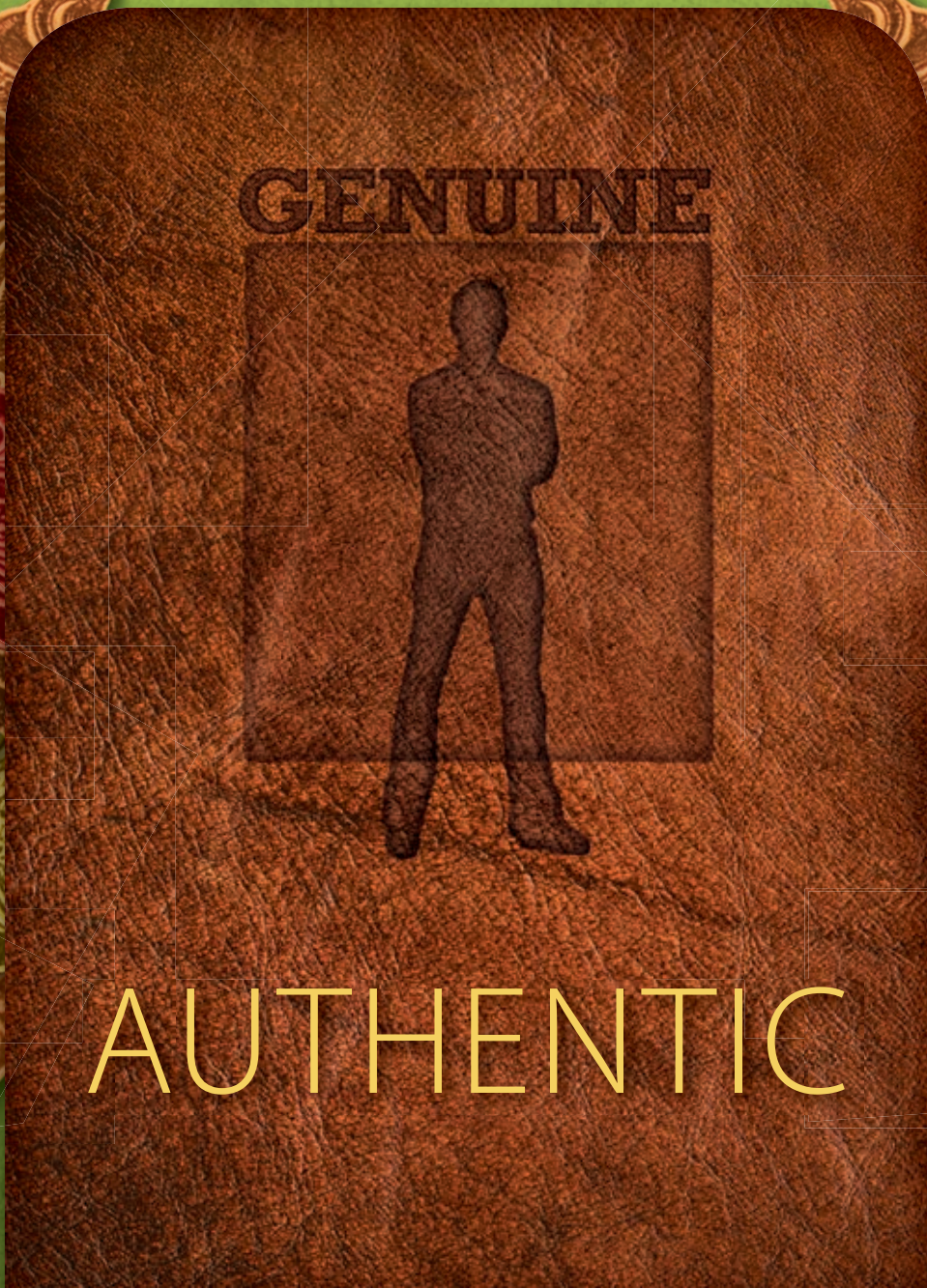


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Have you ever met a genuine fake leader? Following such a leader is very challenging in that the credibility gap is difficult to overcome. There's something about a leader being inauthentic that generates suspicion and doubt.



It's Not About the Money

We really feel the time is past where you could build a great facility, fill it with video games and pool tables, and just expect students to show up.



2010 Texas Ministry Conference Recap

Speakers and vendors are the best... truly enjoyed the conference and will bring entire staff next year." Douglas Brown, Great Commission Baptist Church, Fort Worth



From a Facility Manager's Perspective

When people see leaders own up to their mistakes, they often feel more comfortable and secure in becoming part of a genuine and accepting community of believers. That's a major part of the very heart of authenticity.

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How can I trust some new company that I never heard of to keep my food cold and my house cool in the summer?

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The Real Deal...

In Texas, we like to recognize quality. We respect genuine. We appreciate 'original'. Copies never seem quite as good. In this issue of CO+OP Magazine, we're focused on authentic ministry. There is something about Texas, and Bluebonnets and Bluebell ice cream that goes right along with the concept.

You won't find the word 'authentic' in the Bible, but we know that our faith is authentic in every sense of the word. So how does authenticity manifest itself? How can we tell that what we're considering is the real deal?

Dr. Stephen Trammell gets right to those points in his article on page 19. See what Nick Nicholaou has to share about real security on page 10. CJ Malott shared excellent insight on what really works with students. It's not about the money.

In 1988, our CO+OP was original. Copied by others since that time, we remain unique in that we are a non-profit focusing on helping ministries pay less for what they buy and providing trustworthy, reliable value in education at our Texas Ministry Conference. Over the years, there is unquestionable evidence about the merit of the vision of our founders.

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On page 2 in this issue is an ad for a new CO+OP vendor, **Denitech**, a document management company in the Dallas/Fort Worth marketplace. Wholly owned by Xerox, they are a sister company of our current vendor, Dahill. In the August issue, we'll be sharing more of their story. Meanwhile,

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cleansweep

Authenticity of Facilities

by Floyd Mahanay

In this month's issue regarding authenticity, thinking about "Keeping a Facility Authentic" is an interesting and challenging concept. All too often, I have seen beautiful new or remodeled churches and schools begin looking "not so new" well before their intended life expectancy was to run out.

When a group commits to such a great expense, it really goes without saying that the investment is worth maintaining so that it will last well beyond its initial payback. Maintenance is not cheap; and therefore, in many cases it is ignored or improperly done, causing the "pay me now or pay me later" to be a "pay me later (at higher cost)." Let's begin with a good design plan. When considering finishes in a facility, truly consider what works best for the usage, density, and traffic that an area is going to receive. Architects, designers, and builders will many times go for the beautiful finishes—and they are beautiful, but they're not practical and are a nightmare to maintain. I know this because I (and you) are left holding the nightmare bag after the experts have been paid!

- **Walls** – Always use eggshell or scrubbable types of paints. They are more durable to scuffs and scrapes, and can be cleaned. Chair rails and corner protectors aren't as pretty as natural, but what is worse are banged up walls and chipped corners!
- **Carpet** – Without getting too deep into carpet construction, commercial grade of the highest quality you can afford is usually the way to go. Closed loop, glue down, and in darker shades will last the longest. Beyond that, you must incorporate a maintenance carpet cleaning schedule that fits the usage. The manufacturers' guidelines are a good starting point, but only you will know in your facility how often certain areas need cleaning. Some monthly, others quarterly or annually, a few areas as needed. Hot water extraction is the overall best cleaning method, although some carpet manufacturers may require other variations like dry chemical capture. Bonnet cleaning and shampooing are not good methods for primary, ongoing maintenance. A good regular vacuuming program is the best way to keep your carpets looking new. Dirt is not obvious down in the weave, but it is working like sandpaper against the fibers, wearing them down.
- **Other types of flooring** – Natural stone is beautiful, but does require maintenance. Granite commercially is always better than marble floors, primarily because they are harder and wear longer before needing polishing and restoration. Generally, darker colors are more durable than lighter colors. Ceramic tile is the most idiot proof of products; it is impervious to staining and easy to clean. The problem with most of these is the grout. Grout between the stones or tiles is what gets dirty, because it is porous. Sealing this grout should always be done (but seldom is). Sealing will prevent liquids from penetrating the grout making it easier to clean up and maintain. A final word on grout... I know white is beautiful, but it will not stay that way so go with darker shades, and it will look more consistent for a longer period of time with a

proper maintenance program. Natural stone floors and counters are sensitive to pH extremes, so make sure you follow the manufacturer's cleaning guidelines which normally call for a neutral cleaner to be used on these types of surfaces.

