

THE WATER COOLER

Written by
Cara Zielinski
Development Coordinator

Somehow we are rolling into Fall already! Although I'm sad to see summer go, this is my favorite time of year! I hope you all had a fabulous summer despite everything going on in our world these days. For those of you with kiddos back in school, whatever that looks like, I wish you a successful year!

The design portion of the rebranding of NSCAP is nearly complete! The development committee has taken your feedback and has chosen a final logo! We will also have two tag lines. Overwhelmingly, people voted for "Empowering People, Building Community" and then in the final hour, we came up with another one, "Helping is at the heart of all we do". Depending on what kind of communication is going out and to whom, will determine which tag line is used. For example, "Empowering people..." will be used for major donor communications and "Helping..." will be used for client/individual donor communications.

Hopefully you have visited the website recently and have noticed the changes that have been made. Kristene Bruno at GraVoc and I worked hard to make the website a bit more user friendly by using more images and cutting down on text. If you notice something on the site or have something to add/suggest, please forward that info over to me. Some of you have sent me edits, which will be made. Please keep in mind that there are many changes that need to be made and some time is needed to address them all. If your change is a pressing one, please indicate that when you send me the info and I will mark it as a high priority.



Helping is at the heart of all we do!



Community Outreach provided Covid supplies to nearly 60 families!!



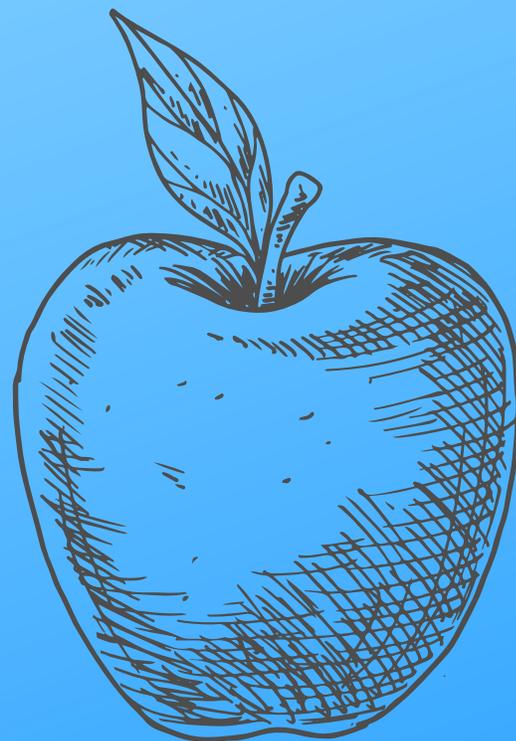
Development Continued

Our annual appeal is being printed and going out next week! This year's appeal focuses on the impact we have made with our donor's support over the course of the last crazy year. The appeal incorporates a lot of the newly branded content, such as a specific color palette of blue, green, and red/pink as well as images consistent with those on our website. I would love to know your thoughts on what you think of this year's appeal as it, too, has a new design and feel.

Heidi was very kind in sharing the story of one of our Outreach clients for a short video we are working on in collaboration with our team at GraVoc. The video will be used in our social media, website, and as part of an ongoing email campaign. I'm really excited for you all to see it!

Lastly, we are going to start the planning, early, for our 2021 gala! If anyone would like to be a part of the committee, please let me know; we would LOVE to have you! The gala will be held again at the DoubleTree (hopefully) and will take place on May 21st, 2021. We will also be making plans to hold the event virtually, in the event we need to shift gears.

Whew! That was a lot! We have been busy!



**Do any of you have a killer
apple crisp recipe??**



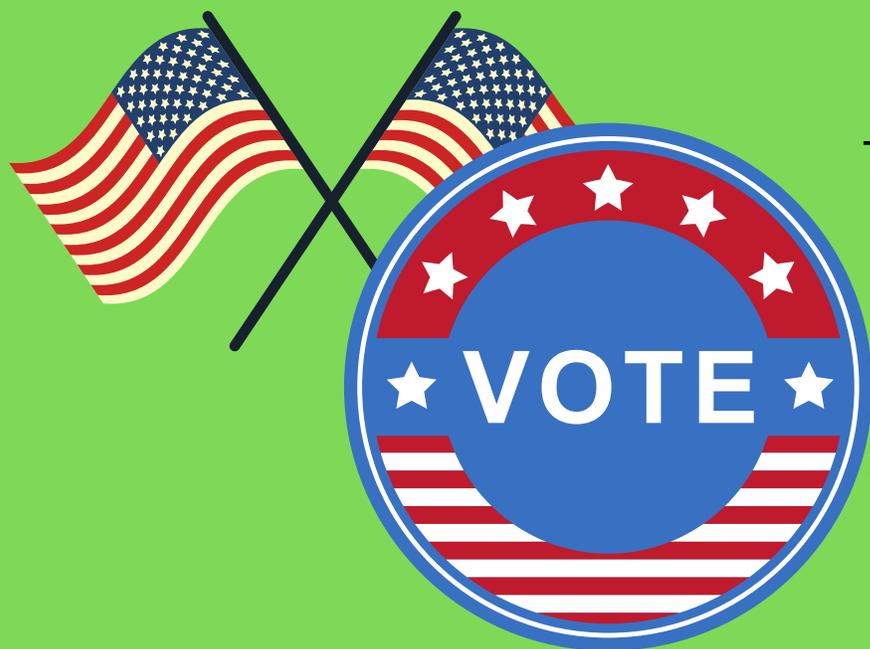
Want a few more paid hours? Housing needs your help!



