

Board of Directors National Board Meeting General Agenda Wednesday June 12th, 2019

2 PM PST; 3 PM MST; 4 PM CST; 5 PM EST

Call in Number (914) 614-3221 Access Code: 213-044-543

1) Call to order

a. Roll call and Quorum Confirmationb. Vacant National Vice President Area 1

c. Appointment of Parliamentarian

d. Welcome and Acknowledgement of Guest

e. Roberts Rules for all Meeting

f. Agenda Approval

g. May 2019 General Meeting Minutes Approval

h. Designation of Minutes Review Committee

i. NVP 1 Patti Esswein

ii. Treasurer Nicole Shea

iii. Secretary Lauren Laymen

President Glenda Mooney

Secretary Lauren Layman President Glenda Mooney President Glenda Mooney

President Glenda Mooney

PNP Kelly Hendricks

President Glenda Mooney President Glenda Mooney President Glenda Mooney

2) Financial Reports

a. Monthly Financial Report May 2019

b. Ratify Bank Account email vote

c. Treasurer Duties

d. 2018 -2019 Financial Audit

Treasurer Nicole Shea
President Elect Susan Kerr
President Elect Susan Kerr
President Elect Susan Kerr

3) Committee Reports

a. Bylaws and Operating Procedures

b. Extensions

i. Membership

c. Finance

d. Ethics

e. Internal Audit

f. Leadership Programs

g. Nominating

h. Conference

i. Sponsorship & Publications

j. Education

k. Technology

I. Ad-Hoc IML

Frances Reinhardt, PNP

Jill Kinsmen, PNP

Shawn Moore

Treasurer Nicole Shea Christine Pollard, PNP

Cris Poole

Candace Smith, PNP

To be filled by PNPAC

IMPACT, Mary Ellen Heathcote PNP

Open

Paul Johnson

Candace Smith, PNP

Ellie Wade



Unfinished Business

 a. 2019 Annual Conference
 President Glenda Mooney

 New Business

 b. 2020 Annual Conference

 President Glenda Mooney
 President Elect Susan Kerr
 Announcements
 President Glenda Mooney

Next Meeting: June Board of Directors Meeting

Wednesday July 10th, 2019

2 PM PST; 3 PM MST; 4 PM CST; 5 PM EST

Call in Number (914) 614-3221 Access Code: 213-044-543

8) Recess to Executive Session President Glenda Mooney
 9) Reconvene President Glenda Mooney
 10) Announcements President Glenda Mooney



NAPMW BOARD OF DIRECTORS MEETING May 18, 2019 GENERAL SESSION MINUTES

I. CALL TO ORDER

National Board Members Present

Glenda Mooney	National President
Susan Kerr	National President Elect
Nicole Shea	National Treasurer
Lauren Layman	National Secretary
Mark Jennings	National Vice President

Parliamentarian and Administrators Present

Frances Reinhardt, PNPParliamentarian

Jodi Fisher, Impact Executive Director

- **A. Roll Call and Quorum Confirmation:** Following roll call a quorum was confirmed to President Glenda Mooney. With notice of the meeting having been duly given, President Mooney called meeting to order at 11:16 am Central Time.
- **B.** Appointment of National Vice President Area 1: President Glenda Mooney appointed Patti Esswein to position of NVP 1.
- **C. Appointment of Parliamentarian –** Kelly Hendricks, PNP is appointed Parliamentarian with Frances Reinhardt, PNP in her absence.
- D. Welcome and Acknowledgement of Guests

Guests

Jill Kinsman PNP Candace Smith PNP Cathy Kantrowitz PNP Peggy Lord Christine Pollard PNP Cathy Rixey Candace Spies Angela Matteo Tamara Brooks Jack Scanlon Paul Johnson Debbie Tofte Shawn Moore Carol Clark Gwen Derry Payton Kane Ellicia Romo

- **E. Roberts Rules:** Parliamentarian Reinhardt went over the Rules of the Meeting in which business will be discussed for the May 18, 2019 Board of Directors General Meeting.
- **F** Agenda Approval: The agenda filed as amended.
- G. Designation of Minutes Review Committee:
 - I. NVP 2 Mark Jennings
 - II. National President Elect Susan Kerr
 - III. National Secretary Lauren Layman

II. Financial Reports

- A. 2019 2020 Budget Definitions: No report presented and tabled due to waiting for National Conference final totals to be presented in order to determine and present budget.
- **B.** 2019 2020 Budget: No report presented. Will be presented once final totals for the year have been confirmed.
- **C.** Monthly Financial Report for April 2019: Nothing new to present. Report was given in Friday Annual Business Meeting on May 17, 2019.

