



**MEMBERSHIP REPORT
FOR
NATIONAL CONFERENCE, BIRMINGHAM, ALABAMA
MARCH 16TH, 2019**

NRHS Membership Records

- The society's Membership records are maintained by a group of volunteers, mainly spread around the mid-west, who jointly put in thousands of hours of volunteer work every year. The work is mostly done and coordinated over the internet.
- Let's take a look at how we got to the present situation.
- During most of its history the Society had volunteers handling record keeping and maintaining Membership Records.
- As the Society grew that became more and more time consuming and the record keeping became tougher.
- Records were kept in several formats over the years, finally were in a program called FilePro - and were in a terrible mess.
- And the accounting wasn't much better since the Society was still trying to keep both National and Chapter records and funding together.

- In 2007 the Society contracted with Fernley & Fernley to manage the membership files of the Society. This included maintaining the Membership database and handling renewals. The Fernley & Fernley group were used to working with non-profit organizations similar to us but doing almost all of the back office management of the organization for a much higher fee than the NRHS was willing to pay. They were not familiar with organizations like ours that used volunteers to do the back office work. The NRHS over time moved more and more of our previous volunteer back office functions to Fernley for a larger and larger fee. After awhile the fees were not in-line with what we could afford to pay. The NRHS parted ways with Fernley in 2015 and went back to a membership model that we could afford - Bringing the volunteers back into the main back office operation of the Society.

- In 2015, to go back to a volunteer run system to handle all Society functions, a new crew of volunteers was recruited and a new database system was set-up. Owing to the inexperience of the volunteers the first system selected - Amilia - was not successful and in 2016 we switched to a new company, NeonCRM, based in Chicago.
- They have been very supportive and are our current supplier.
- With the separation from F&F ALL functions had to be re-started using volunteers and you now have many dedicated teams working with Chapters and with other organizations to make meetings like this one happen.
- Current Membership is 5,409, up about 300 from the end of 2018.
- Current Members renewed for 2019 is 4,319.
- That leaves 1,090 Members not yet renewed for 2019. We all need to help to encourage them to renew!

Membership Numbers

Year	Total Membership
2014	10,054
2015	8,077
2016	6,636
2017	5,144
2018	5,093

