



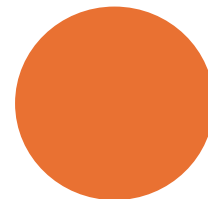
Letting the CAT Out of the Bag

March 2, 2025



Agenda

- Introduction & Purpose
- The Survey Process
- How Holy Cow! Summarized the Data
- Overall Satisfaction & Energy
- Top Congregational Priorities
- Strengths Identified
- Areas for Growth
- Leadership Transition Insights
- Supplemental Questions Key Themes
- Opportunities Moving Forward
- Next Steps & Congregational Engagement



Introduction & Purpose

- **Presenters**

- Susan Quill – Sr. Warden
- Benjamin Keck – Vestry Member

- **Purpose of this Presentation**

- Share key findings from the Congregation Assessment Tool (CAT) survey
- Address congregation questions
- Provide clarity on our future direction

- **Survey Participation**

- 254 respondents out of 700 invited
- 36% response rate
- **75-80%** of our Average Sunday Attendance



The Survey Process

- Survey Tool Used
 - Congregation Assessment Tool (CAT) from Holy Cow! Consulting
- How were Surveys Gathered?
 - Online form for each member (demographics were for a single family)
 - Facilitation (e.g., teens and non-technical members)
 - Print outs entered online by staff
- Survey Content
 - Questions on worship
 - Leadership
 - Community engagement
 - Spiritual vitality



Survey Tool Used

- Survey Tool Used
 - Long Survey to Assess the Overall Opinion of the Congregation (bridging all demographics)
 - ***Why were the questions so generic?***
- Purpose of the Tool
 - Ask consistent questions to compare congregations
 - Gather quantitative data on member satisfaction
 - Collect qualitative data on member priorities
 - Identify areas for growth within the church



Not just a tool for finding a new Rector, but for understanding what we want in our church

How Holy Cow! Summarized the Data

- **Extensive Feedback Analysis**
 - Survey responses were analyzed and condensed into key themes
- **Critical Factors Identified**
 - Statistical methods used to determine factors influencing satisfaction and energy levels
- **Prioritization Based on Responses**
 - Leadership focuses on the most impactful areas based on ranked priorities
- **Qualitative Responses Categorized**
 - Common sentiments and concerns were reflected in categorized responses



Overall Satisfaction & Energy

- **Member Satisfaction Levels**
 - **43%** of respondents are clearly satisfied with the church's current state
 - **46%** are "wait and see," indicating room for opportunities
- **Church Energy Levels**
 - Energy levels are average (compared with similar congregations)
 - Members desire a more vibrant experience
 - Some areas that we see as passionate strengths (e.g., music and education)

