Annual Reports

97th Annual National Convention
Wisconsin Center
Milwaukee, Wisconsin
October 3-6, 2017

Lynne Finley
2016-2017 President

“Share Your Passion For The Industry!”
We are very pleased to report on the Auxiliary’s 2016-17 year, and we sincerely thank you for your part in its success. Please read over these reports and be proud of the accomplishments that they represent. It has been a remarkable group effort!

We hope to see everyone in Milwaukee for our 97th Annual Auxiliary Convention. To those who cannot attend, please know that you will be missed.

We are two years away from the opening of our 100th Anniversary celebration. Please join us in planning this amazing milestone.

Thank you for all you do for this great industry!

Lynne Finley
National Auxiliary President 2016-17

*Share Your Passion for the Industry!*
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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.
97th ANNUAL BOARD OF DIRECTORS MEETING AGENDA
Wisconsin Center, Milwaukee, Wisconsin
October 4, 2017

“Share Your Passion For The Industry!

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: President Lynne Finley, President-Elect Greta Fischer, Vice President Ann Rivers, Recording Secretary Janice Voss, Membership Secretary Barb Kreifels, Marketing Secretary Kelly Ruddy, Treasurer Cheryl Gammon, Parliamentarian Terry Giebelhaus, Chaplain Gerry Calfo, Historian Linda Bienvenu, Members-at-Large Representative Sandy Stack and all State Presidents.

1. Call to Order President Lynne Finley
2. Invocation Chaplain Gerry Calfo
3. Pledge of Allegiance Vice President Ann Rivers
4. Roll Call Recording Secretary Janice Voss
5. Rules of Convention Parliamentarian Terry Giebelhaus
6. Approval of Agenda President Lynne Finley
7. Approval of Minutes Recording Secretary Janice Voss

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 (September 5, 2017)

8. President’s Address

9. Verbal Report Updates

   Nominating Committee: Chair Anne Williams
   Financial Review Committee: Patty Jones/Jorja Dickemann
   Budget 2015-16: Treasurer Cheryl Gammon
   Budget 2016-17: Treasurer Cheryl Gammon
   Proposed Budget 2017-18: Treasurer Cheryl Gammon
   Membership Update: Membership Secretary Barb Kreifels

10. Old Business

11. New Business

12. Convention Update: Co-Chairs Bev Potts & Becky Davis

13. Joint Installation & Reception: President-Elect Greta Fischer

14. Closing Prayer: Chaplain Gerry Calfo

15. Motion to Adjourn: President Lynne Finley
97th ANNUAL BUSINESS MEETING AGENDA
Wisconsin Center, Milwaukee, Wisconsin
October 5, 2017

“Share Your Passion For The Industry!”

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

Seated at Head Table: President Lynne Finley, President-Elect Greta Fischer, Vice President Ann Rivers, Recording Secretary Janice Voss, Membership Secretary Barb Kreifels, Marketing Secretary Kelly Ruddy, Treasurer Cheryl Gammon, and Parliamentarian Terry Giebelhaus.

1. Call to Order
   President Lynne Finley

2. Invocation
   Chaplain Gerry Calfo

3. Pledge of Allegiance
   Vice President Ann Rivers

4. Welcome
   Conv. Chairs Becky David & Bev Potts

5. Introduction of Officers
   President Lynne Finley

6. Rules of Convention
   Parliamentarian Terry Giebelhaus

7. Approval of Agenda
   President Lynne Finley

8. Approval of Minutes
   Recording Secretary Janice Voss
   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
9. Remarks by Invited Guests

10. President’s Address | President Lynne Finley

11. Verbal Report Updates
   - Registration Report | Chair Barb Kreifels
   - Marketing Update | Marketing Secretary Kelly Ruddy
   - Financial Review Committee | Patty Jones/Jorja Dickemann
   - Budget 2015-16 | Treasurer Cheryl Gammon
   - Budget 2016-17 | Treasurer Cheryl Gammon
   - Financial Report & Proposed Budget 2017-18 | Treasurer Cheryl Gammon
   - Membership Update | Membership Secretary Barb Kreifels
   - Scholarship Committee | Chair Kathy Tindall
   - Auxiliary Awards | President Lynne Finley
   - Nominating Committee | Chair Anne Williams

12. Old Business | President Lynne Finley

13. New Business | President Lynne Finley

14. Presentation of New Officers 2017-18 | President Lynne Finley
   - Vice President
   - Marketing Secretary – Cristal Pinnix, WA
   - Scholarship Three-Year Member - Bonnie Whitaker, NC

15. Election of Officers | President Lynne Finley
   - President | Greta Fischer, WA
   - President-Elect | Ann Rivers, CA
   - Vice President | TBD
   - Marketing Secretary | Cristal Pinnix, WA
   - Membership Secretary | Barb Kreifels, NE
   - Recording Secretary | Janice Voss, NC
   - Treasurer | Cheryl Gammon, TN
   - Chaplain | Nancy Eberhardt, WI
   - Historian | Sandy Stack, WA
   - Parliamentarian | Terry Giebelhaus, AZ
   - Members-at-Large Representative | Sandy Stack, WA
<table>
<thead>
<tr>
<th></th>
<th>Scholarship, Three-Year Member</th>
<th>Bonnie Whitaker, NC</th>
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<tbody>
<tr>
<td>16.</td>
<td>Recognition of New Members &amp; First-time Attendees</td>
<td>Vice President Ann Rivers &amp; Membership Secretary Barb Kreifels</td>
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<td>Nancy Eberhardt</td>
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<td>18.</td>
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<td>19.</td>
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<td>Joint Installation &amp; Reception Report</td>
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<tr>
<td>21.</td>
<td>Announcements</td>
<td>Conv. Chairs Becky Davis &amp; Bev Potts</td>
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<tr>
<td>22.</td>
<td>Closing Prayer</td>
<td>Chaplain Gerry Calfo</td>
</tr>
<tr>
<td>23.</td>
<td>Motion to Adjourn</td>
<td>President Lynne Finley</td>
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Wow! What a year! Kelly’s work on the new Auxiliary Online Store and Website is absolutely amazing. With Cheryl’s implementation of QuickBooks Online, along with ShipMonk and the store, we are linked completely through the ordering, shipping and payment processes. Barb has gotten the membership list and dues invoicing set up in QuickBooks Online, too. The membership application on the website is linked to QBO for payment and for adding new members to the database. All the work last year has paid off beautifully, and we thank you for your assistance with the transition.

Kelly has a list of additions that she is planning for the website as the work-in-progress continues. We are working with PHCC to incorporate the links to the new website into our page on their website. We want the two sites to work seamlessly.

We were able to notify all our members, AEC members, sponsors, and PHCC staff of our new capability in our first-ever digital-only newsletter – with a completely overhauled newsletter format, at that. We want to make the important items more visible and focus on specific accomplishments that we are delivering. This will add credibility to our words and document the work that we are doing.

The sponsor list is complete for this year, unless we are able to acquire or reacquire more sponsors. All payments for 2017 have been invoiced and most have been received. The balance are due post-convention. We have all been working on increasing our sponsor dollars as we interact at industry events during the year. To strengthen our position as a Virginia-based organization, and to protect our officers and members, we are pursuing incorporation.

We held the Long-Range Planning Meeting in conjunction with the Winter Executive Officers’ Meeting at the Finley B & B in New Orleans. The officers graciously agreed to also have the Summer meeting in the same venue. Doing both meetings this way saved a significant amount of money that could then be used for additional projects.

Representing the Auxiliary on the PHCC Board of Directors has been a great experience. Meetings included the New Board Orientation in Falls Church in December, the Winter Board Meeting in Sacramento, and the Summer Board Meeting held in conjunction with the Legislative
Conference in Washington DC. We were well-represented at Legislative. We were represented at AEC Spectrum Management Conference and at ten state conventions during the year.

The emphasis this year has again been on recruiting into the Auxiliary, into PHCC and into the industry and distinguishing the PHCC logo and its members from their competition. In support of that, we delivered eleven (11) Workforce Development Banner Grants awarded at CONNECT 2016 to AEC members. We are offering additional Banner Grants to AEC members to be awarded at Spectrum 2017. We have made our Invest in Your Future contribution and our 535 Club membership contribution.

We sponsored the first Workforce Development Exchange at CONNECT 2016 in San Antonio. It provided an opportunity for everyone to come together and share ideas and experiences that have worked in delivering the message of the Industry as an excellent career choice. We will continue that event in Milwaukee.

At CONNECT in Milwaukee we will again:
• Provide welcome gifts to all first-timers in attendance and assign a mentor to make introductions and serve as a point of contact throughout the week;
• Offer a limited edition CONNECT tee shirt;
• Sponsor an HVAC Apprentice Contestant;
• Provide volunteers to coordinate the tours offered during CONNECT;
• Hold the annual Auxiliary Board of Directors Meeting;
• Hold the annual Auxiliary State Leaders Meeting and Reception;
• Host the Bradford-White Scholarship Breakfast where the Bradford White Auxiliary Scholarship winners will be announced;
• Provide a booth at the Trade Show to demonstrate the materials that are available for recruiting into the industry;
• Hold the Auxiliary Annual Business Meeting;
• Hold the Auxiliary Life Members Meeting and Tea;
• Host the InSinkErator Awards Luncheon where the Auxiliary Scholarships will be announced; in total, $49,545 to twenty-one (21) students;
• Present the Larry Dore Member of the Year Award sponsored by InSinkErator to spotlight and reward outstanding Auxiliary members;
• Present the 3D Award sponsored by Copper Development Association;
• Present the Robert M. Cox Awards sponsored by InSinkErator to recognize and reward the work of our state and local auxiliaries and our members-at-large in support of the industry;
• Award the Workforce Development Banner Grants to AEC members;
• Co-sponsor the Workforce Development Information Exchange; and
• Offer makeup sessions to make everyone beautiful for the closing event at the Harley Davidson Museum.

We are focused on the use and inclusion of volunteers in every way possible, in spite of the tendency to just “hurry up and get the job done”. Our jobs as officers are demanding, but our primary objective throughout our service is to motivate and involve others to do those jobs alongside us. We will gladly accept volunteers again in Milwaukee and will put them to work! Come on down!
Thank you for allowing me to serve this great organization. I am humbled by the confidence that you’ve placed in me. If there is anything that we may do to assist in any way, please contact any of us. This year’s theme is something that we ask each of you to do every time you have the opportunity.

*Share Your Passion for the Industry!*

**President-Elect – Greta Fischer**

This year has been very quick in allowing the decisions to be made of some previous concepts that had been sitting on the sidelines. Marketing has taken on a new look. With much behind the scene activity, it all came together. The challenge with these changes is, as always -- stay in focus and execute. Participated in both, Executive Officers meetings and conference calls throughout the year.

**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

*Long Range Planning* reviewed the Strategic Plan for immediate, short and long-term goals. Being proactive at the state level and to keep information forwarded is the focus. Educating the states on the workforce development tools available, exploring this facet to be more exciting, was discussed. Video capability with chairs to sit and explore at the Trade show booth allowing interactive experience for youth or those interested parties to be implemented. Preparation for the 100th year anniversary celebration with appointed committee and planning are underway. New business was reviewed with elimination of overhead to reduce the time involved making use of new communication capabilities available.

*SILENT Auction* has changed the focus for the 2017 Milwaukee convention. Forward yourself to the Silent Auction Committee report for the current update. It is exciting! You will be able to spend some money wisely.

*Education Committee* continues to strive towards excellence in forwarding the varied awards this association offers to truly highly deserving individuals.

*Bylaws/Duties and Procedures Committee* -- Not too many changes. We are moving into the electronic platform and will have some implementations to be processed. If it wasn’t for the past presidents involved in this committee, I would be very lost in this deep forest. Some of you may think that I am already lost—I’m trying not to be.

*BUDGET Committee* -- reviewed with microscope of the various aspects to obtain a true picture and have calm venture into 2018 without too many ripples.
**Vice President – Ann Rivers**

It has been an honor serving this past year as your National Vice President, and I thank you all for your support! I also want to thank our current President Lynne Finley for all the wonderful work she has done to make this a successful year, and all the work she has done in the past to make the Auxiliary Great. The knowledge that she has about Auxiliary is wonderful.

As your Vice President, I was in contact with our State Auxiliary Presidents and different State Executives regarding the Auxiliary. I also was in contact with Members-at-Large Representative. It has been a challenging year trying to get new members and coming up with different ideas on how to grow the Auxiliary, especially with the members at large. Distance between members in many states seems to be the biggest hurdle.

I attended both the Summer and Winter Board Meetings held at the home of Lynne and Jim Finley in Destrehan, LA. I want to thank Lynne and Jim again for their wonderful hospitality. It was a fun time. I also attended the Leadership and Legislative Conference in Washington, DC. in June. In April, I attended the State of California Convention in San Francisco.

I also submitted articles for the newsletters and participated in all conference calls. I sent Welcome/Thank you cards to our new members of the Auxiliary. I have worked with Nordstrom in the Milwaukee area to set up the Makeup session for the 2017 CONNECT Convention Final Banquet event. I also participated in the Silent Auction committee input for this year's Convention. As the Hospitality Representative for the First Timers (Convention) I am working on the gift bags. They will be given out at the Registration Desk when they check in.

**Treasurer – Cheryl Gammon**

I am pleased to report we have moved our accounting from QuickBooks desktop to QuickBooks Online (OBO). The online access has several benefits including:

- Allowing the transition between treasurer and other board members to be smoother,
- The ability to set up different levels of users (report only, invoicing, etc.),
- Invoicing and receiving payments directly from QBO reducing the amount of recordkeeping and time required and making it easier for members and sponsors to pay,
- The potential to link the online store and website to QBO, eliminating duplicate entries,
- Streamlining budget and reporting.

The 2016 Federal tax return has been prepared by Shotkoski & Associates and will be 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. Online banking was established for the operating account 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 three mentioned above for reconciliation purposes. The Auxiliary also maintains a Certificate of Deposit with the Bank of Edwardsville. The CD continues to pay interest on a quarter basis and is reconciled quarterly in QBO.

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 has been sent to the jeweler, who is currently make three (3) new pins.

The Auxiliary continues to carry Directors & Officers Insurance policy, which was paid by PHCC National.

It came to the officers’ attention that the Auxiliary is not currently operating as a corporation. Discussions with PHCC National’s attorney were conducted and paperwork is being file to incorporate in Virginia, where the permanent address is maintained. Operating as a corporation will give more protection to the Executive Board and the members.

The duties and procedures were reviewed and recommendations for changes were made to the Duties and Procedures Committee.

Financial Reports will be provided to members in attendance at the Board of Directors Meeting and the Annual Business Meeting at Connect 2017 and may be requested by members not in attendance following the convention by contacting me.

We would like to show our appreciation to 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.

**Recording Secretary – Janice Voss**

I am completing my second year as Recording Secretary. I served as Recording Secretary at the following PHCC – National Auxiliary meetings held at CONNECT 2016 in San Antonio, TX: Pre-Conference Executive Officers meeting, 96th Board of Directors Meeting, 96th Annual Business meeting, and the Post-Convention Executive Officers meeting.

I served as Recording Secretary at the 2017 Winter Executive Officers meeting (January 14-15, 2017 in Destrehan, LA), the February 28, 2017 Conference Call of the Executive Officers, the April 6, 2017 Conference Call of the Executive Officers, and the 2017 Summer Executive Officers meeting (June 9-10, 2017 in Destrehan, LA). For all meetings and/or conference calls, I drafted the minutes, distributed the minutes to the Executive Officers for review and feedback, then finalized the minutes.

I submitted an article about CONNECT 2016 awards for the Winter 2017 Auxiliary newsletter.
Through notifications from officers, I maintained and updated the Sponsor list and Equipment files. I maintained and updated the Marketing file for product transactions as well as the Other Income file. I was provided with copies of invoices so I was aware of payments to be received. Any checks received were forwarded to the Treasurer for deposit, notifying the Marketing Secretary when invoiced items were paid. I was notified of checks received by the Treasurer. PayPal and electronic payments greatly reduced the number of checks received by the Recording Secretary.

I compared month-end files (Marketing, Sponsor payments, Other Income) with the 2015-16 Treasurer to make sure that the files of the Treasurer and Recording Secretary were in synch. A new process of payment verification was developed between the 2016-17 Treasurer and the Recording Secretary. This process entails communication between the two positions and QuickBooks access for online verification.

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

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

No resolutions were received by the Recording Secretary in 2017.

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 2017, I assisted with registration at the PHCC of North Carolina trade show. 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.

I look forward to being confirmed by membership at CONNECT 2017 and continuing in the position of Recording Secretary for another two-year term (2017-18, 2018-19).

Marketing Secretary – Kelly Ruddy

We are excited about Connect 2017. We have been working this year on further updating the technology we use in marketing. We have created new methods of promoting logo items and new ways for members to purchase them.

The result is a beautiful new website and online store for the products and it was worth the wait. The online store is linked to our new drop shipping service for prompt delivery of orders and reducing our volunteer workload. Our membership application is also on this website and both offer electronic payment capability. Visit http://www.phccnationalauxiliary.org for our new online store website. We welcome your feedback on the new site.

Remember we also have promotional items to help with communication of the benefits of working in our industry. We have coloring books, “Hire A Professional” brochures, and “Constructing Your Future booklets.” These are all free except for shipping charges for your use.
in advertising how great an industry we have and for your recruitment efforts. We donated logo items for auctions and raffles at the state conventions to promote the Auxiliary and to make a contribution to the state auxiliaries.

At CONNECT in Milwaukee we will be introducing a new line of logoed merchandise. Please visit the Auxiliary Marketing table for exciting new items. After CONNECT they will be available from the online store at https://www.phccnationalauxiliary.org/store.

The Auxiliary continues to use Facebook as a means of communicating among members. We have a temporary Facebook store until we decide on the best store website and use. We have added a Twitter account. We were very successful during World Plumbing Day and Fix a Leak Week. We have record number of posts shared. Members are highly encouraged to comment, like and share post. We really need to get the word out.

As a result of our communications survey last year, we increased our email blast communications. The newsletter was overhauled and all three were delivered via an email link. Two were additionally sent through the mail, but as our email capability increases, we will be able to reduce our expenses and deliver a full-color newsletter with live links to additional information.

Looking forward to seeing all of you at CONNECT in Milwaukee, WI!!!! It’s been a pleasure to serve as your Marketing Secretary.

Membership Secretary – Barb Kreifels

It was an honor serving as your National Auxiliary Membership Secretary and I truly appreciate all of your support! President Lynne Finley is an amazing leader and knows every aspect of this organization. We are truly blessed to have all that knowledge leading this organization and I thank her for all she has given to our industry!!!

This year was another year of change regarding our Dues invoicing system. Last year we added an Invoice number to the billings which was a huge help and I thought this year would be a breeze. Little did I know I would be introduced to Quick Books Online…did I mention I’m not fond of change! Well the system is all in place now and next year the Invoices are set up to automatically bill out on January 15, 2018, so please mark your calendars to check your emails or mailboxes around that time. Thank you, Treasurer Cheryl Gammon, for getting this set up for the Auxiliary. It will be a much easier job in the future for the Membership Secretary. Because of this new billing system, please make sure we have your current email address, which will save the Auxiliary money by not having to mail out too many invoices.

We have now sent out 2 invoices either by email or through the postal service. If you have not received an invoice please contact me right away. We only mailed invoices to people who we do not have any email address for. Unfortunately, we do not know if emails have been returned so we are assuming you have received an invoice. A 3rd invoice will be mailed through the postal
service to those we have emailed twice but are still past due, just in case we have an incorrect email address.

