



Holy Listening

CHRIST & ST. LUKE'S EPISCOPAL CHURCH

PHASE ONE REPORT

Presented by the Holy Listening Committee

Published June 2025



Christ & St. Luke's
EPISCOPAL CHURCH

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Introduction

“Now there are varieties of gifts, but the same Spirit; and there are varieties of services, but the same Lord; and there are varieties of activities, but it is the same God who activates all of them in everyone. To each is given the manifestation of the Spirit for the common good.”

1 Corinthians 12:4-7

These words of St. Paul have guided the Holy Listening process since its inception in the Fall of 2023. This section of First Corinthians speaks to the understanding that God has put within our communities all the things we need to make our community a living expression of God’s love.

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Additionally, those gifts are varied and diverse by design. This is also the understanding of a development model called **Asset Based Community Development (ABCD)**. The tenets of ABCD ask communities to look at what assets they have as a way of building their community and setting their goals. This is set in contrast to a needs-based model, which looks at the supposed needs of a community and develops goals based on

addressing those needs. ABCD is a mindset-shift. Rather than looking at our world through deficit, we want to look at the God-given bounty that surrounds us and grow from there.

In this report, we intend to tell the story of the ABCD process we developed to help us identify and map the various God-given assets that exist within the community of Christ & St. Luke’s. As St. Paul notes, God-given assets are varied. They can be a skill, a relationship, a type of experience or knowledge. They can be monetary or possession based, like a house, property, or car. Our desires can also be assets. By mapping what we want out of our community, we can take note of correlations and tap into shared interests, hopes, and dreams. This is all part of the Holy Listening process.

Through our listening campaign over the past year, we’ve collected a vast amount of data. This report cannot capture the entirety of Holy Listening, nor is it meant to. We always set out to capture more than we thought we needed so that this data can

be used well into the future as new questions and queries come about. This report is a way to showcase the data we have to date, dream about some of the ways we might use it, and to establish what the next phase of Holy Listening looks like in our communal life.

We've presented this data through two main categories: **Individual** and **Community**. In the Individual Section, we've presented data that helps capture some of the individual gifts, skills, and assets that we found through the Holy Listening process. Some of this is pulled from the demographic survey that was an optional part of the Holy Listening process. In the Community Section, we've divided the sections into two further categories: *Community Connections* and *Community Engagement*.

Community Connections asks the question: What are we involved with?

Community Engagement asks the question: What do we care about?

The specific topics compiled in this report represent the statistically significant categories related to those questions. As said previously, this report does not contain the entirety of the Holy Listening data. These topics were what stood out as we reviewed the data, and we believe them to be important as church leadership moves into a time of strategic planning for our community.

A key piece to this report is the Keyword Appendix (pg. 35). This is a list of

all of the keywords that link to specific responses within our data. This appendix is, perhaps, the best way to see what sort of responses are in the data. As you will see in this appendix, the amount of data is vast and varied, which points to the fact that the assets of this community are vast and varied.

Some of the findings in this report may confirm something you believed about this community and region. Some of it may introduce a new way to think about an already developed belief. Some of it may be brand new. All of these are correct! The difference between this report and our assumptions is that this report presents data. It's one thing to think something about our community is true. It's another thing to back it up with data. We are attempting to align our assumptions with the reality of God's goodness around us.

“We are attempting to align our assumptions with the reality of God's goodness around us.”

While this report is a helpful introduction to our work to date, it is only the beginning of what can come from this type of community discernment. Our goal is for Holy Listening to be a vital and ongoing part of Christ & St. Luke's ethos. We believe that it will always be important for us to engage with the core questions of: “What gifts has God put into our midst?” and “What might those gifts require of us as we encounter the world around us?” This report helps to answer that first question.

The second question of implementation will be part of this community's work moving forward. This report is meant to help start the community conversation around the utilization of our God-given gifts. So with that, we hope you will dream with us as we start to formulate answers to these questions together.

In Christ,

The Rev. Jared Grant
Associate Rector

Methodology

The Holy Listening Committee formed in the Fall of 2023 with a commission from the Vestry to engage in a process to help Christ & St. Luke's understand itself better. First, the committee spent time researching the Asset Based Community Development (ABCD) model and developing the interviews that eventually became the Phase 1 listening sessions.

Secondly, a software platform was designed to capture the broad interviews from those listening sessions. A robust training for Holy Listeners, who served as interviewers for this process, was developed to ensure a uniform experience for each participant. Those listeners were then thoughtfully recruited, totalling 26 in all. These Holy Listeners carefully interviewed 160 parishioners in a

one-on-one format using the ABCD interview method developed by the committee. In total, 250 parishioners were invited to participate in Phase 1. The 90 or so who did not participate after invitation had various reasons for not participating, the most common being no response after multiple attempted contacts. Regardless, a 64% response rate is considered a high response compared to many surveys.

Interview questions were designed to start broadly and then slowly move to a more intimate and individual focus. This interview style allowed for the interviewee to lead the conversation, focusing on their own gifts, skills, and assets. Interviewees were also given the chance to fill out an optional demographic survey covering

some standardized and easily captured data points on respondents.

Each respondent was also informed of confidentiality related to their responses. Given the goals of this data, it was impossible to make these responses anonymous. The Committee needed to connect specific assets to a specific individual. Per the confidentiality agreement, full access to Holy Listening data is restricted to the Holy Listening Committee and clergy. Limited and need-based access can be granted by the Committee to various designees as deemed appropriate. **Personally identifiable information will never be released in a public manner.**

Following each interview, Holy Listeners were asked to use an automated tool to capture several levels of data from the interview. First, any demographic information provided by the interviewee was input, allowing the Holy Listening Committee to view, sort, and analyze responses based on numerous demographic categories.

Second, the Holy Listener was asked to provide a short narrative summary of the interviewee's responses in several key areas. The Holy Listener was then asked to characterize each of those narrative summaries by developing a short list of key words or phrases from the summary.

Finally, the Holy Listener was asked to digitize their detailed notes from the

interview. This gives the Holy Listening Committee a repository of interview information in several formats and different levels of detail.

Holy Listeners were not given a pre-developed list of keywords from which to select, as the Holy Listening Committee thought this would be too limited and lead to pre-determined results. Instead, they could enter keywords freely into the tool. The Holy Listening Committee worked with the raw keyword inputs to sort and normalize them into a standardized list of categories. That normalized category list appears as an appendix to this report. As a result, the Holy Listening Committee has a sortable, searchable database of categories that can be used to organize and analyze interview responses. This can be used to create reports that show all the details from the Holy Listener's narrative summaries, originally entered keywords, and demographic information.

Such reports were created for categories that showed a statistically significant recurrence rate in the response data. Each of these reports was then assigned to a Holy Reader whose responsibility was to read through all levels of that information, in an anonymous form, from the relevant interview responses to create the summaries in this report.

Individual: Who Are We?

During the listening sessions, many questions were geared to be personal in nature. As Holy Listeners submitted their listening reports, they were queried about the skills the interviewee named. What gifts or talents did they have? What free-time or leisure-time activities did they share? This line of questioning helped to unveil the varied abilities and aptitudes that exist in the congregation, and to pinpoint where collective interests lie. Each interviewee shared their skills, gifts, and passions and those responses are mixed with some of the demographic data stemming from the optional demographic survey. A significant portion of the Individual section will point to the keyword appendix, which has the full list of topics covered in the sections below.

Demographic Statistics

It was established early on that a simple survey alone would not tell the whole picture of a person, and that an individual's attributes are more than just points on a graph. However, personal attributes can play a key role in understanding a person's life and add deeply important contextual data about the broader community. By collecting such data through the optional demographic survey with each Holy Listening session, the hope was to not only gain a deeper sense of the broader community, but also explore new ways in which Christ & St. Luke's can utilize the diverse gifts, skills, and assets that exist within the parish community.

“The hope was to...explore new ways in which [we] can utilize the diverse gifts, skills, and assets that exist within the parish community.”

Many of the visualizations below are fairly simplistic and are depicted in isolation from any additional detail. Future use of this data is described in the final section of the demographic portion of this report. Please note that not every respondent participated in the optional demographic survey. Data in the graphs below represent 140 individual surveys.

