



September 13, 2023

Report to the Committee of the Office of the General Assembly

Blessings to all of you! As part of the gigantic efforts OGA has invested in releasing a new CLC system, I am presenting the following established and accomplished goals, comprehensive statistics, and a view of the development plan from here on.

An Overview:

1. The Church Leadership Connection system, that has served the PC(USA) for more than 20 years has taken a new look and technical process, whilst preserving the security of information and the Mid Council as a priority of service. The name has also been modified from Church Leadership Connection, to CLC. A moderate name change to differentiate and in the future transition to a new name, because it will be a new interactive system.
2. The new automation added to the system gives the CLC Team: Elder Eva Rebozo and Rev. Mason Todd, more time to be one on one in tech support, trainings and creating resources for our users.
3. Users have a flow of process that makes communication between organizations and call seekers easier, immediate, and cleaner. Easier, because they don't need to call each candidate to see if they'd be interested at first. Immediate, because the system will send notifications back and forth to call seekers and organizations email contacts so they can access the system, answer, or take a needed action. Cleaner, because the old system had no organized flow that will let the PNC Chair (or Presbytery) view their process in the statuses in the system.
4. We created a Timeline in September 2022 with our Planning Manager Omar Chan, that has been followed, tweaked to fit the training needs from April to an August launch date, and took into account and consideration the concerns presented by MCLs at the AMCL presentation meeting and other different conversations. The timeline considered a system released by stages, reviewed, fixed, and released according to the advice by the developers. In development terms we had a timeline to test beta versions that were still not active or live, and ran into the reality that we needed to "test live" during the June to August transition, due to the PNCs not being introduced to the new system on the April expected date:
 - a. November 2022: Active Call Seekers in the Old System the last 6 months, then the last year.
 - b. December 2023: Stated Clerks and Executive Presbyters.

- c. February 2023: COM and CPM chairs
- d. April 2023: PNC's active in the old system
- e. June 2023: Start of the Transition Process from old to new system
- f. September 2023: End of Transition, continuing fixes and development that haven't been delivered.

Trainings:

The CLC team and I have been very active training all types of users of the system. We have done webinars with Call Seekers and Mid Council Leaders/PNCs, trained Seminary students who are candidates with permission to use the CLC, Committees on Ministries, Committees on Preparation for Ministry, Presbytery Staff, Presbytery Leaders and even advised ministers of other denominations on what the new system requires so they can have access.

This are the trainings given by all our staff:

April 25 COM Training Charlotte Presbytery

April 25-27 COM Training Synod of Lakes and Prairies: Dakota, Northern Plains, Northern Waters, Central Nebraska, Des Moines, East Iowa, Homestead, North Central Iowa, Missouri River Valley, Prospect Hill, John Knox, South Dakota, Milwaukee, Minnesota Valleys, Winnebago Presbyteries.

May 2 COM Training Genesee Valley Presbytery

May 8 Union Seminary Call Seeker (Candidate) training

May 9 Training Flint River Presbytery

May 15 EP Training Presbytery of the James

May 31 MCL Presentation Webinar

June 1 Training Eastminster and New Harmony Presbytery

June 6 EP Training Heartland Presbytery

June 6 COM and MCL training Cherokee Presbytery

June 9 COM & PNC Training South Louisiana Presbytery

June 14 Synods Executives CLC Training

June 14 Call Seeker Webinar

June 14 Training Giddings-Lovejoy Presbytery

June 15 COM, EP, PNC Training Olympia Presbytery

June 15 Synod of Mid-America Search Committee training

June 16 Training Southern New England

June 20 COM Training Grace Presbytery

June 27 EP, COM Training Greater Atlanta Presbytery

June 29 EP, COM, Call Seeker, PNC Training Maumee Valley Presbytery

June Training John Calvin and New Hope Presbyteries

July 5 PNC Training State College Presbyterian Church

July 13 COM Training Albany Presbytery

July 29 COM and PNC Training Mid-Kentucky Presbytery

July Training Southern Kansas

August 8 EP, Admin Training Donegal Presbytery (June 21st too)

