MinistryTech

FALL 2019

by CHURCHLEADERS

FROM HI-TECH TO HI-TOUCH

HOW CHURCH MANAGEMENT SOFTWARE IMPACTS MINISTRY TO REAL PEOPLE

>> THE SILENT KILLER OF WORSHIP TEAMS
>> THE SURPRISING SECRET TO SAVING YOUR SANITY
>> SUBTLE DANGERS OF CHURCH TECH
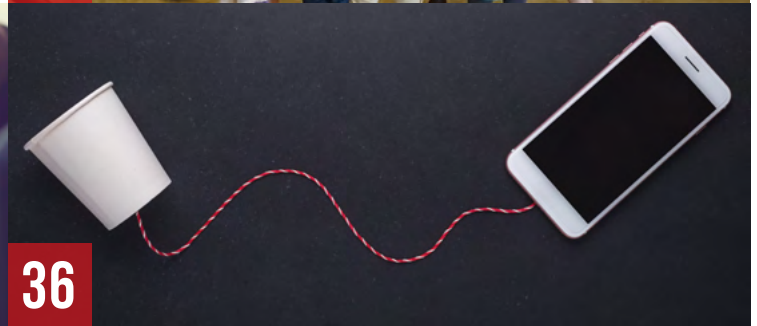
PLUS: COMPREHENSIVE CHMS COMPARISON CHART

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Ministry Tech

A WORD FROM THE EDITOR
Ray Hollenbach

At the funeral home, no one cares about the depth of your database.

When you're at a hospital bedside, no one will remember what app you use to keep track of your congregation.

Baptisms are just as joyful with or without easy software upgrades.

> **CHMS MAY MAKE RECEIVING OFFERINGS EASIER,** BUT WE STILL NEED TO DO THE HARD WORK OF ASKING WHETHER THE MINISTRY IS STILL WORTH THE GIVING.

Your VBS does not rise or fall on whether your data lives in the cloud or on an external hard drive.

ChMS may make receiving offerings easier, but we still need to do the hard work of asking whether the ministry is still worth the giving.

You get the idea, right? There's a big difference between technology and ministry. The church is called to good stewardship of time, energy and money, but it's becoming easier and easier to confuse the difference between great tech and great care. As our feature article indicates, it's the difference between Hi-Tech and Hi-Touch.

No one would ever argue against good stewardship, streamlined apps or using the latest technology. But the church carries the responsibility of ordering our priorities: and Hi-Touch comes first.

In this issue of *MinistryTech* we focus on the human side of technology. It's a blessing that the tech partners featured in this issue understand that ChMS, apps and all related technology exist to serve the church—the "bride of Christ."

In preparation for this special double-issue we recently surveyed our tried-and-true business partners, asking them for the human side of their products. It was no surprise that they responded with a deep understanding of what comes first: people do. And because people come first, we want to employ the best possible aids to care for God's church. We invite you to turn the pages, read the articles and pray—asking God to show you how to extend his care in service of his people.

Ray Hollenbach is the Editor of MinistryTech *Magazine. He is also the editor of* MinistryTech.com *and* ChurchPlants.com. *You can reach him at* rhollenbach@outreach.com.

TECH CHECK 10.19

WHO WILL SAVE ME FROM NOTIFICATIONS?

Having a phone that never leaves our side has transformed the way we stay in touch: If our kids are in trouble, or our partner misses us, or our favorite sports team has scored, a notification lets us know instantly. But it means something else, too. We never get a moment's peace. Every ping your phone emits is another distraction, one that can take several minutes to recover from. You can, however, keep your phone while reducing how often it interrupts you, by taking control over your notifications. This piece from Wired.com shows the way. ∎

HOW TO USE YOUR PHONE FOR GOOD, NOT EVIL

Dwell: Have you tried *listening* to scripture? Explore Scripture through Playlists, Stories, Passages and Plans. Explore Scripture through daily listening plans, topical playlists, curated stories and passages, and more. Choose from four genuine voices, each passionate about reading Scripture. Dwell provides original music by renowned composer Chad Lawson, composed exclusively for Scripture listening. The Dwell App is available for iOS or Android.

ChristAudio: Our simple idea is to teach Christians worldwide to meditate, so that everyone can live in more harmony with Jesus. The folks at ChristAudio believe there is nothing more important than looking after the health of the heart, soul and mind (Luke 10:27). Their mission is to get Christians everywhere to meditate according to scripture for a few minutes a day. When this simple activity is as common and familiar as having breakfast, they'll have achieved our goal. Check out their free offering here.

Centering Prayer: The Centering Prayer mobile app supports one's daily prayer practice. Beautiful, elegant and peaceful, the app includes an adjustable timer, as well as opening and closing prayer options that may be read before and after Centering Prayer. An assortment of sounds and backgrounds allow one to choose the type of environment for the prayer time. Brief instructions for learning Centering Prayer are also included. The free Contemplative Outreach app for Centering Prayer is available for iPhones and iPads and Android phones. (Spanish-language versions are also available.) ∎

DO NOT DISTURB: EVER!

Interruptions are a part of life, and managing them is key to productivity. We are surrounded by technology that while enabling productivity is also helping us waste a ton of time. Over the past few months I've tried a little experiment to limit interruptions and distractions. I keep my phone on DND all the time. Wait! What? That's madness! How do you survive?

I'll be the first to admit that it was an adjustment, but it has been a good adjustment. Here's why.

Focus

I'm constantly amazed at how folks stop everything they are doing to look at their device every time they get a notification, even if that notification is for a one-degree change in the temperature outside. This seems the very definition of an addiction, but it is also rude. I've often wondered if folks are only interacting with me (or others) in order to kill the time between notifications on their devices.

Having my device on DND allows me to stay focused on the task at hand, whether that's a conversation, a project, writing an email, a meeting or spending time with the fam. This allows me to check my device when I want to and not feel anxious because my device is constantly beckoning.

Self-Control

Self-control goes a long way here. Prior to my DND experiment I would just ignore my devices. I found I had gotten very good at just ignoring the buzzes and beeps and wrist taps. Those around me, however, wondered why I wasn't checking to see the details of the notification. Using DND puts me in control. Once the task at hand is finished, I check my device for things I need to know, when I want to know them. I

don't let the fact that I have notifications distract me. Depending on what they are I may or may not handle them right away. I want to control my schedule. I don't want my device doing it for me.

Exceptions

Now don't panic. There are obvious exceptions to living on DND. When I'm expecting an important communication, I turn DND off. This still requires a degree of self-control, as once I turn DND off all the distractions start again. I have to be disciplined to ignore everything but the notification I need. I have also finely tuned my notifications so when DND is turned off I'm still only getting the notices I need, not a myriad of noise because every app notifies me about everything.

Let me encourage you to take the DND challenge on all your devices, laptops, tablets, phones, watches, etc. We survived as human beings without these notifications and distractions for thousands of years, and our future may be determined by how we deal with them now. Keep focus. Keep control. Don't let your technology drive your interactions with others.

Jonathan Smith is the Director of Technology at Faith Ministries in Lafayette, IN, an author and frequent conference speaker. You can reach Jonathan at jsmith@faithlafayette.org and follow him on Twitter @JonathanESmith.

NEGLECT: THE SILENT KILLER OF WORSHIP TEAMS

I've had the privilege of traveling to more than 100 churches in the past three years as a worship team coach and consultant: mostly small to medium sized churches and a few megachurches. Oftentimes I hear frustration that comes from a series of missteps that can be summarized as neglect. Neglect means lack of care. Whether due to indifference, forgetfulness or failure of systems, neglect hurts!

Ministry is a people-centric enterprise. Sometimes we are so fixated on making Jesus and the unsaved visitor happy that we fail to care for the people and things entrusted closest to us. Here are some common themes that come up.

ADMINISTRATIVE NEGLECT

It's common. Lack of written expectations, last-minute scheduling, drawers labeled "batteries" with no batteries (when the preacher's mic just shut down!). When these "every once in a while" problems become the standard, we have created a new norm of neglect. The root word for "*administer*" comes from the Latin word minister, meaning "servant." Great administration can create a one-page job description for every paid and volunteer role in your church. Keep it updated. This helps your valuable people know if they are "winning." If you are not the leader and do not have this one sheet, ask for one. Make sure your scheduling systems are predictable (for instance, a text every Monday before noon). Get the song list out on Tuesdays. Set up reminders on your calendar to check supplies.

RELATIONAL NEGLECT

This one can be very difficult, nearly impossible, for those in the technical area of ministry in the church. Many of us volunteered in this area to avoid the touchy, feely areas of ministry. That being said, I can guarantee that even the most introverted volunteers and workers feel the pain here.

Sometimes leaders forget to close the loop on relational hurts. Sometimes people are left out of prayer times, communion and lunch invitations. Last-minute demands and emergencies without a follow-up "thank you" can cause resentment and pain. Many tech people secretly resent their leaders and if given the chance can list offenses that have gone unresolved. Include your sound and media and tech teams in the spiritual aspects of preparation for services. Occasionally recognize your tech teams from the pulpit. If you communicate well, you might get them a standing ovation every once in a while.

GEAR NEGLECT

Oftentimes ministries that get high relational marks suffer in the gear department. Churches forget that we actually run concert venues! During a recent visit to a megachurch, I noted that a whole zone of loudspeakers was not actually making a sound (this covered over 200 chairs!). Oftentimes there are ridiculous workarounds on computers that could be fixed in a few minutes. If you need paper clips, duct tape and the perfect touch to run basic systems of the church, neglect has become the new norm.

Make a list of everything that is not currently working and make a plan to repair, replace or remove the item. Schedule maintenance days for your sound system—especially before Easter and Christmas. Dust is the devil. Commit to keeping areas clear of dirt, debris and clutter.

In short: Don't neglect tasks, don't neglect people, and don't neglect gear. (You can thank me later.)

Mike O'Brien *holds a B.A. in Music from Kennesaw State University and a Master of Worship Studies from the Robert E. Webber Institute for Worship Studies. He has worked as a producer, engineer and mixer at Lucko Sound Studio, and with a collective of 25+ musicians called Poured Out Like Wine. Together, they produced seven albums with over 15 published songs with Vineyard Worship USA. He lives in Atlanta, GA, with his wife, Susan, and son, Ezekiel. You can reach Mike at* vineband@hotmail.com

THE (SOMETIMES FORGOTTEN) STARTING POINT FOR CHURCH MANAGEMENT SOFTWARE

Church Management Software can inspire creative ways to reach out to and pastor your congregation and visitors, but it's easy to forget the most essential thing about it: You have to have the names and contact information of the people you want to reach out to. No database of names: no ministry.

To get these names often involves the use of connection cards during a church service. Though it's possible to have the option of giving your name and prayer requests digitally, most churches still rely on some kind of connection card either as a stand-alone piece or a tear-off part of the bulletin. Following are some tips for making the most of them and getting the largest return of them.

Take time in each service to make people aware of them: This means making certain people are sitting down when you announce the connect cards, and they have something to write with. It means that the pastor or worship leader specifically have people pull them out and look at them while the speaker emphasizes how important they are for the church to get to know visitors and respond to questions and needs.

Give people time to fill them out: Play a few bars of music, have the worship team or choir sing a song. The point is to give people a quiet moment (and 60 seconds is plenty of time) to actually write something down without other things going on. *This will be the hardest thing for you to do.* Everything inside you will scream that you don't have enough time, that it's a waste of time. *IGNORE THOSE VOICES!* If you don't give people time to do this, unless they are frequent attenders who want to share a prayer request, people (*especially* visitors) probably won't take time to fill out the cards. You will miss the opportunity to connect.

(***In addition, time it:*** It usually takes about 60 seconds to give people all the time they need to fill in the card with basic information. In reality, you have the time.)

Take them up with the offering: You will get the largest response if you do this. To ask people to take them to a welcome center, to ask them to put them into a box at the back, or to take them up at any other time will not give you as complete a response as you will get if you take them up with the offering. Also, this gives guests something to put in as the plate is passed, and that is an incentive to turn in their card.

