



PHCC – National Auxiliary Annual Reports

101st Annual National Convention

October 20 - October 22, 2021

**Susie Greene
2020- 2021 President**

“Our Shining Future is Now!”

FROM THE 2020-21 NATIONAL AUXILIARY PRESIDENT



101st ANNUAL NATIONAL AUXILIARY CONVENTION *Officer & Committee Reports*

HELLO TO ALL!

On behalf of the Executive Officers, I want to thank you for your part in making 2020-2021 a successful year for the Auxiliary. We are pleased to provide this report about the Auxiliary's activities this year. We should all be proud of the accomplishments that have been reported. This report would not be possible without the collaborative efforts of many volunteers. We are blessed with members who are willing to put their effort into our continued success.

We are very excited to debut our 100th Anniversary videos at CONNECT2021. After the convention, we will be posting them on Facebook and our website. The updated *Women in the Industry* videos along with the digital Career Day Toolkit that we created last year are now available for download on the [Resources](#) page of our website.

Our 100th Anniversary celebration began at CONNECT2019, and we will be hosting a luncheon at CONNECT2021 in Kansas City, Missouri. Please join us on Wednesday, October 20, 2021, as we commemorate this amazing milestone.

Without the time and talents of our volunteers, this Auxiliary would not be celebrating 102 years. Your dedication and service are always welcome and appreciated.

HAPPY 102nd ANNIVERSARY!!

Susie Greene

PHCC – National Auxiliary President, 2020-2021

“Our Shining Future is Now!”

MISSION -- The Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary, in cooperation with the PHCC—National Association, promotes public awareness of the industry through education and communication.

Table of Contents

FROM THE 2020-21 NATIONAL AUXILIARY PRESIDENT	i
Rules of Convention	1
Parliamentary Procedure at a Glance.....	2
101st ANNUAL BOARD OF DIRECTORS' MEETING AGENDA.....	3
101st ANNUAL BUSINESS MEETING AGENDA	6
ANNUAL REPORTS – OFFICERS	10
President's Report – Susie Greene	10
President-Elect – Kathy Tindall	11
Vice President – Bonnie Whitaker.....	11
Treasurer – Cheryl Gammon.....	12
Membership Secretary – Jorja Dickemann.....	13
Recording Secretary – Janice Voss.....	13
Chaplain – Nancy Eberhardt	14
Parliamentarian – Gerry Calfo	15
Historian – Richela Roy.....	15
Historian Emeritus – Lynne Finley	15
Member-at-Large Representative – Rhonda Robillard	16
COMMITTEE REPORTS.....	17
Budget Committee – Susie Greene	17
Bylaws, Duties & Procedures – Kathy Tindall	17
Convention Committee – Bev Potts & Becky Davis	17
Education and Marketing Committees – Kathy Lewis	17
Educational Foundation Board – Ann Rivers	18
Financial Review Committee – Kathy Stradley & Judy Driscoll	19
Government Relations Representative – Chip Greene.....	19
Long-Range Planning Committee – Kathy Tindall.....	20
Membership Committee – Bonnie Whitaker.....	22
Newsletters and Email Blasts –Susie Greene.....	22
Nominating Committee – Lynne Finley	23
Photographers – Linda Bienvenu	23
Registration Committee – Jorja Dickemann	24
Resolutions Committee – Corinne Riley	24
Scholarship Committee – Jorja Dickemann.....	24
Sergeant-At-Arms/Election Teller – Barb Kreifels.....	24
Silent Auction Committee – Bonnie Whitaker	25
Life Members Club – Rhonda Robillard	25
State Leaders Meeting – Richela Roy	26

STATE PRESIDENTS' REPORTS.....	27
Arizona State President's Report – Terry Giebelhaus	27
Delaware State President's Report.....	27
Illinois State President's Report – Gail McWilliams	27
Maryland State President's Report – Kathy Stradley.....	28
PHCC Auxiliary of Nebraska State President's Report – Kelly Bouwens.....	28
New Jersey State Auxiliary	28
Louisiana State President's Report – Carla Molinario Waguespack	28
North Carolina State President's Report – Submitted by Janice Voss & Bonnie Whitaker ..	28
Wisconsin State President's Report – Nancy Eberhardt.....	29
2020-21 MINUTES	30
2020 Pre-Convention Executive Officers' Meeting	30
100th Annual Board of Directors' Meeting	36
100th Annual Business Meeting	43
2020 Post-Convention Executive Officers' Meeting.....	51
2021 Winter Executive Officers' Meeting	55
2021 Summer Executive Officers' Meeting	65
APPENDICES	75
Appendix A: Equipment Inventory	77
Appendix B: 2020-21 National Auxiliary Sponsors.....	79

Rules of Convention

In order for the convention meetings to run smoothly, we ask that all members abide by the following rules.

- Members and guests shall register before entering the Meeting Room.
- The number of members attending the business session shall constitute a quorum for the transaction of business.
- All members registered for the business session, with the exception of Honorary and Associate members shall have the right to vote.
- There shall be no voting by proxy.
- All members have the right to speak from the floor.
- Members shall give their name and state in addressing the Chair.
- Lengthy main motions shall be in writing and signed by the maker.
- Microphone time shall be limited to two minutes per speaker.
- No member shall speak more than once on the same question unless everyone who wishes has spoken.
- Cell phones and pagers shall be turned off or to the vibrate function.
- If you must take a call during the meeting, please leave the Meeting Room for your conversation.

Parliamentary Procedure at a Glance

Here are some motions you might make, how to make them and what to expect of the rules. These are listed in order of precedence.

To Do This	You Say This	May you interrupt?	Do you need a second?	Is it debatable?	Can it be amended?	What vote is needed?	Can it be reconsidered?
Adjourn meeting	"I move that we adjourn."	No	Yes	No	No	Majority	No
Call an intermission	"I move that we recess for"	No	Yes	No ¹	Yes	Majority	No
Complain about heat, noise, etc.	"I rise to a question of privilege."	Yes	No	No	No	No vote	No
Temporarily suspend further consideration of an issue	"I move to table the motion."	No	Yes	No	No	Majority	No ²
End debate and amendments	"I move the previous question."	No	Yes	No	No	Two-thirds	Yes ³
Postpone discussion for a certain time	"I move to postpone the discussion until..."	No	Yes	Yes	Yes	Majority	Yes
Give closer study of something	"I move to refer the matter to committee."	No	Yes	Yes	Yes	Majority	Yes ⁴
Amend a motion	"I move to amend the motion by ..."	No	Yes	Yes ⁵	Yes	Majority	Yes
Introduce business	"I move that"	No	Yes	Yes	Yes	Majority	Yes

There is no order of precedence in the following.

To Do This	You Say This	May you interrupt?	Do you need a second?	Is it debatable?	Can it be amended?	What vote is needed?	Can it be reconsidered?
Protest breach of rules or conduct	"I rise to a point of order."	Yes	No	No	No	No vote ⁶	No
Vote on a ruling of the chair	"I appeal the chair's decision."	Yes	Yes	Yes	No	Majority	Yes
Suspend rules temporarily	"I move to suspend the rules so that"	No	Yes	No	No	Two-thirds	No
Avoid considering an improper matter	"I object to consideration of this motion."	Yes	No	No	No	Two-thirds ⁷	Yes ²
Verify a voice vote by having members stand	"I call for a division," or "Division!"	Yes	No	No	No	No vote	No
Request information	"Point of information..."	Yes	No	No	No	No vote	No
Take up a matter previously tabled	"I move to take from the table..."	No	Yes	No	No	Majority	No
Reconsider a hasty action	"I move to reconsider the vote on..."	Yes ⁸	Yes	Yes ⁹	No	Majority	No

Notes:

1. Unless moved when no question is pending.
2. Affirmative votes may not be reconsidered.
3. Unless vote on question has begun.
4. Unless the committee has already taken up the subject.
5. Unless the motion to be amended is not debatable.
6. Unless the chair submits to the assembly for direction.
7. A two-thirds vote in the negative is needed to prevent consideration of the main motion.
8. Only if the speaker has the floor but has not actually begun to speak.
9. Unless the motion to be reconsidered is not debatable.



101st ANNUAL BOARD OF DIRECTORS' MEETING AGENDA

Kansas City Marriott Downtown, Kansas City, Missouri

October 20, 2021

9:00 a.m. – 11:00 a.m. CST

“Our Shining Future is Now!”

Auxiliary Mission Statement

The Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary, in cooperation with the PHCC—National Association, promotes public awareness of the industry through education and communication.

AGENDA

Officers: President Susie Greene, President-Elect Kathy Tindall, Vice President Bonnie Whitaker, Treasurer Cheryl Gammon, Membership Secretary Jorja Dickemann, Recording Secretary Janice Voss, Chaplain Nancy Eberhardt, Historian Richela Roy, Historian Emeritus Lynne Finley, Members-At-Large Representative Rhonda Robillard, and all State Presidents. The position of Parliamentarian is vacant.

Note: The Auxiliary will use a professional Parliamentarian contracted through PHCC National at the Annual Business Meeting.

1. Call to Order President Susie Greene
2. Invocation Chaplain Nancy Eberhardt
3. Pledge of Allegiance Vice President Bonnie Whitaker
4. Roll Call Recording Secretary Janice Voss
Note: Any state representative sitting in for the State President should acknowledge themselves so that the state can be officially represented.
5. Rules of Convention Read by President-Elect Kathy Tindall

6. Approval of Agenda President Susie Greene
7. Approval of Minutes Recording Secretary Janice Voss
 - 2020 Pre-Convention Executive Officers' Meeting (September 25, 2020)
 - 2020 Annual Board of Directors' Meeting (September 28, 2020)
 - 2020 Annual Business Meeting (September 28, 2020)
 - 2020 Post-Convention Executive Officers' Meeting (October 5, 2020)
 - 2021 Winter Executive Officers' Meeting (January 8-9, 2021)
 - 2021 Summer Executive Officers' Meeting (June 13-14, 2021)
8. President's Address President Susie Greene
9. Verbal Report Updates

Financial Review Committee	Kathy Stradley/Judy Driscoll
Membership Update	Membership Secretary Jorja Dickemann
Scholarship Committee	Chair Jorja Dickemann
Nominating Committee	Chair Lynne Finley
Budget 2020	Treasurer Cheryl Gammon
Budget 2021	Treasurer Cheryl Gammon
Proposed Budget 2022	Treasurer Cheryl Gammon
10. Unfinished Business
 - A. Status report on the merger of the PHCC – National Auxiliary under PHCC National.
 - B. Confirming Votes
 - August 24 2021: Award Honorary Membership to Joe Maiale, retiring from InSinkEerator
 - C. Follow-up of Life Members Club – Transfer of funds to PHCC National
 - D. Completion of *Women in the Industry* Videos (President's Project of Ann Rivers)
 - E. Report on Career Day Toolkit
 - F. President Greene's President's Projects
 - * 100th Anniversary Video – to be aired at the 100th Anniversary Luncheon
 - * Industry Video – to be aired at the InSinkEerator Luncheon
 - G. President-Elect Tindall's "President's" Projects: PHCC National Membership Video and White Board Recruitment Video (completed at the request of PHCC National)
To be aired at the Bradford White Breakfast, Contractors Business Meeting and the Workforce Development Breakfast.
 - H. Other
11. New Business
 - A. Discussion of the Auxiliary
 - Executive Officers positions must be filled to be in compliance with the Bylaws.

- Revise Bylaws or Rebranding?
- B. Other

- | | |
|------------------------|-------------------------------|
| 12. Convention Update | President Susie Greene |
| 13. Joint Installation | President-Elect Kathy Tindall |
| 14. Closing Prayer | Chaplain Nancy Eberhardt |
| 15. Adjourn | President Susie Greene |



101st ANNUAL BUSINESS MEETING AGENDA

Kansas City Convention Center, Kansas City, Missouri

October 20, 2021

1:15 p.m. – 3:45 p.m. CST

“Our Shining Future is Now!”

Auxiliary Mission Statement

The Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary, in cooperation with the PHCC—National Association, promotes public awareness of the industry through education and communication.

AGENDA

Officers: President Susie Greene, President-Elect Kathy Tindall, Vice President Bonnie Whitaker, Treasurer Cheryl Gammon, Membership Secretary Jorja Dickemann, Recording Secretary Janice Voss, Chaplain Nancy Eberhardt, Historian Richela Roy, Historian Emeritus Lynne Finley, Members-At-Large Representative Rhonda Robillard.

The position of Parliamentarian is vacant.

Note: The Auxiliary will use a professional Parliamentarian contracted through PHCC National.

- | | |
|------------------|--------------------------|
| 1. Call to Order | President Susie Greene |
| 2. Invocation | Chaplain Nancy Eberhardt |



AWARDS

Presentation of 2021 Robert M. Cox Awards by InSinkErator
Presentation of Other Auxiliary Awards



- | | |
|--|---------------------------------------|
| 3. Pledge of Allegiance | Vice President Bonnie Whitaker |
| 4. Membership Update Statistics:
Confirm Quorum | Membership Secretary Jorja Dickemann |
| 5. Welcome | President Susie Greene |
| 6. Introduction of Officers | President Susie Greene |
| 7. Rules of Convention | Read by President-Elect Kathy Tindall |
| 8. Approval of Agenda | President Susie Greene |
| 9. Approval of Minutes | Recording Secretary Janice Voss |

All Minutes were printed in the 2021 Convention Report. The minutes of the Summer Executive Officers' Meeting held June 13-14, 2021 were approved at the Pre-Convention Executive Officers' Meeting held Monday, October 18, 2021

2020 Pre-Convention Executive Officers' Meeting (September 25, 2020)
 2020 Annual Board of Directors' Meeting (September 28, 2020)
 2020 Annual Business Meeting (September 28, 2020)
 2020 Post-Convention Executive Officers' Meeting (October 5, 2020)
 2021 Winter Executive Officers' Meeting (January 8-9, 2021)
 2021 Summer Executive Officers' Meeting (June 13-14, 2021)

- | | |
|-------------------------------|--------------------------------------|
| 10. President's Address | President Susie Greene |
| 11. Remarks by Invited Guests | |
| 12. Verbal Report Updates | |
| Financial Review Committee | Kathy Stradley/Judy Driscoll |
| Membership Update | Membership Secretary Jorja Dickemann |
| Scholarship Committee | Chair Jorja Dickemann |
| Nominating Committee | Chair Lynne Finley |
| Budget 2020 | Treasurer Cheryl Gammon |
| Budget 2021 | Treasurer Cheryl Gammon |
| Proposed Budget 2022 | Treasurer Cheryl Gammon |
| 13. Special Orders: | |
| Election of Officers | President Susie Greene |
| Continuing Officers: | |
| President Kathy Tindall | |

President-Elect Bonnie Whitaker
Treasurer Cheryl Gammon
Recording Secretary Janice Voss

Appointed Officers:

Chaplain Nancy Eberhardt
Historian (TBD)

Elected Officers:

Vice President (TBD)
Membership Secretary (TBD)
Members-At-Large Representative (TBD)
3-Year Scholarship Jorja Dickemann

Note: The Auxiliary will use a professional Parliamentarian contracted through PHCC National.

14. Presentation of New Officers 2021-22 President Susie Greene
 President Kathy Tindall
 President-Elect Bonnie Whitaker
 Treasurer Cheryl Gammon
 Recording Secretary Janice Voss
 Chaplain Nancy Eberhardt
 Scholarship Committee: Chairperson Bev Potts, 2nd Year Member Richela Roy

 Vice President
 Membership Secretary
 Historian
 Members-At-Large Representative
 Scholarship Committee: 3-Year Member Jorja Dickemann
15. Unfinished Business President Susie Greene
 A. Status report on the merger of the PHCC – National Auxiliary under PHCC National.
 B. Follow-up of Life Members Club – Transfer of funds to PHCC National
 C. Completion of *Women in the Industry* Videos (President's Project of Ann Rivers)
 D. Report on the Career Day Toolkit
 E. President Greene's President's Projects
 * 100th Anniversary Video – aired at the 100th Anniversary Luncheon
 * Industry Video – to be aired at the InSinkErator Luncheon
 F. President-Elect Tindall's "President's" Projects: PHCC National Membership Video
 and White Board Recruitment Video (completed at the request of PHCC National)
 To be aired at the Bradford White Breakfast, Contractors Business Meeting and the
 Workforce Development Breakfast.
 G. Other
16. New Business President Susie Greene

A. Discussion of the Auxiliary (if applicable)

- Executive Officers positions must be filled to be in compliance with the Bylaws.
- Revise Bylaws or Rebranding?

B. Other

17. Recognition of New Members & First-time Attendees	Vice President Bonnie Whitaker & Membership Secretary Jorja Dickemann
18. Necrology	Chaplain Nancy Eberhardt
19. Exchange of Pins	President Susie Greene & President-Elect Kathy Tindall
20. Presentation of Gavel	Life Members President Rhonda Robillard
21. Joint Installation	President-Elect Kathy Tindall
22. Convention Announcements	President Susie Greene
23. Closing Prayer	Chaplain Nancy Eberhardt
24. Adjourn	President Susie Greene

ANNUAL REPORTS – OFFICERS



CONNECT 2021 October 20 – October 22, 2021

MISSION -- The Plumbing – Heating – Cooling Contractors (PHCC) -- National Auxiliary, in cooperation with the PHCC - National Association, promotes public awareness of the industry through education and communication

President's Report – Susie Greene

This year we held our virtual Auxiliary Winter Executive Officers' Meeting in January prior to the PHCC Board of Directors' Meeting. Coordination with National to align our accounts and procedures was an extensive conversation during our meeting. Assuming that we would have an in-person convention this year, we began making plans for the Anniversary Luncheon and the special events.

