

**The COLUMBUS PUBLIC SERVICE CHAPTER
#220**

2017-2018 HANDBOOK

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Columbus Public Service Chapter

Mission Statement

On September 17, 1981, the Columbus Public Service Chapter of the National Management Association was created. The objectives of this organization are:

- A. Develop a professional spirit and understanding of management as a profession.
- B. Provide opportunity for development of leadership and managerial skills through practice.
- C. Provide opportunity for exchange of ideas and information on management practices.
- D. Encourage the spirit of unity and cooperation among managers at all levels.
- E. Develop improved service to the community.

Vision

The vision of the Public Service Chapter of the National Management Association is to provide support, training and networking opportunities to its members. The Chapter is a partnership between managers and city leaders for creative problem solving, effective business management and community support.

The Chapter Concept

Founded in 1925 under the guidance of Charles F. Kettering, famed inventor and industrialist, the National Management Association has become the world's largest association of its kind.

Today, NMA is a national, non-profit organization with over 20,000 members in six regions throughout the United States. The logo of NMA is a proud symbol of a professional society whose members are dedicated to the development and recognition of management as a profession.

NMA supports management development including training activities to its chapters. These courses were designed to encourage group discussion of actual City practices with a Chapter member having the role of the instructor or discussion leader. Many supervisors and Chapter members have completed NMA's Facilitors Workshop and participated in an extensive in-house training program so they could enhance their skills as group facilitators.

The Columbus Public Service Chapter is open to the management team of our City supervisors, technical and engineering personnel, staff members, middle managers and top executives. Membership is voluntary and the Chapter elects its own officers;

establishes its own constitution and bylaws and determines its own policies and programs. The Chapter membership meets regularly, usually monthly, and schedules featured speakers and special programs. They also take part in a wide range of projects between monthly meetings, which can be tailored to the special needs of the membership and the City. Most activities are devoted to management development plus civic affairs and occasional social events. Programs produced by NMA are a major source of educational activities along with the Chapter's Professional Development committee members who arrange many educational seminars taught by professional educators.

The Columbus Public Service Chapter operates autonomously with assistance from NMA and advice and counsel from executive management. A membership dues program finances the Chapter operation and makes available the many resources and benefits of national affiliation.

In addition to providing educational materials, services from the national headquarters of NMA include leadership training, educational guidance, counseling and internal communications between members and chapters. The National headquarters is located in Dayton, Ohio and has a professional staff totally dedicated to membership services.

Resources & Benefits

- There are training programs available for the development of managers and supervisors.
- A complete film library of management subjects and 150 up-to-date color films are available through NMA.
- Continuing Education Units (CEU's) are awarded by authorized Chapters to members who successfully complete Chapter or NMA management development programs. CEU's are a nationally recognized unit of achievement.
- NMA Certificate in Management Studies, a 200-hour program of study, provides members with direction to and recognition of individual growth.
- NMA Certificate in Advanced Management Studies recognizes the achievement of members who accumulate 500 hours of management study.
- A professional designation of "Certified Manager" (C.M.) is bestowed on members by the Institute of Certified Professional Managers who has passed a three-part test on the principles of management.
- The American Council on Education (ACE) reviews new NMA programs resulting in the recommendation of college credit for participation in designated NMA courses.

NMA Code of Ethics for Management

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability. I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all my activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment and processes. I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen the management profession through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of the National Management Association to others by highlighting its accomplishments and by displaying confidence in its future.
- I will recognize that leadership is a call to service.

Chapter Goals

- Committee chairs will give reports of the Chapter activities and business at Executive Board meetings and monthly membership meetings.
- Preview upcoming Professional Development Seminars by using the course instructors as speakers at the monthly meetings when available.
- Increase membership by 10% or more by holding more "Open House" events and exhibiting at the citywide benefit fairs. These events will introduce employees, community members and managers to our Chapter by explaining the benefits of joining NMA...The Leadership Development Organization.
- Participate in the Leadership Speech Contest. Increase participation of contestants by 10% or more by engaging the Columbus Public Schools Administrators.
- Present the Silver Knight Award, Manager of the Year, and Member of the Year award to a Chapter member.
- Maintain the "Outstanding Chapter" award.
- Participate annually in three or more community services.
- Sponsor/coordinate at least one seminar for non-members.
- Chapter standing committees to each involve three new members and encourage greater participation.
- Expand, support and strengthen ties of NMA to the City of Columbus leadership and the community.
- Promote and participate in NMA Webinars and Leadership seminars.
- Partner with Neighborhood Pride to utilize vendors for services to promote NMA of the City of Columbus private entities.