- **Metal surfaces** – Elevators are probably the most visible and highly used of metal components in a facility. These, too, should be on a maintenance program with a metal refinishing company that does this work on a regular basis. In some cases, coatings will be applied that have to be handled in a special way and on a nightly basis with your cleaning staff. Brass and other stainless should be polished as needed to keep it in new condition, with appropriate cleaners designed for that particular metal finish. Harsh cleaning chemicals such as bleaches, acid cleaners, and other abrasive cleaners or sponges should be eliminated from your daily cleaning routine. These will scratch polished surfaces or etch metal to the point that they will have to be replaced prematurely.

With the limitations of this article, these points are meant to be more thought-provoking than complete cures for your problems. With that said, look to your cleaning professional or chemical company provider to give you additional information about your specific needs. I am also available to assist you with any questions you may have regarding this or any other cleaning subject. I can be reached at fmahanay@pjs.com ✦

Floyd Mahanay



Floyd Mahanay earned a BS in Management from Southeastern Oklahoma State University in 1978. He has over 28 years in the commercial building maintenance industry having managed successful operations in Dallas, Waco, Washington D.C., and Houston. Floyd came to Professional Janitorial as a partner in July of 1996. Under his leadership, the Houston operation has grown to a \$15 Million operation...and statewide to \$27 Million. PJS is currently ranked 5th in Houston, while the company has continued to improve its quality and reputation.



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soundbytes

by Nick Nicholaou

Security Vulnerabilities

While at a conference recently, I met a specialist in system security. He works in that role for one of the largest enterprise-class computer manufacturers. As we talked about security issues, I was surprised to learn how vulnerable many systems are! We met again by phone and video conference, and he shared some specifics with me.

Why Should We Care?

Most malware today is spread via websites—many even by legitimate websites! The Finjan Malicious Code Research Center's *Cybercrime Intelligence Report, Issue #3, 2009*, states it this way:

"...It doesn't take much for today's cybercriminals to infect website visitors with a Trojan. Using commercial software (crimeware toolkit) available for \$100-\$300 on hacking forums, the cybercriminal can easily launch a massive attack. It allows him to insert exploiting code to vulnerable websites (legitimate or fake ones). Once a visitor visits one of the infected websites, an exploit code, served by the crimeware toolkit, installs a Trojan on the PC in use."

Websites that aren't secure can become distributors of malicious code that hurts many. When Steve Hewitt, Christian Computing Magazine's Editor-in-Chief, was researching church websites a couple of years ago, his computer got infected by malware from a ministry website!

Authenticity in this area includes being reliable, dependable, and trustworthy. The care we take in protecting those visiting our websites means our guests will not regret having trusted us.

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Computing Magazine

Some Common Vulnerabilities

Does securing your website cost a lot of money? Does it require contracting with a *black ops* unit? Fortunately, it doesn't.

Here are some common vulnerabilities to talk about with your web designer:

- *SQL Statements.* Many websites can process SQL (Structured Query Language) query statements. These are statements that can download your site's data or can insert malicious code or change your website! The easiest way to run a query statement is in your search field and other input fields. A simple way to protect your website is to limit the length of your search field. You may want to consider limiting your search field to 20 characters and making sure your other input fields are not longer than they need to be.

Another good friend, Ross Gile with www.digical.com, recommends that if your website uses a SQL database, the database should be locked down behind a firewall.

- *Webserver Path.* When viewing a web page in a browser, an option in most browsers makes it possible to lift the hood and look at the engine, so to speak, by simply viewing the page source code. Make certain your website paths are not fully listed in the page source, because doing so makes your website more vulnerable. Any paths listed should be relative, and not give the full tree or folder structure.
- *Security Algorithm.* Also while viewing your page source, make certain the security algorithm used to encrypt usernames and passwords is not named. Doing so makes breaking your website security much easier than you want it to be.
- *Website Login.* Any online login page should be secure. Two ways to tell if it is secure are:
 1. Look at the website address, or URL. If it begins with <https://> that means it's connecting to a secure server, and that's good.
 2. Look for your browser's secure page icon; usually a lock. If the lock is open or broken, it is not a secure page. If the lock is locked or closed, it is a secure page. I sometimes check the owner of the security certificate on the page, if the organization is one with which I am unfamiliar, to be certain the certificate is owned by who I think it should be—the organization whose site I'm visiting. Clicking on the lock will link you to the security certificate.

3. You might also want to use a Captcha, which is a type of challenge response to make sure the person attempting to log in is human.

- *Website Admin Login.* Avoid default login page addresses like www.yourwebsite.com/admin.html and default login names such as "admin." Avoiding them helps frustrate hackers and automated hacker programs.
- *Website Server Security.* Inexpensive and free websites given to churches are often hosted on out-of-date systems, which makes them more vulnerable to crimeware toolkits. Have a conversation with your webhost about your concern in this area and find out if your server is up-to-date.

Password Strength

We like short and easy-to-remember passwords. My security friend shared with me a chart showing the time it takes to break a password, and it really surprised me! From www.lockdown.co.uk, here are some sample password 'recovery' times using a brute force method (by the way, this is a site worth checking out):

- Any 4 digit combination: instant!
- 8 digits, numeric: instant!
- 8 digits, upper & lowercase alphabetic: 35 minutes
- 8 digits, upper & lowercase alphanumeric: 25¼ days
- 8 digits, upper & lowercase alphanumeric w/common symbol: 2¼ years

A quote by Bruce Schneier, internationally renowned security technologist and author, that's linked on their website says, "As computers have become faster, the guessers have got better, sometimes being able to test hundreds of thousands of passwords per second."

An additional step you can take to protect your systems is to lock an account for a period of time after a reasonable number of failed login attempts.

My security friend said that about 40% of church websites are vulnerable! The items in this article can go a long way towards securing your website and even your data network. ✚

Nick B. Nicholaou



Nick Nicholaou is president of Ministry Business Services, Inc., a consulting firm specializing in church and ministry IT and CPA services. You can reach Nick via email at nick@mbsinc.com and may want to check out his firm's website (www.mbsinc.com) and his blog at <http://ministry-it.blogspot.com>.

