

Summary Report on the New To You: Likes Concerns Wishes
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Episcopal Diocese of Michigan

Likes, Concerns, Wishes is a broad-based Assessment tool that provides a group process for assessment, listening and planning. On November 16th there were two zoom listening sessions (10:30am and 7pm) about the New to You Ministry using this tool.

1. Beginning with “What we like/appreciate” participants were sent into breakout rooms where they:
 - a. Assigned a recorder
 - b. Recorder was responsible for writing down or typing all the comments given
2. Once back in the zoom room the recorder either pasted the responses into the chat or told the facilitator vocally the feedback given.
3. Facilitator then read all the feedback to the group and asked for people to notice what was said more than once or what stood back.

After both sessions had ended the data was gathered divided among the 10:30am responses and the 7pm responses, which can be found in Appendix B. This report is the summary of the major themes that emerged from the comments. The actual comments aligned with each theme are in Appendix A.

MAJOR THEMES

What we Like or Appreciate about NTY

Mission and Outreach to Wider Community (21 Comments)

Mission and outreach is clearly a high value for the people of St. John’s. People liked that the proceeds went to charity along with unused items. Many people see the NTY shop as a meeting place between St. John’s and the wider community.

The NTY Community (19 Comments)

People appreciate the community created by NTY Resale Shop. It is a place of fellowship for volunteers as well as customers. People had a good feeling associated with the NTY shop and valued their relationships there.

What NTY Offered to St. John’s (14 Comments)

NTY is a part of St. John’s history and contributes financially to St. John’s budget. It gave a place for people to donate items and a place to volunteer their time. People also enjoyed shopping there.

Evangelism (12 Comments)

NTY brought people to St. John's church and is one way for St. John's to express the church's values to the community. It was through NTY that some joined the church.

The Shopping Experience (9 Comments)

People liked the price of items, the type of items and one person described the shop as funky, warm, and welcoming.

NTY Physical Space (6 Comments)

Some people are very connected to the physical space itself. It was once a sacred space for St. John's and people think it is a practical space for NTY as it looks inviting and is conveniently located.

What are our Concerns about NTY

The Physical Space (20 Comments)

There are concerns about the NTY physical space including the flooring and carpeting, accessibility, lack of air conditioning, shelving, and lack of storage. People are concerned about the safety of the physical space, and also are aware that it needs "spiffing up."

If NTY Does Not Re-open (16 Comments)

People are concerned that if NTY does not return, St. John's would lose its place in the community, the church would suffer financial, and they would lose volunteer opportunities. Others wonder if St. John's could re-envision the shop or have a new idea that aligns with the mission statement and raises money for the church.

NTY and COVID (15 Comments)

If the shop was to re-open during COVID or even if there were another health concern people are concerned about how to make NTY safe for volunteers and customers.

NTY Technology/Business Practices (14 Comments)

The fact that NTY does not accept debit or credit cards was a concern for many. There was a concern about the lack of technology and software to make NTY more viable.

Lack of Volunteers (12 Comments)

People expressed concern for a lack of volunteers, how volunteers might adapt to new technology, and the manual labor required to volunteer.

Our Wishes/Ideas for NTY

Business Practices including Debit/Credit Cards (25 Comments)

People would like NTY to acquire the technology to accept Debit and Credit Cards and also had ideas about what items should be sold and what would be the most profitable.

Physical Space (13 Comments)

There were many ideas about how to improve the physical space including: LED lighting, new carpet, display cases, AC, and standardized shelving.

New Ideas (12 Comments)

Questions and suggestions about whether NTY is the right ministry for St. John's was expressed. People wondered if that space was the right one or if NTY should be moved. Other ideas for that space included arts and music programming and other community outreach ideas.

Volunteers (11 Comments)

Many ideas about recruiting volunteers from other churches or adding more paid staff.

NTY Discernment Process (7 Comments)

People suggested looking at Goodwill or other retail stores for best practices to remain safe during COVID. In this process it seems important to make sure history is honored and for leadership to be attentive to communication.

Summary

While there is great love for that store and ministry, there are also real challenges including volunteer recruitment, upgrade technology to take debit/credit cards, physical space renovation, and safety measures as even after COVID-19, it's possible we will face other similar challenges.

A Few Recommendations:

- Publish the Listening Session Data for the Congregation.
- Review Comments and Data with the Vestry and see what stands out to them (Vestry can brainstorm next steps). What still needs to be researched?
- Create a Guiding Coalition to continue discernment with a space assessment, and research the costs of improvement to space and also new business practices

I hope Likes, Concerns, Wishes will help you as you continue your discernment process about the New to You Resale Shop.

