Annual Reports

98th Annual National Convention
Albuquerque Convention Center
Albuquerque, New Mexico
October 10-12, 2018

Greta Fischer
2017-2018 President

“Reach Out & N4M”
HELLO TO ALL!

The executive committee sincerely thanks you for your part in the success of the Auxiliary’s 2017-18 year. We are very pleased to report on the Auxiliary’s 2017-18 year. Be proud of these reports acknowledging the accomplishments represented within.

*Without the collaborative volunteer effort of many auxiliary members, this would not have been forthcoming to you members. We are truly blessed.*

Our 98th Annual Auxiliary Convention is just around the corner in October in Albuquerque, New Mexico. We hope to see everyone there for an eventful experience. Know that those not able to participate, you will be in our thoughts.

We are only one year away from the opening of our 100th Anniversary celebration. Your time and talents are always appreciated in all aspects. Our new website is open for “business” at (phccnationalauxiliary.org). Please join us in planning this amazing milestone or in any other capacity in which you may have a preference.

The industry appreciates everyone’s efforts!

Sincerely,

Greta Fischer
PHCC National Auxiliary President 2017-18

“REACH OUT & N4M”

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
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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.

I move to adopt these rules.
**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.

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

There is no order of precedence in the following.

<table>
<thead>
<tr>
<th>To Do This</th>
<th>You Say This</th>
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<th>What vote is needed?</th>
<th>Can it be reconsidered?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Protest breach of rules or conduct</td>
<td>“I rise to a point of order.”</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No vote^2</td>
<td>No</td>
</tr>
<tr>
<td>Vote on a ruling of the chair</td>
<td>“I appeal the chair’s decision.”</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Majority</td>
<td>Yes</td>
</tr>
<tr>
<td>Suspend rules temporarily</td>
<td>“I move to suspend the rules so that ...”</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Two-thirds</td>
<td>No</td>
</tr>
<tr>
<td>Avoid considering an improper matter</td>
<td>“I object to consideration of this motion.”</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Two-thirds^1</td>
<td>Yes^2</td>
</tr>
<tr>
<td>Verify a voice vote by having members stand</td>
<td>“I call for a division,” or “Division!”</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No vote^1</td>
<td>No</td>
</tr>
<tr>
<td>Request information</td>
<td>“Point of information...”</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No vote</td>
<td>No</td>
</tr>
<tr>
<td>Take up a matter previously tabled</td>
<td>“I move to take from the table...”</td>
<td>No</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Majority</td>
<td>No</td>
</tr>
<tr>
<td>Reconsider a hasty action</td>
<td>“I move to reconsider the vote on...”</td>
<td>Yes^8</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Majority</td>
<td>No</td>
</tr>
</tbody>
</table>

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.
98th ANNUAL BOARD OF DIRECTORS’ MEETING AGENDA
Albuquerque Convention Center, Albuquerque, New Mexico
October 10, 2018

“REACH OUT & N4M”

Auxiliary Mission Statement

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

AGENDA

Auxiliary Board of Directors: Président Greta Fischer, President-Elect Ann Rivers, Vice President Susie Greene (unseated; to be seated at Annual Business Meeting), Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Marketing Secretary Cristal Pinnix, Recording Secretary Janice Voss, Past President Lynne Finley, Parliamentarian Terry Giebelhaus, Chaplain Nancy Eberhardt, Members-At-Large Representative and Historian Sandy Stack, and all State Presidents.

1. Call to Order
   President Greta Fischer

2. Invocation
   Chaplain Nancy Eberhardt

3. Introduction of the Vice President
   Susie Greene (2017-18)
   Board of Directors Polled Vote
   June 21, 2018. To be confirmed at Annual Business Meeting
   President Greta Fischer

4. Pledge of Allegiance
   Vice President Susie Greene (unseated)

5. Roll Call
   Recording Secretary Janice Voss
6. Rules of Convention  Parliamentarian Terry Giebelhaus

7. Approval of Agenda  President Greta Fischer

8. Approval of Minutes  Recording Secretary Janice Voss

- 2017 Pre-Convention Executive Officers’ Meeting
- 2017 Annual Board of Directors’ Meeting
- 2017 Annual Business Meeting
- 2017 Post-Convention Executive Officers’ Meeting
- 2018 Winter Executive Officers’ Meeting
- 2018 Teleconference of the Executive Officers (June 9, 2018)
- 2018 Summer Executive Officers’ Meeting

9. President’s Address  President Greta Fischer

10. Verbal Report Updates

   - Nominating Committee  Corinne Riley for Anne Williams
   - Financial Review Committee  Letter from Financial Review Committee Read by President Greta Fischer
   - Budget 2016-17  Treasurer Cheryl Gammon
   - Budget 2017-18  Treasurer Cheryl Gammon
   - Proposed Budget 2018-19  Treasurer Cheryl Gammon
   - Membership Update  Membership Secretary Barb Kreifels

11. Old Business

12. New Business

   A. Dues Increase Effective January 1, 2019
   B. 2018 Resolutions (presented in the September 2018 Newsletter)
   C. Long-Range Planning Update
   D. Other

13. Convention Update  Greta Fischer

14. Joint Installation & Reception  President-Elect Ann Rivers

15. Closing Prayer  Chaplain Nancy Eberhardt

16. Motion to Adjourn  President Greta Fischer
**AGENDA**

Seated at Head Table: President Greta Fischer, President-Elect Ann Rivers, Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Marketing Secretary Cristal Pinnix, Recording Secretary Janice Voss, Parliamentarian Terry Giebelhaus, Chaplain Nancy Eberhardt.

1. Call to Order
   President Greta Fischer

2. Invocation
   Chaplain Nancy Eberhardt

3. Introduction of Vice President
   Susie Greene (2017-18)
   President Greta Fischer

4. Board of Directors Polled Vote
   June 21, 2018
   Confirmation of Members Present
   Membership Update Statistics
   President Greta Fischer
   Membership Secretary Barb Kreifels
5. Seating of the Vice President  President Greta Fischer
6. Pledge of Allegiance  Vice President Susie Greene
7. Welcome  President Greta Fischer
8. Introduction of Officers  President Greta Fischer
9. Remarks by Invited Guests
10. President’s Address  President Greta Fischer
11. Rules of Convention  Parliamentarian Terry Giebelhaus
12. Approval of Agenda  President Greta Fischer
13. Approval of Minutes  Recording Secretary Janice Voss
   2017 Pre-Convention Executive Officers’ Meeting
   2017 Annual Board of Directors’ Meeting
   2017 Annual Business Meeting
   2017 Post-Convention Executive Officers’ Meeting
   2018 Winter Executive Officers’ Meeting
   2018 Teleconference of the Executive Officers (June 9, 2018)
   2018 Summer Executive Officers’ Meeting
14. Verbal Report Updates
   Marketing Update  Marketing Secretary Cristal Pinnix
   Membership Update  Membership Secretary Barb Kreifels
   Financial Review Committee  Letter from Financial Review Committee
   Read by President Greta Fischer
   Budget 2016-17  Treasurer Cheryl Gammon
   Budget 2017-18  Treasurer Cheryl Gammon
   Financial Report & Proposed Budget 2018-10  Treasurer Cheryl Gammon
   Scholarship Committee  Chair Cheryl Rolwes
   Auxiliary Awards  Président Greta Fischer
   Nominating Committee  Corinne Riley for Chair Anne Williams
15. Old Business  President Greta Fischer
16. New Business  President Greta Fischer
   A. Dues Increase Effective January 1, 2019
B. 2018 Resolutions (presented in the September 2018 Newsletter) – Corrine Riley
C. Long-Range Planning Update
D. Other

17. Election of Officers

President Greta Fischer

Vice President
* Kathy Tindall (NJ)
* Nominations

Treasurer
* Treasurer Cheryl Gammon (2018-20)
* Nominations

Members-At-Large Representative
* Nominations

Scholarship Three-Year Member
* Bev Potts, IL
* Nominations

Officers appointed by the incoming President and confirmed by membership
* Membership Secretary Sandy Stack
* Chaplain Nancy Eberhardt
* Historian – Nominations
* Parliamentarian – Nominations

18. Presentation of New Officers 2018-19

President Greta Fischer

President Ann Rivers, CA
President-Elect Susie Greene, GA
Vice President TBD*
Marketing Secretary Cristal Pinnix, WA
Membership Secretary Sandy Stack, WA**
Recording Secretary Janice Voss, NC
Treasurer Cheryl Gammon, TN*
Chaplain Nancy Eberhardt, WI**
Historian TBD**
Parliamentarian TBD**
Members-at-Large Representative TBD*
Scholarship Three-Year Member Bev Potts, IL*

* Election held
** Appointments to be confirmed by membership

19. Recognition of New Members & First-time Attendees

Vice President Susie Greene & Membership Secretary Barb Kreifels

20. Necrology

Nancy Eberhardt
21. Exchange of Pins
   President Greta Fischer &
   President-Elect Ann Rivers

22. Presentation of Gavel
   Life Members President Rhonda Robillard

23. Joint Installation & Reception Report
   President-Elect Ann Rivers

24. Convention Announcements
   President Greta Fischer

25. Closing Prayer
   Chaplain Nancy Eberhardt

26. Motion to Adjourn
   President Greta Fischer

**CLOSING: OZ, THE MAKER OF HAPPENINGS**

**GRACIOUS CONTRIBUTORS**

IN-SINK-ERATOR

BRADFORD WHITE

FEDERATED INSURANCE
Executive Officer - Resolution #1
July 13, 2018

We, the undersigned, being the Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary Executive Officers in attendance at the annual Summer Board Meeting, consent and agree that the following resolution was made,

On July 13, 2018
At 12:30 p.m. Pacific Time
At Edmonds, Washington

We do hereby consent to the adoption of the following:
WHEREAS, it is necessary to clarify the duties of the Membership Secretary in regards to the collection of funds for the National Auxiliary; and

THEREFORE, it is hereby resolved, that the PHCC National Auxiliary Executive Officers request to revise our By-Laws to read as follows:

Currently States:
ARTICLE VII, Section F. The Membership Secretary shall perform the duties delegated by the President.
3. Issue dues notices and collect membership dues.
4. Remit all funds with an accounting of them to the Treasurer in a timely manner

Proposed Change:
Change #3. Issue dues notices.
REMOVE #4. (Rationale with ACH & credit card payments, membership funds no longer remitted to the Membership Secretary to forward to the Treasurer).

Currently States:
ARTICLE XIV – Dues and Appropriations
Section 1. Dues shall be in the Membership Secretary’s hands by March 1.
Section 3. Any dues sent to the Membership Secretary for new members sixty- (60) days or less prior to the Annual Business Meeting shall automatically apply to the next year.

Proposed Change:
Section 1. Dues shall be in the Treasurer’s hands.
Section 3. Any dues sent to the Treasurer for new members sixty-(60) days or less prior to the Annual Business Meeting shall automatically apply to the next year.
The Recording Secretary, certifies that the above is a true and correct copy of the resolution that was duly adopted on July 13, 2018 at the above noted meeting of the Executive Officers.
Executive Officer’s - Resolution #2
July 13, 2018

We, the undersigned, being the Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary Executive Officers in attendance at the annual Summer Board Meeting, consent and agree that the following resolution was made,

On July 13, 2018
At 12:30 p.m. Pacific Time
At Edmonds, Washington

We do hereby consent to the adoption of the following:

WHEREAS, it is necessary to clarify the duties of the Recording Secretary in regards to the collection of funds for the National Auxiliary; and

THEREFORE, it is hereby resolved, that the PHCC National Auxiliary Executive Officers request to revise our By-Laws to read as follows:

ARTICLE VII – Section 4-G4:
Currently States:
The Recording Secretary shall perform duties delegated by the President
1. Serve a two-year term and may be reappointed.
2. Keep minutes of all meetings of the Executive Officers, Board of Directors and the Annual Business Meeting.
3. Keep all records required by law and the policies of the Board of Directors.
4. Remit all funds with an accounting of them to the Treasurer in a timely manner.

Proposed Change:
REMOVE #4. (Rationale: With ACH & credit card payments, non-membership funds are no longer remitted to the Recording Secretary to forward to the Treasurer.)

President Gerda Fischer

Barbara Kreyfels

Membership Secretary Barbara Kreifels

President Elect Ann Rivers

Treasurer Cheryl Gammon

Susie Greene

Marketing Secretary Cristal Pinnix

Vice President Susie Greene

The Recording Secretary, certifies that the above is a true and correct copy of the resolution that was duly adopted on July 13, 2018 at the above noted meeting of the Executive Officers.

Recording Secretary Janice Voss
Executive Officer Resolution #3  
July 13, 2018

We, the undersigned, being the Plumbing, Heating, Cooling Contractors (PHCC) National Auxiliary Executive Officers in attendance at the annual Summer Board Meeting, consent and agree that the following resolution was made,

On July 13, 2018
At 12:30 p.m. Pacific Time
At Edmonds, Washington

We do hereby consent to the adoption of the following:
WHEREAS, it is necessary to clarify the status of the Auxiliary Life Members, and

THEREFORE, it is hereby resolved, that the PHCC National Auxiliary Executive Officers request to revise our By-Laws to read as follows:

Currently States:
ARTICLE V – Membership
Section 3. Life Members shall always retain member status.

B. Life Members shall have all the privileges of any member, without payment of dues, and shall receive a Life Member card.

PROPOSED for January 1, 2019:
B. Life Members shall have all the privileges of any members and shall receive a Life Member card.

President Gerda Fischer
President Elect Ann Rivers
Vice President Susie Greene

Membership Secretary Barbara Kreifels
Treasurer Cheryl Gammon
Marketing Secretary Cristal Pinnix

The Recording Secretary, certifies that the above is a true and correct copy of the resolution that was duly adopted on July 13, 2018 at the above noted meeting of the Executive Officers.

Recording Secretary Janice Voss
President’s Report – Greta Fischer  
CONNECT 2018 – Albuquerque, New Mexico  
October 10-12, 2018

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

After CONNECT 2017 convention, we began with acceptance by Allison Harrison as the new Vice President after the Annual Business Meeting. The Board of Director’s partook in a recorded polled vote. We also welcomed Cristal Pinnix as the new Marketing Secretary. The new inventory is ready for sale with a visit to our website: phccnationalauxiliary.org.

The fundamental change of national’s website upgrade had already started in November. The security “lock or unlock” issue was key throughout this effort and very appreciated.

I attended the new PHCC Board member meeting in Falls Church, Virginia in early December 2017 along with an introduction to a 145-page orientation handbook. It was nice to see the staff and meet the new board members on the contractor side as well as a new AEC Executive from California, Debbie Maus. We did visit the sites in DC at night with the holiday cheer in abundance.

The turn of the year came so quickly with the Long-Range Planning Committee and the Executive Officers holding meetings this January in Albuquerque, NM. A review of the convention place and hotel were visited along with varied subject items for discussion and application towards the set up for CONNECT 2018.

I attended my first full contractor, PHCC board meeting at the end of January which took me from Seattle, Washington (the upper northwest corner of the states) to Jacksonville, Florida (the lowest southeast corner of the states). I learned of the many processes and collaboration. I also met a varied number of talented individuals in and amongst this organization with great professionalism encompassing courage, intelligence, and a lot of heart.
The Executive Officers were informed in March of Allison removing herself as Vice President due to personal reasons. Information was e-blasted to membership indicating this void and asking if any member would consider engaging themselves to fulfill this open role.

We distributed various messages throughout the course of the year on a variety of subject matter. Our continuous message has been career awareness and Work Force Development capabilities.

In May, Susie Greene of Georgia forwarded herself for consideration as Vice President. The Board of Director’s partook in a recorded polled vote a second time. Susie Greene will be called on at the 2018 convention Annual Business Meeting to be recognized as Vice President candidate, seated, and then brought forward for a general membership confirmation.

I headed off to the California annual convention held in Sacramento, CA. This was very well attended, and the caliber of speakers was phenomenal. Twice during this timeframe, I was asked to address the invitees, and I wasn’t shy either.

Immediately following, off to Legislative/Leadership conference and the PHCC National Board of Directors meeting. This Legislative Conference has always been a worthwhile effort on the association’s part to meet, greet, and delve into specifics with House and Senate leaders. They do listen when you least expect it. Attending the contractor board meeting adjacent with many issues discussed and resolved is challenging, especially when energy and emphasis are exact.

I started the planning and staging issues for CONNECT 2018 with discussion ensuing at the July Auxiliary Executive Officers in Seattle, WA. This session started with a training day on the various communication and comfort issues around technology. We certainly discussed many strategic issues moving the organization into a younger, friendlier use capability for future volunteers.

I followed outward bound to the AEC Spectrum meeting in Denver. I presented who the auxiliary is and what they can do for you approach. There is a real connection with many associate members.

We continue to confirm sponsorship of a HVAC apprentice at the contest during CONNECT.

A new website is established for the Auxiliary, thanks to the superb efforts of our IT guru, Alexander Colorado, and the extremely talented Cristal, our Auxiliary Marketing Secretary. Visit the site at phccnationalauxiliary.org. Work continues with the information pages.

REACH OUT & N4M
President-Elect – Ann Rivers

I would like to say thank you for allowing me to serve as your National Auxiliary Vice-President for this past year. I appreciate all the support you have shown me and help you have offered during this time. I have enjoyed serving with our current Officers and our President Greta Fisher.

I attended the Long-Range Planning Committee Meeting in Albuquerque, NM in January, 2018, followed by the Executive Officers Winter Meeting in Albuquerque. Some of the ideas of the Long-Range Planning Committee included discussing ideas on how to get and retain new members for the Auxiliary through technology and communication. While we were there the Executive Board visited the Hotel and Convention site for CONNECT 2018.

While at the QSC meeting in Savannah, Georgia in March, I had to pleasure of getting to meet new people and talking about the PHCC and the Auxiliary. I had the chance to visit with some of the sponsors who help with PHCC and the Auxiliary. It was a great time.

In April, I attended the PHCC West Convention in Sacramento. We were happy to have Greta Fisher come and speak to our group. It was a chance for our membership to get to know her as well as our new AEC Executive Debbie Maus to learn about the Auxiliary. It was a fun convention.

In May I attended the Legislative Conference held in Washington, DC. This is always a fun and informative event. I attended the reception on Capitol Hill and, with the California group, visited our local and state Representatives.

In July, we had the wonderful opportunity to travel to Seattle for the Summer Executive Officers’ Meeting. We spent many hours discussing everything from Technology to CONNECT 2018. We also discussed ways to get younger members to join the Auxiliary. We were able to take in a few sites during the evening after dinner. Greta and Larry were wonderful hosts.

I also participated during the year in submitting newsletter reports.

Vice President – Susie Greene

Many thanks to everyone for your warm welcome. Since accepting this position in May 2018, I have been learning all that I can about the Auxiliary, both past and present. I attended the Summer Executive Officers’ Meeting in July. Seattle was such a wonderful place to have this meeting. I gained a great appreciation for all the hard work that our officers do for the Auxiliary. I also participated in the conference call in June.
I have spoken with the Members-At-Large Representative, Sandy Stack. We are working on better communication between the Executive Officers and the M-A-L Representative so that information can get to the members in a timely manner. I have also communicated with the State Presidents and look forward to meeting many of them at CONNECT in October.

I attended the PHCC GA/SC Board Retreat & Strategic Planning Meeting, June 7-10, 2018 in Myrtle Beach, SC. This was a great opportunity for information sharing about apprenticeship, workforce development, and strategic planning. I also met the new South Carolina Executive, Leigh Wickersham.

I submitted several articles for the September newsletter. In addition, I assisted with editing the newsletters and the website.

I am working on getting volunteers to help with the Auxiliary Trade Show Booth and making the Booth an informative and fun place for everyone to visit.

It has been a whirlwind so far, but I am excited for the opportunity to work with the many great members of this organization.

Treasurer – Cheryl Gammon

We now have over a year’s experience with working with QuickBooks Online, and it is working well. The biggest challenge has been keeping up with the changes that have happened with QBO. The online version was still in its infancy when we began to use it. It did not have all of the features and reporting capabilities the desktop has. Imagine, every time you log in, your dashboard looks and feels different, not bad, just different and all for the better. Today, we have many reports that assist me, as the treasurer, and the Membership Secretary in accomplishing our goals. The Membership Secretary has done a fabulous job of converting the membership invoicing process to QBO. The ability to invoice and collect payment via email has saved both time and resources. We have more detail and tracking abilities at the touch of a button. One of my mottos is “Work smarter, not harder,” and I believe QBO is allowing multiple individuals to do this.