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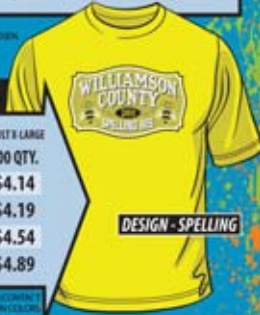
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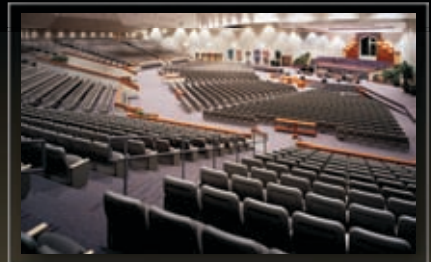
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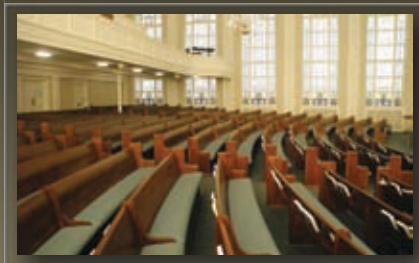
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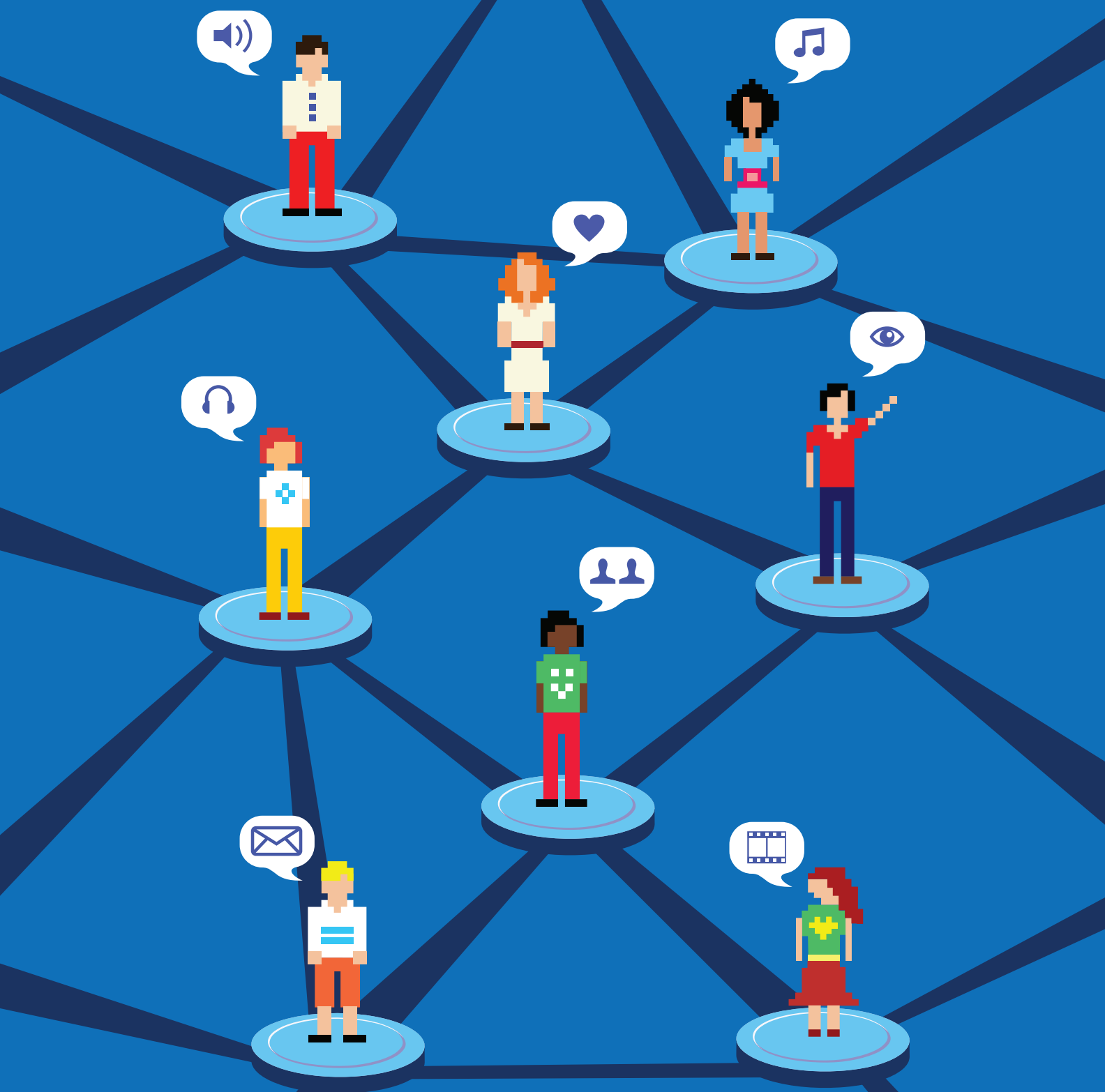


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It's Not About The Money

by CJ Malott



The Problem:

\$1,250 per student. That is the number of programming dollars spent in the year 2009 in the student ministry I was serving in then. That number doesn't include staff or money spent on facilities, but represents a \$125,000 programming budget for a ministry averaging 100 students each week. It pains me to say that we baptized only seven students that year out of 39 student events.

The Epiphany:

In 2010, God moved me to Fielder Road Baptist Church, put me in charge of the Field House Student Ministry, and challenged me with a new philosophy: A philosophy that meant moving away from event-driven Student Ministry and instead, focusing on building authentic relationships.

This philosophy was going to mean several new concepts that went against the way I had been accustomed to doing student ministry over the past 15 years. It was going to mean restructuring the profiles of the staff, evaluating every program/event done, and even changing the culture and mindset of the students, parents, and volunteers.

We really feel the time has passed where you could build a great facility, fill it with video games and pool tables, and just expect students to show up...the "if you build it, they will come" mentality. We also believe that we could have a dodge-ball tournament every weekend, but still not be able to get students to buy into who we are and what we want for their lives. Even the days of giving away big-ticket items and using the bait-and-hook routine has proven futile when it comes to getting new students to buy into the local student ministries. All these things cost an incredible amount of money, but we had so little to show for it.

The Paradigm Change:

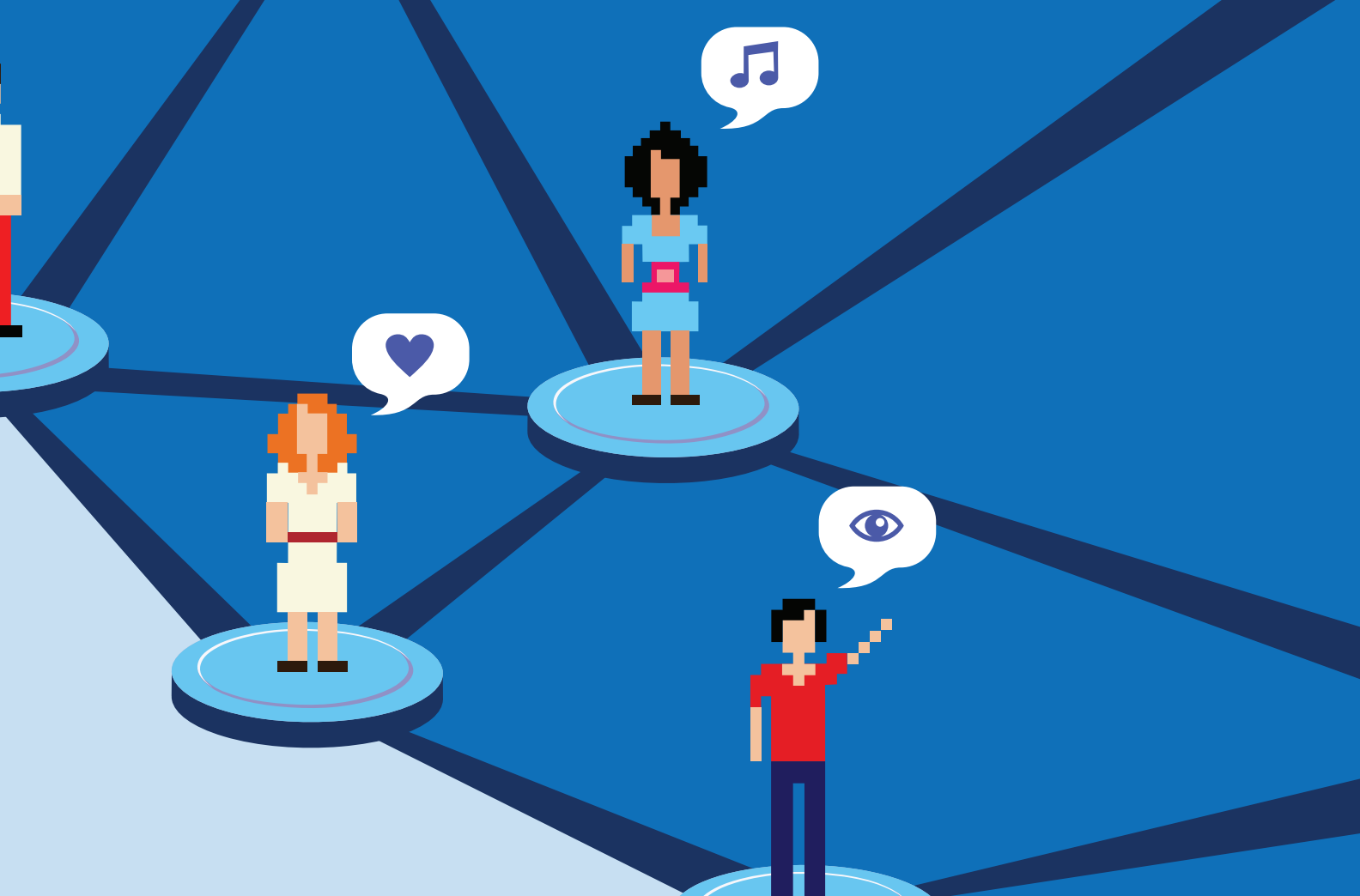
At the Field House, we decided to put all that stuff aside and get back to the basics of building authentic relationships. It seemed almost too simple, but made so much sense. When the teenagers are walking aimlessly around the mall, they aren't looking for a cool place to hang out, they are looking for someone to connect with. When they spend countless hours playing video games online and checking their

Facebook status every five minutes, they aren't bored. They are trying to connect with others. So while having them come to an event or building a bigger and better facility may attract them, it does not guarantee a true connection with them. We consistently asked the question, what could we do to make sure we build genuine connections with the teenagers in our surrounding area?

