

May
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New Orleans

Diocesan Chief Operating Officers (COO) – How is this Role Unfolding?

Sister Elizabeth Worley SSJ

Archdiocese of Miami

Chief Operating Officer (& Chancellor for Administration)

Betsy Bohlen, MBA

Archdiocese of Chicago

Chief Operating Officer

Keith Parsons, CPA

Archdiocese of Denver

Chief Operating Officer



Convocation
The Spirit of Collaboration


Gallagher
Insurance | Risk Management | Consulting

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Wellness Activity

Chad Roedder, Ph.D. – Facilitating – Moderating – Engaging All

Background | Career

Senior Principal Consultant with Gallagher since 2020; 20+ years of increasing responsibility as both an internal and external consultant specializing in leadership and talent management

— Academic background

B.S. in Psychology, Birmingham-Southern College, 1996

Ph.D. in Industrial & Organizational Psychology, The University of Tennessee, 2001

M.B.A. in Finance & Economics, The University of Tennessee, 2014

— Experience

Internal consulting roles at Verizon and Tennessee Valley Authority (11 years; advisor to senior leaders re: leadership & talent management, organizational design & culture, and employee engagement)

External consulting roles at three other firms (9 years; managed projects for clients re: leadership & talent management)

Sister Elizabeth Worley, SSJ

Background | Career

Sister of St Joseph (since 1963), high school & college chemistry teacher, hospital and hospice administrator, and archdiocesan administrator

— Academic background

BS, Barry University, Magna cum laude, Chemistry, 1973

MA, Villanova University, Chemistry 1978

MBA, University of Miami, Summa cum laude, 1990

— Experience

Teacher (elementary, 6 years; high school and university adjunct, 15 years);

Hospital and Hospice administration (22 years)

Chancellor for Administration/COO for Diocese of Orlando (3.5 years) and Archdiocese of Miami (12 years)

Betsy Bohlen

Background | Career

Chief Operating Officer, Archdiocese of Chicago (in current or similar role since 2011)

- Primary career: Partner at McKinsey & Co, Inc. (management consulting)
- Education: University of Notre Dame (BA), Harvard Business School (MBA)
- Wife of Jon; mother of Anna (age 16) and Dominic (age 12)
- Summary of role at the Archdiocese: “Wide Lens Photographer”, “Conductor”, “Railroad Manager”, “Plumber”, “Metronomoi” and “Coach”

Keith Parsons

Background | Career



Keith has been with the Archdiocese of Denver since February 2015.

- Started with the archdiocese in the Chief Financial Officer role and now has served as the COO since July 2019.
- Spent 20+ years in public accounting including the firms of PricewaterhouseCoopers (PwC), Deloitte, RSM McGladrey and Crowe Chizek. He spent 7 years as a partner, with the last 4 years as a PwC partner.. He worked in offices in South Bend, Indianapolis, Chicago, New York, London (UK) and Denver. He was an audit partner with specialty in technology, capital markets and Initial Public Offerings. He left public accounting for 1 year to join Crocs, Inc. as their Corporate Controller where he took them public in early 2006. Keith is a licensed CPA.
- Licensed CPA
- Husband and father of 5 (1 girl (16) and 4 boys (12 down to 7)) and an avid trail runner / trail ultramarathoner. He loves to climb mountains on his runs.
- Catholic Faith: Keith is a convert to the faith. He was baptized, confirmed and took his first Eucharist Easter 1999, all because the grace of the Holy Spirit working through his wife of 23 years, Angie.

What is the COO role?



How does the COO role serve the Church in these times?



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What were the top priorities in the early days in the COO role?



How have those priorities evolved over time?



What have been the biggest benefits of the creation of the COO role?



Best Ways for Dioceses to Consider Creating This Position



Other Discussion

Thank you.

Sister Elizabeth Worley SSJ

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