In January 2021, I attended the PHCC Board of Directors' Meeting via computer. The next day we reviewed the progress on the current Strategic Plan and considered how to proceed in the coming years. Since we were meeting virtually, the development of the new Strategic Plan has been postponed until the 2022 Winter PHCC Board meeting.

For the first part of the year, meetings continued to be virtual, including the Spring Association Board meeting and the Legislative Conference. As travel became easier in May, I was able to make a trip to the Smithsonian Archives with our videographer to film some of the items that are stored there. Look for my hands in the videos!

Our Auxiliary Summer Executive Officers' Meeting was held at Kathy Tindall's home on the bay near Long Beach Island, NJ. As at our winter meeting, we had a lot of discussion about the transition. We are working to help them understand our procedures so we can use their system to get the information that we need. On a lighter note, we had a lot of fun planning for CONNECT2021. I am so excited to see how everything turns out.

While things are slowly returning to normal, it is a different type of normal. We need to continue to build on the strengths of our Auxiliary while incorporating some of the new ideas we learned last year. As always, none of this is possible without amazing volunteers. It has definitely been a team effort.

President-Elect – Kathy Tindall

This year has been a challenging one for everyone. The Auxiliary Executive Officers continued to move forward with the transformation of moving and embracing our new connection and role with the National PHCC organization. Since our Summer Executive Officers' meeting, I have continued contact with the executive board and the National PHCC office. I have had several virtual calls and emails with Michael, Shelly and the video staff working on the two videos that Hunter Botto, Joel Long, and I are producing for my Auxiliary Presidential project. Video #1 is a Recruitment Video for teenagers as to why and what the industry has to offer them in a career. Video #2 is a video about the diversity of the Association membership. It shows that people of all backgrounds have successful careers in the plumbing, heating and A/C industry. Interviews have been done, and we are awaiting the final products. These videos will be shown at CONNECT several times, so please keep an eye out for them. During the 2021-2022 Presidential year I will be working closely with President Joel Long to promote and distribute these two videos all over the country.

The Executive Officers had our winter meeting by zoom and our summer meeting at my home in NJ. I continue to assist the President and the officers when needed, including maintaining relations with all sponsors, Contractor Board members, and home office staff.

In March we conducted a virtual Long-Range Planning Committee Meeting. It was very productive. President Susie Greene was the Secretary, and Vice President Bonnie Whitaker observed and learned for her turn next time.

I am getting ready for the in-person CONNECT in Kansas City. It will be exciting to see everyone in person and also be able to celebrate our 100th Anniversary.

Vice President – Bonnie Whitaker

Since our last meeting, I have continued contact with the Executive Officers as well as the PHCC Board members in preparation for my role as President-Elect and future Presidency of the National Auxiliary. I participated in a planning meeting hosted by incoming PHCC President Joel Long and his wife, Renee, in Ocean Isle Beach, NC. This meeting included Hunter Botto, Rick Whitaker, Dave Frame, Michael Copp, and Mark Ingrao. I spoke to the group about the role of the Auxiliary. I asked the ladies to consider volunteering for an open position on the Auxiliary Board but was refused.

Most recently, I attended our state summer convention and asked for help there and did receive some interest in the Treasurer position or the Financial Review Committee.

I have continued to assist the Executive Officers when needed. The silent auction is one of the responsibilities of the Vice President. To prepare for this event, I have emailed each state and some members at large as well as requested help via our newsletter that goes out to all our members. Several have reached out and offered to bring something and/or help at CONNECT.

In March, I observed a virtual Long-Range Planning Committee Meeting.

In June, I flew to Kathy Tindall's home in NJ for our summer officers' meeting. It was great to spend time in person with the other officers and to help plan an in-person CONNECT.

Treasurer – Cheryl Gammon

The 2020 year has been a year of transition and adjustment. We formally moved under National's umbrella as of July 1, 2020. It was a year where we had to learn National's procedures and adapt, and National had to learn how we work and adapt. All in all, I feel that now we are relatively all on the same page, and things will go smoothly as we receive the assistance from National that we greatly needed. It should be noted that Auxiliary has operated on a calendar year where National operates on a Fiscal year from July 1 to June 30. This has presented it challenges, but we worked through this and hope that we can convince National that a calendar year is better. 😊

The following is a recap of the last 12 months:

- The 2019 tax return was filed by the extension due date after the Financial Committee's review of the 2019 records. The 2020 return is currently on extension until November 2021. The 2021 return is awaiting the current year review and is expected to be filed timely.
- The corporate charter was dissolved with the State of Virginia.
- Insurance coverage and Officer's bond was terminated, and we are now under National's policies.
- The Recording Secretary has done an outstanding job at liquidating the existing merchandise.
- Scholarship funds were distributed.
- National established 3 bank accounts for the Auxiliary so that our funds could be transferred to them but held separately. Most transactions are handled through a due to/due from account that is reconciled at least annually, and funds transferred accordingly. Funds in the Ginny Scholarship and Savings accounts were transferred to National and closed. Only a small balance remains in the Auxiliary operating account. It is anticipated that this will be transferred and closed out within the next few months.
- National now invoices and receives all funds. They are providing monthly reports for the Treasurer and the Membership Secretary to reconcile. There has been a monthly meeting

established to review the financial statements to verify appropriate classification and amounts.

- The Certificate of Deposit that remained with Wilson Bank & Trust, Mt. Juliet, TN was cashed out and deposited into the general operating funds before being transferred to National.
- Assets (pins, molds, important papers, etc.) held in the safe deposit box at WBT will be transferred to National at convention.

Thank you for the opportunity to serve this organization.

Membership Secretary – Jorja Dickemann

This is my second year as Membership Secretary. All invoices for dues were sent through QuickBooks at the beginning of the year. If payment was made with a credit card, it was received through QuickBooks by our Auxiliary Treasurer. Payments made by check were mailed to an outside service through National. I have reconciled all receipts received via check or credit card and followed the deposits to the corresponding Wells Fargo Bank account. It has been quite a challenge and time consuming to try and reconcile with National, and Cheryl Gammon has been a big help to make sure this happens.

I have attended the Summer Executive Officers' meeting in New Jersey. I have also been on teleconference calls with National to help reconcile recorded receipts for the Auxiliary as well as calls with the Executive Officers.

There are 56 Life Members in the Auxiliary. Life members and paid members total 207 for the National Auxiliary this year. This is an increase compared to last year mainly because of an input error in QuickBooks that has been corrected. Members of the Auxiliary are defined as a member that has paid dues the current year and/or the year earlier.

Recording Secretary – Janice Voss

I am in the "COVID-19" extended first year of my third term as Recording Secretary (2015-17, 2017-19, 2019-21 extended to 2022)

I served as Recording Secretary at the following PHCC – National Auxiliary meetings held virtually for CONNECT 2020:

- Pre-Convention Executive Officers' Meeting (September 25, 2020)
- 99th Board of Directors' Meeting (September 28, 2020)
- 99th Annual Business Meeting (September 28, 2020)
- Post-Convention Executive Officers' Meeting (October 5, 2020)

I served as Recording Secretary for the following meetings and teleconferences:

- 2021 Winter Executive Officers' Meeting (virtual meeting held February 8-9, 2001)
- Summer Executive Officers' Meeting (held June 13-14, 2021 in Manahawkin, New Jersey)

Other duties performed:

- Assisted the President by drafting the agenda for the President's review then finalized the agenda for distribution to the Executive Officers.
- Drafted all minutes and distributed them to the Executive Officers for review before finalizing the minutes. The minutes were presented to the Executive Officers for approval at the next formal meeting.
- I stored the remaining stock of marketing items being liquidated by the Auxiliary. I received these marketing items, shipped out as requested, and requested an invoice be issued to recipients.
- Maintained an EXCEL spreadsheet of Other Income received by the Auxiliary.
- I maintained the Auxiliary Inventory list, updating as needed.
- The 2020-21 year was challenging in acknowledging sponsorships and miscellaneous donations to the Auxiliary. The Auxiliary Treasurer is working with National to obtain necessary reports to be able to acknowledge the latter.
- I completed the Proceedings for the 2018-19 year for the presidency of Ann Rivers. Originals were mailed to 2018-19 President Ann Rivers as well as the Smithsonian Institution Museum of Natural History. Acknowledgement was received by the Smithsonian Archivist. Copies of the signed Gift of Deed were provided to the Historian Emeritus for the Auxiliary's historical records.
- Assisted the President by editing the Auxiliary newsletters, eBlasts, and other communications as needed.
- Communicated via email with the Executive Officers and others as required by the position.
- Performed other tasks and duties as requested on behalf of the National Auxiliary.

Chaplain – Nancy Eberhardt

1. On October 08, 2020 I sent a get well card to Iris Maddalon after her hip surgery.
2. November 30, 2021 I sent a sympathy card to Gerry Calfo's family following her death in November 2020.
3. December 29, 2020 I sent prayers to Susie Greene and Janice Voss for the Winter Executive Officers' Meeting.
4. March 21, 2021 I sent Kathy Tindall prayers for the Long Range Planning Meeting to be held that week.

5. May 1, 2021 I sent Brad & Kristyn McElhaney a sympathy card in the death of Doris McElhaney Tinsley in April 2021.
6. June 7, 2021 I sent prayers to Susie Greene and Janice Voss for the Summer Executive Officers' Meeting.
7. August 17, 2021 I sent my Chaplain's Report for 2021 to Janice Voss along with prayers for the Convention Executive Officers Meeting, Auxiliary Board of Director's Meeting, Auxiliary Business Meeting, Necrology for the Business Meeting, and prayers for the Post Convention NAPHCC-Auxiliary Meeting. I also sent the prayers to Susie Greene.

Parliamentarian – Gerry Calfo

Ms. Gerry Calfo (DE) served as 2019-20 Parliamentarian for the PHCC -- National Auxiliary, including serving in her official capacity during CONNECT 2020. Prior to convention, the Parliamentarian reviewed the agendas for the 2020 Auxiliary Board of Directors' Meeting and the 2020 Annual Business Meeting to provide appropriate script according to Robert's Rules of Order. Also, during these meetings, the Parliamentarian provided advice and guidance as to proper parliamentary procedure.

Ms. Calfo was serving as 2020-21 Parliamentarian for the PHCC -- National Auxiliary, however, she passed away in November of 2020.

Historian – Richela Roy

The Historian collects photos and information on Auxiliary events beginning with the Installation at CONNECT 2020 held virtually due to COVID-19 and ending after CONNECT 2021 which will be held in Kansas City, Missouri.

Anyone who has photos to share for our President's activities during her travels and meetings, please submit these photos to me, identifying person(s) in the picture, the event, and date taken. These will be included in the two scrapbooks which are presented to the President of the Auxiliary and to the Smithsonian National Archives in Washington, DC for safekeeping.

Historian Emeritus – Lynne Finley

In 2020, the fifteen-year update of the Auxiliary history was delivered as a digital copy, completing the 100-year update of the history. The book, *A Partnership Unique*, covering the first eighty-five years up to the 2005 Convention, was delivered at the 2005 Convention in Orlando, FL in both hardcover and softcover. The five-year update was delivered in both digital

and limited printed form at the 2010 Convention, covering the 2005 Convention up to the 2010 Convention. The ten-year update was delivered in both digital and limited printed form at the 2015 Convention covering the 2005 Convention up to the 2015 Convention. The fifteen-year update was delivered in digital form at the 2020 Convention covering the 2005 Convention up to the 2020 Convention. It is available on the Auxiliary website at <https://www.phccnationalauxiliary.org/about-us/history>. Also there is the documentation of the donation to the Archives and the work that continues to honor the founder, Emily Virginia Hornbrook. The next five-year update will be due in 2025 covering the period from the 2020 Convention up to the 2025 Convention.

The donation of the records of the National Auxiliary to Smithsonian's National Museum of American History Archives in 2013 was documented in digital form and is available on the website. Every year since, the records have been updated with copies of the Annual Proceedings and the Scrapbook for the year.

The Archives has a new website that provides the location and general contents of each box of the records. The main link is <https://sova.si.edu/>. Our collection is #1304. The link directly to it is <https://sova.si.edu/record/NMAH.AC.1304?s=0&n=10&t=A&q=Collection+%231304&i=0>

Member-at-Large Representative – Rhonda Robillard

Communications to members at-large were made through Auxiliary eblasts and newsletters.

COMMITTEE REPORTS

Budget Committee – Susie Greene

The report of the Budget Committee will be given verbally at the Annual Business Meeting. Documents will be provided.

Bylaws, Duties & Procedures – Kathy Tindall

As the transformation of the Auxiliary going under the PHCC goes forward, the Bylaws and Duties and Procedures took a backseat as we navigated through the changes of the roles. We will revisit them in the coming year after discussions held at convention of the Auxiliary's future and/or rebranding and what that looks like.

Convention Committee – Bev Potts & Becky Davis

The National Auxiliary Executive Officers met last winter and summer, and they shared their ideas for the 2021 convention with us. We got to work.

Since we are continuing to celebrate 100 years, it was decided to reuse the centerpieces from the 2019 Bradford White breakfast for the 100th Anniversary luncheon. Each table will have a card with Auxiliary facts from a given decade.

The items for the centerpieces for the Bradford White breakfast are being ordered.

Congratulations to Susie Greene on her year (plus one) as Auxiliary President. Thank you for affording us this opportunity to serve the Auxiliary.

Education and Marketing Committees – Kathy Lewis

The five Women in the Industry Videos were produced in 2019 by Josie Gregory under the Presidency of Ann Rivers. With technical assistance from PHCC National staff and an introduction by Kathy Lewis, the videos were finalized with introductory segments and ending credits.

Susie Greene completed her President's Project with the production of the 100th Anniversary Video and an Industry Video. Grace Murney was contracted as videographer. These videos will be aired at the 100th Anniversary Luncheon and aired to the contractors, respectively.

Kathy Tindall will complete her President's projects this year due to the goal of National to increase membership. The videos are being produced under the direction of PHCC National President Hunter Botto and Vice President Joel Long.

- A White Board Recruitment video was reused with new voiceover to update it. The career video can be shown to early high schoolers or used at career fairs or trade shows. Contractors will be urged to link the video to their website.
- A Membership video to encourage contractors to join PHCC. The video will be disseminated during Joel Long's presidency.

The PHCC National Membership Video and White Board Recruitment Video will be aired at the Bradford White Breakfast, Contractors Business Meeting, and the Workforce Development Breakfast.

The Auxiliary Career Day Toolkit is a downloadable resource offering guidelines and suggestions that contractor members can use to recruit employees, connect with students in high schools, present at career fairs, post on social media and more! With the assistance of PHCC staff, the Toolkit was updated to include links to the Women in the Industry videos. See <https://www.phccnationalauxiliary.org/resources>.

With the absence of a Marketing Secretary, the Treasurer transported Auxiliary marketing items from Indianapolis, IN following CONNECT 2019. These were stored in Mt. Juliet, TN until the Recording Secretary transported items for storage in Boone, NC in 2021. Through announcements in the Auxiliary newsletter and various eblasts, merchandise was sold at liquidation prices. Merchandise was shipped, PHCC National was notified of sales, and invoices were issued by National to recipients. Invoices were issued totaling \$1788.33 (\$1602.50 Sales and \$438.12 Shipping).

Educational Foundation Board – Ann Rivers

As the Auxiliary Education Foundation Representative, I attended all the Zoom calls and phone calls for the year. I have enjoyed being the Auxiliary member on the board. The last year was challenging as we didn't get to meet in person, but we were able to have very productive meeting. The report I have done regarding our last Board Meeting is below. I want to Thank You for allowing me to represent you for the past year.

On May 24, 2021, the Foundation Board of Directors held their Spring Board Meeting. The meeting began with an update from our Manufacturer Member Rob Grim and our Educator Member Jan Bray regarding workforce and supply issues and their impact on our economy. They seemed to think that the extended unemployment benefits are having an impact on hiring workers. The Foundation's online apprentice training is growing since the online Fast Track to Service Plumbing has started. More than 80 students have enrolled since last October. The cost of the Workforce Readiness course has been reduced permanently to \$0. This course is an introduction to careers in both Plumbing and HVAC. There will be a new plumbing pre-

apprentice course debuting later this year. Due to low sales the Foundation will not be updating its four-year series of HVAC Apprentice textbooks. The new recommended textbook is Refrigeration and AC Technology. The Foundation plans on developing a new online course for HVAC apprentices based on this textbook.

The Skills USA Plumbing contest was held virtually this year. The Apprentice Plumbing and HVAC contests will be held in person at CONNECT this fall in Kansas City.

The Foundation will be awarding 56 scholarships valued at \$150,000. The Invest in Your Future Campaign goal is \$185,000 for this year. The newest members of the Foundation Board of Governors this year will be Jim and Sandy Stack. They will be recognized at the upcoming Foundation donor reception at CONNECT along with Jonathan and Susan Moyer.

The Foundation Board of Directors met on June 22, 2021, and approved a \$1.7 million budget for fiscal year 2022. The next Foundation Board meeting will be held at CONNECT on October 20 at the Kansas City Marriott. At the upcoming meeting, the following Board Members will be installed for two-year terms: Steve Rivers, Secretary-Treasurer; Elisabeth Sutton (Kohler), Manufacturer Member; Jonathan Moyer, new Contractor Member; and additional two-year terms for current Contractor Members Keith Bienvenu and Ray Jones.

Financial Review Committee – Kathy Stradley & Judy Driscoll

Kathy Stradley and Judy Driscoll are on the Financial Review Committee. They have been in contact with Treasurer Cheryl Gammon regarding the necessary reports and information and also requested reports from Membership Secretary Jorja Dickemann and Recording Secretary Janice Voss. A report of the committee's findings will be presented at CONNECT 2021.