The Staff:

After asking that question, the first thing that needed to change was our philosophy on how we use our staff. In the past, every staff member in the student ministry would be used to produce videos, strategize programs, plan events, handle administrative tasks, etc. A lot of hours were spent behind the computer to accomplish all these tasks, hours necessary to pull off a wide range of events and programs. The new profiles for the High School Pastor, Junior High Pastor, and Girls' Pastor require them to spend 75-80% of their time out of the office, building relationships with students and their un-churched friends. As the Student Pastor, I take on all the responsibilities of providing vision and the strategies needed to execute that vision, and handle the administration and organization necessary. This frees up the rest of the team to simply focus on relationships.

With the staff profiles having been changed to provide more opportunities to meet students, we implemented a process that would help us see movement and track how well we were truly connecting with non-Field House students. Each staff member now keeps a record of the 10-12 new youth they meet each month. They go on to track the intentional opportunities they have to build a relationship and gain trust with those same students. This can happen through school lunches, sporting events, or simply getting Field House kids together to play



basketball, ultimate frisbee, etc. The intent is to get to a place where students will trust the staff members enough that they will sit down and walk through the scriptures. Since an “appointment” to go through the scriptures happens only after a certain level of relationship/trust is achieved, we have yet to have a student decline an appointment, and over 90% of the appointments made have ended with the student coming to the decision that they want to make Christ Lord of their lives.

The Students:

The authentic relationships being built by the staff members has proven effective, but it isn't the ultimate goal. Our greatest desire is to model this authenticity to our own students so they can work the same process. As previously mentioned, the Field House students are vital to connecting the staff with their peers. The High School Pastor may attend one of our students' football games to hang out with our own kids, but they also know he is there to meet their friends. They are taught to introduce their friends to the staff members. They know that when a pick-

get back to
the basics of
building authentic
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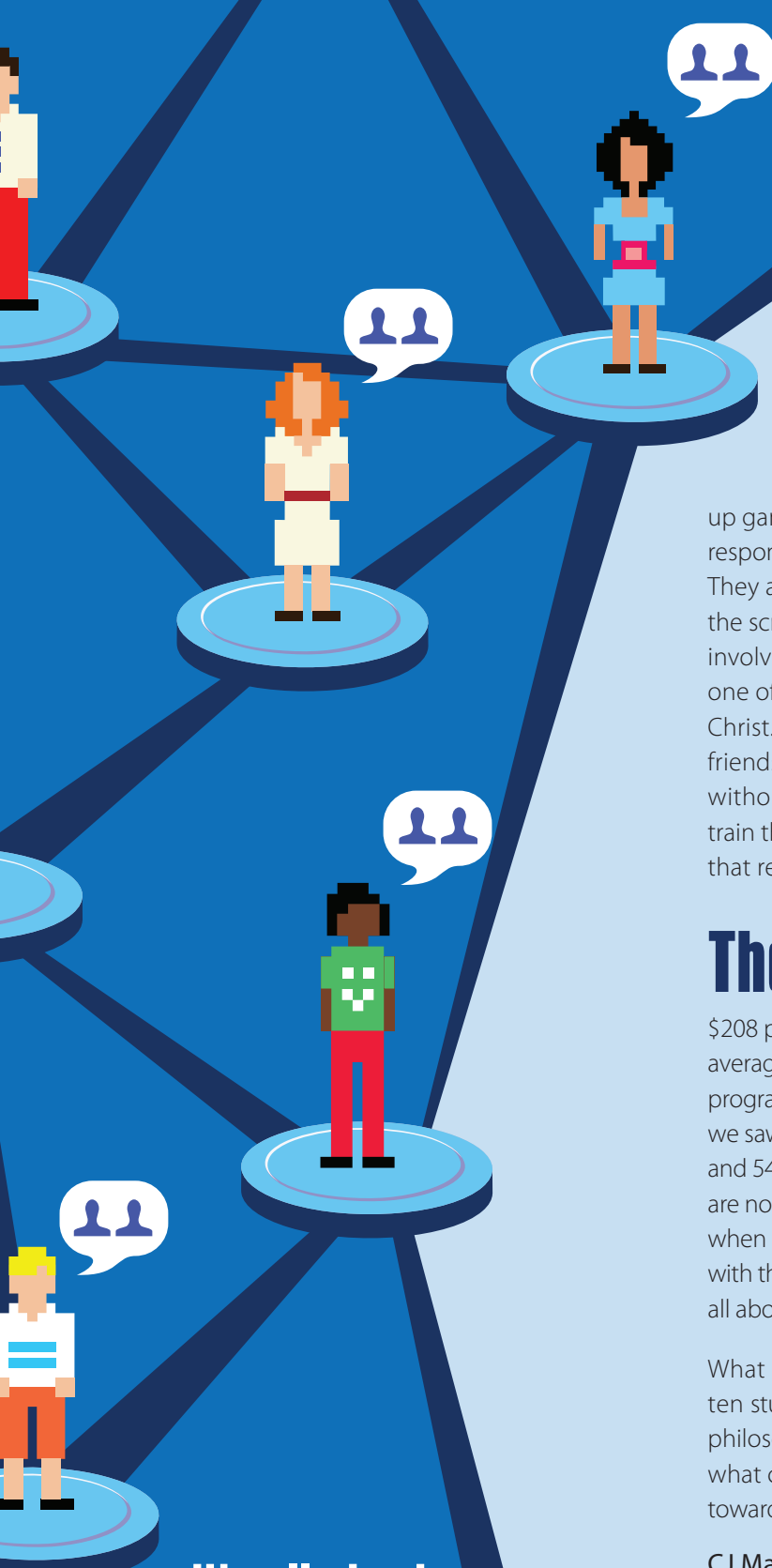
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it's all about
the authentic
relationships

up game of football happens at a local park or school, it is their responsibility to bring their non-Field House friends with them. They also know the desire is to have a chance to walk through the scriptures and when that time comes, they are present and involved in the "appointment." It is amazing to see the face of one of our students when their friend calls upon the name of Christ. It also gives them a burning desire to influence more friends and even shows them that the process can be done without a staff member present. So ultimately we want to train them and empower them to have authentic relationships that result in their friends knowing who Christ is.

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What about at your church? It doesn't matter if you have ten students or hundreds of students, start by examining the philosophy behind your events and programming. Consider what could be done to create your own paradigm change toward authentic relationships. ✦

CJ Malott



CJ Malott is the Student Pastor at Fielder Church in Arlington (Texas), where he provides the vision and leadership for everything with regard to 7th to 12th grade students. He has spent 17 years serving in student ministry. He loves being a part of something that lets students know God and make Him known. Contact CJ at cjmalott@fielder.org or <http://students.fielder.org>

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GENUINE

AUTHENTIC LEADERSHIP

by Dr. Stephen Trammell

After a solid week of preaching and teaching in Turkey, I spent a day with my team touring the excavated remains of the ancient city of Ephesus. The experience was breathtaking as we walked where the Apostle Paul had ministered almost twenty centuries prior. On the way out, we passed through a section of small shops selling shirts, hats, jewelry, and memorabilia. One particular sign caught my attention that I will never forget. The sign was bold and prominent with these words: Genuine Fake Watches. Of course, I have seen and heard of fake watches, but the concept of genuine fake watches ignited my interest. Since that encounter, I have considered the implications of how the advertisement relates to the area of leadership.

Have you ever met a genuine fake leader? Following such a leader is very challenging in that the credibility gap is difficult to overcome. There's something about a leader being inauthentic that generates suspicion and doubt. When a leader portrays an image that is not backed by his or her lifestyle, the credibility gap widens. Genuine fake leaders are too numerous in the landscape of life.

