



APGSA Annual Meeting
July 14, 2016 9AM to 4:30PM
Westchester Marriott, Tarrytown, New York
Sleepy Hollow/ Pocantico rooms

9:00-10:15 Members' Business Meeting

Lori Rugle

Present: Mark Vanderlinden, Lori Rugle, Smith Worth, Jeremy Wampler, Stacey Frohnappfel-Hasson, David Geier, Eric Preuss, Helen Ghebre, Jennifer Berg, Lisa Schmidt, Quinetta Womack, Marisa Marino, Terri Sue Canale, Elise Mikkelsen, Kathy Scanlan

- Minutes of April Members' Meeting* Smith
 - *April minutes were reviewed, moved to accept by Terri Sue, 2nd by Jennifer. Minutes were approved (Appendix F)*
- Minutes of June Board Meeting* Smith
 - *June minutes were reviewed, moved to accept by Terri Sue, 2nd by Jennifer. Minutes were approved (Appendix I)*
- Annual Report for 2016* Lori
 - *Review of Board goals for 2016 was led by Lori (Appendix A)*
 - *End of year budget and account balances were reviewed by Eric (Appendix C; D)*
 - *Review of activities of the organization was led by Terri Sue (Appendix B)*
- Present Budget 2017* (Appendix E) Eric
 - *Budget for 2017 was reviewed by Eric*
 - *Lori acknowledged the great work done by Eric & Kathy for creating a much clearer budget reporting to board and to membership; consideration was given to fiscal priorities for 2017, which should also support the state survey every three years*
 - *Kathy acknowledged an individual that had made a very generous donation*
- Present proposed dues policy*, vote of members (Appendix G) Lori
 - *Proposed dues policy was presented by Lori; discussed importance of making organization sustainable and transparent over time*
 - *Motion was made by Eric to approve dues policy, 2nd by Terri Sue. Dues Policy was approved*
- Present proposed personnel policies*, vote of members (Appendix H) Lori
 - *Proposed personnel policies were reviewed, motion to approve by Eric, 2nd Jennifer. Policies were approve*
- Acknowledge members contributions Kathy
 - *Kathy acknowledged the following for their outstanding contributions throughout the year:*
 - *All members*
 - *Members whose states have paid dues*
 - *Board and Board officers*
 - *Annual meeting planning: Terri Sue, Jennifer, Helen Ghebre/ Jennifer for survey of members and producing materials for this meeting*
 - *Members meeting planning: Terri Sue, Jennifer, Helen/ Terri Sue for the Members Exchange planning*
 - *Learning Community: Mark for suggesting it; Mark, Stacey Frohnappfel, Lori for presenting*
 - *Mentoring Initiative: John Hostettler for developing*
 - *Website rebuild committee: Cheryl Wilcox, Larissa, Jennifer, Mark; website maintenance committee Cheryl, Jennifer, Larissa*

- *Survey of the States 2017: all of the Board for RFP development, Terri Sue for proposal scoring advice, Mark, Lori, Eric, Smith for scoring the proposals, Mark for taking the lead on this project going forward*
- *Mark and Lori for advocacy with NCRG*
- *Eric for use of ZOOM for Board and Members meetings*
- *Terri Sue and Lori for use of Go to Meeting and call in numbers*
- *Lori for preparing the report to the Surgeon General*
- *Mark for contributing staff help*

○ *Kathy reviewed an APGSA Wish List for FY 2017. It will be sent to members following the meeting*

- **Announce new Board of Directors for 2017**

Lori Rygle, President; Jennifer Berg, Vice-president; Eric Preuss, Treasurer; Smith Worth, Secretary; Larissa Pixler; Mark VanderLinden; Stacey Frohnappfel-Hasson; Jeremy Wampler; Kathy Scanlan.

Length of terms was determined by lot. 2 year terms: Lori, Smith, Jeremy, Stacey; 1 year terms: Mark, Eric, Jennifer, Larissa.

**Asterisk indicates that additional information follows in the appendices at the end of this document. The information will also be posted along with the minutes on the APGSA website*

10:15-10:30 Break

10:30-12:30 Members' Meeting: World Café Helen Ghebre, Terri Sue, Jennifer, Kathy

The World Café is a process that the Annual Meeting planning committee has chosen to engage members in setting the direction of APGSA for the future. Helen Ghebre, Minnesota member, will facilitate. At the end of the day's working sessions, members will have identified and prioritized

- *A broad vision for APGSA and where, as a membership, we hope to be five years from now*
- *Immediate steps we need to take in the next year or two to reach that vision*
- *Work groups to move toward implementation*

12:30-1:30 Lunch *Cooper's Mill-Marriott Hotel*

1:30-4:30 Members' Meeting: World Café, continued

4:30 Close of 2016 Annual Meeting

Appendices



ANNUAL REPORT FY2016

July 1, 2015-June 30, 2016

PO Box 135, Newburyport, MA 01950

www.apgsa.org

617-548-8057

APGSA Goals for SFY 2016

1. Mission/Policy/Planning (Terri Sue Canale-Dalman)
 - Create “living” Strategic Map/Plan by June 2016
2. Fiscal/Legal/Compliance (Eric Preuss)
 - Explore fiscal/legal reporting requirements
 - Accountability to the membership
3. Resource Development/Fundraising (Lori Rugle)
 - Develop Dues Policy supporting the ongoing mission/vision of APGSA
 - Develop alternative funding for state survey
4. Executive Supervision/Support (Mark VanderLinden)
 - Develop Personnel Policies
 - Develop Executive Director transition plan, annual review
5. Community Relations (Larissa Pixler/Lori Rugle)
 - Explore partnering/connecting with other like organizations
 - Launch enhanced/updated APGSA website and evaluate/improve
6. Board Development (Nicole Corbin)
 - Explore staggering board terms for nominations for July 2016 Annual Meeting

APGSA ACTIVITIES FY2016

Membership

36 is the total number of APGSA members representing 34 states (with 2 states with 2 members); 22 of those member states are voting members and 14 states are general members; based on the 2013 APGSA Survey of the States, there are 5 states with no known contact and 11 states with no services.

