

Item 1.8.3



MEMORANDUM

To: CFP Executive Board (EB)
 FROM: Vicki Everly, Executive Assistant
 DATE: 08/06/2020
 SUBJECT: Executive Assistant (EA) Report

I. CFP SUMMARY INFORMATION

Constituency MEMBERSHIP *	# MEMBERS as of August 2019 report	# EARLY REGISTRANTS for 2020 Biennial Meeting as of 02/28/2020	# MEMBERS as of 07/30/2020 **
Academia	24	11	30
Consumer (organizations)	9	3	13
Emeritus	9	2	10
Food Industry – Food Service	63	57	94
Food Industry – Processing	11	6	11
Food Industry – Retail Food	95	63	121
Food Industry – Support	106	57	121
Food Industry – Vending / Distribution	11	6	13
Regulator – District / Territory / Tribal	2	2	3
Regulator – Federal	49	54	70
Regulator – Local	90	80	128
Regulator – State	161	101	209
Student	4	0	1
Unknown	0	0	1
Total Members	634	442	825
Regional MEMBERSHIP **	# MEMBERS as of date of this report **	* based on constituency indicated on membership application or attendee registration form. ** includes members from the 2018-2020 biennium PLUS new members for the upcoming biennium (via registration for 2020 Biennial Meeting OR payment of membership fee). *** includes early AND late registrations and reflects refunds issued as of 07/30/2020; provided as information only as status of registration and refunds changes frequently.	
Mid-Atlantic	234		
Midwest	94		
Northeast	65		
Pacific	117		
Southeast	166		
Southwest	146		
No designation (i.e., international)	3		
Total Members	825		
Biennial Meeting REGISTRATION Category	Registrants by original EARLY deadline 02/28/2020	REFUNDS issued as of 07/30/2020	CURRENT registrants as of 07/30/2020 ***
Workshop ONLY	11	8	6
Workshop AND Biennial Meeting	279	30	221
Biennial Meeting ONLY	152	31	143
Student – Workshop	0	1	0
Student – Biennial Meeting	0	0	1
Copy of Finalized Issues (paid)	22	2	20
Total Registrants	442	n/a	391

Pragmatic Conference Calls	08/15/2019 through 03/05/2020	03/06/2020 through 08/04/2020
<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 (counts do NOT include calls with only 1 participant)	63	10
# of calls convened by a committee chair	54 (range 2 to 17)	5 (range 1 to 3)
# of calls convened by Conference Chair, Vice Chair, or Executive Team	9	5
Average length of call	42 minutes	68 minutes
# of calls less than 30 minutes in duration	18	2
# of calls from 30 to 59 minutes in duration	20	3
# of calls from 1 hour to 90 minutes in duration	19	1
# of calls greater than 90 minutes	8	4
Average # of participants	9 (rounded up) (range 2 to 41)	9 (rounded down) (range 2 to 29)
Total # of moderators using Pragmatic conference call service provided by CFP	17	5

II. REQUESTED ACTIONS FOR EXECUTIVE BOARD

A. Unfinished Business from August 2019

1. Agenda item 1.9.4 – Review of Archiving and Retention Policies

Request a motion to temporarily suspend the following two (2) CFP policies: “Record Retention Policy” (dated August 2006) and “Archiving CFP Documents” (dated August 2014).

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

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

Discussion (extracted from August 2019 EA report):

A “CFP Documents Inventory” was created and submitted for the August 2019 meeting to support the assigned EA task to “manage” information on the CFP website; please note this inventory is a working document for internal CFP use and is *not* intended to have a prominent posting on the website. <http://www.foodprotect.org/media/reportdate/1-8-3a-aug-2019-ea-attachment-1-cfp-document-inventory.pdf>

- Two (2) existing CFP policies make “managing” information on the website challenging:
 - Adherence to the “Record Retention Policy” would result in deleting a large amount of information currently posted on the website (e.g., retention of documents is limited to current and 2 previous Conference cycles; discard of “retired” documents 6 months following each biennial meeting).
 - The procedure in the “Archiving CFP Documents” policy does not match current practice.

