

MINISTERIAL ASSESSMENT OF REV. CHARLOTTE – FY24 SUMMARY FOR THE CONGREGATION

Process: The Ministerial Assessment Team sent a survey to a total of 42 congregants and all 3 staff members. Some of these people were selected from a list provided by the Minister as most familiar with their work, as well as others that the Team believed had a high level of interaction with the minister. Of the 45 surveys sent, 37 survey responses were received, plus a self-assessment filled out by Rev. Charlotte. In the instructions sent to those surveyed, people were told to base their rating on their own observations, as opposed to what they heard from others. A comment section followed each section and people were asked to give specific information used in making their ratings. From comments made, it appeared people followed these instructions.

The survey consisted of questions about rating the minister's performance in 8 overall categories. These included the areas of Counseling and Pastoral Care, Practical Arts, Organizational Ministry, Personal and Professional Growth, Worship, Rites of Passage, Denominational Activities, and Prophetic Outreach. There were several items listed to consider under each category.

The Report

Although the Ministerial Assessment Summary Report indicated several of the Minister's areas of strength considered valuable to the congregation, of the six to eight areas for improvement noted, two stood out as seriously unsatisfactory. This list from the President's covers them in abbreviated form for the reader:

- A. Improper leadership and management, especially in interactions with member-volunteers and congregational leaders or in areas of interpersonal disagreement (Practical Arts and Personal/Professional Growth)
- B. Unwillingness to receive constructive criticism and feedback, especially in areas of management or interpersonal conflict (Personal/Professional Growth)
- C. Inability to model covenantal behavior in many of their interactions with members (Practical Arts)
- D. Failure to encourage, or nurture lay leadership in committee work or program task work (Organizational Ministry)
- E. Lack of warmth and empathy to congregants seeking counselling or pastoral care (Counseling and Pastoral Care)
- F. Sermons often not emotionally fulfilling, or spiritually nurturing in either word and/or presence (Worship)
- G. As with any ministerial assessment, the main issue at hand is the question of whether a minister is still a good fit for the congregation. This will be the board's decision to make along with Rev Charlotte. What is clear is that change is in order. The results of this survey demonstrated change needed to correct the following:

Concluding Remarks:

The survey of congregants that work closely with the minister produced results that demonstrate that even though the minister has many strengths, there are many areas of weaknesses that call for improvement in various aspects of the minister's work. There was mixed response in 6 out of the 8 categories we asked respondents to reflect upon, making it clear there are significant issues. It was helpful for our team to take into consideration the comments provided to understand the nuances of the various experiences with the minister. There were many written responses received in the survey responses that are very concerning and personal in nature.

The Report made clear that for the sake of their ministry, there were many areas Rev. Charlotte would need to address. Most critical was that they become more receptive to critical feedback, develop more awareness of how their behavior or communication style is adversely affecting members and staff, improve upon responding to the personal needs of congregants in a way that conveys warmth and empathy, continue to improve upon the emotional and spiritual depth of their sermons as well as enliven their delivery, and increase their engagement with the youth of the congregation.

The Team met with Reverend Charlotte on Tuesday evening, March 26th to deliver and discuss the results of the assessment after sending them our report on the morning of this day. This differed from the process we modeled our work on in that the minister was given a full week to process the report before meeting with the assessment team. It would have been preferable to do the same, but time restraints interfered.

Meeting with the Board:

Any decisions regarding ministerial performance lie with the Board so it is planned for the Ministerial Assessment Summary Report to be discussed at the next board meeting in Executive/Closed session.

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