Figure 1 Age distribution of respondents

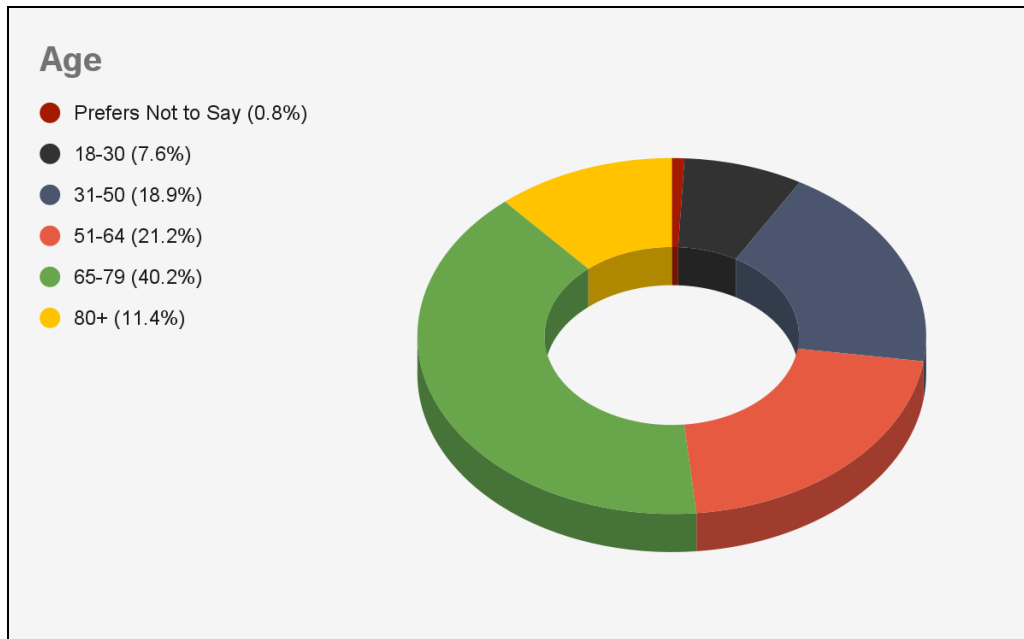
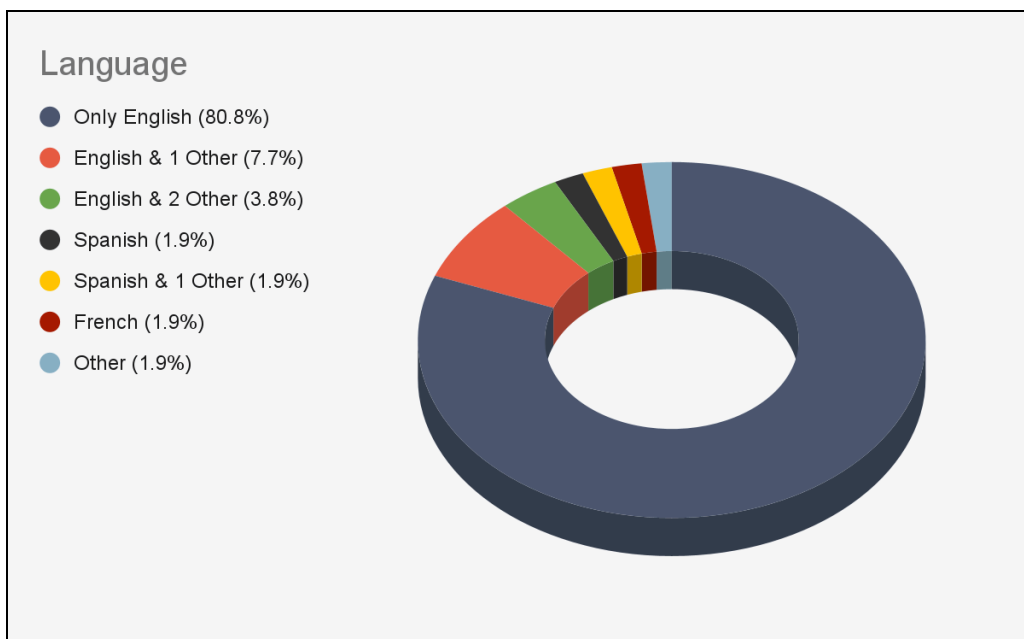


Figure 2 Languages spoken by respondents



NOTE: Other noted language proficiencies include Russian, Chinese, and Arabic.

Neighborhoods

Figure 3 Location of parish members throughout the Hampton Roads region

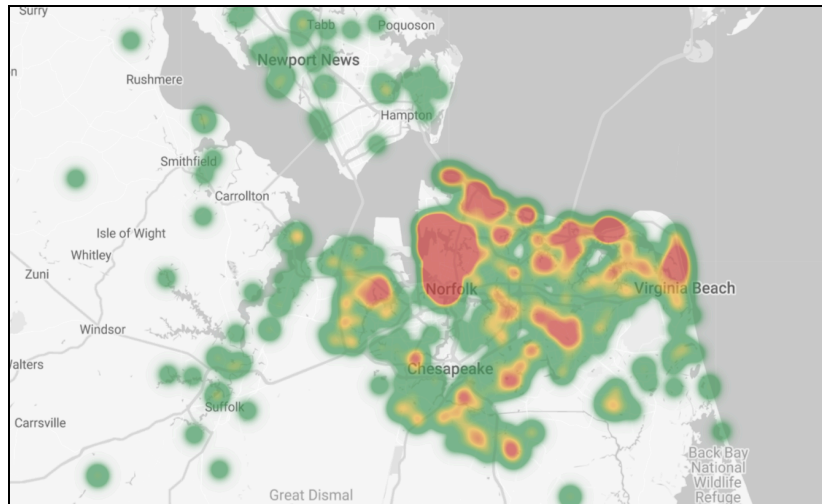
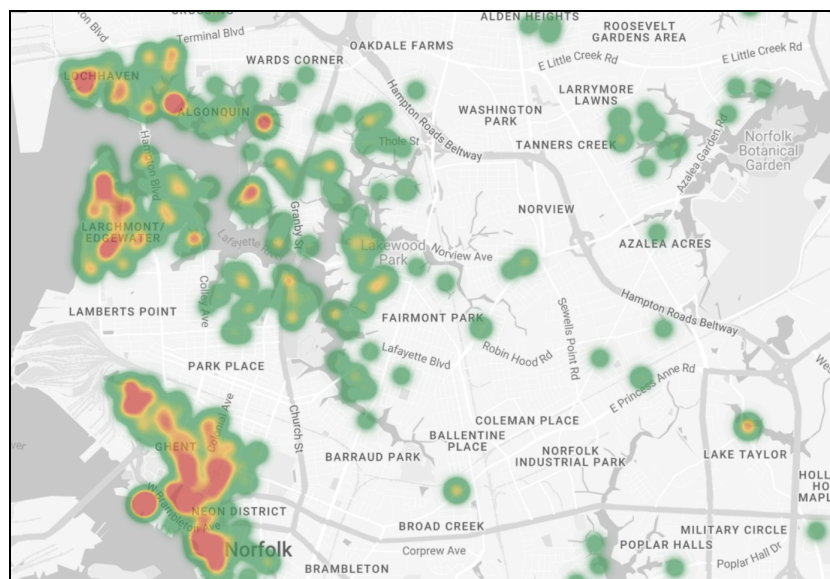


Figure 4 Location of parish members in Norfolk



NOTE: Based on the sheer volume of detail, visualization of neighborhood mapping is best achieved with an interactive map. For privacy and report limitations, a static representation is provided here.

