

# NACBA CHAPTER IDEAS

**Earn extra Chapter Achievement points by planning ahead for CEUs!**

**If your chapter programs qualify for NACBA Continuing Education Units, send forms in to National office ahead of time for approval. Advertise CEU credits with publicity. Complete all required forms and send in after seminar. (See CEU information in your Chapter President's packet for instructions, or call Ernestine or Phill at the NACBA office.)**

## **Membership Growth**

What are Best Ideas to address challenges we face?

Chapter: Columbus Area  
**Contact: Tom Johnson**  
E-mail: [tjohnson@messiahumc.net](mailto:tjohnson@messiahumc.net)  
Phone: 614-882-2167

Chapter: Northwest Indiana  
**Contact: John Simon**  
E-mail: [johnnsimon@aol.com](mailto:johnnsimon@aol.com)  
Phone: 219-836-8610, x342

### **Name of Idea:**

New Member Contacts and Involvement

### **Description of Idea:**

Existing members contact local business administrators to invite them to meetings

Recruit new members by letter and personal follow-up, plus calls.

Use a one-issue program (such as tax problems in Indiana).

### **Keys to Implementing:**

**Use personal phone calls as a follow-up to either snail mail or e-mail notice. Explain what a local chapter is and why it is needed, and why their participation is needed. Emphasize networking.**

### **Lessons Learned:**

**People respond to personal contact.**

**There has to be a true reason to meet (no matter what), otherwise folks won't come to meetings and see no reason to participate.**

## Membership Growth

What are Best Ideas to address challenges we face?

Chapter: Northeast Ohio

**Contact: Toni Cirino**

E-mail: [toni@garfieldchurch.org](mailto:toni@garfieldchurch.org)

Phone: 216-831-1566

Chapter: Dogwood

**Contact: Vernon Davis (past president)**

E-mail: [Vernon@velocenet.net](mailto:Vernon@velocenet.net)

Phone: 704-636-3431

### Name of Idea:

Contacting new members/qualifying mailing list

### Description of Idea:

In starting a new chapter, we had 500 names on a mailing list. We only wanted to incur mailing costs for those interested in hearing from us. Needed to qualify names to see if they want our mail and notices of meetings.

Monthly, mail minutes of past meetings and notice of upcoming meeting to all known churches and church business administrators in the area.

### Keys to Implementing:

**Break mailing list down by telephone area codes, so calls will not be long-distance in most cases. We identified (by twisting arms) about 14 people willing to personally contact 35-40 names on the list over a two-week period. Callers returned lists to me, indicating those folks wishing to remain on list.**

**Obtain contact person, church, mailing address, e-mail address, etc.**

**Use NACBA membership list to ID people we are not aware of.**

### Lessons Learned:

**Toni: Many people do not return phone calls or e-mails! The best response from a 40-person list was 5 people wanting to remain on the list. Some lists came back with no one wanting to hear from us. That's fine – at least we know we aren't wanted, and the ones we identified should be quality names!**

**Vernon: Minimal response, decision to request removal if no interest. Postcards, i.e., separate mailing lists, to non-participants – personal contact is important.**

**Documents or Photos: No**

## **Membership Growth**

What are Best Ideas to address challenges we face?

Chapter: Western Pennsylvania

**Contact: Laura Mikush**

E-mail: [mikush@usaor.net](mailto:mikush@usaor.net)

Phone: 412-741-4550

### **Name of Idea:**

Mailing Letters to NACBA members to invite to Chapter Meetings

### **Description of Idea:**

I wrote a letter (or e-mail if e-mail was listed) to all members listed in the NACBA directory within a 2-hour driving distance of our chapter, telling about the chapter, who I was, and inviting to chapter meetings.

### **Keys to Implementing:**

**Ask NACBA Office for help in getting a list of members in your area.**

**Having time to look through directory and use a map to see who is in your area.**

**Having someone to input address to type out address labels.**

### **Lessons Learned:**

**We did pick up a few new members who did not know of the local chapter. Felt a phone call to follow up probably would have helped. Should have sent a NACBA brochure also.**

**Documents or Photos: Yes.**

## Membership Growth

What are Best Ideas to address challenges we face?

Chapter: Tidewater

**Contact: Pete Pearson**

E-mail: [galilee@iol18.com](mailto:galilee@iol18.com)

Phone: 757-428-3573

Chapter: Tidewater Virginia

**Contact: Becky Tuttle**

E-mail: [becky@fpcnorfolk.org](mailto:becky@fpcnorfolk.org)

Phone: 757-625-1697

Chapter: Colorado Pikes Peak

**Contact: David Goerzen**

E-mail: [dgoerzen@radiantchurch.org](mailto:dgoerzen@radiantchurch.org)

Phone: 719-597-4402

Chapter: Wisconsin

**Contact: Colleen Sargent-Day**

E-mail: [cmsgt7@aol.com](mailto:cmsgt7@aol.com)

Phone: 920-788-1492

### Name of Idea:

Membership Campaign by Phone Contacts/Invitation to Chapter Meetings

### Description of Idea:

To seek out others in the area who could be a potential new member.

