



Pontiac Area Vicariate Service Operations Committee Charter

Name: PAV Service Operations Committee

Mission: Provide stewardship oversight of the Vicariate's operational services to assure the appropriate continued support of the Vicariate and continued benefit to the constituents.

Meeting Frequency:

As required

Deliverables/Decisions:

1. Maintain profiles and metrics for all service operations
2. Report service operations metrics quarterly to the VPC
3. Recommend annual service operations budgets to the VPC
4. Recommend annual service operations modifications/updates to the VPC

Membership:

Dale Youngpeter – VPC & Committee Chairperson

TBD – VPC (John Schmidt has stepped down due to prior commitments – Looking for a replacement VPC volunteer)

Jerry Dywasuk / Steve Lawless – VPC

Mark Joyce – VPC (Service Operations Vice Chair for Pastoral Care)

Nancy Mason Bordley - ACTS

Barbara Williams - CCRT

TBD - Genesis (Rakhi McCormick, was Rakhi Roy has a new assignment at the AoD).

Kathy Galbraith - Youth Ministries (Chris Kozlowski and Kathy has switched responsibilities)

Paul Borucki - Vision 2000

TBD – Pastoral Care (Alex Jablonowski has stepped down).

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Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile

Service: A Call to Serve (ACTS)

Mission: Provide lay minister training for voluntary service, throughout the vicariate. The training is to provide a strong foundation in Theology and information on the Who, What and How of Parish Ministry.

Meeting Frequency:

Course Preparation: Ad Hoc Meeting - Monthly (September to June)

Course Execution: Twice per year – (2009-10) **January 16, 2009** and April ??, 2010

Metrics - Period 09/01/06 to 12/30/09:

Number of lay ministers trained: Approximately 157 (Parish Services maintains a database)

Number of Training Sessions to Date : 6

Number of Sessions per year: 2

Candidates per session: Typically 25 to 30 (Ideal Size is 30 to 40)

Candidates per Parish: Varies widely

Candidates per ministry: Liturgical / Pastoral Care / Parish Leadership (Prefer equal split)

Candidate feedback survey's: Reviewed and Implemented by Ad Hoc Committee

Cost per student: \$0 to \$10.00 (amount dependant on Parish Fee passed onto Participant)

Budget – 07/01/09 to 06/30/10:

\$7,000 from PAV (Parish Services Fee, Stipends for Ad Hoc Committee Meetings and Training Course Facilitator Fees)

Staff

Nancy Mason Bordley - Director

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Service Operation / Ministry Profile – Additional Information

Service: A Call to Serve (ACTS)

Needs from the PAV:

Continued Budget Allocation similar to 2009/2010 Budget.

PAV Marketing Assistance Plan to boost awareness (promote and get the word out) and maximize session attendance (2010-11 PAV Objective?).

PMA to provide two members to the Ad Hoc Committee to replace Sr. Mary Ann Dixon, OP and Santiago Fernandez.

Details on ACTS Course:

All Course Sessions cover the same content (Initial Session was in September 2006).

Training Session is 6 hours in length (Most successful format has been a Saturday presentation from 9am to 3pm).

A Session requires a staff of three facilitators (a staff is required for each 40 Candidates).

Course Summary (Three Parts to the Training):

Who is Called to Ministry – All individuals are called by our Baptism (Experience own sense of call).

What is the Call to Ministry – Scripture Passages and Church Teachings (Vatican II).

How – Choose of one of three Acts to Serve of Parish Life (The other Acts to Serve may be taken at future sessions, free of charge).

- 1) Liturgical Ministry – Eucharistic Minister, Lecturer, Usher, etc.
- 2) Pastoral Care – Eucharist to Homebound, Visits to Sick and Nursing Homes, etc.
- 3) Parish Leadership – Hands on how to facilitate and lead a meeting.

After the ACTS Course:

The Parish Pastor is notified to Commission the Candidate to Parish Service.

A Candidate Report is sent to the PAV on all who completed the Session.

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Service Operation / Ministry Profile – Additional Information (continued)

Service: A Call to Serve (ACTS)

ACTS Course Additional Information:

The Ad Hoc Committee reviews all feedback. Outstanding ratings have been received on past Candidate Feedback. Negative Feedback has led to many program improvements.

Course Syllabus and Candidate Journal: Supplied by Parish Services (Contract Company run by Nancy Mason Bordley). The hope is to have them published by a Publishing Company.

Religious Education Training is not included due to the availability of AoD training.

Candidate Journals are available in English and Spanish.

Most past Candidates were from St. John Fisher, St. Irenaeus, St. Benedict and St. Joseph. Host Parish supplies the meals to the Candidates and Facilitators.

Candidates from outside the PAV pay \$30 (typically 2 to 3 Candidates) – of that \$10 goes for the Journal and \$20 goes to the Host Parish to offset their expenses.

Advertisement: Brochures have been sent to Judy Gordon and Parishes to be uploaded to Websites. Articles have been sent to Parish Bulletin Coordinators and Formal Invitations were sent to the Directors of Religious Education to personally hand out. Also, endorsements for past Parish Candidates have been included in the literature.

ACTS Facilitators:

Nancy Mason Bordley - Also serves as Director of Worship / Pastoral Care for St. John Fisher
Nancy Clancy, John Griffith, Kathy Hasty and Father Jerry Brzezinski

Budget Structure

Parish Services provided a yearly written Services Proposal to Father Jerry Brzezinski.
PAV Business Manager, Paul Borucki, receives all incoming income and issues all checks.

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Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile

Service: Catholic Community Response Team (CCRT)

Mission: Provide direct referral and support services to those in crisis with urgent, unmet needs. Also, provide a bridge between those in crisis and volunteers wanting to live out their faith through the works of charity and justice.

Meeting Frequency:

“Standard” work day operation

Yearly presentation to AoD

Metrics (Requests / Met) - Period 01/01/09 to 10/31/09:

2414/2106	Total Needs	100	Calls per week
797/709	Food Orders	91/62	Utility Support
11/9	Medical Needs	15/10	Transportation
179/162	Referral	149/78	Rent Assist
131/131	Household Goods	495/456	Clothing
73/61	Identification Documents	50/48	Job Information
378/347	Personal Grooming Packs	12/12	Eyeglasses
23/21	Safe-Link Phones		

Budget – 07/01/09 to 06/30/10:

\$30,500 (\$10,000 PAV, \$20,500 AoD grant)

Note: 2010/2011 AoD Grant Request is in Process.

Staff

Barbara Williams – Director

Suzanne Kimmerly – Assistant Director



Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile – Additional Information

Service: Catholic Community Response Team (CCRT)

Needs from the PAV:

Increased Budget Allocation from 2009/2010 Budget.

PAV Marketing Assistance Plan to boost awareness of Charity work done and promote charitable giving (2010-11 PAV Objective?).

Need help to research Grants and other sources of funding (find out what other vicariates do to increase funding).

Details on CCRT:

The clients are poverty entrenched (the poorest of the poor).

CCRT operates 10:00 am to 3:00 pm Monday through Friday (24 Hour Answering Machine).

CCRT is the only Emergency Needs provider in the building.

Catholic Social Services is now located on Franklin Street in Pontiac.

Client visits are by appointment only (one week wait, but handle emergencies immediately).

Facilities (Rooms, Phone, Internet and Copy Services) are rented from Catholic Social Services (\$4000 per year).

Some Volunteers work directly with the clients (Also, do data entry / pick-up the food donations).

College Interns work directly with clients (for their college program experiences).

Ladies of Charity (St .Hugo of the Hills) provides once a week food donations (once per month per person) and up to nine Clothing / Household Goods per week to be picked-up by CCRT.

Servant's Entrance provides monthly contributions of \$900 per month. Other money is received from Partners and Grants.

Team Charity has terminated operations (previously contributed \$9,000 per year).

St. Vincent DePaul's of Troy no longer provides free services.

Lenscrafters eliminated the 2 free pairs of eyeglasses per month program (now charge \$50/pair).

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Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile – Additional Information (continued)

Service: Catholic Community Response Team (CCRT)

CCRT Course Additional Information:

CCRT started operation in 2004.

All phone calls are logged.

All appointments and client information are logged into a Michigan State Housing Development Authority website program called ServicePoint (1600 per year). The amount of information entered on the specific clients needs met is limited by the available data entry resources (need more data entry volunteers).

All donated money by individuals, goes directly toward client needs.

CCRT tries to fill 100% of the food requests.

Pat Schimpke has volunteered for over 4 years.

Budget Structure

Two people are each paid for 15 Hours per week (both work on Tuesday).

Approximately \$2000 per month (in addition to food and household goods) is provided to clients per month (\$1000 CCRT Budget and \$1000 per month other outside donations).

