

## MONITORING REPORT – 2.2. TREATMENT OF CONGREGATIONS

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*Submitted to BoardPaq on September 30, 2016.*

### 2.2 TREATMENT OF CONGREGATIONS

**Policy:** With respect to member congregations or those congregations seeking membership, the President shall not cause or allow conditions, procedures, decisions or services that are untimely, disrespectful, inequitable, discriminatory or not transparent.

**Operational definition:** We interpret this to mean that the President will ensure all UU congregations and covenanting communities, regardless of UUA membership status (full, multi-denominational, or emerging), and all members of those congregations and communities have clear access to the multitude of auditory, video, print and web-based resources available from the UUA staff and its associated individuals and organizations. UUA staff understand providing “clear access” involves pro-active promotion and distribution of these resources to increase their use and adoption. Note that some additional services, such as intensive consultation with staff, are dependent upon a covenantal relationship with the UUA, meaning that such services provided will be more readily available to those congregations in good standing and in right relationship.

To ensure the administration is complying with this policy we have expanded the certification process to include a survey which solicits feedback from congregational leaders about their knowledge and utilization of UUA staff and services. In the spring of 2016, staff also worked with district and regional boards to pilot a Congregational Life Advisory Council survey focused on congregational awareness and utilization of field services. The summary results of these surveys are included in this month's Board agenda in BoardPaq.

**Rationale:** Because there is no external, objective standard for compliance with a policy such as this, the administration is using its judgment in determining that two questions from the above mentioned surveys will serve as the core measurement of compliance. The response to both questions will be used in future years to provide comparison measurements.

The first is question #2 from the Congregational Life Advisory Council survey:

*“How familiar are you with the services offered by your UUA Congregational Life staff?”*

We maintain that if 75% or more of the respondents are "Very familiar, Familiar, or Somewhat Familiar" with the services offered by Field Staff, the administration will have done an very good job of ensuring unhampered access and making

## MONITORING REPORT – 2.2. TREATMENT OF CONGREGATIONS

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congregational leaders aware of the field services available to them and that the administration would be in compliance with this policy.

The second is question #11 from the certification questionnaire:

*“What services, resources or programs from the UUA has your congregation used in the past year?”*

We maintain that if the UUA services listed in this question approach or exceed 50% usage, the administration will have done a successful job of ensuring unhampered access and making congregational leaders aware of the UUA services available to them and that the administration would be in compliance with this policy.

The responses to these two questions are summarized below in the "Supporting Data" section and outlined in more detail in the attached survey results.

**Supporting Data:** Looking at Question #2 from the Congregational Life Advisory Council survey report, you will see that 80% responded that they were “very familiar, familiar, or somewhat familiar” with the services offered by Field Staff. This exceeded our goal of 75% goal by 5%.

Nearly all congregations, about 97%, reported through the congregational questionnaire that they had engaged with one or more of the resources, services and opportunities provided by the UUA, on the congregational questionnaire.<sup>1</sup> Responses to multiple questions from the certification questionnaire were combined to give a full picture of the usage of UUA resources and services. The chart below tallies number of resources and services that each congregation indicated they had used or engaged in the prior year, drawn from the following list:

- Tapestry of Faith curricula
- Our Whole Lives curricula
- International Office
- UU United Nations Office
- Holdeen India Program
- UU College of Social Justice
- WorshipWeb
- Standing on the Side of Love

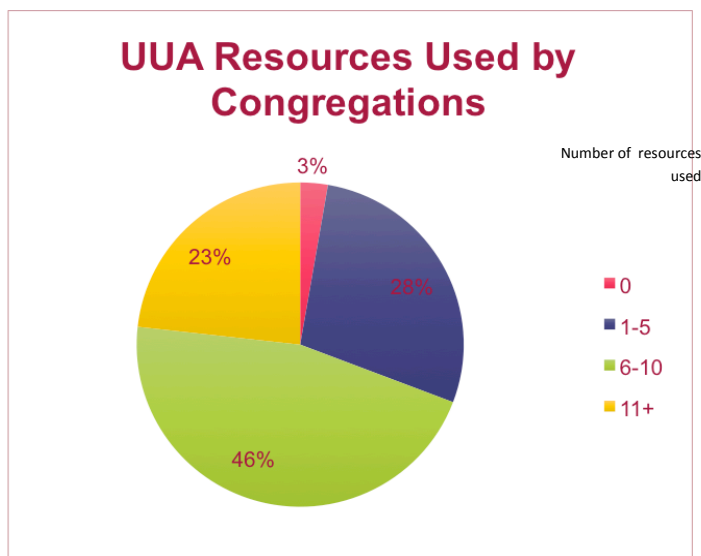
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<sup>1</sup> We believe the questionnaire responses to be generally representative of UUA congregations as a whole. 770 congregations completed the questionnaire (74%), and an analysis of these congregations relative to the total congregations certified indicated that respondents were generally representative of the membership size and regional breakdown of all certified congregations (70-80% of each group), with the exception of tiny congregations (< 60 members) who only had a 62% response rate.

## MONITORING REPORT – 2.2. TREATMENT OF CONGREGATIONS

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- UUA Bookstore
- Online Webinars
- Regional/District Trainings
- Direct consultation with UUA staff
- Leadership development and church management materials
- Stewardship and fundraising materials
- Communications and online media materials
- UUA blogs and
- UUA email lists.<sup>2</sup>



This has exceeded our goal of 75% of congregations who report using UUA resources by 23%. Compared to 2013, in which 68% of congregations identified using resources on a similar list, this is a dramatic increase, indicating greater awareness and use of UUA resources in the past few years.

Additionally, the administration has studied the other detailed results of the surveys and will use the results to continue to strengthen our congregations' access to and awareness of UUA services. The administration is committed to including these questions in future surveys to track progress over time.

**Additional Supporting Data:** While quantitative data provides an important measure of compliance, we are aware that qualitative data is equally helpful and

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<sup>2</sup> Note: the questionnaire responses were not cross-referenced with other UUA services and opportunities, such as ministerial and staff transitions, General Assembly participation and Welcoming Congregations certification, so engagement with these other opportunities are above and beyond this report.

## MONITORING REPORT – 2.2. TREATMENT OF CONGREGATIONS

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often provides a more robust picture of our staff's efforts. With this in mind, we offer some more detail about the work and strategies we are employing to ensure congregational access to and awareness of our UUA services.

Countless services, resources, and many kinds of support are available to all congregations, leaders, and members of the UUA through the UUA website, Regional website, access by phone and email to committed UUA staff members, and various publications that are produced and provided at no charge to UUA members such as the UU World publication. We are continually analyzing these materials for current relevance and accessibility. For example, we routinely test the accessibility and navigability of our website through data from sources outside the UUA. The results of this testing are used to improve and develop our materials, such as with our current project to reorganize the UUA.org menu and structure to make it easier for users to find what they want. The impact of this kind of responsiveness can be seen in the increase in traffic on UUA.org, including among returning users (who are more likely to be UU members and leaders).

In the past we made religious education curricula available only through purchase in the bookstore, but in recent years, through the generosity of donors, we have been able to change this. The Tapestry of Faith curriculum is an excellent example of a comprehensive set of curricula for children and family religious education that is now free and fully accessible on the web for any congregation regardless of its financial resources.

Where there are costs associated with any of the programs or services, the costs are generally evenly applied. Sometimes there are “tiered” level services, in which congregations are given discounts on some services if, for example, they bring teams of leaders to trainings (in order to maximize their benefit) or if they are fair share congregations to the regions and the UUA.

Recognizing that congregational stewardship is crucial to congregational thriving and getting more challenging in the modern fund-raising landscape, we are implementing new strategies to ensure robust and accessible stewardship services to our congregations. We've entered into a “preferred vendor” relationship with an outside stewardship consultant group. We've established a stewardship service fund to supplement our congregation's costs for those preferred vendor's services. And our Congregational Life and Stewardship & Development Departments now work more closely than ever to design capacity building programming together.

The advent of web-based technologies allows us to make an extraordinary breadth of resources related to congregational health and vitality transparent and readily available to all who choose to make use of them, regardless of membership size or status. For instance, last year, the Central East region's online UU Leadership

## MONITORING REPORT – 2.2. TREATMENT OF CONGREGATIONS

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Institute had 573 congregational leaders from all five regions (as well as Canada and the UK) engage its online learning offerings.

Even with this growing use of technology, we are aware that personal relationship between our UUA staff and our congregational leaders remains the most effective way to ensure that our congregations not only are aware of UUA services but also find the UUA services that match their unique needs. To this end, our Congregational Life Department is using a “Primary Contact” model of staffing which involves matching one field staff member with every congregation. These Primary Contacts proactively engage their congregations and serve as their porthole to the wide array of UUA services available to them. Regionalization has been crucial to this model of personal connection. Prior to regionalization, a District Executive had to maintain personal relationships with dozens of congregations. Now that field staff have been consolidated into larger teams, we’ve been able to ensure that field staff service a more manageable number of 30 congregations or below. Furthermore, we’re expanding this Primary Contact model to our Covenanting Communities, further ensuring that these innovative communities get specialized help discerning which UUA services are most useful to them.

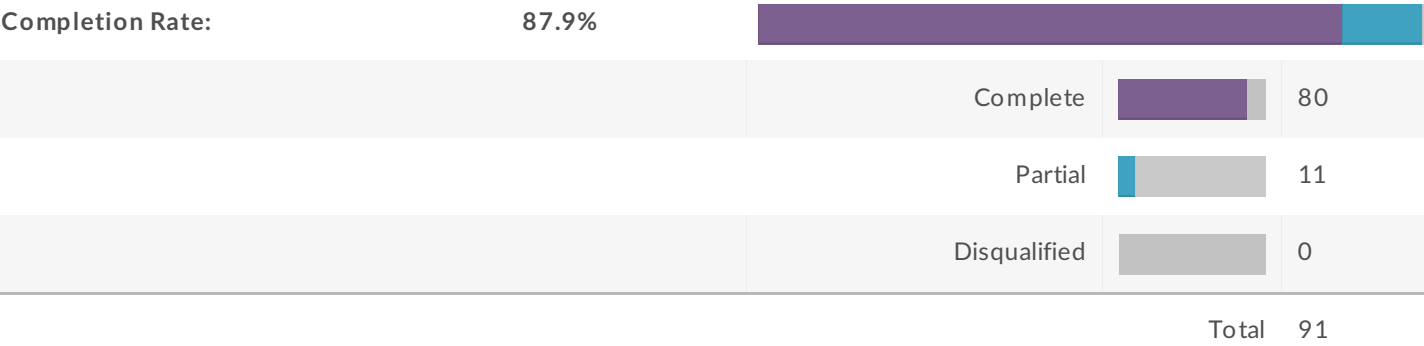
This overview highlights how our strategies for ensuring unhampered access are diverse and mutually supportive. It also highlights the way in which our UUA staff are committed not only to ensuring access of our congregations but also ensuring that we help our congregations discern which services meet their unique needs.

