

Heart2Heart Conversations Report

September 10, 2020



Prepared for Spiritual Life Center Board of Trustees

By: The Evolutionary Council Steering Committee

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Blessing:

The world now is too dangerous
and too beautiful for anything but love
May your eyes be so blessed you see God in everyone
Your ears, so you hear the cry of the poor.
May your hands be so blessed
that everything you touch is a sacrament.
Your lips, so you speak nothing but the truth with love.
May your feet be so blessed you run
to those who need you.
And may your heart be so opened,
so set on fire, that your love
your love, changes everything.

-Anonymous

Introduction

Purpose of the Evolutionary Council

To engage the SLC congregation in the process of becoming a mission-centric community; to connect with SLC members in an open, loving, and accepting way; to listen deeply and record what they value and what would support them to be more connected with our ministry.

Origins

From February 23, 2020 to August 19, 2020, 104 SLC members (“Respondents”) were interviewed during a *Heart2Heart Conversation* with one of 25 SLC-trained facilitators.

The Evolutionary Council and *Heart2Heart Conversations* were modeled after Gary Simmons’ Evolutionary Council and the Conscious Conversations that took place at Unity Spiritual Center Spokane. The questions were not changed; though, the levels of participation in church services were expanded to include the many ways SLC members participate in SLC’s offerings. We removed SpiritGroups and added: Participated in Faith in Action, Volunteer, Chaplain, Staff, Current Board Member, Former Board Member, W.O.W. Wednesday, Choir, and Nativity Player.

Why create the Evolutionary Council?

1. It creates many opportunities for all perspectives of the SLC community!
It’s an opportunity for:
 - a. SLC’s Board to hear from its members in a deep way and identify trends and themes in order to inform the strategic direction and priorities of SLC
 - b. SLC to create sacred space for its members
 - c. SLC members to experience truly being heard by their spiritual community in a caring, open, and loving way
 - d. SLC members to be actively involved as facilitators to be trained to hold sacred space and engage in deep listening
 - e. The SLC Community to mentor its members through their participation in the Evolutionary Council, growing spiritual capabilities and nurturing leadership skills
2. It fosters:
 - a. Community
 - b. Ownership over that community
3. It creates new relationships and deep connections among SLC members through the listening of members, the creation of sacred space by the facilitators, and the leadership and stewardship of the Steering Committee.

The Evolutionary Council Steering Committee

Recruited by the Board of Trustees, Christine Bouten then engaged Pam Logan, Ronn Cook, Jim Ward, and Brittany Jorgenson to join the Evolutionary Council Steering Committee in January 2020. We developed a program around the recruitment and training of facilitators, the enrollment of members for *Heart2Heart Conversations*, and the facilitation of these in-person *Conversations* held in designated sacred spaces. Post-COVID, Christine, Pam, Ronn, and Brittany, along with a group of very active facilitators, continued with the management of these *Conversations* virtually and then moved into the final phase of “Mapping the Data”.

Recruitment of Facilitators

A total of 25 SLC members volunteered to be facilitators. They were trained for 4.5 hours on February 22, 2020 on holding sacred space, deep listening, the processes for arranging the interviews, and how to submit the *Conversations* electronically. One thing to note is that the facilitators were not directly trained on “how to” record. It was recommended that the facilitator “capture the essence” of a member’s answer, and if in doubt, to ask the member follow up questions, saying to the member, “What I am hearing is...” with a summary and “is that accurate?” During the “Mapping the Data” phase, the Steering Committee noted the quality of the answers and believes overall the facilitators did a comprehensive job of recording in spite of limited training, varying personalities and possible personal agendas. The Steering Committee is very confident in the quality and accuracy of reported conversations.

Impact of COVID-19

On March 13, 2020, SLC enacted COVID sheltering-in-place suggestions (on March 16, 2020 they became mandatory), and the Steering Committee emailed the facilitators to communicate a postponement of all *Heart2Heart Conversations*. The last week of May, in guidance with Rev. James Trapp, the Steering Committee agreed to resume *Heart2Heart Conversations* virtually, via Zoom or telephone. Each facilitator was contacted to see if they wanted to continue to participate. We then met as a group via Zoom to review our revised process and instructions for carrying on virtually.

Once the decision was made to resume *Heart2Heart Conversations* at the beginning of June 2020, nine facilitators (36%) chose not to participate virtually. Furthermore, engagement levels may have been impacted. Of the 16 who participated post-COVID, 5 facilitators completed 49% of the 104 conversations while 5 completed the original first *Heart2Heart* assignment they received from February 2020 and did not complete any new *Conversations* post-COVID. Although several facilitators were highly engaged, there was also a general sense that holding a *Heart2Heart Conversation* virtually was less intimate. Facilitators also encountered some technical issues with Zoom.

Given these changes and challenges, the Steering Committee had discussions about the facilitators’ energetic bandwidth for completing *Heart2Heart Conversations*. During the “Mapping the Data” phase, the Steering Committee made a concerted effort to recruit more young people (Millennial and younger) for *Conversations* since they represented only 1% of those interviewed at that time. If this Report was to offer guidance to SLC’s Board of Trustees, gaining an understanding of what was important to SLC’s younger members is a critical part of the analysis. In the final results, of 104 interviewed, 3% were Millennials, 6% were Gen X, 81% were Baby Boomers, and 10% were the Silent Generation.

