

**NATIONAL ADVISORY COUNCIL  
FOR OFFICE PROFESSIONALS**

**AND**

**ORGANIZATIONAL SECRETARIAL ADVISORY  
COUNCILS**

**ANNUAL REPORT – June 1, 2012- May 31, 2013**

**Prepared By**

**NATIONAL ADVISORY COUNCIL FOR  
OFFICE PROFESSIONALS  
AGRICULTURAL RESEARCH SERVICE  
U.S. DEPARTMENT OF AGRICULTURE**



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## Executive Summary

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### Overview:

The National Advisory Council for Office Professionals (NACOP) was hosted by the Pacific West Area (PWA) in Albany, California, June 11-13, 2013. Council members were graciously welcomed by Dr. Maureen Whalen, Associate Area Director, Pacific West Area, as well as Dr. Howard Zhang, Center Director, Western Regional Research Center (WRRC) with informative research accomplishments and historical information. Dr. Greg Glenn conducted a tour of the WRRC for the Council, which proved to be entertaining as well as informative.

NACOP welcomed one new Council member for the 2013-2014 year, Dawn Reed from the Mid South Area. The Council conducted an informal “ice breaker” so that Council members were provided the opportunity to learn more about their associates both professionally and personally.

The Council’s Charter was reviewed and updated. The major updates to the Charter were to permanently combine Beltsville Area and NAL as one entity and move the Headquarters rotation to where the NAL had been (Charter, Appendix A). The Headquarters rotation will be the same timeframe as the Mid South Area and Northern Plains Area. Goals were established for the coming 2013-2014 year.

The Council utilized the majority of the meeting time to plan a National Office Professional Workshop entitled “Improvise, Adapt, and Overcome.” Initial plans were to conduct the Workshop August 7-8, 2013; however, approval plans were delayed so the Workshop will be November 13-14, 2013.

The Council conducted monthly conference calls to work on goals and priorities. Information was shared with local councils and office professionals through NACOP Notes, Best Practices, and the Website. All office professionals were acknowledged on Administrative Professionals Day with a “Certificate of Appreciation” in conjunction with NACOP Notes.

Respectfully submitted,

Linda Fulton, Senior Co-Chair  
Linda Parnell, Junior Co-Chair

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**2012-2013 NACOP Members**

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**Linda Fulton, MSA, Senior Co-Chair**  
**Linda Parnell, NPA, Junior Co-Chair**  
**Jackie Kelly, HQ, Ex-Officio**  
**Melissa Stiefel, MWA, NACOP Notes Editor**  
**Kathleen Parker, PWA, Outreach Committee Chair**  
**Darleen Nelson, SAA, Recorder**  
**Rose McIntosh, BA, Webmaster**  
**Trudy Pinkerton, SPA, Historian**  
**Brenda Holmes, NAA**  
**Tangele Terry, HQ (Replaced Tiffany Jackson)**  
**Tiffany Jackson, HQ (Resigned September 2012)**  
**Cathy Lonaberger, OA, Technical Advisor**  
**Pat Berry, HQ, Technical Advisor**

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**Former Members of NSAC/NACOSP/NACOP**

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**KATHY ARAGON, NPA  
MARIA ARCHER, NAL  
DIONA AUSTILL, NPA  
BRENDA AYSENNE, MSA  
BARBIE BALLENGEE, PWA  
SANDRA BALL, NAL  
LATASHA BEASLEY, NAL  
PAT BERRY, HQ  
PRUNELLA BRANISH, NAA  
SHERRI BUXTON, MWA  
KAY CARR, SAA  
CARMELA CARRICK, HQ  
CLARICE CARTER, TECHNICAL ADVISOR  
PATTY COYLE, NAA  
JOYCE CRAIG, HQ  
MARY DAILEY, BA  
LOUISE DALTON, NPA  
PHYLLIS DAVIS, NAA  
SHERRY DEWALD, SPA  
DEBRA DUCKWORTH, SAA  
TAMMY DURFEE BLAIR, PWA  
BRENDA ELSTON, HQ  
JANET FERST, HQ  
LIBBY FOUSE, PWA  
DRUSILLA FRATESI, MSA  
RHEA FRYAR-CALVERT, SPA  
SANDY GRONEBERG, MWA  
MADELINE HALL, MSA  
NADINE HEIRS, BA  
TERRY HENRICHS, NAL  
BARBARA HODGES, SPA  
SUE HURD, NPA  
BONNIE INGRAM, MWA  
MARCIA JENKINS, MWA  
CODY JENSEN, NPA  
DIANE KOCH, NAA**

