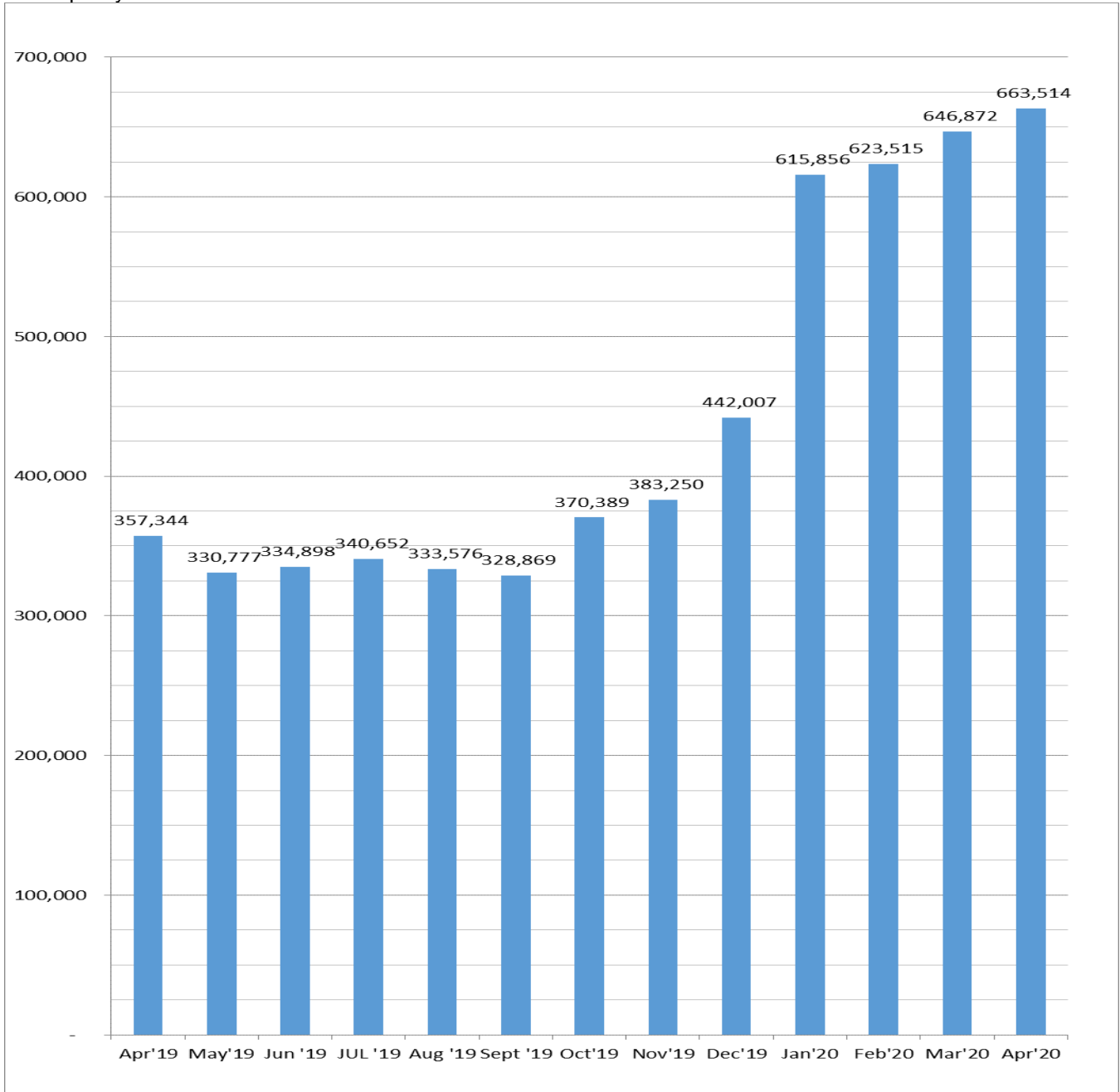


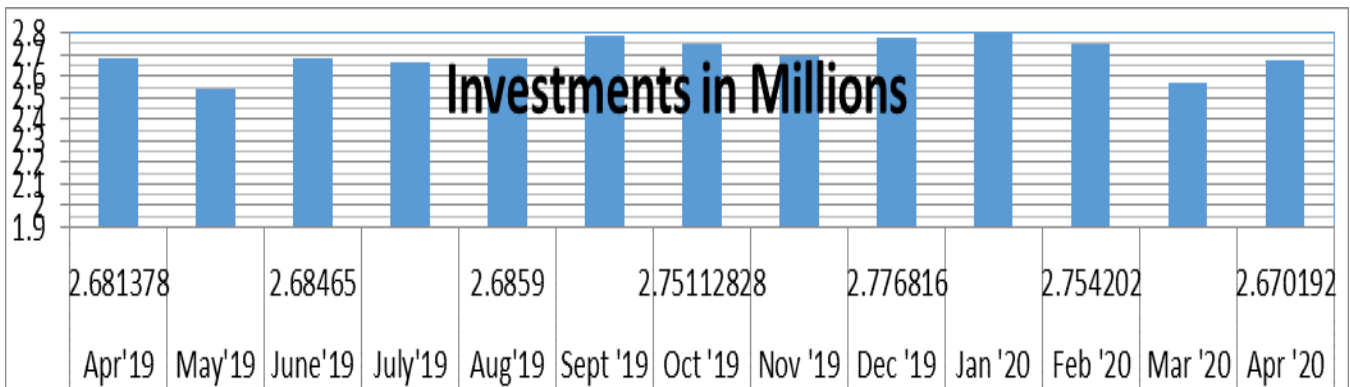
Controller's Report for April'20 Period 1 FY 20-21

Net Liquidity Reserve Chart



Investment Balances

(Consists of Short Term and Long Term Investments; excludes Charitable Gift Annuities)



Controller's Report for April'20 Period 1 FY 20-21

Financial Summary

	Apr '20 Actual	Apr '20 Budget	Apr '20 Variance	YTD Actual	YTD Budget	YTD Variance	YTD FY 19- 20 Actual
<b><u>Operations</u></b>							
Operating Revenue	76,962	109,029	(32,067)	76,962	109,029	(32,067)	108,602
Operating Expenses	74,783	117,207	(42,424)	74,783	117,207	(42,424)	270,079
<b>Net Surplus Before Non-Operating Expenses</b>	<b>2,179</b>	<b>(8,178)</b>	<b>10,357</b>	<b>2,179</b>	<b>(8,178)</b>	<b>10,357</b>	<b>(161,477)</b>
<b><u>Non-Operational</u></b>							
Investments (net unrealized gains)	196,224	-	196,224	196,224	-	196,224	-
Less: Depreciation	21,890	-	21,890	21,890	-	21,890	-
<b>Net Surplus After Non-Operating Expenses</b>	<b>176,513</b>	<b>(8,178)</b>	<b>184,691</b>	<b>176,513</b>	<b>(8,178)</b>	<b>184,691</b>	<b>(161,477)</b>

- For the month of April, we had a surplus from operations of \$2,179 and a non-operational surplus due to net unrealized gains on investments of \$196,000 and depreciation of \$21,000.
- Member Services Surplus was less than prior year by (\$16,500) due to membership continuing to decline. A portion of this decline is due to the COVID-19 cancelling of various Regionals and the National Convention. Our membership total for April is 10,845; down from March of 11,018.
- Development showed a surplus of \$16,603 due to members donating for the annual appeal (which includes monies for the roof replacement project).
- The Net Liquidity increased to \$663,514 for the month due to the monies received from the annual appeal.
- Total donations for the month totaled \$29,479. Endowment donations of \$2,705 were received during the month. Also eight chapters donated \$2,575 during the month. We received \$1,750 in donations for the roof replacement, \$2,395 in additional restricted donations, \$620 in donations from the message board users and the remaining were general donations of \$19,434.
- Investments (without charitable annuities of \$225,911) totaled \$2,704,024 (at market value) and recovered from the March investment market losses influenced primarily from the coronavirus pandemic. Our investment dividends totaled \$2,179 for the month.