Found that even in this age of technology, good old-fashioned phone call is best way to make first contact with potential or stagnant member – find out who the correct contact person is at each church.

Send out meeting information at least two weeks before meeting. Send directions to meeting location. Call two days before meeting.

### Keys to Implementing:

**Identify the best time to contact churches. Divide areas by area code. Contact churches in the city by dividing up Yellow Pages, phone list, church list, and present member list among 3-4 active members and encourage a 5-minute phone conversation stating what NACBA is and what is hoped to be accomplished – value – resources – fun – networking. Time spent at one meeting may be less than time spent online or elsewhere getting the same information.**

**Always ask if they know of another CBA out there.**

**Ask - if your chapter hosts a speaker, will they come?**

Each church not involved in local chapter was given a personal phone call by board member to invite and educate about NACBA meetings. Offered free lunch at the next meeting for them to attend.

**Preparation of publicity materials and timely dissemination.**

**Lessons Learned:**

**This is one way we found potential or stagnant membership can't hide behind e-mail or snail mail, and it can really be a first step to starting a relationship.**

**Call around 9-11 a.m.**

**Job titles can be misleading. Position of "administrator" varies from church to church. .Job duties vary greatly/some tasks the senior pastor handles in one parish, to the BA or even the secretary.**

**Need to help administrator person understand the benefits attending offers.**

**Helpful for those interested. Doesn't impact on those not interested.**

**Documentation: No**

## **Membership Growth - New Member Recruitment**

What are Best Ideas to address challenges we face?

Chapter: OK Green Country

**Contact: Merwin Pickney**

E-mail: [mpickney@woodlakeag.org](mailto:mpickney@woodlakeag.org)

Phone: 918-622-7100

Chapter: Southern Colorado

**Contact: John Carleo**

E-mail: [jacarleo@olm-parish.com](mailto:jacarleo@olm-parish.com)

Phone: 719-561-3580

### **Name of Idea:**

Invite an Administrator to Lunch - One-on-One Recruitment

### **Description of Idea:**

**Identify people to call.**

**Call an administrator and ask him/her to lunch to network and take them to the chapter meetings. Everyone has to take time for lunch.**

### **Keys to Implementing:**

**Put on your calendar where things get done.**

**Pick the person up! Don't meet somewhere for lunch.**

### **Lessons Learned:**

**People respond to one-on-one invitations.**

**Initial call needs reminder.**

**Documents or Photos: No**

## **Chapter Membership Renewals**

What are Best Ideas to address challenges we face?

Chapter: Texas Capital Area

**Contact: Clifteen Samuelson**

E-mail: [clifteens@wbcaustin.org](mailto:clifteens@wbcaustin.org)

Phone: 512-263-7701

### **Name of Idea:**

Dues and Membership Statements

### **Description of Idea:**

Sent membership statements for first time since chapter was organized in 1986.

### **Keys to Implementing:**

Send forms along with dues notices to gather current information about the administrative staff, church address, phone, fax, and e-mail.

### **Lessons Learned:**

**Good idea – best response with 43 regular members returning dues along with forms listing church, e-mail, phone number, fax number, software system, etc.**

**Who really was not interested in being involved in our chapter**

**Documents or Photos:** Sample Membership Form

## **Seminars – Pastor/Church**

What are Best Ideas to address challenges we face?

Chapter: Michigan

**Contact: Lloyd Bastian**

E-mail: [lebastianatfpcaa@juno.com](mailto:lebastianatfpcaa@juno.com)

Phone: 734-662-4466

Chapter: Willamette Valley Chapter

**Contact: Brett Huff**

E-mail: [huffmail@proaxis.com](mailto:huffmail@proaxis.com)

Phone: 541-926-2291

### **Name of Idea:**

Annual Pastor/Church Seminar

### **Description of Idea:**

Yearly all-day seminar at a centrally located facility with a qualified, well-known speaker.

### **Keys to Implementing:**

**Well-known speaker is a must.**

**Get brochure and registration form out in plenty of time.**

**Mail to large metropolitan area to get to as many churches as possible**

**– do two mailings.**

**Use an easy-to-find auditorium in a central location.**

**Provide lunch.**

**If program qualifies for NACBA CEUs, send forms in to National office ahead of time for approval. Advertise CEU credits with publicity. Complete all required forms and send in after seminar. (See CEU information in your Chapter President's packet.)**

### **Lessons Learned:**

**Use a nationally known speaker, recognized by senior pastor – he/she will send other ministerial staff.**

**Documents or Photos:** Brochure with photo for mailing

## **Seminars – Support Staff**

What are Best Ideas to address challenges we face?

Chapter: Charlotte Metro

**Contact: Marilyn Maners**

E-mail: [mrm@foresthill.org](mailto:mrm@foresthill.org)

Phone: 704-716-8728

Chapter: Alabama

**Contact: Charles McCain**

E-mail: [charlesmccain@fbctrussville.org](mailto:charlesmccain@fbctrussville.org)

Phone: 205-655-2403

### **Name of Idea:**

Support Staff Appreciation Day for secretaries/ministry assistants/technical support

### **Description of Idea:**

Have an annual all-day workshop, including luncheon, for secretaries and ministry assistants for their professional development, inspiration, and computer skills improvement, using vendor sponsorship and gifts.