The 2017 Federal tax return will be prepared by me and reviewed by the Financial Review Team prior to being filed. The return is currently on extension until November 15th and is expected to be filed by the extended due date.

The Auxiliary continues to maintain three bank accounts at Wells Fargo Bank, including the operating account, a savings account and the Ginny scholarship account. The majority of expenses are paid using online banking which is a free service. All bank accounts are reconciled monthly with reports available for review by the Membership Secretary, Recording Secretary and President via QBO. Manual deposits into the bank account are scanned with detail and
provided to the Membership Secretary and Recording Secretary for reconciliation purposes. The Certificate of Deposit with the Bank of Edwardsville matured in 2018. Rates were shopped, and the Executive Officers approved the move to Wilson Bank & Trust who was offering a higher interest rate than Bank of Edwardsville. The term is for 18 months. The shorter term allows the Auxiliary to take advantage of higher interest rates as the market increases. The CD accrues interest and continues to add to the value of the CD.

Credit cards were obtained for the Treasurer and President with Wells Fargo Bank. Each card has a separate limit for a total of $10,000 and is maintained separately for record keeping purposes. One reason for obtaining the credit cards is to be able to pay expenses that are time sensitive. For example, our marketing vendors want a credit card to process orders. Having to send a check delays orders by 7 to 10 days. Another reason is so the President or Treasurer does not have to have out-of-pocket expenses for meetings and associated travel expenses. The President can incur over $1,000 in expenses and must wait for a reimbursement check. In addition, the Auxiliary also receives cash-back from purchases made on the cards. This is a win-win for the Auxiliary.

The Auxiliary maintains a safety deposit box at Wilson Bank & Trust, 1476 N Mt Juliet Rd, Mt Juliet, TN. The contents include the Auxiliary Seal, backup drives, two (2) life member charms and one (1) 2010 Foundation Fellow Pin, as well as, Auxiliary important documents, the Past President’s mold, and three (3) new pins.

The Auxiliary continues to carry Directors & Officers Insurance policy.

Paperwork for the Auxiliary to be incorporated in Virginia was submitted and accepted by the Virginia Secretary of State. The Auxiliary is officially incorporated and is in good standing with Virginia. The annual report is due December 31st each year and is expected to be filed on time. Operating as a corporation provides more protection to the Executive Board and the members.

Financial Reports will be provided to members in attendance at the Board of Directors’ Meeting and the Annual Business Meeting at CONNECT 2018 and may be requested by members not in attendance following the convention by contacting me.

I wish to thank Roger and Diane Peugeot for making their semi-annual trips to place flowers on the grave of Mother Hornbrook. Thank you for your dedication and service.

Marketing Secretary – Cristal Pinnix

This year has been quite a year indeed. PHCC Auxiliary is pushing forward into the 21st Century and embracing the use of technology. A new PHCC Auxiliary Webstore has been created and offers a variety of items for purchase to support the PHCC National and the PHCC National Auxiliary. The Auxiliary is in the process of updating the website with archived documents and
pages that were taken down when PHCC National did its new website design. We are always looking for contributors for website content.

The past six months have been busy getting the store ready for CONNECT 2018, preparing decorations for the Bradford White Breakfast, creating the exclusive CONNECT 2018 t-shirt, and coming up with ideas of how to raise more awareness of the PHCC and the PHCC Auxiliary.

Marketing also put out two newsletters this year. The most recent newsletter was a wonderful collaboration between members and the Executive Board. Many compliments were received. Thank you, everyone, for all your hard work and support!

This was my first year as Marketing Secretary, and there was quite a learning curve involved with picking up the baton from where the last Marketing Secretary left off. Overall, I have learned so much from the experience, and I look forward to seeing what the next year of my appointment entails.

Marketing plays a large role in drumming up awareness and new membership for the Auxiliary. The most important thing that I have learned this year is that one person cannot do this alone. Volunteers are needed to ensure that the Auxiliary thrives. Please consider volunteering for the marketing team or for any other of the various positions we have listed on the Time and Talents form you received in the last newsletter. You can also snag a copy of the form at CONNECT 2018!

Membership Secretary – Barb Kreifels

I want to thank you for allowing me to serve as your National Auxiliary Membership Secretary this past year. I’m so appreciative of your support and willingness to help me in this endeavor. It was an honor to serve with President Greta Fischer, and I thank her for all of her support and positive guidance.

I attended the Winter Executive Meeting that was held in Albuquerque, NM, and visited the convention center and hotel sites for CONNECT 2018. I also attended the Summer Executive Meeting in Seattle, WA at the home of Larry and Greta Fischer. It was a wonderful meeting held outside in her driveway. The weather was perfect and we were able to enjoy the fresh air during our meeting. The first day was spent training on our computers, which was a great learning experience for me.

This was the 2nd year of invoicing from our QuickBooks Online system. It is truly a continuous learning experience, and the re-occurring invoices did not work as well as planned. Unfortunately, the few we had set up for January 2018, actually sent out the 2017 Invoice. We’ve decided that we will need to create a generic invoice and then only attach the Renewal Letter with the current year information. We are also exploring the best way to invoice
Members-At-Large and will hopefully have some answers at CONNECT 2018. I’m sure the next Membership Secretary will have a much easier time and be better at it than this technically-challenged officer! All in all, it has a great potential to make life simpler and to streamline the billing system, with less expense and paperwork. Please remember to contact the Membership Secretary with any changes you have regarding emails and other personal contact information.

In addition, are the following summaries of duties I performed:

- Reports for the Winter and Summer Executive Meetings
- Participated in Conference calls when requested
- Submitted Newsletter articles and provided the mailing list
- Provided Membership Lists when requested
- Processed 2 Invoice mailings through email and postal service
- Ordered Ribbons for Convention
- Confirmed Auxiliary Sponsors for Scholarship Applicants as provided to me
- Worked with the Treasurer updating the new QuickBooks Online invoicing
- Provided information for Deceased Auxiliary Members and Deceased Family of Auxiliary Members to the Historian
- Provided updated Life Members List to their Officers
- Requests have been made for help at CONNECT 2018 with Registration and Marketing Tables and the Auxiliary Exhibitor Booth at the Trade Show
- Deposits have been made and confirmation forwarded to Treasurer Cheryl Gammon
- Time and Talent Survey was revised and either emailed or hard copy mailed with dues invoices

**Members asked to be dropped since CONNECT 2017 to August 28, 2018: 3**

- Stephen & Ethel Pfendler - retired
- Marlene Bouwens - NE - retired

**Deceased members removed since CONNECT 2017 to August 28, 2018: 2**

- Dottie Schmitt – OH
- Dorothy Sharpe Clem - IL

**NEW MEMBERS since CONNECT 2017 to August 28, 2018: 2**

- Deborah O’Reilly - NY
- Ronald Doughty - NY

**TOTAL 2018 DUES COLLECTED FROM January 1, 2018 to August 28, 2018:**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>101 New and Renewal Dues:</td>
<td>$10,100.00</td>
</tr>
<tr>
<td>2 Discounted Regular Member Dues:</td>
<td>150.00</td>
</tr>
<tr>
<td>42 Sr. Dues:</td>
<td>$ 2,100.00</td>
</tr>
<tr>
<td>8 Voluntary Membership Donations:</td>
<td>$ 500.00</td>
</tr>
<tr>
<td>9 Voluntary Life Member Donations:</td>
<td>$ 500.00</td>
</tr>
</tbody>
</table>
TOTAL MEMBERSHIP INCOME $13,350.00

Total 2018 Dues Paying Members: 154
Total Members Invoiced through QuickBooks Online: 348
Total Past Due 2018: 145 (Regular 103 and Senior Members 42)

Recording Secretary – Janice Voss

I am in my second term as Recording Secretary (2015-17 and 2017-19), completing my first year of the second two-year term. I served as Recording Secretary at the following PHCC – National Auxiliary meetings held at CONNECT 2017 in Milwaukee, Wisconsin: Pre-Conference Executive Officers’ Meeting, 97th Board of Directors’ Meeting, 97th Annual Business Meeting, and the Post-Convention Executive Officers’ Meeting.

I served as Recording Secretary at the 2018 Winter Executive Officers’ Meeting (January 30-31, 2018 in Albuquerque, New Mexico), for the June 9, 2018 Conference Call of the Executive Officers, and at the 2018 Summer Executive Officers’ Meeting (July 9-14, 2018 in Edmonds, Washington). When appropriate, I drafted the agenda for the President’s review. For each meeting or conference call, I drafted the minutes, distributed the minutes to the Executive Officers for review and feedback, then finalized the minutes. Finalized minutes were posted to OneNote.

In 2017, the Treasurer began using QuickBooks for the National Auxiliary. The Reporting Secretary no longer receives checks from sponsors or donors. Using QuickBooks, the Treasurer invoices sponsors and non-dues items. The individual and/or the organization has the option of paying by credit card, check, or ACH (bank-to-bank transfer). Checks received by the Treasurer are deposited. For two-hands-on accountability, the Treasurer sends to the Recording Secretary a copy of the deposit slip with detail. The Recording Secretary then logs into the bank account to confirm that the money was correctly deposited. The Recording Secretary confirms to the Treasurer that the deposit has been verified.

Through notifications from officers, I maintained and updated the Sponsor list and Equipment files.

I sent written acknowledgement letters for non-marketing and non-membership payments made, such as sponsorships or other donations received. I performed other tasks and duties as requested on behalf of the National Auxiliary.

Three resolutions came out of the Summer Executive Officers’ Meeting. Per the Duties and Procedures, these resolutions were presented to the Parliamentarian and Chair of the Resolutions Committee for review. Having received approval from the Parliamentarian, an article was prepared for the September 2018 newsletter to inform Membership of the resolutions to be
presented at the Annual Business Meeting. Per Bylaws, these resolutions were presented to all members within the specified timeline for consideration at the Annual Business Meeting.

I communicated via email with the Executive Officers and others as required by the position.

I served as one of the editors of the Auxiliary newsletter and other communications as needed.

I remain credit card administrator for the credit cards held by the President and Treasurer. Following CONNECT 2017, I worked with the bank to delete and add cardholders as needed.

I remain active at the state level with the PHCC of North Carolina and its Auxiliary. Throughout the year, I served as Recording Secretary at the quarterly and Annual meetings of the PHCC of North Carolina. In April of 2018, I assisted with registration at the PHCC of North Carolina trade show in Greensboro, NC. In July, I attended the PHCC of North Carolina state convention in Wrightsville, Beach, NC. I also serve as Recording Secretary and Treasurer of the PHCC of NC Auxiliary.

Chaplain – Nancy Eberhardt

I sent sympathy cards to the family of the following departed people during the year:

1. Dorothy Sharpe Clem—Illinois Member—October 2017

2. Dorothy “Dottie” Schmitt—Ohio Member—October 2017

3. Ralph Mead—Husband of Mary Mead—Past Treasurer from NH- November 2017

4. Duane Javens and 44-year old son that died the year before—Husband and son of Jean Javens—Past President from MN—April 2018

5. William “Bill” Manning—father of Kathy Lewis—Texas Member—April 2018

6. Lisa Day—Daughter of Jan Duggers—Past President of TN—June 2018

These are the ones that I was informed about. I am sorry if I missed anyone.

During the year I sent opening and closing prayers for the Long-Range Planning Meeting, the Winter Executive Officers’ Meeting, the Summer Executive Officers’ Meeting, the Pre-Convention Executive Officers’ Meeting, the Board of Directors’ Meeting, the Auxiliary Annual Business Meeting, the Post Convention Executive Officers’ Meeting, and the Awards Luncheon sponsored by InSinkErator. I prayed for the Board when asked.
If I missed hearing about anyone being ill or a death, please accept my apology.

Parliamentarian – Terry Giebelhaus

The challenge this year has been to seat the Vice President...twice! On both occasions I have advised the President regarding the rules for filling the empty seat, and the method for electing and confirming.

I will be aiding the President in the development of agendas for the annual convention, as well as providing note cards as to motion procedures to some of the chairpersons.

If anyone has questions regarding parliamentary procedures, please drop me a note, and I’ll be happy to research for you. Terry.phcc@yahoo.com.

Historian – Sandy Stack

As Historian this year, I have been collecting photos and information on events. I began collecting pictures and documents following the Installation of President Gerda Fischer at last year’s Convention in Milwaukee, Wisconsin. I asked the Auxiliary Photographer to send me all the photos with names and dates so I can include them in the two scrapbooks I will begin making after the Convention. One scrapbook will be presented to the President, and the other will be submitted to the Smithsonian National Archives in Washington, DC for safekeeping.

Please send me any pictures or notes that you might have to share for our President's activities during her travels and meetings.

Thank you.

Member-at-Large Auxiliary Representative – Sandy Stack

It is hard to believe that our CONNECT 2018 is just weeks away in Albuquerque, New Mexico. I hope to Re-Connect with many of you.

Shortly into the New Year the Auxiliary ended up without a Vice President. A search of the membership was started and Susie Greene stepped forward in more than one position. THANK YOU, SUSIE!

As your MAL Auxiliary Representative, I tried to fill you in on upcoming deadlines with two email blasts between newsletters. I also shared and copied anything I could find on Facebook
regarding the shortage of workers in the PHCC industry. I also contacted many members by phone or email.

Our industry and the Auxiliary have seen great changes over the years. We need the next big surge of trades people and auxiliary members. Our contractors are retiring, along with our Auxiliary members.

Please let me know if you have any ideas for this position to help serve you in the future. Thank you to President Greta Fischer, Executive Officers and Committees for your time and commitment.
COMMITTEE REPORTS

Budget Committee – Greta Fischer

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

Bylaws, Duties & Procedures – Terry Giebelhaus

I received three bylaws resolutions to review and send back to the Executive Officers.

I suggested that this coming year a committee be formed to do a complete bylaws revision. I believe the last revision was 8 years ago, and they should be revised every 5-8 years.

It is in the Duties & Procedures of the officers and committee chairs to send in suggested changes for their position so they may be incorporated and kept current.

Convention Committee – Greta Fischer

➢ Worked with Marketing Secretary on convention t-shirt and moved it through the approval processing with national staff.
➢ Worked with Marketing Secretary to create and obtain approval from Bradford White of the center pieces.
➢ Upon approval helped assemble the center pieces.
➢ Worked with National convention chair Maureen to procure new posters reflecting three (3) signage pieces for the Auxiliary:
  ➢ #1 NEW: PHCC National AUXILIARY (empty below for various other add on events)
  ➢ #2 NEW: PHCC National Auxiliary to read; MARKETING the PHCC “LOGO”
  ➢ #3 NEW: PHCC NATIONAL 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”
➢ Registration table—order of scribble pads and crayons, frisbee folding fan/flyer for registration bags along with Auxiliary business cards with name, logo, website, store website and mission statement.
➢ Coordinate DECORATIONS and FAVORS for LIFE Members event
➢ Work with national chair for coordination of Auxiliary room assignments and signage at CONNECT 2018

**Education Committee – Anne Steadman**

The Education Committee did not work on a specific project for 2017-18. This is not to say, however, that the PHCC – National Auxiliary was not engaged in educational activities. The PHCC – National Auxiliary, as a whole …

- continues to promote the plumbing-heating-cooling industry;
- sponsors the Workforce Development Information Exchange Breakfast at the CONNECT 2018 convention;
- hosts the Bradford White Scholarship Breakfast at the CONNECT 2018 convention; and
- sponsors an HVAC contestant in the apprenticeship competition.

In addition, the Scholarship Committee reviews applications and awards scholarships to individuals who will be attending institutions of higher learning or attending vo-tech plumbing or HVAC-specific training programs (industry related).

**Educational Foundation Board – Lynne Finley**

I am proud to be serving as the Auxiliary Representative and voting member of the Educational Foundation Board of Directors for the year 2017-18. I was installed during the Educational Foundation Board of Directors’ meeting on Wednesday, October 4th, 2017. I participated in the following meetings:

- New Board Member Orientation held via teleconference on January 31, 2018;
- Conference call on Wednesday, March 7th, 2018;
- Board meeting held in Washington, DC, on May 22, 2018 in conjunction with the Legislative Conference;
- Conference call on Wednesday, June 20, 2018.

I will attend the meeting scheduled on Wednesday, October 10, 2018 from 8am until noon during CONNECT 2018 in Albuquerque.

The Foundation has been successful in many, many areas this last year, as in all the years before. Reports for the year included:

**The 2017 year-end information for the Foundation (reported March 7, 2018):**

- **Invest in Your Future**
  We received 356 gifts from 305 unique contributors for a total of $131,972 in
individual giving. Our sponsors InSinkErator, Ferguson and NIBCO provided $50,000 in matching gifts, plus we received another $11,000 in corporate gifts from A.O. Smith, Federated Insurance, Viega, Union Affiliated Contractors. Our 2017 goal was $165,000 and we raised a total of $192,972, a surplus of $27,972.

- **Scholarships**
  We awarded 41 scholarships worth $87,500 in 2017. The number of applicants in 2017 nearly tripled versus 2016 as we moved to using an online submission system. **Note:** The number of applicants jumped this year, from an average of 65 to over 140, in part due to a new online submission system for applicants. Staff will be seeking a better system for the 2018 program to address the difficulties associated with the massive increase in data to be managed with the growth in applicant numbers.

- **Essentials of Project Management Class**
  We sold out the March 2017 class with 24 registrants. The March 2018 class has already sold out as well, with several companies on the waitlist to fill any cancellations.

- **Creating Super Foremen Workshop**
  We sold out the June 2017 Foreman workshop with 30 attendees.

- **Seminar Series**
  We sponsored 34 seminars, reaching a total of 1,089 attendees in 2017.

- **Webinar Series**
  We organized and conducted ten webinars with a total of 497 registrants in 2017.

- **YouTube Channel**
  Nearly 11,000 viewers watched over 105,000 minutes of the educational videos on our YouTube channel in 2017.

- **Facebook & Twitter**
  We increased our Facebook followers by 32% this year to 447. We have 989 followers on Twitter.

2017 Contests Reports

- The SkillsUSA plumbing competition in June included a tour of Zoeller Pump Company. This year’s plumbing and HVAC events at SkillsUSA included 105 competitors.

- The PHCC 2017 national plumbing apprentice contest received a donation of Unistrut from Eaton that was used to build new benches. Ultimately, these benches will generate savings in shipping costs each year due to their lighter weight. The 2017 sponsorships included 10 headline sponsors and 10 contestant sponsors totaling $83,250 in revenue.

- The 2017 national HVAC apprentice contest received a donation of three new package heat pumps from Daikin. The new Daikin units are single-phase units and will save money in electrical connections each year. The 2017 sponsorships
included 2 headline sponsors and 6 contestant sponsors totaling $24,000 in revenue. (Note: The Auxiliary was one of the contestant sponsors.)

- PHCP Pros Magazine highlighted our apprentice contests in an article by Kyle Milmanow in September 2017 and we have been using some of the stories of individual competitors on our Facebook page.
- Milwaukee Tool hosted a tour for all 32 competitors as part of their CONNECT contest experience in 2017.

Apprentice & Journeyman Training

- The PHCC Academy learning management system launched August 1, 2017. All eight apprenticeship courses are available for sale on the new platform.
- As of October 1st, 2017, there were 90 students enrolled in the new PHCC Academy courses. Utilizing the technology, in the first eight weeks of accepting enrollments, more than $78,000 was collected without staff handling any money. As of May 22nd, 2018, enrollment was 425 students and rapidly growing. State and local apprenticeship schools may license space on the learning management system for a flat fee. A demonstration of the new system was provided.
- At the same time, there were still eighty-five (85) students enrolled in the old Blackboard learning management system. All of the students completed their courses by January 31, 2018, when the system was terminated.
- The Foundation again sponsored the SkillsUSA plumbing competition in Louisville in June. They are reengineering the process and workflow for all the competitions.
- Staff continues to work on the FastTrac courses for plumbing and HVAC, with an expected launch in Q1 2019. Revisions are underway for Plumbing 401 with the revised textbook scheduled for Spring 2019. They will be focused on branding, developing marketing materials, continuing course buildout and beginning the process of enhancing the existing courses with an eye toward accreditation.
- The Foundation was a sponsor for the HVAC Excellence National Educators Conference. There were over 600 educators in attendance at the annual event.

