

VISION

Inspiring Your Organization's Growth



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Volunteer
America!**

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From the President

The mission of VISION Magazine is to serve churches, schools, and other faith-based nonprofit organizations with valuable technology and resource information that helps inspire their growth in fulfillment of their vision.



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We may edit for clarity and layout.

EVENTS

Find out the latest on resourceful events around the country at www.acstechnologies.com

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In today's society, volunteers provide a variety of services from feeding the homeless to answering crisis hotlines. Within our communities, you might find a teen serving up a hot meal at a shelter while down the street a grandmother chats on the phone to a new mother. Volunteers come in different shapes and sizes but all have one common bond - a giving spirit.

Churches and faith-based organizations are great places to see volunteerism at its best. In most cases, they must rely on volunteers to provide services to members and the surrounding community. Without them, the church's ministries would be few and the needs of many people would not be met. When I was a youngster, I learned first-hand the role of volunteers. My dad was a pastor of a small church where he was the only paid staff person. My mom was his volunteer secretary, in addition to her full-time job outside our home. She would type the Sunday bulletin each week. Early each Sunday morning, my brother and I would fold the bulletins for the Sunday Service and my mom played the piano/organ.

Now that I'm older and have a family of my own, I see how my own family is involved in our church. I've served as a Deacon and Elder and served on various committees. My wife, Melaine, and I both are Sunday School teachers. For the past seven years, Melaine has organized a three-day trip to the Blue Ridge Mountains for as many 40 4th, 5th and 6th graders. The trip includes time for spiritual growth in addition to white water rafting and hiking through the mountains. She's a great organizer and planner, so this trip is a lot of fun for her. That's because what she's doing is right in line with her passion (children), her spiritual gifts (planning and organization), and interests (mountains, outdoors and hiking). Watching her work through this process almost effortlessly and with little stress on the family is a great example of volunteerism at its best.

Churches and organizations should seek ways to match volunteer passions, spiritual gifts, and interests with volunteer jobs to have a successful volunteer program. Our new Volunteer Manager module is a great tool that will help you accomplish this. You can also find excellent resources through organizations such as Leadership Training Network (www.leadnet.org). Our development staff worked closely with individuals from this organization in developing Volunteer Manager.

Those in service to others understand the joy of giving. Volunteers log hours and hours of service to communities and their churches. Now is a great time for churches to reap the rewards of a fulfilled and giving membership who support the various ministries through volunteerism. Not only will the members understand more of their giftedness, but the Church will reap the rewards of faithfulness, joyful giving, and abundant growth both spiritually and numerically. ■

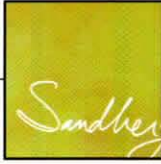
Hal Campbell
PRESIDENT & CHIEF EXECUTIVE OFFICER

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Support

VISION



Jennifer Sandberg
ACS SUPPORT MANAGER

Knowledge Base

The Internet is all about empowerment. The new ACS Knowledge Base empowers you to help yourself! The content of the Knowledge Base is completely driven by what users are actually asking about, ensuring that the information is as relevant as it is timely.

Last December we went live with a new Knowledge Base initiative. Since June 14th, there has been a fully operational Knowledge Base available to all clients with content on all of our modules. Right now, it has over 4,000 entries!

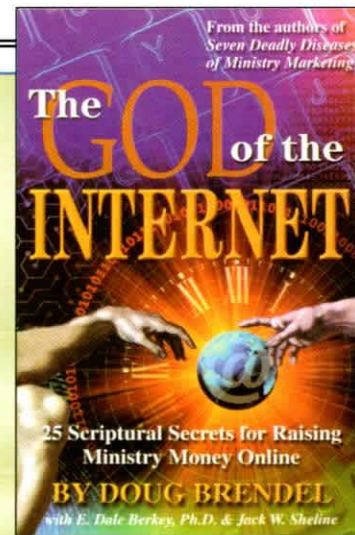
The ACS Knowledge Base is a rapidly growing database of how-to's that you can use to find answers to your toughest questions. Using natural language search queries, you can search support information and use online self-help tools for ACS products on the ACS Support Site.

YOU'VE BEEN ASKING
US FOR IT, AND
IT'S GREAT TO HAVE
THE KNOWLEDGE BASE
HERE FOR YOU
24 HOURS A DAY,
7 DAYS A WEEK.

Entries are updated daily, with more articles added and information updated as technology changes, the ACS programs change, or we discover new questions you're asking us on the support lines.

You can search for articles such as "Are Windows XP Home and Windows XP Professional compatible with ACS for Windows?" "Can I extract data from the Ministry Scheduler into a Palm Pilot?" and "How do I update from different versions and builds?"

You've been asking us for it, and it's great to have it here for you 24 hours a day, 7 days a week. We would like you to drive the content and organization of the information within the Knowledge Base. We want your feedback on how to improve your online experience. So please email support@acstechnologies.com with any ideas or suggestions you may have regarding this important self-help tool! Go to www.acstechnologies.com/support for access to this great resource. ■



Fundraising Online

Is there a God of the Internet? And if there is, is He the same God as our God?

Yes, indeed. Perhaps it seems irreverent to refer to God as a computer expert – it doesn't seem very "holy," does it? But the fact is, our Lord knows more about computers than Bill Gates and Steven Jobs combined.

We tend to think of the Internet as new, and God as old. In a way, we have it backwards. God foresaw computers back before Noah learned to count animals. The dawn of the Internet was no surprise to God.

SCRIPTURAL SECRET ^{No}1.

Life is fluid; change is natural.
It's also good – because it's God's way
of bringing growth.

When it began to be evident that charitable organizations might raise funds via the Internet, many charities (Christian and non) were reluctant to go there. It was scary, or too risky, or too much work, or whatever. Many simply felt we were quite a number of years away from seeing any serious money travel into nonprofit organizations by way of the Internet. Those who fully understood its potential, however, were going crazy.

