

## **Q Group Minutes**

February 12, 2017

6:30-8:30, Room 101

**Next Meeting: Leader: Tate, Minutes: Irene**

In attendance: Bradley Barnes, Tiffany Strah, Katie Durstock, Irene Schmidt, Christian Cone-Lombarte, Tate Hilgefert, Jason Claes, Mary Ann Ey, Jennifer Stoehr, Mike Dunn, Kevin Carter  
Absent: Greg Niccoli

### **Opportunity for feedback from last meeting**

- Jason welcomed everyone to the meeting. The meeting began with a recap of the minutes from our December meeting.
- Kevin discussed how we identified 3 strategic Pillars:
  1. Help practicing Catholics become better Catholics
  2. Bring non-practicing Catholics back to the faith
  3. Welcoming non-Catholics into the fullness of the faith
- Discussion at prior meeting related to parish service organizations (PSO). A subgroup researched those to consider their function, how they serve the parish.
- Mike Dunn- PPC rep: reported to PPC that our last meeting was focused on a dialogue about our objectives as a group. PPC ask was that communication to parish is ongoing and transparent. Request made that we publish what we are doing to a broader audience within the parish, transparency is key and what the Q-Group is doing should not be a mystery.
  - Tiffany shared that minutes are on website, which is how we communicated we would be sharing information with the entire parish community. We will also be publishing information in the bulletin about the upcoming survey and results, as well as the public input session details.
- Jason, as the leader of this meeting, asked if all members of the QGroup are on the same page in terms of our existence as a committee and what our goals are. Mike expressed that the group does not replace any parish board committees, but that we as a group are responsible for bringing forth ideas to parish boards and committees

### **Discovery Feedback(PSO): The subgroup that researched the PSO's reported their survey findings.**

- 20 PSO filled out the survey given. Approximately 1/3<sup>rd</sup> of the total PSO at GA. The subgroup said there appears to be confusion as to what actually constitutes a PSO. For example some of the "Advisory" boards, do not see themselves as operating a PSO- the outreach/service piece is missing. The subgroup will follow up with those that have not filled out survey. Findings from that survey are attached to these minutes. (separately on the website)
- In regards to the PSO survey the following questions were raised by members of the Q-group:
  - How do we want to define PSO's? The recommendation would be going forward that there is clarity in terms of what exactly constitutes a PSO.
  - Is there a need to revisit the pillars that are created? As of right now, the strategic pillars we have created do not address the organizational structure of the parish? Do we

need to reframe our strategic pillars in order to encapsulate the organizational structure of the parish?

- Clearer definition or purpose of groups within parish is needed.
- Parishioner perception, research demonstrated that there is a need to include this topic on survey that is being developed by the QGroup to be sent out parish wide.
- Group decided that a pillar that addresses this is necessary. Cornerstone document, which originally addressed current structure, relatively unknown in terms of exact content.
- **Structural priorities: QGroup(around the table) shared what they considered priorities as it related to Parish PSO's. Group members posed questions and responded to the survey findings.**
  - Why didn't groups respond?
  - I want to do something, but I don't even know where to begin looking. Parish structure and engagement. People (new parishioners) want to get involved but don't know how. New parishioner board? Point of intake for new parishioners.
  - Is there the opportunity to create some type of fair or showcase of organizations? Work that into the parish wide survey. Why was that stopped? Do we find creative ways to implement a "fair"? Spotlight group on hospitality Sunday.
  - Need to let individuals know how to meet their specific needs. Categorize( resources vs. volunteering)
  - How do you engage the structure?
  - Centralized communication in terms of needs and wants of parishioners. More knowledge on the staff side
  - How do you become a member of this group? Need for transparency in terms of structure of parish service organizations.
  - Look beyond our own parish. Reach out to other parishes to see what their process is.
- Subgroup will take ownership of creating survey questions after consideration of discussion and further research.