The eviction moratorium expired last weekend and as a result, thousands of families and individuals are facing possible eviction for unpaid rent.

Fortunately, NSCAP has a plan in place to help these people. With so many calls and applications coming in, we are in need of more man power to help these people!

Helping would involve retrieving voicemails and fielding calls and potentially completing online forms. You would be allowed to do this work from home if you wanted to! Talk to your supervisor today if you are interested.



What does your outgoing voicemail message say?

Now that we have been working remote for months and the world knows that this is the new norm, Laura has asked that all voicemail messages make it VERY clear that we are OPEN and in fact working. Please make changes accordingly.

Need some time off to vote?

TAKE IT! PLEASE just vote this year! Talk to your supervisor about taking the time to vote.

Further, given the political climate, if you need to take to time to peacefully protest, know that you are able to use your vacation time for such events.

Training Opportunity!

There is a **ROMA (Results Oriented Management and Accountability) Training** available to us online through the MassCAP Training Center. ROMA is an agency-wide tool NSCAP utilizes in our planning, implementing, and assessing of our programs to achieve results. Therefore, as a member of NSCAP's staff, it is important that you have a good understanding of the principles of ROMA and how they fit into our work - from overall strategic planning to front-line interactions with participants. As such, we offer ROMA training to all NSCAP staff each year. We want to encourage all our staff to participate in this training about ROMA. This webinar is approximately 40 minutes. If you participate in this training, please forward Deric a copy of your email registration and let him know the date you watched this webinar.

To register, copy this link into your browser:

<https://events.r20.constantcontact.com/register/eventReg?oeidk=a07ehcxge4i158c7fbd&oseq=&c=&ch=>



From Fiscal

Hello all!

I am Pat Leathers, the Interim CFO, and I'd like to introduce myself. Some of you may have heard that I worked for NSCAP years ago in the same capacity, and that's true. In fact, many of the faces at NSCAP are familiar friends from the past, amongst them most of the program directors and some of their staff along with Laura and Robert on the management team. It's good to be back.

The Fiscal staff is almost all new to me, although Debbie Jackson and I worked together the entire time I was at NSCAP. Although she has different responsibilities now, her experience and insight are invaluable to our team, and I'm so happy she's still at NSCAP.

The rest of the Fiscal staff are new to me - and in the short time I've been here I can tell you without exception are dedicated professionals and highly qualified to be performing the jobs we rely on them to do. They've made coming back easy, and I feel very fortunate to be part of the Fiscal team.

We want to be sure that we offer and support the Directors and staff with the information you need to manage your programs and to answer questions you may have along the way. We meet every morning for a quick check in to be sure we are responding to the requests from our "customers" - and that means the rest of the agency - in a timely manner. Our virtual doors are open - please don't hesitate to contact us with questions and concerns.

My request to you all?

Please keep the lines of communication open. No question is a silly one. We'll do our best to respond and get back to you quickly. The other major "ask" is that you pay attention to the deadlines that we've established. They are not arbitrary. We have responsibilities to our funding sources to report timely, and we have the Board of Directors and the Board Finance Committee that we report to each month. We cannot do it without your help and cooperation.

I look forward to working with you all!

Pat Leathers, Interim CFO

Welcome



HR Updates

- **FSA Update:** All expenses for the 2020 plan must be incurred on or before 12/31/2020. Participants will be able to submit their 2020 date of services claims through 03/31/2021 at midnight. The rollover has been increased to \$550.
- **Open Enrollment:** Time is running out! If you haven't submitted your forms, please email them to Karin as soon as possible.

We have some new members to welcome to the NSCAP team!



Please welcome Kate Dulmage and Marcelle Abi-Esber. They will be joining our teaching staff.

Please also welcome Andrea Titelbaum. She is working as a Program Support Specialist in our Energy Conservation Department.

Birthday Wishes to so many this month!

**Hanaa Biar
Cara Zielinski
Bruna Toribio De Ozoria
Debbie Jackson
Josephine Campagnone
Marc Lorah
Lisa Rodriguez
Michael Driscoll
Maria Carrasquillo
Charlotte MacIntyre
Sonia Barrett
Erica Castano
Claudia Batiz De Garcia**