The leader that God blesses is the authentic leader. Jesus is the model to follow. His leadership embodied authenticity that permeated every encounter. Jesus was the real deal. There was no pretense or facade. His public life matched His private life. There was no dichotomy or inconsistency. Jesus was willing to serve rather than be served and willing to give rather than receive. His leadership was infused with authenticity.

What kind of leader are you? What are your struggles and your strengths? Would you be considered an authentic leader? Let's explore a few attributes of an authentic leader.

Intimacy

Authentic leaders practice solitude. Reaching your God-given potential as a leader begins with daily sacred moments alone with Jesus. Practicing solitude involves finding a place that elevates your focused attention and enables you to concentrate on drawing near to God. Being still, contemplative, and expectant are vital components to maintaining intimacy with God. Select a plan for reading the Bible consistently and devotionally. Incorporate a meaningful time of prayer. Sacred communication with the Creator of the universe is a privilege and a responsibility. Prepare for your daily quiet time just as you would prepare for a trip. Think through what you want to accomplish with your meaningful moments with the Master. God is a God of revelation and He chooses to reveal Himself as you commune with Him daily.

Do you value intimacy with God? You will make room for what you value. Jesus valued His intimacy with our Heavenly Father. "Very early in the morning, while it was still dark, Jesus got up, left the house and went off to a solitary place, where he prayed" (Mark 1:35 NIV). Consider waking up earlier each morning or staying up later each night to spend unhurried time alone with the One who has given you life worth living.

Fidelity

Authentic leaders protect their private castle. Your marriage and family are a sacred trust from God. Christian marriages are under attack. As Dr. Adrian Rogers preached faithfully, "Satan seeks to make the two who have become one, two again!" The enemy despises the union God blesses. You are to protect your private castle by ensuring that holiness prevails within your life personally and throughout your home completely. Fortify your home by filtering what comes into your home and by nurturing a Christ-honoring environment within your home.

We bring our baggage to the marriage altar. Our past, our hurts, and our hang-ups come with us. Our uniqueness, our personality, and our personal preferences come with us. How do you finish together? What does it take to overcome obstacles and to finish together? Commitment! For marriage to navigate the night and to dodge the devil, it requires commitment. In order to triumph through trials and to overcome obstacles, it requires commitment. As my pastor and best friend, Dr. David Fleming, says, "A marriage that works is work. It's not right to ask God to bless a marriage that you are not committed to." Commitment is the adhesive God blesses to enable you to finish together.

Integrity

Authentic leaders walk the talk. Integrity is when the tongue in your mouth lines up with the tongue in your

shoe. Seek to model what you want to multiply. After Jesus washed His disciples' feet, He said to them, "I have set you an example that you should do as I have done for you" (Mark 13:15 NIV). Jesus exemplified a life of servitude, sacrifice, and integrity.


Do you walk the talk? Does your life in private back up your life in public? Do those closest to you admire you the most? Everyone looks good from a distance. Calculate your integrity by what you are when no one is looking. Forego image management and seek to be authentic in every area of life.

The path God has for you is paved with purity. Make no room for the fleshly appetites to gain momentum. Whatever you feed grows and whatever you starve dies. Be unmixed, unadulterated, and uncorrupted. As Dr. Johnny Hunt articulates with passion, "Stay close and clean!" If you begin to drift into complacency or compromise, confess your sin instantly and return swiftly into alignment with God's purpose and plan.

Maturity

Authentic leaders grow spiritually. What is your plan for spiritual growth and development? Build spiritual muscles and promote spiritual maturity by practicing daily disciplines. Read constantly! I have been so encouraged by a statement I heard years ago from Rick Warren, "Not every reader is a leader, but every leader is a reader." If you want to grow, you must be in the know. Read God's Word consistently. A daily intake of God's Word will help you grow in wisdom, knowledge, and understanding.

Choose to read books by great leaders. Godly men and women can mentor you through their books, even though you may never meet them personally. My personal library is filled with books written by great leaders that I may never meet on this side of eternity, but I am growing personally through investing time in reading their books.



**YOU WILL
MAKE ROOM
FOR WHAT
YOU VALUE.**

Leverage technology to help you grow and develop spiritually. View messages and lessons online or download pod casts that elevate your leadership. Consider downloading books that you can take with you on trips to maximize reading opportunities.

During my undergrad studies at Louisiana College, David Boothe mentored me and encouraged me to embrace the discipline of reading constantly so that my well would not run dry as pastor. He said, "Stephen, for the rest of your life, you will be pouring your life into others. Be sure to keep the water well full through reading." I have discovered as a pastor, I am expected to always have something to say, even when I don't have anything to say. Reading is a constant in my life.

Humility

Authentic leaders live to benefit others. If you study the life of Christ, you can capture His entire life with one word: others. Jesus lived to benefit others. "Your attitude should be the same as that of Christ Jesus: Who, being in very nature God, did not consider equality with God something to be grasped, but made himself nothing, taking the very nature of a servant,

being made in human likeness" (Ephesians 2:5-7 NIV). The orientation of Jesus' life was to honor God and to serve others.

Jesus knew what He was coming to when He left the glory of Heaven to come to this fallen planet called Earth. Jesus knew what He was coming to and He still came. In humility, Jesus placed our needs before His own. Jesus was willing to be misunderstood, betrayed, and ultimately crucified to bless and to benefit us.

Combat selfishness and pursue a life of humility. Value people and begin to view them through the lens of what Jesus did to demonstrate their value. Love others with the love Christ has lavished on you. In humility, place the needs of others before your own. Ask God to show you ways that you can practically live to benefit others.

Transparency

Authentic leaders reveal their imperfections. You don't have to conceal your weaknesses in order to come across as a strong and vibrant leader. People connect with leaders who are real. Transparency allows others to view your life internally, and actually fosters respect and increases credibility.

Dr. Harold Bryson was my first preaching professor at New Orleans Baptist Theological Seminary in 1992. He made an indelible impact on my life through his transparency. He would walk into the classroom with such passion and intentionality. He would remove his suit coat and toss it to one of the students on the front row, and then fill the room with creativity, enthusiasm, and authenticity.

A decorative graphic featuring a textured, brown, leather-like background. On the left side, there are several stylized flowers in shades of teal, red, and yellow. The text "PEOPLE CONNECT WITH LEADERS WHO ARE REAL." is written in a bold, black, serif font, centered on the right side of the graphic.

**PEOPLE CONNECT
WITH LEADERS WHO
ARE REAL.**

The one class experience that stands out above all the rest is the morning he was late to class. Dr. Bryson was never late. But on this particular morning, he came into the classroom about twenty minutes late with his head down, his face dejected, and his shoulders slumped. He made his way to the podium, placed his books onto the surface, and then rested his folded hands on top of the books. Dr. Bryson gradually removed his glasses and with tears streaming down his face, he looked into our eyes of anticipation. He emotionally reported that he had just received a phone call from his ex-wife after several years of silence. She had called to say that she was sorry. In brokenness and humility, Dr. Bryson announced, "And that is our class for today. You are dismissed."

My view of my preaching professor escalated that day to an all-time high. As I recount that experience now nineteen years later, I am moved to tears by Dr. Bryson's transparency.

Resiliency

Authentic leaders finish strong. Crossing the finish line with integrity requires flexibility, longevity, and resiliency. Authentic leaders are flexible when it comes to turning interruptions into opportunities. Problems are a natural part of the confetti of living in a fallen world. As my dear friend, Louis Boyd, who is in heaven now, used to say, "Problems are opportunities to excel in adverse circumstances." Advance through adversity. Learn everything God wants you to learn in the university of adversity. As you overcome obstacles, longevity will become your personal reality.

To ensure finishing strong, the authentic leader resolves conflict. Don't allow strife and tension to ferment. Address the mess. Practice Matthew 18 by going to the

person in private and seek to confront sin in order to restore the relationship. Close the gap between trust and suspicion. Extend forgiveness as needed and ask for forgiveness as needed. Preserve unity in the body of Christ by resolving conflict thoroughly.

If you want to finish strong, seek unfiltered evaluation. Give access to a godly person to inquire about anything in your life. The accountability will help promote authenticity and resiliency. Be teachable and allow your accountability partner to identify things in your life that need to be adjusted or removed.

