

Catholic Community of Waukesha Pastoral Council Meeting Minutes

Date of Meeting: Thursday, November 16, 2017

Members Present: Cathy Bailey, Chris Brown, JoAnne Burgardt, Fr. Harry Buzbuzian, Jerry Campbell, Luanne Cocoran, Boni Danner, Dan Domach, Fr. Howard Haase, Jim Hinchman, Greg Johnson, John Kendellen, Marty Larson, John MacGregor, Joe Mazza, Rob Olejniczak, Deacon Barry Saylor, Dale Sinkula, Jennifer Wall, Ken Walter

Guest: Steve Banas

Excused: Greg Garland, Flor Gonzalez, Ed Greil, Fr. Jose Nieto, Fr. Chuck Wrobel

The meeting was called to order at 7:01PM with our statement of how the meeting will be successful and was begun with prayer and reflection

Topics/Issues/Projects Discussed

- Parish Staff Summary
- Planning / Logistics for Pastoral Council 'Meet and Greets' at each Parish
- Planning for Pastoral Council Town Hall / Listening Sessions
- Next Steps
- Closing Comments from the Priests

Decisions Made

- Confirmed October meeting minutes (with slight corrections)
- Pastoral Council Meet and Greets will take place after all Masses at each Parish (one weekend each) over the next four weekends

Follow-up Work / Person(s) Responsible

- All to sign up for Pastoral Council Meet & Greet times through SignUpGenius
- All to attend Pastoral Council Meet & Greets over the next four weekends
- Pastoral Council member photos to be taken prior to December meeting (arrive at 6:45)
- Bring a treat (appetizer, dessert) to share at the December meeting

The meeting concluded at 8:28PM with a closing prayer

Next Pastoral Council Meeting: Thursday 21 Dec 2017, 7:00PM, Vercelli House

Discussion Details:

Parish Staff Summary

We started the agenda with introductions between Steve Banas and the Pastoral Council members. Steve joined the Pastoral Council meeting so that he could meet the Council and share his perspective of achievements, challenges, and areas of future collaboration with the Council. Steve started by sharing an analogy of his situation, that he feels like he is building the road and driving the car at the same time. Then he shared his perspective both in written form (see attached handout) and verbally.

Steve started by recapping some of the major changes that have taken place since the July 1st transition:

- changes to the Mass schedule
- hiring 30+ staff under new job titles and responsibilities
- relocating 30+ staff and 4 priests to new physical locations
 - o he noted that the objective has been, and still is, to have a presence at each of the four sites while incurring little infrastructure cost
- implementing a four Parish-consolidated budget while still maintaining individual Parish identities
 - o he noted that this has enabled management, tracking, and the ability to utilize efficiencies on more massive scales
- utilizing existing technology platforms for phone systems and computers
- merging all 4 Parish Parishioner information databases into 1 system (PDS)
 - o this database consists of individual Parishioner, family, and sacramental information along with contribution data, etc.
 - o all the staff is linked together
- developing an online 'operational manual' for all staff to identify protocols, forms, processes, etc. (OneNote)
 - o he noted that this is a continuous process
- revisiting / redefining a number of staff job descriptions

Next Steve shared where he feels we have struggled and where we are continuing to struggle:

- grieving at both the staff and Parishioner levels
 - o staff feel a loss of individual and direct connection with the Pastor / priest while performing their ministry
 - staff has a more hierarchical structure than the previous individual Parish structure
 - size and separation of staff limit interpersonal connections that are easier when everyone is co-located
- rumors and misinformation being distributed to and by Parishioners
- staff turnover
- **overall need for better communication at all levels within the organization**, staff, committees, and Parishioners
 - o need to improve communication tools, website – they all need a lot of attention

- need to make the staff more visible to the Parishioners
- need more training for staff and volunteers in answering phone calls and responding to Parishioners face-to-face
- Steve is re-visiting the proposal of hiring a communications director (which was removed from scope in July due to budget constraints)

While we didn't have time to discuss the recommendations Steve shared he had them highlighted in his handout:

- grow in our understanding of the magnitude of the transition we are going through
- increase our level of customer service to the community by staff and volunteers through increased training and support
- promote the unique identity of each Parish while also recognizing the strength in collaborative efforts
- continue building a collaborative team of staff personnel and realign the organizational structure to accommodate what we have learned
- overcome physical separation as a staff spread over four locations
- continue looking for cost reductions while maximizing revenue growth opportunities through stewardship programs
- strengthen relationship with WCSS and identify areas to work together in
- improve technology platforms (phones and computers)
- improve all levels of communication starting with the hiring of a communications manager
- have a member of Pastoral Council attend monthly all staff meetings and/or monthly directors meetings
- start the budgeting process earlier

Steve's highlights of the struggles, especially over communication, led to conversation. One question that was brought up was whether there is a personnel committee. Steve shared that there had been a personnel committee and that they had put together job manuals. The plan is for this committee to restart but has not quite yet. This will be a 4 person committee with one member from each Parish. Next there were a number of questions and comments regarding details on communication. One question was where concerns are being heard. Steve said that he, or staff, is hearing concerns directly from Parishioners or second hand. Another comment was regarding phone systems. Currently there are four different phone systems. Ideally we want one system but we are not there yet and need to fit in budget. Steve asked how the Pastoral Council is prioritizing communication. We shared that this is the biggest area of focus for the Council this year, especially as it connects and is the base for so many things.