III. COMMITTEE REPORTS:

- A. Bylaws and Operating Procedures: As presented
- B. Extensions: As presented
 - 1. **Membership:** Carol Clark asked about how many members are needed for a local association and also discussed possibly waiving the new local fee. Carol also discussed having open calls with NVP's for transparency. Payton Kane discussed and suggested NVP's reach out to current President's and get a designated back up if the President is not able to attend the call so that each local is represented on the call and report to the local about the NVP call.
- C. Finance: NoneD. Ethics: No report
- E. Internal Audit: No Report
- F. Leadership Programs: No Report.
- G. Nominating: No Report
- H. Conference: No update from Friday, May 17, 2019 Annual Business Meeting. Jack Scanlon asked about number of rooms booked and if speakers paid for rooms or if they were free since they did not get a speaking fee. At this time we do not have those answers and will know once the annual conference invoices come in and are paid.
- **I. Sponsorship:** No Report. Debbie Tofte asked to consider adding more signage for sponsorship dues paid at future events.
- J. Education: No Report.K. Technology: No Report.L. Ad-Hoc IML: No Report

IV. WORKS IN PROGRESS | UNFINISHED BUSINESS: None

New Business: None

V. ANNOUNCEMENTS:

June Board of Directors Meeting Wednesday, June 12, 2019, 2 PM PST; 3 PM MST; 4 PM CST; 5 PM EST; Call in number (914) 614-3221 Access Code: 213-044-543

VI. ADJOURNMENT: Having no other business, President Mooney adjourned the meeting at 11:48 AM Central Standard Time.

Lauren Layman NAPMW National Secretary

NAPMW

PROFIT AND LOSS

May 2019

	TOTAL		
Income			
2019 Annual Conference Registration	10,310.19		
Membership Dues	960.00		
Total Income \$11,2			
GROSS PROFIT	\$11,270.19		
Expenses			
2019 National Conference Expense	19,504.80		
Bank Charges	138.00		
Dues to local	699.00		
Insurance	921.00		
Management Fee	4,195.07		
Miscellaneous Expenses	111.00		
Office Supplies	1,463.75		
Website	1,807.99		
Write off old reconciling bank differences	237.35		
Total Expenses	\$29,077.96		
NET OPERATING INCOME	\$ -17,807.77		
NET INCOME \$ -17,80			

NAPMW

BALANCE SHEET

As of May 31, 2019

	TOTAL
ASSETS	
Current Assets	
Bank Accounts	
Bank of American - Checking	39,227.80
Cash on Hand	0.00
Funds for Institutions	0.00
Management Fee - Administration	45.00
Savings	0.00
Wells Fargo Checking	2,430.85
Total Bank Accounts	\$41,703.65
Other Current Assets	
Uncategorized Asset	470.25
Total Other Current Assets	\$470.25
Total Current Assets	\$42,173.90
TOTAL ASSETS	\$42,173.90
LIABILITIES AND EQUITY	
Liabilities	
Total Liabilities	
Equity	
Opening Balance Equity	113,738.37
Retained Earnings	-68,762.45
Net Income	-2,802.02
Total Equity	\$42,173.90
TOTAL LIABILITIES AND EQUITY	\$42,173.90



Date:					
To: NAPMW President and National Board					
Committee:					
Committee Chair(s):					
Overview:					
Successes:					
Challenges:					
Next steps:					



Date: May 27, 2019

To: NAPMW President and National Board

Committee: Internal Audit Committee

Committee Chair: Cris Poole

Overview:

The annual local internal audit procedures have been revised and the updates implemented. We made this easier and less time consuming for everyone while still protecting our IRS 501 (c) (6) tax exempt status and keeping our association fiscally responsible.