### **Subgroup Feedback and Strategic Questions to guide further research (3 Strategic Pillars)**

#### **Strategic Pillar #1: Help practicing Catholics become better Catholics**

- After research two strategic questions were developed:
  - What are the opportunities for us as a parish to provide in order for individuals to be a better informed catholic?
  - Establishing evangelization either within the parish or in a committee form: who is responsible for bringing people closer to their faith?
  - Next steps: research how are other parishes implementing evangelization/ discipleship.

#### **Strategic Pillar #2: Bring non-practicing Catholics back to the faith**

- Is it necessary to expand our scope and explore how to bring non practicing parishioners back to GA. How is GA competing (programs) with other places?
- Irene Schmidt did reach out to another parish in Hilliard, Ohio which has an established program: "Inviting Catholics Home"
  - In summary: The program has existed within this parish for 15 years. The coordinator explained that success is measured "one soul at a time". The coordinator explained that

past participants of the program are part of a two person team that welcomes any adult who requests information. The teams meet confidentially with the respondent, offer to attend Mass with them, give them a tour of the Church and have conversations regarding the Church. She discussed that the person to person model works best for their parish because it allows them to provide a tailored program based on individual needs.

- After research and discussion this subgroup created the following two strategic questions:
  - Examine the reasons or factors which cause people to leave. How do they leave? Why do they leave?
  - How can existing programs be implemented to address the needs of this population?

**Strategic Pillar # 3: Welcoming non-Catholics into the fullness of the faith**

- Uniformity - how do we communicate/advertise that we offer a consistently structured worship experience?
- Structure - Mass offers structure - same as above
- We don't "toot our own horn" - how do we do outreach better?
- Open house - "teaching" Mass - can we hold a Mass in a setting that permits people to learn more about the Mass?
- RCIA - welcome people to learn about the Catholic faith - how can we structure RCIA to make it more open and welcoming and to reach a broader range of people?
- Encourage parishioners to invite neighbors - make this suggestion/announcement during Mass - how do we inspire/motivate people to bring others to Mass with them?
- Committee to facilitate lunches between hosts and guests - can we generate support for initiatives like this?
- School issues - how do we "leverage" the popularity/reputation of the school to welcome more people into membership in the church?
- Resources for youth program - too little parental involvement - although drastic change in recent years - how do we increase involvement by adults/mentors in the youth program?
- Stronger introductions and socializing with new members - how do we encourage/motivate people to do this?

**Next Steps:**

At the close of the meeting, Mike facilitated a discussion on how to structure our work process going forward. This was framed into three phases: (1) a period of research and diversion, which we are currently in; (2) the formation of actionable recommendations; and (3) the convergence on the most high impact priorities for the Board.

As we continue our period of research and divergent thinking, we agreed to the following action items:

- (1) The Q-Group sub-teams were asked to provide any questions they want included in the parish questionnaire by Friday, February 23<sup>rd</sup>. Tiffany will then issue the survey in early to mid-March.
- (2) There will be an Open Forum for the Parish on March 19<sup>th</sup>. Bradley will help develop the communication for the meeting and will facilitate the forum. Mike offered assistance to Bradley, if he needs help organizing it. Tiffany agreed to share (via email, bulletin, website) the communication that will be going to the Church before it is released.
- (3) In the April Q-Group meeting, we will have a round robin with each of our pillars where they will share what they have learned and how their input and recommendations have evolved. On top of this, Mary Ann Ey suggested we review our pillars to make sure we are addressing all the parishioners concerns. After the survey and Open Forum, we may want to research additional areas.
- (4) Following the April Q-Group meeting, we will begin to work toward developing our initial recommendations for the Parish Board.