Identities

Figure 5 Racial identification of respondents

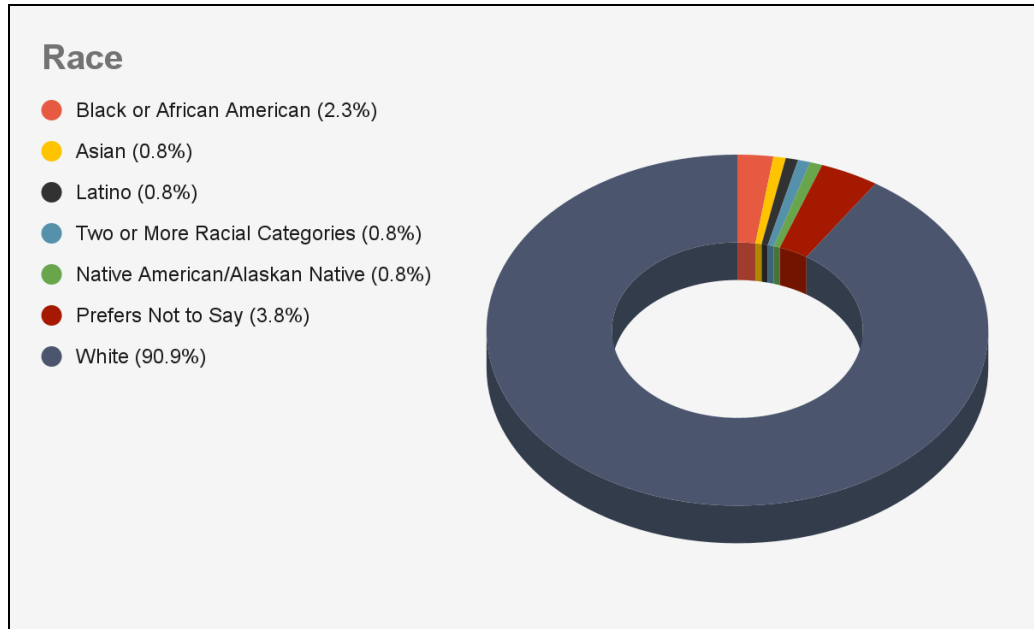


Figure 6 Sexual orientation of respondents

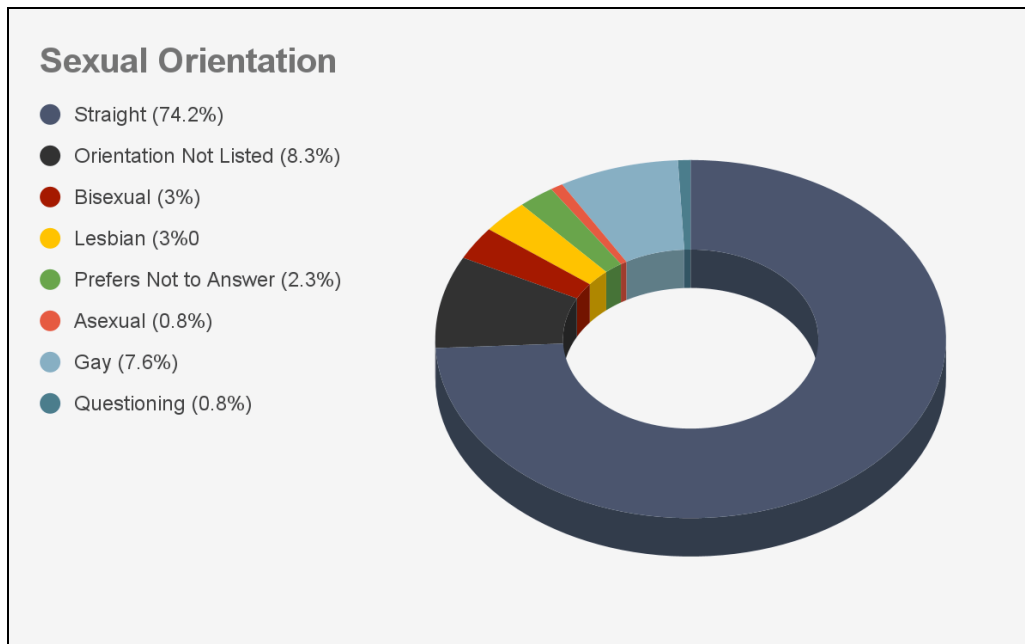
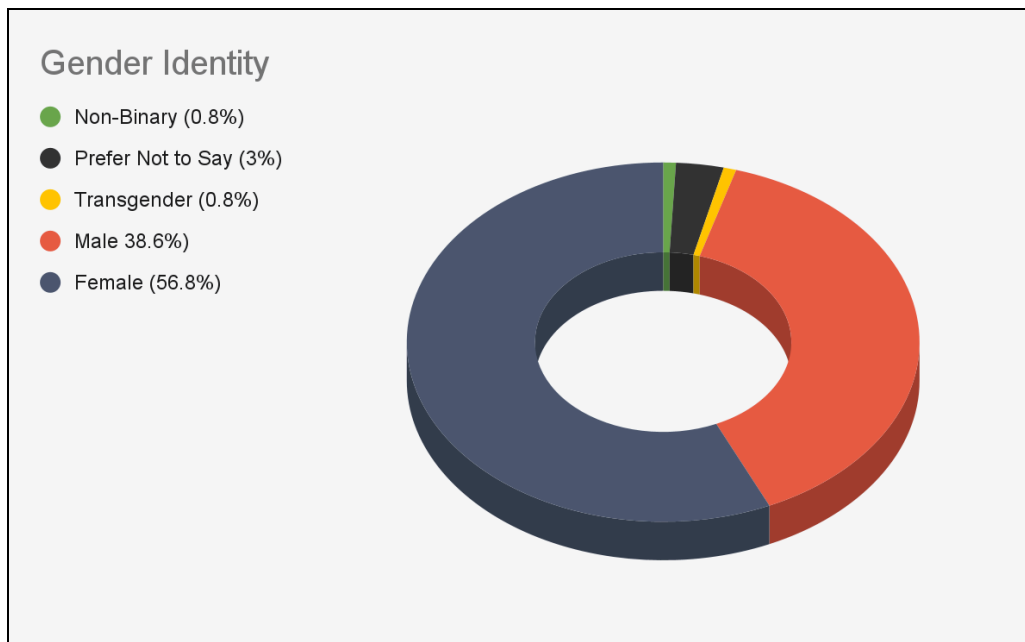
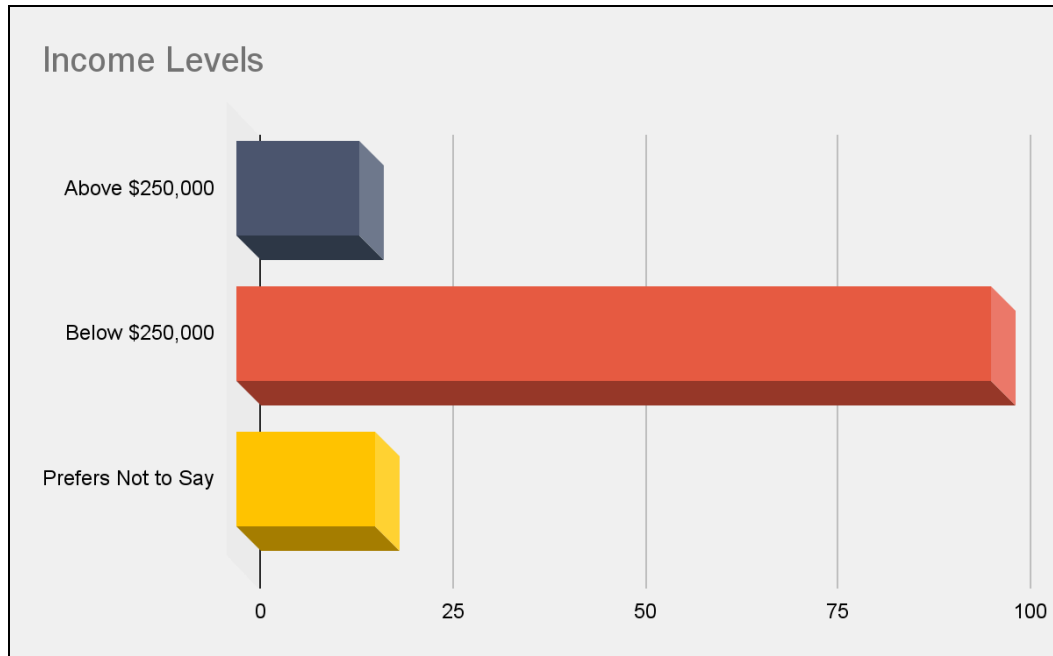


Figure 7 Gender identity of respondents



Vocation, Education, and Monetary Data

Figure 8 Broad income levels of respondents



Why such broad categories? It has been noted that more precise and granular detail regarding income levels may provide a more accurate and realistic picture of the parish. As with all demographic questions, a balance between the intrusive nature of the questions posed, and the desire to obtain responses are weighed to maximize participation and available data, while respecting the privacy and boundaries of those persons who participate in this process.

Figure 9 Occupational status of respondents

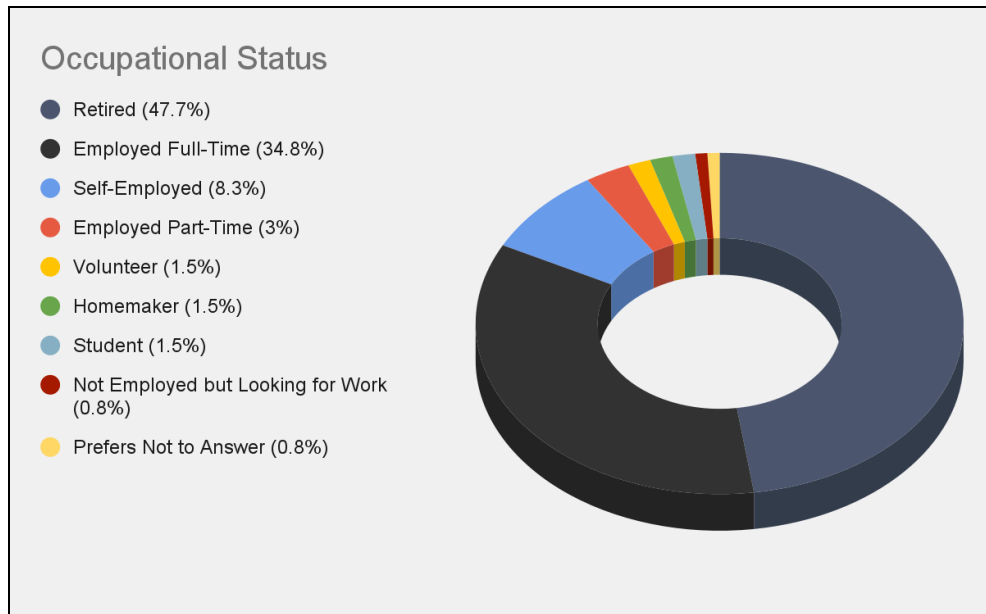
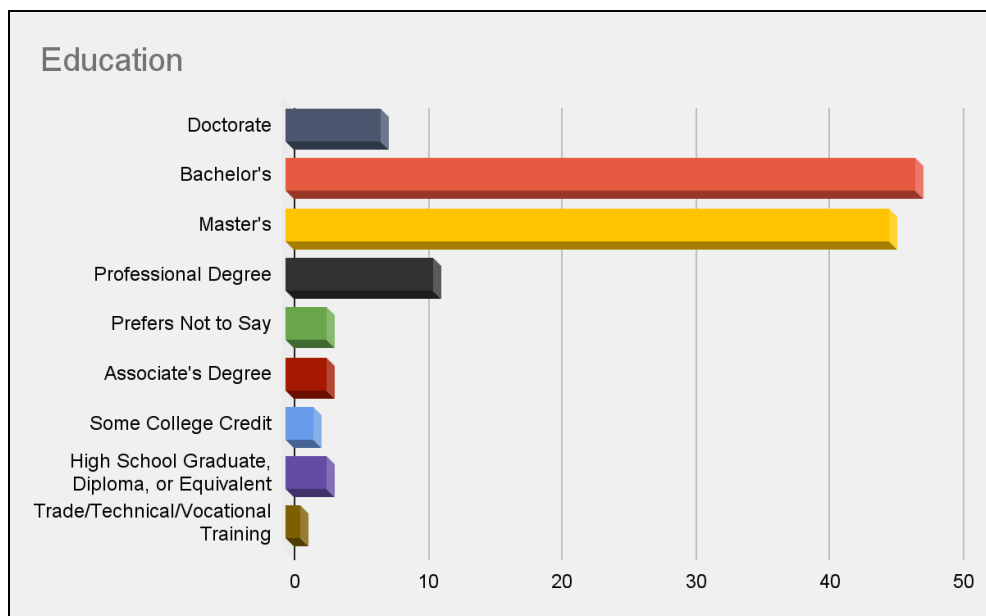


