

The Shiloh Spirit



*The Reverend Dr. Wallace Charles Smith
Senior Minister*



The Pastor's Pen

Last week's visit of President Barack Obama and the First Family was one of the most joyous moments in the life of our church. The President and First Lady were personable and engaging and both Sasha and Malia were delightful young ladies. It was a grand day all around.

Unfortunately what occurred after the first family's visit was not so pleasant. Fox News, clearly adopting an adversarial posture to anything Mr. Obama's administration does or says, chose to air on Fox Nation a YouTube clip of a speech I gave on racism at Eastern University in 2010.

In the speech I discussed the ways that modern hate speech often is coded so that the perpetrators can deny that their words have any racial intent. Bill O'Reilly and Rush Limbaugh decided to vilify me as a racist for my comments and literally hundreds of emails and phone calls have come in from persons alleging to be Christians whose speech was of the most virulent and unchristian sort. Mr. O'Reilly invited me to debate him on his show, which I declined. Mr. Limbaugh allegedly referred to me on his show as Jeremiah Wright "Jr." One headline blared, *Wallace Charles Smith, President Obama's hate filled Easter Pastor.*

All of this might be laughable if it weren't so tragic. Over the years I personally have worked tirelessly through the Baptist World Alliance, the American Baptist Churches USA and the District of Columbia Baptist Convention to further racial reconciliation and harmony. As a part of the Baptist World Alliance, and with the participation and blessing of former President Jimmy Carter, I chaired an International Summit on Baptists Against Racism and Ethnic Conflict; Dr. Coretta Scott King served as honorary co-chair.

More importantly, our wonderful Shiloh Baptist Church has for 147 years stood as a beacon of freedom and justice in Washington, DC, the nation, and the world. During the era of economic hardship in this nation following The Civil War, our church developed an alley ministry to feed and clothe the destitute, Black or White. Ninety-eight years ago Shiloh formed the first predominantly Black deaf ministry in the United States, so that those on life's margins would feel they had a place in our congregation.

Throughout the years, we have welcomed people of all races and ethnicities into our church family, many of whom have served communion, preached from the pulpit and held administrative posts. Few predominately African American churches in the nation are more dedicated to inclusion than Shiloh.

It is unfortunate that the demagoguery of Fox News permitted this distorted reporting. America's freedoms only remain intact when the press reports honestly and forthrightly, not when they report out of their own biases and prejudices.

Volume XIX, No 20

Sunday, May 1, 2011

Reading Through The Bible

*2nd Sunday of Easter – May 1 (White)
Acts 2:14a, 22-32; Psalm 16; 1Peter 1:3-9; John 20:19-31*

*3rd Sunday of Easter – May 8 (White)
Acts 2:14a, 36-41; Psalm 116:1-4, 12-19;
1 Peter 1:17-23; Luke 24:13-35*

*4th Sunday of Easter – May 15 (White)
Acts 2:42-47; Psalm 23; 1Peter 2:19-25;
John 10:1-10*

*5th Sunday of Easter – May 22 (White)
Acts 7:55-60; Psalm 32:1-5, 15-16; 1Peter
2:2-10; John 14:1-14*

*6th Sunday of Easter – May 29 (White)
Acts 17:22-31; Psalm 66:8-20; 1 Peter
3:13-22; John 14:15-21*

New Members Received by Friendly Circle



This Week at Shiloh



Sunday, May 1, 2011- *Holy Communion* Unity Service -10:00 A.M.