APGSA Board

Met 8 times: July in person and electronically 7 times; made progress with board goals in 6 areas.

APGSA Member Meetings

Met in person in July for the Annual Meeting; financial assistance provide to 6 members to attend.

Met electronically in October, January, and April; participated in Members' Exchange; attendance averaged 19 members per meeting, largest attendance was at the Annual Meeting.

APGSA Learning Community

Hour long electronic presentations were made by members in December, February, and April; a total of 22 members participated.

Leadership Enhancement Initiative

A structure was created to provide mentorship opportunities between members.

APGSA website

Rebuilt the website in order to:

- Update codes to lessen the risk of hacking
- Repair damage from two hackings
- Place *APGSA Survey of the States* more prominently
- Make more user friendly for members and provide a means of retaining member discussions through the member forum
- Update content

Since Member Forum start on October 1, 15 topics were posted with 56 total replies; workgroup formed for Resource Library update.

Survey of the States 2017

Created and distributed an RFP; selected Problem Gambling Solutions of Oregon to conduct the survey; anticipated completion date: May 2017

APGSA collaborations

- *NASADAD*: discussions on common goals and potential involvement with *State of States Survey*
- *NCPG*: partnership on *State of States Survey*
- *Office of the Surgeon General*: responded to *Report on Substance Use, Addiction, and Health*
- *NCRG*: partnership on *Public Health Initiative*

Addendum B

ACKNOWLEDGE and THANK MEMBERS for contributions in 2016

All members; members whose states have paid dues

Board, Board officers

Annual meeting planning: Terri Sue, Jennifer, Helen Ghebre/ Jennifer for survey of members

Members meeting planning: Terri Sue, Jennifer, Helen/ Terri Sue for the Members Exchange planning

Learning Community: Mark for suggesting it; Mark, Stacey Frohnafel, Lori for presenting

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Mark and Lori for advocacy with NCRG

John Hostettler and Mark VanderLinden for their work on APGSA personnel policies

Eric for use of ZOOM for Board and Members meetings; Terri Sue and Lori for use of Go to Meeting and call in numbers

Lori for preparing the report to the Surgeon General

Mark for contributing staff help

11:00 AM
07/06/16
Accrual Basis

Association of Problem Gambling Service Administrators, Inc Profit & Loss Budget vs. Actual

	July 2015 through June 2016		TOTAL		
	Jul 15	Jul '15 - Jun 16	Budget	\$ Over Budget	% of Budget
Ordinary Income/Expense					
Income					
Income					
Membership Dues	1,500.00	48,100.00	52,000.00	-3,900.00	92.5%
Donations	0.00	9,000.00	0.00	9,000.00	100.0%
Gifts in Kind - Goods	0.00	0.00	0.00	0.00	0.0%
Interest - TD Bank MM	15.01	94.78	100.00	-5.24	94.76%
Total Income	1,515.01	57,194.78	52,100.00	5,094.78	109.78%
Total Income	1,515.01	57,194.78	52,100.00	5,094.78	109.78%
Expense					
State Registrations/Reports					
MA (AG form PC)	0.00	35.00	0.00	35.00	100.0%
MA (Sec of State)	0.00	100.00	185.00	-85.00	54.05%
CT	0.00	50.00	50.00	0.00	100.0%
Total State Registrations/Reports	0.00	185.00	235.00	-50.00	78.72%
Payroll Expenses					
Salary - KMS (net)	1,581.75	18,617.39	18,980.00	-362.61	98.09%
Taxes - Employee w/h	334.92	4,382.65	4,020.00	362.65	109.02%
Taxes - Employer liability	177.12	2,227.63	2,313.34	-85.71	96.3%
Admin Fees	68.25	984.45	900.00	84.45	109.38%
Total Payroll Expenses	2,162.04	26,212.12	26,213.34	-1.22	100.0%
Annual Meeting/Conference					
Scholarship	0.00	5,190.28	6,000.00	-809.72	86.51%
NCPG Conference	0.00	2,800.00	2,750.00	50.00	101.82%
Board Meeting	0.00	0.00	750.00	-750.00	0.0%
Total Annual Meeting/Conference	0.00	7,990.28	9,500.00	-1,509.72	84.11%
Survey of the States	0.00	0.00	0.00	0.00	0.0%
Meeting Expenses					
Quarterly/Committee	0.00	64.55	300.00	-235.45	21.52%
Total Meeting Expenses	0.00	64.55	300.00	-235.45	21.52%
Operations					
Postage, Mailing Service	0.00	13.55	25.00	-11.45	54.2%
P.O. Box	0.00	104.00	100.00	4.00	104.0%
Printing and Copying	0.00	137.09	150.00	-12.91	91.39%
Supplies	0.00	135.59	200.00	-64.41	67.8%
Total Operations	0.00	390.23	475.00	-84.77	82.15%

Addendum C

11:00 AM
07/06/16
Accrual Basis

Association of Problem Gambling Service Administrators, Inc
Profit & Loss Budget vs. Actual

	July 2015 through June 2016		TOTAL		
	Jul 15	Jul '15 - Jun 16	Budget	\$ Over Budget	% of Budget
Website					
Maintenance	0.00	1,365.00	1,820.00	-455.00	75.0%
Hosting	0.00	415.09	600.00	-184.91	69.18%
Rebuild / New	0.00	0.00	0.00	0.00	0.0%
Total Website	0.00	1,780.09	2,420.00	-639.91	73.56%
Contract Services					
Tech	80.00	165.00	400.00	-235.00	41.25%
Accounting	0.00	305.19	300.00	5.19	101.73%
Secretarial	0.00	0.00	400.00	-400.00	0.0%
Intern	0.00	0.00	0.00	0.00	0.0%
Total Contract Services	80.00	470.19	1,100.00	-629.81	42.75%
Travel	0.00	760.56	2,000.00	-1,239.44	38.03%
Miscellaneous	0.00	0.00	0.00	0.00	0.0%
Bank Service Charge	0.00	0.00	0.00	0.00	0.0%
Total Expense	2,242.04	37,853.02	42,243.34	-4,390.32	89.61%
Net Ordinary Income	-727.03	19,341.74	9,856.66	9,485.08	196.23%
Net Income	-727.03	19,341.74	9,856.66	9,485.08	196.23%

