

**National Association of Credit  
Specialists  
USDA – FSA**



**2019-2020  
ANNUAL REPORT**



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# 2019-2020 NACS Board Members

<p><b><u>President</u></b></p> <p><b><i>LeAnn Gibbs</i></b></p>		<p><u>Work</u> 100 Sun Ave NE, Ste 200 Albuquerque, NM 87019</p> <p>505-761-4932</p> <p><a href="mailto:lisa.gibbs@usda.gov">lisa.gibbs@usda.gov</a></p>	<p><u>Personal</u> 10348 Pintura Pl NW Albuquerque, NM 87114</p> <p>575-693-6358</p> <p><a href="mailto:thre3gees@gmail.com">thre3gees@gmail.com</a></p>
<p><b><u>Vice President</u></b></p> <p><b><i>Kimberly Eilerman</i></b></p>		<p><u>Work</u> 604 E Franklin Ave Jerseyville, IL 62052</p> <p>618-498-6836 x3103</p> <p><a href="mailto:kimberly.eilerman@usda.gov">kimberly.eilerman@usda.gov</a></p>	<p><u>Personal</u> 3424 N Mississippi River Rd Batchtown, IL 62006</p> <p>217-248-0526</p> <p><a href="mailto:kim_sfs@hotmail.com">kim_sfs@hotmail.com</a></p>
<p><b><u>Secretary</u></b></p> <p><b><i>Kay McCoy</i></b></p>		<p><u>Work</u> 409 North Street Seneca, KS 66538</p> <p>785-336-3543 x131</p> <p><a href="mailto:kay.mccoy@usda.gov">kay.mccoy@usda.gov</a></p>	<p><u>Personal</u> 1740 T Road Sabetha, KS 66534</p> <p>785-285-2417</p> <p><a href="mailto:dkttb@att.net">dkttb@att.net</a></p>
<p><b><u>Treasurer</u></b></p> <p><b><i>Ray Bartholomew</i></b></p>		<p><u>Work</u> 18 E 7<sup>th</sup> Ave South Hutchinson, KS 67505</p> <p>620-669-8266</p> <p><a href="mailto:ray.bartholomew@usda.gov">ray.bartholomew@usda.gov</a></p>	<p><u>Personal</u> 4107 South Obee Road Hutchinson, KS 67501</p> <p>620-200-8253</p> <p><a href="mailto:raybart53@gmail.com">raybart53@gmail.com</a></p>
<p><b><u>Past President</u></b></p> <p><b><i>Denise Lickteig</i></b></p>		<p><u>Work</u> 918 26<sup>th</sup> St, Ste A Auburn, NE 68305</p> <p>402-274-4987 x107</p> <p><a href="mailto:denise.lickteig@usda.gov">denise.lickteig@usda.gov</a></p>	<p><u>Personal</u> 64025 735 Rd. Auburn, NE 68305</p> <p>402-274-1563</p> <p><a href="mailto:thelickteigfamily@gmail.com">thelickteigfamily@gmail.com</a></p>

<b><u>Zone A Rep.</u></b>  <b><i>Jessica Weigand</i></b>		<u>Work</u> 100 Sun Ave, Ste 200 Albuquerque, NM 87109 (505) 761-4930  Jessica.a.weigand@usda.gov	<u>Personal</u> PO Box 1391 Corrales, NM 87048 720-272-9478  <a href="mailto:jess.ann.smith23@gmail.com">jess.ann.smith23@gmail.com</a>
<b><u>Zone B Rep.</u></b>  <b><i>Kris Wilcox</i></b>		<u>Work</u> 2727 W 2 <sup>nd</sup> Street, Ste 108 Hastings, NE 68901  402-463-6771 x107  kris.wilcox@usda.gov	<u>Personal</u> 1750 North I Street Fremont, NE 68025  402-879-1061  kris.bargen@gmail.com
<b><u>Zone C Rep.</u></b>  <b><i>Nathan Adams</i></b>		<u>Work</u> 252 South Ridgewood Dr Rockville, IN 47872  765-569-3551  nathan.adams@usda.gov	<u>Personal</u> 99 South Wabash Rd Montezuma, IN 47862  765-562-2368  nathanadams1@hotmail.com
<b><u>Zone D Rep.</u></b>  <b><i>Cheryl Brooks</i></b>		<u>Work</u> 505 Brooks Street Harrisburg, AR 72432  870-578-2444 x3008  cheryl.brooks@usda.gov	<u>Personal</u> 495 CR 333 Cherry Valley, AR 72324  870-318-5628  davischertl@hotmail.com

### **NACS ZONE ALTERNATES**

Zone A –	Zone B – <b><i>Kaiti Steckman, NE</i></b>
Zone C – <b><i>Crystal Zwilling, IL</i></b>	Zone D – <b><i>Matthew Christian, TN</i></b>

# NACS Committee Members

\*Chairperson, \*\*Vice Chair

FLP – Loan Making	Member	Alternate
Zone A	*Rebecca Padilla, NM	Ana Gallegos-Cain, NM
Zone B	Whitney Serrano, TX	Mickelle Storr-Munnings, TX
Zone C	Anthony Williams, VA	Anna Wooley, KY
Zone D	Nicole Cleggs-Burns, AL	Chana Thompson, AR

FLP – Loan Servicing	Member	Alternate
Zone A	Chantal Haun, CA	Katherine Lewis, CA
Zone B	*Irby McWilliams, TX	Kelli Luebbert, NE
Zone C	Tiffany Grody, OH	Nathan Denney, KY
Zone D	Tonya Washington, AR	Matthew Christian, TN

Information Technology (IT)	Member	Alternate
Zone A	Becky Gerlach, WY	Jessica Davis, ID
Zone B	Amy Dykema, MN	Cristina Escobedo, TX
Zone C	Vicki Swift, KY	Kristin Clapp, KY
Zone D	*Dana Baucom, TN	Sara Harris, GA

Legislative	Member	Member
Zone A	Casey Toyne, CO	vacant
Zone B	Ben Herink, NE	vacant
Zone C	**Brandon Waldron, VA	MaryBeth Tomika, KY
Zone D	*Dave Bonnett, NC	James Jackson, AL

Management & Personnel	Member	Alternate
Zone A	John Oosterman, CA	vacant
Zone B	Eric Mortimer, TX	Heather Cox, TX
Zone C	*Juanita Ballman, KY	Carol Nagel, WI
Zone D	Theresa Windham, GA	Alec Love, MS

Membership	Member	Alternate
Zone A	Annette Peters, CO	vacant
Zone B	*Lisa Liska, NE	vacant
Zone C	Crystal Zwilling, IL	Amanda Robertson, KY
Zone D	Charlean Smith, AR	vacant

# PRESIDENT'S REPORT

Wow...where has this past year gone? It's hard to believe that my time serving as President of this awesome Association is quickly coming to an end. And what a year it's been!

After the extended furlough of 2019 and the cancelling of a couple of our zone meetings, I was hopeful that 2020 would be back to normal and basically uneventful. In fact, things started out running very smoothly. NACS members were participating in various committees, National Office task forces, and working groups and were instrumental in bringing about positive changes for the Agency. Significant contributions included new ARS codes for FLP work activities to more accurately measure FLP workload, new goals developed to measure number of chattel inspections being completed and reduction of seriously delinquent accounts, development of Penny BOT to complete promissory notes, and contributed enhancements to standards used to develop 2020 performance plans.

One of my goals as president was to increase our membership. For those of you who were not able to attend a zone meeting this year, our membership dropped by 53 members from FY2017 through FY2019. We have been able to pick up at least 12 new members during FY2020, but we are still down approximately 40 members from our member numbers in FY2017. I have reached out to FLP employees in Vermont, New Hampshire, and Oregon to inform them of the benefits of membership and to try and encourage them to consider joining NACS-FSA. If you happen to know any of the FLP employees from these states, please feel free to reach out to them as well and invite them to join. We also have many new FLOTs that have come on board during FY2020. This is a great opportunity for you to reach out to them as well about becoming members of NACS!!

With the possibility of some future changes to our loan making and servicing procedures as well as the selection of a new National FBP Coordinator, I decided to reinstate the NACS FBP Task Force. This task force was originally created when we first started using Farm Business Plan back in 2004 or so and was instrumental in assisting National Office with the implementation of FBP. The new task force consists of 2 members from each zone along with a chairperson and include FLOs, FLMS, FLSs, and state FBP coordinators. 3 of the current members were members of the original task force. Darren Metzger, OH, who was one of the original task force members agreed to chair the new task force. They have already reviewed and offered suggestions to National Office on a couple of potential revisions to FBP. I want to thank all of the members of this new task force for being willing to volunteer your time, especially during this pandemic period, to take on this additional responsibility on top of all of your duties. Not one of the members I contacted about this new task force turned me down.

Then...COVID-19 hit shortly after the beginning of 2020 and daily work life as we knew it changed drastically overnight. Our offices staffs were reduced to skeleton crews, doors were locked to the public, and for the majority of us, our dining room tables became our new office desks!

NACS members once again answered the call and became instrumental in working with National Office staff and other FLP association employees across the Nation to develop field office guidance for our new world of teleworking to adapt some of our current programs, processes, and guidance in order to assist our farmers and ranchers through the stress of an economic shutdown.

All while learning how to navigate through network connectivity issues for teleworking from home and adapting to a new digital FSA world, a lot of us also became home-school teachers for our kids and psychotherapists for our borrowers. Talk about putting our supervised credit skills to work overnight! We've now become experts at Microsoft Teams video meetings and calls, Box secure emails and OneSpan digital signatures.

The first 2 weeks of COVID-19, changes were coming to us like water through a firehose! Throughout this pandemic period, I worked hard to make sure that I was communicating with our members. 8 President's Updates emails were



sent to NACS members from mid-March through May detailing the most current important information regarding FLP field guidance revisions.

What we thought was going to be a 15 – 30-day work disruption, has turned into a 3-month and counting ordeal. Due to shutdown orders and travel bans that were in place in April/May, the convention committee met with the presidents of NACS, NASE, and NADD and we had to make the difficult decision to postpone our National Convention a couple of months to August 30, 2020 through September 3, 2020. We decided that we would rather wait until later in the year to hold our convention than to cancel all together as we felt it was important to our members to get together face-to-face if at all possible.

As I write this report, the majority of us are still teleworking and are still unable to meet with our borrowers in our offices, but this has not deterred us in the least from doing what we do best which is making and servicing loans for our farmers and ranchers across this great nation.

Creativity and our “can-do” attitude continue to allow us to take care of our borrowers. Once we make it through this pandemic situation, and I know we will, I hope that we can continue to utilize many of our “best practices” that were developed by our awesome NACS members!

It never ceases to amaze me how willing our members are to give of their personal time and money to make our FSA farm loan programs better for our borrowers! You guys are simply the BEST! Thank you so much for allowing me the honor of serving as your NACS President for this past year. I am humbled by opportunity to represent so many great FSA employees. It has certainly been a year to remember!

Until next time...

**LeAnn Gibbs**

NACS-FSA President 2019-2020

# VICE PRESIDENT'S REPORT

It's hard to believe another year is coming to an end...and what a year it was! Just when we all thought 2019 and the furlough was a crazy time; here comes 2020 to show us what crazy really is! But in true NACS fashion, we have all found a way to navigate through these strange times and we will come out stronger on the other side.

I would like to thank the board and committees for their time and service to NACS this year. We could never accomplish the things we do without the hard work of people like this who share their time and talents with us. NACS is one of the most respected employee associations in FSA and it's because of the people who work tirelessly in support of our members and the customers we serve.

I appreciate the opportunity to have served as your Vice President this year. Each role I have filled with NACS has taught me something new. As VP, I was able to work more closely with the committees and have come to fully appreciate the hard work and dedication they exhibit to their fellow employees and customers. I was also involved in more conversations with leadership in DC as well as other associations. I have found great value in each of these interactions and seized many opportunities to build lasting relationships with both.

Thank you for entrusting me with this position and I hope to have served you well over the past year. Looking ahead, I continue to contemplate my role with NACS and how my time and talents can best serve the membership. I hope to continue building on the things that I have learned over the years and step up for each of you whenever asked. I am looking forward to whatever the next year brings for all of us! Thank you for a great year. Now onto the next!

Kimberly A. Eilerman  
*2019-20 NACS Vice President*

# SECRETARY'S REPORT

This year seemed to be like “Jaws” and “Sharknado” rolled into one. We all gave a huge sigh of relief when we learned we would not be furloughed again – but who could have guessed that COVID-19 was just around the corner waiting to pounce! John F. Kennedy once wrote, “The Chinese use two brush strokes to write the word 'crisis.' One brush stroke stands for danger: the other for opportunity. In a crisis, be aware of the danger--but recognize the opportunity.” COVID-19 provided many opportunities for the future of our program delivery. I believe we learned so much about the possibilities and we thoroughly tested the metal of our teleworking capabilities as we continued to do our important work – meeting with customers by telephone or by Microsoft Meetings or any number of imaginative and creative ways. We utilized tailgates and picnic table to close loans and learned that our office does function from six different locations. Our younger members embraced the teleworking technology and helped some of us learn to “think outside the office”. Just like I needed my younger staff to help me figure out the teleworking, NACS needs our younger members to take an active role in NACS and take on the challenges that will without doubt be coming down the line.

I agree with our past NACS Secretary that with every hardship comes the chance to make a real difference and a chance to effect change. NACS continued to build valuable relationships with leadership in Washington D.C. The NACS Board met last October with Richard Fordyce, FSA Administrator; Peggy Browne, Deputy Administrator of Field Operations and several other staff from DAFO to review and discuss the Optimal Office Tool and the challenges of staffing. Our input led to enhancements and provided FLP additional codes for ARS to help make the data more useable and applicable. NACS has representation on other taskforces as well, such as “Work not getting done” and how to account for this in staffing models. I am proud of the work that the board, taskforces and committees were able to accomplish this past year. From the Optimal Office Model, to the on-boarding of new FLOTs, to demonstrating how effective we can continue to be teleworking, NACS has taken all these things in stride and shown great leadership and strength through it all. We are one of the most respected employee associations in all of FSA and I am proud of the work we do every day. Without hesitation I can say that we are passionate about what we do and understand how important our work is to Rural America.

This year as Secretary has been challenging and rewarding. I especially want to thank Kimberly Eilerman, last year's NACS Secretary, for blazing a wide trail and providing me with great tools to help make the job easier. I would like to say I followed Kim's advice to start this annual report back in November and “not wait too long!”, but unfortunately, I am a procrastinator by nature. I want to thank LeAnn Gibbs, President. You kept everything moving and worked diligently to get information out to our membership. You are tireless and fearless in your commitment to NACS! To the rest of our NACS Board, I have genuinely enjoyed getting to know each of you and have enjoyed the times we have spent together. You are an amazing and talented group who are passionate about NACS and its impact on our FSA programs. Thank you for a great year!

*Kay A. McCoy*

Kay A. McCoy, NACS Secretary

# TREASURER'S REPORT

It has been a pleasure to serve as the NACS Treasurer this past year.

The following reports are included in the Annual Report:

2020 Membership Summary Report – to be completed in August after credential reports from states have been received.

2020 Budget/Actuals as of 5/31/2020

2021 Budget/Actuals approved at Spring Board meeting

Net Worth Statements as of 5/31/2019 & 5/31/2020

The FY2020 Budget was developed by the Board at the 2019 Spring Board meeting.

New this year is the inclusion of the new format used for the Treasures reports for the monthly NACS Board calls.

NACS was noticed October 26, 2019 that we had not filed our 2017-18 return timely. I called and responded in writing with explanation of transition of treasurers as these were filed late once it was identified that in the transition of duties when I took over as treasurer that they had not gotten filed after the Convention in 2018. During that call the representative noted that IRS did not have a filed return for our 2016-17 tax year. I located the electronic copy of that returned that Ryan Lukassen had prepared and presumably filed and sent it in. Notice of receipt of the explanations was sent 12-30-2019 from IRS that they were reviewing the case, but that the review would be delayed. Then in January we received an IRS notice dated January 13, 2020 that there were late fees for the 2016-17 return. COVID-19 hit and IRS went to reduced staff and we have yet to get a response. The two IRS notices that have not been included in the financial statement could be considered as contingent liabilities. It is not anticipated that we would be required to pay the full amount of either of the penalties based on the verbal conversation I had with the IRS representative.

With reduction in staffing nationwide we continue to decline in membership numbers. The membership summary report includes the past three years information as well as the current year for comparison. The board approved the 2020-21 budget that includes taping into savings to pay expenses rather than raise dues in part due to all the economic uncertainty at the time and ongoing. It is hoped that we can do a better job of encouraging new hires to become members and reduce the impact of attrition of membership caused primarily by retirements.

With the modification to the credentials report I have included the detail of membership categories for 2019-20 as an additional report. (new members, associate members, and life members).

Thanks to the state treasurers and presidents in providing dues documentation throughout the year.

Thank you for the opportunity to server as your NACS. I have enjoyed being involved in the NACS association and with the Board over the past year.

*Ray E. Bartholomew*

Ray E. Bartholomew, Treasurer, NACS-FSA

**NACS FY-2020 Budget Comparison - - 06/01/2020 through 5/31/2021**

	2021 Budget	2021 Actuals	Difference
<b>Revenue</b>			
Dues			
FY19 Zone A Dues		-	-
FY19 Zone B Dues	-	-	-
FY19 Zone C Dues	-	-	-
FY19 Zone D Dues	-	-	-
Total FY19 Dues	-	-	-
FY20 Zone A Dues		-	-
FY20 Zone B Dues		-	-
FY20 Zone C Dues		-	-
FY20 Zone D Dues		-	-
Total FY20 Dues	-	-	-
FY21 Zone A Dues	11,520.00	-	11,520.00
FY21 Zone B Dues	30,096.00	-	30,096.00
FY21 Zone C Dues	31,248.00	-	31,248.00
FY21 Zone D Dues	16,128.00	-	16,128.00
Total FY21 Dues	88,992.00	-	88,992.00
FY22 Zone A Dues		-	-
FY22 Zone B Dues		-	-
FY22 Zone C Dues		-	-
FY22 Zone D Dues		-	-
Total FY22 Dues	-	-	-
Interest Income	50.00	-	50.00
Dillard Financial	6,000.00	-	6,000.00
Wunder Fund Transfer	2,200.00	-	2,200.00
Savings Transfer	8,808.00	-	8,808.00
Other Sponsorships	-	-	-
Total Revenue	106,050.00	-	106,050.00
<b>Expenses</b>			
Consultant Fees			
Administrative Fees	360.00	-	360.00
Consultant Retainer Fees	60,000.00	-	60,000.00
Travel	1,000.00	-	1,000.00
Meals	140.00	-	140.00
Miscellaneous	500.00	-	500.00
Total Consultant Fees	62,000.00	-	62,000.00
Convention Expenses			
Awards	800.00	-	800.00
Board Travel - Convention	4,500.00	-	4,500.00
Committees			
Convention Committee	1,600.00	-	1,600.00
FLP-Loan Making Committee	1,600.00	-	1,600.00
FLP-Loan Servicing Committee	1,600.00	-	1,600.00
IT Committee	1,600.00	-	1,600.00
Legislative Committee	2,400.00	-	2,400.00
Membership Committee	1,600.00	-	1,600.00
Management & Personnel Committee	1,600.00	-	1,600.00
First Time Attendee Incentive	2,200.00	-	2,200.00
Marketing Incentive	100.00	-	100.00
Seed Money	1,500.00	-	1,500.00
Total Convention Expenses	21,100.00	-	21,100.00
Legislative Expenses	6,200.00	-	6,200.00
General Board Travel	1,000.00	-	1,000.00
Supplies/Postage/Other Expenses	200.00	-	200.00
IT Expenses	850.00	-	850.00
Zone Meetings			
Zone Meeting - NACS President Travel	3,000.00	-	3,000.00
Zone Meeting - State Travel	10,500.00	-	10,500.00
Zone Meeting - Zone Rep Travel	1,200.00	-	1,200.00
Total Zone Meeting Expenses	14,700.00	-	14,700.00
Total Expense	106,050.00	-	106,050.00
Margin	-	-	-

**NACS FY-2020 Budget Comparison - - 06/01/2019 through 5/31/2020**

	2020 Budget	2020 Actuals	Difference
<b>Revenue</b>			
Dues			
FY18 Zone A Dues		-	-
FY18 Zone B Dues	-	-	-
FY18 Zone C Dues	-	-	-
FY18 Zone D Dues	-	648.00	(648.00)
Total FY18 Dues	-	648.00	(648.00)
FY19 Zone A Dues		1,350.00	(1,350.00)
FY19 Zone B Dues		-	-
FY19 Zone C Dues		1,496.00	(1,496.00)
FY19 Zone D Dues		4,024.00	(4,024.00)
Total FY19 Dues	-	6,870.00	(6,870.00)
FY20 Zone A Dues	10,944.00	6,612.00	4,332.00
FY20 Zone B Dues	31,248.00	21,848.00	9,400.00
FY20 Zone C Dues	28,656.00	23,567.00	5,089.00
FY20 Zone D Dues	22,032.00	16,743.00	5,289.00
Total FY20 Dues	92,880.00	68,770.00	24,110.00
FY21 Zone A Dues		-	-
FY21 Zone B Dues		-	-
FY21 Zone C Dues		-	-
FY21 Zone D Dues		576.00	(576.00)
Total FY21 Dues	-	576.00	(576.00)
Interest Income	50.00	-	50.00
Dillard Financial	6,000.00	5,000.00	1,000.00
Wunder Fund Transfer	2,200.00	400.00	1,800.00
JM Marketing	1,000.00	-	1,000.00
Other Sponsorships	4,000.00	-	-
Total Revenue	106,130.00	81,688.00	20,442.00
<b>Expenses</b>			
Consultant Fees			
Administrative Fees	360.00	330.00	30.00
Consultant Retainer Fees	60,000.00	55,000.00	5,000.00
Travel	1,000.00	933.33	66.67
Meals	140.00	55.81	84.19
Miscellaneous	500.00	-	500.00
Total Consultant Fees	62,000.00	56,319.14	5,680.86
Convention Expenses			
Awards	800.00	859.94	(59.94)
Board Travel - Convention	4,500.00	4,500.00	-
Committees			
Convention Committee	1,600.00	1,600.00	-
FLP-Loan Making Committee	1,600.00	1,600.00	-
FLP-Loan Servicing Committee	1,600.00	1,600.00	-
IT Committee	1,600.00	1,600.00	-
Legislative Committee	2,400.00	1,200.00	1,200.00
Membership Committee	1,600.00	1,600.00	-
Management & Personnel Committee	1,600.00	1,200.00	400.00
First Time Attendee Incentive	2,200.00	1,400.00	800.00
Marketing Incentive	100.00	-	100.00
Seed Money	1,500.00	1,500.00	-
Total Convention Expenses	21,100.00	18,659.94	2,440.06
Legislative Expenses	6,200.00	2,404.52	3,795.48
General Board Travel	1,000.00	523.90	476.10
Supplies/Postage/Other Expenses	200.00	259.41	(59.41)
IT Expenses	850.00	677.60	172.40
Zone Meetings			
Zone Meeting - NACS President Travel	3,000.00	1,422.90	1,577.10
Zone Meeting - State Travel	10,500.00	6,300.00	4,200.00
Zone Meeting - Zone Rep Travel	1,200.00	1,200.00	-
Total Zone Meeting Expenses	14,700.00	8,922.90	5,777.10
Total Expense	106,050.00	87,767.41	18,282.59
Margin	80.00	(6,079.41)	(6,159.41)

# NACS-FSA STATEMENT OF FINANCIAL POSTION

As of May 31, 2020

## ASSETS

### Bank Accounts:

Checking (*4739)	\$15,084.24
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Wunder Fund (\*3479) [Includes donations of \$1,054.00 (\$300 from 2019 Convention) and interest income of \$1.80 for the year. \$400 was transferred to checking to go with the \$1,000 left over from transfer to checking in 2018 to cover the \$1,400 used for first time attendees at convention]

\$7,554.04

Fairness Fund (*3495) (Includes \$1.03 of interest income – no usage of funds)	\$3,964.55
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Savings (*9036) (Includes \$21.10 of interest for the year – no transfers)	\$80,727.69
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<b>Total Bank Accounts</b>	<b>\$107,330.52</b>
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Accounts Receivable -Dues deemed collectable that are past due	\$18,011.50
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<b>TOTAL ASSETS</b>	<b>\$125,342.02</b>
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## LIABILITIES AND EQUITY

### Checks not cashed:

Zone Meeting Representation (Indiana, Kansas, New Mexico, North Carolina, Ohio, & Tennessee)

\$1,800.00

McAllister & Quinn, LLC – consultant fees	\$5,030.00
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<b>TOTAL LIABILITIES</b>	<b>\$6,830.00</b>
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<b>TOTAL EQUITY</b>	<b>\$118,512.02</b>
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<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$125,342.02</b>
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NACS – FSA Statement of Financial Position  
As of May 31, 2019

**ASSETS**

Bank Accounts:

Checking (*4739)	\$ 16,387.65
WunderFund (*3479)	\$ 6,498.24
<i>**Includes donations of \$455.00 and interest income of \$1.93 for the year as well as funds transferred from checking last year of \$2,200 of which only \$1,200 was used.</i>	
Fairness Fund (*3495)	\$ 3,963.52
<i>**Includes \$1.19 of interest income – no usage of funds</i>	
Savings (*9036)	\$ 80,706.59
<i>**Includes \$26.26 of interest for the year – no transfers</i>	
<b>Total Bank Accounts</b>	<b>\$107,556.00</b>
Accounts Receivable	\$ 0.00
<i>**Dues payable appear to be approximately offset by dues paid in advance, thus no accounts receivable are noted</i>	
<b>TOTAL ASSETS</b>	<b>\$107,556.00</b>

**LIABILITIES AND EQUITY**

Virginia Association of Credit Specialists – Zone Mtg. Representation	\$ 300.00
New Mexico Association of Credit Specialists – Zone Mtg. Representation	\$ 300.00
<b>TOTAL LIABILITIES</b>	<b>\$ 600.00</b>
<b>TOTAL EQUITY</b>	<b>\$106,956.00</b>
<b>TOTAL LIABILITIES AND EQUITY</b>	<b>\$107,556.00</b>



# PAST PRESIDENT'S REPORT

Greetings from the Past President and now Past FSA Employee! I retired at the end of March and am now enjoying my retirement career as a financial aid counselor at Peru State College. The work is remarkably similar to my being an FLM – previously providing aid to the local farmers and now providing aid to the local college students. I am now also an employee of the State of Nebraska. I guess I just enjoy regulations and bureaucracy too much to do anything different.

Even though I am no longer in an FSA office each day, I am staying in touch with my former co-workers and the NACS Board. This truly has been a crazy year for everyone involved. As expected, all Farm Service Agency employees have stepped up and gone above and beyond to get the job done. I am so proud.

My duties as the Past President have been pretty limited this year. However, I do believe that my primary role is to provide support and guidance to the Board. I have done that and have always had their backs. They have done a great job and experienced their own challenges but came through with flying colors.

One of the first things I did after I signed my retirement papers as to send a check to the NACS Treasurer. I paid my lifetime membership dues and contributed to the Wunder Fund. Even though I am not physically there anymore, I still want to be certain that I am giving back to this Association that has given so much to me. I hope every member feel the same way and does a little more in the upcoming year.

This is a great Association with great members. We should all be very proud!

Take care,

Denise M. Lickteig  
Past President

# ZONE A REPRESENTATIVE'S REPORT

"Thank you" to the NACS board, the Zone A Presidents and all the Zone A members, for a great 2020. The virus changed the normal operation of the National Association of Credit Specialists, but I am grateful for the opportunity to represent the western states for our association.

The 2020 Zone A Meeting was held in Las Cruces, NM on March 12-14. Although the COVID-19 virus was beginning to shut down events across the country we were able to proceed as planned and have 13 folks attend representing Colorado, Idaho, Washington, Kansas and New Mexico. First and foremost, a HUGE thank you to all those that attended! We were able to have dynamic and useful discussion about issues that we face every day. These conversations were made more relevant and current by the contributions of DAFO Peggy Browne and DAFLP Bill Cobb, who not only attended and presented at the meeting but also graciously answered questions from the attendee's in an engaging and enlightening panel session. The NMSU Aerospace Studies/Air Force ROTC started the meeting with a fantastic presentation of colors, and Keith Hiser gave an update on behalf of the National Association of District Directors. Other sessions included NFAOC via webcam and Angie Biester giving us a preview of the BOTS that are beginning to roll out in each of the states. Dillard's financial called in during their sponsored lunch to give us an update on all their products as well.

After the presentations, we reviewed and discussed the 2019 and 2020 resolutions, received committee reports and finally met with Andy Quinn and the legislative committee on what things are happening up on the hill.

Additionally, we couldn't complete our mission without our Committee members and I would like to take this time to thank those folks that volunteer to make sure voices are heard. The 2020 NACS Committee members for Zone A are:

- Farm Loan Programs-LM – Rebecca Padilla, NM, Alternate—Ana Gallegos-Cain, NM
- Farm Loan Programs-LS – Chantal Haun, Ca, Alternate—Katherine Lewis, CA
- Information Technology – Becky Gerlach, WY, Alternate—Jessica Davis, ID
- Management/Personnel – Jessica Weigand, NM, Alternate— John Oosterman, CA

The NACS Board met for a fall 2019 meeting in WDC on October 20-23, 2019. I was unable to attend this meeting and would refer you to any of the other board members for updates on that meeting.

I have been honored to be the representative for Zone A in 2020 and look forward to everything we have in store! Thank you for everything that you do!

**Jessica Weigand**

Zone A Representative

NACS-FSA

## ZONE B REPRESENTATIVE'S REPORT

It has been my privilege to serve as the Zone B Representative this past year as NACS has continued to improve the Farm Service Agency for employees, our farmers, ranchers, and stakeholders. I would like to thank Kaiti Steckmann of Nebraska for her willingness to serve as my Alternate Zone B Representative. I have enjoyed working with the board, state presidents, NACS members and National Office. This year has been a year of transition, with several uncertainties, but the members of NACS, the NACS board, and our committees have made some significant progress in advancing our mission and will continue to do so.

I would like to recognize Zone B committee members and alternates for all their hard work. Zone B has been well represented by the following members: Loan Making- Whitney Serrano, TX, Mickelle Storr-Munnings, TX, alternate; Loan Servicing- Irby McWilliams, TX, Kelli Luebbert, NE, alternate; IT- Amy Dykema, MN, Cristina Escobedo, TX, alternate; M/P- Eric Mortimer, TX, Heather Cox, TX, alternate; Membership- Lisa Liska, NE; Legislative- Ben Herink, NE. Our NACS committees have spent many hours reviewing resolutions, on conference calls and preparing for national convention. Thank you for all your hard work. The work you do on these committees is the heart and soul of our organization. Please continue to think of new and creative ways to make our work better and improve the Farm Service Agency.

We held our Zone B meeting February 6-8 in Wichita, KS, where we had a great meeting with close to 15 in attendance. We appreciate LeAnn Gibbs, NACS President, Bill Cobb, DAFLP, and Dan Gieseke, BOTS project leader, for taking the time to attend our Zone B meeting, sharing information, and answering questions. We were also able to have a conference call with NFAOC and Andy Quinn, of McAllister & Quinn, and Steve Peterson, Associate Administrator, and would like to thank everyone who was able to visit with us via VTC as well. We look forward to seeing everyone at the 2021 Zone Meeting.

I would also like to thank everyone who has stepped up and served on a FSA task force this past year, as this has been tremendously helpful in working with the national office in relaying how work is going in the field with I/T programs and delivery. We will continue to need individuals for more task forces moving forward.

The board was able to travel to Washington, DC in the fall of 2019 for an all association meeting with FSA National Office leadership. We continue to tell our NACS story and it continues to pay dividends as seen by some of successes this past year.

Again, NACS is truly an asset for all involved and continues to do its part in leading the way. I would like to thank each of you for giving me the opportunity to serve as your Zone B Representative. I encourage everyone to get involved in NACS at your state organization level as well as the national level, which, in turn, will benefit yourself and FSA.

“Success is the sum of small efforts repeated day in and day out.” – Robert Collier

**Kristina Wilcox**

Zone B Representative  
NACS-FSA

# ZONE C REPRESENTATIVE'S REPORT

It has been my pleasure to once again serve as your Zone C Representative for 2019-2020. This was my second year in this role, and it's been an eventful year. The National Office is very engaged with NACS and has asked the organization for input on several occasions. They've also asked for members to work on various taskforces throughout the year, including for Covid-19 response. National Office is also taking a hard look at how FLP conducts business and is actively looking for improvements and increased efficiency. Rest assured that NACS has been at the table for many of those discussions and the National Office folks value our opinions. In addition, the work of our Legislative Committee can't be over-emphasized as they continue to work with members of Congress on our behalf.

The 2020 Zone Meeting was held in Lexington, KY on February 27-29<sup>th</sup>. Once again, this year it was a combined meeting with Zone D. This arrangement with Zone D is working well and we plan to continue it into the future. National Office representatives included Bill Cobb, DAFLP, and Martin Bomar, DAFO. Throughout the meeting we heard presentations from them, Kentucky agriculture officials, and via Skype we were joined by several employees of NFAOC. Andy Quinn of McAllister & Quinn was unable to join us this year, but Dave Bonnett gave an update for the Legislative Committee and filled in for Andy with an update of the consultant's activities with Congress. We also had a great evening tour of the Blue Grass Stockyards arranged by the host state of Kentucky. Thanks Kentucky members for hosting and for all your hard work!

