

June 30, 2019 Meeting Minutes

Building a Business Transformation Strategy - Trinity and St. John's Intentional Journey
Embracing Commonality and Empowering Uniqueness

In Attendance Trinity (31): Donna Chiacchia, Jerry Snook, Beth Klocek, Deb Carkin, Annette Palmer, Sue Bates, Melanie Brundage, Laurel Holland, John Holland, Mitch Palmer, Susan Stone, Tom Stone, Linda Taintor, Jay Taintor, Ken Piper, Nancy C. Piper, Beverly Drover, Bev's nephew, Jonathan Tibbetts, Nancy Tibbetts, Cathy Warren, George Warren, Sue Breault, Noah Burrill, Pam Burrill, Joyce Mowry, Janet Oliver, Wendy Slavin, Jim Slavin, Al Holden, and Karen Lekas

In Attendance St. John's (12): Tom Hite, Dale Bissonnette, Paul Donnelly, Ellen Shaw, Cindy Walsh, Barbara Heldenbergh, Stephanie C. Beety, Joan Caldarella, Nancy Lanagan, Jeannette Olson, Laurie Lockwood, and Kevin Lockwood

Disposition: Meeting began on schedule: 10:30AM. Advantage Consulting, LLC prepared a presentation based upon the survey that was distributed to 50 parishioners from each parish and completed by approximately 50% of the distribution for each parish. The presentation provided the parishes with insight to sections of the survey: Section One (Questions regarding general spiritual position for each parish) and Section Four (The ballot determining the intention of each parish for their standing in the Diocese). The minutes of this meeting were taken according to the agenda and respectfully submitted by Advantage Consulting, LLC (Donna Chiacchia) and Trinity Parish Secretary, acting as Executive Administrator to Donna Chiacchia.

Meeting Minutes:

1. Opening Prayer – Led by the Wardens
 - a. The opening prayer was a prayer for Guidance from the BCP
 - b. It was said in unison
2. Opening Remarks – The Wardens
 - a. Mitch Palmer, Sr. Warden from Trinity and Dale Bissonnette Jr. Warden from St. John's highlighted the fact we are on a journey "together" in the search for a new rector and during this time we should focus on enjoying one another's company.
 - b. Tom Hite, Sr. Warden summarized; this is a good effort to find out where we are and stay open minded and willing to "evangelize" – both parishes are at present balanced.
 - c. Trinity wants a full time priest and St. John's wants a part-time priest. We have a positive outlook and are open for suggestions.
 - d. Tom Hite led a special "thank-you" to Advantage Consulting for their generosity in conducting the BTSD engagement gratis.
 - e. Sue Vanderzicht, Jr. Warden discussed that she had wrote a letter to everyone in Trinity's parish. Many members responded to the letter. Sue further commented that the dream is for our parishes to survive and the members brought closer together in their common mission.
3. Thank-You for Attending
 - a. Advantage Consulting, LLC mentioned the members of both churches did not have to fill out the survey or attend any of the meetings but they did; As a consultant, Donna was very grateful for participation.
 - b. She also relayed that she was told by Trinity Vestry "her services were not needed (last year when both parishes started their search committees) until after another minister was hired."
 - c. She thanked everyone for giving this approach a chance and promised that we would build this program with everyone's help.
 - d. Her Lamb of God mascot and the quote block saying "Thank you God for blessing me much more than I deserve," have been her constant reminders that The Lord Jesus Christ, Head of the Church, is the true entity for which Advantage Consulting, LLC is working and thankful.

