



MEMORANDUM

To: CFP Executive Board (EB)
FROM: Vicki Everly, Executive Assistant
DATE: 03/15/2021
SUBJECT: Executive Assistant (EA) Report

I. CFP SUMMARY INFORMATION

CONSTITUENCY Membership <i>(based on constituency indicated on membership application or attendee registration form)</i>	MEMBERS as of previous EA report dated 08/06/2020 *	REGISTRANTS for upcoming Biennial Meeting as of 03/15/2021		MEMBERS as of 03/15/2021 *
		Workshop ONLY	Package	
Academia	30	1	10	31
Consumer (organizations)	13	-	4	13
Emeritus	10	-	2	12
Food Industry – Food Service	94	2	52	97
Food Industry – Processing	11	-	5	11
Food Industry – Retail Food	121	1	60	122
Food Industry – Support	121	-	50	123
Food Industry – Vending / Distribution	13	-	8	14
Regulator – District / Territory / Tribal	3	-	2	2
Regulator – Federal	70	2	60	75
Regulator – Local	128	8	62	137
Regulator – State	209	7	100	214
Student	1	-	1	1
No designation (e.g., international)	1	-	-	2
Total Members *	825	21	416	854

REGIONAL Membership *	MEMBERS as of date of this report *
Mid-Atlantic	233
Midwest	96
Northeast	66
Pacific	120
Southeast	172
Southwest	164
No designation (e.g., international)	3
Total Members	854

Biennial Meeting REGISTRATION Category	REGISTRANTS as of 03/15/2021
Workshop ONLY	21
Workshop AND Biennial Meeting	245
Biennial Meeting ONLY	170
Student – Workshop ONLY	0
Student – Biennial Meeting	1
Total Registrants	437

NOTE:
<p>CFP membership status and Biennial Meeting registration changes almost daily; the numbers in this report are presented as FYI only.</p> <p>65 attendees (to date) have requested a full refund from their 2020 Biennial Meeting registration where membership dues for the new biennium were retained. These members are factored into the counts above.</p> <p>20 attendees ordered paper copies of finalized Issues; this option is no longer available and refunds will be provided.</p>

Pragmatic Conference Calls		08/04/2020 through 03/12/2021
<i>Note: some committee chairs convene meetings using a different service provider or via email; statistics on Pragmatic calls are provided ONLY as a single indicator of Conference activity.</i>		
Total # of conference calls	<i>(counts do NOT include 6 calls with only 1 participant)</i>	5
	<i># of calls convened by a committee chair</i>	3
	<i># of calls convened by Conference Chair, Vice Chair, or Executive Team</i>	2
Average length of call		48 minutes
	<i># of calls less than 30 minutes in duration</i>	2
	<i># of calls from 30 to 59 minutes in duration</i>	1
	<i># of calls from 1 hour to 90 minutes in duration</i>	1
	<i># of calls greater than 90 minutes</i>	1
Average # of participants		6 (rounded down) (range 3 to 11)
Total # of moderators using Pragmatic conference call service provided by CFP		3
<i>Note: this table does NOT include data on any meetings conducted using CFP's MS Teams account.</i>		

II. REQUESTED ACTIONS FOR EXECUTIVE BOARD

No requested action at this time. For documentation purposes only, unresolved EA agenda items from previous EB meetings are included at the end of this report as “future agenda items.”