David M. Lawson, president of the Prospect Information Network and a specialist in raising money for colleges, declared in the Chronicle of Higher Education: "We are artificially suppressing the amount of money that could be raised. We are in a Niagara Falls of money ... I want to pull my hair out. Get a bucket, and get under there."

– Reprinted with permission by the author. From the book "The God of the Internet," Doug Brendel explores 25 Scriptural Secrets for Raising Money Online. This is the first tip in the series on how to successfully integrate a Web site into your ministry plans.

Bush says... Volunteer America!



This year President Bush, in his State of the Union address, called all Americans to give at least two years in their lifetime, the equivalent of 4,000 hours, to the service of others. This is of particular interest to faith-based organizations who have been working hard over the years to help those less fortunate.

Enthusiasm in volunteerism is rapidly spreading across the US ever since Bush declared a National Volunteer Week to celebrate the volunteer activities of Americans, since launching the USA Freedom Corp initiative to provide a tool to assist Americans volunteer, and since Bush's State of the Union address where he called Americans to volunteer.

The USA Freedom Corps web site (www.usafreedomcorps.gov) has been visited over 6 million times. The Citizen Corps web site has been visited more than 1.2 million times, with more than 18,000 volunteers signing up. More than 181,000 people have visited the Peace Corps web site, with an increase of 86 percent in web activity and a 56 percent (14,614 applications) increase in public interest. Since January, the AmeriCorps program received a 50 percent increase in applications and a 95 percent increase in web site traffic (4 million hits). Also, there is more interest in the Senior Corps program, with an increase of 527 percent since the State of the Union.

Bush says, "serving America doesn't have to go through USA

Freedom Corps, it's just an opportunity. You can serve America all kinds of ways. You can do so through a faith-based initiative.

"The faith community is a particularly rich source of volunteer strength in America. Government can rally a military, but it cannot put hope in our hearts or a sense of purpose in our lives."

Now is the time to provide the opportunity to help capture the spirit and desire of the American people and corporately lead them in volunteer action under a unified goal to achieve results.

—adapted from the WhiteHouse.gov web site

Support Call for CARE Act

President Bush called on the Senate to pass the CARE (Charity Aid, Recovery and Empowerment) Act and for Congress to send him a final bill to sign.

The Lieberman-Santorum CARE Act aims to leverage new support and resources for a broad range of community and faith-based organizations.

The President was joined by representatives from local and national charitable and faith-based groups, many of which are struggling to cope with recent declines in giving and increases in demand for the services they provide.

LEADING

Chris Hardy,
Pastor of Equipping Ministries,
Westover Church



SEVERAL OF THE MIDDLE SCHOOL BOYS HANGING OUT WHILE WAITING FOR THE OK TO GET IN LINE FOR LUNCH AT FORT CASWELL. THE MIDDLE SCHOOL STUDENTS HAVE THE OPPORTUNITY TO GO TO THE FT. CASWELL RETREAT EACH YEAR IN OCTOBER.



ANNUAL MISSION TRIP TO ASHEVILLE, NC. STUDENTS SERVE AT SEVERAL DIFFERENT SITES WITHIN THE ASHEVILLE AREA. MIDDLE SCHOOL STUDENTS COOL OFF AT SLIDING ROCK AFTER A DAY OF WORKING. THE KIDS LOVE THE 40-50 DEGREE TEMPERATURE OF THE NATURAL POOL AT THE BOTTOM OF THE ROCK.



THE CHARGE

WESTOVER CHURCH in Greensboro, North Carolina is a place where volunteers are not really thought of as volunteers. They're not the people who pitch in every now and then to help out the community, or to drive the elderly to church on Sunday. Nor are they merely guests in the church office with only partial access to church programs and records. Westover is shaking things up a bit and altering church's function, and Pastor Chris Hardy is leading the way. He's spent the last year at Westover changing the perspective on how a successful church is operated and where volunteer staff fit into the big picture of global ministry.

Search for Significance

With an undergraduate degree in counseling psychology and a masters degree in counseling, Chris Hardy is as well prepared to be the Pastor of Equipping Ministries at Westover Church as anyone could be. Having always thought he would end up in a psychology-related field, over the years he's discovered that ministry work is his true calling, and closer to psychology than he thought.

In November of 1997, Hardy attended a Leadership Training Network conference on growing the church by releasing the laity, and it was here that he began to understand what his genuine passions were for serving the church.

"I went to the conference knowing that I was needing to do something different. Prior to the conference, I felt as though I was in a room that was dark—I couldn't see anything. This conference turned the lights on."

After the conference, Hardy was motivated to develop an equipping system for his church. "That's when I realized that seminary had not prepared me with the ability to work with people and equip them for transforming ministry."

He was asked to join the faculty of Leadership Training Network in 1998, which further prepared him for his future role at Westover. "I came on staff with them and started learning more about what it meant to release people and allow them to do their work."

Hardy was teaching a two-day seminar for Leadership Training Network on lay ministry in Richmond, Virginia and two search team members from Westover Church were there actively pursuing a pastor of gifts-based ministry. After the conference, these two people approached Hardy and asked if they could speak to him about the open position. Hardy prayed about the offer, but didn't call Westover back for several months. Finally, Hardy called them back after much prayer and said, "Let's just talk about the possibilities."

"That's when God began to confirm in my heart that Westover was where I needed to be."

Making the Change

Hardy decided to make the move to Westover Church in March of 2000 and feels that it has been one of the decisions that has most influenced his life and helped to influence others. His core desire was now being fulfilled through the position of equipping pastor.

"Westover was already a place where they released people into ministry. They just needed the processes in place to make it work."

The whole idea of equipping is about the church providing personal, relational, Christ-centered growth for people through ministry service in the church. "It's about equipping, releasing, and empowering people to truly be God's hands in the world, in the community, and in the church."

"I knew that God had called me to exist with people in ministry."