The Evolutionary Council interviewed 104 members of the 126 who originally signed up; of the 22 who did not complete a *Heart2Heart Conversation*, 14 were non-responsive, 5 no longer wanted to participate virtually, and 3 did not provide contact information. In March, when SLC was still meeting in-person, facilitators and members were onsite together, which created a dynamic for facilitating participation that was difficult to replicate virtually later. One of the consequences of the pandemic was a disruption in people’s daily lives and the psychological ramifications of this social isolation, which may have created some inertia on the part of the member or facilitator to make space to connect for a *Heart2Heart Conversation*. Furthermore, being onsite would have reminded members to participate and made it easier to schedule.

Given all of this, we were able to speak with 104 Respondents, which was 48% of the average Sunday attendance in 2019. This is a statistically significant number, and the Evolutionary Council Steering Committee believes this is a rich and meaningful amount of information collected.

Mapping the Data

During the “Mapping the Data” phase of SLC’s *Heart2Heart Conversations*, the Steering Committee had 1,144 (11 questions/sections x 104 Respondents) groups of data to analyze, review for “affinity themes” (themes that have a similarity of characteristics suggesting a relationship), and then represent the voices of 104 SLC members in this Report. The Report is organized into Parts 1-5. Parts 1-4 synthesized the data based on commonalities of questions: Part 1, Demographics Summary (Question 1); Part 2, Perceptions of SLC’s mission (Question 2); Part 3, Themes Related to SLC’s Current Impact (Questions 3-4); and Part 4: Themes Related to What is Emerging & Evolving (Questions 5-7). Part 5, Other Areas of Inquiry, required cross-question analysis. The design of the questions was entirely open-ended and organized to derive answers around both: (a) the personal history of how the member discovered SLC, overall impact, what’s resonating, what’s working and where are there any spiritual and practical needs and (b) recommendations for consideration. While this structure allowed for a more natural *Conversation* to occur, it also meant that themes recurred throughout all of the questions, rather than neatly confined in the silos of Parts 1, 2, 3, 4. Therefore, Other Areas of Inquiry sought to extract broader themes, and there is an opportunity for more analysis should the Board desire.

Understanding the Numbers

As mentioned earlier, during the “Mapping the Data” phase, the Steering Committee was tasked with analyzing, synthesizing, and highlighting 1,144 groups of data. An important feature in digesting the data was the use of electronic input of the *Conversation* via a Google Form that created a Google Sheet “database”. This enabled us to review the data vertically and horizontally and with the ability to look for any demographic trends.

Unless otherwise noted, when a percentage of a number is used, it is based on the total number of Respondents, 104. We also include the number of comments that were made as well. For example, 65% of Respondents mentioned the theme of “Building Community” (recruiting new members and enhancing commitment to SLC) in 104 Comments. Respondents had an unlimited number of comments they could make, and many of them made multiple comments about a broader theme, which is then further defined through sub-themes. Thus, the percentage of respondents that mentioned each theme in their response is provided; consequently, some percentages may exceed 100%.

Part 1: Demographics Summary

Total # of Members interviewed: 104

48% of Average Sunday attendance in 2019 (of 215)

34% were completed Pre-COVID (February 22 - March 13, 2020)

66% were completed Post-COVID (June 3, 2020 - August 19, 2020)

Generational Participation

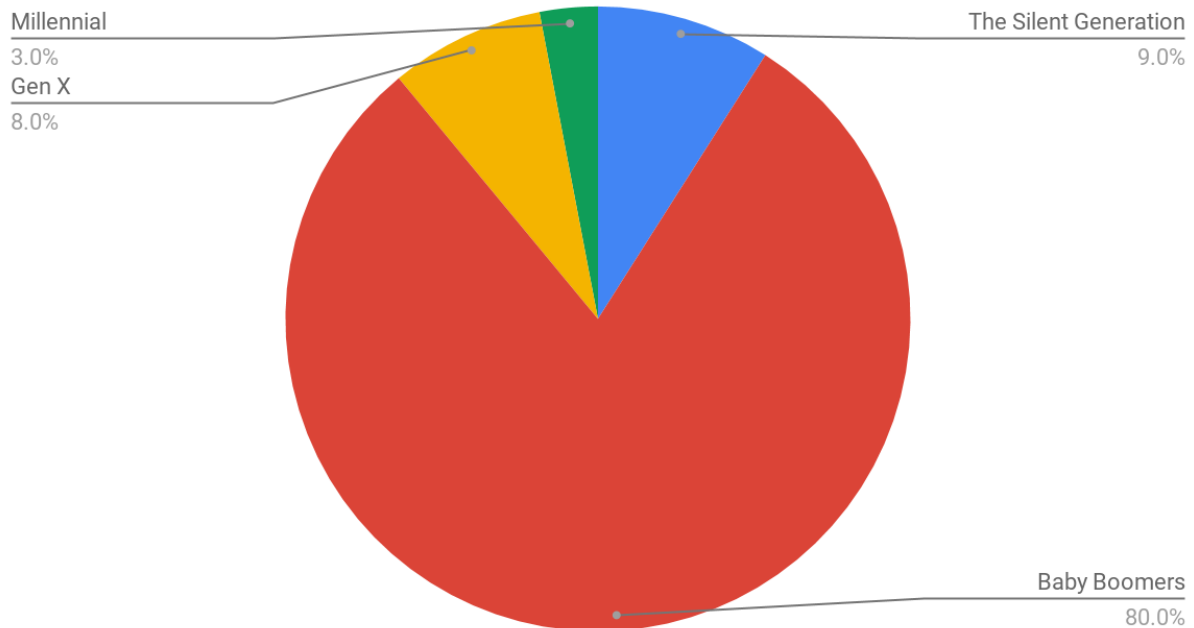
Millennial (1980-2000): 3%

Gen X (1965-1979): 8%

Baby Boomer (1943-1964): 80%

The Silent Generation (1925-1942): 9%

Generational Participation



Gender Participation:

Female: 81%

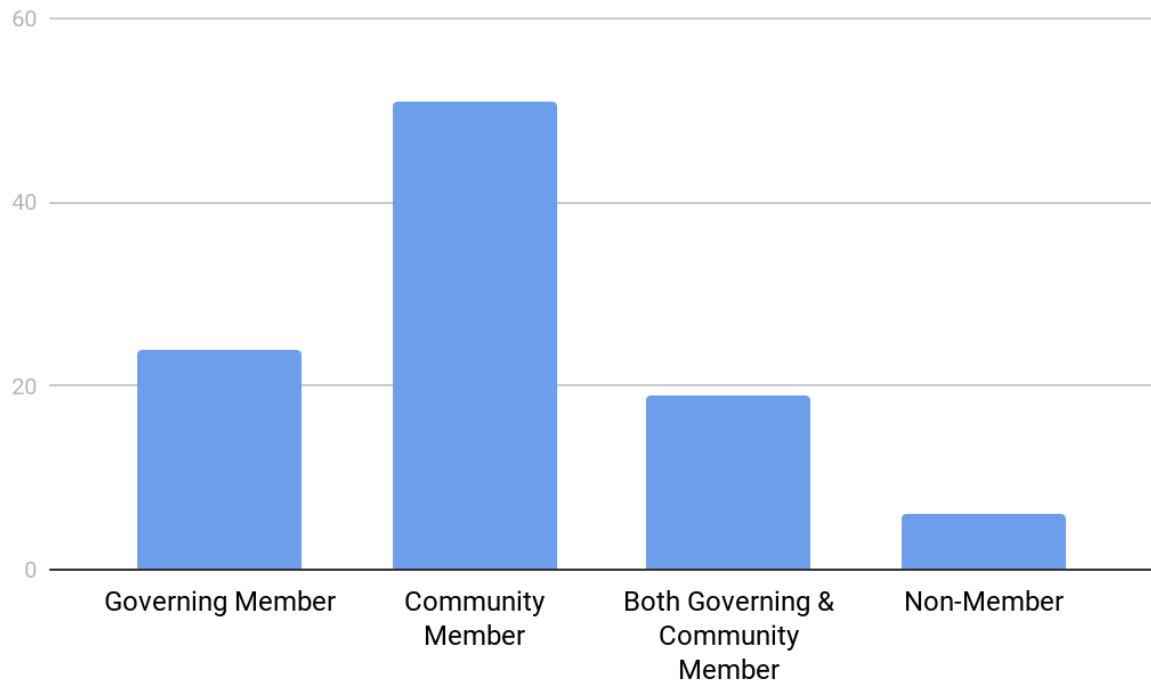
Male: 19%

Respondents were not asked about their gender identity since it was not a focus of *Heart2Heart Conversations*. This number was generated based on tabulating traditionally female or male names.

Membership:

Governing Member: 24%
Community Member: 51%
Both Governing Member & Community Member: 19%
Non-member: 6%

Perceptions of One's Own Membership



A few things to note about SLC’s membership model is what people believe is a Governing Member versus a Community Member. 24% stated they were a Governing Member; while 51% stated they were a Community Member. Interestingly, 19% stated they were both a Governing Member and a Community Member. It appears that there may be confusion regarding the membership levels.

Level of Participation:

Average Years at SLC: 13.33 years
Range of length of attendance: 9 months - 22 years
Attended SLC 3 years or less: 14% (15 respondents)
Sunday Service Attendance: 98%
Faith-In-Action: 86%
W.O.W Wednesday: 76%
Workshops: 72%
Completed Q Process: 60%
Women of Spirit: 14%