Successes:

- Revised the Internal Audit Committee Report, Internal Audit Committee Procedure Form, Internal Audit Recommended Records Checklist Guide, NAPMW Records Retention List and the Financial Handbook Internal Audit Procedures section.
- ➤ All revised forms have been reviewed and approved by the National Treasurer. They were then sent to Impact to be added to the Treasurer Resources section on NAPMW.org. They have also been sent to each local Treasurer with an explanation on use and what is now due to the National Treasurer compared to previous years.
- Confirmation received from 14 associations that their 2017-2018 internal audit was completed.
- > Updated the President's Checklist section in the AIB with additions discussed at the in-person planning meeting and sent to the Leadership Chair.

Challenges:

Confirmation needed from 5 associations that they have completed their 2017-2018 internal audit.

Next Steps:

Complete the 2018-2019 National Audit.



May 31, 2019

TO: President Glenda Mooney

Members of the Executive Board

FROM: Candace M. Smith, Past National President

National Leadership Chair

Successes:

Completed Leadership Training which was jointly held with Treasurer's Training. Overall this seemed to have been a positive presentation for all concerned.

Completed AIB and issued for May and at the time of Board meeting the June issue will be out.

Nothing further.



May 31, 2019

TO: President Glenda Mooney

Members of the Executive Board

FROM: Candace M. Smith, Past National President

National Technology Chair

Successes:

Spent time this past week reviewing the new website.

Completed spreadsheet for National Vice Presidents to have completed by individual local Presidents.

Challenges:

Just pulling together this information noted above is always a juggling act at the beginning of the year as old boards transition off and new ones come on. Reminder to NVP's to follow up with Local Presidents to obtain full and complete Board informations.



Association in a Box

May, 2019 Issue 1

In This Issue

- Welcome
- Presidential Points
- Goals + Plans = Success
- Toolbox
- Meeting Checklist
- National Executive Board

Hot Links

www.napmw.org calendars@napmw.org

Resources (on NAPMW.org)

Resource Library
Locate tools that can help you
and your Board exceed.

Leadership

Articles, suggestions, ideas to assist you as a leader. Coming Soon-look here for exciting new webinars to assist you.

Contact Us Leadership Chair

Candace M. Smith candacesmith508@gmail.com

Past National President's Advisory Council (PNPAC)

President

Christine Pollard cpollard1046@gmail.com

Welcome and Congratulations!

NAPMW creates a unique opportunity for individuals to obtain amazing education on a personal and professional level. But we also inspire people to become so much more through volunteer leadership opportunities.

You are the guiding light who will set the course for your local this coming year. You are also the person to whom your members will look to for leadership direction, authority, substance, responsibility, and motivation.

In correspondence and at all NAPMW functions, you are the representative of your Local Association. You are also the official representative of your Association in the eye of the public.

As a Local President, you have both great responsibility and great rewards.

Association in a Box will provide you with valuable information to help you to grow as a leader, create opportunity for education in your local and help you to become the resource that inspires future leaders. AIB is not the only resource available to you. We will talk about your Toolbox in this issue as well.

Your National Leadership is excited to see all that you will do to grow your local and are available to you for support at any time. Welcome aboard!

Presidential Points...



Presidential Points is designed to call attention to some of the immediate issues you will need to address in your leadership of your local. This month, we will focus on the financial transition between the previous year and the upcoming one.

- TREASURER TRAINING: If your incoming treasurer is a first time officer in this capacity, they are required to attend a Treasurer's Training. This is offered at National Conference but also via live webinar each year. Check for upcoming dates on the National Calendar at www.napmw.org . (Returning Treasurer's may also take the course)
- July 30th is the deadline for submitting not only a copy of your local approved budget, but also:

- Copy of your local's Budget Definitions and Guidelines to the National Treasurer.
- 2018 Year-End Financial Reports, Financial Summary & Transmittal
- Form 990, 990EZ or 990(n) is due to IRS. Send a copy to the National Treasurer.
- Certification Form signed by incoming President & Treasurer
- Signed Account Signature Cards (see below)
- **Internal Audit:** Before the Financial Records can be transferred, your Finance Chair must conduct an audit of the of the current's years books. The sooner those are closed out and results reported, the better.
- **Update!**: Make certain that upon installation of new officers, your bank records, signature cards etc. are updated. Signature cards must also have a current member of the National Board on them.