APPENDIX A
CATEGORIZED COMMENTS

WHAT WE LIKE OR APPRECIATE ABOUT NTY

Mission and Outreach to Wider Community

items going to a good place
NTY and St. John's are somewhat synonymous
Like the windows Totally open to the rest of the world
No barriers to entry.
Street ministry aspect - people came in regularly, gave them a place to go and someone to
to.
Gave St. John's an identity in the community
The initial mission -- to provide clothing at a reasonable price for people in the community
Proceeds went to charity.
other items go to Capuchins Service Center
Provides outreach in community
Building was open every day!
Another form of ministry.
One that brings down all barriers and can be even more impactful for volunteers than work
service
Donors, shoppers, volunteers intersect
Historically all the proceeds went to outside organizations so in the past that impact was
more significant.
The ability to provide financial assistance to other non-profits is very important.
Non usable items were donated to other organizations.
Going green...buying used items, rather than buying new
Income that can be shared with community charities
Good location to and for the public
Love the fact that money was donated to various groups
Consignment helps people in lots of different ways.

The NTY Community

nice people
delightful group of shoppers and volunteers
Holds memories of those who have worked there.
Loved the daily availability.
place to go and see people.

volunteer - misses it misses engagement with community
meeting new people
meeting people
Relationships developed with people who came into the shop

meeting other volunteers.
Builds community within and outside church walls
Seeing the People staff and customers
Good feeling when you walk into NTY
People I saw there every day.
Very rewarding ministry for volunteers.
Community Working and helping make a community within the shop outreach... one customer
'Sometimes just her happy place'.
Volunteering keeps parishioners connected, by working together.
Enjoyed the people who worked in the space
Many older members donated their time during the week and it was meaningful for them and
the outreach to the people they met.
have a sense of community

What NTY Offered to St. John's

Also a great place to get rid of used clothing and household items.
Accessible volunteer opportunity.
a place to donate
helps us let go of things
Church members feel like it is part of our history.
Money has been a part of balancing the budget, which will be a gap to fill.
Keeping things moving out of the house
Way of provide funding for church and other small profits
Can donate almost anything.
Part of our history
It adds a significant revenue to the church's operating budget.
It allows us to supplement our giving to St. John's through our donations.
Income coming in for St. John's
Helps community bring money into the church
Also fun for the family to donate, shop and volunteer.

Evangelism

Some people join St. John's because of coming to NTY
Way of spreading St. John's Spirit.
Provided steady stream of newcomers to St. John
Gave church an open door
Good welcoming space
Exemplified mission of being open and welcoming
Joined out community because of the shop
The exposure to the community in general is probably very valuable Bringing people into
John's.

A little Evangelism...community come in for the shop, find out about St. John's church
Good reflection of who St. John's is
Other churches and community members know of the shop.
Theme: we liked being known to the outside world and open.

The Shopping Experience

Bargains
Children can buy presents for family members there.
Nice Stuff at NTY
Cool stuff there
Almost all the clothes I wear are from, NTY
Scented candles
People like to shop
The place was interesting, funky, warm and welcoming
Had really great stuff

The Physical Space

The space itself is important - beautiful, once a sacred space.
Feels like a holy place
Provides separate space for storage and dropping off items
Large contained a lot of items without the feeling of being cluttered
The volunteers made the space look inviting
Location convenient for foot traffic -- Woodward and 11 Mile.

Our Concerns about NTY

The Physical Space

Shop needed fixing, cleaning etc.
Space needs Spiffing up
Flooring
Air conditioning
Space not used correctly
Stairs Accessibility
What would the space be appropriate to use?
Could we make a capital investment in the space to make it useful by someone else
AC, carpeting, making handicap accessible?

Environment needs modernization, tripping hazards.

Space needs updating

It's not easily understood how to access it if you have a handicapped.

Metal Shelves and uniform shelving

Carpet is ripped.

Steps

Air Conditioning

NTY is too diversified for the space that is there.

no air conditioning,

lack of storage space to hold off season items,

not handicap accessible,

Accessibility

If NTY Does Not Re-Open

Worried that it's never going to open again. People love the shop.

Everyone that I've talked to from St. John's is concerned we will lose our place in the community.

Must communicate to the people in the community that NTY will be back

Need to make a decision soon and communicate to community that NTY will reopen.

I don't want to close the door just to raise money?

What happens to corporate mission if the revenue goes away

NTY part of identity that we don't want to lose!!