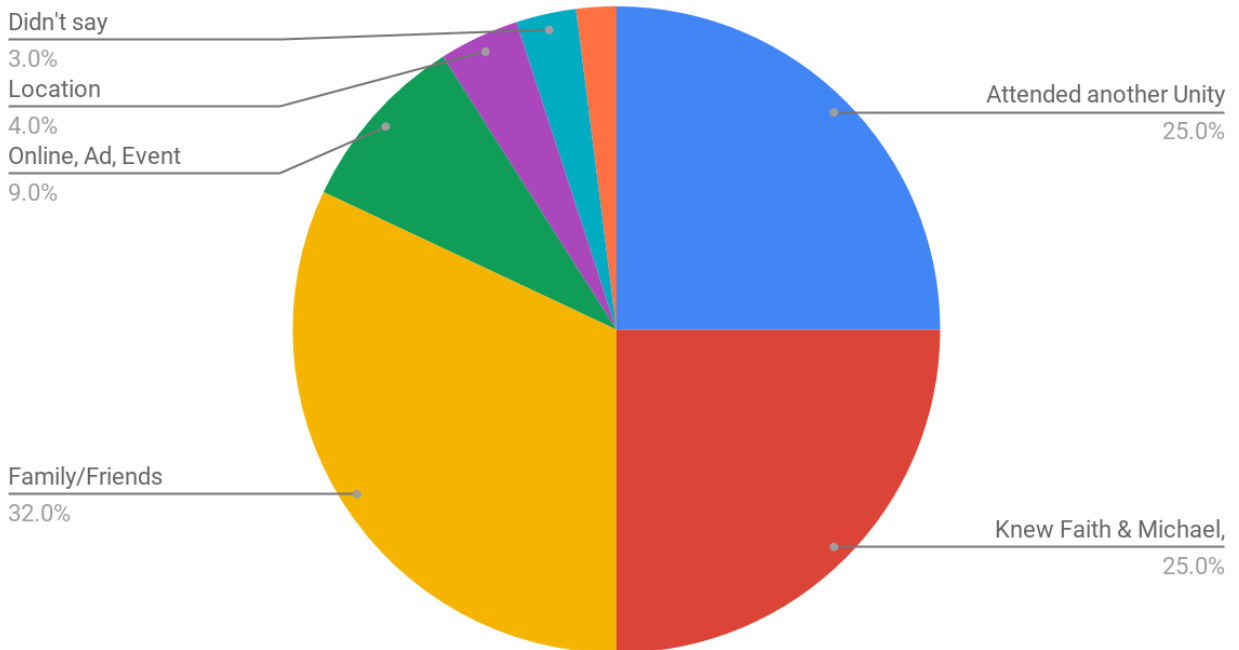
Volunteer Involvement:

- SLC Volunteer: 70%
- Former Board Member: 14%
- Current Board Member: 4%
- Chaplain: 19%
- Special Committees: 33%
- Youth Involved: 18%
- Choir: 17%

Question 1: *Tell me your story about how you found Spiritual Life Center.*

1. How Respondents discovered SLC:
 - a. Attended another Unity church: 50%
 - i. Of which, 25% knew Faith & Michael Moran, SLC’s founding ministers, through attending Christ Unity
 - b. Invited by Family or Friends: 32%
 - c. Online, Ad, or Event: 9%
 - d. Location: 4%
 - e. Didn’t say: 3%
 - f. Choir: 2%

How Respondents found SLC



2. Respondents who mentioned Positive Experience: 50%
 - a. The impact of their first experience: 16%
 - b. Positive experience with SLC in general: 34%

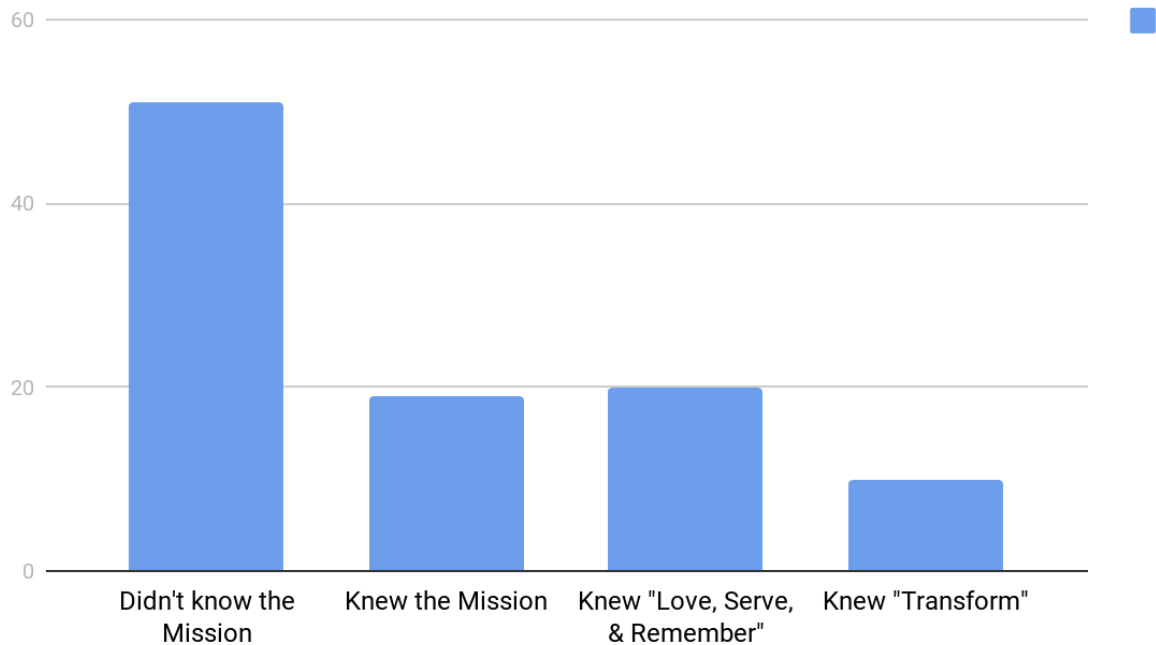
3. Highlighted Quotes:
 - a. "First I went to SLC once and was sold. James was speaking. I loved everything about SLC. I have been attending SLC for three years."
 - b. "I was undergoing a whole lot of spiritual and other transitions in about 2003. I was looking for a place to ground myself. I always wanted to attend a candlelight church service and I ended up at SLC at Pioneer. It inspired me and I felt so at home. I felt a sense of spirit."
 - c. "I was raised Episcopalian and was looking for a new church. My church was not resonating with me anymore. In 2007 someone at work told me about Spiritual Life Center. I went and fell in love with it. I felt at peace and it was home. I love the people. Here I can create my own reality. I felt empowered."