### **Keys to Implementing:**

**Have a good mailing list of secretarial staff throughout the metro area or the state. Adhere to evaluation from the participants in providing the contents for the program for the ensuing year. Rely on the chapter leadership who have had years of experience in presenting the workshop.**

**Team and committee development is done specifically for this event.**

**Keynote speaker needs to be fun and relevant to support staff.**

**Administrators are servants to the support staff.**

### **Lessons Learned:**

**Identifies new leadership. Involve a diverse core group to plan the workshop.**

**Officers do not need to run the seminar. Broaden the base of leadership to involve administrators.**

**Use community college instructors for training.**

**Builds excitement and service**

**Good membership builder**

**Documents or Photos:** Yes, programs, registration forms.

## **Seminars – with Vendor Time & Sponsorship**

What are Best Ideas to address challenges we face?

Chapter: Palmetto

**Contact: Janice Johnson/Bonnie Blackman**

E-mail: jjohn106@aol.com

Phone: 864-233-2527 Ext. 121

### **Name of Idea:**

Local Day-long Seminar with Vendor Time and Sponsorship

### **Description of Idea:**

We had a morning session and afternoon session for a speaker; then we had a vendor section set up with time in the morning and before and after lunch for contact.

### **Keys to Implementing:**

**Early and varied contact of vendors**

**Find a good area to have it (plenty of outlets, etc.)**

**If program qualifies for NACBA CEUs, send forms in to National office ahead of time for approval. Advertise CEU credits with publicity. Complete all required forms and send in after seminar. (See CEU information in your Chapter President's packet.)**

### **Lessons Learned:**

**Don't leave vendor times open. Have short, specific times. Be specific with what their dollars get them.**

### **Documents or Photos:**

## **Seminars – Secretarial/Custodial**

What are Best Ideas to address challenges we face?

Chapter: North Central

**Contact: Annette Beseman**

E-mail: [a.beseman@redeemerfridley.org](mailto:a.beseman@redeemerfridley.org)

Phone: 436-574-7445

### **Name of Idea:**

Secretary/Custodian Seminars

### **Description of Idea:**

Every year we hold a one-day workshop for either secretaries or custodians (alternate each year). The day includes workshops, lunch, vendor exhibits, prizes and networking opportunities.

### **Keys to Implementing:**

**You need a team of people so that the work can be spread out among several people (similar to how the national conferences operate).**

**Make the seminar a combination of appreciation and education.**

### **Lessons Learned:**

**Secretaries and custodians need to be appreciated and given educational and growth opportunities.**

**This is a way for CBAs to exhibit servanthood by serving the people they supervise**

**Documents or Photos:** Yes, brochures

## **Chapter Programs - Planning Survey**

What are Best Ideas to address challenges we face?

Chapter: Pacific Northwest

**Contact: John Breen**

E-mail: [stewardship@wniucc.org](mailto:stewardship@wniucc.org)

Phone: 206-725-8383

### **Name of Idea:**

Chapter Survey

### **Description of Idea:**

Four years ago, sent out survey and discovered group wanted to stay in one location to meet and time frame. We changed to meet the needs. Attendance is dropping so we sent out a new survey.

### **Keys to Implementing:**

**Mailed one-page survey (both sides) asking people on mailing list to complete and return before we start planning schedule for next year. In survey, we asked for best time and place including day of week and week of month.**

**Asked what topics they were interested in that would be relevant to them, and if they wanted to receive chapter newsletter by e-mail.**

### **Lessons Learned:**

**We are going to change our meeting from 2<sup>nd</sup> Thursday to 3<sup>rd</sup> Thursday and look at a few topics we had not considered; and we confirmed main topics of finance and property management.**

**Documents or Photos: No**

## Chapter Programs – Round Table Discussions

What are Best Ideas to address challenges we face?

Chapter: Lowcountry Chapter

**Contact: Glenn L. Wood – Seacoast Christian Community Church**

E-mail: [glennw@seacoast.org](mailto:glennw@seacoast.org)

Phone: 843-881-2100, ext. 108

Chapter: Florida Sunshine

**Contact: Lynn Roberts**

E-mail: [lroberts@hydeparkcemc.org](mailto:lroberts@hydeparkcemc.org)

Phone: 253-5388

Chapter: Greater San Diego

**Contact: Les Armstrong**

E-mail: [larmstrong@rbcpc.org](mailto:larmstrong@rbcpc.org)

Phone: 858-487-0811

### **Name of Idea:**

Round Table Discussions

### **Description of Idea:**

Topic is chosen at beginning of year. Host site administrator facilitates. Everyone is asked to share. No speaker is recruited.

Inform chapter members of topic for discussion and solicit forms, policies, and related documents. Compile forms and copy for meeting. At meeting have a facilitator lead discussion and share ideas on what works and why. Everyone comes away with good ideas.

### **Keys to Implementing:**

**Get participation from more than 1 or 2 churches.**

Find a common theme to discuss. Introduce one topic in form of a personal challenge. Open topic to group for discussion. Ask detailed follow-up questions.