Loss of NTY would be a huge hole in operating budget

Loss Donation to community

Loss of services to community

Loss of volunteers if NTY would no longer be around and opportunity to volunteer

What about the funds that NTY brought into the church's budget?

How will those funds be made up if NTY goes away?

Lost revenue to the parish and the non-profit

NTY and COVID

Re-opening Safety Concerns

COVID is an issue going forward - needs to be considered going forward. Once we get rid of COVID what else?
Security issues

How do we handle COVID precautions masks, disinfectant with clothing

How to make NTY COVID Friendly/Safe?

Safety Concerns Regarding COVID

Cleaning during COVID

Closeness of space during COVID

The Safety people coming in off the street

Shocked that we are having this discussion. Why are we having this conversation.

Feel that I can't express their feelings around this.

Would we be having this Town Hall if COVID didn't happen?

Was NTY on someone's radar as an issue before COVID?

Clothing donations is an issue

People are still buying clothes at SA like crazy like nothing happened.

Would volunteers be comfortable with new health concerns

We need a plan for upcoming health concerns

Volunteers are retired and have more significant health concerns

Who is filling the gap of those we served?

The NYT during COVID- The loss of an opportunity to participate in faith community and wider community.

NTY Technology/Business Practices

Not Take credit or debit cards.

Business model old fashioned

Take advantage of business technology

Technology costs money

We need to use debit and credit cards - part of the business model.

We only take cash- difficult keeping track of declining revenue,

didn't take credit cards,

Is there software available for resale shop?

Not an up to date system

Need to have charge cards

Volunteers not comfortable with computers and credit card

How do we reconcile volunteers with new technology?

How do we re-envision the shop?

Maybe it's not a NTY shop - maybe it's something else?

New Initiative Keep it in alignment with our mission statement

Keep it as a mission of the church not a 501C3

Need to Look at a model to raise money for the church - not necessarily looking to raise money for charity - the money given out to individual charities was insignificant.

Lack of Volunteers

Problems getting volunteers.

Opportunity to rethink NTY to operate with fewer volunteers.

Lack of Consistently getting volunteers

Kathy or someone as good as her to manage the space

Manual labor

Calculating Tax was always a problem

Difficulty staffing

Volunteers difficult - mostly older

lack of volunteers,

Needing more volunteers (before COVID)

Some volunteers don't have reliable transportation and then don't show up and getting coverage

We don't have enough volunteers to staff the shop.

Our Wishes/Ideas about NTY

Business Practices including Debit/Credit Cards

accept Visa;

digitalize some financials,

Use more technology as far as payment. Easier to track.

Update intake,

Update inventory of consignment items,

look at and modernize all processes.

have volunteers price items as well.

Use NTY Facebook to ask for comments from the community about Facebook.

Fewer 'bad' donations that we have to turn right around and give away.

Using technology to streamline the process

Use credit and debit cards

Develop online presence and online shopping

Discussion NTY other ideas that help the community...give out items than days other than Saturday

What about giving WIC items

Can we mix in new merchandise?

Add a concern - credit card charges and credit card charges for small charges, but can our shoppers afford the extra fee.

technology to make check out faster that is easy for volunteers to use

Be more discerning about what we sell?

What is the most popular stuff that's sold?

What's most profitable? Jewelry?

Are we making money?

Books,

More rotation of stuff

Pop up sales in our space

Having NTY revised more volunteers from the community (open hands not St. John's people).

Could NTY be a place for intergenerational volunteers, "First Job mentors" for 14+ year olds learning basics of customer service, sales

Ideas about Credit Cards and Business Practices

Ideas about Process moving forward

How do other organizations price their items - i.e. Goodwill, etc.?

Make sure the broader community has a say in this discussion process.

Keep NTY in one form or another

Develop a strategic plan assessment, a clear path to the future, and keep the community informed of what is going on

Check out other retail shops how are they managing with the virus

Make sure we are sensitive to all the work that was done before.

Do need to reach out to other shops...

The Physical Space

LED lighting;

new carpet,

new display cases;

Tie NTY into the Capital campaign - painting, carpeting, air conditioning.

How can the campaign improvement benefit NTY?

Physical renovation of the space

Update the electrical

Keep the space make necessary improvements

Wondering about usage of spaces.

Reconfigure the space for better sales flow (sales counter).

Air Conditioning in NYT

standardized shelving

Dropping the ceiling - for AC
NTY move to basement

New Ideas

Need community college - retail, business, space planning students to help -
like we did with Open Hands

Maybe consignment is too much work

Move the space

More viruses - Clothes just aren't going to work on it.

