



AN INITIATIVE OF THE ARCHDIOCESE OF DENVER

Vision

The Mission Support Centers organize the Archdiocese of Denver to know each person and promote their flourishing so that in Jesus Christ, all might be rescued and have abundant life, for the glory of the Father.

Mission

Regionally grouped cross-functional teams who serve as extensions of a defined group of parishes or ministries to give mission LIFT to our pastors, leaders, and their staff.

Introducing Mission Support Centers

The Archdiocese of Denver has launched Mission Support Centers to empower pastors and ministry leaders by providing dedicated teams that serve as extensions of their own parishes or ministries. These are not Archdiocesan staff deployed from a central office, but rather parish and ministry specific teams committed to walking alongside pastors and leaders in their mission. The goal is to offer high-quality, cost-effective support that strengthens relationships and allows pastors and leaders to focus more fully on leading others to Jesus Christ and making disciples. Following a successful pilot program, Mission Support Centers are expanding to serve more parishes and ministries. Each team is coordinated by a Team Lead, who serves as the primary point of contact to ensure integrated, mission-focused support tailored to each parish or ministry's unique needs. These services are:



HR



IT



Server and
Network Support



Mission Advancement



Payroll



Accounting
Services



Financial Analysis
and Planning



Communications



Enrollment
Marketing



Teacher
Recruitment



Tuition
Management



Admissions and
Enrollment Counseling

How would my parish benefit from Mission Support Centers?

There are many benefits to moving to this new model of doing business. Here are a few of those benefits:

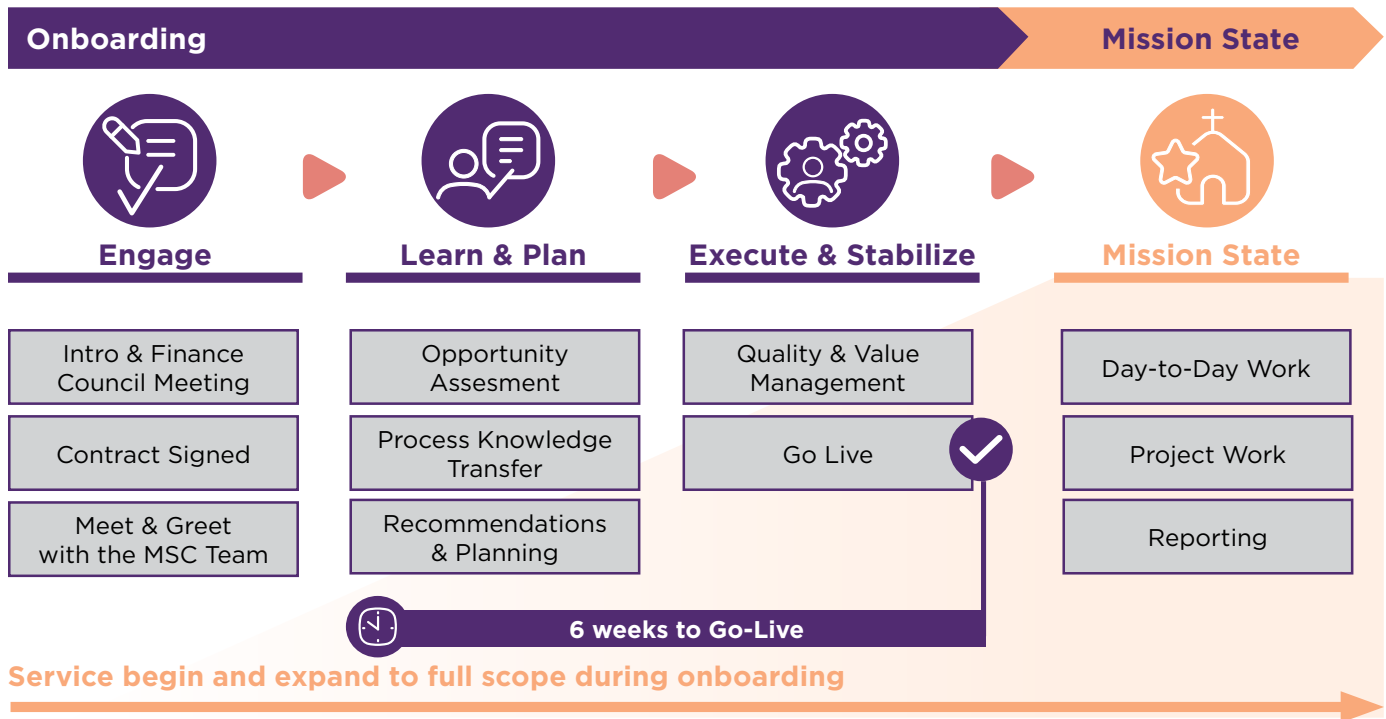
- **Free up pastors and staff from the burden of administration** that is unnecessary for them to manage.
- **Focused support** - Regions have their own dedicated support staff that serves a handful of parishes or ministries, rather than support from curia who supports all parishes concurrently.
- **More responsive and more intimate knowledge** of the parishes each Support Center Team serves which results in **better service**.
- **Proximity to parishes served**; MSC team members will be routinely working on-site at each parish location.
- **Shared cost** among parishes served for **a more cost-effective way** to better equip for mission.
- Roles for each specialty, which allows us to offer **more competitive pay and benefits for highly skilled roles**.
- Higher pay for more qualified individuals leads to **higher retention, greater efficiency and fewer mistakes or burnouts**.
- **A more unified church** – in our experience, parishes that work together have been able to solve problems quicker and share resources when issues arise. There is no need for us to function in silos!
- **Providing greater transparency and confidence in parish operations** through integrated team dynamics and recurring status meetings.