Be sure you follow up immediately and appropriately: Don't put connection cards in a pile on the back of someone's desk to be handled when there is nothing else to do. It is vitally important to screen them, to respond to immediate needs, and to record attendance and new and ongoing prayer requests. These connection cards are a vital connection not only to your visitors but also to your congregation as a whole. To not respond when someone reaches out to you via a connection card is just as if someone reached out his or her hand for you to shake and you looked away.

We never know the courage it might have taken to fill out that card, or the pain behind a shared request. Treat them as an important treasure; people are sharing their hearts and lives with you. Don't disappoint people by promising you care and want people to connect and be involved and then not respond when they reach out to you.

Connection cards may seem like a small ministry tool, but as the Lord so often does, they are a little thing that can be used to accomplish great things.

Yvon Prehn's ministry to church communicators has two parts: effectivechurchcom.com, a site of FREE templates, strategy and resources, and churchcomtraining.com, a Church Communicators Online Training School.
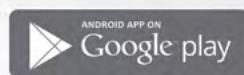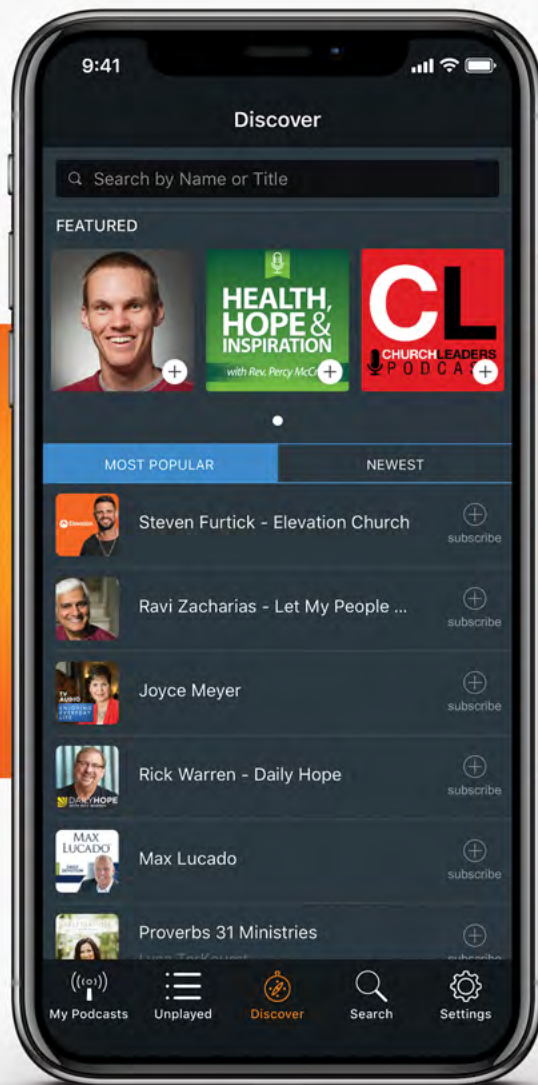
THE "S" STANDS FOR SECURE, OR DOES IT?

We all have favorite movies that we never get tired of watching. Recently coming off Christmas in July, I was reminded that no holiday season is complete (at least in our house) without a family viewing of Elf. In one memorable scene, the main character, Buddy, strolls past a New York coffee shop, where to his amazement he notices a neon lit "WORLD'S BEST CUP OF COFFEE" sign. With great naivety, a joyous Buddy pops in the diner and yells, "You did it! Congratulations! World's best cup of coffee! Great job, everybody!"

To a lesser degree (I hope!), I believe we have common ground with Buddy in wanting to assume that labels/packaging/signage are always "true." If you don't believe me, pay closer attention the next time you're tossing food into your grocery cart as you're meandering down the aisles. You're likely to purchase items with highly visible labels claiming: 'High Protein,' 'Cage-Free,' 'Grass-Fed,' 'Low Sugar' or 'All Natural.' We've been well-taught that these phrases represent food that's healthier. However, like the 'World's Best Cup of Coffee' display, are we 100-percent sure of the authenticity of these statements?

The idea of further questioning a food label or a claim on a neon sign is also now true for visiting perceived 'healthier' websites. I'm referencing Hypertext Transfer Protocol Secure (HTTPS) webpages. Over the course of many years, I've repeatedly drilled it into the minds of computer users to always look for the padlock icon immediately to the left of the website address. The padlock icon represented security: meaning the visited website has been issued a certificate meant to imply that the site was secure from attacker hacks and cyber eavesdropping. Is that still the case?

Since 2018, the use of HTTPS websites has far surpassed the use of HTTP (non-secure). For most businesses HTTPS pages are a requirement. After all, failure to own a secure site will result in Google Chrome boldly tagging your site as "Not Secure." We can agree that it stands to reason that the more secure websites out there, the better.

However, the issue with HTTPS sites recently is that cybercriminals are quick to evolve their deceitful practices. Instead of luring victims via phishing scams to clearly marked unsafe HTTP sites, we're seeing a movement where newer malicious schemes are pointing to secure sites. The website line differentiating between good and evil has become increasingly blurred.

I recommend the following suggestions to prevent falling victim to these new HTTPS scams.

1. Never log into or enter any personal information (credit card numbers, social security number, banking information, passwords) into non-HTTPS sites.
2. Do not solely trust a website based on its HTTPS and padlock icon presence itself.
3. If the site does contain HTTPS, check out the desired domain name for spelling accuracy. There have been thousands of fraudulent certificates issued referencing the word "PayPal." Most bogus sites are created with only one different character.
4. Don't click on links embedded within email and social media sites. The websites shown are likely forged and not the actual website you'll be directed to.
5. For regularly frequented websites, it's a good idea to bookmark them so that you know exactly the site you'll be viewing, opposed to searching the location of those sites with each visit.
6. Install strong security software. As always, I recommend downloading and installing Thirtyseven4 Antivirus.

We can learn a lot from the mistakes and trustingness of our friend Buddy. He read the sign (claim), and believed it completely ("World's best cup of coffee!"). We cannot accept the validity of a site based solely on the HTTPS and padlock icon anymore. Looks (HTTPS) can be deceiving, and cybercriminals work very hard to make things "look" typical.

Buddy also "shared" his site. He brought his friend Jovie back there to try the self-proclaimed "best coffee." Before sharing sites or pages, be very sure they are legitimate and safe.

And lastly, upon tasting the "World's best cup of coffee," it was so unpalatable that Jovie grimaced and said it tasted like a bad cup of coffee. Unsecure and malicious sites will do more than just leave a bad taste in your mouth—they can poison your bank accounts, contacts and machine itself, among other things. Be sure that you can verify the website before putting your trust (in the form of a click) into it.

Cyber dangers are real. Let us learn from the mistakes of Buddy and remember that instead of "S" standing for Secure, let us also think of "S" standing for "Smart." Be smart and in-tune to the impending traps and dangers lurking around every corner.

Steven Sundermeier is the owner of Thirtyseven4, LLC, a leading provider of antivirus/security software. With 17 years of experience in the cybersecurity field, he is one of the nation's leading experts in virus, malware and other threats. Before founding Thirtyseven4 in 2009, Steven worked in a number of roles in the antivirus industry dating back to 1999.

THE HUMAN SIDE OF **CHMS**

What Every Pastor, Staff and ChMS User Needs to Know

by Jonathan Smith

Church Management Software (ChMS, or even CMS) is often a hot button topic around churches and ministries. There seems to be a lot of passion regarding what software is chosen and why. Ministries often waste a lot of time and money bouncing between different software platforms to satisfy the perceived needs of specific staff members.

More often than not any issues with a ChMS system can be resolved through proper training on the software and its features. Too often, however, ministries become software schizophrenic, bouncing from software package to software package, expending stewardship and missing ministry opportunities trying to find the perfect solution. Then a new staffer is hired who wants to use a solution they are more comfortable with and the whole process repeats itself over—and over, and over.

Did you know there is more to ChMS? While it is important that a ministry selects the proper platform, receives the necessary training, and then holds staff

> PLEASE REMEMBER, THIS IS NOT BIG BROTHER. THE GOAL IS TO HAVE DATA ACCESSIBLE TO SHOW PEOPLE THAT THE MINISTRY CARES.

accountable for using the solution selected, there is another side to all of this, the human side. Another way to look at this is the ministry side of ChMS—where the software actually helps the ministry accomplish its mission of impacting souls for Christ.

Far too often this side is lost in the drama created through the selection process and then the fussing about the selection process and its result. What if we put the ministry side first and focused on using the tool to impact the Kingdom as opposed to all the drama surrounding the ChMS system itself? What might that look like?

Consider a family in your church who is plugged in and actively serving. They attend small group meetings, are faithful to Sunday services, give generously, and if there is a need for servants they show up. At one of their small group meetings they share a prayer request that a member of their family is ill and will require full-time care. They tell the group their family member is going to move in with them.

At this point the small group leader can do a few things. They can do nothing and just pray. They can send a mass email to the church staff notifying them this family will no longer be serving as much due to their current stage of life. Or they can enter this information into the prayer request area of the ChMS. Consider these possible outcomes:

1. If they do nothing, then only the small group knows. The small group leader might be a volunteer and perhaps not even on staff. Not communicating this information can lead to awkward phone calls when another lay person or a pastor calls them up to ask why they haven't been in church instead of calling them and offering prayers and assistance with their new stage of life.

2. Sending a mass email to the church staff is better than doing nothing, but it may get lost in the noise that is the volume of email we all receive. Some who get the email will latch onto it; others might not. It is also possible it won't even be sent to those who should have gotten the email, like the folks recruiting for children's ministry.

3. The best solution is to enter the information to the church ChMS. Not that sending a mass email shouldn't be done (after all, these are long-term faithful servants), but also entering the information into the ChMS can have numerous additional benefits, assuming the ministry has training and procedures in place to use the ChMS to its fullest.

For sake of argument, let's say they enter the information about this family into the ChMS and the church has a culture of using the ChMS as part of their operating procedures. Now consider these outcomes:

1. The Mercy Ministry team checks the ChMS before making their calls or contacts. Having seen the information about the change this family is experiencing, they make their call with the current situation in mind. The family doesn't have to repeat themselves over and over every time someone from the church calls them.

2. When the folks tracking attendance notice this faithful family not attending as much, they can see why and tailor any communication and offers for assistance accordingly versus sending a form email or text saying they are missed.