Government Relations Representative – Chip Greene

2021 has brought a new administration and a different party into the White House and, as is typical, changes and new agendas are due to come.

The Biden administration's initial big legislative push is the infrastructure bill which has passed the Senate but has yet to be voted on by the House. It has the potential to benefit P-H-C contractors with such things as upgrades to water system and green energy upgrades, as well as some indirect benefits such as telecommunications upgrades to provide high speed internet to underserved rural areas. There have been rumors that part of this bill would be a requirement that 25% of the workforce on a given project funded by this bill be enrolled in a Department of Labor (DOL) approved apprenticeship program. While this could be a boost for PHCC Chapters with these programs, it presents a challenge to both union and non-union contractors to try to obtain that benchmark.

Legislation is also stirring about a federal law eliminating “right to work states.” Basically, many states can hire or dismiss employees at will (subject to labor laws such as discrimination) and cannot be required to join a labor union. The Legislative committee for PHCC has recommended to the Board of Directors that PHCC take a public stance on this issue opposing any legislation that eliminates or dilutes right to work states. The Biden administration has made it clear that they are pro-union, and PHCC has both union and non-union members, but there are issues within this proposed legislation that could be harmful to both non-union and union contractors.

On the regulatory front, the high efficiency furnace rule is back on the table. While PHCC supports the idea of using high efficiency furnaces, the venting for these furnaces is much different than traditional 80% efficient furnaces. There could be instances where the cost to install the high efficiency furnaces could be prohibitive. In some cases, with all the modifications necessary, the installation cost could outweigh the savings in energy consumption, creating an economic hardship on the owner. PHCC wants some language added to the regulation that gives a local inspector some discretion to not require a high efficiency furnace in instances like what is described above. Chuck White who works on our regulatory issues continues to emphasize this with the Department of Energy.

Lastly, there is some clarification being made to better define the difference between a commercial water heater vs. a residential water heater. Our industry partners such as Bradford White and A.O. Smith support this legislation and PHCC’s legislative committee does as well. There are many code issues that can arise associated with commercial water heaters making them inappropriate for residential applications.

Long-Range Planning Committee – Kathy Tindall

Long Range Planning Committee Meeting
March 25, 2021
Virtual

The meeting was called to order at 12:10 pm by President-Elect and Chair Kathy Tindall.

The opening prayer and the Pledge of Allegiance was given by Vice-President Bonnie Whitaker. Those attending were: President Susie Greene, President-Elect Kathy Tindall, Vice President Bonnie Whitaker, Long Range Committee Members –Carla Molinario and Karla Tinius, and PHCC staff liaison, Shelly Cook. Long-Range Committee member Cheryl Rolwes was unable to attend.

The agenda and the minutes of 2019 were approved on motion and second.

The 2014 Strategic Plan was reviewed and decided that it was more of description of what we do than a plan for how to do it. The SWOT Analysis (strengths, weaknesses, opportunities, and threats) that was done at the 2019 meeting was also reviewed. The updated items included the following:

Strengths

- Supporting contractors
- Lifetime friendships and support
- Scholarships
- History

Weaknesses

- Communication with members, state and local Auxiliary chapters, and state and local Association Executives
- Aging membership
- Decreasing membership

Opportunities

- Letting contractors know we exist
- Giving every contractor an opportunity to join
- Rethink the Auxiliary and move forward
- Membership for 30 and below \$50.00

Threats:

- Overscheduling, aging and image
- Many women want to attend the contractor sessions
- Stagnation/lack of change

The committee discussed creating SMART goals to guide the activities of the Auxiliary over the next several years. These are divided into Workforce, Communication, Membership, and Convention Events for Spouses/Guests.

Workforce

Promote the Career Day Toolkit that was created in 2020.

- Link on our Facebook page
- Link in Association Resources page of website
- Highlight in our newsletter
- Send information to Association Executives
- Highlight in Association publications or social media

Communications

Increase communication to Auxiliary members, Association members, and execs.

- Use Auxiliary newsletter to ask people to like and follow our page plus ask their friends to do the same. (Increase followers)
- Send our newsletter to all Association Execs.
- Provide Auxiliary articles for the Association publications.

Membership

- Increase membership by 20%.
- Maintain 90% retention year to year.

Convention Events

- All Auxiliary events should be listed on the convention schedule and included in the event app.
- Highlight our events in Auxiliary newsletter.
- Promote the events to Association members to encourage them to bring their spouse or a guest to the convention.
- At every event collect name and e-mail address of attendees along with permission to send e-mails.
- 10% of non-Auxiliary members attending our events will join the Auxiliary.

Meeting adjourned at 2:15 pm.

Membership Committee – Bonnie Whitaker

This information is contained in the report of the Vice President. I have been contacting individual State Presidents and am contemplating calling each member of our National Auxiliary to determine their positions and passions for the future of the National Auxiliary.

Newsletters and Email Blasts –Susie Greene

For 2020-21 so far, four electronic newsletters have been sent. We are currently working on the printed newsletter which will be mailed and electronically transmitted in September. All newsletters are posted to Facebook and stored on our website under News. We celebrated our award winners and scholarship recipients, conducted a very successful merchandise sale, promoted both the Auxiliary and Foundation scholarship opportunities, and kept our members up to date with our plans. If you have something you would like to see included in a future newsletter, please let me know.

This year we also continued to use MailChimp for our email blasts in addition to the newsletters. We sent the following email blasts in July:

Scholarship Deadline Extension
Award Deadline Extension

I also do the social media for the Auxiliary. I post or share Auxiliary news and interesting information that I find. If you have something you would like to see posted, please send it to me. Please Like our Facebook page and share our posts on your Facebook account.

I would like to say a huge thank you to Janice Voss for her proofreading skills and to Cheryl Gammon for making our newsletters look better.

Nominating Committee – Lynne Finley

We have our slate of Executive Officers for 2021-22 with the exception of the Vice President position. They are:

President Kathy Tindall,
President-Elect Bonnie Whitaker
Vice President, as yet unfilled
Recording Secretary Janice Voss
Membership Secretary, as yet unfilled
Treasurer Cheryl Gammon
Chaplain Nancy Eberhardt
Historian, as yet unfilled
Members-At-Large Representative, as yet unfilled
Parliamentarian will be a professional shared with PHCC
3rd Year Scholarship Jorja Dickemann

We are looking for candidates for the positions of Vice-President, Membership Secretary, Historian, and Members-At-Large Representative. We invite candidates to be a part of taking this remarkable organization into the next 100 years. The future is so bright, and we have amazing talent to get us there. Please join them! I can tell you from experience that taking this step is a decision that you will never regret. Hope to see you in Kansas City!

Photographers – Linda Bienvenu

It is the job of the photographers to take photos of all Auxiliary functions at National Convention. After Convention, these pictures will be posted to PHCC Auxiliary's Shutterfly Account for the Historian to document the president's year in two scrapbooks (Archives and President).

Committee members: Linda Bienvenu, Barb Kreifels, and Ann Belus.

Registration Committee – Jorja Dickemann

This information will be reported verbally at the Annual Business Meeting.

Resolutions Committee – Corinne Riley

No resolutions are presented for consideration at the PHCC – National Auxiliary Annual Business Meeting to be held at CONNECT 2021 in Kansas City, MO

Scholarship Committee – Jorja Dickemann

The Scholarship Committee consists of myself along with Bev Potts and Richela Roy. Upon the Executive Officers' request, the deadline for the applications was changed to July 15th. When that date arrived, we had received only a few applications. After discussions with the Executive Officers and the Scholarship Committee it was decided to extend the deadline to August 15th and everyone agreed to get the word out about this new extended deadline. It was communicated to the auxiliary and national members that we needed applications. Our members did not let us down as we have 18 applications for scholarships as of this report.

The applications will be forwarded to the Committee and will be reviewed and graded. We will then discuss the applications and determine our recommendations for the different scholarships. Pictures and names will be forwarded to National for all to see at the Convention.

At this point, our sponsors include InSinkErator, Bradford White, the Carlson family and Fran Williams sponsors. We don't yet know the total amount available for scholarships.

I would like to thank Bev and Richela for all of their help in this process. And remind everyone to continue supporting our Scholarships so we can continue helping deserving students further their education.

Sergeant-At-Arms/Election Teller – Barb Kreifels

The Sergeant-At-Arms and Election Teller will be present at the Annual Business Meeting. It is the responsibility of the Sergeant-at-Arms to check the credentials of National Auxiliary members at the Annual Business Meeting.

Silent Auction Committee – Bonnie Whitaker

The Silent Auction will be held during the Trade Show. Emails, calls, texts, and follow-up requests for Silent Auction items were sent. The September newsletter will include a call for Silent Auction items. At the time of this report, we have been promised 13 gifts for the Silent Auction and signed up 4 volunteers to help. Many last-minute items will be received. The Committee was asked to reach out for more gifts. There is the potential for another money maker which will be discussed amongst the Executive Officers during the Teams follow up meeting on Friday August 20. We continue to seek more items.

Life Members Club – Rhonda Robillard **Submitted by Jorja Dickemann**

We have 53 Life Members. During 2021, we started with a balance of \$1,912.86. The Club received donations of \$345 and paid a bill of \$92.38 which left a balance of \$2,165.48. This balance was sent to the PHCC National Association on 6/11/2021 in agreement with the changes voted on at the Annual Business Meeting at the convention. These funds are held by National and are restricted for such uses that include costs associated with the Sunshine Chairperson's position (postage and stationery), purchase of gifts for first-time attendees and attendee's guests at the Annual Business Meeting and purchases of gavels.

The Executive Officers hope all Life Members will attend the tea that is scheduled at the convention.

		LIFE MEMBER REPORT				
		9/15/2021				
		Prepared by Jorja Dickemann				
BEGINNING BALANCE FROM 2020 CONVENTION REPORT:						\$1,912.86
INCOME						
DATE	FROM	CHECK #	FUND		AMOUNT	
11/10/2020	Teresa Mayes	4561	General	Memory of Patty Jones	\$100.00	
11/10/2020	Linda Bienvenu	168	General	Honor of Susie Green	\$25.00	
11/17/2020	Janice Voss	3899	General		\$25.00	
12/7/2020	Darlene Moyer	126	General		\$25.00	
1/4/2021	Corinne Riley	1127	General		\$100.00	
1/4/2021	Linda Bienvenu	172	General	Honor of Lynne Finley	\$20.00	
2/2/2021	Phyllis Evans	115	General	Memory of Gerry Calfo	\$50.00	
TOTAL INCOME						\$345.00
EXPENSES						
2/21/2021	Check # 2174 paid to Corinne Riley for Sunshine Chair expenses				\$92.38	
TOTAL EXPENSES						\$92.38
BALANCE- amount agrees with bank reconciliation						\$2,165.48
Check # 2175 Paid to National 6/11/2021						-2165.48
Ending Balance						\$0.00

State Leaders Meeting – Richela Roy

A State Leaders' Meeting was not held in 2021 due to COVID-19 and the necessity to hold a virtual PHCCCONNECT2021.

STATE PRESIDENTS' REPORTS

Arizona State President's Report – Terry Giebelhaus

The State Auxiliary has been inactive due to COVID-19. Members are maintaining their dues, but meetings have not been held.

Delaware State President's Report

At CONNECT 2020, the PHCC Auxiliary of Delaware received the following awards from the PHCC – National Auxiliary:

Robert M. Cox Humanitarian Award / Image (Small), 1st Place – Community Service Project
Robert M. Cox Humanitarian Award / Recruitment (Small), 2nd Place – Promoting Industry
Careers & Recruiting into the Industry

These awards are sponsored by InSinkErator.

It is with much sadness that the PHCC Auxiliary of Delaware and the PHCC – National Auxiliary say goodbye to Geraldine Calfo who passed away in November of 2020. She was a driving force promoting the industries in Delaware!

Illinois State President's Report – Gail McWilliams

Despite having no in-person activities this year, the Illinois Auxiliary still had a productive year considering the circumstances. We had board meetings via Zoom, and Becky Davis kept members informed by sending newsletters.

We were able to award a scholarship to one deserving student in the amount of \$1200. We continued our support of the IL PHCC by giving them \$3000 to help with the costs of going online. We also donated to the PHCC Education Foundation, IMSCA—Illinois Mechanical & Specialty Contractors Association, and IPEA—Illinois Plumbing Education Association.

In lieu of our in-person service project this year, we made a gift of \$2000 to the Midwest Food Bank, which serves local food banks throughout the Midwest.

We were also able to continue to sell some t-shirts to support our scholarship fund or use where most needed.

Bev Potts and Becky Davis have been preparing for Connect 2021, again serving as convention chairs. Our members attending will provide on-site help.

We hope to return to normal activities soon and be able to replace “virtual hugs” with real ones.

Maryland State President's Report – Kathy Stradley

I was the most recent President of Maryland, but unfortunately our Auxiliary is still inactive.

PHCC Auxiliary of Nebraska State President's Report – Kelly Bouwens

On Friday July 23, the PHCC Auxiliary of Nebraska was able to have our first in-person event since our State Convention in February of 2020. We held our Annual Golf Tournament with the Auxiliary selling 50/50 raffle tickets and a Super Ticket for the golfers. With the funds raised, the Auxiliary was able to donate to support our State Association Scholarship Fund. We hope to all be able to meet again in February 2022 for our State Convention.

New Jersey State Auxiliary

The New Jersey State Auxiliary is inactive.

Louisiana State President's Report – Carla Molinario Waguespack

We have two active chapters in Louisiana- New Orleans and Baton Rouge. We had our State Convention in Metairie/ Kenner in August. The Auxiliary went to Longue Vue House and Gardens in Metairie, Louisiana. Longue Vue is a beautiful house built in 1939 built by the daughter of Sears, Roebuck & Co. It was the first house to have center air conditioning. We all enjoyed seeing the early bathroom fixtures. The gardens around the house were just lovely. We had a nice lunch at the Ruby Slipper in Metairie. The next morning, we had our business meeting at the Pontchartrain Center in Kenner, LA. All officers were reelected; Carla Waguespack President, Kristen Molinario Vice President, and Richela Roy Secretary/ Treasurer. We voted on two state projects for the year; one donating "On the Construction Site" Books to local schools throughout the state and one sending gift cards to apprentices who pass the journeyman license exam. We are also going to add in an application for the Auxiliary with the gift cards. We voted to donate \$100 to Longue Vue Garden to plant 200 variety of Camellias. We had a silent auction after our business meeting. We also hosted a booth in the trade show.

North Carolina State President's Report – Submitted by Janice Voss & Bonnie Whitaker

There were no officers elected for 2020-21 as the Auxiliary did not hold its annual meeting at the 2021 PHCC of North Carolina Summer Convention due to the COVID-19 pandemic.

The Auxiliary of PHCC of NC met as a group on August 12, 2021 at the 2021 Summer Convention of the PHCC of North Carolina held at Wrightsville Beach, North Carolina. There was unanimous consensus to become an entity under the umbrella of PHCC of North Carolina. The name of Auxiliary Education and Scholarship Committee was proposed with 2021-22 leadership of co-chairs Cheryl Dietz and Bonnie Whitaker. The group will continue to support PHCC of North Carolina and administer the Grace Sullivan Memorial Scholarship Fund. At its 3rd Quarter Board meeting, the PHCC of NC voted to accept the Auxiliary as an Action Team reporting to the Board of Directors.

There were no scholarships awarded at the 2021 PHCC of North Carolina State Convention.

Wisconsin State President's Report – Nancy Eberhardt

Wisconsin's number of members at this time is at 30. I did not send out a newsletter in January 2021 since we did not have a state convention in 2020. We did collect money from members in our pink charity envelopes again in 2020. We donated \$585 to different charities in our state that members suggested:

1. WAMBALE Mission, Longmont, CO
2. Will's Playground-Special Needs Park, New Richmond, WI
3. Bridgeway SCIO, Sheboygan, WI
4. WOA-Wisconsin Ovarian Cancer Association, New Berlin, WI
5. Sharon Richardson Hospice, Sheboygan Falls, WI
6. PHCC Educational Foundation

We did not give out any scholarships in 2020 or 2021.

At the end of September 2021, we will be part of the 125th Anniversary of the PHCC Convention in Green Bay, WI. We are looking forward to celebrating this great mile stone.

We want to thank all the National officers that are so supportive to our state organization. We always enjoy donating items to the National Auxiliary for the Silent Auction at the convention for a Scholarship Fund Raiser also.

2020-21 MINUTES



2020 Pre-Convention Executive Officers' Meeting

Minutes

Teleconference via Microsoft Team

Minutes

Friday, September 25, 2020

Approved January 8, 2021

“OUR SHINING FUTURE IS NOW!”

1. Called to Order at 10:13 a.m. EST by President Susie Greene.
2. Invocation submitted by Chaplain Nancy Eberhardt and read by Recording Secretary Janice Voss.
3. Pledge of Allegiance led by Vice President Bonnie Whitaker.
4. Roll Call by Recording Secretary Voss.
Present: President Susie Greene, Vice President Bonnie Whitaker, Treasurer Cheryl Gammon, Membership Secretary Jorja Dickemann, Recording Secretary Janice Voss.
Excused: President-Elect Kathy Tindall, however, joined later in the meeting.
5. Opening Remarks. President Greene noted there was much to talk about and deal with. She thanked the Executive Officers for the flowers sent to her.
6. Approval of Agenda. MOTION 1: On a motion and second, approve the agenda. VOTE 1: Motion carried. None opposed.
7. Approval of Minutes. MOTION 2: On a motion and second, approve the minutes of the 2020 Summer Executive Officers' meeting #3 held on July 31, 2020. VOTE 2: Motion carried. None opposed.
8. Executive Reports (verbal reports – additional reports since what was submitted for the 2020 Convention Report).