PAV Business Manager, Paul Borucki, receives all incoming income, issues all checks (via Check Requests) and completes all tax forms.

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Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile

Service: Youth Ministries

Mission: Bring together the Youth Ministries of our Vicariate and unify them as a team. Also, share the vision and mission of our area church, with our young people.

Meeting Frequency:

Monthly Youth Ministers Meeting

Metrics - Period 12/01/08 to 11/30/09:

6	Events per year
6	Staff participation
12	Youth Minister Meetings
7	Parishes served
3	Parishes that have completed "Called To Serve" (AoD facilitated Youth Protection) program.

Budget – 07/01/09 to 06/30/10:

\$2,500 from PAV

Staff

Kathy Galbraith – Chair (St. Joseph)

Chris Kozlowski – Budget / Finances (St. Mary's of the Hills)

Ann Meyers – Area Representative for information from AoD (Sacred Heart)

Melanie Avila – Communications / Emails (St. Irenaeus)

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Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile – Additional Information

Service: Youth Ministries

Needs from the PAV:

Continued Budget Allocation similar to 2009/2010 Budget.

PAV Marketing Assistance Plan to boost awareness to all PAV Parishes (promote and get the word out) and maximize Event attendance (2010-11 PAV Objective?).

Create and Maintain a Youth Ministries Calendar / Schedule on a Website.

Have PAV Business Manager explain Financial Planning Process and Uses.

Details on Youth Ministries:

The Youth Ministries Group was formed in 2006.

The Youth Ministries is not intended to provide collaboration in weekly Parish Youth Ministry Meetings, but collaboration on Events, Dances, Trips and Service Projects (attract larger number of youths than could be done by a single Parish).

Parish Youth Ministers have to coordinate fewer major events each year.

Monthly Youth Ministers Meeting are held at 11:00 am. May need to move the meeting to night time to get more Adult Minister participation.

The yearly calendar planning is held at the May Youth Ministers Meeting. For 2010/2011 Budget, need to figure out what financial resources are needed and how to share.

Sacred Heart, St. Irenaeus, St. Andrew, Christ the Redeemer, St. Joseph and St. Mary's of the Hills are current active. St. Benedicts has been active in the past.

St. Lawrence (Utica – Out of PAV) is an active participant. St. Lawrence hosts a yearly Lock-in.

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Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile – Additional Information (continued)

Service: Youth Ministries

Youth Ministries Additional Information:

Youth Ministry Trailer status – Trailer has been purchased from the PAV budget. There was four main Parish Youth Ministry Groups that had a significant need for the trailer. A trailer is mainly required to secure equipment on Jobsites, during each of the Parish week long Summer Service Work Projects and to haul camping equipment and participant goods on trips. One of these Parishes, St. Irenaeus, also purchased their own Youth Ministry Trailer. St. Mary's of the Hills has agreed to be the title holder, provide the insurance on the trailer (whenever it is stationed) and provide storage space when not in use.

Budget Structure

Youth Ministries subscribe to the “Youth Ministry Access” Website. Subscription Fee is due in January.

Budget subsidizes Speakers (Youth / Parent Relationships) expenses. Also, try to coordinate speaker expenses with other Vicariates.

PAV Business Manager, Paul Borucki, receives all incoming income and issues all checks.

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Service Operation / Ministry Profile

Service: Genesis Ministries

Mission: Support and participate in the Oakland County Wide Genesis Ministries, i.e. to reach single and married young adults between 18 – 35 years old, in the 59 parishes in Oakland county of the AoD by collaborating with existing programs at campus and parish levels and provide a foundation for future growth to address young adults’ unique and spiritual and social needs.

Meeting Frequency:

“Standard” work day operation.

Leadership Board (Vicariate Pastoral Leaders and Vicariate Leadership) meets quarterly.
AoD Young Adult Ministries Regional Directors meet monthly.

Metrics - Period 12/01/08 to 11/30/09:

2	Diocesan Events per year (A Conference and a Symposium)
4	Retreats per year (Fusion/SJF) [plan is to provide 2-3 more]
20-30	Standard “events” per month [hosted by various young adults]
11	Young Adult (Fusion) Masses per year (none in July)
7	PAV Parishes actively involved [through Fusion]
7	Active Young Adult “groups” [in Oakland County]
350	Young Adults Served through email and ministry contact
2000	Young Adults / Leader E-mail Addresses throughout Oakland County

Budget – 07/01/09 to 06/30/10:

\$25,000 (\$10,000 PAV – 2009/2010)

Staff

TBD – Director



Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile – Additional Information

Service: Genesis Ministries

Needs from the PAV:

Desire increased Budget Allocation from 2009/2010 Budget.

Retreats need additional PAV financial support for non-OU Young Adults (OU pays \$85 of the \$125 fee for their students).

PAV Marketing Assistance Plan to boost awareness at a Parish Level (2010-11 PAV Objective?).

Participation of Pontiac Churches – Language and Culture creates issues and barriers.

Details on Genesis Ministries:

Primary Genesis Ministries Focus is to grow Community.

The PAV Young Adult Ministries Group in Genesis Ministries is called Fusion.

Genesis Ministries provides services to Fusion.

Genesis Ministries maintains a calendar on their website.

The Fusion calendar is hosted on OUCampusMinistry.com

Monthly Newsletters are sent to each PAV Parish. Do these get published in the Parish Bulletins? These will now be also sent to the PAV members.

Weekly E-mails are sent to the active members.

Have a site on Facebook and Myspace.

Retreats are used to identify new leaders. OU conducts 2 retreats per year and 2 retreats are held at the Colombiere Center.

Genesis Ministries was started in 2003 (Fusion was already in existence).

Joined the Charis Ministries (Jesuit Priests in Chicago). Detroit and Chicago are in the same Jesuit Province. Hope to have future joint retreats and events.

Catholic Parishes, Schools,
Agencies and Institutions
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Auburn Hills
St. Andrew, Rochester
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St. Joseph, Lake Orion
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Holy Family Regional School,
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Notre Dame Preparatory School and
Marist Academy
Notre Dame Preparatory,
Upper division
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Genesis Young Adults
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Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile – Additional Information (continued)

Service: Genesis Ministries

Genesis Ministries Additional Information:

Fusion Coffee and Conversation – 2nd and 4th Tuesdays at Caribou Coffee (Rochester Hills).
Student feedback survey's are received from the Retreats and Symposiums.

St. Mary's of the Hills has a Bible Study Group run by the Fusion Leader.

St. Joseph is starting a Young Adult Group (Single and in early 20's) that is part of Fusion.

Babysitting personnel have received youth protection training (Protecting Gods Children).

Budget Structure

Genesis Ministries is supported by the AoD and the five Vicariates it serves.

Director's salary is paid by AoD.

Expense for eleven Young Adult Masses - \$2750/year.

Would like to restart the Catholic Scholarship Program (Awards \$750 if the Catholic Program is completed).

PAV Business Manager, Paul Borucki, receives all incoming income and issues all checks.

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Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile

Service: Vision 2000 Campaign for Catholic Schools

Mission: Prepare, supervise and manage finances of the Vision 2000 Campaign.

Meeting Frequency:

<u>Who</u>	<u>When</u>	<u>What</u>
Vicar	Monthly	Monthly Report for Campaign
Vicariate Finance Committee	Quarterly	Quarterly Reports for Campaign
Vicariate Pastoral Council	Yearly	Annual Report for Campaign

Metrics - Period 07/01/09 to 06/30/10:

\$ 84,100	Campaign's Actual Income 2009-10
\$ 4,858	Campaign's Actual Expenses 2009-10
\$ 79,242	Campaign's Actual Cash Flow 2009-10

Budget – 07/01/09 to 06/30/10:

\$645,062 from PAV parishes/schools sent directly to the AOD from PAV

Staff

Paul Borucki – PAV Business Manager
 Judy Gordon – Administrative Assistant

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Pontiac Area Vicariate Service Operations Committee Charter

Service Operation / Ministry Profile – Additional Information

Service: Vision 2000 Campaign for Catholic Schools

Needs from the PAV:

Continued Budget Allocation similar to 2009/2010 Budget.

Details on Vision 2000:

\$20 million Bond for the Catholic Schools ends in 2020.

Phase I – only \$10 million of the \$20 million total was pledged.

Phase II – to pay off the remaining \$10 million of the Bond Debt. Payments are collected monthly and saved to an individual account, for each Parish.

Christ the Redeemer and St. Joseph (Lake Orion) only make Phase I payments (direct payments to Vision 2000).

St. Paul Albanian does not participate in either Phase I or Phase II.

The Yearly Bond payment is due in August.

AoD pays any yearly bond short fall (AoD has agreed to pay up to \$2 million of the bond debt).