Past Presidents & Chapter Awards

<u>President</u>	<u>Term</u>	<u>Chapter Earned</u>
Jack Holt	1981 – 1982	Chapter First Year
Sheila Rader	1982 – 1983	Excellent and Superior
Chuck Patton	1983 – 1984	Excellent and Superior
Dick McGuinness	1984 – 1985	Excellent
Priscilla Kramer	1985 – 1986	Excellent
Jane Carlson	1986 – 1987	Excellent and Superior
George Butzer	1987 – 1988	Excellent
O. Z. Fuller, CM	1988 – 1989	Excellent
Henry A. Bell, PE	1989 – 1990	Excellent and Superior
Bill Mahaffey, CM, CPPB	1990 – 1991	Excellent and Superior
Kirk McCoy	1991 – 1992	Outstanding
Donna Orders, CM	1992 – 1993	Excellent, Superior and Outstanding
Kathy Maguire	1993 – 1994	Excellent, Superior and Outstanding
Mike Spriggs	1994 – 1995	Excellent, Superior and Outstanding
Mary Austin, CM	1995 – 1996	Excellent, Superior and Outstanding
Deborah Ioia	1996 – 1997	Excellent, Superior and Outstanding
Howard Bumgarner	1997 – 1998	Excellent, Superior and Outstanding
Chris Larson	1998 – 1999	Excellent, Superior and Outstanding
Judy Clark	1999 – 2000	Excellent, Superior and Outstanding
Teresa Langer	2000 – 2001	Excellent, Superior and Outstanding
J. P. Blackwood	2001 – 2002	Excellent, Superior and Outstanding
Catrina Whitlock	2002 – 2003	Excellent, Superior and Outstanding
Bill Kessinger	2003 – 2004	Excellent, Superior and Outstanding
Linda Rightor	2004 – 2005	Excellent, Superior and Outstanding
John Carter	2005 – 2006	Excellent, Superior and Outstanding
Susan L. Wilson, CM	2006 – 2007	Excellent, Superior and Outstanding
Judy Johnson	2007 – 2008	Excellent, Superior and Outstanding
Judy Johnson	2008 – 2009	Excellent, Superior and Outstanding
Kathy Spatz	2009 – 2010	Excellent, Superior and Outstanding
Vonna Hayes	2010 – 2011	Excellent, Superior and Outstanding
Bee Tolber	2011 – 2012	Excellent, Superior and Outstanding
Teresa Langer	2012 – 2013	Excellent, Superior and Outstanding
Terry Neal	2013 – 2014	Excellent, Superior and Outstanding
Scott Ward	2014 - 2015	Excellent
Jeff Emhuff	2015 - 2016	Excellent
Teresa Langer	2016 - 2017	Outstanding
Teresa Langer	2017 - 2018	

Awards for Buckeye Council

Chapter of the Year	1988 – 1989	
Chapter of the Year	1989 – 1990	
Chapter of the Year	1990 – 1991	
Council Member of the Year	1990 – 1991	Bill Mahaffey, CM
Chapter of the Year	1991 – 1992	
Council Member of the Year	1991 – 1992	Kirk McCoy
Chapter of the Year	1992 – 1993	
Chapter of the Year	1993 – 1994	
Chapter of the Year	1994 – 1995	
Chapter of the Year	1996 – 1997	
Chapter of the Year	1997 – 1998	
Chapter of the Year	1998 – 1999	
Chapter of the Year	1999 – 2000	
Chapter of the Year	2000 – 2001	
Chapter of the Year	2001 – 2002	
Chapter of the Year	2002 – 2003	
Chapter of the Year	2003 – 2004	
Chapter of the Year	2004 – 2005	
Chapter of the Year	2005 – 2006	
Chapter of the Year	2006 – 2007	
Chapter of the Year	2007 – 2008	

