Annual Report 2019

Association of Safe Patient Handling Professionals



OUR MISSION: To improve the safety of caregivers and their patients by advancing the science and practice of safe patient handling and mobility.



Foreword





"Professional organizations have requested the opportunity to collaborate with the ASPHP, and these relationships are growing in number and strength.

The general membership, general board, executive board, and vendor partners have come together in a way that I never imagined possible in supporting the 2020 ASPHP National SPHM Education Event. As we know, it is difficult for a professional association to sustain itself without the support of a national event.

I would like to express my deepest gratitude as we recognize all the professionals and volunteers who contributed to a fantastic 2019 and have prepared us well for an even stronger 2020!"

We are stronger together. Uncertain times open new opportunities for unification and alignment with friends, colleagues, and organizations.

The health and safety of our members, volunteers, sponsors, and vendor partners is our top priority.

Today, we find ourselves in an uncertain and confusing time in which our environment is changing almost daily.

In this new world of dynamically evolving protocols and practices, we're taking steps to ensure members have the most relevant information from the updated guidelines of the Centers for Disease Control and the directives of our local, state, and federal officials.

ASPHP knows that each member of our extended family has mothers, fathers, sons, daughters, grandparents, friends, and colleagues that have been impacted by COVID-19. You're not alone.

Thank you all for being on the front lines and risking the safety of yourself and your family to put the societal needs of the world first. Our hearts go out to you—we recognize the sacrifices you're making.

Thank you for making America and the world a safer place, patient-by-patient!

In this unprecedented time, the need for safe patient handling professionals has never been greater. This is very exciting for ASPHP!

Our growth increased 75% over the prior year, and this was a direct tribute to membership engagement, board of directors and general board vision, and our amazing vendor partners.

The result was a wildly successful 2020 ASPHP National SPHM Education Event in San Diego, CA in March 2020 and successful regional events in Columbus, OH and St. Louis Park, MN.

We'll be diligently reviewing all ASPHP interactions, from local events to national education events, in our effort to ensure every precaution has been taken to protect the health and safety of our members.

Working together, 2020 will absolutely be our most impactful year ever! Stay safe.

Annie Wiest Executive Director

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Our Strategy

Our mission is to improve the safety of caregivers and their patients by advancing the science and practice of safe patient handling and mobility.

FOR THE YEAR OF 2019, WE CONTINUED OUR FOCUS ON FIVE STRATEGIC INITIATIVES.

Strategic initiative one

Membership: Building robust membership such as increasing members' ability to access webinars and other professional opportunities to enhance their professional status.

Strategic initiative two

Education: Supporting a growing certification program, offering members exclusive access to education and services to improve their knowledge.

Strategic initiative three

Financial: Fiscal responsibility is essential in the process of evolving into a world-class organization. Ensuring that our organization has proper reserves to withstand turbulent times is our collective responsibility.

Strategic initiative four

Innovation: Unleash the innovation potential of our membership to harness the gig economy to maximize membership growth. We will leverage innovation as a true competitive advantage.

Strategic initiative five

Collaboration: Working together with leaders both inside and outside our organization will open new opportunities.

It's unbelievable that, together, we achieved 75% growth in 2019. We want to extend an immediate thankyou to everyone associated with ASPHP who did their part to evangelize the value that safe patient handling brings to healthcare communities and all safe patient handling and mobility professionals.

We also continue our fiscal focus on financial sustainability and independence. This is represented in our Statement of Intent, January 1, 2019 to December 31, 2019. To achieve our mission as the Association of Safe Patient Handling Professionals, our energy will be focused on these three goals:

Protect the health and safety of our members.

Explore areas to expand our reach.

Share the value of taking on leadership roles.

We're continually reviewing ASPHP interactions to do everything possible to continue offering professional networking opportunities while protecting the health of our members. ASPHP continues to unlock opportunities—the leader in safe patient handling and mobility professionals. What we delivered

Strategic initiative one

BUILDING ROBUST MEMBERSHIP SUCH AS INCREASING MEMBERS' ABILITY TO ACCESS WEBINARS AND OTHER PROFESSIONAL OPPORTUNITIES TO ENHANCE THEIR PROFESSIONAL STATUS.

The perception of why our organization exists influences the growth of new membership. We have the ability to share the positive impact our organization is making in an increasingly global community.

Thank you for your time and commitment to the Association of Safe Patient Handling and Mobility Professionals. Your daily interactions determine the long-term success of our organization.

Our most critical organizational asset is you—our loyal and dedicated members.

Our collaborative efforts to promote and foster a safer work environment for all caregivers extend into 2020 as a critical priority.

