

From: "Kevin LeCount" <klecount@seanc.org>
To: <cjx14@doc.state.nc.us>, "Kevin LeCount" <KLeCount@seanc.org>
CC: <jse03@doc.state.nc.us>, <ste03@doc.state.nc.us>, "Cole Smith" <csmith@s...>
Date: 2/29/2008 11:03 PM
Subject: Re: membership numbers

Johnnie,

I would be happy to have our comments posted on the district website. Our system is imperfect, so I'm open and willing to consider any suggestions for improvement, especially from the members.

Take care,

Kevin LeCount

>>> "Johnnie Carswell" <cjx14@doc.state.nc.us> 02/29/08 17:49 PM >>>

Kevin, a special thank you for your immediate response. As most of these concerns arose at our evening meeting on the 28th, I will forward your expert analysis to as many of our members as I can. Additionally, we have a new Web Site up but not totally running yet as Melissa is still in the construction phase, but with your permission, I would like to post all of our comments on the site in an effort to keep our 1900+ District 5 members informed.

Johnnie Carswell
 Western Youth Institution
 PO Drawer 1439, Morganton, NC 28655
 (828) 438-6037 - Office - Ex. 247
 (828) 438-6076 - Fax
 (828) 205-0281 - Cell

 "Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official."

>>> "Kevin LeCount" <KLeCount@seanc.org> 2/29/2008 1:09 PM >>>

Johnnie,

Thanks for your thoughtful email. Let me answer some of your questions.

If anyone who does have a copy of the membership list knows someone who is on the list who is separated from state government or has otherwise canceled, please have them let me know the name and situation. As far as names that appear on the membership list months after they should have been removed, we need to know about these people so we can fix the situation.

I can tell you emphatically, there is no effort to intentionally inflate the membership totals. There is, however, very careful caution to NOT delete a member who we have spent time, money and effort recruiting IF we can somehow salvage that member or fix a problem with the member's record. Sometimes this does take a few months for us to figure out, unfortunately, due to the delay and time lag in monthly reporting back and forth with payroll units. There are a myriad of complex situations that arise that you might not be aware of. Let me give you some examples. Sometimes a member unintentionally provides us an incorrect social security number. Therefore we do not collect any money in dues for that member, sometimes for a few months before we fix the problem. If we deleted that member in the meantime and did not pursue the problem we would have wasted the recruitment effort and denied that member his or her membership. Another situation that we sometimes experience is a member who has moved from one agency to another. We have the member's permission to deduct their dues but we get no money from the old agency. Once we track down the new agency we can update the record and begin collecting dues again. Another problem (which does not relate to your district) is that some agencies not on central payroll (universities especially) sometimes lag in sending in payment to us. Therefore those dues payments are not posted before we close out a month and then the whole agency

shows up on the delinquent report. Of course we would not delete those members.

As to your question of how long names remain on the membership report following non-receipt of dues, we do what we call "automatic deletions" three to four months after we have received no payments. Sometimes this is enough time to salvage a member who went on leave without pay and returned or to move a member who has retired to pension deduction without deleting them.

As to your point about removing members from the active list immediately after their request, we usually do those deletions the same day we receive them. The absolute longest amount of time it would take us to delete a member upon his or her request would be five days if we have a big backlog of membership applications to enter.

As to the request for a list of actual dues paying members (from whom we have actually received dues), I think that would be doable. I think a request should be put in to Cole Smith, SEANC IT specialist, to ask him if we can generate a list of each member from whom we have actually received dues in a given month. I don't see a problem with that but it should probably go through Rex Foster or Tom Harris for approval.

In summary, we try to avoid a rush to delete any member. We try very hard to maintain as many members as possible but when all efforts are properly exhausted we do delete the member. Again, if you have someone who should have been deleted and wasn't, please let me know. Some of this could be a result of Beacon implementation which is another entire set of problems that I could go on and on about...

I hope this helps.

Kevin

>>> "Johnnie Carswell" <cjx14@doc.state.nc.us> 02/29/08 10:41AM >>>
Kevin,

I appreciate your response about specificity, but one has to be aware that each and every member does NOT receive a monthly copy of the membership report so as to let the office know that someone should NOT be on the membership list. Obviously, I don't know everyone on the list and we depend on each other to identify inaccuracies and discrepancies in the membership report when we meet.

We all share a concern about names that continue to appear on the membership report knowing that they should have been removed months earlier. HOW LONG do the names remain on the membership report following the non-payment of dues?

Maybe I am naive, but I would hope that a person would be removed from the active list immediately after their request or for non-payment of dues. We have the technology to do this, don't we? Some folks get quite concerned and defensive when we check why their name appears on a DELINQUENT list. I, for one, have never found this list of much use since most have left state employment, off payroll for whatever reason, QUIT SEANC, or died.

Our folks would like to see an accurate list of dues paying members and I think that is a legitimate request. Some of our folks actually think the numbers are being inflated intentionally.

I am quite certain that you truly understand the concerns of our membership as it relates to accuracy and the dollars involved to maintain a District.

We are facing many obstacles now in recruiting and maintaining membership and accountability issues will continue to raise red flags.

Johnnie Carswell
Western Youth Institution
PO Drawer 1439, Morganton, NC 28655
(828) 438-6037 - Office - Ex. 247
(828) 438-6076 - Fax
(828) 205-0281 - Cell

"Email correspondence to and from this address may be subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized state official."

>>> "Kevin LeCount" <KLeCount@seanc.org> 2/29/2008 9:51 AM >>>

Vicki,

I appreciate the feedback. Please let us know all names of members whom the members in attendance knew had been deleted. We can then double check our records here and make sure that any problems are corrected. We really cannot fix problems if they are reported generally and non-specifically.

It is true that the membership report will not match up with the monthly rebate report. We attempt to be vigilant here in the office in keeping our member list up to date. In an organization as large as ours, turnover is a constant. However, I agree if we keep on top of it as well as possible, we can save money in unnecessary mailings.

Thanks again,
Kevin

>>> Vicki Lane 02/29/08 09:40AM >>>

I attended District 5's meeting last night and there were concerns expressed about the membership numbers on the monthly member action report not matching those on the district's monthly rebate report. I shared with them the information given at the state membership meeting by Rex Foster -- that dues are not received from members on the delinquent list, medical leave, etc., therefore the district wouldn't receive 20% from these; and that with members on annual pay dues are only received once a year, therefore the 20% is only given to the district once per year. There were also several on the membership list whom the members in attendance knew had been deleted as much as six months ago. One concern from a communications perspective was that newsletters are being mailed to employees who are no longer dues paying members, thereby costing the district unnecessary expense.

I wanted to pass along these concerns to you from the meeting. I know District 7 had some of the same concerns as well.

Vicki Lane
Member Action Coordinator
SEANC
P.O. Drawer 27727
Raleigh, NC 27611
888-732-6242, ext. 4003 (voice mail)