

Holy Spirit Vestry Meeting Minutes

Wednesday, April 14, 2021

Members present via Zoom meeting: Warren Gartner, Clem Work, Holly Swartz, John Crowley, Jocelyn Siler, Mark Dvarishkis, Jeff Serviss, Nancy Errebo, Mary Beth Jourdonnais, Rev. Terri Grotzinger, Kevin Borg, Caitlin Sherman

- 1) Opening prayer lead by Warren
- 2) Administrative/business matters
 - a. **Motion to accept the consent agenda with changes to the wording of section 5d of the minutes for the previous meeting, seconded, and approved**
- 3) No concern/correspondence from parishioners to discuss.
- 4) No report from the Memorial Board Foundation this month.
- 5) Finance report by Mark
 - a. Our finances are still looking better than anticipated. Mark did raise questions on a few items he noticed. \$600 has been budgeted for a youth director but not utilized yet, now that we are moving towards opening back up the search for a youth director will be started. Spending on utilities is higher than expected because of the need to keep the buildings set at occupied temperatures to keep air out of the pipes and prevent the banging noise. Mark is also investigating higher than expected “lawn & garden” costs.
 - b. The church’s Montana Community Foundation account is sitting at ~\$44,000. This account is a trust that parishioners have made donations to in Holy Spirit’s name and receive tax credits for. The money has to sit in the account for 10 years before it can be taken out. Some of the money is reaching that maturation point and is producing interest.
- 6) Old business
 - a. Jeff is still trying to get return calls and is waiting for better weather in order to reseal the bricks.
 - b. Lance Collister joined the meeting to discuss solar panels. He has received 2 bids for around \$58,000. There would be 3 rows of 16 panels each on the parish hall roof facing south with more panels on the guild hall addition’s flat roof.
 - i. The deadline for Northwestern Energy’s grant program is May 1, there will be a second round with a deadline of November 1. Lance has agreed to work with Clem on drafting a proposal to submit.
 - ii. With current installation costs and electricity prices it is estimated that it will take 20-25 years to see the full return on the investment.
 - iii. The roof will need to be assessed and concerns about the breaking up of the large tree will need to be addressed first. As will concerns that parishioners may bring up such as how it will look to have the new panels on the otherwise old building. We will need to explore ideas to educate the congregation, possibly ask Kirk Johnson to make some kind of signs or posters? Mark also asked Jeff to explore the possibility of metal roofing under where the panels would be installed

- iv. **Motion to move forward and make down payment for solar panels, as long as it is either refundable or able to be put off to later in the year or into next year, in order to be on the list for installation even though we are still working through the prerequisites; seconded and approved.**
 - c. Open ministry liaison positions were filled by new members.
 - d. Terri and Gretchen met on site with Anna Sanor regarding the Montessori school wishing to rent space at Holy Spirit while they build their own building. They have already purchased the land. The meeting was positive.
 - i. There will need to be more discussion about dealing with the mildew issue and concerns that the space is not ADA compliant. Neither issue was posed by Anna. Parking was discussed in detail .and details will be worked out in any agreement.
 - ii. Jeff did some quick calculations estimating that we could go between their previous rental rate and the area average and charge \$17.18 per square foot if we go forward with an area based rental rate. We will have to consider how this will change if they utilize the kitchen and outdoor spaces.
 - iii. We will want to discuss more details with members of the congregation who worked with Spirit at Play about their experience.
 - iv. **Motion to agree to let the Montessori School use the church's property with the understanding that we still have more work to do and more questions to answer regarding the specifics of an agreement. Seconded and approved.**
 - e. Remember to complete the Safeguarding God's Children training and let Terri know.
- 7) New business
- a. Re-opening of the church will be beginning this Sunday with the bishop's visit. Pews will be marked for proper spacing, and the parish hall will be used for overflow. This is just the first step in a very slow process and we will need to be ready to explain to parishioners who may be frustrated with how things are progressing.
 - i. Terri is working on figuring out the technical pieces to livestream the service as it is happening, so for now it will have to be uploaded after the fact.
 - ii. The bishop will meet with the Vestry in the Parish Hall following Sunday's service instead of Saturday afternoon.
 - b. There is a local effort requesting that the Higgins Street Bridge be renamed to Beartracks Bridge.
 - i. **Move to support this effort with Clem's letter once it is found. Seconded and approved.**
 - c. A fundraiser supporting the building of a school in Myanmar begins on Saturday, more info is to follow. The hope is to raise \$10,000 towards that goal.
 - d. Nancy Cooper joined the meeting to discuss the agreement between Holy Spirit and the University of Montana of our choir director and organist also serving as a professor at the university. This collaborative relationship has spanned 70 years.

