



## MEMORANDUM

To: CFP Executive Board (EB)  
 FROM: Vicki Everly, Executive Assistant  
 DATE: 04/23/2023  
 SUBJECT: Executive Assistant (EA) Report - ADDENDUM

This is an addendum to the EA report dated 04/07/2023. Please see page 3 for Board action requests.

### I. CFP MEMBERSHIP

*Note: membership numbers are hand-tallied so minor discrepancies may occur. Not all Biennial Meeting registrations include membership; counts do NOT include CFP staff/consultants or cancellations as membership status has not yet been determined for all cancellations.*

Conference Membership Constituency <sup>1</sup>	MEMBERS as of September 2022 report	CURRENT MEMBERS <sup>2</sup> for 2023-2025 biennium
Academia	23	10
Consumer (organizations)	11	6
Emeritus <sup>3</sup>	10	3
Industry – Food Service	90	45
Industry – Processing	15	7
Industry – Retail Food	129	65
Industry – Support	94	63
Industry – Vending and Distribution	10	7
Regulatory – DC / U.S. Territory / Tribal	2	3
Regulatory – Federal	96	71
Regulatory – Local	138	86
Regulatory – State	181	114
Student	3	4
<b>Total</b>	<b>802</b>	<b>484 <sup>4</sup></b>

<sup>1</sup> Based on constituency indicated on biennial meeting registration form or original membership application.

<sup>2</sup> 2021-2023 membership expires on 04/23/2023. Currently, members for the new 2023-2025 biennium are those registered for the biennial meeting and eligible for membership. Expired members and contacts in WildApricot will receive membership information for the 2023-2025 biennium.

<sup>3</sup> Emeritus constituency is assigned ONLY when requested by the individual member.

<sup>4</sup> Not all biennial meeting registrations include membership. In the 2021-2023 biennium, approximately 240 paid via “dues-only.” A dues-only membership/renewal option will launch on WildApricot after the 2023 Biennial Meeting.

#### Summary data from above:

Does NOT include Emeritus	as of September 2022	CURRENT
All Industry Members – summary total from above	338	187
All Regulatory Members – summary total from above	417	274

*Note: for Caucus voting, numbers below include Emeritus members based on pre-retirement constituency.*

Regions for State and Local Regulatory Members	DC / U.S. Territory		Local		State	
Counts below do NOT include Federal Regulators	as of 09/2022	CURRENT	as of 09/2022	CURRENT	as of 09/2022	CURRENT
Mid-Atlantic	2	2	15	4	59	19
Midwest			15	8	25	17
Northeast			9	2	14	10
Pacific		1	36	15	24	18
Southeast			14	17	32	23
Southwest			52	47	28	28
<b>summary totals</b>	<b>2</b>	<b>3</b>	<b>141</b>	<b>93</b>	<b>182</b>	<b>115</b>

## II. BIENNIAL MEETING DATA

Note: all numbers are hand-tallied so minor discrepancies may occur. Summary and historical data is provided NOT to compare events, but to help identify possible trends that may assist in planning future biennial meetings.

Virtual Workshop Participation History	2023	2021	<sup>1</sup> Total number of workshop registrants will be different than the number of registrants for the biennial meeting due to late registration after the workshop concludes and workshop only participants. <sup>2</sup> In 2023, a separate Ohio State University (OSU) registration step was required to access the virtual sessions. <sup>3</sup> Participants includes "unique viewers" logged into the session; in 2023, this did NOT include speakers or administrative and IT support.
Total Registrants at time of event <sup>1</sup>	435	390	
# competing OSU virtual registration <sup>2</sup>	294	n/a	
Participants Day 1 <sup>3</sup>	231	250	
Participants Day 2 <sup>3</sup>	201	230	
Participants Day 2 <sup>3</sup>	203	225	

Biennial Meeting Registration History	2023 – Houston as of 04/21/2023	2021 – Virtual	2018 – Richmond	2016 – Boise	2014 – Orlando
Early - In-person registration	283	Not applicable	432	Not available	Not available
Early - Livestream registration	37	Not available due to changing event dates	Not applicable	Not applicable	Not applicable
Comp registration	96	63			
Late - In-person registration	68	Not applicable	114	Not available	Not available
Late - Livestream registration	14	Not available due to changing event dates	Not applicable	Not applicable	Not applicable
Workshop ONLY registration	13	57	32 (included in counts above)	Not available	Not available
Total registrants to date <sup>1</sup>	511	562	546	469	530
# of first-time attendees	168	166	Not available	Not available	Not available

<sup>1</sup> Total registrants includes paid AND complimentary registrations as of the date of this report (see below for comps provided).