**Create an atmosphere of openness in sharing challenges.**

**Have participants bring copies of their policies to share.**

### **Lessons Learned:**

**As a large church we do not learn as much as small churches.**

**Group has vast experience. We learn from other churches' mistakes.**

**This can assist in creating policies and/or modifying existing ones to avoid problems in our local churches.**

**Develops relationships.**

**Documents or Photos: No**

## **Chapter Programs – Quality Speakers**

What are Best Ideas to address challenges we face?

Chapter: Eastern Iowa

**Contact: Peg Brown**

E-mail: [stmary@marshallnet.com](mailto:stmary@marshallnet.com)

Phone: 641-753-6278

### **Name of Idea:**

Finding Quality Speakers/Leaders for Chapter Meetings

### **Description of Idea:**

Since we are in/meet in a college community, some of our best speakers/workshop leaders come from the college.

### **Keys to Implementing:**

**Locate the area leaders for your topic. Make sure the topic and speaker are available for your time.**

### **Lessons Learned:**

**Cost can be a factor.**

### **Documents or Photos: No**

## **Chapter Programs – Preview of Coming Events**

What are Best Ideas to address challenges we face?

Chapter: North Atlanta

**Contact: Pam Freeman**

E-mail: aquapam@aol.com

Phone: 770-781-5433

### **Name of Idea:**

Presenting Future Speaker and Programming at Current Meeting

### **Description of Idea:**

Bring in speaker for following meeting to pique interest. Introduce...

### **Keys to Implementing:**

**Contact each speaker with dates for two months, one when he or she will be introduced and the next when he or she will speak. Plan programs well in advance.**

### **Lessons Learned:**

**Allows us to evaluate interests ahead of time to serve the need**

**Documents or Photos:** Yes, resource manual

## **Chapter Program – Content Ideas**

What are Best Ideas to address challenges we face?

Chapter: Garden State

**Contact: Jeanne Aicher**

E-mail: [jeaicher@earthlink.net](mailto:jeaicher@earthlink.net)

Phone: 609-896-1212

**Name of Idea:** Balancing Network and Programming Needs

### **Description of Idea:**

Trying to find a way for members to have time to discuss problems, concerns, successes with one another – networking – but also provide outside resources (speakers, programs) to help us do our ministry. We alternate monthly meetings – one month we have a program with lunch, next month a topic of discussion (no speaker) and lunch, etc.

### **Keys to Implementing:**

**Good calendar preparation so everyone knows their responsibilities (lunch and discussion topic or lunch and speaker)**

**Good speaker planning**

**Good communication of calendar topics**

### **Lessons Learned:**

**Some people don't follow through on their monthly meeting responsibilities (some members don't want to host speaker months).**

**Members like the opportunity to share with one another as well as hear good speakers, so offer help with programming.**

**Documents or Photos:** No

## **Chapter Programs – Vendor Lunches**

What are Best Ideas to address challenges we face?

Chapter: Chicago

**Contact: Dick Giesler**

E-mail: [richard.giesler@vegusnee.org](mailto:richard.giesler@vegusnee.org)

Phone: 847-244-6606

### **Name of Idea:**

Vendor Lunches

### **Description of Idea:**

Vendor pays for lunches – gets 5-10 minutes to advertise.

### **Keys to Implementing:**

**Local church to make arrangements.**

**Choose a service of interest to most members.**

### **Lessons Learned:**

**Eliminates lunch costs.**

**Set time requirements and preview materials.**

**Documents or Photos:** No

## **Chapter Programs**

What are Best Ideas to address challenges we face?

Chapter: Colorado Pikes Peak

**Contact: David Goerzen**

E-mail: [dgoerzen@radiantchurch.org](mailto:dgoerzen@radiantchurch.org)

Phone: 719-597-4402

### **Name of Idea:**

Serve Good Food!

### **Description of Idea:**

Offer a luncheon that is presented as a "fine dining" experience with linen and all!

### **Keys to Implementing:**

**Church that has food service.**

**Reasonable price.**

### **Lessons Learned:**

**Increases participation**

**Documents or Photos: No**

## **Chapter Programs**

What are Best Ideas to address challenges we face?

Chapter: Orange County Metro

**Contact: Herb Smith**

E-mail: [herb@standrewspres.org](mailto:herb@standrewspres.org)

Phone: 949-574-8884

### **Name of Idea:**

Brown Bag Lunch/Split Group/E-mail

### **Description of Idea:**

Split group into NACBA small and large groups. Not dependent on NACBA membership – open early by church attendance/size.

### **Keys to Implementing:**

**Care not to become us/them participants, keep trying to level expectation of group.**

### **Lessons Learned:**

**Participation can still be in area.**

**Documents or Photos: No**

## **Chapter Resources**

What are Best Ideas to address challenges we face?

Chapter: North Atlanta

**Contact: Pam Freeman**

E-mail: [aquapam@aol.com](mailto:aquapam@aol.com)

Phone: 770-781-5433

### **Name of Idea:**

Resource Manual/Notebook

### **Description of Idea:**

Notebook divided by areas of responsibility (i.e., facilities, insurance, risk management, etc.) with recommended vendors.