August 10 CPM Training New Hope Presbytery

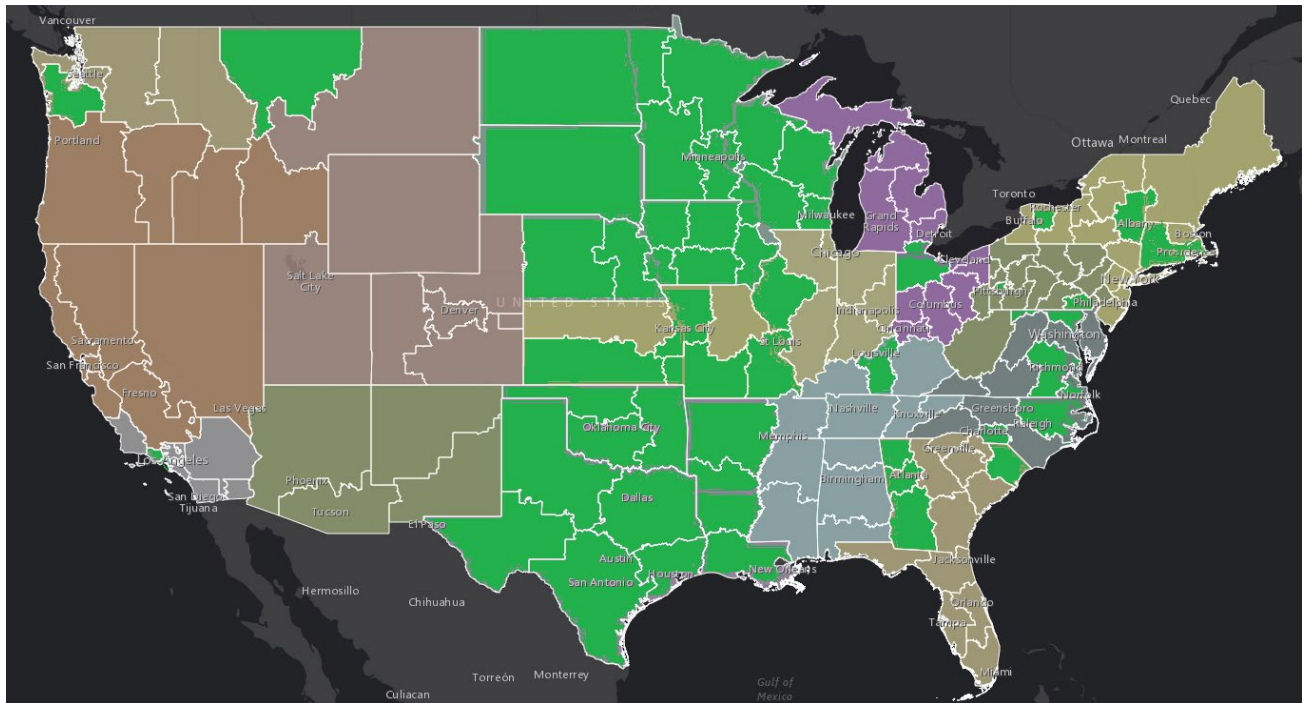
August 10 COM Training Glacier Presbytery

August 21-22 COM and MCL Training Synod of the Sun: Tres Rios, New Covenant, South LA, Pines, Mission, Indians Nations, Grace, Eastern OK, Cimarron, Arkansas

September 7 COM, PNC Training Great Rivers Presbytery

These total 48 Presbyteries and 1 seminary.

This interactive map presents a better view (in green) where we have trained our users and Mid Councils:



We have more training courses scheduled in the rest of the year. Our goal is to be able to complete 75 presbyteries before 2024.

Feedback:

There have been mixed feedback during the June-August transition period. Technological issues, training needs, process evaluation, etc, and we have made adjustments thanks to both positive and negative feedback. We were concerned that after the old system was turned off we would have an avalanche of issues or complaints, that hasn't been the case. The majority of emails have been about technical issues for PNCs that have been resolved by our team in a timely manner.

For every 10 positive feedback we could receive 2 negatives, and that's tops. Users that started at the beginning of the year have been adapting and using the system effectively. At least 2 PNCs have completed their calls up to today: in Tennessee and in Ohio. Only one of those 2 churches asked for tech support. We take feedback as a useful tool to make the system better.