Data for previous biennial meetings is the best estimate available due to the complexities of retrieving data from varying sources.

2023 Complimentary Registrations	Biennial Meeting Comp Registration	CFP Membership for 2023-2025 biennium	<sup>1</sup> One complimentary Titanium Level Sustaining Sponsorship and benefits was provided in exchange for in-kind services to CFP.  For record keeping and historical use, a detailed list has been created to track the benefits provided with each category of comp and any special invitations (e.g., council luncheon). The comp/benefits list was approved for the 2023 Biennial Meeting by the ED, Conference Chair, and Conference Vice Chair. Additional comps were subsequently granted by the Program Committee.  Some comp attendees were provided with lodging, airfare, parking, and per diem reimbursement.  Onsite LAC volunteers receive a "day pass" on the day(s) they work; there are no reduced registration fees for onsite volunteers.
Consumer Scholarships	3	Membership included	
Parliamentarians	4	Membership included	
<b>Program Committee Invitations</b>			
Student Speakers	3	Membership included	
<b>Sustaining Sponsors</b>			
Titanium Level <sup>1</sup> (16 sponsors x 3)	48	Membership included	
Gold Level (13 sponsors x 2)	26	Membership included	
Silver Level (7 sponsors x 1)	7	Membership included	
Bronze Level (5 sponsors x 0)	n/a	n/a	
<b>LAC Recruited Volunteers</b>			
LAC Co-Chairs	2	Membership NOT included	
Scribes and Runners	9	Membership NOT included	
<b>CFP Staff and Contractors</b>			
Executive Staff / Conference Direct	4	n/a	
<b>TOTAL ELIGIBLE Comp Registrations</b>	<b>106 (eligible)</b>		

Sustaining Sponsorship	Titanium	Gold	Silver	Bronze	Total # of Sustaining Sponsors	Event / Service Donors <sup>1</sup>	This table does NOT include any contributions made outside of the listed categories.  <b>Table continued on next page.</b>  <sup>1</sup> "Event/Service Support Donor" options were added in 2020. Donors are NOT included in the total # of Sustaining Sponsors. To date, all Donors have also been Sustaining Sponsors. <sup>2</sup> In 2023, one company contributed as a "Sustaining Supporter" with a \$1,000 pledge for 4 years.
	\$5,000	\$3,000	\$2,000	\$1,000			
2023 – Houston	16	13	7	5	41	3 plus 1 <sup>2</sup>	
2021 – Virtual	15	16	12	4	47	2	
2018 – Richmond <sup>3</sup>	15	23	13	4	55	n/a	
2016 – Boise	15	17	13	7	52		
2014 – Orlando	15	13	13	7	48		
2012 – Indianapolis	10	14	10	4	38		
	Titanium	Gold	Silver	Bronze			
	\$3,000	\$2,000	\$1,000	\$500			
2010 – Providence	18	9	16	1	44		
2008 – San Antonio	14	10	14	7	45		

	Titanium	Gold	Silver	Bronze	Copper	Total # of Sustaining Sponsors	<sup>3</sup> Beginning in 2018, sponsors could contribute MORE than the base amount and could divide their contribution into annual payments.
	\$2,500	\$2,000	\$1,500	\$1,000	\$500		
2006 – Columbus	14	3	2	1	6	26	

Issues Submitted for Deliberation												
	2023	2020	2018	2016	2014	2012	2010	2008	2006	2004	2002	2000
Council I	32	35	34	48	35	43	21	27	41	31	40	47
Council II	53	34	29	29	27	38	35	59	44	29	32	22
Council III	32	36	31	41	30	30	25	28	26	25	40	25
<b>TOTAL</b>	<b>117</b>	<b>105</b>	<b>94</b>	<b>118</b>	<b>92</b>	<b>111</b>	<b>81</b>	<b>114</b>	<b>111</b>	<b>95</b>	<b>112</b>	<b>97</b>

Based on INITIAL Council assignment; does NOT include any Issue transfer or late-breaking Issue submittal.

### III. REQUESTED ACTION(S) FOR EXECUTIVE BOARD (EB)

#### 1. EA workload and current Service Agreement (SA).

The workload for the EA position has, to date, significantly exceeded the half-time (0.50 FTE) position negotiated in my current Service Agreement (SA) effective 10/01/2022; that agreement is in effect until 09/30/2023 and is for 80 hours per month averaged over the entire contract year.