Chris Hardy

*Pastor of Equipping Ministries
Westover Church*

This is the basis on which Westover's equipping ministry is built. Hardy feels that through his efforts, the equipping department helps to prepare, connect, and equip people to discover their gifts. One of the department's key roles is to take what they learn about people and match them in appropriate growth scenarios. They see providing people with meaningful growth opportunities as the only way to create successful ministry teams.

In order to help people discover what their passions and gifts are, Westover offers a "Discovery Class" for people that are interested in serving. This class is designed to help people learn how the church can serve them as well as how they can serve the church, by discovering their talents and gifts and how to best use them in church

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Top 10 Tips for Faith-Based Organization Savings

Training

VISION



Mark Seymour
ACS TRAINING MANAGER

Training News

Thanks for attending the best ACS National Convention to date! The Omni Hotel at CNN Center was full of excitement – and ACS clients. Over 600 of you from all across the country gathered for training, networking, and an all-around great time. It was a privilege to share this time together. On the way home, the ACS staff were buzzing about the chance to spend time one-on-one with you all. We hope you enjoyed this opportunity for an inside look at all ACS has to offer in the latest Software, Support and Training as much as we did.

In Training, we are focusing even more to help you get the most out of your ACS solutions. Whether it's getting you prepared for a major system migration, or just helping you discover some of the time-saving tips and tricks within ACS products, we are working hard to help you "figure it all out." Be sure to take a look on page 11 for ACS training schools in your area. You can also email training@acstechnologies.com for all the information you need to take advantage of the learning opportunities we offer.

Looking forward, the

2003 ACS NATIONAL CONVENTION

– celebrating the 25th anniversary of ACS – will be held at

OPRYLAND











in

NASHVILLE, TENNESSEE!

MAY 28-30, 2003

Thanks, also, for the great response to the new classes we offered. The advanced classes and the general technology (i.e. Word and Excel) classes seemed to be just what you wanted!

We are pleased to announce next year's convention dates and location. The 2003 ACS National Convention, which will include a 25-year anniversary celebration, will take place in Nashville, Tennessee on May 28-30 at the Opryland hotel. We are already working on making 2003 even better than this year! Plan now to join us in Nashville! ■

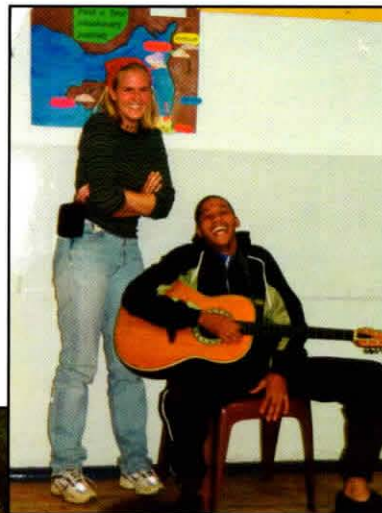
-  **1 | Buy Your Dumpster** – Don't lease, buy. After an initial lump sum price of around 900 bucks. Savings will begin. Over time, less money will be going into the trash!
-  **2 | Ask for Prompt Payment Discounts from Your Vendors** – Ever heard of 2% 10 Net 30? Ask for a 2% discount for payments made within 10 days and this will help you save quite a few dollars over the year. In addition, you reduce interest charged on your debts, saving you even more money.
-  **3 | Find Ways to Increase Efficiency and Reduce Redundancies** – You can save time working with one company that bundles its products and services to serve your special needs. You can also save money by purchasing products from one company, because companies typically offer discounts to clients they have a strong relationship with.
-  **4 | Join a Wholesale Club** – A small investment in a membership fee at a wholesale club can mean big savings over the course of a year. 25% savings in groceries is just one example, along with paying less for items you repetitively purchase such as office supplies.
-  **5 | Review Energy Consumption** – Then establish a conservation program to reduce costs, which can include educating every one of your members on how to save energy. For example, (a message that has been preached thousands of times) "Turn off the lights as you leave the room!"
-  **6 | Consider Raising Insurance Deductibles** – Review your organization's history with break-ins, lost items, accidents and determine if you are a good candidate for higher insurance deductibles, meaning lower premiums.
-  **7 | Owe No Man!** – Review any and all debt, such as mortgages. Refinance under a lower rate. Also consider consolidating debt with a lower interest rate.
-  **8 | Make Semi-monthly Payments** – If your mortgage allows, make payments every two weeks to reduce the amount of interest accruing on a regular basis. How smart is that?!
-  **9 | Use Your Tax Exempt Status!** – Ensure that you have a tax-exempt certificate for your state and use it to avoid all sales taxes where applicable. Wow, have it laminated while you are at it..!
-  **10 | Invest in a Web Site** – Over time, you can use the medium as a venue for many of the materials you normally print, like the calendar of events and directories. Web sites are cheaper than printing costs over time.

and in the community. Hardy feels that "God has called the church to serve people." Through this class, people are asked to share their life stories, their testimonies, and what their strengths, interests, and desires are. This in turn aids the church in placing them in an opportunity that's a perfect fit.

"We help people discover who they are and what they need, we help them deepen in their relationship with Christ, we help with developing their gifts and abilities, then we proactively deploy them into ministry according to their giftedness." Hardy calls these the four "D's"—the core of equipping and the standards by which all efforts are measured. If the four "D's" are successful, then he feels equipping is successful.

"When introducing people into ministry, we try to get away from the word 'Volunteer.' We use the word 'Minister' as a whole. If people can make this distinction, it changes the way they view their service. It changes the way people see volunteerism—it's really ministry," said Hardy.

One church member, Paula Salmon, came to Hardy and wasn't sure how she wanted to serve. After meeting with her, Hardy found that she had a passion for scrapbooking and had gifts of service and craftsmanship. Her talents and desires turned



into a program called "Scrapbooking for Mothers," a program designed to help disadvantaged mothers make scrapbooks for their children. Each month, Paula and other women from Westover visit shelters in the Greensboro area. They buy scrapbooks and disposable cameras to take to the shelters for the women to take photos of their kids. Paula's ministry then develops the film and teaches the women how to design and create a scrapbook for their families. Her ministry provides gifts for disadvantaged women in ways that she never thought possible.