It's important to understand that the system will have more updated development in the coming months, but this is a complete, functional, and constitutionally assertive system. If it wasn't, there is no way we would've passed all the checkboxes needed to do so. As in all systems, we test what we have now to make sure it works and then, with feedback, we aim to make it better. This takes time and funds, and we would not have wanted to hold the release of the system now because of the scheduling for the development of other systems by the team of developers. We gave the development team a goal to have a functional, processed based system and they have delivered on the needs to do that. Now, we are working with the "Wants" that will

give the system more capabilities. As in all transitions we study, we plan, we test, we gain feedback, we plan again, we do, we get feedback, we replan, we do again and so forth.

Resources

This is a technological tool, it's not THE TOOL for call processes. So, our users are very different, that's why the system was designed to have more than one person in a particular role if needed. It's important for us to provide the needed guides for all our users to be able to navigate the system. The CLC site [Pcusa.org/CLC] is being loaded with the resources we are creating on a weekly basis. Resources are divided into Call Seekers, Mid Council Leaders, and Calling Organizations/Churches. This is a list of resources available now:

Resources available:

Call Seekers:

PDP User Guide
PDP Blank Form
CLC Glossary of Terms & Processes
Guide to the Competency Survey & Match
Criteria
CLC System FAQs

Calling Organizations/Churches:

MDP Blank Form
MDP - Narrative Questions
How to Answer and Read the MDPs
A Complete Guide for Creating and
Matching an MDP

MCLs:

MDP Blank Form
A Complete Guide for Creating and
Matching an MDP
Glossary of Tasks
Presbytery CLC Task Form
Committee on Preparation for Ministry
(CPM) User Guide
Committee on Ministry (COM) User Guide
Executive Presbyter User Guide
Stated Clerk User Guide

Rev. Josh Park, our Manager of Korean speaking councils support, and liaison with Korean congregations and leaders has also translated some of these documents and shared with Korean leaders that have given their feedback of those resources. Our OGA Communications team will create a mirrored page for Korean and Spanish resources that can be accessed through Pcusa.org/clc. All Spanish translations will be managed by Global Language resources and their translation system. We hope to receive them in November due to their highly sought services and release the Spanish page then.

Collaborative Feedback/Resources

We are also in conversations with a Synod who is willing to help us create training material directed to CLC users in an educational way, instead of a technical way we usually do. This will be an amazing tool that will take into account all stages of technological learning. We hope to use the EQUIP course site or a masterclass type of presentation.

Having mid councils more involved in the denomination's transition of this system will definitely improve communication, understanding and trust between their congregations and those members who use the system as call seekers. We hope that by inviting Presbyteries to assign a COM or a Presbytery Leader to train with the CLC Team, they can be the point person on CLC support in their presbytery. These presbytery leaders, who know their communities and needs, can serve in strengthening the navigation knowledge for the users in their presbytery, and help us in the meantime.

There are only 2 consultants working at time and a half for the 280+ PNCs and 320+ Call seekers in the system. I also dedicate half my time in normal circumstances to helping and supporting the CLC system. We were receiving 70 emails and 20 calls each day during the first weeks of June, then it went down to 40 in July, during the transition period. In August it went down to 20 and 7. Today, after the transition period ended and the old system has been turned off, emails are down to 15 and calls to 5. We have resolved 1,154 tickets created (emails) by our users. This is not only resolving issues, also reporting issues to the developers, making notes on the feedback received, etc. I'm proud of my team, those who have supported us and our colleagues that even wrote us messages of encouragement like letters to a soldier in battle. Customer feedback have also certified that our support team is like no other.

Future coming developments:

Post transitional period and developmental stage, our CLC team meets with OGA's technology director Vicente Guna every two weeks to establish priorities, new updated development, and issues to look at. The team has established the most important development we want before the year ends. These are:

1. Ability for Presbytery roles to create, manage and assign Search committees for the congregations, as assigned.
2. Create a matching area exclusively for presbyteries that require their MCL to create, review and refer matches to the PNCs before the PNC looks at them.
3. Create a permissions page so presbyteries can select who is doing each task or function.
4. Add additional filters for the opportunity search and the matching criteria page.
5. Add church statistics PDF to the MDP full view.
6. Evaluate and Verify the Competency Survey after 1 year.
7. Translation of all the system.

The best thing about this system is that with continuous management, it can be developed to realize and quell the needs of that moment. Thank you for your support and feedback during this transition as COGA, mid council leaders and some of you that have been in contact with the CLC team and myself. We have a lot to do to complete the vision we have for this system and how it collaborates with Mid Councils and Call Seekers.

Blessings,

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