

Family Ministry Teams and Leaders input to the following questions during November/December 2021:

1. What do you value about how PHCRC responded to the crisis over the past 18 months?
2. What concerns do you have about how we responded to the crisis?
3. What do you fear we have lost, or fear we might lose?
4. What are your hopes and dreams for this church going forward?

What do you value about how PHCRC navigated the crisis over the past 18 months?

- Live Streamed worship – helped with continuity of church
- Accessing older sermons was good
- Watched from front porch – community exposure
- Good to stick with recommendations with spaced seating when first returned
- Confidence was built by sticking to the rules and enforcing
- Glad did have reservations/sign-ups to attend
- Leadership was concerned about the congregation returning to church
- Followed the rules of the state – we are not above the law
- Sponsored COVID vaccine
- Community outreach kept going
- Including membership more in the service
- Easter – 7 last words – good approach that brought out different talents of the congregation
- Enjoyed on-line services –some difficulty getting on TV
- Streaming Services – grateful it was already set up
- Medical guidelines followed
- Had communion together during online services
- Handled as well as we could
- Immediate decisions following CDC guidelines
- We were ready – our technology was ready for streaming
- We had people ready and willing to participate in the empty church
- Having the narthex area to space was good
- Pastor Greg used Zoom and Facebook to reach out to everyone
- Valuing everyone’s perspective
- Online done well and professionally
- Getting financial things set up well
- Team leaders checked in with members (some better than others)
- Live Streaming well done – full services with music and message

- Pastor Greg's videos during the week
- Deacons called to check in
- Church is trying to consider all opinions and comfort levels during the services and ministries with masks and spacing
- Live Streaming
- Amount of thought that went into the decision of church meeting and following restrictions
- Gave concern to those who were vulnerable and those who weren't
- Open most of the time for in-person
- Had Live Streaming
- Mike Dekker
- Word was still being taught, focusing on teaching relative to the situation but still focusing on eternity
- Church followed the mandates
- Live Streaming was in place before COVID hit
- Did all we could
- Followed the CDC rules
- Technology/getting the service/church to everyone remotely
- Closer relationships to your families
- Appreciated the church response
- Education could cause division
- Giving/tithing is not down
- Hard masks vs. unmasked concerns and future mandates
- Live stream was wonderful
- Followed mandates and became political
- Considerate of other peoples positions
- Church communicated protocols
- Brought food to local food pantry
- Masks and sanitizer available
- Comfort from sermons – COVID and times of the world
- Education/communication when it came to COVID
- Suspension of Church services for 6 weeks
- Refigured Easter Egg Hunt/Trunk or Treating
- Overall handled well – maybe too long for inperson worship
- Email contact was good
- Pastoral contacts helped
- Live streaming good for shut ins – may impact attendance
- Online music – no congregation singing heard
- Sang on the couch – easier if you heard a whole group singing

- Communication kept moving figured out to keep people informed
- Worship team did a great job
- Great to have technology to keep it feeling like a service
- Special services were still offered
- College kids could still catch a service
- Lots of virtual services were watched
- Mask requirements were done as recommended
- When we came back to worship and ministries it felt good to be back in community
- I valued our worship services that were held online and for our strong live streaming ability
- I enjoyed how we have incorporated videos into the service (Palm Sunday during quarantine video of children with palm branches and recorded scripture reading)
- I value how ministry continued in different ways
- Communication when changes in person, times, information was there
- Tough decisions in the best intention
- CDC protocols done well. Increase in reaching out to members
- Acknowledgement of hard
- Kids time online
- Daily Devotions
- Videos and pictures during remote and in person
- Shut down the church
- Different ideas
- Tried live-stream recorded worship first
- Good we had people to help and take over
- Very few people
- Continued to minister and have services
- Put people's safety first: masks for singing, distancing
- Adapted to the situation as it changed
- Phone calls
- Made it through well financially (on-line, mail)
- Handled well when everything was unknown
- Expressed fellowship as soon as possible
- Received call from family teams – very encouraging and impressive
- Thankful for volunteers willing to keep working with all the technology and restrictions
- Live stream
- Always music involved
- Volunteers

- People were respectful of each other when we came back
- Still had meetings on zoom for leadership
- Elders/Deacons/Pastoral Workers talking to family team members with phone calls
- Worship team – singing and preaching to an empty room continuing to worship
- Mike & Rob (tech team) and all of their work
- Live Stream worship may be a challenge for those without internet
- Great for us to have what we needed in tech
- Victorian Village folks really appreciated
- Did an excellent job of meeting needs of all members when possible

What concerns do you have about how we responded to crisis?

