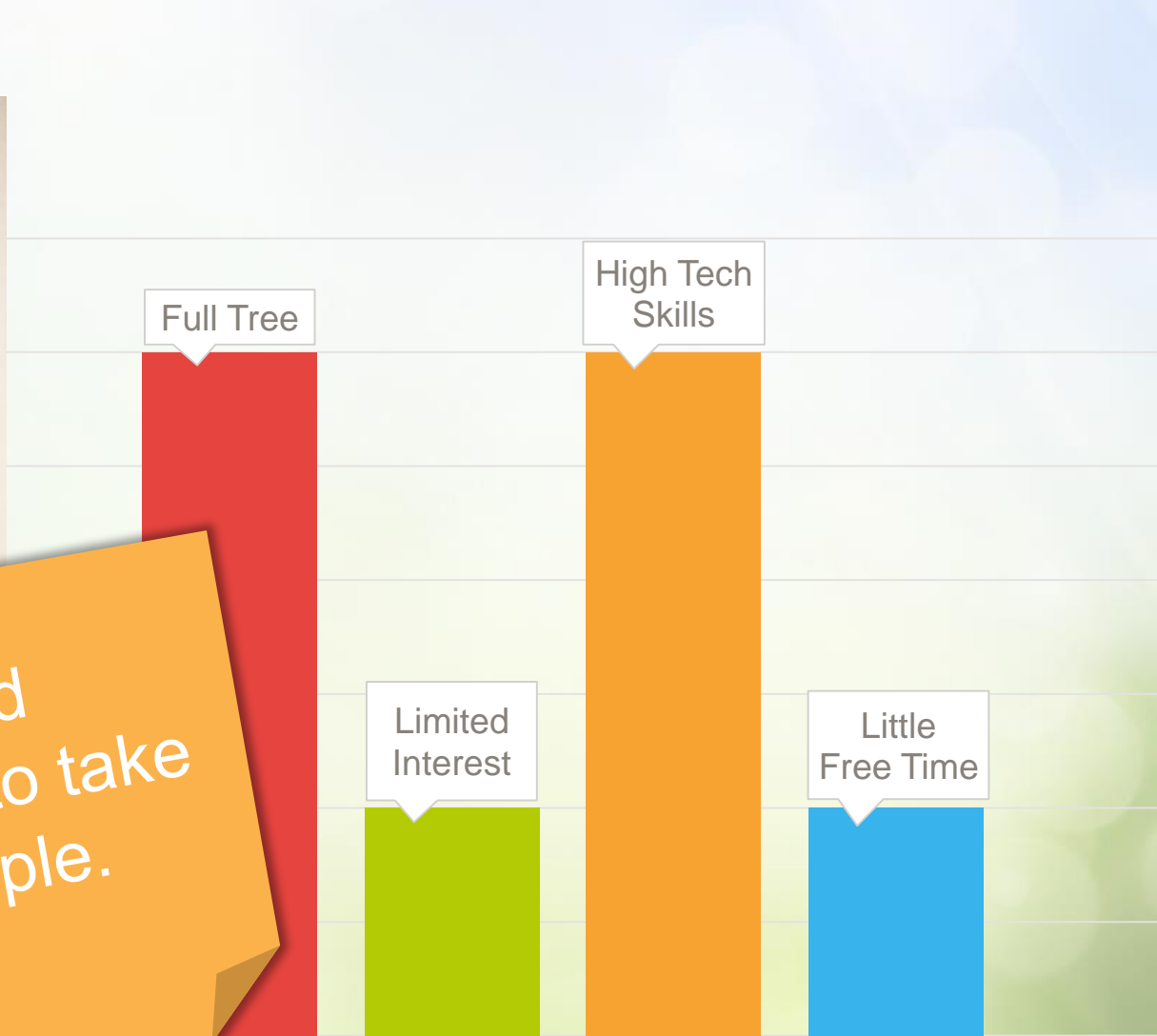
Introducing Mark



Introducing Mark



GOAL: Find someone to take to the temple.



Helping Mark



- Find new names using the descendency process.
- Help Mark add names and reserve ordinances.
- Highlight memories on FamilySearch.
- Encourage Mark to share photos and stories with family members.
- Follow up, and find additional names as requested.

