RX26 | MISSION TRIP PLATFORM

Positioned to Multiply: Optimizing Mission Trips with Rock Core
LifeMission Church | Olathe, Kansas

The big idea

Instead of relying on separate steps and disconnected experiences, LifeMission Church brought existing Rock components together into one connected mission trip platform. The goal was not one new feature, but a clearer experience for participants, trip leaders, and staff.

Where we started: the pain points

Paper forms • Lack of accountability • Multiple financial gateways • Inconsistent training • Communication blunders

Our journey

Discovery and training → Soft launch (June 2025) → Identifying bottlenecks → Quality-of-life enhancements → More testing, discovery, and training → Custom staff team page in Rock.

The big picture: connected components

Trip Application → Review and Approval → Trip Requirements → Trip Portal → Payments and Support → Leader Tools → Staff Assist.

What each person experiences

ROLE	WHAT THE PLATFORM HELPS THEM DO
Participant	Find a trip, apply, track status, complete requirements, view payments and access trip information.
Trip leader	See who is on the trip, who is ready, and who needs attention.
Missions staff	Review and approve applications, monitor requirements, communicate, follow up, and assist

The participant journey

Find a Trip → Apply → Staff Review → Approved → Prepare → Go. At every stage, the participant should be able to answer: “What do I need to do next?”

Behind the scenes

A simple participant-facing experience is supported by a more capable staff process. Staff retain human review and approval decisions while Rock workflows help move the process forward and communicate the next step.

Rock components used

Groups, Group Requirements, Workflows, Attributes, Lava, Security, Communications, Reporting, Connection Requests, Enhanced Account Features, Event Registration, Fundraising Opportunities, Dynamic Data, and PDF Toolkit.