Workforce Report

The Foundation continues to collaborate with PHCC on workforce efforts, including providing content for the new career site targeted to 18- to 24-year-olds, www.phccareers.com. The site is interactive and includes interviews with apprentices and young professionals. Staff continues to be quoted in the trade press on the workforce resources PHCC is providing to members, in addition to leveraging social media to help raise awareness about career opportunities.
Cindy Sheridan has been appointed to the Partnership for Air-Conditioning, Heating, Refrigeration (PAHRA) Board of Directors. PAHRA is an industry-supported accrediting body for HVACR training programs.

The Foundation supported/participated in several workforce events: 2017 Community Plumbing Challenge; the US News STEM Solutions Workforce of Tomorrow Conference; and a panel discussion on addressing the workforce crisis through apprenticeships hosted by the Senate Competitive Caucus and the House Building Trades Caucus.

The Educational Foundation’s workforce campaign was recognized by the American Society of Association Executives with a Power of A silver award. The award recognizes the collaborative efforts of our members, chapters and industry partners to make a difference and tackle the workforce challenge. Staff also is a contributor to PHCC’s new Solutions Magazine to promote our training programs. The Foundation co-hosted the Workforce Breakfast Exchange during CONNECT with the Auxiliary with the title of Being the Employer of Choice.

**HVAC Contest Sustainability**

The board discussed options, alternatives, advantages and disadvantages in a five-year review of the HVAC contest using the background paper prepared by staff and sent out in advance of the meeting. The contest has been growing and directly supports the objective to address HVAC in all PHCC efforts. The donation of three single-phase units for the contest will greatly reduce the overhead needed to support the contest.

It was unanimously voted to continue the HVAC contest. Chairman Craig Lewis appointed a task force chaired by Ken Nielsen to identify ways to make the contest more sustainable. The task force reported back to the Board at the Spring Foundation Board meeting as follows.

The results include a new sponsor model, providing more opportunities for sponsor levels, use of the trade press to attract and encourage sponsor, contractor and contestant participation, creation of a new sponsor marketing piece to define the opportunities and providing advice to PHCC chapters on hosting an HVAC contest to create and feed the pipeline of qualified contestants. They have already identified and filled several levels of sponsorship for the contest that will help make it a revenue-neutral event.

They have received permits to hold the entire competition on the floor of the Trade Show in Albuquerque for the first time. In the past, several events required a special environment, but with new equipment that has been donated, the Albuquerque officials have approved the permit for the 2018 contest.

**Roles and Resources Across the PHCC Organization to Deliver Education**
As a result of the PHCC Strategic Plan review in January 2018, the PHCC Board has identified educational opportunities that are appropriate for the Association to produce and offer using the online Learning Management System. They also identified areas where the Foundation is currently providing content that could be provided by PHCC in conjunction with its other initiatives in the same areas. The purpose of the conference call on March 7th, 2018 was to review the information that the two organizations currently produce and offer and to hear the staff proposal for streamlining the effort to agree on the most appropriate use of the resources that are available.

The first three hours of the May 22nd Foundation Board meeting were dedicated to a review of the Foundation’s Strategic Plan. As a result of progress toward objectives, many were marked as complete and many more were accelerated to currently immediate objectives. The review confirmed the Foundation’s role as stated in the Foundation Mission Statement:

“The PHCC Educational Foundation provides innovative educational programming to enhance the growth and success of the plumbing and HVACR industry workforce.”

PHCC’s Mission Statement, for comparison:

“Dedicated to the advancement and education of the plumbing and HVACR industry for the health, safety, and comfort of society and the protection of the environment.”

The notes from the meeting will be incorporated into the Strategic Plan for approval by the Board in October.

PHCC EVP Copp reported that the PHCC Finance Committee had approved funding in the FY19 budget for the association to create an education department. The PHCC Board of Directors voted on the FY19 budget on May 24, 2018.

Fundraising, Communications and Programs

- The Foundation will award up to 44 scholarships worth a maximum of $105,000 in 2018. A 2018 innovation is the requirement that applications be submitted online. The result was 120+ valid applications. Review and selection will be complete in late July.
- The Invest in Your Future Campaign goal is again $165,000 for 2018.
- A new sponsorship from A.O. Smith is allowing the Foundation to give out complimentary copies of the Overhead and Profit Calculator software.
- The Essentials of Project Management Course sold out in March and a second sold-out class is being held at Viega’s training facility in NH in June.
- To date the Foundation has sponsored education programs at fourteen industry events, sponsored seven webinars and developed the content for the concurrent sessions at CONNECT 2018.
• The Foundation website is being updated along with the Association site. The new design will be responsive and easier for the member/visitor to navigate.

In a conference call on Wednesday, June 20, 2018, the Board of Directors reviewed and approved the proposed Foundation 2018-19 budget which is projected to yield a net profit of $36,951.

The next meeting is on Wednesday, October 10, 2018 from 8am until noon during CONNECT 2018 in Albuquerque. During that meeting, Greta Fischer will be installed as the incoming Auxiliary Representative on the Board.

The Foundation continues to grow and meet the changing needs of today’s world. We are truly blessed to have this resource. If I may provide any additional information, please advise.

Thank you for this opportunity to serve.

**Financial Review Committee – Teresa Mayes**

Work is underway to perform the Financial Review for the calendar year 2017. The Financial Review Committee is working with the Treasurer and other Executive Officers as appropriate to obtain documents needed. This work is being performed via email prior to CONNECT 2018. A report of the committee’s findings will be presented at the Board of Directors’ Meeting and at the Annual Business Meeting at CONNECT 2018. Also serving on the 2017 Financial Review Committee is Jorja Dickemann.

**Government Relations Representative – Greta Fischer**

This year’s Leadership/Legislative Conference was attended May 22-23, 2018 with more than 100 contractors and 25 states represented with Congress and staff on Capitol Hill.

➢ Concerted efforts addressed – promoting real opportunity and prosperity through education reform (PROSPER) act.

➢ Reauthorization of the Water Infrastructure Finance and Innovation Act (WIFIA). The educational process on Capitol Hill is “resonating.”

➢ Zach Boren, Director of Policy and Standards for the office of Apprenticeship for Dept. Labor and Industry, “apprenticeships are the key to closing the nation’s skills gap…” L&I this fall will again host National Apprenticeship Week (NAW) to highlight benefits of apprenticeship.

➢ Reid Wilson, National Correspondent for *The Hill*, shared insight. “Now, we’re dividing ourselves culturally, generationally and geographically, too. It’s a worrying trend that future politicians are going to have to contend with for years to come… and repairing this
rift is going to take work.”

➢ Rep. Jim Costa (D-CA) gave insights into infrastructure initiative “We’ve been living off the infrastructure investments of our parents and grandparents and haven’t been making the same investments (as they have).”

The Government Relations Committee *drafted* Immigration Position and the PHCC Board of Directors *approved* this item.

The $1.2b Carl D. Perkins Vocational and Technical Education Act was *reauthorized* by the Senate with additional funding over the next five years.

*Letter* to the White House dated August 29, 2018: President Crigler writes “The Plumbing-Heating-Cooling Contractors-National Association (PHCC) expresses its support of the U.S. Department of Labor’s rulemaking expanding Association Health Plans (AHP). As the oldest construction trade association in the nation, we recognize the benefit this could provide to our contractor members, their hardworking employees, and families. Providing affordable health care services to these citizens increases productivity while freeing up capital to expand their businesses and workforce.

PHCC has been pursuing the formation of an AHP in advance of the implementation date of September 1, 2018 with the intention of rolling out opportunities to our members as soon as possible. We are dismayed at the litigation filed by 12 states which has inhibited overall progress. We also understand that to date, there are a reported lack of insurance carriers showing interest in providing products to serve this market. It is impossible to sign up our members when no base line costs or plans can be used to generate interest.

PHCC is further concerned that the lack of Federal pre-emption will leave a number of our state chapters out of the process. Given the list of states party to the litigation and statements made by other states, perhaps as many as 40% of our members will be disenfranchised by their respective state insurance commissions.

PHCC plans to continue moving forward in the development of an Association Health Plan to serve its contractor members and their respective employees. We are hoping prompt resolution can be found to the hurdles in the path of implementation and we are willing to help in any way possible.

We thank you for your efforts to create a great insurance program for the American worker.”

NOTE: *Next legislative event on the education side* will be held Oct. 10-12 at CONNECT 2018 in Albuquerque, NM -- “Decoded: Legislative and Regulatory Rules and Regulations Solved” with explanation of the complex rules and regulations that keep contractors up at night.
IT Report – Cristal Pinnix & Alexander Colorado

The PHCC and PHCC Auxiliary web teams have been in communications with each other. They have come to an agreement that there will be two websites and anything linking to our work will go to phcnationalauxiliary.org

This is to compensate for the following items:

1. PHCC Aux is a web commerce store. PHCCweb is not.

2. PHCC Aux has a separate membership list. Both have their own login for exclusive member perks.

3. PHCC Aux has article features for members to be able to write articles directly onto the website (with proper editor permissions for the auxiliary's news team to screen/audit/publish articles by a click of a button). PHCCweb already has their own staff to screen their own articles.

4. PHCC Aux has different competitions, volunteer/signup forms, schedules and other web elements. PHCCweb is more preferable to PHCC Aux managing those forms and flyers.

5. PHCC Aux web development has different time tables for updates: sometimes faster, sometimes slower. PHCCweb and PHCC Aux are very thankful we're running parallel websites so neither side's resources are stressed out or bottle necked.

6. PHCC Auxiliary Website (thanks to the efforts of Kelly Rudy and Cristal Visser) has become a very mobile friendly website! This required a tremendous effort in designing and testing.

7. The bottle neck of running two separate inventories (one for storage inventory and another for online inventory) of PHCC Aux merchandise for sale has been successfully been removed! The system no longer requires human manual entry between the two inventories so customers can order to their heart's content (this especially fixes large orders of PHCC merchandise)

Also, in addition to the above, the following features are now ready for public announcement!

8. Sponsors are now neatly presented!

9. Shopping page and shopping cart are now neatly presented!

10. Coupons, Seasonal Sales and Bulk Order Discounts have been programmed in and are on standby.
11. New emails (with the website address) have been created! GONE are the days of
complications in remembering individual's email addresses and who is assigned which staff
position. New emails include (but not limited to):

- president@phccnationalauxiliary.org
- president-elect@phccnationalauxiliary.org
- vice-president@phccnationalauxiliary.org
- membership@phccnationalauxiliary.org
- marketing@phccnationalauxiliary.org
- backup@phccnationalauxiliary.org
- hr@phccnationalauxiliary.org
- info@phccnationalauxiliary.org
- IT@phccnationalauxiliary.org
- marketing@phccnationalauxiliary.org
- secretary@phccnationalauxiliary.org
- executives@phccnationalauxiliary.org (reaches all executive officers at once)
- contest@phccnationalauxiliary.org

Announcement of new emails are coming soon. We are checking first that the forwarding,
responding and procedure process has no kinks before making fully public.

12. Video of tourism to Albuquerque (public domain/royalty free) has been added to the website
under “Join Us at CONNECT 2018.”

13. Signup to join membership has been added: https://www.phccnationalauxiliary.org/join, and
the purchasing feature of the cart checkout process is being finalized by Marketing, IT and
Treasury staff.

14. Signup to volunteer your time and talents has been
added: https://www.phccnationalauxiliary.org/availability-form and the new emails created
help with making sure the appropriate staff can respond.

15. Collaboration software OneNote successfully working to hold PHCC Aux website art assets,
article assets, time-tables, delegation-tables and more.

16. Brand new Officers and Committees page has been added. Officers is successfully posted
COMPLETE with new email addresses. Expecting to add the updated list of Committees and
Board after PHCC CONNECT 2018 after the new volunteer commitments are assigned.

17. New Contact Form added for general
inquiries: https://www.phccnationalauxiliary.org/contact.

18. New Roles have been created and tested for Leads to delegate to their staff.
19. Speaking of new roles: [https://www.phccnationalauxiliary.org/phcc-national-auxiliary-newsletter-april-2018-vol-2](https://www.phccnationalauxiliary.org/phcc-national-auxiliary-newsletter-april-2018-vol-2) is up and is ready to go for role assignments so the articles can be updated by multiple auxiliary members.

20. Facebook account now has more activity in liking and publishing posts from its Facebook members. Soon we can embed Facebook onto our website so we get double the benefit of posting there for only half the effort.

21. All pages, pictures and other assets from the previous [phccweb.org](http://phccweb.org) website have been successfully saved and archived for PHCC Aux future use.

**Long-Range Planning Committee – Ann Rivers**

Refer to the Minutes of the Long-Range Planning meeting held in Albuquerque, New Mexico on January 29, 2018. These minutes are printed under the “Minutes” section of this report.

**Membership Committee – Susie Greene**

This information is contained in the reports of the Vice President and Membership Secretary.

**Newsletters and Email Blasts – Cristal Pinnix/Susie Greene**

To date, newsletters for 2017-18 have included two electronic newsletters and one printed, mailed newsletter. In addition, we transmitted the printed newsletter in electronic format. For next year, it has been suggested that we do shorter newsletters on a more frequent basis and take advantage of the low cost of sending them electronically. We would also like to add a recipe of some sort that readers could respond to with comments or suggestions.

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

<table>
<thead>
<tr>
<th>Month</th>
<th>Content</th>
</tr>
</thead>
<tbody>
<tr>
<td>November</td>
<td>Convention report</td>
</tr>
<tr>
<td>April</td>
<td>Announcement of the Vice President vacancy</td>
</tr>
<tr>
<td></td>
<td>Electronic spring newsletter</td>
</tr>
<tr>
<td>May</td>
<td>Reminder of scholarship deadline</td>
</tr>
<tr>
<td>June</td>
<td>Reminder of awards deadline</td>
</tr>
<tr>
<td>August</td>
<td>Announcement of the new Vice President</td>
</tr>
<tr>
<td></td>
<td>Member-At-Large update</td>
</tr>
<tr>
<td></td>
<td>Preview of the Pre-Convention newsletter</td>
</tr>
</tbody>
</table>
Previously elected Executive Officers moving forward into 2018-19 include:
* Incoming President Ann Rivers, California (2018-19)
* Recording Secretary Janice Voss, North Carolina (2017-19)
* Marketing Secretary Cristal Pinnix, Washington (2017-19)

I am pleased to report that the following members have placed their names in nomination to fill open positions for the PHCC – National Auxiliary beginning in October 2018. These positions will be voted on by membership at the Annual Business Meeting.
* Kathy Tindall, New Jersey, Vice President (2018-19)
* Cheryl Gammon, Tennessee, Treasurer (2018-20) Note: Currently serving 2016-18
* Bev Potts, Illinois, Third-Year member of the Scholarship Committee (2018-21)
* Members-At-Large Representative -- TBD

Recommended by incoming President Ann Rivers for appointment and presented for confirmation at the Annual Business Meeting:
* Membership Secretary: Sandy Stack, Washington (2018-20)
* Historian – TBD
* Parliamentarian – TBD

I extend my thanks to President Greta and the Executive Officers for their help.

Pictures of CONNECT 2017 in Milwaukee, Wisconsin were taken. Pictures were also taken at the Long-Range Planning Meeting, the Winter Executive Officers’ Meeting, and the Summer Executive Officers’ Meeting. Miscellaneous pictures were taken throughout the year at various functions attended by the Auxiliary Executive Officers and state conventions.

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

Three Resolutions were submitted by the National PHCC Auxiliary Board following their Summer Board meeting. They will be discussed and voted on at the Annual Business Meeting being held on Thursday, October 11 at CONNECT 2018 in Albuquerque, New Mexico.
A summary of the 2018 proposed Resolutions is below.

Resolutions #1 and #2 pertain to the duties of the Membership and Recording Secretaries (dues, and donations/sponsorships, respectively). In the past, money was sent to these two positions then forwarded to the Treasurer. In QuickBooks, the Treasurer invoices sponsors and non-dues items, and the Membership Secretary invoices for dues. The individual and/or the organization has the option of paying by credit card, check, or ACH (bank-to-bank transfer). Checks received by the Treasurer are deposited. For two-hands-on accountability, the Treasurer sends to the Membership and Recording Secretaries a copy of the deposit slip with detail. The Membership and Recording Secretaries log into the bank account to confirm that the money was correctly deposited.

Resolution #3 will be part of a discussion pertaining to membership dues effective 2019. With increasing costs and a decline in membership, the Executive Officers are discussing a dues increase over the next several years. Bylaws Article XIV states that “National Auxiliary dues shall be as determined by the Board of Directors and confirmed by the voting members at the Annual Business Meeting.” Bylaws Article V, Section 3B states that “Life Members shall have all the privileges of any members, without payment of dues…” Resolution #3 proposes that effective 2019, Life Members will continue to pay membership dues. Note: This will not apply to those who became Life Members prior to 2019. Payment of dues or a donation has been optional for Life Members.

**Scholarship Committee – Cheryl Rolwes**

I would like to thank you for allowing me to serve on this committee for the past three years. It has truly been a learning experience. I have worked with several fabulous women on this committee.

The committee finalized all our awards in the middle of August. We were given a total of $50,220 to award to a total of 19 qualified applicants. We had one apprentice applicant for the Bradford White Scholarship, four winners of the IAPMO Scholarship, the Fran Williams and the Ginny winners for our special awards.

The committee worked very diligently on implementing a fair and equitable system of weighting, ranking and awarding the funds entrusted to us. We would like to recommend that this system be used going forward and that every year the funds are distributed using the same method. It was determined using mathematical formulas thereby treating every applicant the same. In past years, the awards were handled differently by every chair, and we see that we need a system in place to make the final decisions based off of the numbers.

The committee struggled with the quality of the applications. We had to deny 6 applicants due to incompleteness – even after giving the applicants a list of the missing items and allowing them additional time to send them in. We had to deny three applicants for the Bradford White
Scholarship because their company pays the tuition. Our rules clearly state that the scholarship is for applicants who pay their own tuition.

The committee is recommending that we change our application due date to May 15 of every year and that the application and the guidelines be posted no later than December 31 of every year. We have revised the guidelines again based on the quality received this year. We believe the total of all funds being used for the scholarships should be secured no later than the May 15 date and the person in charge of securing these funds be in contact with the committee chair. We ran into a problem with the AO Smith award, and we were not able to secure their scholarship for this year. We did, however, go ahead and award a scholarship based on the AO Smith guidelines and amounts in case they came forward at CONNECT, and this was just an oversight due to the organization restructuring.

**Sergeant-At-Arms/Election Teller – Paula Friedrich**

The Sergeant-At-Arms and Election Teller is present at the Annual Business Meeting in Albuquerque, New Mexico. It is the responsibility of the Sergeant-at-Arms to check credentials at the Annual Business Meeting of the National Auxiliary.

**Silent Auction Committee**

The Silent Auction will not be held at CONNECT 2018. In lieu of the Silent Auction, please consider making a donation by cash, check or credit card. Checks or credit card donations can be sent to the PHCC Auxiliary Treasurer Cheryl Gammon (3618 B. North Mt. Juliet Rd., Mt Juliet, TN 37122). If you have questions, you can email treasurer@phccnationalauxiliary.org or call 615-210-9262. We will have a Donation Fundraiser box at the PHCC Auxiliary Registration Table at CONNECT 2018, but please feel free to donate at any time at your convenience.

Thank you in advance for your continued support of the PHCC Auxiliary and our Industry efforts.