## Findings from “PSO Group” – Q Group Meeting 2-12-18

- Observations regarding PSO Survey Results (attached)
  - Confusion as to the term “Parish Service Organization”
    - May be a need for PPC to more clearly define, or for us to suggest sensible definitions are some due diligence
  - Some disconnect between what is reflected in Parish Guidebook regarding these organizations & the reality of how they play out in the parish
  - Demonstrates the need for some PSO-specific language and/or questions in our parishioner survey
- Responses
  - Administrative or Advisory Entities
    - Parish Pastoral Council
    - EdFaith Board
    - FinOps Board
    - Ministry Board
    - Worship Board
    - Stewardship Board
  - PSO’s that rate successful across many or all metrics
    - #’s 7-15
  - PSO’s that are under the purview of staff
    - #’s 16 & 17
  - PSO’s that are in need of resources or help
    - #’s 18-20
- Issue of PSO’s that did not respond to the survey
- PSO Small Group next steps
  - Meeting next week to discuss follow-up to tonight’s meeting
  - Should this small group research different structure ideas or methodologies to employ in regards to PSO’s?

PSO	# Members	Funding	Do you feel supported by the parish	How often do you meet?	How long have current members been part of PSO?	What resources are needed to sustain PSO?
1. PPC	8	No funding needed.	Yes	Monthly	2-5 years: Almost all members have served for longer than the original single term intended.	Individuals looking to be leaders and commit the time, talent & treasurer needed to sustain the Parish long term.
2. Ed/Faith	10	No funding needed.	Yes	Every Other Month	1-7 Years: It depends. Most members have served less than 2 years. Others have 5-7 years.	I don't think we need any specific resources per se. We have good ideas and the members are all doing their part. Sometimes we get push back with our ideas, but we will continue to develop goals and bring them to the parish.

3. FinOps	9 plus business manager	No funding needed.	Yes	Monthly	The length of service varies on the Board. Average is 4 to 5 years. We recently had some turnover as the long-time Chair stepped down and the terms of several other members ended.	We rely almost extensively on the Parish Business Manager and her staff to provide the financial information and reports needed for our work.
4. Stewardship	6	No funding needed.	Yes	Monthly	2-5 years	<p>We could use more communication support from the parish on campaigns going forward.</p> <p>The prior Chair, Greg, prepared annual Campaign Literature and Mailings. In the past two years those materials were thankfully prepared with parish support. We can and will prepare those materials on an annual basis for 2019.</p> <p>From a very long term perspective, some parish planning and dialogue regarding the Festival would be useful. The parish needs to make a decision on whether the Festival will be supported or replaced with a different approach or approaches to Fund Raising and Fellowship. If the Q Group is considering (I am not suggesting) a survey or similar dialogue parish-wide, this topic is</p>
5. Angels Follies	65 total. About 10 parishioners	revenue producing for the parish. It is self	No	As Needed	0-40+	Increased parishioner involvement.

6. Bereavement	10	funding not needed, help planning Mass & sacristans	Yes	As Needed, not in a few years	Various	Continued support of the pastor (and we currently have it)
7. Cub Scouts	40	Popcorn sale and member dues	Yes	Monthly	It depends on the size of the families and the number of boys they have that participate in Cub Scouts. Most families participate for five years	Boys and parents interested in maintaining and growing the Scouting traditions at Guardian Angels. Meeting space and support from the parish during our popcorn sale.
8. Faith Community Nurses Ministry	12	No funding needed.	Yes	Monthly	We have a few new members, but most of us have been together for almost 20 years	make sure the Maintenance Staff sets up our tables & chairs each month in the Gathering Space. They make sure there is a pulpit announcement at Mass so

9. Fellowship (coffee & donuts after 8&10)	4 families and 4 single folks	Parish	Yes	Monthly	2-5 Years	Just paying for our food needs which I believe costs from \$200-\$300 each month. We do this Sept thru May--not in Dec or the summer months.
10. Mission/Twinning	twelve	We are a line item in the parish budget and we hold fund raisers through the year.	Yes	Every Other Month	Most 7-10 years, 4 new members, personally 30 yrs	The Holy Spirit.

