

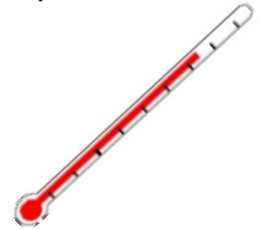
St. Clare ~ Gallup ME²⁵ 2016 Survey Results



BACKGROUND

These days we hear a lot about health and well-being: How's your personal health? Are your relationships healthy? How healthy is your work place or your work group? We also know there are many aspects to our health: physical, mental, social, emotional, and even spiritual.

- So it is appropriate that every few years, the St. Clare Pastoral Staff, Parish Council, and Stewardship Team try to determine the current spiritual health of the parish. We do this with the Gallup ME²⁵ survey.
- Gallup originally developed this survey technique to help business organizations assess the engagement of their employees, with the premise that happy and engaged employees produce healthy companies. With a good track record in the business world, Gallup eventually extended this powerful method to church communities - to assess the engagement of the members.
- Gallup's faith-based research indicates that an engaged membership produces desired individual and group outcomes - like increased financial giving and volunteering, a more inviting congregation, and parishioners who are generally more satisfied with their lives.



At St. Clare, we completed our *fourth* survey in March 2016. We'll report results with a series of bulletin articles over the next few months. (We'll also post the inserts on the parish website.)

- *Insert One: (Today) Just How Engaged Are We at St. Clare?*
- *Insert Two: Getting Specific about Engagement*
- *Insert Three: Spiritual Commitment*
- *Insert Four: Outcomes and Next Steps*

Reminder: Two Survey Questions



- In the past six months, someone in my parish has talked to me about the progress of my spiritual growth.
- My faith has called me to develop my given strengths.

Three Engagement Groups

- Engaged
 - Strong connection to the parish
 - Loyal to & Proud of the parish
 - Parish is top-of-mind
 - Higher scores on all outcome measures than other types (e.g., inviting and giving)
- Not Engaged
 - May attend regularly
 - Generally positive about the parish
 - Looking for connection
- Actively Disengaged
 - May attend regularly, but are often negative or even hostile or
 - May not attend regularly and know little to nothing going on in the parish
 - Will complain and resist most everything

St. Clare ME²⁵ scores vs. Gallup reference populations

ENGAGED:

St. Clare Faiths (2016)	All Catholics	All Catholics
64%	31%	32%

NOT ENGAGED:

St. Clare Faiths (2016)	All Catholics	All Catholics
31%	47%	47%

ACTIVELY DISENGAGED:

St. Clare Faiths (2016)	All Catholics	All Catholics
5%	22%	21%

St. Clare has **TWICE** the engagement of other average congregations!

Youth Survey Summary

In 2016 twenty-eight youth of the parish responded to the survey (the highest number ever!), including all the students in the confirmation class.

Since determining Engagement Scores is proprietary to Gallup, we can not provide this measure for our Youth Survey... However, we **do** know that:

In general, St. Clare youth feel that the parish supports them, since more than 22 out of 28 agreed or *strongly* agreed with these statements:

- Parish spiritual leaders seem to care about them as persons
- The parish meets their spiritual needs
- They have opportunities to learn and grow

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Insert Two: Getting Specific about Engagement

BACKGROUND

A simple definition of what Gallup means by “Engagement” is a “sense of belonging.” How connected are members to the parish?

Engagement

...does not mean just involvement

...indicates strong psychological and emotional connection

...is Actionable! which means it can be influenced!

Gallup has done research to show that improving **Member Engagement** (“belonging”) leads to improved **Spiritual Commitment** (“believing”) which leads to a more healthy spiritual community that demonstrates improved **Outcomes** such as: life satisfaction, inviting, giving, and serving.

Reminder: Engagement Survey Questions

- As a member of my parish, I know what is expected of me.
- In my parish, my spiritual needs are met.
- As a member of my parish, my opinions seem to count.
- In my parish, I have opportunities to learn and grow.
- The spiritual leaders in my parish seem to care about me as a person.



Action Steps Individuals Can Take to Improve Our Engagement

- ✓ Review the St. Clare Parishioner Expectations that can be found on the parish website. Or ask in the Parish Office for a copy.
- ✓ Participate in one of the many parish Faith Formation events.
- ✓ This week be sure to thank another parishioner for the service they provide or for the hospitality that they extend to others.

Engagement Summary

There are 12 questions about Engagement on the ME²⁵ Survey.

