Agenda:

- 9:00 AM – Continental breakfast and mingling

- 9:30 AM – Welcome (Sharon)

- 9:35 AM - Introduce Speaker: Jeff Pawlow (Kelly)

    - Topic: "Five Under $5,000"

- 12:30 PM – Lunch

- 12:50 PM (approximately) Business Meeting

    - Introduce current Board Members and their roles (Sharon)

    - Welcome first time attendees

        - Leisha Rospert from Payne, Nickles & Company and Ted Austin from Zinner & Co. LLP

    - The following members were in attendance:

Kelly Nizzer Bates	Schlabig & Associates, Ltd.	Akron, OH
Thomas Hager	Schlabig & Associates, Ltd.	Akron, OH
Fred Dillon	Dixon, Hughes & Goodman LLP	Charleston, WV
Michelle Johnson	Martinet & Recchia, Inc.	Willoughby, OH
Kim Miller	Hall, Kistler & Company, LLP	Canton, OH
Susan Moon	Hall, Kistler & Company, LLP	Canton, OH
Kim Tanner	Whitcomb & Hess, Inc.	Ashland, OH
Sharon Trabbic	William Vaughan Company	Maumee, OH
Anna Sary	Zinner & Co. LLP	Cleveland, OH
Ted Austin	Zinner & Co. LLP	Cleveland, OH
Marla Martin	Weber O'Brien Ltd.	Sylvania, OH
Patti Ianni	Howard Wershbale & Co.	Cleveland, OH
Rita Keller	Keller Advisors, LLC	Beavercreek, OH
Brook Dunfee	Snyder & Company	Lancaster, PA
Tammy Boring	Snyder & Company	Lancaster, PA
Itzel Krauss	Gilmore, Jasion & Mahler, Ltd.	Maumee, OH
Esther Emmert	Gilmore, Jasion & Mahler, Ltd.	Maumee, OH
Lori Ellinger	Kirsch CPA Group, LLC	Oxford, OH
Sarah Galley	Pohlman & Talmage CPAs, Inc.	Dayton, OH
Leisha Rospert	Payne, Nickles & Company	Norwalk, OH
Megan Eufinger	The Ohio Society of CPAs	Dublin, OH
Jane Lee	The Ohio Society of CPAs	Dublin, OH

- Past Presidents & Hall of Fame - Check it out at www.cpaadmin.org/ohio

  - Recognition gift for Kim Tanner, as well as Jim Fahey & Jeff Shumway (who were not present)

- Approve July meeting minutes (Sharon)

- Review and approve Treasurer's Report (Tammy)

- Other National AAA News (Sharon)

  - 2012 AAA National Practice Management Conference - Green River Resort in Las Vegas, Nevada (June 20-22)
  - 2013 – Dearborn, Michigan
  - 2014 – San Diego, California

- Reading initiative and business card drawing for business book (Sharon) – Added reading lists to our website and if you buy any of those through Amazon, then a small portion of the proceeds comes back to our Chapter; True Professionalism by David Maister was recommended as a must read for new staff accountants

- Upcoming speakers/topics (Sarah) – Send any ideas to Sarah; she's currently talking to Clark Price from OSCPA and the Dept. of Labor

  - November 18, 2011 (to be held at the OSCPA Offices)
    - Topic: Leadership Essentials: 9 Behaviors of an Effective Leader
    - Speaker: Mary Werner, Werner Coaching & Consulting

- Megan from OSCPA

  - Society Link – CPE catalog was given to everyone

  - Implementing Firm Administrator luncheons – some already planned in Cincinnati, Dayton, Toledo & Cleveland areas. Let Megan know if you are interested in attending any of these.

- Adjourn business meeting (Sharon)

- 2012 Meeting Dates - All future meetings will be at Franklin University

  - February 17, 2012
  - May 18, 2012

- July 20, 2012
- September 21, 2012
- November 16, 2012

Roundtable Discussion:

- Wellness Programs (Tammy)

    - More initiatives are being done rather than full blown, formal programs (stress management, walks, employee health assessments, etc.)

    - Sharon - Has had a formal plan in place for the past few yeara and the results are significant in terms of overall health, but that most of her employees don't like it

    - Itzel - Has had one for 3 years, but it has lost momentum over the years – Tickets for specific number of steps (monthly prize drawing), blood draw & BMI measurement, healthy snacks, water bottles and pedometers, gym memberships, WII Fit, etc.

    - Patti – How many steps equaled a mile in nearby locations, lunch & learns (stretching & stress release techniques while sitting at desks); flu shots, exercise classes after hours

    - Megan – Wonderful program tied to health insurance and participation lowers their premiums; walk-a-thons, monthly masseuse, annual health assessment, free gym memberships, etc.