Helping Mark



- Find new names using the descendency process.
- Help Mark add names and reserve

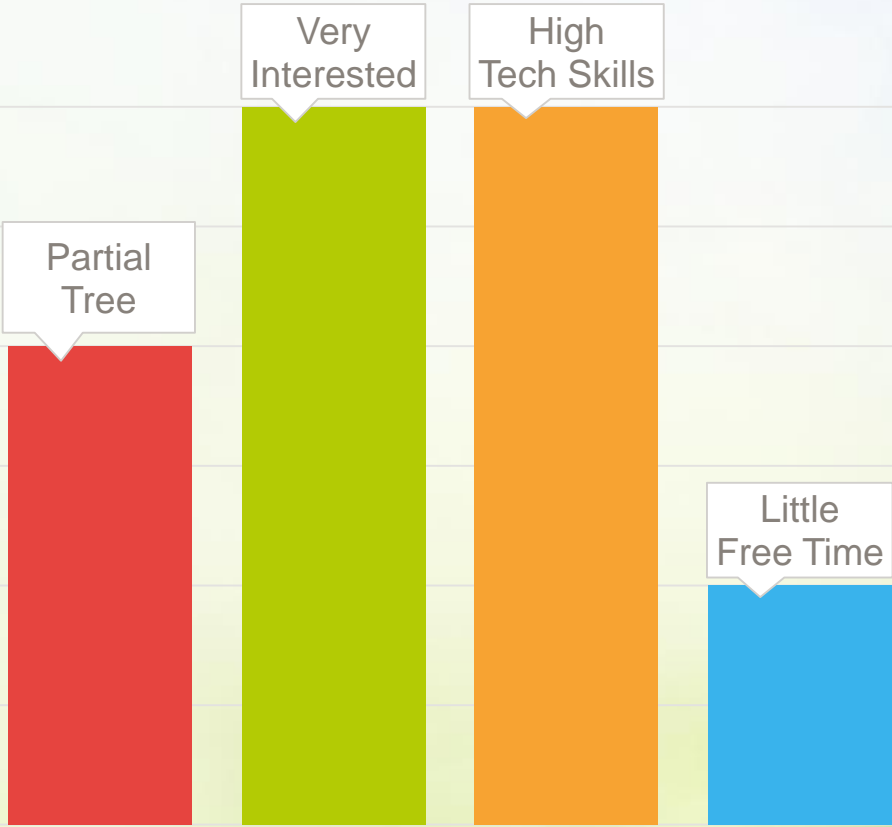
KEY: Temple attendance for his own family.

es.
memories on
arch.

Mark to share photos
with family members.

, and find additional
names as requested.

Introducing May



Introducing May



GOAL: Learn more about her great-grandmother; extend the line farther back.

High Skills

Little Free Time

Helping May



- Determine if records are available for May's great-grandmother.
- Help May find her great-grandmother in records. View images. Attach records to Family Tree.
- Give May several small tasks she can do in short periods of time.
- Follow up, and provide more research suggestions as needed.

Helping May



KEY: Small, research-focused tasks.

- Determine tasks for May's research.
- Help May find research images. Attach records to Family Tree.
- Give May several small tasks she can do in short periods of time.
- Follow up, and provide more research suggestions as needed.

Introducing Isaac



Empty Tree

Very Interested

Some Tech Skills

Little Free Time

Introducing Isaac



Empty
Tree

V
Inter

GOAL: Give his
ancestors the
same blessings
that he recently
recieved.

Free Time

Helping Isaac



- Give Isaac a copy of *My Family: Stories That Bring Us Together*.
- Ask him to talk with his living relatives to gather the information.
- Show him how to transfer the information to Family Tree through [FamilySearch.org/myfamily](https://www.familysearch.org/myfamily).
- Follow up, and show him how to reserve ordinances for temple work.

FamilySearch.org/MyFamily

My Family: Stories That Bring Us Together

The My Family: Stories That Bring Us Together booklet is an engaging way to capture and preserve your family story. We'll help you record family information, including adding photos, names, dates, and precious family stories.



Fill in online version

Transfer information from your existing booklet or start fresh and create a new booklet online.

[Get started](#)



Help others preserve their information

Use the Helper functionality to log in for others and transfer their booklet information for them.

[Help Others](#)



Order a booklet

Copies of the "My Family: Stories That Bring Us Together" booklet are available in multiple languages. Order your booklet today!