#RU Hooked
TEENS & SOCIAL MEDIA

FOR TEENS AND
THE PEOPLE WHO
CARE ABOUT THEM

By MinistryTech Contributor and National Speaker
JONATHAN SMITH

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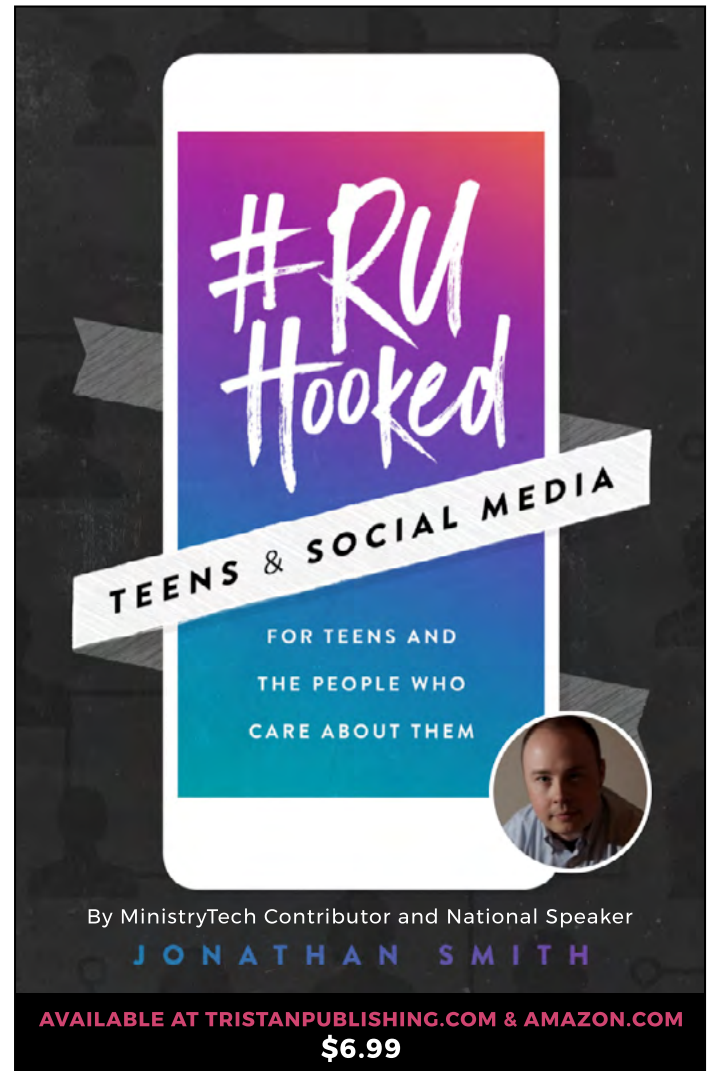
3. The Children's Ministry team recruiting will see this family probably shouldn't be contacted to sign up for a commitment serving in Children's Ministry. As a long-term faithful family, they probably would, but is it best to put them in that position? Or would this be an opportunity for the Children's Ministry team to also see how they can serve this family?

4. As the church has contact with this family, those contacts and new information gathered can be updated in the ChMS so those seeking to serve this family, and connect with them for any number of reasons, will be able to connect with them in a manner showing the ministry cares about them and wants to serve them.

Please remember, this is not Big Brother. The goal here is not to spy on anyone or violate anyone's privacy. The goal is to have data accessible to show people that the ministry cares. For obvious reasons

this data must be properly safeguarded, but that shouldn't stop a church from using technology to help better serve the souls entrusted to it.

Technology does not replace connecting with people and communicating with them. It is a tool to help connect and communicate, but clicking buttons and sending emails doesn't show anyone an investment in their life. Meaningful interactions are what make the difference. Whether the family or individual is long-term and faithful or is new to the church and the Kingdom, ChMS can be used to better interact and show the love of Christ. **MT**

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FROM HI-TECH TO
HI-TOUCH

*How ChMS Impacts
Ministry to Real People*

by MinistryTech Magazine Round-Up

Behind the features, advantages and benefits of Church Management Software (ChMS) lay the real purposes of the software: caring for God's people. Over the years MinistryTech Magazine has partnered with a wide variety of ChMS firms; we've discovered that, in addition to technical excellence, these companies are committed to the larger mission of serving the church. In this roundup of testimonials and user experiences you'll discover some of the real-life stories and comments, drawn from the intersection of technology and ministry.

TouchPoint
AND REDEEMER PRESBYTERIAN CHURCH

When the team at Redeemer Presbyterian Church in New Your City reached out to other churches for ChMS recommendations, they found that if they wanted to add anything different to their existing solutions, they would have to lobby development for a new feature to be added or find third-party applications. With TouchPoint they can customize a solution that meets the needs of their unique church. All-in-one Church Management System. All with one login.

The all-in-one tool is giving Redeemer a clearer picture of the state of their church. One area in which leadership has new insight is giving. "We're trying to increase the number of recurring givers. Whenever 25 percent of your annual budget comes in December, that's stressful. You don't know how you're going to pay the bills throughout the year," said Chris Dolan, director of Information Services. "Right now roughly 13 percent of households have recurring giving. We'd like to see that grow to 50 percent." Redeemer is leveraging TouchPoint to create a future in which they can make new goals based on current data. Chris explained,

"TouchPoint has been great for us, because all of our data is in one place. It's cleaner than it's ever been. We can really report on it, dissect it, look at it in many different ways, and use it to understand who our people are and how we are ministering to them. We are trying to use that data to make better decisions to steer our future."

One of these future goals includes helping people to become members sooner. "Our current membership process has been fairly passive on the church's side," explained Chris. "Until recently, someone who wanted to become a member had to complete a number of steps that could take months because they had to drive most of the process themselves." With TouchPoint, Redeemer can easily identify an individual's stage in the membership process and send them prompts to help move them to the next step more quickly. What's more, "Now we can actually seek out people who would be good potential members based on

their current involvement," said Chris. Chris also described how one church leader is using TouchPoint to collect data on member engagement. "One of our senior pastors has identified a target group of congregants. He's meeting them in person and is encouraging them to get involved in key areas like community groups, volunteering, giving and membership. We're looking to see if there's any change between the people he's able to reach and those he's not. We'll use those results to drive how we encourage our congregants to deepen their involvement with the church."

These data points—membership, generosity, community group commitment and volunteering—give Redeemer a clearer and fuller picture of how the church is helping people to mature in Christ. From there, they can continue to refine processes and create new programs that will accelerate their impact in a city that wields incredible influence over the country and the world. TouchPoint couldn't be more thrilled and humbled to partner with Redeemer in continuing the Great Commission in New York City.

SERVANT KEEPER® AND CAMARILLO UMC:
TRANSFORMING MINISTRY AND SAVING RESOURCES

Camarillo United Methodist Church serves in a community of over 66,000 people in California, midway between Los Angeles and Santa Barbara. At the time of looking for a new system, Pam Dougherty had been the Office Director and Treasurer for six years, putting her in charge of both office administration and treasurer duties.

Pam began researching church management software solutions. She checked with other UMC churches first. But at the time, each church she checked with did not have a system in place they liked. Pam began her own research, and kept hearing about Servant Keeper. "I found information about Servant Keeper online—it just kept coming up!" said Pam. She quickly discovered that Servant Keeper was not only cost effective, but also scalable to meet the needs of CUMC. "We bought Servant Keeper outright for just a little more than what we were paying for our annual support with their previous software. The renewal for support will be much less, which was a necessity for this year's budget." Plus, the option to add the cloud at any time made the decision future-proof.

But it wasn't just the cost savings that initially drew Pam to Servant Keeper. There was also the fact that it integrated well with QuickBooks. This meant the financial secretary and treasurer would no longer have to enter the same data twice. Instead, Servant Keeper would automatically upload their contributions into QuickBooks. Now the financial secretary and treasurer (who are required to be two different people) can work in their own systems (which is a best practice of accounting), and yet still pull reports and track each other's work. "Both databases are much easier on data entry, error correction or making changes. We used to waste a lot of time trying to figure out what was wrong in the old databases and how to reconcile errors and discrepancies."

As far as ease of use, Pam shared, "I taught myself how to use Servant Keeper database. I am no rocket scientist. It's very intuitive. It makes sense." Not only could Pam teach herself, but she also was able to quickly transfer her responsibilities to the finance secretary. "She has found the program to be easy to learn and use." Since switching to Servant Keeper, the church's data tracking and reporting has been made simpler, and more accurate. They can now log total attendance by each class, group, and also for their worship services. Plus, they appreciate the ability to easily set up custom fields that provide specific information they need to report annually to their UMC conference. And, the reports they previously created by hand are a thing of the past. "The manual reports are no longer necessary. And we have discovered some very important reports in Servant Keeper that provide good information on the health of giving by members and friends of the church."

CHECKING INTO CHILD SAFETY: A Q&A BETWEEN

CDM+ AND KING'S RIVER WORSHIP CENTER

CHURCH MANAGEMENT SOFTWARE

Pastor Chris Kimbo answers a few questions about their partnership with CDM+. Several years ago, King's River Worship Center in St. Albans, West Virginia, began a journey to improve security and overall procedures for tracking the children parents were entrusting to them during weekly services. After researching several options, they chose the Check-In/Check-Out (CICO) module offered through CDM+. Kimbro found the program user friendly, efficient and easy to customize to meet the needs of a growing ministry.

Q: In a nutshell, can you tell us what happens when parents walk their children into your check-in room?
Certainly. CICO has given us the ability to check all children in a family in at the same time. We have our system configured using Event Sets that allow us to check in and track students in our Infant Nursery, Toddler Nursery, Preschool and Children's Church all at the same time. Gone are the days of having to go through the check-in process for each class and/or age group. If you have a toddler, a preschooler and a fourth grader, once we hit confirm on an iPad, name tags for each child print on Dymo printers near the door of their individual classes.

Q: What is your process to check a child out? After the service, parents return the pickup tags to the check-in room. We have a barcode printed on the bottom that our volunteers will scan using the iPad, then choose the adult that is checking the child out.

Q: What if they lost their pickup tag? Parents ask that question all the time. Our response is their child will be given Red Bull and a puppy to take home. This generally helps the parent keep the tag close. All joking aside, the process is simple: We keep the staffed check-in screen open on the computers that allows us to choose the child and manually check the student out.

Q: Do you only use CICO for your children's ministry? No, we use CICO for various meetings, classes and events throughout the year. One example would be our annual church picnic. As families arrive, we are able to check the entire family in and create name tags for each family member. We programmed a second tag that prints showing their name, address, phone numbers, birthdate and email address. We tell them to correct anything that needs correcting and drop it in a basket, and we do drawings for gift cards throughout the picnic. This is a tremendous tool to help keep our database up to date, not to mention tracking event attendance.

Q: What type of church would you encourage to consider CICO? Any church! It doesn't matter how large or small the church is or if they have one children's class or a hundred. CICO gives you the ability to customize what you want to track and how you want to do it.

Jeromie Jones, Executive Pastor at Momentum Church, provides an honest and in-depth interview about his experience with the Aware3 ChMS app:

Q: Tell us a little about yourself, your church and your role. I'm the Executive Pastor at Momentum Christian Church. If you really wanted to know what we are all about, we are a church planting church. We've planted 3 churches here in the San Diego area and we've got a 4th that we're getting ready to plant in the first part of 2020.

Q: What's the best part of having an app for your church? I would say probably keeping all the different parts of our ministry connected and at people's fingertips. For example, someone can listen to a message or one of our midweek podcasts and immediately, from our app, after listening to it be able to register for something. We talk a lot about community groups, we want people to be able to immediately join a group.

Q: What challenges were you facing that you hoped an app would help you solve? The way culture is headed is that everything is mobile. Asking people to go to a website to do anything is becoming less and less viable as an option. Once someone gets integrated into our church, they stop visiting the website, unless they've set up giving through it or something like that. We needed something to help keep regular people connected, informed, and we were just trying to cut down on the number of steps we asked people to do. If you've gotten used to going on Amazon and doing one-click shopping, you don't like it when your church tells you, " go here, fill out this form, then go here and do this." So we were trying to cut down on the number of steps that people had to take and we were trying to keep information in one place.

Q: You mentioned registrations a few times, has that been the biggest area the app has helped with? Registrations have been a big one. One of the things we use it for is for all of our community groups. A lot of our community groups are sermon based, which means whatever's talked about on Sunday is what they study on a deeper level during the week. We've been able to put our sermon notes in there so that as they fill out the sermon notes, it'll send the notes and then community group questions directly to them. That's been really big. A lot of our giving now happens through the app. So registration is a big one, but I would say those other two are an even larger use of how

the app is being used–So community group guides, Sunday morning note taking, and giving.

Q: Can you tell me about a specific person or family that your app helped get more connected to your church? We have a woman that got baptized about five or six months ago. She downloaded our app and came across our leadership development podcast that we do, listened to all of that and found out about some opportunities through that. She clicked on over, registered for our women's fall retreat. She had never been on a retreat, had no idea what it was but found it and then signed up to start serving all through the app. Just her getting the app and exploring, she's taken two or three steps in her faith just from things she discovered there. That probably cut out four or five months of conversations and work and stuff like that–you know, saying, " Hey have you thought about doing this or have you tried this." Since the app was there and the different steps were already there that she could take on the app, she was able to do it at her pace, at the timing she wanted.