**We therefore report compliance.**

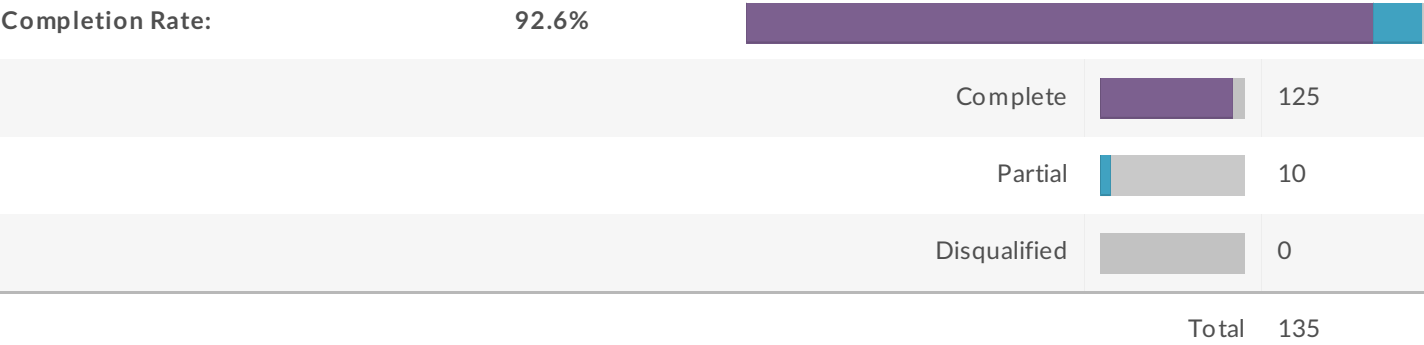
# Comparison Report CLAC Survey

## Response Counts

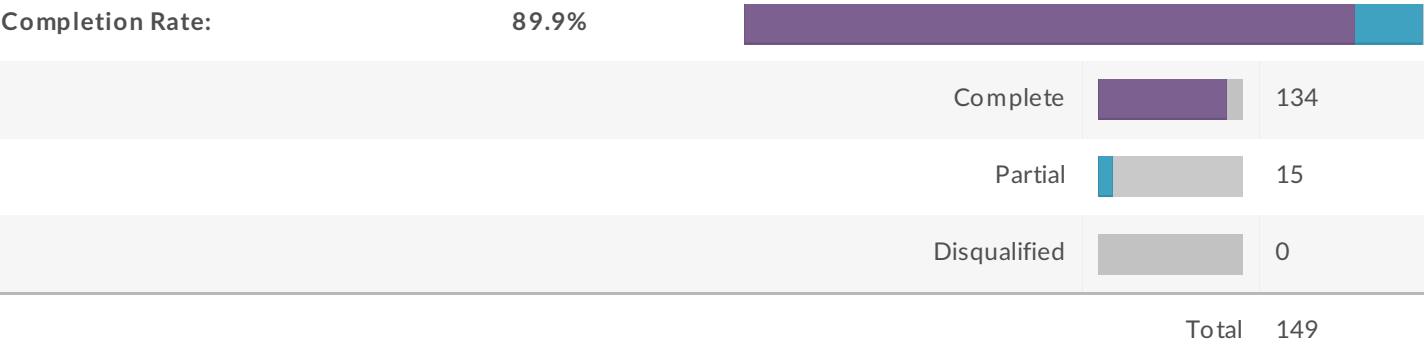
### MidAmerica



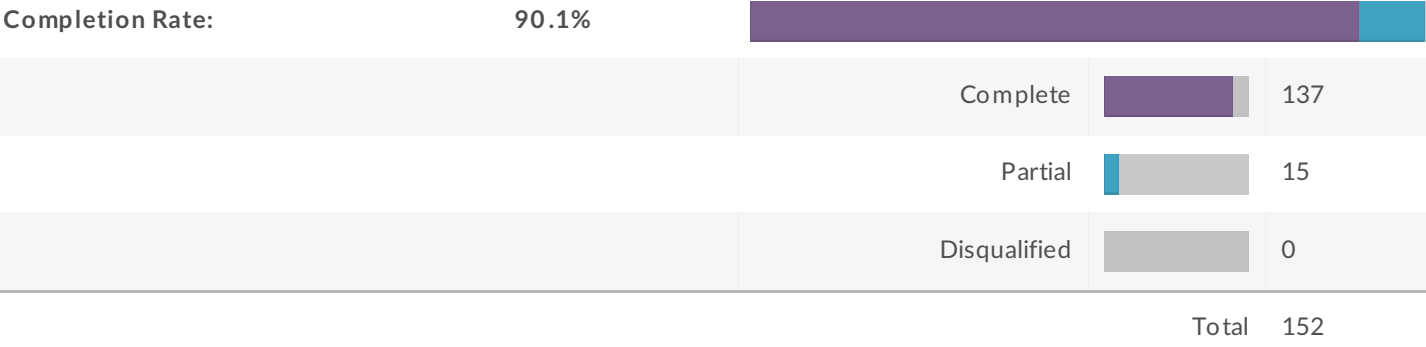
### New England



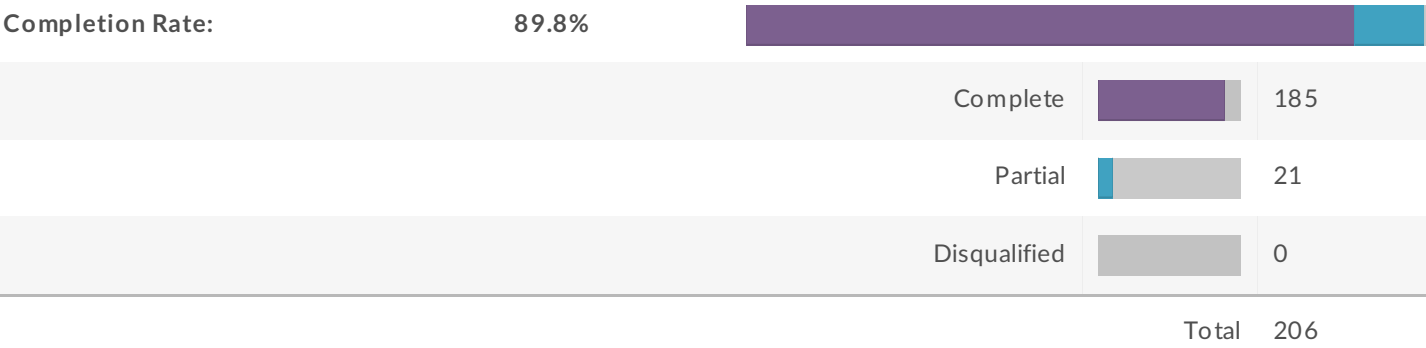
### Central East



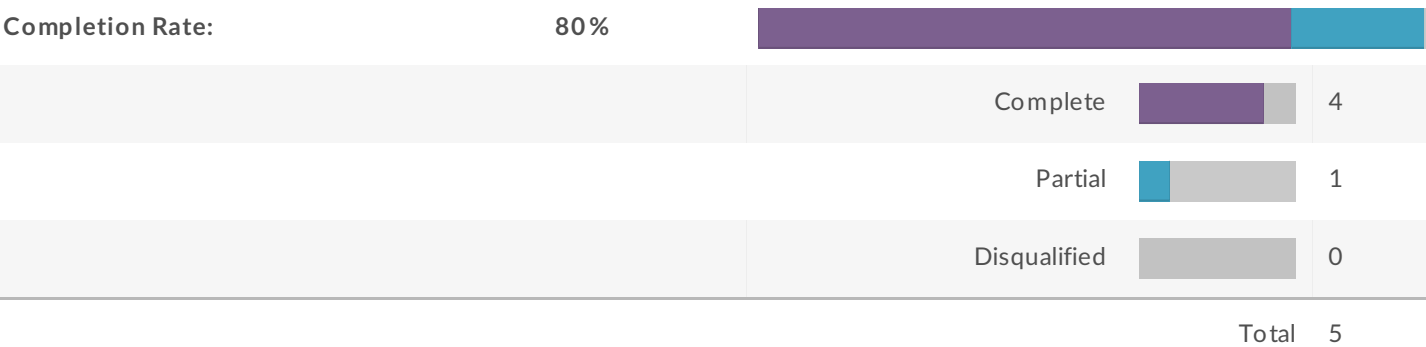
### Southern



Pacific West



Other



1. The following is a list of typical events and services that district and/or regional staff offer. For each item that, to your knowledge, you or anyone else in your congregation has attended or participated in during this church year (Sept 2015-current) please rank the usefulness of the event or service on a scale of 1 to 3 (1-Not Useful, 2-Somewhat Useful, 3-Very Useful). Choose the best description of the event or service. It does not have to be exact. Please rank all items that apply.

	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
<b>Face-to-face workshops, programs, retreats</b>					
MidAmerica	39 42.9%	2 2.2%	14 15.4%	36 39.6%	91 12.3%
New England	31 23%	1 0.7%	31 23%	72 53.3%	135 18.3%
Central East	41 27.5%	2 1.3%	23 15.4%	83 55.7%	149 20.2%
Southern	67 44.1%	3 2%	23 15.1%	59 38.8%	152 20.6%
Pacific West	80 38.8%	3 1.5%	41 19.9%	82 39.8%	206 27.9%
Other	2 40%	1 20%	1 20%	1 20%	5 0.7%
<b>Cluster meetings (of any kind)</b>					
MidAmerica	49 53.8%	5 5.5%	14 15.4%	23 25.3%	91 12.3%
New England	68 50.4%	3 2.2%	29 21.5%	35 25.9%	135 18.3%
Central East	43 28.9%	7 4.7%	49 32.9%	50 33.6%	149 20.2%
Southern	73 48%	4 2.6%	34 22.4%	41 27%	152 20.6%
Pacific West	117 56.8%	4 1.9%	41 19.9%	44 21.4%	206 27.9%



	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Online workshops or programs or webinars





MidAmerica	46 50.5%	2 2.2%	24 26.4%	19 20.9%	91 12.3%
New England	60 44.4%	3 2.2%	41 30.4%	31 23%	135 18.3%
Central East	68 45.6%	5 3.4%	39 26.2%	37 24.8%	149 20.2%
Southern	100 65.8%	1 0.7%	34 22.4%	17 11.2%	152 20.6%
Pacific West	121 58.7%	7 3.4%	43 20.9%	35 17%	206 27.9%
Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Online learning circles







MidAmerica	81 89%	2 2.2%	5 5.5%	3 3.3%	91 12.3%
New England	126 93.3%	2 1.5%	3 2.2%	4 3%	135 18.3%
Central East	127 85.2%	5 3.4%	12 8.1%	5 3.4%	149 20.2%
Southern	139 91.4%	3 2%	8 5.3%	2 1.3%	152 20.6%
Pacific West	184 89.3%	3 1.5%	14 6.8%	5 2.4%	206 27.9%
Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Start-ups for clergy







MidAmerica	76 83.5%	1 1.1%	7 7.7%	7 7.7%	91 12.3%
New England	122 90.4%	0 0%	3 2.2%	10 7.4%	135 18.3%

	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
 Central East	123 82.6%	2 1.3%	5 3.4%	19 12.8%	149 20.2%
 Southern	129 84.9%	1 0.7%	9 5.9%	13 8.6%	152 20.6%
 Pacific West	176 85.4%	4 1.9%	4 1.9%	22 10.7%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Start-ups for other staff (i.e. DRE, membership coordinator, music director, etc.)

