SILC Operations Manager report - July 5, 2016

Over the last quarter the office has been very warm! The a/c has been out the majority of the month. We purchased fans, keep the lights turned off and keep the blinds closed but still average an office temperature of 85 or higher. In spite of this lack of comfort we continue to take care of the regular business, hosting or participating committee teleconference meetings: Policy, Membership, Executive and Finance. The major accomplishment was getting the SPIL completed and input into the mis system. This was accomplished on the 29th of June.

XXX Information and referrals have been handled by phone, email and in person. When any request comes from a resident in a county served by one of the CILs I always refer the consumer to that center. I tell them that the staff will assist them in finding the information if not able to fulfill the request. I email the director to let them know to expect this contact. The website has had 4,562 hits during the months of April, May and June with an average of 50 views a day. The most used search engines to find us are Google, Yahoo and Bing. The most visited pages of our site are Veterans Resources, Centers and Council.

A resource table was hosted by Keith and Rene at the Youth Leadership Forum. The items from the Youth Leadership Forum were delivered to our office the following week. The items were not inventoried, so this is has to be completed. The amount of items will necessitate a reconfigure of the office and purchase of new storage bins to store properly. I will have to hire some help to accomplish this project.

I look forward to attending my first NCIL conference in a few weeks. Please contact me with any questions etc.

*Respectfully submitted Debbie Hippler*