Budget Structure

PAV Business Manager, Paul Borucki, receives all incoming Phase II income and issues all checks.

Administrative Assistant, Judy Gordon handles all Donor detail records.

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Pontiac Area Vicariate Service Operations Committee Charter

To Be Completed in 2010

Service Operation / Ministry Profile

Service: Pastoral Care Ministries

Mission: Develop a vicariate-wide approach to pastoral care in light of declining availability of ordained ministers and to develop better communications among Parishes.

Meeting Frequency:

<u>Who</u>	<u>When</u>	<u>What</u>
Vicar	Monthly	Monthly Report
Vicariate Finance Committee	Quarterly	Quarterly Reports
Vicariate Pastoral Council	Yearly	Annual Report

Metrics - Period 01/01/10 to 01/01/10:

?	People Helped ?
?	Hospitals Served ?
?	Parishes Served ?

Budget – 07/01/09 to 06/30/10:

\$2000 from PAV (additional \$15,617 for Crittenton Hospital Chaplaincy from PAV)

Staff

TBD – Chairman (Deacon Alex Jablonowski has stepped down from the Pastoral Committee assignment. His replacement has not yet been determined.)

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Pontiac Area Vicariate Service Operations Committee Charter

To Be Completed in 2010

Service Operation / Ministry Profile – Additional Information

Service: Pastoral Care Ministries

Needs from the PAV:

Continued Budget Allocation similar to 2009/2010 Budget.

Details on Pastoral Care Ministries:

Pastoral Care Objectives, Plans and Goals are complete, but the Vicariate Priests have yet to officially visit this item. The Priests are generally supportive, due to their ministry duties and the opportunities provided.

There is a plan to rollout the PAV Pastoral Care Ministry Program to the other Vicariates.

The following are the Suggested Metrics and Update Schedule:

Chaplain's visits and provided sacraments/services

(Example data - 34 visits with 5 Anointing of the Sick)

Count the Anointing of the Sick parish services per quarter and the estimated attendance

Validate/update & publish the schedule quarterly (In Newsletter and on PAV Website -

<http://www.pontiacareavicariate.org/pastoralcare/schedule.htm>)

Conduct Yearly Health Care provider orientation

Conduct Yearly Pamphlet Reviews. Current Pamphlet is available at:

<http://www.pontiacareavicariate.org/pastoralcare/PAVpastoral%20carebrochure.pdf>

Yearly Parish map/contact info refresh (needs update to St. Damien Parish in Pontiac – Note: a map of Hospitals and Parish Borders is on the Pamphlet). Also see:

http://www.pontiacareavicariate.org/pastoralcare/pc_directory.htm

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Pontiac Area Vicariate Service Operations Committee Charter

To Be Completed in 2010

Service Operation / Ministry Profile – Additional Information

Service: Pastoral Care Ministries

Details on Pastoral Care Ministries (Suggested Metrics and Updates Continued):

Number of Emergency / Unscheduled Anointing of the Sick requests

Note: See the PAV Website <http://www.pontiacarevicariate.org/> and Click on "Anointing of the Sick" on the Left hand side for additional information on PAV Anointing of the Sick Pastoral Care (the following items are available):

- [Frequently Asked Questions](#)
- [Currently Scheduled Anointings](#)
- [Pastoral Letter on Ministry to the Sick - September 2009](#)
- [Pastoral Care Brochure \(pdf\)](#)
- [How to obtain the Sacrament of the Anointing of the Sick](#)
- [Patient Information Card](#)
- [Additional Online Resources](#)

2009/2010 PAV Goals and Objectivities (Includes Pastoral Care)

<http://www.pontiacarevicariate.org/vpc/documents/200910/pav%20objectives%202009-2010%209-15-2009.pdf>

A Pastoral Care Objective was for a Pastoral Care Presentation by the Service Operation Committee to the Vicariate Pastoral Council on January 25, 2010. With all the changes, the PAV has agreed to reschedule this objective.

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Pontiac Area Vicariate Service Operations Committee Charter

To Be Completed in 2010

Service Operation / Ministry Profile – Additional Information

Service: Pastoral Care Ministries

Details on Pastoral Care Ministries (Continued):

Additional Pastoral Care Objectives / Past Presentations are as follows (Note: There may be other information available):

May 18, 2009 VPC Meeting Notes (Alex Jablonowski Report):

<http://www.pontiacarevicariate.org/vpc/VPCMinutes/200809/2008-09%20VPC%20minutes%2005-18.pdf>

Pastoral Care of the Sick Articles from the PAV/VPC Website:

<http://www.pontiacarevicariate.org/vpc/vpchome.htm>

Pastoral Care of the Sick Survey of professionals - October 2006

Pastoral Care of the Sick Implementation Committee Objectives - Dec 2006

Pastoral Care of the Sick Individual Survey results - February 2008

Pastoral Care Objectives from the PAV/VPC:

2008-9 PAV Pastoral Care Ad Hoc Committee.ppt – See Slides 20 to 29

Pastoral Care Plan Processes.xlsx – See Slides 30 to 45

Budget Structure

PAV Business Manager, Paul Borucki, receives all incoming income and issues all checks.

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PAV Pastoral Care Ad Hoc Committee Plan – November 18, 2008

Purposes

- Communicate the progress of the current initiative underway to define, document and deploy a comprehensive Pastoral Care of the Sick program within the Pontiac Area Vicariate
- Solicit support for this initiative and request feedback / input
- Secure commitment to support a 24/7/365 emergency schedule

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PAV Pastoral Care Ad Hoc Committee Plan – November 18, 2008

Agenda

- Describe how the following programs will manage the Non-Emergency Service Requests
 - Standard Chaplain Anointing
 - Standard Health Care Service Provider Responses
 - Regular Parish Programs (Anointing, Viaticum & Visits)
 - Vicariate Coordinated Parish Program Communication
- Describe how real Emergency Service Requests will be managed
 - Request Answering Service
 - 24/7/365 Clergy Scheduled Support
- Review a Strawman Schedule

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PAV Pastoral Care Ad Hoc Committee Plan – November 18, 2008

Service Requests - Non-Emergency & Emergency

- Describe how the following programs will manage the Non-Emergency service requests
 - Standard Chaplain Anointing (Jan 2009)
 - Chaplains offer Anointing with every visit
 - Chaplains clearly identify/record who has received Anointing

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PAV Pastoral Care Ad Hoc Committee Plan – November 18, 2008

Service Requests - Non-Emergency & Emergency

- Describe how the following programs will manage the Non-Emergency service requests
 - Standard Chaplain Anointing *(Jan 2009)*
 - Standard Health Care Service Provider Responses *(Jan 2009)*
 - Staff Orientation so all patient requests are processed
 - Program Literature & Brochures
 - Call Center Access

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PAV Pastoral Care Ad Hoc Committee Plan – November 18, 2008

Service Requests - Non-Emergency & Emergency

- Describe how the following programs will manage the Non-Emergency service requests
 - Standard Chaplain Anointing *(Jan 2009)*
 - Standard Health Care Service Provider Responses *(Jan 2009)*
 - Regular Parish Programs (Anointing, Viaticum & Visits) *(Jan 2009)*
 - Regular Annual Anointing Schedules & Practices
 - Parish Minister Program Orientation
 - Program Literature & Brochures
 - Call Center Access
 - Parishioner Formation

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PAV Pastoral Care Ad Hoc Committee Plan – November 18, 2008

Service Requests - Non-Emergency & Emergency

- Describe how the following programs will manage the Non-Emergency service requests
 - Standard Chaplain Anointing *(Jan 2009)*
 - Standard Health Care Service Provider Responses *(Jan 2009)*
 - Regular Parish Programs (Anointing, Viaticum & Visits) *(Jan 2009)*
 - Vicariate Coordinated Parish Program Communication *(Jan 2009)*
 - Vicariate Supported Coordinator
 - Program Literature & Brochures
 - Vicariate Website Updates
 - Vicariate Newsletter Communications
 - Call Center Support
 - Coordinate Anointing Schedule
 - Coordinated Pastoral Care Operations Committee

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Upper division
Marist Academy, Pontiac,
Middle division.
Marist Academy, St. Benedict
Campus, Lower division
St. Joseph, Lake Orion
Catholic Cemeteries
Guardian Angels
Mt. Hope
Religious Communities
Marist Fathers, USA Province
Oxford Dominican Sisters
St. Benedict Monastery
Chaplaincies
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Oakland County Jail
Oakland County Juveniles
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Lourdes Campus
Oakland County
Campus Ministry
Catholic Comm Response Team
Catholic Social Services
Fusion Ministry
Genesis Young Adults
Guest House