Part 2: Perceptions of SLC's Mission: "Transforming Lives as we Love, Serve, and Remember"

Question 2: *What do you understand the mission of Spiritual Life Center to be?*

1. Did they know the mission?
 - a. No: 51%
 - b. Yes: 19%
 - c. Knew "love, serve, & remember": 20%
 - d. Knew "transform": 10%

Did they know the Mission?



2. Other perceptions of SLC's mission:
 - a. Affinity Themes
 - i. Love/Community: 26%
 - ii. Acceptance: 13%
 - iii. Interfaith: 8%
 - iv. Connection: 6%
 - v. Unity: 5%
 - vi. Service: 4%
3. Highlighted Quotes:
 - a. "It's about love and a sense of community and serving. It's all about love and we are all one. It's about all of the different religions being alike and having a variation of the 'Golden Rule'. I've never received this in any other church I've gone to."

- b. "It's a community for everyone. They welcome and accept everyone. A sacred space for spiritual growth and development - practical growth for a greater spiritual path. The teachings are based on ancient theologians combined with the teachings of Jesus Christ. I love the aspects of prayer and meditation and that the prayer is affirmative prayer."
- c. "Transform Lives. To Love. Serve. Remember. I would love to see a banner with those words in the courtyard."

Part 3: Themes Related to SLC's Current Impact

Question 3: *In what specific ways have you experienced the impact of our Center's mission?*

Question 4: *Personally, in what ways are you most fulfilled by our spiritual community?*

1. What was impactful:

There were 299 comments regarding the key affinity themes identified by 104 Respondents. People openly shared a deep and lasting impact of: the Community (71%); Programs 49%; the Message/Leaders (45%); Music/Arts (35%); and opportunities to be of Service at SLC (26%).

- a. Affinity Themes
 - i. Friends/Community/Connection: 71% (74 comments)
 1. Friendships, a sense of like-minded community, and meaningful connections were experienced at SLC
 - ii. Programs: 49% (96 comments)
 1. Classes: 23% (24 comments)
 2. FIA: 16% (17 comments)
 3. Prayer Chaplain: 15% (16 comments)
 4. Women of Spirit: 13% (13 comments)
 5. Meditations: 12% (12 comments)
 - a. Includes: Sunday Service, Wednesday, and Thursday
 6. Q Process: 9% (9 comments)
 7. Youth Ed: 5% (5 comments)
 - iii. Spiritual Principles/The "Message": 45% (47 comments)
 1. James' Message: 20% (21 comments)
 2. Sunday Service: 9% (9 comments)
 - iv. Music & Art Ministry 35% (36 comments)
 1. Music: 25% (26 comments)
 2. Choir: 8% (8 comments)
 3. Art: 3% (3 comments)
 - v. Being of Service: 26% (27 comments)
 1. Volunteering: 20% (21 comments)
 2. Community Giving: 6% (6 comments)
- b. Highlighted Quotes:
 - i. "I am fulfilled by the people, by Rev. James messages, the music and the classes. I am also fulfilled by having the opportunity to serve."
 - ii. "My lifelong friends are at SLC. I feel acceptance, love, caring and authenticity. It has helped me by having the service every week. It keeps me on my path, It keeps me grounded. It's a special place to continue to grow and learn and enjoy."
 - iii. "I feel fed, nurtured and energized by the Sunday Service and Thursday discussion group with Rev. Deborah. I love all the classes, workshops and the variety of ways of exploring spirituality."
 - iv. "The services are very important, I love James' message, the music team, youth program and audio visual team. The spiritual community is so comforting to me. I love daily prayer and meditation. My life has been transformed."

2. How was it impactful:

In 37 comments, Respondents recounted how SLC has transformed their lives, how they are happier, more loving, and more accepting with better relationships. Oftentimes, they said they experienced a spiritual growth spurt, enriched life, more consciousness and a greater connection to God.

a. Highlighted Quotes

- i. "Our Center's mission has made me a better person. It's helped me project love and that I've become less judgmental and more accepting of all people. That has had the most impact in my life."
- ii. "I had a spiritual awakening - information and flow. It turned everything around. I came back to self and God and why I am here."
- iii. "It's been life forming for me. I cannot imagine my life without SLC. Pretty much all of my friends are with SLC now and the Community. That's huge and I miss it. It has tremendous meaning for me!"

Part 4: Themes Related to What is Emerging & Evolving

Question 5: *Personally, what do you need, or desire, to be more fulfilled in your relationship to our spiritual community?*

Question 6: *What shifts or changes do you perceive could benefit our spiritual community?*

Question 7: *Is there anything else you would like to express regarding our spiritual community?*

In this section, Respondents were asked what they need or desire from Spiritual Life Center as well as what shifts or changes could benefit Spiritual Life Center. 65% mentioned themes regarding “Building Community”; 52% discussed a desire for more spiritual education; 21% mentioned a desire for a larger church home; and 10% mentioned the need for more silence.

1. **Building Community:** 65% (68 respondents) mentioned the theme of “Building Community” in 104 Comments.

Building Community included the affinity themes of more community involvement/volunteering (29%); a Better Newcomer Program and Inclusion (26%); Appeal to younger/more diverse group (19%); a focus on Virtual Community (17%); Social Activities (10%); and Individual Support (9%).