- Upgrading from Pach to Practice Management (Tammy)

    - Sharon has successfully made the conversion (3 users on Practice Management)

- ADP vs. Paycor (Tammy)

    - Mixed reviews about ADP

    - Paycor – HR Performer module and good reporting

    - Several Paychex users

- Health insurance (Tammy)

    - Average of 11-19% premium annual increases

- Most people are offering HSAs and contributing to the employee plans

- Professional Liability insurance (Tammy)

    - Travelers

    - CNA (through the AICPA)

- Internal social networking (Esther) – Getting the staff to interact with each other across departments/service areas

    - Megan - Quarterly potlucks, holiday luncheon, employee outings (sporting events, zoo, picnic with The Pops in the evenings/weekends), staff meetings, staff appreciation weeks, barbecues, chosen charities (Final Four days for a donation)

    - Tammy - Parking lot Olympics – staff has to come up with their own events; indoor putt- putt, pair up people who don't normally hang out

    - Anna – Monthly book club

    - Kelly – Has a good resource for these kinds of activities

    - Ted – Internal web pages with everyone's bios so they can check each other out and learn more about one another

    - Patty – Employee Spotlight every month/bi-monthly on their intranet or social media page

- Good team development activity for retreat (Sarah)

    - Sharon – Pick a team member and build a house with marshmallows and toothpicks

    - Anna – Did a similar group activity with eggs, tape and newspapers and it went over well with the staff ; great staff interaction with people who don't normally work together

    - Tammy – Blindfold everyone and hold onto a rope to work together to form a square, one person is un-blindfolded and then leads them

    - Kim – Outdoor camp (experiential team building), took personality tests and guessed who was what and how that applied to working together

- Leadership development (Sarah) – Moving professionals to the next level by developing

their marketing/leadership skills

- Rainmaker Academy

- Upstream Academy – Involves a mentor back at the office

- Growth Partnership

- Boomer

- Kelly – Local training principles by Sandler for all employees

- Dale Carnegie

- Toast Masters

- Cloud users(Kim) – Only current Cloud users in the group are Kelly Bates & Kim Miller

- Software champions in our firm (Kim)– Trying to limit what IT person gets dragged into, so they make the professionals "champions" of the different software programs

  - Champion provides the internal training

  - The champions don't do the installs, but they know about the updates and what will be changing

  - Provide the champions with the most current training/user conferences

- Operating procedures (Kim) – Motivating staff to keep those updated, instead of admin

  - Itzel – Reviews these procedures annually and everyone is involved in the process

  - Departmental flow charts

- Internet policy (Leisha) – Any updates that should be included in their policy?

  - www.E-policyinstitute.com (Nancy Flynn)

  - Please send example policies to Leisha

- Intranet utilization (Ted)

  - How many have one? Half the group

  - How are they being used?

- Patti – Uses Sharepoint for administrative forms, firm calendar, events; to help encourage participation, tell them that the first 3 people who read a section will get a gift card; uses home page as the log in so staff is forced to see it every day

- Sharon - Uses Expression Web – Call it "infonet" instead of intranet; home page is fun (salsa recipes, community involvement, new employee bio); employee manual, benefits, forms; Sharon can share a sample menu structure

- Kim – Admin forms and packets, operating procedures

- Social media usage (Ted)

  - About half using LinkedIn, but not too many using Facebook or actively blogging

  - Calendar for managers to contribute at least one blog entry per month

  - iShade – Encourage people to join and explore (Faculty section has great resources from presentations)

  - PCPS – Human capital center is another great resource (job descriptions, policies, and competency assessments)

- Formal business development programs (Anna)

  - Great article by Sam Allred on developing a formal marketing plan – Upstream Academy

- Community service (Anna) – Does anyone require/support activity in an organization or on a board and if so, are there non-chargeable time budgets for each employee?

  - Requirement of 40 hours of civic duty for all Managers

- E-filing (Michelle) – Tracking Form 8879s and getting them back from the clients

  - Track in Ultratax – Kelly is using this successfully

  - Admin staff communicates with the teams on the 10th of every month to keep them updated on what is still outstanding

- Peachtree (Michelle)

  - Users? 2 firms

- Training tool – Older employees train the newer one

- Knowledge/learning systems (Megan) – OSCPA is looking into robust AICPA CPE tracking program, can create required staff assignments, will mesh with OSCPA store certificates and course descriptions, $3,000-5000 initially and $75/person per year thereafter

  - Most using Excel

  - Checkpoint Learning (formerly Required)

  - ProStaff