The new dean is interested in keeping the relationship going but there are growing financial concerns at the university. We may need to look at ways to help keep the shared positions going more proactively from our end.

8) Our next meeting is May 12 at 5:30 pm in the Parish Hall.

Respectfully submitted

Caitlin Sherman
Clerk of the Vestry

April Rector's Report to Vestry

I write this on Monday, March 29, well in advance of our April 14 meeting so it will be a bit different than usual. This should be no surprise since the entire past year has been different than usual, right? Holy Week has begun as of Palm Sunday (yesterday) and next Sunday will be Easter. For those of us who cared for the pre-recording of all the virtual services for this week to actually occur, Holy Week began last Wednesday and just reached Easter yesterday afternoon! It has been a whirlwind in trying to be present to each and every time of prayer and worship, living in virtual Holy Week and Easter while also being present in each day of reality. All of this said, we have come together to continue to care for one another as vaccinations for Covid-19 are underway and a phased re-opening of Holy Spirit Parish's buildings nears.

I am grateful to everyone who in any way supported these efforts. If the clergy and I were challenged by such a strange schedule, those involved with Altar Guild, Flowers, Music, as well as our janitorial staff, all felt the changes as well. For this reason, I specifically want to thank the Staff: Judy Parock for all the Worship Leaflets; Dr. Nancy Cooper for all the organ and special music effort; James Gartner for the willingness to think through each liturgy with participants and pre-record and mix together all the piece-parts that are required for virtual worship; and of course, the Rev. Gretchen Strohmaier, the Ven. Dorcie Dvarishkis, and the Revs. Judy and Doug Anderson for the team effort given to all of this. My thanks as well to all of the Lay Readers and Intercessors, as well as the Choir who continued to record all hymns and special music on their own at home, trusting it would all come together! I am blessed to serve with all of you and pray that as I write, the Spirit will guide James' work at bringing everything together so that the parish can indeed walk through the Holy Week and celebrate a joyous Easter.

By this Wednesday, the 31st, even Easter 2 (April 11) will be pre-recorded, and then the liturgical space in the sanctuary will change back from Easter to the emptiness of stripped altar and darkness, just in time for the Prayer Vigil through the night of Maundy Thursday and into the morning of Good Friday. The Cross will be brought in and after the virtual Good Friday service, the church will be open for 2 hours so that parishioners can take a moment for silent prayer (with masks and spacing as protocols require). I am aware that Gretchen will be serving her first full Holy Week and Easter at St. Paul's, Hamilton, as she serves as their part-time Rector. The virtual services at Holy Spirit made it possible for her to be part of our journey as well. And, because everyone worked to allow us to complete our work in advance, we are able to give the staff some time off during Easter week before we return to prepare for the bishop's visit on April 18th. I am glad that James Gartner will get a very well-deserved break as I know that none of us understands just how much time and effort he gave to get everything edited and pulled together in time. May God bless you all and may the ministry of every kind that flows from this parish carry that blessing and care to our neighbors near and far.

Lastly, in addition to Holy Week and Easter, I am serving on the Clergy Conference (April 20-22) planning team (music and liturgy), supporting our colleague the Rev. Steven Yurosko, by preaching at 5pm Good Friday at St. Andrew's, Polson, and preparing for Bishop Marty's visitation on April 18. May the blessing of Easter Resurrection fill your hearts with joy and hope, as we look to what unfolds in the journey ahead.

Terri

The Rev. Terri Ann Grotzinger
Rector

April Assistant Priest's Report to Vestry

Spiritual Formation: In March I continued coordination and preparation for team-teaching our adult class, The Way of Love, with Dorcie Dvarishkis. The Way of Love sessions began in mid-February and we have about 27 people participating between both Holy Spirit and St. Paul's Episcopal Church in Hamilton. I met with the Social Concerns Committee for planning and coordination of education and programs. I met with a member of the Creation Care Ministry team for planning purposes and spoke with Steve Oreskovich for the purposes of planning a class on the book of Mark for the fall. Communicated with the new Spiritual Formation Committee, charting a path for committee development and parish-wide education to begin after Easter. I coordinated the Stations of the Cross slides, to be delivered to inboxes during Holy Week, with Judy Parock.