Figure 10 Education level of respondents

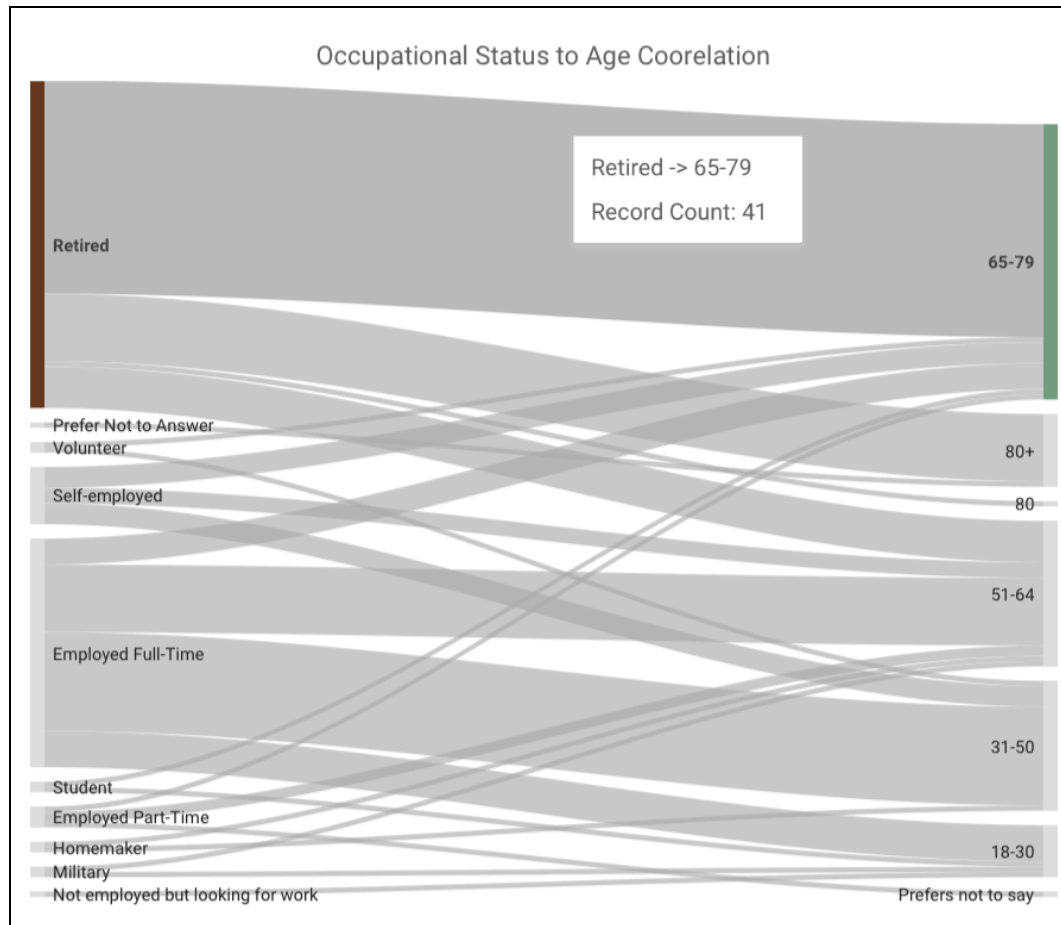


Future Use of Demographic Data

As noted previously in the introduction, this report only captures a snapshot in time of our initial phase of the Holy Listening campaign. Many of the graphical depictions of data are simplistic representations of one attribute of personal identity. A future goal is to be able to capture data in a more comprehensive format and to be able to answer questions that the community may not yet know to even ask. To that end, the Holy Listening Committee will continue to explore more complex data visualizations and the layering of multiple attributes of an individual to ask precise questions of the data. **The goal here is to understand the intersectionality of community identities.** By layering together multiple attributes about an individual, more complex relationships and sub-groups that exist within subsets of our community can be parsed out. Take a look at the next pages for examples of this.

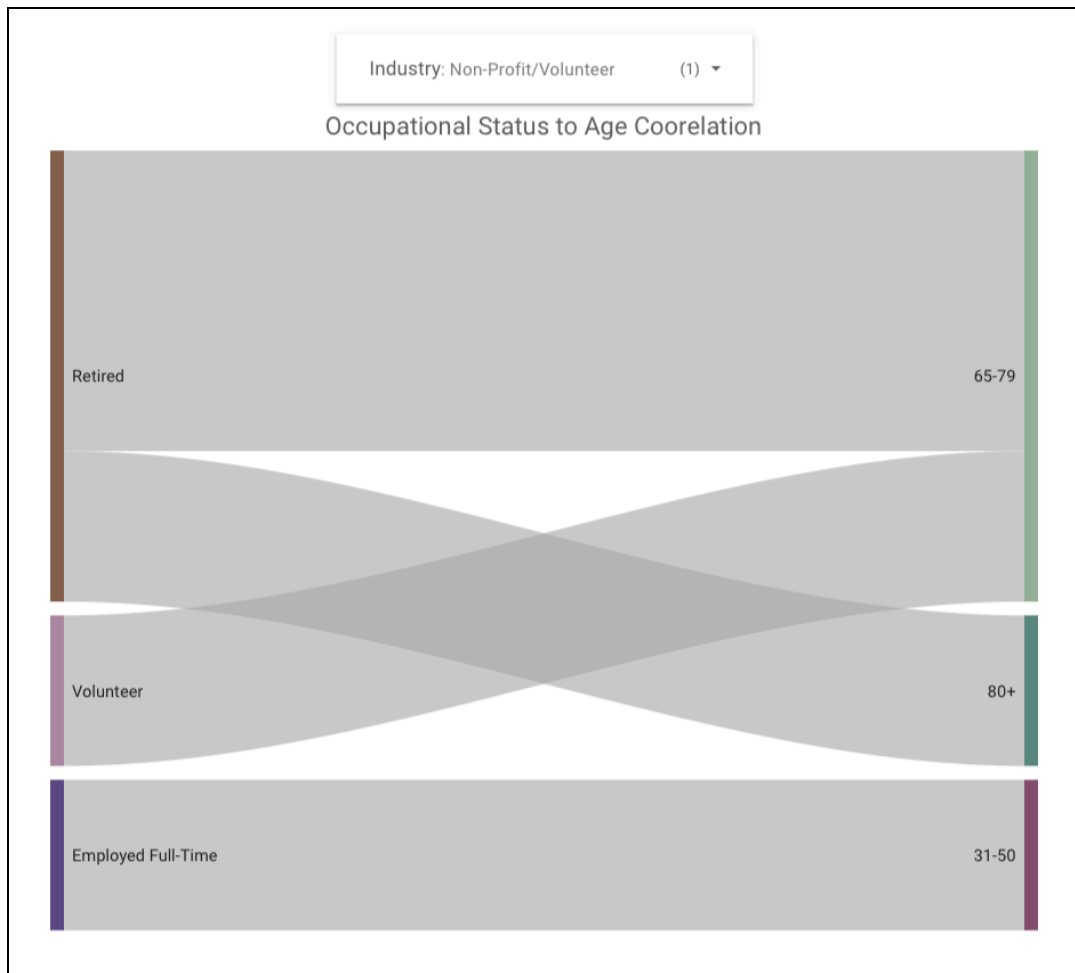
One example of how this data connects multiple layers of identity together is shown below with occupational status connected to different ages. **Figure 11** breaks down where people from a particular occupational status fit within multiple age groups. This, in and of itself, is interesting and provides some utility, but the second version, **Figure 12** (on the next page), illustrates a more narrow piece of the data by layering in the career fields and industries in which individuals noted participation.

Figure 11 Occupational status of respondents compared to their age



In **Figure 12**, the industry is filtered by “Non-Profit/Volunteer” showing a much smaller subset of people. Theoretically, this type of information can be layered with any number of attributes enabling church leadership to ask very specific questions about the community and source people and organizations which meet specific missional goals. Other examples of possibilities to explore more intricately would be racial, ethnic, and gender identities in a variety of contexts, or, for another example, correlating parishioner neighborhoods with coastal flood maps. In future utilizations of the Holy Listening data, the aim is to answer these intricate questions as they arise through various strategic planning and vision processes.

Figure 12 Occupational status of respondents compared to their age



Individual Data - Keyword Appendix

Much of the data that informs the understanding of the individuals that participated in Phase 1 of the Holy Listening is, not-surprisingly, diverse and broad in nature. The various identities, desires, activities, concerns, and skills named in Holy Listening conversations help to form a sense of the communal capacity of the Christ & St. Luke's community. Rather than picking and choosing a select few individual traits to report on, the committee has provided a full list of such data in the Keyword Appendix as part of this report. Please refer to the Keyword Appendix overview on pg. 35 to better understand how to use the appendix. Much of the data related to various individual attributes can be found listed in the People section of the Keyword Appendix.