What does implementation look like?

We have developed a simple and straightforward onboarding process for parishes so that you can hand-off those administrative tasks to the Mission Support Centers and start doing the critical mission work that only happens at the parish!

MSC Transition Stages



MSC FAQ

What does the process to sign up for Mission Support Centers look like?

Upon inquiry, it's a three-step process:

1) Discovery meeting 2) Finance Council Presentation 3) MSC Integration Strategy

My parish is fine. Why should I participate in the Mission Support Centers?

The Mission Support Centers are a transformation of the operational structure of the Archdiocese so that our parishes can focus on what matters most. Our current structure requires parishes to do most of the administrative work independently, while relying on the Pastoral Center after a situation spirals out of control.

Recognizing the increasingly complicated business and regulatory environment we are in, well-intentioned people would suggest that business classes should be part of a seminary education, or that pastors attend business classes at a local college. We believe this misses the point of the priesthood, which is to make saints, not balance the books.

By signing up with Mission Support Centers, you can be assured the operational and administrative work of running your parish is being handled by vetted professionals who share your goal of a thriving parish, working toward the Great Commission.

My parish needs help. Is this the first step to parish mergers or closures?

The goal of the Mission Support Centers is to free up our parishes to fulfill their mission i.e. their role in the Great Commission. If your pews have empty seats on Sunday, the hope is that by alleviating the administrative burden, you and existing staff will be able to prioritize connecting with your community, the surrounding neighborhoods, and others, to invite them into a relationship with Jesus Christ. We recognize that there are innumerable factors that impact Mass attendance; the goal of the MSC is never to close parishes.

How is this different than going to the Pastoral Center for help?

With the Mission Support Centers, the MSC staff *does the work* (not assisting like the Pastoral Center).

What about my existing staff?

Mission Support Centers (MSC) specialists are parishioners themselves—people who love Jesus, love our Church, and feel called to this work. Their mission is to help parishes thrive and be preserved for generations to come.

Our parishes are filled with talented staff who are passionate about Jesus' mission, and the MSC seeks to hire professionals with that same heart. Yet parish staff often “wear many hats” and face burnout, especially when compensation doesn't reflect their skill level.

MSC staff are shared across parishes, allowing them to be paid fairly, focus on what they do best, and work as part of a strong, well-equipped team. At times, some parish staff may be encouraged to pursue opportunities outside the Church that better match their gifts—always with care and discernment.

Is this free? How is it paid for?

Currently the Mission Support Centers are paid for by the Archdiocese of Denver and a fee from the parish. The fee is variable.



Can I choose to participate in some areas but not others?

For example, my business manager is leaving soon but the rest of my staff is strong.

The expectation is that once a parish joins the Mission Support Centers, they will utilize it fully. There will necessarily be an onboarding period, where urgent needs are prioritized and others delayed until after the onboarding period or in line with an agreed upon timeline for the MSC team taking on the work for the parish. The goal of Mission Support Centers is transformation of the way parishes operate to free our pastors and their staff for mission, not simply “covering necessary administrative work” at a parish. Additionally, the different services are intentionally chosen so that, through integrating all of them on one team, the best ideas, efficiencies, and proactive outcomes emerge. A-la-carte services don’t enable that proactive wholistic view to support the strategic direction of the parish.

What kind of oversight and quality assurance is there?

What if someone on the MSC team isn’t working well with my parish?

Mission Support Centers staff are thoroughly vetted against the demands of the role. They have been hired because of their experience and professional certification/training. They are also thoroughly versed in civil regulations, particular law for the archdiocese, and best practices. They are accountable to the MSC Team Lead as well as have the support of the relevant department(s) at the Pastoral Center. If a new or one-off project becomes more than they can handle, they can draw on additional MSC staff or the Pastoral Center for assistance. In addition, the MSC staff receive ongoing training and can look to relevant Pastoral Center leadership for strategic guidance when faced with new or challenging projects. Additionally, the MSC Specialists audit all the parish’s processes and operations in the different areas to implement any necessary changes for compliance and/or best practice. Finally, the Internal Audit team can still provide quality assurance and review of the team’s work at regular intervals.

What work does the MSC do? What work am I expected to do? What work should my staff continue to do?

Onboarding State vs. Ongoing Mission State

The early stages of joining the MSC requires a significant investment in time from the MSC Team, pastor, and parish staff as work is offloaded from the parish to the MSC. Expect frequent check-ins and a “high level” experience.

Once processes are in place, and the parish and MSC Team have settled into a “mission state,” you and your staff will be freer to focus on missional priorities while leaving day-to-day and tactical work to the established routine of the MSC Team. The pastor, principal, and/or operations manager will be regularly updated on all the work being done, project status updates, etc, so they can have confidence and assurance that all the parish and/or school business practices are being accomplished with greater accuracy and effectiveness.

Have more questions?

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