11. New Parishioner Welcome	one	none needed	Yes	Monthly	7-10 Years	None
12. PTA	We have about 275 families in our PTA	The PTA is funded through its own donations/fundraising	Yes	Monthly	7-10 years personally, committee varies	The PTA will need to have families support our mission. The PTA is only as successful as their volunteers.
13. St. Vincent de Paul	10-12	Almost 100% from Guardian Angels' parishioners.	Yes	1st & 3rd Tuesday	7-10 years	Mostly active members. Due to the generosity of the parish, our finances are almost always adequate.
14. The Peanut Butter Ministry	20 sandwich makers, 4 shoppers, 12 drivers/riders	We rely completely on donations. We also receive the Holy Thursday collection.	Yes	Weekly	Most 10+ years, some fewer than 5 years	Our biggest need is funding. Even though the Parish has offered to keep us going (and we are very grateful for that), we feel it is our responsibility to generate money, although the donations have declined immensely in the last few years. We have discussed other means of raising money, but our expenses are about \$800 a month,

15. Vocation Ministry	9-11	It isn't	Yes	Monthly	5-7 Years: Started in 2011, members have come and gone. The school principal or vice-principal usually participates, they both receive the meeting agendas and minutes.	active membership. continued buy-in from the school staff.
16. Guardian Angels Choir	15 - 20	Parish budget	Yes	Weekly	More than 10 years	recruiting and promotion ideas
17. Youth Ministry	4	Parish budget	Approved, but unsure of how capable the	As Needed	2-4 years	Increased parishioner evangelization, formation, and involvement
18. Greeters	unknown	no funding needed	the support should or should not be coming from	never	More than 10 years	announcements/assistance in communication to welcome new greeters to push out information and contact

19. Stephen Ministry	2	Does not currently need funding but could in the future if ministry is expanded and training is sought out	No	No longer meet	More than 10 years	possible partnership with grief support for referrals? partnership with other PSO's for referral?
20. Women's Faith Sharing	8	Rose Ann Miller orders Lector's books from her budget	Yes	2nd & 4th Thursday evening	More than 10 years	Space and the funding for Lector books

Do you have a long-term plan for your PSO?	What are your PSO's accomplishments?	What are you challenges?	What is the leadership structure?
exist as long as the parish exists.	assisted in facilitating a sense of	challenge is the decrease in	Chair person & 5 Boards.
Yes, we have set goals for the 2017-2018 year. Those goals are to increase enrollment in the schools and to increase engagement between the school and the parish.	new to the chair role, I don't have specific accomplishments to date. We are working on our goals. It is my understanding in the past the group was instrumental with pushing through the preschool issue and discussing Ed Choice/Vouchers. I am happy to see the full time preschool option. We plan to tackle again the Ed Choice/Vouchers issue.	several challenges. Our group has been viewed in the past as not accomplishing very much. The group has a key role in the school and church yet I am not sure it has been fully understood. We are trying to set clear goals that we can show to the community. Also, our group has lots of good ideas but we have had difficulty in the past in terms of executing	I am the chair of Ed/Faith. Other members are Corey Stoops, Linda Moore (teacher liaison), Tiffany Strah, Bradley Barnes, parent liaisons, PTA rep, Booster rep, Stewardship rep, Rose Ann Miller, and School council.

board's long-term mission is set forth in the Parish Cornerstone document.	parish accomplishments that are within our board's purview -- but not sure	challenges that our board faces are those big-picture issues that the parish	structure and leadership is as set forth in the Cornerstone document.
is always a challenge. Long Term goal for the parish is to have weekly giving rise with the cost of inflation.	I will defer on this one. The parish and its family members donate the time and money. We can't take credit for that.	than the larger forces at play in the United States and "the West" - relativism, secular power and influence, less time for family and the parish due to the financial (real or perceived) pressures.	One chair. Six members. We try to have a PTA liaison, Follies liaison, Ed Faith liaison, and Fin Op liaison. 3 year terms.
We are working on very long term development through insurance tools-this is a recent	viability for 55 years while	interest and involvement from	of Directors, including President,

