

Unitarian Universalists of Southern Delaware
Sunday, June 12, 2022
Office Administrator Annual Report to the UUSD
Respectfully Submitted by Nancy Cordes

Transition was the consistent theme that ran through the UUSD office this past year.

Preparation for/Arrival of a New Minister

July 2021 started with my request for Directory updates so that our incoming minister could rely on the information she would find in this important UUSD tool. Members and Friends cooperated enthusiastically, and all records were updated. Next was preparation for our new ministers' arrival; then learning Rev. Heather's leadership style, and her rhythm, pace, and preferences. Happily, it has been a positive and rewarding collaboration... for me, for Rev. Heather, and for the congregation, as we've worked together to support UUSD's mission and the full participation of our Members and Friends.

BREEZE Church Management System

We purchased our new database and church management system just before the beginning of the church year, so first up was learning how to navigate Breeze. I have extensive church database experience, but each one has its nuances, delights, and surprises, and has to be mastered. I worked with members of ET, Membership, LFE, and Communications to help define the database field names and the framework we are now using. Breeze has excellent customer service and they uploaded all translatable data from our previous system (PowerChurch) into Breeze. As anticipated, data matching and cleanup was a large project that took a few months to complete.

A Breeze Test Group was recruited and introduced to Breeze. Their learning process and feedback was tremendously valuable in making adjustments to our customization of Breeze and training materials. The Photo Team was the first UUSD group to have defined access to Breeze. We worked together to create photo session signups and they were very sensitive to COVID concerns and precautions. They've done a beautiful job of capturing the personalities of Members and Friends. We all look forward to more and more people participating in photo sessions so we can associate more names with faces. Once pictures were uploaded and photo positions were added to records (making it easy to tell who is who in same-sex couple photos), I got to work on creating the Breeze Online Directory.

Breeze was introduced and rolled out to staff and then Members and Friends in March 2022. Response was overwhelmingly positive. People particularly enjoy online and smartphone access to an always-current Directory of Members, Friends and Staff. At the request of some Members, we added their Nonmember Spouse/Partners to their listings. Following a sermon by Rev. Heather and an ET initiative, I sent a Pronoun Survey to the congregation and the responses were incorporated into profiles. Once the data was collected and updated, and with Membership, ET and Rev. Heather's input and Breeze's excellent data download capabilities, I created new Name Tags for the congregation. I continue to work with individuals to invite them into the UUSD Breeze community, answer their questions, provide reports, and work with ET to determine how and when we want to expand our use of Breeze's vast opportunities for congregational and committee/group engagement. What will remain constant is the strict control of who has access to Breeze and the specific data to which they have access.

Projects and Participation

- **Hybrid Church Task Force** – I have continued to be an active member of the Task Force, managing UUSD's service reservation system and reporting regularly on changes in participation and feedback from the congregation.
- **Office Move** – With the help of members of the Property Management Team I moved into the current Office Administrator's office (the former Small RE Room). It is an attractive, natural light-filled space that is accessible but out of the fray, allowing me to engage with visitors but also focus on projects with less distraction.
- **Constant Contact Cleanup** – Constant Contact is the email marketing tool that the Communications Team uses to communicate with us all. Like so many things, behind-the-scenes cleanup is necessary. Examples include helping people who have unsubscribed in error, removing inactive non-participants, and answering user's tech questions.
- **Rev Heather's Installation** – participation in Installation planning meetings, creating and managing the Installation RSVP system, and weekly spreadsheet reconciliation and updates for Installation Committee Co-Chairs.
- **Administration Budget** – Review and preparation (with input from Rev. Heather) of the Administration portion of the 2022-23 UUSD Budget.
- **Additional Projects**
 - Focus Group Sessions setup
 - Faire support
 - Zoom renewals
 - Job Description update
 - Coordination of the UUA Congregation Certification
 - Google Workspace for Nonprofits research & prep for consultant
 - Collaboration with Communications, Photo Team and Membership on new Photo Consent and New Member forms