We continue to have the museum and library closed to the public due to the roof replacement which began July 13<sup>th</sup>. The roof replacement is estimated to cost \$320,000 and we continue to accept donations to help cover the cost of this project. This work will continue until early September. Thank you to the generous donors who are helping to contribute to this cause. James Campbell is the point of contact and is keeping an eye on the work and reporting to the Oversight and Advancement Committee.

Audit work began at the end of June and is still in progress; as it is a remote audit, meaning all documents have been scanned and uploaded to RKL, LLP; our independent accountants. This phase should wrap up early next week. The audit report is expected by August month end. The 5500 tax form is in review at RKL, LLP for our 401K plan. That should be ready for my review next week.

The staff is back operating at headquarters. We continued to operate and serve the members throughout the COVID-19 pandemic remotely from our homes for three months and there was not an interruption in service. The library staff have been busy due to the abundance of research questions coming to them and answering those questions from members and non-members; as well as lending out books to members during the COVID-19 shut down. The museum staff continue work on recording the Goolsby collection and Talking Clock collection we received in June.

## Member Services Report – April 2020

Stacey Strayer, Member Services Manager

<b>Individual Memberships</b>	<b>Apr 30</b>	<b>Mar 31</b>	<b>Feb 29</b>	<b>Jan 31</b>
*Regular/Student/Youth	9,621	9,779	9,808	9,894
Associate	624	634	633	637
Life	213	215	214	214
<b>Total Individual</b>	<b>10,458</b>	<b>10,628</b>	<b>10,655</b>	<b>10,745</b>

<b>Contributing Memberships</b>				
Brass	99	100	100	100
Silver	44	46	46	49
Gold	16	14	14	14
Platinum	14	15	14	13
Ruby	1	1	1	1
Diamond	1	1	1	0
<b>Total Contributing</b>	<b>175</b>	<b>177</b>	<b>176</b>	<b>177</b>

<b>Business Memberships</b>				
Regular	202	203	208	208
Silver	7	7	7	7
Gold	2	2	2	2
Platinum	0	1	1	1
Ruby	1	0	1	1
<b>Total Business</b>	<b>212</b>	<b>213</b>	<b>219</b>	<b>219</b>

<b>Total Membership</b>	<b>10,845</b>	<b>11,018</b>	<b>11,050</b>	<b>11,141</b>
Gain/Loss	-173	-32	-91	-51

\*Regular with Online Only Publications and Student/Youth – 1,558 (14%)

\*International (included in figures above) –608

Institutional Subscription Bulletin subscribers – 15

<b>Apr 20</b>	<i>Membership Categories</i>				<i>Application Source</i>					
	Regular Business Contributing	Assoc Student Youth	First-Time	Intro	TOTAL	Mail	Phone	Web	Event	Telemarketing
New	7	1	11	25	44	4	3	37	0	0
Rei	25	0	0	0	25	10	7	6	0	2

<b>Suspended Members</b>	<b>Total</b>	<b>Paid-to-Date</b>	<b>Net</b>
May 1 (Apr 30 expiration)	199		
Apr 1 (Mar 31 expiration)	287	36	251