PAV Pastoral Care Ad Hoc Committee Plan – November 18, 2008

Service Requests - Non-Emergency & Emergency

- Describe how the following programs will manage the Non-Emergency service requests
 - Standard Chaplain Anointing *(Jan 2009)*
 - Standard Health Care Service Provider Responses *(Jan 2009)*
 - Regular Parish Programs (Anointing, Viaticum & Visits) *(Jan 2009)*
 - Vicariate Coordinated Parish Program Communication *(Jan 2009)*
- Describe how real Emergency Service Requests will be managed
 - Request Answering Service *(tbd 2009)*

Catholic Parishes, Schools,
Agencies and Institutions
Parishes
Christ the Redeemer, Orion Twp
Pontiac Catholic Community:
St. Michael, St. Joseph Shrine,
St. Vincent de Paul
Sacred Heart of the Hills,
Auburn Hills
St. Andrew, Rochester
St. Benedict, Waterford
St. Irenaeus, Rochester Hills
St. John Fisher, Auburn Hills
St. Joseph, Lake Orion
St. Mary of the Hills, Roch Hills
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- [Review a Strawman Schedule](#)

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PAV Pastoral Care Ad Hoc Committee Plan – November 18, 2008

Service Requests - Non-Emergency & Emergency

A Strawman Schedule

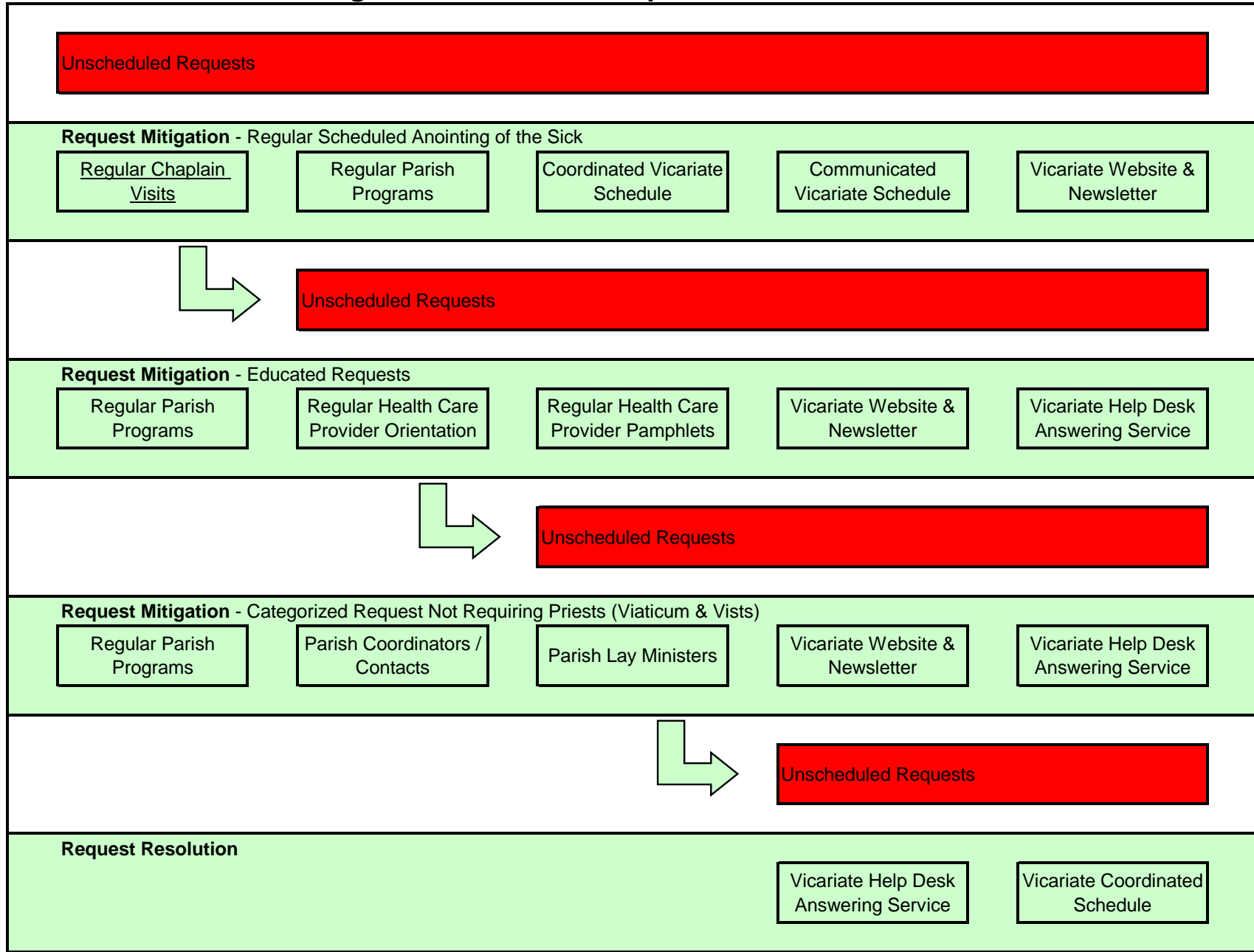
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	6	13	20	27	3	10	17	24	1	8	15	22	29
Primary	Fr. 1	Fr. 2	Fr. 3	Fr. 4	Fr. 5	Fr. 6	Fr. 7	Fr. 8	Fr. 9	Fr. 10	Fr. 11	Fr. 12	Fr. 1
Backup	Fr. 12	Fr. 1	Fr. 2	Fr. 3	Fr. 4	Fr. 5	Fr. 6	Fr. 7	Fr. 8	Fr. 9	Fr. 10	Fr. 11	Fr. 12

- Catholic Parishes, Schools, Agencies and Institutions
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- Campus Ministry
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- Guest House

Service Scenario	Services		
	Anointing of the Sick	Viaticum	Visit
Mitigate Unscheduled Requests	<u>0</u>	<u>0</u>	<u>0</u>
Request <i>Anointing of the Sick</i> at a Care Service Provider	<u>1</u>		
Request <i>Anointing of the Sick</i> at a Parish	<u>2</u>		
Request <i>Anointing of the Sick</i> at the Answering Service	<u>3</u>		
Request <i>Viaticum</i> at a Care Service Provider		<u>4</u>	
Request <i>Viaticum</i> at a Parish		<u>5</u>	
Request <i>Viaticum</i> at the Answering Service		<u>6</u>	
Request a <i>Visit</i> at a Care Service Provider			<u>7</u>
Request a <i>Visit</i> at a Parish			<u>8</u>
Request a <i>Visit</i> at the Answering Service			<u>9</u>

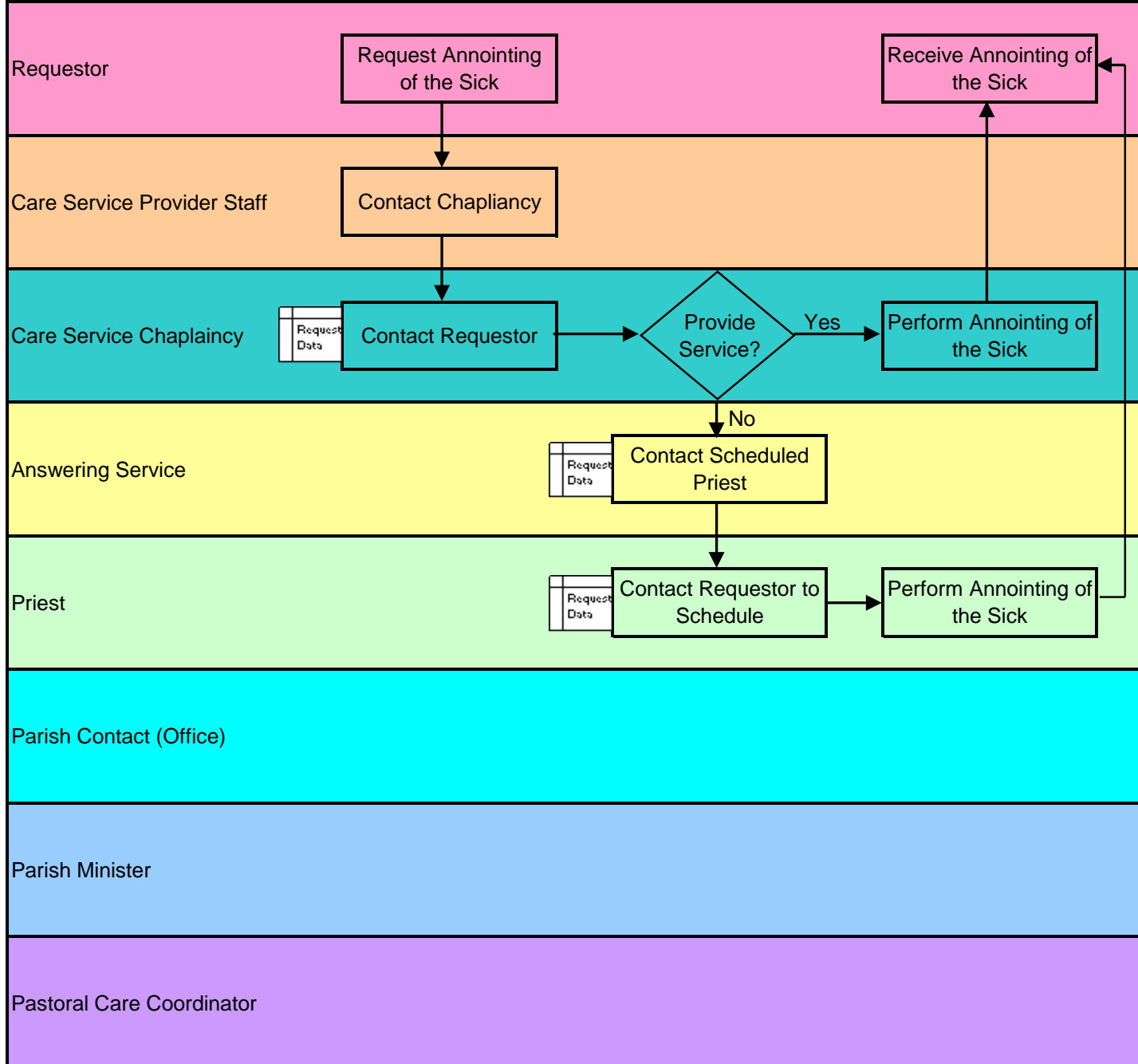
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Mitigate Unscheduled Requests for Pastoral Care