I attended both the Winter Board and Summer Board Meetings that were held in Destrehan, LA, at the home of Lynne & Jim Finley. One of my favorite places to visit and enjoy the delicious food and hospitality! In addition are the following summaries of duties I performed:

- Reports for Winter and Summer Board 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 to set up the new QuickBooks Online invoicing

As of July 31, 2017, members asked to be dropped since 2016 convention: 4

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
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<tbody>
<tr>
<td>Christine Christopher – MA</td>
<td>Judith Brommerich – MN</td>
</tr>
<tr>
<td>Robert Sinton – PA</td>
<td>Charles Wallace - VA</td>
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Deceased members removed from membership list since 2016 convention: 2

<table>
<thead>
<tr>
<th>Name</th>
<th>Type</th>
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<tbody>
<tr>
<td>Jeanette Westman – MN</td>
<td>Ethel Epstein – OH</td>
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NEW MEMBERS since 2016 Convention to July 31, 2017, Total of 23:

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<th>Name</th>
<th>Type</th>
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<tbody>
<tr>
<td>Carol Abbott – NH</td>
<td>Veronica Rhodes-Rojas - CT</td>
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<tr>
<td>Jeff Berndt – IA</td>
<td>Charles “Dan” Shively - IN</td>
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<tr>
<td>Jack Cawley – CT</td>
<td>Nickey Shively - IN</td>
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<tr>
<td>Joseph Cornetta – NY</td>
<td>Bruce Stebbins - OH</td>
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<tr>
<td>Patrick Freund – TX</td>
<td>Steve Stimson - IL</td>
</tr>
<tr>
<td>Allison Harrison – LA</td>
<td>Tammy Rich Stimson - IL</td>
</tr>
<tr>
<td>Margaret Hayes – WA</td>
<td>Pauline Styers - NC</td>
</tr>
<tr>
<td>Susan Hofacker – WA</td>
<td>Heidi Trimble - TX</td>
</tr>
<tr>
<td>Chelsea Hood – IL</td>
<td>Michael Waguespack - LA</td>
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<tr>
<td>Kay Keefe – TN</td>
<td>Rebecca White - NV</td>
</tr>
<tr>
<td>Danielle Laird – PA</td>
<td>Jeffrey Voss - NC</td>
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<td>Butch McGonegal – VA</td>
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As of July 31, 2017 our membership totals:

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<thead>
<tr>
<th>Type</th>
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<th>Past Due</th>
<th>Total</th>
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<tr>
<td>Regular Members/Contractors</td>
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<td>212</td>
</tr>
<tr>
<td>Senior Members/Contractors</td>
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<td></td>
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<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>139</strong></td>
<td><strong>1</strong></td>
<td><strong>156</strong></td>
<td><strong>351</strong></td>
</tr>
</tbody>
</table>
Total dues collected thru QuickBooks as of July 31, 2017: $11,275.00

Extra Membership donations as of July 31, 2017: $515.00

TOTAL INCOME from Membership as of July 31, 2017: $11,790.00

Chaplain – Gerry Calfo

I provided prayers for all Auxiliary meetings through the year and sent get well and sympathy cards to members when I received information.

I am preparing prayers for the convention but will be unable to attend. Nancy Eberhardt will take care of the Necrology for us. God bless Nancy.

It has been a pleasure serving. I’m thrilled with the fact that I will be able to attend CONNECT in person. Congratulations to all the new incoming officers and many thanks to the outgoing officers for a job well done.

Parliamentarian – Terry Giebelhaus

This year I have sent contributions for the newsletters in the form of “tips” for learning basic Parliamentary Procedure. I hope they have been read, and have been helpful to our members.

I have assisted the Executive Committee, when asked, in matters of Parliamentary Procedure and Duties and Procedures.

I am now in the process of preparing for Convention by re-studying our Bylaws and reviewing Parliamentary Procedure. I will be assisting President Lynne with procedures before and during the Board of Directors meeting and the Annual Business Meetings.

If there are any questions regarding Parliamentary Procedure, please do not hesitate to ask me. I will be happy to research your topics.

Historian – Linda Bienvenu

As Historian this year, I have been collecting photos and information on several of the events that President Lynne Finley had attended. I started with her Installation at last year’s Convention in San Antonio. We both attended the Leadership/Legislative Conference in Washington, DC, and I have taken many pictures and collected some memorabilia of this trip. I asked the Auxiliary Photographers 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 this year’s President and the other will be kept in the Smithsonian National Archives in Washington, DC for safe keeping.

I feel honored and am looking forward to working on these historic books!

I wish success to President Lynne Finley and all the Officers for a great convention. Thank all of you for volunteering your services.
COMMITTEE REPORTS

Budget Committee – Cheryl Gammon

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

Bylaws, Duties & Procedures – Terry Giebelhaus

This information is contained in the report of the Parliamentarian

Convention Committee – Bev Potts & Becky Davis

Welcome to Milwaukee and CONNECT ‘17. We hope you enjoy your time here.

Your convention co-chairs have been busy preparing to make this convention experience memorable.

Fifty centerpieces for the Bradford White breakfast have been completed. Set up times for the breakfast are being coordinated with Maureen Coleman.

Registration gifts were purchased and wrapped. They will be handed out at the Auxiliary registration area. We hope you enjoy this very usable gift for years to come.

We have coordinated signage and room assignments with Maureen.

At the end of the convention, we will meet with the incoming convention chair(s) to pass along pertinent information.

Congratulations to Lynne Finley on an outstanding year as Auxiliary President. Thank you for affording us this opportunity to serve the Auxiliary.

Education Committee – Anne Steadman

The Auxiliary is not alone in promoting Workforce Development – it is in the forefront of our entire industry and has certainly become a priority for those in Washington D.C., as those of us who attended Legislative can attest. It is becoming a visible movement in the US from the White House down. Contractors are getting more involved – and have been over the past few years - and are taking this to the next level. The Auxiliary is working with them.

On Friday morning at CONNECT 2017, there will again be a Workforce Development Exchange sponsored by the Auxiliary. The title this year is “Be The Employer of Choice.” The exchange
will include a breakfast, a demonstration of the recruiting tools that are available through the PHCC and the Educational Foundation websites and a presentation on one state’s experience in their recruiting effort. This will be followed by roundtable discussions.

There is a workforce shortage across the board and all Contractors are feeling it. We continue to advocate getting involved with your local school districts, trade schools, junior colleges, wherever the opportunity presents itself, and to assist Contractors to promote the trades at every opportunity.

We strongly encourage everyone to explore the Workforce Development and Careers sections of the PHCC website. Also visit the Foundation’s website for tools for Apprentices and Technicians, online training and resources to make you the Employer of Choice. Go to the “Find Your Career Fix” site at http://phccareers.com and see what we are telling potential candidates.

Please also stop by the Auxiliary booth at the Product & Technology Showcase to learn more about the tools that are available to solve your labor shortage. We look forward to seeing your there.

Auxiliary Education Committee Members Anne Steadman, Gerry Calfo, Hunter Botto, Danielle Laird and Kathy Lewis.

**Educational Foundation Board – Merry Beth Hall (for Angie Westman)**

- Financially stable - $11.6 million in assets.

- Hired new Education Manager, Angela Collins, in October 2016.

- Strategic Planning session in December 2016:
  - New Mission Statement: The PHCC Educational Foundation provides innovative educational programming to enhance the growth and success of the plumbing and HVACR industry workforce.
  - New Vision: The Foundation sets the standard for industry education and training for the current and future workforce.
  - Four Strategic Goals:
    - The PHCC Educational Foundation has the technology and operational infrastructure to support its strategic direction.
    - Contractors equally utilize the PHCC Educational Foundation for their HVAC and plumbing training needs.
    - The Foundation is recognized as the primary source for understanding the career path for the P-H-C industry from introduction to business succession.
    - The PHCC Educational Foundation is known for programs targeting diverse and underserved populations in the plumbing and HVAC workforce.

- Officers/Board Positions Nominations for 2017-19 (starting in Oct):
  - Patrick Wallner, Wallner Plumbing Company, Inc., Secretary/Treasurer
- Rob Grim, InSinkErator, Manufacturer Member
- Ray Jones, Raven Mechanical, Contractor Member
- Keith Bienvenu, Bienvenu Brothers Plumbing, Contractor Member
- Steve Rivers, Rivers Plumbing, Heating & Air, Contractor Member

- New programs:
  - Pre-apprentice course for plumbing and HVAC launched in summer 2016
  - PHCC Academy® learning management system (LMS) launched in July 2017 with first year apprenticeship courses – all four years of new apprenticeship courses will be available by the end of 2017
  - Fast Trac courses for plumbing and HVAC will be developed and launched in 2018 on PHCC Academy® LMS

- Existing programs:
  - Plumbing textbooks – revision of Plumbing 301 completed and book released in March 2017
  - Essentials of Project Management – sold out – spring 2017
  - Creating Super Foremen Workshop – sold out – summer 2017
  - Labor Calculator – transferred to PHCC in August 2016
  - Awarded $83,500 in scholarships to 40 students in 2016

**Financial Review Committee – Cheryl Gammon, CPA**

Work is already underway to perform the annual Financial Review via email prior to the Convention. Any remaining work will be accomplished onsite and reported at the Board of Directors Meeting and Annual Business Meeting. Also serving on the 2017 committee are Patty Jones and Jorja Dickemann.

**Government Relations Representative – Stacey Ziegler-Harp**

This year, with the new Congress and new Administration, has opened up many opportunities for the plumbing, heating, and cooling industry. President Trump and his Administration are extremely pro-business and anti-regulation, which should allow our members the opportunity to grow their business without the burden of so many regulations. President Trump has focused his current agenda on tax reform, including the repeal of the Death Tax, increasing financial support to apprenticeship and trade programs, and decreasing or eliminating regulations.

The PHCC PAC has also been focused on maintaining a strong pro-business atmosphere in both house of Congress and will be supporting candidates throughout the 2018 election season, who meet our rigorous standards for support. It is imperative that our membership continue to support the efforts of the PHCC PAC. There will be a fundraising event for the PAC during CONNECT. This event will be held Wednesday, October 4 from 7-10pm at the BMO Harris Bradley Center where we will watch the Milwaukee Bucks play an exhibition basketball game in a private reception suite.
Though later than normally held, the Legislative Conference 2017 was still a hit, with well over 100 participants coming out to speak to their Legislators about the issues important to the plumbing, heating, cooling industry. We had our PAC event the night before Legislative Day, which was held at the Hart Senate Office Building where 12 or so Senators and Representatives spoke to our group. The breakfast before we went off to Capitol Hill was well attended and Representatives Kurt Schrader of Oregon and John Shimkus of Illinois spoke to our group. This was truly a special event, as Representative Shimkus is the roommate and friend of Representative Steve Scallise who was shot that morning during the Congressional Baseball practice. It was a very poignant and emotional moment, and Representative Shimkus encouraged us to continue with our legislative lobbying efforts even on that eventful day because they are important.

One of the issues we were advocating for was the continued support and increase in funding for the Carl D. Perkins Fund which supports vocational education. Congress did bring this legislation to the floor and passed it.

**Long-Range Planning Committee – Greta Fischer**

Refer to the Minutes of the Long-Range Planning meeting held in New Orleans, LA on January 12-13, 2017. These minutes are printed under the “Minutes” section of this report.

**Membership Committee – Ann Rivers**

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

**Newsletter – Cheryl Mosier**

We are proud to have delivered three full-color newsletters this year. The first edition was a post-convention recap of the success of CONNECT 2016 and the very successful year leading up to it, as well as the plans for 2017.

We were able to showcase our completely overhauled newsletter format in the second edition in May, the first ever digital-only Auxiliary newsletter. We are using the new format to make the important items more visible and focus on specific accomplishments that we are delivering.

Both the first and third newsletters were printed and mailed in addition to being sent via email link to all Auxiliary members and sponsors, AEC members, and PHCC staff. We thank all our contributors this year for documenting this amazing year.
Nominating Committee – Anne Williams

I am pleased to be part of Lynne’s team this year. The Nominating Committee Chairman always seems to have a challenge.

Previously elected Executive Officers moving forward into 2017-18 include:
* Incoming President Greta Fischer, Washington (2017-18)
* Incoming President-Elect Ann Rivers, California (2017-18)
* Membership Secretary Barb Kreifels, Nebraska (2016-18)
* Treasurer Cheryl Gammon, Tennessee (2016-18)

Recommended by incoming President Greta Fischer for reappointment and confirmation by membership for 2017-19 include:
* Recording Secretary: Janice Voss, North Carolina (currently serving 2015-17)

Recommended as a nominee for the position of Third-year Scholarship Committee Member (2017-20):
* Bonnie Whitaker, North Carolina

As of this report, there are no candidates for Vice President and Marketing Secretary. However, I am confident that by the time we get to Milwaukee, an Auxiliary member will step forward to serve as Vice President in this rewarding position, and a Marketing Secretary will be appointed for confirmation.

Lynne, congratulations on a fabulous year as President. Best wishes to Greta for a successful and memorable experience as President.

Photographer – Ann Belus

Pictures of the San Antonio, Texas CONNECT 2016 meeting were posted on Shutterfly for easy viewing. Pictures were also taken at the Long-Range Planning meeting, Winter Executive Officers meeting, and the Summer Executive Officers meeting. Miscellaneous pictures were taken throughout the year at various functions attending by the Auxiliary Executive Officers and state conventions.

Registration Committee – Barb Kreifels

This information is contained in the reports of the Marketing and Membership Secretaries and will be reported verbally at the Annual Business Meeting.

Resolutions Committee – Corinne Riley

No resolutions were proposed this year.
Scholarship Committee – Kathy Tindall

The scholarship committee received 21 applications this year of which 21 were eligible. We did receive one letter from a college for a student but did not receive an application. The chairperson verified with the auxiliary Membership Secretary that all sponsors were eligible. The three committee members individually scored all applicants. The chairperson complied the average of all the scores and the student received their award based on the weighted average of the score data. There were two Bradford White recipients, four IAPMO recipients, one Ginny, one Fran Williams and one AO Smith. A total of $49,545 was awarded to this year’s recipients.

The award packets were mailed to the students in September. In order for the scholarship funds to be distributed, the applicant must return a signed letter from their school verifying their full-time status as of 10-2-16 and are due back to the Treasurer by 12-1-2017. Once verified, the Treasurer will disburse the scholarship check to the student or their school. We would like to thank the generous sponsors that made these scholarships possible: ISE, The Educational Foundation, the Carlson Family, Bradford White, AO Smith, IAMPO, the Auxiliary Life Members Club and anonymous donors. Thank you for your continued support.

Scholarship Committee members include Kathy Tindall, Cheryl Rolwes, and Jorja Dickemann

Sergeant-At-Arms/Election Teller – Paula Friedrich

Paula Friedrich will serve as the Sergeant-At-Arms and Election Teller this year at the Annual Business Meeting in Milwaukee, Wisconsin. It is the responsibility of the Sergeant-at-Arms to check credentials at the Annual Business Meeting of the National Auxiliary.

Silent Auction Committee – Kathy Tindall

This past year, working with the current Auxiliary EO Board members we decided to change things up a bit. CONNECT 2017 has been a wonderful place for several years to host the PHCC Auxiliary Auction. It has been a very successful fundraiser and an exciting event for all attendees. This year we wanted to increase focus on the Sponsors, tours and convention events. We are inviting you to help us fundraise in a new way and we are asking those members and sponsors who have donated auction items to please consider making a donation by cash, check or credit card instead. We plan to bring back the Auction next year, but due to time restraints we feel the new fundraiser will give everyone additional time to enjoy CONNECT 2017 and also have a successful fundraiser with your help. We encourage you to visit three major sponsors while at CONNECT 2017: InSinkErator, Milwaukee Tools, and Kohler – and all other sponsors at the trade show. Checks or Credit Card donations can go through PHCC Auxiliary Treasurer Cheryl Gammon, 3618 B. North Mt. Juliet Rd., Mt Juliet, TN 37122, cdgammon@gdcpaspal.com or call 615-210-9262. We will have a Donation Fundraiser box at the PHCC Auxiliary Registration Table at CONNECT 2017, but please feel free to donate at any time at your convenience.
If we do receive any auction items at convention, we will do a smaller auction possibly at our Business meeting. Posters will have that current information at the registration table.

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

**Social Media/Constant Contact Committee – Susie Greene**

**Email Blast Schedule**

In 2016-17, we began using MailChimp for our email blasts. We transferred all the email addresses that we had for members into this program and used it to send our email blasts. We created the following schedule of emails.

- **March** – World Plumbing Day, Fix A Leak Week, Foundation Scholarships
- **April** – Promote Legislative Conference & Auxiliary Scholarships
- **May** – Electronic Spring Newsletter
- **August** – CONNECT 2017 early bird registration deadline
- **September** – Teasers for convention
- **November** – Convention Report

We sent a Member At Large update in June, at the request of Sandy Stack, and we will continue to do this whenever requested.

**Sponsorship Committee – Kathy Tindall**

This year I have continued to work with the Auxiliary EO Board to look outside the box for new sponsors. I have continued personal conversations with all of our current sponsors and attended events held by Bradford White with Nick Giuffre. I have personally thanked all sponsors for their continued support for our efforts for the PHCC and our Industry.

National has appointed Elicia Magruder to be the Business Development Specialist specifically responsible for getting new sponsors and maintaining relationships with current sponsors and Corporate Partners. I continue to be a liaison between the sponsors since I know most of them and always am on the lookout for new ones. Elicia is responsible to track what funds each affiliate of the PHCC is requesting and solicit and secure funding for them. The Auxiliary members can pursue sponsors who are not already a sponsor within the National Office but we agreed to let the National office handle the current ones and integrate new sponsors when an opportunity is secured.

I was informed by EVP Michael Copp an additional $3k has already been approved for 2017-18 to be used for seminar speaker to individual state convention.
Requests can be submitted and or refined during the year as special projects or funding is needed through Elicia, by the current Auxiliary President and approved by the PHCC Finance Committee.

It is important that the Auxiliary Executive Board contact current sponsors throughout the year to keep a good Sponsor connection and communication. The Auxiliary Executive Board should also be on the lookout constantly for new sponsor funding that we may be able to share contacts with Elicia.

It has been my pleasure serving this position for the last few years. A new chair will step up I’m sure for 2017-2018. The Auxiliary is committed to helping the PHCC National Office continue to increase the number of sponsors for all PHCC affiliates as those opportunities arise.

**Life Members Club – Rhonda Robillard**

*The Life Members’ Club* is composed of Past National Presidents, Secretaries and Treasurers who have served in the PHCC National Auxiliary. These are very dedicated ladies to the Auxiliary, as some are doing a second time around as Presidents and Secretaries.

We held our annual meeting at Connect in San Antonio in 2017, honored our LMC family members whom we lost and enjoyed an excellent tea sponsored by LA-CO Markal. Rhonda Robillard was elected President, Cheryl Mosier will again serve as Secretary. Jorja Dickemann will again serve as Treasurer. Corinne Riley will serve as the Sunshine Chair. Nancy Eberhardt will continue to serve as Chaplain.

This year we will again hold our Annual Meeting and Tea immediately following the Annual Business Meeting on Thursday afternoon, October 5th. It is once again sponsored by LA-CO Markal, their 29th year to do so. We thank them for once again honoring our Life Members in this manner.

All Life Members are invited to attend and enjoy an opportunity to catch up with each other and hear from those who cannot attend. We look forward to seeing you all!

Sunshine Chair Corinne Riley reports that Dorothy Roehrig turned 100 on July 8th. Cards may be sent to 3030 Breckinridge Lane, #412, Louisville, KY 40220. We are saddened to report the passing of Ethel Epstein, Auxiliary President, 1979-80. Please notify LMC Sunshine Chair of any hospitalizations, illnesses or deaths.

A last thought, if you move or change your e-mail address please let us know. We hate to lose contact with you, as we have lost contact with some of our wonderful members.
This year was a little different. The Leadership Reception was held in the together, but really after, the Board of Directors Meeting. The Leadership meeting was informal, and little break-out sessions/groups were held. We did all come together and discuss ideas.

States in attendance were Illinois, North Carolina, Wisconsin, Louisiana, Nebraska, and Tennessee.

**Illinois:** The auxiliary puts together the program book for the contractor’s trade show. They sell ads to put in the program book. They donate to the scholarship fund and perform a service project every year. The auxiliary also makes t-shirts for donations.

**Louisiana:** Every year the auxiliary sets up a booth at the state convention to promote the industry. Every auxiliary member brings a bottle/bottles of wine which is then raffled off. They also hold a 50/50 raffle. Every year the auxiliary has a state project; this year was postcards to master plumbers.

