

Today's Topics

1- What's your Good News?

2- Mission Support Concierge
and Denver Parish Connect

Good News – Your Stories

YOU CAN INSPIRE AND INFORM

We can amplify your good news in our channels and mass media.

- What is something about your parish you like to tell others about?
- What people or groups in your parish inspire you?



Spreading the Good News

How Cycling 29,029 Vertical Feet During 24-Hour Summer Solstice Ride Is Helping Fight Homelessness

By Michael Abeyta June 20, 2021 at 9:56 pm Filed Under: Evergreen News, Whitter Gulch Road



CBSN DENVER

LIVE

'Mad Hatters' Share Comfort & Warmth In The Form Of Hats & Scarves

By Jeff Todd February 4, 2019 at 9:44 pm Filed Under: Arvada



9NEWS

News Weather Sports Connect Watch

COVID-19 VACCINE CORONAVIRUS VOICES OF CHANGE NEXT WITH KYLE CLARK

FEATURES

Signed, sealed, delivered: Cathedral provides Mother's Day cards to members of the displaced and homeless communities

The Cathedral Basilica of the Immaculate Conception in Denver offered guests sandwiches, coffee, and a card to sign and send for Mother's Day.



CBSN DENVER

CBSN DENVER
WATCH LIVE

Your CBSN Denver Sports Line for Tonight
00:00 - 1M AGO

Heavy Thur Flooding D
02:26 - 4M A



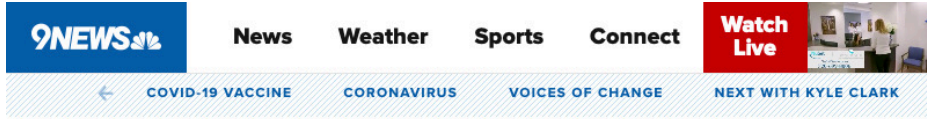
EVERGREEN, Colo. (work up a sweat on a and Dillon Wilson did

LOCAL NEWS

'The Masked Singer' helps teachers in Thornton engage students through virtual learning



Spreading the Good News



Woman walks from St. Louis to Denver in honor of Julia Greeley



CBSN DENVER LIVE Priest Shares Spiritual Messages As He Exercises During Stay-At-Home Order

By Michael Abeyta April 11, 2020 at 5:36 pm Filed Under: Colorado News, Coronavirus, Fort Lupton News



LOCAL NEWS

Heart of a Catholic saint is on display in Denver this weekend



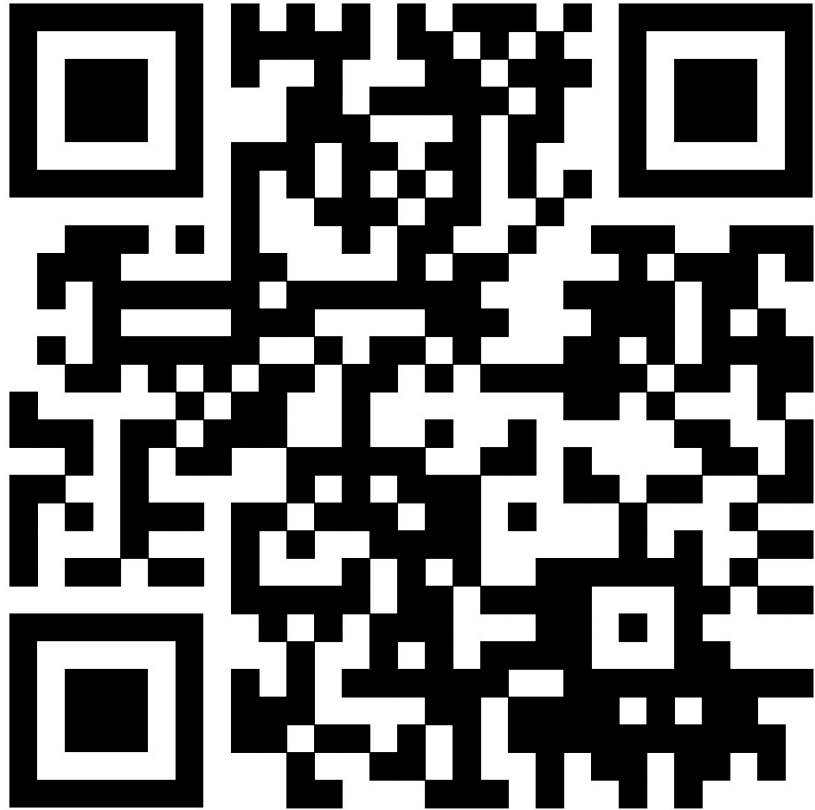
by: [Michael Konopasek](#)