Q: What was the most surprising part? I was surprised about how quickly everyone has switched to digital giving. You always expect as people trend younger that they're going to give more online, but right now about 70 – 80% of our total giving comes through the app or the aware3 website behind it. I was not expecting it to shift that fast. I'm glad, it makes things a lot easier.

Q: How has your app improved engagement & process at your church? On top of the ways already mentioned, just getting people connected to things quicker. When people have a question they don't have to email someone and wait for a response because a lot of times the information can be found on the app. In all the analytics and stuff that we've looked at, every step in a process that people have to go through, you lose people at each step. If you can cut out 2 or 3 steps, you can usually add at least a few more people to whatever it is you're doing just from the sheer convenience factor.

Q: Do you use any of the interactive features like live polling? Yeah, we've done live polling. Our marriage ministry team was trying to figure out "which of these things" would people be most interested in. So we used live pulling to get some feedback. The push notifications we use a lot to connect directly to one aspect of the app.

LEARN MORE

RON WINNACOTT, THE TREASURER AT THORNHILL BAPTIST CHURCH IN THORNHILL, ON, IS GLAD THEY MADE THE CHANGE TO **DONARIUS CHMS**

"Using our old system previously the tellers needed an hour and a half to manually list the envelopes and prepare the bank deposit. The envelope secretary required another hour to enter just the donation envelopes into her computer system and balance it with the handwritten teller reports and email a total printout to the treasurer. The treasurer compared the teller reports with the printed report from the envelope secretary and the bank deposit. The old system used only by the envelope secretary could not handle "non-receipt-able" giving hence the tellers could not use it.

"We have used Donarius for one year and are delighted with it. Now the tellers in one hour enter the envelopes including the "non-receiptable" money such as: rental income, loose offering, fund raising events etc. and prepare an Excel spreadsheet for the bank deposit. The information is recorded and shared using DropBox, which is accessed only by: the tellers, the envelope secretary and the treasurer. The envelope secretary reviews

the entries made by the tellers and makes any corrections. The treasurer prints a final report and posts the totals to the general ledger. In case of a dispute the treasurer keeps the printout made by the tellers and the totals after any corrections were made. The system keeps all activity in detail so that everything can be easily reviewed.

"Donarius allows the tellers to "do it right once" saving time for the tellers, the envelope secretary and the treasurer, and provide an audit trail. I have considerable experience with computer business systems and financial controls and reporting and Donarius has handled every problem I have thrown at it. Nuverb Systems responds instantly to questions and emails the instructions instead of just telling me to "read the help screens". The control of church money is much improved by everyone using the same program and computer file. The Donarius reports are easy to read and compare with the general ledger and financial statements."

Churchteams
Church Management Software

Brad Crawley, involved with the I.T. practices at Central Baptist Church in Jonesboro, Ar., has used a lot of software through the years. He listed the Pros vs. Cons of working with their ChMS provider, ChurchTeams:

Pros: ChurchTeams is extremely functional. It has everything and more than many of the major players in the ChMS market. Church to Text is an excellent example. Their support and service is second to none. They are very responsive to enhancement requests and assistance with reports and any aspect of their system. Also their price is extremely economical.

Cons: I can't really say there is anything I dislike. One of the things I mentioned to them was to enhance the GUI interface to have the slick feel of some of the newer platforms. In my opinion, ChurchTeams has always been about function over aesthetics, but I do know they are currently working to improve the GUI interface.

Overall: I can't say enough about the support from ChurchTeams, and I also appreciate their willingness and ability to implement almost everything we have requested or figure out a work around that meets our expectations. They are also always improving the software and releasing updates often, and they listen to the ChurchTeams community.

ELEXIO
CHURCH SOFTWARE

Testimonial from a Software Developer-Turned-Pastor:

"I founded two software companies before entering pastoral ministry. When I found Elexio, I found what I always looked for and wanted to do in my software—create a very, very intuitive tool. Instead of software being a hindrance or a problem, Elexio is a gift. And that's saying a lot coming from a volunteer led ministry. Elexio is the cat's meow, the Rolls Royce, all that and a cup of tea!"

– Pastor Jerry Rankin, Kingdom Point Church, Georgetown Texas

Enterprise Class, Web-Based Church Management Software

FellowshipOne is an affordable, easy-to-use church membership solution that helps streamline ministry management while maximizing impact.

Your Complete Ministry Solution includes:

- ChMS
- Financials
- Giving Management
- Live Streaming
- Background Checks
- Websites

FELLOWSHIPONE

View our 3-minute overview video at fellowshipone.com/introduction or call us for a demo at 844-459-8525.

CHMS FEATURES COMPARISON GUIDE

Maybe you're a spreadsheet person. You know: comparing, contrasting and evaluating features; finding the differences in every detail. We've got your back with this comparison tool or the online version at: https://churchleaders.com/church-management-software. The research and data for this comparison chart was provided by our contributing writer **Nick Nicholaou** of Ministry Business Services.

NON-ACCOUNTING FEATURES (PART 1)

Click on each company name with a ✳ to read more about it. ➜

Category	Feature	ACS	APLOS	BLACKBAUD CHURCH MANAGEMENT ✳	BREEZE CHMS	CAHABAWORKS CHURCH SOFTWARE	CCIS SHIELD CMS	CDM+ ✳	CHURCH COMMUNITY BUILDER ✳	CHURCH WINDOWS ✳	CHURCH360° ✳	CHURCHTEAMS ✳	CHURCHTRAC ONLINE	COMS AND EFA FOR WINDOWS	COOL LIFE MINISTRIES	DONARIUS CHMS ✳	ELEXIO COMMUNITY	EXCELLERATE CHURCH MANAGEMENT ✳	FAITHFUL STEWARD
SOLUTION FOCUS	CHURCH MANAGEMENT FOCUS	■	■	■	■	■	■	■	■	■	■	■	■	■	■		■	■	■
	PARACHURCH/DONOR MANAGEMENT FOCUS	■	■	■	■		■	■		■	■			■	■	■	■	■	■
	DENOMINATION "EDITIONS" AVAILABLE	■	■				■			■				■					
	NON-ENGLISH VERSIONS AVAILABLE (CHINESE, FRENCH, PORTUGUESE, SPANISH)															S			
DATABASE	MULTISITE CAMPUS CAPABLE	■	■	■	■	■	■	■	◪		■			■			■	■	
	PRINTS U.S. POSTAL BAR CODES	■		■			■		◪	■	◪			■	◪			■	◪
	CERTIFIED POSTAL CASS & PAVE	■		■			■		◪		◪	◪	◪	◪					◪
	NATIONAL CHANGE OF ADDRESS (NCOA) UPDATES	■		■			■		◪			◪		◪					◪
GIVING	TRACKS GIFTS IN KIND (GIK) CONTRIBUTIONS	■	■	■		■		■	■	■	■	■	■	■	■	■		■	■
	GIFTS IN KIND CAN SATISFY PLEDGE WITHOUT SETTING GIK VALUE	■		■			■			■		■		■	■	■	■		
	CHECKS CAN BE INPUT VIA CHECK21-COMPLIANT SCANNER	■		◪				◪		◪		◪					■	■	
	SCANNING CHECKS ONCE PRODUCES DEPOSIT & DATABASE ENTRY	■						◪	◪		◪		◪	■				■	■
	CAN STORE CHECK & ENVELOPE IMAGES	■	■	■				◪	◪			◪							
	CAN AUTOMATICALLY IMPORT GIFTS RECEIVED VIA WEBSITE	■	■	■	■	◪		■	■	◪	◪		■	■	■	■	■	■	
	NOTIFIES CONTRIBUTOR IF TRANSACTION IS DECLINED BY MERCHANT ACCOUNT	■	■	■	■			■	■	◪	◪	■		■					
	CONGREGANTS/DONORS CAN VIEW CHECK IMAGES ONLINE													■					
	STATEMENTS CAN BE AUTOMATICALLY SENT VIA EMAIL	■	■	■	■	■		■	■	■	■	■	■	■	■	■	■	■	■
ASSIMILATION	TRACKS ATTENDANCE	■	■	■	■			■	■	■	■	■	■	■	■			■	■
	CAN POST ATTENDANCE USING GEOFENCING								■						■	■			
	SECURITY/CHECK-IN CAPABILITY	■		■	■		■	■	◪	■	■			■			■	■	
	CAN CHECK IN VIA IOS AND/OR ANDROID TABLETS	■		■	■			■	◪		■			■			■		
	CHECK IN TRACKS ALLERGIES, ALLOWABLE CHECK OUT PERSONS, ETC.	■		■	■			■	◪	■	■	■	■	■			■	■	
	FACILITATES ROAMING CHECKIN (LIKE A VOLUNTEER IN THE PARKING LOT WITH A TABLET)			■				■	◪		■			■					
	VOLUNTEER RECRUITMENT FUNCTIONS (POSITION DESCRIPTION, APPLICATION, ETC.)	■		■	■			■				■		■			■		
	HAS BACKGROUND CHECK INTERFACE FOR VOLUNTEER POSITIONS	■		◪				◪	◪			■					■	■	
	CAN SET CAUTIONARY 'FLAGS' BASED ON BEHAVIORAL/LEGAL ISSUES	■		■				■	◪		■			■			■		
	APPROVED VOLUNTEERS CAN SCHEDULE THEMSELVES FOR SERVICE	■	■					■		■								■	
	APPROVED VOLUNTEERS CAN SET UNAVAILABLE 'BLACKOUT' DATES										◪	■					■		
	SENDS VOLUNTEER COMMITMENT REMINDERS		■	■	■			■	■		■								
	TRACKS MISSION TRIPS (PRE-TASK CHECKLISTS, SUPPORT, ETC.)	■						■	◪			◪				■			
	MANAGES SMALL GROUPS	■	■	■	■		■	■	■	■	■	■	■	■	■		■	■	■
FACILITIES & EVENTS	FACILITY/EQUIPMENT CALENDAR SCHEDULER	■			■				■		◪	■			■				
	FULLY INTEGRATES WITH COOL SOLUTIONS GROUP'S ESPACE (WWW.ESPACE.COOL)				■					■		■					■		
	CALENDAR SCHEDULER CAN FEED EVENTS TO MINISTRY'S WEBSITE	■	■	■	■			■	■		■	■	■				■		
	RETREAT/EVENT REGISTRATION A/R TRACKING FOR OUTSTANDING BALANCES	■	■	■				■			■				■				
	CAN IMPORT REGISTRATIONS RECEIVED VIA WEBSITE WITHOUT MANUAL ENTRY	■	■	■	■			■	■		■				■		■		
	LIBRARY MODULE													■	■				
	FIXED ASSETS TRACKING (INVENTORY, DEPRECIATION, MAINTENANCE)	■	■	■				■							■	■			◪
	VISIT WEBSITE TO LEARN MORE >	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗

NON-ACCOUNTING FEATURES (PART 2)