10:49 AM
07/06/16
Accrual Basis

Association of Problem Gambling Service Administrators, Inc
Balance Sheet
As of June 30, 2016

	<u>Jun 30, 16</u>
ASSETS	
Current Assets	
Checking/Savings	
TD Bank - Checking	16,146.53
TD Bank - MM	<u>50,675.23</u>
Total Checking/Savings	<u>66,821.76</u>
Total Current Assets	<u>66,821.76</u>
TOTAL ASSETS	<u>66,821.76</u>
LIABILITIES & EQUITY	
Equity	
Unrestricted Net Assets	-13,287.30
Opening Balance Equity	60,767.32
Net Income	<u>19,341.74</u>
Total Equity	<u>66,821.76</u>
TOTAL LIABILITIES & EQUITY	<u>66,821.76</u>

Addendum E

7:11 PM
05/05/16
Accrual Basis

Association of Problem Gambling Service Administrators, Profit Loss Budget Overview July 2016 through June 2017

	FY 2017 Proposed Budget	FY 2016 Budget	Change	Change %
Ordinary Income/Expense				
Income				
Membership Dues	\$52,000	\$52,000	0.00	0.00%
Donations	\$8,000	\$0	8,000.00	100.00%
Interest - TD Bank MM	\$100	\$100	0.00	0.00%
Total Income	\$60,100	\$52,100	8,000.00	13.31%
Expense				
State Registrations/Reports				
MA (AG form PC)	\$35	\$0	35.00	100.00%
MA (Sec of State)	\$109	\$185	(76.00)	-69.72%
CT	\$50	\$50	0.00	0.00%
Total State Registrations/Reports	\$194	\$235	(41.00)	-21.13%
Payroll Expenses				
Salary - KMS (net)	\$18,980	\$18,980	0.00	0.00%
Taxes - Employee w/h	\$4,020	\$4,020	0.00	0.00%
Taxes - Employer liability	\$2,313	\$2,313	0.00	0.00%
Admin Fees	\$900	\$900	0.00	0.00%
Total Payroll Expenses	\$26,213	\$26,213	0.00	0.00%
Annual Meeting/Conference				
Scholarship	\$6,000	\$6,000	0.00	0.00%
NCPG Conference	\$2,800	\$2,750	50.00	1.79%
Board Meeting	\$750	\$750	0.00	0.00%
Total Annual Meeting/Conference	\$9,550	\$9,500	50.00	0.52%
Survey of the States	\$0	\$0	0.00	0.00%
Meeting Expenses				
Quarterly/Committee	\$200	\$300	(100.00)	-50.00%
Total Meeting Expenses	\$200	\$300	(100.00)	-50.00%
Operations				
Postage, Mailing Service	\$25	\$25	0.00	0.00%
P.O. Box	\$102	\$100	2.00	1.96%
Printing and Copying	\$150	\$150	0.00	0.00%
Supplies	\$150	\$200	(50.00)	-33.33%
Total Operations	\$427	\$475	(48.00)	-11.24%
Website				
Maintenance	\$1,800	\$1,820	(20.00)	-1.11%
Hosting	\$600	\$600	0.00	0.00%
Rebuild / New	\$500	\$0	500.00	100.00%
Total Website	\$2,900	\$2,420	480.00	16.55%
Contract Services				
Tech	\$320	\$400	(80.00)	-25.00%
Accounting	\$500	\$300	200.00	40.00%
Secretarial	\$160	\$400	(240.00)	-150.00%
Intern	\$1,500	\$0	1,500.00	100.00%
Total Contract Services	\$2,480	\$1,100	1,380.00	55.65%
Travel	\$2,500	\$2,000	500.00	20.00%
*Survey Set Aside	\$30,000	\$10,000	20,000.00	66.67%
Miscellaneous	\$0	\$0	0.00	0.00%
Bank Service Charge	\$0	\$0	0.00	0.00%
Total Expense	\$74,464	\$52,243	22,221.00	29.84%
Net (Income - Expenses)	(\$14,364)	(\$143)	(14,221.00)	

* APGSA has set aside \$30,000 total over the past three years



MEMBERSHIP MEETING
April 20, 2016
12:30pm ET, 11:30am CT, 10:30am MT, 9:30am PT
MINUTES

Preliminary items

- 1) Lori Rugle welcomed members. The following attended: Lacresha Graham, Carol Spiker, John Hostetler, Lori Rugle, Sue Storti, Terri Sue Canale-Dalman, Stacey Frohnapfel, Jeremy Wampler, Smith Worth and Kathy Scanlan.
- 2) Minutes of Members' Meeting 1/20/16 were unanimously approved following a motion made by Terri Sue Canale-Dalman and seconded by Sue Storti.
- 3) Fiscal Reports
 - Account balances and Budget Year to Date 3/31/16 were reviewed by Eric Preuss.
 - He reminded us that we have started moving funds for the Survey of the States from the checking to the money market account. \$2500 was moved in March, and \$2500 will be moved monthly in April, May, and June.
 - Kathy Scanlan reported that there are 6 states who had committed to paying dues this year whose dues are outstanding at present.
- 4) Dues Policy Recommendations
 - Lori reviewed the dues policy recommendations that the Board has proposed, and sought members' feedback. Members discussed the proposal and in general indicated that the policy seemed fair. The proposal will be brought to the Annual Meeting for a vote.
- 5) Proposal on Staggered Board Terms
 - Kathy Scanlan presented a proposal that Nicole Corbin and she had developed to address the Board's need to arrange for staggering Board terms to provide for continuity. After a motion by John Hostetler that was seconded by Terri Sue Canale-Dalman, the voting members present voted unanimously to accept the proposal. Since the proposal requires By-Laws changes, a 2/3 vote of voting members is required. It was agreed to ask for email votes of those not present.

