

## **Town Hall Zoom Meeting 07.13.2022**

**Attendance:** Gerlach, Adels, Baden, Blosser, Cassette, Cox, Dorsey, Ellis, Fleming, Flickinger, Foster, George, Greene, Grossman, Henning, Jodlowski, Lawson, Losey, Marston, Owen, Reeder, Rowe, Saum, Smith, Malmanis, Thompson, Toth, Warren. Not in attendance: Bozzo (at college visit with son), Snyder (working)

### **Financial Deployment:**

-The purpose of the deployment was to complete the sub ledger report needed to reconcile member account balances to total to the general ledger (Quick Books).

-Member account balances in aggregate were synced monthly with the ROSS system. They have not been synced in the general ledger since the conversation to NG. Although NG is not syncing with Quick Books, account reconciliations are being done manually. The first attempt at a report was in January 2022 with many iterations since but the report is not complete at the time.

-Many member account balances have been reviewed for accuracy. Anytime a member questions their balance a review is done.

-ADGA's cash position is still strong and we are projecting a profit at the end of the year.

### **Office update**

Registrations/Paperwork: Transfers are completed through July 7<sup>th</sup>

Registrations (excluding AGS/BGS) are completed through March 11<sup>th</sup>. The latest fixes to the AGS/BGS were reported to be ready for testing on July 11<sup>th</sup>. Lance hopes to have staff test this week.

Lance reported that Natosha Player (long time ADGA Employee) sons house was destroyed in the fire. No one was hurt, but they lost everything.

Customer service/Staffing: During the national show the office was able to close approximately 3700 tickets. The new organizational chart was shared, reflecting the shifting in positions after Sherry Moore resigned. We still have an opening for a Data Base Manager. Jake Houston was promoted to Sherry Moore's job, then Cody Jones was promoted to Jakes job, leaving the data base manager job open. Lance is currently interviewing for this position.

### **Finance:**

ADGA continues to have a positive flow. The shutdown of NG at the beginning of July does not appear to have affected the cash flow.

There is still a problem that Quick Books will not sync with NG on the month to month reconciliation.

### **Performance programs update**

-4605 animals have been appraised so far in 2022

-4 trips for July still need to be completed. One appraiser has not filled any of their 20 day commitment yet and it is affecting availability for trips.

-August herds that have been scheduled are being contacted with appraisal dates.

-Priority regions posted on the ADGA website should all be able to be appraised this season and we are currently contacting those herds.

**Complaints:**

There is still one pending complaint. A hearing officer is being assigned to this complaint.

**Response to Director questions on election ballots:**

The ballots are to be mailed on July 15<sup>th</sup>. The ballots are at the printers and ready to go (The ballots were sent on July 15<sup>th</sup> as planned). If any members does not receive a ballot then they should email [hughes@adga.org](mailto:hughes@adga.org) .

**NG Update:**

-The first two financial deployments were a programming error. The final financial deployment has been successful. We continue to monitor and research accounts the need to be audited. An email address was created for members at [balancesupport@adga.org](mailto:balancesupport@adga.org). The financial upgrade was necessary to reconcile member accounts.

-There were changes put into place immediately with a Quality Assurance plan prior to deployments, Including accountability in reporting.

-The EC and IM committee are recommending a full code review of the architecture of NG. IM is now writing the RFP. Once it is completed the EC will present it to board in the form of a postal ballot for approval. We are no starting any large projects until the code review is completed.

- We continue to fix bugs in NG.

-The NG system backs up transactions every 15 minutes. A full backup is done every 24 hours and it is kept for a minimum of 14 days. The back up server is off site and it is a different cloud server.

**Director Survey**

A survey and letter were recently circulated among several directors (not all) regarding the current capabilities of some of the office staff and NG capabilities. Many of the issues contained in the letter were discussed at the meeting last Wednesday night, along with suggestions for improving efficiency in the office. All Directors, the EC and the ED understand that making the NG program workable is a top priority for all involved. All Directors are looking at every option at this time, not just the directors that received the survey.

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*Robin Saum*  
4675 Hamburg Road  
Lancaster, OH 43130  
[robinsaum@gmail.com](mailto:robinsaum@gmail.com)  
740-407-4905