CHILDREN AND STUDENT MINISTRIES WHERE THE CHURCH PARTNERS WITH PARENTS AS THEY FULFILL THEIR GOD-GIVEN ROLE.

One of the most influential classes Paula held was at Mary's house—a home for mothers who are recovering from addictions. "The fellowship we had while making the scrapbooks was amazing. I was able to connect with them on a special level. After the class was over, I was able to testify to them as a new Christian," said Paula. "It was as meaningful for me as it was for them."

"All this came out of Paula learning about her gifts and passions. These women in the community are benefiting because one woman realized her gifts," Hardy noted.

Leading the Charge

One of the most critical aspects of managing and leading a group of ministry volunteers is ongoing training and leadership development in order to help them feel valued in ministry service.

"We treat people as equals—it doesn't matter if ministers are paid or not. Westover pours our resources into people. In fact, we send many people to conferences who aren't paid because it's all about equipping and releasing people," Hardy said.

"We are constantly valuing people that serve. This keeps them motivated. An undervalued person in ministry is an unhappy and unfulfilled person in ministry, and we want them to be fulfilled."

Because valuing people is Westover's most important goal, they are always looking for ways to increase value through the tools that the church uses. When Hardy joined Westover, he began investigating software programs that would help organize his equipping ministry.

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Professional Services

VISION



Ken Hicks

ACS PROFESSIONAL SERVICES MANAGER

Firewalls

Having a fast connection to the Internet is a very helpful thing. The Internet is a rich source of information, an efficient way to make purchases, and can provide valuable insights into new curriculum and mission opportunities. A growing number of individuals and churches have broadband connections which are "always on," such as cable modems and digital subscriber lines. While this doorway to the Internet can have many positive benefits, it also poses a risk.

As long as the connection to the Internet is "on" the computer network is at risk. Without any protection, not only can you access the Internet, but people on the Internet can also access your network. Fortunately, you can protect your system and your data using a firewall. A firewall allows you to access the Internet while preventing an intruder from accessing your data or interfering with your network. It filters all the packets of information that go in and out of your network, blocks the ones you do not want, and allows the ones you do to continue to their destination. Viruses, Trojan horse programs, and other damaging applications are stopped before they have a chance to do any damage.

**A FIREWALL ALLOWS YOU
TO ACCESS THE INTERNET
WHILE PREVENTING AN
INTRUDER FROM ACCESSING
YOUR DATA OR INTERFERING
WITH YOUR NETWORK.**

The best news of all is that all this protection comes at a very reasonable price. Be sure you practice "safe computing" while surfing the Internet. Purchase and install a good firewall on your computer or network. ACS Professional Services (www.acstechnologies.com/services) would be glad to assist you in making your network secure. If you already have a firewall installed, you've taken the first important step in securing your computer network. If you do not have a firewall, whether you call ACS or your local networking specialist, please call somebody, for the protection of your network and for your own peace of mind.

If you would like to contact professional services for help setting up a firewall on your system or for other advanced technology solutions, send us an email to professional@acstechnologies.com.

ON THE ROAD

ACS TRADE SHOW SCHEDULE

Mid-Atlantic Administrative Personnel Association

08.01.2002 - 08.04.2002

Charlotte, NC

Effective Ministry Conference

08.02.2002 - 08.05.2002

St. Louis, MO

National Administrative Personnel Association

09.26.2002 - 09.29.2002

Las Vegas, NV

Pennsylvania Association for Volunteerism Annual Conference

10.02.2002 - 10.04.2002

Malvern, PA

Southeast Christian School Convention

10.02.2002 - 10.04.2002

Myrtle Beach, SC

International Conference on Volunteer Administration

10.09.2002 - 10.12.2002

Denver, CO

International Catholic Stewardship Council

10.27.2002 - 10.30.2002

Toronto, Ontario, Canada

North Carolina Baptist Secy. Association Annual Conference

11.04.2002 - 11.05.2002

Asheboro, NC

National Association of Church Personnel Administrators

11.07.2002 - 11.10.2002

Orlando, FL

National Association of Episcopal Schools Conference

11.14.2002 - 11.16.2002

Houston, TX

Since Westover had been an ACS client for over seven years, ACS was the first place Hardy went to with ideas for a program to organize equipping ministry needs. At this time, ACS was in the research and development stages of creating its Volunteer Manager program. Hardy was able to help ACS build the program to completion through expressing specific needs and working to customize the software for volunteer ministries within churches.

"We believe that people are the hands of God to the world."

Chris Hardy

*Pastor of Equipping Ministries
Westover Church*

"Westover had a vision to create a volunteer manager tool, and ACS was able to work with us and help us solidify our dreams," Hardy commented.

"Today, Volunteer Manager is helping us to create a comprehensive list of every volunteer opportunity—something we've never had before but always wanted. We are in the process of customizing lists within Volunteer Manager and can sort ministries by passions, talents and skills, or spiritual gifts, and will soon be able to capture job descriptions and qualifications of our volunteers."

Westover feels that tools such as Volunteer Manager show that the church is committed to its volunteer ministry programs. They are the lifeblood of the church, and Hardy lets his ministers know it.

"Our job is to value our ministers, to celebrate their role, and to make them feel a part of a bigger world." Monthly, during each church service, Westover spends nearly five minutes recognizing and praying for one of the volunteer ministers. They talk about how meaningful the ministry has been to the participants and then give the congregation the opportunity to participate. Hardy feels that this increases the non-paid ministers' feeling of importance and gives them a true sense of confidence about what they do.