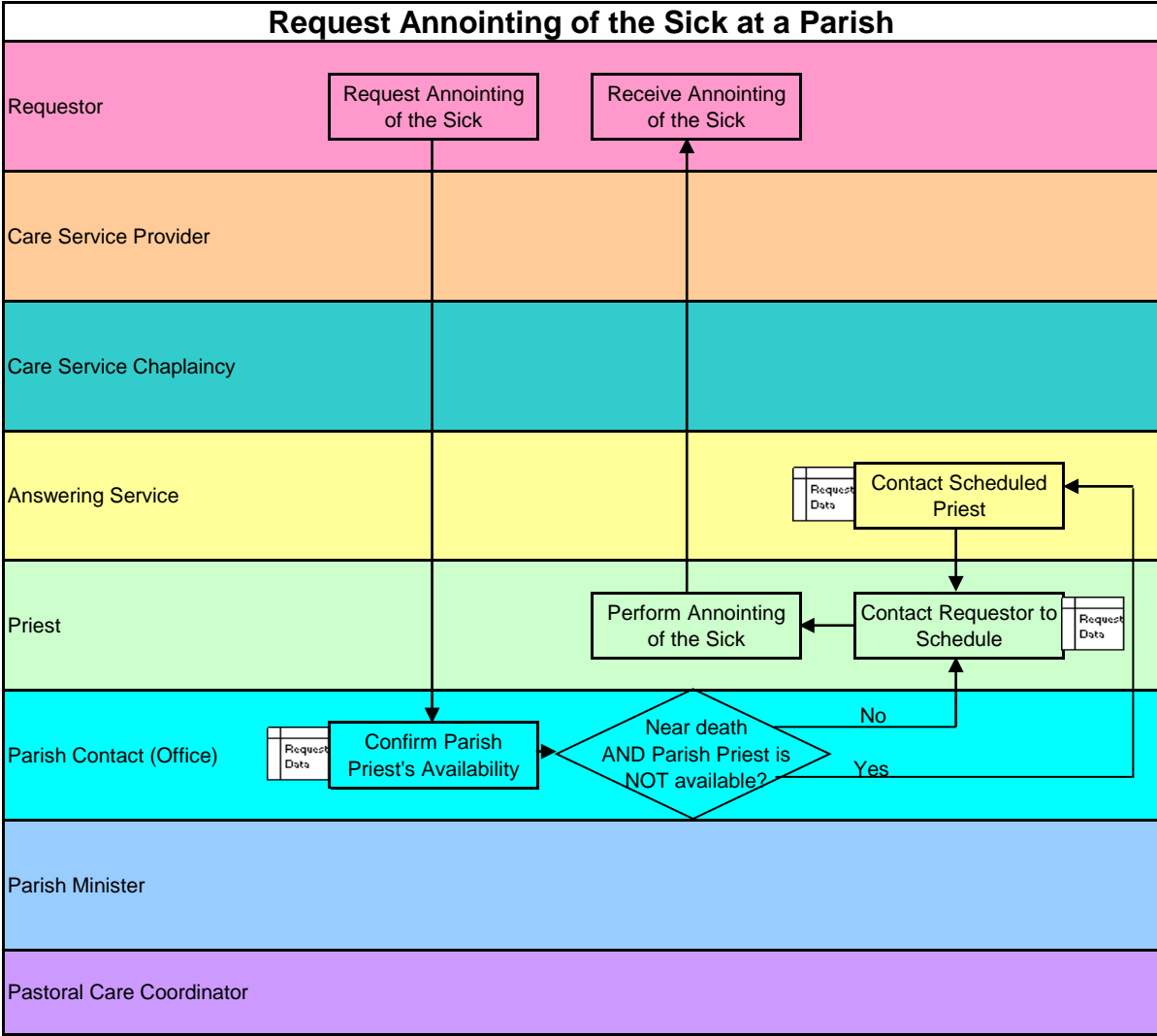


[Return to Index](#)

Request Anointing of the Sick at a Care Service Provider



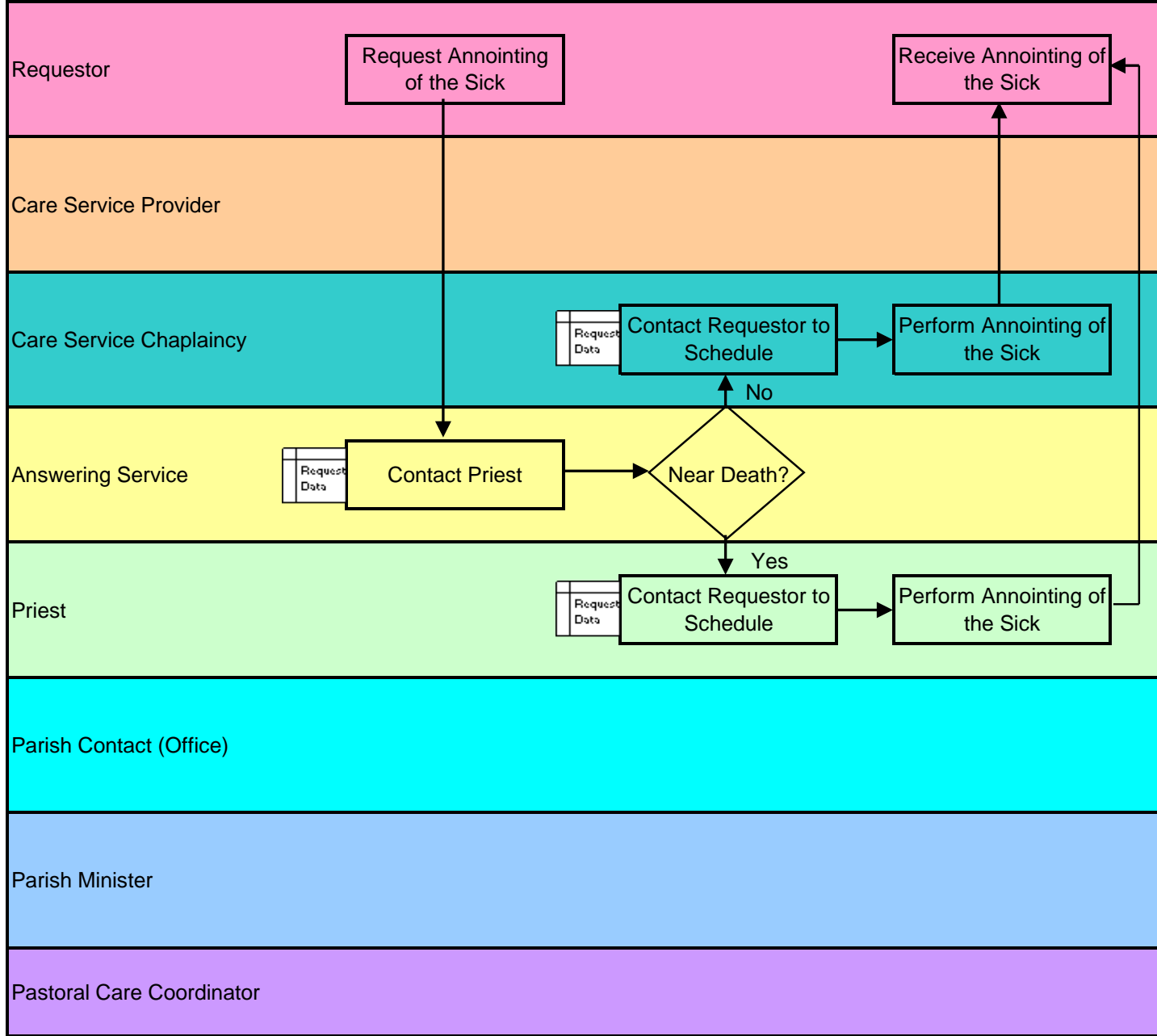
[Return to Index](#)