 MidAmerica	80 87.9%	0 0%	4 4.4%	7 7.7%	91 12.3%
 New England	111 82.2%	3 2.2%	10 7.4%	11 8.1%	135 18.3%
 Central East	124 83.2%	2 1.3%	10 6.7%	13 8.7%	149 20.2%
 Southern	139 91.4%	2 1.3%	5 3.3%	6 3.9%	152 20.6%
 Pacific West	182 88.3%	2 1%	5 2.4%	17 8.3%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Board or leadership retreat

 MidAmerica	66 72.5%	1 1.1%	9 9.9%	15 16.5%	91 12.3%
 New England	92 68.1%	0 0%	14 10.4%	29 21.5%	135 18.3%
 Central East	100 67.1%	2 1.3%	17 11.4%	30 20.1%	149 20.2%
 Southern	116 76.3%	0 0%	12 7.9%	24 15.8%	152 20.6%
 Pacific West	134 65%	2 1%	12 5.8%	58 28.2%	206 27.9%
 Other	4 80%	0 0%	1 20%	0 0%	5 0.7%

Not Used    1 - Not Useful    2 - Somewhat Useful    3 - Very Useful

**Consultation or coaching in any form**




MidAmerica	43 47.3%	1 1.1%	16 17.6%	31 34.1%	91 12.3%
New England	77 57%	2 1.5%	18 13.3%	38 28.1%	135 18.3%
Central East	52 34.9%	3 2%	32 21.5%	62 41.6%	149 20.2%
Southern	87 57.2%	1 0.7%	24 15.8%	40 26.3%	152 20.6%
Pacific West	90 43.7%	4 1.9%	30 14.6%	82 39.8%	206 27.9%
Other	2 40%	0 0%	0 0%	3 60%	5 0.7%

**Chalice Lighters – donor or recipient**







MidAmerica	66 72.5%	0 0%	9 9.9%	16 17.6%	91 12.3%
New England	118 87.4%	0 0%	8 5.9%	9 6.7%	135 18.3%
Central East	85 57%	5 3.4%	26 17.4%	33 22.1%	149 20.2%
Southern	108 71.1%	3 2%	19 12.5%	22 14.5%	152 20.6%
Pacific West	113 54.9%	3 1.5%	28 13.6%	62 30.1%	206 27.9%
Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

**Transition/Interim ministry consulting or coaching services**







MidAmerica	62 68.1%	6 6.6%	8 8.8%	15 16.5%	91 12.3%
New England	103 76.3%	1 0.7%	7 5.2%	24 17.8%	135 18.3%
Central East	104 69.8%	1 0.7%	11 7.4%	33 22.1%	149 20.2%

	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
 Southern	128 84.2%	3 2%	5 3.3%	16 10.5%	152 20.6%
 Pacific West	141 68.4%	6 2.9%	10 4.9%	49 23.8%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Compensation consultation

 MidAmerica	72 79.1%	3 3.3%	5 5.5%	11 12.1%	91 12.3%
 New England	102 75.6%	4 3%	10 7.4%	19 14.1%	135 18.3%
 Central East	117 78.5%	1 0.7%	12 8.1%	19 12.8%	149 20.2%
 Southern	128 84.2%	3 2%	7 4.6%	14 9.2%	152 20.6%
 Pacific West	163 79.1%	4 1.9%	18 8.7%	21 10.2%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Grant programs

 MidAmerica	78 85.7%	1 1.1%	4 4.4%	8 8.8%	91 12.3%
 New England	115 85.2%	0 0%	10 7.4%	10 7.4%	135 18.3%
 Central East	125 83.9%	4 2.7%	4 2.7%	16 10.7%	149 20.2%
 Southern	135 88.8%	4 2.6%	1 0.7%	12 7.9%	152 20.6%
 Pacific West	167 81.1%	2 1%	6 2.9%	31 15%	206 27.9%
 Other	4 80%	0 0%	0 0%	1 20%	5 0.7%

#### District or Regional meetings/assemblies



	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
MidAmerica	30 33%	1 1.1%	23 25.3%	37 40.7%	91 12.3%
New England	59 43.7%	10 7.4%	37 27.4%	29 21.5%	135 18.3%
Central East	48 32.2%	9 6%	49 32.9%	43 28.9%	149 20.2%
Southern	96 63.2%	6 3.9%	21 13.8%	29 19.1%	152 20.6%
Pacific West	86 41.7%	7 3.4%	57 27.7%	56 27.2%	206 27.9%
Other	4 80%	0 0%	0 0%	1 20%	5 0.7%

#### Church Administrators support groups







MidAmerica	75 82.4%	0 0%	7 7.7%	9 9.9%	91 12.3%
New England	110 81.5%	1 0.7%	10 7.4%	14 10.4%	135 18.3%
Central East	130 87.2%	2 1.3%	13 8.7%	4 2.7%	149 20.2%
Southern	140 92.1%	2 1.3%	5 3.3%	5 3.3%	152 20.6%
Pacific West	176 85.4%	2 1%	13 6.3%	15 7.3%	206 27.9%
Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Leadership development training, leadership school, Commissioned Lay Leader (CER)







MidAmerica	73 80.2%	0 0%	5 5.5%	13 14.3%	91 12.3%
New England	115 85.2%	1 0.7%	10 7.4%	9 6.7%	135 18.3%
Central East	112 75.2%	3 2%	10 6.7%	24 16.1%	149 20.2%
Southern	104 68.4%	0 0%	15 9.9%	33 21.7%	152 20.6%

	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
 Pacific West	145 70.4%	2 1%	18 8.7%	41 19.9%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%


#### Stewardship workshops, consulting or coaching






 MidAmerica	75 82.4%	2 2.2%	6 6.6%	8 8.8%	91 12.3%
 New England	93 68.9%	1 0.7%	18 13.3%	23 17%	135 18.3%
 Central East	117 78.5%	1 0.7%	19 12.8%	12 8.1%	149 20.2%
 Southern	123 80.9%	0 0%	14 9.2%	15 9.9%	152 20.6%
 Pacific West	154 74.8%	4 1.9%	19 9.2%	29 14.1%	206 27.9%
 Other	2 40%	0 0%	2 40%	1 20%	5 0.7%

#### Pulpit supply services







 MidAmerica	82 90.1%	2 2.2%	4 4.4%	3 3.3%	91 12.3%
 New England	106 78.5%	1 0.7%	13 9.6%	15 11.1%	135 18.3%
 Central East	131 87.9%	2 1.3%	9 6%	7 4.7%	149 20.2%
 Southern	137 90.1%	1 0.7%	8 5.3%	6 3.9%	152 20.6%
 Pacific West	180 87.4%	3 1.5%	8 3.9%	15 7.3%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Youth programming or youth conferences






 MidAmerica	55 60.4%	0 0%	13 14.3%	23 25.3%	91 12.3%
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	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
 New England	98 72.6%	3 2.2%	15 11.1%	19 14.1%	135 18.3%
 Central East	90 60.4%	2 1.3%	15 10.1%	42 28.2%	149 20.2%
 Southern	114 75%	1 0.7%	8 5.3%	29 19.1%	152 20.6%
 Pacific West	117 56.8%	1 0.5%	24 11.7%	64 31.1%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Young adult programming or young adult conferences

 MidAmerica	79 86.8%	1 1.1%	5 5.5%	6 6.6%	91 12.3%
 New England	121 89.6%	2 1.5%	4 3%	8 5.9%	135 18.3%
 Central East	124 83.2%	2 1.3%	10 6.7%	13 8.7%	149 20.2%
 Southern	138 90.8%	4 2.6%	5 3.3%	5 3.3%	152 20.6%
 Pacific West	179 86.9%	1 0.5%	10 4.9%	16 7.8%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Safe congregations - consultation, coaching or trainings

 MidAmerica	76 83.5%	3 3.3%	6 6.6%	6 6.6%	91 12.3%
 New England	116 85.9%	1 0.7%	9 6.7%	9 6.7%	135 18.3%
 Central East	106 71.1%	2 1.3%	17 11.4%	24 16.1%	149 20.2%
 Southern	137 90.1%	0 0%	10 6.6%	5 3.3%	152 20.6%
 Pacific West	177 85.9%	4 1.9%	9 4.4%	16 7.8%	206 27.9%

	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Consulting, coaching, or workshop on congregational partnership/multisite issues

MidAmerica	81 89%	1 1.1%	7 7.7%	2 2.2%	91 12.3%
New England	119 88.1%	2 1.5%	3 2.2%	11 8.1%	135 18.3%
Central East	116 77.9%	2 1.3%	15 10.1%	16 10.7%	149 20.2%
Southern	139 91.4%	3 2%	4 2.6%	6 3.9%	152 20.6%
Pacific West	173 84%	8 3.9%	10 4.9%	15 7.3%	206 27.9%
Other	5 100%	0 0%	0 0%	0 0%	5 0.7%





#### Consulting, coaching, or workshop on entrepreneurial or emerging church or new “beyond” initiatives

MidAmerica	85 93.4%	1 1.1%	3 3.3%	2 2.2%	91 12.3%
New England	123 91.1%	1 0.7%	3 2.2%	8 5.9%	135 18.3%
Central East	135 90.6%	2 1.3%	6 4%	6 4%	149 20.2%
Southern	143 94.1%	0 0%	3 2%	6 3.9%	152 20.6%
Pacific West	188 91.3%	1 0.5%	9 4.4%	8 3.9%	206 27.9%
Other	5 100%	0 0%	0 0%	0 0%	5 0.7%







#### Family camps such as Summer Institute, The Point (aka SWUUSI)

MidAmerica	68 74.7%	1 1.1%	4 4.4%	18 19.8%	91 12.3%
New England	122 90.4%	2 1.5%	3 2.2%	8 5.9%	135 18.3%















	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
 Central East	118 79.2%	2 1.3%	12 8.1%	17 11.4%	149 20.2%
 Southern	113 74.3%	3 2%	14 9.2%	22 14.5%	152 20.6%
 Pacific West	154 74.8%	4 1.9%	19 9.2%	29 14.1%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%







#### Social Media and technology consultation, coaching or trainings

 MidAmerica	80 87.9%	1 1.1%	5 5.5%	5 5.5%	91 12.3%
 New England	119 88.1%	5 3.7%	8 5.9%	3 2.2%	135 18.3%
 Central East	124 83.2%	1 0.7%	13 8.7%	11 7.4%	149 20.2%
 Southern	136 89.5%	0 0%	9 5.9%	7 4.6%	152 20.6%
 Pacific West	174 84.5%	0 0%	15 7.3%	17 8.3%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%

#### Newsletter (paper or electronic)

 MidAmerica	50 54.9%	3 3.3%	25 27.5%	13 14.3%	91 12.3%
 New England	75 55.6%	1 0.7%	42 31.1%	17 12.6%	135 18.3%
 Central East	83 55.7%	4 2.7%	45 30.2%	17 11.4%	149 20.2%
 Southern	79 52%	6 3.9%	41 27%	26 17.1%	152 20.6%
 Pacific West	134 65%	5 2.4%	39 18.9%	28 13.6%	206 27.9%
 Other	3 60%	0 0%	2 40%	0 0%	5 0.7%