[There are 23 voting members; 2/3 of voting members is 16. 21 voted affirmatively. Members at the April 20 meeting voted unanimously by voice; the remaining members voted by email; 2 did not vote.]

Members' Exchange

Terri Sue coordinated a presentation, *Improving Screening Strategies*, by panel members: Lori Rugle (MD) and John Hostetler (OK). It included:

- Brief overview of challenges with current screening strategies and suggestions for more effective techniques
- Ideas and formats for providing brief feedback and referral that can be implemented in primary care as well as SUD and MH settings
- Brief Biosocial Gambling Screen

The presentation is posted on the APGSA website in the **Member Forum, Meetings** section, under **April 20, 2016 Membership meeting**. **The Meeting was adjourned by Lori Rugle at 2PM EDT.**

APGSA Dues Policy Recommendations

Background

In formulating these recommendations, four main goals were considered:

- 1) Develop a fair and equitable dues framework for apportioning dues among members.
- 2) Establish a membership dues framework that was simple to understand and implement.
- 3) Did not result in significant variances from the current dues structure.
- 4) Provide income to sustain APGSA, its mission and vision, and provide for growth over time.

Dues

The attached spreadsheet lists by state the current dues paid by members. In column “Q” you will see the FY 18, FY 19 and FY 20 expected dues for Full and General Membership. The membership amounts were determined by the gross funding each member state receives (based on 2013 national survey). These are the expected minimum contribution for each level of membership (meaning members can contribute more).

Members will be invoiced for the full membership amount. No longer will there be two levels of membership on invoices (listing 2 levels of membership was often confusing to explain and certainly created difficulties in requesting and justifying membership at the higher level). It was felt having one expected rate for each state could be more easily justified.

Kathy (and the board) will work with any members who are unable to pay the full membership amount.

Benefits

APGSA is committed to providing support for all members.

Benefits for General Members:

- Attend membership meetings
- Participate on APGSA committees
- Access to APGSA Web Forum
- Access to APGSA Learning Community
- Participate in APGSA Mentoring program (as Mentee)

Benefits for Full Members:

- All of above benefits
- Eligible to receive financial support to attend Annual Meeting and NCPG annual conference with the following priorities:
 - Need-based (i.e., no other financial support available)
 - Those who have paid above the expected full membership amount
 - Those who have paid the full membership amount

Addendum G

- Be nominated to serve as an APGSA board member
- Be nominated to serve as an officer of the APGSA board
- Vote to elect APGSA Board members
- Vote on APGSA policy items
- Participate in the APGSA Mentoring program as either a Mentor or a Mentee



APGSA EMPLOYEE PERSONNEL POLICIES and PROCEDURES HANDBOOK

PO Box 135, Newburyport, MA 01950
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I. MISSION

The Association of Problem Gambling Service Administrators (APGSA) supports the development of services that will reduce the impact of problem gambling. APGSA is an active association that enhances the effectiveness and efficiency of its member organizations through support, information dissemination, and adherence to professional standards.

II. OVERVIEW

This Association of Problem Gambling Service Administrators (APGSA) Employee Handbook (the “Handbook”) has been developed to provide general guidelines about APGSA policies and procedures for employees. It is a guide to assist you in becoming familiar with some of the privileges and obligations of your employment, including APGSA’s policy of voluntary at-will employment. None of the policies or guidelines in the Handbook are intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time, or any specific type of work. Additionally, with the exception of the voluntary at-will employment policy, these guidelines are subject to modification, amendment or revocation by APGSA Board of Directors at any time, without advance notice.

The personnel policies of APGSA are established by the Board of Directors, which has delegated authority and responsibility for their administration to the Executive Director. The Executive Director may, in turn, delegate authority for administering specific policies. Employees are encouraged to consult the Executive Director for additional information regarding the policies, procedures, and privileges described in this Handbook. Questions about personnel matters also may be reviewed with the Executive Director.

APGSA will provide each individual a copy of this Handbook upon employment. All employees are expected to abide by it. The highest standards of personal and professional

ethics and behavior are expected of all APGSA employees. Further, APGSA expects each employee to display good judgment, diplomacy and courtesy in their professional relationships with members of APGSA's Board of Directors, committees, membership, staff, and the general public.

III. VOLUNTARY AT-WILL EMPLOYMENT

Unless an employee has a written employment agreement with APGSA, which provides differently, all employment at APGSA is "at-will." That means that employees may be terminated from employment with APGSA with or without cause, and employees are free to leave the employment of APGSA with or without cause. Any representation by any APGSA officer or employee contrary to this policy is not binding upon APGSA unless it is in writing and is signed by the Executive Director with the approval of the Board of Directors.

IV. EQUAL EMPLOYMENT OPPORTUNITY

APGSA shall follow the spirit and intent of all federal, state and local employment law and is committed to equal employment opportunity. To that end, the Board of Directors and Executive Director of APGSA will not discriminate against any employee or applicant in a manner that violates the law. APGSA is committed to providing equal opportunity for all employees and applicants without regard to race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation or any other characteristic protected under federal, state or local law. Each person is evaluated on the basis of personal skill and merit. APGSA's policy regarding equal employment opportunity applies to all aspects of employment, including recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational and recreational programs. The

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Executive Director shall act as the responsible agent in the full implementation of the Equal Employment Opportunity policy.

APGSA will not tolerate any form of unlawful discrimination. All employees are expected to cooperate fully in implementing this policy. In particular, any employee who believes that any other employee or Board of Director of APGSA may have violated the Equal Employment Opportunity Policy should report the possible violation to the Executive Director or Board President.

If APGSA determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report, in good faith, violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, APGSA will inform the employee who made the complaint of the results of the investigation within a timely manner.

APGSA is also committed to complying fully with applicable disability discrimination laws, and ensuring that equal opportunity in employment exists at APGSA for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis. Reasonable accommodations will be available to all qualified disabled employees, upon request, so long as the potential accommodation does not create an undue hardship on APGSA. Employees who believe that they may require an accommodation should discuss these needs with the Executive Director. If you have any questions regarding this policy, please contact the Executive Director.