Review the attributes of the authentic leader. Write down the one attribute you would consider your greatest attribute. Now think through the other attributes and identify a couple that need more personal attention. You may want to ask your spouse or a colleague to look through the list on your behalf so they can give you some feedback. You might be surprised by their insight.

What kind of leader will you become? Will you be a genuine fake leader or an authentic leader that brings glory to God? Let's continue this journey together so that we can stand before God one day and give an account for what we have done with the life we have left. Let's commit to finish strong! ✦

Dr. Stephen Trammell



Dr. Stephen Trammell is the Executive Pastor at Champion Forest Baptist Church. He and his wife, Tonya, and their two children, Tori and Austin, live in Houston, Texas.



Texas Ministry Conference SM 2011 Recap



"Dr. Stephen Trammell's Dealing with Difficult People class was the best. God truly Uses Him!"

Enid S. Henderson
Living Water Church, Pearland

"There was a variety of speakers and all subject matters."

Kris Dewees
Waller United Methodist Church,
Waller



"I enjoyed the variety of classes offered so that I can bring other staff members."

Jennifer Rea
St. Paul's United Methodist Church,
Houston

"It's great knowing there are other people dealing with the same issues I am or our church is."

Paige Robinson
A&M Church of Christ,
College Station

"I liked the structure and the high level of organization."

Teresa Crain
Vineyard Church
of Houston



"I appreciated the friendliness and helpfulness of all volunteers and program leaders."

Ashley Kreisler
St. John the Divine, Houston

"Speakers and vendors are the best... truly enjoyed the conference and will bring entire staff next year."

Douglas Brown
Great Commissions Baptist Church, Fort Worth

"Conference was helpful and gave me immediate things that I can implement."

Dr. Bruce Northam
Clay Road Baptist Church, Houston





"What I liked best about the conference is the amount of valuable information available."

Cathy Cochefski
Cypress United Methodist Church, Cypress

"Enjoyed hearing from a great speaker like Kem Meyer."

Elizabeth Trask
Houston's First Baptist Church

"The workshops were relevant, the presenters were knowledgeable, and the information was helpful."

Chandra Sanders
Clay Road Baptist Church, Houston

"I was able to pick workshops that were more focused on me and my skills...I love this approach!"

Sheila Townsend
Grace Presbyterian Church and School,
Houston

"I liked everything about the conference."

Margaret Lawley
First Methodist Church, Rosenberg



"Conference organization was amazing. Your red vest helpers are awesome, the instructors were very helpful, and I loved the Keynote speaker, Tim Stevens."

Linda Collins
St. John Lutheran Church, Cypress



"This conference provides me with lessons I can apply to my work."

Megan Dueck
Faithbridge United Methodist Church,
Spring

"This conference is applicable across church staff...we were able to 'unify and bond' by bringing several kinds of staffers."

Vicki Wetherbee
First Baptist Church of Belton



"The Keynote speaker, Tim Stevens, was both inspiring and practical!"

Harry Fritzenschaft
Vineyard Church of Houston

"The speakers, content, and presentation were excellent...as always."

Cindy Young
Cornerstone Church of Cleveland



"I loved the fellowship and quality of speakers that bring a host of information to those of us in church work."

Lorene Kettler
St. John Lutheran Church
Cypress

"What I liked best about this conference was the quality of information provided to assist me in doing my ministry better."

Debbie Reed
Woodridge Baptist Church, Kingwood

"This conference is organized, efficient, with excellent speakers and great food."

Nanci Bauerle
St. Andrew's Presbyterian Children's Place,
Houston

"Great vendors, great speakers."

September Vaquera
University Baptist Church, Houston

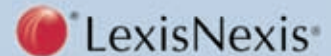


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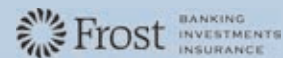
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Together
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From a Facility Manager's Perspective

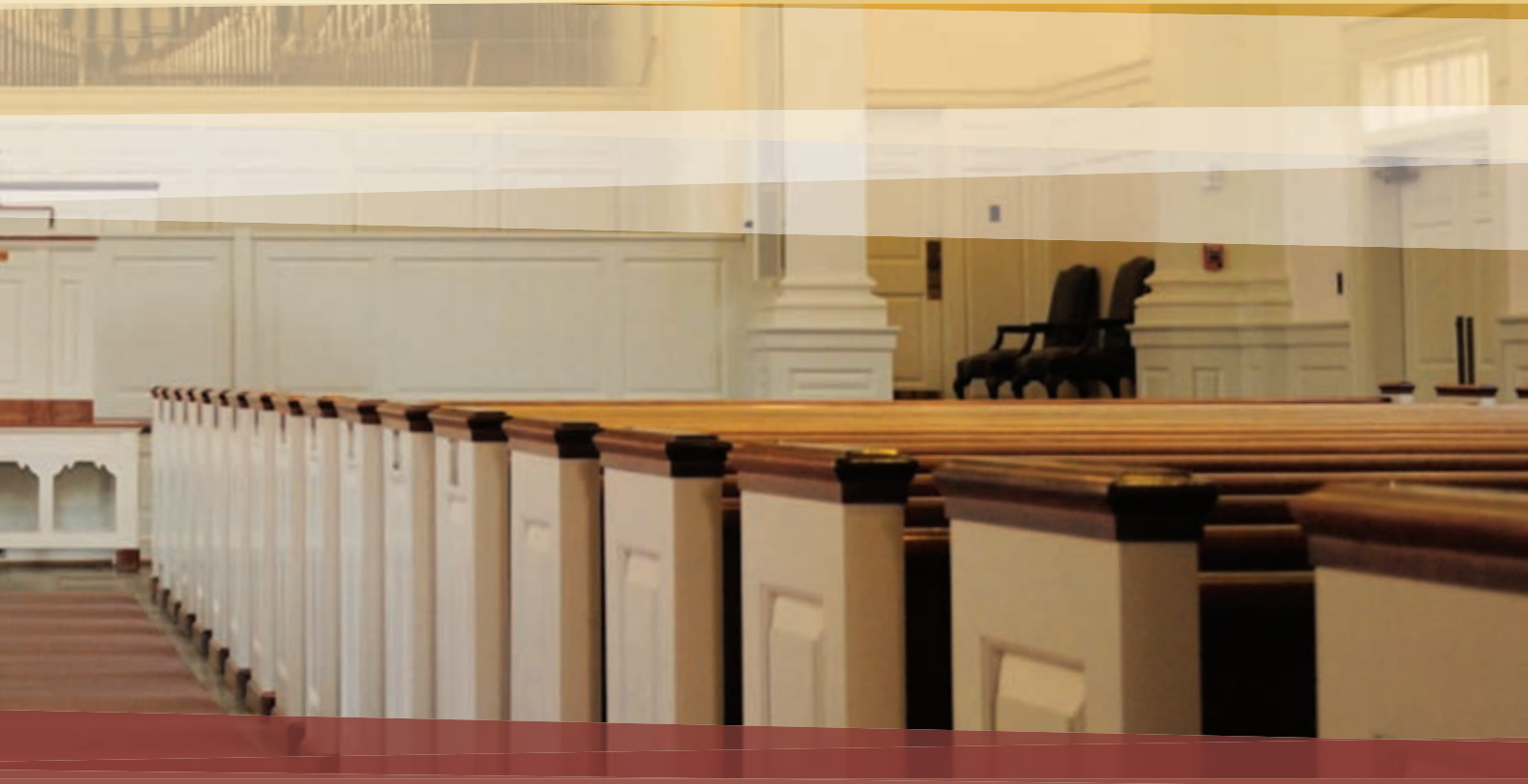
by Rick Burdon



When you hear the word “authentic,” you probably know of someone who immediately comes to mind. It may be a pastor, co-worker, friend or colleague. Have you ever stopped to consider what it is about that person that reveals the image of authenticity? We decided to dig a little deeper and interview someone who serves behind the scenes, and get their perspective on the subject. Below are the results of our interview with Rick Burdon, Facilities Manager at Faithbridge Church in Spring, Texas.

Q: What is authenticity to you?