Church School: I led two church school services (virtually) in March, and I recorded 4 short videos on the Way of Love for kids. I coordinated 3 volunteers to lead children's worship in April. I sent an email to families providing resources for Holy Week at home.

Worship. I participated in both the Easter Vigil and Easter day services. I coordinated the Prayer Vigil with Holly Swartz.

Communication: Provided articles for the Paraclete, and a report for the Vestry, submitted information for the Spirited Times.

Pastoral Care: During March I worked with Clem and several volunteers to coordinate follow-up calls to about 30 members of the parish who may need assistance with scheduling a vaccine and/or access our services online. I provided pastoral care for 9 individuals/families within the parish.

Community: In March I wrote a letter of support to the Montana Transportation Commission in regards to renaming the Higgins Street Bridge to Beartracks Bridge in honor of the Native American history within our valley. I also reached out to our Missoula legislators expressing concern and dismay about the anti-trans legislation currently being considered at our state capitol.

Diocese: I attended the monthly Clericus zoom meeting with clergy from around western MT. This month I facilitated the Clericus discussion session on humility. I reached out to build rapport with both Deacon Roxy Klingensmith (Bozeman) and Rev. Canon Chris Roberts (Ennis). I continue to participate in the weekly clergy calls on Monday evenings.

Study & Self-Care: In March I began reading a book about early church traditions and another book about Native American presence in the Missoula and Bitterroot Valleys in the late 1800s. I began an online study of the book of Mark. In March I met with my Spiritual Direction Group and I met individually with my spiritual director once and with my Spiritual Companion twice. I practiced contemplative prayer during Lent and got in lots of walks and even a few bike rides. Did some special things with my kids during their spring break.

The Rev. Gretchen Strohmaier, Assistant Priest

April Vestry Ministry Reports

A) Communications – Judy Parock, Chair

The end of March and the beginning of April were busy times for the parish with Holy Week and Easter and the preparations for the Bishop's Visitation later in April. Here are the highlights of what has been happening during this time:

- **Website Updates:** A number of updates to our website have taken place this past month. They include:
 - **Promotion of Holy Week and Easter activities:** I created a Holy Week and Easter landing page for the website to make it easy for visitors and parishioners to find the information for our Holy Week and Easter services and activities. To create this page, I needed to make event images for each of the services and a rotator for each service for use on the homepage of the website. I provided descriptions of each of the services to use on the page as well. We have posted the service leaflets for each of the individual services on that page as well and have included the service link.

Because people may look for that Holy Week and Easter service information in different places on the website, we have also included the service schedule and the service leaflet links on the Worship page and the Lent page of the website. Each of the rotators on the homepage for the Holy Week and Easter services links to an event page that has the description of the event along with the service leaflet link and the service link information.
 - **The Way of Love for Kids:** As a companion to the adult study "Life Transformed: The Way of Love in Lent," Rev. Gretchen created a series of videos to teach the seven practices for getting closer to Jesus to children. We have posted the videos with a short description on the Lent page of the website. The rotator that we created for the homepage links to this page as well. These videos have also been posted in the weekly Spirited Times and on the church app to make it as easy as possible for people to access them.
 - **Creation Care Container Gardening Workshop:** We've posted information about the Container Gardening Workshop on an event page of the website. The Container Gardening Workshop rotator on the homepage links to that event page. We've also posted the information on the Creation Care Ministry page of the website in the sidebar. Information about the workshop also appears in the weekly Spirited Times and on the app as well. An article about the workshop was also included in the monthly newsletter *Paraclete* for April. This will be an opportunity for members of the congregation to participate in a safe way in a community project, a step towards resuming meeting in person.
- **Google My Business:** After attending a webinar last year, I became aware of this free venue for advertising our church events, and I have been making use of it throughout the year. Currently we have our Holy Week and Easter events, the Container Gardening Workshop, the Stations of the Cross during Holy Week, the Way of Love in Lent class, and our Sunday worship times on this site. When someone googles our church, the information about these events comes up in addition to the information about the parish. We've gotten a number of views for our events this way.