Service Orientation
Template

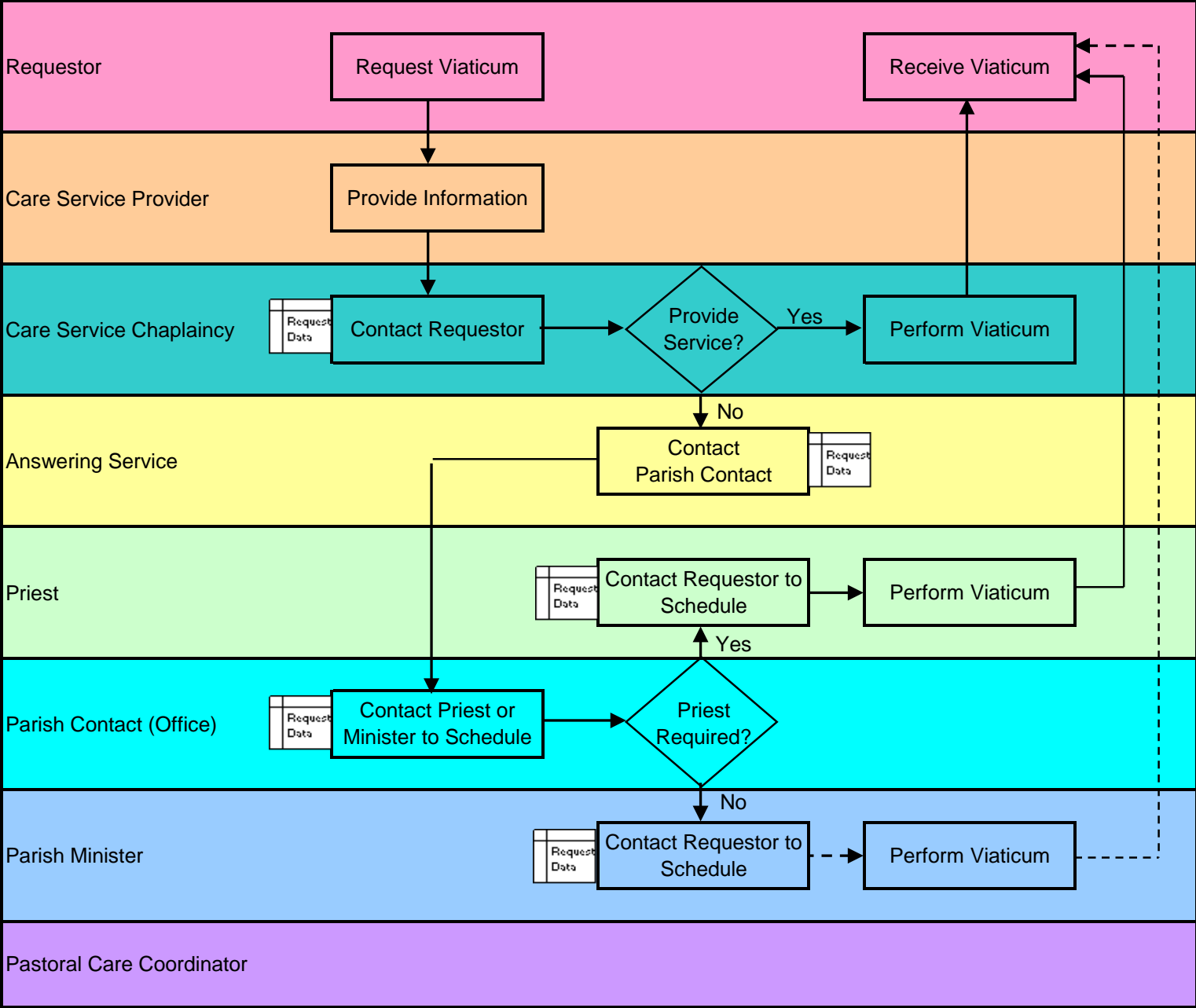
[Return to Index](#)

Request Anointing of the Sick at the Answering Service



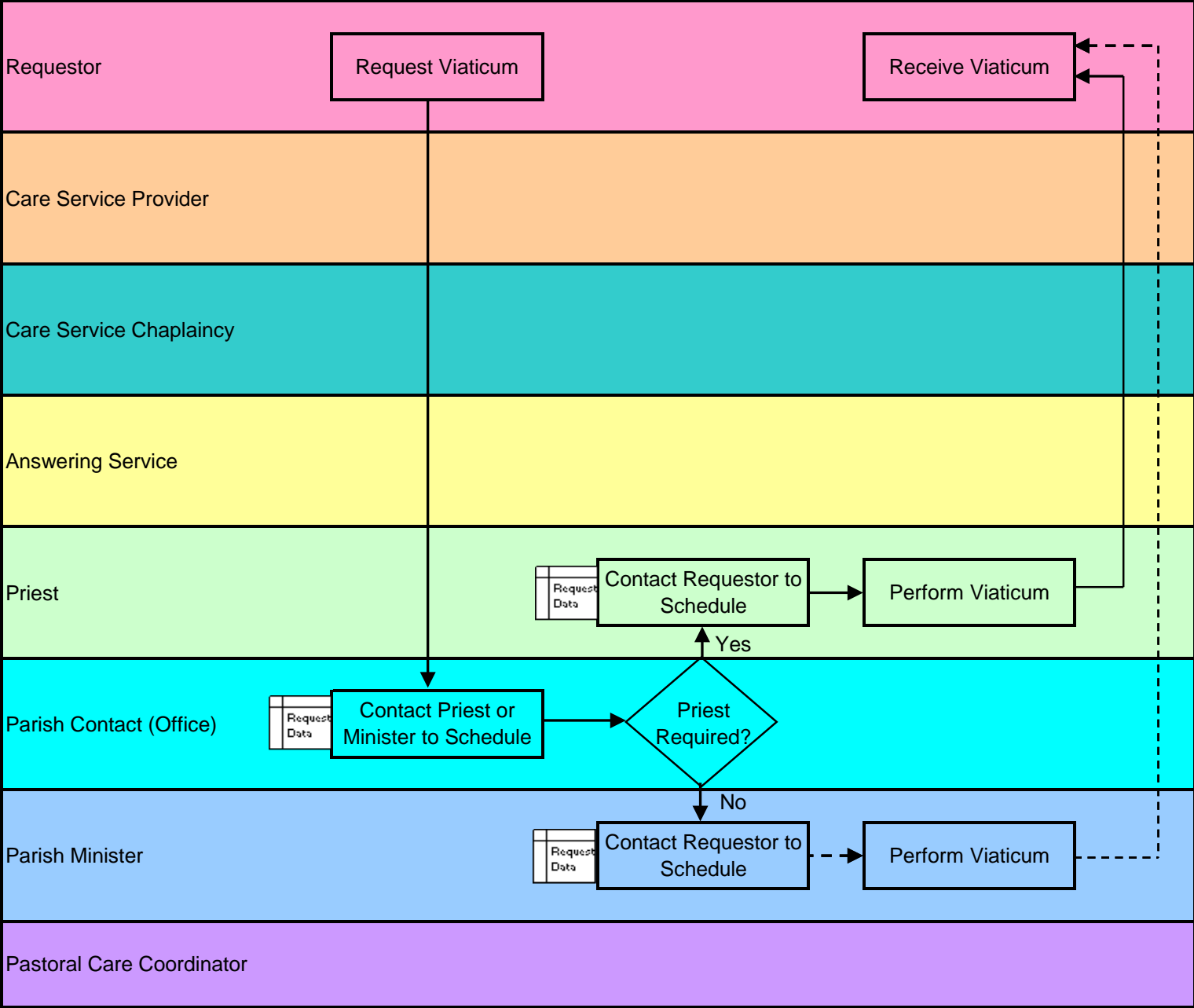
[Return to Index](#)

