

USMS Convention — Anaheim (Garden Grove), California 2013

Committee Name:	LMSC Development	Session #:	1	Report #:	8
Committee Chair:	Paige Buehler	Vice Chair:			
Minutes recorded by:	Cheryl Kupan	Date/time of meeting:	9/12/13		

Actions Requiring Approval by the HOD:

1. None

Motions Passed:

1. MSA: July 21, 2013committee meeting minutes.

Number of committee members present: 17	Absent: 0	Number of other delegates present: 33
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Committee members present (list all, including chair and vice chair): Paige Buehler (chair), Tyler Blessing, Stacy Broncucia, Jerry Clark, Daniel Cox, Leanne Crittenden, Randy Crutchfield, Mary Hull, Cheryl Kupan, Chris McGiffin, Michael Moore, Thomas Moore, Lynn Morrison, Jeff Strahota, Erin Sullivan, Tim Waud and Ed Tsuzuki (ex-officio)

Minutes

The meeting was called to order at 2:17pm PDT

1. Introductions
2. MSA: Approval of July 21st meeting minutes.
3. Mentoring Subcommittee Report – Chris McGiffin
 - a. Two Goals: Surveying LMSCs and sharing Best practices.
 - b. Recognize mentoring subcommittee. Survey led by Zone chairs who collected information and compiled by Tom Moore.
 - c. First Peer-to-Peer teleconference for Treasurers facilitated by Randy Crutchfield. Total of 25 attendees across 2 teleconferences. Second for Sanctions had 16 participants facilitated by Ed Saltzman.
 - d. Next P2P teleconference area of focus is LMSC Chairs.
 - e. Started LMSC Administration Forums to post information/standards as an area to share ideas and ask questions.
 - f. Identifying eligible volunteers to come to Convention, with \$3,000 grants to Border & Missouri Valley, North Dakota & North Carolina LMSCs chosen to receive financial assistance.
4. Education Subcommittee Report – Tim Waud
 - a. Four workshops on Friday plus an additional workshop on volunteer leadership with guest speaker, Betty Stallings on Saturday. Tim reviewed the process used to select Betty as a speaker. Dan Cox is liaison with Betty and reported that she is providing attendees with free copies of her 15 volunteer management units for them to take back to their LMSCs (there is a time limit on being able to access these materials.)
 - b. Workshop presentations will be posted to usms.org under 2013 convention materials. Evaluations (using SurveyMonkey) are also posted. Please fill them out. All workshops will be videographed and posted.
 - c. Webinars: First webinar was Conflict of Interest with Jim and Patty Miller in May/June.
 - d. We had a second webinar scheduled with Anna Lea Matysek on Guide to Operations that will be rescheduled.