- **iContact Newsletters:** We continue to use iContact to send out our weekly e-newsletter, the Spirited Times, to the congregation and for our weekly service announcements. We also used iContact to highlight two additional special Holy Week services that took place this month. One was our Good Friday service and the other was our Easter Vigil service. The direct service link was sent out in an email to the congregation the day before and the day of the service. We also sent out “A Note from the Rector” from Rev. Terri. This contained information from Rev. Terri about transitioning back to in-person gatherings at church and the decision to keep this year’s Holy Week and Easter services virtual. We also sent out a ministry survey for the Social Concerns Committee.
- **Facebook Updates:** We created Facebook events for each of the Holy Week and Easter services and activities, the Creation Care Container Gardening Workshop and the Bishop’s Visitation. We updated the church Facebook page daily to keep the information regarding church events current. Rev. Terri took photos of the altars and their decorations and flowers for the Palm Sunday, Good Friday, Easter Vigil and Easter Sunday services, and we shared those on Facebook as well.
- **Church App updates:** We have created homepage images for each of the Holy Week and Easter services, the Way of Love for Kids, for the Container Gardening Workshop and for the Bishop’s Visitation for the app. We coordinate these images with the images that we are using on the website and on Facebook so that everything has the same look. The direct service link and the service leaflets for each of the Holy Week and Easter services have also been posted to the app so parishioners can use the app to view the service or to view the service leaflet while they are watching the service. The direct links for the Way of Love for Kids videos are also available to view through the app.
We also used the app to send out push notifications for the start of each service as a reminder to the congregation.
- **Episcopal Asset Map:** I updated the information regarding Holy Spirit Episcopal Church on the Episcopal Church Asset Map. This primarily was for the information the Ministries section on the Asset Map. We have information there regarding the Social Concerns Ministry, the Creation Care Ministry, the Hellgate Community Ministry and the Parenting Place Community Ministry. I also found images that better fit the photo frames that they use on the Asset Map.
- **Stations of the Cross during Holy Week:** We were given a set of PowerPoint slides featuring images of the Stations of the Cross and reflection questions. These came from a new parishioner, Zara Renander, who is a chaplain at St. Patrick Hospital. At our Staff meeting in March, we decided to break them up into sets of two slides each to send out daily during Holy Week. I worked with James Gartner to convert the PowerPoint images and text to a format that would be more accessible to all parishioners. We came up with an easy to view format, and we sent these out during Holy Week to 29 different participants in this program.
- **Printed Publications:** We sent out the *Paraclete*, our monthly newsletter, to 390 households. The Easter letter with the offering envelope was sent out to 352 households.

– Judy Parock

- B) Holiday Market – Caitlin Sherman (Bob Wattenberg, Online Sale Coordinator)
No report.
– Bob Wattenberg, Chair
- C) Parish Life – Don Gisselbeck (Kathy Swannack, Coffee Hours; Anne Cohen, receptions)
Reception committee report: There were no receptions this month.
– Anne Cohen

Coffee Hours: No report as no Coffee Hours were held.
– Kathy Swannack, Coffee Hour Coordinator

- D) Properties – Kevin Borg and Kent Watson (Margaret Borg and Kevin Borg, co-chairs)
Properties/Buildings Report: Please refer to Jeff Serviss and to the items that he is overseeing.
The backflow valve prevention test was performed as required by Missoula Water on both boilers.
The valve on the main boiler is fine, but the valve on the office boiler is leaking and will need to be replaced when the boiler is shut down this summer.
- E) Rummage Sale – Holly Swartz (Marva Gallegos, Chair)
The Rummage Sale Committee is thinking about new ways to possibly do the rummage sale this summer.
– Holly Swartz, Vestry Liaison

- F) Social Concerns – (Jim Wiley, Chair)
**Social Concerns Committee Report
From Meeting on April 6, 2021**

The meeting opened with prayer led by The Ven. Dorcie Dvarishkis.

- 1) Update on Welcome Back (2019 Butterfly Grant)
Bob Deaton introduced two guests, Benny Locayo and Zeke Campfield. He also reported that \$167 remains from judicious use of the 2019 Butterfly Grant provided to support Welcome Back, from which funds were used to help returning citizens obtain cellphones, driver's licenses and attract other donations.