Additional discussion (extracted from Attachment A to the August 2019 EA report) – provided as information only:

At the April 2019 EB meeting, the Board passed a motion to establish a “digital engagement committee” charged with defining:

- known channels of communication, their architecture and function for the membership;
- functions for engagement at the Biennial meeting and ongoing sustainment; and
- “user needs” (members and volunteers).

The following points related to document retention are linked to CFP’s “channels of communication” and should be considered when establishing future charges for the digital engagement committee:

- a. Review CFP’s existing Record Retention Policy (dated August 2006) and Archiving of CFP Documents (dated April 2014) with a comparison to current practice and procedure.
- b. Provide suggested language for revising and or consolidating these two policy documents. Suggested revisions should address (as appropriate) document management related to website posting, retention, maintenance/updates, archiving, and eventual discard of:
 - i. Tax and financial records.
 - ii. Conference governing documents, policies, and position descriptions.
 - iii. Executive Board meeting materials, committee reports, and minutes.

- iv. *Biennial Meeting information:*
 - 1) *General meeting materials (e.g., program booklet, registration list, workshop materials, letters to federal agencies, resolutions).*
 - 2) *Issue documents:*
 - a) *Finalized Issues and attachments as submitted;*
 - b) *Corrected and late-breaking Issues;*
 - c) *Issue recommendations from Councils; and*
 - d) *Assembly of Delegates final Issue recommendations.*
 - 3) *Assembly of Delegates proceedings.*
- v. *Conference-developed guides and documents (i.e., committee-generated content documents approved via the Issue process), including a process to ensure Council edits are accurately captured in the final document version.*
- vi. *Partner document postings on the CFP website.*
- vii. *Retired CFP committee information.*
- viii. *Other CFP records and documents, including but not limited to templates, forms, and educational PowerPoint presentations.*
- c. *Provide a recommended process for the review and updating of existing documents, including but not limited to:*
 - i. *Approval process and authorization for posting new or revised documents to the CFP website; and*
 - ii. *Target review cycle and assigned reviewer for each type or category of document maintained by the Conference.*
- d. *Provide any other best-practice recommendations to help streamline Conference document maintenance of both paper and electronic versions.*
- e. *Issue Chairs; Publications Committee Co-Chairs; and CFP executive team (ED/ET/EA) should participate with the committee during their discussions.*

2. *Agenda item 1.9.5 – Conference-Developed Guides and Documents Template (see EA report attachment A)*

Request a motion to approve the attached 2-page draft titled “*Conference-Developed Guides and Documents Information Template*” to enhance the narrative posted on the CFP website describing Assembly approved guidance documents. If approved, page 2 of the template will be converted to a fillable PDF.

- Page 1 provides an explanation of how documents are posted on the website.
- Page 2 outlines the information requested of a Committee Chair once a committee document has been approved by the Assembly of Delegates via the Issue process.

If the *Template* is approved, a task assignment is needed to ensure the document is disseminated to and collected from each Committee Chair submitting a content document approved for posting.

Discussion (extracted from August 2019 EA report):

A draft “*Conference-Developed Guides and Documents Information Template*” was developed for EB review and approval. The intent is to enhance narrative on the CFP website describing Assembly approved documents. Current information posted for most documents is limited and often requires the reader to download and review the entire document to determine its intent or content. <http://www.foodprotect.org/guides-documents/>

- Draft template was provided to ED, Conference Leaders, and Council Leaders for review and comment prior to submitting as an attachment to the August 2019 EA report; it has not been edited since that time.

III. EA ACTIVITIES

A. Summary of activities conducted since the last EA report (August 2019)

- 1. Prepared and finalized EB meeting minutes:
 - August 2019 meeting minutes; uploaded final meeting documents to the CFP website. <http://www.foodprotect.org/reporting/2019-august-executive-board-meeting/>
 - March 2020 conference call minutes; uploaded approved version to CFP website. <http://www.foodprotect.org/reporting/2020-march-executive-board-meeting-conference-call/>