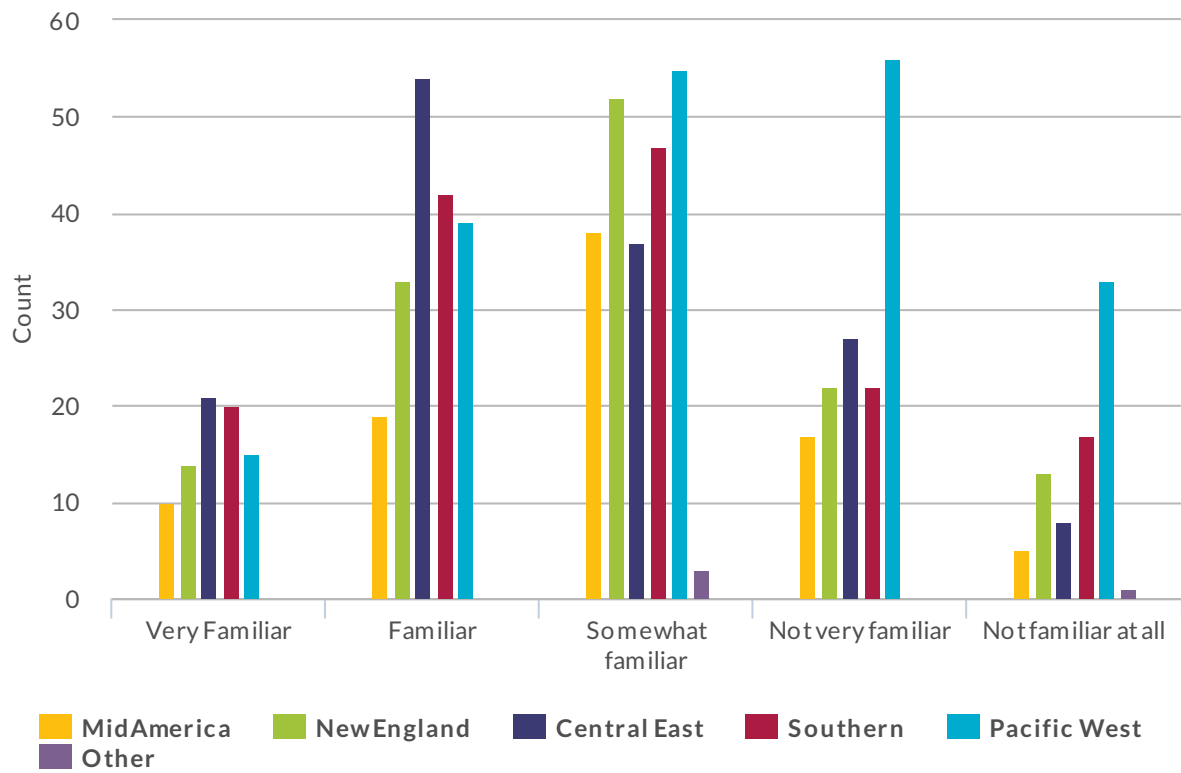
	Not Used	1 - Not Useful	2 - Somewhat Useful	3 - Very Useful	
<b>Website</b>					
 MidAmerica	43 47.3%	3 3.3%	24 26.4%	21 23.1%	91 12.3%
 New England	54 40%	1 0.7%	42 31.1%	38 28.1%	135 18.3%
 Central East	63 42.3%	3 2%	53 35.6%	30 20.1%	149 20.2%
 Southern	66 43.4%	8 5.3%	42 27.6%	36 23.7%	152 20.6%
 Pacific West	95 46.1%	8 3.9%	54 26.2%	49 23.8%	206 27.9%
 Other	4 80%	0 0%	1 20%	0 0%	5 0.7%

<b>Facebook or other social media</b>					
 MidAmerica	67 73.6%	2 2.2%	14 15.4%	8 8.8%	91 12.3%
 New England	85 63%	3 2.2%	34 25.2%	13 9.6%	135 18.3%
 Central East	90 60.4%	3 2%	36 24.2%	20 13.4%	149 20.2%
 Southern	97 63.8%	1 0.7%	33 21.7%	21 13.8%	152 20.6%
 Pacific West	141 68.4%	2 1%	37 18%	26 12.6%	206 27.9%
 Other	5 100%	0 0%	0 0%	0 0%	5 0.7%











































Do you have any comments or explanations of the items you checked above?

 MidAmerica

## 2. How familiar are you with the services offered by your UUA Congregational Life staff?

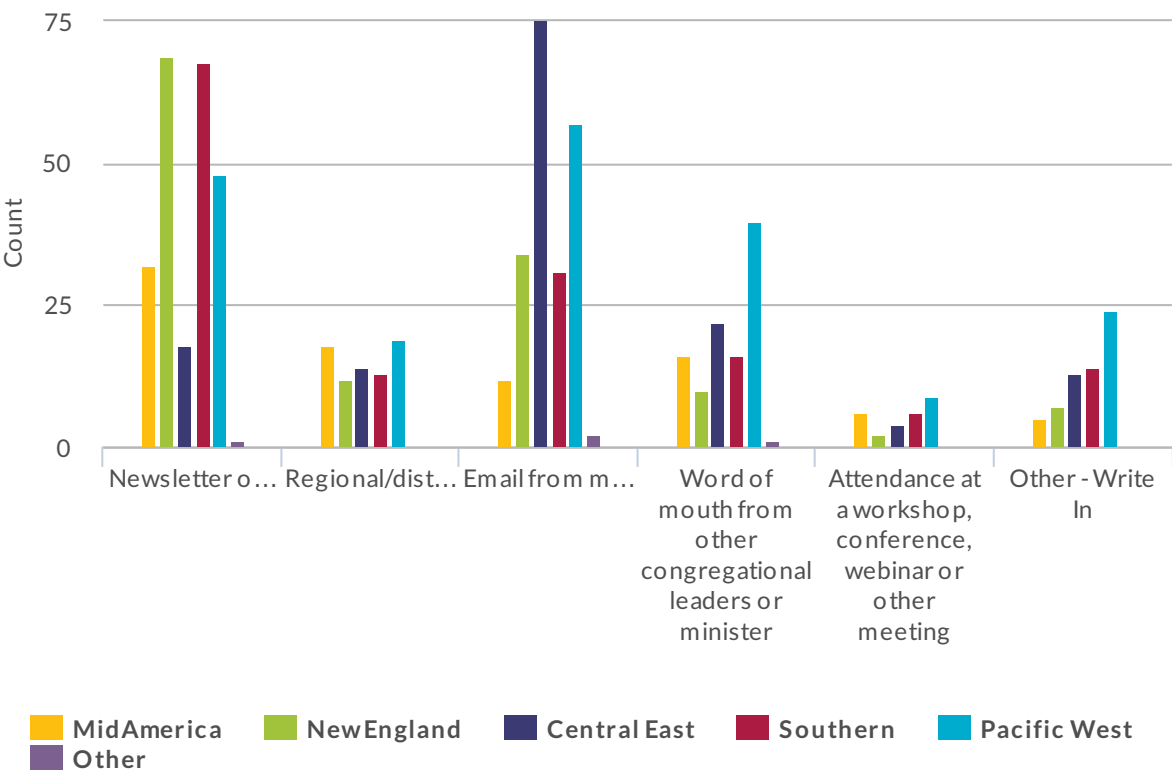


Value	Segment	Percent		Count	% of Total
Very Familiar	MidAmerica	12.5%	<div><div></div></div>	10	1.4%
	New England	17.5%	<div><div></div></div>	14	1.9%
	Central East	26.3%	<div><div></div></div>	21	2.9%
	Southern	25%	<div><div></div></div>	20	2.8%
	Pacific West	18.8%	<div><div></div></div>	15	2.1%
	Other	0%	<div><div></div></div>	0	0%
Total				80	11.1%
Familiar	MidAmerica	10.2%	<div><div></div></div>	19	2.6%

































Value	Segment	Percent		Count	% of Total
	 New England	17.6%		33	4.6%
	 Central East	28.9%		54	7.5%
	 Southern	22.5%		42	5.8%
	 Pacific West	20.9%		39	5.4%
	 Other	0%		0	0%
Total				187	25.9%
Somewhat familiar	 MidAmerica	16.4%		38	5.3%
	 New England	22.4%		52	7.2%
	 Central East	15.9%		37	5.1%
	 Southern	20.3%		47	6.5%
	 Pacific West	23.7%		55	7.6%
	 Other	1.3%		3	0.4%
Total				232	32.1%
Not very familiar	 MidAmerica	11.8%		17	2.4%
	 New England	15.3%		22	3.1%
	 Central East	18.8%		27	3.8%
	 Southern	15.3%		22	3.1%
	 Pacific West	38.9%		56	7.8%
	 Other	0%		0	0%
Total				144	20.2%
Not familiar at all	 MidAmerica	6.5%		5	0.7%
	 New England	16.9%		13	1.8%
	 Central East	10.4%		8	1.1%
	 Southern	22.1%		17	2.4%

































Value	Segment	Percent		Count	% of Total
	<span style="color: #00AEEF;">■</span> Pacific West	42.9%	<span style="color: #00AEEF;">■</span> <span style="color: #A9A9A9;">■</span>	33	4.6%
	<span style="color: #5E4E8A;">■</span> Other	1.3%	<span style="color: #A9A9A9;">■</span>	1	0.1%
Total				77	10.7%

### 3. What is the primary way you learn about regional/district services?

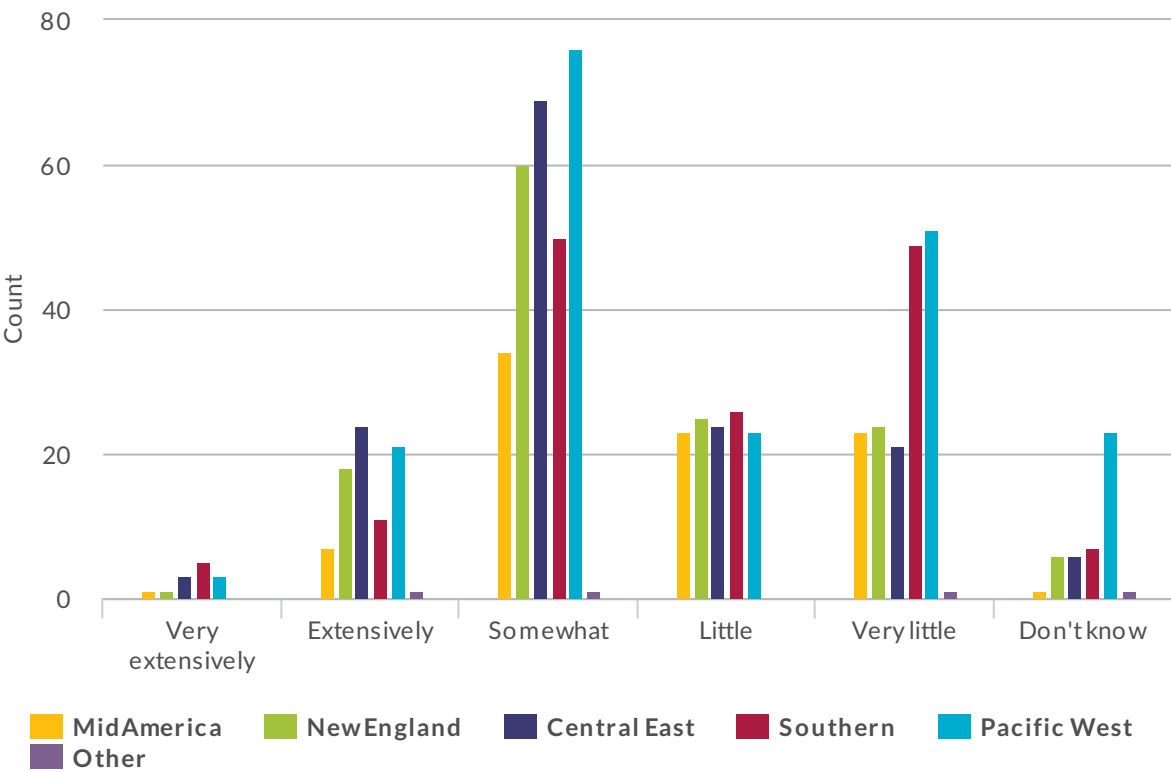


Value	Segment	Percent		Count	% of Total
Newsletter or other regional/district communications	<span style="color: #FFC000;">■</span> MidAmerica	13.6%	<span style="color: #FFC000;">■</span> <span style="color: #A9A9A9;">■</span>	32	4.5%
	<span style="color: #76B82A;">■</span> New England	29.2%	<span style="color: #76B82A;">■</span> <span style="color: #A9A9A9;">■</span>	69	9.6%
	<span style="color: #1E3A7A;">■</span> Central East	7.6%	<span style="color: #1E3A7A;">■</span> <span style="color: #A9A9A9;">■</span>	18	2.5%
	<span style="color: #C00000;">■</span> Southern	28.8%	<span style="color: #C00000;">■</span> <span style="color: #A9A9A9;">■</span>	68	9.5%

Value	Segment	Percent		Count	% of Total
	 Pacific West	20.3%		48	6.7%
	 Other	0.4%		1	0.1%
			Total	236	32.9%
Regional/district website or link from the UUA website	 MidAmerica	23.7%		18	2.5%
	 New England	15.8%		12	1.7%
	 Central East	18.4%		14	1.9%
	 Southern	17.1%		13	1.8%
	 Pacific West	25%		19	2.6%
	 Other	0%		0	0%
			Total	76	10.5%
Email from my Primary Contact or other regional/district Congregational Life staff person	 MidAmerica	5.7%		12	1.7%
	 New England	16.1%		34	4.7%
	 Central East	35.5%		75	10.4%
	 Southern	14.7%		31	4.3%
	 Pacific West	27%		57	7.9%
	 Other	0.9%		2	0.3%
			Total	211	29.3%
Word of mouth from other congregational leaders or minister	 MidAmerica	15.2%		16	2.2%
	 New England	9.5%		10	1.4%











































Value	Segment	Percent		Count	% of Total
	 Central East	21%		22	3.1%
	 Southern	15.2%		16	2.2%
	 Pacific West	38.1%		40	5.6%
	 Other	1%		1	0.1%
	Total			105	14.6%
Attendance at a workshop, conference, webinar or other meeting	 MidAmerica	22.2%		6	0.8%
	 New England	7.4%		2	0.3%
	 Central East	14.8%		4	0.6%
	 Southern	22.2%		6	0.8%
	 Pacific West	33.3%		9	1.3%
	 Other	0%		0	0%
	Total			27	3.8%
Other - Write In	 MidAmerica	7.9%		5	0.7%
	 New England	11.1%		7	1%
	 Central East	20.6%		13	1.8%
	 Southern	22.2%		14	1.9%
	 Pacific West	38.1%		24	3.3%
	 Other	0%		0	0%
	Total			63	8.7%

4. In your perception, how extensively has your congregation used Congregational Life staff services or participated in district or regional programs in the past year?