V. POLICY AGAINST WORKPLACE HARASSMENT

APGSA is committed to providing a work environment for all employees that is free from sexual harassment and other types of discriminatory harassment. Employees are

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expected to conduct themselves in a professional manner and to show respect for their co-workers. APGSA's commitment begins with the recognition and acknowledgment that sexual harassment and other types of discriminatory harassment are, of course, unlawful. To reinforce this commitment, APGSA has developed a policy against harassment and a reporting procedure for employees who have been subjected to or witnessed harassment. This policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related social events. APGSA's property (e.g. telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy. APGSA's policy against harassment covers employees and other individuals who have a relationship with APGSA which enables APGSA to exercise some control over the individual's conduct in places and activities that relate to APGSA's work (e.g. directors, officers, contractors, vendors, volunteers, etc.).

Prohibition of Sexual Harassment

APGSA's policy against sexual harassment prohibits sexual advances or requests for sexual favors or other physical or verbal conduct of a sexual nature, when: (1) submission to such conduct is made as an express or implicit condition of employment; (2) submission to or rejection of such conduct is used as a basis for employment decisions affecting the individual who submits to or rejects such conduct; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile, humiliating, or offensive working environment. While it is not possible to list all of the circumstances which would constitute sexual harassment, the following are some examples: (1) unwelcome sexual advances -- whether they involve physical touching or not; (2) requests for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment; or (3) coerced sexual acts. Depending on the circumstances, the following conduct may also constitute sexual harassment: (1) use of sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; (2) sexually oriented comment on an

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individual's body, comment about an individual's sexual activity, deficiencies, or prowess; (3) displaying sexually suggestive objects, pictures, cartoons; (4) unwelcome leering, whistling, deliberate brushing against the body in a suggestive manner; (5) sexual gestures or sexually suggestive comments; (6) inquiries into one's sexual experiences; or (7) discussion of one's sexual activities. While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make co-workers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful. It is also unlawful and expressly against APGSA's policy to retaliate against an employee for filing a complaint of sexual harassment or for cooperating with an investigation of a complaint of sexual harassment.

Prohibition of Other Types of Discriminatory Harassment

It is also against APGSA's policy to engage in verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his or her race, color, gender, religion, sexual orientation, age, national origin, disability, or other protected category (or that of the individual's relatives, friends, or associates) that: (1) has the purpose or effect of creating an intimidating, hostile, humiliating, or offensive working environment; (2) has the purpose or effect of unreasonably interfering with an individual's work performance; or (3) otherwise adversely affects an individual's employment opportunities. Depending on the circumstances, the following conduct may constitute discriminatory harassment: (1) epithets, slurs, negative stereotyping, jokes, or threatening, intimidating, or hostile acts that relate to race, color, gender, religion, sexual orientation, age, national origin, or disability; and (2) written or graphic material that denigrates or shows hostility toward an individual or group because of race, color, gender, religion, sexual orientation, age, national origin, or disability and that is circulated in the workplace, or placed anywhere in APGSA's premises such as on an employee's desk or workspace or on APGSA's equipment or bulletin boards. Other

conduct may also constitute discriminatory harassment if it falls within the definition of discriminatory harassment set forth above.

It is also against APGSA's policy to retaliate against an employee for filing a complaint of discriminatory harassment or for cooperating in an investigation of a complaint of discriminatory harassment.

Reporting of Harassment

If you believe that you have experienced or witnessed sexual harassment or other discriminatory harassment by any employee of APGSA, you should report the incident immediately to your supervisor or to the Executive Director. Possible harassment by others with whom APGSA has a business relationship, including customers and vendors, should also be reported as soon as possible so that appropriate action can be taken.

APGSA will promptly and thoroughly investigate all reports of harassment as discreetly and confidentially as practicable. The investigation would generally include a private interview with the person making a report of harassment. It would also generally be necessary to discuss allegations of harassment with the accused individual and others who may have information relevant to the investigation. APGSA's goal is to conduct a thorough investigation, to determine whether harassment occurred, and to determine what action to take if it is determined that improper behavior occurred. If APGSA determines that a violation of this policy has occurred, it will take appropriate disciplinary action against the offending party, which can include counseling, warnings, suspensions, and termination. Employees who report violations of this policy and employees who cooperate with investigations into alleged violations of this policy will not be subject to retaliation. Upon completion of the investigation, APGSA will inform the employee who made the complaint of the results of the investigation.

Compliance with this policy is a condition of each employee's employment. Employees are encouraged to raise any questions or concerns about this policy or about possible discriminatory harassment with the Executive Director or Board President. In the case

where the allegation of harassment is against the Executive Director, notify the Board President of the grievance.

VI. POSITION DESCRIPTION AND SALARY ADMINISTRATION

Each position shall have a written job description. In general, the description will include the: purpose of the position, areas of responsibilities, immediate supervisor(s), qualifications required, salary range, and working conditions affecting the job, e.g., working hours, use of car, etc. The supervisor(s) or the Executive Director shall have discretion to modify the job description to meet the needs of APGSA.

Paychecks are distributed on the last day of each month, except when either of those days falls on a Saturday, Sunday or holiday, in which case paychecks will be distributed on the preceding workday. Payroll is managed through Paychex, Inc. Timesheets for non-exempt employees are due to the Executive Director within two days of each pay period. All salary deductions are itemized and presented to employees with the paycheck. Approved salary deductions may include: federal and state income taxes; social security, Medicare, and state disability insurance.

