

Membership Status

Membership Types and Definitions

Each congregant in PCO is assigned a membership type based on their level of engagement and interaction with our church. The membership types are automatically updated by PCO, with staff also having the ability to make manual adjustments when necessary.

Membership Types Table

Membership Type	Definition	Criteria	Remove Criteria	Automatic	PCO Link
Newcomer	Individuals new to the congregation, showing initial engagement.	<p>Any of the following:</p> <ul style="list-style-type: none"> • Worship Attendance • STP Donation • Newcomer Forms (Digital Connect / Newcomer Connect) • Inquirers Attendance <p>Criteria applied to Unassigned/ non-Children w/out a Newcomer Date.</p>	<p>Watch List: Not advancing to Seeker status within one quarter.</p> <p>Inactivated/Set to Disengaged: 3 months without activity.</p>	Newcomers are assigned automatically and if there is no activity in key areas within 3 straight months, they are marked as disengaged.	Newcomer Assignments Automation Current List Watch List Disengaged Automation

Membership Type	Definition	Criteria	Remove Criteria	Automatic	PCO Link
Seeker	Show a pattern of engagement in Foothills	<p>Any 3 engagement activities within three months, including but not limited to:</p> <ul style="list-style-type: none"> Engaged in worship 3+ times in 3 months, Attended 3+ Inquirers sessions in 3 months, Attended any group/event 3+ times in 3 months, started a pledge/recurring gift. <p>Criteria Applies to any non-child, seeker with a newcomer status and no seeker date.</p>	<p>Watch List:</p> <ul style="list-style-type: none"> Would not re-qualify as a seeker 3 months after becoming one. not a Traveler after one quarter. <p>Inactivated/Set to Disengaged: No engagement after 2 consecutive quarters</p>	Yes	Automation Current List Watch List
Traveler	Actively engaged and eligible for membership	<p>Meets all Seeker criteria plus eligibility for membership:</p> <ul style="list-style-type: none"> attended BaseCamp and the 3 Core Inquirers sessions (Governance and Stewardship; Partnering with Foothills as a Member; Small Group Connections and Belonging), or completed any legacy version of BaseCamp pre-April 2024. 	<p>Watch List:</p> <ul style="list-style-type: none"> Been a traveler for 6+ months Drop off of engagement <p>Inactivated/Set to Disengaged: No engagement after 3 consecutive quarters</p>	Yes	Automation Current List Disengaged Watch List
Member	Officially signed members & active in church life	Completed all Traveler requirements, signed the membership book, completed membership form, and established a giving plan. .		No	

Membership Type	Definition	Criteria	Remove Criteria	Automatic	PCO Link
Disengaged	Individual who based on the above criteria are not actively engaged at Foothills		Disengaged profiles with no activity one year since their disengaged dated will be made inactive.	TBD	Current List (excludes potential re-engagement) Disengaged with no active in a year list with automation -
Re-Engaging	Individuals previously marked disengaged but who take a re-engaging action	Disengaged by: <ul style="list-style-type: none"> • Donated (STP, Unrestricted, MDF) • Registered for Event • Applied to Join / Attended a Group • Attended an Event (checkins) • Attended Worship 	Profiles will be re-classified as Seekers, Newcomers, Travelers as appropriate manually	Yes	Automation List Re-Engaging Workflow
Member of Another Community	Engaged with Foothills but not part of our community	Manual designation	No activity after one year and not part of a group.		List

Periodic Reviews

Weekly

- Profiles Newly Classified Re-Engaging That Week ([List](#))
 - List passed around to staff team for context or information
- Assigning Unassigned Profiles a Status

Monthly

Every month we will host a meeting of key involved staff to check in on trends, membership status, and pathway to partnership progress. Before that meeting Engagement Coordinator will:

1. QA Data including
 1. Review of profiles that were classified that month as disengaged ([List](#)) for any automation mistakes
 2. Review profiles made Inactive in the previous month ([List](#)) for any automation mistakes
 3. Review of Newcomers who should be seekers ([List](#))
2. Prepare a list of people primed for Ministry engagement
 1. Including review of of re-engaged people ([List](#))

Meeting Agenda

1. Review past month data (high level trends, and insights)
2. Create action steps for people on the Primed for Engagement List

Quarterly

Every quarter, the team will meet to assess movement along the engagement and partnership spectrums, examine watch list criteria, and discuss strategies for improvement. This will also involve deploying the Radical Welcome team for Newcomers and Seekers, and the Partnership Team for Travelers and Members. This will include a review of:

- Watch Lists for Newcomer, Seeker, Traveler
- Disengaged Members
- Recent Member Cohort Engagement Status
- Been in Re-Engaged status for more than a month

Metrics Tracking

Weekly tracking of numbers within these categories will be conducted and entered into Church Metrics for review and analysis.

Procedure for Incorrect Designations

- **Reporting Issues:** Any discrepancies or incorrect designations should be reported to the designated staff member for assessment and correction.
- **Immediate Corrections:** If an automation error occurs or an incorrect manual designation is identified, adjustments should be made as soon as possible to correct the record.

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