- People felt they could stay home
- Missing printing bulletin
- COVID funds from government – did the church need it?
- Lost second service
- Conflicts within congregation and leadership and lost members due to this
- People fell through the cracks
- Celebration of Communion monthly
- Some people haven't come back
- Communication might have been better, reaching out to people, lost contact with some people
- Some people became disconnected with the church – some don't have access to a computer
- Kids Club was slow in starting
- Technology was a blessing and a curse
- Zoom is hard
- Possibly projected services on YouTube
- Felt unconnected – missed routine, missed choir, missed fellowship
- How many families have left due to masks and restrictions
- Are we ever going to have a PM service again?
- Lack of church contact person doing checkups
- Are families who are not attending services in person being contacted and included
- Easy for people to fall in the cracks
- Contact for singles
- Not a concern per se, but missing the holidays together at church was hard

- Concerns about our current practice – masks are optional when it's a state/county mandate to wear masks in public settings. What does this say about our church? That we are not to listen to our leaders?
- Communication from leadership – e.g. Trinity had each student assigned a success coach who kept in contact
- Roping felt cold and disconnected
- Little opportunity to fellowship
- Lost people
- Church is not just a Sunday thing – it's recorded and can be watched at any time which makes it not a priority
- Needed more comfort
- Office hours to contact Pastor
- Security during service
- Music
- Hymns
- More contact from Council
- Fear of losing people due to live streaming
- Fear of losing Sunday gatherings
- Virtual worship becomes status quo
- We are vaccinated, more comfortable
- Mandatory vs. recommended is a good place to be at
- Concerns about the divide between masks and unmasked for those who haven't returned to church yet
- People alienated
- Reach out to members - how would they react/do?
- People moved on?
- What could we have done better?
- Had to adapt to changes more
- Making people feel more connected
- Elders, Deacons, Pastoral Workers making phone calls – congregation could answer more
- Make sure we do foundation steps to prep congregation for changes
- Could have used Family Teams to keep connection
- Didn't do anything to supplement the Christmas Season
- Didn't change service around to be specific for live-stream
- Incorporated more video readings of people from the congregation reading scripture etc
- Blessing that technology was available
- Result of closing – made it easy to move to a different place

- Volunteers have been lost due to all the regulations/no regulations
- Communication – pastoral workers were not meeting for a while
- PM Service – are we ever going back to that?
- We lacked the ability to fellowship together
- We were not there to help
- We went through uncharted waters
- Whether people are just going to move on or what might have done to
- Let a staff member go due to lack of work

What do you fear we have lost, or fear we might lose?

- People who haven't come back
- Losing some reformed (Nature) (Doctrine) cultural view points
- Not all of these are using the livestreaming
- Easy to stay home in their PJ's
- Commitment has lessened – we need to make people responsible
- We are losing young people – we need a good youth pastor
- Pandemic has worsened issues that were already true
- Families – all ages
- Kids Club
- High School kids, College kids, and Middle School Kids
- Loss of College student attendance
- 20 – 30's year olds
- Are we battling culture – no commitment
- Not here for entertainment
- No obligation to work/volunteer in the church
- People
- "Normal communion"
- Sense of community among members
- Fellowship
- Friendships
- Multigenerational worshippers
- Hospitality
- Night Service
- Are some people never going to come back to church because watching church at home is too easy
- It's going to be hard to reestablish some groups

- Night service – will it come back?
- Choir is different
- No Trinity students anymore
- Paper bulletins & Newsletters – some people may not read the weekly emails and prefer the paper ones instead
- People
- Online version makes it convenient to not attend in person
- Masks hide emotions
- Physical touch
- Unease with touch
- Having an excuse not to do things: volunteering and going
- Middle/High School
- Kids Choir
- Gathering with friends
- Fellowship of the saints
- People
- Community Opportunities
- People fell through cracks
- Will other members follow those who left?
- How to get a handle on membership – with live streaming and people not committing to membership
- Lost a lot of music and loss of choir (choir director left)
- Lost connection with missionaries
- Community
- Compassion
- Friendliness
- Who is still at church?
- Lost some for other dynamics
- Security
- Membership transient
- Number of people to comfortable still staying at home
- Singing, Praise and fellowship
- Christian Education – where is it?
- Core Principles? What are they? How do we promote them?
- Fear of losing young people
- Family involvement
- With virtual worship – people are going to stay home
- Better connection with members and congregation
- On the outside looking in – people are just not ready yet

- It was good to be away but it just doesn't feel the same now that it's back
- Older age group struggles with online worship – they are challenged to get it right
- People struggle with change – have challenge getting to church for various reasons
- Remember the way it used to be – little things are coming back which is good
- We have dropped out a lot of people who wanted to help
- We had 30+ ushers before and now how do we get them back?
- Events and planning are important
- Back to the way it was
- Businesses, churches, community centers are set up for gathering, then they were told they couldn't
- I would rather be in person to experience Christ
- I fear the loss of fellowship
- Members, Fellowship
- No commitment
- Level of judgement
- Physical community of church
- Close-knit family loss
- Look for a church that thinks like them
- Choir
- Teen and children's programs
- Full-time youth leaders
- Trinity students not coming
- Some of our church family left. Fear losing more of them
- People being willing to work in ministries
- Losing our singing – musician burn-out
- Fear losing members
- Those comfortable watching live-stream, miss the way it used to be, active participation, fellowship of believers, all members coming
- Church attendance is no longer a priority
- Attendance at Gems etc. is down
- Miss seeing children at church
- Younger generations are not "grounded" in a particular congregation
- Lost younger families
- Community connection
- Losing members/ Volunteers
- PM services
- Losing members