**Minnesota:** The thought is it is better to see the ideas of others instead of just hearing about them.

**Nebraska:** They work in conjunction with the contractors and help with a golf tournament and present the “Copper Putter” award. Their state conventions are held offsite. They give out scholarships. This year their service project was Operation Veterans.

**North Carolina:** This auxiliary handles the registration for their state convention and also holds a silent auction. They give away 1-4 scholarships per year and also perform a service project every year.

**Tennessee:** Their auxiliary is all members at large.

**Wisconsin:** The auxiliary donates to charities in the name of the PHCC. They also hold a silent auction.

At the leadership meeting it was discussed that all state convention reports are available for viewing at the National Auxiliary website under state reports. It was suggested to have a “show and tell” at the next leadership meeting in

Richela Roy will again chair the meeting in at CONNECT 2017.

Submitted by
Richela Roy
2016 Meeting Chair
Arizona State President’s Report – Terry Giebelhaus

The Arizona Auxiliary is not active. There have been no events. Perhaps one day the Arizona Auxiliary will begin meeting again.

California State President’s Report – PHCC West (Members at Large) – Ann Rivers

The PHCC West Convention was held on April 19, 20, 21, 2017 in San Francisco, California. It was held at the Sir Francis Drake Hotel in Union Square. The first evening, at the President’s reception, we were serenaded by a Dean Martin impersonator. We had a wonderful view of the city at the top of the hotel in the Starlight Room. The convention got off to a great start, and there were great seminars to attend on Thursday and Friday. However, on Friday the day got off with a building alarm. The power had gone out to the hotel and much of the city. The seminars went on but they were done with the help of natural light from the windows. The power did not come back on till 5:30 p.m. that night. The evening banquet was cancelled. Just as the installation was to begin around 6:00 p.m., the power was back up and running. Our new President is Terry Risse from the Sacramento Valley area. Everyone was on their own for the last evening of the convention.

Delaware State President’s Report (Members at Large) – Gerry Calfo

The year has gone by so quickly. In Delaware we continue to support vocational education by awarding outstanding students in plumbing, HVAC and sheet metal, sponsoring the plumbing Skills/ USA contest and giving awards to the Skills/ USA winners in plumbing, HVAC and Sheetmetal. We also continue our tradition of filling Christmas stockings for the Salvation Army. Although we are a very small group, we accomplish quite a bit.

Our thanks and best wishes to the Auxiliary Committee for all their hard work through the year. Although I will be unable to attend the convention in Milwaukee, my thoughts will be with all of you.

Illinois State President’s Report – Becky Davis

As summer comes to a close and the kids are back in school, we look forward to Fall Auxiliary events.

First, I would like to thank all of you who made our June meeting and service project a success. Through your efforts, we were able to make donations of items and cash to the Dream Center in Peoria, Illinois. This faith based not-for-profit organization was founded by the Riverside
Community Church, and provides services to individuals and families who are living in poverty or may be homeless. We had a great bunch of 17 people (adults and children) who actually cleaned and organized the pantry and living areas at the center. Once the work was completed, a representative of the Dream Center gave the group a tour of the facility and explained the many services they offer. After leaving the center, the group gathered at Thyme for a luncheon in appreciation of outgoing Auxiliary President Alicia Todd. A special thank you to Chelsea Hood for making all the arrangements for the day’s events.

New Auxiliary officers were elected at the June meeting. They are Barb Page, President; Alicia Todd, Vice President; Fran Page, Secretary; Becky Davis, Treasurer. Committee chairman were also appointed at that me.

The Illinois PHCC received a donation of $5,000 from the Auxiliary. They will use the money to put security windows in the basement of the office, replace the sign out front, and other repairs.

Also at the June event, the Illinois Auxiliary announced scholarships to three very deserving students. Each receiving $1,200 awards were: Michela Emmerich of Highland Park, sponsored by Peg Mahoney; Jordan Lo of Pawnee, sponsored by Shelly Lo; and Emily Rogers of Normal, sponsored by John McWilliams.

CONNECT ’17, the National PHCC and Auxiliary conventions, will be held October 4-6 in Milwaukee, Wisconsin. There is still time to register for the convention, and you can get the early bird discount until August 31. You can register online. Please join the National Auxiliary at convention if you are able. The National Auxiliary will not be holding their silent auction at the Milwaukee convention. Instead they are requesting monetary donations to help support the work of the Auxiliary in the coming year. The Illinois Auxiliary will be giving a check in place of the auction item they usually donate.

The Illinois PHCC CEU classes begin on September 22. If any of your plumbers need credit, go to www.ilphcc.com to register or print off a form. We will again be selling our Auxiliary items at the classes.

Our next meeting will be on Saturday, November 11 at the Doubletree Hotel in Collinsville. Everyone is invited to attend.

Start making plans now to attend the Illinois PHCC & Auxiliary convention to be held June 7-9, 2018 in French Lick, Indiana. The Illinois PHCC will be celebrating its 125th anniversary. This will be a great me to network with everyone and enjoy the wonderful French Lick Resort. You won’t want to miss it.

Thanks again to all the past and present Auxiliary members for your continued support of the Illinois Auxiliary and our projects.
Louisiana State President’s Report – Carla Molinario

We have two active charters in Louisiana: New Orleans and Baton Rouge. We had our State Convention in July in Lake Charles. We went to Flock of Five where we enjoyed all the local art work and crafts. Then we were to the Vinyl and more shops which had antiques and vinyl. Then we ended our shopping at The Farmhouse Company with hot tea, shea butter, and unique gifts. We had lunch at Pujo Street café. The Auxiliary Annual Meeting was held at 2:00 p.m. and closed with the silent auction. All officers were reelected; Carla Molinario President, Kristen Molinario Vice President, and Richela Roy Secretary/Treasurer. We also hosted a booth providing material on membership and hosted a raffle.

The State of Louisiana sent in two Robert Cox awards entries. One entry for donating money to the Desforsse House from last years’ Convention, and one from mailing information about PHCC on post cards to all the master plumbers in the state. The LAPHCC added 23 new members from convention 2016 to convention 2017!

Hope y’all have a great National Convention!

Maryland State President’s Report – Kathy Stradley

Unfortunately, the Maryland PHCC Auxiliary is still inactive so I don’t have a report for you. We’re struggling to get our contractor members involved, once we can get those numbers up, hopefully we can work on getting the Auxiliary back in action.

Minnesota State President’s Report – Angie Westman

The Minnesota Auxiliary sent out letters to all past members, but was unable to re-engage the membership but did not receive any responses. Minnesota does not have an Auxiliary at this time.

New York State President’s Report – Marilyn Doughty

This has been a productive year for our NYS Auxiliary. With some networking and friendly coaxing, I am happy to report that our Auxiliary membership has grown. We’ve added three new members to our organization. New members with innovative ideas are always welcome!

At our 2017 NYSAPHCC Convention in Key Largo, FL, the Auxiliary held a Basket Raffle and 50/50 Split Raffle with proceeds benefitting the Auxiliary Scholarship Fund. We extend our sincerest thanks to our generous donors for the delightful basket items with special gratitude to the National Auxiliary for its wonderful donations. The fundraiser was a great success.

With promotion of education as one of our objectives, we are extremely proud to have awarded scholarships totaling $4000 to 4 very deserving students in 2017. We appreciate the efforts of our scholarship committee in selecting these fine candidates and wish to recognize the NYS
Association of PHCC for their continued patronage of the Auxiliary Scholarship program.

As President, I have valued the open communication between the National and State Auxiliary officers this past year. Together with continued guidance and input, we look forward to a successful year ahead.

North Carolina State President’s Report – Deah Oxford

The PHCC of NC Auxiliary has been fortunate to watch our attendance grow for the last several years. The Auxiliary is thrilled to see this new interest in our industry and Auxiliary.

The Auxiliary assisted the PHCC of NC with registration at its annual Trade Show and Skills USA Competition in Greensboro in April of 2017.

The PHCC of NC Auxiliary held a meeting at our North Carolina Summer Convention at Wrightsville Beach, NC in July of 2017. We had our highest attendance in many, many years. We discussed the need to get the word out to our high school students in our state about the great opportunity for a career in plumbing, heating and cooling trades.

The Auxiliary was able to award three $1000.00 scholarships in 2017 at our Summer Convention.

Our secretary/treasurer Janice Voss is in her second year of serving as PHCC National Auxiliary Recording Secretary for 2017-18. We are so proud to have Janice represent our Auxiliary on the national level.

We are excited to see what the future holds for our industry and Auxiliary.

Tennessee Members-At-Large Report – Teresa Mayes

The 120th Tennessee Annual Convention & Trade Show was held in Knoxville on April 27-28. We were proud to have our first female state president, Kay Keefe, owner of Keefe Plumbing in Chattanooga, TN, preside over the convention. We awarded $9,000 in scholarships, heard from our Zone 2 Director, Joel Long, and had Bill Lee, President of Lee Company as our Convention Speaker.

This year, in an effort to engage our apprentice program participants with our company members, we held their year-end awards banquet along with a newly conceived Tool Show and Young Leaders Reception. This brought together our apprentices, company members, and the next generation project managers, estimators and staff, with our tool vendors/sponsors. It was a hit!

The 121st State convention will be held in Nashville, TN. Stay Tuned! More excitement to follow in the city of unending growth!!
Wisconsin State President’s Report – Nancy Eberhardt

Wisconsin’s number of members is at this time is at 32 members. I did send out a newsletter in January since we do not have a state convention any longer. We did collect money from members in our pink charity envelopes again this year. We donated $600 to six different charities in our state that members suggested: Down Syndrome Association, the Sheboygan County Interfaith Organization, Wambale Inc. (Water Project in Uganda), Sharon Richardson Hospice, Meals on Wheels and St. Agnes St. Vincent de Paul Society. We hope to continue to help out different organizations like this. We do have money for two scholarships, if anyone applies.

We want to thank all the National officers that are so supportive to our State organization. We always enjoy donating items to the National Auxiliary for the Silent Auction at the convention, if they have one, for a Scholarship Fund Raiser. This year we donated money for the special activities they are having in Milwaukee, WI, such as tours, etc. Your efforts and support are greatly appreciated.
MINUTES OF 2016 – 2017

2016 PRE-CONVENTION MEETING OF THE EXECUTIVE OFFICERS
Marriott Rivercenter, San Antonio, Texas
October 17, 2016

1. CALL TO ORDER – 8:53 a.m.

2. PRAYER: Provided by Nancy Eberhardt; Read by Lynne Finley

3. PLEDGE OF ALLEGIANCE: Led by Greta Fischer

4. ROLL CALL: President Angie Westman, President-Elect Lynne Finley, Vice President Greta Fischer, Treasurer Teresa Mayes, Membership Secretary Barb Kreifels, Marketing Secretary Kelly Ruddy, Recording Secretary Janice Voss

5. OPENING REMARKS: Angie Westman expressed appreciation to the officers for their attendance. Everyone did a great job supporting the Auxiliary, the Apprenticeship Contest, Work Force Development, etc. Thanks for being a great Board! The Auxiliary provided CONNECT 2016 convention t-shirts to each plumbing and HVAC Apprenticeship contestant. Sizes were provided by Merry Beth Hall.

6. APPROVAL OF AGENDA. On a motion and second, approve the agenda. VOTE 1: Unanimously approved.

7. APPROVAL OF MINUTES. On a motion and second, approve the minutes of the June 4-5, 2016 meeting of the Executive Officers (New Orleans, LA). VOTE 2: Unanimously approved.

8. EXECUTIVE REPORTS (Printed in the 2015-16 Annual Report)

9. FINANCIAL REPORT – Teresa Mayes, Treasurer

   • There is a discrepancy of $70 between the records of the Treasurer and Membership Secretary. A $20 donation was paid to the Membership Secretary and posted by the Treasurer as Other Income. $50 in membership dues was paid in December but deposited in January.
   • The National Auxiliary will receive $10,000 from PHCC after convention.
   • It was requested that the facility rental expenses for the meetings in Las Vegas and New Orleans be split between the Long-Range Planning Committee and the Executive Officers. Federated provides $3,500 for long-range planning and advertising. Distribution of expenses will better align the sponsorship with expenses incurred.
• There was an acknowledgement that no funding is provided to convention chairs who incur huge expenses.
• In the Treasurer’s Report notes, change 24 knee pads to 250. Note: Apprenticeship winners will receive a set of knee pads.
• The Auxiliary sponsored an HVAC contestant at $2,500, which covers travel. Note: If the Auxiliary wishes to fund a plumbing apprentice in 2017, Merry Beth Hall must be notified early.
• Remove “Lynne only” from notes to the Legislative Conference expenses.
• It was noted that the $1,000 budgeted for the Membership Secretary’s computer was not spent.
• On a motion and second, approve the Treasurer’s Report with changes noted above. **VOTE 3:** Unanimously approved. The report will be revised for the meeting of the Board of Directors.

10. **STATE LEADERS’ REPORTS** (Printed in the 2015-16 Annual Report, reported by the Vice President and State Presidents/Leaders)

   Break at 9:55 a.m. – Reconvened at 10:35 a.m.

11. **COMMITTEE REPORTS** (Printed in the 2015-16 Annual Report)

   • A nominee for the position of Vice President has not been identified.
   • The Silent Auction committee requests assistance with setup beginning at 1:30 p.m. on Tuesday.

12. **ORDER TO FILE REPORTS.** On a motion and second, file the reports as presented. **VOTE 4:** Unanimously approved.

13. **OLD BUSINESS**

   A. Drop Shipper for Marketing. Kelly discussed the drop shipper concept, i.e., an item is sent to the drop shipper for storage then picked, packed and shipped. Orders received by 2 pm Eastern will ship same day. Returns and exchanges can be handled by the drop shipper. A proposed Florida facility is willing to handle merchandise from a small organization and willing to help us grow.

   One website researched can send notifications to the Marketing Secretary and the drop shipper. The website can connect to Mail Chimp (email blast). The website provides metrics (selling/not selling; price point; cost; profit margins) and handles backorders or out-of-stock. The Marketing Secretary can then concentrate on new product purchase and inventory control.

   For storage, this drop shipper charges $15-$20/pallet (to be verified). Items are stored by type and size for easy identification. Bins are $2/month/bin – approximately 50 bins or $100/month.
The Auxiliary must be cost conscious to keep product prices down. To cost, add fees and profit margin for product price. Shipping is $2.50 for the first item then $.50 for each additional. Minimum monthly charge is $150 pick and pack fees plus storage. Executive Officers were given a contract to review. On a motion and second, approve the contract of the drop shipper. Discussion ensued. The contract will be emailed to the Executive Officers for review. Teresa and Kelly will develop a business proposal for review by the officers.

Kudos to Kelly for finding a drop shipper. The Marketing Secretary as well as the President will have access to the website.

Discussion was tabled to allow the officers to review the contract.

Note: The drop shipper does not insure our products. Insurance coverage can be purchased to protect inventory.

A business proposal drafted by Teresa and Kelly indicates that the drop shipper investment will be approximately $3,440-$4,000. National allocated $5,000 to be used for new products/marketing. This amount will cover the first year’s expenses with the drop shipper: $3,500 plus a $200 annual fee for the shopping cart system for sizes/options.

On a motion and second, funds will be allocated from the General Fund toward ShipMonk, the 3D cart, and an insurance rider to cover inventory. VOTE 5: Unanimously approved.

On a motion and second, there was an amendment to the motion funds be allocated contingent on contract review and approval by the Executive Officers. VOTE 6: Unanimously approved. Executive Officers were asked to review and initial the contract.

B. New Marketing Items. We hope to deplete current inventory and get new products for 2017. Discussion is tabled until the drop shopper is determined.

C. Social Media Assistance – everyone needs to “like” the Facebook page.

D. 2014-15 Proceedings – Posted on the PHCC website. The link was distributed to Auxiliary members.

E. Banner Grants – $200 large; $50 table top – available to state and local associations. Banner Grants funding was approved as follows: 9 large (CT, VA, TN, CO, IL, NJ, MN, OH, and PA) and 1 small (IN).

F. CONNECT 2016 Convention Planning

- Trolley Tour. There are 6 openings. Executive Officers are asked to divide between the two buses. (Teresa and Kelly will work the marketing table.) Those participating should meet in the lobby by 1:10 for a 1:30 departure.
- EOs will meet at 9:00 Tuesday to go through the marketing items and begin downstairs setup.
• Convention Gifts – Ann Rivers took care of gifts for registrants and first-time time attendees. Membership applications were inserted into registration bags of first-time convention attendees. First-time Auxiliary attendees receive a gift at the Auxiliary Annual Business Meeting.
• Schedule of items to have at each event & menus …. deleted from the agenda.
• InSinkErator Luncheon: Bev Potts is the 2016 recipient of the Larry Dore Award.
• Necrology Report – Nancy Eberhardt will be asked to report at the Annual Business Meeting. Barb has memorial flowers for each.
• Trade Show – EOs are asked to thank vendors for their support at the Trade Show.
• Cox Awards will be awarded at the Annual Business Meeting.
• Thank you gifts – On a motion and second, approve giving $50 to Maureen Coleman and $350 toward a luncheon for PHCC staff. VOTE 7: Unanimously approved.
• Makeup is Friday from 3:00-5:30 p.m. Teresa will have a signup board at the registration table.
• Membership Drive. Greta plans to have a presentation at the Annual Business Meeting to explain how the membership challenge will be run. She will give an example with the winner receiving a Seattle chocolate bar. The 2017 prize will be a paid trip to Seattle and meal with Greta in the Space Needle.

14. NEW BUSINESS

• Workforce Development – Friday breakfast is sponsored by the Auxiliary. EOs are encouraged to attend.
• On a motion and second, authorize the purchase of insurance (paid by National) which indemnifies us as individuals on the Executive Officers insurance policy. VOTE 8: Unanimously approved.
• Donation to Scholarship Fund on Behalf of Deceased Members (Peg Pfrank, Barbara Young, Virginia Carlson, Larry Dore). On a motion and second, approve moving $100 from the General Fund to the Scholarship Fund in honor of deceased members of the Auxiliary. VOTE 9: Unanimously approved.
• Table Assignments for the ISE Luncheon – Executive Officers were given table assignments.
• Scholarship Funding. The Scholarship Committee asked EOs for guidance of the Scholarship Committee’s process. Points are assigned based on criteria. For a 2-point difference, there is discussion via conference call. The Tindall Scholarship was withdrawn. This leaves the Ginny Scholarship and the Fran Williams Scholarships. EOs decided that the minimum scholarship award be maintained at $500. Each year the Treasurer will notify the Scholarship Committee how much money is available for award. The Scholarship Committee then distributes the funding, with $500 as a minimum award amount. If there is insufficient funding, the Committee is directed to contact the EOs to request direction.

15. CLOSING PRAYER – Provided by Nancy Eberhardt; Read by Lynne Finley.

16. ADJOURNMENT – 5:01 p.m.
96th ANNUAL BOARD OF DIRECTORS
Marriott Rivercenter, San Antonio, Texas
October 19, 2016

1. CALL TO ORDER – 10:03 a.m.

2. OPENING PRAYER – Nancy Eberhardt

3. PLEDGE OF ALLEGIANCE – Led by Greta Fischer

4. ROLL CALL: President Angie Westman, President-Elect Lynne Finley, Vice President Greta Fischer, Treasurer Teresa Mayes, Membership Secretary Barb Kreifels, Marketing Secretary Kelly Ruddy, Recording Secretary Janice Voss, Parliamentarian Terry Giebelhaus, Chaplain Nancy Eberhardt

Visitors, Committee Chairman, and State Leaders: Linda Bienvenu, Becky Davis, Carla Molinario, Christin Molinario, Leon Molinario, Bev Potts, Corinne Riley, Rhonda Robillard, Richela Roy, Anne Williams, and the new Exec in Houston.

5. RULES OF CONVENTION – Read by Parliamentarian Terry Giebelhaus. On a motion and second, the Board of Directors concur with the Rules of Convention. VOTE 1: Unanimously approved.