I would like to recognize and say thank you to the committee members from Zone C. These members give their time and effort to work with the National Office on the resolutions submitted by the members. They are truly working on your behalf to find ways to improve Farm Loan Programs and our program delivery to our customers. Committee members from Zone C for 2019-2020 are as follows:

- Loan Making – Anthony Williams, VA, and alternate Anna Wooley, KY
- Loan Servicing – Tiffany Grody, OH, and alternate Nathan Denney, KY
- Information Technology – Vicki Swift, KY, and alternate Kristen Clapp, KY
- Management/Personnel – Juanita Ballman, KY, and alternate Carol Nagel, WI
- Membership – Crystal Zwilling, IL, and alternate Amanda Robertson, KY
- Legislative – Brandon Waldron, VA (Vice Chair) and Mary Beth Tomica, KY

The NACS Board was unable to travel to Washington, DC this spring due to Covid-19. This was a disappointment, but understandable given the situation. We were, however, invited to go to National Office back in November to take part in the FSA County Office Resource Management Meeting. This meeting focused on the workload analytics data and how the National Office intends to use this data to make decisions. This was a productive meeting and we thank National Office for inviting us to be a part of the frank and open discussion.

Thank you for the opportunity and the privilege to be your Zone C Representative this year. NACS is unique organization of dedicated employees who give their own time to make our agency better and improve the programs we have for the American farmer. I've personally benefitted from my work with the association and I encourage all FLP employees to get involved!

**Nathan P. Adams**

Zone C Representative

NACS-FSA

# ZONE D REPRESENTATIVE'S REPORT

It has been a great honor and privilege to serve as your 2019-2020 Zone D Representative. When I stepped into this role, sitting in a boardroom in New Orleans, I never would have dreamed that this year would be so disrupted. The Coronavirus has caused us, as an organization and as an Agency, to redefine the way we conduct our business, communicate with our co-workers and serve our customers. I'm proud to say that we have excelled in all three of these areas.

I would like to commend our Association President, LeAnn Gibbs, for keeping our membership informed through numerous President's blasts from Constant Contact. Her light has shone as a beacon to us all this year. I also appreciate Tanya McIlravy, from our sister association, NASE, for sharing so many IT tips on the USDA/FSA Facebook page. She has helped making the transition into telework bearable, even for die-hard, non-changers like me.

I can't write a Zone D report without recognizing all our members serving on our NACS committees. Thank you to the following, for your valuable time:

Nicole Cleggs-Burns, AL & Chana Thompson, AR, FLP—Loan Making Member and Alternate  
Tonya Washington, AR & Matthew Christian, TN, FLP—Loan Servicing Member and Alternate  
Dana Baucom, TN & Sara Harris, GA, Information Technology (IT) Member and Alternate  
Dave Bonnett, NC, Legislative Member and Chair  
Theresa Windham, GA & Alec Love, Management & Personnel Member and Alternate  
Charlean Smith, AR, Membership

In addition to serving on these committees, several Zone D members have served on taskforces established by the National Office to improve functions in the field. I truly appreciate the willingness of our members to not only push themselves in their day-to-day office lives, but to go above the call of duty to serve NACS to make all our lives easier.

I will end this report with the same message you will always hear from me: NACS is an association built by and for a group of people who had a vision of improving the work life of Farm Loan Program employees and the implementation and delivery of our programs. Our membership is what keeps our association alive and healthy. The passion of our members, and our commitment to adhere to the mission of NACS gives us strength. We must remember, though, that our strength comes not only from our passion and commitment, but in our sharing of that passion to others who will join us to further our mission. It should be our goal, as active NACS members, to let others see what we are doing to improve FSA Farm Loan Program delivery and encourage them to join us.

Once again, thank you for allowing me to serve.

Best regards,  
**Cheryl Brooks,**  
2019-2020 Zone D Rep.

# FARM LOAN PROGRAM LOAN MAKING COMMITTEE REPORT

## 2018-2019 Adopted Resolutions with National Office Response

### Resolution 1

**CONCERN:** Loan officials are unable to determine ineligible loans that exceed their approval authority.

In our area we have a much higher FO rate than other loans and they tend to be above the FLM limits. This means that when we need to deny applications (usually for eligibility issues) we have to send the file to the State Office and can only "recommend denial" in the field office. This adds on a minimum of 4 days (but up to 2 weeks in one instance) on to timelines which negatively impact the office's goals as well as add on unnecessary work for both field and state office staff. There should be no need for the State Office to review a denial because field staff are more than qualified to assess the eligibility on all files.

**PROPOSED SOLUTION:** Allow field staff to deny applications at any dollar amount based on eligibility for any type of loan.

**NATIONAL OFFICE RESPONSE:** The National Office understands the potential frustration and delays that sometimes arise while awaiting state office concurrence of uncomplicated application denial decisions. However, this process cannot be changed as OGC has indicated that a loan official cannot deny a loan that they are not allowed to approve. With that said, states are encouraged to evaluate their state office application review methods to determine if an expedited process can be implemented for certain requests (i.e. remote FBP reviews).

### Resolution 2

**CONCERN:** Having to enter the dollar amount and year for every single program on form CCC-36 (Assignment of Payment) & CCC-37 (Joint Payment Authorization) is inefficient and could lead to borrowers who are less than 90 days past due getting program payments.

**PROPOSED SOLUTION:** Improve the assignment/joint authorization form to be able to take a blanket assignment on all programs.

**NATIONAL OFFICE RESPONSE:** The FPAC-BC Assignments and Joint Payments section is in the process of issuing an FI notice and an updated CCC-36 to address the concern.

### Resolution 3

**CONCERN:** The instructions for completing the FSA-2313 form are not complete which leads to the form being completed differently and incorrectly.

**PROPOSED SOLUTION:** Revise Form FSA-2313 (Notification of Loan Approval and Borrower Responsibilities) to be easier to understand and provide more detailed instructions regarding the completion of the form.

**NATIONAL OFFICE RESPONSE:** The National Office agrees with the recommended changes to the FSA-2313 and is currently working on changes to both the form and to the instructions.

#### Resolution 4

**CONCERN:** When entering a new GL into GLS, it requires separate input of interest and principal repayment frequency. On the FSA-2211 and 2212 it only has one place for "Repayment Frequency" and does not split it out. Without prompting, most lenders will just put the principal repayment frequency even when it differs from interest.

**PROPOSED SOLUTION:** On the FSA-2211 (Application for Guarantee) and FSA-2212 (Preferred Lender Application for Guarantee), split the "Repayment Frequency" box into interest and principal to match GLS data entry requirements. This will prompt lenders to give us the required information to eliminate follow-up calls.

**NATIONAL OFFICE RESPONSE:** The Guaranteed Loan Making Branch will host a taskforce to review and recommend changes to all forms related to guaranteed loan making. This suggestion, along with others, will be presented to the taskforce.

#### Resolution 5

**CONCERN:** Requirements for a complete DOL-ML application include verification of all non-farm income relied upon for repayment, but the application doesn't ask for the employer's name and contact information.

**PROPOSED SOLUTION:** Add the line items to the form.

**NATIONAL OFFICE RESPONSE:** The National Office agrees that a clarification to the handbook language is warranted. The change will be put into an upcoming amendment to indicate that if non-farm income is needed for repayment, that verification will be done via pay stubs. Only in those cases where that is not possible should an FSA-2014 be sent to the employer. This change should allow FSA to obtain the necessary information without changes to the form.

#### Resolution 6

**CONCERN:** 11c of FSA-2026 form instructions states "For Farm Ownership loans and loan restructures, no more than 12 months may be used between the restructure closing and the instalment due date." This instruction actually does not appear in the handbook.

**PROPOSED SOLUTION:** Incorporate the form instruction language into 3 FLP paragraph 135c for clarity.

**NATIONAL OFFICE RESPONSE:** The National Office will modify the handbook language to clarify that the first installment must be scheduled within 12 months of loan closing for Farm Ownership Loans.

## Resolution 7

**CONCERN:** Maximum Loan Authorities as outlined in 1-FLP, paragraph 29 (D) were recently revised in Amendment 181. Execution of the table outlined in paragraph 29 as written and following the example is resulting in an excessive number of loan requests being forwarded to our State Offices, overloading our State Farm Loan Specialists and Farm Loan Chiefs. The main concern lies in the interpretation of Limitation I, which requires both new and existing loans be counted in this limitation. The example given immediately above the chart (Paragraph 29D ) requires that a \$100,000 direct OL loan request be sent to the State Office because the borrower has an existing \$600,000 direct FO loan. Even if the direct loan request is a small \$10,000 microloan, this example would require that the loan request be sent to the State Office for approval.

**PROPOSED SOLUTION:** Revise the paragraph and example to state that Limitation I refer only to the loan request or combination of requests. Then Limitations II, III and IV would include existing loans plus the new loan request or requests.

**NATIONAL OFFICE RESPONSE:** The National Office understands that this issue has caused additional workload on State Offices, and potential delays in approval times. However, basing approval authority on the total dollars at risk is more in line with industry standards and provides additional oversight for borrowers with large debt loads. The National Office is currently reviewing methods to clarify and improve this process.

## Resolution 8

**CONCERN:** The loan approval timeframe goals for both DL and GL are calculated from date received instead of date of complete application. Getting the information to make an application complete is many times outside of the FSA loan official's control. We can request the information from the applicant and/or lender but we cannot force them to provide it in a timely manner. We should not be held accountable for things outside of our control.

**PROPOSED SOLUTION:** Calculate loan approval timeframes from the date the application is complete, for both DL and GL.

**NATIONAL OFFICE RESPONSE:** The National Office led a taskforce that evaluated and recommended updated FLP goals for 2020-2024. One of the changes suggested and adopted is to alter the processing time goal methodology to exclude applications that are withdrawn within the timeframes established in 2-FLP and 3-FLP. Updated goals for the upcoming 5-year period have been issued in Notice LFP-805.

## Resolution 9

**CONCERN:** The use of risk-based pricing varies a lot from lender to lender, and even from loan to loan within the same lender. Therefore, to meet the documentation requirements, we have to request this information every time. The lender has no good way to know to provide this information ahead of time, unless they are an experienced GL lender and have just learned over time.

**PROPOSED SOLUTION:** Include a section on the FSA-2211 (Guaranteed Loan Application) and FSA-2212 (Preferred Lender Guaranteed Loan Application) for the lender to state whether or not they used



risk-based pricing on that loan and if so, to certify that they are offering the borrower one tier lower than they would have gotten without the GL.

**NATIONAL OFFICE RESPONSE:** The Guaranteed Loan Making Branch will host a taskforce to review and recommend changes to all forms related to Guaranteed loan making. This suggestion along with others will be presented to the taskforce.

## Resolution 10

**CONCERN:** The job of completing Environmental Assessments has fallen largely on FLP loan officials. This burden falls upon loan officials, who are already over-burdened. This process has loan officials who are primarily financial experts, preparing Environmental Assessments. Environmental Assessments being completed by individuals with minimal training and no specific expertise in the field, exposes the Agency to unnecessary litigation risk.

**PROPOSED SOLUTION:** Work with our FPAC sister agency, NRCS, to complete Environmental Assessments. They are experts in the field and have personnel in almost every USDA office who are better trained and could complete the work.

**NATIONAL OFFICE RESPONSE:** The FPAC-BC-ENV staff agrees that loan officials may not necessarily be well prepared or positioned to complete Environmental Assessments. NRCS is well versed in conservation programs and some aspects of NEPA environmental compliance but also faces challenges related to their mission area. Recognizing there is a need for collaboration, the FPAC-BC-ENV has formed an FSA-NRCS Task Force to examine these issues and have already presented a series of proposals to leadership. They were largely receptive, and we hope to soon be able to move forward with next steps for implementing those which be of the greatest benefit.

Those states with a large environmental workload also have the option to use of a Full Time SEC position, with an incumbent selected based upon related qualifications and experience. This practice provides for efficiency of process as well as an improved work product. In addition, FPAC-BC-ENV has been authorized 3 Regional ENV Coordinator positions and interviews are in process for two of these positions. A NEPA Program Manager has also been recently added to the ENV staff and is available to assist states with complex NEPA issues.

## Resolution 11

**CONCERN:** The FSA-2302 (Description of Farm Training and Experience) and the FSA-2370 (Request for Waiver of Borrower Training Requirements/Borrowers Training Assessment) are somewhat repetitive. Our DL application is already several pages long, and streamlining it in any way would be beneficial to both FSA and the applicants.

**PROPOSED SOLUTION:** Combine the FSA-2302 (Description of Farm Training and Experience) and the FSA-2370 (Request for Waiver of Borrower Training Requirements/Borrowers Training Assessment) into one form that gives the applicant the opportunity to list education/training/experience and to request a waiver of borrower training requirements. Include a section for the loan official to approve/decline the request.

**NATIONAL OFFICE RESPONSE:** These forms have different purposes and are utilized at different times in the application process. The FSA-2302 is part of a complete application and information on it should document the experience and training an applicant possesses when they apply for a loan. The FSA-2370 is required specifically to document Borrower Training requirements, including if the applicant needs training. The form may also be used to determine if a prior waiver of training remains enough for the new loan. The FSA-2370 is not received at the time of initial application as Borrower Training requirements should be determined only after reviewing a complete application.

# FARM LOAN PROGRAM LOAN SERVICING COMMITTEE REPORT

## 2018-2019 Adopted Resolutions

### Resolution 1

**CONCERN:** When a borrower makes a late payment, more of the payment goes to interest rather than principal. The later the payment, the more interest is accrued. Especially in the case of the first few payments on an FO, late payments may result in zero principal reduction. Long term, the loan may not pay out on time. The system shows the loan current once the scheduled installment is made regardless of when it is made.

**PROPOSED SOLUTION:** Request Finance Office to add a statement to the 60-day payment notice. A late payment may result in zero principal reduction which may cause the loan to not pay out in time.

**NATIONAL OFFICE RESPONSE:** We agree and will add a note to the 60-day payment letter warning about late payments.

### Resolution 2

**CONCERN:** 2-FLP, Paragraph 280 B has a note section under the bullet "the security item has no present or prospective value". The note section states "Older security items that are now junk or obsolete may be left off of FSA-2028 (Security Agreement) when it is updated. FSA 2028 is a direct loan security agreement and not used in guaranteed loan making.

**PROPOSED SOLUTION:** To remove FSA-2028 and replace with "the lender's security agreement".

**NATIONAL OFFICE RESPONSE:** 2-FLP, subparagraph 280 B will be amended accordingly.

### Resolution 3

**CONCERN:** 2-FLP, Paragraph 374 C step 7 on the chart indicates "It is not necessary for FSA to have a hard copy of a fully executed FSA 2242, unless the holder has requested FSA to repurchase the loan."

However, 2-FLP, Paragraph 374 D under the Note states "After execution by the lender and FSA, the holder will execute it and return a copy to FSA for retention in the borrower's FSA file."

**PROPOSED SOLUTION:** Change 2-FLP, Paragraph 374 D note to read as follows: After execution by the lender and FSA, the holder will execute it and return a copy to FSA for retention in the borrower's FSA file. This will result in uniformity between these two statements.

**NATIONAL OFFICE RESPONSE:** 2-FLP, subparagraph 374 D will be amended to remove the following from the Note: "After execution by the lender and FSA, the holder will execute it and return a copy to FSA for retention in the borrower's FSA file."

## INFORMATION TECHNOLOGY COMMITTEE REPORT

### Adopted Resolutions with National Office Response

#### Resolution 1

**CONCERN:** 1-FLP Paragraph 222 L states that term limit information can be found in the customer profile. The Customer Profile is also mentioned in other handbook references regarding term limits as well. However, the term limit information in the Customer Profile for FO loans is rarely correct and the OL term limit information has many problems in providing accurate information. Incorrect information provided on this report contribute to errors and misunderstandings with producers.

**PROPOSED SOLUTION:** The Customer Profile calculations for the term limits need to be fixed with an enhancement to the software.

**NATIONAL OFFICE RESPONSE:** We currently have a ticket opened to fix this issue. However, we are currently analyzing FLP's IT Strategy and are in the process of prioritizing automation enhancements due to our very limited budget. This will definitely be a high priority fix on the list.

#### Resolution 2

**CONCERN:** Using the GLS system to create EFTs is cumbersome and not user friendly.

**PROPOSED SOLUTION:** Develop an FSA-owned system or add on to an existing system for the creation of EFTs.

**NATIONAL OFFICE RESPONSE:** We are currently analyzing FLP's IT Strategy and the systems involved. EFT is part of the study and we will explore ways to improve the system or develop viable alternatives to replace it given budget availability and the prioritization of other automation enhancements.

#### Resolution 3

**CONCERN:** With the deployment of the farmers.gov portal, employees have been told to use Microsoft Edge as the browser to access this site. However, other FSA programs, such as Farm Business Plan, will not function properly when using Microsoft Edge. This creates an unnecessary switching between browsers.

**PROPOSED SOLUTION:** Coordinate all online programs and sites so FSA employees can use one internet browser.

**NATIONAL OFFICE RESPONSE:** The National Office developed the farmers.gov solutions using web browsers other than Internet Explorer (I/E) as it is known that I/E will not be supported after the end of calendar year 2019. We are aware that other FSA-used software applications, such as Farm Business Plan, do not function as required in web browsers other than I/E. Therefore, a comprehensive plan is being developed to ensure that all FSA-used software applications will function as needed in other web browsers.

## Resolution 4

**CONCERN:** Often times, the FLP forms that are provided on the form website in the DOCX format require the ability to enter multiple lines of data. To do this the restrict editing option must be stopped so that sufficient room is available. However, many people struggle with how this can be done.

**PROPOSED SOLUTION:** Add instructions to the employee forms website landing page on how to un-restrict editing.

**NATIONAL OFFICE RESPONSE:** When forms were being initially developed, as well as when revisions occur, the number of characters that could be typed in each fillable cell was considered. If the requirements for text that needs to be included in fillable cells have changed for specified forms, notify or send a list to the National Office to increase the number of characters in those cells for specific forms. The National Office is prohibited for adopting this resolution as fillable forms are locked to prevent accidental deletion of included provisions, especially on forms that evidence debt to the Government; therefore, the un-restrict editing should not be performed by users.

## Resolution 5

**CONCERN:** Currently when reviewing borrower's repayment history the only way to determine if payments were made on time is to pull ADPS and manually calculate when payments are made.

**PROPOSED SOLUTION:** In DLM customer status, add a section where it will show all scheduled payments and due dates and the date each scheduled payment is made.

**NATIONAL OFFICE RESPONSE:** Users should use the DLS Customer History where you are able to filter for the payment type transactions and obtain a list of all payments made to date, on a loan. Please refer to Section 8.4 Customer History, of the DLS User's Guide, for detailed explanation of how to use this function.

## Resolution 6

**CONCERN:** When entering a new loan into GLS, the "voluntary information" is required to be entered before you can move forward. If the information is left blank on the application (which is acceptable) then it puts the FSA employee in the awkward position of having to guess an applicant's race, ethnicity, and sex. No employee should ever be put in a position to have to make assumptions on these matters. It opens up the agency and the employee to discrimination claims.

**PROPOSED SOLUTION:** Include a radio button on the GLS screen for these items that says "not provided", or simply change the program so that this information can be left blank when it's not provided.

**NATIONAL OFFICE RESPONSE:** The National Office generally disagrees with the conclusion that this scenario would open up the Agency and/or employees to discrimination claims. The language on this section of the application form makes it clear that the applicant may not be able to receive access to targeted funds if they don't provide the voluntary information.

That being said, RD is currently working on an overall update to the borrower screen in GLS. Based on our understanding of this RD project, the updates will include adding an option that race, ethnicity, etc., was not provided. The National Office will evaluate this resolution as RD works to implement the changes to the GLS borrower screen.

## MANAGEMENT/PERSONNEL COMMITTEE REPORT

### 2018-2019 Adopted Resolutions with National Office Response

#### Resolution 1

**CONCERN:** Newly appointed Farm Loan Analysts are currently hired at a GS 9. They are required to complete phase one of the Farm Loan Officer Training program and pass the final test. In many cases, this process extends far beyond the one-year expectation, consuming the time of the trainer and those involved in the management of the FLOTRAK process. By comparison and contrast, Farm Loan Officer Trainees are expected to complete all of phase one of the training, including passing the tests before being promoted to a GS 9.

**PROPOSED SOLUTION:** Adjust the full performance level position description of the GS 9 Loan Analyst to include "Has completed Phase one of the Farm Loan Officer training program."

#### **NATIONAL OFFICE RESPONSE:**

In recent discussions with states, the Loan Analyst position has been identified as a helpful one for succession planning and to increase promotion potential for current agency employees. DAFO has some concern that the proposed solution would limit the usefulness of the loan analyst position in this regard. Moreover, there is not a requirement for either position that an individual must have completed all of Phase 1 FLOT training to be hired at a Grade 9 level. The Loan Analyst position is in a different OPM job series (1101) than the FLOT position (1165) and the requirements to qualify as a Grade 9 for these series is slightly different if based on experience. All loan analysts and FLOTs, however, must complete Phase 1 of the FLOT training within 1 year per Handbook 1-FLP, Par. 25A.

For the 1101 series Loan Analyst position, an applicant must qualify on one of the bases below:

- Two full academic years of progressively higher level graduate education or master's, or equivalent graduate degree (LLB, JD, LLM, Ph.D., etc.), from an accredited college or university with a major in finance, business administration, economics, accounting, engineering, mathematics, banking and credit, law, statistics, or another field related to the position such as agriculture, agricultural economics, farm, livestock, farm management, ranch management, rural sociology, dairy science, domestic agricultural development or agronomy; **OR**
- One full-time year (12 months) of specialized work experience equivalent in difficulty and responsibility to the GS-7 level in the Federal service. Experience that demonstrates knowledge of credit principles and practices to assess the fundamental soundness of loans by independently examining applications, supporting documents, and credit reports, and maintaining servicing activities on agricultural loans. In addition, experience applying analytical and evaluative techniques to assist in assessing the effectiveness and efficiency of farm loan program operations to make recommendations for improvements; **OR**
- A combination of education and experience as listed above.

For an 1165 series FLOT position, an applicant could similarly qualify based on education, but the experience requirements are slightly different. Often these positions are advertised at a full performance Grade 11 level.

- Two full academic years of progressively higher level graduate education or masters or equivalent graduate degree from an accredited college or university with a major field of study in finance, business administration, economics, accounting, engineering, mathematics, banking and credit, law, statistics, or other fields related to the position, such as agriculture, agricultural economics, farm, livestock or ranch management, or rural sociology; **OR**
- Applicants must have one year of specialized experience equivalent in difficulty and responsibility to the GS-7 level in the Federal service or private sector equivalent. Experience that demonstrates competence in agricultural loans. Experience may have been gained in such work as reviewing and passing upon applications for agricultural loans; servicing an agricultural loan portfolio of a bank or other loan association; or similar work. Experience that demonstrates knowledge of credit principles and practices to assess the fundamental soundness of individual loans by independently examining applications, supporting documents, and credit reports, and maintaining servicing activities on small agricultural loans. In addition, experience must demonstrate knowledge and understanding of farm operations, land use and value, production of various crops and livestock, and prices and markets in the farming area where loans are made and serviced; **OR**
- A combination of education and experience as listed above.

## Resolution 2

**CONCERN:** Many NRCS offices have government issued cell phones for use when completing field work. FSA does not have similar phones. The use of these phones would be extremely beneficial to loan officials completing farm visits so personal cell phone numbers are not provided in the event that calls to customer are necessary for schedule changes, etc.

**PROPOSED SOLUTION:** Provide 1 cell phone per FLP duty station for Farm Loan teams to share as related to field duties.

**NATIONAL OFFICE RESPONSE:** FSA is in the process of reviewing the current policy regarding mobile devices and hope to have a revised policy in place by the summer of 2020.

## Resolution 3

**CONCERN:** Currently there is management or leadership training for all sectors of our FSA employees - both GS and CO - with the exception of Farm Loan Officers.

**PROPOSED SOLUTION:** Implement a leadership training program available through application for Farm Loan Officers and Farm Loan Specialists who desire to attain additional leadership skills.

**NATIONAL OFFICE RESPONSE:** There is nothing currently in the works for leadership training for FLO's and FLS's, however, DAFO will look at its feasibility for the future.

## Resolution 4

**CONCERN:** New Farm Loan Program PTs are starting their jobs unable to perform the duties required. Farm Loan Managers and Farm Loan Officers do not have the time nor ability to adequately train new PTs.

**PROPOSED SOLUTION:** The Creation of a formal Farm Loan Program PT training program similar to the FLOT



program via the national Office with set structure, goals, case studies, and mastery requirements.

**NATIONAL OFFICE RESPONSE:** In summer 2018, the National Office conducted a survey to gather information on areas PTs need to obtain training on to fulfil their responsibilities. Based on the responses we received, we are currently in the development phase of a formal Farm Loan Programs PT training program. We expect to make available the first job aids mostly requested by the end of calendar year 2019.

## Resolution 5

**CONCERN:** The workload analytics reports that had been prepared and provided to the states which converted all the program & activity coding in WEBTA to a digestible format. The basics of this information is a major component of the OPO (Optimal Productive Office) which is the staffing tool currently being used. However, the workload analytics report is no longer being made available. This is a concern as this report provided very digestible information to help the supervisors and managers ensure that the employees were / are coding all their time correctly.

**PROPOSED SOLUTION:** Although the entire report may no longer be needed, at a minimum the portion that provided the overall summary of hours as compared to work units is very beneficial to all the offices. A portion of the data can be obtained currently from OBIEE (hours reported by program/ activity); however, it is not in a format that is digestible as it is the hours reported. Have DAFO bring at least that portion of the workload analytics report to the FLMs, DDs, and CEDs so that we can all better monitor this information.

**NATIONAL OFFICE RESPONSE:** The Workload Analytics report is still be used and updated on a regular basis. The last update of the report was on December 10, 2019 and was distributed to all State Office Workload Liaisons so that they could be distributed to all county level managers (CEDs, FLMs, SFLOs). All States were required to complete training on the product and distribute it to local managers by October 31, 2019.

FSA has requested a Tableau license for every county level manager and once the acquisition is completed, ideally in the 2nd quarter of FY 2020, managers will have direct access to the Workload Analytics report from the FPAC Analytics website.

## Resolution 6

**CONCERN:** Newly appointed District Directors who do not have Loan Approval Authority are immediately enrolled in the Farm Loan Officer Training Program. In many cases, District Directors languish for a significant period of time beyond the timeframe specified in 1 FLP prior to receiving their loan approval authority.

**PROPOSED SOLUTION:** Adjust the performance plan standards in the Supervision Element for a Supervisory District Director to include "Has completed Farm Loan Officer Training Program in accordance 1 FLP Paragraph 25".

**NATIONAL OFFICE RESPONSE:** According to information available through FLOTrack, most trainees complete the training within the allotted timeframes. As DDs have expanded responsibilities for both Farm Programs as well as Farm Loan Programs, there has been instances where DDs take additional time to complete the FLOT training.

## Resolution 7

**CONCERN:** The Vehicle Management Tool is creating some issues in field offices with scheduling vehicles because the local managers cannot see the schedule of the vehicle and who has it reserved. This leads to inefficiencies in trying to schedule a vehicle and having communication regarding the most efficient use of the vehicle, i.e. who will be travelling the furthest, who could most effectively use which vehicle and timing scheduling around vehicles, as well as access to the keys.

**PROPOSED SOLUTION:** Provide local managers who are responsible for the vehicles in the Service Center access to the schedules for the vehicles, as well as an email notification when a vehicle has been scheduled, in order to allow them to more efficiently schedule the vehicles, know when they will or will not be available, and to facilitate access.

**NATIONAL OFFICE RESPONSE:** Part of the proposed solution has already been implemented, and part of it will be implemented in the future. Managers can currently view a calendar schedule for all of the vehicles in their office. This calendar displays all the reservations that have been made for a particular week in a particular office. To view this calendar in the VMT, please follow the below steps:

1. Make sure to use Google Chrome as your browser when using the VMT.
2. At the VMT Home Screen, click “Reserve a Vehicle”
3. Enter a pick-up date and time and a drop-off date and time. The times entered should coincide with the timeframe the user is interested in seeing on the calendar view
4. Click “Search by Location”
5. Enter the office location
6. Click on “Check Weekly Availability”

FPAC-BS is working on ways to make this calendar view easier to access for VMT users.

The solution also asks to have the VMT generate an email to the local manager or vehicle custodian whenever a vehicle is reserved. This VMT enhancement is on the list of actions to be worked by the contractor who is supporting the VMT. We expect to implement this enhancement in the coming months. We will provide more information to the field when we have a better idea of when the enhancement will be fielded.

## LEGISLATIVE COMMITTEE REPORT

### **Committee Members**

Dave Bonnett, Chair – zone D  
Brandon Waldron, Co-Chair – zone C  
Ben Herink – zone B  
Mary Beth Tomica – zone C  
Casey Toyne – zone A

Fiscal year 2020 was rather quiet for the Legislative Committee for several reasons. With the passage of the Farm Bill in December 2018 followed by a lengthy government shutdown, it seemed that we all were playing catch-up for the remainder of 2019. And just when we thought it was safe to go back in the water, COVID-19 hit.

The Legislative Issues Committee remains committed to representing NACS members and our farmer/rancher customers as a voice in the legislative process which plays a significant role in our rules and our funding.

Current items of focus:

- Ensuring adequate funding of loan programs, especially considering increased loan limits.
- Removal or abatement of direct loan term limits.
- Appropriations to hire loan staff in anticipation of upcoming retirements.

We do this by meeting with Congressional staff of Agriculture and Appropriations subcommittee members and inform them of the challenges agricultural producers are facing, and what we need in order to help. We also partner with ag lenders and industry groups with similar interests to lend support to our concerns.

Ben and Dave attended the National Rural Lenders Association conference in October, where concerns affecting rural America and agriculture were shared. We also hosted the 4<sup>th</sup> annual Ag Lending Forum at the office of McAllister & Quinn, where we met with representatives of American Bankers Association (ABA), Farm Credit Council (FCC), National Sustainable Ag Coalition, National Young Farmers Coalition (NYFC), National Rural Lenders Association (NRLA), and Independent Community Bankers of America (ICBA). The forum, started by Ben Herink, allows the various groups to share concerns and discuss methods to address them. While in Washington DC, Dave and Ben met with staff of 9 Ag Appropriation Subcommittee members as well as a Subcommittee staffer.

We were planning a committee-wide Capitol Hill visit this past Spring, an annual legislative event during which we divide up, each group with a M&Q staffer, and visit as many congressional members as we can fit into 2 days. These meetings are a great opportunity to educate or reiterate the important role that we play in agriculture, and what we need to carry out our mission. Unfortunately, the COVID-19 pandemic put a stop to this plan, and any other in-person visits at this time.

Andy Quinn and his staff have remained diligent in representing NACS in legislative affairs

Respectfully submitted,

Dave Bonnett, Chair

## MEMBERSHIP COMMITTEE REPORT

First and foremost, thank you to the 2019-20 Membership Committee members:

Zone A: Annette Peters, CO

Zone B: Lisa Liska, NE, Chair

Zone C: Crystal Zwilling, IL

Zone D: Charlean Smith, AR

Zone C Alternate: Amanda Robertson, KY

The committee was able to continue to maintain the NACS – FSA Facebook page with current happenings about with the Board and organization. Crystal Zwilling did maintenance and updates to the NACS – FSA website this past year again. Thank you, Crystal!

Prior to National Convention, the committee intends to update the membership packet information and membership section of the NACS website. New information and resources are needed for potential members.

Member recruitment is an ongoing process. I encourage YOU to discuss your amazing experiences as a NACS member with non-members in your state. Your influence has a big impact on recruiting potential members! New perspectives are needed to reach potential members, so please provide any feedback or ideas to the Membership Committee.

It has been a pleasure and honor serving as the Membership Committee Chairperson. Thank you to the NACS Board for allowing me this opportunity.

Lisa A. Liska, Chairperson NACS  
Membership Committee

# **TASKFORCE AND WORKING GROUPS REPORT**

## **Overview of Working Groups As of May 23, 2019**

### **1. Forecasting W.G.**

- Purpose is to identify, discuss and document economic trends in agricultural credit.
- Lead is John Tamashiro.
- This will be an ongoing W.G.
- Anticipate quarterly meetings.

### **2. Work Not Completed W.G.**

- Purpose is to identify and measure what work is not getting done, and how to measure it.
- Develop and implement a survey of field staff.
- Lead is Craig Nehls.
- Expected travel is a 1-week trip in the early stages of the work.

**Members: Ray Bartholomew, Kansas; Rebecca Padilla, New Mexico**

### **3. Continuing Education W.G.**

- Purpose is to develop curriculum and training materials for Farm Loan Programs.
- Lead is Gretchen Thomas.

**Members: Tiffany Grody, Ohio; Denise Lickteig, Nebraska (now retired)**

### **4. Internal Controls W.G.**

- Purpose is to identify and address what weaknesses or gaps exist (e.g., DDORS, FLPRA, credit quality, stovepipes).
- Lead is Dirk Nysveen.

**Members: Sara Harris, Georgia**

### **5. FPAC Portal W.G.**

- Purpose is to provide input into priorities, requirements, systems testing, and documentation.
- Lead is Courtney Dixon.

### **6. FLO Leadership Training Group**

**Members: Jovani Armendariz, New Mexico; Jessica Davis, Idaho; LeAnn Gibbs, New Mexico**

## **FSA County Office Resource Management Meeting with DAFO in National Office October 21-22, 2019**

On October 21 and 22, 2019 the NACS Board, along with NASCOE, NADD, NASE and FLCA, had the opportunity to meet with Richard Fordyce, FSA Administrator, Peggy Browne, Deputy Administrator Field Operations and her staff and State Directors from Maine, Kentucky, Iowa, Washington, Nevada and Louisiana. We also had the opportunity to hear a few comments from Undersecretary for FPAC, Bill Northey (comments below).

The purpose of the meeting was to provide a background and overview of the FSA Productivity Suite, containing the Productivity Benchmark, Workload Forecast, and Office Footprint, perhaps better known as “OPO”, and to provide for Association input into considerations for using and improving the tool. We heard from SED’s from six states on the staffing challenges in their states and how they have used the tool to solve those challenges in their states.

Binium Gebre and Adel Kamarehei from Accenture, presented an overview of the Productivity Suite, enhancements, capabilities and features of the system. They explained the finer points of the three parts of the program and different ways it can be used by managers in making decisions whether it is staffing or being able to pinpoint potential best practices through efficiencies.