During the first 7 months of this contact period (including estimated hours for the final days of April), I will have logged an average of 134 hours per month; this is equivalent to a 0.75 FTE, a workload that exceeds the agreement by 67%. A significant impact on my time continues to be the WildApricot (WA) transition with 184 hours since 10/01/2022 (averaging 26 hours/month), and a total of over 400 hours since the project began in March 2022.

The time allocated to a half-time FTE position is 1,040 hours in a 12-month period. Subtracting the hours worked through the end of April, only 102 hours will remain for 5 months of this contract period; this equates to approximately 21 hours per month.

Executive Assistant Workload (during this contract period)	Total hours	Hours per month
Annual hours contracted in a 0.5 FTE position	1,040	80 (average)
Hours logged from October 2022 through March 2023	- 651	108 (average)
Hours anticipated in April 2023	- 287	
<b>Hours remaining in contract period ending 09/30/2023</b>	<b>102 remaining</b>	<b>21 (average)</b>

Some of the EA activities that will require significant time during the coming months includes posting of Biennial Meeting documents, updating existing documents for the new biennium, creation of a 2023-2025 membership database, management of the Committee Volunteer Application process, participation in the August in-person strategic plan meeting, preparing minutes from the April and August Board meetings, and continuation of the WA transition.

When I was hired as EA in late 2018, it was with the expectation that this was a 0.25 FTE position; however, the annual workload has always been closer to 0.50 FTE; a workload that was reported to the Board and finally acknowledged in the current SA. I understand that the time commitment each month is extremely variable; this contract period, that has ranged from a low of 59 hours in November to a combined 488 hours in March and April to prepare for the 2023 Biennial Meeting. While I do not expect the annual hours to be “exactly” at 0.50 FTE, I believe that 67% more time than what was agreed to is an unreasonable expectation.

The current SA does include a provision for a bonus to be determined by an evaluation of the Compensation Committee in advance of the August/September 2023 Board meeting; as stated in the SA, this evaluation is “to determine the extent at which the EA contributed to the overall success of the CFP.” It is my understanding that an Executive Staff bonus has not, in the past, exclusively been considered “compensation for overtime.”

Although the workload concerns expressed here are specific to the position of EA, I’m certain that the time commitment required of the Executive Director and the Executive Treasurer positions also significantly exceed the expectations that was given at their time of hire. The administrative and management activities of the Conference cannot be accomplished effectively with ever increasing

mandates on an already overburdened part-time Executive Staff. Something needs to change.

Unless there is a mutually agreed upon amendment to my current SA, all EA work during the remaining 5 months of my current SA must be prioritized by the ED so my total time does not significantly exceed the negotiated 0.50 FTE annual hours; with this prioritization, tasks of lower importance will NOT be completed if time is not available.

If the above conditions are NOT acceptable to the Board, then it is with regret that this document will serve as my written 60-day notice to terminate my relationship with CFP. I notified Conference Leadership on 04/14/2023 via email of my intent to submit this requested action to the Board.

**2. Reconsider “Cancellation, Refund, and Transfer Policy” approved on 10/05/2022 and posted on the CFP website.** <http://www.foodprotect.org/administration/policies/cancellation-refund-and-transfer-policy/>

This policy currently reads: *(highlight added; see discussion below)*

**Cancellations and Refunds.** *Each registrant seeking a cancellation or refund for the Biennial Meeting or Workshop will be charged a \$100 administrative processing fee. An additional \$100 will be retained from Biennial Meeting refunds for CFP membership dues for the upcoming biennium (membership valid until the day before the start of the next biennial meeting).*

*Refund requests that seek a waiver of the above charges must be submitted to and approved by the Executive Director and Conference Chair.*

**Registration Transfers:** *A registration may be transferred to another individual; however, once a registrant initiates participation in either the Workshop OR the Biennial Meeting, a transfer will NOT be approved. Any Biennial Meeting transfer includes the transfer of CFP membership to the new registrant.*

The above policy, approved in October 2022, states “each registrant... will be charged a \$100 administrative processing fee” (see highlighted line above). It is the opinion of Conference Leadership that we are unable to charge an administrative processing fee if we have NOT collected funds from the registrant; therefore, cancellation fees for the 2023 Biennial Meeting have only been assessed for those registrants who paid their registration fee in advance, those that cancelled with a payment due have not been charged.

Establishing an “administrative processing fee” for cancellations was recommended by Executive Staff after the Biennial Meeting in 2021 because of the staff time required to cancel a registration, amend the invoice and financial records, and issue any applicable refund. The interpretation of the highlighted line in this policy (above) now creates a situation where individuals that have paid their registration fee in advance are penalized with a \$100 cancellation fee, but there is zero penalty for anyone that had requested to be invoiced and where an outstanding balance remains at the time of cancellation.