DCCF Credit Union	LL/FLC
Combined Adult Church School Classes (9:30 a.m.).....	Sanctuary
Combined Middle School & Senior High Classes (9:30 a.m.)	TF/FLC
Combined Children Classes (9:30 a.m.)	LL/FLC
Youth Church (10:00 a.m.)	COH/FLC
HBCU Council Meeting	Library/FLC
Nurses Unit Meeting	LL/FLC
Financial Peace University Preview	HHN/FLC
Guest Hospitality (<i>Friendly Circle</i>)	TF/FLC

Monday, May 2, 2011

1:00 - Options Academy	Gym/FLC
4:30 - Clark Construction Group Job Opportunities	HH/FLC

Tuesday, May 3, 2011

10:00 – Deaf & Hard of Hearing Outreach Program	LL/FLC
1:00 – Options Academy	Gym/FLC
4:00 – Male Youth Project.....	Gym/FLC
6:00 –Taekwondo Class.....	RBC/FLC
6:30 – Senior Choir Rehearsal	Sanctuary
6:30 – Circle Leaders Council Meeting	HH/FLC
7:15 - Wallace Charles Smith Young Adult Ensemble Rehearsal	Choir Room

Wednesday, May 4, 2011

10:00 – Deaf & Hard of Hearing Outreach Program	LL/FLC
11:45 - Mid-Week Bible Study	Deacons' Room
1:00 – Senior Citizens Club Meeting.....	HH/FLC
4:00 – Male Youth Project.....	Gym/FLC
6:30 –Gospel Choir Rehearsal	Choir Room
6:30 – Financial Peace University	HHS/FLC
7:00 - Al-Anon Family Matters Meeting	COH/FLC

Thursday, May 5, 2011

10:00 – Deaf & Hard of Hearing Outreach Program	LL/FLC
10:00 – Needle Arts & Knitting.....	HH/FLC
4:00 – Male Youth Project.....	Gym/FLC
6:30 – Prayer & Praise Service	Sanctuary

Friday, May 6, 2011

1:00 - **Options Academy**..... Gym/FLC
6:00 – Children & Youth Bible Study..... HHS/FLC

Saturday, May 7, 2011

Clean Up Day – 8:00 a.m.

10:00 - Usher Bulletin Preparation LL/FLC

Sunday, May 8, 2011 – *Baptism*

Mother’s Day

DCCF Credit Union LL/FLC
Jonathan Sunday School Class..... Sanctuary/Balcony
Middle School ClassRBC/Gym
Elementary Class LL-A/FLC
Upper Elementary Class LL-Front/FLC
Nursery & Pre-K Classes LL-A&B/FLC
Senior High Class LL-Rear/FLC
Alpha Church School Class Gym/FLC
Caleb Church School Class Sanctuary/P Street Side-Rear
E.L. Harrison Church School Class COH/FLC
Ever Ready Church School Class Gym/FLC
Excelsior Church School Class Sanctuary/Center
Genesis Church School Class Library - Gym/FLC
John A. Miles Church School Class Library – Gym/FLC
Littlejohn Church School Class Gym/FLC
Silent Mission Church School Class Gym/FLC
Waldron/Gill Church School Class Gym/FLC
Walker Memorial Church School Class Gym/FLC
Young Adult Church School Class TF/FLC
Guest Hospitality (*Gideon Circle*)..... TF/FLC
New Members Workshop/Adults..... 216/FLC
New Members Workshop/Youth 208/FLC
Children & Youth Choir Rehearsal..... Choir Room
Hill Climbers Circle Meeting..... Racquetball Court
Mount Sinai Circle Meeting..... HHN/FLC
Ruth Circle Meeting..... Library/FLC

New Members Workshop

The Spring/Summer Session of the New Members Workshop will begin on **Sunday, May 8, 2011** at 9:30 a.m. (Room 216/Family Life Center). All new members are encouraged to attend. This includes youth new members also.

Discipleship News

Welcome New Members

- Anderson Gilmore – Fellowship Circle
- Arafa Speaks – Fellowship Circle
- Raskeki Kuykendall-Walker – Dorcas Circle

Baptism

Congratulations to the following persons who were baptized on Sunday, April 24, 2011:

- Alijah Nika Barber-Sunshine Youth Circle
- Zachariah Bryant – Sunshine Elementary Circle
- Grace Serene Salvant – Calvary Circle
- Yahri Shangi – Sunshine Elementary Circle
- Kishaya Nydea Wicks – Sunshine Elementary Circle
- Darryl Wise –Faith Circle

Condolences

Reverend Debra Lopez (Fellowship Circle) in the loss of her cousin, Margaret Reynolds; the family of Sylvia Larkins Turner-Jones (Dorcas Circle) and Thomasina McLeish (Fellowship Circle) in the loss of her cousin, Freeman Rodgers.