Westover also has "Ministry Connectors," or people within every ministry in the church whose ministry is to take a person with passions and gifts and connect them to the ministry where there's a good fit. They facilitate a meeting with the ministry leader, answer questions they might have, and provide orientation. Many of these

A Closer Look

As you look at all the ministries Westover is involved in, from Global ministries to the church's local Car Care and Scrapbooking for Mothers ministries mentioned in the feature article, it's clear to see that Westover needed a church management solution that can handle all the data and details they were generating from the activity.

As an ACS client for over seven years, Westover Church has gained an established confidence in ACS to provide them with quality software products and customer support to meet their growing demands.

Westover Church had been looking for an effective way to organize and consolidate all of its volunteer information in order to streamline operations. Over the years, they experienced gains in efficiency through the use of ACS, offering the ability to quickly take information from one tool and use it in another tool. Therefore, they naturally turned to ACS to provide for their current needs.

Some of Westover's core ACS modules, with a strong emphasis on member relationships, are:

- People
- Contributions
- Attendance
- Special Mailings
- Reservations
- Ministry Scheduler
- ACS Network/Multi-user Environment

Westover looks to ACS to help them maintain information on their entire operations, to help them make critical decisions, and especially to see how their members can grow. ■



INTERNATIONAL STUDENT FROM BOLIVIA, IVAN CARRASCO, RECEIVES A REFURBISHED CAR FROM TEAM LEADER, TOM GALENA.



FROM LEFT: TEAM MEMBERS, DAVE GARRIQUES, MIKE TIERNEY, AND RICH GENEY, DOING A SAFETY CHECK ON A WIDOW'S CAR.

"Connectors" have a passion for connecting people into ministries—this is their calling.

One "Ministry Connector" couple, Steve and Kathy Thompson, coordinates efforts for Global Ministries. One Saturday afternoon, the Thompsons placed three people in their ministry who had a heart for missions work after the individuals had attended a "Discovery Class" and been made aware of the missions needs through the church ministry fair. Normally, it could take weeks or months to place three new ministers in those specific positions.

Meeting the Need

It has been a long and fulfilling road for Hardy in his mission to positively affect change at Westover and how volunteer ministers are integrated into church life. He feels that God has placed him at Westover to really make a difference in the world—one person at a time.

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VISION *realized*

VOLUNTEER MANAGER CLIENT IN ACTION

Working Hard at Westover Church: Organizational Innovation

As one of the largest churches in Greensboro, North Carolina with over 4,000 Sunday attendees, Westover Church was looking for an effective way to organize and consolidate all of its volunteer information in order to streamline operations. As an ACS client for the past seven years, Westover Church experienced an established confidence in ACS to provide them with quality software products and top-notch customer support to meet their growing demands.

Challenge.

Chris Hardy, Pastor of Equipping Ministries at Westover Church, had been searching for a solution to handle his unwieldy volunteer management needs when he started working at the church in 1999. He started discussing his desires with the staff at ACS and found that they were just beginning to develop

agement software company was doing, and ACS was willing to do this." Through this process, Westover gained a product that fits in perfectly with its needs, and ACS built a product that can expand or contract to fill the volunteer software niche that many churches want to fill.

Solution.

Westover found that ACS volunteer management solution was able to not only meet church needs, but to enable them to add programs and not lose track of valuable data.

"Volunteer Manager is helping us to create a comprehensive list of every volunteer opportunity – something we've never had before but always wanted," commented Mr. Hardy. "We've customized lists within Volunteer Manager and can sort ministries by passions, talents and skills, or spiritual gifts, and will soon be able to capture job descriptions and qualifications of our volunteers. It is too cool to be able to look up this information all in one organized and easily accessible place."

Goals.

Westover is soon to unveil Volunteer Manager to the lay leaders and key administrators that will utilize the system. Mr. Hardy plans to use Volunteer Manager to build structure in Westover's ministries and to keep abreast of changing ministry needs. Westover has met its goals to better identify ministry gifts and to assign specific ministries with gifts and passions. By the end of 2002, they hope to have the system ready to handle the increased number of classes and volunteers for 2003.

"We wanted to do what no other church management software company was doing, and ACS was willing to do this."

Chris Hardy

*Pastor of Equipping Ministries
Westover Church*

the very product he was looking for, Volunteer Manager. Westover needed a solution that would be highly customizable to fit in with the church's special programs, and over the last two years, Mr. Hardy was able to work side-by-side with ACS to customize Volunteer Manager to meet Westover's specific needs.

"Westover had a vision to create a volunteer manager tool, and ACS was able to work with us and help us solidify our dreams," noted Mr. Hardy. "We wanted to do what no other church man-

One of the most beneficial aspects of Volunteer Manager is its ability to organize and provide easy access to volunteer information. "In working on our church bulletin, we need volunteers to help out with design, printing, and stuffing. By locating the best people for each step of the job, everyone has an opportunity to pitch in and help out in an effective way," said Hardy.

"Everyone loves the ACS Volunteer Manager system and finds it easy to use and a huge benefit." ■

"Through my work in equipping, I've learned not only what it means to be a Christian, but what it means to be a Christian minister," Hardy decreed.

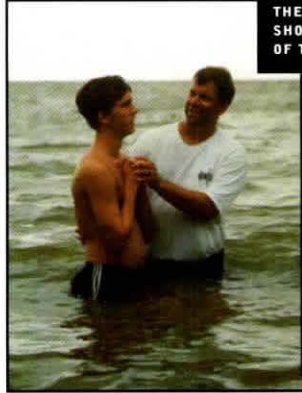
One of the ministries that has touched Hardy's heart the most is the "Car Care" ministry. Tom and Lori Galena head up this ministry and through the efforts of this program were able to donate 12 cars last year to people in need. This ministry helps widows, single moms, and others in need by changing their oil, giving them new tires, and even providing a car when there's a distinct need.

"It's awesome to see how God does un-average things through average people," regarded Tom Galena.

Everyone at Westover is excited about what Equipping Ministries has been able to do in the past, and where it's going.