[Order booklet](#)

Helping Isaac



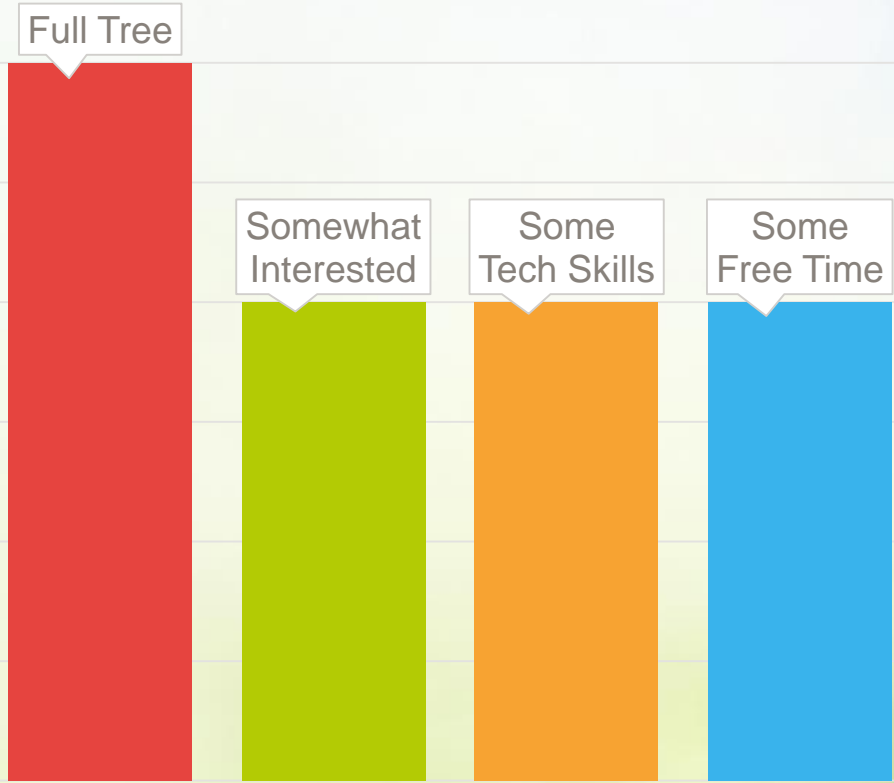
- Give Isaac a copy of *My Family: Stories That Bring Us Together*.
- Ask him to talk with his living relatives to gather the information.

KEY: Touch base regularly to keep up the momentum.

How to transfer the information to Family Tree through [familysearch.org/myfamily](https://www.familysearch.org/myfamily).

and show him how to use the resources for temple

Introducing Tom



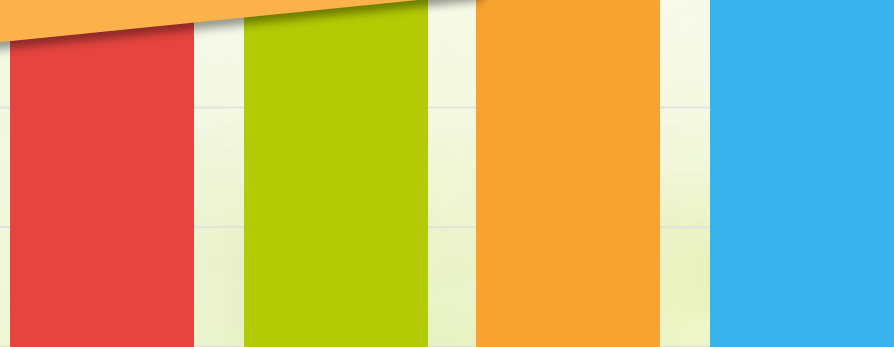
Introducing Tom



GOAL: Spend time with his wife who loves doing family history.

Some Skills

Some Free Time



Helping Tom



- Help Tom choose one family line and one family to focus on.
- Teach Tom the FamilySearch tools using members of that family line.
- Give Tom tasks that can be repeated several times with different ancestors.
- Follow up, and provide more training as needed.