- In 2016 at St. Clare: 11 of the 12 engagement scores were our highest **ever!**
- In fact, at St. Clare: 10 of the 12 engagement scores increased in every survey (2008, 2010, 2013, & 2016)
- Our highest engagement score in 2016 was ME15: “The spiritual leaders in my parish seem to care about me as a person.”
- Our “Grand Mean*” engagement score increased in every survey:

St. Clare				Cath. All Faiths		
<u>2008</u>	<u>2010</u>	<u>2013</u>	<u>2016</u>	<u>Avg.</u>	<u>Avg.</u>	<u>75th %tile</u>
3.83	4.00	4.08	4.20	3.63	3.65	3.85

Youth Survey Engagement Summary

- The highest engagement score in 2016 was also ME15: “The spiritual leaders in my parish seem to care about me as a person.”
- The engagement score with largest increase since 2008 was ME21: “In the past six months, someone in my parish has talked to me about the progress of my spiritual growth.”
- The engagement scores with largest drop since 2008:
 ME14: “In the last month, I have received recognition or praise from someone in my parish.”
 ME17: “As a member of my parish, my opinions seem to count.”
- The “Grand Mean*” engagement score for the youth survey has generally improved since 2008:

	<u>2008</u>	<u>2010</u>	<u>2013</u>	<u>2016</u>
Youth Survey Grand Mean* Engagement	3.63	3.76	3.88	3.82

[*The Grand Mean is the average of all 12 engagement question responses.]

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Insert Three: Spiritual Commitment

BACKGROUND

Gallup believes that the real “bottom line” of a parish is in producing spiritually committed individuals. Nine of the ME²⁵ survey items measure a person’s spiritual commitment in terms of both attitudes and behaviors. The spiritual commitment items are individual and personal.

Furthermore, Gallup also believes that strong parishes produce spiritually mature individuals whose lives have constructive influence on our society and world. St. Clare strives to use the ME²⁵ survey to manage parish programs and activities to create ***positive change*** in people’s lives.

Reminder: Spiritual Commitment Survey Questions

- Because of my faith, I have forgiven people who have hurt me deeply.
- I speak words of kindness to those in need of encouragement.
- Because of my faith, I have meaning and purpose in my life.
- I spend time in worship or prayer every day.
- My faith gives me inner peace.



Action Steps Individuals Can Take to Improve Our Engagement

- ✓ Participate regularly in worship and be open to the spiritual growth opportunities there. ...and encourage others to join you!
- ✓ Investigate some new (for you!) forms of prayer and spiritual growth.
- ✓ Do some research about the Papal Year of Mercy now underway. Sign up to participate in one of the St. Clare parish outreach activities.

Spiritual Commitment Summary

There are 9 questions about Spiritual Commitment on the ME²⁵ Survey.

- In 2016 at St. Clare: 7 of the 9 spiritual commitment scores were our highest **ever!**
- In fact, at St. Clare: 4 of the 9 spiritual commitment scores increased in every survey (2008, 2010, 2013, & 2016)
- Our highest spiritual commitment score in 2016 was ME09: “I speak words of kindness to those in need of encouragement.”
- Our “Grand Mean*” spiritual commitment score hit an all time high in 2016:

St. Clare				Cath.		All Faiths	
<u>2008</u>	<u>2010</u>	<u>2013</u>	<u>2016</u>	<u>Avg.</u>		<u>Avg.</u>	<u>75th %tile</u>
4.10	4.28	4.27	4.35	3.63		3.65	3.85

Youth Survey Spiritual Commitment Summary

- The highest spiritual commitment score in 2016 was also ME09: “I speak words of kindness to those in need of encouragement.”
- **All** nine spiritual commitment scores have increased since 2008.
- The spiritual commitment scores with largest increase since 2008: ME02: “I spend time in worship or prayer ever day.” and ME06: “My faith has called me to develop my given strengths.”
- The “Grand Mean*” spiritual commitment score for the youth survey is down a bit since 2013, but has increased by .36 points since 2008:

	<u>2008</u>	<u>2010</u>	<u>2013</u>	<u>2016</u>
Youth Survey				
Grand Mean*	3.43	3.67	3.91	3.79
Spiritual Commitment				

[*The Grand Mean is the average of all 9 spiritual commitment question responses.]

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Insert Four: Outcomes

BACKGROUND

Gallup's research indicates that strong member engagement and spiritual commitment lead to higher scores on the measurable outcomes of life satisfaction, inviting, serving, and giving.

St. Clare Parish Council and the Stewardship Team appreciate the progress we have made over the years as measured with the Gallup ME²⁵ survey tool. We are committed to ongoing improvement of our programs and activities to continue to allow the individuals and groups of the parish to flourish and to grow in their spiritual health.