**VERONICA LAIRD, PWA**  
**OLGA LEE, NPA**  
**HEATHER LEWANDOWSKI, MWA**  
**ANGIE MARCHETTI, HQ**  
**ELAINE, MCGUIRE, BA**  
**CHRISTA MEIER, PWA**  
**SHEILA MESSINEO, BA**  
**LINDA NEUENHAHN, HQ**  
**OLIVIA PEDRAZA, SPA**  
**ROSETTA PROCTOR, HQ**  
**WANDA ROHRER, SAA**  
**RHONDA SAMPSON, OCIO, TECHNICAL ADVISOR**  
**JANNETTE SHUFORD-REEVES, NAL**  
**BETTY SIGLER, NPA**  
**MARY SILVA, NAL**  
**FRANKEE SIMPSON, SAA**  
**JOYCE SMITH, NAA**  
**MICHELLE SNOWDEN, HQ**  
**KRISTEN SOTER, BA**  
**QUEEN SPRIGGS, HQ**  
**ANNE STELLE, SPA**  
**CECELIA STORTZUM, TECHNICAL ADVISOR**  
**STEPHANIE LIVELY SULLIVAN, NAA**  
**GENEVIEVE SWARTZBERG, MSA**  
**KATHY TOWNSON, BA**  
**SUE THORNBURG, NPA**  
**RUTH TREAT, SPA**  
**LORI WILSON-VOSS, MWA**  
**TONI WALLS, TECHNICAL ADVISOR**  
**SANDRA WARREN, MSA**  
**SABRINA WHITLEY-FERRELL, SAA**

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## **National Advisory Council for Office Professionals**

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### **Annual Meeting**

**Date:** June 11-13, 2013  
**Location:** Albany, California  
**Host:** Pacific West Area

### **FY-2012/2013 Accomplishments**

- Established Outreach Committee to explore webinars, blogs, book club, and best practices to promote visibility.
- Explored option of adding a representative for Business Service Centers (BSC) to NACOP.
- Brochure was updated and display is in the final stages of being modernized/updated.
- Updated resource assistance list and historical scrapbook as ongoing projects.
- Continued to promote awareness by providing NACOP members with support and resources to take back to local councils.
- Plans have been made to host a training workshop (this is an ongoing project).

### **FY-2013/2014 Goals**

- Identify all Office Professionals from the Business Service Centers (BSC) and define how we are going to support them (geographically or included as one group under AFM) in order for them to be included in our activities – including training).
- Encourage participation in both the local and national councils (utilize the NACOP Display Board to promote this effort).
- Outreach Committee to distribute a “Best Practices” each January and July.
- Solicit a new name for “Best Practices” with a naming competition.
- Create an SOP guide for NACOP Annual Meetings.
- Update resource assistance list and historical scrapbook (maintain as an ongoing project).
- Promote awareness by providing NACOP members with support and resources to take back to local councils (maintain as an ongoing project).
- Plan and host a training workshop. Originally scheduled for August 7-8, 2013; delayed workshop until November 13-14, 2013.

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## **Office Professional of the Year Recognition Program**

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### **2012 ARS Office Professional of the Year**

Amber Whittaker, Secretary  
NPA, Poisonous Plant Research Laboratory  
Logan, UT

### **Mid South Area**

Tammy Dorman, Program Support Assistant  
National Soil Dynamics Laboratory  
Auburn, AL

### **Northern Plains Area**

Amber Whittaker, Secretary  
Poisonous Plant Research Laboratory  
Logan, UT

### **South Atlantic Area**

Jacqueline McDonald, Program Support Assistant  
Plant Genetic Resources Conservation Unit  
Griffin, GA

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## **Beltsville Area (BA)**

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### **Current Members**

Rose McIntosh, BARC, EMSFL (NACOP Technical Advisor)  
Mary Dailey, BARC, MPPL  
Carole Miller, VHNRC, NDL  
Catherine Parsons, BARC, FQL (Senior Co-Chair)  
Linda Reynolds, BHNRC, Institute Office  
Emely Shuck, BARC, Center Office  
Melissa Seibert, BA Office  
Kimberlee Watson, BARC, HRSL (Junior Co-Chair)  
Roslyn Williams, USNA, GU  
Alaina Kissinger, BARC, BFGL (Pending Member)  
In process of recruiting one more member

### **2012 Accomplishments**

None

### **2013 Goals**

- SharePoint training for all employees, including RL's and SY's. Provide hands-on training and use computer room at GWCC in July, August or September.
- Keep current with BAASAC Website, SharePoint, the charter, and resources list.
- Meet with Travel Specialist of the Eastern Business Service Center to discuss some questions/issues with travel submissions.
- Other future Training: To be determined.

