

OPERATIONS REPORT — MAY 2023

STAFF UPDATE

MAY 23

Chelsea has been filing and training and this week has gotten her hands on the new software. Her approach to learning is systematic. At this point, starting May 1st, Chelsea will duplicate everything that Sue is doing on the ACS side of things, and we will see how the two compare at the end of the month. We are both in communication with Sue and, occasionally, our resident expert (Gail) to make sure that as we set this new software up, it is as clean as we can make it.

RING CENTRAL & OTHER COMMUNICATIONS

Ring Central is the Voice Over Internet Protocol (VOIP) phone system we moved to when Covid hit. It allows the office phone to ride in my pocket via an app, so I can answer when I have to be out of the office. With Trisha's job at In School Suspension in Asheville ending, she will also have this ability. Eloise is double-checking my work, and tweaking some messages to make sure the caller experience, when they reach out to UUTC, is friendly and professional. One of the benefits of this app-based service is that it is possible to transfer a call to Kevin, for instance, if he is on campus but over at the Chalice House. We are trying out a Pastoral Care voicemail-only line within the system, to see if that can replace the additional piece of software (VoiceShot, \$120) that we have been using up until now.

There will be a June WayFinding, because Installation! A ton of June programming! A Bridging Ceremony! ... all the things. Too much for just the UUpdate.

PLEDGE FULFILLMENT & OTHER BUDGET OBSERVATIONS

As of this writing, \$15,048 is still due on pledges for this fiscal year. Of that, I am guessing that up to \$7K is still "in jeopardy," and may not be completed. Many of these are small amounts from pledgers who haven't made large commitments, but they add up. Statements will go out on June 1st to refresh the memories of all. A few more phone calls can be made to givers for clarity of their position, but Rev. Bob successfully wrangled some of the previously forgetful.

We have received \$55,210 of next year's pledge commitments. A total of \$43,000 is in the savings account, with another \$40K still in the operating fund. I will need to move \$15K over to savings soon to preserve next year's pledge gifts. Our expenses for the month of April were slightly above \$28K, so lower than some other months. We will have some additional labor costs in June due to Chalice Camp. Revenues for May will be higher than April's \$24K due to the auction. It will be a squeaky finish to the year. Please encourage attendance at the concerts. Thirty percent of the take (after costs) for both Venuti & MacDonald will go to UUTC.

GROWING UUTC

An essential part of UUTC's history has been evening programming that is not necessarily spiritual in nature that allows current members to invite outside friends without the feel of attempted "conversion." Wonderful Wednesdays were a very big part of that process.

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I spoke with Ann Rabb and Vicki Held today about the creation of an actual Team to rebuild this functionality for UUTC. They have already been in conversation with some old and new members to rebuild the capacity for UUTC to hold these events, even when a significant player is unavailable. I will be setting that Team up in Realm. They will not only plan the meals, but will look for intellectually-stimulating programming for a monthly event that allows for conversation and connection. This will become a once-a-month predictable addition to our calendar.

My concerns over a lack of volunteer base to steer Membership, which leads to the economic support of this institution led me to the “easy path” of rebuilding support for Wonderful Wednesdays. Our website and our livestream are getting folks through the door — all you have to do is look at the visitor name tags. But we are failing to draw folks further, and I think this is because Sunday coffee is insufficient for folks to really make connections. So thank you to Ann Rabb and Vicki Held for being receptive to this work.

In Covenant, RK