

**Administrative Personnel Association
National Certification Council Meeting Minutes
July 16, 2008, Denver, CO**

PRESENT

Judy Franconi	National Certification Council Chair
Kelly Cahill	National Certification Council Vice-Chair
Marie Diamond	National President
Barbara Prieto	Regional Certification Chair, Florida Region
Maureen Brown	Regional Certification Chair, Heartland Region
Deeanna Alford	Regional Certification Vice-Chair, Heartland Region
Pat Donofrio	Regional Certification Chair, Mid-Atlantic Region
Linda Burrowes	Regional Certification Chair, Mid-South Region
Kathie Davenport	Proxy - Regional Certification Chair, Northeast Region
Barbara Rohrs	Regional Certification Chair, North Pacific Nevada Region
Bobbi Hoffman	Regional Certification Chair, Rocky Mountain Region
Theresa Wright	Regional Certification Chair, Southwest Region

Roll was taken by sign-in sheet.

The meeting was called to order by Chair, Judy Franconi and opened with prayer by Maureen Brown at 3:00 p.m.

WELCOME AND INTRODUCTIONS

All members of the Certification Council were welcomed by Chair, Judy Franconi and introductions were made.

Agenda approved as written.

2007 MINUTES

The July 11, 2007 minutes were approved as written.

Recommendation #2:

OUTSIDE APA CREDITS

To allow five hours in each level of outside APA credits for elective courses, **NOT** for core courses.

Rationale:

Elective courses are at each individuals' choice, but the core courses are there for a reason.

Motion defeated

Recommendation #3

OUTSIDE APA CREDITS

To allow ten hours for each level of outside APA credit.

Rationale

To allow members to take advantage of outside classes including online courses.

Motion seconded & carried

Recommendation #4:

NEW AND REVISED CLASSES

New Classes

- ◆ Basics of Project Management
- ◆ Coaching and Mentoring Skills for Successful Leadership
- ◆ Going Green in the Church Office/ Guide to Going Carbon Neutral
- ◆ Grammar, Punctuation and Spelling
- ◆ Sexual Harassment

Revised Content of Current Classes

- ◆ Legal Matters
- ◆ Risk Management
- ◆ Safety in the Workplace
- ◆ Personnel Issues
- ◆ Stress Management

Motion seconded & carried All classes approved

(Detailed course descriptions are at the end of these minutes.)

Recommendation #5:

CERTIFICATION HANDBOOK CHANGES

Page 8 Book of Order References Change To

G14.0740	Other Certified Personnel
G14.0743	Notification of Status
G14.0744	Recognition by Presbytery

Page 8

Will notify the Presbytery in writing within 30 days of certification.

Page 9, National Conference

Bulleted items 3 and 7 say the same thing (omit one of these)

Page 11, Course Study Locations Number 2

(See guidelines, pages 64-65) **Should be Changed** to pages 73-74

Page 66, APA Certification Record for Level I

Polity I should be 5 hours instead of 2.5 hours as listed (totals are correct)

Motion seconded & carried

Recommendation #6

That every three years in conjunction with the week long conference, the Certification Council Chair works in coordination with the Host Planning Committee to offer contributing up to \$1000 towards either hands-on technology classes to help cover the computer rental cost or other related expenses.

Rationale

Our funds are for certification use only. They should be used for education purposes or possibly obtaining a speaker for a national conference. Providing monetary assistance for technology courses (renting computers) would also be in line with one of the goals of the Certification.

Motion second & carried

Recommendation #7 - CATEGORIZING COURSES

That our current list of Elective Courses be listed in individual categories.