### **2012 Goals**

- Keep current with BAASAC Website, SharePoint, the charter, and resources list.
- Meet regularly with BA management to converse about BAASAC role and how to serve in a more advisory capacity on new initiatives which impact employees at BARC.
- Other future training: to be determined

### **2013 Beltsville Area Office Support Professional of the Year**

None

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## **Headquarters (HQ)**

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### **Mission and Goal**

The mission of the Headquarters Advisory Council for Administrative Professionals (HACAP) is to serve the Office of the Administrator (OA) and Deputy Administrator, Administrative and Financial Management (DAAF) in an advisory capacity on new initiatives that impact Headquarters administrative personnel; to act as a liaison to the National Advisory Council for Office Professionals (NACOP) on matters that impact administrative personnel Agency-wide; and to enhance the office administrative profession through training, mentoring, and recognition. The Council's goal is to ensure that ARS Headquarters has highly skilled office administrative professionals working in partnership with management to meet the needs of the Agency.

### **Objectives**

- Serve the OA and DAAF in an advisory capacity on new initiatives that impact Headquarters administrative professionals.
- Encourage ongoing communication among administrative professionals, HACAP, and the administration.
- Act as liaison and support for NACOP.
- Advise the OA and DAAF on matters relating to development, advancement, and recognition of Headquarters administrative professionals.
- Encourage networking among administrative personnel for effective communications and efficient working relationships.
- Assist in the development and presentation of required and appropriate training and mentoring for administrative professionals.

### **Scope**

HACAP represents administrative personnel who support the Headquarters staff listed below. This includes employees in the Secretarial Series, GS-318; Office Automation Series, GS-326; and Miscellaneous Clerk, Assistance or Program Support Assistant Series, GS-303.

### **Current Members**

HACAP represents over 70 employees in the GS-318, GS-326, and GS-303 series from the Office of the Administrator which includes: Office of National Programs (ONP); Office of International Research Programs; Office of Technology Transfer (OTT); Budget and Program Management Staff; Homeland Security; Civil

Rights; Information Staff; Office of the Chief Information Officer; Office of Scientific Quality Review; Legislative Office; and Administrative and Financial Management (AFM). Administrative professionals in these series are invited and encouraged to attend all meetings and events sponsored by HACAP.

The roles and responsibilities of each council member are listed below.

Vacant - Chairperson  
Yvonne Alestock – Co-Chairperson  
Kisha Shelton – Recorder & Newsletter Editor  
Diane Grady – Membership Chairperson  
Paula McEvoy – Publicity Chairperson  
Glendora Stevens – Web Master  
Tangele (Tee) Terry - NACOP - Technical Advisor

**Yvonne Alestock, Office Automation Assistant, NCRBSC, HR**

- Organized meetings and issued agendas.
- Presided at all meetings and conference calls.
- Advised and worked with management on implementing policies and programs affecting the Headquarters Offices and AFM.
- Developed correspondence from the Council and obtained appropriate approvals prior to dissemination.
- Informed Council Members of future meeting arrangements.
- Prepared annual progress report for NACOP, OA, and DAAFM.
- Perform other duties as customarily pertain to the office of chair including but not limited to serving in other vacant positions.
- Meet quarterly with HACAP Champion to discuss upcoming events.

**Kisha Shelton, Executive Assistant, ODEO, Recorder and Newsletter Editor**

- Recorded and distributed highlights and action items of meetings.
- Maintained current Council records.
- Disseminated all correspondence after approval was obtained from the Chairperson.
- Gathered information to be published in the HACAP News newsletter.
- Arranged quarterly newsletters for publication.
- Distributed copies of newsletter to the membership.

**Glendora Stevens, Secretary, Office of National Programs, Web Master**

- Maintained HACAP SharePoint site ensuring updates and is properly functioning.
- Coordinated with the Membership Chairperson to ensure the e-mail address list for administrative professionals (Series 318, 326, and 303) was updated.

**Diane Grady, Secretary, Financial Management, Membership Chairperson**

- Maintained an accurate roster and e-mail list of all administrative professionals.
- Prepared sign in sheets for all general, board, and special meetings.
- Followed up with a phone call to any new eligible administrative professional and notified board members that contact was made.
- Requested volunteers for new council board members when a HACAP member resigned.