Ted Van Steyn, DAFO Business Analysis and Management Support Division, discussed Workload Analytics. This is now available (by October 30, 2019) to FLM’s and CED’s. The full FY2019 data will be available by October 24. 60-80% of time should be in Mission Direct programs and activities. Burdened hours are allocated back to mission areas. FLM’s and CED’s need to review this data for accuracy. He recommended focusing on the big workload items. Regarding Shared Management, the team is still in data collection and analysis phase and welcome input from the field. “Other Service Center Support” used, particularly in temporary shared management or in jump teams assisting understaffed offices makes the office who is receiving the support to appear more productive and the office providing the support look less productive. State Directors Brian Lacefield from Kentucky, David Lavway from Maine, Amanda DeJong from Iowa, Jon Wyss from Washington, Janice Kolvet from Nevada (via VTC) and Craig McCain from Louisiana each shared their “Use Cases” and how they have utilized the FSA Productivity Suite and Outreach Strategy in meeting staffing challenges in their respective states. This discussion of “real-life” examples and ideas for different strategies highlighted the usefulness of the Productivity Suite for not just staffing, but in providing possibilities for improved customer experience and improved employee safety and satisfaction as well. They each stressed the “Tool, not the Rule” theme in each of their presentations and showed how they had to obtain input from staffs who were involved in the decision.

After thorough discussion of each Association’s concerns and recommendations, the Associations and Peggy Browne, DAFO agreed that FSA needs the flexibility to manage office structure within strict parameters and we critically need additional staff.

NACS agrees that the tools contained within Workload Analytics, OPO, and the FSA Productivity Suite provide a realistic and usable “Tool” to be used in staffing decisions as well as other important management decisions. Is it perfect? No. However, it provides a lot of insight from a large amount of data, which provides a basis for analysis. As wisely stated, “It is a tool, not the rule.” We also recognize that transparent and appropriate interpretation of this data is a critical component to both a positive customer experience and employee satisfaction.

NACS wants to hear from you!

If you have situations where you believe that management is not being transparent regarding providing data to the Farm Loan Manager, please let us know. Difficult decisions will need to be made by decisionmakers but input and insight from those affected is critical to attaining the best possible outcome.

### **Bill Northey’s Comments:**

- Recognizes the county office is the “Face of USDA”. He asked we take back to our staffs, “How important they are and how much they are appreciated in customer service.”
- Farmers.gov – they have learned that customers don’t want online loans, but they do want online loan balances and capabilities for online signatures.
- AGI – working with IRS is a big task

- CRP FSA to NRCS communication access electronically – working to make it easier at the counter for the producer.
- Business Center is 75% staffed presently. Challenges with employees taking their highly marketable skillsets to other jobs.
- Recognizes the need for additional appropriations but this requires careful advocacy – quietly rather than loudly.
- Jamie Clover Adams stated that technology is important to all staff as it provides more value-added contact with the customer.

## FINAL BOARD MEETING MINUTES

Board Meeting – June 23, 2019

Meeting called to order at 3:00

Ray will work on most improved membership

Awards are all here.....\$59.94 over budget. (\$800.00 budget).

Ray moved to up budget to cover. Jessica second. Passed.

LeAnn for Pres.

Kim for VP

Kay for Sec.

Ray for Treas.

Certification of delegates – Kim/Ray (7am – 8am)

Nominations and speeches – can make a motion to dispense with the speeches. Need someone to make the motion on Weds. Afternoon around 2:30.

Questions – Zone reps stand among the room and collect questions for the chair.

DISCUSSION:

Email committee reports to LeAnn and Kim so they can forward on to the hotel people for printing.

Need to make some changes to the operating manual as well as the by-laws. Examples: Counting of delegates and how types of members correlate to that.

Registration showing 43 delegates and 4 alternates.

Any movement on bringing state associations under our umbrella (NACS National TIN)? - Not since Theresa sent original email to Ray.

Jessica – motion to adjourn. Second – Kay. Adjourned at 4:41 pm



## GENERAL ASSEMBLY – JUNE 24, 2019

The NACS/NASE joint session opened at 8:06 am CST by Maureen Mausbach, Nebraska. The invocation was given by Nicole Cleggs-Burns, Alabama. The veteran members of the assembly presented the colors and the Pledge of Allegiance was led by Dana Baucom, Tennessee. Beth Perkins lead the group in singing the National Anthem and followed up with a recognition of the veterans and active military of the Associations. They were presented with a thank you gift from NASE.

Convention attendees were welcomed and addressed by the following organization and Agency representatives:

- Deondra Porter, Astor Crowne Plaza Hotel
- Maureen Mausbach, Convention Committee
- Beth Perkins, NASE President
- Brandon Wilson, NASCOE Vice President
- Glenda Ward, NADD Vice President
- Nicole Cleggs-Burns, FLCA SEA Representative and Secretary
- Denise Lickteig, NACS President
- Crain McCain, Louisiana State Executive Director

Maureen Mausbach, Nebraska addressed the group with some housekeeping issues and directed everyone's attention to the back page of the agenda where the 2020 National Convention location and dates has been posted. The 2020 convention will be held at the Omaha Hilton Hotel in Omaha, NE June 28<sup>th</sup> through July 2<sup>nd</sup>, 2020.

Denise Lickteig, NACS President from Nebraska introduced the sponsors of the National Convention to the attendees. Those exhibitors present were:

- National Rural Lenders Association (NRLA) – Alan Hoskins
- FarmerMac – Not present, but materials distributed to group
- GEHA – will join group later and present at that time
- Federal Employee Defense Services (FEDS) – Samantha Fischer
- Dillard Financial Services – Teresa Dillard

Representatives were on hand to address the attendees from NFAOC (National Financial Accounting and Operations Center).

Those attending were:

- Alison Suhre, Director NFAOC
- Mark McKinley, Acting Association Director Operations and Financial Management
- Sharon Sachs, Branch Chief, GL, FCSB
- Shantaye Gladney, Branch Chief, DL, FaSB
- Brian Hauser, Branch Chief, Cash Management Collections Branch

Each of the representatives from NFAOC addressed the assembly and ran through a brief PowerPoint in regards to their section and current issues they're seeing. After the presentations concluded a brief Q & A was held with the members and speakers.

The joint meeting was recessed at 11:23 am

Denise Lickteig, NACS President convened the 47<sup>th</sup> Annual NACS-FSA Meeting at 11:30 am and introduced the 2018-19 NACS Board:

- Denise Lickteig, President
- LeAnn Gibbs, Vice President
- Kimberly Eilerman, Secretary
- Ray Bartholomew, Treasurer
- Theresa Windham, Past President
- Jessica Smith, Zone A Representative
- Kay McCoy, Zone B Representative
- Nathan Adams, Zone C Representative
- Matthew Christian, Zone D Representative

Kimberly Eilerman, Secretary and Ray Bartholomew, Treasurer presented the Credentials Report. Zone A total: 4 delegates, 0 alternates; Zone B total: 14 delegates, 4 alternates; Zone C total: 12 delegates, 0 alternates; Zone D total: 14 delegates, 0

alternates. Convention total: 44 delegates, 4 alternates. Kay McCoy, KS moved to accept the Credentials Report as presented. James Jackson, AL seconded the motion. **Motion Passed**

Denise Lickteig, President appointed Jason McMillin, TX as Parliamentarian. Jason then reviewed Roberts Rules of Order with the assembly.

LeAnn Gibbs, Vice President presented the Convention Rules and moved they be accepted as presented. Kay McCoy, KS seconded the motion. **Motion Passed**

LeAnn Gibbs, Vice President introduced the 2018-19 Committee Members and alternates as shown in the Annual Report. The Audit Committee was appointed by President Denise Lickteig as follows:

John Gehrke, IL Chairperson

Aren Dameron, MO

Mark Wilke, NE

The Election Committee was appointed by President Denise Lickteig as follows:

Jessica Smith, NM Chairperson

Kay McCoy, KS

Nathan Adams, IN

Matthew Christian, TN

The assembly was tasked with completing an idea sheet for SMART goals as they relate to the FPAC Universal Performance Plans. Idea sheets were distributed to the members and they were asked to return that at the end of convention.

Denise Lickteig, President recessed the 47<sup>th</sup> Annual NACS-FSA meeting for lunch at 11:52 am CST.

President, Denise Lickteig reconvened the 47<sup>th</sup> Annual NACS-FSA Meeting at 1:20 pm CST.

Denise Lickteig recognized the first-time attendees and Theresa Windham presented them with a gift from the board. The first-time attendees were as follows:

Trevor Sander, NE

Josh Lang, NC

Eric Mortimer, TX

Anthony Williams, VA

Michael Guethle, MO

Sara Harris, GA

Mickelle Storr-Munnings, TX

Christina Escobedo, TX

Denise Lickteig, President opened the floor for NACS Board candidate announcements and speeches by candidates. The members announcing their candidacy were:

President Candidates: LeAnn Gibbs, NM

Vice President Candidates: Kimberly Eilerman, IL

Secretary Candidates: Kay McCoy, KS

Treasurer Candidates: Ray Bartholomew, KS

Zone Reps will make candidacy announcements in their respective Zone Meetings.

President, Denise Lickteig opened the floor to Maureen Mausbach to share an update on the Convention Committee. The 2020 convention will be in Omaha, NE as announced earlier this morning. There are many events being held in Omaha at the same time as convention which should make for an interesting event. The plan for 2021 is to return to Washington, D.C. Maureen Mausbach, NE and Denise Lickteig, NE met with the committee chairs prior to dismissal into their committee meetings to discuss logistics for their meetings. Members were reminded where the committees will be meeting for their breakout sessions and they were encouraged to rotate in and out so they can spend some time with each.

Denise Lickteig reminded State Presidents that there will be a meeting beginning at 7 am in the morning in the St. Louis Room.

The meeting was recessed for committee meetings at 1:38 pm CST.

## GENERAL ASSEMBLY – JUNE 25, 2019

The NACS/NASE joint session opened at 8:06 am. After the Invocation given by Beth Perkins, NASE President, the members were led in the Pledge of Allegiance by Angie Biester, NE.

First-time attendees were recognized and presented the official NACS lapel pin by President, Denise Lickteig. First-time attendees were:

Trevor Sander, NE  
Josh Lang, NC  
Eric Mortimer, TX  
Anthony Williams, VA  
Michael Guethle, MO  
Sara Harris, GA  
Mickelle Storr-Munnings, TX  
Christina Escobedo, TX

The first-time attendee for NASE, was also recognized by Beth Perkins, NASE President.

Denise Lickteig led the crowd in a demonstration of the longest serving member of the group as well as least. Ray Bartholomew, KS has worked for FSA for 38 years. The newest member is Trevor Sander, NE and he has been an FSA employee for 8 months. The dedication of the membership isn't defined by the number of years of service.

Maureen Mausbach, NE updated the crowd on the day's announcements.

President, Denise Lickteig introduced Mr. Richard Fordyce, FSA Administrator.

### **Richard Fordyce, Administrator**

- This is his second NACS/NASE Convention. Has really enjoyed the past year and getting to know our group and the opportunities he's had to visit with us.
- As a former producer his view he brings to the job is much different. Shared with the group a story of how he got his start in farming and the role that FmHA (FSA) played. He has been devoted, committed, passionate about it (FSA), ever since.
- Thanked the group for their efforts in combating the issues we're seeing in today's agriculture. It varies from each coast, to the Midwest, to the delta. We are providing the important component of credit to those who are struggling.
- Recognized the critical jobs that we do and the services we provide to farmers and ranchers. These are generational legacies that we're helping to conserve. We put valuable dollars into their pockets when they need it the most.
- Believes that access to credit is one of the most limiting factors to farming.
- The combination of FSA Farm Programs and Farm Loan Programs is likely the single most important thing sustaining Ag today. We should all be proud of what we do.
- Nothing more noble than to be a farmer or rancher and raise the food that feeds the world.
- FSA has signed an MOU with Michigan State University to work on recognizing some signs and how to approach the tough conversations with farmers finding it difficult to navigate the stresses that the current market is putting on them and their families.
- Believes that the ag economy is on its way back and he's confident it will be sooner rather than later. In the interim he recognizes the role that we play in aiding that effort.

Denise Lickteig, President gave a brief bio and introduced Peggy Browne, Deputy Administrator for Field Operations.

### **Peggy Browne, DAFO**

- Having survived farming in the 1980's gives her a special appreciation for FSA.
  - she tries to live by in DAFO:
  - "The most important people in this Agency are the people in the County Offices."
- "We in HQ are trying every day to do everything we can to try to make their jobs easier."

- Wants to thank our associations for bringing the information to HQ from the field so that they can hear from the field. Has a lot of respect for our associations and the work that we have been able to accomplish.
- 135 above ceiling FLOTs on board. Have been getting some mixed messages on what that money can go for but are working out the details on what things look like at the end of the FY.
- Currently not anticipating any sort of termination just because the year end is approaching. Working to keep everyone on board.
- With the standup of the FPAC Business Center they are working on some business process realignment (strategic planning). That's ongoing. DAFO is working to make sure that NACS/NASE has a seat at the table when those discussions are taking place.
- How long does it take to hire a GS employee? She doesn't know. That's part of the process they're working on to really drill down and figure out exactly how long that takes and what the bottlenecks are. She has heard 180 days. Knows the CO side is quicker. Looking to streamline and bring those closer together. Will be asking for field input and help from the associations in this process.
- FLOT Training – Last October, SEDs, AOs and some FLCs there was a meeting and the Administrator and DAFO had a candid conversation about what things need to be improved and the issues we're having. In April a task force was kicked off consisting of 15 people who will be working on COT and FLOT training. Matthew Christian, TN is on this for NACS. Looking at:
  - Standard vetting process
  - Poaching from banks – service agreements
  - Pre-advertisement
  - Library of “mock” cases for FLOTs to review
  - Regional training and/or classroom-style trainings
- This is a big effort for being innovative and thinking out of the box to do “more with less.” Want to be more quick, agile and possess the ability to tailor these to the individual.
- The leaders in D.C. are firm believers in working to better our processes and building on efficiencies.
  - Example – if acreage reporting could be improved by just 5%, it would equate to approx. 750 FTEs
- One of the things she is most appreciative for is the leaders in the field to remain positive. It's this positive approach that makes the difference for our producers.

NASE President, Beth Perkins gave a short bio and introduced Mr. Bill Cobb, Deputy Administrator for Farm Loan Programs.

#### **Bill Cobb, DAFLP**

- Had a lapse in funding and that created some issues in the field. Started out down because of that. As of this week, however, we're pretty much even.
- Don't anticipate any funding issues this year. Have seen a little bit of a decrease in Microloans.
- ¼ of FY 2019 remaining – 1/3 of direct FO funds remain unobligated.
- Direct FO applications received through May 31, 2019 were 2 percent higher than FY 2018 at that time.
- PLCE funds – current national reserve balance \$1.48 million
- Roughly \$9.5 million in total usage and roughly 95% to states for real estate and chattel appraisals.
- FLP Goals are undergoing a “revamp”. USDA selected 3 FLP goals for Key Performance Indicators for the Quarterly Strategic Review (QSR).
  - Average number of days to process direct loans
  - Percentage of DL and GL borrowers who are beginning farmers
  - First year delinquency rate on new DLs
- Goals the same for another year. Plan to implement changes next FY.
- There are a number of states currently not meeting goals.

- Task force will be in DC tomorrow and Thursday to address goals and look at 2020 and beyond. Will also need to discuss a balance between loan making and loan servicing to address the work not getting done. Combination of 4 field office staff and Houston Bruck from National Office.
- Brief discussion of staffing in DAFLP and the multiple vacancies that are currently out there.
- What's in the future?
  - FLP Policy/Training meeting
    - Tentatively the week of September 8<sup>th</sup>
    - May be combined with FSFL, Stressed Farmer and Outreach
  - Work Not Completed Task Force
    - Meeting in D.C. July 23-25, 2019
    - Reviewing linkage to optimal office and staffing model
    - Includes Rebecca Padilla, NM and Nancy Reiff, IN
  - Farmers.gov
    - Farm Loan Discovery Tool (assists farmers in finding the loan they need)
    - Loan View
  - FLOT Trainer (Updated guide and webinar)
  - PT Training (online "how-to" courses)
  - Continuing Education (Variety of coursing starting this FY – interacting online and webinars)
  - CFAT (plan to replace the current case study and expand guidance on ratios)
  - FBP Release 17.32
    - New look and feel
    - FBP unavailable June 28 – July 1<sup>st</sup>
    - Revised guides out and 1-FLP, Exhibit 15 will be eliminated
    - Training is still out there including new features and enhancements
  - Subparagraph 29D of 1-FLP – Maximum Loan Approval Authority
    - Concerns with the new example added with Amendment 181 on May 17, 2019
    - Considering alternatives to minimize actions needing STO approval
  - Stressed Farmer Training
  - AS-2328 – Lifting the general records freeze and disposal of FLP records
  - Internal Controls
    - DDORS – review conducted by fellow, Callie Erickson, IA
      - Survey on contents and frequency (75 FLCs, DDs, FLM/FLOs, & PTs)
    - Will coordinate further FLP internal review actions with Perry Thompson
  - Farm Bill Regulations
    - DL & GL changes, Mediation Program
      - Changes other than equitable relieve have already been implemented through a notice of handbook amendment
      - Also Includes:
        - Elimination of cash collections
        - Dishonored check fees
        - Lack of good faith determination by OGC
      - Target for publication Summer 2019
    - Relending program (target for publication early 2020)
    - Hemp – AMS rule targeted for 2020 planting season
  - 7 CFR Part 3 – Debt settlement and offset

President, Denise Lickteig provided a short biography and introduced Mr. Darren Ash, Assistance Chief Information Officer.

#### **Darren Ash, ACIO**

- Has been with USDA since 2016.
- Understands the vital role that we play in the farming community and the urgency we have with IT needs to be able to react quickly to crisis within that community.
- Business Center
  - Eight months old
  - A lot has been done. A lot still to be done.
  - Merging three agencies, while it does make sense, is tedious and it's a process and they're trying to figure it out and do it right the first time. Must comply with the Secretary and Under Secretaries requests.
  - ISD – information Solutions Division is his area. They have several vacancies and can/does create issues.

Things they are working on:

- Implementation of Farm Bill
- Identifying efficiencies
- Computer refresh (\$2.5 million allocated by FSA)
  - Trying to tailor that to the end user
- AppDynamics – connected to about 50 systems (DLS included) it's real time information about any issues with it. Helps them zero in on the issue and what the cause is. Dramatically increases the efficiency of their IT staff.
- eAuth as it relates to self-service
  - Recognizing enrollment as an issue as well as keeping a profile active
- AGI and IRS interactions
- Acreage reporting & Geospatial data for PTs
- Bandwidth – at last check 98% of offices have Ethernet connectivity
  - Those who don't have it are due to availability and cost effectiveness
- Rural Development – LINC modernization
  - Phase I – Unauthenticated LINC portal
    - Would like to have implemented by December
    - Authenticated portal to follow at later date
- 360 view of customers
  - Understanding how our customers interact with other government agencies and how we can streamline those interactions for them. Examples:
    - Digital signatures
    - Document management (repositories)
    - Checks/Check processing

FPAC Mission area and why it was created...from an IT perspective it makes sense not to reinvent the wheel every time. Identify best practices and utilize those.

Beth Perkins, NASE President introduced Mr. Sean O'Neill, Assistant to the Deputy Administrator for Farm Programs.

#### **Sean O'Neill, Assistant to DAFP**

- Last year FSA issued more than \$20 billion in payments
- Sean provided the group with a brief overview of DAFPs organizational structure as well as the various programs they administer.

- Some challenges DAFP is seeing:
  - Responding quickly to emergencies and disasters
  - Maintaining integrity and accuracy in program policy and delivery
  - Effectively developing policy and software to implement existing and new program initiatives in order to facilitate best deliver and customer satisfaction
  - Listening to customer, stakeholders and YOU!
- Sean reviewed the Farm Bill process and what DAFP's role is in that process.

## Q & A

**1) Question:** (Denise Lickteig, NE) When will the STO admin move to the FPAC BusinessCenter?

**Answer:** (Richard Fordyce) Knew there would be around 15 areas moved but weren't sure of the staff at the time. Around the time of the standup of the BC, decision was made to have AO/EOs stay within the Agency and not move them to the BC. They are critical to the continuity of service in the STO and aide in the transition of politically appointed SEDs. Had to evaluate what admin functions were being performed in STOs across the country and it really varied. Still trying to figure out what each on does and the conversations are ongoing. The decision as to where all the BC people will land has not been finalized. Have been working with Department management as well as the BC to determine that. Analysis is still happening. Need to understand, historically, what's been happening and what do we want to change moving forward. No ETA on completion.... Fall as a guess??  
(Peggy Browne) It's clear there are a lot of variables and it's a deliberate process. Looking at data and analyzing the work being done and by whom. Incorporating business process re-engineering (BPR) into that.

**2) Question:** (Cheryl Brooks, AR) When working with our loan dockets we must have access to several applications. FLP needs access to Financial Inquiries. Why don't we have that like we did before?

**Answer:** (Sean O'Neill) Been around since FPAC. They are working on it. As access is becoming limited, email him and he will reach out to help you get it fixed. It's not intentional, just part of what happened in conversion to FPAC and they can/will fix it.

The NACS/NASE joint session recessed for a group lunch at 11:59am.

NACS President, Denise Lickteig reconvened the NACS/NASE joint session at 1:05 pm and Q & A with the National Office speakers was resumed.

**3) Question:** (Tonya Washington, AR) PT out on maternity leave and her LincPass expired. It took more than a week to get her card reactivated. What can we do to make this easier?

**Answer:** (Darren Ash) First question, why was it deactivated? Non-use/inactivity. When we went through furlough, we had the same issues presented. We had to work through this so that everyone wasn't locked out whenever they came back. Submit a request in advance if you know you will be out, and they can pre-empt the lockout.

**4) Question:** (Theresa Windham, GA) Thanks for the computer refresh. We asked for lighter and we got it. However, now we must have two devices to connect to it for it to do what it did before (no CD Drive, no keypad, etc). What can we do to prevent the loss of functionality when we get a computer refresh?

**Answer:** (Darren Ash) Historically, they coordinate with DAFO, but they are dependent on what's in a catalog. CEC has been responsive to the device needs and capabilities needed, but they do have to coordinate and standardize our requests.

**5) Question:** (Anthony Williams, VA) Hiring.... veterans. I am a veteran. I have seen where veterans' preference does not apply in some postings. Is that an option to help alleviate our issue with veterans blocking our best qualified lists?

**Answer:** (Peggy Browne) Working on re-wording some of our advertisements so that we are getting the candidates that we are intending. WE don't want to block veterans. We want both. They are encouraging the use of certain

types of verbiage so that we can alleviate some of those issues.

- 6) Question:** (Mike Guethle, MO) BF DP loan limit didn't increase like the other FO loan limit. This program is extremely important, and we need to be able to use it. Is there anything that you can do or are willing to do to lobby congress on getting this changed?

**Answer:** (Richard Fordyce) I think this is a combination question for me and Bill. Absolutely agree that limit is not enough to support agriculture today. We can have conversations with legislators and lay out scenarios in which that would be a detriment, but we cannot lobby. We can only offer suggestions. We understand it's an issue and we agree it needs to be changed.

(Bill Cobb) I do believe it was an oversight and admittedly a large one. It relates to the verbiage that talks about 45% of \$603,000. I believe your legislative committee is aware among others and they are using their resources to keep the word moving that we need a change. It was just simply an oversight that caused the issue and it was intended to be all FO's at \$600k limits.

- 7) Question:** (LeAnn Gibbs, NM) Heard Darren say this morning that the government spent \$60 million on paper storage. If we're doing this....when is paperless office coming? Looks like it needs to be sooner rather than later. Was told at the RSO that certain facilities will not be accepting paper copies into 2020. What are we going to do?

**Answer:** (Darren Ash) It is a big issue. Question is spot on. It's a big issue for other departments and agencies. Paperless office was a promise made many years ago and administrations ago. They are well aware that we need to make strides in the area of document retention. It's a focus for the BC. Scanning isn't the only part of it. It's part, but not all of it. There's a lot to be done and it requires a multi-faceted approach. We have to make strides for a true document repository and a means to scan. Requires standards. Can make headway, but we have to take a first step.

(Richard Fordyce) FSA when compared to other agencies, is storing a lot of paper. I have met with companies who do electronic records management. We have to come up with some policies for what we save, what we store, what we scan, etc. As you can imagine the more we scan and store, the higher the cost. Accessibility also becomes an issue. It's a big process. One of the things that had been discussed is that because of the size, scope and scale, one of the things that might make sense was to do a pilot within FSA.

- 8) Question:** (Beth Perkins, LA) You need to consider the cost of training in that scanning and document repository discussions. (Theresa Windham, GA) A lot of the paper in the files is generated from our own systems. That would be a good place to start.

**Answer:** (Richard Fordyce) That's not lost on me.

(Darren Ash) That goes back to eAuth. That's something that must be considered. OGC is the determining body in those instances for what's authenticated and what isn't. It's not as simple as signing it. When you're talking electronic signatures, they decide what's acceptable.

(Bill Cobb) These things all tie into pre-filled forms and electronic applications, etc.

- 9) Question:** (Denise Lickteig, NE) Recently the spot check list went out and the process for writing off small balances (\$5 example) is cumbersome. Is there any sort of remedy to get rid of those extremely small balances?

**Answer:** (Sean O'Neill) It's not an MFP question, it's an OBF question. MFP pays on the actual bushels and there's no way around it. That's procedure. It's a finance issue. That's a finance policy. (Follow-up: 64-FI has a process that's outlined for small write-offs.)

- 10) Question:** (Denise Lickteig, NE) Is there any way to simplify the process of hiring temps? Example, hiring now and they can only stay on until September 30<sup>th</sup>. Especially if they're a re-hire.... it's impractical.



**Answer:** (Peggy Browne) The actual advertisement piece is regulated by EEO and doesn't think there's a way to shorten. On the LincPass aspect and security part, that could be improved possibly.

**11) Question:** (Denise Lickteig, NE) Has award money been moved over to fund temps?

**Answer:** (Peggy Browne) Discussion has been had, but it hasn't been done. States have requested temps and only about ½ have been allocated. That prompted the discussion of where else they could find the money.

**12) Question:** (Kay McCoy, KS) In regard to hiring non-ceiling FLOTs...in KS...we got 5 in first round. One left. Got 5 more this go around. Will we lose that money if they don't have them on board by end of the FY?

**Answer:** (Peggy Browne) KS needs to be in discussions with Patrick and Kara, to monitor that deadline. They must be on board by September 30<sup>th</sup> in order to use that money.

**13) Question:** (Ben Herink, NE) The actual language for that reg states that we can use that money through the end of the next FY. September 30, 2020.

**Answer:** (Peggy Browne) That was not the interpretation that we got. Ours said end of FY 19, or September 30, 2019. We will be having a conference call with Legislative and Patrick and Kara and iron out the details.

(Richard Fordyce) The \$8 million we were allocated before gave us 2018 and 2019. The \$20 million you're talking about wasn't over and above. We will investigate that with the budget staff and see what we can learn. That's not the same as our interpretations we're being given.

**14) Question:** (Jason McMillin, TX) Last spring there was an OIG report that said that SBA was making certain types of illegal loans. In TX, we have a lot of poultry loans. If SBA can't make those loans, then it falls on us to make up the difference. This is a large concern. I am seeing SBA stopping making GLs entirely.

**Answer:** (Bill Cobb) We have talked to SBA, but they published their rule before a consultation with USDA. We have been in discussion and they are looking to publish an updated rule and USDA does intend to comment on it. They received over 4,000 comments on the original rule. Bill is unaware that they have stopped making those entirely, but the update is forthcoming.

**15) Question:** (LeAnn Gibbs, NM) The current process for zipping files and sending out emails with PII is very cumbersome. Our lenders can use a private system that's encrypted and we each have our own logins (ex. SafeMail and other off the shelf products). Can we do something like that for FSA?

**Answer:** (Darren Ash) Yes. We are aware of those products. NRCS has something similar as a pilot. It's working but does come with a cost. The department is scanning emails for PII and reporting incidents.

**16) Question:** (Nancy Reiff, IN) There's a lot of experience in this room. When can we hire people to replace the outgoing retirees? Why can't we hire people 6 months in advance of us leaving so that we can train our replacements?

**Answer:** (Peggy Browne) Appreciate your passion for the job and how personal you take it. But it's really a budget issue. States are trying to hire to their ceilings, so they're limited on who they can hire for that knowledge transfer that your discussion. In certain circumstances, I am allowing double encumbering...but it's short. A month, maybe two weeks, but only in a few cases. Often, I'm seeing this in single PT offices and FLC positions.

**17) Question:** (Vicki Swift, KY) Can you explain how leasing is being handled in FPAC? We are having some growing pains in my state with this.

**Answer:** (Peggy Browne) This has gone through some iterations and BPR. There have been some pilot programs. Steve Schaeffer is the new director, but they have retained some staff for continuity. Recently (last 2 weeks) this has been made a priority again by the AOs. They're saying it was getting better but now it's not and they're asking for DAFO to be re-involved.

(Darren Ash) Sounds like a communication issue and needs to be resolved. Happy to go back and help out with that in DC.

**18) Question:** (Nathan Denney, KY) This software that's scanning the emails for PII....is it automated?

**Answer:** (Darren Ash) This is an add-on to Outlook (Office 365) that they're using.

(Peggy Browne) Just so you know the process, Darren sees it first. Contacts Peggy and Richard. Darren's staff investigates it. Reports back to Peggy and then Peggy contacts the SED. The SED contacts you. Just to give you some insight into how the process works.

**19) Question:** (Nathan Denney, KY) Shredding and OCR.... would it be easier if OCR just distributed a list to the states of borrowers who have CR complaints? So that we're looking at a small list of names as opposed to us providing them with a long list of our borrowers/files.

**Answer:** (Bill Cobb) The guidance that's coming out today will instruct you to contact STO who will have the list. OCR will not be providing those to the states. You should be able to contact your STO as soon as next week with that as the memo will be going out today.

**20) Question:** (Kaiti Steckman, NE) Briefly touched on the 1-FLP authorities and the recent update to the handbook. Can you elaborate on the ideas that are being tossed around?

**Answer:** (Bill Cobb) We are looking on ways to make it more readable and easier to understand. We do feel like the example hasn't maybe hit the mark of what we had intended. One option is looking at maybe looking at different types of loans separately. Want to accomplish the goal, but not make it cumbersome. One thing we want to do at the policy meeting is to share best practices and if this isn't resolved by then, we will discuss it there.

**21) Question:** (Tonya McIlravy, SD) Leasing...issues with space allocations and office redesign. These are non-customer friendly. Is there an FSA user guide for this like some other agencies have?

**Answer:** (Peggy Browne)

**22) Question:** (Mickelle Storr-Munnings, TX) Why are FLOs not allowed to have offices?

**Answer:** (Peggy Browne) Will address this in a leasing meeting that's upcoming.

(Richard Fordyce) The square footage recommendations are GSA requirements. We understand the needs you have in the field for the most part, but sometimes the hands are tied based on these requirements. Folks are sympathetic to it and we're bringing those points up.

NACS President, Denise Lickteig and NASE President Beth Perkins presented a small token of appreciation to the guest speakers and thanked them for their support of our associations and their attendance.

Following the discussion panel, the meeting was recessed at 2:49pm CST for the NACS Zone Meetings and NASE breakout session.

## NACS ANNUAL MEETING – JUNE 26, 2019

The convention attendees, following Zone meetings, convened in the ballroom at the Astor Crowne Plaza hotel in New Orleans, LA for their annual legislative briefing at 9:36am CDT.

Ben Herink, Legislative Committee Chair introduced Andy Quinn of McAllister and Quinn, our legislative consultant. Andy updated the group on what he's been doing on behalf of NACS for the year. Some the discussion topics were:

- Farm Bill
- FY 2020 appropriations
- Educating New NACS Members to FSA Programs
- Fundraising

Ben Herink, NE presented the group a PowerPoint that hit on the hot topics for NACS-FSA this year. A list of accomplishments and goals for next year were reviewed.

NACS President, Denise Lickteig reconvened the 47<sup>th</sup> Annual NACS-FSA meeting at 11:01 am CDT. Maureen Mausbach of the convention committee provided the group with some daily announcements and presented Deondra, hotel representative, with a token of the group's appreciation. An invocation was given by Dave Bonnet, NC. The group was led in the Pledge of Allegiance was led by Nathan Denney, KY.

Treasurer, Ray Bartholomew, KS and Secretary, Kimberly Eilerman, IL completed the roll call of delegates. A designee from each state presented gave a brief speech about their state and confirmed the roll. Present and now properly accounted for at this 47<sup>th</sup> annual NACS Convention were:

Zone A: 4 delegates, 0 alternates

Zone B: 14 delegates, 4 alternates

Zone C: 11 delegates, 0 alternates

Zone D: 11 delegates, 0 alternates

Convention Total: 40 delegates and 4 alternates

Board member reports were given by President, Denise Lickteig, NE and Vice President, LeAnn Gibbs, NM. Kimberly Eilerman, IL presented the Secretary's report. It was moved by Jessica Smith, NM to dispense with the reading of the minutes from the previous annual meeting which can be found on pages 44-56 of the 2018-19 Annual Report. The motion was seconded by Matthew Christian, TN. **Motion Passed**

Ray Bartholomew, KS presented the Treasurer's report which can be found on pages 12-17 of the 2018-19 Annual Report. It was moved by Nathan Adams, IN and seconded by Theresa Windham, GA that the report be accepted as presented.

**Motion Passed.**

President, Denise Lickteig appointed James Jackson, AL, photographer for this year's convention.

Jessica Smith, NM was assigned the position of Recording Secretary by Denise Lickteig, NACS President.

The Audit Committee report was presented by Chairperson, John Gehrke, IL. It was moved by John Gehrke, IL to accept the audit committee report as presented, not requiring a second. **Motion Passed**

Additional board reports were presented by Theresa Windham, GA, Past President; Zone A Representative, Jessica Smith, NM; Zone B Representative, Kay McCoy, KS; Zone C Representative, Nathan Adams, IN; and Zone D Representative, Matthew Christian, TN. These reports can be found on pages 18-25 of the 2018-19 Annual Report. This report was posted on the NACS Website prior to convention.

