



FINANCE AND OPERATIONS

REPORT

APRIL 2024

IMAGINE

PREPARED FOR THE 2024 FREE METHODIST CHURCH IN CANADA
GENERAL CONFERENCE | APRIL 25-28 - TORONTO, ON

OPERATIONS

Report to General Conference 2024

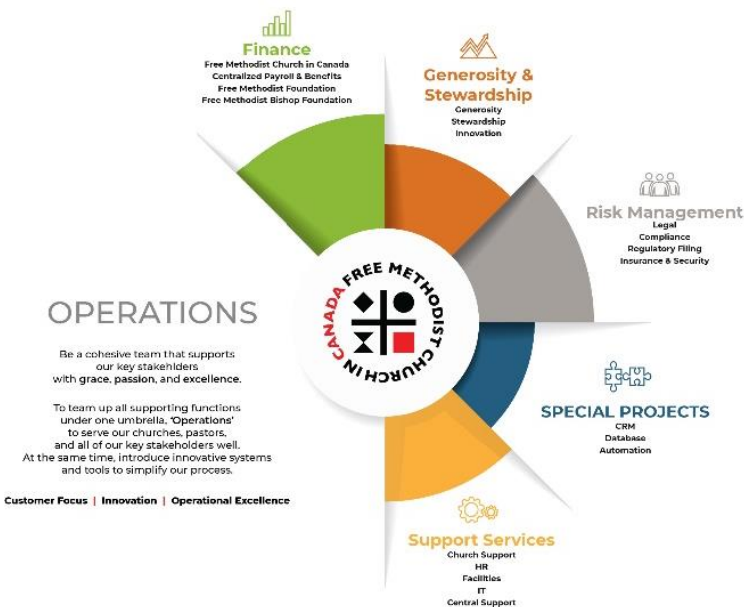
EXECUTIVE SUMMARY

After a three-month period of observing and assessing current structures, systems teams and processes, we developed a plan for the future starting with a department ministry name change to “Operations”. This new name more accurately describes the department’s existence and ministry, scope of work and is inclusive of the entire team.

The next step was to team up all supporting functions under the umbrella “Operations”. This restructuring positions us to better serve our local churches, pastors, and FMCIC staff across our country and beyond. This structure will help us to achieve operational excellence by creating efficiencies and effectiveness. Our purpose is to be a cohesive team that supports our churches, pastors and ministries. Our team aims to be ‘service focused’, with an operational excellence mindset to tackle future challenges to move our mission forward.



This new structure is comprised of:



- **GENEROSITY & STEWARDSHIP**
Generosity, Stewardship, and Innovation
- **SUPPORT SERVICES**
Church Support, HR, Facilities, IT, and Central Support
- **FINANCE**
FMCIC Finance; Centralized Payroll & Benefits, Free Methodist Foundation, and Free Methodist Bishop Foundation
- **RISK MANAGEMENT**
Legal, Compliance, Regulatory Reporting, and Insurance & Security
- **SPECIAL PROJECTS**
CRM, Database, Automation

Submitted by:
Deva Ratnam – Senior Director,
Finance & Operations

OPERATIONS

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THE ROAD MAP TO OPERATIONAL EXCELLENCE

In order to lay the groundwork for our digital upgrade plan, we first worked on the internet speed and stability. This lays the foundation for a more stable and faster VPN access, upgrading systems, consolidating databases and implementing a Contact Management System which allows us to better connect, know and serve our local churches.

Some of the highlights from this first year of restructuring include:

- support@fmcic.ca – the one email contact for our local churches, pastors and staff in questions, operational support, resources and help.
- E-transfer introduced for churches to simplify CORE Giving
- Initiated IT infrastructure upgrade in order to automate processes and improve connectedness.
- Department & Ministry Budget mapping of GL Accounts in order to connect donations to ministry more accurately, demonstrate transparency and move toward new accounting system.
- Project Management Systems in place to help manage special projects such as General Conference, Regional Gatherings, Ministers Conferences, Training and more
- Preliminary work to consolidate databases, upgrade ‘legacy’ accounting system and create a Contact Management System that will allow us to better know and connect with churches, staff and pastors.

SUMMARY

Healthy things grow and growing things change. Changes are necessary in our current ecosystem. The changes are creating some discomfort at the National Ministry Centre as we are trying to catch up to the current standards. Our belief is that this will better equip our staff with the tools and systems needed in order to perform their job in an effective and efficient manner, so that, we can better serve our local churches and pastors. This has been our ultimate goal.

A report provided by our Generosity Team (2022) also highlighted the need for FMCIC to connect more with our local churches – visit in person as much as possible, share their stories. This ‘**connectedness**’ lets local churches feel ‘known’, ‘heard’ and supported. This connectedness is critical to our local churches’ generosity to the FMCIC through CORE and Giving Streams. Our vision is to have a Contact Management System in place that allows us to know and connect with local churches by 2025.