National Award

Hall of Fame	
Hugh Dorrian	2013-2014

Awards Presented to Members

<u>Year</u>	<u>Silver Knight</u>	<u>Gold Knight</u>	<u>Member of Year</u>
1982-1983	Bob Newbold	Bob Newbold	
1983-1984	Henry Bell, PE		Freeda McNally
1984-1985	George Butzer		Russ Grice, CM
1985-1986	Steve Jewell, PE	Mike Long, PE	Dick Lorenz
1986-1987	John Carpenter		Bill Mahaffey, CM
1987-1988			Bill Mahaffey, CM
1988-1989	Russ Grice, CM		Bill Mahaffey, CM
1989-1990	Tom DeVoe, PE		Donna Orders
1990-1991		Jerry Francis, PE	Deborah Ioia
1991-1992			Irene Young
1992-1993			Mary Austin, CM
1993-1994	Bill Mahaffey, CM,		Mary Austin, CM
1994-1995	Robert C. Smith, PE		Adrian Bennett, CM
1995-1996	John Dilley		Jennifer Anderson, CM
1996-1997	Donna Orders	Robert Smith, PE	Clint Bishop
1997-1998	Steve Jewell, PE	Gary Fenton	Teresa Langer
1998-1999	Dave Wilson	Henry Bell, PE	D. J. Biswas
1999-2000	Mike Martin		Teresa Langer
2000 -2001	Chris Larson		Linda Rightor
2001-2002	Chief Ned Pettus	Hugh Dorrian	Tony D'Andrea
2002-2003	Mike Long, PE		Bill Knott
2002-2004	John Funk, CM	Chief Ned Pettus	Judy Johnson
2004-2005	Paul Koehler	Bill Mahaffey, CM	J.P. Blackwood
2005-2006	Mark A. Young	Paul Koehler	Elizabeth Hosler, CM
2006-2007	Jeff Bertacchi	Steve Bailey, CM	Mary Seidle
2007-2008	Teresa Langer	Kathy Spatz	Linda Rightor
2008-2009	Steve Lennon		Susan Wilson, CM
2009-2010	Kelly Reagan		Jacqueline Kelley
2010-2011			Judy Johnson
2011-2012			Sima Gellman
2012-2013	Greg Davies	**	Lesley Carter
**New Award – <i>First</i> Public Sector National Leadership Award – Mayor Michael B. Coleman			
2013-2014	Sima Gellman		Beth Fairman Kinney

Awards Presented to Members contd.

<u>Year</u>	<u>Silver Knight</u>	<u>Gold Knight</u>	<u>Member of Year</u>
2014-2015	Terry Neal		Jeff Emhuff
2015-2016	Sherry Kish		Rhonda Brown
2016-2017	Priscilla Tyson		Bee Tolber

Manager of the Year

1994	Robert C. Smith, PE
1995	Tom Merritt
1996	John Douth, PE
1997	Gary Fenton
1998	Henry Bell, PE
1999	Matt Habash
2000	Dave Wilson
2001	Jeff Hubbard, P.E.
2003	Patti Orders
2004	Lisa Callandar
2005	None
2006	Dan Giandardella
2007	Catrina Whitlock
2008	Skip Parks
2009	Mike Eccard
2010	None
2011	None
2012	Tim Baker
2013	Carnell B. Felton, Sr.
2014	Terrell Spencer
2015	Bee Tolber
2016	Bruce Black
2017	Beth Fairman Kinney

