

# Best Practices Report – San Francisco

## DESCRIPTION OF PROJECT

The Archdiocese of San Francisco, through the efforts of the Office of Ethnic Ministries, performed a systematic study of the population of the archdiocese and developed a resource manual on “Welcoming the Stranger Among Us” entitled *Many Faces, One Church: A Resource Manual on Welcoming the Stranger Among Us: Unity in Diversity for the Archdiocese of San Francisco*. The manual describes the demographic composition of the archdiocese, providing summarization of extensive research and documentation for 19 different ethnic groups that are identified in the Archdiocese of San Francisco. The Office of Ethnic Ministries also planned a Multicultural Celebration of Thanksgiving Around the World. The celebration utilized information compiled in *Many Faces, One Church* to incorporate rites, rituals, and symbols that are important to the particular style of worship of each ethnic group and consistent with the Catholic faith shared by the diocese.

## THE APPROACH

### *Methods or activities the diocese has taken to address the needs outlined in the diocese’s needs assessment:*

The primary focus of San Francisco’s Action Plan was to develop a resource manual on “welcoming the stranger.” The manual responds directly to the need for laypersons and clergy of the diocese to understand the multicultural reality of the diocese through education and heightened awareness. With the information to understand the cultural realities of particular people, archdiocesan structures and parish ministries have been more prepared to meet the needs of marginalized groups and to encourage people in those groups to feel a sense of welcome and belonging and to contribute their own gifts and leadership to the cause of unity in diversity.

Another major activity in the dioceses plan was to develop a Multicultural Celebration of Thanksgiving. By providing an example of multicultural inclusiveness on the diocesan level, the Office of Ethnic Ministries is attempting to be a model for parishes and ethnic groups as they work to celebrate multicultural liturgies and to experience collaboration, understanding, and appreciation in their cultural education.

### *Challenges or obstacles the diocese has faced in its approach and specific actions the diocese has taken (is taking) to overcome these challenges in order to achieve objectives:*

Marginalized groups are often hesitant to respond to gestures of welcome. Taking the time to build trust and show that there is a commitment to a better relationship has alleviated pressures. Maintaining a degree of flexibility with the recognition that each ethnic group will respond in different ways, at a different pace has increased willingness of members of those groups to share their own heritage and to make good faith efforts toward working with members of other ethnic groups and others in the diocese.

<b>OUTCOME-BASED OBJECTIVES</b>		
<i>The following is a list of the primary objectives of the diocesan action plan and indicators of success for each objective, as well as a list of activities the diocese has employed towards accomplishing each objective:</i>		
<b>Objectives</b>	<b>Measurements of Success for Each Objective</b>	<b>Milestones / Activities involved in accomplishing the objective</b>
<p>To educate diocesan and parish ministers as to the location and traditions of ethnic communities and newcomers so that they are better able to serve these populations. This comprehensive education program includes:</p> <ul style="list-style-type: none"> <li>--identifying the ethnic make-up of the parishes and the location of the newly arrived</li> <li>--giving workshops on deanery or county level on "Welcoming the Stranger Among Us"</li> <li>--including cultural education in school programs</li> </ul>	<ol style="list-style-type: none"> <li>1. The Resource Manual takes information available on ethnic groups in the 2000 National Census report and breaks it down into the areas served by different parishes. Pastors and parish leaders from each parish can now easily look-up which communities exist within their boundaries and get information on services available to assist the parishes in welcoming and serving these groups.</li> <li>2. The number of multicultural liturgies and events in parishes throughout the diocese has increased since the publication of the Manual.</li> <li>3. Teachers and religious education staff are utilizing the Manual in their planning and educational outreach efforts.</li> </ol>	<ol style="list-style-type: none"> <li>1. San Francisco, San Mateo, and Marin counties have been evaluated and information on ethnic group concentrations in various parishes and deaneries is now readily available.</li> <li>2. Research has been conducted on the history and traditions of each cultural group residing in the archdiocese.</li> <li>3. Ethnic group statistics, demographic break-downs and the cultural histories were all published in a Resource Manual.</li> <li>4. Diocesan and parish offices have received the resource manual.</li> <li>5. Planning is underway to incorporate "Welcoming the Stranger" and use of the Resource Manual into upcoming training sessions concerning evangelization to be held in each deanery.</li> </ol>
<p>To educate diocesan and parish offices about multicultural events so that immigrants and diverse peoples feel welcome at Church-sponsored events.</p>	<ol style="list-style-type: none"> <li>1. Ethnic and newcomer groups are being served in such a way that they feel welcome and participate.</li> <li>2. Because the Diocese has produced publication like the Resource Manual and others on multicultural celebrations, celebrations and events in the parishes have become more inclusive in planning and execution.</li> <li>3. The Multicultural Celebration of Thanksgiving made many of the groups within the diocese feel welcome in a very special way. It also served as a vehicle to get leadership together from the various ethnic communities. Lastly, it served as a model to the parishes.</li> </ol>	<ol style="list-style-type: none"> <li>1. Literature is now available that describes diocesan multicultural celebrations.</li> <li>2. The Office of Ethnic Ministries developed and hosted a Multicultural Celebration of Thanksgiving.</li> </ol>

## **EVALUATION OF HOW NEEDS HAVE BEEN MET:**

### ***Difference this initiative has made in the lives of those whom it is intended to serve:***

Because of the research that went into the Manual and the time put into producing resources on multicultural celebrations, the archdiocese is much better prepared to respond to the particular pastoral concerns of various ethnic groups. Archdiocesan agents now have increased knowledge and understanding to provide proper gestures of welcome and evangelization to the newcomers and ethnic groups. Archdiocesan, parish, school, and other offices are able to account for cultural differences and to identify authentic needs and desires on the part of members of various ethnic groups.

Parishes have been prepared to offer increased numbers of multicultural liturgies, and more diverse ethnic groups have been recognized for the unique contributions of their cultures and histories.

### ***Ways in which the project has contributed to increasing the welcoming capacity of the diocese:***

The presence of various ethnic groups within the archdiocese has become increasingly visible, and there is greater awareness and appreciation of the diversity of the archdiocese. Thanksgiving Around the World, articles in the Catholic San Francisco archdiocesan newsletter, the Cardinals' Mass, and the multicultural liturgy celebrating the 150<sup>th</sup> Anniversary of the founding of the Archdiocese of San Francisco have all recognized and highlighted the presence and contributions of various ethnic backgrounds and traditions. Ethnic groups have experienced nurturing of their sense of and confidence in belonging.

The archdiocese has revised its Pastoral Plan to specifically state the importance of ethnic ministries as Goal Six in its understanding of its fundamental objectives.

### ***Ways in which the diocese plans to build up the work in the future:***

Every priest, school, diocesan director and office, and members of the Liturgy Commission and Archdiocesan Pastoral Council, will be provided with a copy of the resource book. There will be training in each deanery to explain the best uses of the resource manual.

Ongoing training will emphasize "Welcoming the Stranger."

## **CONTACT INFORMATION**

### ***For further information about this project and best practices associated with it, please contact:***

**Ms. Noemi M. Castillo**  
**Director of Ethnic Ministries**  
**Archdiocese of San Francisco**  
**One Peter Yorke Way**  
**San Francisco CA 94109**  
**Tel: (415) 614-5575**  
**Fax: (415) 614-5658**  
[castillon@sfarchdiocese.org](mailto:castillon@sfarchdiocese.org)