Community

The Community section of this report is broken down into two main sections:

***Community Connections* asks the question: What are we involved with?**

***Community Engagement* asks the question: What do we care about?**

The topics below were pulled because they were statistically significant within the data. As noted in the Methodology section, these summaries were compiled by reviewing all responses linked to the keywords associated with the topics below. Reviewing the Keyword Appendix will reveal a full list of topics covered within the data. Summaries below are in alphabetical order, and are not ranked by statistical significance.

During listening sessions, the word *community* was intentionally left vague and undefined, allowing the respondent to note something relevant about their own idea of community. As such, references to community in the summaries may relate to Christ & St. Luke's, a local neighborhood, the Hampton Roads regions, etc. The summaries attempt to reflect the respondents intended use of community.

As an editorial note, questions during listening sessions were designed in such a way that no question was directly asked about Christ & St. Luke's. Any response related to Christ & St. Luke's is offered freely by the respondent, though the context of the interview elicited a natural connection to Christ & St. Luke's.

Community Connections

What are respondents involved with?

Arts & Music

When asked what is important about their community, a significant number of respondents noted the Arts. The greater community was valued for the vast array of artistic engagement opportunities, with music mentioned frequently, as well as art museums, dance, opera, and symphonies. The Virginia Arts Festival was noted several times for the world class art it brings to the area. Various other artistic efforts perceived as important within Christ & St. Luke's included the youth choirs, architecture of the church, the flower guild, and services such as "Blue Christmas" that "help people know they aren't alone." Listed as a desire was the idea of promoting the arts, as well as creating opportunities to participate in community arts events and programming.

A significant portion of responses on this topic related to music as a particular field of artistic expression. Respondents' overall perception of music in the Hampton Roads area is that there are numerous types of music performed in various venues that are easily accessible to all. Respondents appreciate that Christ & St. Luke's is a strong patron of the arts. Respondents indicated the impression that the quality of the Christ & St. Luke's parish choir is well known in the area and draws people to attend concerts and/or services,

with several responses connected directly with the Sacred Music in a Sacred Space program. Some respondents indicated that the music program is what brought them to Christ & St. Luke's and also influences them to stay. Many noted how the music enhances the worship experience for them. Respondents noted that the leadership of Christ & St. Luke's music program is highly respected both by parishioners and the wider musical community.

Respondents shared numerous artistic community events and organizations in the area to which they have a connection. The type of involvement ranged from patron to audience member, operations employment to performer. The organizations mentioned most often include the Christ & St. Luke's Choir, Chrysler Museum, Virginia Arts Festival, Virginia Opera and Virginia Stage Company. Additional organizations reported include (in no particular order) Ballet VA, local historic houses, the Hermitage Museum and Gardens, Norfolk Botanical Gardens, York River Concert Band, Virginia Symphony Orchestra, Virginia Chorale, Virginia Children's Chorus, Academy of Music, Norfolk Sister Cities Program, Governor's School for the Arts, Perry Glass Studio, Norfolk Street Choir, 48-hour Film Project, Tidewater Winds concerts, Feldman Chamber Music

Society, the Christ & St. Luke's Friends of Music, Sacred Music in Sacred Spaces, Altar Guild, and Flower Guild.

Respondents shared talents and skills within the arts arena. With free-time and leisure time, these activities and hobbies include singing, playing instruments, floral arranging, gardening, dance, painting,

musicals, theater, photography, graphic design, set design, acting, comedy, knitting, crocheting, reading, writing, cooking, baking, decorating, hiking, traveling. Seeing performances of all types was mentioned repeatedly. Attending community meals or social time with friends also was noted as an enjoyable and entertaining pastime.

Military Affiliation

Statistically, the military is a significant stakeholder in the Hampton Roads region. The Navy accounts for the majority of the responses related to the military, but there are other branches represented as well, including the Air Force, Coast Guard, and Marines. Military affiliation is broader than those who are considered active duty or career military. Affiliation with the military in the responses includes veterans, military reserves, government contractors, civilian military employees, and military family members.

For a significant number of respondents on this subject, the military is what brought them to the Hampton Roads region. This includes both those who came here for military service/employment and those who came here as a family member (spouse, child, etc.) of a military service member. For some, such a move has created a lifelong relationship with Hampton Roads. For others, time in the region is directly tied to their service in the military. Several of the retired service members noted multi-decade careers in

service and senior leadership roles in their field.

Respondents noted that the reality of personnel movement and deployments helps to make this a welcoming region. Respondents connected this directly to the fluidity and impermanence of military life, but this is not a universally held attribute. One respondent expressed that the transient nature of military service makes establishing deeper connection difficult, and expressed reluctance for further involvement due to this difficult reality.

Respondents suggest that the military holds a major role in setting the culture of the area. Respondents noted that the military provides a level of diversity, both in work life and community life, that doesn't exist everywhere. This is expressed as a positive attribute of the region.

Respondents expressed the perception that the military creates a relatively stable economic climate for the region. The area is perceived as an affordable community well-suited to supporting veterans and military service members. However, the perceived stability comes at the risk of

being over-reliant on the military. There was the consideration expressed about what would happen if the military were no longer present in its current form.

Responses also highlighted the many different skill sets found within the military. There are too many to name within this report, but it is worth noting that there are many transferable skill sets found within the responses which could be utilized outside of military service. It is often those skills that keep people in the area after their military service has concluded. However, at least one respondent pointed out that this attribute has disadvantages as well, namely that the military fails to tap into people beyond their professional affiliation. This respondent contrasted this to Christ & St. Luke's which they felt did a better job of creating community.

Volunteering

Twenty-seven respondents listed volunteerism as important to them. Several respondents expressed passion about volunteering. One stated that "God owns me in retirement" and described a desire to help other people and serve God. Another respondent experiences volunteering as a joyful part of life and a way of making friends and being part of the community. Yet another person was drawn to Christ & St. Luke's because of the volunteer efforts of many of the members.

Some respondents volunteer their time in service to Christ & St. Luke's parish. Others volunteer out and about in the

Outside of active military personnel and employees, two key groups are noted within responses: 1) veterans, and 2) family members of military service members. Many military families look to make connections when they move to a new area and are away from extended family support. Responses indicated that both groups noted above have found Christ & St. Luke's to be important to their support network. Special note was made for supporting family members while spouses/parents/guardians are deployed. Multiple responses were concerned with homelessness in close proximity to veterans issues. Though the two were not explicitly linked in documentation, respondents appeared to be linking the two topics in their desire to address each in relation to the other.

broader Hampton Roads community. Still others divide their volunteer efforts between the two, serving both church and community.

Those who volunteer within the church listed the following activities/ministries: Sunday greeters, ushers, working with children and youth, writing a book about the history of Christ and St. Luke's, scheduling church volunteers, serving on a committee or on the Vestry. Others indicated a connection to a missional engagement, like the Angel Tree, the Together for Kenya ministry, and the Thursday Lunch Ministry.

Within the church, several respondents noted concerns about volunteers. “We need to get more people involved so that those currently involved do not suffer burnout,” said one.

Another respondent believes that Christ & St. Luke’s needs more volunteers, especially greeters and ushers. Another respondent hopes that Christ & St. Luke’s can encourage more people to volunteer out in the community, beyond the walls of the parish. Another respondent noted a measure of frustration, offering examples of difficulty to get involved in the church.

Those who volunteer outside the church in the Norfolk/Hampton Roads

community named the following groups to which they commit their time: Junior League, the Juvenile Court Board, NAACP, Girl Scouts of USA, Elizabeth River Trail, Elizabeth River Project, Equi-Kids, Norfolk Botanical Garden, The Planning Council, Rotary, Feral Affair Network, Hampton Roads Pride, the VA Queer Film Festival, and the Norfolk Winter Shelter, a ministry to the homeless. The breadth of these organizations suggest that respondents are committed to a variety of causes/issues, including children and youth, at-risk youth, the elderly, LGBTQ+, racial equality, hunger and homelessness, the environment, and animal rights.

Community Causes

What do respondents care about?

Civic Causes

Respondents mentioned several important civic causes related to the overall civic/public functioning of the Hampton Roads region. Time has given some respondents the perspective of the ebb and flow of economic development and downturn, and the effects those economic forces have had on the well-being of various communities. **A common element among civic responses was the expressed concern over the isolation of the seven cities that commonly make up the Hampton Roads region.** A desire was expressed for greater cooperation between

Hampton Roads city governments for issues like schooling, public transportation, public services, and economic development plans. Respondents generally expressed confusion over the competition between the cities, and some remember times where such competition had harmful impacts on the well-being of constituents in all cities. Other noted civic causes related to improving public schools in the region, as well as addressing rising sea levels. These topics are covered further in the Education section and Environment section.

Education

Education emerged as an important topic on the minds of respondents. Respondents placed a high value on education in society. Responses indicated that Education is valued for its ability to form and prepare children for becoming adults, for its ability to reform people's understanding about life and expose people to new information, places, cultures and ways of living, and for how it exposes people to the beauty and "wonders of the world." Respondents noted the value of education about music and the arts, as well as the beauty of nature. It was also noted that education is valued as a way to help people understand and address the challenges of climate change and social injustice.

For some respondents, education is an important part of their personal identity. Several respondents expressed a sense of accomplishment in their role as a teacher and they identified the positive impact of educators in their lives. Respondents identified themselves as teachers, mentors, coaches, parents of students, students, graduates, school administrators, trainers and school supporters. Respondents often identified educational organizations with which they have an important and sometimes an ongoing relationship: pre-school organizations, public and private K-12 schools, colleges and universities.