Executive Committee Officers and Chairpersons 2017 – 2018

Position	Name	Phone	E-mail	Term Exp.
President	Teresa Langer	614-645-4128	TLanger@columbus.gov	2018
1st Vice President	Bee Tolber	614-645-7496	BTolber@columbus.gov	2018
2nd Vice President	Beth Fairman-Kinney	614-645-5220	BFKinney@columbus.gov	2018
Secretary	Lezley Neal	614-645-0422	LRNeal@columbus.gov	2018
Treasurer	Rhonda Brown	614-221-3132x5653	RBrown@columbus.gov	2018
Past President	Jeff Emhuff	614-645-3655	JTEmhuff@columbus.gov	
Committee Chairs				
Awards	Amy Ackerson	614-645-8119	AAckerson@columbus.gov	2018
Community Service	Vacant			2016
Membership	Geneva Christensen	614-645-5384	GChristensen@columbus.gov	2018
Programs	Lesley Carter	614-645-3153	LACarter@columbus.gov	2018
Professional Development	Carnell Felton	614-645-3138x1202	CBFelton@columbus.gov	2018
Public Relations	Ren'ee Hudson	614-645-4423	RHudson@columbus.gov	2018
Board of Directors				
At Large				
(Civil Service)	Terrell Spencer	614-645-6133	TSpencer@columbus.gov	2019
Development	Yvette Aniagolu	614-645-3692	YKAnigolu@columbus.gov	2018
Fire	Terry Neal	614-221-3132x75480	TNeal@columbus.gov	2018
Public Service	Catrina Whitlock	614-645-0529	CDWhitlock@columbus.gov	2018
Public Utilities	Cindy Fruth	614-645-7304	CMFruth@columbus.gov	2019
Recreation and Parks	Not represented			
Technology	Margaret McDougald	614-645-0550	MABrowder@columbus.gov	2019
SWACO	Albert Iosue	614-871-5100	albert.iosue@SWACO.org	2019
National Director	Kathy Spatz	614-645-0487	KASpatz@columbus.gov	2018
Lifetime Director	Bill Mahaffey	Retired	Billm4715@sbcglobal.net	Lifetime

Executive Advisors

Derek Anderson, Deputy Director, Department of Community Relations
 Nichole Brandon, Director, Human Resources
 Dr. Ned Pettus, Jr., Director, Department of Public Safety
 Jeff Emhuff, Immediate Past President

Professional Development Courses

Tentative Schedule 2017 – 2018

<u>Subject</u>	<u>Dates</u>	<u>Hours</u>
Seminars	Tentative Dates	
Faciliskills #1	September 18, 2017	4
Faciliskills #2	October 5, 2017	4
Faciliskills #3	June 21, 2017	4
Faciliskills #4	TBA	

NMA Courses (SMS Series)

SMS Under revision

Certified Manager Study Group

<u>Group 1</u>	Personal Skills	20
	Administrative Skills	20
	Interpersonal Skills	20
<u>Group 2</u>	Personal Skills	
	Administrative Skills	
	Interpersonal Skills	20

Seminars

Webinars

8/18/17	Employee Engagement
9/22/17	Risk Management
10/20/17	Emotional Intelligence – More than People
11/17/17	Work/Personal Life Wellness Balance

Events

<u>Date</u>	<u>What</u>	<u>Where & Details</u>	
7/15	Installation Event	1250 Fairwood Avenue	Steve Bailey, National President
August	No Meeting		
9/20	Lunch Event	Peking Dynasty E. Livingston Avenue	City Council Member Michael Stinziano
10/18	Lunch Event	1111 E. Broad Street	The Addict's Parents, United
11/29	Lunch Event	1880 E. 25 th Avenue	The Attorney General's Office
12/8	Holiday Event	Bucca Di Peppo, Worthington	Holiday Fun
1/24	Lunch Event	TBA	
2/23	Lunch Event	TBA	
3/21	Lunch	1111 E. Broad St.	Kathy Spatz, <i>Faciliskills</i> Preview
4/125	Dinner	Spaghetti Warehouse	Speech Contest Winner
5/17	Breakfast Event	TBA	
6/6	Lunch Event	TBA	Management Week in America
7/18	Lunch Event	TBA	

* Breakfast meetings are scheduled from 7:15 a.m. to 8:45 a.m.

* Lunch meetings are scheduled from 11:15 a.m. to 1:00 p.m.

* Dinner meetings are scheduled from 6:00 p.m. to 8:00 p.m.

* Some meetings will include both a spotlight speaker and guest speaker.

Look for more details each event! We will update you on the information for what, where and when!

Committee Descriptions

Membership

Membership is the committee that provides key information for the Chapter. This includes new member promotional activities, application processing, orientation, booster screening and meetings, and name tags for all members.

Programs

This committee organizes all regular monthly meetings for the membership. To meet the criteria of the organization, 11 meetings are required; seven of which must contain management topics. The meetings are held over a meal at a restaurant/banquet facility. In conjunction with the Professional Development Committee, speakers are booked to host a meeting as well as a seminar at a later date.