Posted: May 12, 2019 / 06:59 PM MDT / Updated: May 12, 2019 / 06:59 PM MDT

This is an archived article and the information in the article may be outdated. Please look at the time stamp on the story to see when it was last updated.

DENVER — The heart of St. John Vianney was on display in Denver on Sunday at the Catholic theological seminary named in his honor.

Mark Haas – Public Relations



303-715-1851

mark.haas@archden.org

Just scan and tap “Save Contact Data”

Friends,

My presentation included the Mission Support Concierge video. To make this Powerpoint easier to email I am linking to that video below.

As I mentioned onstage, this video was a fun little side project for my team after they worked really hard on the redesign of denvercatholic.org. I gave them a few hours and \$10 to create the video. Thank you for not judging harshly its “indie aesthetic.”

<https://vimeo.com/632155097/61ee5f1a52>

Please get in touch if there’s anything I can do for you or your parish.

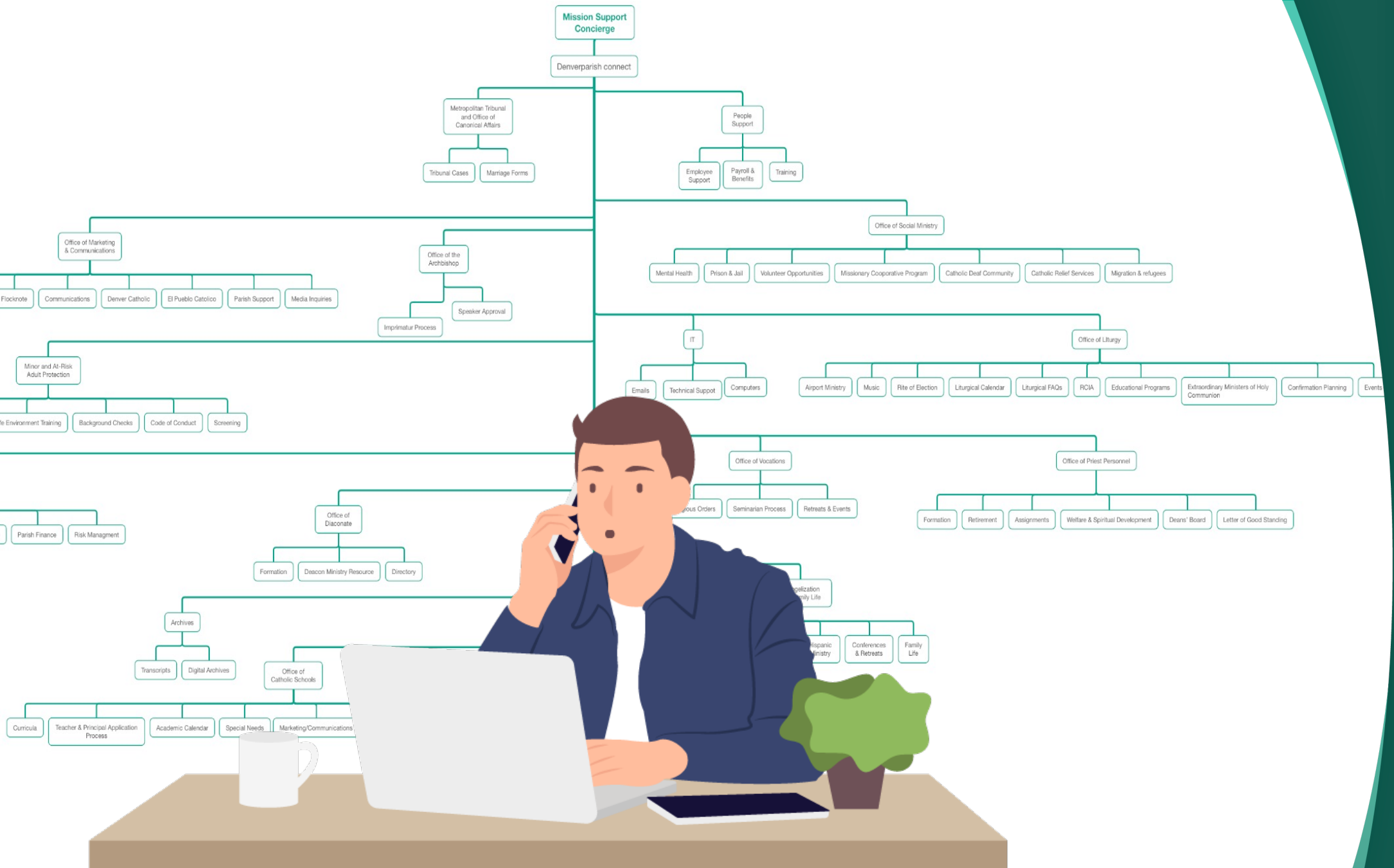
In Christ,

Kevin Greaney

303-715-3104

Mission.Support@archden.org or kevin.greaney@archden.org



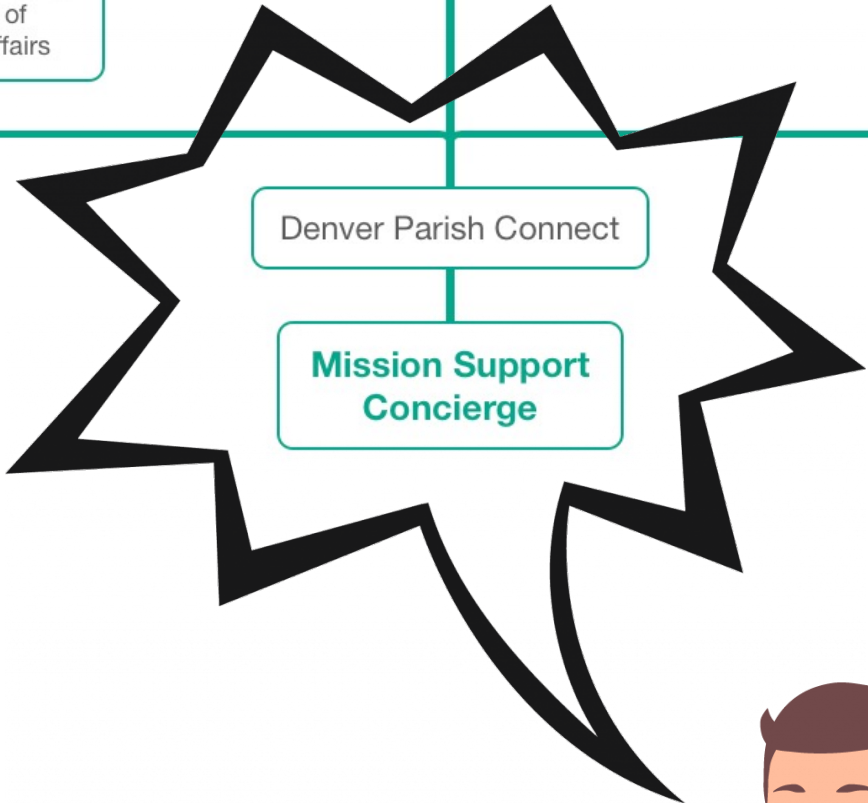


Metropolitan Tribunal
and Office of
Canonical Affairs

People
Support

Denver Parish Connect

**Mission Support
Concierge**



Mission Support Concierge – WHY?

- 1- A single, easy to make contact for any and all needs in the Pastoral Center
- 2- Task tracking and accountability, with automated reminders ensuring timely follow-up and escalation
- 3- PLEASE leave feedback/reviews, and let us know if and when we've successfully resolved your request
- 4- You can still directly contact anyone, if desired

Mission Support Concierge

Or use these...

- People.Support@archden.org - Julie
- Benefits.Support@archden.org -Beth
- Help.Desk@archden.org (IT) – Shared Inbox
- Parish.Finance@archden.org – Shared Inbox


Mission Support Concierge

Check out these reviews!