Factors that Determine Our Feelings

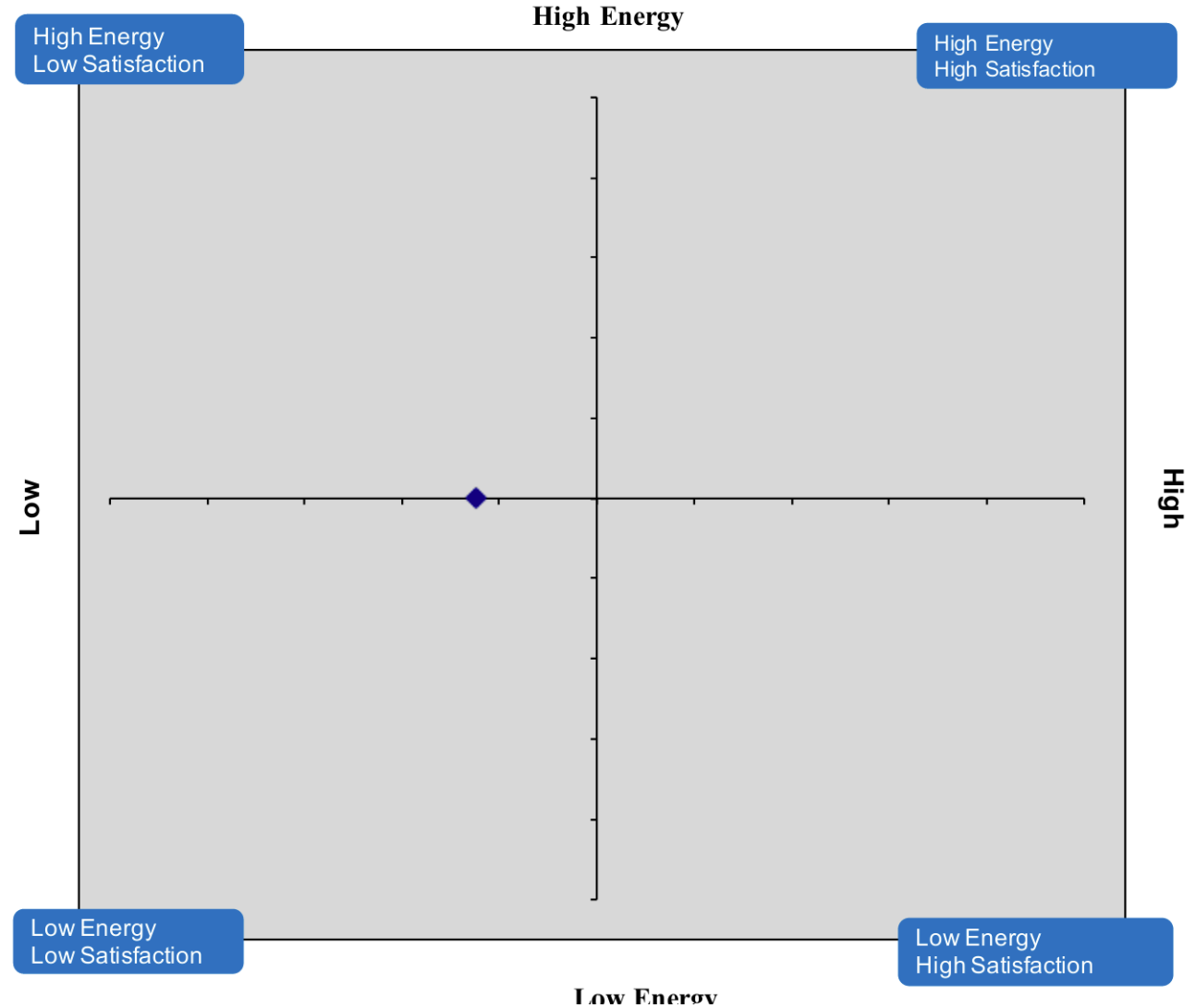
- Top factors that we feel will have the most impact on our feelings about the congregation

- Persons who serve as leaders in our church are representative of the membership
- Rector helping us accomplish our mission by bringing out the best in everyone
- The whole spirit in our congregation makes people want to get as involved as possible
- The leaders of our church show a genuine concern to know what people are thinking when decisions need to be made
- The Rector articulates a clear vision for our church and keeps it before the people in a compelling way

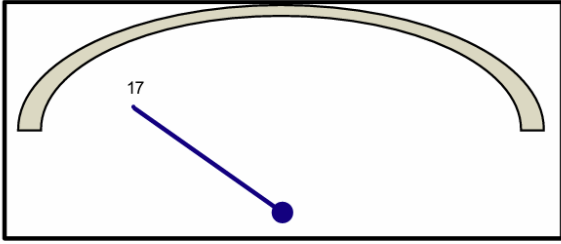


How do we compare?

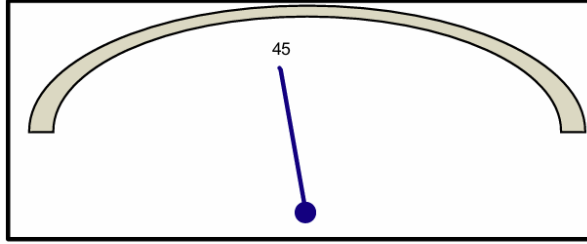
- Churches in the Low Energy – Low Satisfaction are in the Recovery Phase
- Churches in the High Energy – Low Satisfaction are in the Chaos Phase
- Either one requires either changes or structure to focus the energy of the congregation