VII. WORK REVIEW

The work of each employee is reviewed on an ongoing basis with the supervisor to provide a systematic means of evaluating performance. The annual performance review is a formal opportunity for the supervisor and employee to exchange ideas that will strengthen their working relationship, review the past year, and anticipate APGSA's needs in the coming year. The purpose of the review is to encourage the exchange of ideas in order to create positive change within APGSA. To that end, it is incumbent upon both parties to have an open, and honest discussion concerning the employee's

performance. It is further incumbent upon the supervisor to clearly communicate the needs of APGSA and what is expected of the employee in contributing to the success of APGSA for the coming year. Both supervisor and employee should attempt to arrive at an understanding regarding the objectives for the coming year. This having been done, both parties should sign the performance review form, which will be kept as part of the employee's personnel record and used as a guide during the course of the year to monitor employee progress relative to the agreed upon objectives. The Executive Director reviews the work of all supervisors. Work reviews for other staff are the responsibility of the appropriate supervisor, subject to confirmation by the Executive Director. Employee records are to be held by the Executive Director and the Executive Director's record is to be held by the Board President or designated personnel committee member.

VIII. ECONOMIC BENEFITS AND INSURANCE

At this time (2016), APGSA does not provide benefits other than the required provisions of the federal Social Security, Medicare and Medicaid, and federal and state unemployment programs. Employees' contributions are deducted from each paycheck, and APGSA contributes at the applicable wage base as established by federal law.

IX. LEAVE BENEFITS AND OTHER WORK POLICIES

Holidays

Full-time employees are eligible for 11 holidays per year as follows:

New Year Day

Martin Luther King, Jr. Birthday

Presidents' Day

Patriots' Day (Massachusetts holiday)

Memorial Day

Independence Day

Labor Day

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Columbus Day

Veterans Day

Thanksgiving Day

Christmas Day

Full-time employees (employees who regularly work at least 35 hours per week) receive one (1) paid day off for each full day of holiday time. Holiday benefits for half or part-time employees will be pro-rated in accordance with the hours regularly worked by the employee. Employees wishing to take religious holidays may substitute a religious holiday for one of those listed above, with advance approval from their supervisor and the Executive Director. Temporary employees are ineligible for holiday leave benefits. In those years when Independence Day, Christmas Day, and New Year Day fall on Saturday or Sunday, the Executive Director will designate the work day that will replace the weekend holiday.

Vacation

During the first 90 days of employment, full-time and half or part-time employees will not earn vacation benefits. During the remaining nine months of first year employment, a full-time employee will earn two weeks (10 days) of paid vacation. Full-time employees will continue to earn two weeks (10 days) of vacation during the second year of employment. In their third year of employment, full-time employees will earn three weeks (15 days) of vacation. During the fourth year and thereafter, full-time employees will earn four weeks (20 days) of vacation per year. Temporary and contract employees are ineligible for vacation benefits. Vacation benefits are prorated accordingly for half or part-time employees. Use of vacation is subject to approval by the Executive Director or Board President for Executive Director. Employees are expected to use vacation benefits in the fiscal year in which vacation is earned.

Employees may carry over unused vacation from one year to the next only with the approval of the Executive Director. Employees may not accrue more than the maximum leave they are allowed.

Sick Leave

Sick leave benefits are earned on a prorated basis of one day (7 hours) per month for full-time employees beginning at first day of employment. Half or part-time employees receive prorated sick leave benefits, (i.e., 3.5 hours per month if the employee works 17.5 hours per week). Temporary employees are not eligible for paid sick leave benefits. Use of sick leave is subject to approval by the supervisor and the Executive Director. Unused sick leave can accumulate from year to year up to a maximum of 30 days (210 hours) for full-time employees. This limitation on accrual of sick leave benefits is prorated accordingly for half or part-time employees. No sick leave benefits are paid upon separation of employment from APGSA. If an employee's illness or injury requires a consecutive absence of five (5) days or more, physician documentation may be required.

Personal Leave

APGSA provides three (3) days of personal leave per calendar year to all full-time and half or part-time employees who have completed six months of employment. Personal leave benefits are prorated accordingly for half or part-time employees. Temporary employees are not eligible for paid personal leave benefits. Personal leave is accrued at the beginning of each year and cannot be carried into the next year. Personal leave may not be taken in the first six (6) months of employment. All personal leave is subject to prior approval by the supervisor and Executive Director. No personal leave benefits are paid upon separation from employment with APGSA.

Military Leave

Employees who are inducted into or enlist in the Armed Forces of the United States or

are called to duty as a member of a reserve unit, may take an unpaid leave in accordance with applicable law. The employee must provide advance notice of his or her need for a military leave and APGSA will request a copy of the employee's orders, which will be kept on record by APGSA. The time an employee spends on military leave will be counted as continuous service for the purpose of determining eligibility and accrual for various benefit plans and policies. For military leaves extending 30 days or less, APGSA will continue to pay the portion of the premium on health insurance, if any, that it was paying before military leave began. In order to continue such health insurance, the employee must continue to pay his or her portion of premiums during this period. For military leaves extending beyond 30 days, the employee will have the option to continue his or her insurance coverage at the employee's cost. Upon return from military leave, employees will be reinstated as required by law and benefits will be reinstated with no waiting periods.

Civic Responsibility

APGSA believes in the civic responsibility of its employees and encourages this by allowing employees time off to serve jury duty when required. For time served on jury duty, APGSA will pay employees the difference between his or her salary and any amount paid by the government, unless prohibited by law, up to a maximum of ten days. If an employee is required to serve more than ten days of jury duty, APGSA will provide the employee with unpaid leave. Employees must provide APGSA a copy of proof of service received by court in which they serve.

Parental Leave

APGSA will comply with all requirements of Federal and Massachusetts law regarding its family leave policy. Accordingly, as prescribed by Massachusetts law, a regular, full-time female employee who has completed a three month probationary period is entitled to an 8 week unpaid leave for the care of the employee's child (birth, or placement for adoption or foster care). The employee must provide a written request a minimum of two weeks in advance for any leave.

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During this time period of unpaid leave, an employee may additionally utilize any accumulated vacation or sick time to increase the duration of the leave or receive compensation for such accrued vacation or sick time.

Because APGSA has fewer than 50 employees, it is exempt from the requirements of the Federal Family and Medical Leave Act (FMLA) that provides for a broader scope of rights in family leave situations. Nevertheless, if requested, APGSA will address such situations on a case-by-case basis. If it can do so such that its operations will not be impaired, APGSA will propose accommodations that may permit an employee to address his or her family leave situation. However, APGSA is not obligated to make any such proposal.