Circles Receiving New Members

- May 1Friendly Circle
- May 8Gideon Circle

Circles Serving Breakfast

- May 1Willing Workers Circle
- May 8Adah Circle

Ushers' Corner May

**For Training, call Charlotte Balton-Hicks
(301) 499-0628**

- Sunday, May 1 – Unit #5 Serves
10:00 a.m. Unity Service
- Thursday, May 5 – Unit #5 Serves
6:30 p.m. – Prayer & Praise Service – Bible Institute
- Sunday, May 8 –Unit #6 Serves
- Thursday, May 12 – Unit #6 Serves
6:30 p.m. – Prayer & Praise Service – Bible Institute
- Sunday, May 15 –Units #1/3 Serve
- Thursday, May 19 –Units #1/Serve
6:30 p.m. – Prayer & Praise Service – Bible Institute
- Sunday, May 22 –Unit #2 Serves
- Tuesday, May 24 – Usher Board Meeting
6:00 p.m. – Executive Board; 7:00 p.m. – General Board
- Thursday, May 26 – Unit #2 Serves
6:30 p.m. – Prayer & Praise Service - Bible Institute
- Sunday, May 29 – Unit #4 Serves

THE CIRCLE LEADERS COUNCIL

Needs You!!!

Any member interested in being trained to become a Circle Leader may contact Deaconess Reather Felton at 301 / 559-0812

Employment Opportunities

Please email any hiring opportunities to employopp@shilohbaptist.org.

Employment opportunities will be posted throughout Shiloh's communications.

*Ask, and it shall be given you; seek, and ye shall find, knock, and it shall be opened unto you: For every one that asketh receiveth; and he that seeketh findeth, and to him that knocketh it shall be opened.
Matthew 7:7, 8*

Thank You Notes

Dear Reverend Smith – On Sunday, April 10th, my wife and I were privileged to attend services at your Church, along with my cousin, General Muth and his wife Viola. As a lifelong practicing Catholic, a University of Notre Dame graduate, I have attended Catholic Mass in the Holy Land, in the Vatican, in Notre Dame Cathedral in Paris, in Australia, and in many of the most renowned churches in the United States and Europe. I have also attended non-Catholic services in other denominations for wakes, weddings, etc. Though it would be wrong to attempt to "rank" any of them, since after all, we all worship the same God, I clearly could concede that worshipping at Shiloh rates among the very best experiences I have ever encountered. Your congregation consists of genuinely warm friendly people, sincere in their worship, the music and choir are outstanding and the sermon was truly inspirational. In all honesty, I will never again hear the words of our Lord, "I AM, without recalling a most pleasant and inspirational visit to Shiloh. And as an afterthought, may we all remember why HE died and rose from the dead. Indeed, hopelessness is not the last word!!!

Marty and Patt Wehner

Shiloh, in welcoming President Obama and his family to Shiloh Baptist Church on Easter Sunday, words cannot express the debt of gratitude for the gargantuan efforts everyone exemplified in coming together as a team in such a short notice to put on an effort worthy of a Five Star Church performance. The church was notified on Tuesday, a logistics team at large was assembled on Thursday, and we were in full force at 4:00 a.m. Easter Sunday

<i>Deacon Kent Amos</i>	<i>Marlene Johnson</i>	<i>Willa Hall Smith</i>
<i>JoAnne Beasley</i>	<i>Rufus Locks</i>	<i>Charles Stoutamire</i>
<i>Minister Thomas Bowen</i>	<i>Reverend George Mensah</i>	<i>Thomas Dixon Tyler</i>
<i>Officer Kevin Brittingham</i>	<i>Mack Pascal</i>	<i>Michelle – Staff Driver</i>
<i>Deacon Richard Coleman</i>	<i>Joy Patterson</i>	<i>Libby, Kinney, Chiuita Security Staff</i>
<i>Tyrone Goodwin</i>	<i>Deacon Gregory Prioleau</i>	<i>Howard University (parking facility)</i>
<i>Jo Fisher-Hall</i>	<i>Deacon Warren Pyles</i>	
<i>Dr. Rochelle Hardy</i>	<i>Don Richardson</i>	
<i>Dr. Baron Harvey</i>	<i>Janice Smith</i>	

All the Shiloh members that volunteered during the day of the event.