6. APPROVAL OF AGENDA – Angie Westman. On a motion and second, approve the agenda. VOTE 2: Unanimously approved.

7. APPROVAL OF MINUTES – Janice Voss. The minutes of the following meetings were posted in the Annual Report and are accessible online:
   • 2015 Pre-Convention Board Meeting
   • 2015 Annual Board of Directors Meeting
   • 2015 Annual Business Meeting
   • 2015 Post-Convention Board Meeting
   • 2016 Winter Executive Board Meeting
   • 2016 Summer Executive Officers Meeting

There were no additions or corrections to the minutes. Hearing none, the minutes stand approved as presented.
8. **PRESIDENT’S MESSAGE** – Angie Westman. Appreciation was expressed to the Board for all that was accomplished in 2016. She thanked all the chairpersons, committee members, state leaders, and the many volunteers. Convention should be amazing!

The Board expressed appreciation to Angie for her service as President in 2015-2016.

9. **COMMITTEE REPORT UPDATES**

A. Nominating Committee – Anne Williams reported there are nominations for the following positions:
   - Treasurer: Cheryl Gammon (TN)
   - Scholarship, 3rd Year: Jorja Dickemann (IL)
   - Members-At-Large Representative: Sandy Stack (WA)

   It is hoped there will be a nomination for Vice President prior to the Annual Business Meeting.

B. Financial Report – Teresa Mayes. Distributed were:
   - Final Budget Report through December 31, 2015
   - Budget through August 31, 2016 plus Profit & Loss Detail through August 31, 2016
   - Proposed Budget 2017

   1) The Budget Committee recommends that the Board of Directors concur on the Treasurer’s Reports presented. **VOTE 3:** The Board unanimously concurred.

   2) Proposed Budget 2017. Highlights of the proposed budget:
      - Dues will remain at the current rate.
      - The Auxiliary will receive $15,000 from PHCC National.
      - Silent Auction will yield approximately $9,000.
      - Sponsor contributions will remain the same, but new sponsors are sought.
      - Newsletters will continue to be printed per 2016 survey results.
      - Executive Officers will try to attend state meetings to bridge relations between state and national.
      - Continue sponsorship of Apprenticeship Contestant.
      - Purchase 3 past presidents’ pins for coming years.

   The Budget Committee recommends that the Board of Directors concur on the Proposed 2017 Budget. **VOTE 4:** The Board unanimously concurred.

C. Membership Update – Barb Kreifels (Available in the Annual Report and online.)

   1) 2015-16 deceased members: Larry Dore, Peg Pfrank, Virginia Carson, Barbara Young.
   2) Assigning invoice numbers greatly helped to match receipts to dues payments.
   3) Two new members signed up at this convention.
   4) Total membership is 337 with 48 being past due. Current membership is 289; 33 are past due from 2015; 15 are past due from 2014. There are 61 Life Members. There is 1 honorary member and 1 sponsor member. There have been 12 new members since the 2015 Convention, included in the 289.
5) Membership dues collected were $18,925. Extra donations were $2,840. Total membership income through August 31, 2016 was $21,765. There is a $70 discrepancy of $50 paid in 2015 but recorded in 2016 and $20 paid to the Membership Secretary but posted by the Treasurer as Other Income.

10. OLD BUSINESS

A. Marketing – Kelly Ruddy. Products are being sold to make way for a new line of products. Drop shippers and online, user-friendly websites have been researched.

One particular website will notify shoppers whether items are in stock or back-ordered, and make other suggestions for purchase. This website integrates with email blasts. Requests for products will be sent to the Marketing Secretary and the drop shipper.

The drop shipper will store, pick/pack, and ship. The drop shipper does not insure products, but separate insurance can be procured by the Auxiliary.

Pick and pay fees as well as storage fees were discussed. It is estimated that the Auxiliary could incur $250/month. Executive Officers will review the ShipMonk contract, perhaps seek an external reviewer, and decide whether to contract this drop shipper. There was consensus that this is the correct direction to take.

With a drop shipper, the Marketing Secretary can focus on inventory quantity and new products. When reviewing new products, cost will be closely reviewed so that products are affordable. Bev Potts offered to give Kelly the name of an Illinois promotional company which has worked well for Illinois.

Kudos to Kelly for her diligence in researching and selecting a website and drop shipper for the Auxiliary!

In regards to social media, members need to help promote Facebook!

11. NEW BUSINESS

Membership Contest – Greta Fischer. To be presented at the 2017 Milwaukee CONNECT Conference, one member will receive travel expenses and a dinner with Greta in the Space Needle, sponsored by Greta. The member must have the most new Auxiliary members who are also attending 2017 Convention. If more than one winner, there will be a tie-breaker.

(Note: Angie Westman was required to attend the Educational Foundation Board meeting for installation. Lynne Finley presided until her return.)

12. CONVENTION UPDATE – Bev Potts and Becky Davis

• The trolley tour meets in the lobby at 1:15 p.m.
• There are enough volunteers to work the Marketing table.
• Assistance is needed to help setup for the Bradford White breakfast in Salon E. Volunteers can get into the room at 10:00 p.m.
• Registration gifts were arranged for Auxiliary members.
• Life members were in charge of centerpieces and favors.
• Ann Rivers was in charge of gifts for first-time attendees at the Auxiliary Annual Business Meeting.
• Kudos to the Convention Committee for a job well done.

13. **JOINT INSTALLATION & RECEPTION** – Lynne Finley. Invitations were distributed for the joint PHCC National & Auxiliary installation reception on Friday evening (21st).

14. **CLOSING PRAYER** – Nancy Eberhardt

15. **ADJOURNMENT at 11:10 a.m.**

Respectfully Submitted,
Janice Voss, Recording Secretary

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**96th ANNUAL BUSINESS MEETING MINUTES**  
Marriott Rivercenter, San Antonio, Texas  
October 20, 2016

“We Can Do It”

**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.*

**PRESENTATION OF 2016 ROBERT M. COX AWARDS**  
Sponsored by InSinkErator

Presentation by Joe Maiale (VP of Whole Sales) and Rob Grim (VP of Global Sales). Assisted by Amanda Hagen.

**Humanitarian Award / Image**
- **1st Place**  
  - PHCC Auxiliary of Illinois (small)  
  - PHCC Auxiliary of Washington State (medium)
- **2nd Place**  
  - PHCC Auxiliary of Lincoln, Nebraska (small)  
  - PHCC Auxiliary of Nebraska (medium)
- **Honorable Mention**  
  - PHCC Auxiliary of Illinois  
  - PHCC of Louisiana Auxiliary  
  - PHCC Auxiliary of Delaware

**Humanitarian Award / Recruitment**
- **1st Place**: PHCC Auxiliary of Delaware (small)

There was a standing ovation for InSinkErator.
ANNUAL BUSINESS MEETING

1. **Call to Order** by Angie Westman at 1:31 p.m.

2. **Invocation** by Chaplain Nancy Eberhardt

3. **Pledge of Allegiance** led by Vice President Greta Fischer

4. **Welcome** by Patti Jones of San Antonio, Texas

5. **Introduction of Officers** (head table) – President Angie Westman, President-Elect Lynne Finley, Vice President Greta Fischer, Recording Secretary Janice Voss, Membership Secretary Barb Kreifels, Marketing Secretary Kelly Ruddy, Treasurer Teresa Mayes and Parliamentarian Terry Giebelhaus.


7. **Approval of Agenda** – Angie Westman. On a motion and second, accept the agenda as presented with the addition of the Necrology Report. **VOTE 2:** Unanimously approved.

8. **Approval of Minutes:** All minutes were printed in the Annual Report and posted to the PHCC website. At the Board of Directors meeting on October 19, the Board concurred on the minutes as printed. On a motion and a second, accept the minutes as presented in the Annual Report.
   2015 Pre-Convention Board Meeting
   2015 Annual Board of Directors Meeting
   2015 Annual Business Meeting
   2015 Post-Convention Board Meeting
   2016 Winter Executive Officers Meeting
   2016 Summer Executive Officers Meeting

   **VOTE 3:** Unanimously approved.

9. **Remarks by Invited Guests** (N/A)

10. **President’s Address** – Angie Westman welcomed everyone to Convention. She stated the Board has been amazing! The theme for 2015 was “WE CAN DO IT.” In 2016-17, Lynne Finley will serve as President, and Greta Fischer will serve as President-Elect. The following announcements were made:
   - Greta will introduce a 2017 Membership Challenge.
   - Visit the FaceBook page – Like it! Share it! Comment on it!
   - Marketing’s Online Store is being revamped.
   - The National Auxiliary is sponsoring an HVAC apprentice in this year’s competition.
   - Convention t-shirts are available for purchase. They have been a big hit!
   - Auxiliary members helped setup for the Apprenticeship competition and assisted with stuffing bags for contestants.
• The Auxiliary is sponsoring the Workforce Development breakfast. Everyone is encouraged to attend.
• The Auxiliary invited proposals for grants to fund banners for state associations. Through these grants, there were awards to states for 9 large banners and 1 small banner. These awards will be announced at the AEC meeting held on October 21.

11. Verbal Report Updates

A. Nominating Committee – Anne Williams announced the following nominations for vacant positions:
   • Treasurer: Cheryl Gammon (TN)
   • Scholarship, 3-Year Member: Jorja Dickemann (IL)
   • Members-At-Large Representative: Sandy Stack (WA)
   • Vice President (TBD)

   Nominations for Vice President were opened to the floor. Ann Rivers (CA) agreed a nomination for the position of Vice President.

B. Registration Report – Rhonda Robillard announced there are 9 new members this year. There are 52 paid members for a total of 61. The Registration Committee recommended adoption of the report. Second. VOTE 4: Recommendation unanimously approved.

C. Marketing Update – Marketing Secretary Kelly Ruddy announced that the Convention tee shirts were selling extremely well. As far as products, we are transitioning to new products for 2017. Marketing sales after 2 days of Convention exceed $3,600. She expressed appreciation to members for staffing the marketing table and for the volunteers of husbands and friends who assisted when members were busy. Don’t forget to like the FaceBook page.


   • Recommendation 1: Move to online QuickBooks for about $5/month. This will allow easier access to those who need to review reports.
   • Recommendation 2: Change the review period from a partial review reported at convention to a full 12-month review performed in January with reporting to membership at the following convention.
   • Recommendation 3: Move the line item for the Ginny Award from Accounts Payable to a reserved/restricted item.

   The Financial Review Committee extends kudos to Teresa Mayes in her position as Treasurer!

   Discussion included the following
   A. The Carlson family put in writing that the Ginny Award should go to scholarships.
   B. The Financial Committee conducts a review of procedures, not an actual audit. It was suggested that both the Bylaws and Duties and Procedures be reviewed prior to
changing the review period. Any changes should be implemented with the next Treasurer.

E. Budgets
3) Proposed Budget 2016-17 – Teresa Mayes. The Budget Committee recommends approval of the budget. Second. VOTE 7: Recommendation unanimously approved.

The Financial Reports will be filed with the minutes.

F. Membership Update – Barb Kreifels reported that issuance of invoices helped match dues payments to members. Four members are deceased. There were 337 members as of August 31; 289 are paid, 33 past due from 2015, 15 not paid since 2014. This includes 61 life members. There are 194 of 337 who are regular paying members. There is 1 honorary member and 1 sponsor member. Total dues paid as of August 31 are $18,925. There were $2,840 in donations.

G. Necrology Report – Nancy Eberhardt announced the names of the 4 deceased members: Peg Pfrank (IN), Barbara Young (GA), Virginia “Ginny” Carson (IL), and honorary member Larry Dore (WI/InSinkErator). Four roses were placed in a vase honoring these members.

H. Education Committee – Kathy Lewis expressed appreciation to Anne Steadman and Gerry Calfo. The Committee was responsible for planning the Workforce Development breakfast to be held the following morning. The Career Path Ladder, adopted by PHCC, was modified for presentation to school counselors and others, such as career fairs. Anne Steadman will serve as Chair for 2016-17.

I. Silent Auction – Kathy Lewis expressed appreciation to Susie Green, Corrine Riley, Cheryl Rolwes, and Gail McWilliams. The committee has worked well together for 3 years. There were 75 items donated to the Auction. In the coming year, the committee will discuss whether to continue with the Auction in its current format or have fewer items of larger value. Kathy Tindall will serve as Chair for 2016-17.

J. Scholarship – Kathy Tindall and Cheryl Gammon, reporting for Ursula Whitney, announced that $51,650 was awarded to 32 recipients. Kudos to the committee!

K. Auxiliary Awards Program – recipients were selected and will be announced at the InSinkErator Awards Luncheon.

All reports will be filed with the minutes of the meeting.

12. Old Business (N/A)
13. **New Business**

A. Membership Challenge – Vice President Greta Fischer is sponsoring a Membership Challenge. Eligible are Auxiliary members who recruit the most new members (more than 1), with these members attending the 2017 Convention. The winner will receive round-trip airfare to Seattle, WA and dinner in the Space Needle with Greta. Travel includes hotel. Excluded from the contest are national officers, state officers, and state executives. The winner will be announced at the 2017 Convention.

B. Presentation of New Officers for 2016-17 & Reading of Credentials
   1) Treasurer presentation by Kathy Stradley for Cheryl Gammon (TN)
   2) Scholarship, 3-year member presentation by Gail McWilliams for Jorja Dickemann (IL)
   3) Members-At-Large Representative presentation by Corrine Riley for Sandy Stack (WA)

There was one nomination from the floor for Ann Rivers for the position of Vice President. There were no additional nominations. The committee recommends approval of the slate of officers presented. **Vote 8:** Recommendation unanimously approved. The 2016-17 officers are:

- President: Lynne Finley (LA)
- President-Elect: Greta Fischer (WA)
- Vice President: Ann Rivers (CA)
- Marketing Secretary: Kelly Ruddy (LA)
- Membership Secretary: Barb Kreifels (NE)
- Recording Secretary: Janice Voss (NC)
- Treasurer: Cheryl Gammon (TN)
- Chaplain: Gerry Calfo (DE)
- Historian: Linda Bienvenu (LA)
- Parliamentarian: Terry Giebelhaus (AZ)
- Members-at-Large Representative: Sandy Stack (WA)
- Scholarship, Three-Year Member: Jorja Dickemann (IL)

The slate of officers for 2016-17 was read. Officers were duly elected by acclamation.

14. **Recognition of New Members & 1st Time Attendees.** Carol Abbott (NH) was recognized as a first-time attendee. She was given an Auxiliary history book.

15. **Announcements**
   - Life Members Tea will be held in Room 13 at 3:00 p.m.
   - The Educational Foundation reception was moved to Convention #18.
   - Appreciation was expressed to Bev Potts and Becky Davis, Convention Co-chairs.
   - There will be a sign-up sheet for makeup sessions ($10 donation to scholarships) at the Auxiliary table.
16. **Presentation of Gavel** by Corrine Riley, Life Members Club, to Lynne Finley. Corrine wished Lynne a wonderful year!

17. **Exchange of Pins**
   - Presentation of Past President’s pin by Lynne Finley to Angie Westman.
   - Presentation of President’s pin by Angie Westman to Lynne Finley.
   Note: A gift will be presented from the Executive Officers to out-going President Angie Westman at a later date.

18. **Joint Installation & Reception.** Lynne Finley distributed invitations to the joint installation and reception Ice Cream Social honoring incoming PHCC President Patrick Wallner and incoming Auxiliary President Lynne Finley.

19. **Closing Prayer** by Nancy Eberhardt

20. **Motion to Adjourn** – 2:47 p.m.

**Addendum:** **Special Presentation** by PHCC President Chip Greene and PHCC Educational Foundation Program Coordinator Maureen Vasquez to Angie Westman. President Greene expressed his appreciation to the Auxiliary for all its efforts. He noted excitement about the Workforce Development breakfast. Chip and Maureen presented a PHCC bag to Angie Westman in appreciation for her service on the PHCC Board of Directors.

Respectfully Submitted,
Janice Voss, Recording Secretary

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**2016 POST CONVENTION BOARD OF DIRECTORS MEETING**

Marriott Rivercenter, San Antonio, Texas

October 22, 2016

(Approved February 28, 2017)

“Share Your Passion for the Industry”

**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.*

**Call to Order** by Lynne Finley @ 9:50

**Opening Prayer** provided by Nancy Eberhardt; Read by Greta Fischer

**Pledge of Allegiance** led by Greta Fischer
**Roll Call**: President Lynne Finley, President-Elect Greta Fischer, Vice President Ann Rivers, Treasurer Cheryl Gammon, Membership Secretary Barb Kriefels Recording Secretary Janice Voss.

**Introduction of Executive Officers**

**President’s Message** – Lynne Finley (Excerpts) The Auxiliary will operate as a body. Each officer brings different knowledge, experience, and perspective. We are better as a group than we are as individuals.

Availability schedules were requested, and officers were asked to notify all of changes in availability. Please honor deadlines; if not, inform others who can assist. Copy all officers on correspondence to keep everyone in the loop, and include the email content in the subject line so readers can judge priority. Reply all to emails, then the group will be informed of the decision. Come to meetings prepared. This year’s priorities include Workforce Development and increasing membership.

**OLD BUSINESS**

A. **Online Store website is $9/month.** Following research, Kelly made a recommendation for a website for the online store. When a purchase is made, the website will notify the Marketing Secretary and a drop-shippers. The website provides inventory levels so that the Marketing Secretary can restock as needed. PayPal and Mail Chimp (email blasts) integrate with the website. On a motion and second, approve the subscription to the online store website pending additional information to be presented at the EO meeting in January. **VOTE 1:** Unanimously approved. Additional discussion will take place via email or conference call, if needed. Note: Teresa has information on cancellation of the Facebook store.

B. **Decisions by the Executive Officers.** There must be verbal discussion for an opportunity of information exchange. The EOs can vote in a meeting or via conference call. Note: Kelly has a recommendation for a conference call provider and will share this information with the EOs as needed.

C. **Inventory Drop-Shopper.** Discussion continued on a drop-shipper that will store and ship items for the Auxiliary. It will cost approximately $4,500/year to enter into the agreement for storage and shipping. Inventory items are stored per item/per size in bins ($2/month) or pallet ($20/month). It is anticipated storage will require one pallet for knee pads then approximately 50 bins. Pick & pack fees are $2.50/item with $.50 for each additional item per order. There is a minimum per month rate charge of $150 if we do not generate a certain amount in bin and packing costs. Items are shipped within 24 hours of the order. The Auxiliary is responsible for insuring the inventory. Teresa will research insurance coverage.

D. **Marketing Items.** Marketing sales at Convention were great! Preliminary estimates on sales are $8,000. Kudos to Kelly for a job well done! Kelly will make marketing recommendations for new products at the January meeting of the Executive Officers.

E. **Silent Auction.** Preliminary estimates of proceeds are $11,000.
NEW BUSINESS

A. Executive Officers are asked to send thank-you notes to Auxiliary sponsors.
B. Executive Officer Photos. Submit a current photo to Lynne for the website.
C. Committee Book – Lynne will revise the 2016-17 Committee Book and post it to the website.
D. Upcoming Meetings
   • Long Range Meeting, New Orleans, LA, January 11-13
     (Travel days are 11th & 13th, meeting on 12th)
   • Winter Executive Officers Meeting, New Orleans, LA January 13-16
     (Travel days are 13th & 16th, meeting on 14th & 15th)
   • Legislative Conference, Arlington, VA, May dates TBD
     (President & President-Elect are funded.)
   • Summer Executive Officers Meeting (Date & Location TBD)
E. Auxiliary Officers’ Shrugs. On a motion and second, the Executive Officers will continue to wear shrugs for events. Shrugs will be purchased for new officers. VOTE 2: Unanimously approved.
   Lynne previously made a shrug purchase from personal funds. On a motion and second, approve reimbursement to Lynne. VOTE 3: Unanimously approved.
F. Membership Challenge. Greta will finalize the Membership Challenge for promotion to membership.
G. Approval of Proposed 2017 Documents. Lynne requested feedback from the Executive Officers on the proposed 2017 documents that were attached to the agenda: 1) Blast & Social Media schedule, 2) Talking Points, 3) Newsletter Article Assignments & Deadlines, 4) Membership Application, and 5) Sponsor Information Form; 6) Convention Planning, and 7) Representing the Auxiliary. The email with the attachments will be forwarded to Ann Rivers.
   Note: A conference call will be scheduled to approve the drop-shipper contract and the attachments noted above.
H. Newsletter – November 10 is the first deadline. Cheryl Mosier will continue to layout the newsletter. Susie Greene will assist with editing.
I. Equipment. The EOs previously approved the purchase of a computer for the Membership Secretary. (Note: Barb purchased a personal computer that she will use in lieu of having to purchase one.). Teresa’s computer will be sent to Cheryl. Ann noted she will personally purchase a computer for use. There are 2 computers which are in Barb’s possession. On a motion and second, wipe clean and retire the 09-10 computers which Barb currently has. VOTE 4: Unanimously approved.
   The Equipment/Inventory list will be modified to note the above. In addition, change the Career Ladder Banner and extension cords from Teresa to Lynne. Change the Career Banner Stand from “retired” to Lynne. Kelly has the PHCC-NA banner.
J. Social Media (going forward). The schedule for email blasts and social media was attached to the agenda. Kelly requests assistance with these duties.
K. PHCC Logins for Executive Officers – New officers are asked to work with Robin Maher for login.
L. State Convention Attendance (attached to the agenda). Executive Officers should notify Lynne which State Convention(s) you can attend.
M. Auxiliary Insurance Policy. Teresa is working on renewal and will research insurance for inventory storage.