- A. Vice President Whitaker reported she had been contacting State Auxiliary Presidents and other at-large-members across the country to identify auxiliary activities, if any. She has also been in conversation with members about becoming active (more active) in the National Auxiliary. President Greene expressed kudos to Vice President Whitaker for her efforts.
- B. Membership Secretary Dickemann indicated she researched the definition of “members.” The number of members reported in the Convention Report included only paid members. The number which should have been reported is 271 (members invoiced, Honorary Members, Life Members, and paid members).
 Dues collected is \$12,500. There were two new members and two deceased members during 2020. One member who paid at 2019 Connect is considered paid-up through 2020. This person is now paid through 2021. She will check and give credit to others who paid at 2019 Connect.
 The Membership Secretary will provide to National a list of persons who are exceptions to membership dues billing, e.g., the paid 10-year membership for the Hicks and grandfathered non-payment of dues to Life Members prior to 2020.
- C. EOs discussed keeping QuickBooks after files are transferred to PHCC National, at least for the coming year for historical reference.
- D. President Greene asked Chaplain Eberhardt to provide a list of deceased members to be included in a PowerPoint slide for the Necrology Report at the Business Meeting.

9. Financial Reports – Treasurer Cheryl Gammon

The agendas for the Board of Directors meeting and the Annual Business Meeting should read 2019 Financial Statements and 2020 Year-to-Date Financial Statements Results of Financial Review 2019 (vs. Budget 2019 and Budget 2020).

Treasurer Gammon has an unavoidable conflict with the Annual Business Meeting on September 28. During the approval of the agenda, it will be announced that the Treasurer’s reports will be given before the Election of Officers. If Treasurer Gammon is not able to join the meeting by then, Membership Secretary Dickemann will present the financial documents. Treasurer Gammon will email the financial documents to both the Membership Secretary and PHCC Liaison Shelly Cook to load and share during discussion.

The CD at Wilson Bank & Trust was cashed in, funds deposited into the operating account, and transferred to PHCC National. The Auxiliary should decide whether to reinvest these funds or leave as part of the operating account. Funds from the savings account (\$100,726.71) and the Ginny savings account were transferred to PHCC National. Recording Secretary Voss closed the accounts with Wells Fargo and received confirmation of the closures. All but \$100 in the operating account was transferred to PHCC National. The account will be left open for a period of time to receive dues and/or fees. All Auxiliary credit cards were previously paid and cancelled.

The Treasurer should begin receiving reports from PHCC National for review beginning with September. She will establish a share file for reports received. She will inquire about a current report on funds received for scholarships.

The safe deposit box will be closed and items shipped to PHCC National with the exception of the faucet charms. The charms will be advertised in the next newsletter. The

charms will be kept by Recording Secretary Voss with the remaining marketing merchandise (when retrieved from Mount Juliet, TN). A contents list from the safe deposit box will be given to the Recording Secretary to maintain with inventory.

Procedures need to be established to claim reimbursement. Treasurer Gammon will check on the status of reimbursements to Convention Co-Chair Bev Potts and President Greene.

2019 Financial Review

The 2019 Financial Review appears to be in good order. The committee received and reviewed documents from the Treasurer, Membership Secretary, and Recording Secretary and had no major concerns or issues. There is a \$185.96 discrepancy in ending balance which Treasurer Gammon feels confident is due to a journal entry made. This will be resolved.

2021 Proposed Budget

There was consensus to keep the current budget for 2021. Membership dues can be updated to reflect current receipts. It is assumed that meetings will return to in-person; therefore, travel costs remain the same, except for the Summer Executive Officers' meeting which will probably remain virtual.

Treasurer Gammon will give a copy of the 2020 Budget to President Greene and Membership Secretary Dickemann to review, update, and draft a 2021 Budget prior to the meetings on Monday (Board of Directors and Annual Business Meeting). The 2021 Budget will be split into two six-month periods since we do not know if PHCC National is going to a calendar year.

Note: The 2019 Budget had a \$20,455 negative revenue which was to come from the cash reserve. Dues at this time last year totaled \$8,575. The 2020 Budget had a \$8,243 negative revenue. Membership dues in 2020 totaled \$12,500.

Whereas there have only been expenses of \$5,400 in 2020, the Auxiliary does not have an accounting from PHCC National of revenue from all sponsors. Figures show a revenue of \$19,600, but scholarship awards have not yet been made.

Treasurer Gammon will plan to do a short year for 2020 tax purposes (through June 30).

10. Discussion of Additional Reports from State Leaders since the 2020 Convention Report – Vice President Bonnie Whitaker. Many states are reporting little to no activity. Vice President Whitaker contacted Arizona (chartered but no activity), Maryland (no activity), Missouri (not active), Ohio (not active), and Pennsylvania (did have an auxiliary but its status is uncertain). It was suggested that Vice President Whitaker contact PA State Executive Mike McGraw for additional information about Pennsylvania.
11. Discussion of Additional Reports from Committee Reports since the 2020 Convention Report
 - A. Scholarship Update – Chair Jorja Dickemann

PHCC National received scholarship sponsorships from InSinkErator @ \$25,000; IAPMO @ \$10,000; Bradford White @ \$7,500; AO Smith @ \$1,500; the Williams @ \$1,000; and the Ginny @ \$3,000. There was a \$1,000 carryover from 2019. Total scholarships funds total \$49,815.

There were 16 applicants. There were no prospective applicants in the medical field, therefore, the \$3,000 Ginny scholarship will not be awarded for 2020. The latter decision was made by the Committee in consultation with several past presidents. Scholarship funds to be awarded are \$46,815.

There were two Bradford White awards, with one receiving more due to financial need.

The Committee will verify that students are full time. It was suggested that prospective awardees report the total numbers of hours of enrollment. Due to extenuating circumstances related to COVID-19, the Committee may make appropriate decisions based on individual situations.

The names and pictures of the Auxiliary scholarship recipients was sent to John Zink to be used for slide presentations of scholarship winners.

12. Order to file reports. MOTION 3: On a motion and second, file the reports. VOTE 3: Motion carried. None opposed. President Greene announced that reports will be filed.

13. Old Business

- A. Marketing Items – to be picked up by Recording Secretary Voss from Treasurer Gammon in Tennessee.
- B. Life Members. Life Members Treasurer Jorja Dickemann sent a letter to Life Members (excluding EOs who were previously consulted) informing them that Life Members will continue to be acknowledged (meetings, luncheons, and on convention badges) but separate meetings will not be held. The bank account will be closed, and \$2,200 will be submitted to the National Auxiliary to be restricted for use by the Life Members Sunshine Chair for postage and stationery and for new member and first-time attendee gifts. No Bylaws revision is required. The Duties and Procedures will be updated.

It was noted that the President's gavel has been given to the incoming Auxiliary President by the Life Members President. There was consensus of the EOs that the purchase of the President's gavel be included with expenses that can be paid from these restricted funds.

Note: Membership Secretary Dickemann will contact the Bank of Edwardsville where funds were held to notify them that Treasurer Gammon does not need to be receive further bank communications.

14. New Business

- A. Connect 2020 – Board of Directors' Meeting and Annual Business Meeting. The EOs reviewed PowerPoint slides for both meetings.
 - There are 22 registered for convention; 19 for the Annual Business Meeting, and 17 for the Board of Directors' meeting. There continue to be issues with registration.

President Greene sent a link to the Board of Directors and will send an eblast with the direct link to the Annual Business Meeting.

- EOs are to be online 10 minutes ahead of the meeting. Make sure your title is noted with your picture, except for the Membership Secretary (see below).
- In the event there is no Parliamentarian to read Rules of Convention, Recording Secretary Voss will read them and make a motion for their adoption.
- President Greene will read the Virtual Rules of Convention.
- President Greene will send the PowerPoints to the EOs and Shelly Cook.
- There will be an installation of officers at the PHCC Business Meeting on Thursday, October 1.
- Awards
 - Rob Grim and Joe Maile will attend the virtual meeting to present the Robert M. Cox and Larry Dore Member of the Year awards.
 - Harold Moret of Copper Development will attend to present the 3D Award.
 - Honorary Members will be recognized with pictures (if possible).
- The Membership Secretary will be introduced. She will confirm quorum. There will be a confirming vote to seat the Membership Secretary at the Annual Business Meeting. When confirmed, the Membership Secretary is requested to rename her image.

BREAK at 11:45 a.m. EST. RECONVENED at 12:00 p.m. EST.

- There have been several attempts to contact the Parliamentarian. President Greene reached out to Shelly Cook to request the services of PHCC's Parliamentarian. The Auxiliary needs guidance regarding the report from the Nominating Committee and the election of officers. Previous Parliamentarians were mentioned if the Auxiliary finds itself in a bind.
- Recording Secretary Voss will note corrections to both agendas and move for approval with the corrections as noted. Corrections include: 1) Annual Board of Directors (renaming Budget 2019 and 2020 to 2019 Financial Statements and 2020 Year-to-Date Financial Statements, respectively) and 2) Annual Business Meeting (removal of Item #12 as Cox Awards were presented; moving the Financial Reports prior to the Election of Officers, and renaming of Budget 2019 & 2020 to 2019 Financial Statements and 2020 Year-to-Date Financial Statements, respectively).
- Approval of minutes – Recording Secretary has script for presentation and filing of minutes.
- Recording Secretary Voss will send to Resolution Chair Corinne Riley parliamentary notes from a previous meeting to use for the Board of Directors and Annual Business Meeting.
- The Treasurer has script for presentation of financial reports and motions for approval/filing of reports.
- Merger – Treasurer Gammon will address – or President Greene if the Treasurer has not yet joined the meeting.

- Life Members – Life Members Treasurer Jorja Dickemann will address. She will include reimbursement of the gavel and changes to be made to the Duties and Procedures.
 - New members and first-time attendees will be asked to “raise their hand” or “chat” to be recognized.
 - Necrology will be read by Chaplain Nancy Eberhardt. (Note to President Greene to make sure Chaplain Eberhardt had the links.)
 - If current officers remain in place, the slide for the exchange of pins and presentation of the gavel will not take place.
 - Joint Installation / Convention Announcements – President Greene will encourage Auxiliary members to attend PHCC National CONNECT and remind them that registered members can have up to 5 attendees under their registration. (Note to President Greene to provide PHCC registration contact information if questions.)
 - \$100 gift card drawing.
- B. MOTION 4: On a motion and second, donate \$1,000 to the Education Foundation for Invest in Your Future. VOTE 4: Motion carried. None opposed
- C. MOTION 5: On a motion and second, donate \$100 to the Scholarship Fund on behalf of deceased members and families. VOTE 5: Motion carried. None opposed.
- D. 535 Club. At the PHCC Board meeting, the Chairman of the PAC Committee noted there are sufficient funds and requests no membership contributions to the 535 Club for this year. The Auxiliary donation of \$1,000 will not be made per this announcement.
NOTE: The Recording Secretary will move these 3 payments to the agenda of the Summer EO meeting.
- E. The Auxiliary traditionally provides funding to the PHCC office toward a staff luncheon. Due to COVID-19, staffers are not working in their offices. This will be dispensed with for the current year.
- F. The Auxiliary traditionally provided a gift to the convention planner. A new firm was hired by PHCC. There was consensus to send thank you notes to Krissy and Elizabeth following convention. President Greene will provide contact information.
- G. There were no Confirming Votes to document since the 2020 Summer Executive Officers’ #3 meeting.
15. Closing Prayer submitted by Chaplain Eberhardt and read by Recording Secretary Voss.
16. Adjournment. MOTION 6: On a motion and second, adjourn. VOTE 6: Motion carried. None opposed. President Greene adjourned the meeting at 12:55 p.m. EST.



**100th Annual Board of Directors' Meeting
Virtual Convention
Minutes
September 28, 2020
Approved January 8, 2021**

“Our Shining Future is Now!”

Auxiliary Mission Statement

The Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary, in cooperation with the PHCC—National Association, promotes public awareness of the industry through education and communication.

1. Call to Order at 11:06 am. EST by President Susie Greene.
2. Invocation by Chaplain Nancy Eberhardt.
3. President Greene introduced Jorja Dickemann to fill the position of Membership Secretary following the resignation of the Membership Secretary in January, 2020. The Board of Directors' approved Jorja Dickemann to fill the position by polled vote on January 16, 2020. She will be confirmed by membership at the Annual Business Meeting.
4. Pledge of Allegiance led by Vice President Bonnie Whitaker.
5. Roll Call by Recording Secretary Janice Voss (27)
Officers: President Susie Greene (GA), President-Elect Kathy Tindall (NJ), Vice President Bonnie Whitaker (NC), Treasurer Cheryl Gammon (TN), Membership Secretary Jorja Dickemann, unseated (IL), Recording Secretary Janice Voss (NC), Past President Ann Rivers (CA), Parliamentarian Gerry Calfo (DE), Chaplain Nancy Eberhardt (WI), Historian Richela Roy (LA), Historian Emeritus Lynne Finley (LA)
State Auxiliary Presidents/designated representatives: Terry Giebelhaus (AZ), Gail McWilliams (IL), Carla Molinario Waguespack (LA), Kathy Stradley (MD), Nancy Bouwens (NE). DE, NJ, NC, and WI representatives listed with officers.

Guests: Linda Bienvenu (LA), Linda Biggerstaff (NE), Kelly Bouwens (NE), Carol DeYoung (WI), Barb Kreifels (NE), Renee Long (NC), Corinne Riley (RI), Anne Williams (MA)

PHCC National Officers/Staff: President-Elect Hunter Botto, Auxiliary Liaison Shelly Cook.

Conference Planner: Krissy Canales

6. The Rules of Convention were read by Parliamentarian Calfo who moved these rules be adopted. Virtual Rules of Convention were read by Vice President Whitaker. No second required. VOTE 1: Motion carried. None opposed. No abstentions.
7. President Greene welcomed everyone to the virtual convention and thanked those who participated in the learning parties, for providing guidance for the future of the Auxiliary, and for support over the past year.
8. Approval of Agenda. Recording Secretary Voss noted there were three corrections to the agenda: 1) Item #10, Verbal Report Updates – add Scholarship Committee, Jorja Dickemann, 2) Item #10, Budget 2019 should read 2019 Financial Statements, and 3) on Item #10, Budget 2020 should read 2020 Year-To-Date Financial Statements. On a motion and second, approve the agenda with the corrections as noted. VOTE 2: Motion carried. None opposed. No abstentions.
9. Approval of Minutes. Recording Secretary Janice Voss noted that all minutes were printed in the 2020 Convention Report. The minutes of the Executive Officers' Meeting held on July 31, 2020 were approved at the Pre-Convention Executive Officers' Meeting held on Friday, September 25. Everyone has had the opportunity to read these minutes. There were no additions or corrections, therefore, these minutes will be filed with the official record after being presented in the general meeting.
 - 2019 Pre-Convention Executive Officers' Meeting
 - 2019 Annual Board of Directors' Meeting
 - 2019 Annual Business Meeting
 - 2019 Post-Convention Executive Officers' Meeting
 - present2020 Winter Executive Officers' Meeting
 - 2020 Teleconference of the Executive Officers (April 20, 2020)
 - 2020 Summer Executive Officers' Meeting #1 (June 11, 2020)
 - 2020 Summer Executive Officers' Meeting #2 (June 26, 2020)
 - 2020 Summer Executive Officers' Meeting #3 (July 31, 2020)
10. Verbal Report Updates
 - A. Nominating Committee, Chair Lynne Finley made the following recommendation to the Board:

Because of the COVID Pandemic and not being able to have an in-person convention, it has been suggested by several members that the current officers hold their positions for another year. Each has agreed to do so. The Committee Members will be asked individually to also hold position for another year, if possible.

There is precedent in our history during World War II when conventions were foregone in support of the War effort. The officers elected in 1943 continued to serve until they were able to hold the Convention in 1946, after the War was over.

If the Board of Directors and the membership approve, this will be our slate of Executive Officers for 2019-20 with the exception of the Marketing Secretary position which will continue to be vacant. They are:

Susie Greene, President

Kathy Tindall, President-Elect

Bonnie Whitaker, Vice President

Jorja Dickemann, Membership Secretary (unseated)

Janice Voss, Recording Secretary

Cheryl Gammon, Treasurer

Note: Treasurer Gammon will be serving in her fifth year, and approval will be a specific part of the vote as required by the Bylaws.

Scholarship Committee: Jorja Dickemann (Chair), Bev Potts, and Richela Roy

- B. Membership Update. Membership Secretary Dickemann (unseated) noted that she researched the definition of members and revised the membership number of 183 listed in the Convention Book to 171 (members invoiced, Life Members, Honorary Members). Dues paid for 2020 equal \$11,925. There is one new member, Holly Bennett of Arizona. Quorum for this Board meeting is met.
- C. Scholarship Committee Chair Jorja Dickemann explained that there were initially 12 scholarship applicants. An extended deadline increased the number to 16. Scholarship sponsorships – InSinkErator \$25,000, IAPMO \$10,000, Bradford White \$7,500, AO Smith \$1,500, Williams \$1,000, and Ginny \$3,000 – plus donations and unused 2019 funds totaled \$49,815. With no medical applicant for the Ginny Scholarship, the amount to be awarded is reduced to \$46,815. There will be two recipients of the Bradford White Scholarship.

Following approval by this Board, the Scholarship Committee will send letters to applicants requesting hours of enrollment. Following review of enrollment hours, the Committee will submit award recommendations to the EOs for approval.

Appreciation was expressed to all sponsors.

- D. The Financial Review Committee (Kathy Stradley, Cheryl Rowles, and Ursula Whitney) performed a financial review of reports prepared by the Treasurer, Recording Secretary and Membership Secretary. The committee verified Assets from the Statement of Financial Position as well as the Revenue balances listed on the Statement of Activity for the Year 2019. There was nothing unusual found in the financial review.