ELECTIVE COURSES

CLERICAL/ADMINISTRATIVE SKILLS

Assertiveness Skills	(2.5 Hours)
Business Letter Writing	(2.5 Hours)
Conflict Management	(5 Hours)
Dealing With Difficult People	(2.5 Hours)
Developing Professionalism	(2.5 Hours)
Effective Meeting Minutes	(2.5 Hours)
Essentials of Budgeting	(2.5 Hours)
Financial Reporting	(2.5 Hours)
How To Run A Meeting	(2.5 Hours)
How To Plan An APA Conference	(2.5 Hours)
Newsletters And Bulletins	(2.5 Hours)
Office Relationships - Multiple Staff	(2.5 Hours)
Parliamentary Procedures	(2.5 Hours)
Personnel Issues	(2.5 Hours)
Presenting Your Church/Organization To The Public: Marketing	(2.5 Hours)
Problem Solving Through Communication	(5 Hours)
Records Management In The Computer Age	(2.5 Hours)
Risk Management	(2.5 Hours)
Stewardship Programs/Capital Fund Campaigns	(2.5 Hours)
Supporting the "Executive Staff"	(2.5 Hours)
The Church & Persons with Disability	(2.5 Hours)
The Church Office Guide to Copyright Law	(2.5 Hours)
Time Management	(2.5 Hours)

MISCELLANEOUS

Better Photography with Digital or 35mm Camera	(2.5 Hours)
Creating a Pictorial Directory	(2.5 Hours)
Hymnology	(2.5 Hours)
The Art of Calligraphy	(2.5 Hours)

PC (USA)

Book of Confessions	(2.5 Hours)
Church/Presbytery/Synods In Transition	(2.5 Hours)
General Assembly Entities	(2.5 Hours)
Inclusive Vs. Exclusive Language	(2.5 Hours)
Presbyterian 101	(2.5 Hours)
Presbyterian 102	(2.5 Hours)
Presbyterian Foundation	(2.5 Hours)

PERSONAL CARE

Dilemma of Plateauing	(2.5 Hours)
Healthy Lifestyles	(2.5 Hours)
How To Deal With Aging Parents And Work Full Time	(2.5 Hours)
Living With Grief	(2.5 Hours)
Pastoral Care For Self And Others	(2.5 Hours)
Personal Investing	(2.5 Hours)

PERSONAL SAFETY

Stress Management (2.5 Hours)
So You Want To Retire.....Now What? (2.5 Hours)

SPIRITUAL STUDIES

Angelology (Doctrine of Angels and Demons) (2.5 Hours)
Christology I: Doctrine of the Person Of Jesus Christ (2.5 Hours)
Christology II: Doctrine of the Work Of Jesus Christ (2.5 Hours)
Interim Ministry (2.5 Hours)
Liberation Theology (2.5 Hours)
Ministry of Reconciliation (2.5 Hours)
Pneumatology The Person and Work of The Holy Spirit (2.5 Hours)
The Books Called "The Apocrypha" (2.5 Hours)

TECHNOLOGY TOOLS

Advanced Html/Xhtml (2.5 Hours)
Beginning Html/Xhtml (2.5 Hours)
Computer Hardware (2.5 Hours)
Desk Top Publishing (2.5 Hours)
Mastering The Internet (2.5 Hours)
Microsoft Access (5 Hours)
Microsoft Excel (5 Hours)
Microsoft Power Point (5 Hours)
Microsoft Word (2.5 Hours)
Quickbooks (5 Hours)
Web Design And Graphics (5 Hours)

BUDGET REPORT

6/1/08	General Fund	\$3,691.06
6/1/08	Fundraiser Account	\$ 803.00
	TOTAL	<u>\$4,494.06</u>

DISCUSSION ITEMS

Guidelines for GA Directory Certified Personnel Listing

(Pat Donofrio and Theresa Wright)

Discussion was held regarding the listing of certified personnel in the GA Directory. A task force was formed that will work on a specific policy.

Online Courses

Christian Educators – Dubuque seminary offers some – only allow one course per educator accepted. Presbyterian Church Business Administrators Association - no online courses being offered The possibility of APA offering online courses was discussed. Other examples of professional organizations were given. It was decided that the APA Certification Council will post information on the website with recommended sites for online classes.