Benny Locayo thanked Holy Spirit for financial support and provided an update on Welcome Back activities, for which he is Coordinator.

Zeke Campfield also thanked Holy Spirit and asked for volunteers for HAN and for the mentoring program which supports Welcome Back. He also explained how HAN will be working once the YWCA/MIC Family Housing Center opens, and recommended attendance at one of two online event scheduled as follows (with links):

April 13:

<https://iafnw.zoom.us/meeting/register/tJ0scO2rrzksHdlfaYrYdvHc9JCtD9uCnQ8>

April 21: https://iafnw.zoom.us/meeting/register/tJwuf-qsgT4iG9JK7GRW-w1J2nCWxv_9zHzc

- 2) Audrey Murray presented background on a shelter in Ojinaga, Chihuahua (Mexico), run by a group associated with the Diocese of Rio Grande (Episcopal), and suggested that the continued issues at the border merit Holy Spirit support. The Committee voted in favor of an immediate \$500 donation (from International Funds) and agreed to work with Audrey to explore how we might develop a longer term program to support this effort (when Audrey returns to Missoula).
- 3) Warren Gartner provided information on a group he uncovered, the Snowbird Fund, which aligns with our desire to support Native Americans in Montana. The Fund provides relatively small cash grants to Native Americans trying to investigate/connect with missing indigenous women and is handled by the Montana Community Fund. The Committee agreed to a donation of \$300 for our State/Diocesan budget for the Snowbird Fund. More information is available at <https://mtcf.org/grants/apply-for-a-grant/snowbird-fund>.
- 4) Bob Deaton confirmed dates for Holy Spirit to work on Habitat for Humanity housing during 2021:
The dates are: June 16, 17, July 14, 15
The schedule is: 8:30-4:30, Flexible 1 hr lunch

Jim Wiley will remind Gretchen Strohmaier that we agreed to try to coordinate lunches on these dates.

- 5) Native American Racism: Gretchen Strohmaier informed us that a **Native American Task Force** has begun planning a date to meet in April, to explore how HSP can more effectively address this issue.
Clem Work has /will draft(ed) a letter (for Vestry and clergy) in support of the renaming of the Higgins Street bridge to Beartracks Bridge. This name was solicited by the Missoula County Commissioners from the CSKT and approved by both of those groups and by City government. It honors the history of the Salish people and the "Trail of Tears" as they were forced along this route and onto the reservation in the Jocko Valley in 1891. **All are encouraged to write an individual letter of support to the Montana Transportation Commission** (Clem or Gretchen can provide details).
Warren Gartner advised the Committee of a special event taking place (virtually) at Traveler's Rest State Park, on May 1st. Victor Charlo, grandson of the Chief who led the Salish out of the Bitterroot, will be the main speaker. He will be accompanied by his daughter who is active in efforts related to missing and murdered indigenous women. More information can be found at www.travelersrest.org.
- 6) Dorcie Dvarishkis reported on Parenting Place, Hellgate High School and M.I.C.:
 - Parenting Place: Two work parties are planned for May and Dorcie will advise dates. She also mentioned that the Exchange Club is sponsoring weekly Zoom discussions on Parenting Place – anyone interested can contact Dorcie for each week's Zoom link.

In addition, Dorcie provided information on Parenting Place programs: during 2020, a total of 120 parents took training. These parents had experienced an average of 6 out of 10 adverse childhood experiences themselves. After the training, they showed an 87% improvement in their ability to handle parenting issues with their children.

- Hellgate High School: Thanks to great work by Jari Davis and A’Lisa Scott, there is now a substantial fund (\$1,500) to help those students needing driver’s education.
- M.I.C.: See the two links mentioned above by Zeke Campfield.

- 7) On the subject of a broader focus on Creation Care, Jim Wiley mentioned the survey currently underway to determine parishioner’s interest in the many aspects of this topic, and preferences for ways to be educated. The Creation Care Committee will follow up as soon as possible with Gretchen Strohmaier.
- 8) The Committee considered a Butterfly Grant request from Helen Hanson and decided to postpone a decision while asking for more specific information on how funds would be used (not for a salary for her, nor for materials to be sold).

The next Committee meeting will be Tuesday May 4, 2021 at 7:00 pm, via Zoom.

The meeting closed with the Lord’s Prayer.