- * Meetings will be held during the second or third week of each month scheduled.
- * Breakfast meetings are scheduled from 7:15 a.m. to 8:45 a.m.
- * Lunch meetings are scheduled from 11:15 a.m. to 1:00 p.m.
- * Dinner meetings are scheduled from 6:00 p.m. to 8:00 p.m.
- * Some meetings will include a spotlight speaker as well as the guest speaker.

Awards

The Awards Committee is responsible for compiling the nominees and choosing winners of awards on a Chapter level. Selection of nominees to represent the Chapter on a regional and national level is also submitted to National.

Awards:

- Public Service Chapter
- Silver Knight
- Top Management Awards Night
- Recognition of Officers, Chairs, Committee Members
- Professional Development Certificates
- Member of the Year
- Chapter Manager of the Year
- Mayoral Resolutions
- Governor, City Council, State Resolutions for
- Management Week in America
- NMA National
- Manager of the Year
- Executive of the Year
- Hall of Fame

Public Relations

The Public Relations Committee is the eyes and ears of the Chapter providing information about events and activities through newsletters to its members, news releases to local news media, and this handbook for the members. The newsletter and website advise members of upcoming meetings, classes and related management topics and community service opportunities. Members are encouraged to share and write articles for the newsletter. Articles are due by the 20th of the month for publication. Issues of the newsletters are issued the last week of the month. Press releases provide local news media with information about major events including Management Week in America, Leadership Speech Contest, Community Service and outstanding performance of its members.

Professional Development

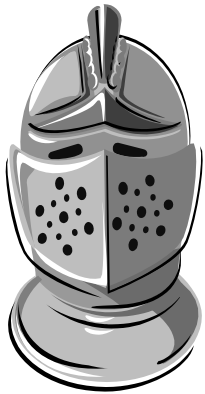
In furtherance of the goals of NMA The Leadership Development Organization, the Professional Development Committee provides management and leadership development opportunities through education. Financial support is provided through membership dues and City of Columbus support. Approximately \$8,000 per year is budgeted for Professional Development as a direct result of the divisions' contributions. Varieties of seminars are offered at no cost to members. The seminars range from the lighthearted to the motivational, to the enhancement of job satisfaction, and beyond. Continuing education credits are earned for approved seminars.

The Committee is responsible for securing speakers, arranging program sites, and organizing materials for the general membership. Videotapes, library reference books and literature are available for use. The Committee meets monthly for purposes of planning and scheduling the Webinars, Faciliskills, SMS series and leadership seminars offered through the national organization and those leadership topics of chapter interest.

Community Service / American Enterprise

American Enterprise Month is March. This committee coordinates the Chapter Speech Contest, which is conducted locally in October. Winning participants advance to compete regionally and nationally. The membership is involved in many community events each year.

Silver Knight Award Nomination



Hear ye! Hear ye! It is time for nominations for the Chapter's Silver Knight Award

The Silver Knight Award is the highest award our Chapter can bestow. The Nominee must be an executive who is well known to the members of the chapter and whose example has stimulated and inspired them. It should be someone who regularly applies the principles of the Association's Code of Ethics in his/her daily work and contributes to a better understanding of the Association, and is an outstanding influence in preserving our competitive enterprise system.

Code of Ethics

- I will recognize that all individuals inherently desire to practice their occupations to the best of their ability.
- I will assume that all individuals want to do their best.
- I will maintain a broad and balanced outlook and will recognize value in the ideas and opinions of others.
- I will be guided in all my activities by truth, accuracy, fair dealing and good taste.
- I will keep informed on the latest developments in techniques, equipment, and processes. I will recommend or initiate methods to increase productivity and efficiency.
- I will support efforts to strengthen the management profession through training and education.
- I will help my associates reach personal and professional fulfillment.
- I will earn and carefully guard my reputation for good moral character and good citizenship.
- I will promote the principles of the National Management Association to others, by highlighting its accomplishments and displaying confidence in its future.
- I will recognize that leadership is a call to service.
- **Tell us about them on page 2 of this form.**



Silver Knight Award Nomination Form

Nominee for Silver Knight: _____

Nominee's Title: _____

Nominee's Organization: _____

Briefly explain how this person meets the qualifications of this award:

Your Name: _____

Send this nomination form to:

Chapter Member of the Year Award

Nomination Form

Name:

Division:

Points Criteria	Possible	Earned
1) Meeting Attendance Attend all meetings)	20	_____
(Attend 9 or 10 meetings)	15	_____
(Attend 7 or 8)	10	_____
(Attend 6 meetings)	5	_____
2) Serve as a Chapter Management Leader, Officer, or Committee Chairperson	20	_____
3) NMA Chapter Course Work	(1 point per CEU)	_____
4) Sponsor a New Member (maximum of 4)	10	_____
5) Contribute an Article to the Newsletter (maximum of 4 articles)	20	_____
6) Volunteer for a Special Chapter Project	10	_____
7) Acted as a Course Leader for an NMA Course	20	_____
8) Participated in Buckeye Council	20	_____
9) Chapter Committee Involvement	5	_____
10) Earned the Certified Manager Designation	20	_____
	Total	_____
* Maximum points for any one-year.		
* Member must earn points in 5 of the above areas		

2017 – 2018 Budget

budget 16-7 to 17-6	MEMBERS		MEMBER	EMPLOYER SHARE	CPS	TOTAL
	MONTHLY	ANNUAL				
DUES - CITY - Monthly @ \$11 ea	11.00		91.00		12,012.00	12,012.00
New Member Estimate (10 @ 6 Mo)	11.00		10.00	@ 6 MO =	660.00	660.00
- Annual @ 5.95/mo		5.95	91.00	6,497.40		6,497.40
SWACO - Monthly @\$10 Ea	10.00		2.00		240.00	240.00
-Annual 6.95		6.95	2.00	166.80		166.80
EFFECTIVE 7-1-16 SWACO WILL PAY ENTIRE 16.95 ANNUALLY IN MAY						
Associate						0.00
Guest Fees	12.00		20.00		240.00	240.00
50/50 Raffle - (Speech Contest)					400.00	400.00
Fundraisers (Candy - Speech Contest)					400.00	400.00
NMA (Dancy Fund - EXPIRED) - Fund raiser needed for Contest					1,200.00	1,200.00
Miscellaneous					0.00	0.00
Interest -Checking					2.00	2.00
Interest -Savings					20.00	20.00
Transfer between Checking/Savings						
Total Revenue				6,664.20	15,174.00	21,838.20
Cash available as of 7-1-16					3,420.46	3,420.46
					18,594.46	25,258.66
CHAPTER PROJECTED EXPENSES						
	2.92		94		3,293.76	3,293.76
New Member 10@ 6 Mo.	2.92		10		14.60	14.60
Registration Fee		20.00	10		200.00	200.00
ADMINISTRATIVE						
CONFERENCES - NATL				500.00	1,500.00	2,000.00
CONFERENCES - LDC				500.00	1,500.00	2,000.00
NATIONAL DIRECTOR					500.00	500.00
Insurance Bond					187.00	187.00
State Certification (due 2019 @ \$50)						0.00
Postage/Cards/Flowers					100.00	100.00
AWARDS						
Silver Knight					300.00	300.00
Manager of the Year					50.00	50.00
Member of the Year					204.00	204.00
Misc. Awards (P-Serv AWD)						0.00
COMMUNITY SERVICE						
HOBY - Ambassador level					175.00	175.00
Speech Contest				200.00	1,000.00	1,200.00
Speech Contest Fund Raiser					400.00	400.00
Community Service Donations TBD						
MEMBERSHIP						
Open House					200.00	200.00
Miscellaneous						0.00
NEWSLETTER						
Miscellaneous					50.00	50.00
PROGRAMS						
Membership Events (Meetngs -Breakfast, Lunch, Dinners)					6,200.00	6,200.00
Speaker				300.00	0.00	300.00
PROFESSIONAL DEVELOPMENT						
Seminars				4,109.20		4,109.20
Webinars				300.00		300.00
Seminar Supplies & Materials				100.00	100.00	200.00
NMA Fees					100.00	100.00
NMA Books				400.00		400.00
CM Program (books 1 set @ 255)				255.00		255.00
CM Fees Annual - Paid for CM's					100.00	100.00
TOTAL EXPENSES				6,664.20	16,174.36	22,838.56
Year End Balance				0.00	2,420.10	2,420.10