God was truly present throughout Easter Sunday and ensuring it went without a hitch. Today was truly a great moment for Shiloh, which the church was at its best - one that many will never forget. To God be the glory for the great things he has done!

Thanks!

Gilbert Smith
Chair of the Trustee Board

I am so thankful for all the members of the Shiloh Baptist Church General Usher Board who came this past Easter Sunday willing and ready to serve. The turnout was overwhelming, far above what I had imagined. I commend each of you for your exemplary service and dedication to the work of the Lord. Although the circumstances were a little different this past Sunday, you came through with flying colors, and your efforts did not go unnoticed by me, our fellow church members, and guests. I extend an extra special thank you to those who were willing to serve in the overflow area and other non-prestigious areas. For that Sunday especially, I counted that as a sacrifice, for which I am most grateful. May God continue to bless and keep each of you. I love you all.

*Mack A. Paschal,
President, Shiloh Baptist Church General Usher Board*

To Pastor Smith, the Deacons and Deaconesses, Trustees, Fellowship Circle Silent Mission Circle and entire Shiloh Family, the family of the late Jerome Kellum wishes to thank you for your prayers, cards, monetary gifts, calls and condolences in our time of mourning. He lost his battle with cancer. He will truly be missed. God bless you all.

Reverend Debra Lopez and Family

Last Call to join the Shiloh Gospel Choir in Nassau Bahamas July 21-25, 2011!

There is room still for you! Church members and friends are invited to join the Shiloh Gospel Choir when they travel to Nassau Bahamas on July 21-25, 2011. Relax and enjoy a lovely vacation on the island of Nassau and then join the choir for Sunday worship services at Grant's Town Wesley Methodist Church.

The trip package cost starts at \$975 (based on double occupancy) including roundtrip airfare, hotel accommodations, meal plan, transfers, tour option, and more. Accommodations will be at the beautiful Wyndham Resort on Cable Beach. Children package rates are also available. A deposit of \$350 is required immediately to hold a reservation. Payment plans are flexible. Contact Otis Harris, Muriel Lewis, Aldith Coleman or Geormine Stanyard-Crawford for more information and payment. You may also mail and make payments to DeGeor Services, PO Box 26462 WDC 20001 and call 202.674.3613 for inquiries. Passports are required for travel.

Finance & Economic Development Ministry

It Pays to Serve Jesus

On Easter Sunday, April 24, 2011, I had the divine privilege to be awakened by our Lord and Savior Jesus Christ, to go to his house of worship in celebration of his resurrection, where he demonstrated his power of life over death.

Along, with being with the people of GOD, my church family, and in the presence of the Savior, much to my surprise the 44th President of the United States of America was present with his wife and daughters.

When the praising, praying and preaching was over and the President was leaving, he turned around and came directly to my pew, he spoke and shook the hands of one of our elder members, Mrs. Euna Smith, a visitor from South Carolina and then me (WOW). I said, "Good Morning Mr. President, I am so, so proud of you." And he said, "Thank you." He looked straight at me with that boyish smile. Just like I was his Mother. I was and still am excited and happy about that. It was a good thing to talk about with my children, grandchildren and friends.

I had the opportunity to put my hand in the hand of President Barack H. Obama and we smiled at each other. That is a blessing that I'll never forget and if God had not been in the plan, it would not have happened. Thank you Lord!