Treasurer Gammon, on behalf of the Financial Review Committee, moved for the Board of Directors to concur with the findings in this report. No second is required. VOTE 3: Motion carried. None opposed. No abstentions.

E. 2019 Financial Statements

Treasurer Gammon reported that the CD held at Wilson Bank and Trust matured, was cashed in, and funds deposited into the operating account for transfer to National. Determination whether to reinvest can occur at a future time.

All but \$100 from the operating account and funds from the savings and Ginny accounts were transferred to National. The \$3,000 for the Ginny Scholarship was transferred into the operating account for disbursement of awards but will be transferred back into the Ginny account. Recording Secretary Voss closed the Auxiliary's savings and Ginny accounts. The operating account will remain open for a short time to receive payments and fees. Remaining funds will be transferred to National by the end of the year. The Auxiliary funds held by National will be mirrored in similar accounts: operating, savings, and Ginny.

Recording Secretary Voss cancelled the President's and Treasurer's credit cards in July.

The Auxiliary's short year ended June 30. Treasurer Gammon will continue to work with National to provide financial information as needed. Financial reports will be generated by National and distributed to the Auxiliary for review. A secured portal will be made for report review.

The Safe Deposit box at Wilson Bank & Trust will be closed. Important items (Past President's pins, molds, important documents) will be transferred to National for safekeeping.

Marketing items currently held by Treasurer Gammon (TN) were to be picked up by Recording Secretary Voss (NC). Due to COVID and travel restrictions, this did not happen. Faucet charms will be held back from transfer to National and efforts made to sell the remaining charms. Once the transfer of marketing items takes place, the Auxiliary will liquidate the items.

Documents reviewed:

- Statement of Financial Activity, January to December, 2019
- Statement of Financial Position as of December 31, 2019
- Comparison Statement of Activity January-December 2018 & January-December 2019. To balance the budget in 2018, \$20,455.96 was used from the reserves; \$8,526.23 was used from the reserves in 2019.

F. 2020 Year-to-Date Financial Statements. Documents reviewed:

- * Statement of Financial Position as of August 31, 2020
- * Statement of Financial Activity, January-August, 2020

Of note in 2020 is that sponsorships were paid to National. Also, travel to the Winter EO meeting provided weather-related challenges with unexpected additional expenditures.

With no objections to the reports presented and discussed, these reports will be filed with the official record after presentation at the general meeting.

G. Proposed Budget 2021. Presented were 2020/2021 Comparison Budgets. The Auxiliary budget is presented in two six-month periods to recognize the transition from the Auxiliary calendar year to the National fiscal year.

Of note, National Board was informed that there were sufficient funds in the 535 Club, and that payment of dues is not necessary at this time.

Treasurer Gammon, on behalf of the Budget Committee, moved that the Board of Directors concur with the proposed budget. No second required. VOTE 4: Motion carried. None opposed. No abstentions. The Board concurs with the 2021 proposed budget. Following presentation at the general meeting, all the reports will be filed with the official record.

11. Old Business

A. Status Report on the merger of the PHCC – National Auxiliary and PHCC National.

The majority of funds have been transferred to National. Membership is being reviewed for accuracy, and National will invoice in 2021. Procedures for reimbursement are to be determined. Due to COVID-19, the transfer did not take place as quickly as thought due to employees working from home.

B. The Board of Directors were polled via email on the following. They are noted for the official record

- January 16, 2020: Affirmative vote by the Board of Directors to appoint Jorja Dickemann to the position of Membership Secretary.
- February 24, 2020: Affirmative vote by the Board of Directors to award Honorary Membership to Russ Cheney of IAPMO upon his retirement.
- June 27, 2020. Affirmative vote by the Board of Directors to award Honorary Membership to Roger Peugeot and wife Diane Peugeot for their service in honoring Mother Hornbrook.

12. New Business

A. 2020 Resolution to delete the position of Marketing Secretary was read by Resolution Committee Chair Corinne Riley. The resolution was printed in the August/September 2020 Newsletter and printed in the 2020 Convention Report. On behalf of the committee, Committee Chair Riley moved that the Board of Directors concur with this resolution. VOTE 5: Motion carried. None opposed. The resolution will be presented to membership at the Annual Business Meeting.

B. Discussion of Life Members Club. Current officers are President Rhonda Robillard, Treasurer Jorja Dickemann, Secretary Ann Rivers, and Sunshine Chair Corinne Riley. Life Member Treasurer Jorja Dickemann noted that it has become increasingly difficult to schedule meetings of the Life Members Club (per Duties and Procedures) during convention, and officer positions are difficult to fill.

Letters were sent to Life Members noting that time may be better spent networking. There was consensus that Life Members will be recognized at meetings, luncheons, and on convention badges. Funds will be restricted for new member gifts, new convention attendees, postage, stationery costs, and purchase of gavels for Presidents. There are 56 Life Members, and there is \$2,046.78 in the bank account. Question remains whether the funds should be established as a separate fund under PHCC National or part of the Auxiliary funds and restricted for use by the Life Members Club. National President-Elect Hunter Botto will investigate and give an answer to the Auxiliary.

The Bylaws describe who are Life Members, but policy is listed in the Duties and Procedures. No Bylaw revision is required. Several members expressed a preference to remain a “Club” vs. “Committee.” Life Members can meet virtually and decide their structure, i.e., officers. Discussion will continue at the Annual Business Meeting, and Life Members will be notified via mail of actions taken.

Sunshine Chair Riley requested notification of address changes to expedite notes sent to members.

Life Members Secretary Ann Rivers commended President Susie Greene for a “yeoman’s job). On behalf of the Life Members Club, she welcomed President Greene – having served as an Executive Officer – into the Life Members Club.

Sunshine Chair Riley expressed kudos to Secretary Rivers for her years of work and dedication providing first-time convention attendee gifts and her service as Hospitality Chair.

LA-CO, Life Members Club sponsor, should be notified and asked to sponsor other Auxiliary activities.

- C. National President-Elect Hunter Botto stated that he was looking forward to working with the Auxiliary as President. He and incoming President-Elect Joel Long want to grow membership. He said, “Happy 100th Birthday” to the Auxiliary. He noted that there were many challenges this year, mountains to climb, but there were also many opportunities. Via technology, he believes that PHCC has been able to reach many new, and younger, members. He looks forward to continued work with the Auxiliary.
13. Convention Update. President Greene encouraged everyone to attend the virtual Auxiliary Annual Business Meeting (2:00 p.m. EST) and PHCC CONNECT 2020 on September 30 and October 1.
 14. Joint Installation. President-Elect Tindall noted that she was looking forward to working with Hunter Botto as President, but welcomes working with Joel Long during their Presidencies. Auxiliary officers will be installed virtually during PHCC’s Business Meeting.
 15. Closing Prayer read by Chaplain Nancy Eberhardt.

16. On a motion and second, adjourn the meeting. VOTE 6: Motion carried. None opposed.
The meeting was adjourned at 12:33 p.m. EST.



100th Annual Business Meeting
Virtual Convention
Minutes
September 28, 2020
(Unapproved)

“Our Shining Future is Now!”

Auxiliary Mission Statement

The Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary, in cooperation with the PHCC—National Association, promotes public awareness of the industry through education and communication.

Officers: President Susie Greene, President-Elect Kathy Tindall, Vice President Bonnie Whitaker, Treasurer Cheryl Gammon, Recording Secretary Janice Voss, Parliamentarian Gerry Calfo, Chaplain Nancy Eberhardt, Historian Richela Roy, Historian Emeritus Lynne Finley, Members-At-Large Representative Rhoda Robillard. (The position of Marketing Secretary is vacant.)

1. Call to Order at 2:05 p.m. EST by President Greene
2. Invocation read by Chaplain Eberhardt



AWARDS

InSinkerator Presentations

Presenters: President Joe Dillon, Rob Grim (Sr. Vice President for Sales), and Joe Maiale (Vice President Wholesale Sales)

Robert M. Cox Humanitarian Award / Image (Small)

First Place: PHCC Auxiliary of Delaware – Community Service Project

Second Place: Illinois PHCC Auxiliary -- PHCC Professional Image Awareness, Conventions &/or Trade Shows, Legislative Efforts

Robert M. Cox Humanitarian Award / Recruitment (Small)

First Place: Illinois PHCC Auxiliary – Education, Promoting Industry Careers & Recruiting into the Industry & Scholarships

Second Place: PHCC Auxiliary of Delaware – Promoting Industry Careers & Recruiting into the Industry

Larry Dore Member of the Year Award – Marilyn Doughty, Auxiliary of the New York State Association of PHCC, Inc. Presenting her award are NYSPHCC member and Board member Ron Doughty and NYSPHCC President Ryan Truncali.

Copper Development Presentation
Presenter: Project Manager Harold Moret

3D (Desire, Dedication and Determination) Award – Nancy Eberhardt, Chaplain

Other Auxiliary Awards – Honorary Memberships

Russ Cheney (IAPMO) for supporting the Auxiliary for many years. Picture assistance from Gabriella Davis (Senior Vice President of Global Operations, IAPMO Standards Council Secretary).

Roger and Diane Peugot of Independence, Missouri for many years of dedication taking care of Mother Hornbrook's grave.



PHCC National President-Elect Hunter Botto and Vice President Joel Long noted that they look forward to helping the Auxiliary transform itself this year with the merger. PHCC has had a big mountain to climb this year. Technology provided opportunities to reach younger/new members and get them involved. The Auxiliary was thanked for what it has done and will continue to do.



3. President Greene noted that the Board of Directors gave an affirmative vote on January 16, 2020 to appoint Jorja Dickemann as Membership Secretary. Quorum was confirmed.

“As directed in the Auxiliary Bylaws, Article IX, Section 1, Letter I, ‘If the position of Vice President, Treasurer, Membership, Marketing or Recording Secretary becomes vacant, the Board of Directors shall take a polled vote to fill that position until the next annual business meeting, at which time the membership shall confirm.’”

After the resignation of Membership Secretary Sandy Stack, the Board of Directors, by majority vote, filled the position of Membership Secretary with Jorja Dickemann. On a motion and second, confirm Jorja Dickemann as Membership Secretary. There was no discussion. VOTE 1: Motion carried. None opposed. None abstained.

4. Seating of the Membership Secretary. At an in-person meeting, officers would be seated at a head table. President Greene requested that Membership Secretary be “virtually seated at the head table.”

5. Pledge of Allegiance led by Vice President Whitaker.

6. President Greene introduced herself and welcomed everyone.

7. President Greene introduced officers. Treasurer Cheryl Gammon had a conflict but intends to join later in the meeting.

President Greene noted that on reflection over the past year, the personal interactions are missed. Most disappointing was the postponement of the 100th Year Anniversary, but it will be celebrated in Kansas City, MO in 2021. Of note is that this is also the home of Mother Hornbrook. Lynne Finley completed the latest update to *A Partnership Unique*, the *15-Year Update*, which brings the Auxiliary 100-year history to the present.

The Auxiliary began the transition to PHCC National, but the process was slowed by COVID with employees working from home.

The Education and Marketing Committees worked with the PHCC Communications staff to add an introduction and conclusion to the *Women in the Industry* videos. These will be aired throughout CONNECT. A digital tool kit is being developed to market and disseminate the videos.

President Greene noted that the Presidency has challenged her to be her best. Serving as President has been one of the best things that she has ever been a part of, and she feels humbled. She thanked everyone for attending.

8. Rules of Convention were read by Parliamentarian Gerry Calfo. The Rules of Virtual Convention were read by Vice President Whitaker. On a motion and second, it was moved to adopt these rules. VOTE 2: Motion carried. None opposed. No abstentions.

9. President’s Address – President Greene (See #8 above.)

10. Remarks by Invited Guests (Immediately following award presentations.)

11. Presentation of 2020 Robert M. Cox Awards presented by InSinkErator (Removed. See #13 below.)

12. Approval of Agenda. Recording Secretary Voss noted the following corrections to the agenda.

- Item #12, presentation of the 2020 Robert M. Cox Awards was a duplication as awards were presented earlier in the meeting.
- Item. #15, Budget 2019 should read 2019 Financial Statements
- Item #15, Budget 2020 should read 2020 Year-To-Date Financial Statements

- Due to extenuating circumstances, the Treasurer is not present and intends to join the meeting later. The Treasurer's Reports listed under #15 are moved to later in the meeting, before Election of Officers.

On a motion and second, approve the agenda with corrections as noted above. VOTE 3: Motion carried. None opposed. No abstentions.

13. Approval of Minutes. Recording Secretary Voss noted that all minutes were printed in the 2020 Convention Report. The minutes of the Executive Officers' Meeting held July 31, 2020 were approved at the Pre-Convention Executive Officers' Meeting held Friday, September 25. Everyone had the opportunity to read these minutes. There was no discussion. The following minutes will be filed for the official record.

2019 Pre-Convention Executive Officers' Meeting
 2019 Annual Board of Directors' Meeting
 2019 Annual Business Meeting
 2019 Post-Convention Executive Officers' Meeting
 2020 Winter Executive Officers' Meeting
 2020 Teleconference of the Executive Officers (April 20, 2020)
 2020 Summer Executive Officers' Meeting #1 (June 11, 2020)
 2020 Summer Executive Officers' Meeting #2 (June 26, 2020)
 2020 Summer Executive Officers' Meeting #3 (July 31, 2020)

14. Verbal Report Updates

- A. Membership Update by Membership Secretary Dickemann. There are 171 members (Members invoiced, Honorary Members, and Life Members). Dues collected equal \$11,925. Holly Bennett of Arizona was recognized as a new member.
- B. The Financial Review Committee (Kathy Stradley, Cheryl Rowles, and Ursula Whitney) performed a financial review of reports prepared by the Treasurer, Recording Secretary and Membership Secretary. The committee verified Assets from the Statement of Financial Position as well as the Revenue balances listed on the Statement of Activity for the Year 2019. There was nothing unusual found in the financial review.

On behalf of the Financial Review Committee, President Greene moved to adopt the findings in this report. No second required. VOTE 4: Motion carried. None opposed. No abstentions.

- C. Scholarship Committee Chair Dickemann announced that there were 16 scholarship recipients. Scholarship sponsorships – InSinkErator \$25,000, IAPMO \$10,000, Bradford White \$7,500, AO Smith \$1,500, Williams \$1,000, and Ginny \$3,000 – plus donations and unused 2019 funds totaled \$49,815. With no medical applicant for the Ginny Scholarship, the amount to be awarded is reduced to \$46,815. There will be two recipients of the Bradford White Scholarship. Applicants' names will be posted during CONNECT.

The Scholarship Committee will review applicant course load. In lieu of COVID, the committee and Executive Officers decided to be flexible on enrollment.

D. Nominating Committee, Chair Lynne Finley made the following recommendations:

Because of the COVID Pandemic and not being able to have an in-person convention, it has been suggested by several members that the current officers hold their positions for another year. Each has agreed to do so. The Committee Members will be asked individually to also hold position for another year, if possible.

There is precedent in our history during World War II when conventions were foregone in support of the War effort. The officers elected in 1943 continued to serve until they were able to hold the Convention in 1946, after the War was over.

The slate was presented to the Board of Directors and now presented for membership approval. The Marketing Secretary position which will continue to be vacant.

Susie Greene, President

Kathy Tindall, President-Elect

Bonnie Whitaker, Vice President

Jorja Dickemann, Membership Secretary

Janice Voss, Recording Secretary

Cheryl Gammon, Treasurer

Note: Fifth year approval will be a specific part of the vote as required by the Bylaws.

Richela Roy, Historian

Gerry Calfo, Parliamentarian

Scholarship Committee: Jorja Dickemann (Chair), Bev Potts, and Richela Roy

On a motion and second, make an exception to the Bylaws and allow the Treasurer to serve a 5th year. VOTE 5: Motion carried. None opposed. No abstentions.

Motion to accept the Nominating Committee's report. No second required. VOTE 6: Motion carried. None opposed. No abstentions.

15. Old Business

- A. Status Report on the Merger of the Auxiliary with PHCC National. President Greene noted that all but \$100 from the checking account and all funds from the savings and the Ginny accounts were moved to PHCC National. The CD came due, was cashed in, and included with funds transferred to National. The checking account will remain open for a short time to receive dues and bank fees. The credit cards were closed out. Reimbursement procedures are to be determined.

16. New Business

- A. The 2020 Resolution to delete the position of Marketing Secretary, printed in the August/September 2020 Newsletter and the Convention Report, was read by Resolution Committee Chair Corinne Riley. The Board of Directors concurred with the resolution. A 2/3 vote by membership is required for adoption. Resolution Chair Riley moved that

this resolution be adopted. No second required. There was no discussion. VOTE 7: Motion carried. None opposed. No abstentions. The Bylaws and Duties and Procedures will be updated to reflect the deletion.

- B. Discussion of Life Members Club. A Life Member is a member who has served as an Executive Officer for a year or more. The Life Members Club has had difficulty getting members to serve as officers and has had difficulty scheduling a meeting during convention (per Duties and Procedures).

Letters were sent to Life Members proposing that Life Members can be better utilized networking. Life Members can be recognized at meetings, luncheons, and on convention badges. Funds will be restricted for new member gifts, new convention attendees, postage, stationery costs, and purchase of gavels for Presidents. There are 56 Life Members, and there is \$2,046.78 in the bank account. It was noted at the Board meeting that some wish to remain a Club but be treated like a Committee

Funds will be transferred to National but restricted for use by the Life Members. The group can receive financial reports from National for review. Life Members Treasurer Dickemann indicated that she will step down as Treasurer.

From discussion, the Duties and Procedures will be revised based on the discussion above. All Life Member privileges will not change. Life Members can meet via ZOOM to elect officers and determine how the Club will function in the future.