### **Keys to Implementing:**

**Notebook, dividers, and membership participation for cards of particular areas. This year will be up on the web.**

### **Lessons Learned:**

**Very helpful to fellow administrators to not reinvent the wheel.**

**Documents or Photos:** Yes.

## **Chapter Attendance – Meeting Format**

What are Best Ideas to address challenges we face?

Chapter: Delaware Valley

**Contact: Royal Lowthert**

E-mail: [rlothert@aol.com](mailto:rlothert@aol.com)

Phone: 302-478-2575

### **Name of Idea:**

Stimulating Existing Membership to Attend – All-Day Meeting Format

### **Description of Idea:**

Delaware Valley Chapter has had a resurgence of attendance by changing format of meetings. Meetings are every other month and basically consume the whole day. Members spend morning in round-table discussion and networking, which is generally the source for topics in future. Then we have lunch, a tour of the hosting facility (different every time), and a presentation in the afternoon.

### **Keys to Implementing:**

**You must poll members to get idea of what works for them (monthly, bi-monthly, ½ day, whole day) etc. Spread responsibility – don't let Pres. and V.P. do all the work.**

### **Lessons Learned:**

**Moving meeting to different churches is a plus in our group. Attendance up from about 6 to about 20.**

### **Documents or Photos:**

## **Chapter Attendance**

What are Best Ideas to address challenges we face?

Chapter: Pacific Northwest

**Contact: Sandra Denoff**

E-mail: sdenoff@juno.com

Phone: 206-243-0987

### **Name of Idea:**

Improve Attendance

### **Description of Idea:**

Meeting in the same location every month. Identifying needs, time-wise, day of week and week of month.

### **Keys to Implementing:**

**Survey to extensive mailing list: when, time, speakers, suggestions.**

### **Lessons Learned:**

**Meet needs of majority, but how do you meet needs of those on the fringes (don't attend often)?**

**Documents or Photos:** Yes, resources.

## **Chapter Attendance**

What are Best Ideas to address challenges we face?

Chapter: Tidewater

**Contact: Joyce**

E-mail: jsafford@christandstlukes

Phone: 757-627-5665

### **Name of Idea:**

Improving Attendance at Chapter Meetings

### **Description of Idea:**

Make follow-up calls after meeting announcements go out.

### **Keys to Implementing:**

**Designate a member to make calls and inform about the program.**

### **Keys to Implementing:**

**Designate a member to make calls and inform about the program.**

### **Lessons Learned:**

**Faithful members come – not getting new membership.**

**Documents or Photos: No**

## **Relationship Building**

What are Best Ideas to address challenges we face?

Chapter: Rocky Top

**Contact: Gary Schmieder**

E-mail: schmieder@aberdeen.org

Phone: 865-588-0586

### **Name of Idea:**

Administrative Support Appreciation Lunch

### **Description of Idea:**

We invited the administrators to bring their girl or guy Fridays to a lunch meeting, then we shared common experiences. Had a favorite "boss" story.

### **Keys to Implementing:**

**Nothing special done.**

**Expectations are now set for an even bigger event next year.**

### **Lessons Learned:**

**The secretaries/assistants, as a result, wanted to share e-mails and get to know one another better. Saw the value of this resource.**

**Documents or Photos: No**

## **Relationship Building**

### **Name of Idea:**

Annual Banquet

### **Description of Idea:**

Banquet of celebration to include spouses

### **Keys to Implementing:**

**Meet at local church's retreat center for special dinner.**

**Include installation of officers.**

### **Lessons Learned:**

**Good way to celebrate positions and share what is happening with the persons who support us the most ... our spouses.**

### **Documents or Photos:**

## Starting New Chapters

What are Best Ideas to address challenges we face?

Chapter: Houston

**Contact: Donna Hanson**

E-mail: [fbcdonna@aol.com](mailto:fbcdonna@aol.com)

Phone: 281-479-2391 Ext.109

Chapter: Space Coast

**Contact: Susan Neville**

E-mail: [sneville@digital.net](mailto:sneville@digital.net)

Phone: 321-723-8371

### **Name of Idea:**

Starting New Chapters

### **Description of Idea:**

**Find a small nucleus of membership in a specific location with growth potential.**

**Get from NACBA office sample Constitution & Bylaws for NACBA Chapters, officers job descriptions, and other helpful material.**

### **Keys to Implementing:**

Ask NACBA office for listing of members in your location. Ask for financial help for mailings or other start-up costs if needed.

Make personal contacts.

Start a prayer group, e-group

Excitement/Enthusiasm

### **Lessons Learned:**

Ask NACBA National office for help.

### **Documents or Photos:**

## Annual Program Planning – Breakfast Meeting

What are Best Ideas to address challenges we face?

Chapter: Ocoee Region

**Contact: Jeannette Dalton**

E-mail: [daltonmj@bellsouth.net](mailto:daltonmj@bellsouth.net)

Phone: 423-476-5586

### **Name of Idea:**

Annual Planning Meeting

### **Description of Idea:**

Meeting to plan program outline for coming year

### **Keys to Implementing:**

**Breakfast meeting at Cracker Barrel**

**Name topics.**

**Assign responsible person to research possible resources.**

### **Lessons Learned:**

**Good attendance**

**Creative ideas**

**Shared responsibilities**

## Annual Program Planning

What are Best Ideas to address challenges we face?