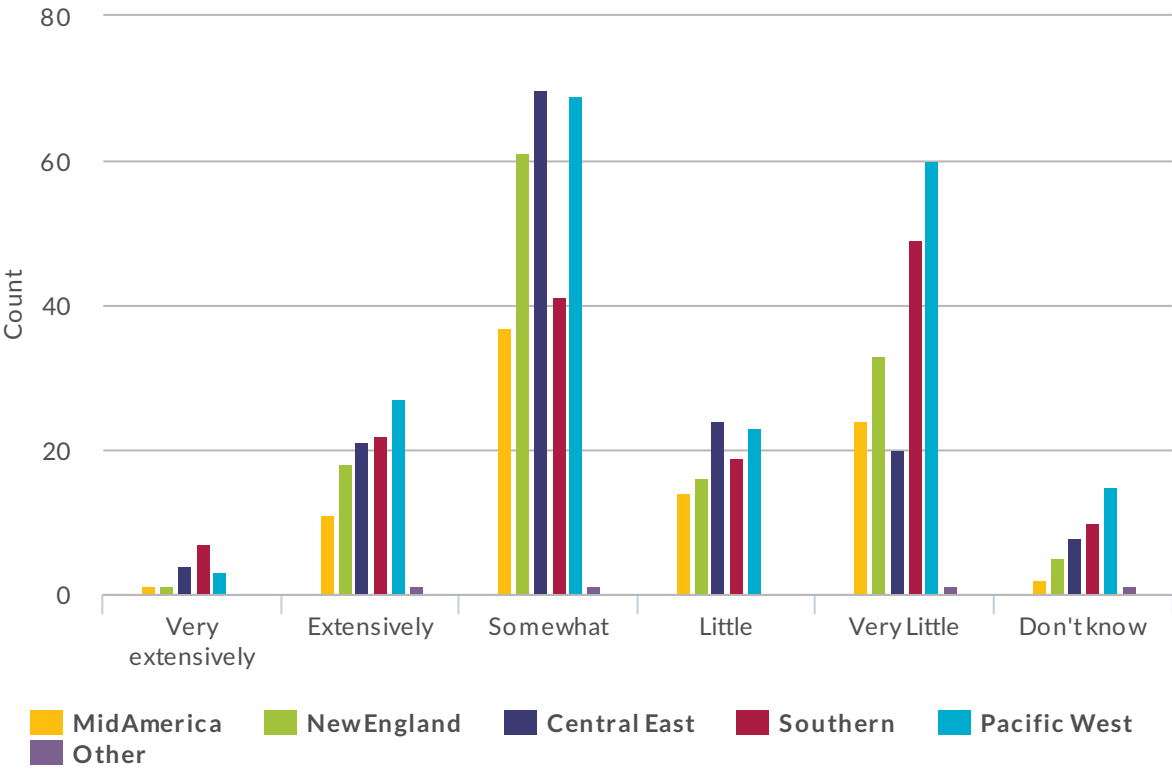
Value	Segment	Percent		Count	% of Total
Very extensively	MidAmerica	7.7%	<div><div></div></div>	1	0.1%
	NewEngland	7.7%	<div><div></div></div>	1	0.1%
	Central East	23.1%	<div><div></div></div>	3	0.4%
	Southern	38.5%	<div><div></div></div>	5	0.7%
	Pacific West	23.1%	<div><div></div></div>	3	0.4%
	Other	0%	<div><div></div></div>	0	0%
Total				13	1.7%
Extensively	MidAmerica	8.5%	<div><div></div></div>	7	1%
	NewEngland	22%	<div><div></div></div>	18	2.5%











































































Value	Segment	Percent		Count	% of Total
	 Central East	29.3%		24	3.3%
	 Southern	13.4%		11	1.5%
	 Pacific West	25.6%		21	2.9%
	 Other	1.2%		1	0.1%
	Total			82	11.3%
Somewhat	 MidAmerica	11.7%		34	4.7%
	 New England	20.7%		60	8.3%
	 Central East	23.8%		69	9.6%
	 Southern	17.2%		50	7%
	 Pacific West	26.2%		76	10.6%
	 Other	0.3%		1	0.1%
	Total			290	40.3%
Little	 MidAmerica	19%		23	3.2%
	 New England	20.7%		25	3.5%
	 Central East	19.8%		24	3.3%
	 Southern	21.5%		26	3.6%
	 Pacific West	19%		23	3.2%
	 Other	0%		0	0%
	Total			121	16.8%
Very little	 MidAmerica	13.6%		23	3.2%
	 New England	14.2%		24	3.3%
	 Central East	12.4%		21	2.9%
	 Southern	29%		49	6.8%
	 Pacific West	30.2%		51	7.1%

Value	Segment	Percent	Count	% of Total
	Other	0.6%	1	0.1%
	Total		169	23.4%
Don't know	MidAmerica	2.3%	1	0.1%
	NewEngland	13.6%	6	0.8%
	Central East	13.6%	6	0.8%
	Southern	15.9%	7	1%
	Pacific West	52.3%	23	3.2%
	Other	2.3%	1	0.1%
	Total		44	6%

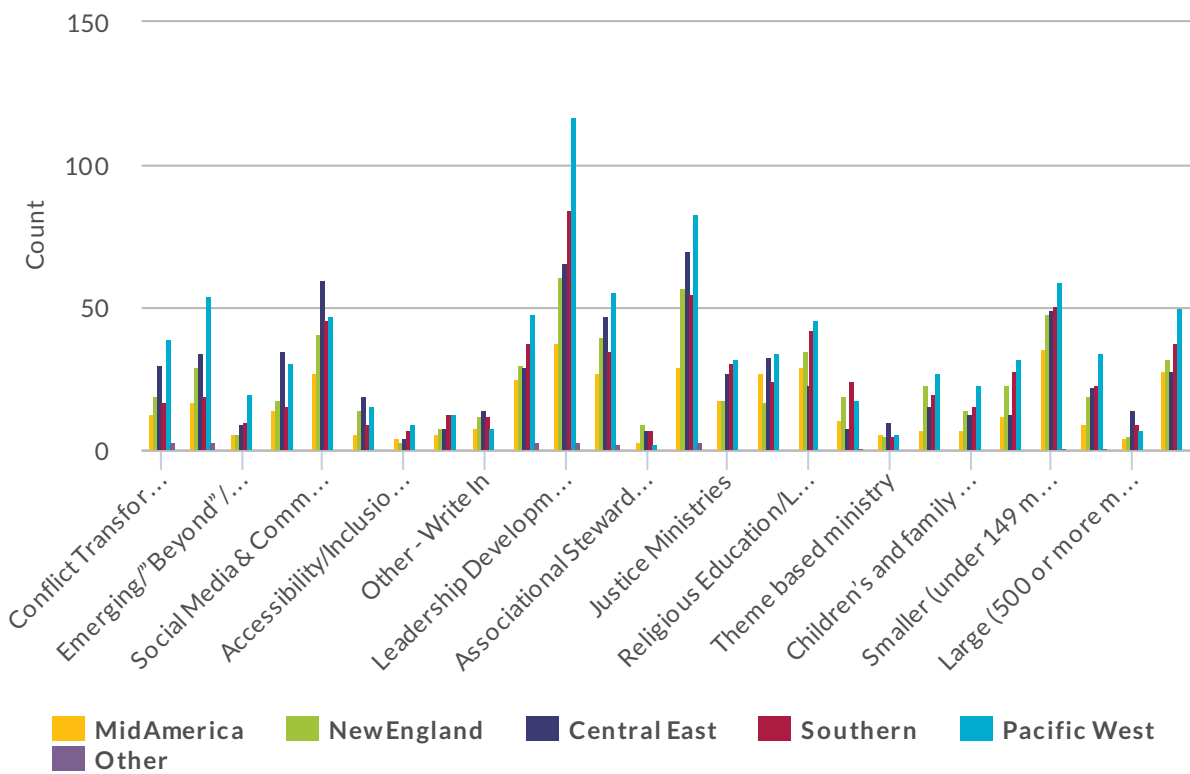
5. In the past year, how much did your participation in district or regional events, programs, and/or coaching shape the way your congregation approaches important congregational issues?



































Value	Segment	Percent		Count	% of Total
Very extensively	 MidAmerica	6.3%		1	0.1%
	 NewEngland	6.3%		1	0.1%
	 Central East	25%		4	0.6%
	 Southern	43.8%		7	1%
	 Pacific West	18.8%		3	0.4%
	 Other	0%		0	0%
	Total			16	2.2%
Extensively	 MidAmerica	11%		11	1.5%
	 NewEngland	18%		18	2.5%
	 Central East	21%		21	2.9%
	 Southern	22%		22	3.1%
	 Pacific West	27%		27	3.8%
	 Other	1%		1	0.1%
	Total			100	13.9%
Somewhat	 MidAmerica	13.3%		37	5.1%
	 NewEngland	21.9%		61	8.5%
	 Central East	25.1%		70	9.7%
	 Southern	14.7%		41	5.7%
	 Pacific West	24.7%		69	9.6%
	 Other	0.4%		1	0.1%
	Total			279	38.7%
Little	 MidAmerica	14.6%		14	1.9%
	 NewEngland	16.7%		16	2.2%
	 Central East	25%		24	3.3%

































Value	Segment	Percent		Count	% of Total
	 Southern	19.8%		19	2.6%
	 Pacific West	24%		23	3.2%
	 Other	0%		0	0%
	Total			96	13.2%
Very Little	 MidAmerica	12.8%		24	3.3%
	 NewEngland	17.6%		33	4.6%
	 Central East	10.7%		20	2.8%
	 Southern	26.2%		49	6.8%
	 Pacific West	32.1%		60	8.3%
	 Other	0.5%		1	0.1%
	Total			187	25.9%
Don't know	 MidAmerica	4.9%		2	0.3%
	 NewEngland	12.2%		5	0.7%
	 Central East	19.5%		8	1.1%
	 Southern	24.4%		10	1.4%
	 Pacific West	36.6%		15	2.1%
	 Other	2.4%		1	0.1%
	Total			41	5.7%