17. Election of Officers. President Greene referred to the report from the Nominating Committee. Because of the COVID Pandemic and not being able to have an in-person convention, it has been suggested that the current officers hold their positions for another year. Each has agreed to do so. President Greene asked if there were nominations from the floor. There were none. On a motion and second, accept the slate of officers presented. VOTE 8: Motion carried, 83% positive.

18. Presentation of New Officers 2019-20

Susie Greene, President

Kathy Tindall, President-Elect

Bonnie Whitaker, Vice President

Jorja Dickemann, Membership Secretary

Janice Voss, Recording Secretary

Cheryl Gammon, Treasurer

Historian Richela Roy

Parliamentarian Gerry Calfo

Scholarship Committee Members: Jorja Dickemann (Chair), Bev Potts, and Richela Roy

19. Continuation of Verbal Report Updates

- A. 2019 Financial Statements. In the absence of the Treasurer, Membership Secretary Dickemann presented the following financial documents:

- Statement of Financial Activity, January to December, 2019

- Statement of Financial Position as of December 31, 2019
- Comparison Statement of Activity January-December 2018 & January-December 2019. To balance the budget in 2018, \$20,455.96 was used from the reserves; \$8,526.23 was used from the reserves in 2019.

B. 2020 Year-to-Date Financial Statements. Membership Secretary Dickemann presented the following financial documents:

- Statement of Financial Position as of August 31, 2020
- Statement of Financial Activity, January-August, 2020

The reviewed Financial Reports will be filed for the official record.

C. Proposed Budget 2021. On behalf of the Budget Committee, it was moved that the budget be approved. A second is not required.

Discussion included sponsorship funds being collected by National, unknown administrative costs for National's services provided, 2021 membership invoicing by National, an \$2,000 destination trip auction item to be invoice, and unknown revenue to liquidate marketing items.

On behalf of the Budget Committee, it was moved that the 2021 Proposed Budget be approved. No second required. VOTE 9: Motion carried. None opposed. 3% abstentions.

All reports will be filed with the official record.

20. Recognition of New Members. Vice President Whitaker & Membership Secretary Dickemann recognized Holly Bennett as a new member and Meredith Lewis and Renee Long as first-time Attendees.
21. Necrology. Chaplain Eberhardt listed deceased members and read the poem, "Rest in Peace" by Grace E. Easley.
 - Past Treasurer Patty Jones (October, 2019)
 - Pat Kreifels (February, 2020)
 - Past President Lorraine Morin (July, 2020)
22. Exchange of Pins will occur at a later date.
23. Presentation of Gavel – Not necessary as President Greene will continue into 2020-21.
24. Joint Installation. Officers will be installed at the PHCC Board meeting held on Thursday, October 1.
25. Convention Announcements
 - A. President Greene encouraged members to register for the virtual PHCC CONNECT. Each PHCC member registrant can register an additional four persons. Check with PHCC members to see if their slots are filled. If questions, contact Customer Care.

B. In celebration of the 100th Anniversary and the first virtual Annual Business Meeting, there was a gift card drawing. The recipient was Bev Potts.

26. Closing Prayer by Chaplain Eberhardt

27. On a motion and second, adjourn. VOTE 10: Motion carried. The meeting was adjourned at 3:46 p.m. EST.



2020 Post-Convention Executive Officers' Meeting
Teleconference via Microsoft Teams
Minutes
Monday, October 5, 2020
Approved January 8, 2021

Call to Order at 10:08 a.m. by President Susie Greene.

Opening Prayer submitted by Chaplain Nancy Eberhardt and read by President-Elect Kathy Tindall.

Pledge of Allegiance led by Vice President Bonnie Whitaker

Roll Call. Present: President Susie Greene, President-Elect Kathy Tindall, Vice President Bonnie Whitaker, Treasurer Cheryl Gammon, Membership Secretary Jorja Dickemann, Recording Secretary Janice Voss

OLD BUSINESS

1. Resolution to Eliminate the Position of Marketing Secretary. The resolution was approved by the Auxiliary Board of Directors and membership at the Annual Business Meeting held virtually at 2020 CONNECT. The Bylaws will be revised per the resolution. The Duties & Procedures will be revised to reflect the elimination of the position with redistribution of duties as needed. Both revisions will be done when the Bylaws/Duties & Procedures Committee is called together.
2. Life Members Discussion. It noted by Life Members at the Annual Business Meeting that the group prefers to remain a Club. Life Member Treasurer Jorja Dickemann will poll Life Members to see if they would prefer to establish a separate checking account under PHCC National or transfer funds to the Auxiliary with funds restricted for use by the group. Reports can be provided on demand. Life Members' funds have been co-managed by Life Member Treasurer Dickemann and Corinne Riley.

NEW BUSINESS

1. The 2021 Budget was approved at the Annual Business Meeting. Treasurer Gammon will submit the budget to National.

The \$3,000 Ginny Scholarship monies were transferred from the Ginny account into the Auxiliary's operating account in order for the award to be paid. Since there was no medical applicant for the scholarship, funds will be transferred back into the Ginny account.

PHCC National has not provided procedures for reimbursement. Treasurer Gammon will again inquire about procedures, especially with upcoming scholarship awards to be paid. She will also inquire about the transfer of scholarship funds from National's Education Foundation to the Auxiliary.

The 2019 and 2020 payments (\$1,000 each) will be paid to National for Invest in Your Future.

National informed its Board that there were sufficient funds in the 535 Club and recommended that 535 membership dues do not need to be paid this year. There was consensus by the Auxiliary's Executive Officers (EOs) that dues for the previous and current year (\$500 each) would not be paid. There was also officer consensus to reallocate these funds to the 100-year anniversary video or other activity which benefits either PHCC National or the Auxiliary.

Due to COVID, the 100-year anniversary video did not get produced. National confirmed that the Auxiliary President's request for \$10,000 for this project will be carried forward for 2020-21.

President-Elect Tindall requested \$8,000 for her President's project for 2020-21 to promote National membership. With current officers remaining in positions due to COVID, this becomes an additional Auxiliary project request for the current year. National's Board postponed a decision until their January meeting. It was noted that if funded, this project could be produced using Zoom interviews, reducing the request to \$3,000. President Greene will confirm with National President Botto that, if funded, President-Elect Tindall oversee the membership project.

2. Thank You Notes to Sponsors. President Susie Greene requested that the EOs write thank-you notes to 2019-20 sponsors. Recording Secretary Voss will distribute the sponsor list to the EOs. The sponsor list can also be found in the 2020 Convention Book.
3. With no change in EOs, there are no picture changes needed for the Auxiliary website.
4. All EOs have PHCC National logins.
5. The 2020-21 Committee Book is being updated. Committee chairs agreed to remain for 2020-21, and committee members will be contacted by Lynne Finley for President Greene. President Greene and Recording Secretary Voss will work on a new format for the Committee Book as the current format is cumbersome.
6. Upcoming Meetings
 - Duties and Procedures – President-Elect Tindall asked EOs to review their position descriptions and provide suggested revisions. Her goal is to work with the committee via Microsoft Teams to fine-tune the Ds&Ps. President Greene will work with Vice President Whitaker to revise the Vice President's position description. Some duties of the Treasurer and Membership Secretary are in transition with National and require further discussion

- Long-Range Planning needs to meet this year, probably late Winter or early Spring. President-Elect Tindall noted that there needs to be a 6-month plan. Membership must be addressed: what we are doing for current members and how to recruit new ones.
 - Winter Executive Officers' Meeting. Vice President Whitaker volunteered the use of her home in Florida. The EOs are to research flights into either Ft. Myers or Punta Gorda airports, with arrival on January 7 and departure in late evening on the 10th. A vehicle will be required for transportation.
 - Legislative Conference, Washington, DC (funding for President & President-Elect): May 25-26, 2021.
 - Summer Executive Officers' Meeting. President-Elect Tindall offered the use of her home in New Jersey. Tentative dates: June 3-7, 2021.
7. 2020-21 Equipment Requests & Inventory Update. There are no equipment requests. There are no equipment changes except for the disposition of the contents of the Safe Deposit Box. Items of value (Past President's pins, jewelry mold, computer backups) will be submitted to National for safe keeping. The faucet charms will be retained and advertised for sale.
Note: A Past President's pin will be brought to the Winter EO meeting with a pinning activity planned among the EOs.
8. Going Forward
- Membership Secretary Jorja Dickemann is working with National to verify membership for accurate invoicing in January. She will request a new list to review for review by her and the EOs.
When National invoices are sent, PHCC membership will be encouraged to join the Auxiliary. Points to include are 1) payment of Auxiliary membership between now and the end of the year covers dues for 2021; and 2) after two years of membership, Auxiliary members are eligible to sponsor scholarship applicants. At this time, prospective member will be directed to the Auxiliary.
 - The next eblast Newsletter is scheduled for the end of October. Articles include a convention update, a thank you to members for attending the virtual Auxiliary meetings – noting record attendance over the previous 10 years, a thank you to sponsors (Kathy), 2020 awards (Janice), an updated Necrology, introduction of new members, and an advertisement for the remaining faucet charms. Due to the quantity of items to cover, scholarship recipients will be listed in the next newsletter. Deadline for articles: October 23.
Note: It was suggested that future CONNECT meetings be made available virtually for those who cannot attend convention in person.
 - Social Media. President Greene will post on Facebook the door prize winners from the Auxiliary learning parties and meetings. Future posts will list remaining marketing items for sale.
 - Marketing items – Recording Secretary Voss plans to travel from NC to Nashville, TN on the weekend of October 31 to pick up marketing items.

- State Convention Attendance. President Greene plans to attend the Illinois convention. EOs are asked to attend their respective state convention. Any virtual meetings held by states will be easier to attend. Suggestion was made for the President to work with videographer Josie Gregory to create a short video about the Auxiliary which can be aired by the State Executives during their meetings. President Greene will draft a script and share with the EOs for feedback.
 - Auxiliary Insurance Policy Renewal. Treasurer Gammon noted that the policy was renewed for 2 years, with the first year paid. She will consult with PHCC Liaison Shelly Cook to determine whether the National policy will cover the Auxiliary or if this policy must be maintained.
9. 2020-21 Theme. President Greene noted she will retain the current theme and continue to highlight the 100th anniversary.
 10. Scholarship Update. Scholarship Dickemann sent letters to the 16 applicants, asking students to indicate their enrollment hours. Awards will be based on their student load. The Scholarship Committee will make its award recommendations to the EOs.
The request to consider students classified with learning disabilities will be considered in the coming year.
Records from the previous Scholarship Chair Cheryl Rowles will be forwarded to Scholarship Chair Dickemann.
Scholarship recipients will be asked to write thank-you letters to their member sponsors. Recipient's thank-you statements will be included in social media.
 11. Treasurer Gammon will contact videographer Josie Gregory to see if she is available for additional contract work. There may be others in the industry willing to contract for work outside of their employment.
PHCC National Marketing Specialist Jade Forde is working on the toolbox to disseminate the Women in the Industry videos. When developed, President Greene, the EOs, and Kathy Lewis will provide feedback.
 12. There is a Facebook link on the Auxiliary site to contribute to PHCC's Disaster Relief Fund. Members are encouraged to privately donate.

Closing Prayer submitted by Chaplain Nancy Eberhardt and read by President-Elect Tindall.

The meeting was adjourned at 11:38 a.m. Eastern time.



**2021 Winter Executive Officers' Meeting
Minutes
Virtual via Microsoft Teams
January 8-9, 2021
Approved June 13, 2021**

Day 1: January 8, 2021

1. Call to Order at 10:10 a.m. EST by President Susie Greene.
2. Invocation prepared by Chaplain Nancy Eberhardt and read by President-Elect Kathy Tindall.
3. Pledge of Allegiance led by Vice President Bonnie Whitaker.
4. Roll Call. Present: President Susie Greene, President-Elect Kathy Tindall, Vice President Bonnie Whitaker, Treasurer Cheryl Gammon, Membership Secretary Jorja Dickemann, Recording Secretary Janice Voss. Guest: PHCC Director of Executive Office Operations and National Auxiliary Shelly Cook.
5. Opening Remarks. President Greene thanked everyone for attending.
6. Approval of Agenda. An addition to the agenda includes discussion of the request for a sponsorship or corporate membership category. Motion 1: On a motion and second, approve the agenda with the addition under New Business. Vote 1: Motion carried. None opposed. No abstentions.
7. Approval of Minutes
 - 2020 Pre-Convention Executive Officers' Meeting (September 25, 2020)
 - 100th Annual Board of Directors' Meeting (September 28, 2020)
 - 100th Annual Business Meeting (September 28, 2020)
 - 2020 Post-Convention Officers' Meeting (October 5, 2020)

Motion 2: On a motion and second, approve the minutes noted above as presented. Vote 2: Motion carried. None opposed. No abstentions.

8. Executive Reports in addition to those submitted for the meeting.
 - A. Vice President Whitaker indicated she wrote thank-you notes to 2019-20 sponsorships. She has no additional activity to report.
 - B. Membership Secretary Dickemann is working with PHCC National to get membership invoices mailed out. Raylene LeGrand at National drafted invoices for membership dues, but the invoices and the data base did not reflect membership address changes previously submitted. Jorja will compare the two lists again and submit corrections. She expressed concern that she had to submit these changes twice and continue to check National's data.

9. Financial Report by Treasurer Gammon

Cheryl contacted Kathy Dill in Accounting at National to request financial reports for July 1, 2020 through December 30, 2021. This was the first report received. They will work together to sync the records of the Auxiliary's QuickBooks and National. The Treasurer will receive P&L reports, bank statements, and details of transactions via Share File. These reports will be shared with the Membership Secretary and Recording Secretary to verify transactions under each's duties.

National is not currently billing the Auxiliary for accounting services.

The Auxiliary's Wells Fargo checking account will remain open for a little longer in the event dues are mailed directly to the Auxiliary instead of National.

After meeting note: The Auxiliary will mail 2021 membership invoices to expedite the process.

Action Items:

- Shelly will find out how payments are received by National; e.g., Credit Card, Check, ACH.
- Cheryl will close the safe deposit box at Edwardsville Bank & Trust and ship the contents to Shelly for storage in National's safe.
- Shelly noted that contractor membership dues invoices mailed by National following convention did not have a statement encouraging membership in the Auxiliary, but it will be added to the next invoice mailing.
- Cheryl clarified that an entry for Petty Cash was National accounting for funds still in the Auxiliary's Wells Fargo account.
- Cheryl will request that National break down travel by meeting, i.e., Winter/Summer meetings, CONNECT, and other travel.
- Susie requested from Elicia Magruder at National a report on sponsorship dollars received, present and future.
- Schedule more frequent meetings between Accounting, Cheryl, and Shelly – at least once a month.
- Shelly should be copied on correspondence with National personnel.

- Cheryl will continue to work with National to properly classify income and expenses. The Auxiliary occupies a large portion of Shelly's time. It may be necessary to request that National reallocate some of Shelly's duties because of the extensive amount of her time being allocated to the Auxiliary.

Susie commends Cheryl for continuing to work with National to get the financials in order, and Cathy Dill for quickly responding to financial requests and reports needed for this meeting.

10. Committee Reports

Jorja reported for the Scholarship Committee. Awarded was \$39,315 plus two for Bradford White, totaling \$46,815. She followed up to make sure all of the necessary paperwork was submitted in order for payments to be made. She will inform the two Bradford White recipients that payment is forthcoming, allowing two weeks for National's processing. Other scholarship checks were mailed by National on December 22.

Awards are approved at CONNECT and can be distributed following convention. The committee could send letters of commitment for allocations. There was consensus by the Executive Officers to move the deadline for return of paperwork to November 15.

BREAK at 11:20 a.m. EST. RECONVENED at 11:34 a.m. EST.

(Committee Reports, continued)

Action Item: Susie will ask Elicia Magruder whether 2020 scholarship funds were received.

11. Old Business

A. Status of Transition to PHCC National

- Development of a Strategic Plan with National's assistance. The last review of the Auxiliary's Strategic Plan noted that there were no measurable goals. The Long-Range Planning Committee, chaired by President-Elect Tindall, will meet this Spring (March).

Action Items:

- Shelly will inquire if National has resources available to the Auxiliary to assist in the development of a new Strategic Plan.
- Kathy requested that Shelly be part of this committee. In addition to the Committee, Susie attends as recorder. Bonnie asked to be included.
- Kathy will poll committee members to determine best meeting dates. Shelly will assist in scheduling the meeting.
- Kathy requested that Janice forward to her the minutes of the Long-Range Planning meeting held in Boca Raton, FL.
- Update on Directors & Officers Insurance. It is not necessary to renew the Auxiliary's policy as the Auxiliary is covered under National's insurance. A rider will be added to National's insurance to include coverage of the Auxiliary. After

conferring with Michael Copp, Shelly informed the EOs that this policy will cover the Auxiliary – past and future.

- Closure of Safe Deposit Box and Disposition of Items.
 - As discussed under the Financial Report, the safe deposit box will be closed and items forwarded to National.
 - Shelly will provide to Cheryl the correct physical address and provide UPS account information.
 - The EOs gave Cheryl permission to dispose of historical records not needed.
 - Shelly will maintain an inventory of items held by National.

Note: Modify the Ds&Ps to reflect this change.

- Procedures for officers to access financial records per Ds&Ps. Checks and balances will remain in place with the Secretaries providing a second “hands-on” for transactions. The appropriate officers will be given access to financial reports once the Treasurer and National properly classify income and expenses. In the meantime, both Secretaries can access the Auxiliary’s QuickBooks version of the financials.

- Membership: Update on Invoicing through PHCC National

Jorja continues to work with National to correct the membership database and is disappointed in the amount of time invested to clean up the data. Shelly confirmed that the remit payment address of Charlotte, NC is correct.