Request Viaticum at a Health Service Provider



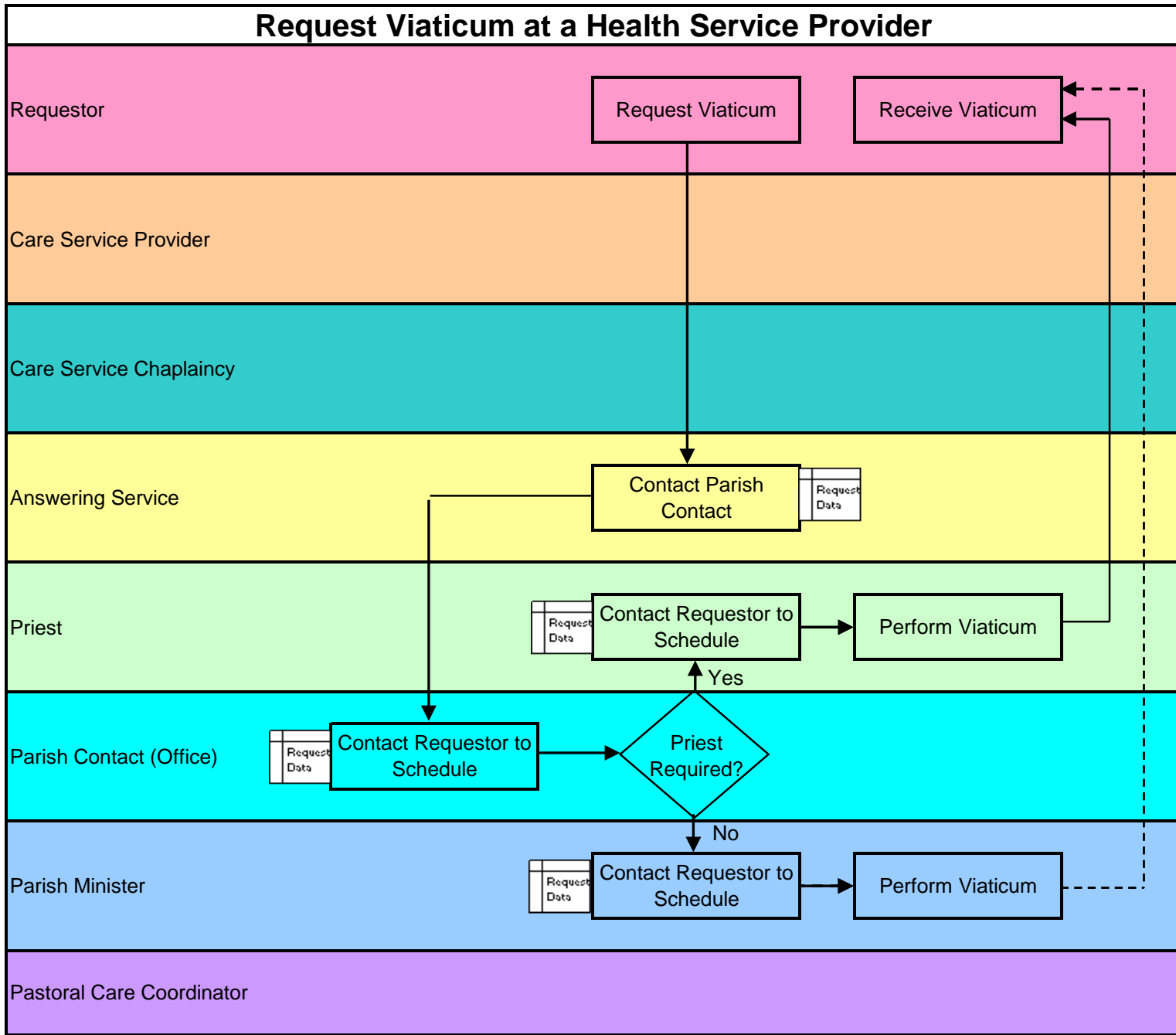
[Return to Index](#)

Request Viaticum at a Health Service Provider



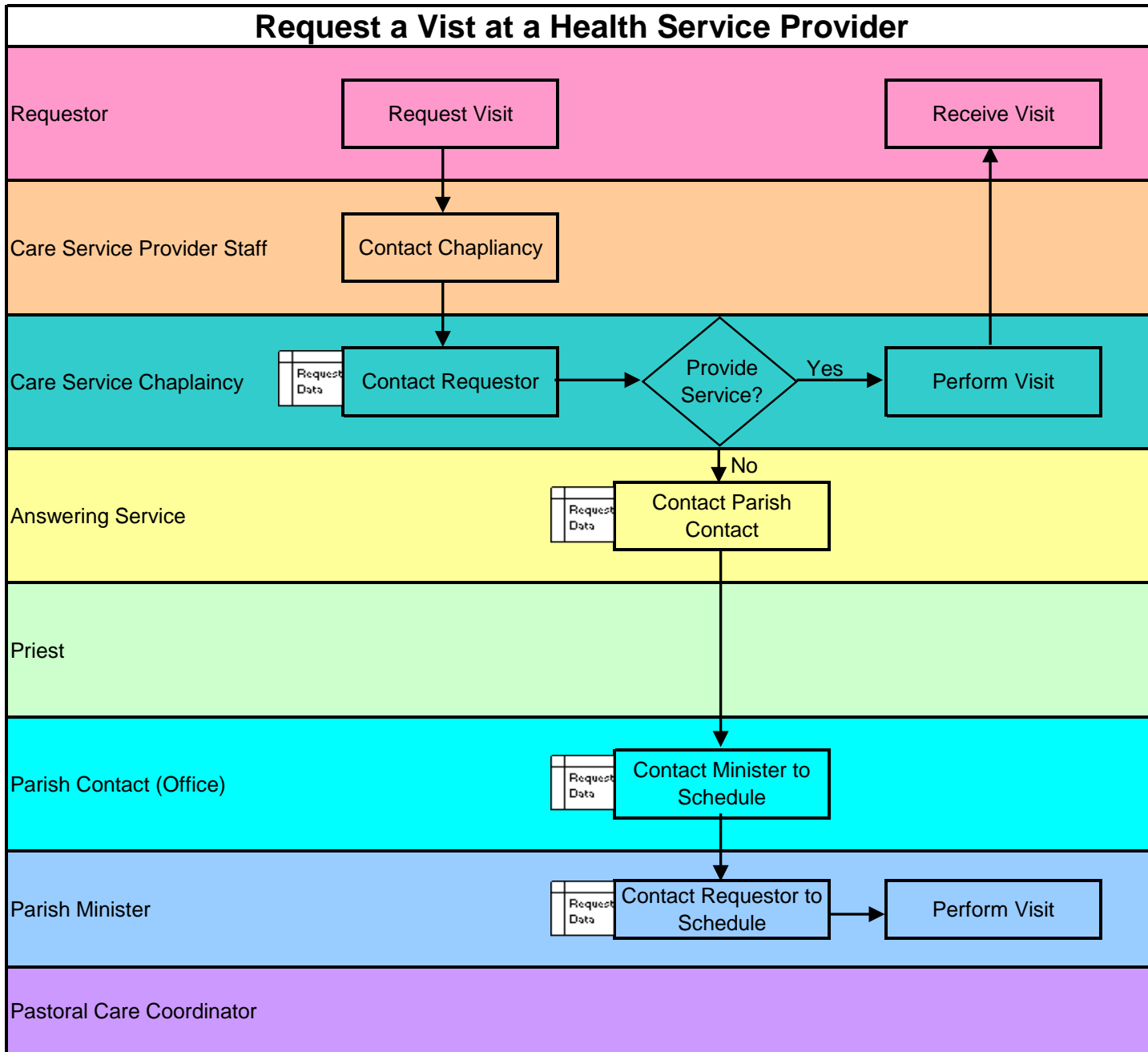
[Return to Index](#)