**Paula McEvoy, Executive Assistant, HRD, Publicity Chairperson**

- Advertised quarterly HACAP general membership meetings.
- Updated and maintained HACAP brochure.
- Advertised the annual Administrative Professionals Day event.

**Tangele Terry {Tee}, Administrative Management Assistant, HQS, Technical Advisor**

- Ensures all Council meetings are conducted in accordance with the established charter and that appropriate issues are addressed.
- Ensures that all recommendations from the Council are consistent with rules and regulations.
- Represented HACAP on the NACOP.
- Provided information to HACAP members on NACOP relevant issues.

**Accomplishments**

On Wednesday, February 6, 2013, the HACAP Board held a Meet & Greet session. Light refreshments were purchased by the HACAP Board. This was well attended and resulted in getting a few more members added to the team. We reviewed our mission statement and the HACAP Charter and By- Laws.

Several members including Kisha Shelton, Glendora Stevens, Paula McEvoy, and Diane Grady, have agreed to remain part of this much needed group.

On Wednesday, April 24, 2013, HACAP observed Administrative Professional's Day with a training seminar. "Talk the Mission, Work the Mission, Support the Mission", Administrative Professionals Day (APD) was held at GWCC in the back of the cafeteria. Refreshments were provided by Staff Officer, Sharon Drumm, who also gave the opening remarks. Two sign language interpreters were provided for our hearing impaired employees.

The APD had exceptional dynamic speakers such as:

- Chavonda Jacobs-Young, Associate Administrator, National Programs
- Liz Parker, Employee Wellness and Work/Life
- Marilyn Stetka, Human Resources Specialist
- Sherona Hopkins, Travel Team Lead

In addition, we had several department heads come by and offer congratulations to us on a job well done, such as: Carol Gramlich, Acting Director, Human Resources; Bob MacGill, Chief Financial Officer, FMD; Sherri Carrol, Director, Extramural Agreements; Nino Fleri, Director, Facilities; Paul Gibson, Chief Information Officer; Cheryl Brumback, Branch Chief, APD

This day was received with outstanding commentaries regarding the success of the Administrative Professional Day.

On Wednesday, May 8, 2013, the HACAP Board agreed to participate in the beta testing for the New Administrative Software Programs.

### **Goals**

- To continue to provide training and information to all administrative professionals, such as our new travel system Concur and Portal.
- To update the HACAP Website.
- To continue to try to get more people involved in HACAP (by updating the Share Point site; welcome letters to new employees; personal visits to new and existing employees; and holding more (All Hands Meetings). To "brand" our name "HACAP" by participating in future agency events like CFC and Feds Feed Families. To work toward establishing a mentoring program for all administrative professionals.
- To support NACOP as needed with their tentatively scheduled conference.
- To recruit new members.
- To continue to serve the Office of the Administrator and Deputy Administrator, AFM, in an advisory capacity on new initiatives that impact AFM and Headquarters Administrative Professionals.
- To encourage ongoing communication among Administrative Professionals, NACOP, and the administration.
- To advise the Office of the Administrator and Deputy Administrator, AFM, on matters relating to development, advancement, and recognition of Headquarters office support personnel.
- To create a mentorship program to build working relationships between experienced employees and those employees desiring the benefits of a one on one teaching relationship with a mentor.

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## Mid South Area (MSA)

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### Current Members

Tammy Dorman, Senior Chair, Auburn, AL  
Brenda Aysenne, Junior Chair, Houma, LA  
Virginia Harmon, Ex-Officio Member, Stoneville, MS  
Wendy Smith, Recorder, Stoneville, MS  
Valerie Reed, New Orleans, LA  
Donna Signa, Stoneville, MS  
Linda Fulton, Technical Advisor, Mississippi State, MS  
Ann McGee, Western Business Service Center Representative, Stoneville, MS  
Drusilla Fratesi, Area Office Representative, Stoneville, MS  
Archie Tucker, MSACOP Sponsor, Assistant Area Director, Stoneville, MS

### Accomplishments for June 2012 to May 2013

The Mid South Area Council for Office Professionals (MSACOP) held its annual meeting via conference call May 7-8, 2013. The Charter was revised and approved by all Council members.

Specific goals and related accomplishments for the year included:

- Two vacancies were filled for the term beginning June 2013.
- Updated and distributed MSACOP information posters and brochures to each location for display.
- Distributed News Notes to OPs twice during the year.
- MSAOP Training Workshop was held November 28-29, 2012, in Stoneville, MS. Presentations were given on the following topics: Working Smart, Microsoft Computer Tips, CRADAs, MTRAs, File Management, ARMPS, Budget, MSACOP Website, ARIS 115s, Travel, Correspondence, WebTA, and Leave Audits. Other presentations included an overview of Western Business Service

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Center, National Ag Library, AO/OP Relationships, RL Expectations, Working Together as a Team, and Expectations from the Area Office.