Action Items:

- Issues will be addressed in a conference call on Monday, January 11 at 1:00 p.m. via Microsoft Teams between Shelly, Cheryl, Jorja, Cathy, and Raylene.
- Jorja will review the latest database version and resubmit changes prior to Monday’s meeting.
- There was consensus of the EOs that invoicing be done in January.
- Vice President Whitaker remitted payment using a “trial” invoice. Shelly will follow up to make sure her check is properly credited. Shelly will clarify the process from receipt of payment to posting.
- Dues payments should reference the invoice number to ensure proper credit.

B. Financial Review Committee – No findings of concern for 2019.

C. Life Members Club (continued discussion)

1. As Treasurer of the Life Members Club, Jorja did not receive significant feedback whether to retain funds or submit to National. Action Item: Jorja will submit funds to Cheryl who will work with National to make sure monies are earmarked for the Life Members Club. Reimbursements should be approved/signed by the appropriate Auxiliary officers then submitted to National for payment.
2. There was consensus of the five EOs who are Life Members that this group be given time to get together during CONNECT and be recognized when appropriate at CONNECT.

Action Item: Life Members will be allocated time to meet within the Auxiliary suite at CONNECT.

3. A replacement for Jorja as Treasurer is needed.
4. The Ds&Ps will be revised to reflect this conversation.

D. Video Update

- Women in the Industry Videos. The Women in the Industry videos were finalized by adding an introduction and conclusion as well as creating, with assistance from National, a digital tool kit to use for dissemination when recruiting. The videos were featured in the newsletter, mentioned at the PHCC New Member Board Orientation, and added to the Auxiliary website.

Action Items:

- Susie will ask National to put in a statement on the website that the “Career Day Tool Kit” contains downloadable videos and recruiting resources.
- It was suggested that the resource pages of PHCC, the Education Foundation, and the careers page, have links that redirect to the Auxiliary’s “Career Day Tool Kit.”
- Susie will ask for revisions in the Auxiliary website tabs. Move “Contact Us” under “About Us” tab. Add a “Resources” tab in place of the original “Contact us” tab with the videos as a drop-down under “Career Day resources.”
- Announce these website changes in the newsletter.
- Shelly will work with Susie and Communications for these changes and suggestions.
- Shelly was asked to suggest to National that a self-help video be made to help contractors find resources.
- 2020-21 National Membership Video. This video was to be the President’s project under Kathy’s Presidency. She will contact PHCC President Hunter Botto to make sure this remains a current need. Note: Susie will access requested 2019-20 funds for the 100th Anniversary history video and apply any unused funds to the PHCC Membership video. Susie contacted a videographer interested in putting the history video together.

Action Item: Kathy will begin conversation with Hunter Botto, Joel Long, Susie, and Shelly to discuss the Membership video.

E. Marketing Items to Liquidate. Janice traveled to Tennessee in November to pick up marketing merchandise from Cheryl. A list of merchandise was attached to the agenda.

Action Items:

- Shelly will contact Communications to see if they have merchandise pictures from the Auxiliary’s old website. If not, Janice will take merchandise pictures.
- Ink pens and scribble pads can be handed out at convention.
- **Motion 3:** On a motion and second, donate the crayon packs. **Vote 3:** Motion carried. None opposed. No abstentions.
- Donate coolers and knee pads to AEC and State Execs for giveaways and to the Silent Auction.
- Highlight items to be liquidated (half price) in the newsletter.

- If items are not sold via the newsletter, discuss efforts to sell remaining at CONNECT 2021 either as a table adjacent to the Silent Auction or at the registration table.

F. Other – N/A

Motion 4: On a motion and second, adjourn Day 1. **Vote 4:** Motion carried. None opposed. No abstentions. Meeting adjourned at 1:25 p.m. EST.

Day 2: January 9, 2021

The meeting reconvened on Saturday, January 9 at 10:06 a.m. EST. Appreciation was expressed to Shelly for participating on a Saturday. Vice President Whitaker was unable to attend due to illness.

12. New Business

- A. Pinning of Past President Susie Greene. Postponed until the next in-person meeting.
- B. Committee Book 2020-21. Action Item: Janice will update the 2019-20 Committee Book for this year and format in Word (portrait).
- C. CONNECT 2021 Tentative Planning. Shelly noted that National will be holding its first convention planning meeting in the coming week.
 - 1) Schedule. Susie notified Krissy Canales (conference manager) that the schedule remains the same as last year.
 - Monday: Auxiliary EOs meet.
 - Tuesday: Susie and Kathy meet with PHCC's Board of Directors
 - Wednesday: Board of Directors, 100th Anniversary Luncheon, Annual Business Meeting
 - Thursday: Silent Auction and social activity
 - Friday: social activity in the morning and afternoon
 - Life Members Club get together TBD (Auxiliary suite)

Motion 5: On a motion and second, dispense with the Auxiliary trade show booth.

Vote 5: Motion carried. None opposed. No abstentions.

- 2) Registration will be held in conjunction with National's registration. No marketing tables needed at this time.

Action Items:

- Shelly will inquire whether the Auxiliary registration can be handled by National staff.
- Bags can be purchased by the Conference Committee (Bev and Becky), ordered by National and shipped with National's convention items or shipped to Bev/Becky or Jorja who are all driving.
- Registration bags can be stuffed on Sunday or Monday evening in the Auxiliary suite by the EOs or assigned to the Conference Committee.

- Insert voting cards in Auxiliary members' bags. Janice will forward to Jorja the Voting Card file.
- 3) Arrivals/Departures. The EOs and Shelly arrive on Sunday, October 17. EOs may depart on Saturday afternoon, October 23. Reservations outside of this block are the responsibility of the EO.
- 4) Registration gifts. Kathy will look into Kansas City barbeque sauce/dry rub as gifts. Other suggestions welcome.
- 5) Special Activities
 - Chair massages (2.5 hours) with preregistration and first-come/first-serve.
 - A destination trip which includes transportation to Mother Hornbrook's grave located in Mt. Washington Cemetery in Independence, MO.
 - Suggestion of the Kansas City Improv Company. To be held on site.

Action Items:

 - The Auxiliary will ask the conference planners for suggestions and vendors. Jorja will also research places of interest and forward suggestions to the Conference Planners.
 - Federated expressed an interest in sponsoring the chair massages again.
 - Once the Auxiliary decides the activity and cost, Shelly will ask Elicia to identify sponsors or co-sponsors for the events.
 - Janice will forward to Shelly the signage from Milwaukee which was used for events and sponsors.
- 6) Silent Auction. Motion 6: On a motion and second, the Silent Auction will be placed under the auspices of the Vice President, assisted by the Silent Auction Committee. Vote 6: Motion carried. None opposed. No abstentions.
Action Item: Shelly will inform the Convention and Trade Show planners that the Auxiliary requires 4 tables inside or outside the Trade Show.
- D. 100th Year Celebration (Wednesday)
 - 1) Air the history video or put together pictures from *A Partnership Unique* and the 15-year update with narrative.
 - 2) Re-use the table center pieces of diamond place-card holders from CONNECT 2019 and purchase balloons. (Note: Bev and Becky have the center pieces.) Create place cards for the centerpieces which cover a decade. Ask someone from each table to read each decade's history facts. On place cards, print the link to the history books. Action Item: Ask Lynne Finley to create the history facts for each decade.
 - 3) **Motion 7:** On a motion and second, give away the remaining copies of *A Partnership Unique* for handout with an insert for the link to the 15-year update.
Vote 7: Motion carried. None opposed. No abstentions.
Action Item: Shelly will locate the 200 copies stored at National. Lynne has 18 copies. Denise Thompson (TN) has 10 copies.
- E. Awards

- 1) 3D Award Nominees. A historical list of recipients was printed at the end of the agenda.
- 2) Larry Dore Member of the Year Award. A historical list of recipients was printed at the end of the agenda.
- 3) Robert Cox Awards. Action Items:
 - A newsletter article will outline activities which have been nominated to encourage submissions.
 - Susie will follow up with the Delaware Auxiliary so that their 2020 Cox awards can be paid.

BREAK at 11:25 a.m. EST. RECONVENED at 11:47 a.m. EST.

- F. Newsletter. Articles for February: List honorary members and a synopsis of what service each was recognized; a message from PHCC National President Hunter Botto; the Winter EO meeting; scholarship recipients (name/sponsor/state); Mother Hornbrook's grave; and marketing of polo shirts with reduced prices (when pictures are available).
Action Items:
 - Shelly will request the article from Hunter Botto.
 - Cheryl will forward prices of marketing items to Susie.
 - Cheryl will speak with National to determine how payment can be received.
 - For Scholarships, Susie will state that there are funds earmarked for industry-specific and medical studies.
- G. 2020-21 Sponsors. Action Item: Receive reports of which sponsors paid their commitment.
- H. Scholarships
 - 1) Applications for 2021. There was consensus of the EOs to charge the Scholarship Committee with review of guidelines to include accommodations for students who carry less than full class load due to learning disabilities or other special issues. University verification will be required. The Committee will make a recommendation to the EOs for review.
 - 2) Status of 2020 Scholarship Awards. Susie will post on Facebook thank-you statements from scholarship recipients, using only first name and state. Action Item: Jorja will share with the EOs the thank you notes received (5).
 - 3) Comment was made that Industry donors want industry-specific scholarships; however, additional information is needed from sponsors. Action Item: Susie will discuss with Elicia.
- I. 2020-21 Theme: Continuation of "Our Shining Future is Now!"
- J. President's Project 2020-21. Susie wants to complete the history of the Auxiliary video for the 100th Anniversary. Due to COVID, there will be no travel requested to interview members.
 - 1) Interview questions

- How long have you been a member?
 - How did you get involved?
 - Favorite memory / convention event / experience?
 - What has being a member of the Auxiliary given you over the years?
 - Auxiliary's greatest impact?
 - Changes you have seen in the industry & the Auxiliary?
 - What made you become a member?
 - How have you been involved in the Auxiliary?
 - Tell us about yourself & what do you think your greatest impact as a member has been?
- 2) Suggested persons to interview: Dore winners, 3D winners, Terry Giebelhaus, Linda Bienvenu, Kathy Tindall, Nancy Eberhardt, Bev Potts, Corinne Riley. Kate Ward. Gail McWilliams. Lynne Finley, and Craig Orr of the Smithsonian's Archives.
- K. Necrology Update – Gerry Calfo (DE)
- L. Inventory. Janice has two charms. Cheryl has the projector. The inventory list will be revised when safe deposit box items are sent to National. There are no other changes at this time.
- M. Confirmation of votes taken since the last meeting – N/A
- N. Upcoming Meetings:
- 1) Update to Bylaws and Duties and Procedures. Kathy has begun revisions.
Action Items:
 - EOs should submit suggested revisions to Kathy. A draft will be presented at the Summer EO meeting.
 - Review whether committees can be eliminated or consolidated.
 - Shelly asked to share copy of National's Ds&Ps, if applicable.
 - 2) Long-Range Planning Meeting (March)
 - 3) 2021 Legislative Conference (May 25-26, 2021): Attendance by the President & President-Elect.
 - 4) Summer EO tentative meeting date: New Jersey, June 3-7, 2021.
- O. Other
- 1) Corporate Membership. EOs discussed memberships for corporate sponsors – a topic brought up by National. The Bylaws state that Auxiliary members hold individual memberships. There was consensus of the EOs not to pursue changes to membership
 - 2) 2021-22 Officers. Considering officers remain in place for an additional year, Kathy asked for clarification of officers' terms for 2021-22.
Officers continuing: President (2021-22), President-Elect (2021-22), Recording Secretary (2021-22 final year), Treasurer 2021-22 Final).
Elected positions: Vice President, Membership Secretary, and 3rd Year Scholarship Committee Member.

Note: Jorja Dickemann requested she be on the ballot for the 3rd year Scholarship Committee Member.

- 3) Kathy will begin working on the 2021-22 Committee Book. Newsletter and Social Media: Susie (chair) and Janice.
- 4) **Motion 8:** On a motion and second, the Auxiliary will contract an outside Parliamentarian for 2020-21. **Vote 8:** Motion carried. None opposed. No abstentions.

Action Items:

- Shelly will inform National that the Auxiliary will require the services of National's Parliamentarian at its Annual Business Meeting and on an as-needed basis related to the Bylaws.
- Janice will send to Shelley the Auxiliary Bylaws to share with the Parliamentarian.

13. Closing Prayer submitted by Chaplain Nancy Eberhardt & read by President-Elect Kathy Tindall,
14. **Motion 9:** On a motion and second, adjourn the meeting. **Vote 9:** Motion carried. None opposed. No abstentions. Adjournment at 1:23 p.m. EST.



2021 Summer Executive Officers' Meeting

Minutes

Manahawkin, New Jersey

June 13-14, 2021

(Unapproved)

Day 1: June 13, 2021

1. Call to Order by President Susie Greene at 9:32 a.m.
2. Opening Prayer prepared by Chaplain Nancy Eberhardt and read by President-Elect Kathy Tindall.
3. Pledge of Allegiance led by Vice President Bonnie Whitaker.
4. Roll Call by Recording Secretary Janice Voss
Present: President Susie Greene, President-Elect Kathy Tindall, Vice President Bonnie Whitaker, Treasurer Cheryl Gammon, Membership Secretary Jorja Dickemann, Recording Secretary Janice Voss
5. Opening Remarks. President Susie Greene thanked the officers for attending and thanked President-Elect Kathy Tindall for hosting the meeting in her home.
6. Approval of Agenda. Motion 1: On a motion and second, approve the agenda. Vote 1: Motion carried. None opposed.
7. Approval of Minutes. Motion 2: On a motion and second, approve the minutes of the January 8-9, 2021 meeting of the Executive Officers. Vote 2: Motion carried. None opposed.
8. Executive Reports – verbal additions to written submissions
 - A. President Greene and contracted videographer Grace Murney traveled to Washington, DC to photograph items in the archives of the Smithsonian's National Museum of

American History for the 100th Anniversary video. Eleven members were chosen to be interviewed, and seven have agreed to participate.

9. Financial Report by Treasurer Cheryl Gammon

Treasurer Gammon has a meeting every month with PHCC National staff to review financials and discuss concerns. The financial reports for this meeting were provided by National and forwarded to the Executive Officers.

One of the big issues faced is PHCC National being on a fiscal year and the Auxiliary on a calendar year. The Auxiliary provided two six-month budgets, but the full budget was posted for FY 2020-21. Treasurer Gammon is working to reconcile the resulting numbers. Some revenue received and expenses are not being properly categorized.

Dues are shown as a deferred revenue and not reflecting the year “crossover.” Reports are not on a cash basis. Scholarship sponsorships are not posted against scholarship expenditures, and scholarship monies that are reported were for 2020 scholarships. Other income is improperly classified as Publication Sales.

Both the Treasurer and Membership Secretary are working with National to synch-up records. National has accounts labeled “due to” and “due from,” and journal entries are made to move monies. The Auxiliary is not receiving corresponding documentation of these journal entries and offsetting entries, making it difficult for the Auxiliary to reconcile records between the two organizations. The Auxiliary would like to know where revenue is “parked” until notified where to correctly post.

Efforts have been made to try and understand each’s operating systems. A meeting is held before the 15th of the month to correct inaccuracies prior to the month closing. It has been difficult communicating to National why the Auxiliary needs this information.

Reports are showing total revenue of \$66,291 and expenses of \$62,938. The Auxiliary appears to be on budget.

Action Item: Treasurer Gammon will contact AEC Treasurer Mike McGraw to discuss financial reports received from National. If AEC is having similar concerns, they will be pulled into the National conversation.

There is concern of the charges for staff expenses, and whether the Auxiliary is being charged for each contact made with National. Note: Shelly Cook later verified that this was not so.

Many issues would be resolved if each organization were on the same 12-month calendar. For the Auxiliary to revert to fiscal year would require a Bylaws change. The Auxiliary’s Duties and Procedures require a double-check system which is no longer effectively in place. It would also be helpful if the Treasurer and Membership Secretary could work directly with the PHCC National staff responsible for the respective issues. The Auxiliary does not feel that National is taking accountability for meeting the needs of the Auxiliary.

The concerns, however, lie with getting information from the appropriate staff. **Action Item:** A list of Auxiliary concerns will be shared with National via Shelly Cook. The EOs wish to express how helpful and supportive Shelly Cook has been during the transition.

BREAK at 10:47 am. RECONVENED at 11:00 a.m.

10. Old Business

- A. Pinning of Past President Susie Greene. Postponed until CONNECT 2021.
- B. Update on the Auxiliary's Transition to National. Discussed under Item #9 Financial Report.
- C. Update on Sponsors. No information has been provided to the Auxiliary by National for either the Winter or Summer EO meetings.
- D. 2021 Scholarship Applications. Changes requested by the EOs were made. Scholarship application deadline is July 15. The Ginny Scholarship is the only fund which is currently identified.