President, Denise Lickteig reminded the attendees to "Feed the Pig" and she will be counting that after lunch in order to make the winning announcement. The group was also reminded to complete the handouts for SMART goals that were distributed earlier in the week.

Following the board reports, Past Presidents of NACS were recognized. Those in attendance at the 47<sup>th</sup> Annual Convention were:

Darren Metzger, OH – 2006

Maureen Mausbach, NE – 2012/13

Lisa Liska, NE – 2015

John Gehrke, IL – 2016

Theresa Windham, GA – 2018

The group recessed at 11:40am CST for lunch.

The convention was reconvened at 1:06pm CST by President, Denise Lickteig.

All attendees were asked to stand for the convention attendance roll call with the convention location being named from 2019 back to 1973. The last member standing was Ray Bartholomew, KS, who attended his first convention in Ashville, NC in 1989.

Carol Nagel the NACS Historian could not be here for convention, but she is the current NACS Historian and she will be getting some items to add to the collection.

From Zone B, the state of Nebraska was recognized for winning the Man Mile Award. Present at this year's convention were 9 members from Nebraska - traveling an average of 1,091 miles their total travel was 9,630 miles.

President, Denise Lickteig presented the Most Improved Membership Award goes to Georgia. Their increased their membership by 147.7%.

Denise Lickteig, President called for committee reports – giving instructions to the membership on the amendment, adopt/non-adopt and debating process.

#### **MEMBERSHIP COMMITTEE REPORT**

Lisa Liska, NE, presented the Membership Committee Report as shown on page 41 of the Annual Report. Lisa thanked her committee for their work throughout the year and at convention. Mickelle Storr-Munnings and Christina Escobedo were selected by a drawing at the first-time attendees meeting, to serve as committee members due to shortage of representation. Lisa detailed the committees' action plan to identify new members to recruit. However, it is up to the current members to reach out to people in their state and bring a person new next year. Chairperson, Lisa Liska, NE, moved to accept report as submitted. Mickelle Storr-Munnings, TX, seconded the motion. **Motion Passed.**

#### **LEGISLATIVE COMMITTEE REPORT**

Legislative Committee Chairperson, Ben Herink, NE presented the Legislative Committee Report. He thanked all of his committee members and alternates and briefed the group on their annual report of resolutions. Ben moved that the Legislative Report be approved as presented. James Jackson, AL, seconded the motion. **Motion Passed.**

#### **MANAGEMENT/PERSONNEL COMMITTEE REPORT**

The Management/Personnel Committee Report was presented by Juanita Ballman, KY, who thanked each committee member for their service. She then moved to accept the Management/Personnel Committee Report as presented. John Oosterman, CA, seconded the motion. Discussion followed:

Kaiti Steckman, NE, moved to amend Resolution #1's "solution" for a language change. Lisa Liska, NE, provided a second for Kaiti's motion. Discussion followed and a vote was called by President, Denise Lickteig. **Motion Passed.**

Matthew Christian, TN, made the motion to amend Resolution #4's "solution" for a language change. Sara Harris, GA, seconded the motion. Discussion followed and a vote was called by President, Denise Lickteig. **Motion Passed.**

Mickelle Storr-Munnings, TX, made a motion to move Resolution #1 as amended from adopt to non-adopt. Jason McMillian, TX, provided the second for the motion. **Motion Passed**

Hearing no further discussion, Denise Lickteig, President, called for a vote to adopt the report, as amended. **Motion Passed.**

## INFORMATION TECHNOLOGY COMMITTEE

The Information Technology Committee Report was presented by Dana Baucom, TN. Following the presentation of the report, she moved to accept the IT Committee Report as presented. Vicki Swift, KY, seconded the motion. Discussion followed:

Nathan Adams, IN made a motion to move Resolution #11 from non-adopt to adopt. Nathan Denney, KY, seconded the motion. Discussion followed and a vote was called on by President, Denise Lickteig. **Motion Passed.**

Theresa Windham, GA, made a motion to amend Resolution #4 to change the language of the “solution”. Cheryl Brooks, AR, seconded Theresa’s motion. Discussion followed and a vote was called by Denise Lickteig, President. **Motion Passed,**

John Oosterman, CA—motioned to move a resolution from adopt to non-adopt. Due to the lack of a second for the motion, the **Motion Failed.**

There being no further discussion, Denise Lickteig, President, called for a vote to adopt the report as amended. **Motion Passed.**

## LOAN SERVICING COMMITTEE REPORT

The Farm Loan Servicing Committee Report was presented by Irby McWilliams, TX, Chairperson. Irby thanked the committee for their time and after a short speech, moved to accept the Farm Loan Servicing Committee Report as presented. Cheryl Brooks, AR, provided a second to his motion. Discussion followed:

Irby McWilliam, TX—presented a motion to move resolution 3 to IT report. Jason McMillin, TX, seconded the motion. After discussion on the floor, Irby withdrew his motion. **Motion Withdrawn**

Hearing no further discussion, Denise Lickteig, President, called for a vote to adopt the report as presented. **Motion Passed.**

## LOAN MAKING COMMITTEE REPORT

The Farm Loan Making Committee Report was presented by Jason McMillin, TX, Chairperson. Jason thanked the committee and later moved to accept the Farm Loan Making Committee Report as presented. Tiffany Grody, OH, seconded his motion. Discussion followed:

Amanda Robertson, KY made a motion to amend Resolution #2 with a language change to the “concern”. Tiffany Grody, OH, seconded the motion. **Motion Passed**

Rebecca Padilla, NM made a motion to move Resolution #1 from adopt to non-adopt. John Oosterman, CA, seconded her motion. After much discussion, President, Denise Lickteig called a vote on the motion. **Motion Failed.**

Amanda Robertson, KY then made a motion to move Resolution #13 from adopt to non-adopt. Tiffany Grody, OH, seconded her motion. President Denise Lickteig, called a vote. She ruled that the motion failed on the floor. A division of the house was called by LeAnn Gibbs, NM and a standing vote was conducted by the election committee. The results were tallied to 18 in favor; 16 opposed. **Motion Passed.**

Ben Herink, NE made a motion to move Resolution #2 from adopt to non-adopt. Ben’s motion was seconded by LeAnn Gibbs, NM. **Motion Passed.**

Nathan Adams, IN made a motion to amend Resolution #1 for language change to the “concern”. Anthony Williams, VA, provided the required second to Nathan’s motion. **Motion Passed.**

There being no further discussion, Denise Lickteig, President, called for a vote to adopt the report as amended. **Motion Passed.**

Maureen Mausbach, Convention Committee Chairperson, addressed the membership and made additional daily announcements.

Zone Representatives rose on the floor to be recognized on the floor and announced the following election results from their respective Zone Meetings:

Zone A Representative – Cliff Russell, UT; Alternate Representative – Jessica Smith, NM

Zone B Representative – Kris Wilcox, NE; Alternate Representative – Kaiti Steckman, NE

Zone C Representative – Nathan Adams, IN; Alternate Representative – Crystal Zwilling, IL

Zone D Representative – Cheryl Brooks, AR; Alternate Representative – Matthew Christian, TN

President, Denise Lickteig provided a reminder that the pigs are still out and could still be contributed to. And added that the red folders that were distributed to the membership were also available to purchase at a cost of \$0.50 each for anyone wishing to obtain others either for themselves or for their state's membership.

Rebecca Padilla, NM nominated LeAnn Gibbs, NM for the office of President. Jessica Smith, NM seconded the nomination. Jessica Smith, NM moved to dispense with nominating and seconding speeches on any uncontested ballots. Kay McCoy, KS seconded the motion. **Motion Passed**

Jessica Smith, NM moved that nominations cease and LeAnn Gibbs, NM be elected by acclamation. Kay McCoy, KS seconded the motion. **Motion Passed. LeAnn Gibbs, NM was elected to the office of President.**

John Gehrke, IL nominated Kimberly Eilerman, IL for the office of Vice President. Crystal Zwilling, IL seconded the nomination.

Kay McCoy, KS, moved that nominations cease and Kimberly Eilerman, IL be elected by acclamation. John Oosterman, CA seconded the motion. **Motion Passed. Kimberly Eilerman, IL was elected to the office of Vice President.**

Ray Bartholomew, KS nominated Kay McCoy, KS for the office of secretary. John Gehrke, IL seconded the nomination. Jessica Smith, NM moved that nominations cease and Kay McCoy, KS be elected by acclamation. Kris Wilcox, NE seconded the motion. **Motion Passed. Kay McCoy, KS was elected to the office of Secretary.**

Kay McCoy, KS nominated Ray Bartholomew, KS for the office of Treasurer. Jason McMillan, TX seconded the nomination. Cheryl Brooks, AR moved that nominations cease and Ray Bartholomew, KS be elected by acclamation. Trevor Sander, NE seconded the motion. **Motion Passed. Ray Bartholomew was elected to the office of Treasurer.**

Following the election of officers, Denise Lickteig, President, relinquished the chair. Vice President, LeAnn Gibbs, took over and Denise was recognized on the floor. Denise made a motion to amend the NACS by-laws. The by-law change was proposed as follows:

Current Language

ARTICLE III - MEMBERSHIP

- A. Membership shall  
consist of four kinds:

REGULAR - regular membership shall be those employees, not including political appointees, involved in agricultural credit services that have supervisory and/or program management responsibilities, which pay quarterly dues and agree to abide by the Constitution and By-Laws of this Association.

Proposed Language

ARTICLE III - MEMBERSHIP

A. Membership shall consist of four kinds:

REGULAR - regular membership shall be those employees, not including political appointees, involved in agricultural credit services that have supervisory and/or program management responsibilities *and/or whose job responsibilities include primary duties of agricultural credit programs technical support*, which pay quarterly dues and agree to abide by the Constitution and By-Laws of this Association.

Anthony Williams, VA seconded Denise's motion. John Gehrke, IL rose to the microphone in support of the resolution as well as Anthony Williams, VA.

Anthony Williams, VA then withdrew his second and the motion was re-seconded by James Jackson, AL.

The election committee conducted a count of the membership present and it resulted in 44 total members. All those in favor of the proposed by-law change were asked to stand and be counted by the election committee. In a unanimous decision, the motion passed. **Motion Passed**

The chair was relinquished from LeAnn Gibbs, NM back to President, Denise Lickteig, NE.

Denise Lickteig, President recessed the 47<sup>th</sup> annual NACS National Convention at 3:20pm CST.

# AUDIT COMMITTEE REPORT

June 25, 2019

The Audit Committee Met with NACS FSA National Treasurer, Ray Bartholomew, on June 24<sup>th</sup>, 2019 at The Astor Hotel in New Orleans, Louisiana. The committee reviewed all account balances as of May 31, 2019.

Account Balances were:

<b>WF Accounts</b>	<b>Balance as of May 31, 2018</b>
Checking Main	\$ 16,387.65
Fairness Fund	\$ 3,963.52
Savings	\$ 80,706.59
Wunder Fund	\$ 6,498.24
<b>Total</b>	<b>\$ 107,556.00</b>

The Treasurer discussed the transfer of duties from the previous Treasurer. The transfer was drawn out longer than it should have, with the current board members not having access to a local Wells Fargo branch. In addition, as the transfer drug out, the QuickBooks software account was not renewed and NACS no longer had access to the information. The association's historical financial data and files are maintained at the office of the of Andy Quinn where they are scanned into electronic files and backed up for safe keeping. One year of records is maintained in hard copy by the treasurer. This maintenance expense is included in our monthly retainer.

The committee reviewed the hardcopy of the financial records. All entries and transactions appear to be in order. We also reviewed the various monthly bank statements, deposits, checks written and supporting documentation; all appear in order.

We reviewed the bank accounts that are maintained at Wells Fargo and found that access has been limited to the Treasurer, President and Vice President.

Additional Findings:

- It was noted the projected deficit was \$7216.00 and the actual deficit was \$3935.92.
- The few expenses that exceeded the budgeted amount were approved by the Board.



- Two reimbursement checks (to States) from Zone meetings have not yet been cashed.
- Required tax returns were filed but were filed late in the transition.
- The Wunder Fund balance declined this past year.

States are no longer being sent a quarterly invoice reminder for membership dues. More than one State with a known NACS membership are not current on National dues.

#### Committee Suggestions:

1. Transfer of duties should take place at convention when possible. This is not always practical; however, the transfer must become smoother.
2. Remove the previous treasurer from the account immediately.
3. A copy of the required quarterly treasurer's written report should be maintained with the permanent treasurer's records.

#### Previous Years Recommendations and Progress:

1. Work to develop a system to accurately copy Spread Sheet into annual report.: DONE
2. Need to find out if State Associations can fall under the NACS tax set up: short answer is YES it has been researched and can be done.
3. Hold annual teleconference meeting with State Treasures/Presidents to bring State Associations up to date on best practices, taxes, etc.: No, but this should be considered each year.
4. Treasurer should work with Wells Fargo to activate the electronic check function to alleviate much of the paper check burden and savings regarding stamps: Has not been done and current treasurer does not recommend this.
5. The current Treasurer should continue to work with the new Treasurer to ensure a written standardized process is in place for billing and payment of the NACS membership dues: This is an ongoing function/ process
6. Treasurer reported that due to his listing as National Treasurer he receives multiple emails from spoofed emails that appear to be from the President. Treasurer will need to make incoming Treasurer aware of these fraud attempts: This was done and continues and appears to be coming from Constant Contact.

Respectfully submitted,

Mark Wilke, NE – Zone B

Aren Dameron, MO – Zone B

John Gehrke, IL - Zone C

## FARM LOAN PROGRAM LOAN MAKING COMMITTEE REPORT

**THE LOAN MAKING COMMITTEE MET AT THE ASTOR CROWNE PLAZA HOTEL IN NEW ORLEANS, LA, ON JUNE 24-26, 2019 TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.**

**THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:**

### **Resolution 1**

**CONCERN:** Loan officials are unable to determine ineligible loans that exceed their approval authority.

In our area we have a much higher FO rate than other loans and they tend to be above the FLM limits. This means that when we need to deny applications (usually for eligibility issues) we have to send the file to the State Office and can only "recommend denial" in the field office. This adds on a minimum of 4 days (but up to 2 weeks in one instance) on to timelines which negatively impact the office's goals as well as add on unnecessary work for both field and state office staff. There should be no need for the State Office to review a denial because field staff are more than qualified to assess the eligibility on all files.

**PROPOSED SOLUTION:** Allow field staff to deny applications at any dollar amount based on eligibility for any type of loan.

### **Resolution 2**

**CONCERN:** Having to enter the dollar amount and year for every single program on form CCC-36 (Assignment of Payment) & CCC-37 (Joint Payment Authorization) is inefficient and could lead to borrowers who are less than 90 days past due getting program payments.

**PROPOSED SOLUTION:** Improve the assignment/joint authorization form to be able to take a blanket assignment on all programs.

### **Resolution 3**

**CONCERN:** The instructions for completing the FSA-2313 form are not complete which leads to the form being completed differently and incorrectly.

**PROPOSED SOLUTION:** Revise Form FSA-2313 (Notification of Loan Approval and Borrower Responsibilities) to be easier to understand and provide more detailed instructions regarding the completion of the form.

### **Resolution 4**

**CONCERN:** When entering a new GL into GLS, it requires separate input of interest and principal repayment frequency. On the FSA-2211 and 2212 it only has one place for "Repayment Frequency" and does not split it out. Without prompting, most lenders will just put the principal repayment frequency even when it differs from interest.

**PROPOSED SOLUTION:** On the FSA-2211 (Application for Guarantee) and FSA-2212 (Preferred Lender Application for Guarantee), split the "Repayment Frequency" box into interest and principal to match GLS data entry requirements. This will prompt lenders to give us the required information to eliminate follow-up calls.

### **Resolution 5**

**CONCERN:** Requirements for a complete DOL-ML application include verification of all non-farm income relied upon for repayment, but the application doesn't ask for the employer's name and contact information.

**PROPOSED SOLUTION:** Add the line items to the form.

#### **Resolution 6**

**CONCERN:** 11c of FSA-2026 form instructions states "For Farm Ownership loans and loan restructures, no more than 12 months may be used between the restructure closing and the instalment due date." This instruction actually does not appear in the handbook.

**PROPOSED SOLUTION:** Incorporate the form instruction language into 3 FLP paragraph 135c for clarity.

#### **Resolution 7**

**CONCERN:** Maximum Loan Authorities as outlined in 1-FLP, paragraph 29 (D) were recently revised in Amendment 181. Execution of the table outlined in paragraph 29 as written and following the example is resulting in an excessive number of loan requests being forwarded to our State Offices, overloading our State Farm Loan Specialists and Farm Loan Chiefs. The main concern lies in the interpretation of Limitation I, which requires both new and existing loans be counted in this limitation. The example given immediately above the chart (Paragraph 29D ) requires that a \$100,000 direct OL loan request be sent to the State Office because the borrower has an existing \$600,000 direct FO loan. Even if the direct loan request is a small \$10,000 microloan, this example would require that the loan request be sent to the State Office for approval.

**PROPOSED SOLUTION:** Revise the paragraph and example to state that Limitation I refer only to the loan request or combination of requests. Then Limitations II, III and IV would include existing loans plus the new loan request or requests.

#### **Resolution 8**

**CONCERN:** The loan approval timeframe goals for both DL and GL are calculated from date received instead of date of complete application. Getting the information to make an application complete is many times outside of the FSA loan official's control. We can request the information from the applicant and/or lender, but we cannot force them to provide it in a timely manner. We should not be held accountable for things outside of our control.

**PROPOSED SOLUTION:** Calculate loan approval timeframes from the date the application is complete, for both DL and GL.

#### **Resolution 9**

**CONCERN:** The use of risk-based pricing varies a lot from lender to lender, and even from loan to loan within the same lender. Therefore, to meet the documentation requirements, we have to request this information every time. The lender has no good way to know to provide this information ahead of time, unless they are an experienced GL lender and have just learned over time.

**PROPOSED SOLUTION:** Include a section on the FSA-2211 (Guaranteed Loan Application) and FSA-2212 (Preferred Lender Guaranteed Loan Application) for the lender to state whether or not they used risk-based pricing on that loan and if so, to certify that they are offering the borrower one tier lower than they would have gotten without the GL.

#### **Resolution 10**

**CONCERN:** The job of completing Environmental Assessments has fallen largely on FLP loan officials. This burden falls upon loan officials, who are already over-burdened. This process has loan officials who are primarily financial experts, preparing Environmental Assessments. Environmental Assessments being completed by

individuals with minimal training and no specific expertise in the field, exposes the Agency to unnecessary litigation risk.

**PROPOSED SOLUTION:** Work with our FPAC sister agency, NRCS, to complete Environmental Assessments. They are experts in the field and have personnel in almost every USDA office who are better trained and could complete the work.

#### **Resolution 11**

**CONCERN:** The FSA-2302 (Description of Farm Training and Experience) and the FSA-2370 (Request for Waiver of Borrower Training Requirements/Borrowers Training Assessment) are somewhat repetitive. Our DL application is already several pages long, and streamlining it in any way would be beneficial to both FSA and the applicants.

**PROPOSED SOLUTION:** Combine the FSA-2302 (Description of Farm Training and Experience) and the FSA-2370 (Request for Waiver of Borrower Training Requirements/Borrowers Training Assessment) into one form that gives the applicant the opportunity to list education/training/experience and to request a waiver of borrower training requirements. Include a section for the loan official to approve/decline the request.

### **THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR NON-ADOPTION:**

#### **Resolution 12**

**CONCERN:** When we need to gather information from a non-applicant to put into MIDAS so they can carry over to the security agreement (such as a non-applicant spouse in community property state), cosign on a youth loan when required by 3-FLP Par 228, or similar situations. The AD-2047 has some but not all the information we need to put the non-applicant into MIDAS, it does not have marital status, race, veteran status, date of birth, and Hispanic or not Hispanic or Latino. This is a common problem we encounter in our office in northeast Arkansas.

**PROPOSED SOLUTION:** Develop a form or amend AD-2047 to capture the information farm loan programs needs to properly complete the addition of a non-applicant into MIDAS when the need arises.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** A link is available in FBP to add an individual who is not in MIDAS.

#### **Resolution 13**

**CONCERN:** Using the GLS system to create EFTs is cumbersome and not user friendly.

**PROPOSED SOLUTION:** Develop an FSA-owned system or add on to an existing system for the creation of EFTs.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Move to IT.

#### **Resolution 14**

**CONCERN:** Borrower training, especially financial training, can be really beneficial to farmers who don't have an ag degree. However, the vendors available are severely lacking. In GA there are two in-person vendors, but both are focused in the southern part of the state and it would require the farmers to travel and incur extra expenses to be able to attend. Another of the vendors has a phone number that is out of service. The other two are expensive and do not have great reviews.

**PROPOSED SOLUTION:** #1. FSA should partner with extension and develop its own borrower training to be provided on the new Farmers.gov site. They could charge a nominal fee (\$50?) and provide it for anyone to take, but especially for our farmers to take to meet the requirements.

#2. Train FSA staff to be able to hold their own trainings in their offices once a year to meet the requirement.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** National vendors are available and this is a state issue as each state could seek out their own training programs.

## **Resolution 15**

**CONCERN:** Currently the FLP loan Making Division Goal Setting Methodology for Direct Loan Processing Timeliness states that direct loan processing will be measured from receipt of application to first disposition. The goal as everyone knows is roughly 30 days. 3 FLP Par. 41 A states that no Agency Official will discourage an applicant to apply for a loan. The handbook also gives the applicant knows 20 days to submit a complete application for the first incomplete letter and 10 days for the second letter. So essentially the 30-day goal could easily be surpassed by no fault of FSA's before we even have a complete application. The enforcement of goals encourages loan officials to work the system and get an application completed before the applicant turns the application which works in some areas but not in others. Operating in this manner opens the government up for an applicant to say that FSA discouraged them to apply until they had an application complete which would be in direct violation of 3FLP Par. 41A. We are seeing more and more applications simply mailed in, so offices that have applicants mail in applications are at a distinct disadvantage in the timeliness of their application processing timeframes as they are told to accept the applications when submitted.

**PROPOSED SOLUTION:** Direct loan processing timeliness should be figured from the date of complete application to first disposition.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Captured in Resolution 9.

## **Resolution 16**

**CONCERN:** The fiscal year farm loan programs goals for guaranteed loans are determined unfairly. The application processing is from the date of receipt of the loan application to the date of disposition. This is unfair to the FSA loan staff as we have no control over how long it will take a guaranteed lender to return items needed for a complete application. For instance, Sharp County guaranteed loan making is 17.45 days from receipt to disposition. If this were to be based off when the application is received complete, Sharp County would have a processing time frame of 3.94 days. This is a substantial difference and I feel like this is what we should be judged on, as this is what is under our control for the most part.

**PROPOSED SOLUTION:** Base the farm loan programs goals for guaranteed application processing on complete application date to date of disposition. This will most accurately reflect office processing times.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Captured in Resolution 9.

## **Resolution 17**

**CONCERN:** Operations are getting more and more complex especially with guaranteed loans. When we do direct FO's or OL's we need a balance sheet on all members of the entity and all entities. The checklist on the back of the FSA-2211 for guarantees just tells the lender to provide a balance sheet for the entity and all individual

members of the entity. But it does not tell them to provide a balance sheet for all entities owned it only tells you to provide one for the entity that applied for a guarantee. So, in some cases we are missing a huge part of the story.

**PROPOSED SOLUTION:** The checklist on the back of the FSA-2211 should state that the lender shall provide a balance sheet for the business, a balance sheet for all individual members of that business and then a balance sheet for all businesses owned by the individual members of the business.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Information is reflected on an individual's balance sheet and additional information can be requested as needed.

#### **Resolution 18**

**CONCERN:** Amendment 181 to 1-FLP added an example to paragraph 29D (page 2-19) that is contradictory to the language preceding it. The example asks the loan approval official to combine loan types when using Limitation I. The preceding paragraph instruct to review if each loan in the given row is within your authority. Combinations of loans for multiple loan types is not addressed in the chart until Limitations II, III, and IV. Using the example to determine loan approval authority is not an accurate interpretation of the chart. This example creates an undue hardship on loan approval officials with SED approval authority.

**PROPOSED SOLUTION:** Remove the example and follow the chart as directed in the initial text paragraph of paragraph 29D.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Captured in Resolution 8.

#### **Resolution 19**

**CONCERN:** Amendment 181 issued 05/17/19 created an example for the newly established approval authorities in 1-FLP Paragraph 29D. The example is not consistent with the interpretation Kentucky has been using as the chart itself seems to differentiate OL from FO and vice versa.

**PROPOSED SOLUTION:** Change "Direct FO+SW+CL" under Limitation I to "Direct FO+OL+SW+CL" to be more consistent with the example provided.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Captured in Resolution 8.

#### **Resolution 20**

**CONCERN:** Form FSA-2001, "Request for Direct Loan Assistance" can be confusing for our customers. No matter if the applicant is an individual, a married couple or an entity, there will be at least 2 blank pages with each application. Many applicants fill out the first page and later realize that they need to fill out page 2 or pages 3 & 4. Unless the applicant is an individual, the first page of the form should be blank, which is not ideal.

**PROPOSED SOLUTION:** Revise the form to have 3 separate versions of the form. There could be a 2001-I for and Individual applicant, a 2001-M for Married applicants and a 2001-E for Entity applicants. By making this simple change, there would be no confusion for FSA applicants on what pages to be completed for the application.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Solution is not reasonable by creating three new forms. National office will not support this idea.

#### **Resolution 21**

**CONCERN:** Direct Loan Making produces an error when processing a check request that causes total indebtedness to exceed the statutory limit for microloans. The error reads "Microloans has a maximum limit of

\$50,000. Our records show that the loan amount requested plus applicable outstanding principal balance \$xxx, will exceed the combined maximum loan limits. Remaining amount is \$xxx." This creates issues and unnecessary delays. The borrower is impacted as they have to wait 10 days for an account correction by finance office before funds can be disbursed. Less impactful but also an issue is TOA codes on the promissory note then have to be corrected because often the error isn't realized until the check is ordered after closing.

**PROPOSED SOLUTION:** The "hard stop" should be at obligation which would greatly increase efficiency and decrease wait times and resources for TOA corrections. With the error occurring at the obligation step, agency personnel can simply change the TOA and resubmit to PLAS. Borrowers no longer have to wait 10 days for finance office to correct TOA codes and would not be aware of the original mistake. This action would be similar to obligating "regular" loans exceeding statutory limits. State office personnel could override it if for instance the microloan principal would be paid down at or before closing.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Second party review by referring to 1-FLP Exhibit 16.

## **Resolution 22**

**CONCERN:** FSA-2026 form instruction doesn't allow the first payment on an FO beyond 12 months. If the borrower is on a certain "payment cycle," the FO closing date may be inconvenient relative to when his or her other payments are due.

**PROPOSED SOLUTION:** Allow additional accrued interest on the first instalment. While the first payment may occur outside the first 12 months, the additional interest on the principal balance is accounted for per the handbook. This also keeps the long amortization period on schedule.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** It is possible to do an interest only payment the first 12 months and have equal payments on the desired date.

## **Resolution 23**

**CONCERN:** Form FSA-2370 does not currently have a place for a name or signature or initials and date for the reaffirmation of the continued waiver of borrower training.

**PROPOSED SOLUTION:** Revise Form FSA-2370 to add a signature and date block for the continued waiver of borrower training.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Form Instructions provide guidance to enter a checkmark to indicate the outcome of loan official's assessment of borrower's current training needs and status.

## **Resolution 24**

**CONCERN:** The change in the loan approval limits prohibits loan officials from denying loan applications when feasibility is an issue. As a result, this has increased the workload of our state Farm Loan Specialists and Farm Loan Chiefs at a time when bankruptcies, foreclosures, debt settlements, guaranteed loan losses and inventory property management cases are also at an increase

**PROPOSED SOLUTION:** Provide loan approval officials unlimited disapproval authority for loan applications.

**MOVED TO NON-ADOPT ON THE CONVENTION FLOOR**

## Resolution 25

**CONCERN:** The required items listed on the 3-FLP Ex7 "INFORMATION NEEDED FOR A COMPLETE LOAN APPLICATION DETERMINATION" item #15 provides that for a complete application an "AD-1026, 'Highly Erodible Land Conservation and Wetland Conservation Certification'" is required. However, the AD-1026 according to the CP handbooks which requires the 1026 to meet the requirements for which it is intended to be filed with the applicable recording county (FSA County Office) with the farms associated to which the producer will conduct their farm operation. This notification indicates that one is needed. It has no value to FSA to be in the FLP file.

**PROPOSED SOLUTION:** Ensure that Exhibit 7 and future guides provide instructions to the applicant that the AD-1026 must be filed with their applicable recording county with all farms associated with the operation being listed. For example: Visit your local FSA office in which your headquarters is located and ensure that you have an AD-1026 [Highly Erodible Land Conservation and Wetland Conservation Certification] on file with all lands you intend to conduct your farm operation as applicable.

## MOVED TO NON-ADOPT ON THE CONVENTION FLOOR

Respectfully submitted by the 2018/2019, Loan Making Committee:

Zone A - Amanda Robertson

Zone B - Jason McMillin- Chairperson

Zone C - Tiffany Grody

Zone D - Nicole Cleggs-Burns



## FARM LOAN PROGRAM LOAN SERVICING COMMITTEE REPORT

**THE LOAN SERVICING COMMITTEE MET AT THE ASTOR CROWNE PLAZA HOTEL IN NEW ORLEANS, LA, ON JUNE 24-26, 2019 TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.**

**THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:**

### **Resolution 1**

**CONCERN:** When a borrower makes a late payment, more of the payment goes to interest rather than principal. The later the payment, the more interest is accrued. Especially in the case of the first few payments on an FO, late payments may result in zero principal reduction. Long term, the loan may not pay out on time. The system shows the loan current once the scheduled installment is made regardless of when it is made.

**PROPOSED SOLUTION:** Request Finance Office to add a statement to the 60-day payment notice. A late payment may result in zero principal reduction which may cause the loan to not pay out in time.

### **Resolution 2**

**CONCERN:** 2-FLP, Paragraph 280 B has a note section under the bullet "the security item has no present or prospective value". The note section states "Older security items that are now junk or obsolete may be left off of FSA-2028 (Security Agreement) when it is updated. FSA 2028 is a direct loan security agreement and not used in guaranteed loan making.

**PROPOSED SOLUTION:** To remove FSA-2028 and replace with "the lender's security agreement".

### **Resolution 3**

**CONCERN:** 2-FLP, Paragraph 374 C step 7 on the chart indicates "It is not necessary for FSA to have a hard copy of a fully executed FSA 2242, unless the holder has requested FSA to repurchase the loan."

However, 2-FLP, Paragraph 374 D under the Note states "After execution by the lender and FSA, the holder will execute it and return a copy to FSA for retention in the borrower's FSA file."

**PROPOSED SOLUTION:** Change 2-FLP, Paragraph 374 D note to read as follows: After execution by the lender and FSA, the holder will execute it and return a copy to FSA for retention in the borrower's FSA file. This will result in uniformity between these two statements.

**THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR NON-ADOPTION:**

### **Resolution 4**

**CONCERN:** Payment due date is not listed on the Customer Profile.

**PROPOSED SOLUTION:** Add due date to loan information on Customer Profile.

**EXPLANATION BY THE COMMITTEE FOR NON-ADOPTION:** Transferred to IT.

## Resolution 5

**CONCERN:** Bad faith determinations are not being tracked in a system. As employees retire, newer employees may not know about the bad faith determinations.

**PROPOSED SOLUTION:** Add a tracking system to DLS.

**EXPLANATION BY THE COMMITTEE FOR NON-ADOPTION:** Transferred to IT.

## Resolution 6

**CONCERN:** Inventory real property must be publicly offered with a sealed bid sale. This process requires that FSA advertise in at least 2 newspapers or other appropriate publications. With the disappearance of rural newspapers, it is increasingly difficult to find local publications, and even more difficult to convince them to register in SAM.

**PROPOSED SOLUTION:** Allow FSA to secure the services of a real estate auctioneer to market and sell inventory properties, especially those not eligible for FSA financing. This will allow improved marketing of properties, quicker turn-around, and possibly increased sales price which would offset the auctioneer's fees.

**EXPLANATION BY THE COMMITTEE FOR NON-ADOPTION:** This process is a necessary part of our process because it affords opportunities to our underserved producers (SDA/BF).

## Resolution 7

**CONCERN:** Currently when reviewing borrower's repayment history the only way to determine if payments were made on time is to pull ADPS and manually calculate when payments are made.

**PROPOSED SOLUTION:** In DLM customer status add a section where it will show all scheduled payments and due dates and the date each scheduled payment is made.

**EXPLANATION BY THE COMMITTEE:** This is already in ADPS.

## Resolution 8

**CONCERN:** The 540 only comes out once a month and there is no other easy way to view your delinquent loans and stay on top of new delinquencies.

**PROPOSED SOLUTION:** A report which has the same general information as the top sections of the 540 available to pull throughout the month like the rest of the reports.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** The 540 report shows the current number of days the loan is delinquent. The difference between current and 90 days can be manually figured.

## Resolution 9

**CONCERN:** If certified mail is unclaimed and regular mail is sent the outcomes return to that of the certified mail (box 4 of chart 3). This creates a loop that will continue to send regular mail from the outcome of "certified mail unclaimed or undeliverable". There is no reminder or notification to mark the regular mail as accepted.

**PROPOSED SOLUTION:** Change the outcome of "FSA 2510 & 2511 sent to borrower regular mail". The outcome should become due 3 days after mailing date to begin the borrower response timeframe as 5-FLP, Par. 83A. This should be prompted in dashboard as other due dates are.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Only mailing notice once by regular mail.

#### **Resolution 10**

**CONCERN:** When doing servicing on guaranteed loan the book tells the lender to provide copies of any restructured notes and an FSA-2248 to show that the loan is current. If the loan is already current though the book does not make that differentiation for you. So you end up requesting that they submit a 2248 that you cannot submit into GLS accurately.