Click on each company name with a ✳
to read more about it. ➡

	Feature	FASTFUND ONLINE	FELLOWSHIP ONE ✳	FLOCKBASE	FRESHVINE	ICONCMO	IGLESIA HOY	MINISTRY PLATFORM	PARISH DATA SYSTEM (PDS)	PARISHSOFT FAMILY SUITE	POWERCHURCH	REALM ✳	SERVANT KEEPER ✳	SHELBY ARENA ✳	SHELBYNEXT ✳	SHEPHERD'S STAFF	SOFTWAREANONPROFITS	TOUCHPOINT ✳
SOLUTION FOCUS	CHURCH MANAGEMENT FOCUS	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■	■
	PARACHURCH/DONOR MANAGEMENT FOCUS	■			■	■		■	■				■	■	■	■	■	■
	DENOMINATION "EDITIONS" AVAILABLE					■			■			■	■		■	■		
	NON-ENGLISH VERSIONS AVAILABLE (CHINESE, FRENCH, PORTUGUESE, SPANISH)						S	S,P,C	S								F	
DATABASE	MULTISITE CAMPUS CAPABLE	■	■		■	■	■	■	■	■		■	■	■		■		
	PRINTS U.S. POSTAL BAR CODES							◪	■		■		■	■	◪	■		
	CERTIFIED POSTAL CASS & PAVE		■					◪	■		■		◪	■				
	NATIONAL CHANGE OF ADDRESS (NCOA) UPDATES	◪						◪	■		■		◪	■				
GIVING	TRACKS GIFTS IN KIND (GIK) CONTRIBUTIONS	■			■	■		■	■	■		■	■		■	■	■	
	GIFTS IN KIND CAN SATISFY PLEDGE WITHOUT SETTING GIK VALUE				■			■				■		■	■			■
	CHECKS CAN BE INPUT VIA CHECK21-COMPLIANT SCANNER				◪	◪		■	■			■		■	■			■
	SCANNING CHECKS ONCE PRODUCES DEPOSIT & DATABASE ENTRY		■		◪	◪		■					■	■	■			■
	CAN STORE CHECK & ENVELOPE IMAGES		■			◪		■					■	■	■			■
	CAN AUTOMATICALLY IMPORT GIFTS RECEIVED VIA WEBSITE	■	■		■	◪		■	■	■	■	■	■		◪			■
	NOTIFIES CONTRIBUTOR IF TRANSACTION IS DECLINED BY MERCHANT ACCOUNT	■	■		■	◪		■	■	■		■	◪	■		◪		■
	CONGREGANTS/DONORS CAN VIEW CHECK IMAGES ONLINE				◪	◪		■						■	■			
	STATEMENTS CAN BE AUTOMATICALLY SENT VIA EMAIL	■			■	■		■	■		■	■	■	■	■	■	■	■
ASSIMILATION	TRACKS ATTENDANCE		■	■	■	■	■	■	■	■	■	■	■	■	■	■		■
	CAN POST ATTENDANCE USING GEOFENCING																	■
	SECURITY/CHECK-IN CAPABILITY		■		■	■		■			■	■	■	■	■	■		■
	CAN CHECK IN VIA IOS AND/OR ANDROID TABLETS		■		■			◪				■	■	■	■	■		■
	CHECK IN TRACKS ALLERGIES, ALLOWABLE CHECK OUT PERSONS, ETC.		■		■	■		■			■	■	■	■	■	■		■
	FACILITATES ROAMING CHECKIN (LIKE A VOLUNTEER IN THE PARKING LOT WITH A TABLET)		■		■			■				■	■	■				■
	VOLUNTEER RECRUITMENT FUNCTIONS (POSITION DESCRIPTION, APPLICATION, ETC.)		■			■				■		◪	■	■				■
	HAS BACKGROUND CHECK INTERFACE FOR VOLUNTEER POSITIONS		■		■	◪		■	■		■	■	■	■				■
	CAN SET CAUTIONARY 'FLAGS' BASED ON BEHAVIORAL/LEGAL ISSUES		■					■	■			■	■	■				■
	APPROVED VOLUNTEERS CAN SCHEDULE THEMSELVES FOR SERVICE					◪						◪	■	■				■
	APPROVED VOLUNTEERS CAN SET UNAVAILABLE 'BLACKOUT' DATES									■		◪	■	■				■
	SENDS VOLUNTEER COMMITMENT REMINDERS					◪		■			■	◪	■	■				■
	TRACKS MISSION TRIPS (PRE-TASK CHECKLISTS, SUPPORT, ETC.)	◪						■				■	■	■	■			■
	MANAGES SMALL GROUPS	■	■	■	■	■	■	■	■		■	■	■	■		■		■
FACILITIES & EVENTS	FACILITY/EQUIPMENT CALENDAR SCHEDULER		◪				◪	■	■	■		◪		■	■			◪
	FULLY INTEGRATES WITH COOL SOLUTIONS GROUP'S ESPACE (WWW.ESPACE.COOL)						■	■	■			■	■	■				■
	CALENDAR SCHEDULER CAN FEED EVENTS TO MINISTRY'S WEBSITE	◪		■	■		■		■	■			■	■				◪
	RETREAT/EVENT REGISTRATION A/R TRACKING FOR OUTSTANDING BALANCES	■			■			■			■		■	■				■
	CAN IMPORT REGISTRATIONS RECEIVED VIA WEBSITE WITHOUT MANUAL ENTRY	■		■			■			■		■						■
	LIBRARY MODULE								■	■								
	FIXED ASSETS TRACKING (INVENTORY, DEPRECIATION, MAINTENANCE)						◪	■	■	■	◪			■				
	VISIT WEBSITE TO LEARN MORE >	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗

CHMS FEATURES COMPARISON GUIDE

ACCOUNTING FEATURES (PART 1)

Click on each company name with a ✱ to read more about it. ⟶

		ACS	APLOS	BLACKBAUD CHURCH MANAGEMENT ✱	BREEZE CHMS	CAHABAWORKS CHURCH SOFTWARE	CCIS SHIELD CMS	CDM+ ✱	CHURCH COMMUNITY BUILDER ✱	CHURCH WINDOWS ✱	CHURCH360° ✱	CHURCHTEAMS	CHURCHTRAC ONLINE	COMS AND EFA FOR WINDOWS	COOL LIFE MINISTRIES	DONARIUS CHMS ✱	ELEXIO COMMUNITY	EXCELLERATE CHURCH MANAGEMENT ✱	FAITHFUL STEWARD ✱
GENERAL LEDGER	GENERAL LEDGER	■	■	■		■	■	■	■	■		■	■			■			■
	NATURAL, HIERARCHICAL CHART OF ACCOUNTS	■	■	■		■	■	■	■	■		■	■			■			
	DIMENSIONAL ACCOUNTING (VS NATURAL, HIERARCHICAL CHART OF ACCOUNTS)	■	■	■								■				■			■
	AUTOMATICALLY TRACKS MULTIPLE FUND BALANCES	■	■	■		■	■		■	■		■	■			■			■
	AUTOMATICALLY BALANCES FUNDS IN INTERFUND TRANSACTIONS	■	■	■		■	■		■	■		■	■			■			■
	AUDIT TRAIL IS SECURE & UNALTERABLE (NOT JUST PASSWORD PROTECTED)	■	■	■		■	■		■	■		■	■			■			■
	CAN SELECT STRAIGHT LINE OR SEASONAL BUDGETING BY ACCOUNT	■	■	■		■	■		■	■		■	■			■			■
	HAS METHOD FOR BUDGETING CAPITAL EXPENSE ITEMS	■		■			■		■			■	■			■			
	GRAPHIC ANALYSIS	■	■	■			◪		■	■			■	■		■			◪
ACCOUNTS PAYABLE	ACCOUNTS PAYABLE AND/OR BILL PAY INTEGRATION	■	■	■	■	■	■		■	■			■	■		■			■
	CAN RUN AS EITHER ACCRUAL OR CASH BASIS	■	■	■		■	■		■							■			
	INVOICES CAN BE AUTOMATICALLY DISTRIBUTED TO MULTIPLE GL ACCOUNTS	■		■			■		■				■	■		■			
	A SINGLE CHECK OR CHECK RUN CAN POST AGAINST MULTIPLE FUNDS	■	■	■		■	■		■	■		■	■	■		■		■	
	CAN PARTIAL PAY INVOICES; BALANCE REMAINS PAYABLE WITH SAME INVOICE #	■	■	■			■	■		■				■		■			■
	CAN AUTOMATE RECURRING ENTRIES	■	■	■		■	■		■	■		■		■		■			
	CAN VOID CHECKS WITH OPTION OF REOPENING THE INVOICE	■	■	■		■	■		■					■		■			■
	ANNUAL 1096 & 1099S	■	■	■		■	■		■					■	◪	■			
	PURCHASE ORDER TRACKING (AUTHORIZATION, BUDGET & GL INTERFACE)	■		■			■								■				
PAYROLL/HUMAN RESOURCES	PAYROLL WITH MINISTER'S SALARY CAPABILITIES (HOUSING, SECA, ETC.)	■	◪	■		■	■			■	◪		■	■			■		
	CAN ALLOCATE A PERSON'S PAYROLL & BENEFIT COSTS ACROSS MULTIPLE DEPTS	■	■	■		■	■			■	◪		■	■			■		
	TIME CLOCK INTERFACE	■	◪	■			■				◪					■		■	
	PAYROLL ACH DIRECT DEPOSIT	■	◪	■			■	■		■	◪						■		
	ACCRUES VACATION & SICK TIME BY HOURS WORKED OR PAY PERIOD	■	◪	■			■	■		■	◪			■	■		■		
	HIRING & TERMINATION PROCESS & DOCUMENTATION W/ DATABASE-DRIVEN SELF-AUDIT		◪	■				■			◪				■		■		
	VACATION SCHEDULER WITH SCHEDULE VIEW BY DEPARTMENT	■	◪					■			◪			■	■		■		
	TRACKS & STORES IMAGES OF HR FORMS	■	◪	■				■			◪					■			
	TRACKS EMPLOYEE DISCIPLINE RECORDS	■	◪	■				■			◪				■		■		
	STATE & FEDERAL TAX TABLES ARE MAINTAINED BY SOFTWARE PROVIDER	■	◪	■		■	■	■			◪		■				■		
	ALL FEDERAL & STATE PAYROLL TAX FORMS	■	◪	■		■	■	■			◪		■	■			■		
	WORKERS COMPENSATION AUDIT	■	◪				■	■			◪						■		
	VISIT WEBSITE TO LEARN MORE >	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗

ACCOUNTING FEATURES (PART 2)