Chapter: Gateway (St. Louis)

**Contact: Susan Jespersen**

E-mail: [whillsumc@fclass.net](mailto:whillsumc@fclass.net)

Phone: 314-961-3164

Chapter: Western Pennsylvania Chapter

**Contact: Roy Burford**

E-mail: [rburford@adelphia.net](mailto:rburford@adelphia.net)

Phone: 412-854-5638

Chapter: Southwest Missouri/Springfield, MO

**Contact: Misty Brown**

E-mail: m-brown@campbellumc.org

Phone: 417-881-2018

**Name of Idea:**

Full Year Programming

**Description of Idea:**

**Communicate to chapter officers the specific date and time of planning meeting – minimum one month prior to meeting date - and ask them to prepare ideas to share.**

Local Chapter officers meet each summer to discuss upcoming chapter program year, meeting dates, topics, speakers, and any special needs.

Provide membership with a full year of quality program sharing/learning opportunities. Plan to include lunch.

**Keys to Implementing:**

**Survey members for their programming needs via list of program topics/titles.**

**Speak on topics requested by the group, items that pertain to all denominations or members.**

**Plan programs around these areas. Communicate the plans.**

**Limit meeting times. Stay on schedule/eat during program.**

**Lessons Learned:**

**Don't over-plan or try to discuss other topics.**

**Leave the planning meeting with a plan or outline. Follow up on loose ends.**

**Membership will participate more regularly.**

**Members will offer resources and help.**

**Documents or Photos:** Yes.

## Annual Program Planning – at Chapter Meeting

What are Best Ideas to address challenges we face?

Chapter: Alabama

**Contact: Charles McCain**

E-mail: [charlesmccain@fbctrussville.org](mailto:charlesmccain@fbctrussville.org)

Phone: 205-655-2403

### **Name of Idea:**

Program Planning for the Year

### **Description of Idea:**

One program time each year is dedicated to brainstorming program, suggestions, needs, ideas, critique previous year's programs, presenters, resources, in conjunction with goals, objectives of NACBA and local chapter.

### **Keys to Implementing:**

**Good officer for program planning and implementation, who actually does what is suggested.**

### **Lessons Learned:**

**Be flexible, lay out programs for 12 months, be willing to change, alternate meeting times, (breakfast, lunch).**

**Documents or Photos:** Yes, program itinerary for year – location, program topic, date.

## Annual Program Planning & Evaluation

What are Best Ideas to address challenges we face?

Chapter: Colorado Mile High (Denver)

**Contact: Kathy Henkelman**

E-mail: [kathyh@ccchurch.org](mailto:kathyh@ccchurch.org)

Phone: 303-972-2200

Chapter: San Francisco Bay Area

**Contact: Verleeta White or Lenora Manion**

E-mail: [lmanion@sfastistance](mailto:lmanion@sfastistance) center

Phone: 415-584-5555, x13

### **Name of Idea:**

Program Planning (for new year) and Evaluation

**Description of Idea:**

Planning is done by the board, not just one or two people.

**Keys to Implementing:**

**Receive evaluations after each month's program from chapter members.**

**Ask for suggestions and ideas regarding programming.**

**Entire board has extended session in May to plan next year.**

**Individuals take responsibility to line up speakers.**

**Plan for programs that will qualify for NACBA CEUs. Get advance approval and complete required CEU forms (see your Chapter President's packet).**

**Lessons Learned:**

**Our people are interested in skills and content (more than soft skills).**

Include some encouraging programs rather than all technical-based program. For example: burnout, health issues, etc.

**Some programs need to be repeated every year or so.**

**The meeting is successful when pertinent to needs and interest of chapter members.**

**Can encourage new attendees.**

**Documents or Photos:** Evaluation examples and program samples

## **Annual Program Planning – Potluck Dinner**

What are Best Ideas to address challenges we face?

Chapter: Willamette Valley Chapter

**Contact: Brett Huff**

E-mail: [huffmail@proaxis.com](mailto:huffmail@proaxis.com)

Phone: 541-926-2291

### **Name of Idea:**

Annual Planning Potluck

### **Description of Idea:**

At one of our member's home, we invite all people on our mailing list to bring a main dish and/or salad and their ideas for the next year including topics, speakers, locations, devotional leaders, etc.

### **Keys to Implementing:**

**Finding the location to have the meeting.**

**Having one person who will lead the discussion and document the decisions.**

**Bring a calendar.**

**Have people come prepared with ideas.**

### **Lessons Learned:**

**The more people involved, the more ideas, resources, and locations available. Used to just use the executive committee. Not enough resources!**

**Mail completed schedule (especially dates) for the entire year.**

**Documents or Photos:** No

## Chapter Programs - Meeting Locations

What are Best Ideas to address challenges we face?