- a. More Community Involvement/Volunteering: 29% (30 comments)
 - i. More community-based volunteer service: 9% (9 comments)
 - a. “We need to be more present in Sacramento”
 - b. “Going back to the principle of ‘Taking Action’ and having more things the Community Members can get involved with like food drives, adopting a family, assisting the homeless and refugees around us. Even offering classes on racial healing based on the ‘Coming to the Table’ model. I really like our involvement with giving to the nonprofits!”
 - c. “More connections with those outside our community. In the past I enjoyed walking in marches together for a cause, etc., more community involvement, however, as much or as little as members want so they feel free to do what is comfortable for them. I'd like more opportunities for members to be Ambassadors to meet and interact with new people in outside communities, which would create more activities for volunteers within the SLC community. Expand what Ambassadors can really do for SLC and with outreach in the community.”
 - ii. More volunteers and a more structured volunteer program/leadership: 9% (9 comments)
 - a. “When I Volunteer, I want it to be in a meaningful way...my time is important. I need it to be taken seriously. I need specific instructions when volunteering - we need good leaders who organize the volunteers.”
 - iii. Expressed appreciation for SLC’s Community Giving program: 8% (8 comments)
 - iv. SLC offering services onsite such as 12 Step: 3% (3 comments)

- b. Better Newcomer Program and Inclusion: 26% (27 comments)
 - i. Discussed the need for a better newcomer program: 9% (9 comments)
 - a. More visible ambassador program with training: (1 comment)
 - b. A welcome breakfast: (1 comment)
 - c. Use Gary Simmons Welcome Team Members model: (1 comment)
 - d. "She filled out the newcomer card and was never contacted as she had hoped. She really wanted a "buddy", someone to take her hand and show her around; someone she could call when she had questions or needed to talk."
 - ii. Want members to be more welcoming to newcomers: 5% (5 comments)
 - iii. Mentioned SLC being cliquish: 4% (4 comments)
 - iv. Discussed feeling alienated by the focus on the Q Process: 4% (4 comments)
 - v. Noted having a difficult time when they were new: 3% (3 comments)
 - vi. Talked to a new person who didn't feel welcomed: (1 comment)
 - vii. Noticed a subtle message that SLC was not welcoming to conservative views: (1 comment)
- c. Appeal to younger/more diverse group: 19% (19 comments)
 - i. Appealing to younger/more diverse: 14% (14 comments)
 - a. Having younger people in more visible roles: (1 comment)
 - b. "Programs/focus/marketing for young adults"
 - c. "More spaces on the platform for people of different backgrounds, different ages, diversity"
 - d. "A specific program to train (20-30 year olds)...there needs to be a specific plan for them to be in leadership"
 - e. "A need for more cultural diversity in the music, more people of color and more blues, jazz music."
 - f. "Commercials on a jazz station might be good. Michael used to do this. It would be good to go to NPR for a commercial."
 - g. "I would like to see it become more interfaith and integrative and believes this would appeal to a greater audience, especially young people. I feel that now we are too much 'Bible based' and feel that this is a turn off to people that balk at organized religion."
 - ii. Youth/family ministry: (5 comments)
 - a. Need a more robust youth program (1 comment)
 - b. Better facilities (1 comment)
 - c. Incorporation of a Montessori School model to attract families with young children: (1 comment)
- d. A focus on Virtual Community: 17% (17 comments)
 - i. Desire for more virtual connections (5 comments)
 - ii. Offer hybrid classes that are both in-person and virtual to also accommodate those with transportation issues, who live too far away, or aren't feeling well: (4 comments)
 - i. Zoom/remote classes: (3 comments)
 - a. Chaplain things/activities on Zoom: (1 comment)
 - ii. Virtual meet-ups: (1 comment)
 - iii. State-of-the-art digital technology: (1 comment)
 - iv. Better sound equipment: (1 comment)

- v. "I suggest that while we meet on Zoom, we try singing "Let There be Peace on Earth" in a way that features different members of the congregation in alternating windows so that we can actually see each other. We could possibly prerecord. I miss seeing the other members during the service. I also suggest having a Zoom choir experience with LeJohn so that all of the members of the choir can be seen singing a song and being featured in solos."
- vi. "In COVID - we need to build more virtual connection. I did a funeral and kids rally over Zoom. Not the same. But better than nothing. Mighty Networks could be important. After COVID, continue virtual presence as well for people who can't come physically."
- e. Social Activities: 10% (10 comments)
 - i. "I would like to see some free events and some events that have an affordable sliding scale for payment. I would like to see some fun social occasions. Perhaps, once a month, we could have a 'quirky question' Sunday, where during the Meet/Greet, we ask the person next to us a fun question, a 'quirky question' icebreaker, if you will."
 - ii. "I'd love to see 'just social gatherings' without a topic, just to check in."
- f. Individual Support: 9% (9 comments)
 - i. Outreach from ministry, prayer chaplains, or other SLC members, especially for health reasons and during COVID's isolating time: (5 comments)
 - ii. Had questions about who they should reach out to in a time of need: (2 comments)
 - iii. Talk about those who are ill (at the pulpit or in the bulletin): (1 comment)
 - iv. Food and support for those who have lost their job (1 comment)

2. More Spiritual Education, Programs, and Offerings: 52% (54 comments)

52% of Respondents mentioned ideas for improvement of classes, programs and educational offerings.