**Sponsorship Committee – Greta Fischer**

➢ The executive committee accepted Kathy Tindall’s resignation from this committee in January, 2018
➢ With concerted effort between the executive committee, the sponsors were contacted throughout this year
➢ Various individuals contact sponsor information has changed and noted
➢ All confirmed sponsors have been invoiced

Life Members Club – Rhonda Robillard

In March of this year I sent a letter to the 58 Life Members on the 2018 list. Three of the letters were returned to me as "not deliverable as addressed," which included Theodosia Burfitt, Judy McCarthy, and Angie Westman. I did receive a card from Lois Lyford who said she wanted to attend the convention but is not able to be there. Her husband passed away last year, and she has had surgeries for an ongoing illness. Marilyn R. Garth also sent me an email that Mary B. Roberts, past National President and Life Member, had passed away January 22, 2018 after a lengthy illness. Our prayers go out to them. In the letter I sent out, I asked for news or ideas for the meeting, and received the news above. I hope that we have a great meeting at the upcoming convention.
The states in attendance were Louisiana, Illinois, Tennessee, North Carolina, Wisconsin, California, Nebraska, Washington, Texas and Minnesota.

There was a great turn out this year; the most we have had in attendance in a long time. It was great to see.

The purpose of this meeting is to teach/share information with others how to promote the industry and increase membership. This year we went with a “show and tell” theme and asked members to bring items.

Louisiana brought postcards they sent to all master plumbers in their state. They gained 23 new PHCC contractors by doing this. (Postcard shown on the right.)

Illinois brought a t-shirt they sell and program book from their state contractors trade show. (See below.)

One state holds their convention at a “family friendly” location. This makes it fun and easier for families. It also makes families want to come again. It helps maintain membership and a draw to get new members.

Convention reports are a great way to get other ideas to promote the industry in your area. All state convention reports are available online: phccweb.org>about phcc>phcc community>national auxiliary>auxiliary bylaws>convention reports

It was suggested that at next year’s state officer’s reception we have a “show and tell.” Members are to bring items and/or pictures of how they promote the industry (example: Louisiana’s postcard or Illinois’ program book. I will send out a reminder to bring items to the convention.
STATE PRESIDENTS’ REPORTS

Arizona State President’s Report – Terry Giebelhaus

The Arizona Auxiliary still has its charter, but the Auxiliary has not been active.

Delaware State President’s Report – Gerry Calfo

There are only about five members who attend meetings or participate in any activities, all of whom could be considered senior citizens. My daughter, Dawn, is our youngest member at age 61.

Education is still our primary interest. Thanks to the Robert Cox Awards, we are able to continue to fund our activities in the vocational-technical educational system. We sponsor the state SkillsUSA plumbing contest, getting donations of material and providing judges and lunch. We also give awards at the state awards ceremony to all three winners, as well as those students coming in second and third for plumbing, sheet metal, and HVAC.

The New Castle County Vo-Tech school district names the outstanding students in each shop and we give awards to those students as well. There are three schools with shops that pertain to our industry. One of our members also attends the open house at each of the schools, hands out materials and encourages the visiting middle school students to choose one of our fields as a career choice. We are pleased to be able to say that over the last few years, we've managed to increase the number of students choosing plumbing, sheet metal, or HVAC as a career.

Best wishes for a successful convention!

Illinois State President’s Report – Alicia Todd
Submitted by Becky Davis, Editor

In 2018, the Illinois PHCC Auxiliary has had a drop in members due to Illinois’ economic and political environment. Yet our dedicated Auxiliary has still kept up on its support of the PHCC and the Industry.

The Illinois PHCC Expo in March held in Oakbrook Terrace was once again a big success, and the Illinois Auxiliary was able to sell 90 t-shirts to help get out the PHCC name and support the Illinois Plumbing License Law. We were appreciative of PHCC for donating money towards our scholarship fund by giving the Auxiliary money for each plumbing code book that we sold for them. Unfortunately, we didn’t have any applicants for scholarships this year. We are hoping for some next year and we will use this money for them. The Illinois PHCC was very happy to have
PHCC National President Laurie Crigler attend the Expo and board meeting this year. She also volunteered to help the Auxiliary sell items during the CEU class time.

In June, the Illinois PHCC and Auxiliary held their annual and board meetings. Prior to the meetings, the Auxiliary did a special service project filling backpacks for schools in the Collinsville, Illinois area. The Auxiliary also had a silent auction that evening to support the scholarship fund.

Three times a year the Illinois Auxiliary sends out a newsletter to current and prospective members.

In October we are looking forward to attending CONNECT 2018 in New Mexico.

The Illinois PHCC has added a second Expo on November 2nd for their downstate members and exhibitors. Our Auxiliary has offered to support them in any way we can.

### Louisiana State President’s Report – Carla Molinario

We have three active chapters in Louisiana- New Orleans, Baton Rouge, and Shreveport. We had our State Convention in June in New Orleans. We helped decorate for the reception for the Board and Sponsors on the opening night. We went to the New Orleans School of Cooking and enjoyed plenty of good New Orleans food and hurricanes. All officers were reelected; Carla Molinario Waguespack President, Kristen Molinario Vice President, and Richela Roy Secretary/Treasurer. We also hosted a raffle at our booth.

### Maryland State President’s Report – Kathy Stradley

The Maryland Auxiliary has nothing to report at this time.

### Minnesota State President’s Report – Angie Westman

The Minnesota Auxiliary still has its charter, but the Auxiliary has not been active.

### PHCC Auxiliary of Nebraska State Report – Karla Tinius

We are very fortunate in Nebraska to have an active Auxiliary made up of both men and women. Our businesses work together as a TEAM to positively promote the PHC industry. So, choosing the theme TEAMWORK for my term as our state president seemed only natural.
The annual SkillsUSA Nebraska Championships involved more than 1,550 students from 86 Nebraska chapters. A member of the Nebraska PHCC Auxiliary was on hand to record scores and assist with the competition. To reward students for excellence, the Auxiliary provided each student with a bag of tools and assorted "goodies" as a way to show our support and to encourage their interest in the plumbing industry.

Currently there is not a quality plumbing program at Southeast Community College. Members of the PHCC of Nebraska and the Auxiliary teamed up with the college to discuss programs and hands-on learning opportunities. We gathered valuable information at the CONNECT 2017 conference and after two years of planning the college will use the PHCC curriculum, and begin offering a plumbing class in January of 2019.

Recently we helped put on the annual PHCC Golf Tournament. The Auxiliary added a little fun to the hole they sponsored. It was called the "Hard Hat Hole" where four decorated hardhats could be worn for a "selfie picture" that earned them a team mulligan. Plungerhead, Shithead and Toolman were among the hard hats that brought a few laughs to the tournament! It was a fun day to connect with plumbers and their guests from across the state.

The Nebraska PHCC Auxiliary works diligently to support our PHC industry as well as our community in many ways. For numerous years we have consistently donated Easter baskets to the Friendship Home, Christmas presents to Jacob's Well, and summer buckets to the high school student-parent program, as well as many others. We continue to add philanthropies, and most recently we have helped the Cedars Outreach program for homeless youth with paper products and monetary donations. We are proud of the fact that we work to sustain this community support and can be relied on to continue and expand support to many of these programs.

As our world changes, we continue to look for more avenues to positively promote our industry and recruit workforce. Our Nebraska PHCC and Auxiliary TEAM together to maintain membership with educational as well as fun meetings and events. Overwhelmingly, our members agree that we have become like family, have built lifelong friendships and we look forward to our 2019 Nebraska PHCC Convention in Cancun! It takes TEAMWORK to make the dream work!

New York State President’s Report – Marilyn Doughty

Our New York State (NYS) Auxiliary experienced a rather tranquil year in 2018. We gratefully welcomed new members to our organization, but we also sadly bid farewell to some through retirement and/or dissolution of a local association. We continue to strive to remain active and involved in the PHCC industry.

At our annual NYSAPHCC Convention in Bonita Springs, FL, the Auxiliary hosted a Basket Raffle and 50/50 split fundraiser. The charitable proceeds, along with a membership donor
campaign held earlier in the year, sustained the NYS Auxiliary Scholarship Fund as we work diligently to promote education as one of our objectives. Our sincerest thanks go to our generous donors and many supporters who truly keep us viable. We wish to recognize the NYS Association of PHCC for their continued patronage of our scholarship program, as well. In keeping with a more relaxed year, we disbursed a considerable award of $1500 to our single scholarship applicant. Our members noted it was a change of pace that allowed a bit of breathing room from previous years where the scholarship committee was required to evaluate up to 7 applications at past conventions! Congratulations to our NYS Auxiliary scholarship winner!

I would like to thank my friends and officers Joan Esposito (Vice President), Debra Powers (Secretary), and Lynette Tryjankoesk (Treasurer).

North Carolina State President’s Report – Sheila Haas

The PHCC of NC Auxiliary has had a good year for 2018. We have a strong leadership group that we hope to continue to grow.

For 2018, the NC Auxiliary was able to assist the PHCC of NC with registration at its annual Trade Show in April and we were able to sponsor one evening for the PHCC of NC during the convention.

During the summer convention, we held a live and silent auction that raised over $6200 (which includes donations made at that time).

The NC Auxiliary was able to award six scholarships at $1000 each for 2018. Four of the recipients were able to attend the convention and receive the scholarships in person.

During our annual meeting, we decided to focus our charitable intentions for the next year on the homeless or needy in Wilmington, NC where we hold our summer convention. We have requested that all auxiliary members and any PHCC of NC members to please bring “blessing bags” to the convention in 2019. These blessing bags should be separate ziplock bags with any items they feel the homeless could use (examples- water, toothbrush, toothpaste, female products, etc.).

We have two local members that serve on the national level. Janice Voss serves as Recording Secretary on the PHCC National Auxiliary Board and Bonnie Whitaker is completing her first year of a three-year term on the PHCC National Auxiliary Scholarship Committee.

We hope to continue to grow and further support the PHCC of NC and its members.
Wisconsin State President’s Report – Nancy Eberhardt

The Wisconsin Auxiliary has nothing to report at this time. President Nancy Eberhardt dealt with medical and family issues this year. Auxiliary member Carol De Young served as the contractor President, so she was very busy with duties associated with that position.
1. Call to Order at 8:45 a.m. by President Lynne Finley.

2. Special Presentation by Bev Potts and Becky Davis of Illinois. These two located the Past President’s pin of Dorothy Sharp Clem, National Auxiliary President in 1962-1963, who initiated the InSinkErator Luncheon. The Past President’s Pin was presented to Lynne Finley. Lynne intends to wear the pin through the 2020 close of the 100th Anniversary Celebration as Past President then submit it to the Smithsonian in Dorothy’s name. Dorothy Sharp Clem also served as the Executive Director of PHCC of Illinois for 20 years.

3. Invocation provided by Chaplain Gerry Calfo and read by President-Elect Greta Fischer.

4. Pledge of Allegiance led by Vice President Ann Rivers.

5. Roll Call: President Lynne Finley, President-Elect Greta Fischer, Vice President Ann Rivers, Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Recording Secretary Janice Voss. Absent/excused: Marketing Secretary Kelly Ruddy.

6. Opening Remarks by President Lynne Finley. She thanked the Executive Officers for being present and for everything that each did over the past year.
7. Approval of Agenda: 1) Addition to Old Business, Banner Grant Awards; and 2) Addition to New Business, PHCC Website. **MOTION 1:** On a motion and second, approve the agenda as modified. **VOTE 1:** Motion carried unanimously.

8. Approval of Minutes. **MOTION 2:** On a motion and second, approve the minutes from the Executive Officers’ Teleconference held August 30, 2017. **VOTE 2:** Motion carried unanimously.

9. Executive Reports – Verbal additions to reports previously submitted

   A. President-Elect Greta Fischer.
      • The 2017-18 Committee Book is well underway.
      • Greta is working with Alexander Colorado to create a PowerPoint presentation to document the Auxiliary history and updates going forward. This PowerPoint will be shared with the Executive Officers for approval.

   B. Membership Secretary Barb Kreifels
      • Membership numbers will be updated at the Board of Directors’ meeting. Current numbers: 355 dues-paying members. Regular dues = $11,850; Senior dues = $2,300; Donations = $185. Total income for dues/membership = $14,865. This number is down approximately $6,000 from last year; incorrect addresses may account for some of this.
      • There will be membership forms at the registration and trade show tables.
      • Necrology Report. There are three persons to memorialize: Ethel Epstein (Ohio), Claire Fruhwirth (Pennsylvania), and Jeanette Westman (Minnesota).

   C. Marketing Secretary Kelly Ruddy (via conference call). Marketing items include: large portfolio ($40), small portfolio ($35), faucet charm ($120), leftover license plates ($5), remaining ties ($15), vests/jackets ($30), polo ($35), oxford shirt ($40), camo hat ($20), knee pads ($35 or 6-pack @ $175), cooler ($35), history books ($15), and convention tee shirt ($20). Except for the convention tee shirt, items can be backordered from the online store with orders filled by reorder.

   D. Vice President Ann Rivers
      • There is an updated list of State Auxiliary contacts.
      • Nordstrom is confirmed for convention makeup sessions. There will be a drawing from the participants for a $60 Nordstrom gift certificate donated by Rivers Plumbing. Signup will be available at the Auxiliary registration table.
      • First time convention attendee gift bags are prepared.
      • Gift bags for new Auxiliary members and first-time attendees at the annual meeting are ready for distribution at the Annual Business Meeting.

   E. Recording Secretary Janice Voss – Proceedings need to be completed for 2016 and 2017.

    • The Articles of Incorporation were filed in Virginia and are being processed.
• The name change will only require checking a box on the tax return. The extension on the tax return is November 15, but will be submitted after the Financial Review Committee performs its review.
• The Financial Review Committee found two discrepancies which will be discussed with the Membership and Recording Secretaries. Access for the CD at the Bank of Edwardsville needs to be changed from past Treasurer Teresa Mays.
• Members can be educated via the newsletter that payments via merchant processing cost the Auxiliary 3.1%. ACH payments have no processing cost and are encouraged.
• The Treasurer’s reports need minor adjustments before presentation to the Board of Directors. She will present the 2016 Actual Budget, the 2017 Year-to-date, and 2018 Proposed. Lynne requested a comparison format for the years 2015 through 2017.

11. State Leaders. At the State Leaders’ Reception, Richela Roy has asked states to discuss their activities (a show and tell).

**Action Item:** Barb will share charter information with Ann.

12. Committee Reports

A. Convention – Bev Potts and Becky Davis are ready for the Bradford White breakfast with Harley Davidson ornaments to be given to away (one per table).
B. Scholarships – It was requested that the Executive Officers approve an exception to allow a scholarship check to be given to a recipient instead of the financial institution due to the student’s financial need. **MOTION 3:** On a motion and second, confirm that the Scholarship Committee will follow procedures for scholarship guidelines as currently written in the application. Do not grant an exception. **VOTE 3:** Motion carried unanimously.

**Action Item:** Cheryl will notify the Chair of the Scholarship Committee and copy the State leaders on behalf of the Executive Officers.

C. Nominating Committee – There is no candidate for the position of Vice President at this time.
D. Silent Auction – Items include two quilts and a bracelet.

**Action item:** Cheryl forwarded donations to Janice to acknowledge.

13. **MOTION 4:** On a motion and second, motion to File Reports as submitted. **VOTE 4:** Motion carried unanimously.

14. OLD BUSINESS

A. D&O Insurance Policy Renewal. Nate Oland from Federated will quote insurance for officers and inventory. The Auxiliary is currently self-insured, but needs insurance for products stored at ShipMonk. The Hanover policy for officers expires December 15.

**Action item:** Inquire if PHCC has an existing relationship with Hanover which would prohibit the Auxiliary from changing insurer.
B. Membership Contest. Per membership records, no one is eligible to receive the membership contest prize.

**Action item:** Greta will announce that there is no winner at the Annual Business Meeting.

C. Tipping policy to the Duties and Procedures (Ds&Ps) Committee. Greta sent to the Ds&Ps Committee the policies that were compiled by the Executive Officers, but she has not received a response.

**Action Item:** Greta will share with Lynne the recommendation from the Ds&Ps when received.

D. The Duties and Procedures Committee (Ds&Ps). The Parliamentarian chairs the Ds&Ps.

**Action Items:**
1) Executive Officers need to review their respective sections and submit requested changes to the Ds&Ps Committee for review.
2) Lynne requested appointment to the Ds&Ps Committee.

E. Banner Grant Awards. One application was received after awards were made. It was proposed that $250 come from the 2018 budget under Grants. The applicant can be notified that, although after the deadline, the Auxiliary is honoring the application from other funds available for this one-time expense. Lynne shared with the Executive Officers the shipping information on banners awarded.

**Action Item:** Lynne will forward the email request to Greta for response.

F. Social Media Assistance – Greta noted that both Alexander Colorado and Cristal Pinnix are well-versed in social media. As far as website content, there will be supervision to verify validity of information.

G. Convention
1) Tours – Volunteers were identified to represent the Auxiliary on the Kohler and Milwaukee Tool tours, as well as the Lakefront Brewery Tour.
2) Apprentice contest setup – helping Merry Beth Hall were Jeff Voss, Terry Kreifels, Larry Fischer, Jim Finley, and Steve Rivers.
3) Marketing and Registration Setup – Janice will cover until Kelly arrives.
4) Tee Shirt Donations. Sizes of donated shirts will be noted for inventory.

**MOTION 5:** On a motion and second, donate tee shirts to the Executive Officers and to persons manning the marketing booth. **VOTE 5:** Motion carried unanimously.

**MOTION 6:** On a motion and second, donate 55 tee shirts from CONNECT 2016 in San Antonio to Texas. **VOTE 6:** Motion carried unanimously.

**MOTION 7:** On a motion and second, give Merry Beth Hall, Bev Potts and Becky Davis 2017 convention tee shirts. **VOTE 7:** Motion carried unanimously.

5) Bradford White Breakfast – Bev Potts and Becky Davis have the centerpieces. The Executive Officers will stuff 60 gift certificates ($15 off merchandise) to put under one plate per table at the breakfast.

6) Auxiliary Trade Show Booth. The opening reception on Wednesday is at the Trade Show. The Auxiliary needs a presence in the booth on Wednesday evening.

7) Annual Business Meeting – Lynne has an agenda version that notes what motions are required, which motions do or do not require a second.
8) Robert M. Cox Awards will be presented at the Annual Business Meeting and recognized in a PowerPoint show during the InSinkErator luncheon.
9) Workforce Development. In the future, note wording in the convention program. This breakfast is sponsored by the Auxiliary, not co-sponsored.
10) InSinkErator Luncheon – seating arrangement distributed.

15. Other
   • Reminder that the 2018 PHCC proposed budget must be approved by the Executive Officers at the January meeting to be submitted to PHCC prior to February 28 (per Ds&Ps).
   • Suggestion to Executive Officers to put the 2017 PHCC Who’s Who Directory on your computer (*.pdf format).

16. NEW BUSINESS

   A. Auxiliary representation on the PHCC committee to update the website. Lynne volunteered to be the Auxiliary liaison to PHCC, reporting back to the Executive Officers. Discussion was tabled.
   B. **MOTION 8:** On a motion and second, donate $100 to the Scholarship Fund in memory of deceased members and family. **VOTE 8:** Motion carried unanimously.
   C. The Auxiliary received a letter and pin from the Education Foundation for contributing $1,000.
   D. **MOTION 9:** On a motion and second, give thank you gifts to Maureen in the amount of $50 and $350 toward a luncheon for PHCC staff. **VOTE 9:** Motion carried unanimously.
   E. Computers were backed up.

17. Closing Prayer prepared by Gerry Calfo and read by Greta Fischer.

18. **MOTION 10:** On a motion and second, adjourn the meeting. **VOTE 10:** Motion carried unanimously. Meeting adjourned at 1:26 p.m.

Respectfully Submitted,
Janice Voss, Recording Secretary
1. Call to Order at 2:30 p.m. by President Lynne Finley.

2. Invocation provided by Chaplain Gerry Calfo.

3. Pledge of Allegiance led by Vice President Ann Rivers.

4. Roll Call. Present: President Lynne Finley, President-Elect Greta Fischer, Vice President Ann Rivers, Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Marketing Secretary Kelly Ruddy, Recording Secretary Janice Voss, Parliamentarian Terry Giebelhaus, Members-At-Large Representative Sandy Stack, Chaplain Gerry Calfo. State Leaders were asked to stand and introduce themselves.

5. Rules of Convention were read by Parliamentarian Terry Giebelhaus. **MOTION 1**: On a motion and second, accept the Rules of Convention. **VOTE 1**: Motion carried.

6. **MOTION 2**: On a motion and second, approve the agenda. **VOTE 2**: Motion carried.