N. Appointment to Government Relations Committee – Stacy Ziegler-Harp will continue. On a motion and second, this position will be reimbursed for associated expenses. **VOTE 6:** Unanimously approved.

O. Wells Fargo (going forward).
   - The Auxiliary will maintain its relationship with Wells Fargo for the time being.
   - Janice, who has easy access, will work with Wells Fargo to update account accesses.
     Add Cheryl Gammon & Lynne Finley. Remove Angie Westman, Terry Giebelhaus and Patty Jones. Teresa will transition accounts and the safe deposit box to Cheryl.

P. Past President’s Pins – 3 new pins need to be purchased and kept in the safe deposit box. Depending on the price of gold, we may only purchase one at this time and others at a later date.

Q. 2017 Theme: **Share Your Passion for the Industry!** PHCC’s 2017 theme is **Collaborating for Success.**

R. Other
   - Lynne is scheduled to attend the PHCC new Board member orientation in DC on December 7.
   - As Past President of the Auxiliary, Angie Westman will serve on the PHCC Educational Foundation Board.

**Closing Prayer** submitted by Nancy Eberhardt; Read by Greta Fischer.

**Adjournment** at 10:40 p.m.

Respectfully Submitted,
Janice Voss, Recording Secretary

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**2017 LONG-RANGE PLANNING COMMITTEE**
Destrehan, LA
January 12, 2017

The meeting was called to order at 9:29am by President-Elect and Long-Range Planning Chair Greta Fischer. The invocation provided by Chaplain Gerry Calfo was given by President Lynne Finley. The Pledge of Allegiance was led by Vice President Ann Rivers.

The roll was called by President and Long-Range Planning Secretary Lynne Finley. Present were President-Elect and Chair Greta Fischer, Vice President Ann Rivers, Long Range Planning Committee members Richela Roy, Cheryl Gammon and Jorja Dickemann.

The Agenda was approved on a motion and second.

The Minutes of the January 9-10, 2016 Long Range Planning Meeting were approved with one correction from “ten” to “then”, last line, page 1, on a motion and second.
The Strategic Plan was reviewed and there was discussion of Immediate, Short- and Long-Term goals. Regarding the 2017 Membership Contest, Chair Greta provided a chart with timelines to be implemented for interim motivation. We need to get updates and reminders out quarterly to keep in front of members and document the mechanism for future years. Updates will be sent out regularly. Greta has solicited and obtained advice in recruiting and managing volunteers. We need to be proactive at the state level and keep the contest in the forefront of everyone’s sight.

Constant Contact is the plan for the campaign, monthly for the first two or three months, then every two weeks closer to convention. Greta is working on the plan for implementation. State sponsorship of the cost was discussed. Re-creation of state infrastructure or finding alternative resources for communication.

Demographics are changing and we need to utilize the capabilities of social media and e-communications.

There was discussion of what the Auxiliary is going to look like three to five years from now. Regarding the future of the 3-tier federation, it is still important and we must make the organizations valuable to the members.

There was discussion on educating the states on workforce development tools available and how that can be accomplished. Points include doing more electronic messaging. It was recommended that the Auxiliary Trade Show booth utilize video capability with chairs to sit and explore the tools that are available, making it interactive for youth.

Regarding Cox Awards there was discussion of definitions and communications, recommending frequency of reminders to encourage entries.

Regarding Auxiliary sponsors, there was discussion of the historical PAL program, but concluded that financial requests and determination of criterion should remain the role of the president for each year.

It is recommended that Legislative Spectrum attendance remain in the annual budget.

It is suggested that the convention schedule be closely reviewed to allow executive officers and other volunteers the opportunity to attend convention functions and participate in the convention.

At 12:00 the meeting was adjourned for lunch and reconvened at 12:58.

The 1-Yr Goals were confirmed to be:
- Continue growth of membership numbers.
- Continue program to sponsor new poster stands for state and local associations. Idea of producing set of four letter-size laminated posters for distribution to state & local associations or sale to contractors was discussed.
- Seminar during Convention to showcase the Workforce Development tools on the website.
Greta will take request to NEF with the concurrence of the Executive Officers.
- Teleconference meetings of all committees in lieu of face-to-face meetings as a test. The savings could then be applied to implementation of the resulting projects.

The 3-Yr Goals were confirmed to be:
- Prepare for the 100th anniversary celebration. Committee has been appointed and planning is underway. Recommend contractor representation on the committee. Propose vignettes of each decade in an event that is dedicated to the celebration of the anniversary. Enlist PHCC leadership early for planning.

5-Yr Goals
- Continue to clearly define our mission and the work to deliver it into the next 100 years.

New Business –
- Review and eliminate overhead to reduce the time required, using various communication capabilities such as skype or video conference resources for meetings in lieu of face-to-face meetings.

The meeting was adjourned at 3:15 pm on a motion and second.
The closing prayer provided by Chaplain Gerry Calfo was given by President Lynne Finley.

Respectfully Submitted,
Lynne Finley, Secretary

EXECUTIVE OFFICERS WINTER MEETING
January 14-15, 2017
(Approved February 28, 2017)

DAY 1 – JANUARY 14, 2017

1. Call to order at 9:50 a.m. by Lynne Finley

2. Invocation by Greta Fischer

3. Pledge of Allegiance led by Ann Rivers

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

5. Opening Remarks – Lynne Finley thanked all for being present.

6. Approval of the Agenda. Changes to agenda include the following: 1) Under Item 7, Approval of Minutes, the second minutes to approve are the Annual Board of Directors; 2)
Add discussion of website and domain name. On a motion and second, approve the agenda with these corrections. **VOTE 1:** Motion carried unanimously.

7. Approval of Minutes. On a motion and second, approve the following minutes:
   - Pre-Convention Executive Officers, October 17, 2016
   - Annual Board of Directors, October 19, 2016
   - Annual Business Meeting, October 20, 2016
   - Post-Convention Executive Officers, October 22, 2016

Discussion
A. Pre-Convention Executive Officers, New Business, Scholarship Funding: Correct spelling to Fran Williams.
B. Annual Business Meeting, #11, Verbal Reports: correct spelling of Kreifels
C. Post-Convention Executive Officers, Section E, Auxiliary Officers’ Shrugs. It was questioned whether Lynne was reimbursed for shrugs purchased, but she did not request reimbursement. Shrugs will be paid by the Auxiliary in the future. The Executive Officers agreed to pay for Lynne’s PHCC jacket for the National Board.

**Question was called. VOTE 2:** Motion carried unanimously with corrections to the minutes as noted above.

8. Executive Reports – Discussion of reports submitted by the Executive Officers
   A. President
      1) PHCC Logo Use. Lynne provided officers with the correct logo to use. The question of restrictions and uses of the logo has not yet been answered by PHCC National.
      2) PHCC Logons. Lynne is working with PHCC National on website logons for Auxiliary members.
      3) The correct name of the Auxiliary is PHCC – National Auxiliary.
      4) Sponsors. Lynne is confirming sponsors. Four confirmed continuation; others to be confirmed. Lynne is confirming with sponsors how they want funds earmarked to best meet sponsors’ needs. Russ Chaney from IAPMO doubled sponsorship from $5,000 to $10,000.
      5) Silent Auction. Chair Kathy Tindall and the committee are discussing alternate ideas for the fundraiser in Milwaukee.
      6) Scholarship change: The Tindall Scholarship will be administered by PHCC National.
      7) Education Committee -- Anne Steadman noted that the committee is having an email discussion on how to best deliver the message of Workforce Development and tools available. Danielle Baird with Bradford White will be introduced to Anne Steadman.
      8) Bonni Parsons Mitchell, Exec for San Diego, wants to create a traveling road show on the history of the Industry which would travel to trade shows. Discussion will continue.
      9) The Incoming Presidents’ Joint Reception at CONNECT 2016 was a success. Excess funds received from sponsorship for the Auxiliary portion will be used in Auxiliary general funds.
      10) Newsletter – The 1st and 3rd newsletters are printed and mailed. The 2nd will be electronic. The 1st was already mailed. Appreciation was expressed to Lynne for a job well-done!
ACTION ITEMS:

* Need someone to take over the newsletter for Cheryl Mosier.
* Newsletter assignments are due to Lynne by February 5.

11) Bylaws and Resolutions – Need change to preclude resolutions be postal mailed, allowing for electronic transmissions of resolutions and bylaw changes.
12) Officer name badges. New officers will receive their name badge via mail.
13) Lynne will be on the island from January 26 to March 15.

B. President-Elect Greta Fischer

   Greta’s main focus is the membership contest. She suggests that there be small prizes periodically to keep the competition active. She hopes to have incentives in place before Summer Board.

   ACTION ITEM: Greta and Kelly will identify a block of time to discuss promotion of the incentives.

C. Vice President Ann Rivers

   1) Updating the list of State Presidents and members-at-large. She will contact state Execs to update the list. Sandy Stack, Members-At-Large Representative, is anxious to contact members-at-large.
   2) Updating the list of state conventions and trade shows.

   ACTION ITEM: Ann will provide a list of state conventions to Kelly for the Auxiliary calendar. On the calendar add Legislative Day from May 9-10 with travel dates of May 8 and 11.

   After meeting note: These dates will change due to Congressional recess.

D. Membership Secretary Barb Kreifels

   1) Added 12 new members since CONNECT 2016. Thirty-one are past due for 2015. Barb will send one more request before dropping members. Membership total is 346.
   2) Total income from dues is $22,715 (January 18 – December 15, 2016).
   3) Pictures were uploaded to Shutterfly.
   4) Deceased members since Convention: Jeanette Westman (MN) & Ethel Epstein (OH)

E. Marketing Secretary Kelly Ruddy

   1) Social Media assistant needed to replace Angie Westman.
   2) Emailing the Marketing Committee to determine their various areas of interest. Alex Colorado will assist with technical issues. Angela Collins, works with social media for the Education Foundation, will assist with web design and other marketing. There needs to be a second person helping with social media.
   3) Kelly can send out the email blast to membership but needs the subject matter sent to her. There was discussion of creating an email blast schedule similar to newsletter assignments.
   4) Constant Contact – Kelly will retain primary responsibility for Constant Contact due to privacy issues.

   ACTION ITEMS:
   * Kelly will send logins and passwords as backup to Lynne as President and to Cheryl as Treasurer for safekeeping.
   * Kelly will download the website content and send to Cheryl as Treasurer to store on the backup drive.
5) PayPal is currently tied to Teresa’s account but needs to go to the marketing gmail address.

ACTION ITEMS:
* Kelly will create a website domain and generic gmail account (info@domain.com).
* Add to the Duties and Procedures that the website will be maintained by the Marketing Secretary. Administrative rights will be held by the Marketing Secretary, President, and Membership Secretary. The Treasurer will have copies of logins and passwords for security.
* The Marketing Secretary will monitor the generic gmail account and respond or forward as needed. A reply can be generated to indicate that the inquiry is being handled.

BREAK at 12:12 p.m. – RECONVENED at 1:45 p.m.

9. Financial Report. Submitted via email by Teresa Mayes. Cheryl and Teresa met to exchange information and records. Cheryl has a backup of QuickBooks, but Teresa has data to enter prior to turning over the financial records. Teresa will provide a final report by the end of February.
   A. Ginny Scholarship, originally funded at $35,000, is at $29,033.71. The family wishes for the money to be dispensed until depleted.
   B. The Auxiliary is a 501-C-6, not for profit. It cannot be considered a charitable deduction.
   C. There is $118,707 in checking and $100,526 in savings at Wells Fargo. There is $34,293 in CDs at the Bank of Edwardsville.

ACTION ITEMS:
* Lynne will pursue through PHCC the $7,500 from PHCC and $3,500 from Federated.
* Lynne and Cheryl will get together to determine what funds have not been received from sponsors.
* Add to the Ds&Ps that the Treasurer will communicate with the President to keep her informed which funds have been received by sponsors.

10. Committee Reports – not formally requested for this meeting. The Education Committee submitted a report which was shared with Officers.

11. Old Business
   A. Marketing Secretary Report. Kelly listed items remaining in inventory.
      1) On a motion and second, approve setting up the ShipMonk contract, get 102 units of kneepads shipped to that location, and get insurance coverage for products when in storage. Discussion included insurance coverage of $650 for $10,000 in goods.
      VOTE 3: Motion carried unanimously.

ACTION ITEMS:
* Cheryl will work with Teresa to get the insurance information for marketing products stored at ShipMonk.
* Kelly will establish an SKU system to label the kneepads for shipment.
* Kelly will work with Rob Bennett to get the kneepads shipped.
2) Heidi Everly, former Marketing Secretary, has “Constructing Your Future” booklets which can be used for education.  
   ACTION ITEM: Kelly will work with Heidi to get the brochures shipped to her.

B. Insurance for Directors and Officers. ACTION ITEM: Cheryl will follow-up with Teresa to determine if the policy was renewed. NOTE: Teresa responded that insurance was renewed.

BREAK at 3:00 p.m. – RECONVENED at 3:19 p.m.

C. Third Party Financial Review. Officers discussed whether an external review should be conducted every two years with change of terms. On a motion with no second, charge the Treasurer, President, Marketing Secretary, and Recording Secretary with ironing out procedures for information flow. Motion withdrawn.

ACTION ITEMS:
* Changing banking address to Falls Church. Accounts can be accessed online.
* At Summer Board, determine whether to change the Ds&Ps to require an external review every two years when the position of Treasurer changes.
* Through QuickBooks online, the Treasurer will send to the Membership and Recording Secretaries deposit reports so membership and marketing deposits can be verified.
* The Membership Secretary will log onto PayPal to review payments for membership.
* Implement procedures for information flow between the Marketing Secretary, Recording Secretary, and Treasurer to account for invoices issued.
* The Treasurer will receive email approval from the President for payments to be made.
* The President will go to the online bank statement to verify that entries were approved for payment.

D. Scholarship Applications for 2017. The scholarship application was revised to be one page and distributed to Officers. On a motion and second, approve the scholarship applications as presented. VOTE 4: Motion carried unanimously.

ACTION ITEM: Lynne will get approval for the revisions from the sponsor then forward to Scholarship Chair Kathy Tindall.

E. Educational Expense Grants – to attend PHCC events, approved prior to and confirmed with receipts. There was one application in last four years which was denied after the fact. On a motion and second, eliminate the educational expense grant label and redirect these funds toward banner grants for this year. VOTE 5: Motion carried unanimously.

BREAK at 5:32 p.m. – RECONVENED at 5:55 p.m.

F. State Convention Attendance
MN – Angie Westman
MA – Anne Steadman
NE – Barb
SD – Taeckers
IL – Bev Potts
OH – Greta Fischer
IL – Lynne Finley (?)
MD – Kathy Stradley
CT – Ask Corrine Riley
NC – Lynne Finley & Janice Voss
San Francisco – Ann Rivers
TN – Teresa Mayes, Janet Dugger, Cheryl Gammon
NY in Key Largo, FL – Lynne will talk to Dorothy Reddy
San Diego – Ask Cheryl Mosier. Greta Fischer?
FL – Lynne will ask Alysia Storey
KY – SPECTRUM – depends on budget. Lynne Finley, Greta Fischer. Maybe Kelly Ruddy or Cheryl Gammon
LA – Kelly Ruddy, Carla Molinaro, Richela Roy
GA – Ask Mike McGraw
WA – Greta Fischer
IN – Ask Brenda (Indiana Exec). (Close to convention)

G. Conference Calls. ACTION ITEM: Kelly will research options for discussion.
H. Backup Computers – backed up during the meeting. Cheryl will copy the backups to the backup drive.
I. Girl Scout Merit Badge. ACTION ITEM: Greta will pursue.
J. On a motion and second, approve payment of the Directors and Officers liability policy.
   VOTE 6: Motion carried unanimously.

Motion and second to adjourn at 6:55 p.m.

DAY 2 – JANUARY 15, 2017

Call to Order at 9:25 a.m.
Opening Prayer by Greta Fischer

(continuation of 11-G Conference Call)

ACTION ITEMS:
* Greta and Alex will do a test conference call in two weeks.
* Give to Greta times/dates preferences, note time zone.
* Hold a conference call every six weeks.
* Plan agenda for conference call.

12. New Business
   A. Long Range Planning Meeting Report – distributed by Lynne
      1) Membership discussion included retention of new members, scavenger hunts for members of less than three years to find officers or others, discuss the Auxiliary with a non-member, gift certificates to non-members to purchase items at the marketing table. Findings from the scavenger hunt can be submitted at the Annual Business Meeting for a prize.
2) Include in the first-timers bag a picture of the officers and talking points, possibly a contact list of who is in charge of activities.
3) Include life members for orientation of new members.
4) Organize activities such as a walkers group or other interest group. Discuss with Nancy Bouwens in Milwaukee points of interest. Make the Marketing table a meeting spot.

B. Sponsoring an HVAC apprentice contestant for the CONNECT 2017 Apprenticeship Contest. On a motion and second, approve sponsoring an HVAC apprentice for 2017 in the amount of $3,000. **VOTE 7:** Motion carried unanimously. Lynne has a follow-up question for Merry Beth Hall about apprenticeship expenses.

C. Sponsorship Opportunities within the Auxiliary budget or new programs.
1) The Marketing Committee is discussing sponsorship of convention t-shirts and raffle opportunities.
2) Lynne requested $5,000 for Workforce Development in the 2017 budget. The Auxiliary is sponsoring the Workforce Development Breakfast ($3,500).
3) Create a list of options to present to sponsors to best determine what fits their marketing plan. Give the list to the Sponsorship Committee. Discuss possible sponsors with Lynne and the Sponsorship Committee.

D. 2017 Legislative Day. In addition to the President attending, it is recommended that the President-Elect attend prior to her year as president. Lynne and Greta plan to attend.

E. Traveling Road Show proposed by Bonni Parsons. Lynne suggests allocating $1,000 toward packaging and a shipping container. It is proposed that the respective trade shows pay shipping to their event.

ACTION ITEM: Work out the details with a committee comprised of select Officers, select AEC Execs, and/or the 100 Anniversary Committee. Work with Sean Dailey to see what items can be used in the display. Brainstorm how to collect historical items.

F. 2017 CONNECT Convention Tentative Planning
1) The Marketing Committee has begun discussions with Harley Davidson for t-shirt sponsorship and trademark use.
2) The Marketing Committee is discussing raffling a Harley with a PHCC logo saddlebag. Greta can provide a contact name for a local Harley dealer. Perhaps the bike can be ridden into the opening ceremony. There can be an electronic raffle with a cut-off for early bird sales, and sales ending during convention. This raffle could be held under Angie’s license to raffle in Wisconsin.
3) A reverse raffle was discussed. There can be periodic winners, such as every 25, with a sponsor-donated gift. The last name pulled is the winner. An activity involving the final names was discussed. Inquire about sponsor-owned condos as a possible prize.
4) The Auxiliary banner is not conducive to the marketing table. On a motion and second, approve the purchase of a tablecloth banner not to exceed $50. **VOTE 8:** Motion carried unanimously.

BREAK at 11:50 a.m. – RECONVENED at 12:45 p.m.