It Pays to Serve Jesus

Deaconess Jannie Campbell

HBCU Corner

SAVE THE DATE!!! June 25, 2011....*Sweet White Jazzy Night Affairs* underneath the stars on the roof top of the Family Life Center. Join the HBCU Council as we welcome the jazz ensemble COLLABORATION. Come dressed in your best summer white outfit, enjoy the delectable desserts and hors d'oeuvres and sit back and listen to the tunes of COLLABORATION, You are bound to have a wonderful time. Donation is \$40 and a portion of the proceeds will benefit our HBCU Scholarships!. Tickets will be available soon so please keep your eye out on the **Spirit** or One Body. Checks should be made payable to Shiloh Baptist Church (memo..SWJN Affair/HBCU) Please visit our web site at www.hbcucouncil.co

FINANCIAL PEACE UNIVERSITY

Immediately following today's Unity Service, there will be a 30 minute DVD preview of this course in Heritage Hall. You will be able to ask questions and register (you and your family). Everyone is welcome to join us.

Financial Peace University (FPU) will show you how to eliminate debt and start the process to build wealth for you and your family. FPU will show you how to live financially correct. Organizing your debt, developing an all-inclusive budget and giving like never before are just a few of FPU's goals. This 13 week course will start Wednesday, May 11th (6:30pm-8:30pm). Time is running out to register. If you are unable to join us today, contact David Hayes for more information. Leave a message on (888)210-8501 ext. 555 or send an email to dhayes@hoperei.com.

Share this information with members of your family and friends.

WILLS, TRUSTS AND ESTATE PLANNING SEMINAR

On Saturday, May 14th (10:00am – 1:00pm), The Finance & Economic Development Ministry will have subject matter experts in the gym to discuss the need and realities for your personal and family planning. Topics discussed will include:

- *The need for a medical directive and a power of attorney;*
- *The need for a will, living will and/or trust;*
- *The need for proper insurance;*
- *How to reduce or eliminate estate taxes;*
- *How to avoid probate;*
- *Understanding final preparations without emotions;*
- *Understanding the associated costs of the above and much more.*

This is an opportunity to become informed and address concerns that are often discussed too late. In everything we do, preparation is critical. Proper preparation of your personal and family matters is truly a blessing to one's family. Join the ministry on May 14th and invite family and friends to attend. Those interested should call and register at (888)210-8501 ext. 444.

2011 Pastoral Anniversary Celebration



LET GOD

Pastor Smith, I shall always remember your introduction to Shiloh by way of invitation and not by application. It was Divine Intervention that brought you to our attention and your response was simply, "It is in God's hand, where He leads me I will follow". Thank God He led you to us twenty years ago and we are still grateful for His mercy and guidance. You continue to proclaim the Gospel of Jesus Christ and through great challenges He has given you the strength to face them with dignity and integrity.

By your humble leadership we have seen and hopefully learned the true meaning of forgiveness. You continue to accept us as God's children and show your love for each one of us. Today, we recognize that love and want you to know that we love you and pray that God leads you to continue at this branch of Zion known as Shiloh Baptist Church for many years to come. Continue to spread the word of God and help us to understand the background and true meaning of the scriptures.

We also acknowledge the love and support of our gracious First Lady, G. Elaine who is always by your side and giving her support. Her dignity and warm smile is a compliment to us all. TO GOD Be THE GLORY!

Christine B. Clark, Trustee
Emeritus

Six-Word Memoirs

"...God's man endowed with His spirit."

Maudine R. Cooper

My prayers are forever going up.

Reverend Robert L. Felton

I love you Pastor, keep praying.

Donald Parks

A compassionate, peaceful man of God.

Lamont and Brenda Johnson

Prayer, Purposeful, Perseverance, Forgiving, Faith.

Gladys Myatt

A motivational orator with true graciousness.

Alonzo and Mary Grigsby

**Godly, Brilliant, Faithful, Caring, Perseverance,
Honest.**

Deacon Donald Jones

PATIENT

ADMIRABLE

SINCERE

THOUGHTFUL

OPENHEARTED

RESILIENT

Yvonne McGhee

Novella & the Dude

Last year on a lovely spring morning, I decided to dine alone at the Tuning Fork. On this particular day, I engaged in a conversation with a man I referred to as “dude.” Since he was waiting on his order I decided to engage him in a conversation, though I must admit I was doing most of the talking and he was listening. I can’t recall every topic; however, the spirit of the conversation was friendly, warm, and non-threatening. While conversing with this man, I found him kind of funny, he made me laugh and I was just comfortable with him to the point I hit and pushed him in fun.