7. Approval of Minutes. The minutes were printed in the Annual Report and distributed to membership via email and posted to the website. There were no additions or corrections noted, therefore, the following minutes stand approved as presented:
   - 2016 Pre-Convention Board Meeting
   - 2016 Annual Board of Directors’ Meeting
   - 2016 Annual Business Meeting
   - 2016 Post-Convention Board Meeting
   - 2017 Executive Officers’ Winter Meeting
   - 2017 Executive Officers’ Conference Call (February 28, 2017)
8. President’s Address – Lynne Finley. President Finley thanked everyone who helped to make this year a success. New merchandise was marketed this year. The Auxiliary has a visible presence at CONNECT 2017, hosting the Bradford White breakfast, the Workforce Development breakfast, and the InSinkErator luncheon. Bumper stickers and information cards will be given at the Workforce Development breakfast. There are giveaways for the Trade Show booth, which will be located next to Wisconsin’s Explore the Trades booth. Contractors will spend time in the Auxiliary booth to talk about the industry. The Auxiliary was thanked for sharing its passion for the industry.

9. Verbal Report Updates
   A. Nominating Committee – Anne Williams. The slate of officers includes: 
      Previously elected Executive Officers moving forward into 2017-18: 
      President Greta Fischer, WA 
      President-Elect Ann Rivers, CA 
      Treasurer Cheryl Gammon, TN (2016-18) 
      Recommended by incoming President Greta Fischer for reappointment: 
      Recording Secretary Janice Voss, NC (2017-19) 
      Membership Secretary Barb Kreifels, NE (2017-18) 
      Recommended by incoming President Greta Fischer for appointment: 
      Marketing Secretary Cristal Pinnix, WA (2017-19) 
      Nominated for the position of Third-Year Scholarship Committee Member 
      Bonnie Whitaker, NC (2017-20) 
      Position of Vice President – to be determined. 
      NOTE: The Auxiliary’s 100-Year Anniversary will begin in 2019 and end in 2020. In 2020, there will be a 100-year history update. The Vice President elected this year will close the celebration. 

     MOTION 3: On a motion and second, recommendation for the Board to approve the report from the Nominating Committee. VOTE 3: Motion carried. 

B. Financial Review Committee. Treasurer Cheryl Gammon is working with Jorja Dickemann and Patty Jones on the financial review. The third committee member, Teresa Mayes, recused herself since she held the position of Treasurer for the year under review. The committee is still working and will have a full report for 2016 at the Annual Business Meeting. 

C. Budget 2015-16, 2016-17, and Proposed 2017-18 
   1) The Auxiliary books are now in QuickBooks Online. Advantages include 
      • Select Executive Officers have online access and can run reports on demand. 
      • The Membership Secretary can generate dues invoices. 
      • Banking information can be directly entered, eliminating individuals handling money.
2) Incorporation papers were filed in Virginia
3) The Auxiliary’s liability insurance for officers was renewed.
4) The Auxiliary name, previously listed in different ways, will be changed on the tax
return to match the incorporation filing.

**MOTION 4:** On behalf of the Budget Committee, recommend that the Board concurs
with the proposed budget. (Second not required.) There was no discussion. **VOTE 4:**
Motion carried.

D. Membership Update – Barb Kreifels. There are 355 total members. Dues currently are
$15,115 which is short of budget, but there are dues which are past-due. Of the $15,115,
$475 is life member donations; $185 voluntary donations. Final membership numbers
should be comparable. Invoices for 2018 will be generated in January. It is hoped that
more members will pay via ACH to reduce credit card banking fees. Barb and Cheryl
will investigate through QuickBooks how to add a donation link to dues invoices.

E. Reports will be filed for the official record.

F. Introduced were Alexander Colorado (Prima Plumbing, Seattle, WA) and Cristal Pinnix
(Seattle, WA). Cristal is being appointed by the President-Elect to the position of
Marketing Secretary.

10. Old Business
   A. Anne Williams reminded membership that last year President Angie Westman was
      urgently called home due to the illness of her mother, Jeanette Westman. The Auxiliary
      never had the opportunity to thank Angie for her service as Auxiliary President and for a
      job well done. Members concurred that the Auxiliary relay to Angie a “thank you.”

11. New Business
   A. Silent Auction. Kathy Tindall noted that this year’s conference setup was not conducive
to a Silent Auction. There were, however, two quilts, a bracelet and game which were
donated. Bid sheets were created, and members have been given an opportunity to make
donations. The auction will continue in 2018.

   The Auxiliary researched a raffle, but this was not feasible due to Federal gaming
laws as well as Wisconsin raffle laws.

   B. Marketing Products. Kelly Ruddy did an outstanding job selecting merchandise, and
products are moving well. Sandy Stack was instrumental in having the faucet charm
redesigned. All items will be available on the website.

   C. Makeup Sessions. Ann Rivers is coordinating makeup sessions with Nordstrom. A $20
donation is requested. There will be a drawing from those participating for a Nordstrom
gift certificate.

   D. There will be an Auxiliary first-timer’s reception. Members are asked to extend
welcomes to newcomers.

12. Convention Update – Bev Potts and Becky Davis. The Bradford White decorations are all
set up. The Bradford White table cloths will be passed on to another member following the
breakfast.
13. Other

- Members are encouraged to visit all booths, especially sponsor booths, during the trade show.
- CONNECT 2018 will be held from October 9-12 in Albuquerque, New Mexico.
- Bev Potts and Becky Davis were able to locate Dorothy Sharpe Clem’s Past President’s pin and present it to Lynne during the preconvention meeting of the Auxiliary Executive Officers. Lynne will wear it as her Past President’s pin through 2020 then donate it in Dorothy Sharpe Clem’s name to the National Museum of American History Archives Center to accompany our records. Today (October 4) is Dorothy’s 95th birthday. Dorothy Sharpe Clem was the Illinois PHCC Executive Director for over 20 years and National Auxiliary President. They also found a 1971 Boston Auxiliary plate and have made it available for the 100th Anniversary celebration.
- Joan Schmitz donated her red National Auxiliary blazer, her Past President’s pin and an “I Love my plumber” gold charm to the Auxiliary.

14. Joint Installation and Reception. Invitations were distributed to Auxiliary members to attend the joint installation of incoming PHCC President Laurie Crigler, incoming Auxiliary President Greta Fischer, and incoming AEC President Nicole Urizzo on Friday evening following the reception at the Harley Davidson Museum. The reception is sponsored by PHCC of Virginia, PHCC Auxiliary, AEC, and Ferguson.

15. Closing Prayer provided by Chaplain Gerry Calfo.

16. The meeting was adjourned at 3:40 p.m.

Respectfully Submitted,
Janice Voss, Recording Secretary
1. Call to Order at 2:15 p.m. by President Lynne Finley.

2. Invocation provided by Chaplain Gerry Calfo.

3. Pledge of Allegiance led by Vice President Ann Rivers.

Presentation of 2017 Robert M. Cox Awards
Sponsored by InSinkErator

Presentation by Joe Maiale and Rob Grim of InSinkErator. Assisted by Amanda Hagen.

Humanitarian Award / Image Small (3-15 members)
First Place: New Orleans Auxiliary of PHCC – Linda Bienvenu accepting
Second Place: PHCC of Louisiana Auxiliary – Linda Bienvenu accepting for Richela Roy
Honorable Mention: PHCC Auxiliary of Delaware – Gerry Calfo accepting

Humanitarian Award / Image Large (16+ members)
First Place: PHCC Auxiliary of Nebraska – Karla Tinius accepting
Second Place: Illinois PHCC Auxiliary – Becky Davis accepting for Chelsea Hood

Humanitarian Award / Recruitment Small (3-15 members)
First Place: PHCC of Louisiana Auxiliary – Linda Bienvenu accepting for Richela Roy
Second Place: PHCC Auxiliary of Delaware – Gerry Calfo accepting
Third Place: PHCC Auxiliary of Nebraska – Karla Tinius accepting
Humanitarian Award / Recruitment Large (16+ members)
First Place: PHCC Auxiliary of Nebraska – Karla Tinius accepting
Second Place: Illinois PHCC Auxiliary – Becky Davis accepting for Chelsea Hood

Humanitarian Award / Recruitment Member-At-Large
First Place: Tennessee PHCC, Cheryl Gammon accepting for Beth Killen

Appreciation was expressed to InSinkErator.

4. Welcome by Wisconsin State Auxiliary President Nancy Eberhardt. A Wisconsin and Milwaukee welcome was extended, and all were thanked for attending CONNECT 2018.

5. Introduction of Officers (head table): President Lynne Finley, President-Elect Greta Fischer, Vice President Ann Rivers, Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Marketing Secretary Kelly Ruddy, Recording Secretary Janice Voss, and Parliamentarian Terry Giebelhaus. Seated with membership: Historian Linda Bienvenu, Chaplain Gerry Calfo, and Member-At-Large Representative Sandy Stack.

6. Rules of Convention were read by Parliamentarian Terry Giebelhaus. MOTION 1: On a motion and second, adopt the Rules of Convention. VOTE 1: Motion carried.

7. Approve the Agenda. MOTION 2: On a motion and second, approve the agenda. VOTE 2: Motion carried.

8. Approval of the Minutes. Recording Secretary Janice Voss noted that all minutes were printed in the Annual Report and posted to the PHCC website.
   - 2016 Pre-Convention Board Meeting
   - 2016 Annual Board of Directors’ Meeting
   - 2016 Annual Business Meeting
   - 2016 Post-Convention Board Meeting
   - 2017 Executive Officers’ Winter Meeting
   - 2017 Executive Officers’ Conference Call (February 28, 2017)
   - 2017 Executive Officers’ Conference Call (April 6, 2017)
   - 2017 Executive Officers’ Summer Meeting
   - 2017 Executive Officers’ Conference Call (August 30, 2017)

The Bylaws state that a condensed report of actions taken at the Board of Directors’ meetings shall be presented to the general membership. At the Board of Directors’ meeting on October 4, the Board of Directors concurred on the following:
   - Treasurer’s Report
   - 2018 Proposed Budget
   - All reports presented and filed.
   - All written minutes will be included in the next Annual Report.
This is for information only and does not require a vote.

9. Remarks. President Lynne Finley welcomed members and guests and gave an overview of some of the year’s accomplishments:
   - distributed Banners to State & Local Associations through grant applications;
   - updated the website;
   - had Auxiliary representation at many of the state events;
   - had phenomenal marketing efforts, opening the online store, carrying new products, and contracting a drop shipper to handle merchandise;
   - put the membership applications with payment capability online;
   - began using QuickBooks Online which gives easy access for officers to generate reports; and
   - handled less money due to ACH payments and credit card payments through QuickBooks.

It was noted that Ann Rivers, President 2018-19, will open the 100-year anniversary celebration in Indianapolis. The celebration will close in 2020 under the Vice President elected this year.

10. Verbal Reports
   

B. Marketing Update – Kelly Ruddy. New products sold well, and many are backordered. The faucet drip charm was brought back and can be ordered in silver or gold and with birthstones. Kudos to Kelly! Appreciation was expressed to the marketing helpers, including the men helping at the marketing table.

C. Financial Review – Cheryl Gammon
   1) The financial year under review is the previous year as filed. Reviewing were Patty Jones and Jorja Dickemann. Teresa Mayes recused herself due to her position as Treasurer for the year under review. The review consisted of reconciliation of cash and review of documents, review of account reconciliations, including reconciliations with the Membership, Marketing, and Recording Secretaries; review of the Balance Sheet; and review of the Profit and Loss Statement. The records were found to be materially and substantially correct. The Recording Secretary was asked to obtain updated signatures from the Bank of Edwardsville for the CD on deposit. The Financial Report was submitted on behalf of the committee. MOTION 3: The committee moves to accept the findings. Second not required. No discussion. VOTE 3: Motion carried. Kudos were extended to the Financial Review Committee.

2) The following was distributed:
   - a comparison of the 2016 budget as approved, the 2017 budget as approved, and the 2018 proposed budget;
   - the 2016 and 2017 Budget vs. Actual;
   - the 2018 proposed budget;
   - a Statement of Financial Position; and
• a Profit and Loss Statement. Books were reconciled through Aug 31 2017. Financial information moved to QuickBooks Online. QuickBooks Online allows various officers to access information and verify numbers; generation of membership invoices; and minimized the handling of cash, checks, or credit cards.

3) The PHCC Auxiliary applied for incorporation in Virginia. The National Auxiliary is a 501(c)(6). The corporate structure provides an extra layer between officers and members and legal action.

4) The name of the National Auxiliary will match with the IRS (requires checking a box for a name change) and the articles of incorporation.

5) **MOTION 4:** On a motion and second, on behalf of the Budget Committee, approve the 2018 proposed budget. Discussion included:
   • suggestion to use different terminology than “sold goods” since the National Auxiliary accepts donations;
   • explanation of ShipMonk (the drop shipper), and marketing storage fees for the online store;
   • purchase of product insurance;
   • increase in travel and meetings, some attributed to the locations of current officers;
   • marketing products should offset expenses associated with the online store.

   Of the $20,000 budget increase, $6,000 is associated with scholarships and $3,000 is associated with the Apprenticeship Contest sponsorship. There has not been a transfer from the General Fund in many years. It was noted that the proposed budget is a worst-case scenario. **VOTE 4:** Motion carried.

D. Membership Update – Barb Kreifels.
   1) Invoices for 2017 membership dues were processed through QuickBooks. There are 355 total members as of August 31, 2017, with 185 paid.
   2) Life Members are not required to pay dues, however, donations can be made to the Auxiliary. The Treasurer will work with the Membership Secretary to include a donation option on the membership invoice.
   3) It is anticipated that membership dues will be comparable to the past year.

E. Scholarship Committee – Kathy Tindall
   1) Twenty-one applicants received $49,545 in scholarship funds.
   2) Cheryl Rolwes will be scholarship chair for 2017-18. Jorja Dickemann is in the 2nd year scholarship, position, and Bonnie Whitaker (NC) is nominated for the 3rd-year position.
   3) There was discussion whether an applicant must be known by the sponsoring Auxiliary members. There was consensus that Auxiliary sponsors should have knowledge of the scholarship applicant.
   4) In January 2016, the Executive Board voted that scholarship funds go to the educational institution on the recommendation of the Scholarship Committee. When asked for an exception in 2017, the Board voted to follow guidelines, i.e., funds payable to the institution.
5) There was discussion of capping awards with possible rollover of unspent scholarship funds. The example was a lower funding per recipient when there are a larger number of applications vs. higher funding per recipient when there are fewer applications. NOTE: The Executive Officers will take this under review and consult with scholarship sponsors.

F. Auxiliary Awards
1) Robert M. Cox awards totaled $7,400. It was noted that State Auxiliaries and members-at-large can submit entries.
2) The Larry Dore and 3D Awards will be presented at the Friday awards luncheon.

G. Nominating Committee – Anne Williams.
Previously elected Executive Officers moving forward into 2017-18:
   President Greta Fischer, WA
   President-Elect Ann Rivers, CA
   Treasurer Cheryl Gammon, TN (2016-18)
Recommended by incoming President Greta Fischer for reappointment:
   Recording Secretary Janice Voss, NC (2017-19)
   Membership Secretary Barb Kreifels, NE (2017-18)
Recommended by incoming President Greta Fischer for appointment:
   Marketing Secretary Cristal Pinnix, WA (2017-19)
Nominated for the position of Third-Year Scholarship Committee Member
   Bonnie Whitaker, NC (2017-20)
Position of Vice President – to be determined.
   NOTE: The Auxiliary’s 100-Year Anniversary will begin in 2019 and end in 2020. In 2020, there will be a 100-year history update. The Vice President elected this year will close the celebration.

MOTION 5: On a motion and second, accept the report from the Nominating Committee. VOTE 5: Motion carried.

11. Announcements
   A. Dottie Schmitz was placed in hospice care.
   B. Members are encouraged to attend the Workforce Development Breakfast sponsored by the Auxiliary.
   C. The Auxiliary is sponsoring a contestant in the HVAC apprenticeship competition.

12. Old Business. Although Past President Angie Westman was unable to attend CONNECT 2017, she is represented by her daughter Jazmine Westman. It was noted that the Auxiliary never got the opportunity to formally thank Angie. Lynne Finley will relay appreciation to Angie for her service.

13. New Business
   A. Members are encouraged to visit the Silent Auction table to look over items for bid and/or to make a donation. Goal is $4,000.

14. Presentation of New Officers for 2017-18
A. President Elect Greta Fischer appoints Cristal Pinnix (WA) as Marketing Secretary.
B. Janice Voss nominated Bonnie Whitaker (NC) for the 3rd year scholarship position.
C. A nominee is needed for the position of Vice President.
D. Kathy Tindall agree to serve on the Long-Range Planning Committee.

15. Election of Officers for 2017-18. **MOTION 6:** On a motion and second, accept the slate as presented. **VOTE 6:** Motion carried.

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<tr>
<th>Officer</th>
<th>Name</th>
<th>State</th>
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</thead>
<tbody>
<tr>
<td>President</td>
<td>Greta Fischer, WA</td>
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<tr>
<td>President-Elect</td>
<td>Ann Rivers, CA</td>
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<td>Vice President</td>
<td>TBD</td>
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<tr>
<td>Treasurer</td>
<td>Cheryl Gammon, TN</td>
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<td>Marketing Secretary</td>
<td>Cristal Pinnix, WA</td>
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<td>Chaplain</td>
<td>Nancy Eberhardt, WI</td>
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<tr>
<td>3rd Year Scholarship</td>
<td>Bonnie Whitaker, NC</td>
<td>NC</td>
</tr>
</tbody>
</table>

16. Special Recognition of new Auxiliary members and first-time Annual Meeting attendees. First-time attendees at the Business Meeting were recognized and presented with gift bags.

17. Necrology by Nancy Eberhardt. Deceased members over the past year include
   - Ethel Epstein (OH)
   - Claire Fruhwirth (PA)
   - Jeanette Westman (MN)

   Nancy Eberhardt read a poem by Helen Steiner Rice.

18. Exchange of President’s Pins
   A. Bev Potts and Becky Davis located and presented to Lynne Finley the Past President’s pin of Dorothy Sharpe Clem. Mrs. Clem, who just turned 95, was the Illinois State Executive for many years, served as National Auxiliary President in 1963, initiating the InSinkErator Luncheon tradition, and was a 3rd generation plumbing contractor. Lynne will proudly wear Mrs. Clem’s Past President’s pin through 2020 and will then donate it to the National Museum of American History Archives in Mrs. Clem’s name.
   B. Lynne Finley presented the President’s pin to President-Elect Greta Fischer.

19. Presentation of the Gavel. Rhonda Robillard, President of Life Members, presented to President-Elect Greta Fischer an engraved President’s gavel.

20. Joint Installation and Reception – President-Elect Greta Fischer invited members to the Joint Installation and Incoming Presidents’ Reception on Friday evening honoring incoming
PHCC President Laurie Crigler, incoming Auxiliary President Greta Fischer, and incoming AEC President Nicole Urizzo. The Incoming Presidents’ Reception is sponsored by PHCC of Virginia, PHCC National Auxiliary, AEC, and Ferguson.


22. **MOTION 7:** On a motion and second, adjourn. **VOTE 7:** Motion carried. The meeting was adjourned at 4:00 p.m.

Respectfully Submitted,
Janice Voss, Recording Secretary
National Auxiliary President Greta Fischer donned the President’s Pin.

1. The meeting was called to order by President Greta Fischer at 9:00 a.m.

2. Present: President Greta Fischer, President-Elect Ann Rivers, Vice President Allison Harrison, Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Marketing Secretary Cristal Pinnix, Recording Secretary Janice Voss

Guest: Alexander Colorado

Note: Contact information for Allison Harrison was shared with Executive Officers.

3. Alex Colorado, employed by Prima Plumbing (Seattle, WA), is available to provide IT support.
   A. Alex can log into your computer remotely via Team Viewer to assist.
   B. One Note was demonstrated. Auxiliary documents and supporting information can be uploaded into OneNote.
   C. Slack (slack.com) is recommended for email communications. Slack is used by teams and helps organize emails.