<p>It's a more practical ministry, and reacts to instruction from the pastor and Archdiocese, long-term plan not so much needed</p>	<p>Impact on families of the deceased and the positive reaction from them post-funeral liturgy</p>	<p>People have expectations that are formed from non-Catholic sources (or even other Catholic churches) for their funerals</p> <p>Music concerns - people don't know what they want (opportunity to be gentle caregivers)</p>	<p>not really one, Sue will take initiative to train or find people as needed, ongoing committee</p>
<p>Yes. We have young members that show interest in continuing</p>	<p>Giving boys the tools and skills needed to become well rounded,</p>	<p>We struggle at times to get the parents of our scouts to volunteer</p>	<p>The Cubmaster and Committee run the Pack, and</p>
<p>continue to be available to all parishioners</p>	<p>helped many parishioners by educating</p>	<p>more volunteer nurses to help cover</p>	<p>leadership role to contact all our</p>

working well and we tweak it as needed.	families and parish members together,	there would be a shortage of funds	informal, My daughter Ellen
If we continue to grow our involvement in our Twinning Parish in Frenchburg, Kentucky we may be able to fund two groups to do construction work and outreach to that community. We may also, depending on donations and involvement , provide dinner monthly for the women in the Shelterhouse.	accomplishments is lengthy. For that reason we were awarded the "Champions of Mercy Award" by the Archdiocese this past year. We have been involved in twinning for over twenty years. We send clothing and Halloween candy to missions in Kentucky, Missouri and North Dakota. We provide a delicious	same challenges every other parish organization is dealing with...that is our board members are getting old and are not being replaced by younger people. We do have wonderful support from the young parishioners and their families monetarily and in our work teams in Kentucky. We couldn't do the construction work without them.	Co-chairs and a secretary

Parishioners to pick up their packets after mass during	Helping New Parishioners feel welcome to our parish.	Parishioners don't show up to pick up the packets, so unable to	When I get the New Parishioner's list from the parish office, I
currently the co-president of the PTA at Guardian	The PTA has renovated the library, we have funded computers	The current challenge is finding volunteers to help us with our	Currently we have two co-presidents and a board.
and long term plan is to continue to "recruit" new members/volunteers. The volume of "work" we have is	over 140 families on each Holiday 2. A Saturday morning pantry here at GA.	challenge is recruiting new members that will stay and be "full and active" members.	We have a President, VP, Secretary and Treasurer.
has been in existence since 1978 and with only a few changes over the	won the Catholic Charities Reward for a charitable organization . Also, we	challenge is the funding one. Because we rely solely on donations	currently have a Chair, and many of the individuals handle various

To constantly be looking for ways to enhance vocations at GA.	grade annual servers dinner, Thursday weekly family rosary, coordinate the annual prayer partner program (1st communion & confirmation), assist the DRE and youth minister as needed, classroom prayer petition boxes, adopt a seminarian (family & classroom) program, seminarian trading	? None really. We have dedicated school staff and volunteers who give up their time and money for this PSO. I would like to be able to share all we do in order for the parish to be aware and possibly get more volunteers.	Luann Rowekamp preps and leads the meetings. Most of the committee "owns" one or more of the annual activities.
we need new members	The choir as tackled some	recruiting	Director is in charge
Yes, it is largely reflected in	Strong Middle School	increasingly secularized	Coordinator of Youth Ministry
no	welcoming atmosphere as parishioners	potential greeters are gleaned from new	none

get people interested in training (Pittsburgh or Florida), which is where money is	publish accomplishments, private by nature Many personal	need for a referral process to be in place Need more people to be involved and	none
there are consistent invitations to women	Fellowship between women	The group skews a bit on the older side -	Co-led by group members