Resources:

www.pendaflexlearningcenter.com

www.gclearnfree.com

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Tracking Continuing Education Credits

After Level III certification is achieved, courses must still be tracked. Many members need this verification as a justification to sessions as well as personnel committees when request continuing education funds to attend conferences.

Regional Fund Raisers

A discussion was held concerning this issue. Regional fundraisers are currently not being done by all regions. As a result, only some chairs have been eligible to receive the \$75 travel assistance. Suggestions were made that with the money raised strictly at national fundraisers, maybe this should be awarded on some type of scholarship basis to one certification chair. Barbara Prieto will work on drafting some type of scholarship form for this purpose.

Book of Order G-14.0744, Recognition by Presbytery

“Asking them the constitutional questions in W-4.4003” has been placed into this section. The process is being researched for rectifying this. Until that time, our current sample letter sent to Executive Presbyters about Presbytery recognition states:

We would like to request that **MEMBER**, employed at **PLACE OF EMPLOYMENT**, either be recognized on the floor at a Presbytery meeting in accordance with the Book of Order Section G-14.0802 through G-14.0804 or be sent an official letter of recognition from the Presbytery.

PROPOSED CHANGE

We would like to request that **MEMBER**, employed at **PLACE OF EMPLOYMENT**, ~~either be recognized on the floor at a Presbytery meeting in accordance with the Book of Order Section G 14.0802 through G 14.0804 or be sent an official letter of recognition from the Presbytery.~~

Grants Disbursed For One Day Seminars

Note: *This money does not come from Certification Funds. There is a line item in the APA budget of up to \$1000/yearl for membership/certification grants.*

Susan Wills	Florida Region	January 10, 2008	\$100
Margaret LaPlante	Southwest Region	June 25 th /October 1, 2008	\$100
Gay Alston	Mid-South Region	June 30, 2008	\$100

Goals

We have a lot of technology classes listed as electives. They are never offered at conferences. Is there anything that we can do to help get them offered? If they can't be offered as classes then we should remove them from our elective class list.

Leadership Training

Room: Crystal I

Thursday 4:30

The following members received their certification at the banquet on Saturday night:

Heartland – Maureen Brown

Level I

Toni Roppel
Jerri Smith

Level III

Brenda Smithers
Carol Wetzel

Mid-Atlantic – Pat Donofrio

Level III

Kim Stroupe

Mid-South – Linda Burrowes

Level I

Paula Godbee

Level III

Debbie Hamrick

Northern Pacific/Nevada – Barbara Rohrs

Level III

Carmen Siegel
Carol Ferrantelli

Northeast – Cindy Cyr

Level III

Lindsay Crosby

Rocky Mountain – Bobbi Hoffman

Level I

Britteny Beckstrom

Level II

Naomi Okoye
Angie Palmer

ADJOURNMENT

This meeting was adjourned at 5:00pm

Respectfully submitted.

Kelly Cahill

National Certification Vice-Chair

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NEW ELECTIVE CLASSES (2.5 Hours)

Basics of Project Management

Overview

Gain the confidence you need to take a project from conception to completion with efficient skills in scheduling, budgeting and planning.

Suggested Topics To Cover

- Defining project management
 - Planning and controlling projects
 - Meeting project objectives
 - Solving project problems
 - Managing time and priorities
 - Learning from each project
 - Coordinating work done by others
 - Improving communication skills
 - Exerting influence without authority
 - Tracking resources to maximize productivity
 - Learning the skills to plan, organize and control projects of any size
 - Anticipating problems or solve them as they arise
-

Coaching and Mentoring Skills for Successful Leadership

Overview

A successful leader needs expert coaching and mentoring skills to facilitate team performance. Learn strategies to solve tough problems like how to get staff to take initiative; how to motivate team members to achieve more; and how to keep staffs' personal problems from affective work.