Click on each company name with a ✳ to read more about it. ➝

	FASTFUND ONLINE	FELLOWSHIP ONE ✳	FLOCKBASE	FRESHVINE	ICONCMO	IGLESIA HOY	MINISTRY PLATFORM	PARISH DATA SYSTEM (PDS)	PARISHSOFT FAMILY SUITE	POWERCHURCH	REALM ✳	SERVANT KEEPER ✳	SHELBY ARENA	SHELBYNEXT ✳	SHEPHERD'S STAFF ✳	SOFTWAREANDNONPROFITS	TOUCHPOINT ✳
GENERAL LEDGER																	
GENERAL LEDGER	■	■	■		■	■		■	■	■				■	■	■	
NATURAL, HIERARCHICAL CHART OF ACCOUNTS	■	■	■		■			■	■	■	■			■	■	■	
DIMENSIONAL ACCOUNTING (VS NATURAL, HIERARCHICAL CHART OF ACCOUNTS)	■							■	■					■			
AUTOMATICALLY TRACKS MULTIPLE FUND BALANCES	■	■	■		■	■		■	■	■				■	■	■	
AUTOMATICALLY BALANCES FUNDS IN INTERFUND TRANSACTIONS	■	■	■		■			■	■					■	■	■	
AUDIT TRAIL IS SECURE & UNALTERABLE (NOT JUST PASSWORD PROTECTED)	■	■			■			■	■	■	■			■	■	■	
CAN SELECT STRAIGHT LINE OR SEASONAL BUDGETING BY ACCOUNT	■	■			■			■	■	■				■	■		
HAS METHOD FOR BUDGETING CAPITAL EXPENSE ITEMS	■	■			■					■	◪			■			
GRAPHIC ANALYSIS		■			■	■		■	■	■				■	■		
ACCOUNTS PAYABLE																	
ACCOUNTS PAYABLE AND/OR BILL PAY INTEGRATION	■	■			■			■	■	■	■			■	■	■	
CAN RUN AS EITHER ACCRUAL OR CASH BASIS	■	■			■			■	■		◪			■		■	
INVOICES CAN BE AUTOMATICALLY DISTRIBUTED TO MULTIPLE GL ACCOUNTS	■	■			■			■	■					■	■		
A SINGLE CHECK OR CHECK RUN CAN POST AGAINST MULTIPLE FUNDS	■	■			■			■	■	■	■			■	■		
CAN PARTIAL PAY INVOICES; BALANCE REMAINS PAYABLE WITH SAME INVOICE #	■	■			■			■	■		◪			■	■	■	
CAN AUTOMATE RECURRING ENTRIES	■	■	■		■			■	■	■	■			■	■		
CAN VOID CHECKS WITH OPTION OF REOPENING THE INVOICE	■	■			■			■	■		◪			■	■	■	
ANNUAL 1096 & 1099S	■	■	■		■			■	■	■				■	■		
PURCHASE ORDER TRACKING (AUTHORIZATION, BUDGET & GL INTERFACE)	■	■								■	◪			■	■		
PAYROLL / HUMAN RESOURCES																	
PAYROLL WITH MINISTER'S SALARY CAPABILITIES (HOUSING, SECA, ETC.)	■	■	■		■			■	■	■				■	◪		
CAN ALLOCATE A PERSON'S PAYROLL & BENEFIT COSTS ACROSS MULTIPLE DEPTS	■	■	■		■			■	■	■	◪			■	◪		
TIME CLOCK INTERFACE		■									◪			■	◪		
PAYROLL ACH DIRECT DEPOSIT	■	■	■		◪			■	■	■	◪			■	◪		
ACCRUES VACATION & SICK TIME BY HOURS WORKED OR PAY PERIOD	■	■						■	■		◪			■	◪		
HIRING & TERMINATION PROCESS & DOCUMENTATION W/ DATABASE-DRIVEN SELF-AUDIT	■														◪		
VACATION SCHEDULER WITH SCHEDULE VIEW BY DEPARTMENT										■	◪			■	◪		
TRACKS & STORES IMAGES OF HR FORMS		■			■			■			◪			■	◪		
TRACKS EMPLOYEE DISCIPLINE RECORDS								■			◪				◪		
STATE & FEDERAL TAX TABLES ARE MAINTAINED BY SOFTWARE PROVIDER	■	■			■			■	■		◪			■	◪		
ALL FEDERAL & STATE PAYROLL TAX FORMS	■	■			◪			■	■	■	◪			■	◪		
WORKERS COMPENSATION AUDIT	■	■						■	■	■	◪			■	◪		
VISIT WEBSITE TO LEARN MORE >	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗	🔗

CHMS FEATURES COMPARISON GUIDE

INFRASTRUCTURE FEATURES (PART 1)

Click on each company name with a ✳ to read more about it. ➡

Legend of columns: ACS · APLOS · ✳BLACKBAUD CHURCH MANAGEMENT · BREEZE CHMS · CAHABAWORKS CHURCH SOFTWARE · CCIS SHIELD CMS · ✳CDM+ · CHURCH COMMUNITY BUILDER · ✳CHURCH WINDOWS · ✳CHURCH360° · ✳CHURCHTEAMS · CHURCHTRAC ONLINE · COMS AND EFA FOR WINDOWS · COOL LIFE MINISTRIES · DONARIUS CHMS · ✳ELEXIO COMMUNITY · EXCELLERATE CHURCH MANAGEMENT · ✳FAITHFUL STEWARD

(■ = feature included; ◪ = partial/diagonal marker)

ACCESS & SECURITY

Feature	ACS	APLOS	BLACKBAUD	BREEZE	CAHABAWORKS	CCIS SHIELD	CDM+	CHURCH COMM. BUILDER	CHURCH WINDOWS	CHURCH360°	CHURCHTEAMS	CHURCHTRAC	COMS/EFA	COOL LIFE	DONARIUS	ELEXIO	EXCELLERATE	FAITHFUL STEWARD
HAS A COMPLETELY OPEN API FOR CUSTOM INTEGRATIONS	■	■	■	■				■						■		■		
CAN CREATE & MODIFY CUSTOM WORKFLOWS TO SIMPLIFY STAFF INPUT PROCESSES	■		■	■	■		■	■			■	■		■		■		
CONGREGANT ONLINE ACCESS CAN BE TIED TO FACEBOOK OR GOOGLE CREDENTIALS										■				■		■		
CONGREGANTS/DONORS CAN UPDATE THEIR PROFILE DATA	■	■		■			■	■		■	■	■	■	■		■		
CONGREGANTS CAN SET WHICH OF THEIR ONLINE DATA IS PRIVATE	■						■	■		■	■	■						
FIELD-LEVEL ACCESS/ENTRY SECURITY	■	■	■	■		■	■		■		■	■			■		■	
MAINTAINS TRANSACTIONAL DATABASE OF WHO MADE CHANGES	■	■	■		■	■	■		■	■	■				■	■	■	■

COMMUNICATION

Feature	ACS	APLOS	BLACKBAUD	BREEZE	CAHABAWORKS	CCIS SHIELD	CDM+	CHURCH COMM. BUILDER	CHURCH WINDOWS	CHURCH360°	CHURCHTEAMS	CHURCHTRAC	COMS/EFA	COOL LIFE	DONARIUS	ELEXIO	EXCELLERATE	FAITHFUL STEWARD
TRACKS & USES PEOPLE'S PREFERENCES FOR TEXT MESSAGES, MAIL, EMAIL	■		■	■	■	■	■	■	■		■		■	■	■	■	■	■
CAN SEND INDIVIDUAL TEXT MESSAGES WITHOUT KNOWING CARRIER			■	■	◪		■				■	■		◪		■	■	
CAN SEND INDIVIDUALLY-ADDRESSED MAIL-MERGED BULK EMAIL	■	■	■	■	■		■	■	■	■	■		■	■	■	■	■	
EMAIL CAN HAVE MULTIPLE ATTACHMENTS	■		■	■			■	■	■		■		■	■	■	■		◪
SYSTEM INTEGRATES W/ OUTLOOK CONTACTS & TASKS FOR STAFF FOLLOW-UP	■		■								■			■	■		■	
CONNECTS WITH SOCIAL MEDIA ACCOUNTS	■		■				■	■			■			■				
CONSTANT CONTACT AND/OR MAILCHIMP HTML INTERFACE	■	■	◪					◪				■		■		■	■	

MOBILE & WEB

Feature	ACS	APLOS	BLACKBAUD	BREEZE	CAHABAWORKS	CCIS SHIELD	CDM+	CHURCH COMM. BUILDER	CHURCH WINDOWS	CHURCH360°	CHURCHTEAMS	CHURCHTRAC	COMS/EFA	COOL LIFE	DONARIUS	ELEXIO	EXCELLERATE	FAITHFUL STEWARD
DATA IS ACCESSIBLE IN REAL-TIME VIA IOS & ANDROID MOBILE DEVICES	■	■	■	■		■	■	■	◪	■	■	■		■		■	■	■
HAS MOBILE (RESPONSIVE WEBSITE) INTERFACE	■	■	■	■		■	■		■	■	■			■		■	■	■
HAS MOBILE APP	■		■	■			■	■			■	■		■		■	■	

REQUIREMENTS & CAPABILITIES

Feature	ACS	APLOS	BLACKBAUD	BREEZE	CAHABAWORKS	CCIS SHIELD	CDM+	CHURCH COMM. BUILDER	CHURCH WINDOWS	CHURCH360°	CHURCHTEAMS	CHURCHTRAC	COMS/EFA	COOL LIFE	DONARIUS	ELEXIO	EXCELLERATE	FAITHFUL STEWARD
CAN BE NETWORK-BASED WITH MULTIPLE CONCURRENT USER ACCESS	■	■	■	■	■	■	■	■			■		■	■		■	■	■
WEB BROWSER INTERFACE	■	■	■	■		■	■	■		■	■	■		■		■	■	■
CAN CREATE CUSTOM WORKFLOW PAGES TO SIMPLIFY USER EXPERIENCE & FOCUS	■		■			■	■			■				■		■		
INCLUDES A USER-ACCESSIBLE, CUSTOMIZABLE REPORT SYSTEM	■	■	■	■		■	■	■	■	■	■	■	■	■		■	■	■
DATA IS ACCESSIBLE & FULLY EXPORTABLE IN MULTIPLE FORMATS	■	■	■		◪	■	■	■	■	■	■	■	■	■		■	■	■
EXCEL PIVOT TABLE INTERFACE	■		■				■			◪		■	■					◪
GRAPHICS-CAPABLE DASHBOARD WITH DRILL-DOWN CAPABILITIES	■	■	■				■	■	■	◪		■	■			■		◪

HOW HOSTED

Feature	ACS	APLOS	BLACKBAUD	BREEZE	CAHABAWORKS	CCIS SHIELD	CDM+	CHURCH COMM. BUILDER	CHURCH WINDOWS	CHURCH360°	CHURCHTEAMS	CHURCHTRAC	COMS/EFA	COOL LIFE	DONARIUS	ELEXIO	EXCELLERATE	FAITHFUL STEWARD
CAN RUN ON MINISTRY'S SERVER	■			■	■	■		■						■		■	■	■
CAN RUN HOSTED ON CHMS PROVIDER'S SERVER	■		■	■		■	■	■	◪	■	■	■		■		■	■	■
ALL DATA TRANSMISSION BETWEEN CHURCH STAFF/CONGREGANTS & HOSTED DATABASE IS ENCRYPTED	■	■	■	■	■	■	◪		■	■	■			■		■	■	■
CHMS PROVIDER HOSTING DATACENTER IS CERTIFIED TIER 3 OR HIGHER	■	■	■	■	◪	■	■	◪	■	■	■			■		■	■	■

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INFRASTRUCTURE FEATURES (PART 2)

Click on each company name with a ✳ to read more about it. →

Columns: Fastfund Online | Fellowship One ✳ | Flockbase | Freshvine | Iconcmo | Iglesia HOY | Ministry Platform | Parish Data System (PDS) | Parishsoft Family Suite | Powerchurch | Realm ✳ | Servant Keeper ✳ | Shelby Arena ✳ | Shelbynext ✳ | Shepherd's Staff | Software4Nonprofits | Touchpoint ✳

ACCESS & SECURITY

Feature	FastFund Online	Fellowship One	Flockbase	Freshvine	Iconcmo	Iglesia HOY	Ministry Platform	Parish Data System	Parishsoft Family Suite	Powerchurch	Realm	Servant Keeper	Shelby Arena	Shelbynext	Shepherd's Staff	Software4Nonprofits	Touchpoint
HAS A COMPLETELY OPEN API FOR CUSTOM INTEGRATIONS	■	■		■	■		■					■					■
CAN CREATE & MODIFY CUSTOM WORKFLOWS TO SIMPLIFY STAFF INPUT PROCESSES	■			■			■	■			■	■	■				■
CONGREGANT ONLINE ACCESS CAN BE TIED TO FACEBOOK OR GOOGLE CREDENTIALS							■								◪		
CONGREGANTS/DONORS CAN UPDATE THEIR PROFILE DATA		■		■	■		■	■	■	◪	■	■	■	■	◪		■
CONGREGANTS CAN SET WHICH OF THEIR ONLINE DATA IS PRIVATE		■		■	■		■	■	◪		■		■		◪		■
FIELD-LEVEL ACCESS/ENTRY SECURITY	■	■		■	■		■	■	■	■	■	■	■			■	■
MAINTAINS TRANSACTIONAL DATABASE OF WHO MADE CHANGES	■			■	■	■	■	■	■	■	■	■	■	■	■	■	■