Chapter: DC Metro

**Contact: Pete Pearson**

E-mail: [ppeterson@netpresch.org](mailto:ppeterson@netpresch.org)

Phone: 202-537-0800

Chapter: OK Green Country

**Contact: Mary Byrne**

E-Mail: [marysb511@aol.com](mailto:marysb511@aol.com)

Phone: 918-582-8237 Ext.113

### **Name of Idea:**

Centralizing Meeting Location(s)

### **Description of Idea:**

Chose two churches (one north, one south) in the middle of the regional grouping of member churches to be alternating hosts for monthly chapter meetings. In a smaller metro area, one church might be sufficient.

### **Keys to Implementing:**

**Food service or catering available**

**Volunteers capable of regularly hosting the meetings**

**Ease of access to the hosting church(es)**

**Free Parking availability**

### **Lessons Learned:**

**Eliminated need for putting together maps/travel instructions.**

**Increased base attendance by about 40-50%.**

**Documents or Photos: No**

## Chapter Programs - Meeting Locations

What are Best Ideas to address challenges we face?

Chapter: Greater San Francisco Bay Area

**Contact: Verleeta White**

E-mail: [scfoak2vw@aol.com](mailto:scfoak2vw@aol.com)

Phone: 510-261-2052, x169

Chapter: Sacramento Valley

**Contact: Tim Skillman**

E-mail: [tim@arcadebaptist.com](mailto:tim@arcadebaptist.com)

Phone: 916-972-1617

### **Name of Idea:**

Rotate Meeting Locations

### **Description of Idea:**

Meeting location is scheduled in one of three regions: Southbay, Eastbay, and San Francisco.

### **Keys to Implementing:**

Assign in January the 12 months of meeting locations. This involves each person at their location.

**Plan ahead and notify members early.**

### **Lessons Learned:**

**Builds relationship; goal is to build membership in each region.**

**This excludes new members during the year from meeting at their location, but gives them a year to break into the group and flow of the meetings before any responsibility is given.**

**Documents or Photos:** Sacramento Valley has monthly e-mails that detail the entire year's schedule.

## Communications – E-Mail & Snail Mail

What are Best Ideas to address challenges we face?

Chapter: Eastern Iowa

**Contact: Peg Brown**

E-mail: [stmary@marshallnet.com](mailto:stmary@marshallnet.com)

Phone: 641-753-6278

Chapter: Rochester Area

**Contact: John Petersburg**

E-mail: [johnp@tlcowatonna.org](mailto:johnp@tlcowatonna.org)

Phone: 507-451-4520

### **Name of Idea:**

Communications

### **Description of Idea:**

The Eastern Iowa chapter makes sure to have the e-mail, phone number and mailing address of all its members. Then every month (or more), notices of meetings place, time and topic, workshops, and items of interest are sent out to everyone by anyone. This also works for prospective members, which surface periodically.

**E-mail notice of meeting with information to those on your list –remember to snail-mail to those that don't have e-mail.**

### **Keys to Implementing:**

**Have forms with required information listed.**

**Make calls or send the form to members to get their required contact information.**

**Make this list available to all members of the chapter.**

**Surface potential new members on a regular basis.**

### **Lessons Learned:**

**Even though meeting is planned in advance, some people get so caught up in day-to-day events they forget.**

**Remember to send your mailing/e-mail list to the national office and Regional Director.**

**Documents or Photos: No**

## Communications - E-Mail

What are Best Ideas to address challenges we face?

Chapter: North Central

**Contact: Kathy Arveson**

E-mail: [karveson@mayflowermpls.org](mailto:karveson@mayflowermpls.org)

Phone: 612-824-0762, x11

Chapter: North Central

**Contact: Karen Hartz**

E-mail: [khartz@colonialchurch.org](mailto:khartz@colonialchurch.org)

Phone: 952-925-2711

### **Name of Idea:**

Friday Epistle

### **Description of Idea:**

Questions, communications are submitted to a central information gatherer who summarizes and sends out a weekly news e-mail. Has greatly increased communication, awareness of NACBA, level of expertise available, and membership.

### **Keys to Implementing:**

**Keep it fresh.**

**Keep as many people on the list (members/non-members, local/far, etc.) for a wide base of resources.**

**Must be regular (not sporadic), reliable, a clear method for responding to questions, and a simple method of submitting information.**

### **Lessons Learned:**

**Need to expand the group providing the service. Currently one person does it all – if he goes, it all goes.**

**Makes non-member congregations aware of the organization and the kind of benefits it can provide.**

### **Documents or Photos:**

## **Communications – E-Mail**

What are Best Ideas to address challenges we face?

Chapter: Greater Kansas City

**Contact: Johnie Wright**

E-mail: [johnie@fbcbluespringsong](mailto:johnie@fbcbluespringsong)

Phone: 816-229-9335

### **Name of Idea:**

Use of E-mail

### **Description of Idea:**

Last year spent 2 weeks cleaning up address lists and having them give e-mail – cut costs by half at least.

### **Keys to Implementing:**

**Calling team of officers to contact all on previous mailing lists – trying for specific names then sending out reminders of meetings several times, not just once.**

### **Lessons Learned:**

**Improved number attending meetings by advertising in advance what programs/subjects were upcoming.**

**Documents or Photos: No**

## Communication – E-Mail & Snail Mail

What are Best Ideas to address challenges we face?

