

The National Certification Council for Activity Professionals
2010 ANNUAL PRESIDENT REPORT
By Michael A. Bower, BA, ACC

Welcome to the 2010 NCCAP Annual Membership Meeting here in (almost) Cincinnati, Ohio! We are excited to be hosting the Second Annual NCCAP Educator Symposium and to have all of you here to learn with us.

2009 – 2010 has been 12 months of successes and challenges. First, the successes:

In 2010 NCCAP had a very successful election with a large return in ballots. Thank you all for sending in your ballots. Thank you, John Rowlett, for taking your duties as Nominations Chair so seriously!

We held the first NCCAP symposium just one year ago. The evaluations from those who attended were overwhelmingly positive. That tells us that we have answered the membership's call for training, and that we are providing the kind of training that is wanted and needed by our target audience - instructors and consultants.

The Specialty Tracks continue to be accessed by the certified membership, with the Person Centered Care Specialty Track the next to be introduced. Student level certification is now available. The national test will be launched on January 1, 2011. We are right on track with our Strategic Plan.

The NCCAP Executive Director and the members of the Board of Directors have shared the duties of representing NCCAP at numerous national and state conferences, saving in costs by, whenever possible, having those closest to a venue attend. Most notably, we had booths and/or were speakers at the conferences of the Pioneer Network, the NAAP, the AHCA, Kentucky Association of Health Care Facilities, and New York State Health Facilities Association. This year we are already set to be at the Pioneer Network, AHCA, AASHA, the NADSSA, and the NNCHR National Conferences. We will be representing the activities profession at all of these venues. If you are attending, please stop by our booth, we will have sample certificates for you if you need to have clock hours for your sessions, as well as an NCCAP pin for you!

In addition, I was pleased to be able to speak and be a representative for NCCAP at the Ohio Health Care Association Activity Conference, the Oregon Health Care Association Spring Conference, the Montana Health Care Association State Conference, and the 2009 Hearing Loss Association of America National Convention. I know that the Executive Director and the rest of the Board have also been active representing your interests.

By increasing NCCAP's presence at these national and state conferences, NCCAP is able to promote national certification and the Activity Profession. It provides us with the opportunity to network, increasing our knowledge of industry needs, while demonstrating the benefits of national certification to other disciplines and professionals.

And what would life be without the challenges!

The need for national testing has been questioned. To be blunt, we have been told by regulatory bodies and other professions that, if we want to be taken seriously as a profession there has to be a national competency test. All professions have them, but because NCCAP accepts academic training from a wide variety of disciplines, national testing is especially vital in proving that certified individuals have the basic knowledge and competency in the field of Activities. An added benefit of national testing is that it provides NCCAP with a way to gauge the competency of instructors. If the students of an instructor consistently fail the test, that tells us something about the knowledge, abilities and effectiveness of that instructor. It provides us with objective proof that we need to intervene; at this time we have to rely on subjective reports (complaints) by students or competitors.

Many of you attended the 2010 NAAP Conference or have heard about statements made at the closing session. I want to assure each and every one of you that NCCAP is alive and well, and going nowhere – except forward with you!

NCCAP has maintained its support of the NAAP, as it has for other professional organizations. As a certifying body that recognizes many disciplines, we make every attempt to support all equally, within the limits of our time and resources. It is our goal, as always, to meet the needs of **our** members. Unlike membership based organizations, NCCAP gains members only by virtue of certification. We are charged with using all avenues that enable Activity Professionals to earn and maintain their national credentials. We change the standards for receiving certification as the needs of our elders and the eldercare industry change and require it. We provide education to our target audience of instructors and trainers in response to their demands for that education. We must remain current, fair and reliable, or risk NCCAP certification becoming meaningless.

Your NCCAP Board of Directors and Executive Director are dedicated to your professional well-being. We believe that progress is achieved by being proactive, not reactive. We will promote the goals of NCCAP, we will maintain the high standards of those who founded this organization 24 years ago, and we will always conduct business within the mandates of the NCCAP Bylaws and Code of Ethics, and with the approval and direction of our membership. That is, as always, our promise to you, the leaders of the Activity Profession!

2010 NCCAP Annual Report
Vice-President
Kathy Hughes, ADC

I have had the privilege of working with the NCCAP team of visionaries and professionals this year. The NCCAP team consists of the NCCAP Staff, NCCAP Board and all of the NCCAP Volunteers who dedicate their time and energy to assisting activity professionals to be the best that they can be!