Action Items:

- Membership Secretary Jorja Dickemann, also Scholarship Chair, will request from Elicia Magruder the amount of sponsorship revenue available for scholarships.
 - Funds received for the Fran Williams Scholarship were for the 2020 award. Terry Giebelhaus will contact donors to see if funds will be solicited for a 2021 Fran Williams Scholarship. If yes, Terry Giebelhaus will be invoiced.
 - Ginny funds are accruing minimal interest. Consider moving the funds into a better interest-yielding account.
- E. Life Members Club (follow-up). Funds were transferred by Life Members Treasurer Dickemann to National and will be earmarked for the Life Members Club. Transferred was \$2,165.48. **Action Item:** Inform Corinne Riley that the funds were transferred and will be earmarked. (Dickemann)
 - F. 100th Anniversary Video. President Greene noted that interviews have begun. Videos were taken in the National archives. **Action Item:** Determine at which events that National will air the video. Different perspectives could be produced to reach members and industry association. The industry association perspective should be aired at the InSinkErator luncheon. **Action Item:** Provide Grace Murney with a picture of the PHCC Opolo game. (Tindall)
 - G. Accessibility of the Women in the Industry videos via the web. **Action Item:** It was requested that National make the videos be downloadable outside of YouTube with a link under Auxiliary Career Day Resources.
 - H. Update of Liquidation of Marketing Merchandise. To date, \$740.21 in merchandise was sold, incurring \$371.12 in shipping. **Action Item:** Treasurer Gammon will work with National to correctly classify these incomes and expenses.
 - I. Status of the safe deposit box at Wilson Bank & Trust. **Action Item:** Retain the Past President's pin for use at convention and ship the remaining contents to Shelly Cook for storage at National. (Gammon)
 - J. Update on 2020 Cox Award to Delaware. The Delaware Auxiliary Treasurer was identified, and funds were transferred to Delaware.
 - K. Update on revisions to Auxiliary website. Discussed in Item #10-G.

- L. Committee Book 2020-21. The book was converted from Publisher to WORD for easier editing. **Action Item:** Contact Lynne Finley to get an update on committee assignments (Voss)
- M. Crayon packs and coloring pads from a previous convention were donated per discussion to a non-profit women's/children's organization. Donations were made by on behalf of the Auxiliary to OASIS (battered Women's Shelter) and Children's Council both located in Boone, NC. (Voss)

BREAK at 11:48 a.m. RECONVENED at 1:08 p.m.

11. New Business

- A. 2021 CONNECT will be in person (100% capacity) with mask restrictions and temperature checks.
 - 1) Below is the Auxiliary schedule:

Sunday, October 17

Executive Officers arrive.

Monday, October 18:

- Morning/Afternoon Executive Officers' meeting
- Evening Executive Officers' dinner with spouses and Shelly Cook plus guest

Tuesday, October 19:

- Morning: The President and President-Elect attend the PHCC Board meeting.
- Morning: Remaining EOs assist with Silent Auction preparation.
- Evening: Invitation to Executive Officers and spouses to attend the PHCC Board dinner.

Wednesday, October 20:

- CONNECT Registration
- 9:00 - 11:00 a.m. Auxiliary Board of Directors
- 11:15 a.m. Prep for Luncheon
- 11:30 a.m. - 1:00 p.m. 100th Anniversary Luncheon
- 2:00 - 4:00 p.m. Auxiliary Annual Business Meeting and Awards Luncheon
- 5 or 5:30 p.m. First Timers' Reception
- 6:00 p.m. (approx.) CONNECT Opening Reception

Thursday, October 21:

- Bradford White breakfast. Note to EOs: Leave prior to the keynote speaker for Silent Auction setup.
- 10:00 a.m. – 2:00 p.m. Trade Show / Silent Auction
- 2:30 p.m. Auxiliary-sponsored Improv Show or Comedy

Friday, October 22:

- Morning PHCC Annual Meeting

- 8:30 or 9:00 – 11:00 a.m. Chair massages
- 11:30 a.m. InSinkErator Luncheon, including Auxiliary's 3D & Larry Dore Member of the Year Awards
- Afternoon Bus tour to cemetery to view Mother Hornbrook's grave and city tour
- Evening CONNECT closing ceremony/Installation

Saturday, October 23:

- Morning Auxiliary 2021-22 Executive Officers' Meeting in the Auxiliary suite
- Noon EOs can begin departure

Special Note: At the Annual Business Meeting, make note that the Auxiliary merger in 2020 would have passed even without the presence of the PNO Board.

- 2) Registration gifts for Auxiliary Members. There was consensus to order a larger butt-rub seasoning as a registration gift (Tindall).
- 3) Silent Auction – coordinated by the Vice President with assistance from the Silent Auction Committee

Action Items:

- President-Elect Tindall will share procedures for the Silent Auction with Vice President Whitaker.
 - Submit an article for the newsletter, providing contact information for questions. Ask for Members to notify her what is being donated. (Whitaker)
 - Put blurbs about the Auction in email blasts and on Facebook. (Greene)
 - Bring one table-top banner to convention along with pictures of the other two and the stand-up banner to be auctioned off. Banners will be shipped to the recipients following convention. (Voss)
 - Cell phones contact information will be requested on bids with calls or texts placed following the Auction closing. Payments will be received when items are picked up. Ask Shelly Cook how payments can be received.
- 4) 100th Anniversary Luncheon and Airing of 100th Anniversary Video

Action Items:

- Issue invitations to sponsors, PHCC officers, and PHCC execs.
- Give-aways: "white elephant" gift bags to include \$100 bill, \$100 gift cards (Amazon and other), and a one-year Auxiliary membership.
- Purchase a diamond necklace, not to exceed \$500. (Tindall)
- Have copies of *A Partnership Unique* for free gifts. Note: Ask Shelly Cook to bring the 100 copies stored at National. (Greene) Insert a bookmark with the link for the 15-Year Update. (Voss)

- Bring raffle tickets.
 - Order floral wristlets to recognize Life Members. Work with Shelly Cook to purchase the flowers. Have flowers delivered.
 - Ask Corinne Riley to distribute wristlets. Note: Membership Secretary Dickemann will work with registration to identify Life Members attending.
 - Order a balloon arch and photo booth backdrop and request Krissy Canales identify a professional photographer for photo ops.
 - Re-use the CONNECT 2019 “diamond” table gems and diamond” table place-card holders stored by Bev Potts and Becky Davis.
 - Ask Lynne Finley to provide historical facts for the tabletops and for copies of the digital pictures of Mother Hornbrook and period-pictures from *A Partnership Unique*. (Greene)
 - Ask Shelly Cook to have the digital pictures enlarged for placement on easels. (Greene)
 - Bring the 42 100th anniversary pens from CONNECT 2019 to place around the luncheon tables. (Voss)
 - Bring Auxiliary projector to convention. (Gammon)
- 5) Additional **Action Items**:
- Ask Shelly Cook about 1) comp’d registration for Executive Officers and 2) hotel rooms for EOs – Sunday through Friday nights. (Greene)
 - Ask National, if mask restrictions are lifted, to recommend masks for those not vaccinated.
 - Ask Krissy Canales if the room booked for the Auxiliary Luncheon will accommodate more than 60 persons with lifted restrictions. (Greene)
 - Ask National for a report of sponsorships paid and for sponsorships toward Auxiliary-sponsored events. (Tindall)
 - Confirm with Elicia Magruder that 1) InSinkErator is sponsoring the COX awards and 2) sponsors are being sought for the three Auxiliary-sponsored events.
 - Request additional chairs for massages. Include opportunity for massage signup by Auxiliary members when registering.
 - Ask Roger and Dianne Peugot to participate in the bus tour and provide information on Mother Hornbrook.
 - Ask Ann Rivers to coordinate the 1st Timers event. (Greene)
 - Ask Krissy Canales whether there will be a printer in the Auxiliary suite. (Greene) If not, President-Elect Tindall offered to provide a printer or one can be purchased and shipped back to National.
 - Bring printer paper, name badge ribbons and Auxiliary pins (Dickemann)
 - Duplicate Voting Cards (Voss)
 - Ask Shelly Cook how the Auxiliary should pay for expenses while at convention. (Greene)

- Contact Bradford White to discuss the \$1500 provided for centerpiece at CONNECT 2019 which recognized them for their sponsorship. (Tindall)
- 6) Future PHCC Meetings
 2022 Charlotte, North Carolina
 2023 Cleveland, OH

BREAK at 2:48 p.m. RECONVENED at 3:00 p.m.

- 7) Life Members' Gathering – Afternoon tea at 4:00 in the Auxiliary suite
 Action Items:
- Ask Krissy Canales for an estimate for hot tea service & petit fours or other refreshments.
 - Make sure the Auxiliary Suite will accommodate this group.
- 8) Place announcements about the Auxiliary meetings, luncheon and Life Members' gathering in registration bags, Facebook, eblasts, newsletter, and the PHCC weekly.

Motion 3: On a motion and second, adjourn the meeting for Day 1, Vote 3: Motion carried.
 None opposed. Meeting adjourned at 4:05 p.m.

Day 2: June 14, 2021

RECONVENED at 9:41 a.m.

- B. 2021 Awards
- 1) 3D Award Nominee – The EOs agreed on the member's name to submit to Harold Moret of Copper Development as the 3D recipient
 - 2) Larry Dore Member of the Year Award potential candidates – Postmarked or emailed by August 1. Nominations will be solicited in the newsletter and other email blasts.
 - 3) Robert Cox Awards – Postmarked or emailed by August 1. Nominations will be solicited in the newsletter and other email blasts. Nominations can be submitted by states or members-at-large.
- C. 2021-22 Vice President position – It is the responsibility of the Nominating Committee to seek nominations. If no one is identified, nominations must come from the floor of the Annual Business Meeting.
- D. Call for Annual Reports and compilation of the Convention Report per Ds&Ps (Voss). Notice will be sent to the emails used in 2020 with a request to forward, if necessary. Posting of the Convention Report to the web with notification via Eblast to membership (Greene).
- E. Membership Update. Approximate members 166, including Life Members – per the Membership Secretary's records. (Note: Refer to previous discussion of transition to National under Item #9.)

F. Follow-up of Long-Range Planning Meeting

1) Workforce Development.

- The Career Day Toolkit was linked to the Auxiliary and National resources pages, shared with AEC, and was shared via Facebook in November.
- Announcement should be made in National's briefing to reach contractors.

2) Membership – increase Auxiliary membership by 10% and retain 90%.

3) Work with National and the conference planners to list Auxiliary meetings and events in registration materials, on the website, in the schedule of events, and included in the convention app. Print in as many publications as possible.

BREAK at 10:37 a.m. RECONVENED at 10:50 a.m.

G. Video: Membership. Kathy Tindall will complete her President's project this year due to the goal of National to increase membership. The videos are being produced under the direction of PHCC National President Hunter Botto and Vice President Joel Long. Executive Director Copp stated that the video will be 45 seconds in length.

1) A Whiteboard will be reused with new voiceover to update it.

2) Workforce Development – a career video shown to early high schoolers or use at career fairs or trade shows. Encourage contractors to link the video to their website.

3) Membership – encouragement for contractors to join PHCC – disseminated during Joel Long's presidency.

H. Newsletters

June/July Newsletter

- Put in poem to stress that volunteers are not stepping up in leadership positions within the Auxiliary (Greene)
- Silent Auction – call for items and call for volunteers (Whitaker)
- Role of the Membership Secretary (Dickemann)
- Ask Shelly Cook to solicit an article from John Zink RE: Invest in Your Future.
- Preliminary list of CONNECT Auxiliary meetings and events (Greene).
- Foundation Report (Ann Rivers)

August Newsletter

- Print copy with resolutions (if applicable) to membership no later than (30) days prior to the Annual Business Meeting. There are no resolutions at this time.
- Advertise Auxiliary meetings and events at CONNECT with descriptors.
- Article about 100th Anniversary Luncheon honoring Life Members (Tindall)
- Announcement of the Life Members' Tea
- Nomination slate (if applicable)
- Culmination of 100th Anniversary celebration.

November Newsletter – will be the responsibility of 2021-22 President Kathy Tindall.

Action Items: 1) Share newsletter assignment document with President-Elect Tindall

(Greene) and 2) Susie Greene volunteered to continue to serve as newsletter editor. Janice Voss volunteered to continue to assist.

I. Financial Commitments

- \$1,000 donation to the Education Foundation for the current year's Invest in Your Future
- \$100 donation to the Scholarship Fund on behalf of deceased members and families
- \$1,000 membership fee to the 535 Club (a pass-through for PAC). NOTE: Not needed at this time per Mark Valentini, PHCC Director of Legislative Affairs.
- \$3,500 sponsorship (or current amount) of CONNECT 2021 HVAC apprentice.

Motion 4: On a motion and second, approve the expenditures to the Education Foundation, Scholarship Fund, and apprentice sponsorship. Vote 4: Motion carried. None opposed.

Action Item: Inform Shelly Cook that funds can be paid after July 1 (Gammon)

J. Confirming vote(s) taken since the last EO meeting:

- January 27, 2021 vote of the Executive Officers to contract Grace Murney to produce the 100th Anniversary video
- June 1, 2021 approval by the Executive Officers for travel expenses for Susie Greene and Grace Murney to travel to the Smithsonian to film artifacts for the 100th Anniversary video.

K. Legislative Conference (virtual – June 15-16, 2021)

L. Equipment Updates

- 1) Dispose of 3 bank endorsement stamps, PayPal plug in, QuickBooks chip reader, scarf hangers, and pink rolling case.
- 2) Transfer the embossing stamp/corporate seal from the safe deposit box to the Scholarship Committee chair.
- 3) Transfer one Past President's pin from the safe deposit box to the Treasurer to bring to convention.
- 4) Contents of the safe deposit box will be sent to Shelly Cook for storage at National.
- 5) Transfer the incorporation paperwork (IRS) to the Smithsonian.

M. Other

- 1) Duties and Procedures are being revised (Tindall)
- 2) Jorja Dickemann requested reappointed to the Scholarship Committee as the three-year member.

12. Closing Prayer submitted by Chaplain Nancy Eberhardt and read by President-Elect Kathy Tindall.
13. Motion 5: On a motion and second, adjourn the summer meeting. Vote 5: Motion carried. None opposed. Meeting adjourned at 12:07p.m.

APPENDICES

Appendix A: Equipment Inventory

Auxiliary Equipment/Important Items	Purchase d	Assigned to
Convention ribbons with titles		Jorja Dickemann
20' Heavy duty extension cord, orange		Janice Voss
6' Multi-plug extension cord, black		Janice Voss
3', 4 plug power strip, black		Cheryl Gammon
Bradford White blue/white napkins		Bev Potts
Cash box		Cheryl Gammon
PHCC - National Auxiliary Banner	2014	Janice Voss
Career Ladder Banner and Stand		Janice Voss
3 table-top career banners		Janice Voss
PHCC--National Auxiliary Tablecloth		Janice Voss
Past President's pin of Dorothy Clem (donate to Smithsonian 2020)	2017	Lynne Finley
Projector (\$545.84)	2018	Cheryl Gammon
Past President's Pin (1)		Cheryl Gammon (from safe deposit box)
Corporate Seal		Scholarship Committee Chair (from safe deposit box)
Equipment Retired or Deleted 2021		Disposition
Bank Endorsement Stamp		Jorja Dickemann
Bank Endorsement Stamp - 2nd one		Cheryl Gammon
Bank Endorsement Stamp - 3rd one		Janice Voss
PayPal plugin		Cheryl Gammon
QuickBooks chip reader		Cheryl Gammon
Pink Rolling Lap Top Case	2010	Janice Voss
3 "scarf" hangers for marketing presentation		Janice Voss
Faucet Charms		Sold
D & O Liability Insurance Policy		Cheryl Gammon
Contents of Safety Deposit Box to be sent to National		
Life Member Charm - 2 ea		Cheryl Gammon
Past President's Pin Mold	2015	Cheryl Gammon
Past President's Pins - 1	2017	Cheryl Gammon

Past President's pin of Joan Schmitz	2017	Cheryl Gammon
I Love My Plumber Charm (donated by Joan Schmitz)	2017	Cheryl Gammon
Faucet Charm Mold – 1		Cheryl Gammon
SimpleTech 320GB Portable Hard drive BOM #96200-41001-057 (red)	2009	Cheryl Gammon
Seagate 2TB Backup Plus Slim SN#NA7JSAFV (black)	2015	Cheryl Gammon

Appendix B: 2020-21 National Auxiliary Sponsors

Company	Contacts	Sponsoring
Bradford White Corp.	R Bruce Carnevale. CEO, EVP & COO	Scholarship Breakfast
725 Talamore Drive	Carl Pinto, Dir of Marketing	Auxiliary Scholarship
Ambler, PA 19002-1815	James "Jim" McGoldrick, VP	Convention Breakfast Centerpieces
	Jennifer Russomanno, Marketing Project Manager	
Virginia and Roland Carlson	The Carlson Family	Ginny Scholarship
3470 N. Alpine Rd.		
Rockford, IL 61114		
Catch-22 Creative	Nikki Wagner	Judging of Robert M. Cox and Larry Dore Awards
600 W Virginia St, Ste 102		
Milwaukee, WI 53204		
Copper Development Assoc Inc.	*Harold Moret, Project Manager & Piping	Sponsors 3D award and provides bronze award platter
P.O. Box 457	Applications Specialist	
Flowery Branch, GA 30542		
Federated Insurance	Nate Oland, National Account Exec.	Long Range Planning & Advising
121 East Park Square	Contact: Terry Thompson, Secretary	
Mail Code AR01		
Owatonna, MN 55060-2401		
InSinkErator, Inc	Joe Dillon, President	InSinkErator Luncheon

1250 International Drive	Rob Grim, Sr. Vice President	Scholarships
Mt. Pleasant, WI 53177	Joe Maiale	
	Morgan Anderson	
3960 Garrett Street	Rebecca Falish	
DePere, WI 54115		
PHCC NATIONAL	*Michael Copp, Exec VP	Registration and Revenue Sharing
180 S. Washington Street	Hunter Botto, President	Directors and Officers' Insurance
Falls Church, VA 22046	Joel Longm President-Elect	535 Club membership
		President's Project
PHCC Educational Foundation	*Cindy Sheridan, COO	Scholarships
180 S. Washington St.		
Falls Church, VA 22046		
Terry & Mark Giebelhaus	*Terry & Mark Giebelhaus & anonymous donors	Fran Williams Scholarship for
3026 E Rockledge Road		students entering the medical field
Phoenix AZ 85048-8737		