Check your top 5 areas



































Value	Segment	Percent		Count	% of Total
Conflict Transformation/Right Relations	MidAmerica	10.7%	<div><div></div></div>	13	0.4%
	New England	15.7%	<div><div></div></div>	19	0.6%
	Central East	24.8%	<div><div></div></div>	30	0.9%
	Southern	14%	<div><div></div></div>	17	0.5%
	Pacific West	32.2%	<div><div></div></div>	39	1.2%
	Other	2.5%	<div><div></div></div>	3	0.1%
	Total			121	3.7%
Governance	MidAmerica	10.9%	<div><div></div></div>	17	0.5%
	New England	18.6%	<div><div></div></div>	29	0.9%
	Central East	21.8%	<div><div></div></div>	34	1%































Value	Segment	Percent		Count	% of Total
	 Southern	12.2%		19	0.6%
	 Pacific West	34.6%		54	1.6%
	 Other	1.9%		3	0.1%
			Total	156	4.7%
Congregational Partnership/Multisite	 MidAmerica	12.3%		14	0.4%
	 New England	15.8%		18	0.5%
	 Central East	30.7%		35	1.1%
	 Southern	14%		16	0.5%
	 Pacific West	27.2%		31	0.9%
	 Other	0%		0	0%
			Total	114	3.4%
Social Media & Communications	 MidAmerica	12.2%		27	0.8%
	 New England	18.6%		41	1.2%
	 Central East	27.1%		60	1.8%
	 Southern	20.8%		46	1.4%
	 Pacific West	21.3%		47	1.4%
	 Other	0%		0	0%
			Total	221	6.6%
Mission and Vision Work	 MidAmerica	14.5%		25	0.8%

Value	Segment	Percent		Count	% of Total
	 New England	17.3%		30	0.9%
	 Central East	16.8%		29	0.9%
	 Southern	22%		38	1.1%
	 Pacific West	27.7%		48	1.4%
	 Other	1.7%		3	0.1%
			Total	173	5.2%
Leadership Development	 MidAmerica	10.3%		38	1.1%
	 New England	16.5%		61	1.8%
	 Central East	17.9%		66	2%
	 Southern	22.8%		84	2.5%
	 Pacific West	31.7%		117	3.5%
	 Other	0.8%		3	0.1%
			Total	369	11%
Staff/Ministerial Transitions	 MidAmerica	13%		27	0.8%
	 New England	19.3%		40	1.2%
	 Central East	22.7%		47	1.4%
	 Southern	16.9%		35	1.1%
	 Pacific West	27.1%		56	1.7%

Value	Segment	Percent		Count	% of Total
	 Other	1%		2	0.1%
			Total	207	6.3%
Congregational Stewardship (How to increase commitment in congregational giving)	 MidAmerica	9.8%		29	0.9%
	 New England	19.2%		57	1.7%
	 Central East	23.6%		70	2.1%
	 Southern	18.5%		55	1.7%
	 Pacific West	27.9%		83	2.5%
	 Other	1%		3	0.1%
			Total	297	9%
Justice Ministries	 MidAmerica	14.3%		18	0.5%
	 New England	14.3%		18	0.5%
	 Central East	21.4%		27	0.8%
	 Southern	24.6%		31	0.9%
	 Pacific West	25.4%		32	1%
	 Other	0%		0	0%
			Total	126	3.7%
Multi/Intercultural Competency	 MidAmerica	20%		27	0.8%
	 New England	12.6%		17	0.5%



Value	Segment	Percent		Count	% of Total
	 Central East	24.4%		33	1%
	 Southern	17.8%		24	0.7%
	 Pacific West	25.2%		34	1%
	 Other	0%		0	0%
	Total			135	4%
Religious Education/Lifespan Faith Formation	 MidAmerica	16.6%		29	0.9%
	 New England	20%		35	1.1%
	 Central East	13.1%		23	0.7%
	 Southern	24%		42	1.3%
	 Pacific West	26.3%		46	1.4%
	 Other	0%		0	0%
	Total			175	5.4%
Youth & young adult ministry	 MidAmerica	11.1%		12	0.4%
	 New England	21.3%		23	0.7%
	 Central East	12%		13	0.4%
	 Southern	25.9%		28	0.8%
	 Pacific West	29.6%		32	1%
	 Other	0%		0	0%

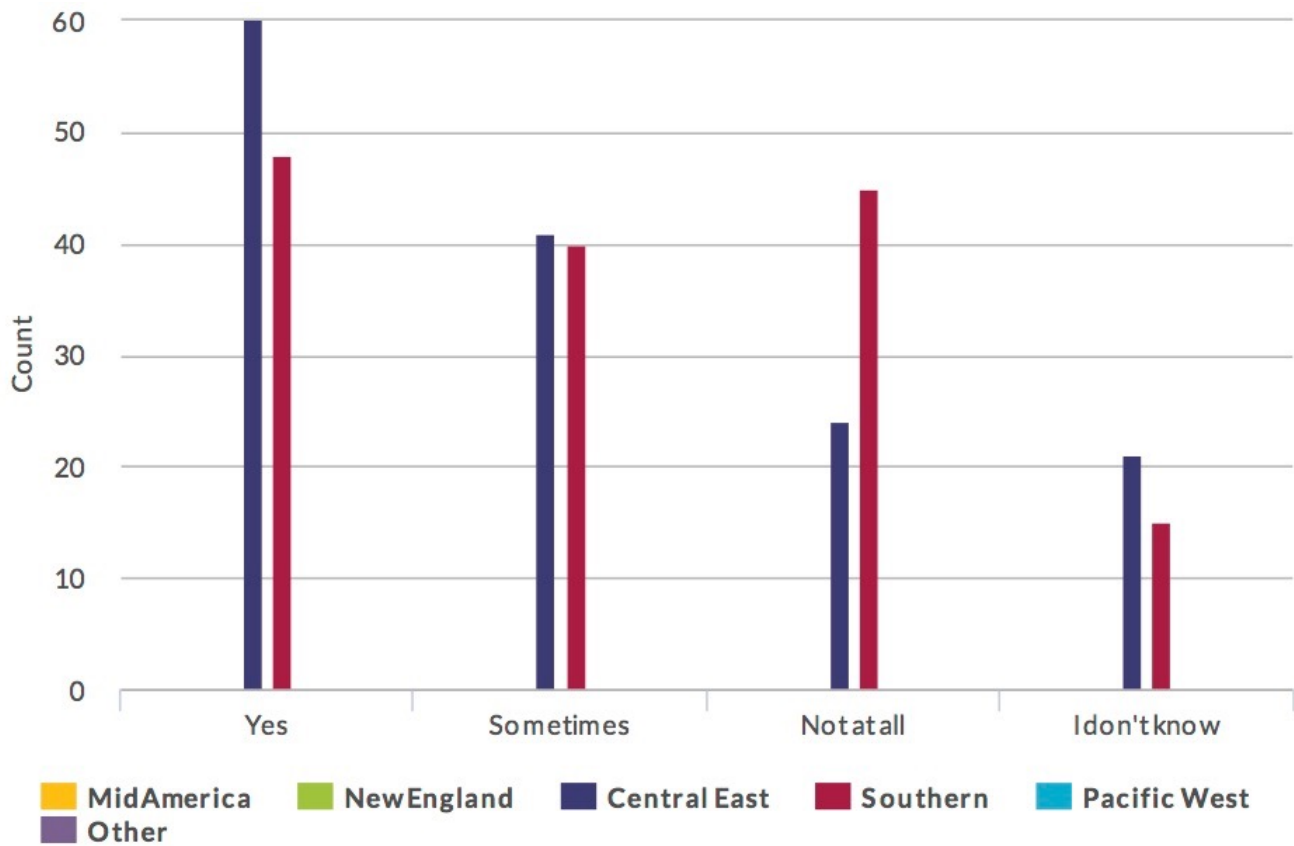
Value	Segment	Percent		Count	% of Total
			Total	108	3.3%
Smaller (under 149 members) Congregation Needs /Support	 MidAmerica	14.8%		36	1.1%
	 New England	19.7%		48	1.4%
	 Central East	20.1%		49	1.5%
	 Southern	20.9%		51	1.5%
	 Pacific West	24.2%		59	1.8%
	 Other	0.4%		1	0%
			Total	244	7.3%
Mid-size (150-499 members) Congregation Needs/Support	 MidAmerica	8.3%		9	0.3%
	 New England	17.6%		19	0.6%
	 Central East	20.4%		22	0.7%
	 Southern	21.3%		23	0.7%
	 Pacific West	31.5%		34	1%
	 Other	0.9%		1	0%
			Total	108	3.3%
New Member Integration	 MidAmerica	15.9%		28	0.8%
	 New England	18.2%		32	1%
	 Central East	15.9%		28	0.8%

Value	Segment	Percent	Count	% of Total
	Southern	21.6%	38	1.1%
	Pacific West	28.4%	50	1.5%
	Other	0%	0	0%
	Total		176	5.2%

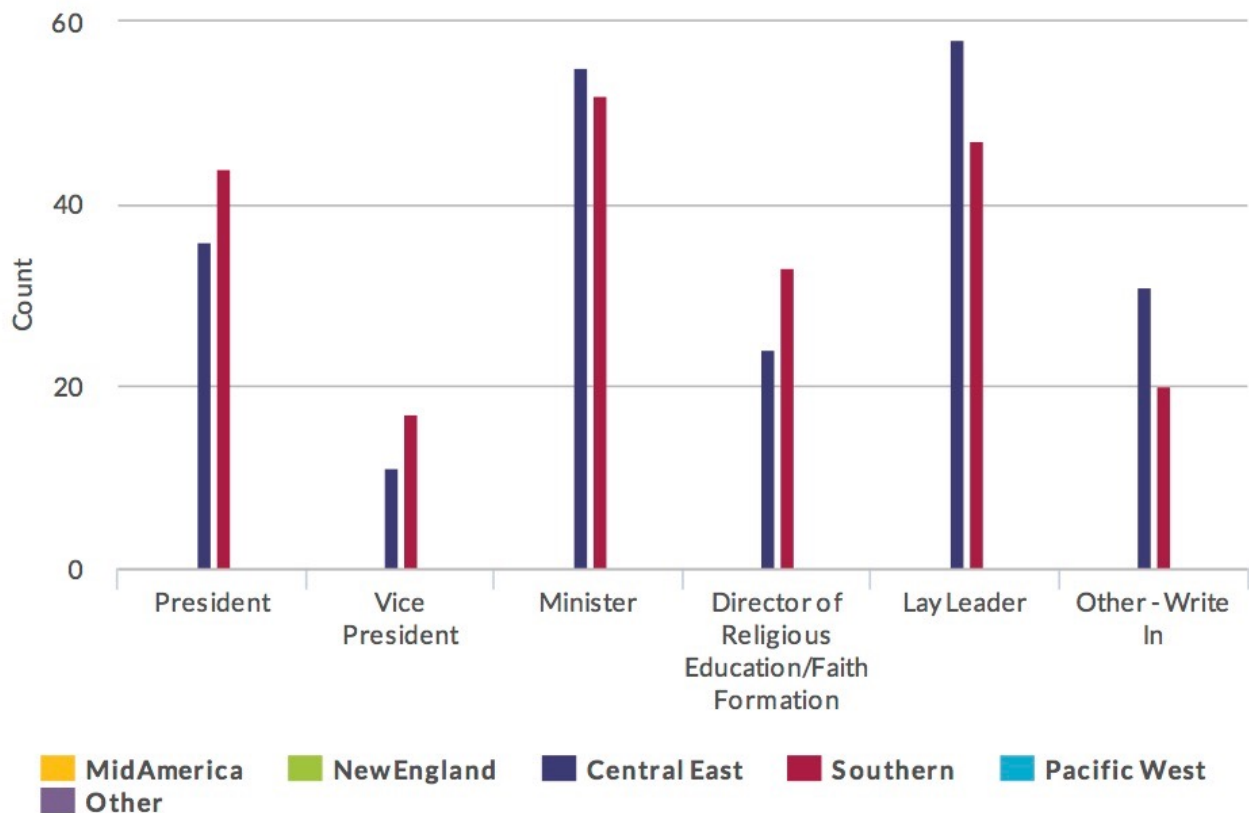
7. Do you feel your relationship with UUA field staff has deepened since the switch to a Primary Contact structure (in the last 12 to 18 months)?