If New to You can't come back, are there other valuable uses of the space,
community center, video center for digital services.

Is there an alternative use for rental that would generate even more revenue
for the church and corporate mission?

Look at space usage what if the NTY wasn't there?

What if it was the new chapel and the shop was somewhere else?

Rethinking the space needs for local community for income

Dan Martin - Ferndale - Nonprofit offices that pay rent
Teenagers NTY Spot for music lessons and art classes

Replacing meeting space in the basement EfM and AA using NTY shop space

New ideas instead of NTY

Volunteers

Why not Take credit or debit cards.

Business model is old fashioned

Take advantage of business technology

Technology costs money

We need to use debit and credit cards - part of the
business model.

We only take cash- difficult keeping track of
declining revenue,

didn't take credit cards,

Is there software available for resale shop?

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Volunteers not comfortable with computers and credit card

How do we reconcile volunteers with new technology?

NTY Concerns if it became something else

How do we re-envision the shop?

Maybe it's not a NTY shop - maybe it's something else?

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NTY Discernment Process

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Do need to reach out to other shops...

APPENDIX B
COMMENTS SEPARATED BY MEETING TIMES

WE LIKE/APPRECIATE 10:30AM

Bargains

Also a great place to get rid of used clothing and household items.

Location convenient for foot traffic -- Woodward and 11 Mile.

Children can buy presents for family members there.

Accessible volunteer opportunity.

a place to donate

going to a good place

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Gave St. John's an identity in the community

place to go and see people.

Church members feel like it is part of our history.

volunteer - misses it misses engagement with community

The space itself is important - beautiful, once a sacred space.

The initial mission -- to provide clothing at a reasonable price for people in the community.

Other churches and community members know of the shop.

Theme: we liked being known to the outside world and open.

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Money has been a part of balancing the budget, which will be a gap to fill.

other items go to Capuchins Service Center

Provides outreach in community

meeting new people

Keeping things moving out of the house

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Relationships developed with people who came into the shop

meeting other volunteers.

Way of spreading St. John's Spirit.

Way of provide funding for church and other small profits

Builds community within and outside church walls

Provided steady stream of newcomers to St. John

Feels like a holy place

Provides separate space for storage and dropping off items

Many older members donated their time during the week and it was meaningful for them and the outreach to the people they met.

WE LIKE/APPRECIATE 7pm

Nice Stuff at NTY

Seeing the People staff and customers

Cool stuff there

Good feeling when you walk into NTY

Can donate almost anything.

People I saw there every day.

Almost all the clothes I wear are from NTY

Gave church an open door

Good welcoming space

Exemplified mission of being open and welcoming

Scented candles

Building was open every day!

Joined out community because of the shop

Part pf our history

Another form of ministry.

One that brings down all barriers and can be even more impactful for volunteers than worship service

Donors, shoppers, volunteers intersect

It adds a significant revenue to the church's operating budget.

It allows us to supplement our giving to St. John's through our donations.

The exposure to the community in general is probably very valuable Bringing people into St. John's.

Very rewarding ministry for volunteers.

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Income that can be shared with community charities

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Volunteering keeps parishioners connected, by working together.

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Good location to and for the public

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People like to shop

have a sense of community

The place was interesting, funky, warm and welcoming

The volunteers made the space look inviting

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Good reflection of who St. John's is

Consignment helps people in lots of different ways.

Concerns 10:30 AM

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Worried that it's never going to open again. People love the shop.

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How do we re-envision the shop?

Would we be having this Town Hall if COVID didn't happen?

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Opportunity to rethink NTY to operate with fewer volunteers.

Need to make a decision soon and communicate to community that NTY will reopen.

What about the funds that NTY brought into the church's budget?

How will those funds be made up if NTY goes away?

Not Take credit or debit cards.

Re-opening Safety Concerns

Lack of Consistently getting volunteers

Shop needed fixing, cleaning etc.

Space needs Spiffing up

Flooring

Air conditioning

Business model old fashioned

Space not used correctly

Stairs Accessibility

COVID is an issue going forward - needs to be considered going forward. Once we get rid of COVID what else?

Take advantage of business technology

Need to Look at a model to raise money for the church -
not necessarily looking to raise money for charity - the
money given out to individual charities was insignificant.

Technology costs money

We need to use debit and credit cards - part of the
business model.

Maybe it's not a NTY shop - maybe it's something else?

I don't want to close the door just to raise money?

Lost revenue to the parish and the non-profit

Kathy or someone as good as her to manage the space

Who is filling the gap of those we served?

