

Parishes And Curia Together

PARISH SUPPORT NEWSLETTER



Volume 7, Issue 4, April 2022

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Calendar Dates to Note:

- 4/15/22 Curia Closed for Good Friday—SLAF deposits must all be in by Thursday 4/14 at 1:00pm or the transaction will not post until Monday, 4/18/22

To Do List

- Continue on FY23 budgets
- Update Masses and Reconciliation times in PHOL
- Ensure Sacrament Recording is current

New FY Yearend Due Dates

To help facilitate All Things New planning, the deadline for the Status Animarum and start date for Financial Reviews is July 31, 2022.

Please start now to complete the following tasks:

- Enter all sacraments in both the parish registers and in Parish Helper OnLine at least on a monthly (preferably weekly) basis.
- Keep Servant Keeper records up-to-date to facilitate pulling Status Animarum numbers.
- Reconcile all bank, SLAF, and Investment accounts monthly.

Please notify Parish Support if we can start your QuickBooks review prior to July 31.

The Status Animarum is 'turned on' on July 1. So if your records are up-to-date and verified, you can submit on July 1



ALL THINGS NEW
STEADFAST IN FAITH • FORWARD IN HOPE

Thank you for all your hard work promoting the Disciple Maker Index to your parish community. Your hard work will offer your people a chance for their voices to be heard, particularly through the *All Things New* strategic pastoral planning initiative. **Because of your good work, parishioners from the Archdiocese of St. Louis have submitted over 53,000 online surveys as of today.**

A few reminders as we enter into the week of the Disciple Maker Index:

- The survey is set to close on **April 4 at 11:59pm.**
- There is still great opportunity to hear from your parishioners, so continue encouraging your parishioners through pulpit announcements, social media, your website, and your bulletin to take the survey.
- **If you have any technical issues with the survey** or have a parishioner who needs assistance— please direct them to onlinesupport@catholicleaders.org

All Things New Catholic Education Survey:

There will be a survey that will be made available for individuals to share their feedback about Catholic Education in the Archdiocese of St. Louis. This survey will be available starting Tuesday, April 5 through Monday, May 2, 2022. The specific details will be sent to parish and school communities this week about how to promote and access the survey.

Collecting and Returning Paper Surveys:

While we encourage all individuals to take the survey online, we know there are circumstances where individuals are not able to complete it online and require a paper version. The paper version of the survey can be downloaded and printed through the CLI Portal. We ask that the local parish handout the paper survey to individuals who request them. Additionally, we ask that the parish collect the completed paper surveys. Once collected, the paper surveys should be shipped to Catholic Leadership Institute in no more than two shipments. The first shipment should have been sent last week. We ask that you hold on to any paper surveys until April 5 then send them back to CLI in as few shipments as possible. To shorten processing time, please:

- Make sure to keep individual surveys stapled together
- **Do not** place surveys in individual envelopes.
- **Do not** send back surveys individually, but collect your surveys and keep your returns to only one more shipment in order to help CLI more accurately track your responses.

When you are ready to send back your paper surveys during the weeks of March 22nd and/or April 5th, send them via USPS or other shipping service to:

Catholic Leadership Institute
301 Lindenwood Drive, Suite 310
Malvern, PA 19355

Thank you again for everything you've done to participate in the Disciple Maker Index! Please let us know if you have any questions by contacting Linda Putnam at 314-792-7427 or lindaputnam@archstl.org

<https://allthingsnew.archstl.org/>

Linda Putnam
Project Manager for Strategic Planning
p: 314.792.7427
lindaputnam@archstl.org

Save The Date– Yearend Meetings

All Secretaries, Bookkeepers, and Business Mangers are invited to attend a Fiscal Yearend Meeting. These in-person meetings are held in the Fleur De Lis room at the Rigali Center. Thereby maintaining social distancing guideline safety protocols to keep everyone safe. We encourage you to attend this year to meet representatives from many departments who will present and inform you of their services and answer your questions. Signups will be available shortly. More information and how to register will be in next month's PACT.

Date of Meeting	Location
Thursday, June 2, 9am-12pm	Rigali Center
Tuesday, June 7, 9am-12pm	Rigali Center
Wednesday, June 9, 1pm-4pm	Rigali Center
Tuesday, June 14, 9am-12pm	Rigali Center
Thursday, June 16, 9am-12pm	Rigali Center



Training

We are setting up dates for training, based on the results of the training survey that was sent out at the beginning of March. The first classes are for Parish Helper OnLine (PHOL). We highly recommend all new Secretaries or anyone who is responsible for entering sacraments and/or yearend statistical information attend. If you have been with us for several years and just want a refresher or maybe see a tip or two come join us. The earlier July 31 deadline is just around the corner so be prepared and able to relax because you will be up to date on PHOL. Classes will be held at the Cardinal Rigali Center. Each 2-3 hour class is limited to a maximum of 20 participants (more dates will be added if needed). Watch your email for signup information. Initial dates and times are as follows:



Tuesday, April 26th 9am-Noon
Wedsday, April 27th, 1pm-4pm
Tuesday, May 3rd, 9am-Noon
Wednesday, May 4th, 9am-Noon.

From Archives

Always Consult Physical Register before Issuing Certificate: Software vs. the Physical Register

Parish Helper Online (PHOL) is an excellent tool for cataloging and sharing sacramental records within the archdiocese, but **this does not replace the physical sacramental registers. You must always check the physical book** for the record and compare it to PHOL, regardless of when the record was created in PHOL. **Canon Law requires** that certificates be issued from the physical sacramental register, not from the surrogate software. If you are searching for someone's record in PHOL and do not find it, please double-check the physical register. Please practice responsible stewardship over our sacramental records. Find more answers to your questions in the Sacramental Records Handbook, located under the Help menu in PHOL. Still unsure? Contact Archives at 314-792-7020 or info@archstl.org for assistance anytime!