<b>Dropped Due to Non-Payment</b>	
Mar 1 (Feb 29 expiration)	186

<b>Dropped Due to:</b>	
Deaths	6
Resignations	3

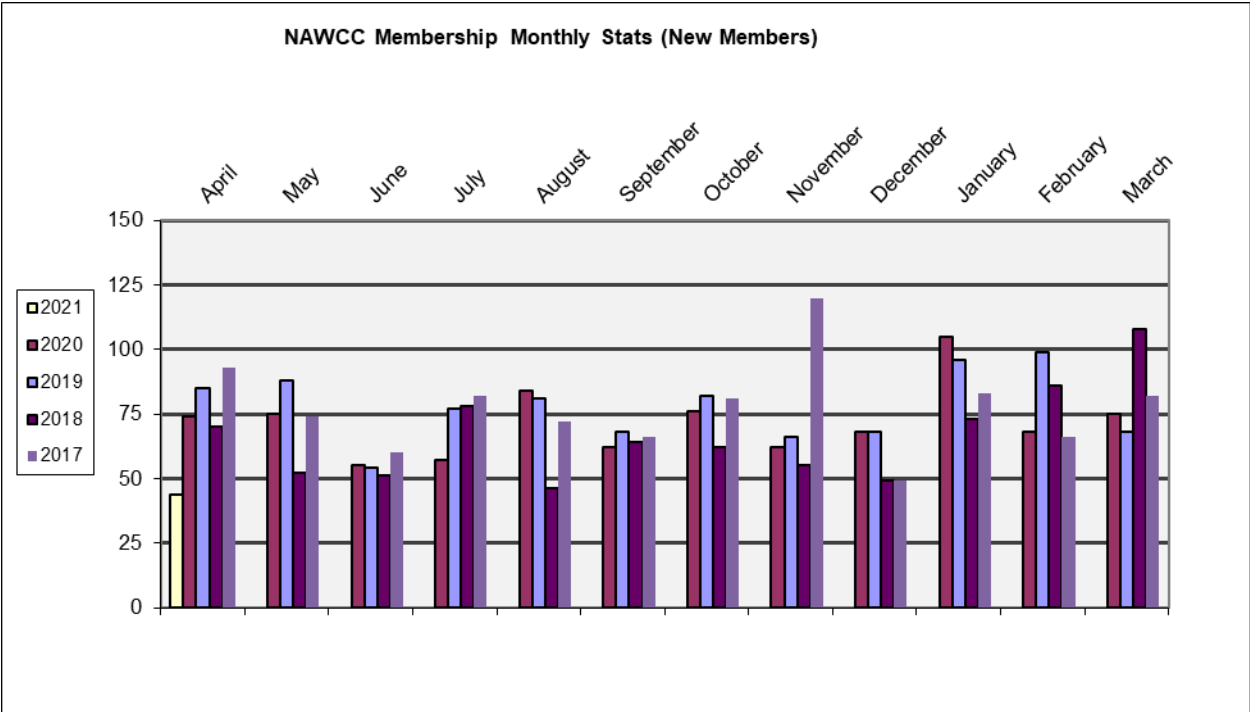
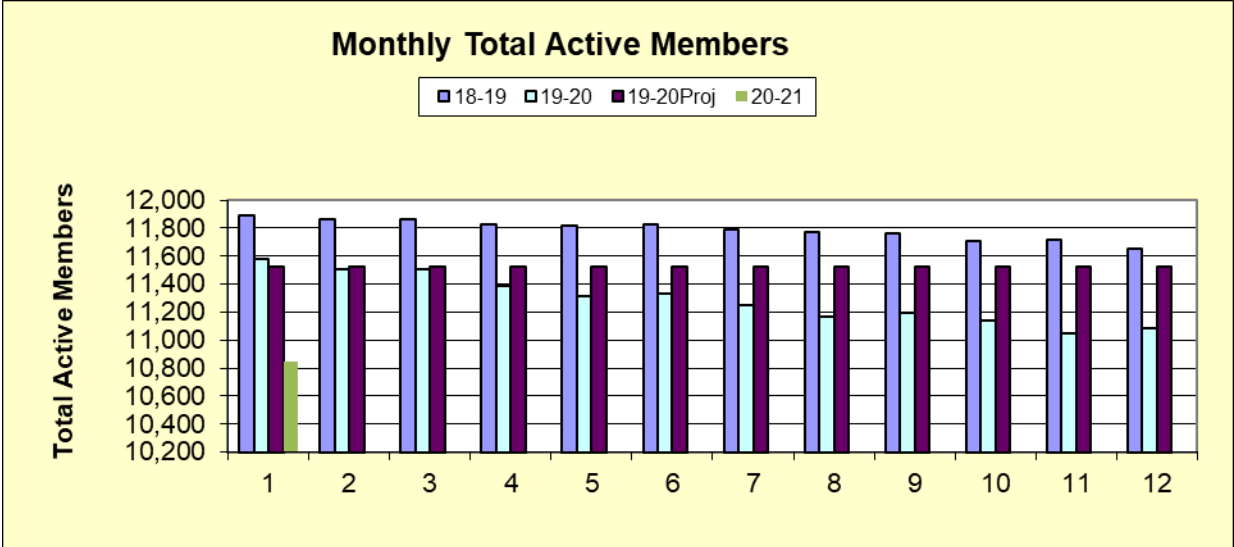
### FY / YTD Totals – 4/1 to 3/31