Reminder: The Outcome Survey Questions

- Overall, I am extremely satisfied with the way things are going in my personal life.
- In the last month, I have invited someone to participate in my parish.
- How much do you give per year to this parish?
(select a dollar range)
- How many volunteer hours a week do you give to help and serve others in your community?
(select an hour range)



Action Steps Individuals Can Take to Improve Our Engagement

- ✓ Review the Vision of St. Clare parish that appears weekly on the front of the bulletin.
How can you make the Vision come alive for yourself this week?
- ✓ Strike up a conversation with someone you don't know that well. Maybe together you could try to find five things you have in common..

Outcome Summary

- Our average score for life satisfaction has increased every year:

<u>2008</u>	<u>2010</u>	<u>2013</u>	<u>2016</u>		<u>Cath. Avg.</u>	St. Clare is
3.92	4.05	4.15	4.29		4.04	<= 0.25 point higher!

- Our average score for inviting others has increased every year:

(0.81 points in 7+ years!)

<u>2008</u>	<u>2010</u>	<u>2013</u>	<u>2016</u>		<u>Cath. Avg.</u>	St. Clare is
2.37	2.71	2.96	3.18		2.55	<= 0.63 point higher!

- Our scores for giving have been steady over time:

	<u>2008</u>	<u>2010</u>	<u>2013</u>	<u>2016</u>
% give \$0 to < \$1,000	45%	46%	45%	44%
% give \$1,000 to < \$3,000	40%	40%	39%	38%
% give \$3,000 or more	15%	14%	16%	18%

Note: slight shift to upper giving levels!

- Our scores for service have been pretty good over time:

	<u>2008</u>	<u>2010</u>	<u>2013</u>	<u>2016</u>
% serve 0 to < 2 hours	36%	31%	29%	28%
% serve 2 to < 4 hours	43%	46%	53%	55%
% serve 4 or more hours	21%	23%	18%	17%

Note: shift to 2-4 hour range from both ends...

Youth Survey Outcome Summary

- On statement ME01: "Overall, I am extremely satisfied with the way things are going in my personal life," the St. Clare youth in 2016 scored **3.93**, which is up 0.18 points since 2008 (3.75).
- In response to ME23: "In the last month, I have invited someone to participate in my parish," the St. Clare youth scored **2.45**, which is the **highest score ever** (but fairly consistent with previous surveys).
- 21%** of the St. Clare youth responded "Yes" when asked if they give 10% or more of their income to their parish.
- Wow! **75%** of the St. Clare youth volunteer at least 1 hour per week to help and serve others in the community (which is the highest percentage ever!)
- And **11%** give 4 or more hours in service each week.

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Insert Five: Next Steps



You might remember that in 2013, Dr. Al Winseman, our Gallup consultant, issued a Member Engagement Index *challenge* to St. Clare parish for our next survey...

Member Engagement Index	2013	Al's Challenge	2016
Engaged	56%	60%	64%
Not Engaged	36%	35%	31%
Actively Disengaged	8%	5%	5%

And, as you can see, we blasted right through Al's challenge!

Action Steps Individuals Can Take to Improve Our Engagement

- ✓ Think about a way that you have found to be meaningfully involved at St. Clare. Thank God for this talent and opportunity... and then share this experience with others in the parish or in your family.
- ✓ Spend fifteen minutes reflecting on how you have grown spiritually... in the last 3 years? the last 10 years? or the last 25 years?
- ✓ Set a reasonable spiritual goal for yourself to achieve in the next month. For example:
 - Pray every day? Go to one extra Mass each week?
 - Show an extra kindness to someone whose path you cross frequently?
 - Adopt an attitude of forgiveness and tolerance?
 - Find an inspiring book to read and discuss with others?

Next Steps

The St. Clare Parish Council, Stewardship Team, and Parish Staff have developed two immediate follow-up steps after our 2016 Gallup Membership Engagement Survey:

A. Clearly Communicate St. Clare Gallup ME²⁵ Survey Results

✓ **Done!** If you missed any of the first four bulletin inserts, they are available on the parish website (look under “Publications”). The first four inserts reported our spectacular results. This fifth insert presents the next steps for individuals and for St. Clare to maintain our high level of engagement.

What challenge will we tackle next time?

B. Intentionally Cultivate the Existing Charism of Spiritual Growth

We know from the Gallup ME²⁵ survey that the members of St. Clare parish are already very spiritually committed. Starting in early 2017, we plan to introduce a “**Spirituality Quest**” to assist parishioners who want to assess and to enhance their own personal Spiritual Journey.



Be sure to look for additional announcements in the bulletin and at Mass for this exciting new opportunity - which is unique to St. Clare!