COMMUNICATION

Feature	FastFund Online	Fellowship One	Flockbase	Freshvine	Iconcmo	Iglesia HOY	Ministry Platform	Parish Data System	Parishsoft Family Suite	Powerchurch	Realm	Servant Keeper	Shelby Arena	Shelbynext	Shepherd's Staff	Software4Nonprofits	Touchpoint
TRACKS & USES PEOPLE'S PREFERENCES FOR TEXT MESSAGES, MAIL, EMAIL	■	■		■	■		■	■	◪	■	■	■	■	■	■		■
CAN SEND INDIVIDUAL TEXT MESSAGES WITHOUT KNOWING CARRIER				◪			■		◪	◪	■	■	■				■
CAN SEND INDIVIDUALLY-ADDRESSED MAIL-MERGED BULK EMAIL	■	■		■	■	■	■	■	■	■	■	■	■			■	■
EMAIL CAN HAVE MULTIPLE ATTACHMENTS	■			■			■	■	■	■	■	■	■		■		■
SYSTEM INTEGRATES W/ OUTLOOK CONTACTS & TASKS FOR STAFF FOLLOW-UP							■				■						
CONNECTS WITH SOCIAL MEDIA ACCOUNTS		■		◪			■				■	◪					
CONSTANT CONTACT AND/OR MAILCHIMP HTML INTERFACE	■				■		■	■		■		■	◪				■

MOBILE & WEB

Feature	FastFund Online	Fellowship One	Flockbase	Freshvine	Iconcmo	Iglesia HOY	Ministry Platform	Parish Data System	Parishsoft Family Suite	Powerchurch	Realm	Servant Keeper	Shelby Arena	Shelbynext	Shepherd's Staff	Software4Nonprofits	Touchpoint
DATA IS ACCESSIBLE IN REAL-TIME VIA IOS & ANDROID MOBILE DEVICES	■	■		■	■		■	■	■	■	■	■	■				■
HAS MOBILE (RESPONSIVE WEBSITE) INTERFACE	■	■		■	■		■		■	■	■	■	■	■	■		■
HAS MOBILE APP		■			■		■	■			■	■		■			■

REQUIREMENTS & CAPABILITIES

Feature	FastFund Online	Fellowship One	Flockbase	Freshvine	Iconcmo	Iglesia HOY	Ministry Platform	Parish Data System	Parishsoft Family Suite	Powerchurch	Realm	Servant Keeper	Shelby Arena	Shelbynext	Shepherd's Staff	Software4Nonprofits	Touchpoint
CAN BE NETWORK-BASED WITH MULTIPLE CONCURRENT USER ACCESS	■	■	■			■	■	■	■	■	■	■	■	■		■	■
WEB BROWSER INTERFACE	■	■		■	■		■	■	■		■	■	■	■			■
CAN CREATE CUSTOM WORKFLOW PAGES TO SIMPLIFY USER EXPERIENCE & FOCUS	■	■					■	■	■			■	■	■			■
INCLUDES A USER-ACCESSIBLE, CUSTOMIZABLE REPORT SYSTEM	■	■		■	■	■	■	■	■	■	■	■	■	■	■	■	■
DATA IS ACCESSIBLE & FULLY EXPORTABLE IN MULTIPLE FORMATS	■	■		■	■	■	■	■	■	■	■	■	■	■	■		■
EXCEL PIVOT TABLE INTERFACE	■	■					■	■			■						
GRAPHICS-CAPABLE DASHBOARD WITH DRILL-DOWN CAPABILITIES		■		■			◪		■		■	■	■	■			■

HOW HOSTED

Feature	FastFund Online	Fellowship One	Flockbase	Freshvine	Iconcmo	Iglesia HOY	Ministry Platform	Parish Data System	Parishsoft Family Suite	Powerchurch	Realm	Servant Keeper	Shelby Arena	Shelbynext	Shepherd's Staff	Software4Nonprofits	Touchpoint
CAN RUN ON MINISTRY'S SERVER			■			■	■	■		■		■	■	■	■	■	
CAN RUN HOSTED ON CHMS PROVIDER'S SERVER		■		■	■		■	■	■	■	■	■	■				■
ALL DATA TRANSMISSION BETWEEN CHURCH STAFF/CONGREGANTS & HOSTED DATABASE IS ENCRYPTED		■		■	■		■	■	■	■	■	■	■		■		■
CHMS PROVIDER HOSTING DATACENTER IS CERTIFIED TIER 3 OR HIGHER		■		■	■		■	■	■	■	■	■	■				■

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OUTREACH SOCIAL ADS

The Smartest Investment You'll Make to Reach Your Community

It's the most effective marketing spend you can make! A core value at Outreach is stewardship. No need to worry about going over budget or spending too much per click on your ad campaign—let our experts do what they do best and steward your ad campaign to get the greatest reach and results.

You'll be reaching people right where they are. The average person spends 135 minutes per day on social media; this is clearly where conversations are happening. But did you also know that 98 percent of Americans check their mail every day? That's much higher than those who check their email, because most people feel that direct mail is more personal.

Studies show that multiple touches (or impressions) of a message provide higher response rates and brand recognition. By mailing a postcard and then targeting the same area with social media invitations, you will be able to reach your community multiple times on multiple channels. Your Outreach Everywhere social media ad impressions will be from 15,000 to 50,000 (average), depending on your package.

WHAT IS THE DIFFERENCE BETWEEN A SOCIAL POST & A TARGETED SOCIAL AD:

A Social Post is something that is seen in the News Feed only by a small portion of your page's current audience. Targeted social ads, on the other hand, are paid efforts. One of the major benefits of advertising on a social networking site (e.g., Facebook, Instagram) is that you can take advantage of the users demographic, geographic and interests information and target your ads appropriately. Outreach Everywhere ads will be served on Facebook and Instagram (even if you don't have an Instagram page.)
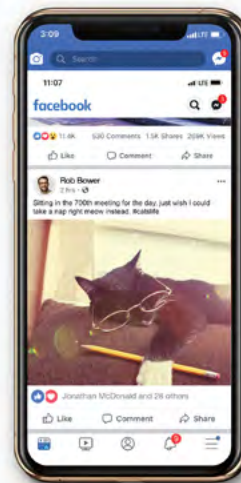
SOCIAL POST

TARGETED SOCIAL AD

WHAT YOU GET:

✓ SETUP - Our team will take care of your ad campaign set-up, from picking the targeted audience to scheduling the ads before your event.

✓ STRATEGY - The world of Social Ads and best practices changes quite often and can be difficult to navigate. Our team keeps up on the latest rule changes and best practices so that your ads will be the most effective they can be.

✓ SERVICE - Our team will monitor your ad's performance while it is in progress, and make adjustments to improve results if needed. Now that's service!

✓ SPEND - One of our team's core values is stewardship. You won't need to worry about your ad campaign going over budget or spending too much per click on your campaign. Let our experts do what they do best, so you'll get maximum reach for your buck.

✓ SUMMARY REPORT - After your campaign runs, we'll send you an easy-to-read report of how your ads performed that you can share with your team and celebrate what God did through your commitment to reach your community.

"Recently we had our new building launch, we did a mailing with a silver social ads package. Our attendance increased by 80 people on launch day! We are so ecstatic! We placed a second mailing for Back to Church Sunday with the same silver package and we are looking forward to another successful campaign."

- Brian Clark of Grace Life Church

Grace Life Church purchased the Silver Ads Package with their mailing, which averages 20,000 ad impressions. Outreach Everywhere handled everything from creating the ad to managing the ad spend. Grace Life's generated a whopping 50,000 impressions and 240 clicks to their website. Pastor Brian believes the increase in attendance for their building launch was a direct result of their mailed invitations paired with their social ads. **MT**

Grace Life Church of the Triad

Here are some basic terminology definitions to better understand your report!

Reach: *Total number of people that viewed your social media*
Impressions: *Total number of views on your social media ad*
Frequency: *Average of how many times each person saw your social media ad*
Clicks: Total number of clicks on your social media ad
Unique: Total number of
CTR: The percentage of people who saw your ad & clicked on it
Actions: Total number of Likes, Comments or Shares combined

Reach & Impressions
by , Reach, and Impressions Frequancy

Reach	Impressions	Frequency
7.9K	49.4K	6.3
No data	No data	No data

Clicks To You Website
by Clicks, Unique Clicks, and CTR

Clicks (all)	Unique clicks (all)	CTR (all)
240.0	191.0	0.5%
No data	No data	No data

Actions
by Actions, Action Rate and Post reactions

Actions	Action rate (%)	Post reactions
365.0	0.7%	15.0
No data	No data	No data

Campaign Breakdown
by Device, Gender, Age

desktop / mobile
female / male / unknown
65+ / 55-64 / 45-54 / 35-44 / 25-34 / 18-24

DMA Breakdown
by Reach

7,865 — 7,865
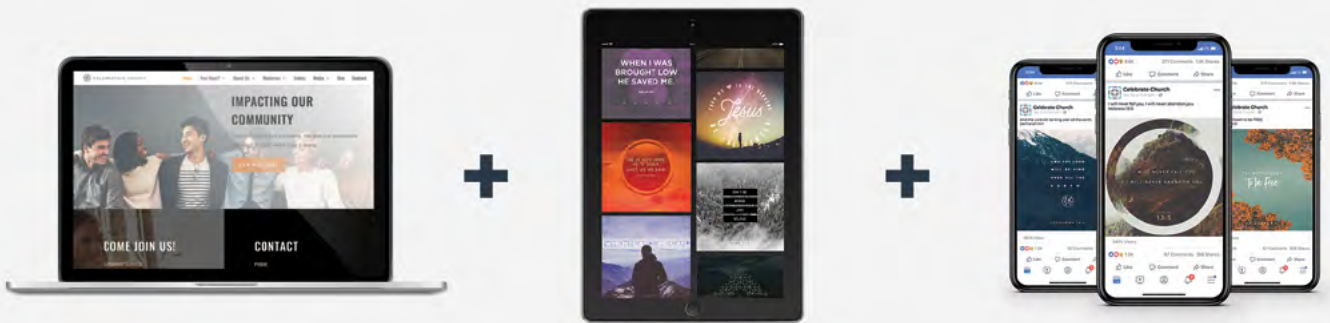
THE SUBTLE DANGERS OF
CHURCH TECH
(What Are the Instruments of Love?)

by Ray Hollenbach

A parable: *A pastor hears a tone and looks down at his iWatch to see a text message: "Urgent! Dave Johnson has had a heart attack—his family is at the Emergency Room in a nearby suburb—can you meet them there?" The pastor taps a thumbs-up and instantly his afternoon has been turned over like a fruit cart. He pulls his car to the side of the road, grabs his mobile phone, and opens the church app.*

Within moments he sees a picture of Dave Johnson (in a congregation of 400 people how can a pastor be expected to remember the details of everyone on the church?). The app begins to fill in the blanks: wife is named Nancy; they have two teenagers still in high school. The first hurdle has been cleared—when he walks into the Emergency Room he will call each one by name, able to hold a hand or look someone in the eye without worries of seeming distant in a crisis. Still at the roadside, the pastor identifies which community group the Johnsons have recently attended, along with the names of other people in that group. He messages the office, asking them to reach out to the Johnsons' friends and

arrange a meal; he remotely checks the church budget and confirms there's enough available in the benevolence budget to offer to put the family up in hotel across the street for the first night of their ordeal.

Back at the office the church staff (just one other full-time person and two part-timers) discretely contact other members of the church family to arrange practical help. By the time the pastor pulls into the hospital parking lot he has a follow-up message waiting for him—the church is pulling together its human resources to show love in a dozen practical ways. The pastor opens the car door, utters a prayer for family. Now his real work begins.

Pastors and church staff, indeed, members of any congregation, have always been committed to providing care for the flock, but in recent years the ability to respond quickly, deeply and fully has been improved by such strange-sounding things as databases, spreadsheets, text notifications, phone calls and even .jpeg files, all of them now available

via Wi-Fi or cellular data. Whether in response to a local family tragedy or disaster relief in another country, now—more than ever—the church can imitate the actions demonstrated in the church in Philippi, when Paul observed, "You have revived your concern...indeed, you were concerned *before*, but you lacked opportunity."

Whether in the 1st or 21st century, the church has always cared. In our day church tech has made the opportunities for practical care more abundant than ever.

