

## Email Communication Regarding SilkStart Updates

August 25, 2022

Hello all!

I hope everyone has been enjoying their summer so far. I wanted to update you all on a few changes that are coming regarding SilkStart.

I have accepted a new role at NPCA and will no longer be the primary point of contact for SilkStart support. I would like to introduce you to Ben Jacobson, who will now be handling all support issues. Ben has been with NPCA since March and has been working closely with me on SilkStart issues. He has a background as a System Administrator for Charles Schwab, Borton-Lawson and a Enterprise Application Administrator for the University of Notre Dame. Ben is looking forward to working more closely with you all.

Ben can be reached at [NPCAgroupwebsites@peacecorpsconnect.org](mailto:NPCAgroupwebsites@peacecorpsconnect.org).

Many of you may also have heard of NPCA's plans to transition away from SilkStart in the near future. We are currently looking at Customer Relationship Management (CRM) options. At this time, we are still somewhat early in the process of our search, so we don't have any specific information to share just yet.

The three most important factors in our search for a new and improved solution are the product's features, cost, and affiliate group integration. We are focused on finding a solution that will not only be an improvement in features and usability for NPCA but for our affiliates as well. Once we are further along in the process of identifying the ideal solution for us, we'll be able to update affiliate groups with more information on the product itself, cost, and timeframe for implementation.

In the meantime, NPCA is still committed to supporting groups using SilkStart, so please don't hesitate to continue to reach out to us with any questions or issues you encounter. As a reminder, as per our agreement with SilkStart, all support requests must be submitted to NPCA.

It's been a pleasure working with so many of you regarding SilkStart and I'm sure we will still "see" each other. My door is always open, so please don't hesitate to connect if there is anything I can help you with.

Best,

Molly

### Molly O'Brien

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