The NCCAP Staff makes the association run smoothly and efficiently with their professionalism. They process over 3,000 renewals and applications a year. They answer numerous questions about certification, pre-approvals as well as other questions about the activities profession. The Executive Director speaks at numerous conferences about NCCAP certification for free and travels throughout the country assisting states with making the MEPAP Course a “state approved” course. Cindy Bradshaw, BS/ACC ED also represents NCCAP on AHCA committees.

The NCCAP Board works throughout the year on issues that affect the activities profession. We have answered many concerns of our membership, including legislative issues, educational issues and certification issues.

We are continuing to be conscience of the environment and are working toward a paperless organization. Our first step has been to post the NCCAP NEWS online and inform our members that they can view it any time. We are currently seeking everyone’s current e-mail address. **PLEASE** make sure that you include your e-mail address on your NCCAP renewal form. If you have not received our two updates the past two-month’s then we have your wrong e-mail address. It is extremely important that you notify us by e-mail at info@nccap.org with your name and current e-mail address. We now have the ability to notify you immediately of any changes or updates in legislation issues. Going paperless will take some time, but we continue to work on the process.

As your Vice-President I have been working on the 2010 NCCAP Symposium, keep the NCCAP.org website updated as well as answer the NCCAP e-mail. I continue to host the NCCAP Chat and am delighted that others have joined me. NCCAP will be sponsoring a “Back to School” program in September for those needing “FREE” clock hours. Keep checking the NCCAP Bulletin Board and NCCAP Announcement page for information. It was so successful in January so NCCAP has decided to offer it again in September. I was honored to represent you at the 2009 AHCA Conference, the Pioneer Network Conference and the Kentucky Association of Health Care Facilities. I look forward to representing you this year. Please stop by the NCCAP Booth.

I would like to thank all of you for your support and continued support of NCCAP. You make the difference as we move forward. Your positive input and suggestions have assisted us in our growth. We look forward to working and assisting all of you.

Executive Director Report June 2009 – May 2010

Typically I speak only to NCCAP business in my annual reports but this time I thought I would spend a few minutes sharing on a more personal note, as your NCCAP Executive Director things many of you may not know. I started in the field of activities in 1981, in Michigan. I have been a member of NAAP since 1984, NCCAP certified since 1988, and have served as the Executive Director since February 1999. Prior to serving as the ED, I served on the NCCAP Board of Directors, and in the state of Colorado on the state board in various positions, active in my local Southern Chapter, and also on NAAP committees. In addition to the NCCAP responsibilities; I also serve on the VA state board as their Government Relations Chair and on the local HRAPA district as a representative to the VAAP as well as co-chair the membership committee. I feel honored to have spoken in over 36 states at their state/associations activity conferences, and consider it a huge privilege to put faces with names. As NCCAP ED and as a fellow Activity Professional, I also actively serve on various committees professionally to include; Joint Commission Liaison Network, as a Senior Examiner for Quality Awards for the AHCA/NCAL, participate in the CoCares Coalition, am a member of NCCHNR, a member of the COAP, honorary member of IADA, PAPA, COAP and other state associations. Personally I give back to the profession as much as possible including giving scholarships to individuals in memory of the activity professional that has passed away, and we have lost three just this year alone; Pam Sanders, CTRS, ACC, Dawn Marie Salamone-Kamens, ADC, and Vera Harper, ACC, former NCCAP Board member.

This past year, I have attended and spoken in Indiana, Kansas, Massachusetts, Pennsylvania, Florida, New Jersey, North Carolina, Virginia, Delaware and Vermont. I have conducted complimentary sessions on NCCAP certification, the numbers of certified individuals has increased as a result of the efforts put forth by the associations that always include the topic of NCCAP certification.

As NCCAP ED, I exhibited at the AHCA in Chicago, the KHCFA in Louisville, KY, and at several state associations, while the NCCAP Board also exhibited at other venues. I especially appreciate all the trust and faith that the members and the board of directors have in my work ethic, abilities and integrity; it allows me to do the job of enhancing the certification process most effectively.

I believe that with any challenge comes the opportunity for quality improvement. As a result of receiving a letter asking for clarification on item(s), and wishing to determine the scope and severity of the item(s) addressed, NCCAP conducted a six month survey of the certified members, and are pleased to announce that the items addressed in the original letter are indeed NOT wide spread. The questions included; if the certified member receives help promptly and addressing their specific concerns, if the standards are easy to understand, and if the certification process was conducive to their individual needs. Of the 500 returned surveys out of the 1000 sent, there was a 99% favorable return on all topics asked. NCCAP is grateful for the opportunity to ensure quality services to its certified individuals. The NCCAP staff answers the dozen or so questions that were asked in the comment section of the survey. For example, one survey suggested “that NCCAP list their state representatives on the website.” This has been done for years, so we were able to go back to the person and direct them to the appropriate page. Another comment was that this person had “left numerous messages without a response.” When they were contacted, it was found that the number they were contacting and the issue they were addressing was with a different association all together. There were a number of favorable comments to the over 60 hours of free continuing education that NCCAP offered throughout the

months of January and February. The continuing education, of course, meets the NCCAP standards, but also meets the Old Dominion University and NAB standards for approval, to ensure quality education at the highest level of credibility.