A: Being authentic means being genuine and real; not imitating anyone or trying to be something we aren't, as well as being transparent in our relationships. The concept of transparency is so key to who we are at Faithbridge that we have adopted “Real People. Real Life.” as our slogan, and are always very intentional to include that phrase on all our printed material and to personally follow that model. Transparency is key to the foundation of the church and part of our DNA. Transparency means we are all honest about who we are and what we do. We are a church of individuals from all walks of life who truly find joy in serving our God. Much of this joy comes from serving alongside others at Faithbridge. This might be while setting up the facility for a service, mowing and manicuring the land surrounding our facilities, or volunteering at many of our bridging events in the community.



Q: Why do you think it's important for people in leadership roles to be authentic?

A: I don't think anyone can be a true leader without being authentic; without demonstrating honesty, integrity and character. Character can be defined as who you are when you don't think anyone is looking. Leaders need to remember they are often looked at under a microscope by the people they lead. It is vital that they have good character so they can serve as examples. The most important thing to me and something I have always done – not only in this job, but throughout my life – is to lead by example. I would never ask someone to do a job I wouldn't be willing to do myself. I feel that it's an important part of being authentic – working alongside one another to reach a common goal. Another thing I've learned is to not be afraid to make mistakes and to ask questions when I don't think I know the answer. Admitting my mistakes is something I occasionally struggle

with. Sometimes my pride gets in the way and I have a tough time admitting when I'm wrong. You have to learn how to eat crow and believe me, it's not very tasty. You have to "own" your mistakes as soon as you come to the realization that you were wrong. As human beings, we all make mistakes and we significantly learn from them. When people see leaders own up to their mistakes, they often feel more comfortable and secure in becoming part of a genuine and accepting community of believers. That's a major part of the very heart of authenticity.

One of our seven core values here at Faithbridge is Authentic Leadership, which we describe as "exercising Godly influence to advance the Kingdom of God." Our Senior Pastor, Ken Werlein, is very devoted to the consistent cultivation of personal leadership skills and is always intentional about helping each of our staff members grow and become more authentic leaders.



Authentic Leaders:

Lead by example

Are not afraid to
make mistakes

Own up to mistakes

Love what they do

Q: How does being authentic help you in your role as Facilities Manager?

A: First of all, I love my job as the Facility Manager at Faithbridge. This has been the most rewarding career position I've ever held. I can't think of anything I'd rather be doing right now. Serving our Lord and Savior on a daily basis with a dedicated group of staff and volunteers is about the best position any Facility Manager could ask for or dream of. We have been blessed with many resources and it is important that we are good stewards of those resources.

Q: Have you always treated this position as a ministry?

A: Absolutely...yes, it is a ministry. As a matter of fact, the facilities team has adopted Colossians 3:23 as our Scripture verse: Whatever you do, work at it with all your heart, as working for the Lord, not for men.

Imagine if there were no chairs in the building on Sunday, or no air conditioning, or if the church was surrounded by overgrown grass and unkempt grounds – it wouldn't be a very appealing place to be on a Sunday, would it? For that matter, it wouldn't be very welcoming on any day of the week. The Facilities Department leads various volunteer teams that include around 350 people. These teams do everything from maintaining the grounds to changing light bulbs and air filters, setting up the rooms, parking cars, offering hospitality and greeting everyone who walks through our doors. In fact, most of what is accomplished here is accomplished by many teams of individual volunteers or, as we say, "unpaid servants." If the Faithbridge leadership team was not authentic, how many volunteers would remain serving in the church? Not very many, one can assume.

Q: What do you think is the most important thing for someone in your position to remember?

A: That in this ministry position, we are called to serve just as Jesus served so many during his ministry on earth. We are here to help and to serve, but that is not always easy. Sometimes the work is very frustrating. Most of what we do is done behind-the-scenes. If we do our jobs right, very few will notice our hard work. But if something goes wrong, we will certainly get all the glory. The most important thing for me to remember is that God sees all that I do, and all that so many unpaid servants do each and every day. He sees the menial chores and he sees the huge jobs. When I stand before His throne when my time on Earth is done, I hope to hear the words from Matthew 25:23 'Well done, good and faithful servant.' +

Rick Burdon



Rick Burdon has served as the Facility Manager at Faithbridge Church in northwest Houston (Texas) since 2006. He received his CCFM (Certified Church Facility Manager) from the NACFM in May 2009. Rick's passion has always been working for and with others to reach a common goal, always

with ministry excellence. Prior to becoming a facility manager, he worked in the aviation industry and the RV industry. Rick has been a resident of northwest Houston since 1972 and has been married to Peggy for 16 years. They have three grown children.



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Pastor Chad Penner - First Church of the Nazarene



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by Gary Benson

Your Ministry Doesn't Stop At the Border...Neither Should Your Insurance

Then Jesus came to them and said, "All authority in heaven and on earth has been given to me. Therefore go and make disciples of all nations, baptizing them in the name of the Father and of the Son and of the Holy Spirit, and teaching them to obey everything that I have commanded you. And surely I am with you always, to the very end of the age."

Matthew 28:18-20

(NIV Version)

For many churches, taking mission trips abroad is a key part of their ministry. Following the Lord's commandment of The Great Commission, reaching out and providing spiritual and physical support is their mission.

While these areas may include some of the most beautiful countries in the world, they also reveal something not as pleasant: poverty, war, political unrest and hopeless economics with little change of improvement.

Whether you're sponsoring a short-term mission project to Africa or sending students to work for a weekend in Mexico, you need insurance that provides protection that's with you every step of the way.

Did you know?

- A 'typical' church insurance policy does not cover suits brought against you in a foreign country.
- Volunteers seriously injured on a work project in Mexico would not be entitled to workers compensation benefits.
- Most health insurance plans exclude services provided outside of the U.S. Those that provide "customary and reasonable" hospital costs abroad may not pay for your medical evacuation back to the United States, which can cost thousands depending on your location and medical condition.

You can't assume your insurance will go with you when you travel. It's very important to find out before you leave. In many places, doctors and hospitals still expect payment in cash at the time of service. You can't simply give them your insurance card and expect it will go through. If your policy doesn't go with you when you travel, it's a very good idea to purchase a separate policy for your trip.

International Insurance Plans

International travel can be an exciting adventure, but it can also bring many unpredictable situations if you should need medical care while you're abroad. International medical insurance plans provide coverages to protect churches and schools, their employees and volunteers, on mission trips outside of the United States; with resources that will ease the stress of an unfamiliar culture or medical system.

Special features of an International Travel Insurance program may include the following:

- **Foreign Travel Liability Coverage** — \$1 million comprehensive liability coverage to protect the financial well-being of church travelers against lawsuits from foreign claims arising outside of the United States. Domestic General Liability policies cover lawsuits brought within the U.S. borders only.
- **Accident and Sickness Medical Coverage** — For accidents and illness that require medical treatment, both your employees and volunteers would typically be protected. There are coverage limits of \$25,000, with higher limits available.¹
- **Accidental Death and Dismemberment** — Employees and volunteers are covered with up to \$100,000 of accidental death and dismemberment coverage.
- **Foreign Auto Liability Coverage** — \$1 million of auto liability is provided for rented, hired, or borrowed vehicles outside of the United States, where domestic coverages do not apply. Because American organizations are perceived to have especially deep pockets, the exposure to lawsuits resulting from auto accidents is very real.
- **Kidnap, Ransom, and Extortion Coverage** — Kidnappings have become an increasing concern for

Americans traveling abroad. As a standard part of most policies, coverage up to \$100,000 (there are options from \$250,000 to \$5 Million available²) would be included to help protect your travelers in the event of a kidnapping. This coverage also provides access to prevention and response efforts coordinated by a leading kidnap and extortion consultant.

- **Foreign Travel Property Coverage** — Protects your church's personal property.
- **Employers Responsibility / Workers Compensation** — If staff members are traveling in a "work-related capacity" it could cause their health care coverage to exclude benefits, since work-related injuries are normally excluded. Addressing these realities, this coverage would assure seamless protection for workers traveling in foreign lands. Coverage limits typically include \$1 million bodily injury for accident or endemic illness and medical evacuation/repatriation at \$500,000.
- **Executive Assistance® Service** — Provides personal assistance services 24 hours a day, seven days a week, to help travelers with medical, legal, and personal emergencies. This can also include getting people back to a country that can provide care in an emergency situation, including air flight as warranted.