Bereavement Leave

Employees shall be entitled to bereavement leave with pay of five (5) days in the event of a death in the employee's immediate family (spouse/life partner, child or parent) and three (3) days for grandparent, sister or brother, father-in-law, mother-in-law, or grandchildren. If an employee wishes to take time off due to the death of an immediate family member, the employee should notify the Executive Director immediately. Approval of bereavement leave will occur in the absence of unusual operating requirements. An employee may use, with the Executive Director's approval, available paid leave for additional time off as necessary and in accordance with operating needs.

X. REIMBURSEMENT OF EXPENSES

See APGSA Fiscal Policies, approved September, 2015 under section titled *Subsistence Allowance*.

XI. SEPARATION

Either APGSA or the employee may initiate separation. APGSA encourages employees to provide at least two weeks (10 days) written notice prior to intended separation. After receiving such notice, an exit interview will be scheduled by the Executive Director or his or her designee. The Executive Director has authority to employ or separate all other employees.

Circumstances under which separation may occur include:

Resignation

Employees are encouraged to give at least 10 business days of written notice. Since a longer period is desired, the intention to resign should be made known as far in advance as possible. Employees who resign are entitled to receive accrued, unused vacation benefits.

Termination or Lay-off

Under certain circumstances, the termination or lay-off of an employee may be necessary. Employees who are terminated or laid off are entitled to receive accrued, unused vacation benefits. The Executive Director has authority to discharge an employee from the employ of APGSA. As stated above, all employment at APGSA is “at-will.” That means employees may be terminated from employment with APGSA with or without cause, and employees are free to leave the employment of APGSA with or without cause.

XII. RETURN OF PROPERTY

Employees are responsible for APGSA equipment, property and work products that may be issued to them and/or are in their possession or control, including but not limited to:

- Telephone cards,
- Credit cards,

- Identification badges,
- Office/building keys,
- Office/building security passes,
- Computers, computerized diskettes, electronic/voice mail codes, and
- Intellectual property (e.g., written materials, work products).

In the event of separation from employment, or immediately upon request by the Executive Director or his or her designee, employees must return all APGSA property that is in their possession or control. Where permitted by applicable law(s), APGSA may withhold from the employee's final paycheck the cost of any property, including intellectual property, which is not returned.

XIII. APGSA DOCUMENT RETENTION POLICY

The APGSA will observe all legal requirements to maintain certain types of corporate records for specified periods of time. Corporate records include essentially all records whether paper or electronic.

The APGSA, its officers and employees shall fully comply with any published records retention or destruction policies and schedules, with the following general exception to any stated destruction schedule: APGSA records that are relevant to litigation, or potential litigation (i.e., a dispute that could result in litigation), shall be preserved until legal counsel determines the records are no longer needed. That exception supersedes any previously or subsequently established destruction schedule for those records.

The following establishes retention or destruction policies or schedules for specific categories of records in order to ensure legal compliance, and also to accomplish other objectives, such as preserving intellectual property and cost management. Several categories of documents that bear special consideration are identified below. While

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minimum retention periods are suggested, the retention of the documents identified below and of documents not included in the identified categories should be determined primarily by the application of the general guidelines affecting document retention identified above, as well as any other pertinent factors.

- (a) Tax Records. Tax records include, but may not be limited to, documents concerning payroll, expenses, proof of deductions, business costs, accounting procedures, and other documents concerning the APGSA's revenues. Tax records shall be retained for at least six years from the date of filing the applicable return.
- (b) Employment Records/Personnel Records. The APGSA will observe all state and federal statutes required to keep certain recruitment, employment and personnel information. The APGSA shall also keep personnel files that reflect performance reviews and any complaints brought against the organization or individual employees under applicable state and federal statutes. The APGSA shall also keep all final memoranda and correspondence reflecting performance reviews and actions taken by or against personnel in the employee's personnel file. Employment and personnel records shall be retained for six years.
- (c) Board and Board Committee Materials. Meeting minutes shall be retained in perpetuity in the APGSA's minute book. A clean copy of all Board and Board Committee materials shall be kept for no less than three years.
- (d) Press Releases/Public Filings. The APGSA shall retain permanent copies of all press releases and publicly filed documents under the theory that the organization should have its own copy to test the accuracy of any document a member of the public can theoretically produce against the organization.
- (e) Legal Files. Legal counsel shall be consulted to determine the retention period of particular documents, but legal documents shall generally be maintained for a period of ten years. Sales invoices, contracts, leases, licenses and other legal

documentation shall be kept for at least three years beyond the life of the agreement.

- (f) Electronic Mail. E-mail that needs to be saved shall be either:
 - (i) printed in hard copy and kept in the appropriate file; or
 - (ii) downloaded to a computer file and kept electronically or on disk as a separate file.

Failure to comply with this Document Retention Policy may result in punitive action against the employee, including suspension or termination.

XIV. APGSA WHISTLEBLOWER POLICY

Board Resolution

The board of directors directs the Executive Director or APGSA President to ensure that this policy is given to and acknowledged by all employees. In addition, the Executive Director will ensure that whistleblower protection notification is posted in the workplace(s) as required by state law.

Policy

If any employee reasonably believes that some policy, practice, or activity of the APGSA is in violation of law, a written complaint may be filed by that employee with the Chief Executive Officer, or President of the Board of Directors, or his/her designee.

It is the intent of APGSA to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this Policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the

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attention of one or more members of the executive committee of the board of directors and/or the executive director and provides them with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

The APGSA will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of the APGSA, or of another individual or entity with whom the APGSA had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

The APGSA will not retaliate against an employee who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of the APGSA that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment. If you have any questions regarding any of the policy guidelines listed above, please contact your supervisor, or the Executive Director.

Approved by the Board of Directors of the Association of Problem Gambling Services Administrators.