- a. More Interfaith Message: 10% (10 comments)
 - i. "I would like James to be more involved with the Interfaith Community"
- b. Youth Program: 7% (7 comments)
 - i. More prayer work: (2 comments)
 - ii. More Bible oriented lessons: (1 comment)
 - iii. Wants more information about the program: (1 comment)
 - iv. Wants a more "robust" program: (1 comment)
 - v. Expressed concern re: status/activities during COVID times: (1 comment)
 - vi. Suggest offering leadership training for the youth: (1 comment)
- c. Prayer Class/Program: 5% (5 comments)
 - i. Would like longer/more in depth, 6 weeks instead of 3: (2 comments)
 - ii. Would like updates from the chaplains; what do they do, how prayer works, the power of prayer: (1 comment)
 - iii. Make the Prayer Class available more frequently: (1 comment)
 - iv. Consider an ongoing Prayer Group: (1 comment)
- d. More Unity Message: 4 % (4 comments)

- i. "Unity basics, Refreshers, texts"
 - e. Rev James' classes and meditation: 4% (4 comments)
 - i. All very favorable and requested more opportunities to attend classes or groups led by Reverend Trapp
 - ii. "Would like to see Reverend James offer more classes."
 - f. More Bible and Christianity: (4 comments)
 - g. Health, Aging, end of life: (3 comments)
 - h. Metaphysics, including one for application to the Bible: (2 comments)
 - i. Faith-In-Action 2x per year: (2 comments)
 - j. Prayer/meditation groups: (3 comments)
 - i. Provide overview of a variety of meditations
 - ii. Provide ongoing groups
 - k. Meet-up groups (Nature walks, writing, special interests): (2 comments)
 - l. Holiday Services: (2 comments)
 - i. Requesting a change, to not do the same service every year – more variety.
 - m. Miscellaneous: 9% (9 comments)
 - i. Teaching opportunities: (3 comments)
 - 1. Explore possible classes offered by the three Respondents
 - ii. Offer classes on social justice and racial healing: (1 comment)
 - iii. Want more collaboration with other Unity churches ("We could share educational opportunities."): (1 comment)
 - iv. Add classes or groups to explore/nurture creativity (e.g., art, music, dance): (1 comment)
 - v. Bring in "big" names such as Teresa Campos, the Ruiz Brothers" (to increase attendance and bring in newcomers): (1 comment)
 - vi. Provide coaches/tech support during COVID time for those with Zoom troubles (could be volunteers who do this): (1 comment)
 - vii. Yoga, energy work, low cost/free counseling or referrals: (1 comment)
- 3. Larger Church Home: 21% of Respondents in 29 comments**
- a. Larger Church for one Service: 5% (5 comments)
 - i. Where all members could be together and expand their sense of community
 - b. More space for a children's program: 5% (5 comments)
 - i. "A permanent children's area"
 - c. More space for small groups and more community involvement: 4% (4 comments)
 - d. Need for more quiet, sacred space: 3% (3 comments)
 - i. "I like the chapel and knowing I can go in and pray"
 - ii. "Need to make the sanctuary a Sacred Space" (too noisy)
 - iii. "Need a quiet space for prayer (chaplains)"
 - e. More accessible parking space: (2 comments)
 - f. Moving church services outside in the parking lot next door: (2 comments)
 - g. SLC's location: 3% (3 comments)
 - i. More central location
 - ii. "Location is perfect as I can always get a ride"
 - h. Unattractiveness of current facilities: (2 comments)

- i. “The beauty of the facility needs a lot of improvement--major. First impressions are important. The front signage is very substandard.”
 - ii. “I have brought people to SLC and they didn’t feel comfortable in the space. Wondering if vacant building next door is available.”
 - i. Sanctuary was too crowded: (1 comment)
 - j. “Need a map of the church layout and also labels for offices. Is a Fire Evacuation Plan posted?”: (1 comment)
 - k. “It isn’t the building, it’s the people”: (1 comment)
4. **More Silence:** 10% (10 comments)
- i. Silent rather than guided meditations (4 comments)
 - ii. Entering the sanctuary in silence (3 comments)
 - iii. Silent clapping (2 comments)
 - iv. Quiet space for prayers in courtyard (1 comment)

Part 5: Other Areas of Inquiry

While the Steering Committee primarily sorted data based on commonalities of questions, there were many topics that were brought up at various points of a Respondent's answer. There is an opportunity to analyze topics across all responses. In this section, we prioritized reviewing comments directed toward SLC Leadership as well as comments on the Q Process, since it is an important initiative of SLC's Board. Upon request, we are prepared to offer a deeper analysis regarding any theme in which the Board has interest.

1. Q Process: 13% (13 comments)

a. Positive: 9 comments (69% of Q Process comments)

- i. "I would like to see more community consciousness rising like the Community Q Process. Perhaps in a few years we could have another Community Q Process to see how we have shifted our emotional energies and have become mirrors for each other."
- ii. "The Q Process is wonderful. More awareness around transforming lives."
- iii. "It is good most people have gone through the Q process and there is less blaming and more closeness."
- iv. "The Q Process Class has had a positive effect on me. It has helped me deal with stress. It has helped me know how I am triggered. Because of the Q Process, I now can visit my brother and have a peaceful, pleasant visit. The Q Process has had a significant effect on me."

b. Negative: 4 comments (31% of Q Process comments)

- i. "I strongly discourage any policy that would require people wanting to join SLC to take the Q Process. Requiring it of Board Members is one thing. Requiring it of weekly attendees and casual volunteers to me suggests a cult. If the Q Process were to become a requirement, I would find another church."
- ii. "The emphasis on the Q Process seems excluding of people not interested in the course. Tithing 10% of my income should buy me a vote. This distinction should allow me to be a voting member without taking the Q Process."