**PROPOSED SOLUTION:** Add verbiage to say that if the loan is not currently delinquent and the lender has not submitted an FSA-2248 already to show that the loan is delinquent then the lender only needs to submit copies of the restructured notes and FSA does not need to put an FSA-2248 into GLS.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Per the Agency's regulations, completed Form FSA 2248 needs to be provided with Delinquent code #11 Rescheduling of Payments in Box #13.

#### **Resolution 11**

**CONCERN:** Currently we have to wait on the farmers to get us checks in order to file UCC's and other documents in the court systems. This can lead to delays and wasted time from USDA employees trying to get renewal fees from farmers only to have to then submit PLCE requests and hope the check from treasury comes in time. A number of times employees have just ended up paying the fees to not have to deal with this.

**PROPOSED SOLUTION:** If FSA would just charge a small closing fee to cover all of these and have an office charge card to use for them, it would expedite things tremendously and allow employees to spend their time on more important things.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:**

#### **Resolution 12**

**CONCERN:** Currently it falls on the PT and field office to hound borrowers for \$10 checks here and there plus after they paid in full. It's a lot of time spent on something that could be easily remedied with a small closing fee.

**PROPOSED SOLUTION:** A closing fee, \$20 for chattel and \$50 for RE security would cover continuations financing statements as well as terminations and deed cancellations without having to go back and forth with the borrower. Numerous farmers have expressed frustration with trying to get their final payoff documents cancelled and PT's have enough to do without having to hound borrowers for \$10.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** The collection of funds at closing to pay UCC continuation fees would add another layer of work. 4-FLP Exhibit 26 provides providing information of the fees to be paid to release the UCC and to the release of the deed of trust.

#### **Resolution 13**

**CONCERN:** 5-FLP Paragraph 42 B reads

B. How FSA Notifies Borrowers: Borrowers will be notified of DSA availability by sending out Exhibit 10 on the first \*--workday after the first disaster designation of a calendar year. This will inform all eligible borrowers that the DSA

program is available during disaster designations. The letter will list all outstanding disaster designations at the time.--\*

This is good start but will not provide adequate notices for designations that are approved later in the year. It is common to have several designations in a county at the same time or within the year.

**PROPOSED SOLUTION:** Add: Additional notifications will be needed when additional designations are approved and borrowers have not been previously notified of that specific designation.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Par 42 B of 5-FLP was revised on 6/4/2019.

#### **Resolution 14**

**CONCERN:** If a customer achieves a confirmed plan, the current flow chart indicates "END" under box 22. (CHART 5, PAGE 3 OF 7 BANKRUPTCY Revision 01/01/2018)

Later if they become delinquent there is no flow chart, and if we try to utilize the regular servicing flow chart, it will have us possibly sending Offset Notices which are inconsistent with 11 U.S. Code-Effect of Automatic Stay.

**PROPOSED SOLUTION:** We need a Path in DLS Servicing that shows the progression of the servicing offered while the bankruptcy is open.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** See FLP Par 405 B

#### **Resolution 15**

**CONCERN:** By definition in Exhibit 2 of 5-FLP, a borrower is considered to be delinquent if their payment is not made by the due date. Then according to 5-FLP loans restructured for these borrowers would require a lien on all assets. This gives our customers limited time to make marketing decisions based upon current conditions. In order to avoid a lien on all assets, customers will need to apply for primary loan servicing prior to liquidating assets that could be used to pay loan installments. Loan officials might select an arbitrary date well into the marketing season to avoid the need to restructure with a lien on all assets.

**PROPOSED SOLUTION:** Add a grace period to FSA regulations and loan documents to allow customers time to make marketing decisions and make loan payments without having to restructure with a lien on all assets.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Based on the Agency's servicing regulations, the borrower has the initial 12 months prior to the annual installment.

#### **Resolution 16**

**CONCERN:** Based on current experiences with managing inventory properties, we have encountered issues obtaining vendors (newspaper, handy-man, property management agency, etc.) that are active in SAMS. With limited staff, finding a vendor and then convincing the vendor to obtain a DUNS number to register in SAMS is cumbersome.

**PROPOSED SOLUTION:** A streamline ability to pay for services. The FSA-CO side typically has a purchase card holder that uses a government credit card to order goods and/or pay for services. FSA-GS could adopt the similar practice for expenses associated with managing an inventory property. The card could be held by district and/or requested on a need-to-basis by the office who has inventory properties.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Implement a whole system for a few cases when a system could be implemented on a case by case basis.

Respectfully submitted by the 2018/2019 Loan Servicing Committee:

Rebecca Padilla, Zone A	Irby McWilliams, Zone B - Chairperson
Nathan Denney, Zone C	Cheryl Brooks, Zone D

## INFORMATION TECHNOLOGY COMMITTEE REPORT

**THE INFORMATION TECHNOLOGY COMMITTEE MET AT THE ASTOR CROWNE PLAZA HOTEL IN NEW ORLEANS, LA, ON JUNE 24-26, 2019 TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.**

**THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:**

### **Resolution 1**

**CONCERN:** 1-FLP Paragraph 222 L states that term limit information can be found in the customer profile. The Customer Profile is also mentioned in other handbook references regarding term limits as well. However, the term limit information in the Customer Profile for FO loans is rarely correct and the OL term limit information has many problems in providing accurate information. Incorrect information provided on this report contribute to errors and misunderstandings with producers.

**PROPOSED SOLUTION:** The Customer Profile calculations for the term limits need to be fixed with an enhancement to the software.

### **Resolution 2**

**CONCERN:** Using the GLS system to create EFTs is cumbersome and not user friendly.

**PROPOSED SOLUTION:** Develop an FSA-owned system or add on to an existing system for the creation of EFTs.

### **Resolution 3**

**CONCERN:** With the deployment of the farmers.gov portal, employees have been told to use Microsoft Edge as the browser to access this site. However, other FSA programs, such as Farm Business Plan, will not function properly when using Microsoft Edge. This creates an unnecessary switching between browsers.

**PROPOSED SOLUTION:** Coordinate all online programs and sites so FSA employees can use one internet browser.

### **Resolution 4**

**CONCERN:** Often times, the FLP forms that are provided on the form website in the DOCX format require the ability to enter multiple lines of data. To do this the restrict editing option must be stopped so that sufficient room is available. However, many people struggle with how this can be done.

**PROPOSED SOLUTION:** Add instructions to the employee forms website landing page on how to un-restrict editing.

### **Resolution 5**

**CONCERN:** Currently when reviewing borrower's repayment history, the only way to determine if payments were made on time is to pull ADPS and manually calculate when payments are made.

**PROPOSED SOLUTION:** In DLM customer status, add a section where it will show all scheduled payments and due dates and the date each scheduled payment is made.

## Resolution 6

**CONCERN:** When entering a new loan into GLS, the "voluntary information" is required to be entered before you can move forward. If the information is left blank on the application (which is acceptable) then it puts the FSA employee in the awkward position of having to guess an applicant's race, ethnicity, and sex. No employee should ever be put in a position to have to make assumptions on these matters. It opens up the agency and the employee to discrimination claims.

**PROPOSED SOLUTION:** Include a radio button on the GLS screen for these items that says, "not provided", or simply change the program so that this information can be left blank when it's not provided.

## THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR NON-ADOPTION:

### Resolution 7

**CONCERN:** Under the sections 'Items Received from Customer' and 'Items Provided to Customer' there is no option for any applications concerning Farm Loans. Currently, we are selecting 'Other' and adding that we provided/received an application in the correlating detail block. This was available in the previous Bridges to Opportunity receipt for service we were using prior to Farmers.gov

**PROPOSED SOLUTION:** Add 'FLP Application' to the provided and received sections under Receipt for Service.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** These improvements have already been made.

### Resolution 8

**CONCERN:** The following e-mail was sent to AgLearn's Help Desk on 10/29/2018 after I'd closed out of the course part way through it:

I'm enrolled in the course titled "151 Quick Ideas to Improve Your People Skills" and wanted to finish reading the last portion of it. It shows as completed and won't let me open it back up when I click the "Enter" button shown below.

I can't find where to delete the course either in order to attempt to add it back in. I started it myself (it was not assigned to me), so I thought I'd be able to delete it myself. How do I get back in to this training?

The Help Desk's response was:

Thank you for contacting the AgLearn Helpdesk.

We apologize for the inconvenience.

Unfortunately, once a course has moved to the completion status, the option to relaunch the course is no longer available, unless it has been re added back to your learning plan.

For access options regarding this training, please contact your designated training officer or point of contact listed

within the link below.

The current list of Training Administrators can be found here:

[http://usda.custhelp.com/app/answers/detail/a\\_id/1705](http://usda.custhelp.com/app/answers/detail/a_id/1705)

If you have any additional questions or concerns please let us know.

**PROPOSED SOLUTION:** 1) All courses should have the content open for review after completion in order to refresh employees' skills at their convenience - OR - they should be able to be "re added" to allow this content review without deleting the prior course status showing it is completed.

2) Any course that is added voluntarily by the employee should also be able to be deleted by that employee without going through a Training Administrator.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Each state has a training administrator who can add or delete training.

### Resolution 9

**CONCERN:** When we need to gather information from a non-applicant to put into MIDAS so they can carry over to the security agreement (such as a non-applicant spouse in a community property state), cosign on a youth loan when required by 3-FLP Par 228, or similar situations. The AD-2047 has some but not all of the information we need to put the non-applicant into MIDAS, it does not have marital status, race, veteran status, date of birth, and Hispanic or not Hispanic or Latino. This is a common problem we encounter in our office in northeast Arkansas.

**PROPOSED SOLUTION:** Develop a form or amend AD-2047 to capture the information farm loan programs need to properly complete the addition of a non-applicant into MIDAS when the need arises.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Not a mandatory FLP form. This could also be a reporting issue where this is required for FLP but not for FP. Additionally, you can add a non-applicant spouse in FBP without this information.

### Resolution 10

**CONCERN:** When taking an assignment on Farm Program payments, having to enter the dollar amount and year for every single program (some of which might not even be funded with the next farm bill) is inefficient and leads to delinquent borrowers getting program payments.

**PROPOSED SOLUTION:** Improve the assignment system of Farm Records to be able to put an assignment on ALL FP payments while the borrower has FLP loans.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** This appears to be a Farm Program issue. The county office PT's should be entering these each year because program names may change from year to year. (Delinquent borrowers should not be getting program payments because they should be offset).

### Resolution 11

**CONCERN:** Form FSA-2001, "Request for Direct Loan Assistance" can be confusing for our customers. No matter if the applicant is an individual, a married couple or an entity, there will be at least 2 blank pages with each application. Many applicants fill out the first page and later realize that they need to fill out page 2 or pages 3 & 4. Unless the applicant is an individual, the first page of the form should be blank, which is not ideal.

**PROPOSED SOLUTION:** Revise the form to have 3 separate versions of the form. There could be a 2001-I for



and Individual applicant, a 2001-M for Married applicants and a 2001-E for Entity applicants. By making this simple change, there would be no confusion for FSA applicants on what pages to be completed for the application.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** The cover sheet of the application has detailed instructions under Applicant Identification.

#### **Resolution 12**

**CONCERN:** Recently OCIO provided instruction that Microsoft Edge internet browser was required for use with specific applications. However, it is not compatible with Farm Business Plan.

**PROPOSED SOLUTION:** Coordinate all FSA applications so the same internet browser can be used for optimal performance.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Clarification needed on specific applications.

#### **Resolution 13**

**CONCERN:** A specific form is used to file records at the courthouse. Then an entirely different numbered form is used to release the filing.

**PROPOSED SOLUTION:** A specific form is used to file records at the courthouse. Then an entirely different numbered form is used to release the filing.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** This is a state issue. Further, there is no a proposed solution.

#### **Resolution 14**

**CONCERN:** Form FSA-2370 does not currently have a place for a name or signature or initials and date for the reaffirmation of the continued waiver of borrower training.

**PROPOSED SOLUTION:** Revise Form FSA-2370 to add a signature and date block for the continued waiver of borrower training.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Each loan should have a decision on borrower training, so a new form will be required for each loan decision.

#### **Resolution 15**

**CONCERN:** Requirements for a complete DOL-ML application include verification of all non-farm income relied upon for repayment, but the application doesn't ask for the employer's name and contact information.

**PROPOSED SOLUTION:** Add the line items to the form.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Duplicate of Resolution #11.

Respectfully submitted by the 2018/2019, Information Technology Committee:

Tonya Washington, Zone A

Kelli Luebbert, Zone B

Vicki Swift, Zone C

Dana Baucom, Zone D - Chairperson

## MANAGEMENT/PERSONNEL COMMITTEE REPORT

**THE MANAGEMENT / PERSONNEL COMMITTEE MET AT THE ASTOR CROWNE PLAZA HOTEL IN NEW ORLEANS, LA, ON JUNE 24-26, 2019 TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.**

**THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:**

### **Resolution 1**

**CONCERN:** Newly appointed Farm Loan Analysts are currently hired at a GS 9. They are required to complete phase one of the Farm Loan Officer Training program and pass the final test. In many cases, this process extends far beyond the one-year expectation, consuming the time of the trainer and those involved in the management of the FLOTRAK process. By comparison and contrast, Farm Loan Officer Trainees are expected to complete all of phase one of the training, including passing the tests before being promoted to a GS 9.

**PROPOSED SOLUTION:** Adjust the full performance level position description of the GS 9 Loan Analyst to include "Has completed Phase one of the Farm Loan Officer training program."

### **Resolution 2**

**CONCERN:** Many NRCS offices have government issued cell phones for use when completing field work. FSA does not have similar phones. The use of these phones would be extremely beneficial to loan officials completing farm visits so personal cell phone numbers are not provided in the event that calls to customer are necessary for schedule changes, etc.

**PROPOSED SOLUTION:** Provide 1 cell phone per FLP duty station for Farm Loan teams to share as related to field duties.

### **Resolution 3**

**CONCERN:** Currently there is management or leadership training for all sectors of our FSA employees - both GS and CO - with the exception of Farm Loan Officers.

**PROPOSED SOLUTION:** Implement a leadership training program available through application for Farm Loan Officers and Farm Loan Specialists who desire to attain additional leadership skills

### **Resolution 4**

**CONCERN:** New Farm Loan Program PTs are starting their jobs unable to perform the duties required. Farm Loan Managers and Farm Loan Officers do not have the time nor ability to adequately train new PTs.

**PROPOSED SOLUTION:** The Creation of a formal Farm Loan Program PT training program similar to the FLOT program via the national Office with set structure, goals, case studies, and mastery requirements.

### **Resolution 5**

**CONCERN:** The workload analytics reports that had been prepared and provided to the states which converted all the program & activity coding in WEBTA to a digestible format. The basics of this information is a major component of the OPO (Optimal Productive Office) which is the staffing tool currently being used. However, the

workload analytics report is no longer being made available. This is a concern as this report provided very digestible information to help the supervisors and managers ensure that the employees were / are coding all their time correctly.

**PROPOSED SOLUTION:** Although the entire report may no longer be needed, at a minimum the portion that provided the overall summary of hours as compared to work units is very beneficial to all the offices. A portion of the data can be obtained currently from OBIEE (hours reported by program/ activity); however, it is not in a format that is digestible as it is the hours reported. Have DAFO bring at least that portion of the workload analytics report to the FLMs, DDs, and CEDs so that we can all better monitor this information.

## **Resolution 6**

**CONCERN:** Newly appointed District Directors who do not have Loan Approval Authority are immediately enrolled in the Farm Loan Officer Training Program. In many cases, District Directors languish for a significant period of time beyond the timeframe specified in 1 FLP prior to receiving their loan approval authority.

**PROPOSED SOLUTION:** Adjust the performance plan standards in the Supervision Element for a Supervisory District Director to include "Has completed Farm Loan Officer Training Program in accordance 1 FLP Paragraph 25".

## **Resolution 7**

**CONCERN:** The Vehicle Management Tool is creating some issues in field offices with scheduling vehicles because the local managers cannot see the schedule of the vehicle and who has it reserved. This leads to inefficiencies in trying to schedule a vehicle and having communication regarding the most efficient use of the vehicle, i.e. who will be travelling the furthest, who could most effectively use which vehicle and timing scheduling around vehicles, as well as access to the keys.

**PROPOSED SOLUTION:** Provide local managers who are responsible for the vehicles in the Service Center access to the schedules for the vehicles, as well as an email notification when a vehicle has been scheduled, in order to allow them to more efficiently schedule the vehicles, know when they will or will not be available, and to facilitate access.

## **THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR NON-ADOPTION:**

## **Resolution 8**

During the extended furlough FLM's were told that the offices were to be opened for 3 days to process checks and that we had to decide which of my employees to bring back to do this. Then we were told the next day that even if we finished this processing we had to remain open to accept payments and take calls (many of which were from angry and frustrated farmers who weren't worried about making payments, but more worried about when they would get their applications processed). Then on the last day we were told we were going to be brought back full time and they had everyone come in (with less than 24 hours notice) on the 23rd, only to be told we were still waiting for guidance and to not process anything. Then we were told that everyone our supervisors would decide if we could telework but that offices had to be staffed. Then we were told under no circumstances were we allowed to telework.

This whole thing caused a LOT of confusion, frustration, and inter-office resentment between co-workers. If we are all "One USDA" why were FLP workers brought back but FP weren't? Why was it up to the FLM's to have to decide who had to come back without pay and who didn't? Why were we forced to come to work without pay at all

when we are not "essential employees".

I understand that our closing put a lot of strain on farmers who rely on our services but going to work isn't free. We had to pay for childcare and gas to come in on those days after not having been paid, not to mention that several people couldn't apply for unemployment or work a temporary job during this time. Back pay does not make up for the stress and does not pay the interest on credit card bills that had to be rolled over to the next month to keep us going.

**PROPOSED SOLUTION:** I propose that NACS discusses the procedures for a situation like this in the future and looks into the legality of forcing employees back to work without pay when it is not an issue of national security or public health.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Referred to Legislative Committee

#### **Resolution 9**

**CONCERN:** I would like to submit a proposed change to the rules of temporary employment. Currently employees that have worked with the agency as a temporary and were hired as permanent employees are not allowed to count the temp time toward their retirement. example: My service comp date is 04-09-97 but my retirement date isn't until 6-2-2002 making me lose 5+ years of time. I know the agency has many employees like myself that this has affected. Employees should be given credit for the actual time that they were employed with the agency.

**PROPOSED SOLUTION:** Allow employees the opportunity to buy their temp time so that it can be credited toward their retirement. If employees were allowed to make contributions for the temp time worked it would allow employees to retire with the years that they actually worked for the agency and give them the full credit they deserve.

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Referred to Legislative Committee

#### **Resolution 10**

**CONCERN:** It is getting to be common for FLP offices to only have one PT. This creates a problem when that PT leaves or retires. There is nobody in the office to train the new PT. The FLM/FLOs may or may not be familiar enough with the details of the PT's job to provide good training, and many times the next closest FLP-PT is several counties away.

**PROPOSED SOLUTION:** Create Legislation that provides contract funds to hire retired employees as Technical Service Providers for training purposes

**EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:** Referred to Legislative Committee

#### **Resolution 11**

**CONCERN:** Newly Appointed Farm Loan Officer trainees go through a thorough two-year training program prior to becoming Farm Loan Officers. However, their current probation period is one year. This disparity between the length of the probation period and the training period has an impact of the Farm Service Agency holding on to employees that are unable to perform their duties. In many cases, one year is not enough to evaluate one's ability to adequately undertake their duties. Office of Personnel Management rules allow for and the DOD (for instance) has instituted a two-year probation period for newly hired employees.

**PROPOSED SOLUTION:** Institute a probation period that is commensurate with the duration of the Farm Loan

Officer Training Program.

Respectfully submitted by the 2018/2019 Management / Personnel Committee:

John Oosterman, Zone A

Kristina Wilcox, Zone B

Juanita Ballman, Zone C - Chairperson

Chana Thompson, Zone D

## NEW/OLD BOARD MEETING MINUTES

President LeAnn Gibbs called the NACS Board Meeting to order at 8:03 a.m. in the St. Louis Room, Crowne Astor Hotel, New Orleans, LA.

Roll call was taken – LeAnn Gibbs, New President/Old Vice President; Kimberly Eilerman, New Vice President/Old Secretary; Kay McCoy, New Secretary/Old Zone B Representative; Ray Bartholomew, New and Old Treasurer; Denise Lickteig, New Past President/Old President; Kris Wilcox, New Zone B Representative; Cheryl Brooks, New Zone D Representative; Nathan Adams, New and Old Zone C Representative; Matthew Christian, Past Zone C Representative; Theresa Wyndham, Old Past President; and Jessica Smith, Old Zone C Representative and new Alternate Zone C Representative.

### Old Business - Old Board Reports

1. Denise advised LeAnn of the following items related to the President's position:
  - a. Keep pressure on convention committee to get agenda out. Will provide a guide with dates when to get things out. Very important to provide to Kara the agenda and the registration so she can provide info regarding "Official Time".
  - b. Meeting with NASE is probably a non-issue.
  - c. Dillard Financial - no issues
  - d. Last year's membership goal was 700. Ended up with almost 650. 650 good goal going forward because of attrition. Denise does not anticipate a large number of PT's and FLA's joining due to the By-law change.
  - e. Monthly Board calls were great. Will provide information regarding conference line and need to let Andy know when we want to use the conference call number.
  - f. Quarterly call with other associations
  - g. Semi-Annual call with State Presidents. We are starting to get a reasonably complete list and are more prompt at updating website, so will be easier to do.
  - h. How did the pre-convention call go for committee chairs? LeAnn indicated it went okay, probably better than at meeting. Cheryl Brooks stated that there was some misunderstanding with Chairpersons and final reports. However, it was noted that Irby stood in for Heather, who wasn't able to attend, on short notice. Theresa stated that there was some confusion on what was being submitted on the floor yesterday. Numbers were off on the resolutions on Loan Servicing. Kimberly stated that there were several formatting issues with the Reports. We did have issues.
  - i. Two Newsletters went out last year
  - j. Seventeen Presidents Updates went out through Constant Comment. Denise recommended putting out just what needs to go out – may be more or less than what Denise did.
  - k. Zone Reps Newsletters went out.
  - l. Social Media, twelve Facebook posts, mostly posted during furlough on NACS Facebook page.
  - m. Zone Meetings – won't even go there.
  - n. Denise provided handwritten notes on Constant Contact, ordering nametags, etc to LeAnn
  - o. New member emails were sent, welcoming new members to NACS and providing them some information, if she was told about a new member joining.
  - p. Denise stated that Andy Quinn approached her and apologized for the miscommunication at the Spring Board Meeting over supper appointment. Denise asked Legislative Chairperson how it was normally handled. Ben advised it was industry standard. Andy and the Board should have communicated in advance that Board was on per diem. The Board paid in to reimburse NACS for the charge for the meal that came out on the monthly billing. Andy told Denise that the charge for the meal on the monthly billing was an oversight and he adjusted on the next month's bill.

Unanimously, the old Board agreed to leave the reimbursement made by board members as donations to the association.

- q. Request Zone Meeting representation from National Office in early December. Communicate with Kara Napier.
- r. NASE should be easier to work with this next year. NASE has never provided NACS seed money for the Convention. Three weeks ago, they approached Denise and asked for a report on dollars spent and numbers. Maureen said – when she saw their seed money, she will provide them the numbers.

2. LeAnn as Past Vice President advised Kimberly of the following items:

- a. For access to website and the resolutions, contact Crystal Zwilling.
- b. All the resolutions may not be on the website and may not get email notifications on all the resolutions. Be sure to check Weebly also. LeAnn will send a copy of the instructions.
- c. Did not get email notifications on all the resolutions.
- d. Coordinate all calls with Kara Napier. LeAnn sent all resolutions immediately after convention, provided a deadline of October 1, 2018. The main issue was getting the divisions to provide responses. Bill Cobb admitted he was the hold-up – he was trying to get clarity on National Office responses. Courtney Dixon and her group, probably Niki Chavez, will be keeping up with resolutions.
- e. LeAnn will provide instructions to access the Technical Forum, if Kim doesn't already have access. Any minor technical changes to forms go to the technical forum for minor changes in typos, etc. It is located under USDA Connect. Ann Steppe oversees it. New V.P., Committee Chairs – IT, LM, LS and a few others should have access.
- f. Taskforce and Working Groups. LeAnn and Kim will work on this together. This next year we will have reports from Working Groups. Denise stated that the Administrator's Taskforce did not ask NACS but they chose Matthew Christian. National Office is aware of members and monitors website and she believes that is where selection came from.
- g. Quarterly calls with NFAOC, organized by Shantaye Gladney. LeAnn will let Shantaye know of the change in leadership.
- h. Be sure to register to get Federal Register access. Kim asked about how one determines what is pertinent. The response was to scroll down and look for Farm Service Agency and related information. It is a judgment call.

3. Kimberly as old Secretary advised Kay as new Secretary of the following items:

- A. Annual Report – Kim will review with Kay. The pdf format updates page numbers, but second headings must be re-entered. Kim will email the template.
  - a. Newsletters – Convention Newsletter needs to go out in late July. The date it is due is in the operating manual. The second newsletter was published after the Spring Board Meeting in WDC. It went out in June. Jessica assisted in finishing it up as Kim was in midst of flooding, filling sandbags, and several flood-related activities. She advised to use Publisher for newsletters. Pictures from Convention will be on Google Drive. Be sure to pull pictures before they expire. James Jackson will send out a password and link. Kay will need to obtain the List of codes, etc. from LeAnn.
- B. State President's Guide – Be sure to download pictures, format and input into the template and then provide copies to all board members.
- C. Updates to website – email to President and Crystal Zwilling will post.
- D. Board Minutes – Kim advised to handle as Kay finds it comfortable. She recommended typing and recording, although she stated that with experience, she no longer recorded her minutes. Email to all on board. Send the minutes out immediately after completed and then possibly follow-up just before next board meeting. Kim recommended using the agenda as bullets and put all her notes in italics.
- E. Preparing for Convention

- a. Start on Annual Report early. Kim started in November. She started from scratch and developed a word document converted to pdf.
  - b. Kim went through Operating Manual and checked off each item as completed.
  - c. Final registration list. Kim advised that she listed delegates by zone.
  - d. Kim will send her folder.
4. Old Treasurer to New Treasurer – Ray will continue Treasurer duties as new Treasurer so this report has been adequately covered.
  - a. Theresa Wyndham will cut up the old debit card. She has already been removed from the account.
  - b. There is no Wells Fargo Bank in the whole state of Louisiana so Ray will need to take a picture of President's and Vice President's id's in color to provide the adequate documentation to the bank. This will be taken care of today.
5. Retiring Past President – Theresa Wyndham
  - a. Theresa has an email prepared to provide all certificates and awards to Denise.
  - b. Operating Agreement took a back burner after furlough.
  - c. Superior Awards - willing to give us the same deal that NASCOE has on their apparel, etc.
6. Retiring Zone D Representative – Matthew to Cheryl – Will pass on all info as appropriate.
7. Retiring Zone B Representative – Kay to Kris Wilcox. Kay will provide email contacts to Kris.
8. Nathan will remain Zone C Representative
9. Jessica as retiring Zone A Representative will provide information to Clifford Russell for Zone A.

## Old Business

Dues were set at spring Board Meeting. No changes were made at that time. Dues are as follows:  
 \$144 Regular, Associate - \$30, Lifetime - \$100, First Time - \$52

Legislative Priorities were tabled until next Board Call to include Ben Herink and Dave Bonnett.

Ray stated that the Website Contract will expire in 6 months. It is good through December 31. Crystal, the Webmaster had asked whether she should re-vamp behind the scenes, take the website down or change to another provider completely. We will ask Crystal to provide us with a proposal which should include a domain, a website and an email component. Our budget line item is \$850.00. The Board will need to find examples of sites we like and provide these to Crystal. Kim asked if we have made any progress with apparel and items to sell. Our website presently does not support. We need to make Crystal aware of this need as well.

Denise had concerns about the cost of sending email messages through Constant Contact, but she thinks we pay for the number of names that are held in Constant Contact. We manage the list by the number of bounces and we checked on them this past year but will need to look at again. Nathan asked if they charge by name or by email. Denise was not sure, and we need to research this. Board also discussed concerns with work emails and sending PII.

## New Business

### Assignments to New Board

1. LeAnn will send letters out to SED's regarding new Board members.
2. Committee Surveys – LeAnn needs 40+. She will provide appointees to Kim and Kim will send the letters to the SED's regarding committee appointees. She will provide to Kay and Kay will provide the updated information to Crystal to update the Website with new committee members, list to NFAOC (committee chairs) and the Forum.
3. LeAnn reminded the Board of the importance of confidentiality in Board Meetings



4. VP to monitor Federal Register and notify applicable
5. Secretary – Convention Newsletter – Two are required - one for business and one for general – due July 31.
  - a. Kay suggested a quick news flash. She has prepared asked for review. Denise will put this news flash out on Constant Comment
  - b. Need addresses of all board members – Kay received all except for Clifford Russell from Utah.
  - c. Board Meeting Minutes will be due for review by the Board by July 5.
  - d. Kim has put out the minutes already from the Convention and the Business Meeting
  - e. State President's Guide must be updated by August 15.
  - f. Bylaws will be changed by August 15.
6. Past President will send the letter to SED for the new President
7. New President will send out Legislative Committee Members. There are no changes in the Legislative Committee. We agreed to table this action until next board meeting.
8. Denise guarantees Operating Manual will be updated by Convention next year at Omaha.
9. Treasurer
  - a. The Audit Committee called for a paper Treasurer's Report Quarterly, which stays with the Treasurer's records not in the Secretary's minutes. Only a summary of Treasurer's report in the Board Minutes.
  - b. LeAnn requests a quarterly membership summary update. The problem here is it is constantly changing. The format doesn't matter, but the Treasurer should provide this information.
  - c. Some states have asked the Board and Treasurer to bring the State Associations in under the umbrella of NACS-FSA. More discussion to come on this issue. Ray stated that every state handles this issue differently.
10. Committee surveys need to be provided to LeAnn before the end of July from Zone Representatives, so she can get committees appointed.
11. NACS Zone Meetings - Dates and Locations – Zone A Las Cruces, March 5-7; Zone B – Wichita, February 6-8; Zone C and D – Lexington, KY, February 28-29
12. Audit Committee Report and Recommendations
  - a. All items either done or will be done
  - b. McAllister and Quinn storage of records – Ray stated that system is much more robust that we've been told. Next time in DC Ray will review with them and review how they scan theystore.

The Board voted on the budget overage for postage and supplies. Ray purchased three years of convention ribbons, etc. Jessica moved we approve the increase of \$46.95 in supplies. Kim seconded the motion and it unanimously passed.

Board Travel/Convention calls for \$500 per board member and full reimbursement for president. There is an overage from the Convention Travel line item in the budget. Ray recommended pulling the overage from Legislative and General Board Travel. Legislative committee was not included in the Convention Agenda – needs to be. Denise found it on Monday afternoon in a different section – there are six on committee, but three attended – only pay who comes.

## Goals for 2019-2020

Goal for membership: The membership is currently 635. Last year's goal was 700. The Board agreed that with attrition as a factor the new goal will be 650.

Board held some discussion regarding the new amendment, example given was a CED with loan approval authority, would that person be a regular member or an associate member. Bylaws state that if an individual is eligible to be a regular member, he cannot be an associate member. The amendment speaks to an individual with Farm Loan Programs as their primary duties. Board needs to decide as it will affect the dues. LeAnn tabled that for further discussion at the next Board Meeting to gather more information

Maureen Mausbach joined the Board Meeting and provided a Convention Report. She stated that the Convention Committee is within \$100 of meeting convention expense. She asked if the committee could have an advance on the Convention Budget (which includes the next convention) to cover this amount. The Board determined this item is already in the budget. Therefore, it is approved. She stated that several of the Convention Placards are worn and/or full. She would like to find some way to preserve history but upgrade them for the next convention. The Board recommended she approach Tiffany Grody to see if she would be able to assist. Maureen stated that Convention Surveys will be emailed out after convention and the survey will also be put on the website.

#### **Convention Attendance Goal**

Normally 70-75 attendance – actual attendance at this convention was 44 attendees

Goal will be 75 for Omaha

Theme is – Omaha 2020, Nebraska 2020 – it's not for everyone!

Maureen left the Board Meeting.

#### **Zone Meeting Attendance Goal**

Zone A – 25

Zone B – 35

Zone C & D – 50

Will have monthly Board Calls starting in August – LeAnn will send out call information.

Calls with National Office – we will let DAFO take the lead on that.

Zone Reps – Semi-annual call with State Presidents – Andy's line is available, just let Kendrick know.

Committee Calls – After responses are received from NO – VP will set up conference calls as appropriate.

Newsletters, Updates and Social Media – 1 Zone Newsletter following Zone meetings; 12 posts to social media and 12 presidential updates, newsletter from convention, newsletter after spring board meeting with NO.

Relationship with other employee associations

1. NASE – Work with new President.
2. NASCOE Convention – Theresa will attend the NASCOE/NADD Convention in Manhattan, Kansas on behalf of LeAnn to represent NACS.
3. Quarterly calls with NACS, NASE, NADD, NASCO and Chief's Association – NACS will coordinate scheduling and will have access to McAllister and Quinn's Conference line.

Review of Budget – accepted and changes made as needed

Kim is working on letter to go to bank for signatories – Board determined we will not have debit cards because of the requirement for dual signature. Signatories will be President, Vice President and Treasurer.

Denise had a question on expense report regarding meal expense of \$323.51. That was on the bill that was paid after May 31, 2019. Ray will research and will let Board know

Corporate Sponsors – Discussed with Andy at Convention.

Membership Campaign – LeAnn will contact Lisa Liska.

## Appointments

Convention Committee – It was recommended to add Tiffany Grody to transition Darren Metzger off. The budget only allows for 4 members to travel. LeAnn will discuss with Maureen to see if Darren would be willing to provide knowledge transfer to Tiffany or how the committee would like to handle it.

