Greetings Friends and Members of Trinity,

The information provided below is of great significance for the life of Trinity Church and School. This was shared “live” on Sunday, August 27. It is shared with you and yours today in a spirit of openness and excitement. Church Doctor Ministries was invited to assist our leaders in “Assessing and Recommending Ways to Enhance Our Worship” early in 2017. This was a valuable process and is helping us better understand our strengths and growth areas as a congregation.

The first order of business is to say thank you! Thank you Worship Committee for addressing this important topic with determination and grace. Thank you Pastor Koy for recommending this consultation. 1,199 thank-yous to all who completed the worship survey and 54 thank-yous to those who were individually interviewed in this process. Thank you music leaders and pastors for heartfelt contributions and not losing heart in the midst of such in-depth evaluation. Thank you elders and Church Council for reviewing the May 2017 report from Church Doctor Ministries and helping to bring order regarding what to do next.

Finally, thank you to the entire Trinity family of faith for your patience and understanding as we paused our efforts to process the implications of this report to bid farewell to Pastor Koy and transitioned into the new leadership of Pastor Scott.

We are excited to share this with you today. This is an excellent source of information that is inspiring and challenging our leaders and the newly formed Transition Task Force. It is our hope and prayer that through this report and the newly begun efforts of the Transition Task Force that Trinity will have an even clearer picture of our present reality and our future direction as we seek to joyfully pursue God’s kingdom purposes.

May God bless you and give you grace and peace to receive this information in the spirit it is shared—to help us move forward in mission!!

[Signatures]

Congregation Chair
Interim Sr. Pastor

PS  This letter will also provide you with an update of action steps currently happening to “Enhance Our Worship” as we head into fall 2017.
Background and Highlights

The Church Doctor Ministry Report was presented to a group of Trinity leaders on May 2, 2017. The presentation was based on their 101 page report filled with many charts and graphs describing each individual worship service and the overall worship of Trinity based on the needs and preferences of those who attend. The report included 112 recommendations and an evaluation of our worship services.

The report begins with identifying the top five strengths of our church which we celebrate and continue to pursue with great determination:

1. Music
2. Worshipping church
3. Christian school/preschool
4. Bible teaching
5. Opportunities to serve

They also observed another key strength later in the report that is important to note here—the pastors’ skills and lay leaders’ skills are very complementary to each other. They will work well together in our church.

With these strengths in mind Church Doctor Ministries also identified topics that might fit into the category of growth areas:

1. First time visitor/guest friendliness is not as good as it could be
2. First impressions related to signage, where to go, what to do was not clear
3. Lack of space for fellowship and relational gathering before, during after worship services
4. Internally and consumer focused approaches to worship and emphasis on personal preferences at our worship services take preference over outreach and missionary approaches for reaching the unchurched

Other Observations shared in the report

Trinity has an amazing variety of very good services, but seems to lack a sense of celebration and joy. There seems to be a lack of letting the Holy Spirit flow with joy, thanksgiving, and celebration and having the joy and celebration show through the visual engagement of those in worship.

Welcome center and hospitality center people need training in greeting new people. (Consultants were not welcomed as new people.)

Vocabulary and print materials make a key first impression. Acronyms, like LWML, and comments like “Third Sunday in Lent” may not be understood by a new person or visitor.

There are good usages of images, pictures, video clips, and anything media related to help communicate and share your messages. Continue to use visuals, video clips, and other media as part of the service and sermon messages. Consider inviting people to follow along with the Scripture on their Bible app on their phones.
Recommendations

1. Make things clearer for a visitor. Vocabulary is very important to helping people connect with who you are and what you do as a faith community.
2. Conduct a thorough review of all communication materials and communication channels with an eye toward engaging Christians in a movement rather than selling to consumers.
3. Because you have seven great worship services which are both serving your members and regularly connecting with the unchurched in your community—we recommend none be discontinued at this time. Such an action would negatively impact your Congregation, based on the research.
4. Journey worship service will not work upstairs in the sanctuary now. You will lose more than you gain by trying to retrofit the sanctuary for the style of worship you are doing with excellence in Journey right now.
5. Recommend you further stylize the 9:30 Sanctuary and 11 AM Celebration worship service to be more postmodern and contemporary. Also stylize the Journey services.
6. Recommend from time to time using cameras to fade in and out of the choir as they sing from the balcony. So, you can hear (and feel) the joy in their voices.
7. Recommend you create fellowship and coffee times for the Saturday and Monday evening worship service.

As you’ve already noticed we continue to celebrate and affirm all 7 of our great services (#3 above) and have committed to enhancing Journey Worship with major summer renovations (#4 above)! As an initial step toward embracing recommendation #5 a new team at Trinity was formed this summer: The Worship Planning Team comprised of the preaching/teaching pastors and all worship leaders. Because we are using a new “unified thematic approach” to worship at all Trinity services (every service following the same theme and topic) all worship leaders can now work together planning worship for each weekend. The blessings of these collaborative efforts led to all music styles being included in the Family Fun Fest worship on Sunday September 10. You will also see another level of creativity throughout the new preaching and teaching series “Here We Stand” starting the weekend of September 16-18.

We are also addressing the consultants’ observations regarding a need for improved hospitality toward guests and visitors in worship with training and encouragement of volunteers who serve during worship. And you can help with this by introducing yourself to those you do not know—maybe saying something along the lines of “Hi I’m _______(share your name) I’m not sure we’ve met.”

Some Recommendations are not ready for action now and seem too big to attempt without further study to see if they would or would not be a blessing in the future, such as the following example...

Observation: There is very little relational space that is convenient for people coming to the sanctuary. This can lead to a sense of relational dissonance and disconnect.

Recommendation: To make more relational space in the church and narthex and to create a greater sense of connectedness during worship -- remove eight of the back pews in all four sections of the sanctuary. This will lead people to sit closer together during worship. And the space created by the removed pews can allow people to gather for fellowship around tables and chairs right after worship.
or prior to worship. To further this concept -- replace the wall between the present narthex and the sanctuary with a sliding back wall and raise the floor of the narthex so that there are not two steps down from the sanctuary to the narthex.

As you can see—this is a recommendation that needs careful thought and further consideration.

**Conclusion**

God is on the move in our midst! Good things were learned from the Church Doctor Report. Your staff and leaders continue working to make key recommendations a grand reality. For instance, we have already started reviewing our communication materials, and look forward to sharing our progress with you soon.

May God bless you and yours as we enter another dynamic season of worship this fall!!

[Signatures]

*Congregation Chair  
Interim Sr. Pastor*