2. Completed EA assigned tasks related to committees and provided requested support.
 - Issue:
 - Participated in conference call with Issue Chairs and Conference Leaders.
 - Set-up CFP website and the IMP (Issue Management Program) to accept Issues.
 - Provided ED with information/links for Issue submission email reminders to the membership.
 - Provided reminders to Issue Chairs regarding IMP updates needed prior to Issue review.
 - Responded to ED query regarding history/background of automatic “time out” during Issue submission.
 - Worked with ED and Conference Chair regarding extension of Issue submission deadline; updated CFP website to ensure Issue acceptance during the extension period.
 - At request of ED, reviewed links for finalized Issues prior to notification to members of online Issue availability.
 - Provided Issue Chairs with 2018 “*Scribe and Runner Handbook*” and materials needing review/update for the 2020 onsite Issue deliberation and review process.
 - Sponsorship:
 - Developed and managed two (2) separate online Eventbrite application processes: one for Sustaining Sponsors and another 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 needed.
 - Worked with potential sponsors/donors and ED/ET regarding payment and application queries.
 - Developed and maintained a 2020 “sponsorship and event/service donor” database.
 - ✓ Provided ongoing status reports to Sponsorship Committee Co-Chairs, LAC Chair, ED, ET, and Conference Leaders.
 - Email notification upon receipt of a new sponsor/donor pledge.
 - Periodic detailed spreadsheet updates (provided weekly during final 10 weeks leading up to original meeting dates).
 - ✓ Coordinated “complimentary” biennial meeting registration and discounted workshop for Sustaining Sponsors.
 - Established and disseminated online codes needed to receive comps.
 - Monitored status of sponsor registrants; sent email reminders as needed.
 - Posted to the CFP website a PDF listing of Sustaining Sponsors as of 03/01/2020 (the initial deadline date for sponsorship applications).
 - Local Arrangements:
 - Added a new category to the “Event/Service Support Donation” application to allow a donation specifically designated for “Local Arrangements Committee Support.”
 - Provided feedback on LAC volunteer recruitment flyer.
 - Provided status reports on donations received via Eventbrite.
 - Worked with LAC to coordinate supplies for the CFP onsite office.
 - Provided list to LAC to create Issue status sheets for each Council and Issue workroom (note: this list will need to be updated should there be late-breaking Issues).
 - Prepared list of early registrants for LAC to generate name badges and assign “ribbons”; status of each attendee (e.g., EB, council, assembly) confirmed via lists provided by ED (note: this list will need to be re-created and verified prior to the April 2021 event dates).
3. Completed EA assigned tasks related to the development and management of the biennial meeting registration.
 - Developed and managed online Eventbrite attendee registration process; created corresponding fillable PDF forms to download/print for payments made by check.
 - Worked with ED and Conference Chair on final narrative for online and PDF materials.
 - Coordinated registration launch with ED and posting of “news” on CFP website.
 - Completed data entry and processed registration documents received via USPS.
 - Responded to queries from members and non-members via email and phone.
 - Monitored biennial meeting registrations (paper and Eventbrite) Sustaining Sponsors, and Event/Service Donations:
 - 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 refund requests or refunds to be made by check to ET.
 - Created an early registration summary table (see page 1 of this report) by registration category and by constituency.
 - Updated the registration process when the 2020 Biennial Meeting was postponed to August-September 2020; updated the process again when the event was postponed to April 2021.
4. Worked with the ED in preparing materials for the 2020 Biennial Meeting.
- Proofread and provided feedback on biennial meeting information book and other documents.
 - Uploaded/updated information to the CFP website as it became available.
 - Updated documents and information, as requested, to reflect event postponements.
 - Extracted “week-at-a glance” schedule from meeting information booklet; created a stand-alone PDF resource document uploaded to the CFP website. <http://www.foodprotect.org/media/biennialmeeting/cfp-biennial-meeting-program-week-at-a-glance.pdf>
 - Provided ED with a draft “biennial meeting document list” to assist in managing tasks.
 - Created a summary table (internal use only) to track benefits of “special” biennial meeting registrations for sponsors, consumer scholarships, parliamentarians, scribes/runners, LAC, etc.; benefits tracked include complimentary biennial meeting registration with/without membership dues for the new biennium, access to discounted workshop, and invitation to luncheons/events.
 - Coordinated purchase of name badge stacker ribbons.
 - Participated in conference calls with the ED, ET, and Conference Leaders related to the postponement of the 2020 Biennial Meeting.
5. Assisted the ED, ET, and Conference Leaders with administrative tasks, including but not limited to:
- With approval of the ED and Conference Chair, created/posted “helpful” information to website.
 - Created a “constituency definition” PDF document for posting on CFP website to assist new members; previously, the website simply referred new members to look for information in the Constitution and Bylaws. <http://www.foodprotect.org/media/site/cfp-membership-constituencies-2019.pdf>
 - Posted “editing Issues in council” and “rules of engagement” documents as tools to assist Council Members. <http://www.foodprotect.org/administration/councils/>
 - Posted a “historical summary” of past biennial meeting dates and locations. <http://www.foodprotect.org/media/site/biennial-meeting-historical-summary.pdf>
 - Reviewed and provided feedback on Crumbine-related documents.
 - Collaborated with ED to maintain “Action Item” lists from the 2018 and 2019 EB meetings.
 - Provided ED with requested history/background on CFP “objectives” and related excerpts from EB approved minutes.
 - Worked with ED and Conference Chair to respond to queries from a former EB member who became our first “Sustaining Supporter.”
 - Worked with ED on narrative of grant application notification; created a fillable PDF application for CFP travel subsidy via grant funding.
 - Provided ED, ET, and Conference Chair and Vice Chair with compilation of historical data regarding Sustaining Sponsors.
 - Initiated 2020-2022 committee membership recruitment process:
 - Submitted a proposed timeline (based on original April 2020 event dates) and task list to ED and the current and incoming Conference Chairs and Vice Chairs.
 - Provided required list of Issue-proposed council committees for new biennium.
 - Participated in conference call to review options regarding committee formation process.
 - Provided Conference Chair with requested information for the Compensation Committee, including time/task tracking since hire date as EA.
 - Re-created CFP membership application based on EB approved exceptions due to postponement of the 2020 Biennial Meeting. <http://www.foodprotect.org/media/site/membership-application-rev-07-30-2020-fillable.pdf>
 - Participated in conference calls regarding options and platforms for “virtual” EB meetings.
 - Continued the development of a month-by-month detailed list of executive team (ED/ET/EA) tasks and responsibilities.