LeAnn appointed Crystal Zwilling as Webmaster

LeAnn appointed Carol Nagel as Historian

Next Board Meeting call will be scheduled by President LeAnn Gibbs in August.

One correction was made by Kim to the Convention minutes. Kim will repost them.

Denise moved to adjourn. Cheryl seconded the motion. Motion passed.

The meeting was adjourned at 10:50 a.m.

Kay A. McCoy  
NACS Secretary

## Treasurers Report – 2019-06-27

The screenshot shows the Wells Fargo 'Account Summary' page. At the top is a red header with the Wells Fargo logo and search, lock, and user icons. Below the header is a navigation bar with links for 'Accounts', 'Brokerage', 'Transfer & Pay', and 'Plan & L'. The main section is titled 'Account Summary' and includes a 'Customize' link and icons for settings and lists. There are four account cards listed:

Account Name	Account Number	Available Balance	Actions
BUSINESS CHECKING	...4739	\$27,355.64	Order business checks today, Sign up for alerts
BUSINESS MARKET RATE SAVINGS	...9036	\$80,706.59	Open a business checking account
BUSINESS MARKET RATE SAVINGS	...3479	\$6,498.24	
BUSINESS MARKET RATE SAVINGS	...3495	\$3,963.52	

See attached Budget to Actuals comparison for outstanding reimbursements.

\$667.10 was collected for the Wunder Fund which is a pending deposit bring the total of the Wunder Fund to (\$6,498.24 + \$667.10) equals \$7,165.34. The general checking account has \$1,000 in it left over from last years transfer from the Wunder Fund to cover potential First Time Attendees for the 2018 Convention. This year's First Time Attendee reimbursements will total \$1,400. Thus, a transfer of \$400 will cover that cost. This will leave a balance of (\$7,165.34 - \$400) equals \$6,765.34.

Dues from States:

At least part of last FY dues still needed from the following states:

Mississippi, Oklahoma, Washington, & Wisconsin. – All have been contacted and are working on it.

New York and Florida have checks in the mail and have been shown on the ledger highlighted in yellow.

There have been no contacts for the following states and it is believed they may not have any members, but there is not direct way to confirm that:

Zone A – Hawaii

Zone C – Maine & Mass/Conn/RI

Zone D – Puerto Rico

Final numbers on membership with credentials that were turned in for convention are 635 regular members. The budget was based on 645 regular members. Goal to meet membership budget would be 20 new regular members at ½ dues for first year.

## AUGUST 29, 2019 BOARD MEETING MINUTES

CONFERENCE CALL at 9:00 A.M. MT

The NACS Board Meeting was called to order by President LeAnn Gibbs at 9:03 a.m. MT. Roll call was taken – LeAnn Gibbs - President, Kim Eilerman – V.P, Kay McCoy - Secretary, Ray Bartholomew - Treasurer, Denise Lickteig – Past President, Katie Steckman - Alternate Zone B Rep, Nathan Adams – Zone C Rep, Cheryl Brooks – Zone D Rep (joined at 9:45 a.m.)

Ben Herink and Dave Bonnett joined the Board Meeting on behalf of the Legislative Committee and Legislative priorities were discussed and recommendations provided by the committee members. See supplemental minutes.

9:32 – regular Board Meeting reconvened. Kay McCoy stated that she would not be able to stay on the Board Conference Call due to a conflict and asked for a volunteer to take notes when she had to leave. Kim volunteered to do so.

Kay had provided the Minutes from Old/New Board Meeting for review. Denise moved to accept the minutes as written. Kim seconded. Motion passed. Kay stated that the Convention Newsletter went out the end of July and is posted on the website. She has the President's Guide ready to go as soon as the committees are appointed.

Ray provided the Treasurer's Report ahead of the meeting by email. Board reviewed account balances, budget, & bills/dues to be paid. Ray stated he is not too concerned about the late dues just yet. Will be more concerned if they miss January. He reported that electronic scanning and storage is underway with McAllister and Quinn. They will be working to get them all scanned and then we will work on remote access. Ray moved to accept the Treasurer's Report. Kim seconded. Motion passed.

LeAnn gave the President's Report. Letters to the SED's for each board member have been sent. Board members were cc'd. We will need a NACS Representative for the National Policy Meeting scheduled the week of September 9<sup>th</sup> in Detroit. LeAnn asked Denise to attend as NACS Representative. LeAnn stated she was working on Committee Assignments. She had asked for assistance from Zone Reps from Zone A and B to help fill holes by email. NACS was asked to comment and provide assistance with the SMART Performance Standards from DAFO. A copy of this was sent to board members with the call agenda. She got some information back, mostly comments. There were a few actual element ideas and some she had to just fill in holes. She wanted us to have the papers so we could see what was submitted to the National Office. She is not sure how far along they are or when we will see this come out.

Kim presented the Vice President's Report. Kim stated that letters will go out to SED's as soon as we get the committees selected. Resolutions are coming in. We are waiting to hear back from the National Office on previously submitted Report of Resolutions. Follow-up for September 3<sup>rd</sup> is scheduled.

Denise provided the Past President's Report. The operating manual committee is working on the operating manual and has had one conference call. They are about 2/3 done and anticipate finishing this up soon. Denise received some historical information from former members, and she is in the process of going through the information. She will coordinate with Carol Nagel to get that information organized and on the website. She is trying to get the FLO Leadership Training taskforce moving. Last week she was in North Carolina on the Continuing Education work group. The information they have developed is headed to headquarters for clearance. There will be a slight re-write to 1-FLP for required continuing education. Tiffany Grote and John Gerhke were also on the committee. This should be coming out relatively soon.

Zone A Report was not available as Clifford Russell was not able to attend. LeAnn has talked to him about filling Zone A holes on committees. After we got back from convention, LeAnn was on a call with National Office and made mention that

she was planning on a state FLP meeting around the same time as their Zone Meeting. He liked the idea and asked her to invite Arizona and they would be willing to send National Office representatives. They may need to change Zone A to the second weekend of March (12-14<sup>th</sup> rather than the original schedule in order to coordinate this. Cliff is working on checking with Zone members for approval.

Katie Steckman represented Zone B and gave the Zone B Report. Zone B is still looking for an alternate for Membership Committee. Zone meeting will be in Wichita, Kansas this next year.

Nathan Adams gave the Zone C Report. They are meeting with hotels in September in Lexington. They have it narrowed to two. They will know after September 20<sup>th</sup> the location. They are still looking for alternates as requested. He will provide an update as soon as possible.

Cheryl Brooks Zone D Representative provided an updated. Matthew Christian is talking to Juanita from KY about joint Zone meeting with Zone C.

#### OLD BUSINESS

- Ray – what do we want to do with money from meal money from DC? Leave money in General account? Ray believes the audit trail is already covered based on McAllister and Quinn. Ray doesn't think we need to do anything with it since money wasn't received and we were simply credited on their following bill. He will leave it where it is.

#### NEW BUSINESS

- Ray updated the group regarding the states without non-profit status and EINs. Can we bring them under our umbrella? Ray thinks we need to set some methodology for doing that. We need their financials in order to report their information with ours. There are some forms that they would need to fill out. We can make it easy or hard on the states. Ray will put together a proposal for the best way to move forward with that. Needs to go on the floor at convention to be approved. LeAnn thinks we may need a bylaw change as well. Will need to have it ready this Spring so that we can meet the time requirements for a minimum vote. Ray will shoot for having it ready on the next call.
- LeAnn was contacted by the NV farm loan chief about an FLP PT in HI. He wanted to know if he could join NACS. Went back and looked and HI used to have an association, but they were no longer active. Didn't see where they should reactivate for only one member. It was recommended that they join with CA so that he had a place. Chantal contacted him and there is movement there.
- LeAnn asked if anyone had seen any movement on FLP PTs joining since the bylaw change. LeAnn knows of one. No others known.
- Ray emailed the board some information from his most recent task force involvement. He invites questions from us if we have any. One is on "work not done" and one on "environmental".

#### NEXT CONFERENCE CALL





Wednesday, October 2nd at 9:00 a.m. MT

- Ray cannot attend as he has a conflict. Ray will send his report to LeAnn early (week before).

#### ADJOURN

- Motion to adjourn made by Kim. Second by Cheryl. **Motion passed.**

## Treasurers Report – 2019-08-29

 <b>BUSINESS CHECKING</b> ...4739	<b>\$16,831.39</b> Available balance	⋮
<a href="#">Sign up for alerts</a> <a href="#">Order business checks today</a>		
 <b>BUSINESS MARKET RATE SAVINGS</b> ...9036	<b>\$80,710.64</b> Available balance	⋮
<a href="#">Open a business checking account</a>		
 <b>BUSINESS MARKET RATE SAVINGS</b> ...3479	<b>\$6,798.58</b> Available balance	⋮
 <b>BUSINESS MARKET RATE SAVINGS</b> ...3495	<b>\$3,963.72</b> Available balance	⋮

For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding reimbursements total \$600 with \$800 additional pending (not yet requested from convention).

A General States Dues Reminder was email mid-month to State Presidents and Treasures. Dues are being received to the point where we are about \$7,500 ahead of where we were last year at this time.

Limited progress has been made on those states that were past due at convention.

There is still some interest in at least one state coming under the NACS EIN – umbrella. This has previously been discussed, but no clear plan has been formulated to present to act on. It appears that it can be done, but states would need to report their financial information to the NACS Treasurer to incorporate into what is filed for IRS taxes for NACS the way I understand it.

The past three years of NACS Treasurer's records were hand delivered to McAllister & Quinn while I was in WDC for the "Work not Getting Done" task force in July. They are working on scanning all documents and then we will look at how to organize the electronic files for remote access.

## OCTOBER 16,2019 BOARD MEETING MINUTES

CONFERENCE CALL at 9:00 A.M. MT

CALL TO ORDER – The October Board meeting was called to order by President LeAnn Gibbs at 9:02 am MT by conference call.

ROLL CALL –LeAnn, Kim, Kay, Ray, Clifford, Kris, Nathan. Denise and Cheryl unable to attend.

SECRETARY’S REPORT – Kay submitted the Minutes from August Board Meeting by email ahead of the meeting for approval. Kay has the supplemental minutes on her home computer and will provide them to the board as well. Kris moved to accept the minutes, seconded by Cliff – motion passed.

TREASURER’S REPORT – Ray reviewed account balances, budget, & bills/dues to be paid. The Treasurer’s report was emailed prior to the meeting. States that are behind on dues- LeAnn asked for help from Zone Reps to make contacts to these states. Discussion was held on what to do with states who are in serious arrears. Most states are only a quarter or so behind. Cliff will reach out to Washington State. Nathan will reach out to Wisconsin and Indiana. We are not sure what to do in Oklahoma – Kris has made attempts to contact. LeAnn will reach out to Oklahoma Farm Loan Chief. Ray stated that OK is not withholding enough to even cover the National dues. Treasurer is not sure what to do.

Tax return for last fiscal year filing has been completed – Ray did not include with the Treasurer’s Report, but he confirmed its filing.

LeAnn asked if there was anything to report on the IRS Umbrella? Ray is contacting another organization and is working on this. There are some references in the IRS guidance regarding how financial information is being obtained. Ray is not sure if this is something that NACS wants to pursue. Ray moved to accept the Treasurer’s Report. Kay seconded. Motion passed.

Ray asked about the outstanding check from New Mexico – Ray has sent it twice. LeAnn will follow up on this.

### OTHER BOARD MEMBER REPORTS

PRESIDENT’S REPORT – LeAnn was on a recent conference call with all the Association Presidents, except for NASCOE. Items discussed – Tele-metrics on some of GOV’s – GPS, etc. to further track employees’ movements – NADD will keep rest of associations informed. Performance Plans.

Committees have all been set – with a full slate of committee members and alternates except for the membership committee. We can utilize first-time attendees at convention like we did last year to fill the committee.

VICE PRESIDENT’S REPORT – Committee candidates letters went to SED’s. There were a couple of errors on SED’s – California and Minnesota but Kim made sure they were corrected. She sent 49 letters total including both alternates and committee members.

Kim has made contact with Kara Napier twice, last time about a month ago. Kim will try to catch her in person while we are in D.C. next week. If no contact can be made, Kim will email her with a cc to Bill Cobb.

Kay will send the committees and alternates to Crystal for posting on the website.

PAST PRESIDENT’S REPORT – None.

### ZONE REP REPORTS –

A – Clifford –Clifford stated there is concern with FLOTS no longer coming out of the National Pool even though business



center responsible for slow response to hiring. He expressed a sense of frustration from several states regarding the hiring process leaving huge holes and an inability to get employees hired.

B – Kris – Kris will not be able to attend DC meeting due to workload. Kaiti may be able to go but hasn't received clearance. Kris will be Zone B registration form draft and will work with Kansas association to get Zone B rolling.

C – Nathan shared that Zone meeting will be in Lexington, KY at the Embassy Suites, 1801 Newtown Heights. Kentucky is hosting and this will be a combined Zone C and D meeting again this year. Kim asked if Nathan was aware that the KASCOE would be joining them for meeting. Nathan stated he was aware. They will join for general session and then will break off. He agreed to this under two conditions – that they understand that it is our meeting and second that they will pay their own expenses.

D – Cheryl via Nathan – She will be arriving in D.C. for the meeting around 6:58 p.m. on Sunday.

Regarding travel to DC for the DAFO Meeting, Ray questioned the travel code. We should be using 20-ACIF. We will need to make sure it is clarified and corrected.

OLD BUSINESS - None









#### NEW BUSINESS

- Dave Bonnett and Ben Herink will be traveling to WDC with the purpose to attend NRLA, meet with Bill Cobb and selected Hill visits October 21-23, 2019. This is within the budget. Kim moved to approve this expenditure; Kay seconded. Motion passed.
- The trip to DC October 20-23 to meet with DAFO. The Agenda is not out yet. LeAnn said she would be getting there around 4:00 p.m. Nathan's eta is 4:00 p.m. The title, County Office Resource Management, gives LeAnn some concern. Offices located within 30 minutes of each other may be part of the topics as well as offices with no one in them. Discussion was held regarding what possible agenda topics would be. Kim stated that she sat in on the DAFO Brief on August 30. The main purpose of the meeting was addressing rumors spreading regarding office closings. Congressional meetings with appropriations committee. Committee was prioritizing and coming up with options. Out of that someone walked away with the idea of closing offices. Kim's thoughts are this will not be good news – and they will be continuing the mantra – more with less. General discussion regarding how this may affect FLP.
- Kay mentioned that Janet Kramer, Acting PDEED, would like to get together with us one evening.
- LeAnn stated she had received an email from Dillard's Financial with a copy to Zone Reps stating that they want to be part of our Zone meetings.
- LeAnn addressed an issue regarding bylaw change regarding PT's joining NACS. NASE felt that NACS was trying to steal members from NASE. LeAnn had discussion with Tammy Renwick, President of NASE – assured her we were not trying to take over NASE. Explained the change and to provide PT's an opportunity for another avenue of input. One organization or the other is not the case. They can be members of multiple organizations. LeAnn wants to assure that our message is consistent.
- Kim – question regarding Performance Plans – experiences in State where pushing for only fully successful ratings? Department Reg in Feb sent with FPAC memo – stated that they felt there were too many superior and outstanding ratings. Wanting to be more specific to exceed. Need to support the exceeds. Kim expressed concerns in her state regarding the directive in her state that SED would review any ratings above fully successful.

The next Conference Call will be Wednesday, November 13th at 9:00 a.m. MT. Denise and Kris may not be available that week due to State Training.

Kay moved to adjourn; Kim seconded. Motion passed. Meeting adjourned.

## Treasurers Report – 2019-10-16

 <b>BUSINESS CHECKING</b> ...4739	<b>\$18,133.89</b> Available balance	
<a href="#">! Sign up for alerts</a> <a href="#">\$ Order business checks today</a>		
 <b>BUSINESS MARKET RATE SAVINGS</b> ...9036	<b>\$80,714.68</b> Available balance	
<a href="#">➔ Open a business checking account</a>		
 <b>BUSINESS MARKET RATE SAVINGS</b> ...3479	<b>\$6,798.93</b> Available balance	
 <b>BUSINESS MARKET RATE SAVINGS</b> ...3495	<b>\$3,963.91</b> Available balance	

For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding reimbursements total \$300 (New Mexico which is 2<sup>nd</sup> check issued) with \$400 additional pending (not yet requested from convention). Also outstanding is check to McAllister and Quinn for \$5,079.73. This leaves net checking balance of \$12,354.16.

Dues reminder follow ups will be sent yet this week and December 1st Dues Reminders are planned to be sent by November 10<sup>th</sup>.

States behind are as follows:

Zone A – Utah – 1 quarter, Washington – 6 quarters

Zone B – Kansas – 1 quarter, Oklahoma – 10 quarters, South Dakota – 1 quarter, Texas – 1 quarter

Zone C – Indiana – 2 quarters, New York – 1 quarter, Pennsylvania – 1 quarter, Virginia – 1 quarter, Wisconsin – 9 quarters

Zone D – Florida – 2 quarters, South Carolina – 1 quarter, Tennessee – 1 quarter

I have not been able to make much progress on the “IRS Umbrella for EIN”.

## **BOARD MEETING – December 18, 2019**

CONFERENCE CALL at 9:00 A.M. MT

President LeAnn Gibbs called the meeting to order at 9:00 a.m.

ROLL CALL – LeAnn, Kay, Ray, Kris, Cheryl

SECRETARY'S REPORT – Kay reported she updated President's Guide and Committees and forwarded to Crystal Zwilling for the website. Reviewed Minutes from 10/16/2019 Board Meeting. Kris moved to accept – Ray seconded.

TREASURER'S REPORT – Expressed appreciation to Zone Reps for their work on providing contacts for cleaning up the dues. Received a notice from IRS dunning us for late files – memos have been sent to rectify. Important to get dues paid so we can cover zone travel. Provided Treasurer's Report and Budget update. Attached. Oklahoma – Karen Eifert-Jones is on the State Committee and is concerned there is no NACS or NASE representation. Cheryl stated that FLP Chief was not receptive to NACS/NASE at all. LeAnn will reach out to Karen and offer assistance. LeAnn asked why are we \$800 over budget on Membership Committee? In looking further, it was discovered we were \$800 under on the Convention Committee. Ray will make the correction.

IRS Umbrella – All one way or the other.

Kay moved to accept Treasurer's Report as submitted, Kris seconded. Motion carried.

### **OTHER BOARD MEMBER REPORTS**

PRESIDENT'S REPORT – LeAnn stated that she had reached out to Oregon FLP Staff and the Oregon FLP Chief. She had presented information to FLP staff and LeAnn has followed up just past weekend. Visited with Washington State President and he stated that anyone from Oregon wanting to join, could join Washington's association. Email ready to go out to FLP staff in Vermont and New Hampshire. Visited with them previously and this is a follow up. Followed up with Emily Decker, State President in New York and she agreed that any Vermont and New Hampshire staff could join New York's Association. Looking at the possibility of having a Northeast Association due to their smaller numbers. Trying to reach out to states where we have not had active members. LeAnn will share information with the Board to help with further outreach. Making reservations for Zone Meetings. Sent an email to Kara with our Wishlist for speakers/attendees. LeAnn will reach out to Kara again before the end of the year. Bill Cobb did call LeAnn and verified dates for his calendar. Andy Quinn will present to all groups on Saturday morning. Zone Reps need to reach out to Kendrick Burns for setting up the Skype call. BOT project presentation at each Zone Meeting.

VICE PRESIDENT'S REPORT – Update on committees – They have hosted both Loan Making and Loan Servicing calls with National Office and they went well. Still working to schedule the other Committee Meetings. Made changes to Committee List. Lora Morris, Committee Chair on Loan Servicing Committee accepted a National Office Sr. Loan Officer position. Selected Anthony Williams, and Rebecca Padilla will be Chairperson. James Jackson, Legislative Committee moved up to a National Office position and LeAnn will contact Dave Bonett to see how best to proceed.

SECRETARY'S REPORT – Nothing further

TREASURER'S REPORT – Budget impact with new members. James Jackson stated he will remain a member. Jason McMillen now works for FPAC and can no longer become a member. He wants to become a lifetime member.

PAST PRESIDENT'S REPORT - Denise was not available for report.

#### ZONE REP REPORTS

Zone B – Kris Wilcox – Zone B Planning meeting this afternoon. Working on agenda. Dan Giesecke to give a 30-minute presentation on BOTS project. Just a matter of lining up details. Only 3 members from NACS registered so far. She will follow up with State Presidents.

Zone D – Cheryl Brooks – Zone C and D meeting – registration is out. Kentucky is working on it. Cheryl has reached out to all her states who are behind on their dues. Florida has some new members.

Zone A – Clifford not on the call. LeAnn stated that Zone A meeting planning is underway – registration is on NACS website.

OLD BUSINESS – Zone Meeting discussion – see above.

#### NEW BUSINESS –

1. New Taskforce – Revamp for Loan Making – sent out “homework sheet”, outlining all processes we go through from receipt to closing loan making. Anything is on the table – bottlenecks, “pain points”, even statutory changes. Taskforce meets end of January.
2. Work not Getting Done, Environmental Training – Ray’s taskforces.

NEXT CONFERENCE CALL – Wednesday, January 15 at 9:00 a.m. MT

ADJOURN – Kay moved to adjourn, Cheryl seconded.

## Treasurers Report – 2019-12-18

Account Summary

Customize

BUSINESS CHECKING

...4739

\$22,980.08

Available balance

!

Sign up for alerts

Order business checks today

BUSINESS MARKET RATE SAVINGS

...9036

\$80,718.73

Available balance

>

Open a business checking account

BUSINESS MARKET RATE SAVINGS

...3479

\$6,799.27

Available balance

BUSINESS MARKET RATE SAVINGS

...3495

\$3,964.11

Available balance

For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding reimbursements total \$300 (New Mexico which is 2<sup>nd</sup> check issued) & \$400 just requested and issued for Lisa for Membership Committee. Also outstanding is check to McAllister and Quinn for \$5,030.00. This leaves net checking balance of \$17,250.08.

Vouchers not turned in yet: Mark Drewitz of Weebly web hosting bill & me for Constant contact annual prepay. Mark is working on how to get the Weebly account in NACS name and not his so we get the billing.

Dues reminders & follow ups were sent in November. If not paid in December follow-ups will be sent first week of January. Zone Rep assistance has been appreciated. Thanks.

Accounting for the December Dues - States behind are as follows:

Zone A – California/Nevada/Arizona – 1 quarter, Idaho – 1 quarter, Montana/Wyoming – 1 quarter, New Mexico – 1 quarter, Utah – 1 quarter, Washington – 7 quarters

Zone B – Missouri – 1 quarter, Oklahoma – 11 quarters, South Dakota – 2 quarters, Texas – 2 quarters

Zone C – New York – 2 quarters, Pennsylvania – 2 quarters, Wisconsin – 10 quarters

Zone D – Alabama – 1 quarter, Florida – 3 quarters, Louisiana – 1 quarter, North Carolina – 1 quarter, South Carolina – 2 quarters, Tennessee – 2 quarters

I have contacted the accountant with the ASFMRA and who is knowledgeable on the “IRS Umbrella for EIN”. His is in the middle of an audit but will get back with after the first of January.

I have filed (possibly a re-filing as I found an electronic copy of what would have been what Ryan would have filed) the 2016 Income tax returns and sent narrative memos on the late filing of both the 2016 and 2017 tax returns. There has been no response, however the contact on the phone two months ago noted they were 4-6 months behind.

## **BOARD MEETING – January 14, 2020**

CONFERENCE CALL at 9:00 A.M. MT

Called to order at 10:02am CST.

ROLL CALL – LeAnn, Kim, Kay, Ray, Denise, Clifford, Kris, Nathan, Cheryl

Ray was late to the call. Clifford, Kay & Cheryl did not join.

SECRETARY'S REPORT – Review Minutes from 12/18/2019 Meeting

Minutes were reviewed as provided via email. Denise made a motion to approve. Kris seconded. Motion passed.

TREASURER'S REPORT – Review account balances, budget, & bills/dues to be paid

Ray was late to the call and his report was not available at the time of the call. He stated he would email the report out to the board members at the conclusion of the call.

### **OTHER BOARD MEMBER REPORTS**

#### **PRESIDENT'S REPORT**

Forwarded an email from Nicole Cleggs-Burns about NASCOE's scholarship program to the board and indicated that if Corporate Sponsorships ever generated any money that we would look into providing this to our members. But that it would have to follow obtaining more money. The current budget wouldn't support it. LeAnn is working on travel arrangements for upcoming Zone meetings. Working with Kara Napier at National Office to nail down the National Office speakers for each of the meetings. To date, nothing has been finalized.

#### **VICE PRESIDENT'S REPORT**

Conference calls were held with National Office representatives and the Loan Making and Loan Servicing committees for NACS. Each call went well and their questions for the resolutions were addressed. Kara was working to schedule calls with National Office for both the IT and the Management/Personnel committees. Those are both set for January 21<sup>st</sup>. Once those resolutions are addressed, that will conclude the committee calls and they will have their presentations ready for Zone meetings starting in February.

#### **SECRETARY'S REPORT**

Kay was not present. Report not given.

#### **TREASURER'S REPORT**

Ray indicated he would email his reports when they were ready. He did state that after currently held checks were deposited, we would have \$13,801.89 in our checking account. Ray requested that when the final registration lists were available from Zone meetings, he would like to have them sent to him ASAP. He needs the final so that he can work on state reimbursements for those who were represented at the meetings. Ray and LeAnn are working together to propose a change to the by-laws. He would like for the dues to come directly from the payroll deductions straight to the National Treasurer. He believes this will eliminate a lot of issues that we're currently having in collecting dues as well as providing an accurate list of current members, which he doesn't believe we currently have. The state portion of the dues, if any, would then be reimbursed and distributed to the states on a quarterly basis. He mentioned this on the board call so that it could be discussed at upcoming Zone meetings and hopefully generate some ideas from the membership as to how to best remedy the situation we're

currently in. This was tabled by the board until Zone meetings conclude and information is gathered. Ray received a notice a while back from the IRS indicating they hadn't received our returns for the last 2 years. He responded, included the returns along with a memo and the IRS returned with a letter confirming their receipt of Ray's information and that they would respond within a 60-day timeframe.

#### PAST PRESIDENT'S REPORT

Denise is working on FLO training with her small committee that was previously formed. Her intent is to have this finalized and sent on to Teresa Martin in National Office immediately upon completion so that they can get approval/funding requests in motion. She is also working with some previous board members to update the Operating Manual. Her hope is to have this completed before National Convention this summer. Barring some unforeseen changes in the next 60 days, Denise stated that she intends to retire on February 29<sup>th</sup>, 2020. She does plan to see her board position through until National Convention and to remain with NACS to see her commitments through to the end.

#### ZONE REP REPORTS

Kris – Lots of planning has been done from the previous year's zone meeting that carried forward, so there was less to do this time around. A draft agenda has been prepared and is waiting for details before it can be finalized. She is planning a call with her committee next Wednesday to get some additional plans in order. It was discussed what the protocol is for National Office attendees and their travel arrangements. Both LeAnn and Denise agree that it's up to them to make their own arrangements and that it's not the responsibility of NACS or any of its members to make those for them. Kris asked about Dillard Financial preparing/printing the agendas and a short discussion was held among the board regarding past precedent. She will further research and decide how to proceed.

#### OLD BUSINESS

LeAnn told Zone Reps that they will need to get in contact with Kendrick at McAllister & Quinn's office to set up the Skype calls with Andy for the Saturday of their respective Zone meetings.

While on the subject of McAllister & Quinn, Denise asked LeAnn if there had been any update provided by Andy about Corporate Sponsorships. LeAnn indicated she had it on her to-do list for after January 1, but to-date hasn't had time to work on it. It was decided that they would look for volunteers to ask the question at Zone meeting and see what information could be obtained from Andy at that time. LeAnn and Denise will discuss in further detail.

#### NEW BUSINESS

None.

#### NEXT CONFERENCE CALL

Wednesday, February 19th at 9:00 a.m. MT

#### ADJOURN


Motion made by Denise. Seconded by Kim. Motion passed.



Meeting adjourned at 10:41am (CST).




## Treasurers Report – 2020-01-14

Account Summary

 Customize







BUSINESS CHECKING


...4739


\$17,003.63

Available balance

 Order business checks today

 Sign up for alerts







BUSINESS MARKET RATE SAVINGS


...9036

\$80,720.79

Available balance

 Open a business checking account







BUSINESS MARKET RATE SAVINGS

...3479

\$6,799.44

Available balance






BUSINESS MARKET RATE SAVINGS

...3495

\$3,964.21

Available balance



For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding reimbursements total \$300 (New Mexico which is 2<sup>nd</sup> check issued) & \$5,038.74 for McAllister & Quinn. Checks Received not deposited totaling \$2,137. This leaves net checking balance of \$13,801.89.

Accounting for the December Dues - States behind are as follows:

Zone A – California/Nevada/Arizona – 1 quarter, Idaho – 1 quarter, Montana/Wyoming – 1 quarter, New Mexico – 1 quarter, Utah – 1 quarter, Washington – 7 quarters

Zone B – Oklahoma – 11 quarters, South Dakota – 2 quarters, Texas – 2 quarters

Zone C – New York – 2 quarters, Pennsylvania – 2 quarters, Wisconsin – 10 quarters

Zone D – Alabama – 1 quarter, Florida – 3 quarters, Louisiana – 1 quarter, South Carolina – 2 quarters

I have contacted the accountant with the ASFMRA and who is knowledgeable on the “IRS Umbrella for EIN”. Plans is to do a follow up later this month as he has not gotten back with me.

I have filed (possibly a re-filing as I found an electronic copy of what would have been what Ryan would have filed) the 2016 Income tax returns and sent narrative memos on the late filing of both the 2016 and 2017 tax returns. Received letter from IRS that they have information and it will be 60 days before we will get a response.

## FEBRUARY 2, 2020 BOARD MEETING MINUTES

CONFERENCE CALL at 9:00 A.M. MT

CALL TO ORDER – LeAnn called meeting to order at 10:01 CST

ROLL CALL – LeAnn, Kim, Kay, Ray, Denise, Jessica, Kris, Nathan, Cheryl, Dave Bonnett and Ben Herink

SPECIAL GUEST REPORT – Dave Bonnett, Ben Herink Ben addressed the group. Legislative Cmte invited to House Ag Committee to do a Roundtable discussion. Would like NACS input on pain points, staffing concerns, wanting to take a deeper look at staffing at USDA. Originally House Ag Cmte wanted a “Hearing” – Andy advised no, so Roundtable is more off the record and will avoid high profile, potential for getting crosswise with administration. NASCOE will be in attendance, we think. He had talked to Brandon Wilson. NASCOE’s concern is that Ag Committee is going to ask pointed questions about FPAC or OPO. Ben will not get into FPAC or OPO, may address work not getting done, but will discuss facts regarding FLP delivery. Denise – why is NASCOE crosswise? – LeAnn - NASCOE wrote letters back in Fall after D.C. meeting with DAFO stating that they didn’t feel administration was requesting enough employees based on the OPO numbers. Gave December drop dead date of what numbers OPO says we need to get the work done. Brandon stated that they are now in the doghouse with DAFO and Jamie Clover Adams, FPAC. NACS will have no agenda, we are there at their request and will answer their questions. We will stick to the issues. NFEC, NASCOE, NACD, NACS are the organizations who have been invited to attend.

Ben asked,

1. “How is hiring going in our states?”

Concern about FLP-PT’s not being hired back. Concern that individual states are filling State Office positions at the expense of FLP needs. Direct Hire Authority is very positive for filling positions more efficiently. 78 positions for FLOTs and 75 positions for PT’s nationwide. Concern about the Direct Hiring Authority – “applying” for a 9 to get into 1165 career ladder. Can do it by Merit Promotion so can limit the scope of the vacancy sufficiently. Applying for the 9 position is similar to the COT program.

2. “Potentially rumored to use temps for field visits, how does the Board feel about that?”

NACS maintains that FLP primarily needs full-time employees to do the work. Temporaries for farm inspections would be a possible use of temporary hours.

3. “Does anyone on the Board have a good handle on OPO data?”

LeAnn can provide background on the OPO data to Ben. Ben will get back with LeAnn after he has visited with Bill Cobb.

Dave Bonnett – is working toward putting together a Hill Visit for the end of March.

SECRETARY’S REPORT – Review Minutes from 01/14/2020 Meeting. Denise moved to accept the minutes as presented, Kim seconded. Motion carried. Minutes accepted.

TREASURER’S REPORT – Review account balances, budget, & bills/dues to be paid. Treasurer’s Report emailed earlier in the day. Denise asked, comparing last year to this year? Ray said, we are better because we are more current on dues. Also, haven’t cycled through Zone Meetings cost yet. Zone Meetings may not offset the increase. States past due – forgive past if

they start paying in the future – discussed at Zone B meeting. Ray moved to accept Treasurer's Report – Cheryl seconded.

#### OTHER BOARD MEMBER REPORTS

PRESIDENT'S REPORT – LeAnn traveled to Zone B Meeting at Wichita. Small attendance. Good discussion – great time. Getting ready to C&D Meeting end of month. Constant Contact. Competition for Wunder Fund – Start fundraising at Zones, end at Convention.

VICE PRESIDENT'S REPORT – Follow up from last month. Concluded conference calls with National Office – calls went well. Questions answered. Resolutions with NO response are out. Talked to Bill Cobb and he will be attending for Zone C&D and Martin Bomar from DAFO.

SECRETARY'S REPORT – Reported that the Operating Manual and the actual Constitution and Bylaws has been updated to agree with the State President's Guide regarding the change to the bylaws last summer at National Convention.

TREASURER'S REPORT – Change to bring all states under the National EIN umbrella. Ray will be at Zone A Meeting.