- Continued recognition of Office Professionals. Each month a different Office Professional was “TAGGED” by the previous month’s Highlighted Office Professional and introduced to MSA Office Professionals through an email that highlighted information such as training, family, and/or hobbies. This was MSACOP’s way of facilitating OPs in the Mid South Area in getting to know and recognizing each other.
- Created and distributed a Western Business Service Center contact list and a Mid South Area reference list.
- A Council member made a presentation at the Mid South Area New SY Training entitled “Role of the Program Assistant” in which she emphasized the importance of SYs working together with the unit offices.

### **Goals set for June 2013 to May 2014**

1. Establish an ARIS committee to provide guidance on agreements.
2. Compile and distribute an MSA 115 guide.
3. Continue to offer training to meet OP needs.
4. Continue recognition of OPs in the MSA.

### **2012 MSACOP Office Professional of the Year**

Tammy Dorman, Program Support Assistant  
National Soil Dynamics Laboratory  
Auburn, AL

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## **Midwest Area (MWA)**

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### **Current Members**

Heather Lewandowski, Senior Co-Chair  
Marci Bushman, Junior Co-Chair  
Janeen Polen  
Deborah Schaefer  
Lori Burma  
Robin Brewster  
Melissa Stiefel, Technical Advisor and NACOP Representative  
Sherri Buxton, Technical Advisor  
Kim Meyers, Ex-Officio

### **Accomplishments**

- The Midwest Area Council for Office Professionals has taken a leadership role in creating and maintaining an on-line Standard Operating Procedures (SOP) manual, a compendium of approved Agency procedures with examples, to assist the Midwest Area secretarial and administrative support staff. The manual is an excellent training tool for recently hired and seasoned support staff, as well as an invaluable resource of new, revised, and current procedures. Other ARS areas regularly use the MWA SOP as a reference tool, and also have used it to assist them in developing their own manuals.
- The MWA Mentoring Program: All new MWA secretaries are assigned a mentor for a minimum of one year, although the relationships usually continue beyond that time creating lasting support networks among MWA secretaries. Training is provided to the new clerical employees by utilizing the Web Conference tool. The training covers all aspects of what the new Secretary/Program Support Assistant may deal with in their positions.

### **Goals**

- Although new goals will be established by the new council, some previous goals will be maintained:
  - Continue to update the MWACOP website.
  - Provide resources to mentors to better serve mentees.
  - Distribute News Notes twice a year.

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## **North Atlantic Area (NAA)**

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### **Current Members**

**Brenda Holmes**, Program Support Assistant, Beneficial Insect Introduction Research Unit, Newark, Delaware – **Senior Chairperson**

**Joanne Murphy**, Program Support Assistant, Eastern Regional Research Center, Wyndmoor, Pennsylvania – **Senior Co-Chair / Recorder**

**Melody Scheffler**, Program Support Assistant, Robert W. Holly Center, Ithaca, New York – **News Editor**

**Rebecca Crawford**, Secretary, OA, National Center for Cool, Cold Water Aquaculture, Kearneysville, West Virginia – **Historian**

**Tiffany Fisk**, Program Support Assistant, Plant Genetic Resources and Grape Genetic Research, Geneva, New York & National Cold Water Marine Aquaculture Center, Franklin, Maine – **Webmaster**

**Diane Koch**, Executive Assistant, North Atlantic Area Wyndmoor, Pennsylvania – **Permanent Technical Advisor**

The NAA Advisory Council strives to improve the working conditions while enhancing the professional image of office professionals at NAA ARS. Each location within NAA nominated and selected a Representative to be a member of this Council. In addition, to assure the concerns of office professionals in NAA are addressed at the highest level, ARS NAA Area Director Dr. Dariusz M. Swietlik was brought onboard as a non-voting member however, his support within the NAA Advisory Council has been invaluable.

NAACOP has a representative on the National Advisory Council for Office Professionals (NACOP).

### **Mission and Goal**

The mission of the North Atlantic Area Council of Office Professionals (NAACOP) is to work with the Area Director and management in an advisory capacity on new initiatives which impact office support staff, to enhance the secretarial profession through training, mentoring, and recognition, and to provide input and serve as liaison to the NAA representative to the National Advisory Council for Office Professionals (NACOP).