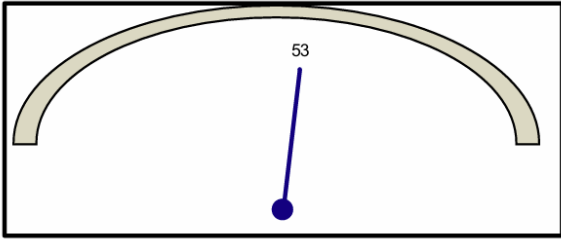
Hospitality



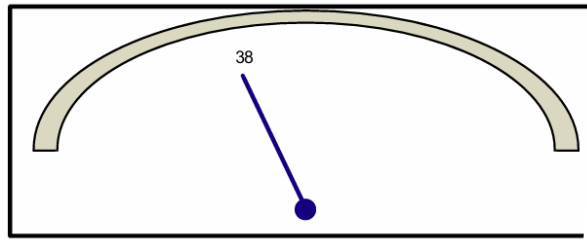
Morale



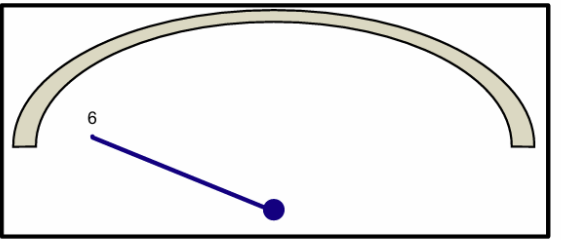
Conflict Management



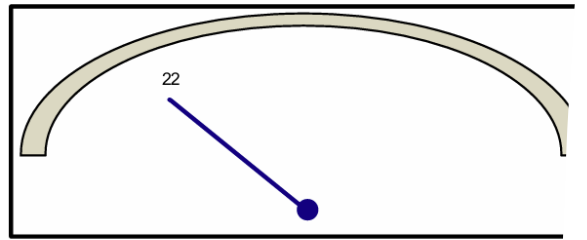
Governance



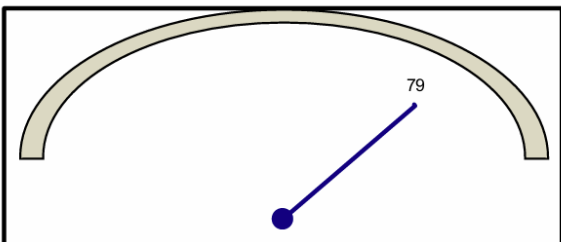
Spiritual Vitality



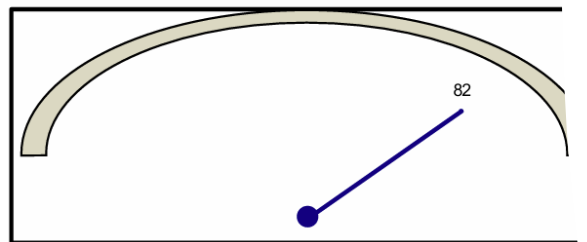
Readiness for Ministry



Engagement in Education



Worship and Music



Comparison Dashboard

- Comparisons with other congregations and shows us where we stand out
- Where we need to focus our time and resources as a congregation
- Everyone has specific needs, but this shows the needs for the overall church

Top Congregational Priorities

1. Develop and implement a comprehensive strategy to reach new people and incorporate them into the life of the church
2. Make necessary changes to attract families with children and youth to our church
3. Strengthen the pastoral response of the church in serving people in times of need (emotional, mental, physical, spiritual, etc.)
4. Create more opportunities for people to form meaningful relationships (for example, small groups, nurtured friendships, shared meals, etc)



St. Paul's Specific Priorities

These items were particularly high compared with other churches' rankings

- Strengthen the pastoral response of the church in serving people in times of need (emotional, mental, physical, spiritual, etc.)
- Expand outreach ministries that provide direct services to those living on the margins of society. (i.e. homeless, immigrant, transient persons)
- Strengthen the management and support of persons in various ministries so that they can do what they do best in work that is meaningful and celebrated