GOALS +PLANS =SUCCESS

A new year is exciting. Get your Local and your Board off to the right start with some of these suggestions:

- ➤ Begin with a little magic! What does the best version of your local look like when you think about the goals for the year? Who will it impact? What would be exciting to do, what would create growth.
- Success is in the details: Spend some time on your own thinking about your goals for the year. Make a detailed "To Do" list. Share your goals during the Local's first Planning Meeting.
- Organize ahead of time. If you walk into a meeting without the tools to help your local, confusion can begin and end your year.
 *Create an Agenda for your planning meeting and follow it.
 *Put together a notebook for yourself and each officer to be given at the planning meeting. Some items you may want to include consist
 - -Local Bylaws and Operating Procedures;
 - -Budget; Budget Definitions and Guidelines
 - -Basic Parliamentary Procedures.
 - -Model Report that you might require for the year.
 - -Blank Expense Report
 - -Description of Officer duties.
 - -Include a divider for Agendas, Minutes and Treasurer Reports
 - -Appoint a Parliamentarian to your Board. This is not an elected position.
 - *Decide on regular Board Meetings for the year. And Plan out your entire year at the Planning Meeting. You may not hold to the dates, and certainly things can come up, however if you have the course laid out, it will give everyone some direction for the year.
- As a Board-create a Vision Statement for your Local for the Year. Use that statement to drill down into what goals and milestones you as a Team want to meet. Don't forget to include check-ups to measure success and tweak during the year. Make sure to include everyone's thoughts and ideas.

- Sometimes things work...and sometimes they don't. And that is ok! Edison spent a lot of time working on lightbulbs before he got it right! So as a Board, take an honest look at what worked in past years and what didn't, use that as a platform to discuss how to make things brighter for the organization.
- **Rely on:** Mentors, past leaders, board members who are positive and willing to support you and the local to grow.

Here are a few items and individuals that you can rely on this year to support you.



- Directing members and future members to our websitewww.napmw.org
- Our Resource Library is chocked full of support for you and your Board. To access, sign into napmw.org and go to the Members Section.
- Add calendars@napmw.org to your database. Each time you post an event locally, we will post your event on the National Calendar. This way, you have additional advertising out there. We will also add your event to our Social Media pages.
- Speaking of Social Media-check out our LinkedIn and Facebook pages, and direct your members to these sites for current postings.
- Your National Board is YOUR resource! Use them.
 Don't forget to join us every second Wednesday for the
 General Board meeting of the Executive Board held at
 2PM PST/4PM CST. Check the Calendar and Newsfeed
 for sign in information and each Agenda.
- Your Association Executives are Jill Miller Heather Kramer with Impact Virtual Services. As our Association Management Company they are a wonderful resource to support our organization. Contact Impact Virtual at admin@napmw.org

Meeting Checklist

Get your meetings off to a good start

- 1-Always prepare a Meeting Agenda. Check with the Recording Secretary to make sure that you do not forget something that might have been left over from the previous meeting. Sample Agenda can be found in the Secretary Handbook in the Resource Library online.
- **2-Communicate:** Email each officer and committee chair a copy of the agenda at least a week ahead of the meeting. It keeps them informed and allows them to be prepared so they can be participating members of the Board.
- **3-Encourage officers and committee chairs** to prepare written reports and send them to all officers at least a week before the meeting. This allows everyone to be prepared to discuss any item on the agenda.
- **4-Arrive on Time.** Start on time. You must have a quorum present to conduct a business meeting where any motions are made.
- **5-Never turn your meeting over to someone.** If for instance a Program is being presented; simply say "The Program Committee will now present the program." You are in charge and are presiding.

YOUR 2019-2020 NATIONAL BOARD AND ADMINISTRATOR

President President-Elect National VP Reg 1
Glenda Mooney Susan Kerr Patti Esswein
president@napmw.org preselect@napmw.org NVP1@napmw.org

National VP Reg 2National SecretaryNational TreasurerMark JenningsLauren LaymanNicole Shea

NVP2@napmw.org natsecretary@napmw.org nattreasurer@napmw.org

Jill Miller or Heather Kramer (Administrator) Virtual Impact Services

admin@napmw.org



Association in a Box

June, 2019 Issue 2

In This Issue

- Creating a Team that Counts!
- Presidential Points
- Focus on Success
- · President's Checklist
- Did You Know?
- A Thought or Two: Events/Sponsors
- Leadership Mini-Courses & More!
- National Executive Board

Hot Links

www.napmw.org calendars@napmw.org

Resources (on NAPMW.org)

Resource Library
Locate tools that can help
you and your Board
exceed.