Church life in the Western world is a dynamic affair: big buildings, compelling worship and ministry teams that are the most technically assisted in human history. But ours is an ancient faith as well. The love of God, the grace of Christ and the presence of the Spirit have always been the true essence of God's "equipping of the saints to do the work of the ministry." And from the first time Paul and Barnabas set out upon their missionary journeys, Christians have adopted whatever technology is available in service of the gospel.

The danger facing the church in this present age may sound familiar: Having begun in the Spirit, we might be tempted to finish in the flesh. From handwritten epistles to digital newsletters, the church has always endeavored to communicate—and live out—the good news. Our peculiar temptation in our day is to confuse the method with the message; to mistake our ingenuity for God's love and care.

That's why the most important detail in the parable above is the moment the pastor opens the car door and prays, turning to God for strength, wisdom and grace. The

danger of church tech is to confuse activity with ministry; to mistake organization for love; or to replace efficiency for presence.

Is this an argument against activity, organization or efficiency? Of course not. Christian ministry requires those who will go, do and build up. Christian ministry has invented orphanages and hospitals. It has lobbied governments and resisted tyranny. But the church is continually at risk for mistaking the machine for the ministry. The true "ghost in the machine" is the Holy Ghost. In the midst of every 5G-flash of data, let's never forget that every pastor, each staff member and every one of us in the congregation actually transforms *tech* into *ministry* in that simple—but crucial—moment when we stop and pray before leaping into action. **MT**

CAPITAL CHRISTIAN MINISTRIES INTERNATIONAL AND MATROX
EMPOWER ZAMBIA'S VULNERABLE YOUTH BY CONNECTING THEM WITH DONORS AROUND THE WORLD

by Matrox

Ben lives with the family of his best friend in the capital city of Lusaka in Zambia. Both of the boys are strong, healthy and now completing their last few years of high school with formidable marks. When they are not studying, they take their talents to the soccer field. On the surface, Ben probably seems like a child you know, but his success today is nothing short of extraordinary, perhaps even a miracle, brought about by the passion and dedication of Capital Christian Ministries International (CCMI).

Using a Matrox® Monarch HD encoder, CCMI has been able to live stream online, spreading its reach far and wide, and gather the necessary tools, human power and financial resources to give more children

like Ben a future to look forward to. "Using the Monarch HD to do live streaming from these remote sites, we're able to take a message that, two or three years ago, would have been trapped inside a building," said Randall Rike, Director of Technical and Media USA for CCMI. "With live streaming, we're literally worldwide and anyone with Internet can get on and see it."

Ben was orphaned shortly after being born, with neither his mother nor his two triplet siblings surviving childbirth. As one of the thousands of orphans of the HIV/AIDS epidemic, Ben was sent to a transition home, where he would await adoption for the first five years of his life. With the resources available at CCMI, including the help from parishioners in different specializations, Ben was able to receive the medical care, education and emotional support he needed to make the full transition into his new life. "He's very intelligent and we're looking forward to seeing him

go on and do much more," said Bishop George Mbulo, President and Senior Pastor at CCMI.

Making a positive impact is at the core of Mbulo's work. In order to bring about change, he and CCMI use video technologies, like Monarch HD, to send live streams of CCMI church services from all four of its campuses, international conferences and speaker series to Facebook so that the rest of the world can join in. "Social media has become kind of a social event in Zambia," said Rike. Oftentimes, groups of individuals will gather around their smartphones to watch videos on social media, including CCMI live streams.

For CCMI, live streaming was not always part of the media strategy, but when it came time to begin live streaming the organization's message, choosing a streaming and recording appliance was a no-brainer. Despite some skepticism about streaming technologies, particularly regarding expensive price points and complicated hardware setups, Rike decided to give Monarch HD a chance. "When I saw this tiny box, it resolved everything, and moreover, I was blown away," said Rike. "I knew that many ministries were live streaming, and I knew that CCMI needed to get involved sooner rather than later, and seeing Monarch HD made me realize this was now a very real possibility. I personally purchased Monarch HD for CCMI. The price point was well within my budget for these types of projects, and easy-to-use is an understatement."

When producing live streams from the different venues, the CCMI media and technical team packs a road case filled with cables, converters, adapters and Monarch HD so that it can connect to any type of equipment a venue may have. The team finds that using Monarch HD is not only effortless, but also enjoyable. "When I shipped this to my team in Zambia, they discovered how cool and easy-to-use it was," said Rike.

Once on site, the team captures services and events using cameras, which are connected to a video switcher. The video switcher then sends feeds to Monarch HD via HDMI. Because Internet connectivity can prove to be unpredictable at different venues, the team has gotten creative with its means of finding Internet to support its live streams. Some venues, such as the Mulungushi Conference Centre, have a high-bandwidth Internet connection.

Most other facilities do not have high enough Internet bandwidth, and therefore require the team to subscribe to a local Zambian phone company. The phone company provides 3G/4G-capable routers, and the team purchases a reloadable, pre-paid SIM card. The team can then connect its routers to the Ethernet of the host venue. "We are building a new sanctuary and soon it will be our own, so we'll have more control over the Internet," said Rike. "Right now, we're using rented facilities, and because of that, we're at the mercy of whatever their Internet is like."

When Internet bandwidth is sufficient, the CCMI team connects the HDMI video source to Monarch HD, and sets the device to stream 3 Mbps video to Facebook at 720p and at 30 fps. In cases when bandwidth is insufficient, the team sets Monarch HD to stream 1 Mbps video at 360p and at 30 fps. This lower format allows CCMI to ensure live streams are sent no matter the quality of the Internet connection. The team also often uses both Monarch HD's SD and USB ports on separate occasions to record copies for director's cuts during live productions. Thanks to independent streaming and recording settings, Monarch HD can record at the highest possible resolution and quality regardless of streaming bitrate. While using an SD card is ideal for the team, they find that having the USB option has come in handy on multiple occasions. "Having both options is great and ideal," said Chikombe Chela, Media and Technical Supervisor for CCMI.

Monarch HD has secured a permanent role at CCMI. The device's ease of use, small form factor, and the Matrox brand it comes from—according to Rike—make it an indispensable tool in helping CCMI bring leadership training, Christian teaching and stories of hope to audiences across the globe. "As a long-time Matrox customer, I knew that the product would work as advertised, but more importantly, Matrox support would ensure complete customer satisfaction," he said. **MT**

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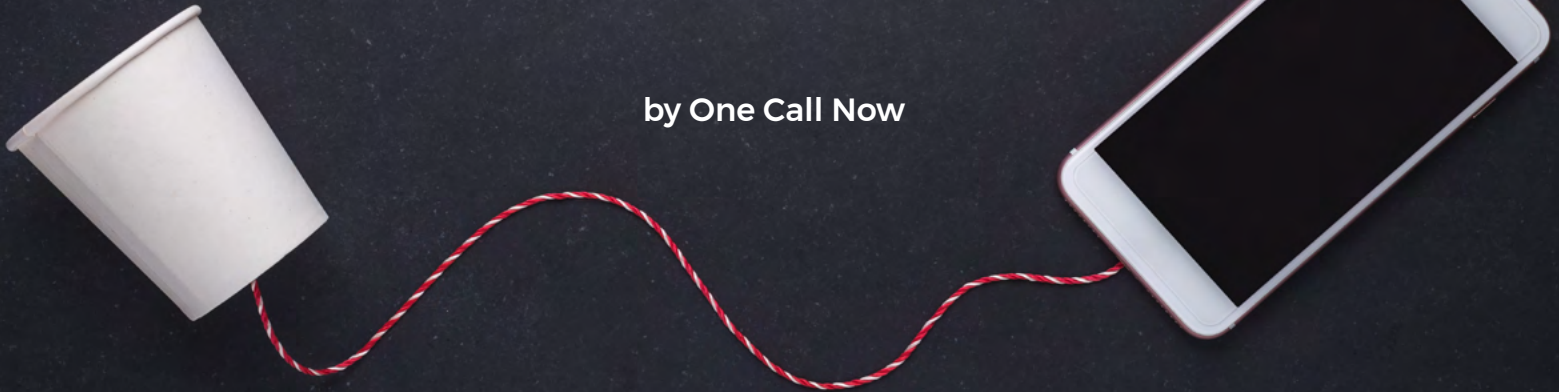
When many people hear the term "stewardship," there's often a tendency to think "money" — and even more specifically, *Oh boy … they're going to talk about money again today*. But you know that stewardship can involve myriad possibilities for making an "invitation to give." Money, yes, but also — and perhaps more importantly — time, talent, passion and participation.

COMMUNICATING ABOUT STEWARDSHIP NEEDS TO BEGIN WITH A STRATEGY

Certainly, as a leader in your church, you should teach about stewardship, including the many times it is referenced in the Word. You can do this in the sanctuary and in an article for the bulletin or your newsletter. If yours is like many churches, however, it can be easy to address this topic only in times of need.

The question is: *How will you communicate these ideas?*

That strategy must speak to your financial goals, both operational and capital-intensive, and also include your goals for people and their participation and the value they bring (both the intangibles and anything you can quantify as "in-kind"). You might also want to identify which civic, social, and business associations or partnerships contribute to the caretaking and well being of your church.

Next, you'll need a plan, or roadmap, for how and when (and to whom) you'll communicate about your stewardship goals, specific needs you might have along the way, and any progress you can measure. This might include updating your member database information regarding skills and ministry interests (think "census"), and gathering information in stages, via multiple methods like email, feedback forms or telephone polling.

Download our free article: *Stewardship Communications and Picking the Right Messaging Service for Your Church*

Encourage visitors to share what skills and talents they bring to the community in addition to merely asking for their contact information. Be blatant in your explanation of what stewardship can be for your church. Ask each member to consider the totality of what he or she can bring to the community. You might be amazed at what will come forth with just the right

hint or other encouragement. Understand that your communications need to reach several audiences within your church, and you might even want to practice with the verbiage, style and channel of communicating to these audiences.

ONE CAVEAT...

Rather than communicate through every channel, try to select the channels you can do well. If you have someone who's talented at making social media posts, that's great. But if not, find other ways to play to your strengths. You'll want to develop communications that have a regular cadence and identity, rather than what might look like the "fits and starts" approach. This gives your communications a connected, consistent feel — and that goes a long way to building culture.

Technology obviously can enhance your communication campaign, but again: Be careful to use those tools you can manage well. An invitation to help with a fundraising car wash will lose its effectiveness if the message pops up on your electronic signage two days before the event, or worse: if it's still in the slide rotation two days *after* the event. If you use Facebook or Twitter, update posts frequently and be concise in your message, whether educating, requesting, referring or recognizing.

Many churches now also use a group messaging system to manage voice, text, email and social media notifications. The

advantage of a tool like this is the ability to have one source for reaching diverse groups within your church through a method appropriate to them. Pastors also like the ability to extend Sunday's message with follow-up examples over the phone (or via text or email) later in the week. Some of these systems even provide a polling feature, whereby a church member can RSVP to a particular request for help with a ministry or event.

Regardless of your audience and your communication channel, be sure to regularly discuss the shared stewardship of your church and the many ways that members can contribute. Identify your needs and the type of "giving" (including specific skills, money or other resources) that will not only help you fulfill your vision, but which will also draw your faith community closer together in the service of each other and your neighbors. **MT**

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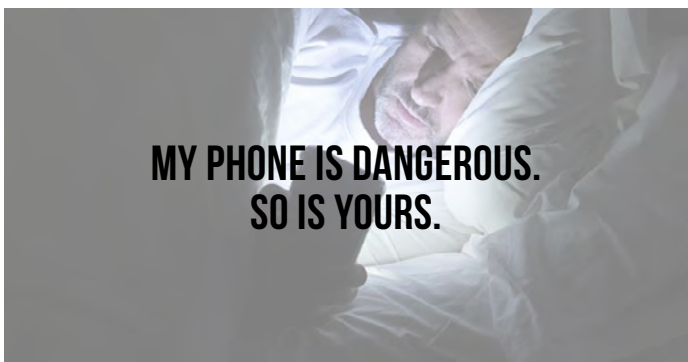
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