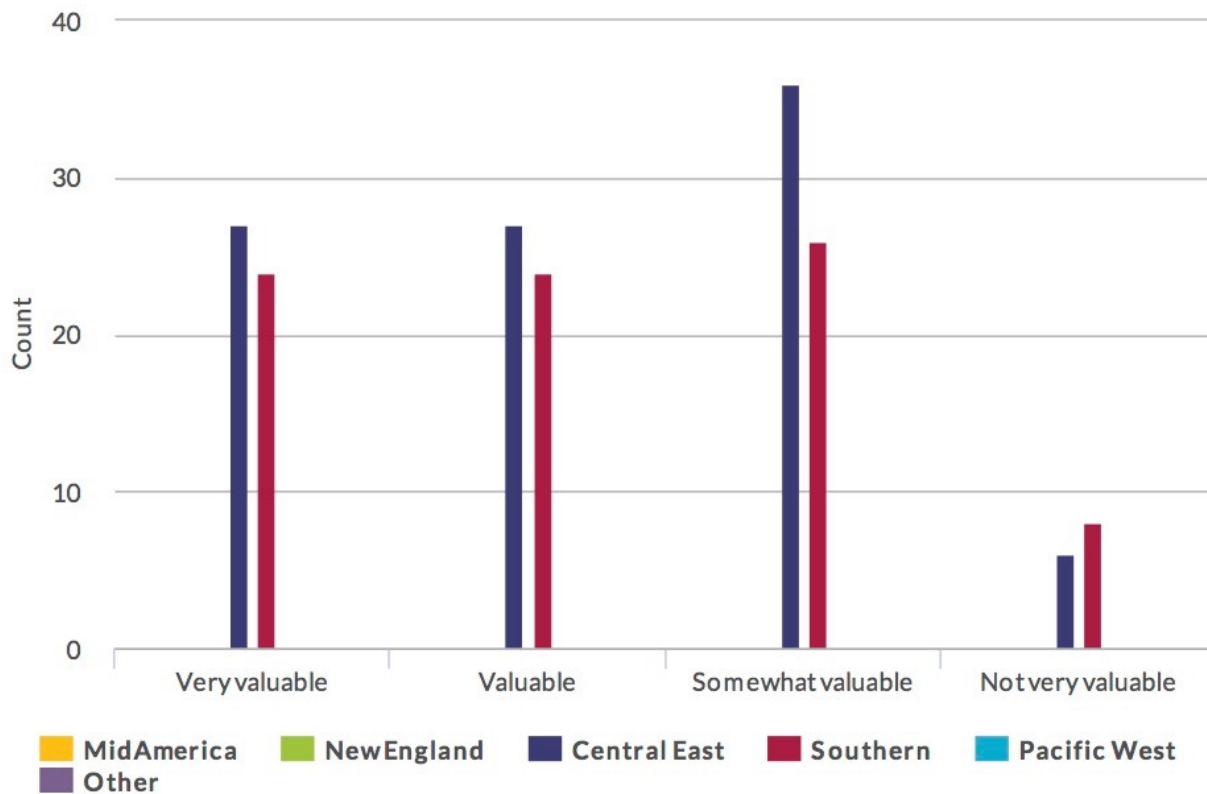
## 8. Does your congregation participate in a congregational cluster?



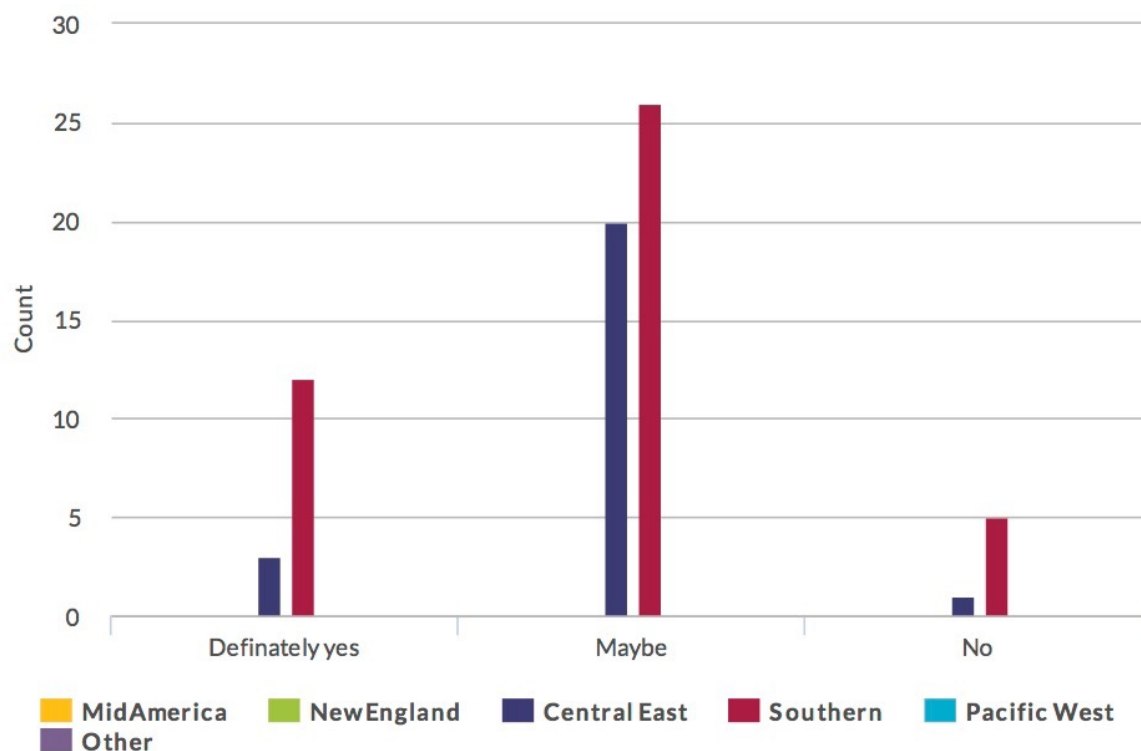
If yes or sometimes, who participates? (check all that apply)



If yes or sometimes, how valuable do you find participation in the cluster?



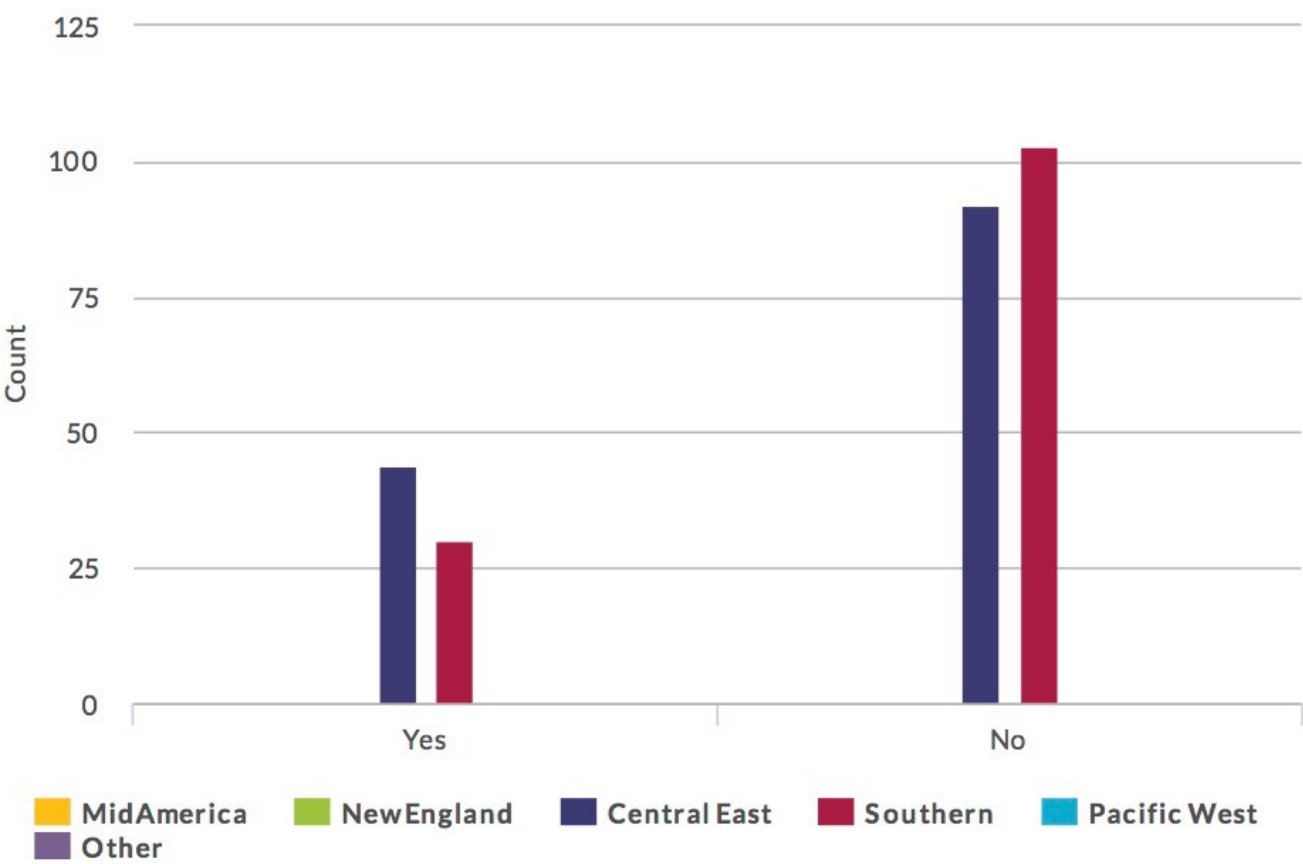
If “not at all”, do you think your congregation would like to be part of a cluster?