As NCCAP continues to move forward, we continue to be met with huge support for our leadership, vision, future focus, and effective response to member needs and interests. At times some opposition is faced and that is to be expected in the business world. NCCAP continues to be accountable to its mission and vision, and to its stakeholders, and chooses to take the continued high road at every turn. NCCAP listens to its committee members, to the liaisons to the different populations, and to the certified individuals, as well as to industry leaders, focusing on issues that affect the residents for which activity professionals provide quality, meaningful leisure activities, and moments of hope, joy and love.

I look forward to attending additional conferences this year, and assisting more individuals in completing their professional goals of becoming nationally certified with NCCAP. A huge thank you to Bryan Rife, ADC and everyone else who has helped raise awareness and funds and has assisted with Kelly's and my mission trip to Haiti this coming July 2010 also, his training on the face book basics, yet another technological breakthrough for me this year, is much appreciated.

Lastly, to all that have sent their condolences, donations, cards, and calls etc to me and my family, we so appreciate your thoughtfulness and much needed prayers while we grieve the loss of my momma. After all these years of public speaking, she finally got to hear a couple of my presentations last fall (thanks to PAPA taping it for her) on "Realizing your Childhood Dreams" and "Certification." She had two comments; 1) "you don't need a bucket list, you keep living your life to the fullest each and every day; thanks for teaching me that" and 2) "Oh now I get what NCCAP is; I should've listened to this topic years ago!" She will be sorely missed!

Cindy Bradshaw, BS, ACC
NCCAP Executive Director

NCCAP Nominations Chair

2010 Annual Report

In 2009 I made a plea to the membership to “step up to the plate” and give back to the profession of Activities by serving as a NCCAP Board member. There were two positions available in the 2010 elections.

I was so proud that we had six of our certified professionals that met the qualifications to serve as an NCCAP board member who took that challenge. They were Jane Anderson, Donna Tennant, Jennifer Nichols, Nancy Best, Laurie Kjar, and Bonnie Ruggles-Ruechel.

It was never in my wildest dreams that we would have one of the biggest voting turnouts in the history of NCCAP and that the election would be so close. We had over 1,300 certified professional who voted and it was so close, we had to count the votes three times.

I want to personally thank our candidates for their willingness to serve NCCAP, who took the time to fill out the application, and for taking the time to provide me with all of the necessary documentation. I also want to thank the entire certified professionals who took the time to vote for their favorite candidate. This proves that we have people who are proud of this profession and take the time give back of their time and talents, plus we have individuals who take the time to let their voice be heard.

A very big congratulation goes to Donna Tennant and to Nancy Best for being elected to the 2010 NCCAP board.

Also, just to let you know, we have two more positions on the NCCAP Board that will be available in the 2011 elections. Don't slack up. “Step up to the plate” and please remember you vote really does count.

John R. Rowlett, ACC

2010 Special Projects Annual Report

Nancy Best, ACC, CTRS

This past year the Special Projects Trustee accomplished the following:

1. Recognized and acknowledged the accomplishments of the NCCAP Staff, NCCAP Board and Volunteers
2. Attended the PAPA Conference with the Executive Director and the NCCAP Vice-President
3. Met with State Representative Michele Brooks to encourage her to include NCCAP certification as a qualifier in Pennsylvania regulations
4. Made contact with State Senator Bob Robbins to accept NCCAP certification as a qualifier for Pennsylvania regulations
5. Worked with NAAP for the Madge Schweinberg Scholarship for the NAAP Conference
6. Awarded the Ralph Best MEPAP Scholarship
7. Recognized the NCCAP Staff for Administrative Assistant Week
8. Corresponded with the NCCAP Board about pertinent issues throughout the year
9. Serving on the 25th NCCAP Anniversary Committee

Nancy Best, ACC, CTRS

2010 Budget

Acct Title

INCOME:

		As of 4/29/10
4110 Scholarships/Grants	1000	415.07
4150 Miscellaneous Income	0	0
4200 Credit Card Income	0	2935
4300 Advertising Revenue	1000	215
4310 Certification Fee - New	29250	10725
4320 Certification Fee - Renewals	108000	36285
4330 Continuing Education Approval	29000	13508.17
4340 Late Fees	14000	6350
4350 Certification Fee - Level Changes	6000	3242
4360 Products	4500	2471.38
4370 Reimbursement	0	100
4380 Returned Check Charge	100	40
4390 MEPAP/Training	6000	600
5010 Education	0	165
5011 NCCAP Symposium	22500	9545
5020 Moving Income	0	0
TOTAL INCOME	221350	86596.62

EXPENSES:

6020 Moving Expenses	0	0
6100 Accounting	0	0
6110 Advertising	1500	350
6120 Annual Fees	1395	110
6130 AOL Service	0	0
6140 Auto Expense	450	139.98
6150 Bank Charges	1500	535.06
6160 Board of Director Expenses	500	450.16
6170 Board of Director Meeting Expenses	6500	383.6
6180 Bookkeeping	2000	697.5
6190 CRC Expenses	50	0
6201 Office Equipment Purchase	1000	379.99
6220 MEPAP/Training	6000	0
6223 NCCAP Symposium	20000	409.3
6230 Exec. Dir. Expenses	5000	3689.03
6240 Insurance	4500	1281.5
6250 Interest Expense	0	0
6260 Leased Equipment	7000	2220.2
6280 Marketing	17500	1837.92
6290 Miscellaneous	0	0
6310 Postage	20000	8758.7
6320 Printing	11000	3768.45
6330 Professional Affiliations	225	75
6340 Professional Fees (Legal)	1000	413.5
6350 Recognition (Employees & Volunteers)	5000	453.2
6360 Refunds	200	0
6370 Rent	11600	2850
6380 Repairs	100	0
6390 Salaries	95000	32738.95
6400 Scholarships	3000	700
6410 Services	3500	1737.41
6420 Supplies	5500	2124.48
6430 Taxes	10500	4159.47
6440 Telephone	4000	1852.64
6450 Utilities	2000	395.73
TOTAL EXPENSES:	247520	72511.77

Approved 11/15/09

Total Income as of 4/29/10	86596.62
Total Expenses as of 4/29/10	<u>72511.77</u>
Net Income as of 4/29/10	14084.85

Laurie Kloepper, Treasurer

As you can see by the budget numbers, NCCAP continues to maintain its financial stability. In my 5th term as your NCCAP Treasurer I have been privileged to work along side the best of the best when it comes to getting the most out of your NCCAP dollars. Your board works very hard to come up with a realistic budget and they work even harder to stay with in the budget they have set for themselves. As a team, searching for new ways to increase awareness of certification and assist those who wish to obtain and/or maintain their certification remains at the forefront of their mission. This diligence has, and continues to pay off.

Growing pains are something every organization experiences, and NCCAP has been no different. *We have grown in our numbers* (what a great problem to have, right?). The workload has increased tremendously, yet the number of staff has remained the same for the past 11 years. *We have grown in our level of professionalism* as we listen to what you, the consumer/member, want and need and consequently *we have grown in the services we offer our members*. This includes adding tracks so more people can become certified, whether it be on a consultant level, an activity director level or an assistant level and we now offer specialization tracks.

"Preaching to the choir" is a term I've heard many times during our board meetings. As a board, we realized those who *needed* to be made aware of certification *were not* the people we were marketing to. This reality was the kick in the pants we needed to get out of our comfort zone and begin exhibiting at larger conferences. Unfortunately, this type of exposure does not come without a hefty price tag, but the pay-off has been well worth it. Now in front of thousands of owners, Administrators, state Health Care Associations/Organizations and Corporate Executives each year, we are able to explain the benefits of certification. We are talking with those who *can* implement and/or require certification. In my eyes, it has been a win/win situation.

One of the many highlights of my position has been to assist in choosing scholarship recipients. Please remember there are several scholarship opportunities available through NCCAP. See the NCCAP website for the specific requirements.

As I leave the board I would like to say THANK YOU. THANK YOU to you, the members, who had the confidence to elect me to the NCCAP Board of Directors. Thank you for sharing with the board and myself your dreams and desires of the path you feel this organization needs to take to best meet the needs of our elders. THANK YOU to Audrey, Betty, and Kelly for the thoroughness in which you complete your day-to-day duties. THANK YOU to the many volunteers who donate countless hours on committee work and reviewing applications. THANK YOU to the executive board members, past and present, which I have had the honor of working with these last six years. Thank you for sharing your knowledge, time and talents, not only with me but also with and on behalf of the other 6000+ members. And last but not least, THANK YOU to Cindy Bradshaw. I hope when and if I'm ever in a nursing home that there is someone like you looking out for me and the staff that provide my activities! You are such a blessing, *friend*.