

**National NOW Board Meeting  
September 28-30, 2018  
Hamilton Hotel, Washington, DC**

**Chief of Staff Board Report  
By Lisa Seigel**

**Staffing**

Since the July, 2018, Board meeting, we have hired a new Membership and Development Specialist, Priscilla Aidoo. Priscilla brings membership experience from the American Nurses Association. Since starting at the end of July, Priscilla has been trained to use the NOW Membership database (WinFunds) to enter and process any information related to memberships or donations. With just under 100,000 members, this is no easy task, but Priscilla has taken it on with relative ease, and uses our documentation procedures to ensure that data is entered accurately. Priscilla's position requires a high level of customer service, both on the phone and by email. She has been working with members to resolve any questions or concerns that they have.

We are currently hiring for a part-time Accounting and Contracts Manager who can help take care of end-of-month and audit-related accounting tasks, manage wills and bequests, and assist with various compliance tasks (ensuring that charitable registrations are completed on time, updating insurance policies, pension requirements, hiring paperwork, leave documents, etc.).

Working at NOW means working to change the course of history. Lifting ourselves out of oppression can be stressful, anxiety-ridden and even depressing. We have our sisters (and brothers) in the work, but we are also human and face our own personal and professional challenges. At the National Action Center, we are working to create a culture where all staff members feel valued, where everyone knows that we can learn and grow when we make mistakes, where we support one another, and where we have opportunities for professional growth. In this environment, we hope that staff members feel both productive and balanced.

**Structures to Support NOW's Work**

A well-functioning office requires clear structures and processes. NOW operates in a fast-moving environment, reacting to constantly changing news and information. I engage with every staff person to understand how the entire office operates and what needs must be prioritized. Currently, I am working with Julianna and others to ensure that tools and processes are used efficiently and productively:

- **G-Suite Tools** (Google Cloud Computing): we are upgrading to Team Drive to benefit from the functionality of shared team folders. We have also been ensuring employee use of Google calendars to reflect accurate meeting schedules, use of PTO, etc.
- **Salsa** (email blast and web-based donation processing software): we are in the process of reviewing our lists, to ensure that the right supporters are targeted in each communication.
- **Communications Flowchart**: since many different types of email communications are produced at the National Action Center (both emergency communications and planned communications), we are developing a more efficient workflow pattern that will result in the right people having input on each type of communication, as well as a revision and editing process that happens quickly, and moves through on time.
- **Contract Review**: this fall, we plan to review and reevaluate all of the contracts we have entered into with vendors.
- **Communication with the National Board**: our board members have a huge wealth of knowledge and expertise that can help lift up NOW's work. My goal is to provide the board with the information needed to achieve its work. Please feel free to reach out to me at any time. I can be reached at [lisa@now.org](mailto:lisa@now.org), (202) 628-8669, ext 116, or (212) 585-1418 (cell).