Even when there has been no exchange of money, significant time is required in WA and financial databases to track the status of outstanding invoices and send reminder notices of any balance due. Then, to process a cancellation with a balance due, additional steps are required to void the unpaid invoice, update the financial records, remove the applicant’s information from the registration list, and update the membership roster. None of these steps are automatic; all require additional administrative time.

I believe the Board did NOT intend to create a financial obligation that impacts only those that paid their registration fee in advance while imposing zero penalty for those that have postponed payment and have an unpaid balance at the time of cancellation. Continuation of the policy as currently written and interpreted could result in a significantly larger percentage of registrants selecting the invoice option to avoid a cancellation fee should they be unable to attend at the last minute. Tracking a larger number of unpaid invoices would result in more administrative time and, in addition, a delay in receipt of fees from a larger number of registrants could impact the Conference’s short-term cashflow.

I respectfully request the Board clarify the cancellation policy and the administrative processing fee.

## V. SUMMARY OF EA ACTIVITIES

**Activities listed below are IN ADDITION to those documented in the EA report dated 04/07/2023.**

1. Registration:
  - a) Provided registration numbers and dietary restriction data for food and beverage guarantees.
    - FYI: over 15% of current registrants indicated food allergies or other dietary restrictions.
  - b) Sent individual “payment due” email reminders to all registrants and sponsors with an unpaid balance due.
  - c) Sent blast email announcement regarding approval of continuing education credit to all WA “contacts” (NOTE: “contacts” in WA are over 1,000+ individuals; this includes all those currently registered for the 2023 Biennial Meeting, members from the 2021-2023 biennium who were uploaded to WA but have not registered, and others who completed a profile but did not register).
  - d) Monitored WA registration database daily to ensure all new registrants were provided with any information about the Biennial Meeting that had been previously disseminated.
  - e) Bizzabo platform support:
    - i. Created a registrant database with specific details required to be uploaded.
      - After uploading the data, it was discovered that CFP roles routinely acknowledged via attendee “ribbons” was not an option available with the Bizzabo platform (e.g., recognition for Council Member, Delegate, Board Member, new member); these designations were entered into Bizzabo but are only visible only to those with administrative access.
    - ii. Assigned required roles and tickets for registrants to allow access to designated livestream caucus sessions; individual ticket assignments include registrants from ALL constituencies where voting would occur and livestreaming was scheduled (i.e., Industry constituencies, State and Local Regulatory constituencies, and Consumers).
    - iii. Sent blast emails to all registered attendees with instructions on how to access Bizzabo; worked with volunteers and consultant to reply to registrants experiencing access challenges.
2. LAC support:
  - a) Sent blast email to all registrants with their “welcome to Houston” message; responded to attendee queries regarding a vast assortment of questions and concerns.
  - b) Created a registration spreadsheet for name badges and recognition ribbon distribution.
3. Sponsorship support:
  - a) Ordered recognition plaques for Sponsor/Donors contributing at least \$10,000.
  - b) Tracked payments pending and status of “checks in the mail.”
4. 2023-2025 Committee Volunteer Application:
  - a) Provided draft narrative to current and incoming Conference Leadership regarding the announcement and application; created an edited version based on feedback.
    - i. As drafted, the announcement will state that current membership in CFP is NOT required to apply; however, membership will be mandatory if selected to serve.
      - With such language, current membership in CFP at the time of application should NOT be a basis for determining eligibility to serve on a committee.
    - ii. Final application and announcement is pending the outcome of Issue deliberation and Assembly action in creating Council Committees for the 2023-2025 biennium.
      - Final announcement will be shared via blast email to all WA contacts (1,000+).
      - A document listing ALL committee charges will be created and linked to the application announcement including charges assigned via the Issue process and constitutional charges (see comparable document from the 2021-2023 biennium: [www.foodprotect.org/media/site/committee-charges-2021-2023-all-final-rev-3-08-27-2022.pdf](http://www.foodprotect.org/media/site/committee-charges-2021-2023-all-final-rev-3-08-27-2022.pdf)).
  - b) Worked with WA consultant to develop the online Committee Volunteer Application process.
    - i. The application window is scheduled to open on May 1 and close on May 31, 2023.
5. Specific EA onsite duties and responsibilities during the 2023 Biennial Meeting have not been determined at the time of this report; the EA Position Description (PD) may need to be amended to clarify these tasks.