St. Paul's Strengths

Commitment to Outreach and Service

- Strong dedication to community outreach
- Service-oriented approach

Inclusive Leadership

- Values congregation input in decision-making

Appreciation for Former Rector

- Provided a clear vision
- Members appreciated the guidance

Welcoming Atmosphere

- Members feel strongly about inclusivity

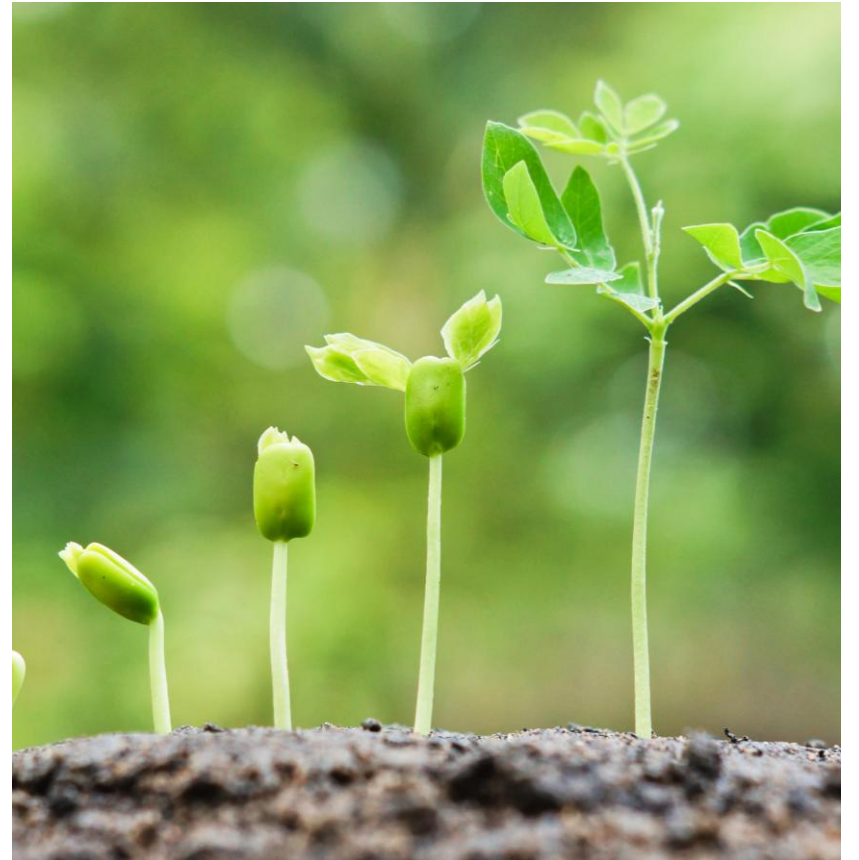
Music Program

- Vital and enriching part of worship



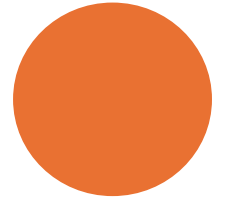
Areas for Growth

- **Need to Modernize Strategies for Community Engagement**
 - Importance of updating methods to connect with the community
 - Focus on effective evangelism
- **Desire for a Rector Who Fosters Deeper Spiritual Connection**
 - Emphasis on inclusivity within the church
 - Building stronger spiritual bonds
- **Concerns About Rigidity in Church Traditions**
 - Balancing tradition with adapting to new needs
 - Addressing the evolving requirements of the congregation
- **Interest in Diversifying Worship Styles**
 - Incorporating contemporary worship options
 - Maintaining excellence in the existing music program



Leadership Transition Insights

- **Strong Pastoral Care and Vision**
 - Rector should provide robust pastoral care
 - Visionary leadership is essential
- **Balance Between Tradition and Change**
 - Maintain traditional values
 - Be open to necessary changes
- **Leadership Transparency and Involvement**
 - Community seeks more transparency in leadership
 - Desire for greater involvement in decision-making
- **Addressing Unresolved Conflicts**
 - Healing past divisions is crucial
 - Focus on resolving existing conflicts