2. SLC Leadership 30% (31 comments)

30% of Respondents made comments directed at SLC leadership in 33 comments.

- a. More Communication: 7%
- b. Mission Centric: 7%
- c. Heart2Heart Conversations: 7%
- d. Finances: 5%
- e. Leadership: 2%
- f. Miscellaneous: 3%

7% discussed the need for better communication: from the SLC Board with published meeting minutes; more disclosure on finances; more information about leadership on SLC's website; written instructions for church processes such as scheduling a spiritual consultation with a senior minister and written procedures for volunteers; and hearing from other spiritual leaders on how they are ministering to their church during these times. One Respondent mentioned: "I feel it is

important to have everyone on the Board to be on the same page and be on the same mission. There may be still a 'lack' mentality. Are we stuck in a limitation mentality? How do we change that?"

7% mentioned SLC's direction as a mission-centric church: 3 comments appreciated the direction, 2 comments didn't like the direction, 1 comment said they never understood what mission-centric meant and 1 comment wanted to see more progress with mission-centric.

Another 7% brought up *Heart2Heart Conversations* and all expressed appreciation for SLC seeking out their opinions. One stated: "I love that our opinions are being sought. Previously there was more focus on what we don't have, and not being thankful for what we do have. It seems like the Board wants us to know more, invites us to be more involved. The focus has shifted back to the community. Loving what we do have, what we are giving the community. We don't have to worry about what we're becoming. We have made the right choices, diversity, who we are, who we support."

Of the 5% who mentioned finances, 2 were concerned about the financial viability of SLC, 1 noted that there was more appreciation for donations now while 1 wanted there to be more appreciation for donations, and 1 suggested a formal pledging ceremony for those who donate.

Of the 2% who mentioned leadership, both were grateful for leadership. Of the 3% with additional suggestions, there was also one comment about wanting to see more people step into a leadership role, and one wanting to see more men ministers. The final suggestion was: "Allow talented people to 'do their own thing' without micromanagement from staff/board."

Additional Analysis

The goal of "Additional Analysis" is to provide examples of trends that exist across themes in this Report.

In Part 3, "Themes Related to SLC's Current Impact", 71% stated Friends/Community/Connection impacted them. Simultaneously, in Part 4, "Themes Related to What is Emerging & Evolving", 65% made recommendations regarding "Building Community".

Additionally, in Part 3, 48% stated Programs impacted them and in Part 4, 52% mentioned wanting more spiritual education, programs, and offerings.

In the Demographics section, 70% of Respondents identified as having been an SLC Volunteer. In Part 3, 26% said "Being of Service" made an impact on them while in Part 4, 20% of those interviewed wanted to see more community involvement and volunteering.

Conclusion

When the Evolutionary Council was formed, the goal was to create sacred space so that SLC members could provide their feedback on what's working and where there may be opportunities. This was a Board-sponsored project to help the Board and SLC Leadership make strategic priorities based on where its members currently are and where its members want to go.

Since participating in a *Heart2Heart Conversation* was completely voluntary, the Evolutionary Council did not have control over who participated. 89% of the respondents are 56 years and older and with an average tenure of 13.3 years, suggesting the majority of Respondents are mature in years as well as in their spiritual journey. When it became clear that Millennials only made up 1% of Respondents, the Evolutionary Council made targeted recruitment efforts of its younger members and was able to increase Millennial participation to 3%. Given that 19% of Respondents mentioned wanting to appeal to the younger and more diverse, there is awareness that this is a gap not just in this Report but also within the SLC's community. It would be interesting to understand how reflective these demographics are of SLC's overall membership.

As mentioned in Part 5, "Other Areas of Inquiry", we provided cross-question analysis on the themes of the Q Process and SLC Leadership and are prepared to offer deeper analysis regarding any theme of which SLC's Board has interest. Examples of cross-question themes are Music, Rev James, the Prayer Chaplain Program, Meditations, Sunday Service, and the Community Giving Program, among others.

In this Report, it is the intent of the Evolutionary Council Steering Committee to present the data and enable the Board to interpret the data, draw conclusions, and develop the strategic priorities of SLC. We are in profound gratitude to have been the stewards of the loving voices of 104 SLC members.

Addendum A

#	Facilitator Name	Total # <i>Heart2Heart Conversations Completed</i>
1	Patty Peters	15
2	Denise Holmes	11
3	Shirley Brown	10
4	Penny Clements	8
5	Jennifer Enright	7
6	Carole Mercer	7
7	Ruth Rezos	6
8	Stephanie Crittendon	5
9	Marianne Mancina	4
10	Josie Johnson	3
11	Joella Aragon	2
12	Donna Vopacke	2
13	Lauren Farren	2
14	Mary O'Brien	2
15	Jean Ross	1
16	Beverly Akin	1
17	Don Sykes	1
18	Ellen Springwind	1
19	Karen Thomas	1
20	Lynn Orion	1
21	Suzanne Joy-Livingston	1
22	Claudia Norton-Tolbert	1