

## Presidents Report

Almost 8 months have passed since last year's convention. Very soon, we will be gathering in Orlando, FL for our annual event with members from all around the country and world.

Since our last board planning meeting in May, Staff and committee chairs have been making progress. At our upcoming meeting on September 12<sup>th</sup>, 2011, our plan will be to re-visit our long term plan and goals and re-prioritize the direction and immediate goals we want to accomplish. Once we have those goals updated, we will move on to the budget process to allocate funds appropriately and diligently. Any questions regarding the budget or financial outlook may be submitted to the Dashboard or board list, so that Mark Maynard (Treasurer) can get you an answer. Remember, the only stupid question is the one that is not asked.

I am pleased to say that John Pilger (CSIA President) and I have had close communications in regard to our two organizations working together in the future. All directors should have already reviewed the proposed lease agreement that will help secure our long term relationship.

I have noted a few details of work that have been happening since our last meeting:

- The TAC phone call system is in place and staff has been tracking the number of calls and time spent on each call. I look forward to Dennis Dobbs' report on these statistics, as it will help tell us if any changes need to be addressed.
- Initial budget planning has included discussions of our current data system and upgrades needed to keep up with today's technologies. The Finance committee directed staff to seek out additional options to make sure we were being fiscally responsible. Once we have our new or upgraded system in place we can move forward to a new type web site & upgrades as well. When all this is finished, our end result will be one of more efficiency, as well as more options for member benefits.
- The "return of dues" letter went out to all members that are available to receive funds from this program. Thus far, many have waived their option and returned their allocation of funds back to NCSG.
- Changes were made to the NCSG Discussion List Rules.
- Staff is seeking out more information for a nationwide survey that will help us find out what changes may be needed with our long terms goals.
- NCSG hosted the annual ESCHFOE meeting with 11 European Countries represented.

- The “Call Center” results this time round were basically a flop. Luckily, it did not cost us much at all financially – but it did waste the time we could have had to work on other membership recruitment avenues.
- Diane Pilger, Vice President and Site Selection Chairman, has been working diligently on finalizing our 2014 convention contract. This will get us to our original goal of being 3 years out with advanced planning. Thank you Diane for your time and work on this important committee.
- Staff Convention Planning Committee is in progress and continually working towards planning a successful event in Orlando, FL.

I would like to thank Fred Joy and Randy Brooks for their involvement with representation of NCSG in Region 6, during this time of open seat in that region.

Lastly, I would like to thank our Executive Director Mark McSweeney and Staff for all the work and planning that made the ESCHFOE event a success. I was humbled to be able to represent NCSG as President during this event. However, staff was ultimately responsible for the outcome and success of this event, and recognition should be given to them – and rightly so.

I look forward to our upcoming meeting with all Directors and Staff.

Sincerely,

Jay Walker  
NCSG President