Date: June 24, 2016

APGSA Board Meeting June 17, 2016
3:00 pm ET, 2:00 pm CT, 1:00 pm MT, 12:00 pm PT

MINUTES

Attended

Kathy Scanlan, Lori Rugle, Mark VanderLinden, Eric Preuss, Terri Sue Canale-Dalman, Larissa Pixler (and Elise Mikkelsen, AZ). Absent: Nicole Corbin, Smith Worth, Jennifer Berg

Welcome and call to order

Kathy Scanlan began the meeting at 3:06 pm (EDT)

Minutes of May 18, 2016, Board meeting

Terri Sue made a motion to accept the minutes as presented; it was seconded by Eric Preuss, and approved by all present.

Fiscal Reports

With kudos directed to Kathy Scanlan for leaving no stone unturned to find revenue as well as ways to cut expenses, Eric Preuss explained APGSA is \$7,000 better than anticipated. The report was presented by Eric and Kathy, and accepted unanimously following a motion to approve made by Mark and seconded by Terri Sue.

Review of Board and Ex. Dir. Goals 2016

Goal 1: Mission, Policy, Planning. Terri Sue skillfully and creatively devised an association Strategic Map to organize our direction. The website was revamped and the Survey of States bidding process was completed, while Mark led the first Information Workshop. At the annual meeting, we will discuss the Professional standards to determine our direction in that area. Eric and Kathy initiated Quick Books ® and the fiscal priorities will also be discussed at the annual meeting.

Goal 2: Fiscal, Legal, Compliance. Eric reported that APGSA complied with all Federal, state and local fiscal reporting requirements; reviewed a year-to-date budget and Profit and Liability reports monthly, and followed its fiscal management policies.

Goal 3: Resource development /Fundraising. Lori thanked all for contributions to the dues policy, which is fair and understandable. This will be presented at the meeting in July. Efforts to approach SAMSHA and other big groups for support were unsuccessful, but APGSA is not deterred. Kathy did receive a donation from one person who will be at the meeting in July.

Goal 4: Executive Supervision and Support. Development of personnel policies was led by Mark and will be presented for vote at the July meeting. He will conduct another review of the Annual Review Process.

Goal 5. Community Relations. The community relations goal to explore partnering with other organizations needs to be moved to the front burner. According to the Survey, people do not know we exist. There was success with launching the enhanced website.

Goal 6: Board Development. Nicole did craft a way to stagger the board terms; this will be implemented July 1 for Fiscal Year 2017.

Exec. Dir. Goals: Kathy exceeded her goals regarding the Board of Directors with the exception of the last issue dealing with insurance, which is in progress and partially completed. Increased effort next year must be made toward acquiring more dues-paying states. NASADAD decided not to partner on the Survey of the States. All the fiscal, membership, and

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planning committee goals were met, as was the Website (later than September). The mentoring project is in place with the help of John Hostettler, but has not yet been utilized. Changing the location of the E.D. from Connecticut to Massachusetts is still a work in progress; consequently, annual reports continue to be filed in both states. Payroll and State and Federal taxes will continue to go through Paychex. For personal and professional goals, Kathy did take an Excel class in the fall, and she is working on limiting her hours to 20.

Mark: Last year's process of establishing goals at the beginning of the year was worthwhile; that is what makes the organization work.

Terri Sue: This association has progressed a lot over the past year – more than ever before. Helen will take us through the World Café process. People will be able to articulate where we want to go in the future based on the insightful questions Helen is preparing to guide us.

Personnel Policies were reviewed by Mark & Kathy: they included the technical changes by Terri Sue and format changes by Larissa. Kathy will send it out to the APGSA Board to review and then vote. It will be on the Annual meeting agenda for a vote.

[After the Board meeting, the policies were sent to Board members who voted by email by 6/24 to approve the personnel policies as revised.]

Proposal on Dues for 2018: Several states responded that the dues are fine, fair, makes sense; There are some states from whom we haven't gotten a reply. One member fears the amount will continue to creep up and administrators might balk. Eric suggested a contributing problem exists for States who are paying for other professional organizations. A discussion followed about working with individual states to negotiate a fee that works for their state; creating standards; the ability to articulate the benefits of belonging to this organization.

Annual Meeting: we will prepare a packet for everyone so they have the Annual Report from 2016 and the minutes and fiscal reports, etc. Lori will chair the meeting and ask for brief introductions; Smith will ask for minutes approval; Eric will present the fiscal report and the budget; Lori will review the progress on the Board's Goals for the year; Eric will present the 2016 fiscal report; Mark will APGSA's review 2016 activities. Lori and Smith will discuss the dues policy and personnel policies and conduct the vote; Kathy will prepare ballots for members eligible to vote; Kathy will acknowledge and thank the members for specific activities. Lori will announce the new Board of Directors.

Nominations for the new Board will be e-mailed Monday, June 20 for a vote and due July 30. People will select eight of the eleven listed names. The new Board will elect Officers after July 1. They will be announced at the meeting and assume their leadership at the end of the meeting.

Members will be asked to fill out a form of their State report for distribution at the annual meeting and for posting on the Website afterwards.

In case members would like to find each other to meet in the days after the Annual meeting, we will ask for contact numbers and prepare a list so members can easily connect with each other during the rest of the conference.

We have invited Christopher Armentano and Cynthia Salzman to be our guests for lunch on the 14th. Also in attendance will be Jim Spriggs who made the \$8,000 donation. If he is available on the 14th, we will invite him to come in so we can thank him.

We need to inform interested Members they can be involved in APGSA even if they are not voting members. Their professional expertise can be utilized in various ways, for example: for pro bono accounting, assisting with the survey, to orient a new member.

There was a discussion regarding electronic attendance to the annual meeting, and Lori said she would order the polycom (plug in phone or outlet). We will wait until the latest time to cancel and recoup our money if there is no interest. In this way, it will be in place in the event there is a need.

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Scoring of RFP; Mark reported that scoring of the RFP was completed. . We need to address any weaknesses to flesh out more detail. We will send the results to Keith for his input. After the National Conference in Tarrytown, we will set up a committee to flesh out details.

Meeting adjourned at 4:33 pm (EDT)

Respectfully and humbly submitted:
Larissa T. Pixler