Opportunities Moving Forward

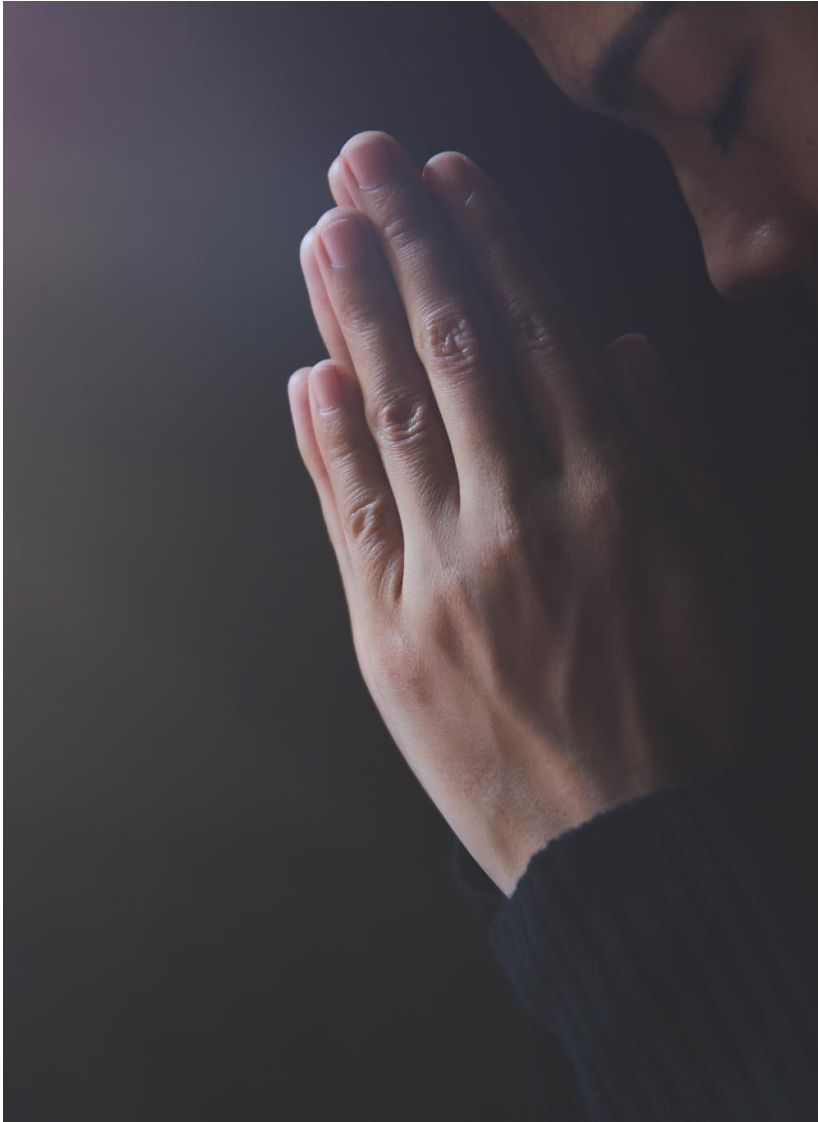
- **Strengthening small group ministries**
 - Foster deeper community connections
- **Developing outreach programs**
 - Tailored to the needs of Cleveland Heights
- **Encouraging intergenerational engagement**
 - Involvement in church activities
- **Supporting and appreciating church staff and volunteers**
 - Recognize and value their contributions
- **Exploring ways to expand worship styles**
 - Preserve and enhance beloved music traditions



Next Steps & Congregational Engagement

- Vestry will be offering opportunities to meet us
 - Coffee Hour Chats
 - Additional Forums (if desired)
- Vestry will use survey findings to inform decision-making
 - Creating a more family-focused nine o'clock service that is more kid-friendly
- Open forums and listening sessions for continued dialogue
 - People loved the chance to talk as a congregation
- Please actively participate in the transition and search process.
- Prayerful discernment in choosing leadership and shaping the church's future





Q&A and Closing

- Questions from Congregation Members
 - Encourage open dialogue and participation
- Survey Results will be made available upon request
 - 40-page document containing comparisons, demographics, and other technical details
- Commitment to Transparency and Inclusivity
 - Openness is Key
 - Welcoming and inclusive environment
- Closing Prayer and Call to Continued Faith and Unity



Prayer of Discernment

God of Revelation, awaken us to listen with all our hearts for what you are revealing as we seek a new rector for Your church.

We pray joyously in the name of Christ, Divine Love made manifest in and with us forever.

Amen.