Our goal is to ensure that the North Atlantic Area (NAA) has skilled professionals working in partnership with management to meet the future program and administrative needs of the Area and the Agency.

## Vision

Our vision is that the Office Support Professionals function as an integral part of the team through shared knowledge and experiences while providing a valuable resource in support of the Agency Mission.

## Accomplishments

- The NAACOP established and signed a new Charter in November 2012. In addition, a Motto was agreed upon and approved: “**Making an Impact Together!**”
- The NAACOP Web site was established by the current Council Members, to provide an up-to-date informative site to assist the NAA Office Professionals to enhance skills, and abilities with the Agency’s processes and programs.  
(<http://www.ars.usda.gov/Services/docs.htm?docid=22807>)
- Beginning on February 28, 2013, the NAA Council reestablished the monthly teleconference calls where all Program Support Assistants, Secretaries and Office Automation Assistants are invited to attend. This is a forum where they are able to discuss current issues and share ideas of best practices and experiences for administrative processes.
- April 16-18, 2013, NAACOP Representatives were involved in the preparation of the NAA Leadership Planning Committee. The Council worked with Area Director, Associate Area Director, Research Leaders, Administrative Officers as well as other Program Support Assistants from both the Area and Eastern Business Service Center providing valuable input on topics within the theme such as **Communication is Everything**. Topics included “Leading Change”, “Leading People”, “Results”, “Business Acumen”, and “Building Coalitions”.
- April 24, 2013: NAACOP Council recognized all NAA ARS Office Professionals with a Thank you and Happy Administrative Professionals Week message as acknowledgement of their service. In addition, Recognition certificates and Bookmarks with the NAACOP website link were sent to all Office Professionals.
- May 15, 2013: NAACOP issued and distributed its **First Annual NAACOP Reporter** to all NAA Office Professionals.
- Council members continue to hold conference calls on the third week of every month.

**Goals**

- To recruit new members
- Continue to update and maintain the NAACOP Website
- Develop a new logo
- Publish “NAACOP Reporter” twice a year
- Develop and create a scrapbook featuring the history of NAACOP since its inception.
- Develop and distribute a “Welcome Package” to each new NAA Office Professional and make this available to everyone on our NAACOP Website as a resource to all Office Professionals.

**Secretary of the Year**

The North Atlantic Area Office Staff Recognition Program did not recognize a winner in 2013.

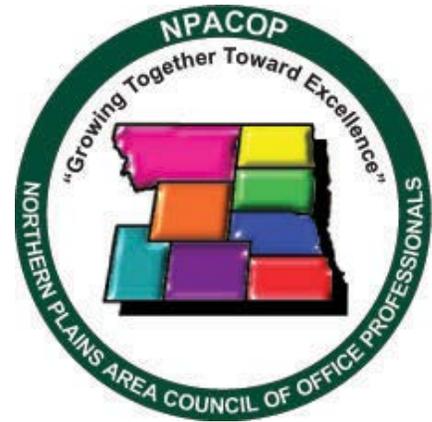
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## Northern Plains Area (NPA)

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### Current Members

Amber Whittaker, Logan, Utah - Chair  
Olga Lee, Fort Collins, Colorado - Ex-Officio Member  
Jaime Mitchell, Manhattan, Kansas - Webmaster  
Janel Nierman, Clay Center, Nebraska – Media/PR  
Linda Parnell, Clay Center, Nebraska - Technical Advisor  
Tawanna Ross Johnson, Manhattan, Kansas - Welcome  
Packet Coordinator  
Carol Durflinger, Fort Collins, Colorado – Ex-Officio Member/Recorder



### Accomplishments

- The Resource Assistant List was updated. This listing of secretaries, who voluntarily serve as resources to other secretaries in specialized areas, is included in the Welcome Packet and is available to everyone on our Website.
- Provided NACOP with information for their quarterly newsletter.
- The NPACOP revised the informational brochure about the Council.
- The NPACOP Website was maintained on the ARS website using SitePublisher.
- The NPACOP Quick Reference Guide was reviewed and updated for NPACOP's Website.
- Continued the Office Professional Mentoring Program.
- The NPACOP met in October 2012. One council member, Nikki Dahl, finished her term on the council and was replaced by Tawanna Ross Johnson, Manhattan, Kansas. Linda Parnell continued her role as the NACOP Technical Advisor, Jaime Mitchell continued the webmaster duties, Janel Nierman assumed the Media/PR duties, Tawanna Ross Johnson assumed the Welcome Packet Coordinator duties, Carol Durflinger assumed the Recorder duties, and Amber Whittaker assumed the Chairperson duties.
- The Welcome Packet was distributed to two new NPA secretaries and welcome calls were made.
- The NPACOP charter was revised and signed by council members.
- NPACOP goals and action items were reviewed and revised.
- Assisted the area office in the updating of the organizational code traveler lists in GovTrip.
- Survey NPA Office Professionals regarding needs for training or resources.