Just imagine, a local church or a pastor calls the FMCIC and we can instantly pull up their information to have a conversation that is relevant to the particular church or the pastor. We can respond by ‘knowing’ them better and supporting them.

Our goal is that every time someone connects with the National Ministry Centre, they feel known, heard and supported. We are here to help!

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2023 Annual Impact

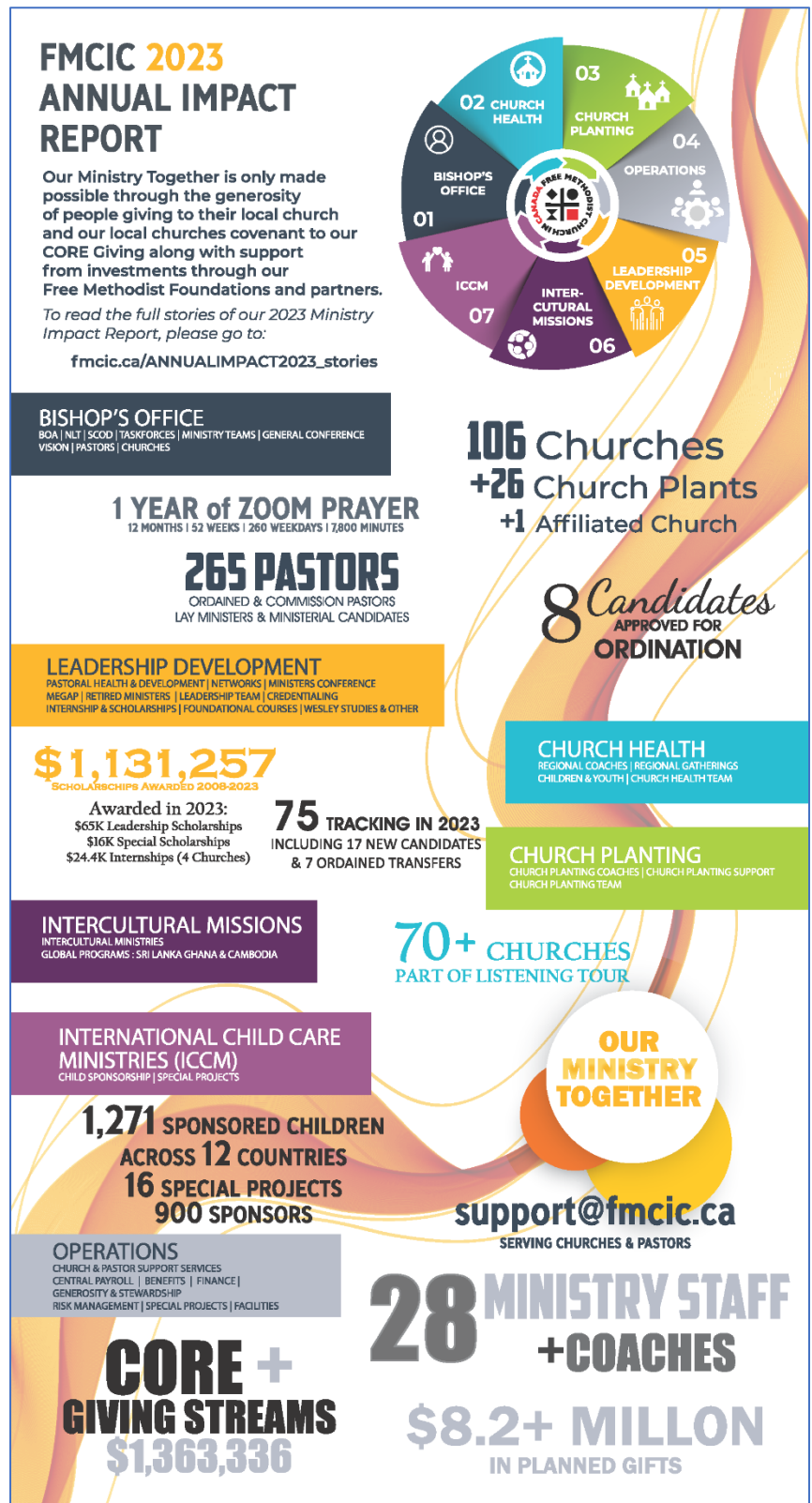
As we work – and give – together, we are expectantly preparing for what God has planned for the FMCIC.

We are also amazed at what we have been able to accomplish together in 2023:

- We have 8 new candidates approved for Ordination and currently 75 individuals tracking for ministry!
- We have given \$1,131,257 in scholarships to FMC pastors between 2008-2023.
- We have an entire year of praying together via Zoom
- We have mission projects in both Ghana and Sri Lanka plus 16 projects through our International Child Care Ministries (ICCM).
- We have over 8.2 million in planned gifts with over 50% going to local churches and FMC Ministries.

And so much more.

Thank you for giving together and ministering together.



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