G. Budget – discussion postponed
H. Schedule – not yet available
I. Auxiliary Trade Show Booth. Officers discussed Workforce Development demonstration stations at the booth. Merry Beth Hall has software that measures aptitude for the industry and explains skills used in the industry.

J. Entertainment – ideas needed, such as visiting the Harley Davidson museum, the Jelly Belly visiting center, city bus tours, Octoberfest.

K. Silent Auction – discussion to continue; may substitute with activities previously noted.

L. Persons who might assist the Auxiliary at Convention are Jeff Kuhn (Chair of QSC) and Carol DeYoung (PHCC Wisconsin President).

M. 3D Award Nominee. On a motion and second, a nominee was selected. **VOTE 9:** Motion carried unanimously.

ACTION ITEM: Lynne will notify Dale Powell.

N. Dore Award – Nominations due August 1.

ACTION ITEM:
* Greta will provide to Kelly content for an email blast with a link to the guidelines.
* The application is under review.
* As Ann contacts state officials, she will encourage them to nominate a member who has made a significant contribution.

O. Summer EO Tentative dates – hold for possible conference calls. Suggestion to hold a meeting in Milwaukee to scout out the conference facility and city.

13. Other

A. On a motion and second, pay $1,000 to the Education Foundation for 2017, Invest in Your Future. **VOTE 10:** Motion carried unanimously.

B. On a motion and second, pay the donation to the 535 Club for PAC in the same amount as last year. **VOTE 11:** Motion carried unanimously.

C. On a motion and second, give the $100 VISA gift card to Angela Collins for an apartment fire. **VOTE 12:** Motion carried unanimously.

ACTION ITEMS:
* Kelly will give Cheryl the address.
* Barb will give Cheryl their shipping account for overnight shipping.

D. Website and Domain Address

1) Kelly established a domain address and tested a generic email (<info@phccnationalauxiliary.org>).

2) The website is WordPress-based. Members can log in. You can connect to the online store, photos, blogs, committee information, award winners, etc. Up to $200 was allocated to the online store, and we get a bonus website. The site costs $13 for the first year then $40 the next year. The online store is paid through Google Commerce. **ACTION ITEM:** Kelly needs assistance with content.

3) New Marketing Items – Kelly provided websites for items under consideration. She will run samples by Lynne. A proposed order included
   * $1,900 for fleece jackets: light blue/women; gray/men (30/70 quantity)
   * $2,300 for polo shirts (100)
* $375 for navy blue 12-can bags (25 selling at $25)
* $423 for Silver camo hats (L/XL) (36 selling at $20-25)
* $550 for portfolio (25 selling at $35)
* Vest – same price as jackets; info to be provided via email
* Sandy Stack is inquiring about the gold faucet/drip charm.

On a motion and second, budget up to $8,000 toward marketing items to be revised on an as needed basis. **VOTE 13:** Motion carried unanimously.

**BREAK at 3:30 p.m. – RECONVEnED at 3:40 p.m.**

E. QuickBooks online. On a motion and second, sign up for QuickBooks online through Cheryl’s office at $60/year. **VOTE 14:** Motion carried unanimously. In addition to the Treasurer, online access will be given to the President, Membership Secretary, Marketing Secretary, and Recording Secretary.

F. On a motion and second, Cheryl will research online bill pay through Wells Fargo to add as an option for writing checks. **VOTE 15:** Motion carried unanimously.

G. Wells Fargo. At the October meeting, concern was expressed about banking through Wells Fargo due to incidents reported in the news. Janice spoke to a Wells Fargo banker and manager who addressed these concerns and assured accountability measures were put in place for accountability. The Officers were doing due diligence in discussing these concerns.

H. PayPal. Currently linked to Teresa. Kelly and Cheryl will investigate payment options.

I. Expense Approval. Cheryl will scan expenses to Lynne for approval. Lynne will sign and approve via email.

J. Invoices. Barb asked whether membership invoices can be generated through QuickBooks or whether paper copies should be mailed for 2017. **ACTION ITEM:** Cheryl will speak to her office staff to determine the feasibility of making this happen. A decision will hinge on the response.

K. Lynne sent to Officers the Auxiliary report she submitted to PHCC for its Board meeting in Sacramento.

L. Merry Beth Hall replied to the Auxiliary inquiry about costs are covered for apprentice contestants. $3,000 is how much it takes to run the contest, with sponsors or the Education Foundation covering this fee. Chapter expenses are the $250 registration fee. Travel expenses are reimbursed for airfare/mileage, lodging, and per diem meals. All contestants will be housed in the convention hotel.


Motion and second to adjourn. **VOTE 16:** Motion carried unanimously.
AFTER NOTES – JANUARY 16, 2017

Present: President Lynne Finley, Vice President Ann Rivers, President-Elect Greta Fischer, Membership Secretary Barb Kreifels, Recording Secretary Janice Voss

* Lynne received the invoice from Rob Bennett for the kneepads which cost $4,320 for 180 units. ACTION ITEM: Lynne will provide to him the address to ship the kneepads.

* On a motion and second, fund the Workforce Development Breakfast at the same amount of $3,500. VOTE 17: Motion carried unanimously.

* Barb has PHCC Auxiliary pins. Lynne will take some to the PHCC Board in Sacramento to hand out to Auxiliary members.

Respectfully submitted,
Janice Voss, Recording Secretary

EXECUTIVE OFFICERS TELECONFERENCE, February 28, 2017
(Approved April 6, 2017)

1. Call to order at 6:02 p.m. Central Time by Lynne Finley

2. Roll Call: President Lynne Finley, Vice President Ann Rivers, President-Elect Greta Fischer, Treasurer Cheryl Gammon, Membership Secretary Barb Kreifels, Recording Secretary Janice Voss

Absent/Excused: Marketing Secretary Kelly Ruddy

3. MOTION 1: On a motion and second, approve the agenda. VOTE 1: Motion unanimously approved.

4. MOTION 2: On a motion and second, approve the minutes of the Winter meeting of the Executive Officers held on January 14-15, 2017. VOTE 2: Motion unanimously approved with corrections as discussed.

5. Financial Report. Cheryl Gammon gave the following updates:
   A. Teresa Mayes is finalizing the 2016 financial records for submission to the accountant.
   B. Auxiliary funds are pulled into QuickBooks.
   C. The $21,000 check was received from PHCC including pass-through funds from Bradford White and Federated. Invoices will be generated and receipted for these funds.
D. Membership – Cheryl and Barb are working together to invoice dues through QuickBooks. Barb generates invoices; Cheryl receipts. If money is received without an invoice, Cheryl will generate an invoice to receipt.

E. Other Income – When sponsorship or marketing needs to be invoiced, Cheryl will create an invoice and request any paper checks be sent to Janice. Payment can be paid through Wells Fargo via credit card or ACH draft via routing number.

F. Marketing – PayPal remains under Teresa’s name, but Cheryl was able to change the contact information to herself. She will continue to work with PayPal to establish a generic account which will list the Auxiliary as the primary address, but with the Treasurer serving as the contact. Funds in PayPal were transferred into the Auxiliary operating account at Wells Fargo. 
ACTION ITEM: Cheryl will get with Kelly to see if QuickBooks integrates into the online store for ACH drafts.

G. EO files from January were backed up onto the hard drive.

H. Cheryl has the $100 gift card.

I. To be paid are $3,000 for the apprenticeship fee, $1,000 donation to the Invest in Your Future campaign, and $1,000 to PHCC for the 535 Club, all approved at the January EO Meeting.

6. Old Business
A. The Auxiliary and Bradford White scholarship applications were posted to the website on February 13.

B. The Cox and Dore Award Applications – InSinkErator has not yet approved changes for posting. The website states that the applications are coming soon.

C. Discussion of Third Party Financial Review. This discussion has not gone before the Bylaws/Duties & Procedures Committee for review. This discussion is deferred until their review.

D. Banner Grants for 2016 (3 large; 6 sets of small) plus one large for Texas in 2017 cost $1,291. Lynne approved the Texas addition in order to get it in under the discounted current order, but the continuation of banner grants for 2017 was approved at the January 2017 EO Meeting. 
MOTION 3: On a motion and second, approve reimbursement to Tennessee for a Banner purchased in the amount of $307.40.
VOTE 3: Motion unanimously approved. (Note: Executive Officers discussed via email Tennessee’s urgency to get their banner printed.)

E. Past President’s Pin. Sandy Stack is working with the original jeweler to obtain a quote. The last order of 3 cost $1,500. The pin mold is in the safety deposit box. Although there were suggested changes to the pin, this would be costly at this time. There was consensus to keep the design the same for now.

F. Membership Contest Action Item. Alexander Colorado joined the conference call to get additional directives regarding milestone incentives to give the contest momentum and to keep it active. Greta recommends the final prize of the trip to Seattle, with a city pass to include a visit to the Space Needle, be taken July 4. Greta and Alex will outline the contest details, timelines, and contest limitations for approval by the Executive Officers. State execs are ineligible for the trip to Seattle but are eligible for incentives during the contest. An example of an incentive could be a 20% discount off of a marketing order,
not to exceed $100. When incentives and milestone dates are laid out and approved by the Executive Officers, Susie Greene will write an email to blast to the membership reminding of the membership contest and describing prizes to be awarded throughout.

Note: Eight new members were added since January.

G. Marketing Committee Action Items

1) ShipMonk contract status – unknown at this time. The need for the President to have access and be updated was discussed.

ACTION ITEM: Lynne will request from Kelly contact information for ShipMonk. Rationale: At least two officers will have this information on file.

2) Knee pad status with Rob Bennette. There are 102 units remaining in inventory at BDG Industries. Rob has offered to continue to warehouse them, if we make the commitment to promote them. Decision was deferred to Kelly on 1/24/17 and we await status of it. There was consensus that kneepads could be used a) as an incentive for the membership contest, and b) as a donation to the apprenticeship program.

3) The following items require updates from the Marketing Secretary:
   * Status of online marketing store and website
   * Status of Marketing items to be ordered
   * Purchase of new Auxiliary (table) banner
   * Date to insure inventory at ShipMonk
   * Status of offer on remaining tee shirts from Connect 2016

ACTION ITEMS: Lynne will email Kelly that the above marketing information is needed by the Executive Officers. Lynne was asked by the Executive Officers to state in the email a timeline for receiving the information.

H. Connect 2017 / Convention Planning

1) Schedule and Auxiliary Event. Lynne was a participant on the Convention Committee conference call. Five national corporations (including InSinkErator, Milwaukee Tool, Kohler, and an HVAC company) are geographically located in/near Milwaukee and want to offer tours or have events on site. Due to a full conference schedule, there was consensus that a separate Auxiliary-sponsored event will conflict with the itinerary. There was consensus that the Auxiliary can better contribute by assisting PHCC with one of these events. Perhaps the Auxiliary can serve as hostesses or ambassadors and possibly hold a trivia contest with prizes on the bus.

ACTION ITEMS:
   * Lynne will keep the Executive Officers informed of the developing conference schedule. The next Convention Committee conference call is April 6.
   * When approved, Ann will coordinate the Auxiliary’s involvement; Janice will assist.

2) Make-up Artist Sessions. Ann volunteered to coordinate this event. Suggested resources include QSC chair’s wife, Pam Kuhn and the Wisconsin Executive Director for insight into what is available in Milwaukee.

ACTION ITEM: Ann will contact Teresa for guidance in planning.

3) Silent Auction or Alternate Event.
ACTION ITEM: Lynne will contact Kathy Tindall (Silent Auction Committee Chair) and Kelly (Marketing Secretary / Harley raffle) for updates on fund-raising activities.

4) 2017 Convention tee shirts – status unknown.
   ACTION ITEM: Lynne will request an update from Kelly.

5) Harley Raffle – status unknown.
   ACTION ITEM: Lynne will request an update from Kelly.

7. New Business
   A. MailChimp login needed by the President and Susie Greene, as well as the Marketing Secretary
      ACTION ITEM: Lynne will request that Kelly, as administrator, establish the President and Susie Greene as users with login access.
   B. ShipMonk – status unknown.
      ACTION ITEMS:
      * Lynne will request that Kelly provide her, as President and Cheryl as Treasurer, with contact and login information for ShipMonk.
      * Lynne or Janice will provide to Cheryl the ShipMonk contract which was reviewed and approved by the Executive Officers. Also, to be shared with Cheryl is Teresa’s email during convention which outlined associated costs.
   C. Bumper stickers for trade careers – deferred discussion
   D. Set up scan code business card for PHCC Link – deferred discussion.

Adjourned at 6:45 p.m. Central Time.

Respectfully submitted,
Janice Voss, Recording Secretary

EXECUTIVE OFFICERS TELECONFERENCE, April 6, 2017
(Approved June 9, 2017)

1. Call to Order by President Lynne Finley at 5:00 p.m. CST

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

3. MOTION 1: On a motion and second, approve the agenda. VOTE 1: Motion unanimously approved.

4. MOTION 2: On a motion and second, approve the minutes of the Teleconference of the Executive Officers held on February 28, 2017. VOTE 2: Motion unanimously approved.
   A. Files are still in transition from the previous Treasurer.
   B. Cheryl will get the CPA contact information for tax return preparation. Cheryl will verify that the amounts listed in bank accounts are confirmed. The CPA will confirm that the balances are what is listed and that no other bank accounts exist. The CPA usually completes a bank reconciliation at year-end to make sure the balances equal. Jorja Dickemann emailed to the Executive Officers what needs to be done by the Financial Review Committee or by the CPA.
   C. Discussion of external audits and other financial discussions are deferred until the Summer meeting of the Executive Officers

6. Old Business
   A. The Dore and Cox applications are updated and posted on the web. Categories were changed to Members-At-Large, large auxiliaries of 16 members plus, and small auxiliaries up of 3 to 15 members. It was suggested that Ann contact 1) Susie Greene (Communications Committee) to send out announcements for nominations to State Executives, and 2) Sandy Stack to contact Members-At-Large. The next email blast is scheduled for the end of April.
   B. Kelly, Lynne, and Susie Greene are all in communication about timelines for email blasts.
   C. Newsletter deadlines are approaching. Cheryl Moser returned from medical leave and has responsibility for the newsletter again. Susie Greene will serve as editor. This second newsletter will be emailed, so deadline for submissions is the first week in May with distribution of the newsletter week in the second week in May. Kelly hopes to have the Store up and running with an announcement in the May newsletter.
   D. The banners from the 2016 grants were received.
   E. Lynne attended the Illinois state convention and plans to attend Ohio’s convention.
   F. Past President’s Pins. MOTION 3: On a motion and second, approve ordering three (3) Past President’s Pins at $492.75 each, including taxes and shipping for a total of $1,478.25. VOTE 3: Motion carried unanimously.
   G. Membership Contest – changed from incentives to two separate contests:
      • Biggest Team – Trip to Seattle – funded by the Fischers
      • Most New Members (formerly the incentives) – funded by the Auxiliary
      1) Additional clarification is needed before the contests can be announced. There was consensus that Lynne, Greta, and Alex Colorado have a conference call within the next few days to finalize details.
      2) MOTION 4: On a motion and a second, approve the Most New Members contest (formerly incentives) and the three prizes noted as below:
         a) A $20 discount at the Auxiliary Online Store for every new member signed up. Max. $100 in discounts to one recipient. No Cash Value. One time use code.
         b) Recruit 10+ members, be on the cover of the Auxiliary Newsletter in January 2018.
c) Recruit 15+ members, receive one free Auxiliary National Convention Fee for PHCC CONNECT 2018.

**VOTE 4:** Motion carried unanimously.

H. Marketing Committee Report –

1) ShipMonk contract status. The ShipMonk contract was approved at the October 2016 CONNECT meeting and signed in January 2017. Products have not been sent to the Florida warehouse, therefore, the Auxiliary has not incurred any charges associated with the contract. ShipMonk will integrate their software with the online Store. The next step is to purchase and ship the products to their warehouse.

1) Knee pad status update with Rob Bennette. Mr. Bennette is aware that the Auxiliary is beginning a promotion to sell the remaining 102 knee pads (buy 5 and get 1 free). He agreed to retain them through October 2017. Susie Greene will send an eblast to all members and the AEC to advertise the promotion.

2) Approval of promotional pricing on knee pads, license plates & ties. The product promotion will include 18 license plates and 30 ties remaining in inventory.

**MOTION 5:** On a motion and second, approve the promotional prices to liquidate the remaining inventory of knee pads (buy 5 and get 1 free), $5 license plates, and $10 ties. **VOTE 5:** Motion carried unanimously.

3) New marketing items. Kelly previously presented a list of products to be purchased, and a budget of $8,000 was approved by the Executive Officers in January. Examples were shown to Lynne. With the products currently proposed, purchases will total $10,000. **MOTION 6:** On a motion and second, approve authorizing up to $10,000 for product purchases. **VOTE 6:** Motion unanimously approved. Timeline:

- Kelly will order the products.
- The warehouse will receive the products by the third week in April.
- The website and online store will be available on May 1.
- An announcement will be placed in the newsletter.

4) Status of remaining San Antonio tee shirts. Kelly will copy Lynne and Patrick Freund on emails to finalize the sale of the remaining tee shirts for $300 plus shipping.

5) OneNote login info. OneNote will be the location where documents can be accessed by those with appropriate logins. For example, Kelly is working on the website in OneNote. An invitation was sent to all officers, and each officer has a page. This site can hold historical information which can be passed to the next officer. Kelly will demonstrate OneNote at the Summer meeting.

6) Login and password information for the Auxiliary is on OneNote: Website, Mail Chimp, the membership list, etc.

   a) Mail Chimp – Kelly serves as Administrator, and Lynne and Susie have accesses. There was consensus that any email blasts beyond that which is scheduled must be approved by the EOs.

   b) QuickBooks – Cheryl assigned user logins as needed. These passwords will not be in OneNote. Since this software is part of a site license through Cheryl’s firm, it was suggested that the firm have a letter on file which authorizes the current Auxiliary President to retrieve Auxiliary records in Cheryl’s absence.
c) All passwords will also be stored in the Safety Deposit Box which is maintained by the Treasurer.

7) CONNECT 2017
a) Kelly contacted a Harley Davidson dealer to purchase a motorcycle valued at $13,000 for the raffle. Our cost will be approximately $8,000.
   • The dealer will deliver the motorcycle to the convention as an example. The winner will then be able to order their preferred bike for delivery to their local dealer. If their preferred bike is more than the $13,000, the winner can pay the difference.
   • Sell 250 tickets costing no more than $100 each, first on the website then at convention.
   • Kelly will work with Jeff Voss to select a model.
   • Offer additional prizes throughout the raffle, soliciting seven sponsors headquartered in Wisconsin.
   • There is a raffle app ($400) that automatically generates number picks. Administrative expenses include a percentage of the raffle proceeds.
   • Cheryl will look into Wisconsin raffle laws.
   • The winner will be issued a 1099 and pay sales tax when it is licensed.

b) Kelly is trying to contact Harley headquarters about use of the Harley logo for the tee shirt for convention.

c) Lynne distributed a draft of the tentative schedule.

d) The Auxiliary suite will be used for the post-convention EO meeting.

e) Bev Potts suggested a mobile charger as an Auxiliary gift. The charger link was shared with the EOs. If well received at convention, we may consider carrying the chargers in the Store.

f) Suggestion by Kelly to put online coupons under random plates at the luncheon to get people directed to the Store.

g) Discussed business cards with a scan code for the Workforce Development Breakfast.

7. New Business
   A. Reimbursement of Airfare Prior to Meetings. There was consensus that airfare travel expenses related to meetings can be reimbursed prior to the event taking place. If the member does not attend the event, the Auxiliary must be reimbursed. This will be referred to the Bylaws, Duties and Procedures Committee.

   B. Reimbursement of Miscellaneous Auxiliary Expenses. Any expense incurred on behalf of the Auxiliary, if reasonable and practical, should be reimbursable, e.g., tipping hotel staff. An option is to put a maximum limit in the Procedures. Kelly will get a copy of a corporate document on tipping for the Summer meeting.

