



ASSOCIATION OF PROBLEM GAMBLING
SERVICE ADMINISTRATORS

MEMBERSHIP MEETING
Tuesday, January 24, 2016
10:30am PT, 11:30am MT, 12:30pm CT, 1:30pm ET
AGENDA

Preliminary Items

Welcome and Introductions	Lori Rugle
Minutes of Members' Meeting 10/26/16	Jennifer Berg
Fiscal report	Eric Preuss
APGSA PR	Stacey Frohnafel-Hasson

Members' Exchange

I. Strategic Planning Terri Sue

Panel Members: Victor Ortiz (MA), Mark VanderLinden (MA), Terri Sue Canale-Dalman (CA)

A panel discussion "Strategic Planning: From Concept to Practice"

- The importance of developing a strategic plan (Concept)
Creating buy in, collaboration, and partnerships
Lesson learned in the process of the development
- Implementation of the strategic plan (Practice)
Identifying opportunities
Overcoming challenges
- Keeping everyone informed (Practice)
Evaluation and measuring success of the strategic plan
Evaluation-when do you know you have been successful
Utilizing outcomes to adjust and improve services

Adjourn – noon PT, 1:00pm CT, 2:00pm MT, 3:00pm ET