Fr. Howard shared that it is more important than ever for the Council to help actively engage Parishioners and that we are working on this new structure for down the road as our children and grandchildren will experience church differently. We are helping to build Church communities that don't exist yet. It is not feasible to go back to the way it was. Fr. Howard said underestimated the magnitude of the

change, but that he can't be everywhere and that we, staff and Council, also need to listen to Parishioners and hear the grief in their voices. Fr. Howard also shared that this is only the first round of change. The Mass schedule needs to be revisited and he is in touch with the priest placement board. We know the reality of clergy today and the Archbishop wants flexibility to move associate priests.

Planning / Logistics for Pastoral Council 'Meet and Greets' at each Parish

The idea behind the Pastoral Council meet and greets is to connect with the Parishioners. It is important to see faces, see who we are, that we are one and working together. The ask is that we spend 20 minutes or so after Mass to meet Parishioners. While it is important to attend the meet and greets for our home Parishes, it is equally important to have Council members to attend the other Parish Masses as well. Ideally we have at least one member of each Parish at each Mass. We should use it as a way to introduce ourselves and listen to the Parishioners. We can also use them as a way to prepare for the town hall listening sessions in early 2018. The key things are that we don't try to answer everything immediately, but rather write down and keep track of any comments and/or concerns. If there is anything to follow up with, make sure to get email or phone numbers and get back to people.

Regarding logistics, Ken set up a weekend at each Parish for the meet and greets. He will send around a sign up genius link to help organize logistics for each meet and greet. Ken is committing to attend all, except for 2, Masses. Name tags are being made and should be ready by the first meet and greet weekend. We will have a pulpit announcement to be read at each Mass.

Planning / Logistics for Town Hall Listening Sessions

The idea for the town hall listening session(s) is that we are really there for the Parishioners. We should have a common message, but not be canned and show that we are working through this. Remember that listening is a gift and that it is so important to show compassion for what people are saying.

Regarding logistics we should conduct the sessions. While it would be nice for staff and priests to be there it should be Pastoral Council led. We should prepare by coming up with what we think will be the most commonly asked questions and prepare answers.

Next Steps

This led into conversations on how to improve the visibility of the Pastoral Council and staff.

Right now the names of the Pastoral Council members can be found on the website, but not in the bulletin. There used to be Pastoral Council boards at each Parish with names and pictures. Let's get those back up with updated information. Luanne volunteered to take photos before the December meeting. Could we have something

to hand out (for example at the listening sessions or other times) like business cards with the Pastoral Council email address (pastoralcouncil@ccwauk.org)? What if we had a pamphlet with Pastoral Council member information, pictures, and biographies? This information could also go on the website.

Currently one can find information on staff members in the bulletin. While the staff information on the website is being updated it is not complete or easily accessible quite yet. A staff directory is also in progress. Does it make sense to do a Mass mailing, for example a postcard with Christmas Mass schedules, and staff photos?

After the Pastoral Council meet and greets and town hall listening sessions there are a few additional items that really need to get done. One of these is a formal installation of Fr. Howard as pastor and Fr. Joe, Fr. Chuck, and Fr. Harry as associate priests of the Catholic Community of Waukesha. We need to schedule a date with the archbishop, or auxiliary bishops. Another item is a celebration, either in conjunction with the installation Mass or not. Perhaps we use the Catholic Memorial HS gyms and/or cafeteria (as a 'neutral' location).

December meeting

While it is traditional not to have a December Pastoral Council meeting, there is a lot of time critical work that needs to get done, so we are proposing keeping to having a December meeting on Thursday December 21. We could bring munchies to share. At that meeting Luanne will take pictures prior to the business meeting, starting at 6:30-6:45. She suggests wearing solid colors for pictures. Main topics of the next meeting include debriefing after the Pastoral Council meet and greets, town hall listening session preparation, and input from the communications committee.

Update from Fr. Howard

Fr. Howard invites us all to talk up the coming holy days and holiday Masses:

- St. Mary will be having Mass the day before Thanksgiving
- St. William will be having Mass on Thanksgiving
- December 8 – Immaculate Conception
 - o Experimenting with Mass locations and times
- December 12 – Our Lady of Guadalupe celebration at St. Joseph
 - o Celebration for the entire community starting at 5:30AM
 - o Mass and fiesta in the evening
- Christmas Mass schedule
 - o 4th Sunday or Advent morning of Christmas Eve will have limited number of morning Masses

The Waukesha Christmas parade is 4:00. The Catholic Community of Waukesha and Waukesha Catholic School System will have a float (unit #9) near the front of the parade. All are welcome to join. Line up time is 3:00.