Suggested Topics To Cover

- **Essential Skills for Effective Leaders**
- Your unique leadership style: recognizing your strengths and limitations
- Understanding the difference between managing and leading
- Making you employees feel valued by you and the organization
- **Coaching Underachievers to Success**
- How-to's for establishing a more positive, energized work environment
- Different coaching approaches for different staff
- Discussing performance issues effectively in a face-to-face meeting
- Holding employees accountable
- Recognizing the reasons for employee mistakes and frustrations
- **Mentoring Team Members to Take Their Skills to the Next Level**
- Essential how-to's for mentoring
- Common mentoring mistakes and how to avoid them
- A How to plan for continuous development
- **Communication Techniques for Every Leader**
- How to give, clear, precise instructions
- Providing feedback that results in positive change
- What-to-say-when tips for lessening or preventing verbal attacks
- Strategies for keeping the lines of communication open
- **Using Coaching and Mentoring to Create a Stronger, More Effective Team**
- Techniques for building trust and mutual respect
- Tips for boosting cooperation and teamwork
- Keeping your team up and energized under pressure, crisis, and change

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Going Green in the Church Office/Guide to Going Carbon Neutral

Overview

The objective of this course is to provide environmentally conscious actions to take and include to fit every budget and church size. To explain and teach in response to the General Assembly 2006 Resolution calling on all Presbyterians and Presbyterian Institutions to go carbon neutral as a bold Christian witness to help combat the effects of climate change.

Suggested Topics to Cover

1. Reduce, Reuse and Recycle Office Paper
 - setup recycle bins
 - email vs print
 - reuse paper
 - ask for donations of old stationary
 - create your own message pads
 - decrease the printing margins
 - install software - ex. www.printgreener.com
2. Purchase Greener Office Supplies
 - It used to be more expensive that is no longer the fact.
 - Look at chain office supply stores but also look at eco-office suppliers for comparison pricing.
 - Some reputable companies
 - Frogfile - www.frogfile.com
 - Green Office - www.thegreenoffice.com
 - Green Earth Office Supply
 - <http://greenearthofficesupply.stores.yahoo.net/>
3. The Break Room
 - Eliminate paper and plastic plates, cups, utensils. Purchase either a set of dinner plates, coffee cups and utensils for the staff or ask each staff member to provide their own. - Helps with the church budget. Or provide alternative that are recyclable.
 - Buy organic and fair-trade teas, coffees, sugar and snacks.
4. Refurbished or Recycled Furniture
 - Save your bottom line and save the landfills.
 - Suggestions of where to look.
5. Types of Efficient Lighting.
 - CFLS - compact fluorescent light bulbs **VS** LED's light-emitting diodes
6. Cleaning with Green Products.
7. New Computer vs Upgrading your Computer
 - cost efficient
 - recycling products
8. Responsible Printing
 - research amount of waste from toner cartridges
 - remanufactured cartridges vs new cartridges
 - more competition among manufacturers now.
 - recycle cartridges for money or products.
9. Calculate your Carbon emissions
10. Reduce your carbon emissions
11. Offset your remaining carbon emissions by purchasing carbon offsets
12. How do families go carbon neutral?

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13. How do churches go carbon neutral?
14. What a church needs to do to make a commitment to go Carbon Neutral
15. What is the cost?

Resources:

www.victoria-e.com

www.nativeenergy.com

www.co2.org

www.safeclimate.net/calculator

www.epa.gov

www.coopamerica.org

Office Solutions April 2008 issue

Society for Human Resource Management

Church & Society July - August 2006 issue

GRAMMAR, PUNCTUATION AND SPELLING

Overview

Do you remember all the rules for grammar, punctuation and spelling? Have they changed since you were in school? Could you use a refresher course?

Suggested Topics to Cover

Punctuation

- How many spaces do you put –
 - between sentences?
 - after a colon or a semi-colon?
 - between the state and zip code in an address?