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- The PR member submitted four issues of “Tidbits from your NPACOP” to all office professionals through the NPACOP e-mail.
- Promoted NPA Training Scholarship Program for Office Professionals. Three scholarships were awarded.
- To celebrate Administrative Professionals’ Day, sticky note caddies were sent to NPA Office Professionals. A total of 42 caddies were sent.
- Streamlined T&A processes in the NPA. Area Director sent out guidance in December 2012.
- Updated RPES guidelines to include Official Professionals in the process.
- Beta testing proposal memo was prepared and forwarded for consideration.

### Goals

- Increase awareness of NPACOP activities by making personal contact with all new NPA office professionals.
- Maintain/update office professional resources (i.e., the Quick Reference Guide (QRG), Brochure, and Website) provided by the NPACOP and send a Welcome Packet to each new NPA office professional.
- Develop and implement a program to provide vacancy assistance for Office Professional positions in the NPA area.
- **Continue mentorship program and revise as necessary**
- Address requirements and requests from NACOP.
- Provide NACOP with information for their semi-annual newsletter.
- Promote the use of the ARS Correspondence Manual for proper format both formal and informal through training, Leadership Conference, New SY/Office Professional/AO Orientation, and “Tidbits from your NPACOP.”
- Promote NPA Training Scholarship Program for Office Professionals.
- **Begin posting meeting summaries on website and provide a contact link for any ideas or areas they would like to see addressed in these meetings**
- Revamp and simplify our website for the new USDA implementation
- Prepared to complete webinar for next year’s annual meeting
- Tailor our Quick Reference Guide in conjunction with WBSC Standard Operating Procedures, NPA Policy Memorandums, etc.
- **Complete “best practices” for WebTA and additional NPA programs**

### Secretary of the Year

- This award is presented biannually – Amber Whittaker was selected for 2012.

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## Pacific West Area (PWA)

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### Current Members

Beth Blass, Senior Co-Chair  
Robert Powell, Junior Co-Chair  
Cheryl Borg, Member-at-Large  
Brooke Bowers, Recorder  
Christopher Carter, Member-at Large  
Marlene Jensen, Information Coordinator  
Christa Meier, Ex Officio  
Kathleen Parker, NACOP Technical Advisor  
Yvonne Pedersen, Web Page Coordinator  
Anita Robles, Member-at-Large  
Janet Steele, Member-at-Large  
Jean Wise, Reference Guide Coordinator



### Accomplishments

- Updated recruiting materials and conducted successful outreach for new members.
- Recruited three new members who were subsequently appointed by the Area Director.
- Reviewed, updated and signed Charter for the year 2012/13.
- Council members met via telephone conference call on a regular basis.
- Provided superior mentoring and advice to Pacific West Area office support professionals, utilizing the collective experience and skills of OSAC members.
- Strengthened and improved the knowledge and skills of all PWA office support professionals through networking.
- Began process of updating Reference Guide.
- Prepared for transition of the PWA OSAC web presence to the new and improved USDA website.
- Updated PWA OSAC SharePoint site with minutes, new member profiles, and other reference materials. Expanded use of OSAC SharePoint site for working documents.
- The council continues to pride itself in welcoming new office support professionals to the PWA and providing guidance via multiple channels and networks.
- Contributed to monthly PWA Office Support Professionals (OSP) conference call.
- Recognized PWA Office Professionals on Administrative Professionals Day with email and inspirational calendar.
- Established a staggered rotation schedule to develop leadership experience and enhance continuity for the PWA OSAC.

**Goals**

- Develop and expand the base of human capital available to the OSAC council, and attract new and enthusiastic members through enhanced recruiting strategies.
- Review and update PWA OSAC Charter referencing NACOP Charter as appropriate.
- Increase awareness of PWA OSAC activities and resources by developing marketing materials.
- Identify the best communication channels (newsletter, website, etc.) and initiate periodic distribution of news and information to assist office support personnel in the workplace.
- Continue development of the PWA OSAC website to enhance the skills and abilities of office support personnel by providing up-to-date information on current Agency processes and programs.
- Continue progress on revising and updating Reference Guide.
- Recognize PWA office professionals on Administrative Professionals Day.
- Identify existing courses and create new web-based training opportunities for ARS office support professionals.