– Jim Wiley, Chair

- G) Spiritual Formation – Glenn Hladek (Gretchen Strohmaier, Chair)

See Assistant Priest’s report.

– The Rev. Gretchen Strohmaier, Assistant Priest

- H) Stewardship – Torian Donohoe (Barb Hosier, Chair)

Present: Barb Hosier, Bob Brewer, Bob Deaton, Warren Gartner, Kirk Johnson, Jim Wiley, Clem Work

Clem Work, Senior Warden, spoke about planned giving for our parish and urged that we include it in our stewardship ministry. An initial committee has been appointed to gather information and help plan ways of disseminating that information to the parish. The Episcopal Church Foundation will be the primary source for information.

Jim Wiley led a discussion about finalizing plans for an online parish directory by implementing information provided by Elizabeth Serviss. Since the parish already uses Realm, this is our platform of choice. Parishioner information is already available through them, and there will be very little if any cost to implement the directory. Kirk Johnson volunteered to speak with Elizabeth and learn more about that implementation. It was also suggested that we might offer tutorials that would help parishioners learn to navigate the directory easily. Warren will present further at the next meeting.

The last item for discussion was new projects for our adopt-a-need program on the HSP website. Bob Brewer suggested that we may need equipment for sanitizing the church when we are able to meet in person. Terri will be consulted, and Bob will also research for this. Clem Work suggested that at some point in the future we might utilize the adopt-a-need program for helping to fund some of the cost of installing solar panels if approved. Several creative ideas for donations were offered and will be further discussed when Clem has more information.

– Barb Hosier, Stewardship Chair

Torian Donohoe, Stewardship Committee Vestry Liaison

I) Creation Care Ministry – Warren Gartner (Karen Simons Gartner, Chair)

Creation Care Notes

18 March 2021 noon via Zoom

Present: Lance Collister, Karen and Warren Gartner, Tracey Gage, Kate Laney, Sue Lowery, Jim Wiley

1. Opening prayer

2. 4 areas of focus

a. Holy Spirit Sustainable practices

- i. Solar power for church - Lance talked with Clem about updating the parish hall roof.
 1. SBS Solar in Hamilton have already inspected the roof and are putting together a proposal. They are trying to get that together by 1 May to meet a grant deadline with Northwest Energy
 2. There is a meeting Tuesday 23 March 1:00 in the parish hall to check the rafters.
 3. Kate has a bid from Big Sky Solar as well and has shared it with Karen, Warren and Lance. Lance will send his bid so that they can all get together and discuss them to prepare bids for the Vestry
- ii. Glass recycling - Thank you to Jim for coordinating. 13 families are now participating
- iii. Master plan for grounds - Kent is working with members of the parish to get started.

b. Getting info to members to help them live more sustainably.

- i. Spirited Times and Paraclete articles - no feedback per se, but they are being read.
- ii. Container garden workshop
 1. Are people getting the info - members of the committee will continue to spread the information and Karen will ask Terri to put an announcement out on Sundays.
 2. Planning report
 - a. Logistics - Karen contacting Lori for set up
 - b. Supplies still needed - Styrofoam pieces, buckets (Lance offered some from the Forest Service).
- iii. Creation Celebration Service - Warren working on 'Minute for Ministry' and staying in touch with Terri

c. Community voice

- i. [Grace Gibson-Snyder](#) (Hellgate student - is suing State of Montana for not caring for the environment). Tracey will contact
 - ii. Jim will reach out to the local Synagogue and UCC, and Kate is contacting St. Paul's
 - iii. We should add a link to the EEN site on how to be a green congregation (Karen)
- d. Fun opportunities
 - i. Virtual events
 - 1. Speakers (extension services?)
 - 2. Videos - Lance is looking into reserving the Roxy when safe, for a film festival focusing on Biblical, Global, National, Local and individual impacts and opportunities to improve.
 - 3. Book studies - leave to Social Concerns. We talked about identifying books/videos that could be used with the congregation, and all members were to provide input. Jim will get that to Gretchen for consideration!
 - ii. In-person events- Jim to setup parish survey.
 - 1. May - Lee Metcalf birding - Gartners
 - 2. June - Camas flowers at Lolo pass – Gartners
 - 3. Other - members to think of ideas for one a month.

Next meeting : Thursday, April 15, 2021

– Karen Simons Gartner