Overview:

1. Why are we meeting today?
 - a. To follow through on the March 31st meeting
 - i. The presentation is called "Intentional Journey" because the parishes deliberately chose to engage an independent consultant

- b. To understand the role each parish will take in developing a BTSD
 - c. To develop more information for the BTSD
 - i. BTSD will be our "roadmap" for the "Intentional Journey"
 - d. To discuss the results of the survey
2. How does the Diocese fit into this?
- a. When we are finished completing our BTSD, the Wardens and Advantage Consulting will conduct an informational meeting – invitees TBD
 - b. Estimating this will occur in the 4thQ of 2019

Presentation Agenda:

- 1. Review of Agenda
 - a. Donna reviewed the agenda topics for the meeting to include:
 - i. Background: The Letter, The Meeting, The Minutes
 - ii. Building a Business Transformation Strategy Document
 - iii. The Survey Says.....
 - iv. Highlights and Observations
 - v. Embracing Commonality; Empowering Uniqueness
 - vi. Next Steps & Recommendations
 - vii. Closing Prayer – The Lord's Prayer – in Unison
- 2. Background: The Letter, The Meeting, The Minutes
 - a. After the January 2019 meeting with Pam Mott, Trinity decided to send out a letter to all the members of Trinity regarding the state of affairs at Trinity.
 - b. St. John's wanted to communicate F2F regarding their church's state of affairs and the search process versus sending a letter.
 - c. According to Pam Mott's meeting worksheet "2019 Congregational Realities" and the meeting minutes from March 31, the only reason the parishes are not ready to call a priest/vicar is because we do not have the money (\$175K annual budget for full-time priest and \$200K annual budget if the FT priest is to be shared by two parishes)
 - d. It was decided at the March 31 meeting to explore an approach more suitable to the parishes intellectual and emotional demographic.
 - e. Trinity & St. John's have determined they want help in a very defined and specific way that is tailored to each of the parishes.
 - f. It was validated at the June 30 meeting that Advantage Consulting, LLC will be providing this guidance to each parish.
- 3. Building a Business Transformation Strategy Document
 - a. BTSD is based upon an IOPEC (Intention, Objectives, Plan, Execution, Cadence)
 - b. Why did we complete a Survey?
 - i. Gather information to establish an Intention of the BTSD
 - ii. Create Objectives based upon the Intention
 - iii. Begin formulating a trackable Plan based upon the Objectives
 - iv. Understand for each parish what is the best Execution approach for the plan
 - v. Understand what an appropriate Cadence would be for each parish to execute their intention
 - c. The BTSD will address two challenges:
 - i. Gaining and Sustaining members
 - 1. Bringing people to "church"
 - 2. Bringing people "back" – let's look at what this really means
 - a. Donna shared a personal experience about attending St. James Episcopal Church in Woonsocket, R.I. for 50+ years, prior to attending Trinity

- b. St. James had received a very substantial endowment which changed the way they thought about "church" and it ruined their ability to put Jesus as the Head of the church.
 - c. Donna no longer felt welcomed at St. James; they had lost their way and when she really needed her church the most, she felt embarrassed and let down by going there in a very fragile state.
 - d. When she went to Trinity she was handed a bulletin that says "Jesus Christ is the Head of Church" and once you enter the church you are greeted lovingly by the members; the love of the Lord Jesus washes over you.
 - ii. Finding and Retaining the appropriate Resources
 - 1. Understanding the HR dynamic of the ecclesiastical industry
 - a. The HR aspects of the ecclesiastical industry are handled outside of a civic paradigm which limits their scope and opportunity for a personnel search.
 - 2. Why is it different from other industries?
 - a. The Ecclesiastical industry does not consider themselves a "business" and therefore limits themselves to a "church" and only one source of educational background from which to draw for resources.
4. The Survey Says.....
 - a. Both parishes had an approximate 50% return rate
 - b. Survey was very carefully administered and records will be submitted by Advantage Consulting for parish files for both parish offices once the program is implemented
5. Highlights and Observations
 - a. What is our mission at Trinity/St. John's
 - i. Trinity's survey revealed that when they adhered to "choose one" it was usually answer "b"- To spread the Gospel according to the Head of the Church Jesus Christ ; one participant chose two answers
 - ii. Trinity's survey also revealed that "intention" for the BTSD and "mission" may be in common
 - iii. St. John's survey revealed that half of the participants chose two answers and half chose only one answer thereby deducing that you cannot be missioned to do "b"- To spread the Gospel according to the Head of the Church Jesus Christ without "a"- To be financially viable to call a full or part-time priest, OR to be missioned first to do "a" and then you are able to do "b".
 - b. How do we bring back members to weekly worship?
 - i. Trinity's survey revealed that the parishioners want to mostly do "C"- Send a weekly invitation with a bulletin; three participants either "didn't know" or did not prefer any of the options; one participant suggested an "alumni" service.
 - ii. Trinity's survey also revealed that the parish prefers to communicate and reach out in an indirect approach (mail) versus direct (event or visit)
 - iii. St. John's survey revealed that they would prefer to do a family & friends event, seconded by a call-a-thon.
 - iv. St. John's survey also revealed that the parish prefers to communicate and reach out in a direct approach (event or call) versus indirect (mail)
 - c. What will a newcomer see/feel when they enter Trinity/St. John for the first time?
 - i. Trinity's survey revealed that the newcomers would mostly see/feel all the answer options but varied on a formal church service.
 - ii. St. John's survey revealed that newcomers will see/feel the majority of the answer options but differed from Trinity with concern to church pews being filled.