   C. Use of Email Addresses – deferred until the Summer meeting.

8. Adjournment @ 6:59 p.m. CST.
EXECUTIVE OFFICERS SUMMER MEETING
June 9-10, 2017
Destrehan, LA
(Approved August 30, 2017)

DAY 1 -- June 9, 2017

1. **Call to Order** at 8:46 a.m. by President Lynne Finley

2. **Invocation** submitted by Chaplain Gerry Calfo and read by President-Elect Greta Fischer.

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

5. **Opening Remarks.** President Lynne Finley thanked all Executive Officers for being present to make this meeting happen.

6. **Approval of Agenda**
   A. Addition to the agenda, 1) New Business, Marketing (Kelly Ruddy) and 2) New Business, Discussion and review and approval of the budget recommendation for 2017-18.
   B. **MOTION 1:** On a motion and second, approve the agenda as amended. **VOTE 1:** Motion carried unanimously.

7. **Approval of Minutes.** **MOTION 2:** On a motion and second, approve the minutes of the April 6, 2017 Teleconference. **VOTE 2:** Motion carried unanimously.

8. **Executive Reports:** Discussion of Executive Officers’ Reports
   A. President’s Report
      1) Appreciation was expressed to Kelly for all of her work with the new Auxiliary website and the online store. The Auxiliary has storage needs due to all of its archived information that will remain on the PHCC Auxiliary page. The new website provides more capabilities and the two will be cross-linked as appropriate.
      2) An updated Sponsor List was distributed to the Executive Officers.
      3) When Lynne attended the Illinois and Ohio state conventions, it was brought to her attention that convention volunteers attended convention at their own expense often just to volunteer. Executive Officers should encourage members to participate.
**ACTION ITEM:** To recruit volunteers, it was suggested to appoint a volunteer coordinator. A volunteer coordinator job description will be drafted and put out on social media.

4) Ties, pins, and license plates were sent to the New York convention and hand-delivered to the Ohio and Illinois conventions.

5) Lynne is in possession of a cord which may belong to the printer. Barb will take the cord home to see if it is the printer cord.

6) **ACTION ITEM:** Cheryl will notify the IRS of the official name change correction (full name, dashes and spacing): Plumbing-Heating-Cooling Contractors—National Auxiliary.

7) Executive Officers discussed the need to incorporate. Officers would have liability protection under the umbrella of incorporation. **MOTION 3:** On a motion and second, Cheryl will work with one of the PHCC attorneys as needed to incorporate the National Auxiliary. **VOTE 3:** Motion carried. One abstention.

8) Insurance coverage for marketing products stored through ShipMonk will be $650/year with a $1,000 deductible. **MOTION 4:** On a motion and second, the Executive Officers approved the purchase of insurance for startup products. **VOTE 4:** Motion carried unanimously.

**ACTION ITEM:** Cheryl will contact our insurance carrier to 1) purchase the policy and 2) inquire about coverage for products stored at multiple locations.

9) Distributed were thank you notes from three state conventions where products were contributed and baby announcements from the Harps and Tindalls.

10) **MOTION 5:** On a motion and second, discard the obsolete MCI calling card in Inventory and expend the VISA cards. **VOTE 5:** Motion carried unanimously.

11) The copy of Associations Now Board Brief was transferred from Lynne to Greta.

**B. President-Elect**


**ACTION ITEM:** Greta will continue to pursue.

2) Greta drafted a budget to be approved by the Executive Officers for submission to the Auxiliary Executive Officers and then by the Board of Directors and the membership at the Annual Business Meeting.

**ACTION ITEM:** Greta will incorporate the various officers’ requests, revise the budget proposal and resubmit for consideration by the Executive Officers.

3) The Committee Book is coming along. Lynne requested assignment by Greta to the 2017-18 Bylaws/Duties and Procedures Committee.

**C. Vice President**

1) Ann is updating contact information for the state Auxiliary officers.

**ACTION ITEM:** Ann will provide a list of all contact details to the Membership Secretary and incoming Vice President for 2017-18.

2) The deadline for the Cox and Dore awards were announced in the last newsletter.

3) **ACTION ITEM:** Ann is getting ideas for convention gift bags and working on a makeup session vendor.
D. Marketing
1) The website tells members how they can become involved as a volunteer.
2) A social media assistant is needed to post articles and interact with readers. Greta indicated Cristal Pinnix is willing to serve in this capacity.
   **ACTION ITEM:** Kelly will follow up with Cristal.
3) The Auxiliary needs to share its mission statement and inform others that its purpose is to use volunteer time and talent to supplement the resources of PHCC.
   **ACTION ITEM:** Lynne will redeliver this message to AEC at Spectrum 2017.

BREAK at 10:50 a.m.  RECONVENED at 11:05 a.m.


F. Membership Secretary
1) Membership dues collected are $6,175. QuickBooks invoicing is going very well. QuickBooks reports will replace the EXCEL sheets.
2) Duties and Procedures state that membership invoices are sent December 15. This year was late due to the integration into QuickBooks. Recommendation to the Bylaws, Duties, and Procedures Committee will be that invoices will be sent by January 15 so as not to get lost in holiday mail and will be due on receipt. Payment can be made via check, credit card, or bank transfer. A reminder will be sent by February 15.
   **ACTION ITEM:** Barb will notify the Bylaws, Duties, and Procedures Committee of this change.

G. Treasurer
1) The physical transition of records from Teresa Mayes to Cheryl is now complete. Cheryl was given the remaining financial data, including the insurance policy and funds to be deposited since December 31.
2) Cheryl received a notice of tax return extension from the CPA. The return is now due by November 15, 2017.
3) All bank statements have been reconciled through May. Expenses for all transactions listed in the reconciliation are attached to the statement. December 31 balances were brought into QuickBooks, but Cheryl will reconcile the bank financial statements for 2016 with QuickBooks to confirm balances. She distributed the 2016 Profit and Loss Statement, Balance Sheet, Statement of Activity, and Financial Position Report.
   **ACTION ITEM:** Cheryl will meet with Teresa to reconcile the cash balance.
4) When payments are received, Cheryl needs to be informed if there are designations. Expense categories were discussed. Feedback is requested whether expense categories should be more appropriately named.
   **ACTION ITEM:** All EO’s are to review expense categories and make recommendations.

BREAK for lunch at 12:10 p.m.  RECONVENED at 1:35 p.m.

H. Marketing, continued: The website was launched.
1) The web package is $300/year. As the content increases, the site will require more memory which will increase associated cost.

2) The Facebook online store site was cancelled.

3) **ACTION ITEM:** The Duties and Procedures need to be updated to include procedures for double-checking marketing money received since monies are no longer forwarded to the Recording Secretary then the Treasurer for deposit.

3) Kelly will have tablet at convention so people can order online for direct shipment.

**ACTION ITEM:** All officers are requested to submit descriptions of their positions for individual pages.

4) The email address listed on the web page is info@phccnationalauxiliary.org. The Marketing Secretary receives inquiries, forwards to the appropriate person, and asks for a reply in a timely manner. When read and handled, the message is filed as handled, leaving only current messages in the inbox. The President can also check the info emails.

5) There was consensus that only the Treasurer and the Marketing Secretary would have generic emails at this time. All other Executive Officers will use their respective email accounts for this year.

6) ShipMonk currently has the canvas bags. Lynne has the ties and license plate holders for distribution at the Louisiana Convention and Spectrum 2017. Rob Bennette has the knee pads (84 units remaining).

7) Social media blasts are being sent by Susie Greene. Lynne and Susie are both learning MailChimp and in this learning curve, we are sending a restricted schedule.

8) New products discussed for order include 25 small portfolios, 25 large portfolios, vests, caps, and shirts. Fleece jackets will be ordered closer to Fall.


10. **Committee Reports received were distributed to Executive Officers.**

A. **Education Committee (Anne Steadman).** The committee is struggling but will brainstorm what can be done to help contractors recruit employees.

B. **Silent Auction (Kathy Tindall).** The committee is working on large ticket items for auction. Permission was received by National PHCC to contact sponsors about use of corporate properties at destination locations. Members will also be contacted about similar properties.

   The motorcycle raffle idea was scrapped due to Wisconsin gambling limitations.

   We can pursue Federal laws for an online raffle. The PHCC attorney may cap his fee at $1,000 to research laws involved.

   If the Harley convention tee shirt gets approved this will bring in additional revenue.

C. **Nominating Committee (Anne Williams).** Anne is seeking a Vice President. All other positions on the slate are filled.

D. **Other convention promotions ideas include a scavenger hunt with store discounts for winners, online discount store tickets placed under luncheon chairs, auction at the business meeting of any baskets/items that are brought to convention and giveaways**
BREAK at 4:00 p.m. RECONVENED at 4:30 p.m.

11. Old Business

A. Items from Conference Calls deferred to the Summer EO meeting:
   1) Outside Review on change of Treasurer. From the Duties and Procedures: “An Audit or Review will be done at the end of a Treasurer’s service or between four (4) and no more than eight (8) years in office. Have a report of all the accounts and funds available for the Audit or Review by the CPA and for the IRS, as needed.” Lynne requested feedback from the Bylaws/Duties & Procedures and Finance Committees (excluding past Treasurer Teresa Mayes) which was shared with the Executive Officers.

   Discussion included the composition of the Finance Committee to include persons with financial background, e.g., experience in reconciliation and financial statements. The Finance Committee should be familiar with expenses of the Auxiliary. Each year the Finance Committee will review the Treasurer’s work and confirm that proper procedures were followed. If the Finance Committee finds concern, an outside reviewer will be contracted. Financial review will be performed in the first quarter of the following year with a report about the previous year given at convention.

   Bylaws state there must be a Financial Review Committee report at convention. Since the fiscal year is calendar that would be at the convention following the year, not mid-year as has been the practice. The Duties and Procedures, as noted above, specify outside review with the change in Treasurer, but these can be changed with approval of the committee and the Executive Officers.

   Motion was made to accept the feedback from the Financial Review Committee as process. Motion was withdrawn.

   **MOTION 6:** On a motion and second, accept the changes proposed by the Duties and Procedures Committee and the Financial Review Committee with the exception of engaging a third-party reviewer only when deemed necessary by the Financial Review Committee. **VOTE 6:** Motion carried unanimously.

   **ACTION ITEM:**
   * Cheryl will draft for the Financial Review Committee the discussion and concerns of the Executive Officers, including procedures for review and timeline. Recommendation will be made that if anything of concern is identified, an outside CPA will be engaged for further review.
   * Recommendation will be made to the Bylaws/Duties and Procedures Committee that the period of financial review be the previous calendar year with report given at convention following that calendar year.
* Request the previous Treasurer recuse herself from the Financial Review Committee when that person is the officer under review. (With the change in reporting on previous calendar year, we would not appoint the previous Treasurer to sit on the Financial Review Committee the year following the term.)

B. Credit Card. **MOTION 7:** On a motion and second, authorize Janice Voss (Recording Secretary) to submit an application to Wells Fargo for a credit card with credit limits of $3,000 for the President and $7,000 for the Treasurer. Janice Voss will be listed as the credit card administrator. **VOTE 7:** Motion carried unanimously.

12. New Business

A. Amazon Smile. The Auxiliary does not qualify for Smile as it is a 501c6 and must be a 501c3. Lynne notified Susan Frew, who was kind enough to suggest it, that the Auxiliary does not qualify.

B. Use of Electronic signatures on Expense Reports. **MOTION 8:** On a motion and second, accept the use of electronic signatures on expense reports. For example, type the signature on the form, then send a follow-up email confirming approval of the document. **VOTE 8:** Motion carried unanimously.

C. Incorporation of Auxiliary & related names. Bylaws approval of the current Auxiliary name (Plumbing-Heating-Cooling Contractors–National Auxiliary) was February 15, 2005. IRS has PHCC National Auxiliary. **MOTION 9:** On a motion and second, notify the IRS of the correct Auxiliary name as specified in the Bylaws. **VOTE 9:** Motion carried unanimously.

**ACTION ITEM:**
* Cheryl will notify the IRS of the name correction as approved in the Bylaws. She will attach the minutes where the Bylaws were changed.

D. Equipment
* Remove the 3 VISA cards which will be expended, the MCI calling card, the antivirus listed under the President-Elect, and the pink rolling case. (Note: Barb will give the pink rolling case to Greta.)
* Add 3 scarf hangers to be used for marketing (Lynne Finley), 2 chip readers (Cheryl Gammon), and PayPal credit card device (Cheryl Gammon).
* Change power strips from Teresa Mayes to Cheryl and Lynne
* Consolidate the Career Ladder banner and stand listed under Lynne.

**MOTION 10:** On a motion and second, remove the 3 Visa cards, antivirus program, and pink rolling case from inventory. **VOTE 10:** Motion carried unanimously.

**MOTION 11:** On a motion and second, approve the equipment changes as noted above. **VOTE 11:** Motion carried unanimously.

E. Bank Account Accesses. Janice will remove Teresa Mayes and Angie Westman from access to the Wells Fargo bank accounts.

**MOTION 12:** On a motion and second, recess until morning. **VOTE 12:** Motion carried unanimously. Day 1 meeting adjourned at 6:05 p.m.
DAY 2 -- June 10, 2017

Call to Order at 8:10 a.m.

F. Tipping policies. Executive Officers reviewed several examples of tipping and gratuities policies and discussed scenarios related to meals, baggage, hotels, taxis, and bellmen hauling large quantities of boxes.

**ACTION ITEM:** Greta will provide the Bylaws, Duties and Procedures Committee with the various policies collected plus the examples discussed for recommendation back to the Executive Officers.

G. Connect 2017

1) Executive Officers should arrive on Sunday. There will be a post-convention meeting in the Auxiliary suite on Saturday morning, and departures can be scheduled beginning at noon.

2) Schedule for Connect 2017
   * Monday: All day meeting of the Executive Officers in the Auxiliary suite. Dinner of the Executive Officers and guests on Monday night.
   * Tuesday: PHCC Board of Directors. PHCC officers, Auxiliary officers, and spouses/guests have a joint dinner on Tuesday evening.
   * Wednesday: Registration and Marketing table open 8:00 a.m. – 5:00 p.m. The Auxiliary Board of Directors will meet 2:30-4:30 p.m., depending on tours offered. Lynne will attend the Foundation Board meeting if Angie is unable to attend. Ann will get first-timers together. Opening reception and PAC event.
   * Thursday: The Auxiliary Business Meeting will begin at 2:15 followed by the Life Members’ tea. Lynne will approach the Life Members Club officers about hosting the tea following the meeting in order to introduce new and old members. Conclude the evening with setup for the Bradford White breakfast on Thursday.

   **ACTION ITEM:** Lynne will ask Rhonda and Corrine to sample Life Members for feedback related to combining the Business Meeting and Life Members’ Tea into consecutive events.
   * Friday: Workforce Development Exchange. Silent Auction ends at 10:30 a.m. Makeup sessions begin 3:30 p.m. Marketing closes. Installation and the closing event are scheduled for Friday evening.
   * Saturday: There will be no information exchange. The Auxiliary’s post-convention EO meeting was scheduled from 8:00-10:00 a.m., but Greta requested 9:00-11:00 a.m.

3) Convention tee shirt. Kelly will work with a graphic designer to design a tee shirt for approval by Harley Davidson. Quantity ordered will be 300. Preorders will be accepted.

4) Harley raffle – to be determined. There does not appear to be a way around the Wisconsin gambling law.

5) Big ticket auction items are being organized to replace the silent auction. Advertising will be arranged through social media.
H. Newsletter. Distribution is to Auxiliary members and sponsors, PHCC staff, and AEC.

**ACTION ITEMS:**
* Lynne will ask PHCC to distribute the Auxiliary newsletter to its members.
* Lynne, Barb, and Janice will work on contacting those persons whose emails are incorrect or lacking.

I. Auxiliary Trade Show Booth. Greta proposes three workstations at the booth to access information on Workforce Development and careers. Handouts: the bulleted sheet for Auxiliary information and membership forms.

**ACTION ITEMS:**
* Lynne will bring her hotspot for use.
* Cheryl will bring the Treasurer’s laptop for the booth.
* Electrical access for the booth will be requested.
* Greta proposed a cell phone silicone credit card holder as giveaways at the booth. Cost is $.89 per 250 quantity plus a one-time setup fee. **MOTION 13:** On a motion and second, spend up to $300 for table-top silicone credit card holders as giveaways. **VOTE 13:** Motion carried unanimously. Kelly will research a source for the cell phone silicone card holders and share with the Executive Officers.

J. Registration and Marketing Tables. Two tablets will be available as well as the two cleaned-up computers.

**ACTION ITEMS:**
* Kelly will order the Auxiliary table cloth.

K. Other
1) The printer which Teresa Mayes used is in Tennessee and will be shipped to convention.
2) Heidi Everly, former Marketing Secretary, has the English version of the Constructing Your Future 20-page brochure. Brochures are packed 275/box with 11-13 boxes left. These brochures can be sent to convention.

L. Plans for the Workforce Development breakfast. Kelly can design business cards on card stock with the Auxiliary website and the Workforce Development URL

BREAK at 10:30 a.m. RECONVENED at 10:40 a.m.

**ACTION ITEMS:**
* Kelly will design business cards with the URL for Workforce Development. Share ideas with Kelly. (Drop the scan card idea for now.)
* **MOTION 14:** On a motion and second, spend up to $320 for trade career bumper stickers, 1,000 @ 244.21 (.24/piece) for 4 X 11, to hand out at the Workforce Development breakfast. **VOTE 14:** Motion carried unanimously. Kelly will pursue.
* Create online store discount coupons ($5, $10, or $20) to place under random chairs at either the Workforce Development breakfast, Bradford White luncheon, or InSinkErator luncheon. **MOTION 15:** On a motion and second, spend up to $1,000 for placement of tickets/coupons at the ISE Auxiliary-sponsored luncheon. Amended motion and second: To be used at one of the two functions, but the preference is the luncheon. **VOTE 15:** Motion carried unanimously.
M. ShipMonk. Cheryl has full administrator privileges and can see what orders are outstanding.

N. OneNote Demonstration. Kelly issued an invitation to officers to use OneNote and demonstrated the program. Officers can store documents on their respective pages. Passwords are listed but are on protected pages with separate login access. Note: Financial information and financial passwords will not be kept in OneNote.

O. Discussion of who has Wells Fargo and QuickBooks accesses. It was requested that a document be kept in Cheryl’s office granting the President access to QuickBooks if needed, but it was noted that Cheryl’s office is aware the President would request access if needed.

P. Confirming vote to order one sample of everything from ShipMonk to make sure orders were correctly filled. **MOTION 16:** On a motion and second, grant Kelly permission to order one item of everything to check product and delivery quality. **VOTE 16:** Motion carried unanimously.

Q. Kelly suggested organizing a “van package,” such as a bumper sticker, magnet, and license plate. This idea was positively received but tabled for now.

R. Traveling road show of the history of the industry – Progress was reported in an email shared with officers.

S. Confirming vote on donations to state convention events. **MOTION 17:** On a motion and second, the Executive Officers approved providing merchandise to IL, OH, NY, NC, LA, NE, WA, Spectrum, and various PHCC events. **VOTE 17:** Motion carried unanimously. Lynne has 11 license plates and 10 ties to be used when traveling for the Auxiliary.

T. Sponsor Update. Lynne distributed an updated sponsor list with dates each were contacted, dates each paid, and designated funds, if applicable. Discontinued sponsorships were discussed.

ACTION ITEM: Cheryl will compare the updated sponsor list against funds received and invoice per the sponsor list instructions.

U. New UPS Account and associated cost to ship, including use of our account if our rates are possibly better than costs incurred by Rob Bennette or ShipMonk. Pricing and account information were provided via an email on May 27. Someone shipping can go online and request pickup.

V. 2017 Legislative Conference. Lynne and Ann are attending.

W. 2017-18 Proposed Budget. **ACTION ITEM:** Lynne, Greta, and Cheryl will review Greta’s proposed budget, continue working on the proposed budget, and present the revised budget to the Executive Officers for a vote of approval via teleconference.

BREAK at 3:20 p.m. RECONVENED at 4:10 p.m. Cheryl and Kelly were excused.