Education was broadly defined to include a number of topics: music, the arts,

history, other faith traditions and cultures, language, science and the environment, civics, public health and wellness, philosophy and raising children. Additionally, many respondents expressed gratitude for what they have learned about their religious faith at Christ & St. Luke's and how that learning continues to strengthen their faith.

Respondents identified education as a lifelong pursuit. Many respondents expressed support for the education of children and youth and are actively engaged in education at this level. Respondents also identified support for education of other age groups and individuals and families that may not be found in the K-12+ systems: adults and seniors, immigrants, special needs populations, and children and parents living in disadvantaged areas in the region.

Respondents are motivated to improve educational efforts in the community. Many respondents are actively engaged in these efforts. Desires for improving education efforts included: improving the quality of public education, increasing access to education, increasing support for educational organizations, teachers, parents and students, after school/tutoring and reading programs, and ensuring that all children are provided a safe and supportive environment for learning. A number of responses indicated a concern with a trend in declining quality of education for children.

Environment

During Holy Listening interviews, forty-six respondents mentioned the environment. Several spoke positively about the natural beauty of the Norfolk/Hampton Roads area. “It’s a lovely place to live,” remarked one, “with its waterways, beaches and ocean.” Another respondent described the attractiveness of Ghent and its neighborhoods near the Elizabeth River and the Hague. Yet another respondent said, “I love being around the water.”

In addition to comments which highlighted the natural beauty of our area, many other respondents expressed concerns about the environment, listing factors such as climate change, water pollution, as well as rising water levels and sinking land masses, which lead to neighborhood flooding. One respondent stated, “The environment is the Number One issue we face.” Another respondent claimed that “water and flooding are screaming for attention.” Another respondent held the belief that the city of Norfolk is not doing enough to address flood control. Several respondents noted that they are passionate about environmental issues.

Respondents mentioned by name three specific organizations which address

environmental concerns and promote advocacy: 1) The Elizabeth River Project, 2) The Chesapeake Bay Foundation, 3) and The Caring for Creation Committee, a ministry of Christ & St. Luke’s. Seven respondents mentioned that they are involved with the Elizabeth River Project, while one other respondent served on the Elizabeth River Project Board of Directors for nine years, working on the Environmental Justice and DEI committees. Additionally, one respondent noted being involved with the Chesapeake Bay Foundation.

Five respondents reported their involvement with the Caring for Creation Committee and its activities. These respondents participated in a variety of environmental-related activities, including the cleanup of Ward’s Corner in Norfolk, the planting and maintaining of baby oyster spats in the Elizabeth River, preparing the Christ & St. Luke’s Community Garden to grow vegetables to be used at the church lunch ministry, and teaching “Love God; Love God’s World,” a denominational curriculum which explores the relationship between participants and the environment.

Food Insecurity

Food insecurity was listed as a significant concern for the larger

community. Responses indicated that these concerns were part of a desire for area

organizations to help alleviate hunger for those in the community. Additionally, respondents noted this is an issue that they are actively participating in and working to address. Related to this, several organizations were mentioned as part of that active work reported by respondents, including the Christ & St. Luke's Thursday Lunch Ministry, local food banks, and ministries like the Norfolk Winter Shelter. While food insecurity was often linked to the topic of homelessness, the scope of the responses noted a broader issue which

included those who are housed but still in need of additional resources. Such groups mentioned included retirement communities, local schools and colleges, and those that are homebound. Another expressed desire around food insecurity was help in finding ways to connect with partner organizations that fit within a respondents busy schedule. Respondents also expressed the desire for better cooperation between area organizations that work on the issue of food insecurity.

Health

The broader topic of health was a significant thread throughout the responses. Although many of the responses over-lapped, several distinct areas of interest and concern emerged in the data. Many of these comments were based on personal or professional experience. Other comments lauded organizations in which they were involved.

The most prevalent concern is the mental health of the community. Statistically, mental health was the highest mentioned topic in the health responses. Respondents noted concern with the general mental health of all, but especially of teenagers and youth. One respondent noted their concern with clergy burnout and queried resources for them. Another stated ongoing concerns for women's mental health issues. A number were concerned with the mental health of the elderly population. More specific observations cited that there were less than

optimal resources to attend to those in need. Early diagnosis and treatment of various conditions was noted to be a priority. One person noted that anxiety and depression were the top of their concerns for others. Another person noted that good mental health was key to overall healthy living.

A strong second thread in the topic of health was the role of the YMCA in the overall health of those in Hampton Roads. One person eloquently said that "the YMCA is the model of what a church can be: it serves body, mind and soul." All of those who mentioned the YMCA noted that the presence of the YMCA promoted good health both mentally and physically. Numerous comments centered around the YMCA activities which brought the benefit of health: sports, dancing, yoga, running, exercise etc. Others noted that the YMCA was a great bridge for health and wellness amongst the young. "The YMCA reaches out

as a vehicle of change for our youth: good resource for good health” said one. Many of the participants were proud members of the YMCA.

Not surprisingly, exercise was a close follow up in responses related to health. As one respondent summed it up: “exercise is your best friend.” Once again, regular exercise was linked to good physical and mental health amongst all life stages. Many personal anecdotes described how walking specifically enhances physical and mental health. These respondents looped their physical fitness back to their involvement in organizations such as the YMCA and community resources like the Elizabeth River walking trails.

The topics of general healthcare access and specific healthcare for the elderly were statistically even. **Respondents voiced concerns that people did not have healthcare literacy, and that this needed to be remedied.** Health care reform with financial support also needed to be addressed. A specific need cited was the close support required for elderly persons to navigate the healthcare system and keep

on top of their healthcare plans (“make sure they take their pills”). A notable number of respondents were medical or mental health providers with significant experience and keen to help. Healthcare fairs were mentioned as a good source of general healthcare information.

Other less frequently mentioned, but still vitally important areas of comment, centered around good nutrition for optimal health, which included their support of the Foodbank. Some were passionate about nutritional education to optimize health. Many of the respondents are active caregivers of family/friends with significant health conditions such as dementia and chronic life-threatening illnesses. Many of these noted caregivers expressed the considerable need for more support. Others noted a passion for recovery groups for substance misuse. Many of the respondents expressed their pride in community groups such as CHKD, Sentara, Edmark Children’s Hospice and EVMS which augments physical, mental, and spiritual health.

Homelessness

Homelessness had a significant number of responses. Similar to Food Insecurity, respondents expressed both a general desire for the issue of Homelessness to be addressed, as well as active participation in work addressing the issue. A majority of responses related to respondents actions were tied to addressing the direct needs of those experiencing homelessness, like

volunteering with area shelters. A lesser number of responses indicated civic engagement and advocacy work for addressing the systemic issues that lead to homelessness. Related to the desires of those who mentioned homelessness, most centered around a general desire to care for those who are experiencing homelessness. Respondents connected

their faith directly to the issue of care for those who are vulnerable.

Respondents also mentioned Christ & St. Luke's programs like the Thursday Lunch Ministry and the Norfolk Winter Shelter as helpful ways of engaging with those who are experiencing homelessness. Others expressed involvement with community partners, like Ghent Area Ministries and area homeless shelters.

Other desires around homelessness related to issues of security, safety, civic pride, and property value. There were negative feelings expressed around homelessness, especially as it related to impacts on the general feel of the community. The response "Homelessness is

the area's number one issue" was found in several respondents' comments. Of note is the intersectionality of the topic of homelessness with many other pressing topics, including food insecurity, affordable housing, and climate change. Several respondents discussed how climate change will continue to affect those on the margins more significantly than others. Respondents also offered perspective into their beliefs about the factors that make addressing the topic of homelessness difficult. Such factors included a general "haves and have-nots" mentality in the Hampton Roads region, as well as long standing social justice inequalities.

Inclusivity

The topic of inclusivity was described by respondents as an ideal for a community, one where people can share, discuss, and express their beliefs and still feel welcome. Respondents connected the ideal of inclusivity to the notion of accepting and understanding the differences of others. Respondents connected the ideal of inclusivity to the community of Christ & St. Luke's, often as a counterpoint to the lack of inclusivity found in the various communities described in the responses. Christ & St. Luke's offers a seemingly much desired approach to the ideal of inclusivity, one that respondents wished existed elsewhere in their lives.

The inclusive community described at Christ & St. Luke's was often in contrast to

what respondents described in other communities. The fallout from political division and a general political tension were noted as significant problems. Similarly, divisions over race, gender, gender identity, sexual orientation, and others were noted as things that weigh heavily on respondents. These were illustrated by respondents to showcase the need and desire for more inclusive organizations in the community.

The majority of responses connected to inclusivity are directly tied to Christ & St. Luke's. Most of these connections were positive in nature, explaining how Christ & St. Luke's helps exhibit a much desired expression of inclusivity. These expressions were tied to LGBTQ+ inclusion, as well as specific ministries like the Pub Club and

First Thursday Suppers which have significant social components as part of their identity. Connections to Christ & St. Luke's by respondents also offered growth areas for the church in regards to inclusivity. Several respondents expressed a desire for better racial diversity within the congregation and suggested the desire for the church to have better connections in the African-American community.

LGBTQ+ Identity

Christ & St. Luke's open and affirming stance on LGBTQ+ individuals was noted by respondents as a positive factor. Respondents reported several levels of identity within this community. Some identified as LGBTQ+, while others reported being allies of LGBTQ+ individuals. This second group often included the parents of LGBTQ+ children, both adult and adolescent.

For respondents who identified as LGBTQ+, the mixture of faith, inclusion, and safety were all key to finding a home within Christ & St. Luke's.