Chapter: Delaware Valley

**Contact: Bill Kern**

E-mail: [bill.kern@dansville.org](mailto:bill.kern@dansville.org)

Phone: 215-355-6462

Chapter: Central Mississippi

**Contact: Barry Hardy**

E-mail: [bhardy@broadmoor.org](mailto:bhardy@broadmoor.org)

Phone: 601-898-2345

Chapter: National Trail Chapter

**Contact: Bobbi Griffis**

E-mail: [btgriffis@fairviewpresbyterian.org](mailto:btgriffis@fairviewpresbyterian.org)

Phone: 317-251-2245

### Name of Idea:

E-Mail Communication within Chapter and Potential Members

### Description of Idea:

Each month the designated officer e-mails a reminder notice to current members, potential members, and other interested parties about the meeting coming up. Include date, time, place, speaker topic, an invitation to come to the meeting, directions to the meeting, and a short blurb on the chapter and NACBA in general.

### Keys to Implementing:

**Develop comprehensive list of e-mail addresses. Keep e-mail list current.**

**Create attractive notice for e-mailing. Keep it concise, but informational and fun.**

**Develop and e-mail communication in timely manner (at least 2 weeks ahead). Send snail-mail version as well.**

**Send second notice one week before meeting. Ask for e-mailed RSVPs to a designated person.**

### Lessons Learned:

**Don't rely on previously submitted directions to a location. Make certain they are current. This also applies to e-mail addresses.**

**People read e-mails more than they read paper.**

**Newcomers feel a personal connection.**

**This can't be the only way to communicate! But, it is an increasingly good one.**

**Documents or Photos: Yes**

## **Communications – Web Pages**

What are Best Ideas to address challenges we face?

Chapter: Cincinnati

**Contact: Jack Taylor**

E-mail: [jtaylor@knox.org](mailto:jtaylor@knox.org)

Phone: 513-321-2573

### **Name of Idea:**

Web Communication

### **Description of Idea:**

Chapter has created and maintained an Internet presence that includes info about the chapter, NACBA in general, upcoming meetings, driving directions, chapter membership, NACBA membership chapter offices, scrolling areas with new or updated info.

### **Keys to Implementing:**

**Need a webmaster, need a host ISP**

### **Lessons Learned:**

**Keep it current, archive past programs**

**Documents or Photos:** Go to Web Address:

## **Marketing / Publicity**

What are Best Ideas to address challenges we face?

Chapter: Colorado Mile High (Denver)

**Contact: Teri Vasicek**

E-mail: stmtac@aol.com

Phone: 303-698-6797

### **Name of Idea:**

Publicity

### **Description of Idea:**

Mail advertisements and programs. Put meeting notice in Business Calendar and Religion page of local paper. Use graphics on envelope or mailer. Send meeting notices to past presenters and a letter to local vendors.

### **Keys to Implementing:**

**Access professionals in area – accounting firms and legal firms specializing in nonprofits (churches) and church partners – use their mailing lists.**

### **Lessons Learned:**

**Their mailing lists are current, so no returned mail**

**Gets publicity in hands of “right” people**

**Contacts new people**

**Creates and maintains awareness of NACBA**

### **Documents or Photos:**

## **Marketing/Publicity**

What are Best Ideas to address challenges we face?

Chapter: Canadian/U.S. Pacific Border

**Contact: Marilyn Hiebert**

E-mail: marilyn@bcmb.org

Phone: 604-859-4611

### **Name of Idea:**

Annual Chapter Brochure

### **Description of Idea:**

List meeting dates and topics of the year. Give history and purpose of NACBA and the local chapter.

### **Keys to Implementing:**

**List broad topics so there is a rotation of topics over a period of year.**

**Gives you time to find appropriate speakers.**

### **Lessons Learned:**

**Need to involve more core members so they take ownership of the chapter instead of only the executive members.**

**Can look incompetent if dates/topics need to be changed.**

**Documents or Photos: No**

## Relationship Building

What are Best Ideas to address challenges we face?

Chapter: Greater Ft. Worth

**Contact: Donnie Voss**

E-mail: [donnie@travis.org](mailto:donnie@travis.org)

Phone: 817-924-4266

### **Name of Idea:**

Relationship building – personal invitations (Promoting attendance and membership)

### **Description of Idea:**

Group membership into teams of 4-6. Identify team leader who would personally invite other members/prospective members.

### **Keys to Implementing:**

**Having team leaders willing to take responsibility of making monthly personal contacts.**

**Quality programs/meetings.**

### **Lessons Learned:**

**Requires follow-up contacts from leadership.**

**Requires knowing other members for effective grouping.**

**Documents or Photos: No**

## **Relationship Building**

What are Best Ideas to address challenges we face?

Chapter: Greater San Diego

**Contact: Les Armstrong**

E-mail: larmstrong@rbcpc.org

Phone: 858-487-0811

### **Name of Idea:**

Relationship Building

### **Description of Idea:**

Include relationship building in each meeting.

### **Keys to Implementing:**

**Introduce new members at each meeting. Make them feel welcome.**

**Involve in discussions.**

**Pray for personal needs at each meeting.**

**E-mail new members.**

### **Lessons Learned:**

**Builds community and sense of belonging.**

**Increases future involvement.**

**Documents or Photos:** No