Leadership

Articles, suggestions, ideas
to assist you as a leader.

Contact Us

Leadership Chair

Candace M. Smith

csmithnapmw@gmail.com

Past National President's Advisory Council (PNPAC)

President

Christine Pollard

Creating a TEAM that COUNTS!

By now, hopefully you've read the First Installment of **Association Management in a Box** which is available on the NAPMW website. Hopefully you have had your initial planning session and developed your local association calendar for the year. But best of all, you got your feet wet presiding over both a Board Meeting and a General Membership Meeting. Great!

You've begun to settle down – the butterflies are gone and that knot in the pit of your stomach is beginning to shrink. You think that your first month went okay and that you may know a little about what you are doing. But, what about the other members of your team (the officers), are they doing what they should be doing? How would you know? This month's AIB will focus in part, on growing and developing your TEAM!

First, lets talk about where you can go to help develop your Board's direction. We will start with your own local association Bylaws and Operating Procedures. A great place to begin. They contain the duties your local has determined the officers should do. Take a moment and read them again. This will help set the expectations.

Presidential Points...



You position as President of a local is to guide your local successfully. An important part of that is to INSPIRE and motivate your TEAM. In doing so, you are creating the legacy of your local's future.

- Create positive meetings. Focus first on where you have been. Celebrate the journey, embrace the new beginnings.
- Set goals both corporately and individually.
- Discussing the problems or concerns are more effectively managed if you each realize you are a part of a TEAM that can get things done. No one Board member is in it alone.
- Help everyone understand how they contribute. They don't call it a TEAM for nothing. When everyone understands how their role creates a successful outcome, they are inclined to participate more.
- If you have not done so already, discuss the Legal documents of your local with the Board. This includes each member reviewing and executing the Code of Conduct. Signed copies are held by the Secretary.
- Make communication a priority. Get in the habit of speaking on a personal level to everyone, it can be a quick note or a phone call. Check in with others. Celebrate their successes and help them reach their goal.

Focus on Success: A MOMENT FOR THE MINUTES!

Minutes should be an objective, impartial, factual official record.

- Personal opinions or criticism should **NOT** be recorded.
- Minutes should **not** contain discussion, only action taken and results of those actions. Record only what is done, not what is said.
- Minutes should follow the exact format of the meeting including the following:
 - o The name of the Local Association, date, place and time of meeting
 - Name of presiding officer
 - Names of those attending (see below on how to make sure all the names of those attending General Membership Meeting are recorded)
 - Statement that number of members present constitute a quorum (provided it does)
 - Copies of all written reports, including Treasurer's Report should be attached
 - All motions, whether adopted or lost (a withdrawn motion should not be recorded)
 - MOTIONS SHOULD BE IN WRITING.
 - The name of the member making the motion, not the name of the member who seconded it
 - Time of adjournment
 - Name, title of member recording the minutes, and name of association
 - o The Agenda is a great aid in providing a format for the minutes.
 - o Minutes need to be free of grammatical and spelling errors.
 - Questions? Check out the Secretary's Handbook located in the Resource Library.



	1.	lina	July 30 th IS the absolute deadline for the following: of the IRS Form 990, Form or Form 990-N with copy to National Vice President &
Treas		•	of the fixe Form 550, Form of Form 550-N with copy to National vice Fresident - &
		0	Copy of the following: previous Year-end Financial Reports to National Vice President and National Treasurer (<i>prepared by last year's treasurer</i>)
		0	Statement of Activity (Income Statement), Statement of Financial Position (Balance Sheet)
		0	Year-end Financial Transmittal with bank statement
	2.		July 30 th $\underline{\rm IS}$ also the deadline for forwarding to the National Vice President the following items:
		0	Certification Form signed by Local President & Treasurer; copy of local budget (unless local Operating Procedures sets forth a later date)
		0	Budget Definitions & Guidelines (send with budget when approved)
	3.		Prepare Agenda for and preside at Board Meeting. Send copy of Agenda to members of the Board at least a week before meeting.
	4.		Prepare Agenda for and preside at General Membership Meeting. Send a copy of Agenda to members of the Board at least a week before meeting.
	5.		Read 2 nd Installment of AIB, Pertinent Points for Presidents and this President's Check List and file.
	6.		Write President's article for newsletter/ social media page, if applicable.
	7.		Review minutes of previous Board Meeting and General Membership Meeting. Add items to be discussed to respective agendas for next month. Make sure Recording Secretary sends copies of minutes of both Board Meeting and General Membership Meeting to all members of the Board and Newsletter Chair (if minutes are included in newsletter).
	8		Register for and attend your first Choose to Lead Webinar
	9.		After review by the Board, make sure the Monthly Treasurer's Report, is sent to National Vice President and National Treasurer along with a copy of the bank statement.
1	0.		After approval by the Board and membership make sure the Minutes of Board Meeting and General Membership Meeting are sent to National Vice President and the National Secretary.