4. Future meetings:
   • Winter Board will be held in Albuquerque, NM so that the Executive Officers can see the setup for CONNECT 2018. Officers are asked to provide dates of January travel availability.
   • Summer Board will be held in Seattle.

5. Updates for 2017-18
• Allison Harrison will be voted on as Vice President at the CONNECT 2018 Auxiliary Annual Business Meeting.
• Update mailing lists to include 2017-18 Executive Officers.
• Janice will update banking information and credit cards to replace Lynne Finley with Greta Fischer.
• Cheryl will add QuickBooks access for Greta Fischer and Cristal Pinnix and remove Lynne Finley.
• Cheryl requested anyone logged into GoPayment under her login to log out.
• Officers are asked to review their Duties and Procedures and make recommendations for updates. It was noted that Lynne Finley requested appointment to the Bylaws, Duties and Procedures Committee, which is chaired by the Parliamentarian.
• Lynne’s blazer for National Board was given to Greta.
• Order two shrugs and magnetic name badges for Allison and Cristal.
• Cristal needs to access PHCCauxarketing@gmail.com and needs to change the password.
• Cristal and Greta need access to the Online Store and ShipMonk, removing Kelly Ruddy and Lynne Finley.
• Continue to preface emails with subject and whether time sensitive.

6. Record the donation by Joan Schmidt of her red blazer, past president’s pin, and I love My Plumber charm. Cheryl will retain the Past President’s pin in the safety deposit box. Disposition of the jacket and charm to be determined.

7. PHCC Representative to the Auxiliary Robin Maher is replaced by Ilone “Shelly” Cook.

8. CONNECT 2017 Recap
• Persons who serve on the Marketing Committee should be requested to assist at the marketing table.
  Note: There was discussion of hiring convention personnel to oversee the marketing table when Auxiliary members were required to be in meetings.
• PHCC National asked for an Auxiliary liaison for website update. Although Lynne Finley requested appointment at the pre-convention meeting, this was tabled. Greta was asked to send an email to Akeem at PHCC to ask what sort of assistance is required from the Auxiliary – content or IT.
• Trade Show booth. There was a short period of time when the booth was not properly manned.
• Print business cards with the website and contact information for Executive Officers to hand out. For example, list the Online Store web address for handout.
• Destroy coupons printed for CONNECT 2017.
• The Makeup session went well with only two no shows, however, two others walked in and were taken. There were 18 participants.
• A faucet charm was given to Robin Maher who is leaving PHCC National.
• A gift was given by the Executive Officers to Lynne Finley in appreciation for her service as Auxiliary President.

9. The meeting was adjourned at 11:00 a.m.

Respectfully Submitted,
Janice Voss, Recording Secretary
The meeting was called to order at 8:34 am by President-Elect and Chair Ann Rivers.

The opening prayer and Pledge of Allegiance was given by President-Elect Ann Rivers.

The roll was called by President-Elect Ann Rivers. Present were: President-Elect Ann Rivers, Long Range Planning Committee members – Richela Roy and Cheryl Rolwes. The following were not in attendance: President Greta Fischer, Vice President Allison Harrison, and Long-Range Committee member Jorja Dickemann.

The agenda and the minutes of 2017 were approved on motion and second.

The minutes of the 2017 meeting were approved on motion and second.

President Greta Fischer arrived at the meeting at 2:15pm.

Meeting was adjourned at 4:30pm.

The Strategic Plan was reviewed and there was great discussion about the lack of plan completion or information on plan completion in the previous years (2015, 2016, 2017) long range plans and the fact that the 100th year begins at the 2019 convention and ends at the 2020 convention. It was decided by this committee to stop the process of carrying forward everything from the previous years plans. No one could tell this committee what was being worked on and what wasn’t. It was further discussed to begin to make the long-range plan easier to follow through and to provide ideas along with the plan for help in implementation.

The committee has also decided that every 6 months or at a minimum prior to the CONNECT annual meeting, the executive board shall email the committee a status update on where they are in following the plan and the board should seek out the committee for their advice and recommendations for implementing and for any changes that are made to the plan.
The committee would like the following information 30 days prior to their annual meeting: Financial or Treasurer report, to include a break down of expenses for each event that is attended. Such as travel, meals/entertainment, meetings, CONNECT breakdowns, etc. This will help the long-range committee to develop their plan. A 2-year P & L comparison prepared by QuickBooks and a current Balance Sheet.

The committee would like anyone providing information for anyone’s usage be it minutes of meetings, letters, emails, etc. to cease the use of acronyms. It is difficult for new people who are trying to volunteer but feel inadequate and are unwilling to because they do not know what the acronyms are and cannot follow along.

Respectfully,
Cheryl Rolwes, Secretary
2018 WINTER EXECUTIVE OFFICERS’ MEETING
Albuquerque, New Mexico
January 30-31, 2018
MINUTES
Approved July 11, 2018

DAY 1: January 30, 2018

1. Call to Order at 9:36 a.m. MST by President Greta Fischer

2. Invocation by President-Elect Ann Rivers.


4. Roll Call
   Present: President Greta Fischer, President-Elect Ann Rivers, Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Recording Secretary Janice Voss.
   Excused: Vice President Allison Harrison, Marketing Secretary Cristal Pinnix.

5. Opening Remarks by President Greta Fischer. She thanked the Executive Officers for attending. Greta flew in from Jacksonville, FL where the PHCC National Board met with President Laurie Crigler. Cheryl Rolwes took minutes at the LRP meeting.

6. Approval of Agenda by President Greta Fischer. MOTION 1: On a motion and second, approve the agenda. VOTE 1: Motion carried unanimously.

7. Approval of Minutes. Recording Secretary Janice Voss noted that the minutes are posted in OneNote. MOTION 2: On a motion and second, approve the minutes as presented. VOTE 2: Motion carried unanimously. The following minutes were approved:
   - 2017 Pre-Convention Executive Officers’ Minutes (October 2, 2017)
   - 97th Annual Board of Directors’ Minutes (October 4, 2017)
   - 97th Annual Business Meeting Minutes (October 5, 2017)
   - 2017 Post-Convention Executive Officers’ Minutes (October 7, 2017)
8. Executive Reports. Attached are the Executive Officer reports received from the President, Membership Secretary, and Recording Secretary. There was nothing to report from the Treasurer. Committee reports submitted are from Bylaws, Duties and Procedures and the Educational Foundation Board Representative.

A. Marketing Secretary report by Greta. Items have been restocked. There had been a problem with an order due to the use of an incorrect link, but Cristal provided the correct store website link.

Action Items:
1. ShipMonk is showing orders on hold from December 14, 2017. Cristal indicated that backorders were processed, but needs to access the orders to determine why they are still marked on hold.
2. ShipMonk needs to be updated to send notifications to Cristal, which she is not currently receiving.
3. Cristal should begin working on a convention t-shirt, working through PHCC National for approval.
4. PHCCauxmarketing@gmail.com cannot be accessed to change primary user to Cristal. This email account connects to SurveyMonkey, Twitter and gmail. Janice will contact Kelly Ruddy (outgoing Marketing Secretary) to request the password. If the contact person cannot be changed, the EOs will take appropriate action to change this gmail account.
5. Cristal needs to obtain accesses to the Auxiliary’s Facebook and Instagram and have all primary email and administrative accesses for her position.

B. Long-Range Planning verbal report by President-Elect Ann Rivers.
1) When reviewing the three-year history, there was a question of items on which no action was taken.
2) The LRP found unknown names on the membership list.
3) Question arose about how information gets to the appropriate persons. What is the process? Who has access to the information?
4) LRP discussed surveying membership to determine how members’ strengths can be identified to recruit more to participate in the Auxiliary. Barb noted that previously the membership invoice asked members to identify areas of interest and listed duties of the officers to generate interest in vacant positions. There was poor response on the survey.
5) Accesses to software and accesses to bank and credit cards are changed as EOs rotate annually.

Action Items:
1) The EOs discussed adding a work day to Summer Board for training with OneNote, Share File, and OneDrive. We will work toward putting all information in one location, aiding in the transfer of information.
2) Each EO or Board member needs to notify Greta what information needs to be accessed by the respective position.

3) Consider 1) adding a day at annual convention to work with the next EO to transfer information, or 2) arranging travel for the outgoing and incoming officers and chairpersons to work together. The latter would cost approximately $3,000 every two to three years.

4) Survey membership again to generate involvement in activities of the Auxiliary or attach a document describing how one can get involved.

5) Revise the Duties and Procedures to identify the location of the safe deposit box and describe the duties of the Treasurer and Recording Secretary (back-up).

C. **IT Report.** Alexander Colorado was called to discuss IT issues. He suggested that the Auxiliary obtain a general telephone number which would be assigned to the Auxiliary for the purpose of double-authentication issues. Approximate cost is $25/month for unlimited talk, text, and data. The mobile app Digits can be added @ $10/month for up to five users. Following discussion, the EOs decided not to obtain a phone number at this time.

Note: Concern was expressed that only the appropriate Executive Officers members should have access and passwords to the various software used by the Auxiliary.

BREAK at 11:30 a.m. MST. RECONVENE at 12:00 p.m. MST.

Action Items:
1) Barb will redo the Membership report in *.pdf format.
2) EOs are to update their Ds&Ps prior to Summer Board.
3) Give to Greta dates of availability for Summer Board – the week of July 9, possibly 11th or 12th to the 15th.

9. **Financial Report by Treasurer Cheryl Gammon**
   A. The Auxiliary was officially incorporated in the state of Virginia.
   B. The name was changed with the IRS when the tax return was filed.
   C. The transition of the Wells Fargo accounts and credit card from the outgoing to incoming President was completed by Janice.
   D. QuickBooks accesses were updated by Cheryl.
   E. Review of expense categories – deferred until later in this meeting.
   F. The Treasurer and the positions of Membership and Recording Secretaries revised processes for reconciliation. The Treasurer sends both secretaries copies of deposit slips and checks which can be verified through QuickBooks and the bank account. All three positions are comfortable with the new reconciliation processes in place.
   G. There was a problem sending membership invoices. Cheryl and Barb will work on this.

Action Items:
1) Within OneNote/Financial, information can be backed up for persons who need to review data and processes. The Financial Review Committee could be granted access to this information.

2) Like the above, The Scholarship Committee chair could reconcile payments with scholarships awarded.

Note 1: Permissions granted as needed.

Note 2: On Day 2, the 2017-18 budget shortfall was discussed. It was agreed that $1,500 allocated for a new computer could better be used to address the budget shortfall.

BREAK at 1:13 p.m. MST. RECONVENED at 2:50 p.m. MST.

10. Committee Reports
   A. The 2017-18 Committee Book is complete.
   B. Cheryl Rolwes will submit the Long-Range Planning minutes.
   C. There was discussion of the membership report, i.e., increasing dues and member participation.
      Action Items:
      1) Barb will ask Life Members how they feel this should be handled: hard copy, email, bill with zero balance due and area for donation.
      2) Barb will send zero invoices but can do an additional billing for donations.
   D. Sponsorship Committee – Kathy Tindall resigned.
      Action Item: Barb will contact Lynne Finley to inquire whether she would consider serving the remainder of Kathy Tindall’s term on the Sponsorship Committee.
   E. Sponsors – Action Item: Greta will contact sponsors for 2017-18.
   F. Alexander Colorado’s IT report is posted on OneNote.

11. Old Business
   A. 2017-18 Expense Report – distributed
   B. Seating and confirmation of Vice President, Allison Harrison.
      Action Item: To be brought forward as a candidate and voted on at the CONNECT 2018 Business Meeting.
   C. Marketing Update
      1) Insurance coverage. The Auxiliary was previously self-insured.
      Action Items:
      a. Cheryl is working with Teresa Mayes (previous Treasurer) to research insuring items at ShipMonk and other locations, such as convention.
      b. Cheryl needs from Cristal current counts of merchandise.
      c. The online store needs to be updated, flowing, and ensure backorders are filed.
      d. Cheryl will work with Cristal to bring her up-to-speed with what she knows about the online store and ShipMonk.
      e. Greta, Cristal, and Barb need to work together to cover the “info@” emails.
   D. Bradford White Decorations. Elicia Magruder emailed that Bradford White will provide an additional $1,500 allocation to be used for convention breakfast decorations.
      Action Item: Janice will update on Sponsor List to reflect the above.
E. Girl Scout merit badge. Greta contacted the organization several times but has received no response.
   Action Item: Greta will ask Life Members if they would invest time in pursuing the plumbing/heating badge. Suggestions were to contact Gerry Calfo & Corrinne Riley.
F. Use of Slack (email). Defer to Summer Board.
G. Use of OneNote. Defer to Summer Board.
H. Website Update. Mark your calendars for a conference call on Tuesday, May 1 at 4:00 p.m. Central.
I. MOTION 3: On a motion and second, confirm the October 2017 email vote to award to PHCC Cincinnati a $230 Banner Grant. VOTE 3: Motion carried unanimously.
J. Duties and Procedures. Updates to be presented to the Bylaws, Duties, and Procedures Committee for consideration:
   Action Items:
   a. Janice will draft a Volunteer Coordinator description for CONNECT 2018 for review.
   b. Tipping Policies/Guidelines. Janice will draft tipping guidelines for review by Barb then the EOs.
   c. Greta will ask Jorja Dickemann to update the Financial Review Committee processes for financial review, including engaging an outside CPA if concerns are identified.
   d. The Financial Review Committee needs a 3rd person with financial background.
   e. Reconciliation of marketing income. Remove from the Recording Secretary’s duties a double-check of marketing income since funds are received online. Add processes of reconciliation between the Marketing Secretary and Treasurer.
   f. Lynne Finley requested appointment to the 2017-18 Bylaws, Duties, and Procedures Committee. Greta made this appointment.

Meeting adjourned at 5:09 p.m. MST

DAY 2: January 31, 2018

In the morning, the EOs visited the Hyatt in Albuquerque to acquaint themselves with the CONNECT 2018 convention facilities.

Called to order at 12:22 p.m. MST.

12. New Business
   A. Long-Range Planning Meeting Report – minutes not yet submitted by Cheryl Rolwes.
   B. 2017-18 Newsletters. Greta is working with Susie Greene and Cheryl Mosier.
      Newsletter ideas: convention planning, announcement of Cox Awards, publication of recipes with feedback to promote networking, 2017 Auxiliary awards, suggestion to request submissions for a 100th Anniversary cookbook.
      Action Items:
      1) Greta will send out newsletter assignments.
2) Greta will ask Sandy Stack to help promote the Cox Awards to members-at-large. Sandy can work with the Membership Secretary to obtain this list.

C. 2017-18 Sponsor List. Note: Greta indicated that PHCC National will be discussing Delta and American Standard in March. The Auxiliary has a representative on PHCC National’s sponsor committee.

Action Items:
1) Sponsor List to be updated by Greta.
2) Greta will share with EOs the new address for Nikki Wagoner,
3) Milwaukee Tool indicated it would like to continue sponsorship. Greta will speak to PHCC National.
4) Greta and Ann will discuss sponsors to prep Ann for her Presidency.

D. 2017-18 Equipment List – Updated by the EOs.

E. Sponsoring HVAC contestant for 2018 CONNECT contest. **MOTION 4:** On a motion and second, sponsor an HVAC contestant for CONNECT 2018 @ $3,000.

**VOTE 4:** Motion carried unanimously.

F. State convention attendance. There was discussion of EOs, Life Members, or other Auxiliary representatives attending state conventions. The President has traditionally been invited to the Illinois convention.

NOTE: Later in this meeting, it was determined that there would be a budget deficit, therefore, these travel expenses should not be incurred in 2017-18.

G. CONNECT 2018 Tentative Convention Planning

1) Trade Show Booth.
   a. The EOs approved mini-brochures demonstrated by Greta which are formatted to the industry (coloring books with four crayons) and could be handed out at the Trade Show booth. These could be duplicated three to a page. One mini-brochure could have Auxiliary talking points; another could have a write-in for your interest to be turned in to the Auxiliary; another a coloring book of hot air balloons. Crayons are Item IN-5650, 84 boxes of 4 @ $31.43 through Oriental Trading.
   b. Establish a schedule of workers.
   c. Suggestion to establish a picture opportunity: 3-D backdrop of hot air balloons (IN-36184 @ $36.99), clouds ($16.99), and hanging lanterns (Item IN-36184 from Oriental Trading)

   Action Items:
   a) Ann will work with Allison to plan for the Trade Show booth.
   b) Greta will work on sample mini-brochures, get estimates, then present to the EOs for a vote.

2) Convention Attendance. LRP asked how many Life Members attend CONNECT. Barb determined that 68 Auxiliary members attended convention. Of these, 46 were in attendance at the Annual Business Meeting; of these 19 were Life Members.

   Action Item: Planning for future LRP meetings, work on the agenda a week or two before the meeting and collect data as needed for discussion.
3) CONNECT 2018 (October 8-12) travel plans. Traditionally, the Auxiliary arrives on Sunday and departs the following Saturday afternoon. The EOs discussed an extra day to exchange information between outgoing and incoming positions.

4) Marketing Plans
   Action Items – Ask Cristal:
   a) Priority 1: Get the online store working and finalize communications with ShipMonk.
   b) Priority 2: Get the t-shirt designed and approved by the EOs and PHCC National.
   What to you envision for the Marketing table?
   c) Will sample items in various sizes be available at convention with purchases made online, onsite?
   d) Maintain a notebook of suggested items.
   e) Will orders be entered online by the buyer or by the volunteer working the booth web?
   f) Create business cards for distribution with the online store web address and Marketing Secretary contact information.
   g) How do you plan to staff the marketing table? If the Volunteer Coordinator position is filled, request that dates/times be scheduled. Consider asking Life Members to assist.
   h) Consider marketing table location outside of the trade show.

5) Marketing/Registration
   a. Volunteers are needed to work the registration desk. If the Volunteer Coordinator is in place, workers can be scheduled. Consider asking Life Members to assist.
   b. Hospitality Committee. Action item: Ann will reach out to Rhonda Robillard, chair of Life Members, for assistance welcoming new attendees and helping to promote the Auxiliary.

BREAK at 2:15 p.m. MST. RECONVENED at 2:35 p.m. MST.

6) Silent Auction. There was discussion of not holding the Silent Auction.

BREAK at 4:05 p.m. MST. RECONVENED at 4:25 p.m. MST.

7) Entertainment. Suggestions at the Annual Business Meeting include:
   a. Ask Steve Rivers be the Wizard of Oz – to coincide with the Air Balloons in Albuquerque.
   b. The IAPMO representative in Seattle has a slide skit of American Standard promoting toilets for brides in 3rd world countries. Research has documented that children, previously dying at the ages of 12-13, are living longer.
   c. The Hyatt boutique notified Greta they would be interested in having a fashion show.
   d. Makeup session – to be determined
8) Reimbursement of Convention Expenses **MOTION 5:** On a motion and second, allow unreimbursed expenses from CONNECT 2017 (ancillary Auxiliary expenses of travel and food) to be reimbursed. Note: This is an exception to the Ds&Ps procedure that prohibits reimbursement beyond 45 days. **VOTE 5:** Motion carried. One abstention.

9) 3D Award Nominee. **MOTION 6:** On a motion and second, the EOs agreed upon a nominee for the 2018 3D award. **VOTE 6:** Motion carried unanimously. Note: LRP addressed the same people receiving various awards on a rotational basis.

Action Items:
- a) Greta will submit the name of the nominee to Copper Development.
- b) The Vice President will work with the State Auxiliaries and the Members-At-Large Representative to get nominations submitted for the 3D and Cox Awards.
- c) Promote the awards in the newsletter.

13. **Other**
   A. Scholarships. $49,545 was dispensed in 2017 to 21 recipients. There is $48,000 budgeted, including donations from sponsors. The balance could be made up by asking for donations.
   B. Summer Board: July 11 to 15 in Seattle, WA.
   C. Greta distributed a note from Lynne Finley thanking EOs for a charm sent when her mother-in-law died.
   D. 2018-19 Vacant Positions. The positions of Membership Secretary and Treasurer will expire in 2017-18. We need to reach out to State Auxiliaries and members-at-large to identify nominees for these positions.
   E. Review of Expense Categories.
      Action Item: Cheryl will send to EOs the budget and QuickBooks reports for review to make recommendations how expenses might better be realigned. Discussion to continue.