These respondents often noted trauma from previous church experiences, or from family dynamics that are not as supportive as that found within Christ & St. Luke's. Similarly, several of those who identified as allies reported coming from backgrounds

Several respondents expressed the desire for more intergenerational events. Growth areas extended to the worship experience as well, as some respondents noted how gendered language for God created dissonance with the inclusivity the church exhibits. Still others connected their desire for inclusivity directly back to their faith and the teachings of Jesus Christ.

that were less supportive of LGBTQ+ individuals. Life experiences, like a child or close family member/friend identifying as LGBTQ+, led these respondents to seek a community that was more inclusive and welcoming. The Queer Theology Book Club, a ministry of Christ & St. Luke's, was mentioned a number of times as a helpful resource and community for LGBTQ+ individuals and allies alike. Respondents noted active work in advocacy for issues related to LGBTQ+ identity. Events like the Hampton Roads PRIDE were noted several times by respondents. Similarly, respondents mentioned organizations like the LGBT Life Center as important partners in support of LGBTQ+ individuals, especially as this topic intersects with issues like homelessness, healthcare, and mental health.

Keyword Appendix

The keyword appendix is the best representation of the full set of data recorded through the Phase 1 Holy Listening process. This report offers insight into statistically significant topics in the data, but it cannot cover all the data in detail due to the amount of data collected.

The Keyword Appendix is broken into five main categories:

1. **Causes:** Listing of the causes reported in the keywords by Holy Listeners.
2. **Locations:** Listing of the different locations mentioned in the keywords by the Holy Listeners.
3. **Organizations:** Listing of the various organizations, by type, mentioned in the keywords by the Holy Listeners.
4. **People:** Listing of the Activities, Affinities, Categorical & Cultural Groups, Characteristics, Concerns, Desires, and Skills reported in the keywords by the Holy Listeners.
5. **Religion:** Listing of the various religious keywords reported by the Holy Listeners.

Out of those five main categories, the Holy Listening Committee has flagged the sections below as important for the readers of this report to review, as these categories showcase the breadth of the diverse gifts, skills, and assets reported by respondents.

Refer to the Methodology section to better understand how these keywords were developed. Please note that statistical significance does not give an indication of value or feeling toward a specific topic. For example, 50 responses related to topic Q may include 25 responses that favor topic Q, 20 responses that oppose topic Q, and 5 responses that simply name topic Q as something in their community. Only after reviewing all answers can the contextual value of topic Q be understood. For this reason, the committee has not included statistical data in the Keyword Appendix, so as not to imply unintended value. Each entry on the Keyword Appendix could represent one mention or multiple. Regardless, each entry is a direct connection to a respondent's community and personal identity.

Activities

Located in the People section

During the Holy Listening sessions, the listeners were asked to note what activities the participants mentioned. The Activities section the keyword appendix lists all the keywords that fall under that category. Other skills and activities may be noted in summary sections.

Subcategories of Activities include the following: Arts/Entertainment/Hobbies, Dining, Fitness & Sports, Shopping, and Volunteering & Activism.

Desires

Located in the People section

During the Holy Listening sessions, participants were asked by their listener to describe their desires. Specifically, listeners noted the passions named or mentioned, as well as what sort of things excited or motivated the interviewee. They were also asked what issues were pressing or in immediate need of attention in their community. Some of the statistically significant desires appear above in the Community Causes section of this report.

Organizations

Main Category

The organizations that individual respondents indicated affiliation with are vast. Some of these organizations appear in different summaries throughout this report as they relate to a specific topic. However, this only scratches the surface of the organizations mentioned.

Subcategories of Organizations include the following: Arts & Entertainment, Businesses, Educational, Environment, Fraternal, Health, Housing, Military, Non-profit, Political, Public, Religious, and Senior Centers

Skills

Located in the People section

During the Holy Listening sessions, Holy Listeners were asked to record what skills, gifts or talents parishioners mentioned either directly or indirectly. The Holy Listeners recorded the skills that each participant noted during their session. Some of the most frequently mentioned skills were communications, teaching & tutoring, organization, management & leadership, and legal.

Conclusions & Next Steps

Next Steps

At the Annual Meeting in January of 2025, two deliverables were discussed stemming from Phase 1 of this Holy Listening Campaign, this report being one of them. As stated in the Introduction, this report is merely meant to introduce the type of data collected in the Holy Listening process. It is not the entirety of our data.

The second deliverable is the development of a highly searchable database system that will allow us to find relatable data points and assets as church leadership begins to implement strategic planning and visioning processes. This second deliverable is still under development. An early version of this proposed system was used in the development of this report, which allowed us to cull the exact responses that informed the summaries. You can read about that process in the Methodology section.

“The goal is that the Holy Listening data will be a resource for our community as we begin to mobilize and utilize the God-given assets that exist herein.”

The goal is that the Holy Listening data will be a resource for our community as we begin to mobilize and utilize the God-given assets that exist herein. While this will not

be a publicly available system, as we will always abide by the confidentiality statements given to participants, we anticipate this being a useful system for church leadership in many varied and, as of yet, unidentified ways.

We also anticipate making Holy Listening conversations a regular part of communal life at Christ & St. Luke's. Our data could easily go out of date, or simply be a snap-shot of 2024, if we do not invest time and energy to add to this valuable resource. The 160 interviews accounted for in this report do not represent the entirety of our community. Change is constant. Especially as we experience growth and newcomers, as well as natural attrition for various reasons, it will be vital to maintain an active listening process with our internal community. This is one of the tenets of any effective ABCD process.

Similarly, future listening sessions will need to focus on demographics not represented in this initial phase. We did not include those under 18 in this initial phase. The gifts of the youngest among are needed to inform our sense of self. Given that, a future goal is to continue to implement listening sessions with the internal community on an ongoing basis. This will be done after a redesign of the process to

allow for meaningful integration with already existing data.

Phase 2 of the Holy Listening Campaign is going to be focused on the broader community, which will enhance the internal community data collected in Phase 1. A similar process of asset mapping will take place with different community partners, many of which we identified in the Phase 1 listening sessions. Not only do we want to map the gifts, skills, and assets of our immediate neighbors and community stakeholders, but also of those whose impact was indicated through our conversations with parishioners. We anticipate making this phase a key focus of the 2025–2026 program year. The same goals of continuity, sustainability, and data integration exist with Phase 2 so that this is a process that extends far into the future.

Similarly, part of the work of Phase 2 will be to map the institutional assets of Christ & St. Luke's. Such assets include our building and space, our financial assets, our staff capacities, and our ministries offered. The full vision of the Holy Listening process is to discern the individual assets of our internal community (Phase 1), discern the assets of the broader community and organizations around us (Phase 2), and map the institutional assets of our Church (Phase 2) to help us better understand our context. From this contextual understanding, we can make informed decisions about how to best mobilize our gifts to grow into the community God has made.

Concluding Notes

As noted in the introduction, Holy Listening is guided by two central questions:

“What gifts has God put into our midst?”

“What might those gifts require of us as we engage with the world around us?”

This report has started to answer the first of these questions. The detailed summaries of the statistically significant data from our Phase 1 listening sessions paint a picture of a community that is connected in deep and meaningful ways outside of this church community. This is exciting because it presents the opportunity for parishioners to not only carry God’s love out into their deeply intricate and contextual worlds, but also for each parishioner to bring their own contexts into the reality of our church community. There is reciprocal benefit from these relationships.

This reciprocal nature is not without its challenges. Churches are multifaceted organizations. There is the potential for churches to jump into new projects based on the passions of their members without doing the deep and important work of connecting such work back to their mission, or without assessing sustainability or viability. To avoid this, Christ & St. Luke’s needs to be aware of its own missional identity and purpose. It should

be noted that statistical significance in the Holy Listening data does not always imply the need to move in a new direction or for the development of a new missional identity/ministry. Statistical significance in the data may be cause for further research into the trend, for development of relationship with community partners related to the trend, or for a celebration of, and recommitment to, a ministry or missional expression into which we already live. Such questions relate to the 2nd question above: What might our God-given gifts require of us as we engage with the world around us? These questions are not within the directive of the Holy Listening Committee and will be answered by a broad contingent of church leadership, including the clergy, staff, vestry, ministry leaders, and parishioners alike. The Holy Listening Committee's work is meant to be a resource to these various groups as the community begins to discern the implications of that 2nd question.

“The element of time allows us to make thoughtful changes to our methods and structures, as well as to address issues with understanding, context, and knowledge.”

We hope you take from this report the important element of time in this process. Change through ABCD is slow. Yet the element of time allows us to make

thoughtful changes to our methods and structures, as well as to address issues with understanding, context, and knowledge. It takes time to develop deep understanding, context, and knowledge, and we believe it is well worth our while to do so. Holy Listening was not designed to be a one-time event or process, but rather a

new way of thinking about ourselves. We do not yet know how this data will impact our community, but we have a great belief in the words of St. Paul when he says that it is God who will activate these gifts as they are revealed. We're invested in finding just how much goodness God has given us.

A Word Of Thanks

This process was entirely done by volunteer and community will-power. Each Holy Listening Session is a significant investment in discerning the future of Christ & St. Luke's. Thank you to everyone who participated in a conversation! A special Thank you is due to the people below who helped in important roles in this process.

