Services Section Meeting

Monday • February 10, 2020
2:30 – 3:30 pm MST
DoubleTree Paradise Valley • Scottsdale, Arizona
Rio Verde

AGENDA

1. Call to Order – Chair Mr. Tom Jaenicke

2. Self-introductions

3. Approval of Minutes – September 30, 2019 Attachment 1

4. Services Section Board Representation Attachment 2

5. Services Section Members Attachment 3

6. Discussion
   • Current Programs
     o What existing programs offer you the most value?
     o What existing programs do you not see as valuable?
   • New Programs (membership or revenue generating)
     o What is one thing you wish NPGA would do?
     o What is one thing you wish NPGA would do less of?
     o What is the value, in 5 words, NPGA membership provides to you?
     o What are the most difficult parts of your job?
       ▪ Customer questions
       ▪ Administration of employee benefits
       ▪ Accounting/QuickBooks Use
       ▪ Hiring Staff
       ▪ Succession/financial planning for your business
       ▪ Regulatory Compliance
       ▪ IT/Data management
       ▪ Adopting new technologies (skills, costs, workers)
       ▪ Do you want NPGA staff to reach out to you (or anyone in your organization) for additional discussion on these topics?

7. Old Business

8. New Business

9. Next scheduled meeting Monday, September 28, 2020, Ft. Lauderdale, FL

10. Adjournment