14. **Other Action Items:**
   A. Greta will attend AEC in July
   B. The President is traditionally invited to the Illinois convention.
   C. Ann was asked to consider attending the Indiana convention to be held at French Lick Resort, Indiana – which is where PHCC National will be held in 2019.
   D. On the next conference call agenda, discuss the minutes of the LRP meeting held January 29, 2018.

15. **Backup Computers**

16. **Closing Prayer by President-Elect Ann Rivers**

17. **MOTION 7:** On a motion and second, adjourn. **VOTE 7:** Motion unanimously approved. Meeting adjourned at 6:33 p.m. MST
Respectfully submitted,
Janice Voss, Recording Secretary
Called to order at 10:42 a.m. PST by President Greta Fischer.

Present: President Greta Fischer, President Elect Ann Rivers, Vice President Susie Greene, Treasurer Cheryl Gammon, Marketing Secretary Cristal Pinnix Visser, Membership Secretary Barb Kreifels, Recording Secretary Janice Voss. IT support provided by Alexander Colorado.

1. Opening Remarks by Greta Fischer. Appreciation was expressed to Susie Greene for stepping forward to move the organization forward and toward the 100-year mark. Greta will provide to Susie last year’s minutes, long-range planning, and financials that came out of convention.

2. Convention
   A. Executive Officers are encouraged to make travel arrangement for Seattle in July and for Albuquerque in October. Submit reimbursement requests with scanned receipts to Greta for approval. Original receipts are to be mailed to Cheryl for payment.
   B. Annual Business Meeting
      1) The business meeting will follow the Product & Technology Showcase. Greta invited the PHCC Board of Directors to a presentation, “Toilets for Brides,” at 2:15 p.m. on Thursday, October 11. This program provides brides with toilets with a complete sanitation process. The business meeting will follow the presentation.
      2) Convention theme this year is “Oz.” Greta proposed being taken away following the business meeting with a scene reenacted of Oz and Dorothy going up in a hot air balloon and taken back to Kansas. She proposed inviting sponsors to represent Oz’s characters: Nate Oland of Federated as the Lion, and the Scarecrow played by a Bradford White representative. Discussion will continue at the Summer Board meeting.
   C. Fundraiser. At Winter Board, Greta informed the EOs that the boutique within the hotel indicated an interest in presenting a fashion and jewelry walk. Greta proposed that vendors return a percentage of sales to the Auxiliary. Times proposed were Tuesday,
October 9 between 5:30-8:00 p.m. and Wednesday, October 10 from 6:00-8:00 p.m. (after the first-timers get together). Thursday could also be targeted.

D. Handouts. At Winter Board, Greta proposed miniature coloring books (3.5” X 2.5”) and crayon 4-packs. Greta will put out an eblast describing the parameters and request p-h-c pictures/designs be submitted for selection. The back cover can list “artwork submitted by.”

E. Hospitality. Ann requested that she retain responsibility for Hospitality, specifically bags handed out at the Auxiliary registration desk. The PHCC registration desk helps to direct Auxiliary members and 1st-time attendees to the Auxiliary registration desk. All Auxiliary members are encouraged to attend the 1st timers get together. MOTION: On a motion and second, Ann is requested to include in each bag a 4” X 6” handout with the Auxiliary officers’ pictures, names, and offices held. VOTE: Motion carried unanimously. It was requested that Susie submit a current picture for inclusion and for the Committee Book. Cristal will assist Ann with this handout.

F. On Wednesday, October 10, the 1st timers’ reception will be from 5:00-5:30 p.m. EOs are encouraged to attend the 1st timer get together, to seek out and meet 1st time attendees, and to escort them to the Opening Reception sponsored by Bradford White and InSinkErator. All Auxiliary members are encouraged to seek out and meet 1st time attendees.

G. Convention t-shirt. Cristal has a design she will submit prior to July to National for approval. Cristal is looking at mid-weight cotton material.

3. Marketing Inventory. Marketing sales are slow since the holidays. Cristal is getting tie estimates and is looking for interesting and innovative items to present to the EOs at Summer Board.

4. Financials. PHCC National submitted to the Auxiliary its portion of revenue sharing. Cheryl will provide up-to-date financials at Summer Board. She needs to review who has been invoiced or needs to be invoiced.

5. Legislative Leadership Update. Greta noted that Legislative Day in DC in May was well attended. Laurie Crigler notes that PHCC has been called upon 12 times by the White House for input and is demonstrating that it is a leader in the industry.

6. State Conventions
   A. Greta and Ann attended the California convention. Greta was asked to be a presenter. Ann noted that she will give California’s new Executive Director time to acclimate before speaking to her about the Auxiliary.
   B. Greta announced that Laurie Crigler is attending the Washington state convention in September.

7. Scholarship Update
   A. Only 5 applications have been received by the Scholarship chair. An eblast reminder was sent two weeks ago. Another will be sent.
B. One scholarship check was returned by the University. The recipient’s grandmother then declined the scholarship award. There was consensus that Cheryl reach out to the University to find out why the check was not applied to the recipient’s student account. Cheryl will generate a letter informing the Auxiliary member as to what events transpired, copying the President.

8. Awards. Larry Dore Member of the Year and Cox awards are due August 1. Susie will put out an eblast reminding membership of these deadlines.

9. Other
   A. Greta brought to the attention of the National Board that there are a larger number of Associate Members than Contractor Members. PHCC is supposed to be a contractor-based organization. It is a good conversation to have with National, asking how the Auxiliary can help to recruit members. It was suggested that Associate Members be given a fact sheet to help recruit contractors and grow PHCC.
   B. Cristal’s new email is Cristal.Pinnix@gmail.com.
   C. There will be training on OneNote at Summer Board. In preparation, EOs are to notify Alexander what system is used by each.
   D. Submit agenda items to Greta for Summer Board.

10. Adjournment at 12:03 p.m. PST.

Respectfully submitted,
Janice Voss, Recording Secretary
2018 SUMMER EXECUTIVE OFFICERS’ MEETING
July 9-14, 2018
Edmonds, WA
(Unapproved)

“REACH Out & N4M”

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

Technology Training Day: Tuesday, July 10, 2018
(Executive Officer computer setup and OneNote training.)

Day 1: Wednesday, July 11, 2018

1. Call to Order by President Greta Fischer at 9:21 a.m.

2. Invocation prepared by Chaplain Nancy Eberhardt and read by President-Elect Ann Rivers.

3. Pledge of Allegiance led by Vice President Susie Greene

4. Roll Call
   Present: President Greta Fischer, President-Elect Ann Rivers, Vice President Susie Greene (unseated), Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Recording Secretary Janice Voss.
   Excused: Marketing Secretary Cristal Pinnix (Will attend periodically throughout the meeting.)

5. Opening Remarks by President Greta Fischer. She welcomed all for coming to Washington state.
6. Approval of Agenda – President Greta Fischer. **Motion 1:** On a motion and second, approve the agenda as presented. **Vote 1:** Motion carried unanimously. None opposed. No abstentions.

7. Approval of Minutes – President Greta Fischer. **Motion 2:** On a motion and second, approve the following minutes:
   * Winter Executive Officers’ Meeting Minutes, January 30-31, 2018
   * Teleconference of the Executive Officers, June 9, 2018
   
   Discussion and **Vote 2:** With the correction of one typographical error in each document, motion carried unanimously. None opposed. No abstentions.
   
   
   **Action Item:** Long Range-Planning will be asked to give a six-month update at CONNECT 2018.

8. Executive Reports (President, President-Elect, Vice President, Treasurer, Membership Secretary, Marketing Secretary, and Recording Secretary) – defer until Day 2


10. Member-at-Large (MAL) Representative’s Report. Vice President Susie Greene reached out to MAL Representative Sandy Stack. Sandy needs information from the Executive Officers to communicate with at-large members across the country.
   
   Draft minutes coming from the Executive Officers will have a “draft” imprint and be in *.pdf format. Out-going emails should be approved by the President and cc’d to the President. Susie will send to the MAL representative the minutes of the approved Executive Officers’ meeting and the Long-Range Planning meeting.

11. Committee Reports (Scholarship, Cheryl Rolwes; Legislative, Greta Fischer; Historian, Sandy Stack; Education Foundation, Lynne Finley; Education, Ann Steadman; Bylaws and Resolutions, Terry Giebelhaus) – delay until Day 2

12. Old Business
   A. Officer development – Slack and Website training – delay
   B. OneNote. Alex Colorado set up EOs in OneNote and will provide quick hints about getting into and using OneNote. OneNote will have historical records which can be accessed by future officers and committee members.
   C. Currently Alex Colorado is providing technological services through Prima Plumbing or as a volunteer. The Auxiliary needs to address IT needs.

   **BREAK 10:10 a.m. RECONVENED at 10:25 a.m.**

   D. Strategic Plan. There was a six-month review at the Long-Range Planning meeting.
1) Year 1, Goal 1: Make a clear defined program of member benefits, e.g., developing new-member packets.
   In 2019, the Auxiliary will focus on Women in Construction. Use social media, maybe even children’s books, to educate the public.
2) Year 1, Goal 2: Restrict the Larry Dore & 3D awards recipients to no more than one time or once every ten years.
3) Year 1, Goal 3: Engage new members in activities. Enlist Life Members to help encourage new members to become engaged. Put out “teasers” such as recipe sharing, short news items, videos, etc. to attract interest. There were Auxiliaries in 48 states, now only in 11 states.
4) Year 1, Goal 4: Get officers and committee members trained to use OneNote, which can be carried forward as a resource.

The 3- and 5-Year Goals
5) Create a mobile friendly app for easy access to information.
6) Follow the plan for the continued success of the organization.
7) Reduce travel of the Executive Board to attract more people to volunteer for these positions.

Action Items:
- Alex Colorado and Cristal Pinnix will research creation of an app. Ann suggested the inclusion of the Education Committee.
- Depending on the above answer, Susie will contact National regarding Hootsuite (a tool to manage social media).
- The Auxiliary mission is to educate and communicate. Suggestion to put the career path information on the website.

BREAK at 11:30 a.m. RECONVENED at 12:00 p.m.

E. Membership Dues
1) Bylaws Article XIV states that “National Auxiliary dues shall be as determined by the Board of Directors and confirmed by the voting members at the Annual Business Meeting.” Motion 3: On a motion and second, the EOs recommend raising regular dues from $100 to $125 effective January 2019 with an additional $25 increase to $150 effective January 2021. Increase Senior member dues from $50 to $75. Vote 3: Motion carried unanimously. None opposed. No abstentions.
2) There was discussion of waiving dues when serving on the Board of Directors, with dues reinstated following term of office. This discussion was tabled.
3) Effective 2019, reinstate payment of dues by Life Members. Note: This is not retroactive for Life Members who currently do not pay dues. Donations are optional for Life Members.

Action Items:
- The EOs will make a recommendation regarding a dues increase to the Board of Directors at their meeting during CONNECT 2018. If approved, the increase can be
brought before membership for a vote at the CONNECT 2018 Annual Business Meeting. Determine when dues were previously increased.
• Bylaws Article V, Section 3B states that “Life Members shall have all the privileges of any members, without payment of dues…” The EOs will initiate a resolution to propose that effective 2019, Life Members will continue to pay membership dues.
• Janice will send the resolution to the Resolution Committee and the Bylaws, Duties, & Procedures Committee for review.

F. Sponsorship Brochure
1) It was suggested that talking points about the Auxiliary be handed to sponsors. About four years ago there was a PAL Program which paired members with Auxiliary sponsors. It was suggested this be updated. TBD.
2) IT companies would be good to approach.

Action Items:
• Greta and Cheryl will review which sponsors have/have not paid for 2018-19.
• Ann will speak to Michael Copp to get a better understanding of sponsors who can/cannot be approached by the Auxiliary.

BREAK at 12:50 p.m. RECONVENED at 2:02 pm

G. Time and Talent Handout. Alex, Cristal, and Susie worked on a Time and Talent survey to accompany membership dues invoices. Cristal, Susie, and Janice reduced the document into 2-pages for insertion into convention registration bags. With the online Time and Talent, Alex proposes bringing up information with mouse activation. This is time consuming and costly. The Auxiliary needs help with this.

H. Scholarship Application – being updated by the Scholarship Committee

Action Item:
• The Scholarship Committee needs to know funds available for scholarship awards.
• Greta asked Cheryl to contact Terry Giebelhaus to confirm scholarship funding.

I. New Marketing Items/Store Inventory.
1) ShipMonk storage fees to date are $2,900. Due to restock and the online store being offline, there has been expense without revenue. We need revenue on a year-round basis.

Action Items:
• Cristal has been working to get the online store active by the end of July and will promote inventory at CONNECT 2018.
• Cristal will ask Akeem to update the information on the National website.
2) Woo Commerce is the actual store front which interacts with ShipMonk distribution. Alex and Cristal are working to revise payment from PayPal into QuickBooks. This whole process is being cleaned up.
3) The Auxiliary needs to differentiate its store from National’s store. Cristal can use e-blasts, Facebook, and Instagram to advertise the Auxiliary store.
4) Cristal needs assistance with various aspects of Marketing: social media, web maintenance, inventory/shipping. **Action Item:** Cristal will contact members of the Marketing Committee for assistance.

5) Cristal sent the design of the CONNECT 2018 t-shirt to Shelly Cook at National for approval. The Auxiliary’s use of National’s logo was questioned. Greta contacted Shelly and Michael Copp and received approval from Michael via email to proceed with the t-shirt and National logo as proposed.

J. Apprenticeship Sponsorship. Greta confirmed with Merry Beth Hall that the Auxiliary is sponsoring an HVAC apprentice in the amount of $3,000.

K. Auxiliary purchase of ads in States Convention Books. Officers decided to hold down expenses by not attending state conventions this year. No ads were posted in state convention books. Tabled for Marketing. This will depend on funding and who can attend.


**Action Items:**
- Cristal will order scribble pads and crayons for the registration bags.
- Cristal will create a coloring book App to be shared with AEC, State Leaders, and the Members-At-Large Representative.

**Motion 4:** On a motion and second, purchase up to quantity 500 scribble pads and 4-packs of colors. **Vote 4:** Motion carried unanimously. None opposed. No abstentions. **NOTE:** See New Business, Item 13-F for quantity revision.

M. Trade Show booth. EOs discussed the advantage of having the Trade Show Booth.

**Action Item:** Cristal will be asked to create Auxiliary business cards to 1) include in the registration bags and 2) to hand out at the booth. The card should include Auxiliary name, logo, website, store website, and mission statement.

**NOTE:** See New Business, Item 13-F for additional discussion.

BREAK at 3:15 p.m. RECONVENED at 3:30 p.m.

13. New Business

A. Duties and Procedures Updates

1) Barb updated the Membership Secretary section.

**Action Item:** Cheryl (Treasurer) and Janice (Recording Secretary) need to update their respective sections.

2) Tipping Policy reviewed and approved by the EOs with the removal of the reference to alcohol which is not reimbursable.

**Action Item:** Greta will forward the Tipping Policy to the Ds&Ps.

B. Bylaws. The updates due to the way money is handled is addressed in the Bylaws under the Membership and Recording Secretaries.

**Action Items:**
- Barb will draft a resolution for review by the Bylaws committee, to be posted to membership prior to CONNECT, and to be approved by the Board of Directors and Membership at the Annual Business Meeting.
• Update the Committee Book to list the Vice President as a member of the Bylaws, Duties, and Procedures Committee.

C. Newsletter
1) August newsletter. Contents will be bylaws revisions, articles, a necrology report (Barb), plus a write-up and picture regarding Susie as Vice President. This one will be longer due to printing of the resolutions. See New Business, #15 for newsletter content and deadlines.
2) Winter newsletter – two pages with a sequence of coordinated eblasts with additional information.
3) Articles are to be run by Greta prior to publication. Cristal will insert content into Publisher. Susie and Janice will proof.
4) Retain extra copies for the Trade Show booth plus the Proceedings book.

Action Item: Greta will update the Newsletter Assignments document and redistribute.

D. 2018 Annual Report. Action Item: Janice will compose an email requesting reports from national officers, committee chairs, etc. for the Convention Report. Susie will request reports from State Leaders. Deadline for submission will be mid-August.

E. Website. Cristal and Alex are working on the website with WYSIWYG and hope to have the update when National updates its website.

They are trying to rebuild the website and integrate the store with ShipMonk for live shipping and inventory updates. Changing from WordPress to One.com will provide a basic web page or can be upgraded to a more complex template for additional cost.

One.com costs $4.95/month subscription fee for using their website builder. Add $29/mo for Shopify which gives the Auxiliary its store. The store will then merge with ShipMonk. The payment gateway can be redirected to QuickBooks which can send confirmation to Shopify to fill the order. Any addition fees will be discussed with the EOs.

EOs discussed Alex’s hourly rate and working with Alex beyond 2018-19.

Day 2: Thursday, July 12, 2018

RECONVENED at 9:07 a.m.

(Website, continued)

The Marketing Secretary needs to propose a budget to the EOs for merchandise and promotional items, the online store and associated costs, and communication (newsletter and social media).

F. Trade Show Booth. National combs the booth, and the Auxiliary needs to have a presence. Life Members and past presidents can be asked to help work the booth – two people per shift, one-hour shifts. Workers should wear convention t-shirts. Share Talking Points with workers.

At Winter Board, the EOs discussed ordering from Oriental Traders a hot-air balloon photo booth. Items to have at the booth: business cards, banner and table cloth,
applications for membership, Time & Talent forms (50), Career Ladder handouts (30), and the scribble pads/crayons discussed earlier.

**Action Items:**
- Increase quantity of scribble pads/crayon packs to 1000 for contractor bags, the booth, and Auxiliary registration bags.
- Cheryl will contact Bev Potts for charger information and quantities ordered.
- Greta brings the Career Ladder banner stand.
- Janice brings the Auxiliary banner and tablecloth.
- Susie will ask Maureen if we can bring in our own equipment (TV & computers to run downloaded videos) and to request an electrical outlet.
- Susie will see about getting the Careers in the Industry publication (download) with the Auxiliary logo.

**G. First-Timer Gift.** Greta will order the roadrunner bulb ornament ($16) for first-timer gifts.

**BREAK at 10:40 a.m. RECONVENED at 10:50 a.m.**

**H. October 10-12, 2018 – CONNECT 2018.**
1) The schedule is being finalized. It needs to be included in the upcoming newsletter.
2) Travel for EOs. Greta and Janice arrive on Saturday. The remaining EOs arrive on Sunday.
3) Schedule

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Monday: Auxiliary Executive Officers’ Pre-convention meeting and Auxiliary officer dinner

Tuesday:
- Registration setup worked around Tuesday tours
- Greta and Ann have National Board of Directors’ meeting on Tuesday after the balloon ascension. There is no Tuesday combined BOD dinner.

Wednesday:
- 2:30-4:30 – Auxiliary Board of Directors’ meeting
- 5:00-5:30 – First-timers get together. All EOs are to attend and escort newcomers to the 5:30 reception. Encourage Life Members to attend.
- 5:30-7:30 – Opening reception.
- PAC event

Thursday:
- 8:00-8:45 – Bradford White breakfast

**Action Items:**
- Bradford White napkins – brought by Janice
- Balloon centerpieces – created and brought by Cristal. Donate leftovers/extras to children.
- 10:00-2:00 – Trade Show. All EOs are to be present at the Trade Show.
- 2:15-4:30 Auxiliary Business Meeting
  - Minutes and Annual Reports will be published in the Convention Book
  - Toilets for Brides presentation. **Action Item:** Projector Needed
  - Cox Awards
  - Seating of Susie as Vice President.
  - Meeting
  - Technology Demonstration by Alex (OneNote resource sheet) – TBD
  - Installation of Officers
  - Presentation of President’s Pin and Past-President’s pin
  - Oz Finale (Greta and representatives from Bradford White and InSinkErator
- 4:30-5:30 p.m. – Life Members’ Tea. **Action Item:** Greta to confirm LA-CO sponsorship.
- Discussion of local artist displays from 5-8:00 p.m. with a percentage of sales going to the Auxiliary.