PAST PRESIDENT'S REPORT – Operating Manual – working on it – close. Reimbursements are talked about in the Operating Manual. Email blast – getting rid of bounced emails, retirements, etc. to keep that email list cleaned up. Discussed Constant Comment and "Out-of-Office" replies being received by all Board members who have access to Constant Comment

#### ZONE REP REPORTS

Zone C Report – Finalizing Zone C&D Meeting scheduled for next weekend. No updated number yet. Question regarding dues – reached out to PA, NY – 2 quarters behind. Wisconsin – reached out to State President a couple of times, sounds like it may be Treasurer access problem. Ray will follow up. Nathan is hoping the State President will return his call as well. What happens if they aren't current on dues? Must be current on dues for the delegate certification. Reimbursement – \$300 for Zone to the states who attend is not well advertised – need to include this in State President's Guide or publicize. Ray stated he sends the state treasurer who divvies that out as the state sees fit. LeAnn can send a Blast out as a reminder.

Zone D Report – No report.

Zone B Report – Zone B Meeting went well. Steve Peterson was not able to make it due to weather, but we did a conference call with him. Bill Cobb gave a very good presentation. Dan Geiseke gave a good presentation on BOTS. Goal to get Zone B Newsletter out by February 27.

Zone A Report – Clifford Russell resigned his position as Zone A Representative due to workload duties, FLP Specialist and added duties as an acting FLM/CED in a County Office. Jessica Smith – Zone A Meeting. Dillard's won't be there. They will still send a check. Thirteen registered right now. Probably not many more.

#### OLD BUSINESS

1. Denise had suggested we reach out to Andy about sponsorships. Andy did mention at Zone B Meeting that he was finding it more challenging 1) getting a contact and 2) educating the businesses that FSA even

makes agricultural loans and why we are important. Ray had given Andy a contact from Pioneer/Dupont, but Andy didn't mention that. Ray will follow up with Andy.

#### NEW BUSINESS

1. Email from Lisa Liske regarding NATS – reply from Robert Fleming. They are working on performance issues they are working to correct.

#### NEXT CONFERENCE CALL

Wednesday, March 18th at 9:00 a.m. MT

ADJOURN – Kay moved to adjourn; Kim seconded. Meeting adjourned at 11:18 a.m.

## Treasurers Report – 2020-02-19

Account Summary			Customize		
	<b>BUSINESS CHECKING</b> ...4739	<b>\$19,893.89</b> Available balance			
	<b>BUSINESS MARKET RATE SAVINGS</b> ...9036	<b>\$80,722.85</b> Available balance			
	<b>BUSINESS MARKET RATE SAVINGS</b> ...3479	<b>\$6,949.61</b> Available balance			
	<b>BUSINESS MARKET RATE SAVINGS</b> ...3495	<b>\$3,964.31</b> Available balance			

For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding reimbursements/checks:

New Mexico to reimburse \$600 for state funds deposited in the NACS checking account in error. Apparently, the teller picked up the wrong NACS at Wells Fargo. I.E New Mexico Association of Credit Specialist (NACS) is what it should have been.

Nebraska, Kansas, Minnesota, Missouri – each \$300 – total \$1,200

McAllister & Quinn - \$5,030.00

Pending checks – payments – LeAnn Gibs for travel to Zone Meetings. (Zone B will be \$623.46)

Texas for Zone B attendance once dues are paid current.

Total outstanding checks/obligations = &7,753.46 leaving a checking account balance of \$12,140.43

Total received so far for Wunder Fund is now \$150 from Zone B.

Accounting for the December Dues - States behind are as follows:

Zone A –Idaho – 1 quarter, Montana/Wyoming – 1 quarter, New Mexico – 1 quarter, Utah – 1 quarter, Washington – 7 quarters

Zone B – Oklahoma – 11 quarters, Texas – 2 quarters

Zone C – New York – 2 quarters, Pennsylvania – 2 quarters, Wisconsin – 10 quarters

Zone D – Florida – 3 quarters, South Carolina – 2 quarters

A few states have already paid March 1 dues.

At Zone B Meeting I initiated conversation about options to change the way we collect dues. Any of the options discussed would require change to the by-laws

My plan for National Convention State credentials is to request an updated state membership listing be submitted with the credentials report to support the states claim for delegates.

I have re-written IRS on both penalty statements as I have been unable to reach anyone by phone.

## **BOARD MEETING – March 18, 2020**

CONFERENCE CALL at 9:00 A.M. MT

CALL TO ORDER – LeAnn Gibbs, President called the meeting to order.

ROLL CALL – LeAnn, Kim, Kay, Ray, Denise, Jessica, and Nathan. Cheryl joined after Minutes were approved.

SECRETARY'S REPORT – Reviewed Minutes from 02/19/2020 Meeting. Kim moved to accept the minutes as submitted. Denise seconded. Motion carried.

TREASURER'S REPORT – Reviewed account balances, budget, & bills/dues to be paid. Ray stated that there are some states in Zone B with delinquent dues – mainly since the dues were not due until after Zone B Meeting. Denise moved to accept. Jessica seconded. Motion carried.

### **OTHER BOARD MEMBER REPORTS**

PRESIDENT'S REPORT – LeAnn attended all zone meetings and enjoyed the experience. It was a lot of fun and she learned a lot. She noticed that attendance was similar for each meeting. Numbers seemed to be down. Hospitality top-notch.

VICE PRESIDENT'S REPORT – Kim reported regarding discussions held in Zone C. She determined we will post Resolutions with National Office response on the website.

SECRETARY'S REPORT – No further report.

TREASURER'S REPORT – Ray stated that Board needs to start thinking about budget. Had put sponsorship income in the budget that has not materialized. Need to discuss. Potential change to the bylaws regarding dues – we need to pay attention to wording. Ray provided an update regarding IRS situation. No additional response from IRS currently. Jessica asked if Ray was able to get contact information to Andy? Ray stated he had not got that accomplished yet with everything but would be doing so.

PAST PRESIDENT'S REPORT - Denise reported that her last day at work will be March 27, 2020. Retiring is bittersweet. She stated that she still wants to be involved in the Board, she will read minutes, treasurer's reports and will weigh in on matters. She will attend Convention at least for Banquet. Biggest question for board to consider is the paper box that Denise has possession of and what to do with it. Ray stated we have some space at Andy Quinn's office. Kay asked, can we scan and maintain in a pdf file? LeAnn – businesses will scan, she realizes that we don't have much money to work with, but maybe we could do that, and it would be a more professional job. Board needs to think about what to do but we need to keep it. We could get it to Andy at Convention, or we could bring in at Annual Board Meeting. Denise will get it to into the hands of whoever board determines we need to do. We do need to sort and remove duplicates. Denise will sort through and provide a list of what is there. Other board members may have items to augment this collection.

### **ZONE REP REPORTS**

Zone A – Jessica reported that Zone A meeting had an attendance of 13 members. It went well. Peggy Browne and Bill Cobb attended. SED was not able to attend.

Zone B – No report

Zone C – Nathan reported on meeting. Everything went well. Bill Cobb and Martin Bomar, who is new to the

position, who filled in for Peggy Browne. Attendance was down a little bit, but pretty close to last year. Cheryl has agreed to write up a combined update.

Zone D – Cheryl is working on the Newsletter. She hopes to have it out by the end of the week. She set a deadline for next Tuesday. North Carolina will host joint Zone C&D meeting next year.

Kay asked what Zone A thoughts were about Zone A and Zone B combination. Colorado volunteered to host at Denver. Need to put to a vote at this point for each Zone. Kay stated that KACS has “seed money” available for the next Zone Meeting. She will discuss this with Kris as well.

OLD BUSINESS – No old business

NEW BUSINESS – All Association Presidents have a teleconference scheduled with DAFO on Friday concerning the CoVid19 situation. Presently National Office is having a teleconference each day. LeAnn plans to put out a Constant Comment message to the membership, but presently situation is so fluid, she is wanting to make sure that what we put out is good information. Denise stated that we need to take the high road learning from experience from our sister agencies. The board discussed how the situation is being handled – with a lot of unanswered questions – mixed messages. LeAnn asked the board for questions to ask at the teleconference. We have concerns about safety of immune-compromised employees, concerns about the limited amount of work we can do from home considering PII, can applications be sent electronically, can we scan? NO looking into it. A lot of confusion in the messaging. LeAnn hopes it will settle down and they will get answers on Friday. Confirmed case in the South Building, Wing 3-6 is closed. Those employees are teleworking presently.





Peggy stated on last quarterly DAFO call that she planned to bring all associations in this spring. This will most likely be postponed. We will need to look for alternatives for the Spring Board Meeting. We have no budget for a face-to-face without coming into WDC. LeAnn will reach out to Board members in April.

Kay moved we adjourn. Kim seconded. Motion carried.

NEXT CONFERENCE CALL

Wednesday, April 15th at 9:00 a.m. MDT

## Treasurers Report – 2020-03-18

Account Summary		Customize		
	<b>BUSINESS CHECKING</b> ...4739	\$24,388.80	Available balance	
	<b>BUSINESS MARKET RATE SAVINGS</b> ...9036	\$80,724.77	Available balance	
	<b>BUSINESS MARKET RATE SAVINGS</b> ...3479	\$7,453.78	Available balance	
	<b>BUSINESS MARKET RATE SAVINGS</b> ...3495	\$3,964.41	Available balance	

For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding pending reimbursements and outstanding checks:

Checks to states for representation at Zone Meetings - Kansas, Missouri, Kentucky, Alabama, Indiana, Colorado, New Mexico, and Ohio – each \$300 – total \$2,400

McAllister & Quinn - \$5,030.00

LeAnn Gibbs for travel to Zone Meetings. \$1,422.90

Pending to state for representation at Zone Meetings to pay once they are current on dues:

Illinois, North Carolina, Tennessee, Texas, Virginia, Washington = \$1,800.00

Total outstanding checks/obligations = \$10,482.90 leaving a checking account balance of \$13,905.90

Total received so far for Wunder Fund is \$654.00:

Zone A – \$180.00

Zone B - \$150.00

Zone C - \$148.00

Zone D - \$176.00

Accounting for the December Dues - States behind are as follows:

Zone A –Idaho – 2 quarters, Montana/Wyoming – 2 quarters, Utah – 1 quarter, Washington – 8 quarters

Zone B – Oklahoma – 12 quarters, Texas – 3 quarters, – Kansas 1 quarter, – Missouri – 1 quarter, – North Dakota – 1 quarter

Zone C – New York – 2 quarters, Pennsylvania – 3 quarters, Wisconsin – 11 quarters, Illinois – 1 quarter, Virginia – 1 quarter

Zone D – Florida – 4 quarters, North Carolina – 1 quarter, Tennessee – 1 quarter

All Zone Meetings were briefed about options to change the way we collect dues. Any of the options discussed would require change to the by-laws

My plan for National Convention State credentials is to request an updated state membership listing be submitted with the credentials report to support the states claim for delegates.

I have re-written IRS on both penalty statements as I have been unable to reach anyone by phone to date there has not been a response.



## **BOARD MEETING – April 15, 2020**

CONFERENCE CALL at 9:00 A.M. MT

The 4/15/2020 NACS Board Meeting was called to order by President LeAnn Gibbs at 9:00 a.m. MT

ROLL CALL –LeAnn, Kim joined later, Kay, Ray, Jessica, Kris, Cheryl

SECRETARY’S REPORT – Reviewed Minutes from 03/18/2020 Meeting. Jessica moved to accept; Cheryl seconded. Motion passed.

TREASURER’S REPORT – Reviewed account balances, budget, & bills/dues to be paid. Ray emailed out the Treasurer’s Report. We are getting dues payments in but still have some stragglers. Have we decided about states who are seriously in arrears? LeAnn stated that we were going to discuss at Spring Board Meeting. Postage budget is over – need approval. There were emails going back and forth, but we need to have a formal vote here at the Board Meeting today. Ray moved we accept, Cheryl seconded – motion carried.

### **OTHER BOARD MEMBER REPORTS**

PRESIDENT’S REPORT – LeAnn stated she sent several Constant Comment emails earlier with all the activity surrounding COVID-19 but it has slowed down. LeAnn will send out another this week once Version 5 of FLP Guidance is sent out. LeAnn re-instated the NACS FBP Taskforce. There are nine members – Darrin Metzger is the Chairperson. Since there is a new FBP Coordinator and there are some major changes possibly forthcoming, so she felt it would be beneficial to have this taskforce reviewing the impact of some of these changes in FBP. Ray Bartholomew is one of the members on the taskforce. National Office is already looking at changes. LeAnn discussed the taskforce idea with Houston Bruck and he agreed that it would be a good idea. Cheryl asked for a list of taskforce members. LeAnn will send the committee list to Crystal and Amy to get on the website and will provide the list to the Board.

VICE PRESIDENT’S REPORT – Kim has no further report. She is putting together resolutions as they come in and checking Federal Register. LeAnn will put a reminder in the Constant Comment asking for resolutions.

SECRETARY’S REPORT – Kay has no further comments.

TREASURER’S REPORT – Ray had most of his comments in the Treasurer’s Report – we do need to discuss scheduling a Spring Board meeting and get the budget developed. Would ask for help on getting stragglers paid.

PAST PRESIDENT’S REPORT - None

### **ZONE REP REPORTS**

Zone A – Jessica – Is anyone having issues finding appraisers? Working on Newsletter.

Zone B – Kris – Still has Zone B Newsletter about 2/3 done – but it is on her priority list.

Zone C – Nathan – no report

Zone D – Cheryl – Hasn't got the Zone C/D Newsletter out yet – will be working on it.

#### OLD BUSINESS

Jessica asked if Ray was able to get contact information for Pioneer to Andy? Ray's contact at Pioneer provided Andy with contact information and it sounded very positive. Emails have been going back and forth. Andy is in process of scheduling with the contacts.

The box that Denise had of NACS historical documents was shipped to McAllister & Quinn for storage.

#### NEW BUSINESS

2020 National Convention update. Yesterday the Convention Committee had a conference call with NACS, NASE and NADD Presidents. They have been in contact with the Hotel. Presidents and Committee have decided to postpone and reschedule the Convention. Hotel is onboard and provided alternative dates. Dates still open July 26-30, Aug 30-Sept 3, and Sept 27-Oct 1. LeAnn developed a memo and sent to DAFO and DAFLP to see what would work best. DAFO prefers the Sept 27 date. Have not yet heard from DAFLP. Convention Committee working to trim expenses where possible to minimize the registration fee. Other board thoughts on Convention – Cheryl had concerns with dates after children went back to school. The August date will coincide with Labor Day. NASCOE Rally is the week before the August date, but not sure of the date. LeAnn will know more after the next call for next Thursday.

2020 Spring Board Meeting (Conference Call??) We may have to go ahead and have Spring Board meeting without going to WDC due to the timing with COVID-19. LeAnn suggests that we have a conference call. We will either have to do it on a weeknight or on a Saturday. Suggest the end of April. Kay and Cheryl are not in favor of evenings. Ray suggested as soon as possible while we are all still at home. We could meet on a weekday take leave or use a flexible schedule. April 28 at 9:00 a.m. MT appears to be the acceptable to all members. By then LeAnn will have had the conference call on convention.

Ray moved to approve the budget overage of \$12.46 in order to pay for the shipping of the box of historical documents to McAllister and Quinn. Cheryl seconded the motion and the motion passed.










NEXT CONFERENCE CALL will be the Spring Board Meeting tentatively scheduled for April 28 at 9:00 a.m. MT.

ADJOURN – Kay moved to adjourn; Kim seconded the motion. Motion passed.

## Treasurers Report – 2020-04-15

### Account Summary

[Customize](#)

 <b>BUSINESS CHECKING</b> ...4739	<b>\$18,855.44</b> Available balance	
 <a href="#">Sign up for alerts</a>		
 <b>BUSINESS MARKET RATE SAVINGS</b> ...9036	<b>\$80,726.34</b> Available balance	
 <b>BUSINESS MARKET RATE SAVINGS</b> ...3479	<b>\$7,553.92</b> Available balance	
 <b>BUSINESS MARKET RATE SAVINGS</b> ...3495	<b>\$3,964.49</b> Available balance	

For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding pending reimbursements and outstanding checks:

Checks to states for representation at Zone Meetings - Kansas, Alabama, Indiana, New Mexico, North Carolina, Virginia, Illinois, and Ohio – each \$300 – total \$2,400.00

McAllister & Quinn - \$5,103.20

Pending to state for representation at Zone Meetings to pay once they are current on dues: Washington, Tennessee, & Texas = \$900.00

Total outstanding checks/obligations = \$8,403.20 plus pending deposit of \$423.00 leaving a checking account balance of \$10,875.24

Total received so far for Wunder Fund is \$754.00:

Zone A – \$180.00

Zone B - \$250.00

Zone C - \$148.00

Zone D - \$176.00 Accounting for the December Dues -

States behind are as follows:

Zone A – Idaho – 2 quarters, Montana/Wyoming – 2 quarters, Utah – 2 quarters, Washington – 8 quarters  
Zone B – Oklahoma – 12 quarters, Texas – 3 quarters, Kansas 1 quarter, North Dakota – 1 quarter

Zone C – Pennsylvania – 3 quarters, Wisconsin – 11 quarters, Virginia – 1 quarter  
Zone D – Florida – 4 quarters, Tennessee – 1 quarter

My plan for National Convention State credentials is to request an updated state membership listing be submitted with the credentials report to support the states claim for delegates.

IRS has not responded to correspondence that I sent on the late file penalties.

## APRIL 28,2020 SPRING BOARD MEETING MINUTES

### CONFERENCE CALL at 10:00 A.M. MT

The Annual Spring Board Meeting was called to order by President, LeAnn Gibbs at a few minutes past 10:00 MT. This Board Meeting was held by teleconference due to the COVID-19 Pandemic and the fact that Employees Associations would not be travelling to National Office to meet with National Office staff.

Board members who answered roll call were: LeAnn Gibbs - President, Kim Eilerman – Vice President (joined later), Kay McCoy - Secretary, Ray Bartholomew - Treasurer, Jessica Weigand - Zone A Rep, Kris Wilcox - Zone B Rep, Nathan Adams – Zone C Rep, and Cheryl Brooks – Zone D Rep.

Minutes from 04/15/2020 Meeting were emailed to all Board Members ahead of the Board Meeting. Jessica moved to accept the minutes as submitted. Nathan seconded the motion. Motion carried with no objections.

Ray presented the Treasurer's Report and stated there was no change to the Treasurer's Report from April 15, 2020, the last board call. Jessica moved to accept the Treasurer's Report, Kay seconded. Motion passed with no objections.

PRESIDENT'S REPORT – LeAnn stated these items would be covered in old and new business

VICE PRESIDENT'S REPORT – no change to report from April 15 Board Meeting.

PAST PRESIDENT'S REPORT- None, as Past President was not in attendance.

### ZONE REP REPORTS

#### Zone A

Jessica stated she was working on the Zone A Newsletter. She has been having technical difficulty with Publisher. She asked Kay when the Zone Reports would be needed for the NACS Annual Report. Kay suggested a May 15 deadline with some give or take. Ray asked about Treasurer's Report. Our fiscal year ends May 31. Annual Report should be done by June 15. There is a narrow window for the Treasurer's Report to be finished. Annual Report should be published to website by June 20.

#### Zone B

Kris stated she was working on the Zone B Newsletter. She will work on items needed.

#### Zone C

Nathan stated he will work on Zone C Report. He asked if we still have states in Zone C who are behind on dues and what does he need to do? He has made contact. We will discuss at new business. He is

very concerned about Wisconsin.

#### Zone D

Cheryl state that she is still working on the Joint C and D Newsletter and will work on Zone D Report.

LeAnn asked that Zone Reps send their completed newsletter to her and she could blast out in Constant Comment.

#### OLD BUSINESS

2020 National Convention update. President's group has been in contact with DAFO and have selected a date. Maureen is working on getting with Hotel to firm up the dates, so we haven't put out the dates for sure until they are booked with the hotel. September 27 through October 1 was the selected date. As soon as she hears back from Maureen, LeAnn will let us all know for sure. Outings will be trimmed to reduce the cost. We are not sure what to expect, but we will be prepared for whatever happens and make-do the best we can.

Ray sent the 2019-2020 Budget status review out ahead of the Board Meeting. He stated there are a lot of unknowns yet. He is still collecting dues in arrears. We have savings in the travel account. LeAnn asked, since we are moving convention will this affect our budget. Ray said, no, because this year's budget included last year's convention. He did not believe this would be a problem. Budget is based on 645 members. Presently we have 600 members.

#### NEW BUSINESS

2020-2021      Draft budget projections –

2020-2021 Set National Assn dues – Currently at \$144 per year Regular, \$30 for Associate, \$100 for Lifetime Members; \$52 for first-time members. It was observed that either we need more members or need to raise the dues. Cheryl stated some concern from members if we raised the dues while we are sitting on a large savings. Kim agreed with Cheryl that while we have significant savings, it does not appear to be reasonable to raise dues. Kay moved to leave dues as currently structured. Cheryl seconded. Motion carried with no objection.

2020-2021 Set new member's dues were taken care of in previous motion.

First-time attendee's incentive. We have budgeted \$200 per attendee cap for a total of \$2200. On average we have had 10-12 first time attendees. We had \$800 left over from last year. Should we transfer it back or just not budget as much. Ray will figure it out. We may be in better shape with convention being later. Kim moved that it remain at \$2200 with a cap of \$200 per attendee. Cheryl seconded the motion. Motion carried with no objection.

The Board discussed the seriously delinquent dues from states – OK, WI. We need to decide what to do with these states. They need to start paying or we need to remove them from the roles. Oklahoma is collecting dues, but they are not collecting enough. They have 6 or 7 members still paying dues. Wisconsin is having issues accessing their treasury to pay dues. Board agrees that we are willing to help if the states are making progress or have a plan to rectify but not if they are not working toward

resolving the issue. In that case we do not believe we should help. Ray asked about LeAnn reaching out to these states and communicating what the board considers as remedial actions to be implemented. Ray is not able to see who is paying dues from reports he receives. Kris suggested that if the members remaining are willing to increase their dues then we could perhaps forgive the dues for the ones who are no longer members. Farm Loan Chief of OK is not a fan of NACS. Our biggest supporter is the Chair on the OK-State Committee. We do not have a President or any contact other than the DD in Northeast OK. The Board discussed sending a group email to all Farm Loan staff in the state to ask if they know if they are NACS members or not. LeAnn will draft an email, send it to Board for review and send a "heads-up" to Kevin Kelly, the DD in Northeast Oklahoma who is our current contact. Kim will work on a list of FLP staff in OK. Ray suggested a courtesy call to Farm Loan Chief to let him know our intent. Any way to sift through Constant Comment to see if there are any people who have signed up from Oklahoma? LeAnn will check that as well. The Board's stance is that NACS is entitled to what they have collected and then we will talk about what to do about the remaining amount due. Kris suggested we try to find the former treasurer and see what can be done to transition accounts, etc.

Regarding Wisconsin, LeAnn will reach out to Carole Nagel and see if she can provide insight so we can get them caught up. LeAnn stated she will research the issue and report back to the board so that we can get a resolution recorded in the minutes.

Ray provided the inventory report. Ray stated we have sufficient inventory of delegate and alternate ribbons, and lapel pins and actually have extra.

LeAnn will send out Constant Comment reminder for submitting resolutions. Kim stated that resolutions are down, but she anticipates we may get more, especially with some experiences with teleworking, etc.. and new ideas coming from our membership regarding these issues.

LeAnn discussed progress towards meeting goals. The Board had set a membership goal of 650 – we are presently at 618. The Budget was developed based on 645. Ray plugged 618 in template and based on no other changes then we will need to take \$3500 from savings to make a new budget work. If we drop \$1000 from JM Marketing and dues that we haven't received yet, then it will require more from savings.

Ray stated states need to be reminded to bump up their first-year members the first of June after they join. Kris stated Nebraska has been allowing them 1 year and then bumping up dues. Kim stated there are probably several states doing it differently. Kris stated if states are to enforce this then they need to know how they are to enforce. Unfortunately, there is no way to track it at the National level. Illinois is tracking by quarters and they are allowing full year for the new members. Ray moved we change the operating manual to new members get 1 year at \$52 – regardless of when they join – dues will be raised in the quarter that the member's year is up, and Kim seconded. Motion carried with no objection. LeAnn will reach out to the Operating Manual group for change in wording. Ray stated that with the change we just voted on the 618 will not be a good number to use. The argument is that we probably weren't getting it anyway based on the information we know from the previous discussion. What percent of NACS members are new members. We will just need to calculate the best we can. Kris suggested we base our budget from full dues-paying members and then new members will be "gravy".

Presently Ray does not have access to this information. LeAnn suggested a template sent to treasurers to gather this information. Ray is trying to gather information for the credentials report. He does not want to make treasurer's totally change their accounting systems. We have not previously split out new members from full members on the credential report. How do state treasurers know who lifetime

members are? Most don't. Base budget on 618. If we can add the question to the credentials report then we can have a better number.

75 members goal for this year's convention.

Zone A – Goal for attendance was 25. Actual attendance was 11. Zone B –

Goal for attendance was 35. Actual attendance was 14.

Zone C/D – Goal for attendance was 50. Actual attendance was 30 from Zone C and 12 from Zone D.

Joint Zone A & B meeting was discussed at both Zone A and Zone B meetings. Zone A proposed Colorado for next year. Kris proposed getting Zone A and B together at convention to determine where and when, etc....

Monthly Board Calls – have had 7 monthly calls so far. Goal was 12 Calls

with DAFO – no specific goal set – 4 calls

Zones – Semi-annual calls – State Presidents – Zone A- 0, Zone B – 0, Zone C – 0, Zone D – 0 Committee

Calls – 2 and will have 1 more before convention.

Newsletters – goal 2 – 1 out, 1 to go

13 updates, 20 constant contacts, 27 Social Media posts to Facebook Quarterly

calls with Association Presidents – 2, will have one more in May.

Ray will work on budget.

LeAnn will reach out to OK and WI. Kim

will develop email group for OK LeAnn

will check Constant Comment LeAnn will

prepare an email to go out. LeAnn will

contact Carole Nagel

LeAnn will reach out to Operating Manual Group on 1<sup>st</sup> year dues. LeAnn

will let board know about Convention date

Zone Reps get reports to Kay by May 15

Zone Reps get newsletter to LeAnn for blast out Constant Contact

NEXT CONFERENCE CALL - May 20, 2020 same time. LeAnn will send out an invite on it.

ADJOURN – Jessica moved to adjourn; Kris seconded. Motion carried.

## Treasurers Report – 2020-04-28

### Account Summary

 [Customize](#)



	<b>BUSINESS CHECKING</b> ...4739	<b>\$19,287.44</b> Available balance	
	<a href="#">Sign up for alerts</a>		<a href="#">Order business checks today</a>
	<b>BUSINESS MARKET RATE SAVINGS</b> ...9036	<b>\$80,726.34</b> Available balance	
	<b>BUSINESS MARKET RATE SAVINGS</b> ...3479	<b>\$7,553.92</b> Available balance	
	<b>BUSINESS MARKET RATE SAVINGS</b> ...3495	<b>\$3,964.49</b> Available balance	

For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding pending reimbursements and outstanding checks:

Checks to states for representation at Zone Meetings - Kansas, Alabama, Indiana, New Mexico, North Carolina, Virginia, Illinois, and Ohio – each \$300 – total \$2,400.00

McAllister & Quinn - \$5,103.20

Pending to state for representation at Zone Meetings to pay once they are current on dues:

Washington, Tennessee, & Texas = \$900.00

Total outstanding checks/obligations = \$8,403.20 plus pending deposit of \$423.00 leaving a checking account balance of \$10,875.24

Total received so far for Wunder Fund is \$754.00:

Zone A – \$180.00      Zone B - \$250.00      Zone C - \$148.00      Zone D - \$176.00

Accounting for the December Dues - States behind are as follows:

Zone A –Idaho – 2 quarters, Montana/Wyoming – 2 quarters, Utah – 2 quarters, Washington – 8 quarters

Zone B – Oklahoma – 12 quarters, Texas – 3 quarters, Kansas 1 quarter, North Dakota – 1 quarter

Zone C – Pennsylvania – 3 quarters, Wisconsin – 11 quarters, Virginia – 1 quarter

Zone D – Florida – 4 quarters, Tennessee – 1 quarter

My plan for National Convention State credentials is to request an updated state membership listing be submitted with the credentials report to support the states claim for delegates.

IRS has not responded to correspondence that I sent on the late file penalties.



## **BOARD MEETING – May 20, 2020**

CONFERENCE CALL at 9:00 A.M. MT

CALL TO ORDER at 10:03 by LeAnn

ROLL CALL –LeAnn, Kim, Kay, Ray, Jessica, Kris (later), Nathan, Cheryl was not able to attend.

SECRETARY’S REPORT – Review Minutes from 04/28/2020 Spring Board Meeting – made one typographical error correction – Jessica moved to accept as corrected, Kay seconded – motion passed.

TREASURER’S REPORT – Review account balances, budget, & bills/dues to be paid. There may be a need to transfer from savings based on track of dues being paid. Change made to operating manual regarding the new members full year at \$52 – Ray needs verbiage to send out when he sends out the dues reminder. With format we are using is this something that needs to be included in the Annual Report. Board agreed that this would be good to include. Nathan had question – outstanding checks for attendance not cleared. A few states pay annually – June 1 – Ray needs to get a handle on who is doing that. Kim moved to accept; Kay seconded the motion. Motion passed

### **OTHER BOARD MEMBER REPORTS**

PRESIDENT’S REPORT – did receive a list of FLM’s in OK – checked CC – and found 4 people from OK who are receiving notices. Working on email. Steve King, Washington State, contacted. Contacted Carol Nagle, WI – Carol responded, and she forwarded to State President/Treasurer – they had changed Treasurers – he now has access and Wisconsin will pay current as soon as they know how much. She will follow up with a few other states who are falling behind.

VICE PRESIDENT’S REPORT – Loan Making Committee – New guaranteed loan application. She compiled responses and forwarded to NO – they responded thanking association for feedback. Resolutions – reminder to go out in Zone Newsletters, she would appreciate it. LeAnn will send a blast out from Constant Contact as well.

SECRETARY’S REPORT – Zone A has submitted Annual Report – asked for rest of Zones as well as Pres, VP, Treasurer’s report, etc. Kay’s goal is still June 15 to get the Annual Report put together.

TREASURER’S REPORT – Credentials Report – dues must be current through June 1, 2020 in order to have voting rights at Convention. Ray stated that the bylaws can be read that we could required dues be paid by 9/1 instead of 6/1. Kay moved we leave it as is in view of the fact that we had to postpone Convention until August. Nathan seconded. Motion passed.

PAST PRESIDENT’S REPORT - none as Denise was not available.

### **ZONE REP REPORTS**

Zone C – Nathan – Working on Annual Report. Comment/Question – has NACS been involved with planning related to COVID-19 situation. LeAnn – Remote Work Taskforce, Business Operations DAFO, FBP Taskforce for revamping FBP stuff and revisions to credit presentations, new FBP coordinator has been very good to reach out to President and Darren Metzger on items. Convention Committee – Teams conference call with Association Presidents not scheduled yet. Taskforce members sent to Amy and Crystal. They are looking for a good area on the site to list those so members can make contact as well as goals and what they are working to accomplishing. Kim stated that taskforce members should be reporting more to the membership, so we have more timely information back to the membership. Ray - Taskforce have been advised not to report back on items prematurely. Kim agreed, but we need more of a report from these people so members know they can contact the taskforce members. LeAnn will reach out to members of taskforces and they need to provide info to LeAnn and

make an Annual Report and provide to Secretary for the Annual Report.

Zone A – Jessica – Annual Report submitted.

Zone B – Kris – Working on Newsletter – will remind on resolutions and change of dates on Convention. Still needs to do annual report. Glad we found some names from Oklahoma.

No Zone D Report

OLD BUSINESS – Ray needs guidance on Dues Report for the Year – IRS issues – draft a paragraph. Send to Board to review verbiage.


NEW BUSINESS - None



NEXT CONFERENCE CALL – June 17 at 9:00 a.m. MT


ADJOURN – Kay moved to adjourn Kim seconded – motion passed.

## Treasurers Report – 2020-05-20

Account Summary

 Customize





**BUSINESS CHECKING**


...4739

\$14,016.24

Available balance

 Sign up for alerts

 Order business checks today




**BUSINESS MARKET RATE SAVINGS**

...9036

\$80,727.00

Available balance




**BUSINESS MARKET RATE SAVINGS**

...3479

\$7,553.98

Available balance



**BUSINESS MARKET RATE SAVINGS**

...3495

\$3,964.52

Available balance

For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding pending reimbursements and outstanding checks:

Checks to states for representation at Zone Meetings - Kansas, Indiana, New Mexico, North Carolina, Illinois, Tennessee, and Ohio – each \$300 – total \$2,100.00

McAllister & Quinn - \$5,030.00

Pending to state for representation at Zone Meetings to pay once they are  
current on dues: Washington & Texas = \$600.00

Total outstanding checks/obligations = \$7,730.00 leaving a checking account balance  
of \$6,286.24 Total received so far for Wunder Fund is \$754.00:

Zone A – \$180.00

Zone B - \$250.00

Zone C - \$148.00

Zone D - \$176.00 Accounting for the December Dues -

States behind are as follows:

Zone A –Idaho – 2 quarters, Montana/Wyoming – 2 quarters, Utah – 2 quarters, Washington  
– 8 quarters Zone B – Oklahoma – 12 quarters, Texas – 3 quarters, Kansas 1 quarter, North  
Dakota – 1 quarter

Zone C – Pennsylvania – 3 quarters, Wisconsin – 11 quarters,  
Virginia – 1 quarter Zone D – Florida – 4 quarters

No states have paid the June 1<sup>st</sup> – first quarter or annual dues and notice from Treasurer should go out by the first of  
next week. IRS has not responded to correspondence that I sent on the late file penalties.

## **BOARD MEETING – June 17, 2020**

CONFERENCE CALL at 9:00 A.M. MT

Call in Number: 1-877-298-1532; Code: 475-163-5440

CALL TO ORDER – Called to order 10:06 am

ROLL CALL –LeAnn, Kay, Ray (joined later?), Jessica, Kris, Nathan, Cheryl

SECRETARY’S REPORT – Reviewed Minutes from 05/20/2020. Cheryl moved to accept minutes as presented. Kris seconded the motion. Motion passed.

