



# Upstate New York Synod

## Evangelical Lutheran Church in America

God's work. Our hands.

### **WALKING TOGETHER WITH ROSTERED LEADERS** **Upstate New York Synod, ELCA**

**We take the idea of walking together and being church together with our leaders very seriously.** This means that we welcome regular contact with our rostered leaders. If you have a question about something or a concern make contact sooner rather than later. For the quickest response, it is best to call locally first. Try the Conference Dean, before calling the Bishop. If you tell the secretary or support staff what you are calling about, they can often assist you immediately. If not, they will make sure we get the message. If, after talking to you, an Assistant or Dean thinks it would be helpful to consult with Bishop Macholz, he/she will direct you there.

If you telephone the office and the Bishop (or the Assistant that you seek) is available, your call will be taken right away. However, we are often travelling rather than in the office. Therefore you might be asked to indicate if the matter is:

Important – Then the Bishop (or Asst.) will deal with it in turn when he/she returns to the office.

Urgent - If the Bishop (or Asst.) is out of the office, he/she will be given the message when he/she phones in.

Emergency - We will initiate a search for the Bishop (or Asst.), tracking him/her down at whatever meeting or conference he/she is involved in. If the Bishop is on vacation and it is an emergency, another staff member will be contacted.

**E-mail** has become a standard mode of contact. When e-mailing Bishop Macholz ([bishopmacholz@upstatensynod.org](mailto:bishopmacholz@upstatensynod.org)) please copy it to Kathy Neugent, Executive Assistant to Bishop Macholz at [kneugent@upstatensynod.org](mailto:kneugent@upstatensynod.org) . If Bishop Macholz is on the road and does not have access to e-mail for a few days, often Kathy can 1) get answers from him on the phone regarding dates, etc. 2) handle routine matters for him or 3) refer your concern to someone else who can handle it in a more timely fashion.

**Upstate Update** is our e-letter and is sent every 2 weeks. All we need is your e-mail address.

**Our web site address is:** [www.upstatensynod.org](http://www.upstatensynod.org)

**Snail mail** As mentioned above, the Bishop is constantly on the road. He tries to keep up with the mail, but please be patient with him, sometimes the reply time can be a day or two if he is on vacation or at the Conference of Bishop's Meetings. Urgent items are often noted by Kathy Neugent, his Executive Assistant, and can often be handled by phone or e-mail.

### **When to make contact**

When there is any change in personal information (address, phone or e-mail) call or e-mail [kneugent@upstatenysynod.org](mailto:kneugent@upstatenysynod.org) at the Syracuse Office and it will be communicated to all the staff and updated in the Synod records.

When there is an issue of importance and you want prayer. This could be personal (such as surgery or other health related concerns for rostered leader or a family member, death of a family member, engagement to be married, etc.) or congregational (a programming need, for support regarding your own behavior in response to an issue, etc.) Indicate whether it is for publication or not.

When you have a question or concern about misconduct of a sexual nature by a rostered person - contact Bishop John Macholz, any Assistant to the Bishop or Pastor Timothy Madsen, chair of the Conflict and Healing Team. IF YOU ARE NOT SURE whether you should report something, please call to ask. The Assistants to the Bishop can help you to decide on the best course of action. If you want to make a complaint you are asked to follow the procedures outlined in the policy adopted by the Synod Council concerning these matters. This policy is published as an addendum to the synod's constitution. The constitution can be found on our website.

### **When there is a conflict**

When there is a conflict in the congregation, the greatest possibility of solving it is to deal with it as close to the source of the conflict as possible. Basically we use the model of Matthew 18: 15-17. However here are some further thoughts.

It is helpful to call earlier in the conflict than later. The Bishop's office is normally the last call, not the first. We suggest that you confer with your pastor, a colleague, the Conference Dean or an Assistant to the Bishop when you sense something is stirring. They can help to clarify issues, as well as provide support and prayer. They can also help you to know when to go the next step. It is healthy to confer on such things.

We cannot enter into a congregation without an invitation from the Pastor or elected leadership. Don't call members of the Conflict and Healing Team directly, unless approved by an Assistant to the Bishop. Recently we have been experimenting with offering the names of experienced pastors who can serve as mentors or coaches in these situations. All you need to do is ask.



**Helpful addresses:**

Bishop Macholz – [bishopmacholz@upstatenysynod.org](mailto:bishopmacholz@upstatenysynod.org) or  
[kneugent@upstatenysynod.org](mailto:kneugent@upstatenysynod.org)

Pastor Norma Malfatti – Director for Evangelical Mission/Assistant to the Bishop  
[nmalfatti@upstatenysynod.org](mailto:nmalfatti@upstatenysynod.org)

Patsy Glista, AIM, Assistant to the Bishop for Operations –  
[pglista@upstatenysynod.org](mailto:pglista@upstatenysynod.org)

Pastor David Preisinger, Assistant to the Bishop –  
[dpreisinger@upstatenysynod.org](mailto:dpreisinger@upstatenysynod.org)

Pastor Greg Tennermann, Assistant to the Bishop –  
[gtennermann@upstatenysynod.org](mailto:gtennermann@upstatenysynod.org)

Pastor Mary Johnson, Assistant to the Bishop for Candidacy –  
[mjohnson@upstatenysynod.org](mailto:mjohnson@upstatenysynod.org)

Pastor Norma Malfatti, Director for Evangelical Mission/Assistant to the Bishop  
– [Nmalfatti@upstatenysynod.org](mailto:Nmalfatti@upstatenysynod.org)

Kathy Neugent, Executive Assistant to the Bishop –  
[kneugent@upstatenysynod.org](mailto:kneugent@upstatenysynod.org)

Karen Brundige, Bookkeeper – [kbrundige@upstatenysynod.org](mailto:kbrundige@upstatenysynod.org)

Mitchell Woite, Communications Director – [Mwoite@upstatenysynod.org](mailto:Mwoite@upstatenysynod.org)

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