Eventually, his order was ready and we said our good byes. As he was leaving an older lady entered the Tuning Fork and literally went “wild.” She started screaming with joy, and then she hugged him and kissed him on his cheek. Her actions got my attention and I was trying to figure out what she called him and why she was so excited to see him. I grabbed this dude’s shoulder and turned him around and asked him, “what is she calling you?” He answered, “Pastor Smith.”

Suddenly, I had flashbacks of the conversation, my actions and I realized I had just beat on a man of the “cloth,” not just some nice “dude” at all. At this time I got my whole act together and politely asked, “what Church are you the Pastor?” With that same smile that drew me to him, he said “Shiloh, see you Sunday.”

Needless to say, the next Sunday I was in Shiloh. I am proud to say that on April 18, 2010, I became a member of Shiloh Baptist Church of Washington, DC. I am so glad that God allowed me to meet up with that “dude.” I firmly believe that it was a ‘divine’ appointment.

Novella Percy



EVENT CENTER OPENED FOR BUSINESS

Don’t forget to stop by the Event Center after the Worship Service today. At the Center, you will discover the friendly faces of a few Pastoral Anniversary Committee (PAC) members who are standing by to assist you with your requirements. PAC members are providing a one-stop shopping opportunity. You can take care of three things at one time.

Gala tickets – Shiloh members and friends are making deposits for a ticket or a table. A few Circles are requesting tables as well. Members, Circles, and other Ministries, if you think you will need a table, stop by as soon as you can to make the arrangement with a PAC member.

Patrons – if you want your name listed in the souvenir journal, you will only need \$2, \$20, or \$200. So come on around and sign up today. You can’t beat the price!

Greetings and ads – stop by the Center and pick up information to provide your greeting or ad. Remember that Shiloh members will receive a discount if ads and greetings are purchased by May 25. Partner with other members, Circles, and groups for a greeting.

Your ad or greeting can be in color and should be camera-ready. If you hand-write your greeting or ad, we will have someone to provide you with a draft to review. Your logos must be in .esp, jpeg, or tiff format.

Provide your ad or greeting, with your check, to a PAC member or leave it in an envelope marked **PAC** in the mailbox labeled “P” at the Security Desk (Family Life Center lobby). You can also email your ad/greeting to pac20@shilohbaptist.org and give your check to a PAC member at the Event Center.

LOOKING FOR A FEW GOOD... Stories, Reflections, and Memoirs

Story - Share your fondest experience about Pastor Smith in no more than two paragraphs.

Reflection - What are some of the “*firsts*” that you recall under Pastor Smith?

Memoir – Describe Pastor Smith’s 20-year journey at Shiloh as a six-word memoir. *Punctuation marks and special characters do not count.*

Leave your documents marked **PAC** in the mailbox labeled “P” at the Security Desk (lobby of the Family Life Center) email to pac20@shilohbaptist.org.

PAC May Meetings

Date: May 9 and May 23, 2011

Time: 6:30 p.m.

Venue: Howard University, School of Dentistry
600 W Street, NW



A SUMMARY OF CHAPTERS 7-8

The Five Star Church: Serving God and His People with Excellence

NOTE: Select quotes and passages from the book are presented. Those highlighted represent main points or areas of special interest particularly important for Shiloh leaders to understand or consider.

Chapter Seven - The Secret Church Shopper

To see some significant improvements at church, especially in quality improvement process, small groups need to talk about how they can do things better. The church needs to be striving to raise the bar on quality.

First impressions are huge for people stepping into a church for the first time. If they don't come back, they will rarely tell you why. If a family does return a few times, they will often forget the things that bugged them at first.