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## **South Atlantic Area (SAA)**

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The mission of the South Atlantic Area Advisory Council for Office Professionals (SAA-ACOP) is to serve as a foundation of knowledge to all Office Professionals in an advisory capacity with input from Area Office Leadership. Our goals are to strengthen the professional bond between Office Professionals and management through increasing the awareness of career development programs, improve communication through the semi-annual newsletter, and enhance training through mentoring, webcasts, Aspiring Leadership, and New Leadership Programs.



### **Current Members**

Jacqueline McDonald – Chair  
Joyce Paist – Co-Chair  
Rhonda Gantt – Webmaster  
Christopher Polny – Recorder  
Deborah Osborne – Newsletter Editor  
Mary Thiemens - Historian  
Darleen Nelson – NACOP Technical Advisor  
Armando Narvaez – Member (Area Office Representative)

Dr. Karl Narang – Executive Advisor (Sponsor) (Retired 12/31/12)

### **Accomplishments**

- Held Election of Officers via annual meeting conference call
- Updated, reviewed and signed 2012 Charter
- Created, distributed and posted to website a new Task Calendar
- Revised website to include uploading various useful information
- Held monthly conference calls to continue council business throughout the year
- Provided Welcome Packages to new hires
- Created and distributed semi-annual Newsletter
- Published and posted to website monthly conference call minutes
- Revised Resource Assistant List
- Created and distributed Area Contact List
- Featured 2012 Office Professional of the Year, Jacqueline McDonald, PGRCU, Griffin, GA, in Fall Newsletter
- Conducted spot mentoring/coaching to employees during the year
- Revised Brochure to include new member positions

## 2012-2013 ANNUAL REPORT

- Created and maintained SAA ACOP Sharepoint site for SAA Office Professionals
- Updated Office Assistants on Quarterly “PSA” conference call, and Recorded and posted minutes of calls to Sharepoint site
- Revised Partnership in Excellence document
- Began preparation of training offering
- Filled open positions on Council

### **Goals**

- Revise and distribute Welcome Packages to new hires
- Revise and distribute Resource Assistant List
- Fill current and upcoming vacancies on the Council
- Participate in planning any Leadership Conference (Display Board)
- Plan new training offerings
- Participate in Quarterly PSA Conference Calls, take minutes, and distribute/post on Sharepoint
- Revise Charter
- Conduct Monthly Conference Calls
- Hold Annual Meeting
- Prepare and distribute Semi-Annual Newsletter
- Create, distribute and post new Task Calendar for upcoming year
- Increase visibility of Council
- Work on emphasizing Mentor program to SAA Office Professionals
- Distribute item (lunch tote) for Office Professional’s Day
- Fill IT vacancy
- Fill open vacancies on Council
- Present training on \_\_\_\_\_

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## **Southern Plains Area (SPA)**

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### **Current Members**

The SPA Council has essentially not functioned since the end of FY12. Dr. Upchurch was struggling to see the benefits of an Area Council at this point in time, because the initial reasons for forming the Council seemed to have been accomplished. He felt that putting the functions of the Council on a temporary hold might be a solution for the short-term. The state of other Area Councils was researched and similar situations across ARS were discovered. After discussions with several interested people, a core group of SPA OPs determined that a promising strategy to get back on track was to rebuild the foundation for an Area Council by developing a networking system for the OPs to communicate with each other and ask each other for help and/or advice. Once the OPs have a strong network, it will be possible to identify issues that need to be addressed, as well as recurring activities that are best facilitated by a formal Area Council.

### **Accomplishments**

- Started a Core Group of interested Office Professionals to develop a networking system for the SPA Office Professionals (OPs) to communicate with each other and ask each other for help and/or advice.
- An email was sent out to all SPA OPs informing them to use the ARS-SPA-ALL-Office Professionals group email list for questions and/or help with any subject.
- Disseminated information from NACOP to all SPA OPs.

### **Goals**

- 1) Continue to improve our communication with the office professionals and develop a networking system available to SPA OPs.
- 2) Develop a bulletin board or chat room where comments and questions can be posted for discussion among SPA OPs.
- 3) Develop relationships and interact with the other Area Councils.
- 4) Continue to improve awareness of and encourage participation in future NACOP Conferences.
- 5) Provide advice and recommendations on Agency and SPA policies and programs related to the employment, development, and advancement of office professionals.
- 6) Will advise the Area Director on issues as the need arises.