When does a sentence become a run on sentence?

When do you use hyphens?

What is the proper way to use quotation marks?

Grammar

When do you write numbers and when do you spell them out?

When to capitalize and when not to?

When is a word possessive and when is it plural?

What is the correct way to write out amounts of money?

What is the proper way to show a title, book, magazine or newspaper?

Spelling

Can a word be spelled more than one way?

What are the most common spelling mistakes?

When can your spell check lead you in the wrong direction?

When do two words become a compound word?

Sexual Harassment

Overview

This class will provide information necessary as well as resources available for an employee of any organization who finds themselves involved in sexual harassment.

Suggested Topics To Cover

- Brief Overview of the legal definition of sexual harassment
- Practical examples of inappropriate behaviors of a sexual, suggestive or gender-biased nature
- Other types of unlawful harassment under both federal and state laws – race, ethnicity, age, disability, religion, sexual orientation, etc.
- Practical examples of inappropriate behaviors with regard to factors other than sex
- Special risks of supervisory-subordinate dating
- Intent versus impact – role of power in assessing appropriateness
- Responding to inappropriate behaviors, even in the absence of a complaint
- Responding to and reporting of complaints
- Dealing with harassment by clients, customers, vendors or other third parties
- Confidentiality
- Non-retaliation against complainants and witnesses
- Appropriate disciplinary and other corrective action
- Internal complaint procedure for concerns regarding harassment, discrimination and retaliation
- Damages for unlawful harassment, discrimination or retaliation under federal and state law

REVISED CONTENT OF CURRENT CLASSES

LEGAL MATTERS

Overview

This course will provide legal information that is common in all church organizations.

Suggested Topics to Cover

- Taxes (pastor and lay payroll, non-profit status, property/sales/etc., use of property)
- Use of personal information (photos, addresses, etc. in newsletter, website, etc.)
- HIPAA policies and the church (prayer lists, visitation teams, etc.)
- Wills
- Trusts
- Estates
- Power of Attorney (Financial and Medical)
- Independent Contracts
- Federal Tax Exemption
- Litigation basics
- Confidentiality
- Donors
- Clergy-penitent privilege

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RISK MANAGEMENT

Overview

This course will provide insurance information especially in the area of Loss Control for the churches.

Leadership

Contact your insurance agency to see if they have someone available

Suggested Topics to Cover

- Disaster preparedness, emergency plans, PCUSA resources, American Red Cross resources, and local fire and police department resources
- Automobile safety - church owned vehicles vs. non-owned vehicles, 15 passenger vans, drivers safety programs, MVR's
- Safety guidelines - employee dishonesty, fire, playgrounds, adverse weather
- Outside groups using church facilities, documents the church should require
- Child abuse prevention - dangers to the church, reducing the risk, sexual abuse prevention program and policies
 - reporting procedures
- Sexual Harassment prevention policies
- Protection/detection systems
- Response guide for the congregation, response guide for the presbytery,
- Response guide for the clergy
- Reporting procedures
- Background investigations
- Liability insurance

SAFETY IN THE WORKPLACE

Overview

This course will provide information on general safety procedures encountered in the workplace.

Leadership

The local police/fire department are good resources.

Suggested Topics to Cover

- Workers compensation
- Work environment
- Handling of hazardous material
- Injuries on the job
- OSHA requirements
- Discrimination issues
- Building security and grounds
- Transportation policies
- Proper use of equipment

PERSONNEL ISSUES

Overview

This course will provide information on employment issues and personnel policies of the church

Leadership

The leaders should have experience in a Human Resources environment, preferably in a church, or a history of services on a church personnel committee

Suggested Topics to Cover

- The job of the Personnel Committee
 - Personnel Policies and Manual (get samples from churches)
 - Position Descriptions
 - How to prepare
 - How to update
 - Paid vs. volunteer “employees”
 - Differences for purposes such as liability insurance coverage, job descriptions, etc.
 - Interview questions for job search
 - Employment laws for federal and local state requirements
 - Minimum wage, employee status (exempt vs. non-exempt)
 - Forms for new hires and background checks
 - Required contents of personnel files
 - Employment practices
 - Dismissal/counseling of employees with due cause
-

STRESS MANAGEMENT

Overview

The objective for this class is to teach the skills necessary to help the participants deal with the stress that is quite often involved in office administration (whether in a church, presbytery, Synod or other church entity).