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Could we make a capital investment in the space to make
it useful by someone else

AC, carpeting, making handicap accessible?

New Initiative Keep it in alignment with our mission
statement

Keep it as a mission of the church not a 501C3

Security issues

How do we handle COVID precautions masks, disinfectant
with clothing

Environment needs modernization, tripping hazards.

Space needs updating

We only take cash- difficult keeping track of

Manual labor

Calculating Tax was always a problem

Difficulty staffing

Concerns 7pm

It's not easily understood how to access it if you have an
handicapped.

The NYT during COVID- The loss of an opportunity to
participate in faith community and wider community.

How to make NTY COVID Friendly/Safe?

Volunteers difficult - mostly older

Safety Concerns Regarding COVID

Cleaning during COVID

Closeness of space during COVID
Metal Shelves and uniform shelving
Carpet is ripped.
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nothing happened.

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no air conditioning,
lack of storage space to hold off season items,
not handicap accessible,
Is there software available for resale shop?
Needing more volunteers (before COVID)
Some volunteers don't have reliable transportation and
then don't show up and getting coverage

Accessibility

Not an up to date system
Need to have charge cards
Volunteers not comfortable with computers and credit
card
How do we reconcile volunteers with new technology.
What happens to corporate mission if the revenue goes
away
NTY part of identity that we don't want to lose!!
Loss of NTY would be a huge hole in operating budget

Loss Donation to community

Loss of services to community
Loss of volunteers if NTY would no longer be around and
opportunity to volunteer
Would volunteers be comfortable with new health
concerns
We need a plan for upcoming health concerns
Volunteers are retired and have more significant health
concerns
We don't have enough volunteers to staff the shop.

Ideas Wishes 10:30am

recruit more volunteers;

retain Kathy if possible;

accept Visa;

digitalize some financials,

LED lighting;

new carpet,

new display cases;

recruiting volunteers from other parishes;

Volunteers - advertise to the wider community for volunteers for shop.

Need a vetting process.

Application process.

Background checks.

Use more technology as far as payment. Easier to track.

Could NTY be a place for intergenerational volunteers, "First Job mentors" for 14+ year olds learning basics of customer service, sales

Update intake,

Update inventory of consignment items,

look at and modernize all processes.

How do other organizations price their items - i.e. Goodwill, etc.?

have volunteers price items as well.

Make sure the broader community has a say in this discussion process.

Use NTY Facebook to ask for comments from the community about Facebook.

Tie NTY into the Capital campaign - painting, carpeting, air conditioning.

How can the campaign improvement benefit NTY?

Need community college - retail, business, space planning students to help - like we did with OPen Hands

Fewer 'bad' donations that we have to turn around the give away.

Using technology to streamline the process

Keep NTY in one form or another

Develop a strategic plan assessment, a clear path to the future, and keep the community informed of what is going on

Use credit and debit cards

Develop online presence and online shopping

Check out other retail shops how are they managing with the virus

Physical renovation of the space

Update the electrical

Maybe consignment is too much work

Make sure we are sensitive to all the work that was done before.

More paid staff so we don't have to count on only volunteers.

Move the space

Keep the space make necessary improvements

Do need to reach out to other shops...

Discussion NTY other ideas that help the community...give out items than days other than Saturday

What about giving WIC items

More viruses - Clothes just aren't going to work on it.

Wondering about usage of spaces.

Ideas/Wishes 7pm

Can we mix in new merchandise?

Reconfigure the space for better sales flow (sales counter).

Add a concern - credit card charges and credit card charges for small charges, but can our shoppers afford the extra fee.

Can we reach a broader base of volunteers – like through schools, along with a volunteer mentor.

Can we afford paid staff in addition to the manager?

If New to You can't come back, are there other valuable uses of the space, community center, video center for digital services.

Is there an alternative use for rental that would generate even more revenue for the church and corporate mission?

Air Conditioning in NYT

technology to make check out faster that is easy for volunteers to use

a van to pick up volunteers

standardized shelving

Be more discerning about what we sell?

What is the most popular stuff that's sold?

What's most profitable? Jewelry?

Are we making money?

Books,

More rotation of stuff

Look at space usage what if the NTY wasn't there?

What if it was the new chapel and the shop was somewhere else?

Pop up sales in our space

Maybe more paid staff - for security and reliability

Dropping the ceiling - for AC

Rethinking the space needs for local community for income

Dan Martin - Ferndale - Non profit offices that pay rent

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Replacing meeting space in the basement EfM and AA using NTY shop space

NTY move to basement

Having NTY revised more volunteers from the community (open hands not St. John's people).