THE HIGH SCHOOL MINISTRY SERVES ON SHORT-TERM MISSION TRIPS IN AND OUTSIDE OF THE U.S., INCLUDING INDIANA,



SOUTH AFRICA AND THE AMAZON RIVER IN BRAZIL, AND TAKING PART IN MISSIONS CAMPS.

They hope to add additional "Discovery Classes" and to increase the overall number of those serving during 2003, partially due to the organizational tools the Equipping department now utilizes with Volunteer Manager.

In describing the future, Hardy noted, "My number one goal as Pastor of Equipping Ministries is that every person would 1) understand who they are in Christ and 2) to serve in the community, the church, and the world. This is what Westover Church is all about."

Westover Church is changing the way things get done and changing lives in the process. Its ministers and the people they affect through ministry agree the equipping is beneficial all the way around. ■

VISION
in the news

ACS TO ANNOUNCE THE OFFICIAL RELEASE OF VERSION 5.0 WITH IMPROVED FEATURES AND FUNCTIONALITY

ACS 5.0 Begins Shipping to Clients this Summer with Anticipated Enhancements

THE NATIONAL ASSOCIATION OF CHRISTIAN BUSINESS ADMINISTRATORS ANNUAL CONVENTION TO BE HELD JULY 9-13

Biggest Event of the Year Providing Opportunity for Networking, Resource, Technology Being Held in San Diego

ACS PURCHASES LEADING INTERNET SOFTWARE FOR INNOVATIVE NONPROFIT WEB USE

CDI partners with Interknack and former Microsoft Executive Dave Jaworski to Better Serve Client Needs on the Internet

ACS ANNOUNCES VIEWACS AND .NET INITIATIVE, BOTH BUILT ON MICROSOFT .NET FRAMEWORK

ViewACS First in Product Line to Harness Power of XML-Based .NET Technology

ACS OWNERS HONORED AS SOUTH CAROLINA SMALL BUSINESS PERSONS OF THE YEAR

24-Year Old Native South Carolina Company, CDI, Receives Highest SBA State Award

Read the full articles and view related information at www.acstechnologies.com. ■

ACS Technologies

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Wichita, KSAugust 19-23
DeFuniak Springs, FLAugust 20-23
Fort Worth, TXSeptember 9-13
Bethany, OKSeptember 9-13
North Little Rock, ARSeptember 9-13
Birmingham, ALSeptember 9-13
Palm Beach Gardens, FLSeptember 10-13
Oklahoma City, OKSeptember 23-27
Atlanta, GASeptember 23-27
Fort Worth, TXSeptember 23-27
Greensboro, NCSeptember 23-27
Indianapolis, INSeptember 23-27
Brunswick, GASeptember 30-October 4
Atlanta, GASeptember 30-October 4
St. Louis, MOSeptember 30-October 4
Raleigh, NCOctober 7-11
Denver, COOctober 7-11

For more information, email training@acstechnologies.com.

your VISION

Each issue, Your Vision highlights the vision of one of our client partners. This article was written by an actual ACS client. For inquiries into having an article featuring your organization's vision considered for publication, email vision@acstechnologies.com.

Taking Computing into Our Communities

By Andrew Sears

If you walk into the sanctuary of the Dorchester Temple Baptist Church, it would seem like many other churches throughout the country that use ACS software, but if you go into the basement of the church it would seem far from ordinary. That is because the basement houses three computer labs with a total of over 50 computers, all sharing a high-speed connection to the Internet. These computer labs are part of a service called the PREP Community Computer Center that the church offers to the local community and church members through free walk-in computer access and free computer classes to at-risk youth and unemployed adults.

One woman said, "I've went by this church every day for the past 12 years, and these computer classes were the first thing that got me through the door."

Andrew Sears

Dorchester Temple Baptist Church

One woman said, "I've went by this church every day for the past 12 years, and these computer classes were the first thing that got me through the door."

The PREP Community Computer Center started as a partnership of the Dorchester Temple Baptist Church and Cambridge Vineyard Christian Fellowship and Bruce Wall Ministries (BWM). In 1999, we started the program by sending out a bulk mailing to about 5,000 residents in the neighborhood about computer classes. We had our first computer classes in Microsoft Office, Graphic Design and Web Design. We continued to expand at "Internet growth rates" with the numbers in our classes almost doubling every semester for the next couple of years to where now we have over 600 students in classes each year.

The number of volunteers grew just as rapidly as the number of students. We saw that once Christians realized that they could use their computer skills to serve God and others, large numbers of volunteers started to get involved. Now, the computer ministry in the Vineyard church involves over 30 volunteers each year, most of whom serve weekly, and we also have another 70 volunteers from over a dozen other local area churches. In addition, we now have four full-time staff in the program and six part-time staff. To maintain professional quality standards, the business is supervised by a Christian who is a former Intel employee.

We also offer a free walk-in computer lab with about 30 visitors each afternoon, a technology curriculum in BWM's after school program and a youth-run Web design business. This Web design business gives inner-city youth hands-on experience designing web sites for corporations and non-profit organizations.

One such individual is François, who lived in a low-income neighborhood of Boston and started taking classes when he was 16, having never used a computer before. After taking classes at PREP, François learned so quickly that we hired him to assist in computer lab supervision and in our youth-run Web design business. Through his continued hard work and PREP's discipleship program, François graduated high school and received a full-ride scholarship to U. Mass Amherst in Computer Science. Another individual is Marvina, who was an unemployed single parent living in Dorchester. She took our Excel class and after only one semester was able to score an 88% on an Excel test with a placement agency and was hired immediately after passing the test and now has been placed in a permanent position.

In addition to developing their skills, we also help develop the youth staff spiritually through regular discipleship and Bible study time. In our computer classes, we use more of a relational model of evangelism, which focuses on developing a relationship with someone to invite them into Christian community. We have had several of our students start attending church services because they came to our classes.