Suggested Topics to Cover

Three Kinds of Clutter that add stress to your life: schedule, emotional and administrative

1. **Schedule** - interruptions clutter our days. –
Even Jesus limited his contact with people because of his priorities.
2. **Emotional** - negative thinking vs positive thinking. The Guilt.
Deal with over commitments:
 - Delegate tasks
 - Regain perspective
 - Ask out of an obligation
 - Prevent over commitment
3. **Administrative:** - includes paperwork, work done by you that should be done by others, miscommunication, kinks in the chain of authority.
 - release the need to control everything
 - overcome the need to be needed
 - release jobs that enjoyable but not essential to your position

- train well those that you are delegating jobs to - overcome the fear of a subordinate's failure reflecting poorly on you.

Do It, Delegate It, Dump It - receive information and immediately do something about it.

Stress vs Distress

- Paul Qualben - Psychiatrist - "Why do some church workers seem to thrive in stressful situations, find satisfaction in their work and weather the ups and downs with equanimity, while ones in the next church burn out?"
- Most work in the church is done by people under stress. Stress is not the problem. The problem is distress. Distress is the product of frustration and repeated disappointment.
- Church workers prone to distress are often TYPE A personalities - hard workers who set high goals for themselves but suffer from the hurry disease.

Mini, Micro and Minute Vacations

Tim Hansel's book : *When I Relax I Feel Guilty*

1. Mini Vacation - one day a week keep the Sabbath. If you work on the Sabbath take two ½ days off for rest. - Ex. Wednesday evenings and half of Saturday. Do something to recharge your batteries.
2. Micro Vacation - Tithed 10% 2.4 hours of your day to God and yourself. Start with 15 minutes a day and add time on a weekly basis until you feel relaxed. Example: do something special in the morning cup of tea, coffee, choose one word or line of scripture and follow it for the day or an inspirational quote, say thank you more often.
3. Minute Vacation - 60 second pause. Example: close your eyes and breath deeply, read inspirational quote, look out the window.

Multitasking vs Monotasking

Pros and Cons

Organize to prevent crisis

Stay in the now - be present -

Give yourself time - don't over schedule yourself.

The Dreaded "E" word - Exercise

Benefits of it

What kind is best for you.

Dare to Take a Vacation

Set up back up with volunteers or other employees

Writing a Stress Policy to prevent staff burnout

Some organizations are creating official policies to combat stress in the workplace.

Responsibility of Personnel Committee or Church Safety Committee - depends on church structure.

Suggestions:

- Ensure staff are fully trained to perform their duties.
- Ensure staff are provided with meaningful developmental opportunities .

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- Monitor workloads to ensure that staff are not overloaded.
- Monitor working hours and overtime. Monitor holidays to ensure that staff are taking their full entitlements.
- Be vigilant and offer additional support to a staff member who is experiencing stress outside of work. - death of family member, divorce, illness of family member etc.

Sample: <http://www.hse.gov.uk/stress/standards/pdfs/examplepolicy.pdf>

Available Resources:

Board of Pensions of the PCUSA www.pensions.org
The American Institute of Stress: <http://www.stress.org>
BuildingChurchLeaders.com
Church Law Today: <http://www.churchlawtoday.com>
National Safety Council: <http://nsc.org>
Board of Pensions of the PCUSA www.pensions.org
Tim Hansel's book : *When I Relax I Feel Guilty*