III. EA ACTIVITIES

A. Summary of activities conducted since the last EA report (September 2020)

1. Prepared and finalized EB meeting minutes; uploaded all final meeting documents to CFP website:
 - September 2020 virtual meeting. <http://www.foodprotect.org/reporting/fall-2020-executive-board-meeting/>
 - March 2020 conference call. <http://www.foodprotect.org/reporting/2020-march-executive-board-meeting-conference-call/>
2. Committee support: completed assigned tasks and provided support as requested.
 - Issue:
 - Worked with ED and Conference Leaders to develop a late Issue submission template.
 - Provided Issue Chairs, Conference Leaders, and Council Leaders with a report listing 2020 Issue title and submitter contact info.
 - Sponsorship:
 - Managed two (2) separate online Eventbrite application processes: one for Sustaining Sponsors and a second for Event/Service Donations.
 - ✓ Created corresponding sponsorship documents and fillable PDF forms to download/print for payments made by check.
 - ✓ Updated application forms and CFP website information as event dates and details changed.
 - ✓ **Note:** active recruitment of Sponsors has been discontinued; therefore, the Eventbrite sponsorship and donation application pages were taken offline in February 2021 and the CFP website updated accordingly.
 - Maintained a “sponsorship and event/service donor” database for the upcoming Biennial Meeting.
 - ✓ Provided status reports as requested.
 - ✓ Coordinated “complimentary” biennial meeting and workshop registration for Sustaining Sponsors.
 - Established and disseminated online codes needed to receive eligible comps.
 - Monitored status of sponsor registrants; sent email reminders as needed.
 - Updated data and registration status as employment status changed.
 - Ad Hoc Virtual Meeting Platform Committee:
 - Participated in committee activities investigating options and platforms for virtual meetings.
 - Reviewed and provided input to multiple versions of the draft RFP.
 - Ad Hoc Digital Engagement Committee: provided input and feedback as requested.

3. Biennial Meeting registration: completed assigned tasks related to the development and management of the event registration process.
 - Updated online and paper application registration processes following postponement(s) of the Biennial Meeting.
 - Managed the online Eventbrite attendee registration process; created/updated corresponding fillable PDF forms to download/print for payments made by check.
 - Designed a registration fee “table” and “Refund Request Form” to assist members in understanding changes in registration fees and refund options based on converting events to a virtual meeting format; documents approved by EB motion.
 - Designed a “Registration Change” form approved by the ED and Conference Chair.
 - Monitored biennial meeting registrations (paper and Eventbrite) for all categories of participants:
 - Triaged and forwarded to ET requests for vendor applications, invoices, receipts, and other payment documentation.
 - Tracked all payments, deposited checks, and notified ED/ET with each deposit.
 - Issued refunds for incorrect online payments; notified ED/ET with each refund; referred full and partial refund requests or any refund to be made by check to ET.
 - Updated the registration summary table (see page 1 of this report) by category and constituency (Note: this information changes frequently and is provided as FYI only).
 - Notified the majority of registrants of their current registration status; researching questions and discrepancies.
 - Responded to queries from members and non-members via email and phone.
4. Worked with ED in preparing/updating materials for the upcoming Biennial Meeting and Workshop.
 - Worked with ED, ET, and Conference Leaders to effectively divide Biennial Meeting into 2 separate meetings staged in 2 separate months.
 - Participated in conference calls and virtual meetings.
 - Updated promotional materials to reflect event postponements to 2021 and conversion of format to virtual meetings.
 - Designed new materials as requested by ED:
 - ✓ Drafted a revision to the biennial meeting “information book” and other documents to reflect the event changing from a face-to-face meeting to an all-virtual format.
 - ✓ Designed a one-page Workshop promotional “flyer.”
 - Uploaded/updated information on the CFP website as it became available.
5. Assisted ED, ET, and Conference Leaders with administrative tasks, including but not limited to:
 - Collaborated with ED to maintain “*Action Item*” lists from previous EB meetings.
 - NACCHO-CFP Retail Food Safety Collaborative Grant Project support and committee participation as requested. (Note: Collaborative grant project tasks are separate from EA assigned duties. Documentation of tasks/time are submitted to ED for approval and reimbursement of time is via grant funding.)
6. Routine tasks/assignments, including but not limited to:
 - Maintaining CFP membership list; current list merges information from the following:
 - Members from the 2018-2020 biennium;
 - Registrants for the upcoming Biennial Meeting (excluding “Workshop only” registrants);
 - Members paying dues for the new biennium without registering for the Biennial Meeting; and
 - 2020 Biennial Meeting attendees who requested a refund but allowed membership dues to be retained.
 - Maintaining and posting current EB roster.
 - Providing region/constituent sorted membership lists to EB members on request.
 - Participating in executive team conference calls with ED and ET as needed (regularly scheduled monthly calls were suspended following postponement of the Biennial Meeting).
 - Posting “news” specifically related to CFP on the website home page.
 - Reviewing numerous queries each day received via “customer service” and “information” email links from the CFP website: deleting spam and inappropriate “cold-call” messaging, responding directly to legitimate queries within the authority of the EA, and referring other legitimate queries to the appropriate person. (Note: most messages received via the CFP website are spam or unrelated cold-call queries.)