The church needs to find a shopper who fits the profile of the type of person we're trying to attract. Since our goal is to attract the unchurched, we will want to find someone outside of our church but who reflects the spiritual and social demographics of our target market. For example, if you want to know how we're doing in our nursery, we need to find a shopper who has an infant or toddler and have that mother actually use the nursery. We want feedback on the nursery staff, cleanliness, security system, etc.

It would seem that the secret shopper idea would work best if done periodically, so we could look for trends. You can also measure improvements by having a secret shopper come in after you've made changes in a ministry.

Every time you have a visitor who lives within driving distance, you are being shopped. They are looking at your architecture, décor, rest rooms, classrooms and sanctuary.

You may want to get feedback on adult, youth or children's classes – even a midweek service.

Chapter Eight - Evaluation and Measurement

If we built the finest pipe organ and hired the best musician to play it, would that make more people come to our church in droves?

How do you use the survey results from visitors? We look for trends. Then we meet with staff and brainstorm. We'll often send copies to various departments. Another way to get feedback is to provide **suggestion boxes**.

Naturally, in a church you are not going to please everyone. **But it would help a lot if you could find out whether the person fits the profile of someone you're trying to target.**

On a quarterly basis in the church, you would do a worship-folder survey highlighting certain areas of the ministry that you want to assess. Allow some open-ended questions for people to give miscellaneous feedback. Tabulate the results into a single document and have the ministry directors and supervision team read the results.

This is basically a low-budget approach to **market research** that goes on constantly in large corporations. A more elaborate vehicle is **focus groups, where you invite a group of people who are current or potential church members and provide a place for four to eight people to provide face-to-face comments. You can learn a lot around a dessert table in someone's home. (Circle meetings)**

Focus groups may be in conjunction with the launch of a new service or ministry, or it can be simply to discuss how various ministry consumers are perceiving the church.

The church could pass out feedback sheets/surveys at the end of a class, seminar or workshop and have it turned in anonymously. "In the example of an adult class, we could ask two or three questions about the teacher and his effectiveness, two or three questions on the lesson, and maybe a few questions about things like sound, seating, length, etc. If we begin creating a **continuous quality-improvement culture**, people will get used to this.

Whenever someone who has been active gets up and leaves, you have an excellent opportunity to find out why. The reasons may be theological, stylistic, personal or something else. The bottom line is that you need to know. If the pastoral staff doesn't gather the information, then get someone who will. Get the facts. Avoid the rumors that abound when people leave. This will help you know how to avoid losing people who might have been offended by a staff member, or who did not feel their child was receiving quality care, or who were tired of fighting for a parking place, or who did not relate to the style of worship music.

1. Ministries, Church Attendance and Finances – Are we growing? How does our monthly average this year compare with the monthly average last year? The last five years? What are the trends? How are the individual services, programs and ministries doing in attendance? How we track small groups and Sunday School classes to see what percentage of our regular attendees are in smaller group environment? How do the finances compare now as previously? How many new regular givers have emerged? What is the average gift amount?

The goal is not to get overly concerned with short-term changes, as much as trends.

2. First-Time Attendees and Guests - Some studies show that after a person has visited for the third time, there is a 90 percent chance the person will remain for some length of time. Early impressions are vital for continued growth. Questions we need to ask are: what feedback do we want, how will we get them to fill out surveys, how can we get them to leave their names, addresses, and email to follow-up with such as request?

Consider a free magazine, restaurant certificate, book or CD for those filling out a communication card. Use newcomer feedback to learn how people found out about the church, one thing they really liked or one idea to make your church even better. A short, simple feedback card (self-addressed and postage paid) makes feedback gathering nonthreatening.

3. Quarterly Surveys Targeting Certain Ministries – A survey measures opinions. Surveys can be done through the website or email. Provide one or two open-ended questions to let the respondent's voice their opinions.

4. Suggestion Boxes – Suggestion boxes communicate that feedback is important to the church. It is helpful to keep the box equipped with paper, pencils and pens. It is important to periodically remind team member to encourage ministry customers to share their ideas. When a suggestion box is nearby, the staff member can suggest that the person write down the idea so that “we can give it the quality attention it deserves, since we are busy trying to serve others right now.”