- e. Lynn Morrison suggested we use the e-newsletters to advertise the webinars and the peer-to-peer teleconferences.
5. Practices & Standards Subcommittee – Tom Moore
 - a. Task force from committee decided against interview process to discover best practices and decided to start with monitoring discussion forum threads and peer-to-peer teleconferences.
 - b. P&S subcommittee identified 11 Practice Areas (listed in annual committee report).
 - c. Recommended practices will be posted to the Guide to Operations by practice area.
 6. LMSC Standards “Scorecards” – Tom Moore
 - a. 44 required standards –Each LMSC contacted by the Zone Chair, has anything changed in the past year? Changes from 2012 scorecard as a baseline.
 - b. Overview of LMSC Standards performance update posted under Meeting Minutes for LMSC Development 9/12/13 to accompany these minutes.
 - c. 2012 was good, 2013 is better. Demonstrated with slides comparing the years in various ways.
 - d. Opportunities are the Standards that scored lower than 90% in LMSCs meeting them. They will be focus areas for the Mentoring subcommittee.
 - e. LMSC “scorecards” were sent to the Zone Chairs in August to be distributed to the LMSC chairs.
 7. Discussion Forums Overview – Paige took an opportunity to demonstrate how to navigate to the new forums Tom set up by Practice Area. Also demonstrated how to subscribe to a thread and to a forum. Lynn suggested that we add “subscribe and monitor the appropriate Practice Area discussion forum” to the Volunteer Role Templates (listed under the GTO).
 8. LMSC Standards Policy Review Cycle – Paige
 - a. Committee serves as the conduit for changes to LMSC Standards Policy document. A lot of adjustments adopted March 2012. Need a more formal way to get standards updated regularly.
 - b. Suggested timeline for cycle
 - i. July 10 Proposed amendments for LMSC Standards Policy due To LMSC Development Chair
 - ii. July (3rd Sunday) LMSC DC reviews and suggests modifications to submissions
 - iii. August 1 All proposed LMSC standards policy changes from LMSC Development due for inclusion in Convention Packet
 - iv. Discuss recommendations to the BoD at convention committee meeting (with audience input)
 - v. Submit recommendations to the BoD, target deadline of 10/31 (Gives us an opportunity to act upon feedback, do any needed research/collaboration/clarification with proposers, and format the recommendation).
 - c. Consensus reached by the committee. Write up for vote to amend Committee Policy at next meeting.
 9. Assessing LMSCs against Standards in 2014
 - a. Polled Committee prior to Convention and went with prevailing opinions of the options surveyed.
 - b. Scope: Assess ONLY Required Standards for All LMSCs
 - c. Method: Send a survey to LMSC Chairs (and get information from National Office and Top 10 as in previous years). Discussion around to include a statement of verification by the Chair that appropriate volunteers were consulted prior to answering the question.
 - d. Timing: All once at March/April
 10. Best practices – Next Steps – Tom Moore
 - a. Now calling Recommended Practices

- b. Post version 1.0 of the Recommended Practices document for each practice area. The documents will include required standards, suggested standards, volunteer role definitions and existing recommended practices from relevant committees and will all be posted to the Guide to Operations page.

11. Practice Point Person Volunteers

- a. Call for volunteers to contact Paige.
- b. Practice area point persons, no overlap of existing jobs/don't duplicate, refer to committees where possible.
- c. Volunteers needed to serve as practice area point people and participate in online discussion, Peer-to-Peer webinars/teleconferences, help to identify ideas, participation by all in the room and get the word out to your LMSC to participate. Call for volunteers to contact Paige.

12. 2013 Goals + Objectives:

- Survey the LMSCs
- Volunteer Roles template ownership – development of a member feedback process.
- Identify and/or create, manage and evaluate LMSC volunteer workshops for 2013 annual meeting/convention [Strategy #1 – Training]. – Sessions are scheduled and will be evaluated after Convention. On track for completion by October 31st.
- Create and hold at least one LMSC volunteer workshop outside of convention via teleconference/webinar to reach a broader audience of volunteers [Strategy #1 – Training]
- Contact and provide mentoring to the LMSCs using survey results to focus assistance toward areas of weakness or those LMSCs most in need. – Met the goal with varying levels of success creating mentoring relationships.
- Development of a “Best Practices” interview process and repository. – Phase 1 of repository will be on Guide to Operations page.
- Create peer forum process to help “bubble up” issues for research as well as to identify best practices

13. 2014 Goals + Objectives:

- 1) Convention Grant process
- 2) Assess LMSCs against LMSC standards
- 3) Convention Workshops
- 4) Webinars
- 5) Peer-to-Peer Teleconferences
- 6) Increase Forum use/activity (via Forum navigation education and more Publicity)
- 7) Mentoring
 - Deadlines
 - Face to face interactions
 - Expectation of timely replies
 - Telephone conversations
 - Reaching further into LMSC leadership circle
- 8) Recruiting Practice Area Point Person
 - Publishing recommended practices of every practice area
- 9) Deadlines, owners, and refine Mentoring piece to be determined at the next committee meeting.