B. Major EA projects to complete in advance of the Workshop and Biennial Meeting (in addition to routine tasks)

1. Tasks in Preparation for the Postponed Biennial Meeting Events:

- Update the CFP website with event details and documents as information becomes available.
- Continue to process registrations and respond to queries.
 - Complete the notification process for each Workshop and Biennial Meeting participant with information regarding their current registration status.
 - Enter information from hard-copy registrations into Eventbrite system.
 - Work with ED and ET to process and track requested refunds.
 - Create a verified “master” list of registrants for each event:
 - ✓ Convert Eventbrite data into a workable database; create summary reports as needed.
 - ✓ Review registration list with ET to verify proof of payment and refunds processed.
 - ✓ Work with virtual meeting event “host” to coordinate attendee access to all eligible meetings.
- Continue to track and disseminate information related to Sustaining Sponsors and Event/Service Donations.
 - Reconcile information between the Sponsorship Committee records and EA records.
 - Re-confirm names of complimentary registrants with Sustaining Sponsors prior to each event.
- Send email welcome letter to first-time attendees explaining the Navigator program; letter provided by the Strategic Planning Committee.
- Coordinate purchase of recognition gifts.
- Provide Issue support:
 - Complete any assigned tasks related to any submitted “late breaking Issues.”
 - Assist Council Leaders and Scribes in preparing Issue “folders” for each Council.
- Provide constituency/regional membership lists to each Board member with a term expiring; task assigned by EB for spring 2021 but will be postponed to Summer 2021 to ensure an accurate constituency attendee list.
- Work with Conference Leadership Team to establish a committee membership recruitment process for the upcoming biennium:
 - Modify a proposed timeline and task list (originally drafted based on April 2020 event dates).
 - Update required list of Issue-proposed council committees for new biennium.
 - Due to the extremely short timeline for committee activities in the new biennium, all decisions regarding the committee membership recruitment process must be finalized in advance of the August Biennial Meeting.

2. Future Agenda Items (postponed from previous EB meeting agendas/minutes; included in this report for information purposes only and to maintain continuity):

- Resubmit in August 2021: Request to approve updated Standing and Council Committee Roster Template, instructions, and a compilation of relevant excerpts from governing documents.
- Resubmit in August 2022: Request to establish a cut-off date or other method to determine when a membership dues payment applies to the current biennium or to the upcoming biennium. (Note: a motion was passed by the EB regarding current dues payments; this future request would apply to dues paid beginning in the months leading up to the 2022 Biennial Meeting rescheduled for 2023.)
- Resubmit at the direction of ED and Conference Chair: Re-visit temporary suspension of “Record Retention Policy” (dated August 2006) and “Archiving CFP Documents” policy (dated August 2014). Motion passed at the 09/2020 EB meeting to suspend these policies until the Spring 2021 Executive Board meeting.

http://www.foodprotect.org/media/policy/Policy_Record_Retention.pdf

<http://www.foodprotect.org/media/policy/Archiving%20of%20CFP%20Documents.pdf>

“Inventory” of CFP documents (document for internal CFP use only): <http://www.foodprotect.org/media/reportdate/1-8-3a-aug-2019-ea-attachment-1-cfp-document-inventory.pdf>