



Dear volunteers,

Thank you everyone for your support as we move forward with the new ministry scheduling system. Things have been working fairly well, but there have been a few problems with the substitution process that I wanted to discuss. Namely, I may have not properly explained how the "request sub" function is intended to be used. We have had several instances where someone has **requested a substitute** well in advance of their assignment, but no one had accepted the request by the time the date arrived, requiring the celebrant to ask for volunteers from the congregation at the start of mass.

When you request a substitute, the system sends an email to everyone who is eligible in the ministry for your assignment, and also sends a notification to the schedule administrators (Mary Jo and myself). However, I want to clarify that this feature was designed to make it easier for people to find substitutes; it doesn't mean that the system is finding the substitute for you and that you are off the hook. If someone accepts your substitute request, you (and the administrators) will receive an email letting them know who has accepted your request, to let you (and us) know that the position has been filled. If it's getting close to your assignment date and no one has responded to your request, you may need to reach out to someone on the schedule at a future date to see if they would be willing to swap with you. Also, there is a Roster function in the Web Terminal that lists volunteers by ministry, including certain people who are willing to be substitutes only (i.e. who are not regularly scheduled). Please don't hesitate to reach out if you haven't been notified that someone has filled your request.

Going forward, to prevent situations like this from arising, we will be sending an email reminder each Tuesday to anyone who had requested a substitute for that weekend that is not yet filled, as a reminder for them to follow up with their substitution request. Also, be aware that the system will not let you use the "request sub" function within 3 days of your assignment date, since that generally doesn't give people enough time to see your request and respond in time. If you have a last minute issue that prevents you from serving, please reach out directly to others on the Roster, or contact Mary Jo, Kay Moen or myself directly to help find a volunteer.

One final note to those of you who receive the substitution requests: please respond if you can. If you want to accept a request but aren't sure how to do this, please contact me and I will be happy to explain and walk you through the process.

Thank you again for your service to St. Teresa of Calcutta parish,

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