Helping Tom



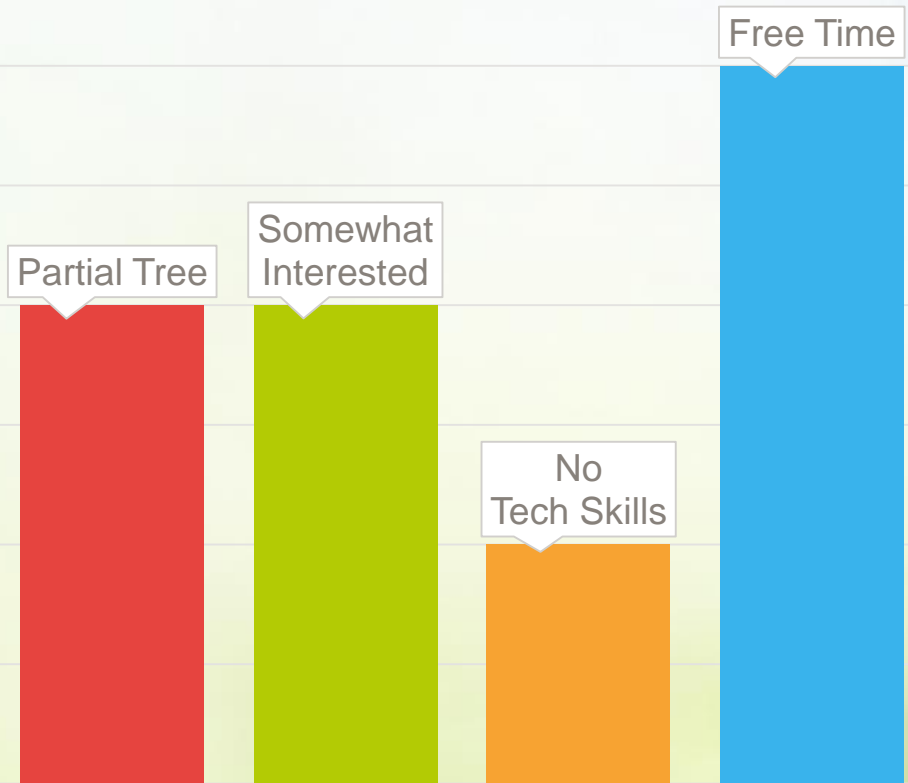
- Help Tom choose one family line and one family to focus on.
- Teach Tom the FamilySearch tools used by members of that family line.

KEY: Slow and steady.

...s that can be
...al times with
...tors.

...provide more
...ded.

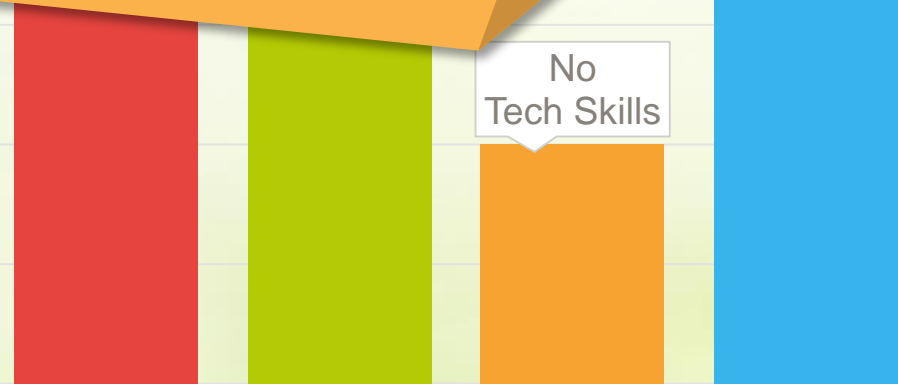
Introducing Lolani



Introducing Lolani



GOAL: Add her family's information to Family Tree.



Helping Lolani



- Find one of Lolani's grandchildren that lives nearby (Alana).
- Show Alana how to use FamilySearch resources.
- Work with Lolani and Alana together, and establish a process for sorting through Lolani's records.
- Follow up, and provide additional help as needed.

Youth

YOUTH / YOUTH AND FAMILY HISTORY | SERVE

FamilySearch

Youth and Family History

English

Home Discover **Serve** Experiences Leaders

Now that you have experienced the joy of discovering your own family history, here are some ways you and your class or quorum can help others do the same.



Video

See My Family Tree

Helping Lolani



KEY: Connect Lolani with someone who can provide one-on-one help.

- Find one of Lolani's grandchildren that lives nearby (Alana).
- Show Alana how to use research resources.
- Connect Lolani and Alana and establish a process through Lolani's
- and provide additional needed.

Online Resources

Family History Callings

Training for My Calling

Family History Consultants

High Priest Group Leaders

Stake Indexing Director

Family History Center Director

Area Family History Adviser

Leader Resources

Resources for Members

Guide to Temple and Family History

🏠 / FAMILY HISTORY CALLINGS / TIPS FOR HELPING MEMBERS

Tips for Helping Members

A collection of videos to help members with their family history.

Tip #1: Start with Stories



🖨️ Print

👤 Share ▶

👍 Like 16



[Register Here](#)

Receive information and updates about your family history calling.

Invitation



- Think about the needs of individuals and families in your ward.
- Make customized plans to help them.

Questions?