Did You Know...Association OR Chapter?

Easily confused BUT, did you know that NAPMW is a 501 (c) 6 organization Not-for-Profit recognized by the IRS Code as a Trade Association. All locals are referred to as "Associations". It is not a Chapter-style organization which is usually associated with Non Profits.

More Did You Know...A Brief Word about PNPAC

Are you looking for a mentor or support to help you grow your organization? In addition to the great support you receive from your National Officers, your Past National Presidents are a valuable and available source to assist you. The Past National Presidents Advisory Council was created to further the education of the leadership of the Association. Each of these individuals has quite likely been exactly where you are now. They have seen the lows and celebrated the highs of a Local Association.

There are 37 PNPAC Members. The National Officers for PNPAC for 2019-2020 are Christine Pollard (Central New York); Kelly Frey-Hendricks (Greater St Louis) and Jill Kinsman (Seattle Puget Sound). For more information on the members of PNPAC see their link on the ABOUT Tab on the National Website.



A Thought...or Two!

Using some of the great ideas provided at this year's "Lets SWAP" during National Conference, we thought it would be great to share a few with our Leaders! This month, some of the ideas that we are passing on, are ideas for Local Events. When you are planning your year, think about a couple of these great ideas to bolster your membership and non-dues revenue!

- DISC Training
- Trap Shoot!
- Winery Tour
- Try offering sponsor events at each meeting, A Main or Tabletop Sponsor or Vendors. In exchange for their support let them have the floor to speak to a topic, present a speaker, or answer questions about their business.
- Holiday Bazaar and VIP Night
- Raffle-Luxury Vacation

NEXT MONTH: Let us hear your ideas on your most successful Education Events and why they made a difference! Email to csmithnapmw@gmail.com



Leadership Courses and More Available Now!

The National Leadership Team and Choose2Lead is presenting "Stepping Into Leadership". The mini courses are open to all leaders beginning June 1, 2019. Get started with our first course:

"Building Blocks to Success: Creating Vision"

Participants can register through Digital Chalk at napmw.digitalchalk.com . Each month a different course will appear in the Dashboard or Catalog when the individual logs in.

Courses will focus on Leadership, Team Building, Membership Engagement and other areas. The courses are designed to support our Leaders and Future eaders alike. There is no cost to take this course. Most courses are only 15-20 minutes long, allowing individuals to move through them quickly. You may access your Digital Chalk Dashboard 24/7. Individuals looking to move ahead in National Leadership are required to complete the courses during the year.

WAIT! Don't forget all of the information available to our Leaders on the Resource Library under Leadership Resources. From Forms to Best Practices to Keys to Successful Meetings! These and more are available to you on our website now! This area is a Members Only area located under the Members Tab. You must sign in to access.

YOUR 2019-2020 NATIONAL BOARD AND ADMINISTRATORS

President Glenda Mooney Greater St. Louis Assoc.

president@napmw.org

National VP Reg 2 **Mark Jennings** San Joaquin Valley Assoc. NVP2@napmw.org

President-Elect Susan Kerr National Membership preselect@napmw.org

National Secretary Lauren Layman Oklahoma City Assoc.

natsecretary@napmw.org

National VP Reg 1 Patti Esswein Greater St. Louis Assoc. NVP1@napmw.org

> National Treasurer Nicole Shea Spokane Assoc. nattreasurer@napmw.org

National Parliamentarian Kelly Frey Hendricks, PNP Greater St. Louis Assoc.

Virtual Impact Services admin@napmw.org

Jill Miller (Administrator) Heather Kramer (Administrator) Virtual Impact Services admin@napmw.org