Request Viaticum at a Health Service Provider



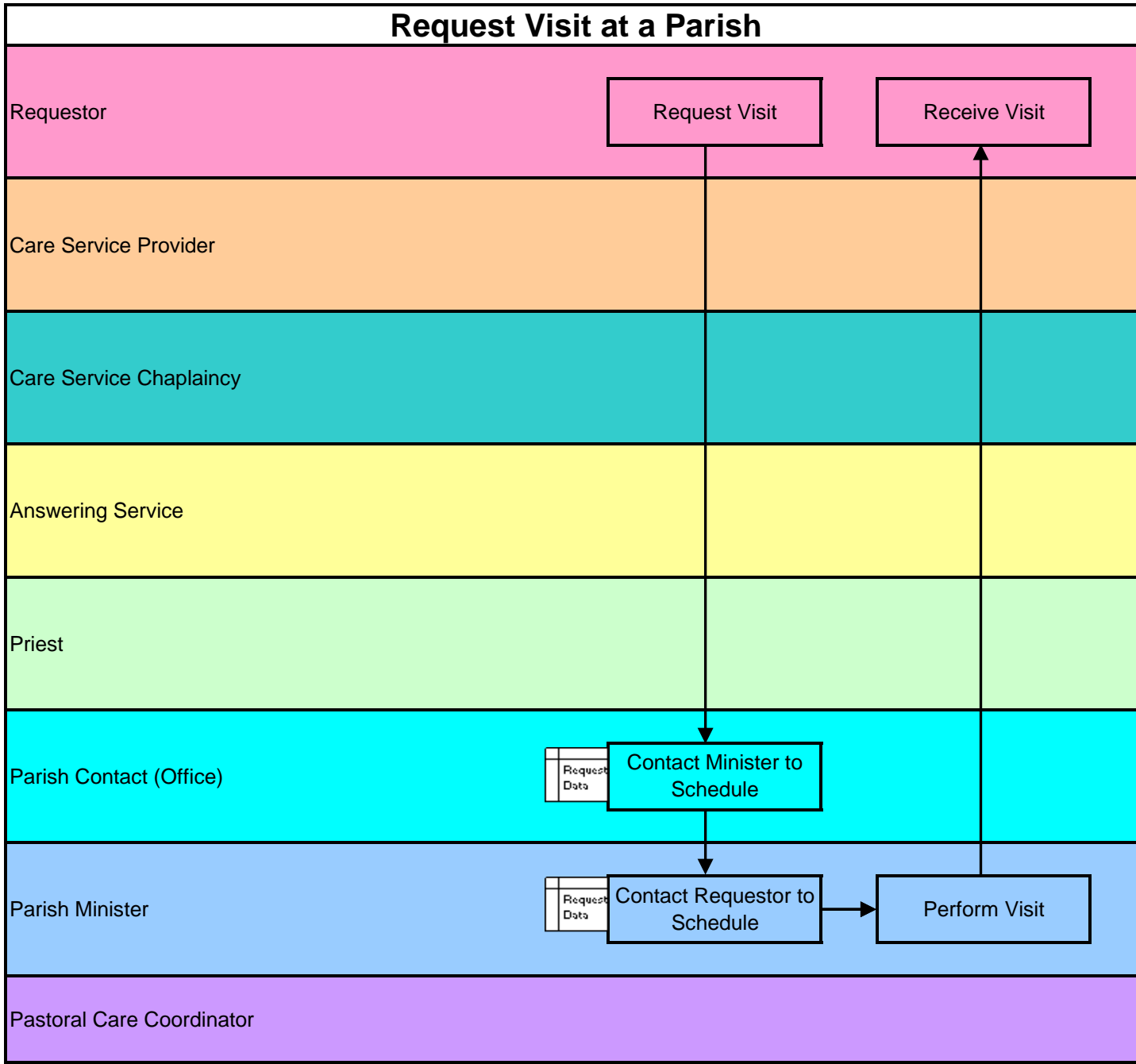
[Return to Index](#)

Request a Vist at a Health Service Provider



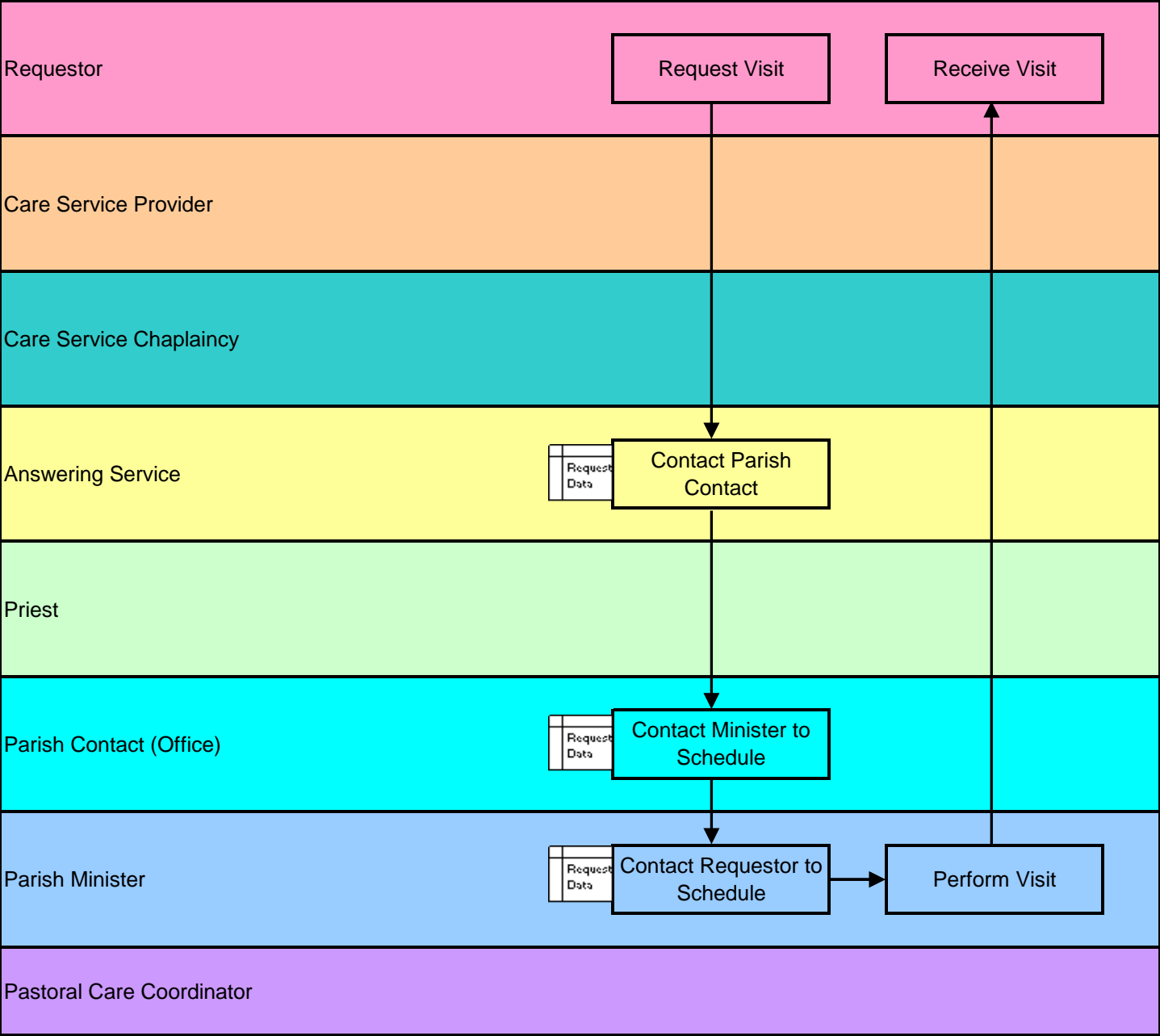
[Return to Index](#)

Request Visit at a Parish



[Return to Index](#)

Request Visit at a Health Service Provider



[Return to Index](#)

Request Mitigation Strategy	Description
Regular Chaplain Visits	The number of unscheduled requests can be reduced if Care Service Chaplains offer Annoiting of the sick as a regular part of all visits
Regular Parish Programs	The number of unscheduled requests can be reduced if all Vicariate Parish's offer regular Annoiting of the Sick opportunities/masses.
Coordinated Vicariate Schedule	The number of unscheduled requests can be reduced if a schedule of all Vicariate Parish's regular Annoiting of the Sick opportunities/masses is created.
Communicated Vicariate Schedule	The number of unscheduled requests can be reduced if a schedule of all Vicariate Parish's regular Annoiting of the Sick opportunities/masses is communicated.
Vicariate Website & Newsletter	The number of unscheduled requests can be reduced if a information regarding the schedule of all Vicariate Parish's regular Annoiting of the Sick opportunities/masses is posted/publishing throughout the vicariate -using the quarterly newsletters and website.
Regular Parish Programs	
Regular Health Care Provider Pamphlets	
Vicariate Website & Newsletter	
Vicariate Help Desk Answering Service	
Regular Parish Programs	
Parish Coordinators / Contacts	
Parish Lay Ministers	
Vicariate Website & Newsletter	
Vicariate Help Desk Answering Service	
Vicariate Help Desk Answering Service	
Vicariate Coordinated Schedule	

Chaplins visits and provided sacraments/services

Example data 34 visit 5 AoS

Count the AoS parish services per quarter & the estimated attendance

Validate/update & publish the schedule quarterly

Yearly Health Care provider orientation

Yearly Pamphlet Reviews

Yearly Parish map/contact info refresh

Number Emergencies