God has really blessed us with individuals who have benefited from our computer ministry. We believe that part of why God has been backing us is that He is developing a computer literacy movement involving Christians from across the world. As we researched more, we found Christians across the country were already joining the computer literacy movement. The reason for this seems to be that computers and the Internet have finally reached the point where small organizations like churches or community organizations can offer some of the same educational resources as major institutions. We now have over 250 Christian community computer centers on our list across the world.

We welcome you to read more about us by visiting our website at www.ac4.org. ■

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VolunteerManager



Manage your most valuable asset - your people and their time.



- Organize and manage volunteer opportunities
- Match the right volunteer with the right opportunity
- Identify new volunteer programs
- Establish and track participation goals
- Customizable for any size group
- Match your people with their passion

To find out more about how our software tools and services work together to give you the help you need to achieve your mission, call ACS Technologies today at 1-800-736-7425 or visit www.acstechnologies.com.

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Empowering your vision.

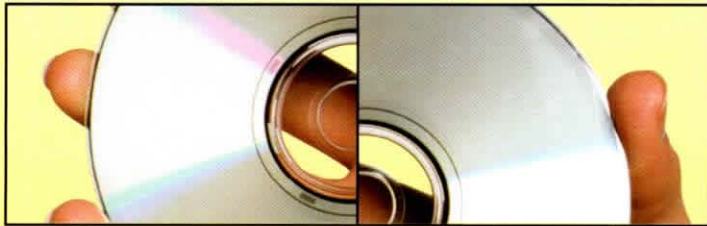
ACS™ 5.0: Bigger & Better Than Ever

Faster, more efficient, more functionality – just the right words to describe ACS™ 5.0 which is to be released this summer. Here are just a few of the exciting new or improved features in ACS (of more than 175 enhancements!):

The People Suite is redesigned with a customizable toolbar and tabs for each module-making work more efficient.

Search results within ACS, including names, addresses, phone numbers, and email addresses can be exported to Microsoft Outlook. Also, you can HotSync personal digital assistants (PDAs), such as Palm Pilots and Windows CE devices, with Outlook – offering the mobility of information.

Contributions statements and charitable tax reports have added ability to print detailed pledge information and fund summaries. Included are options to print check numbers for better contributions accountability.



Attendance recording is enhanced with more features than any other module in the ACS line – offering an intuitive environment for entering and managing attendance records.

You can place and print individual members and family photos on visitation cards to create a more personalized approach to visitation tools.

Print a receipt in Reservations for payments received, which is easily available from a Payments tab.

In Financial Suite, all list fields are combined into one screen, so you can access any field without having to open each module separately.

Chart of Accounts is made simpler with the ability to create and move headings for each account, then enter monthly and annual budget for each account right from the headings.

When you enter time sheets, the ability to separate vacation and sick time as separate pay lines gives employees a better accounting of their available time.

Organizations is now better organized with the ability to add multiple records to the same parent organization...and completing tasks in fewer steps.

The added functionality shown in this article is representative of the more than 175 enhancements in ACS 5.0. Our dedication is to continually improve our products so ACS users will benefit from increased work efficiency and effectiveness. ■



Starting a Volunteer Ministry With the Right People

Volunteer Ministry is an exciting topic that churches and ministries are currently pursuing in droves. Setting up a ministry for volunteers takes the pressure off each activity and provides a reliable base of volunteers from which to draw on in many situations. It also offers the members of your organization an opportunity for personal and spiritual growth in an organized fashion. At the same time, it is possible to save money and time for your ministry by developing a program that better utilizes volunteers.

Even though the idea of developing a volunteer base is not new, software tools are now making it less arduous to compile this information and organize it in a way that makes sense. Many organizations have lots of questions and much learning to do in order to effectively and efficiently implement a successful volunteer program. To get you off to a good start, compiled are a few tips to keep in mind while starting a volunteer ministry.

Seeking & Searching

Seek and ye shall find. When you are looking for people to fit into a particular position, there are a few great places to look first. Look where you are, which could be anywhere. Try youth ministries, singles ministries, and senior adult ministries; also, try looking on your knees!

Volunteer Qualities

To help create an environment for success, look for your next volunteer with qualities such as a team playing attitude, a positive outlook, a teachable mind frame, a confident state of mind, and dependable manner. Most of all, they need to be FLEXIBLE. Remember, however, that these qualities, if not all in each person may be developed over time.

Attitude & Approach

Get out of "crisis" mode. When you are searching for volunteers, take it easy and don't overwhelm people or make them feel guilty. Just let them know about the need without pressuring or manipulating them.

Assessment Tools

When you are selecting volunteers for specific positions, there are a few important factors to take into consideration. Try to deter-

mine a person's skills, gifts, and passions. Discriminate for spiritual gifts, personality style, abilities in general, and specific experience. You may get clues to these from well-crafted questions that you can use during the interview process.

Interviewing

People have a natural tendency to tell others what they want to hear. To ensure you get the right response in an interview setting, rephrase your question of "What would you do..." to "Tell me about a time when you had to..."

- **22.3% of people volunteered when not asked.**
- **89.5% of people volunteered when asked.**
- **49.1% were asked last year.**

Statistics from Independentsector.org - 2002

Matching

Like the popular child's toy where you insert plastic shapes into a sphere by matching the plastic piece to the similarly shaped hole, the same must be done for your volunteers. Focus on fulfilling people instead of just filling positions. Plug people in – where they fit!

Training

Ensure everyone in your volunteer ministry understands the "why" or "big picture" of their job. Make sure they are thoroughly trained and then delegate responsibility. This will see to it that there isn't confusion. Help them to see the Vision & Purpose. Keep goals clear.

Keeping Volunteers

Every volunteer you keep is one less you have to find. Every excited volunteer increases your recruiting ability. Demonstrate trust by following through with what you say you'll do. Give them affirmation. Give recognition for volunteers. Give small gifts for things done well and for general appreciation. In general...give.

Managing People

This is a tough one for many, but it doesn't have to be. Do your homework, plan and prepare. At all times be professional (which can still mean have fun!). Establish the freedom and structure to express complaints and make suggestions; feel free to learn from each other. Establish a system for accountability in which everyone is accountable to each other.