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- d. Section 4: The Ballot: Intention for each parish
 - i. Definition of "Full-Time" vs. "Part-Time"
 - 1. Trinity's survey calls for a "full-time" priest and St. John's for "part-time"
 - 2. This definition will need to be clearly defined by each parish and not only in terms of "hours" because a "priest" position is considered in the "business" world an exempt/professional position and hours are not "counted"
 - ii. HR SMEs to assist with challenge "2": Finding and Retaining the appropriate Resources
 - 1. Advantage Consulting, LLC will employ HR professionals when creating job descriptions and requirements for a priest's position
 - iii. Definition of "appropriate" designed for each parish at workshop
 - 1. Advantage Consulting, LLC will reinvent and design job descriptions for priests according to section two of the survey
- 6. Embracing Commonality; Empowering Uniqueness
 - a. The three questions in common on the survey help us understand Trinity/St. John's approach to:
 - i. Mission is common but unique critical thinking path
 - 1. This unique critical thinking path further defined why the two parishes required unique workshops and programs to assist with the creation of a BTSD
 - ii. Bringing back members to weekly worship is unique
 - 1. "Come Home" campaigns will be designed for each parish
 - iii. Newcomers seeing/feeling for the first time is mostly in common
 - 1. Branding will happen through website and FB for each parish
- 7. Next Steps & Recommendations
 - a. Remain in collaboration while we develop the BTSD and Parish Profiles
 - b. Workshops – 1 for each Parish
 - i. Time, Talent & Treasure to be custom designed for each parish
 - ii. Based upon the two challenges on slide 9 and the content of the survey
 - iii. Workshops to be conducted on July 28 (St. John's) & August 18 (Trinity)
 - iv. Proposed time: Sunday after church from 10AM to 2PM includes lunch
 - v. Workshop agenda to be delivered one week prior
 - vi. Sign-up for workshop
 - c. BTSD created for each parish based upon workshop developments
 - d. Meet again on September 30 to assess progress and determine a date for an informational meeting
 - i. Attendees to be determined
 - ii. Prefer to hold the informational meeting after the Diocesan meeting in October
 - iii. Presentation should include KPIs (Key Performance Indicators) and progress
 - 1. A basic set of KPIs are created for the program
 - 2. Each Parish determines what the KPIs are for their specific parish

Closing Prayer – The Lord's Prayer – in Unison

Meeting adjourned at 11:40AM

Respectfully submitted, Donna L.K. Chiacchia, Advantage Consulting, LLC

Cathy Warren, Acting Executive Administrator to Advantage Consulting, LLC and Trinity Parish Secretary