- Community – seeing people, interpersonal interaction
- Things keep going away: Choir, candlelight, Junior Choir, cookies all lost. What's next?
- Fellowship time: will it continue when we can't go outside as winter sets in?
- We fear people taking a break from worship or, moving on to another church
- Losing personal connection to people and being suspicious about someone coughing
- Shaking hands like we used to do, the personal contact with others
- Children that are not used to be(ing) in public/church (COVID grandkids)
- We have lost respect for people in leadership even in the church
- We feel like we have lost our joy, experience in building was downer, different people with different views
- Technology has been informative but depressing
- Lifetime experiences missed by kids and adults
- People who did not have family broke our hearts not being able to care

What are your hopes & dreams for this church going forward?

- We can inspire people to step up and help make programs happen
- Search for peoples gifts
- Youth program
- Gym built
- Youth Pastor
- Recruit kids from high schools
- Advertise our services in the local paper & our programs
- Online presence
- Update our website – young people look for this
- Clean up yelp comments
- Make an impact in the community – have a positive image
- More commitment to the church both financially and volunteering
- Return of Youth
- Outreach Pastor
- Youth Pastor
- Strong youth program
- Invitational community events? Open invitation with “Fee Food” or “Cook Out”
- Developing responsibility for your church – church ownership
- Show hospitality to new members and visitors
- Youth Programs

- Hope for an Associate Pastor dedicated to youth – someone who can nurture faith among the younger people to nurture faith among the younger people and hopefully keep them coming to PHCRC
- Hope for continued strong community – making new people feel welcomed
- Hope for children’s choir again
- Hope to be a light in the community and people know who we are
- Moving forward with reconnecting, returning to normal
- More volunteers
- Restart kids choir
- Hope kids can relearn how to behave at church
- Ministries back to normal
- Be able to recognize what we need to do again vs. what things do we need to put to sleep
- Only do what we need to do for God
- Grow Community
- Potlucks
- Preschool plan
- Second Parsonage plans
- Printed bulletins
- Growth – membership numbers, spiritual, demographics/variety
- Reaching the community (beyond Dutch reformed, who are not as dominant in this community as they were decades ago)
- Strong music ministry – choir, praise band, soloists, traditional, contemporary, children, organ, piano
- Support group for survivors?
- Friendly and outgoing church of members
- Make an effort to approach people
- Reestablish the connection center
- Make a connection with new people
- Rebuild in person
- Security during service
- Awareness
- Reevaluate programs – as they are possibly stretched too thin
- Draw churches together in the area, Youth Group?
- Where/what we can do well? Trim down the things we don’t do well
- Go in with other churches – collaborate
- Go local – shop/eat as a church
- Creative ways to reach the community
- In the name of the church give away – church business cards?

- Promote small groups
- Kiss – not quantity, quality
- Can we come over as part of our everyday
- Opportunities for social interaction, not necessarily Bible bases
- Kids in nursery/Young families
- Families coming back who are still at home
- Evening service – not a formal service, maybe music events
- PHCRC involvement in the community
- Work with other churches in Palos
- How can we stand out as “Reformed” - More to show what it means: Apostles Creed, Heidelberg Catechism, Lords Prayer
- Better communication from leadership
- Maybe time for a new pastor
- Choir has come back – glad to have them back
- Changes in worship – it’s always hard to make changes
- Long way to go – giving is going online
- Funeral Lunches – are we getting back to them
- Fun Activities – are they coming back?
- Get back to old normal?
- MOPS bringing in neighbors
- Kitchenette in Preschool building
- Put an ad in the paper for Christmas worship events – we used to do that
- Miracle on 127th Street events
- Get together with other churches
- What do we do during the week?
- Lets get rid of the ropes in the back of church
- The only way to be involved for middle agers is to serve – aren’t a lot of options
- Certain groups do all the work in the congregation – how do we get people on & off the list
- A place for 50’s & 60’s to fit in to our church structure
- Float for the parade in events for city
- Return to something
- I hope our church will grow stronger in fellowship and love because of this struggle
- I hope we’ll take a closer look at what it means to love our hurting world
- Continue community and church family build back up
- Outreach Pastor
- Faster tempo music
- Child choir

- Old Psalter Hymnals
- Empathetic church
- Take ownership willing to serve
- To be the church young people want to go to, to have that energy, fun events they would want to attend
- Young families
- Be a singing congregation and have our music expand
- What to do with our preschool building? Build a gym instead
- Be more multi-cultural, evening coop. services
- A large youth group program
- Try something different
- A truly blended service – don't eliminate hymns
- Growing with community members
- Make impact in community – be a light
- Take what we hear in the pulpit to our daily lives
- Fully staffed group of volunteers
- Trinity students coming here
- Plethora of young families
- Vegas Night for fund raiser
- Good attendance for Sunday Worship
- Create an environment that people don't want to miss it
- A place like a park – grilling facility to meet neighbors/park environment
- Be an international church through internet and networks with partners around the world
- Remote learning internet connection
- Seating space for all needs