5. Exit Interviews – The people you want to pursue are those who seem to fit your target group. Once a person is MIA, contact can be made in the context of wondering why the person was active and then inactive. You'll find that some people will return to church because they sense that someone cared, that they were missed, and maybe just needed a little loving nudge. The contact needs to be nonthreatening and with an attitude that says, “We really want to do better in serving people. Could you please help by telling us why you did not find the ministry of our church fulfilling enough to stay?” Naturally, there is a window of time in which an exit interview should be conducted. **Anything less than a month is too soon.** The survey/interview should ask: How long did you attend our church? Have you found another church home? What do you like best about your new church? Would you cite a specific reason why you left our church?

Exit interviews can also help disarm people who have had a negative experience and did not feel that anyone cared. **Studies show that people who have a good experience will tell one to three others. When people have a bad experience, they tell 7 to 12 other people.** Exit interviews can help diminish the amount of negative advertising that goes on amount those who have had a negative experience.



CLEAN-UP DAY LISTINGS

MAY 7, 2011 - 8:00 AM

Clean-up Day is scheduled for Saturday, May 7, 2011 starting at 8AM. We have attached a listing of the targeted areas for this day and request all volunteers sign up for the areas where they will be participating. Sign up TODAY in Heritage Hall. It is important that we organize this effort to obtain the best possible result. All volunteers will be asked to bring the tools they will be using that day (example: landscapers provide shears, painters provide roller, and pan etc.). Your team captain will be the point of contact for that area and will provide specific information in order that work will commence immediately at 8:00 a.m.

CLEAN UP DAY CAPTAINS

There will be a meeting of all the clean up day captains on Tuesday May 3 at 6:30 p.m. in the Lower Level of the Family Life Center to discuss the final plans for clean up day to be held on May 7, 2011

Area of Responsibility	Team Captain
<i>Exterior of Building</i>	
9th Street Exterior	George Hardy/Linda Winfrey
P Street Exterior	Warren Pyles
Rear of Complex	Felix Cummings
<i>Family Life Center</i>	
Chapel of Hope	Ralph Lee
Library/Sky Box	Anita Hairston
Computer Room	Leslie Peterson
Children's Day Care	Joy Peterson
Gymnasium	Gerard Bingham
Family Life Center Lobby	Earnestine Smart
Heritage Hall	Rochelle Hardy
Kitchen	Charles Randolph/Patricia Cherry
Tuning Fork	Muriel Lewis
Lower Level (Credit Union Lending Machine Area)	Ramon Acosta
Meeting Room (Lower Level)	Gilbert Smith
Fitness Center (Lower Level)	Tyrone Davis

Sanctuary

Narthex (first and second levels)	Rita Bibbs-Booth
Sanctuary (street level)	Julia Manns
Sanctuary (balcony)	Zelma Coleman
Lobby Display Case Area (Lower Level)	Roland Edwards
Finance Room/Hall	Charles Lowery
Ushers'/Deacons' Room	Charles Hall/Mack Pascal
Choir Room	Thomas Tyler
Baptismal Rooms (Sanctuary)/Laundry/Deaconess Communion Room	Lavinia Odejimi (Deaconesses Only)

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of

Mattie Pegues Hayes

Mother of Tina Winestock

Evangelism Ministry
\$105.00

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of

Carolyn M. Harris

Dr. Carolyn D. Jones
\$500.00





Spring Revival

Reviving Mind, Body and Spirit

**Reverend Jacqueline Thompson – Guest
Revivalist**

**Assistant Pastor – Allen Temple Baptist Church
Oakland, California**

Sunday, May 22 – Tuesday May 24, 2011

Musical Guest (Monday & Tuesday)

Willie Blount

Gospel Jazz Brunch

Caribbean Cuisine

Sunday, May 22, 2011

2:00 p.m.

Heritage Hall

Todd Ledbetter, Saxophonist

Curtis Byrd, Guest Chef



Tickets (\$25.00) available today at the Event Center