	<b>New Members</b>	<b>Retention/Loss</b>	<b>Member Net</b>	<b>Total Membership</b>
2020 / 2021	786	-1,392	-606	10,845
2019 / 2020	864	-1,149	-285	11,576
2018 / 2019	686	-1,597	-911	11,893
2017 / 2018	846	-1,814	-968	12,757

### Phone Logs

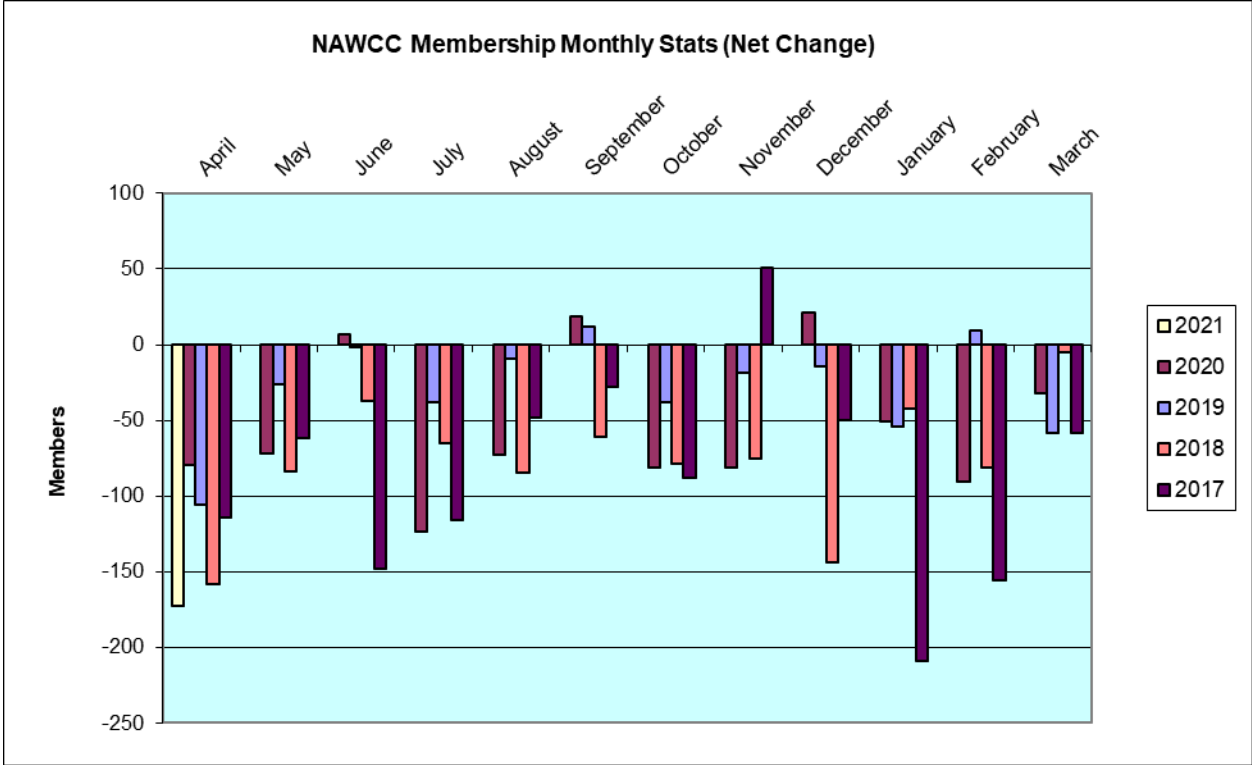
Helped member	109
Helped non-member	43
Redirected	25
Renewal	39
New/Rei member	15

# MEMBER SERVICES REPORT – April 2020



Stacey Strayer, Manager  
 NAWCC Member Services

# MEMBER SERVICES REPORT – April 2020



Stacey Strayer, Manager  
 NAWCC Member Services