Note1: Coverage limits could vary by plan

Note2: \$2,500 minimum premium applies

Let us help you reduce your risks.

It's an honor and privilege to carry out the commandment to "Go." But you must also protect against the many financial and personal risks with those operations outside our nation's borders. Let's make sure your insurance extends there as well.

Scenarios like these happen every day. Is your organization prepared to handle the potential consequences? Contact your insurance advisor about an International Package Policy and transfer these concerns, so that you may continue to minister to others.

| Situation | Solution |
|--|---|
| <p>A doctor treating AIDS orphans in Eastern Europe causes a serious car accident while driving a rental car. The driver of the other car is permanently paralyzed. Her family sues the U.S.-based non-profit that sponsored the doctor's trip.</p> | <p>The International Travel Policy responds to the lawsuit, assuming the vehicle was used on behalf of the non-profit organization.</p> |
| <p>An American aid worker is arrested in Central America, accused of drug trafficking.</p> | <p>The Executive Assistance Services package of emergency medical, personal, travel and security assistance services is available around the clock. It provides access to English-speaking representatives who understand the region's cultures and customs. Prior to traveling, employees and volunteers can learn how to avoid potential risks associated with their destination.</p> |
| <p>An American organization flies trained emergency medical workers and supplies to China hours after a major earthquake occurs. One of the workers is seriously injured during a rescue attempt and must be airlifted to Hong Kong for medical treatment. Total repatriation costs exceed \$70,000.</p> | <p>The International Travel policy pays repatriation costs.</p> |
| <p>Volunteers on a short-term mission trip are working on the construction of a church building in a small Mexican town. During the course of construction, rafters collapse outward into a group of local bystanders. Three adult townspeople are seriously injured, and a child is killed. A lawsuit is filed against the sponsoring organization in the Mexican province where the accident occurred.</p> | <p>The International Travel Policy would cover this under the General Liability limit (up to the coverage limit).</p> |
| <p>A church sends several members to assist with relief efforts following a devastating flood and mudslides in Central America. One of the members contracts typhoid fever and is hospitalized for ten days in Nicaragua. The volunteer's health insurer denies coverage for the \$4,500 hospital bill because it was not incurred within the United States.</p> | <p>The International Travel Policy would cover this expense under the Volunteer Participant Medical Coverage.</p> |



Gary Benson

Gary Benson is a 25-year insurance professional. He owns and operates the Insurance One Agency in The Woodlands, Texas. You can reach Gary at garyb@insuranceoneagency.com.



morepower^{to}you

by Michael Bernstein

Will the *real* Retail Electric Provider “please stand up!”

“My dad has always been with Reliant Energy, and so will I!”

“My whole family is with TXU and I know it works!”

We hear this at TES Energy Services all the time. “How can I trust some new company that I never heard of to keep my food cold and my house cool in the summer?” “I don’t know these people...I have heard that you think you’ll be paying one rate, but your bill ends up being a lot higher.” “My neighbor has a company that he wants me to join, but I think he’s just making some money if I do.”

First of all, the Public Utility Commission (PUC) has all the information, and monitors the rules and complaints over the deregulated electricity market in Texas.

In their words, reliability will not be affected by switching providers:

— *“Switching providers will not interrupt your electric service. All that changes is the company that sells you power, not the company that maintains the poles and wires that deliver electricity to your home or business. The reliability of your service will not be affected by your choice of provider, and, if a power outage occurs for any reason, your service will still be restored just as before regardless of which company you’re with.”*—

The PUC also goes on to give you questions to ask yourself so that you can make an informed decision. These questions are provided for you at the conclusion of this article.

Secondly, making sure that the provider you end up with... and the rate and terms of the contract are better than you have been used to... is our business, as it would be for any consulting company. The consultant will act as your agent to offer assistance with any issue that might arise with a new provider. And with a professional at your side, you can take the advice and not be concerned about changing providers. There are many truly reliable choices out there with real benefits if you want to consider making a change.

Consider contacting TES Energy to find out what's new in the energy markets before making any decisions. The service we offer the churches of the CO+OP and their members is to listen and to talk over any concerns, whether it's for commercial or residential needs. In short, we can be your professional guide to ensure the lowest electricity rate for your church or home.

Questions to Ask Yourself

To decide if switching is right for you, answer the following questions:

1. Am I satisfied with my current Retail Electric Provider?

If you are satisfied with the customer service and rates provided by your current provider, then switching may not have much of an advantage for you right now.

2. Do I have a contract with my current Retail Electric Provider that includes a cancellation fee?

If you have a contract with your current provider, you should call your provider to ask about cancellation fees. Depending on the amount of any cancellation fee, you may want to wait until your current contract has expired (your expiration date is printed on your bill) before switching. In some cases, however, the savings you may be able to obtain by switching may be greater than your cancellation fee.

3. I am on an average monthly payment plan. Will it continue if I switch to a different Retail Electric Provider?

Your current balance will not transfer to your new provider when you switch. If you owe your current provider money due to an average payment plan,

you will have to pay the unpaid balance as part of your final bill when you switch. However, all Retail Electric Providers are required by the PUC to offer a level or average payment plan to customers who are not currently delinquent in payment. If it is during the summer months, you most likely owe money on your average payment plan. Make sure you obtain your current balance prior to switching, so that you know what to expect.

4. Will I have to pay a deposit?

Depending on your history of paying your utility bills on time, a new company may charge a deposit that could be more than what you might save by switching, although you will get that deposit back from your provider in the future, with interest calculated at a PUC approved rate. Deposits can be waived or paid in installments in some circumstances.

5. What if I miss a payment?

Any Retail Electric Provider may disconnect your service for non-payment after providing you with notice. In some cases, your REP is required to offer you a deferred payment plan. If you have problems paying your electric bill on time and your current REP has been willing to work out a payment plan with you, be aware that a new company may not be as flexible when you miss payments.

6. Is there a cost to switch providers?

No, there are no costs to switch Retail Electric Providers. However, if you want to switch to your new REP before your next scheduled meter reading, you may be charged a fee for a special meter read to enable the switch. You may also need to post a deposit with your new REP or pay a cancellation fee or any remaining balance on a payment plan to your old company.

7. How do I know if the Retail Electric Provider is financially stable?

While the PUC cannot guarantee that a provider will not go out of business, the qualifications have recently been strengthened for companies interested in offering service in Texas' retail electric market.

In general, the provider certification rules require:

- A minimum capital investment of \$1 million, and surety in the form of a \$500,000 letter of credit payable to the Public Utility Commission. The provider is restricted from returning the investment to shareholders in the first two years of operations, and must maintain the letter of credit for as long as it holds the provider certificate.
- More detailed and frequent financial reports to the Public Utility Commission.
- An executive team with stronger technical/management experience.
- The protection of customer deposits and residential advance payments through escrow or segregated accounts, or an additional letter of credit that covers 100% of the customer deposits and residential advance payments.

8. Will I pay a monthly charge if I use more/less electricity in a billing period?

It is important to know if the provider or plan that you are considering charges an additional fee if you use less than a certain kWh amount during a billing period. Typical usage cut-offs that might incur a fee are less than 1,000 kWh or less than 500 kWh. Different providers list this fee by different names. Some common terms used are "base charge," "customer monthly charge," or "customer service charge." To determine if there is a usage fee affiliated with a plan and what the minimum kWh usage is, read the plan's Electricity Facts Label or contact the provider directly. +

Michael Bernstein

TES Energy Services, LP
Phone: 972-447-0447 x105



Michael is the CO+OP account manager for TES Energy Services, LP. He possesses detailed knowledge of the energy industry along with expertise in sales and marketing, training/development, customer relations operations and non-profit management. Michael has built strategic offerings for commercial and residential clients, demonstrating opportunities to save money in electricity. You can reach him at mbernstein@tesenergyservices.com.

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- personnel, finance, risk reduction & insurance
- janitorial and sanitation supplies and tools
- roofing and construction
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- custom office stamps
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- janitorial service
- maintenance, repair parts and tools
- disaster recovery and carpet cleaning
- advertising and promotional items
- church consulting

Vendors with a national presence include:

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