Managing Information

Keep an organized record of the information you gather from the interviews. Use a software program especially designed for Volunteer Ministry management to help you manage the information and the people.

These tips should help you in your search to quickly identify and match people with your predefined ministry opportunities. Keep in mind that you are searching for attributes like talents, spiritual

gifts, passions, and experience. You can then use the information to place specific volunteers in appropriate areas. You will find that this method helps encourage involvement by providing productive serving environments for its people. ■

Tips & Tricks

Each week, ACS publishes Tips & Tricks articles containing simple step-by-step instructions, screen shots, key graphics, and additional information on ACS software, so you'll gain a greater understanding of the core concepts behind ACS. To view the latest Tips & Tricks, visit the ACS Support Site at www.acstechnologies.com/support.

Tip ^{NO}

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Did you know that you can extract your calendar from The Ministry Scheduler and then import that calendar into your Palm Pilot? By importing the calendar into your Palm Pilot, you can have access to your church's scheduled events when you are away from the office.

The first step to import your calendar into a Palm Pilot is to create an extract file in The Ministry Scheduler. This can be done using the Data Extract option in The Ministry Scheduler. The extract type should be Comma Separated Value. Finally, use HotSync to export the data from Microsoft Outlook into your Palm Pilot. ■

Client Contact Information Update Winners

Congratulations to the winners of the Client Information Update Drawings! Each winner was drawn from those people who updated their contact information on the ACS Support site www.acstechnologies.com/support and won an M105 Palm Pilot.

FIRST DRAWING— **Fr. Bob Meissner**, *St. Vincent de Paul Church*

SECOND DRAWING— **Pam Carver**, *First Presbyterian Church*

FINAL DRAWING— **James Gwin**, *Berkmar United Methodist Church*

Keep Up With It! Keep your contact information updated, and we'll be able to keep you updated, too. We can keep you informed of fun conventions in great locations around the country, knowledgeable training classes in your area, the latest support news for your ACS and HeadMaster software ... if you keep us informed. ■

Internet

VISION



Brandon Steiger

ACS WEBNETWORKS, PRODUCT MANAGER

Web Works

It is estimated that by the year 2006 the United States will have 210.8 million Internet subscribers, which is 71% of the U.S. population. The Internet is all around us...it's in many of our homes, in many of our jobs, in our schools, in our churches, and in our lives.

My life has been impacted by the Internet. When I was moving to Florence, my wife and I needed to buy a house so we popped up my Internet browser and found our first house. After we moved to Florence and moved into our new home, as many new home owners think, "now we can get a dog." Once again, my wife and I cranked up the computer, opened up the web browser and found a web site dedicated to pet adoptions. We entered in our criteria for our dog, and the result was a beautiful golden lab. Within several weeks we had a new loveable friend!

IT IS ESTIMATED THAT BY THE YEAR 2006 THE UNITED STATES WILL HAVE 210.8 MILLION INTERNET SUBSCRIBERS.

Now that I think about it, several years ago I needed a wife...and yes, I found her too-ONLINE! (It's a Internet love story much like the movie *You've Got Mail* with Tom Hanks and Meg Ryan.) Even most of the planning for our wedding occurred online.

It's clear to see, although maybe I'm an extreme example, that not only has the Internet affected our lives, it has impacted it radically.

People are online, and the statistics are overwhelming, but the question is "what is your church doing online that is impacting the lives of people?" Today, we live in a day and age where the Internet is a vital part of people's lives. It is how we do business, it is how we play, it is how many of us live our lives.... So, what is the church doing to impact those lives? How are churches thinking outside of the box?

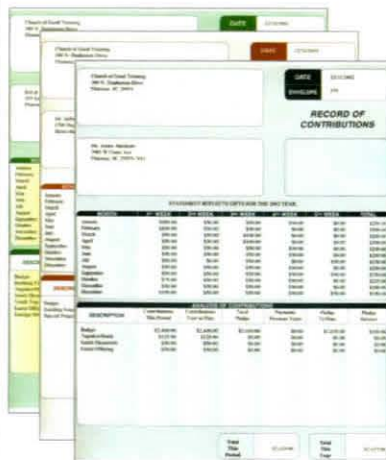
The next several articles will be devoted to the discussion of practical issues related to using the Internet in our churches to reach and impact lives. What is your church doing to reach and impact people using the Internet; I want to hear your stories! Take a moment to email me at internet@acstechnologies.com. ■

A Flexible Form to Fit Your Needs

Want your contribution statements to give a little? ACS has made this possible by introducing the Flex statement. This statement allows for more flexibility in design so you get the statement that fits your needs. And the professional look and quality you have come to expect in ACS forms is still there.

In addition to the customization features you may also:

- display data in monthly, bi-monthly, quarterly, tri-annual, semi-annual or yearly formats
- use with window envelopes so no additional addressing is required
- make pledge reporting optional



You can easily access the Flex Statement through the Reports section in the Contributions module. And, once you set up the statement like you want it, you can save your report settings to use the next time.

The ACS for Windows Flex Statement is right for your contribution reporting demands!

To find out more about our complete line of statements, contact the ACS Forms Department today at 1-800-669-2509. You can also email your forms questions to central@acstechnologies.com or fax 1-800-227-5990.

WHAT'S NEW?

Nothing much – just a new company name, a new logo, a new magazine, and a new Web site...just to mention a few things.



Other than that...

**Same great products. Same great service.
Same great people.
...doing even more and even better!**

We are dedicated to always seeking new ways to improve what we do and how we do it to help you fulfill your ever growing mission. We've found some new ways to serve you more and serve you better and any change we do is for that purpose and that purpose alone – to serve you.

We hope you like what you see!

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25 years. Faith-based focus. 12,000 client partners.

Service.

Over 300 team members. There when you need them.

Technology.

Full product solutions to fit your growing needs.



ACS Technologies
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