**Friday:**
- Workforce Development Breakfast. **Action Item:** Put out Best Practices Auxiliary cards.
- Awards Luncheon
- Close Marketing
- Closing Event
- National and Auxiliary Presidents’ social – TBD

**Saturday:** 9:30 a.m. – 2:00 p.m. – 2018-19 Executive Officers’ Post-Convention meeting

**Action Items:**
- Greta will work on scheduling a fashion/jewelry show and display of art from local artists. Dates/times to be determined.
- Greta will work with Maureen for Auxiliary-sponsored events.
- Cristal will generate flyers for registration bags to announce the fashion/jewelry show and artist displays.
- Greta will ask the Convention Committee for a schematic of convention layout.
- Cristal will be asked to make business cards for new officers.
- Cheryl will order shrugs for new EOs.

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4) **Motion 5:** On a motion and second, to show the Auxiliary’s appreciation to PHCC National staff, allocate $350 toward a luncheon for PHCC National staff. **Vote 5:** Motion carried unanimously. None opposed. No abstentions.
5) Cristal demonstrated a folding frisbee which can be used as a fan or flyer. Cost per pack (10 assorted colors) is 250 @ $187.00. **Action Item:** There was consensus to purchase these for Auxiliary registration bags.

I. Correspondence from EOs. Copy the President on correspondence. The President copies EOs on correspondence. The Ds&Ps should include instructions on who responds to generic/info emails (President, Vice President, and Marketing/Social Media coordinator).

BREAK at 12:25 p.m. RECONVENED at 2:05 p.m.

(New Business, continued)

J. Sponsor Update

**Action Items:**
- Cheryl and Greta will review sponsor funds received and follow-up as required.
- Greta will inform BrassCraft that the State Leadership Reception will not be held this year and offer funding alternatives, perhaps IT/web support.
- Greta will confirm sponsorship of the Cox Awards by PM Magazine and TMB Publishing.
- Greta requested $10,000 from PHCC National for the 2018-19 Presidential initiative: Women in the Workforce.

K. Girl Scout Badge. Greta was issued a case number but has had no further communication from the national organization.

L. Confirmation of email votes taken since Winter Board:
- Vote 2-13-2018 to change the CD from the Bank of Edwardsville to the Wilson Bank & Trust for a better yield. Approved 2-14-2018.
- Vote 5-2-2018 to approve $3,000 on the Workforce Development Breakfast at CONNECT 2018. Approved 5-3-2018.
- Vote 6-3-2018 to seat Susie Greene as PHCC Auxiliary Vice President. Approved by majority vote of the BOD 6-18-2018.


A. Cheryl had the challenge of moving records from EXCEL into QuickBooks. There is an extension on the tax return until the budget figures can be finalized for 2017. Cheryl is trying to better categorize expenses. Input from the EOs is welcomed.

B. The CD was moved for a better rate of return. **Action Item:** Cheryl will continue to monitor interest rates. Any change will be made in a recommendation to the EOs.

C. Checking, Savings, and the Ginny Scholarship accounts are maintained at Wells Fargo. General Fund income comes from dues, interest, Silent Auction, and donations. The Ginny Scholarship funds will be allocated until spent.

D. Credit cards are issued to the President ($3,000) and Treasurer ($7,000). The Auxiliary gets cashback on purchase, so Cheryl proposes that the Auxiliary pay the CONNECT
room fees to get cash back. To avoid card limits, payment can be made online to increase amount available. **Action Item:** Cheryl will ask Shelly whether this can be done.

E. With reduced inventory, it was necessary to restock. The Auxiliary goal is to increase revenue outside of the convention window. The online store needs to be reactivated. In the future, merchandise revenue should exceed expenses.

**BREAK at 3:30 p.m. RECONVENED at 4:50 p.m.**

F. See attached financial statements.

**BREAK at 5:01 p.m.**

**Day 3: Friday, July 13, 2018**

**RECONVENED at 9:30 a.m.**

15. Newsletter Contents Recap
- President’s message and invitation to CONNECT 2018
- Biography of Vice President Susie Greene
- Convention schedule – Greta. Highlight the Auxiliary Board of Directors’ meeting, the Auxiliary Annual Business Meeting, the Awards Luncheon and the Bradford White breakfast. Encourage attendance at the Annual Meeting. Encourage attendees to visit the marketing table.
- Promotional items (1/2 page) – Cristal. Include a note that product samples will be at convention with merchandise shipped upon purchase.
- Sponsor logos with a thank-you to sponsors.
- PHCC National President Laurie Crigler’s message
- Executive Vice President Michael Copp’s message
- Invest in Your Future Campaign – request 3-4 sentences from John Zinc
- Closing reception – casual dress for the Fairgrounds at the balloon festival.
- Long-term member article. Consult Rhonda Robillard (Chair, Life Members Club) for a suggestion and review the member list.
- Resolutions to Bylaws
- Time and Talent form (one-page abbreviated version); include web link – Susie.
- In lieu of Silent Auction, fashion/jewelry sale and artist displays -- Ann Rivers to write up.
- New members and necrology update – Barb
- Members-At-Large – Sandy Stack
- Long-Range Planning – Ann. Summarize the Long-Range Planning Vision and recommendations which came out of the meeting, including the membership dues increase and payment of Life Member dues going forward.
- Reports from State Conventions – Ann
• Legislative Update – Greta
• Call for convention volunteers to help with registration. Contact Membershipecretary@phccnationalauxiliary.org.
• Call for convention volunteers to help with the marketing booth, Bradford White breakfast setup, and the Trade Show. Contact marketing@phccnationalauxiliary.org.
• Deadlines are July 25 for articles, August 20 to the printer with 15 days to print, September 10 mailout. Susie will also eblast the newsletter.
  **Action Item:** Susie will send the newsletter to the EOs for review prior to submission to the printer.

16. Other
   A. Reports from the Executive Officers and committee reports are attached.
   B. In future committee books, note that Rhonda Robillard’s emails need to be cc’d to Richela Roy.
   C. Equipment. Look at the Equipment List in OneNote and inform Janice if changes are needed.
   D. 2018-19 Officer Openings. Cheryl Gammon agreed to continue as Treasurer. Needed: Membership Secretary and 3rd year term on the Scholarship Committee.

17. Closing Prayer prepared by Chaplain Nancy Eberhardt and read by President-Elect Ann Rivers

18. Motion to adjourn at 12:15 p.m.

Respectfully submitted,
Janice Voss, Recording Secretary
## INVENTORY

<table>
<thead>
<tr>
<th>Auxiliary Equipment/Important Items</th>
<th>Purchased</th>
<th>Assigned to</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pixma Canon IP100 Cannon ABTB04406</td>
<td>2009</td>
<td>Barb Kreifels</td>
</tr>
<tr>
<td>Bank Endorsement Stamp</td>
<td></td>
<td>Barb Kreifels</td>
</tr>
<tr>
<td>Convention ribbons with titles</td>
<td></td>
<td>Barb Kreifels</td>
</tr>
<tr>
<td>20' Heavy duty extension cord, orange</td>
<td></td>
<td>Barb Kreifels</td>
</tr>
<tr>
<td>6' Multi-plug extension cord, black</td>
<td></td>
<td>Barb Kreifels</td>
</tr>
<tr>
<td>3' Multiplug power strip, white</td>
<td></td>
<td>Cheryl Gammon</td>
</tr>
<tr>
<td>Bradford White blue/white napkins</td>
<td></td>
<td>Janice Voss</td>
</tr>
<tr>
<td>Cash box</td>
<td></td>
<td>Cheryl Gammon</td>
</tr>
<tr>
<td>3 Square Processors</td>
<td></td>
<td>Cheryl Gammon</td>
</tr>
<tr>
<td>2 chip readers</td>
<td></td>
<td>Cheryl Gammon</td>
</tr>
<tr>
<td>PayPal plug</td>
<td></td>
<td>Cheryl Gammon</td>
</tr>
<tr>
<td>Dell Inspiron 15 C70MSZ1</td>
<td>2014</td>
<td>Cheryl Gammon</td>
</tr>
<tr>
<td>Bank Endorsement Stamp - 2nd one</td>
<td></td>
<td>Cheryl Gammon</td>
</tr>
<tr>
<td>Bank Endorsement Stamp - 3rd one</td>
<td></td>
<td>Janice Voss</td>
</tr>
<tr>
<td>PHCC - National Auxiliary Banner</td>
<td>2014</td>
<td>Janice Voss</td>
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<tr>
<td>Career Ladder Banner and Stand</td>
<td></td>
<td>Greta Fischer</td>
</tr>
<tr>
<td>3 &quot;scarf&quot; hangers for marketing presentation</td>
<td></td>
<td>Janice Voss</td>
</tr>
<tr>
<td>PHCC--National Auxiliary Tablecloth</td>
<td></td>
<td>Janice Voss</td>
</tr>
<tr>
<td>Pink Rolling Lap Top Case</td>
<td>2010</td>
<td>Cristal Pinnix</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Equipment Retired or Deleted 2017</th>
<th>Disposition</th>
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</thead>
<tbody>
<tr>
<td>Toshiba Laptop Satellite A665 - SN#YA170602K</td>
<td>2010 (Retired 2017) Barb Kreifels</td>
</tr>
<tr>
<td>Toshiba Satellite L450 Series Toshiba X9767122K</td>
<td>2009 (Retired 2017) Barb Kreifels</td>
</tr>
<tr>
<td>McAfee Virus Protection</td>
<td>Renewed 2015 Barb Kreifels</td>
</tr>
<tr>
<td>MCI calling ard (445 minutes -- 1 each) $12.70 value</td>
<td>Lynne Finley</td>
</tr>
<tr>
<td>3 VISA gift cards</td>
<td></td>
</tr>
<tr>
<td>McAfee Virus Protection</td>
<td>Renewed 2015 Greta Fischer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contents of Safety Deposit Box</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Corporate Seal</td>
<td>Cheryl Gammon</td>
</tr>
<tr>
<td>Faucet Charms - 6 ea (maybe 7; Cheryl will check 1-31-2018)</td>
<td>Cheryl Gammon</td>
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<tr>
<td>Life Member Charm - 2 ea</td>
<td>Jeweler has (per Gammon)</td>
</tr>
<tr>
<td>Past President's Pin Mold</td>
<td>2015 Cheryl Gammon</td>
</tr>
<tr>
<td>Past President's Pins - 3 ea</td>
<td>2017 Cheryl Gammon</td>
</tr>
<tr>
<td>D &amp; O Liability Insurance Policy</td>
<td>Cheryl Gammon</td>
</tr>
<tr>
<td>SimpleTech 320GB Portable Hard drive BOM #96200-41001-057 (red)</td>
<td>2009 Cheryl Gammon</td>
</tr>
<tr>
<td>Seagate 2TB Backup Plus Slim SN#NA7JSAFV (black)</td>
<td>2015 Cheryl Gammon</td>
</tr>
<tr>
<td>PHCC Auxiliary Embossing Stamp - 1 ea</td>
<td></td>
</tr>
</tbody>
</table>

Revised 07/13/2018
# STRATEGIC PLAN

## Strategic Plan

Developed by the Long Range Planning Committee on June 3, 2014.
Adopted by the PHCC National Auxiliary Membership on October 8, 2014.

### MISSION
The PHCC National Auxiliary, in cooperation with the PHCC Association, promotes public awareness of the industry through education and communication.

### VISION
The National Auxiliary fosters & improves relationships throughout the p-h-c industry.

<table>
<thead>
<tr>
<th>COMMUNITY</th>
<th>EDUCATIONAL RESOURCES</th>
<th>SCHOLARSHIPS</th>
<th>MEMBERSHIP</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Public Awareness</strong></td>
<td><strong>Professional Support</strong></td>
<td><strong>Financial Support</strong></td>
<td><strong>Value</strong></td>
</tr>
<tr>
<td>• Educate the public about the value of PHCC standards, excellence &amp; professionalism.</td>
<td>• Provide career pathways for young individuals.</td>
<td>• Be committed to removing financial barriers for those who wish to pursue postsecondary learning.</td>
<td>• Make membership in the Auxiliary invaluable to all industry members.</td>
</tr>
<tr>
<td>• Enhance media relations and coordinate efforts with chapter programs.</td>
<td>• Support overall success of all students.</td>
<td>• Encourage and guide students to participate in scholarship programs to advance their education and career.</td>
<td>• Recruitment &amp; Retention</td>
</tr>
<tr>
<td>• Support our members in their media relations efforts and feature their work.</td>
<td>• Build a strong foundation of p-h-c career options.</td>
<td>• Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.</td>
<td>• Create long-term recruitment and retention plans and goals for all membership levels.</td>
</tr>
<tr>
<td>• Strengthen the PHCC brand.</td>
<td>• Disseminate career information to high school guidance counselors.</td>
<td>• Continue to communicate all types of scholarships and financial aid offered for students.</td>
<td>• Facilitate new membership involvement.</td>
</tr>
<tr>
<td><strong>Community Involvement</strong></td>
<td><strong>Participate in local career days and job fairs.</strong></td>
<td><strong>Grants</strong></td>
<td><strong>Engagement</strong></td>
</tr>
<tr>
<td>• Encourage and promote member involvement in local community events.</td>
<td>• Supports HVAC and plumbing apprenticeship programs.</td>
<td>• Provide grants for PHCC programs and industry related approved programs.</td>
<td>• Increase member awareness and engagement in programs, resources, the board and other opportunities.</td>
</tr>
<tr>
<td>• Engage the public and the community in PHCC activities.</td>
<td><strong>Liaison</strong></td>
<td></td>
<td>• Empower the membership to support the association through volunteerism.</td>
</tr>
<tr>
<td>• Support members to take the leadership roles in their communities.</td>
<td>• Promotes national industry days to schools, homeowners and consumers.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Facilitate effective dialogue between members and the public.</td>
<td><strong>Provides communication between National PHCC, paid staff, AEC and members.</strong></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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**PHCC National Auxiliary**

- Maintain strong organizational relationships with National PHCC, local Auxiliary chapters and AEC to support membership at all levels.
- Develop and empower viable committees that support the strategic plan and provide avenues for member involvement.
- Encourage alignment and efficiency of programs and resources by taking advantage of local tools, resources and expertise.
## SPONSOR LIST, 2017-18

<table>
<thead>
<tr>
<th>COMPANY</th>
<th>CONTACT(S)</th>
<th>SPONSORING</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>AO Smith</strong></td>
<td>David Chisolm, VP Marketing Jim Margoni, VP Sales Brandon Stepanek, Mgr Contr Mktg</td>
<td>Scholarships</td>
</tr>
<tr>
<td>500 Tennessee Waltz Parkway</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ashland City, TN 37015</td>
<td></td>
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</tr>
<tr>
<td><strong>Bradford White Corp.</strong></td>
<td>R Bruce Carnevale, CEO, EVP &amp; COO Carl Pinto, Dir of Marketing James “Jim” McGoldrick, VP Danielle Laird, Marketing Manager</td>
<td>Scholarship Breakfast Auxiliary Scholarships</td>
</tr>
<tr>
<td>725 Talamore Drive</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ambler, PA 19002-1815</td>
<td></td>
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<tr>
<td><strong>BrassCraft Mfg. Co.</strong></td>
<td>Debra Lewis, Brand Manager Brian Spicer, VP of Wholesales Sales</td>
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<tr>
<td>39600 Orchard Hill Place</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Novi, MI 48375-5331</td>
<td></td>
<td></td>
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<tr>
<td><strong>Virginia and Roland Carlson</strong></td>
<td>The Carlson Family</td>
<td>Ginny Scholarship</td>
</tr>
<tr>
<td>3470 N. Alpine Rd.</td>
<td></td>
<td></td>
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<tr>
<td>Rockford, IL 61114</td>
<td></td>
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<tr>
<td><strong>Catch-22 Creative</strong></td>
<td>Nikki Wagner</td>
<td>Robert M. Cox Awards Larry Dore Member of the Year Award</td>
</tr>
<tr>
<td>700 W. Virginia Street</td>
<td></td>
<td></td>
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<tr>
<td>Milwaukee, WI 53204</td>
<td></td>
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<tr>
<td><strong>Copper Development Assoc.</strong></td>
<td>Dale Powell, Project Manager &amp; Piping Harold Moret, Southeast Regional Mgr.</td>
<td>3D Award</td>
</tr>
<tr>
<td>P.O. Box 4355</td>
<td></td>
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<tr>
<td>Gettysburg, PA 17325-4355</td>
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<tr>
<td><strong>Copper Development Assoc.</strong></td>
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<td>3D Award</td>
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<tr>
<td>5020 Clark Rd., #325</td>
<td></td>
<td></td>
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<tr>
<td>Sarasota, FL 34233</td>
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<tr>
<td><strong>Contractor Magazine</strong></td>
<td>Robert Mader, Editor-in-Chief</td>
<td>Robert M. Cox Awards</td>
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<tr>
<td>Penton Publishing</td>
<td></td>
<td></td>
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<tr>
<td>330 N Wabash Ave, Ste 2300</td>
<td></td>
<td></td>
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<tr>
<td>Chicago, IL 60611</td>
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<td></td>
</tr>
<tr>
<td>Company</td>
<td>Contact</td>
<td>Services</td>
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<tr>
<td>------------------------------</td>
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<tr>
<td><strong>Federated Insurance</strong></td>
<td>Nate Oland, National Account Exec.</td>
<td>Long Range Planning Committee Advertising</td>
</tr>
<tr>
<td>121 East Park Square</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mail Code AR01</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Owatonna, MN 55060-2401</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>IAPMO Group</strong></td>
<td>Russ Chaney, CEO</td>
<td>Scholarships</td>
</tr>
<tr>
<td>4755 E. Philadelphia Street</td>
<td>Gordon MacEwan, New England</td>
<td></td>
</tr>
<tr>
<td>Ontario, CA 91761</td>
<td>Reg Mgr</td>
<td></td>
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<tr>
<td><strong>InSinkErator, Inc</strong></td>
<td>Rob Grim, Sr. Vice President</td>
<td>ISE Luncheon Scholarship Donation</td>
</tr>
<tr>
<td>4700 21st Street</td>
<td>Chad Severson, President</td>
<td></td>
</tr>
<tr>
<td>Racine, WI 53406</td>
<td>Joe Maiale</td>
<td></td>
</tr>
<tr>
<td><strong>LA-CO Industries</strong></td>
<td>Dan Kleiman, CEO</td>
<td>Life Member’s Tea</td>
</tr>
<tr>
<td>1201 Pratt Boulevard</td>
<td>Benjamin Kleiman, Director of</td>
<td></td>
</tr>
<tr>
<td>Elk Grove, IL 60007-5746</td>
<td>Marketing</td>
<td></td>
</tr>
<tr>
<td><strong>PHCC National Association</strong></td>
<td>Michael Copp, Exec VP</td>
<td>Registration Sharing D&amp;O Insurance</td>
</tr>
<tr>
<td>180 S. Washington Street</td>
<td>PHCC President Laurie Crigler</td>
<td>535 Club Membership</td>
</tr>
<tr>
<td>Falls Church, VA 22046</td>
<td>President-Elect Ken Nielsen</td>
<td>Marketing Initiatives</td>
</tr>
<tr>
<td><strong>PHCC National Educational Foundation</strong></td>
<td>Cindy Sheridan, COO</td>
<td>Education Work with Invest In Your Future Campaign</td>
</tr>
<tr>
<td>180 S. Washington St.</td>
<td></td>
<td>HVAC Apprentice Sponsor</td>
</tr>
<tr>
<td>Falls Church, VA 22046</td>
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<tr>
<td><strong>PM magazine</strong></td>
<td>Group Publisher</td>
<td>Robert M. Cox Awards</td>
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<tr>
<td>BNP Media</td>
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<td></td>
</tr>
<tr>
<td>55 N Pfingsten Rd., Suite</td>
<td></td>
<td></td>
</tr>
<tr>
<td>205</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deerfield, IL 60015</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Terry &amp; Mark Giebelhaus</strong></td>
<td>Terry &amp; Mark Giebelhaus &amp; Friends</td>
<td>Fran Williams Scholarship</td>
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<td>3026 E Rockledge Road</td>
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<td>Phoenix AZ 85048-8737</td>
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<td>TMB Publishing - PHC News</td>
<td>Tom M. Brown, Jr., Publisher Cate Brown, VP Operations</td>
<td>Robert M. Cox Awards</td>
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<td>6201 W. Howard St., Suite 201</td>
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