

State of the Office: National Office Report

Over the last 3 years, the DOK National Office Staff has successfully implemented and maintained some new procedures for improved control and better accountability to enhance how we serve the members of the Order. We thank the National Council and others who were involved in helping us to make these necessary and beneficial changes.

Electronic Access and Capability

- Forms for online payments were made available on the DOK website in an effort to provide easy access and timelier processing of dues payments, donations and registrations.
- A wireless network access for the Archives computer was introduced. The staff has been advised by the National Secretary and Archives Chair, Grace Sears, on the recording system for the Archives. A local classification system has been developed to identify items in the Archives.
- Many forms and much information for the Daughters were placed on the DOK website in an effort to improve communication and for ease of access. Now we have information for both Junior and Senior Daughters. Members are able to access forms as well as locate chapters in dioceses and provinces and contact the Council and the Office directly. Much of this was spearheaded by National Junior Daughters Chair, Jennifer Mariano.
- We are now capable of electronic acknowledgements for donations to the Funds. An acknowledgement is sent upon receipt of a donation. A yearend tax letter is mailed in January to those persons donating \$250 or more to the Order in the previous year.

Physical Improvements

- At the Margaret J Franklin Center an inside entryway was created to connect the rest of the national office to the Fourth Unit which contains meeting rooms, storage and Archives. This unit previously was only accessible by an outside doorway. A security system for this unit was also installed.
- A new copier has been selected and purchased. This copier is networked through the office, allowing us to copy, scan and e-mail documentation as needed.

Procedures and Inventories

- A Procedures and Policies Manual for the National Office has been compiled and printed. This effort will be an ongoing process as the National Office staff creates better, more efficient ways to accomplish tasks.
- Under the guidance of National Council Treasurer, Kathryn Wohnoutka, the staff has developed stronger internal controls of finances, involving multiple staff members and providing complete, reliable and accurate records and accountability. Each check written in the National Office now goes through 3 staff members, under the watchful eyes of the Treasurer and the CPA, who receive monthly reports of expenditures and income.

- Monthly reports are now being created for the CPA and Treasurer as well as the Financial Chair and the Funds Chairs.
- New, more detailed reports have been created for the Provincial and Diocesan Treasurers to match up with dues checks that the National Office mails out in April and November.
- New procedures were implemented in our membership database, allowing faster input of dues and donations. (Before these procedures were implemented, temporary workers and a third more hours were required.)
- Under the guidance of National President Joan Dalrymple, a gift log of donations to the Margaret Franklin Center was created. A log of artifacts in the Archives was also created.
- Both silver and pewter cross pins, pin/pendants, and pendants are regularly inventoried and a monthly report supplied to the bookkeeper at the close of the month.
- Research is accomplished on a regular basis to keep our shipping fees comparable to what the shippers are charging the Order. The National Office Order Form reflects the most current shipping fees.
- The Order/shipping department was recently commended by a Diocesan President for upgrades to the shipping process.

Staff Development

- The Staff participated in online classes for our membership database, allowing us to utilize more of its programs. We have learned through these webinars how to better utilize the database we now have, to produce more and clearer reports and to more easily maintain complete records.

Communication and Literature

- Many of our forms, letters, and brochures were edited or reformatted. Several brochures are now more “tract-rack” friendly and international brochures were retyped to create electronic versions for cleaner printing.
- We worked with Jennifer Mariano, Junior Daughters’ chair, to update Junior materials and worked with Doris Bradley, literature chair, to update both the handbook (producing the 2006 edition) and other printed materials.
- Cross care instructions, cross cleaning instructions and cross loss prevention instructions have been put on the web site. Now, a packing slip goes into every order and the instructions for the safety guard use go in to all orders with silver crosses. We also added instructions online for returning a cross.
- Annual reports for new chapters and for the Book of Remembrance are more easily compiled now than in the past. Diocesan and Provincial lists continue to be updated with the additional knowledge of the database program.
- The Staff has continued to act as a liaison between the International Committee and the Council and any international interests in the Order. The National Office locates a sponsor and works with that sponsor in their underwriting of the costs of crosses for each new international chapter. A method for chartering international chapters and

keeping the National Council and International Committee informed has been developed in the membership office.

The Staff is committed to supporting the work of the Daughters and to maintaining the integrity of the Orders' records. We are blessed to be a part of this wonderful ministry.

Mary Fletcher, National Office Administrator
Sharon Stills, Membership Coordinator
Anna Seden, Order Fulfillment & Purchasing
Annie McLeod, Accounting Administrator
Lynn Kimbrell, Receptionist & Membership Assistant