Holy Listening Committee

The names below are the current and former members of the Holy Listening Committee. They have put in countless hours dedicated to this process. Each one of them brought a unique perspective and skill set to make the detailed process of Holy Listening a reality. Their differing skills and abilities are a perfect case-study of the ideals of ABCD: that we have what we need in our communities to build and develop into something life-giving. A deeply felt Thank You is due to each person below.

Dan Ambrose
Dave Cass
Jim Dille

The Rev. Jared Grant
Amanda Ipock

Helen Sharpe-Williams
Jo Ann Short

Holy Listeners

The Holy Listeners conducted the Holy Listening Sessions and filed the listening reports that make up Holy Listening data. All told, over 320 hours of volunteer time for listening and reporting went into the Holy Listening process. Add to that the commitment of the parishioner respondents, and its nearly 500 hours of time spent on discerning who we are as a community! Many thanks to our Holy Listeners that made this process possible.

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The Holy Readers reviewed the specific responses to topics and wrote many of the summaries found in this report. Their keen eye for analysis helped contextualize random data points and pull it into wonderful detail. Thank you!

Heidi Anderson
Annette Berkin

Al Butzer
Keith Cannady

Margaret Inge
Carolyn Moneymaker

Keyword Index

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<i>Fitness & Sports (continued)</i>			
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	African Americans		
	Babies		
	Children		
	Emergency Responders		
	International Students		

People (continued)

Categories & Groups (continued)			
	Military Affiliation		
		Air Force	
		Navy	
		Rotc Program	
		Usmc	
		Veterans	
	Native American		
	Neighbors		
	Singles		
	Toddlers		
	Veterans		
	Young Adults		
	Youth		
Characteristics			
	Active		
	Affirming		
	Anxious		
	Approachable		
	Authentic		
	Average		
	Bored		
	Brave		
	Calm		
	Capable		
	Caring		
	Common Sense		
	Compassionate		
	Creative		
	Curious		
	Decent		
	Dependable		
	Detail Oriented		
	Doer		
	Empathetic		
	Enthusiastic		
	Ethical		
	Even-Keeled		

People (continued)

<i>Characteristics (continued)</i>		
	Excellent Attitude	
	Extrovert	
	Flourishing	
	Follows Through	
	Friendly	
	Frugal	
	Generous	
	Gentle	
	Genuine	
	Grateful	
	Happy	
	Hard Working	
	Has A Strong Work Ethic	
	Helpful	
	Honest	
	Hopeless	
	Hospitable	
	Humorous	
	Introverted	
	Joiner	
	Kind	
	Liberal	
	Mindful	
	Nostalgic	
	Needy	
	Neighorly	
	Nurturing	
	Observant	
	Open And Transparent	
	Open And Welcoming	
	Open Minded	
	Open To Change & Growth	
	Organized	
	Passionate	
	Patient	
	Persevering	

People (continued)*Characteristics (continued)*

	Persistent		
	Positive		
	Principled		
	Punctual		
	Purposeful		
	Quick Thinking		
	Reliable		
	Resilient		
	Respectful		
	Restless		
	Results Oriented		
	Reverent		
	Risk Averse		
	Selfish		
	Self-Oriented		
	Sensitive		
	Sincere		
	Stages Of Life		
	Strong		
	Successful		
	Suspicious		
	Task Oriented		
	Thoughtful		
	Traumatized		
	Uncaring		
	Understanding		
	Victim Of Violence		
	Visionary		
	Warm		
Concerns			
	Aging		
	Alcoholism		
	Breastfeeding		
	Childcare		
	Coal Dust		
	Conflict		
	Crime		

People (continued)			
Concerns (continued)			
	Current Affairs		
	Death Of Spouse		
	Disaster Relief		
	Disenfranchisement		
	Employment Opportunity		
	Entitled People		
	Estate Planning		
	Factionalism		
	Finances		
	Financial		
		Medical Bills	
	Finding Qualified Employees		
	Grief & Grief Management		
	Harassment		
	Hatred		
	Health & Illness		
		Blindness	
		Chronic Health Issues	
		In-Home Care	
	Hoarding		
	Infrastructure		
	Irresponsible People		
	Isolation		
	Loneliness		
	Materialism		
	Medical		
		Dementia	
	Noise Pollution		
	Polarization		
	Politics & Politicians		
	Pregnancy Issues		
	Traffic & Parking		
Desires			
	Acceptance		
	Accessibility		

People (continued)

Desires (continued)			
	Adventures		
	Advocacy		
	Affirmation		
	Balance		
	Being Valued		
	Change		
	Charity		
	Civil Discourse		
	Civil Rights		
	Cohesion		
	Collaboration		
	Comfort		
	Community & Relationships		
		Multigeneration	
		Virtual	
	Conflict Resolution		
	Connectedness		
	Continuity		
	Cooperation		
	Dignity		
	Diversity, Equality And Inclusion		
	Education & Learning		
	Empowerment		
	Engagement		
	Expectation Setting		
	Freedom		
	Freedom Of Expression		
	Growth		
	Health & Wellness		
	Independence		
	Inspiration		
	Involvement		
	Joy & Happiness		
	Love		
	Mentoring		

People (continued)			
<i>Desires (continued)</i>			
	Moral Support		
	Motivation		
	Networking		
	Nutrition		
	Opportunities		
		Learning	
	Peace		
	Perspective		
	Philanthropy		
	Professional Growth		
	Quietude		
	Rebuilding Trust		
	Reducing Polarization		
	Regional Cooperation Among Cities		
	Routine		
	Safety		
	Satisfaction		
	Sharing		
	Spirituality		
	Support		
	Survival		
	Systemic Change		
	To Have Their Voice Heard		
	To Not Be Judged		
	Traditions		
	Trust		
	Unity		
	Where To Live		
Skills			
	Admin		
	Advisor		
	Analysis		
	Archivist		
	Athletic Ability		
	Auditing		
	Automobile Repairs		

People (continued)

Skills (continued)			
	Aviation		
	Banking		
	Biology		
	Business Acumen		
	Caregiving		
	City Planning		
	Civic & Municipal		
	Cleaning		
	Coaching		
	Collaborating		
	Communications		
	Compliance Review & Quality Assurance		
	Construction		
		Carpentry	
		Engineering	
		Manual Labor	
		Repairing Things	
		Soldering	
	Cooking		
	Coordination		
	Corporate Leadership		
	Counseling		
	Customer Service		
	Data Science		
	Dog Grooming		
	Encouraging		
	Entertaining		
	Event Planning		
	Facilitation		
	Facility Maintenance		
	Financial Management		
	Fundraising		
	Gardening, Landscaping & Farming		
	Geology		
	Grant Writing		

People (continued)

<i>Skills (continued)</i>			
	Graphic Arts / Graphic Design		
	Historian		
	Home Upkeep		
	Homemaking		
	Household Moving		
	Implementer		
	Interior Design		
	International Studies		
	Languages		
		Chinese	
		French	
		Linguistics	
		Spanish	
		Speech Pathology	
		Judges	
		Lawyers	
	Logistics		
	Management & Leadership		
	Marketing		
	Mediation		
	Medical		
		EMT	
		Family & Emergency Medicine	
		First Aid	
		Nurse	
		Therapy	
	Multi-Tasking		
	Negotiation		
	Organization		
	Parenting		
	People Skills		
	Philosophy		
	Planning		
	Practical Advice		

People (continued)

Skills (continued)			
	Problem Solving		
	Public Relations		
	Public Speaking & Presentation		
	Recruitment		
	Research		
	Role Model		
	Sales		
	Science		
	Secretarial		
	Strategic Planning		
	Strategic Thinking		
	Teaching & Tutoring		
	Teamwork		
	Technology & Computers		
	Telecommunications		
	Theater		
		Acting	
		Set Design	
	Time Management		
	Travel Agent		
	Troubleshooting		
	Writing & Editing		

Religion

Church Organization			
Christ & St. Luke's			
	Building		
		Lychgate Garden	
	Church Activities		
		Blessing Of The Animals	
		Coffee Hour	
		Dinners For 8	
		Family Programs	
		First Thursday Dinners	

Religion (continued)

Christ & St. Luke's (continued)			
	Church Activities (continued)		
		First Thursday Suppers	
		Lenten Dinners	
		Week Of Wonder	
	Church Finances		
	Church History		
	Clergy		
	Formations		
		Adult Formation	
		Men's Bible Study	
		Men's Group	
		Pub Club	
		Small Groups	
		Sunday School	
		Women Of Wisdom	
		Youth Group	
	Ministries, Committees & Guilds		
		A/V Team	
		Acolytes	
		Altar Guild	
		Building & Grounds	
		Building & Grounds	
		Caring For Creation	
		Congregational Care	
		Eucharistic Ministers	
		Family, Youth & Children	
		Flower Guild & Flower Ministry	
		Greeters	
		Holy Listening	
		Lectors	
		Lunch Ministry	
		Safety Committee	

Religion (continued)

Christ & St. Luke's (continued)			
	Ministries, Committees & Guilds (continued)		
		Steering Committee	
		Stephen Ministry	
		Ushers	
		Vergers	
		Vestry	
	Music Program		
		Children's Choir	
		Choir	
		Choristers	
		Sacred Music In A Sacred Space	
	Outreach		
		Together For Kenya	
	Parish Growth		
	Pastoral Care		
	Programs		
	Projects		
	Staff		
	Weddings & Funerals		
	Worship & Liturgy		
		Sermons	
		Services	
			10:15
			8:00
			Sunday
			Taize
			Thursday Morning
		Weddings	
Education & Bible Study			
Misc			
Religious Activities			
Worship			