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 2020 Biennial Meeting (does not include 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 (monthly calls temporarily suspended following postponement of Biennial Meeting).
 - Posting “news” 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: majority of messages received via the CFP website are spam or unrelated cold-call queries.)

B. Major EA projects for the coming months (in addition to routine tasks)

1. Continue tasks in preparation for the postponed Denver Biennial Meeting:
- Update the CFP website with event details and documents as information becomes available.
 - Continue to process registrations and respond to queries.
 - Enter information from hard-copy registrations into Eventbrite system.
 - Work with ED and ET to process and track requested refunds.
 - Continue to track and disseminate information related to Sustaining Sponsors, and Event/Service Donations.
 - Confirm names of complimentary registrants with Sustaining Sponsors in early 2021.
 - Create a verified “master” list of registrants:
 - 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.
 - Provide LAC with an updated list of registrants to prepare name badges and assign ribbons.
 - Email welcome letter to first-time attendees explaining the Navigator program; letter provided by the Strategic Planning Committee.
 - Coordinate purchase of recognition gifts.
 - Prepare Issue thumb drives for each Council (Scribe Supervisor is responsible for maintaining control of thumb drives during biennial meeting).
 - Prepare Issue status sticker packets for Council Runners.
2. Work with ED and Conference Chair and Vice Chair to establish a process for committee membership recruitment for the new biennium.
3. Re-submit for the April 2021 Executive Board meeting those EA agenda items originally submitted for discussion in April 2020 (meeting not convened) and not included on the August 2020 agenda due to time limitations:
- Request to approve updated Standing and Council Committee Roster Template, instructions, and a compilation of relevant excerpts from governing documents.
 - 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 has already been passed by the EB regarding current dues payments; this request would apply to dues paid beginning in the months leading up to the 2022 Biennial Meeting rescheduled for 2023.)