So far we have had **89** answered surveys, out of **720 total** help requests:

- **68** “extremely satisfied”
- **8** “most satisfied”
- **2** “slightly satisfied”
- **3** “slightly dissatisfied”
- **2** “most dissatisfied”
- ~~**X**~~ “extremely unsatisfied”
 - 3 were accidental clicks from people who wanted to mark “extremely satisfied”
 - 1 was an authentic rating which received rapid follow-up and resolution

Mission Support Concierge

Extremely satisfied 



Gabriella
Sep 28, 2021

Very helpful team. I appreciated the insight and the information was exactly what I needed to resolve my dilemma.
Response to: [Paycom Supervisor Sign-on issue #1218](#)
Group: People Support, Agent: Beth Link



Business Manager
Sep 28, 2021

Julie is wonderful.
Response to: [FW: PAF Approved](#)
Group: People Support, Agent: J



Fr.
Aug 19, 2021

Caitlin is the best!
Response to: [RE: Address Update #616](#)
Group: Marketing & Communications, Agent: Caitlin Wojtasek



Reed
Oct 6, 2021

Stephen is always responsive to our requests, and if circumstances prevent him from printing them right away, he is quick to let us know when he thinks he will be able to get to them. We appreciate his team spirit!
Response to: [September Coupons #1535](#)
Group: Information Technology, Agent: Stephen Michalczyk



Carol
Oct 8, 2021

So far I am very pleased with this support ticket process, especially the response times.
Response to: [Transferring an Employee #1629](#)
Group: People Support, Agent: Julie Jaramillo



Maggie
Jul 8, 2021

Maria was very helpful as always, she responded to me within minutes!!! Thank you.
Response to: [Information Request #219](#)
Group: Marketing & Communications, Agent: Caitlin Wojtasek

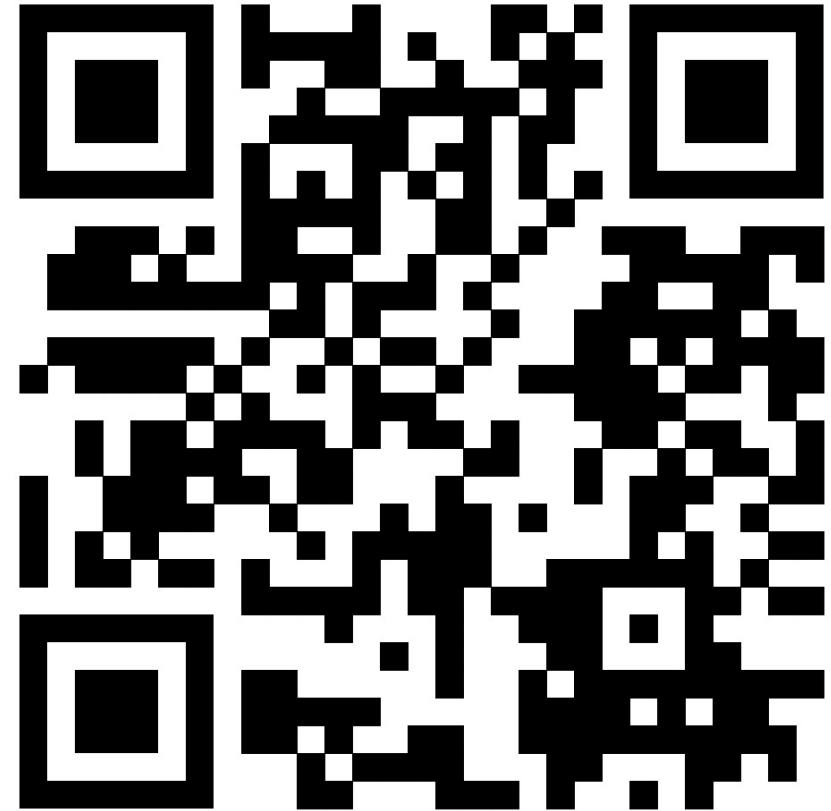
Denver Parish Connect and Parish Link



Mission Support Concierge

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Just scan and tap “Save Contact Data”

Questions?

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