X. Vote on Bylaws/D’s & P’s Committee recommendation to approve modification of the Duties & Procedures for the Membership Secretary to retain the Convention Registration List to confirm that we are in compliance with our Annual Meeting documentation or amend our annual submission to NMAH to redact information they cannot accept. **MOTION 18:** On a motion and second, provide only the names of conference attendees,
state, and signature to the NMAH Archives. VOTE 18: Motion carried unanimously. Address, email, and other information will be retained by the Membership Secretary.

13. Computer data was backed up.

14. Closing Prayer submitted by Gerry Calfo and read by President-Elect Greta Fischer

15. MOTION 19: On a motion and second, adjourn the meeting. VOTE 19: Motion carried unanimously.

Respectfully submitted,
Janice Voss, Recording Secretary

EXECUTIVE OFFICERS TELECONFERENCE, August 30, 2017
(Unapproved at Printing)

1. Call to Order at 8:30 p.m. Central Time by President Lynne Finley.

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

3. Approval of Agenda. Addition to the agenda under New Business: Donation to PHCC’s Disaster Relief Fund. MOTION 1: On a motion and second, it was moved that the agenda be approved with the addition noted above. VOTE 1: Motion carried. None opposed.

4. Approval of Minutes. MOTION 2: On a motion and second, approve the minutes of the Summer Executive Officers Meeting held June 9-10, 2017. VOTE 2: Motion carried. None opposed.

5. Treasurer’s Report – Treasurer Cheryl Gammon

A. Status of Financial Review. Cheryl is scanning 2016 financial statements, reconciliations, documentation, and tax returns for review by the Financial Review Committee (Patty Jones and Jorja Dickemann). Cheryl will forward procedures with the documents. If there are no questions, the review will be accepted. If questions which cannot be resolved, the review will be turned over to a CPA.

The Membership and Recording Secretaries were not able to reconcile with the Treasurer for 2016. It is felt that there can be no reconciliation without much backtracking. Cheryl will try and meet with the 2016 Treasurer in the upcoming weekend to discuss process and cash balances. The 2017 Treasurer, Membership Secretary, and Recording Secretary will work out procedures for reconciling in the future.
B. Cheryl will pass on the EOs’ recommendation concerning D’s & P’s related to the financial calendar reporting to Terry Giebelhaus, Chair of Bylaws/Duties and Procedures.

C. Budget Year-to-Date and Financials – will be discussed with the projected budget.

D. Auxiliary name change with IRS – to be processed by Cheryl.

E. Auxiliary Incorporation – to be processed by Cheryl.

F. Reconciliation of cash balance with Teresa – discussed above.

G. Reconciliation of Membership and Recording Secretaries with Teresa during 2016 – discussed above.

6. Old Business

A. All EOs are to review budget expense categories and make recommendations on changes that may be needed to merge, regroup, or better describe expenses. Greta and Lynne made some changes when reviewing the proposed budget.

B. Proposed budget for 2017-18. EOs reviewed, discussed, and made adjustments to the proposed budget which will be presented at CONNECT 2017 to the Board of Directors and at the Annual Business Meeting. It is helpful for the President-Elect to consult with the Membership and Marketing Secretaries when building the proposed budget. Mechanisms are now in place to better track expenses associated with merchandise pricing, sales, and profit margin. MOTION 3: On a motion and second, approve the 2018 budget “as it sits” (adjusted per discussion). VOTE 3: Motion carried. None opposed.

C. Greta will submit the EOs’ recommendations concerning D’s & P’s related to tipping policy to Terry Giebelhaus, Chair of Bylaws/Duties and Procedures.

D. Membership Contest Results – online membership registration ends September 1. Lynne indicated it would be good if the winner could be named in the Annual Report.

E. Dore & Cox Award Applications & 3D Award. Lynne is awaiting confirmation of the 3D award from Dale Powell of Copper Development. The Dore and 3D awards will be presented at the InSinkErator luncheon. The Cox awards (8) will be presented by Rob Grim of InSinkErator at the Auxiliary’s Annual Business Meeting.

F. Banner Grants Applications for 2017. Five awards were made ($700). MOTION 4: On a motion and second, confirm the five awards. VOTE 4: Motion carried. None opposed.

G. Status of three (3) Past President’s Pins. Sandy Stack and Lynne will follow-up with Rick Olson. He will make the finishing touches and ship the pins to Cheryl.

H. Status of providing state auxiliaries detail info to Membership Secretary – Ann continues to update contact information for the state Auxiliaries.

I. Marketing Committee Report

1) Knee pad status update with Rob Bennette. There were 13 cases left. Greta requested 2 boxes. See New Business, Knee Pads for Apprentices for additional discussion.

2) Lynne ordered and received a sample cooler from ShipMonk. MOTION 5: On a motion and second, order 10 coolers from ShipMonk (no cost, just shipping) to have
at CONNECT. **VOTE 5:** Motion carried. None opposed. Products will be shipped to Barb who is driving to CONNECT unless alternate arrangements can be made.

3) New marketing items ordered – in process. National, working with an outside marketing firm, is approving artwork.
   - Merchandise will include hats (silver and camo), men’s polos, jackets, vests, and portfolios. Kelly was previously approved by the EOs to purchase merchandize, not to exceed $10,000 budget. She is estimating $9,126 plus shipping.
   - Kelly was approved to purchase cell phone wallets, not to exceed $300; she has spent $276.
   - *Cheryl will work with Kelly to make payments to vendors.*
   - *Let Kelly know if members are driving who can have merchandise shipped to them and brought to convention. Lynne will make recommendations to Kelly.*

4) Remaining San Antonio tee shirts – Kelly has been unable to finalize the sale of the remaining tee shirts, but she will contact her source again. Suggestion was made to donate the shirts to Hurricane Harvey disaster relief.

5) CONNECT 2017 tee shirts. Harley will not release its logo but will provide a bike image for use. The PHCC logo can be put on the bike’s saddlebags. **MOTION 6:** On a motion and second, authorize an order of 200 tee shirts at a maximum cost of $2,000. **VOTE 6:** Motion carried. None opposed. Kelly will clear final details with the EOs.

6) Faucet charms (10) in silver or gold with rhinestone. **MOTION 7:** On a motion and second, order 10 faucet charms for convention. **VOTE 7:** Motion carried. None opposed. Customized charms can be special ordered with birthstones. If the charms sell well, they can be sold through the online store. Cost will be $100/piece, which covers the price of the mold, with the selling price set at $130. Sandy and Lynne will confirm with Rick Olson that he will customize with birthstones.

   **NOTE:** Cheryl will invoice the following donors to get the 10 pins made: Jeff Voss $250; Ann Rivers $300; Barb Kreifels $250; Lynne Finley $200.

7) Auxiliary tablecloth. The original authorization was not to exceed $50. The tablecloth will cost $133 plus freight. **MOTION 8:** On a motion and second, revise $50 to no more than $150. **VOTE 8:** Motion carried. None opposed.

8) All Auxiliary logins & passwords are on OneNote, but are password protected for Cheryl, Kelly and Lynne. Greta will ask Alex Colorado to work with anyone who cannot log into OneNote. Lynne can resend invitations to join.

J. **CONNECT 2017 current tentative schedule – sent as a separate attachment**

1) Silent Auction known items and unexpected donations at Connect. There was consensus that items brought to CONNECT for the silent auction will be housed at separate table near the marketing table with oversight by persons working the marketing table (Kelly, Janice, Jim, Jeff, or other volunteers). Cell phone numbers will be used instead of bidder numbers. Lynne will share a sign-up sheet template with Kelly.

2) Nordstrom Makeup Session – Ann has it arranged and will follow up. There will be 3 artists. A $20 donation will be suggested, tip additional if allowed by Nordstrom. (Note: Ann later confirmed tipping was allowed.) A signup sheet will ask for name
and phone number. Ann will donate a Nordstrom gift card to be given away to one of the participants.

3) Convention First-timer’s gift bags – Ann is working on it. Robin will provide a list of first timers. She would like to find a bakery who can make motorcycle cookies. Kelly will provide Ann with a Jelly Belly link in Milwaukee for gift ideas.

4) Online store discount coupons ($5, $10, or $20) at the Bradford White breakfast. $1,000 was approved for coupons. Although it was the intent to place coupons under chairs, it is requested that coupons be placed under saucers. Saucers will already be used to determine winners of the Harley ornaments at each table.

   There was consensus to put the coupons in a fishbowl at the Trade Show Auxiliary booth. Lynne will share with Kelly a template similar to the business card template.

5) Trade Show Booth – Manned by Ann & Greta, assisted by the EO’s not on Marketing and Alex Colorado
   * 3 computers (Treasurer’s and two retired computers)
   * Computer projector – provided by Jeff Voss
   * Viewing of career videos downloaded from the PHCC site
   * Electrical access required
   * Internet service provided by PHCC
   * Cell phone silicone card holders – 250 navy blue to be ordered by Kelly
   * Business cards inserted into card holders. Kelly will create the business cards.

6) Workforce Development Exchange
   * A tentative agenda and topics were distributed to the EOs.
   * Setup for 160 plus extra tables.
   * 16-20 facilitators
   * The discussion topics will be documented by the facilitators, compiled and published.
   * Cindy will demo website tools.
   * Take-away item – Business card with logo & URLs to Workforce Development & Careers websites and bumper sticker for recruiting into the trades. Kelly asked for suggestions for the bumper stickers.

7) Apprenticeship sponsorship. Kelly is having 2 tee shirts made for the Auxiliary apprenticeship contestants. **MOTION 9:** On a motion and second, approve up to $100 on 2 tee shirts for apprenticeship contestants. **VOTE 9:** Motion carried. None opposed.

7. New Business

A. First-timers & new members at the Annual Business Meeting – handled by Ann. It was suggested that one gift be a $20 gift certificate to the online store or marketing booth. An Auxiliary pin will also be given. **MOTION 10:** On a motion and second, give gift certificates of $15.00 per person to the Online Store or marketing table. The motion was amended to be a $20 gift certificate per person to the Online Store or marketing table. **VOTE 10:** Motion carried. None opposed.
B. Knee pads for Apprentice winners – 6 apprentice winners: 1st, 2nd 3rd in 2 contests. 

**MOTION 11:** On a motion and second, bring a case of 6 knee pads for apprenticeship contestant winners. Bring the partial case of knee pads to demo at convention. **VOTE 11:** Motion carried. None opposed. This will leave 10 full cases to sell.

Kelly with work with Rob Bennette to ship these cases.

**NOTES:**
1. Patrick Wallner wants a case.
2. After CONNECT, discuss remaining inventory with Rob Bennette.

C. There will be joint storage with PHCC for merchandise. Our contact is Mike Ahearn, VP of Finance who is in charge of the room and will provide the room key to an Auxiliary representative.

D. **MOTION 12:** On a motion and second, approve a $500 donation to the Hurricane Harvey disaster relief fund from the President’s Discretionary Fund. **VOTE 12:** Motion carried. None opposed. Cheryl should send the donation to Mike Ahearn, PHCC, designated for disaster relief.

Lynne will post on the Auxiliary website a disaster relief fund link to the PHCC website.

8. Closing Prayer by President-Elect Greta Fischer.

9. **MOTION 13:** On a motion and second, adjourn. **VOTE 13:** Motion carried. None opposed. Teleconference terminated at 12:05 a.m. Central Time.

Respectfully submitted,
Janice Voss, Recording Secretary
## ATTACHMENT I: INVENTORY

### Auxiliary Equipment/Important Items Purchased Assigned to

<table>
<thead>
<tr>
<th>Item</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>Toshiba Satellite L450 Series Toshiba X9767122K</td>
<td>2009 (To be retired)</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>Lynne Finley</td>
</tr>
<tr>
<td>6' Multi-plug extension cord, black</td>
<td></td>
<td>Lynne Finley</td>
</tr>
<tr>
<td>Toshiba Laptop Satellite A665 - SN#YA170602K</td>
<td>2010 (To be retired)</td>
<td>Barb Kreifels</td>
</tr>
<tr>
<td>Bradford White blue/white napkins</td>
<td>as of 12/2016</td>
<td>Bev Potts</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 plugin</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>Power strip</td>
<td></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 (to be given to Greta Fischer)</td>
<td>2014</td>
<td>Kelly Ruddy</td>
</tr>
<tr>
<td>Career Ladder Banner and Stand</td>
<td></td>
<td>Lynne Finley</td>
</tr>
<tr>
<td>3 &quot;scarf&quot; hangers for marketing presentation</td>
<td></td>
<td>Lynne Finley</td>
</tr>
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### Equipment Retired or Deleted 2017 Disposition

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<th>Item</th>
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<tbody>
<tr>
<td>3' Multi-plug power strip, white</td>
<td>Lynne Finley</td>
</tr>
<tr>
<td>McAfee Virus Protection</td>
<td>Renewed 2015</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</td>
</tr>
<tr>
<td>Pink Rolling Lap Top Case</td>
<td>2010</td>
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### Contents of Safety Deposit Box

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<thead>
<tr>
<th>Item</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Corporate Seal</td>
<td>Cheryl Gammon</td>
</tr>
<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</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</td>
</tr>
<tr>
<td>Seagate 2TB Backup Plus Slim SN#NA7JSAFV (black)</td>
<td>2015</td>
</tr>
<tr>
<td>PHCC Auxiliary Embossing Stamp - 1 ea</td>
<td>Cheryl Gammon</td>
</tr>
</tbody>
</table>

Revised 6/30/2017
## ATTACHMENT II: 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 and improves relationships throughout the p-h-c industry.

### COMMUNITY

**Public Awareness**
- Educate the public about the value of PHCC standards, excellence & professionalism.
- Enhance media relations and coordinate efforts with chapter programs.
- Support our members in their media relations efforts and feature their work.
- Strengthen the PHCC Brand.

**Community Involvement**
- Encourage and promote member involvement in local community events.
- Engage the public and the community in PHCC activities.
- Support members to take the leadership roles in their communities.
- Facilitate effective dialogue between members and the public.

### EDUCATIONAL RESOURCES

**Professional Support**
- Provide career pathways for young individuals.
- Support overall success of all students.
- Build a strong foundation of p-h-c career options.
- Disseminate career information to high school guidance counselors.
- Participate in local career days and job fairs.
- Supports HVAC and plumbing apprenticeship contests.

**Liaison**
- Promote national industry days to schools, homeowners and consumers.
- Provides communication between National PHCC, paid staff, AEC and members.

### SCHOLARSHIPS

**Financial Support**
- Be committed to removing financial barriers for those who wish to pursue postsecondary learning.
- Encourage and guide students to participate in scholarship programs to advance their education and career.
- Support efforts to encourage students, as early as the elementary grades, to aspire to and plan for education beyond high school.
- Continue to communicate all types of scholarships and financial aid offered for students.

**Grants**
- Provide grants for PHCC programs and industry related approved programs.

### MEMBERSHIP

**Value**
- Make membership in the Auxiliary invaluable to all industry members.

**Recruitment & Retention**
- Create long-term recruitment and retention plans and goals for all membership levels.
- Facilitate new membership involvement.
- To continuously deliver value to a sustainable, diverse & committed membership.

**Engagement**
- Increase member awareness and engagement in programs, resources the board and other opportunities.
- Empower the membership to support the association through volunteerism.

---

**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.
## ATTACHMENT III: SPONSOR LIST, 2017-18

<table>
<thead>
<tr>
<th>COMPANY</th>
<th>CONTACT(S)</th>
<th>SPONSORING</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.O. Smith Water Products Co.</td>
<td>David Chisolm, VP Marketing</td>
<td>Scholarship Donation</td>
</tr>
<tr>
<td>500 Tennessee Waltz Parkway Ashland City, TN 37015</td>
<td>Jim Margoni, VP Sales&lt;br&gt;Brandon Stepanek, Mgr Contr Mktg</td>
<td></td>
</tr>
<tr>
<td>Bradford White Corp.</td>
<td>Nick Giuffre, President &amp; CEO&lt;br&gt;R Bruce Carnevale. EVP &amp; COO&lt;br&gt;Carl Pinto, Dir of Marketing&lt;br&gt;James &quot;Jim&quot; McGoldrick, VP&lt;br&gt;Danielle Laird, Marketing Manager</td>
<td>Scholarship Breakfast&lt;br&gt;Auxiliary Scholarships</td>
</tr>
<tr>
<td>725 Talamore Drive Ambler, PA 19002-1815</td>
<td></td>
<td></td>
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<tr>
<td>BrassCraft Mfg. Co</td>
<td>Debra Lewis, Brand Manager&lt;br&gt;Brian Spicer, VP of Wholesales Sales</td>
<td>State Leaders Reception</td>
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<tr>
<td>39600 Orchard Hill Place Novi, MI 48375-5331</td>
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</tr>
<tr>
<td>Virginia and Roland Carlson</td>
<td>The Carlson Family</td>
<td>Ginny Scholarship</td>
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<tr>
<td>3470 N. Alpine Rd. Rockford, IL 61114</td>
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<tr>
<td>Catch-22 Creative</td>
<td>Nikki Wagner&lt;br&gt;Cell: 262-995-3174&lt;br&gt;Robert M. Cox Awards&lt;br&gt;Larry Dore Member of the Year Award</td>
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<tr>
<td>8007 Douglas Avenue Racine, WI 53402</td>
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<tr>
<td>Copper Development Assoc.</td>
<td>Dale Powell, Project Manager &amp; Piping&lt;br&gt;Harold Moret, Southeast Regional Mgr.</td>
<td>3D Award&lt;br&gt;3D Award</td>
</tr>
<tr>
<td>P.O. Box 4355 Gettysburg, PA 17325-4355</td>
<td></td>
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<tr>
<td>Copper Development Assoc.</td>
<td></td>
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<tr>
<td>5020 Clark Rd., #325 Sarasota FL 34233</td>
<td></td>
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<tr>
<td>Contractor Magazine</td>
<td>Robert Mader, Editor-in-Chief</td>
<td>Robert M. Cox Awards</td>
</tr>
<tr>
<td>Penton Publishing 330 N Wabash Ave, Ste 2300 Chicago, IL 60611</td>
<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>
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<tr>
<td>121 East Park Square</td>
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<tr>
<td>Mail Code AR01</td>
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<tr>
<td>Owatonna, MN 55060-2401</td>
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<thead>
<tr>
<th><strong>IAPMO Group</strong></th>
<th>Russ Chaney, CEO Gordon MacEwan, New England Reg Mgr</th>
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<tbody>
<tr>
<td>4755 E. Philadelphia Street</td>
<td></td>
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<tr>
<td>Ontario, CA 91761</td>
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<tr>
<th><strong>InSinkErator, Inc</strong></th>
<th>Chad Severson, President Rob Grim, Sr. Vice President Joe Maiale</th>
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<tbody>
<tr>
<td>4700 21st Street</td>
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<tr>
<td>Racine, WI 53406</td>
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<tr>
<th><strong>LA-CO Industries</strong></th>
<th>Dan Kleiman, CEO Benjamin Kleiman, Director of Marketing Debbie Petrille, Plbg &amp; Ppg Product Mgr.</th>
<th>Life Member’s Breakfast</th>
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<tbody>
<tr>
<td>1201 Pratt Boulevard</td>
<td></td>
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<tr>
<td>Elk Grove, IL 60007-5746</td>
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<tr>
<th><strong>PHCC National Association</strong></th>
<th>Michael Copp, Exec VP PHCC President Patrick Wallner President-Elect Laura Crigler</th>
<th>Registration Sharing D&amp;O Insurance 535 Club membership Marketing Initiatives New Initiatives</th>
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<tbody>
<tr>
<td>180 S. Washington Street</td>
<td></td>
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<tr>
<td>Falls Church, VA 22046</td>
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<tr>
<th><strong>PHCC National Educational Foundation</strong></th>
<th>Cindy Sheridan, COO</th>
<th>Education Work with Invest In Your Future Campaign HVAC Apprentice Sponsor</th>
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<tr>
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<tr>
<th><strong>PM magazine BNP Media</strong></th>
<th>Bob Miodonski, Group Publisher</th>
<th>Robert M. Cox Awards</th>
</tr>
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<tbody>
<tr>
<td>55 N Pfingsten Rd., Suite 205</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Deerfield, IL 60015</td>
<td></td>
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<table>
<thead>
<tr>
<th><strong>Terry &amp; Mark Giebelhaus</strong></th>
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