Certificate of No Tax Due

Several parishes have upcoming events requiring a liquor license and need a Certificate of No Tax Due. The Missouri Department of Revenue requires each parish to request their own letter. [Click here](#) to see the information needed to apply for your copy. The application must be dated within 90 days of the application for the Liquor License.

DUO Verification for all Citrix Users

DUO verification for all Citrix users – Multi-Factor Authentication is coming to the Archdiocese for any Citrix or Web Mail user. Rollouts will begin the week of April 11, 2022 to coincide with the new rollout of Citrix. You will be contacted with an email from Shawn Markins with install instructions.

This rollout is mandatory, if you want to continue to use Archdiocesan resources.

Verify Scams

If you do business with a vendor and receive a phone call or an email that looks suspicious, please contact your sales representative for the product or call the vendor directly. Vendors are unable to answer our questions since we are not their customer. Make sure to double check who sent the email. Is this the vendor's usual email address? Is one letter different or is the domain different? If so, it is most likely a scam. Is this a different individual than who you usually receive your correspondence through, then most likely it is a scam. Are there misspellings or is it unprofessional looking, if yes, most likely it is a scam. Your vendor is the one who is able to tell you if the phone call or email you received is a scam or not. If you do find out it is a scam please let us know so we can advise others.



Parish Support Needs Your Help

Your Parish Support team is dedicated to providing accurate and timely support to 180 parishes (pastors along with 300+ parish staff members), and Curia and we need your assistance to serve you better. We find that a lot of our time is spent: 1) searching for basic contact information not provided in the emails or voicemails we receive or 2) duplicating work because multiple Parish Support staff members are contacted and asked to work on the same problem/question.

To help us provide timely service to everyone, please do the following:

- Include your name, phone number with extension, parish name, 3-digit parish number and the reason for your call or email on all voicemails and emails.
- Contact only one Parish Support member. Asking for assistance from multiple staff members only duplicates our efforts, increases the team's workload, and reduces our overall response time.

There is no such thing as a 'stupid question'. We serve you and are not 'bothered' by your calls and emails. We strive to respond to all emails and voicemails within 24 hours. Parish Support exists to serve **YOU** so please do not hesitate to ask questions or request help.

INTERNAL AUDIT RISK ALERT– PROTECT YOUR ASSETS

The Internal Audit department has recently issued a Risk Alert related to mail theft and “porch piracy”. We encourage you to read the linked information below and ensure your office is taking the steps necessary to protect your assets.

[Protect Your Assets](#)

As always, please contact our office if you have any concerns or need assistance.

InternalAudit@archstl.org

[Financial Misconduct Hotline](#).



Warning From Central Purchasing

It's not often that the Purchasing Department issues a warning regarding a specific vendor, but in this case we believe it is warranted. We strongly advise extreme caution in dealing with Johnson Controls. Johnson Controls, also known as JCI, operates businesses in the categories of HVAC, Fire Safety, and Security Equipment.

Due to rapid growth Johnson Controls is having great difficulty with customer service, particularly billing. We've heard several complaints about unapplied or misapplied payments not getting credited to accounts, then the company threatening collections. They have been very unresponsive to attempts to correct these issues causing a high amount of time spent and extreme frustration. We've also heard that locally, communications regarding service, parts and repairs is severely lacking.



If you're already using them and having acceptable service, we're not advising you to stop. We do recommend all communications and agreements, especially bids, be in writing. If Johnson Controls is soliciting new business, we would advise that you look at other suppliers first, at least until they are able to improve their customer service.

If you have any questions, please contact the purchasing department, Mark Weaver at 314-792-7067 or Markweaver@archstl.org.

From Human Resources

Please be advised that effective July 1, 2022, health insurance (medical, Rx, dental, and vision) start and stop dates for benefit eligible new hires and terminating employees will change to the following.

Start Date = First of the month following date of hire

Stop Date = End of month of termination date

This change is intended to assist all of us, by addressing the current administrative challenges associated with the timely:

- submission of enrollment/termination forms
- data entry of payroll deductions
- vendor notifications and issuance of ID cards
- monthly reconciliation process of health insurance premiums/deductions

If you have any questions, please don't hesitate to reach out to Stephanie Weidner: 314.792.7544 or stephanieweider@archstl.org

Have a Blessed and Happy Easter



PARISH SUPPORT

Cardinal Rigali Center | 20 Archbishop May Drive | St. Louis, MO 63119
archstl.org/parish-accounting-services/parish-support



ALL THINGS NEW
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Parish Support exists to serve both parishes and Curia. We serve St. Louis pastors, parish staff, Curia members, volunteers, USCCB and parishes outside of the diocese. It is our mission to provide training and support. We either have the answer, will get the answer, or refer you to someone who can assist. We are here to help.

Sally Serbus, Parish Support Manager

Phone: [314.792.7716](tel:314.792.7716) | Email: SallySerbus@archstl.org

Shelley Lang, Parish Support Representative

Phone: [314.792.7072](tel:314.792.7072) | Email: ShelleyLang@archstl.org

Jeff Martin, Director of Parish Accounting Services

Phone: [314.792.7111](tel:314.792.7111) | Email: JeffMartin@archstl.org