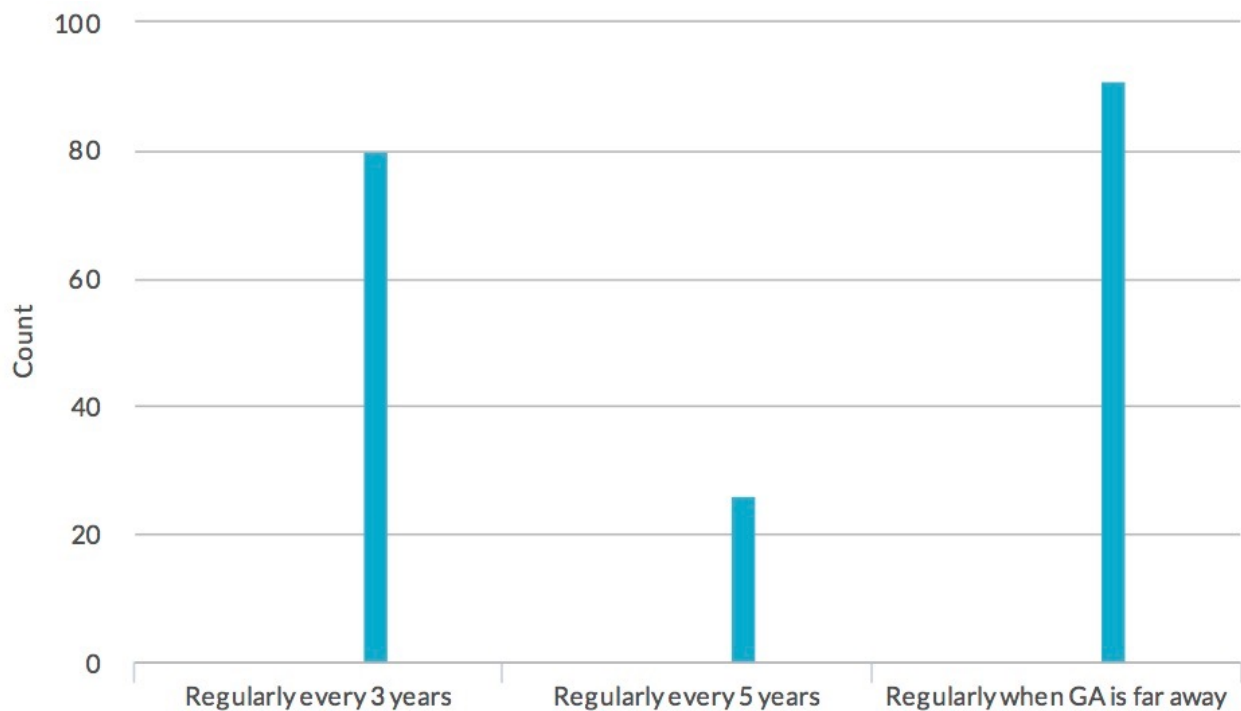
9. Is your congregation currently involved in any form of race, class, gender identity or other racial or social justice or inclusion ministry? Check all that apply.



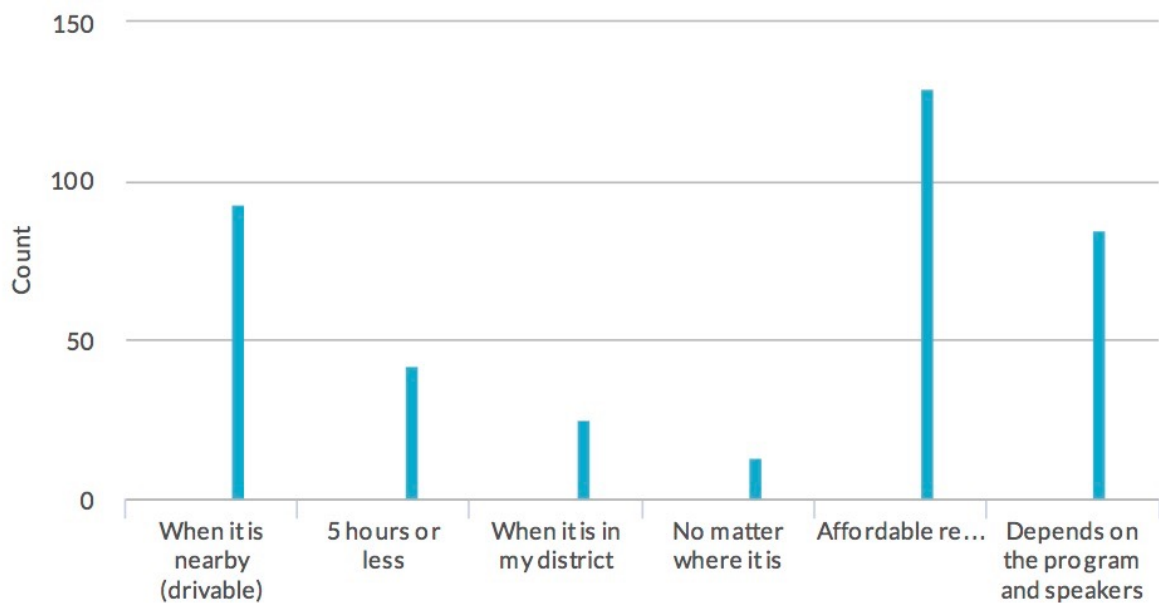
Have you consulted with regional staff or used regional resources in your racial or social justice ministry?



10. In 2013 the Pacific Western Region held the first Regional Assembly. It was a large, joyful and complete event. We seek feedback on the likelihood that your congregation will promote and participate in a regular Regional Assemblies rotating through our four districts. How often should we have a Pacific Western Regional Assembly?















What criteria will influence your participation?








Value	Segment	Percent	Count	% of Total
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11. As you reflect on the justice work your congregation actively addresses please indicate all of the issues in which you have a significant interest and characterize your activities.

	Longstanding partnerships	Working independently	Just starting	
<b>Aging</b>				
 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	15 16%	48 51.1%	31 33%	94 100%
 Other	0 0%	0 0%	0 0%	0 0%
<b>Corporate Personhood</b>				
 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	7 15.6%	14 31.1%	24 53.3%	45 100%
 Other	0 0%	0 0%	0 0%	0 0%







		Longstanding partnerships	Working independently	Just starting	
Death with Dignity					
<div><div></div>MidAmerica</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>New England</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>Central East</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>Southern</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>Pacific West</div>	19 23.5%		30 37%	32 39.5%	81 100%
<div><div></div>Other</div>	0 0%		0 0%	0 0%	0 0%
Economic Inequality					
<div><div></div>MidAmerica</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>New England</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>Central East</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>Southern</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>Pacific West</div>	44 37.6%		35 29.9%	38 32.5%	117 100%
<div><div></div>Other</div>	0 0%		0 0%	0 0%	0 0%
Environmental					
<div><div></div>MidAmerica</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>New England</div>	0 0%		0 0%	0 0%	0 0%
<div><div></div>Central East</div>	0 0%		0 0%	0 0%	0 0%

	Longstanding partnerships	Working independently	Just starting	
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	68 43.9%	59 38.1%	28 18.1%	155 100%
 Other	0 0%	0 0%	0 0%	0 0%







**Gender Justice Issues**

 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	57 52.3%	36 33%	16 14.7%	109 100%
 Other	0 0%	0 0%	0 0%	0 0%







**Gun Violence**

 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	13 17.8%	19 26%	41 56.2%	73 100%
 Other	0 0%	0 0%	0 0%	0 0%





**Homelessness**



	Longstanding partnerships	Working independently	Just starting	
 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	101 67.3%	22 14.7%	27 18%	150 100%
 Other	0 0%	0 0%	0 0%	0 0%

**Hunger**







 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	73 68.2%	20 18.7%	14 13.1%	107 100%
 Other	0 0%	0 0%	0 0%	0 0%

**Immigration**







 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%

	Longstanding partnerships	Working independently	Just starting	
 Pacific West	63 51.6%	26 21.3%	33 27%	122 100%
 Other	0 0%	0 0%	0 0%	0 0%


#### Legislative Advocacy Networks






 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	37 44.6%	22 26.5%	24 28.9%	83 100%
 Other	0 0%	0 0%	0 0%	0 0%

#### Mass Incarceration







 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	16 23.5%	22 32.4%	30 44.1%	68 100%
 Other	0 0%	0 0%	0 0%	0 0%

#### Prison Ministries

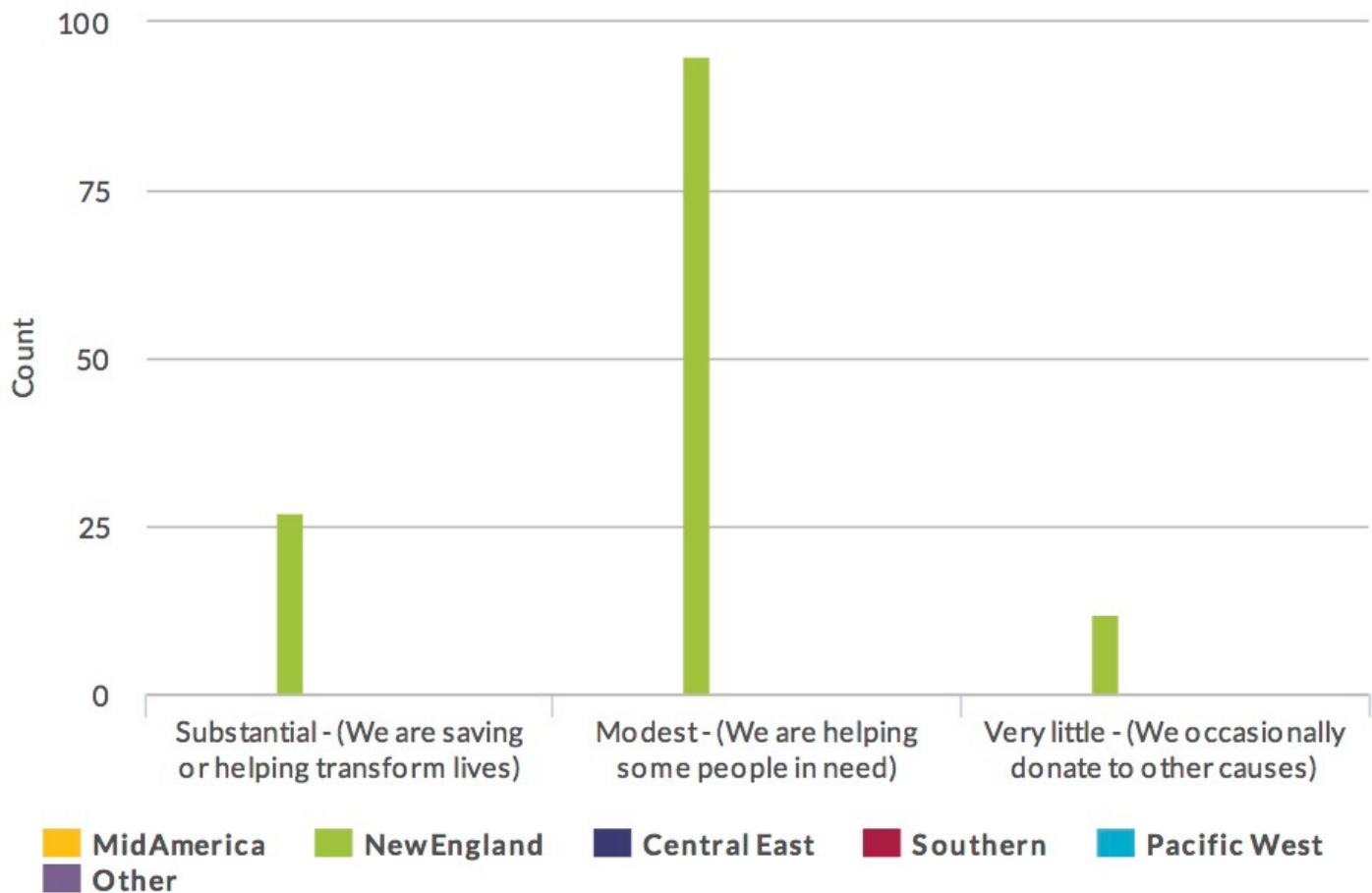
 MidAmerica	0 0%	0 0%	0 0%	0 0%
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	Longstanding partnerships	Working independently	Just starting	
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	17 26.6%	19 29.7%	28 43.8%	64 100%
 Other	0 0%	0 0%	0 0%	0 0%

#### Worker Justice

 MidAmerica	0 0%	0 0%	0 0%	0 0%
 New England	0 0%	0 0%	0 0%	0 0%
 Central East	0 0%	0 0%	0 0%	0 0%
 Southern	0 0%	0 0%	0 0%	0 0%
 Pacific West	23 37.7%	15 24.6%	23 37.7%	61 100%
 Other	0 0%	0 0%	0 0%	0 0%

## 12. How would you describe the impact of your congregation's ministries on the lives of people outside the congregation?



13. How would you describe your congregation's willingness to take risks and experiment with new ministries, programs or practice?