TREASURER’S REPORT – Treasurer’s Report sent out ahead of meeting. Kay moved to accept the Treasurer’s Report as submitted. Nathan seconded. Motion passed.

PRESIDENT’S REPORT – Working on President’s Report for Annual Report. LeAnn reached out to the taskforce members for reports and will see what they can provide.

VICE PRESIDENT’S REPORT – LeAnn reported for Kim as she was on vacation. Kim sent a CFR Final Rule posted regarding debt management effective June 17 – did not provide the 60-day timeframe for comments. Kim wondered what to do with it. LeAnn will forward to Loan Servicing Committee to review and determine what action is needed. She will forward to rest of the Board to review.

SECRETARY’S REPORT – Needs a recording secretary. Kay will work on finding someone. Annual Report – gradually getting reports in and would like to finish formatting over the weekend if possible.

TREASURER’S REPORT – Ray estimated what he thought we would receive from delinquent dues and what will be coming yet and is hopeful that this will cure our shortfall on the budget. LeAnn is working with New Mexico Treasurer to get account open due to the COVID19 issues. LeAnn will work with old Treasurer to get check sent in. Ray provided information regarding the IRS Umbrella and his report for the Annual Report – asked board to provide feedback before published. Ray also mentioned that there is a “Unaccounted Demand” tab on the dashboard for the Workload Analytics

PAST PRESIDENT’S REPORT – LeAnn reported for Denise as she was not available. Denise needs nominees for Blood, Sweat and Tears Award. Asked Board to provide. Operating Manual has ground to an unfortunate halt. Can it be ready for convention? Kay volunteered to update if they had items that have been agreed upon. Working on recognition gifts and trying to stay within budget.

### **ZONE REP REPORTS**

Zone C – Nathan – Nothing to report from states. Question regarding COVID-19 Report – how long are we going to have to do it? What are they doing with the data? LeAnn said she would research and ask some questions regarding the reasons for it and what purpose it is serving.

Zone B – Kris – Finished newsletter and Zone B Representative Report. Waiting for convention.

Zone D – Cheryl – Finished newsletter and will get Zone D Report to Kay by Friday.

Zone A – Jessica – Echoed Nathan's concern regarding the telework that we have demonstrated that we are productive with telework and would like to see the option continue. What is status of National Convention – health concerns? Contract was to be signed a couple of weeks ago and Maureen was to get registration information out. LeAnn will follow up with Maureen on progress toward this end. Maureen had some questions regarding cutting costs. We can cut the amount of printing and go primarily digital. Still a go on convention at this point.

#### OLD BUSINESS

1. LeAnn sent an email to Oklahoma. There were 4 people receiving NACS email correspondence. An FLP Specialist, Clay Combs, replied. He has maintained his membership and is active in AFGE. Maybe after the COVID-19, with proper sales pitch, OK might be able to find new blood in the new employees. Most of the old guard of NACS members have retired, moved on, or are no longer interested in association. Kris asked if we could get the Membership Committee involved that maybe we could schedule a Microsoft Meetings Meeting. Can we get the account number of where the funds go? Someone within the state will need to find out where the funds are going. Ray said whoever is willing to be responsible needs to contact NFAOC and first get the address changed to where they go. Ray said, be sure to include the State Committee Chairperson.
2. Agenda for the Convention – Sunday Board meeting on Sunday afternoon – 3:00 p.m. to 5:00 p.m. 7:00 p.m. to 8:00 p.m. will be First Time Attendee Meeting. Audit Committee met 2:30-5:00 p.m. Ray said, it really depends on when the Audit Committee can be available.

NEW BUSINESS - None

NEXT CONFERENCE CALL – July 15, 2020

ADJOURN – Kay moved we adjourn; Cheryl seconded the motion. Motion passed.

## Treasurers Report – 2020-06-17

### Account Summary

 [Customize](#)



#### BUSINESS CHECKING

...4739

**\$18,598.74**

Available balance



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#### BUSINESS MARKET RATE SAVINGS

...9036

**\$80,727.69**

Available balance



#### BUSINESS MARKET RATE SAVINGS

...3479

**\$7,554.04**

Available balance



#### BUSINESS MARKET RATE SAVINGS

...3495

**\$3,964.55**

Available balance

For reference – Account 4739 is our checking account, 9036 are general savings account, 3479 the Wunder Fund, and 3495 the Fairness Fund.

Outstanding pending reimbursements and outstanding checks:

Checks to states for representation at Zone Meetings - Kansas, Indiana, New Mexico, North Carolina, and Tennessee – each \$300 – total \$1,500.00

McAllister & Quinn - \$5,030.00

Pending to state for representation at Zone Meetings to pay once they are current on dues:

Washington & Texas = \$600.00

Total outstanding checks/obligations = \$7,130.00 leaving a checking account balance of \$11,486.74

Total received so far for Wunder Fund is \$754.00:

Zone A – \$180.00

Zone B - \$250.00

Zone C - \$148.00

Zone D - \$176.00

Accounting for the Past due Membership Dues - States behind are as follows: (previous FY's estimate \$18,011.50 Jun-20 estimate - \$12,806.20)

Zone A –Colorado – Annual, Idaho – 1 quarter, Montana/Wyoming – 3 quarters, New Mexico – 1 quarter, Utah – 3 quarters, Washington – 9 quarters

Zone B – Kansas – 2 quarters, Minnesota – 1 quarter, Missouri – 1 quarter, Nebraska – 1 quarter, North Dakota 2 quarters, Oklahoma – 13 quarters, South Dakota – 1 quarter, Texas – 4 quarters

Zone C – Indiana – 1 quarter, New York – 1 quarter, Ohio – 1 quarter, Pennsylvania – 4 quarters, Virginia – 1 quarter, West Virginia – 1 quarter, Wisconsin – 12 quarters

Zone D – Florida – 5 quarters, North Carolina – 1 quarter, Tennessee – 1 quarter.

June 1<sup>st</sup> – first quarter or annual dues and notice was sent late, but dues are trickling in.

## **BOARD MEETING – July 15, 2020**

CONFERENCE CALL at 9:00 A.M. MT

Call in Number: 1-877-298-1532; Code: 566-072-6236

The July 15, 2020 Board meeting was called to order by President LeAnn Gibbs at 9:04 MT.

ROLL CALL –LeAnn, Kay, Ray, Jessica, Kris, and Nathan

SECRETARY’S REPORT – Reviewed Minutes from 06/17/2020. Jessica moved to accept the minutes as submitted. Kris seconded the motion. Motion carried.

TREASURER’S REPORT – Reviewed account balances, budget, & bills/dues to be paid. Report was sent out. Similar report to the last time. Kay moved to accept the report, Jessica seconded the motion. Motion carried.

### **OTHER BOARD MEMBER REPORTS**

PRESIDENT’S REPORT – Convention Registration has been posted and LeAnn put out a Constant Contact message as well as a Constant Contact reminding member of resolutions. We have received no response from the state LeAnn reached out to – Washington, Oklahoma and Wisconsin.

VICE PRESIDENT’S REPORT - None

SECRETARY’S REPORT – Kay has a draft of the Annual Report. Please review and let her know of changes by Friday, July 17. Otherwise, she will include the minutes from this meeting and finish it up for posting.

TREASURER’S REPORT – No updates. No communications with the IRS.

PAST PRESIDENT’S REPORT – LeAnn presented on Denise’s behalf. Committee awards and gifts have been ordered and should be received this week. Blood, Sweat and Tears selection has been made. Denise will attend the “Old Board Meeting” on Sunday and the banquet on Wednesday.

### **ZONE REP REPORTS**

Zone A – No update. Jessica asked about registration numbers. LeAnn stated we would discuss in new business.

Zone B – No update. Waiting for convention.

Zone C – Nothing new.

Zone D – no report.

### **OLD BUSINESS - None**

NEW BUSINESS – Discussed the Convention. LeAnn stated that the agenda is in process. She is getting nervous about attendance due to COVID concerns. She has heard from a few people who won’t be attending for that reason. The Convention Committee will be meeting tomorrow to determine the minimum number of attendees needed to break even. LeAnn asked the board who was a hard yes, soft yes, or hard no. Kay, Ray, Kris, Jessica and LeAnn were “yes”.











Nathan is a soft “yes” in that it depends on what happens between now and then. He is concerned about quarantines. LeAnn reminded the group that the registration is fully refundable through 8/30/2020. She asked Zone Reps to reach out to State Presidents to gauge the potential attendance. She will ask Kim to do a Committee Member poll by Friday so we can get an idea of numbers to compare with the “break-even number”. National Office has not confirmed the rumor that travel will not be permitted. LeAnn knows that Andy Quinn has already committed to a Skype Call. Board had discussion concerning situations relating to COVID. LeAnn will research the policy regulations regarding quarantining. The question was raised regarding what if we don’t have the convention. It is assumed that officers and board members will remain in place until a convention is held. Resolutions will most likely carry forward. We are truly in uncharted waters.

NEXT CONFERENCE CALL – August 19, 2020

ADJOURN – Kay moved to adjourn. Ray seconded the motion. Motion carried.



# Account Summary

	<div><b>BUSINESS CHECKING</b></div> <div>...4739</div> <div> <a href="#">Sign up for alerts</a> <a href="#">Order business checks today</a></div>	<div><b>\$17,445.24</b></div> <div>Available balance</div>	
	<div><b>BUSINESS MARKET RATE SAVINGS</b></div> <div>...9036</div>	<div><b>\$80,728.35</b></div> <div>Available balance</div>	
	<div><b>BUSINESS MARKET RATE SAVINGS</b></div> <div>...3479</div>	<div><b>\$7,554.10</b></div> <div>Available balance</div>	
	<div><b>BUSINESS MARKET RATE SAVINGS</b></div> <div>...3495</div>	<div><b>\$3,964.59</b></div> <div>Available balance</div>	

## CONVENTION RULES

“Mister/Madam President,”

I move the delegates of this convention adopt the following convention rules as it conducts its business during this National Convention. The convention rules are as follows:

1. All resolutions, amended and consolidated, are to be presented to the convention floor in writing, according to the approved format, after having been discussed, prioritized, and recommended by the appropriate committee or Zone.
2. Rules and procedure shall be suspended during the meeting of the convention for the purpose of allowing full discussion of the proposed resolutions. Non-members must request permission from the committee chairperson to enter the discussion.
3. The Committee Reports shall be submitted in the following format:

THE (NAME OF THE COMMITTEE) MET AT THE (HOTEL, CITY, STATE) ON (DATE OF CONVENTION), TO REVIEW RESOLUTIONS SUBMITTED BY THE MEMBERSHIP.

THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR ADOPTION:

CONCERN:

PROPOSED SOLUTION:

The committee will also submit a list of non-adopted resolutions. Adopted and non-adopted resolutions will be numbered sequentially. The first non-adopted resolution will be assigned the next consecutive number that follows the number of the last adopted resolution. The heading above the first non-adopted resolution will read as follows:

THE FOLLOWING RESOLUTIONS ARE RECOMMENDED FOR NON-ADOPTION:

CONCERN:

PROPOSED SOLUTION:

EXPLANATION FOR NON-ADOPTION BY THE COMMITTEE:

Respectfully submitted by the 20\_/20 (Name of Committee),

\_\_\_\_\_  
Zone A

\_\_\_\_\_  
Zone B

\_\_\_\_\_  
Zone C

\_\_\_\_\_  
Zone D

(Chairperson designated after Zone the member is in)

4. Committees have the authority to consolidate similar resolutions and edit resolutions for spelling, and clarity.
5. Amendments presented during the Annual Meeting by a Zone to an existing adopted or non-adopted resolution or moving a resolution from non-adopt to adopt or vice versa will use the approved NACS form for this purpose. **A written version of the proposed amendment must be presented to the Secretary immediately using Exhibit 3-M Committee Report Amendment Form.**
6. During the annual business meeting, all members will be permitted to engage in debate. However, only members identified by a delegate badge will be permitted to vote except in cases where motions requiring a vote of all members present are necessary.
7. The NACS Board shall have authority to edit the resolutions for spelling, clarity, and consistency prior to submission to the National Office.
8. Order of elections shall be as follows: President, Vice President, Secretary, and Treasurer. Zone Representatives shall be elected in Zone Meetings.
9. Nominating speeches shall be limited to two minutes, seconding speeches to one minute, and candidate speeches to two minutes.
10. Rules of procedure shall be suspended for the purpose of nominating and seconding of candidates to permit any NACS member attending to either make or second a nomination.

## COMMITTEE REPORT AMENDMENT FORM



**Committee:** \_\_\_\_\_ Farm Loan Making  
(select one) \_\_\_\_\_ Farm Loan Servicing  
\_\_\_\_\_ Information Technology  
\_\_\_\_\_ Management/Personnel  
\_\_\_\_\_ Legislative

**Resolution #:** \_\_\_\_\_

**Type of Amendment:** \_\_\_\_\_ Language Change  
(select one) \_\_\_\_\_ Move from Adopt to Non-Adopt  
\_\_\_\_\_ Move from Non-Adopt to Adopt

**Motion made by** \_\_\_\_\_  
Name

\_\_\_\_\_ State

**Seconded by** \_\_\_\_\_  
Name

\_\_\_\_\_ State

**Changes:** *(For language changes, be exact)*

### CONCERN:

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### SOLUTION:

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# CONSTITUTION AND BY-LAWS

## Constitution and By-laws

The following is the constitution and by-laws, as presently amended.

### ARTICLE I – NAME

This organization shall be known as the National Association of Credit Specialists of the USDA - Farm Service Agency.

### ARTICLE II – OBJECTIVES

- A To expand, improve, and expedite the services of USDA Agencies to Rural America.
- B To promote the social, economic, professional and vocational skills, civic and personal welfare of all USDA - Farm Service Agency employees to:
  - (1) Ensure equal status and privileges with other federal and non-federal employees.
  - (2) Improve morale and efficiency by giving suitable recognition both to individual employees and to USDA - Farm Service Agency field offices whose performances are outstanding.
  - (3) To collect and disseminate information relating to items 1 and 2 listed above and to use such information for the general good without favoritism, bias, or prejudice.
- C To help organize associations in all states.
- D To cooperate and affiliate with other organizations whose objectives are similar and compatible with those to this Association

### ARTICLE III – MEMBERSHIP

- A. Membership shall consist of four kinds:
  - 1. **REGULAR** - regular membership shall be those employees, not including political appointees, involved in agricultural credit services that have supervisory and/or program management responsibilities *and/or whose job responsibilities include primary duties of agricultural credit programs technical support*, which pay quarterly dues and agree to abide by the Constitution and By-Laws of this Association. – **Revised at NACS Convention, New Orleans, 2019.**
  - 2. **ASSOCIATE** - All individuals who have an interest in the objectives of the Association but do not qualify for regular membership, who pay dues and agree to abide by the Constitution and By-laws of this Association.
  - 3. **RETIRED** - All retired employees of the USDA Agencies shall be eligible for retired membership by payment of annual dues and agreeing to abide by the Constitution and By-laws of this Association.
  - 4. **HONORARY** - Any person who the Board of Directors shall recommend and receive a 2/3 vote from the official delegates at the annual meeting.

- B. Regular membership only, shall carry with it the privilege of holding any office to which they may be elected or appointed and can represent their state if appointed a delegate and have voting privileges on matters brought before the Association.
- C. Membership in this organization will be free of discrimination in terms of membership or treatment because of race, color, religion, sex, national origin or age.
- D. To qualify for membership in the National Association, an individual must be a member of a State Association or a duly recognized Association of Credit Specialists working in a state, regional or national office.
- E. With exception to duly recognized State Associations, all state, regional or national office associations must submit a copy of their proposed Constitution and By-Laws to the NACS-FSA Board of Directors for review and acceptance. The proposed Constitution and By-Laws must clearly define their proposed membership criteria.

#### **ARTICLE IV – GOVERNMENT**

##### **A. OFFICERS**

Officers of this Association shall be a President, Vice President, Secretary and Treasurer, who shall hold office for one year, or until their successors are duly elected and qualified.

##### **B. BOARD OF DIRECTORS**

The Board of Directors shall consist of the newly elected officers, the retiring president and the zone representatives. For the first year of the newly formed Association, the retiring president shall be the 1995/1996 president of the dissolved National Association of County Supervisors.

C. The four officers and past president shall be the executive committee.

##### **D. Manner of Election**

1. Each state or duly recognized association in good standing on the first day of the national convention shall be entitled to the following delegates and alternates based on the regular membership in the respective association:

Membership	Delegates	Alternates
1-10	2	2
11-25	3	3
26-40	4	4
41 - +	5	5

Membership shall be shown by the records of the National Association Treasurer as of the first day of the National Convention. Selection of each delegate and alternate shall be evidenced by a certificate signed by the President or Secretary of each state or recognized association.

2. Only registered delegates with certified credentials and present, shall be entitled to vote and each such delegate may cast one vote at each election and on every question submitted to the convention.
3. A majority of the registered delegates with credentials, present at any convention, shall constitute a quorum.
4. The election of the President, Vice President, Secretary, and Treasurer shall be at the annual

convention with the membership in attendance and the state delegates casting votes as prescribed.

5. The Nation will be divided into zones as determined by the Board of Directors. The Board of Directors will assign each new association to a Zone. The Zone Representatives will be bound by the wishes of their zone at the Board of Directors meeting and will cast votes in keeping with the instructions given. The zone representatives shall be elected by ballot at the annual meeting by the delegates of the states or recognized associations comprising the zone.
  6. Election shall be by ballot. The candidate receiving a majority vote shall be declared elected. If no candidate receives a majority, the two candidates receiving the most votes shall be again voted on.
  7. A vacancy in any office shall be filled by a majority vote of the Board of Directors. The appointee shall serve until a successor is elected at an annual meeting.
- E. Newly elected officers and representatives shall be installed following election at the annual meeting.

#### **ARTICLE V - DUTIES OF OFFICERS AND BOARD OF DIRECTORS**

- A. The duties of the officers shall be those normally devolved upon such positions.
- B. The President, with the advice and consent of the Board of Directors, shall appoint such standing and special committees deemed necessary, and shall be a member ex-officio of all committees.
- C. The Officers and the Board of Directors shall:
  1. Have power to transact all business of an emergency nature that may arise between annual meetings.
  2. Act as a program committee, appointing sub-committees from among the membership as necessary.

#### **ARTICLE VI – MEETINGS**

- A. Annual meetings shall be held at a time and place designated by a committee delegated this task.
- B. Committee meetings shall be held immediately prior to and during the convention, the purpose of which will be to review proposed resolutions to be presented at the annual meeting. A vote will be taken to recommend either adoption or non-adoption of each resolution. Each committee member shall be entitled to one vote on the question of recommendation. The committee members shall take a non-binding poll of the other members present. The question of recommendation shall not be considered to be a question as defined in Article IV, Section D2. Each committee shall present a report to the annual meeting. The format of the report is to be approved by the Board of Directors. This format shall include, at a minimum, a list of proposed resolutions recommended for adoption and a list of proposed resolutions not recommended for adoption. The committee shall have the authority to consolidate similar resolutions and edit resolutions without changing their original intent.
- C. Meetings of the officers and Board of Directors shall be at the call of the President or by a majority of the Directors, not less than two meetings annually. No meeting of the Board of Directors shall be held without due notice to all members thereof.

## **ARTICLE VII – AMENDMENTS**

- A. The constitution may be amended at any membership meeting by a two thirds (2/3) vote of those present, provided notice of the proposed amendment is properly posted to the NACS FSA web site thirty (30) days prior to the meeting for review by the membership or three-fourths (3/4) vote of the active members present and three-fourths (3/4) vote of the delegates present if no notice has been given.

## **BY-LAWS**

### **ARTICLE I - DUES AND FISCAL YEAR**

- A. Annual dues shall be determined by the Board of Directors.
  - 1. State may pay dues either annually or quarterly. State paying dues annually, must pay in advance versus arrears
  - 2. States paying quarterly shall have their dues due and payable in alignment with the NACS fiscal year. (Dues shall be due and payable on June 1<sup>st</sup>, September 1<sup>st</sup>, December 1<sup>st</sup> and March 1<sup>st</sup>.)
- B. The fiscal year shall be June 1 to May 31.

### **ARTICLE II – QUORUM**

- A. A majority of the registered delegates with certified credentials, present at any convention shall constitute a quorum.

### **ARTICLE III – FINANCES**

- A. No debts shall be contracted or liabilities incurred by or on behalf of the Association in excess of cash on hand.
- B. Bills shall be paid by the Treasurer, on the approval of the Board of Directors, and the minutes shall reflect such approval. The Treasurer has the authority to pay bills within an approved budget.
- C. The Treasurer shall give financial reports at annual, special, and Board of Directors meetings.
- D. The books of the Treasurer shall be audited annually by a committee appointed for that purpose.
  - 1. The audit committee shall be composed of one representative from each zone and no representative shall be from a state with an executive committee member.
  - 2. The Treasurer's books shall be reconciled as of May 31 of each year.
- E. Net earnings shall not be distributed for the benefit of any one member.
- F. Should dissolution occur, all remaining funds in the Treasury shall be distributed as determined by a majority vote of the Board of Directors.



#### **ARTICLE IV - AMENDMENTS OF BY-LAWS**

Amendment of the By-laws shall be done in the same manner provided amending the constitution.

#### **ARTICLE V – MEETINGS**

A. Conduct of meeting - *“Robert’s Rules of Order”*, latest edition, shall govern the conduct of all meetings and proceedings.

B. Order of Business

Roll Call Reading, correction, approval of minutes of last meeting Reports of officers Reports of committees Old Business New Business Election of Officers and Board of Directors Miscellaneous Business Installation of new officers and board members Adjournment

Adopted: July 10, 1996

***Amended June 27, 2007***

***Amended June 18, 2008***

***Amended June 23, 2010***

***Amended June 22, 2011***

***Amended June 26, 2019***

# CONSULTATIVE AGREEMENT

NACS has the following agreement with Management outlining the agreement to consult and other issues concerning the relationship between NACS and the Agency.

## **SECTION 1 – GENERAL PROVISIONS**

### **(1) PURPOSE**

The purpose of this agreement is to recognize the NACS-FSA as an organization consisting of FSA employees in the state and county offices who are involved in FSA farm loan services. The object of the parties is to work together to develop a construction, productive relationship and to allow both NACS-FSA and FSA present and share views on appropriate issues.

### **(2) RECOGNITION AT THE NATIONAL LEVEL**

To retain recognition at the national level, NACS-FSA must have membership of a majority of eligible employees nationwide. If NACS-FSA membership is less than a majority of eligible employees, FSA and NACS-FSA will reexamine the membership requirements and revisit this agreement with NACS-FSA to assure sufficient membership to provide worthwhile dialogue with the Agency.

### **(3) JOINT RESPONSIBILITIES**

The parties to this agreement pledge themselves to conduct all consultations objectively and in good faith to the purpose of fair and equitable solutions. They will make every effort to reach agreement on all matters within a reasonable period of time.

## **SECTION 2 – OFFICAL TIME AND USE OF FACILITIES**

### **(4) ANNUAL MEETINGS**

FSA and NACS-FSA agree to hold an annual consultative meeting in the Spring.

NACS-FSA attendees will include the NACS-FSA Board of Directors, which shall consist of 4 national officers, the past president and the 4 zone representatives. Official time, travel and per diem is authorized for this consultative meeting.

FSA and NACS-FSA agree to hold an annual general meeting in the Fall. This meeting will be held in conjunction with other national associations, but NACS-FSA will be provided time to meet separately with FSA officials. Official time, travel and per diem is authorized for this general meeting for up to 4 NACS-FSA participants. Other NACS-FSA attendees may attend as approved by the Agency. FSA and NACS-FSA agree to hold teleconferences on an as-needed basis.

### **(5) AGENCY SPONSORED MEETINGS**

Official time, travel and per diem is approved for any meeting called by the Agency to work on Agency business for the benefit of the service.

### **(6) ANNUAL NACS-FSA CONVENTION**

2 days of official time is authorized for each member of the NACS-FSA Board of Directors and State Delegates to attend the annual convention.

Official time to attend annual NACS-FSA convention shall be cleared in advance through the employee's supervisor.

No travel and per diem is authorized for the annual NACS-FSA convention.

#### (7) ANNUAL ZONE MEETINGS

Official time is authorized for NACS-FSA national officers and state representatives to attend NACS-FSA zone meetings as follows:

- 1 day for 1 NACS-FSA national officer to attend each annual zone meeting. A maximum of 4 days annually is authorized for NACS-FSA national officers to attend annual zone meetings.

- 1 day for State NACS-FSA representative to attend a zone meeting in their area. A maximum of 46 days annually is authorized for State NACS-FSA representatives to attend annual zone meetings.

Official time to attend zone meetings shall be cleared in advance through the employee's supervisor.

No travel or per diem is authorized for annual zone meetings.

#### (8) ANNUAL REPORT ON OFFICIAL TIME FOR CONVENTION, ZONE MEETINGS

NACS-FSA is required to send a quarterly report to the Executive Director for State Operations showing the use of official time to attend the annual convention and zone meetings, by state.

#### (9) OTHER USE OF OFFICIAL TIME

Official time is authorized for official agency business only. Internal NACS-FSA business such as the solicitation of membership, collection of dues, election of officers, preparation of newsletter, etc. shall be conducted during non-duty hours of the employees involved.

#### (10) POSTAGE AND STATIONERY

Use of FSA postage and stationery are authorized for official agency business only.

#### (11) USE OF TELEPHONE

The telephone is authorized for official agency business only.

#### (12) FSA COPY MACHINES AND DISTRIBUTION SYSTEMS

Copy machines and internal distribution systems are reserved for official agency business only. The following exception is permitted. Use of copy machines, e-mail, and internal distribution systems are permitted for copying and distributing NACS-FSA newsletters to FSA offices, provided that

copying or distribution is not done on official time, advance supervisory approval is granted, and no postage fees are incurred.

**(13) USE OF FILE CABINETS, SUPPLIES AND OFFICE EQUIPMENT**

File cabinets, supplies or office equipment are reserved for official agency business only. FSA will permit the use of available space for NACS-FSA meetings during non-duty hours, where such use will not conflict with the performance of official functions. Official space when available at no added cost may also be used for NACS-FSA files. NACS-FSA is responsible for exercising reasonable care in the use of such facilities.

**(14) DUES WITHHOLDING**

NACS-FSA members are authorized to effect voluntary allotment for the payment of dues to NACS-FSA, subject to requirements of the National Finance Center.

**(15) EFFECTIVE DATE AND AMENDMENT**

This agreement is effective upon written approval by FSA and NACS-FSA. The provisions of this agreement may be opened for amendment at any time by FSA or NACS-FSA. Such modification shall become effective only after written approval by FSA and NACS-FSA.

**(16) RENEWAL**

This agreement is subject to renewal on an annual basis, either party may provide notice to the other party of intent to terminate this agreement.

**APPROVALS**

**For the National Association of Credit Specialists – FSA:**

Date July 15, 2002

/s/

Robin Hampton  
President, NACS-FSA

**For the Farm Service Agency:**

Date July 15, 2002

/s/ John W. Williams

Deputy Administrator for Management

/s/ Douglas Frago

Executive Director for State Operations

/s/ James R. Little

Administrator, FSA

## NACS PRESIDENTS 1973 TO PRESENT

YEAR	NAME	STATE	ZONE
1973 – 1974	Ray Turknett	Texas	B
1975	Harold Kennedy	Texas	B
1975	Joseph Turney	Oklahoma	B
1976	Loren Nelson	Idaho	A
1977	Paul Hill West	Virginia	C
1978	Howard Boatman	Minnesota	B
1979	Dave Wilson	Oregon	A
1980	James Berry	Maine	C
1981	Ney Williamson	West Virginia	C
1982	James Cox	Missouri	B
1983	Richard (Dick) Floyd	New Mexico	A
1984	Jerry Wishall	Kansas	B
1985	James Monroe	Michigan	C
1986	Gary Case	Missouri	B
1987	Steve Pratt	Kentucky	C
1988	Hugh Clark	North Carolina	D
1989	F. John Riha, III	Nebraska	B
1990	Norbert Soltwedel	Illinois	C
1991	Clayton Ketcham	Montana	A
1992	Tim B. Potts	South Dakota	B
1993	Dennis G. Beaulieu	Maine	C
1994	Robert G. Reed, II	California	A
1995	Eric Guenther	Kansas	B
1996	Charles K. Crane	New Mexico	A
1997	Millie Turner	Pennsylvania	C
1998	Betsy Senter	South Dakota	B
1999	Eric Guenther	Kansas	B
2000	Scott Bown	Utah	A
2001	Robin Hampton	North Carolina	D
2002	Betsy Senter	South Dakota	B
2003-2004	Bill Mahanay	Kansas	B
2005	Melissa Cummins	Washington	A
2006	Darren Metzger	Ohio	C
2007	Michael Gibbs	Georgia	D
2008	Stu Skidmore	Washington	A
2009	Randy Milloy	Texas	B
2009-2010	Mark Drewitz	Minnesota	B
2011	Joe Austin	North Carolina	D
2011-2012	Maureen Mausbach	Nebraska	B
2013	Allen Hall	Nebraska	B
2014	Tonya Dostal	Washington	A
2015	Lisa Liska	Nebraska	B
2016	John Gehrke	Illinois	C
2017	Theresa Windham	Georgia	D
2018	Denise Lickteig	Nebraska	B
2019	LeAnn Gibbs	New Mexico	A

## RAY TURKNETT BLOOD, SWEAT AND TEARS AWARD

### Overview

This award is named in honor of our founding and then longest serving President. It is considered the most prestigious award presented by NACS. The immediate past president reviews the nominations made by the NACS Board particularly from each respective Zone Representative, makes the selection of the recipient. The award is based on the recipient's service to NACS and its members.

### History

Listed below are the honorees since the inception of this award:

YEAR	NAME	STATE
1977	Loren A. Nelson	Idaho
1978	Kenneth L. Krieg	Nebraska
1979	Paul W. Hill	West Virginia
1980	James R. Berry	Maine
1981	R. Anthony Rickett	Ohio
1982	Ame A. Orvedal	North Dakota
1983	Charles J. Schaefer	North Dakota
1984	James L. Cox	Missouri
1985	Robert J. Rimington	Illinois
1986	Richard Brassfield	California
1987	Norbert L. Soltwedel	Illinois
1988	Richard T. Floyd	New Mexico
1989	Hugh A. Clark	North Carolina
1990	Ray Bartholomew	Kansas
1991	Robert Shearer	Iowa
1992	Tom Dixon	North Carolina
1993	Larry Lawson	Illinois
1994	Charlie Crane	New Mexico
1995	Clayton Ketcham	Montana
1996	Gary Mersinger	Illinois
1997	Jim Monroe	Michigan
1998	Tanya Reeck	Washington
1999	William Mahanay	Kansas
2000	Spencer Larson	North Dakota
2001	Betsy Senter	South Dakota
2002	Everett Purrington	Washington
2003	Millie Turner	Pennsylvania
2004	Darren Metzger	Ohio
2005	Denise Lickteig	Nebraska
2006	Helena Pitcock	Kentucky

<b>YEAR</b>	<b>NAME</b>	<b>STATE</b>
2007	Kim DePasquale	Virginia
2008	Eric Guenther	Kansas
2009	Bob Parris	South Carolina
2010	Mark Drewitz	Minnesota
2011	Scott Brown	Utah
2012	Allen Hall	Nebraska
2013	John Gehrke	Illinois
2014	Bardell Faux	Idaho
2015	Maureen Mausbach	Nebraska
2016	Ben Herink	Nebraska
2017	LeAnn Gibbs	New Mexico
2018	Lisa Liska	Nebraska
2019	Jason McMillin	Texas

## HONORARY MEMBERSHIP

### Overview

Article III, A. 4 of our Constitution states that Honorary Membership shall be bestowed to “any person who the Board of Director shall recommend and receives a two-thirds vote from the official delegates at the annual meeting.”

### History

Listed below are the honorees since the inception of this award:

<b>Honorary Members</b>	<b>Year Selected</b>
Douglas Young	1977
Robert Lang	1977
Donald Downing	1979
Phil Gerald	1979
Clarence Squellati	1980
Keith Smalley	1980
Allan Brock	1980
Paul Hill	1986
J.C. Kirk	1988
Robert J. Rimington	1992
Ronnie O. Tharrington	1992
James R. Berry	1992
Norbert L. Soltwedel	1993
Clayton Ketcham	1993
Carolyn Cooksie	1997
Eric Guenther	2003
Bruce Wunder	2005
Elisabeth (Betsy) Senter	2006
Millie Turner	2014
Mark Drewitz	2014
Chris Beyerhelm	2017



## NACS NATIONAL CONVENTION LOCATIONS

Kansas City, MO	1973
St. Louis, MO	1974
Atlanta, GA	1975
Rapid City, SD	1976
Las Vegas, NV	1977
Biloxi, MS	1978
Overland Park, KS	1979
San Juan, Puerto Rico	1980
Nashville, TN	1981
Dells, WI	1982
Colorado Springs, CO	1983
Lexington, KY	1984
Albuquerque, NM	1985
Omaha, NE	1986
Portland, ME	1987
Oklahoma City, OK	1988
Asheville, NC	1989
Seattle, WA	1990
Reno, NV	1991
St. Charles, IL	1992
Rapid City, SD	1993
San Antonio, TX	1994
Atlanta, GA	1995
Salt Lake City, UT	1996
San Diego, CA	1997
Indianapolis, IN	1998
Wilmington, NC	1999
Biloxi, MS	2000
St. Louis, MO	2001
Bloomington, MN	2002
Las Vegas, NV	2003
Louisville, KY	2004
Orlando, FL	2005
Arlington, TX	2006
Cincinnati, OH	2007
Lincoln, NE	2008
Atlanta, GA	2009
Portland, ME	2010
Salt Lake City, UT	2011
Detroit, MI	2012
San Diego, CA	2013
Rosemont, IL	2014
St. Louis, MO	2015
Washington, D.C.	2016
Kansas City, MO	2017
San Antonio, TX	2018
New Orleans, LA	2019