We're always searching for approaches in which we can maximize efficiency and the value of the ASPHP membership.

We've restructured our membership renewal process to simplify the experience.

Our annual membership is now standardized and runs from May 1st to April 30th annually.

The one-time process to align all members to the new dues and renewals schedule took place in April 2019.

Dues paid on an auto-payment schedule were prorated based on the member's initial month of membership. This ensured our members each receive the best value for their membership dollars.

Members received a separate email based on the monthly dues that are set to expire. This email confirmed the members prorated membership amount.

Also, beginning in 2020, membership renewals will be auto-charged annually in April for the next membership year starting May 1st.

ASPHP annual dues are currently set at \$135.

Members will receive email reminders of the renewal date each year, providing members the ability to verify and update credit-card information as necessary. Dues will be auto-charged to the credit card on file. Members always have the option to cancel their membership at any time.

We have a strong inventory of archived webinars available for our members. Here are just a few of the fascinating topics presented recently or on the docket for 2020:

- NEW in 2020! Beyond the Lecture: "Practical Tools When Training the Adult Learner," presented by Sophie Korn Gallagher, BA, MA; Susan Gallagher, PhD, MSN, MA, RN, CBN, HCRM, CSPHP; and Teresa Boynton, MS, OTR, CSPHP
- "Implementing the Bedside Mobility Assessment Tool," presented by Amber Perez, MHA, CSPHP
- "The Importance of Achieving Competence in SPHM Education and Training," presented by Sasha M. Latvala, BS, CSPHP

Membership skills and capability development

Over the latter part of 2019, we began to dramatically accelerate our educational offerings for members and encouraged members to present ideas they're interested in hearing about. As a result, we were able to inject new insights into our plans for 2019 and ideas for 2020. These included:

Trusted Authority	The first National SPHM Education Event was an excellent avenue to introduce new members and connect existing members in the perfect environment of San Diego, CA. The difficult decision to maintain this event is a testament to our thoughtful and dedicated board, which is looking out for all members.
Marketing Lean	The marketing committee has proactively announced and communicated the benefits of local, regional, and national events and manufactured creative methods to reach new members while keeping costs reasonable. These targeted marketing campaigns identify potential members by focusing on crucial organizational leaders to fuel engagement.
Alliance	This year, we launched a new ASPHP Discussion Group. This new member functionality offers a unique forum to allow members to engage in healthy, professional discussions to begin to tackle the more challenging parts of the job. Additionally, these forums provide a social gathering environment to share lessons learned and what's working.
New Digital Channels	The website, www.asphp.org, is the central method to communicate the latest information and news to members. Our website is the go-to member source to access the latest webinars. Additionally, our inventory of archived webinars is ever-growing.
Innovative Approaches	This year, two educational Regional Events were held. The Regional Event in Columbus, OH was held at Ohio Health, and the St. Louis Park, MN Regional Event was held at Methodist Hospital. Both these events were heavily attended and very encouraging. Our It Takes a Village (ITaV) was presented in June 2019 in Pittsburgh, PA; in August
	2019 in Allentown, PA; and at the 2020 National SPHM Education Event in San Diego, CA.
Agile Decisions	We, too, will change as new interactions and new models of working are developed. This means your local events might look different in a month, and the way you receive information, or its frequency might increase or decrease depending on the latest protocols and activities. We'll adopt and embrace an agile mindset as the vision for 2020 solidifies as we continue to lead the industry with our professional certifications.
Linking to Metrics	Our annual report is the primary instrument to communicate the success of our organization and highlight our substantial volunteer contributions. The Association of Safe Patient Handling Professionals continues to drive the mission, vision, goals, strategies, and tactics to achieve continued growth.

Strategic initiative two

SUPPORTING A GROWING CERTIFICATION PROGRAM, OFFERING MEMBERS EXCLUSIVE ACCESS TO EDUCATION AND SERVICES TO IMPROVE THEIR KNOWLEDGE.

Every professional wants to be empowered with the latest information, techniques, and tools. That begins with continued professional development hours.

The Association of Safe Patient Handling Professionals has excellent news for those members who are earning and tracking professionaldevelopment hours (PDH). The Certification and Renewal committee has released a NEW Professional Development Activities Chart. This new chart provides more comprehensive and user-friendly options for obtaining professional development hours.

This new feature enhances earning and tracking continual educational hours for certification applications and maintenance. This new chart was launched on July 1, 2019.

Additionally, the Certification Handbook was revised in 2019.

Our Certification Handbook provides members with the information and tools necessary to take the next step toward their professional goals.

Please refer to the new Certification Handbook for more information on certification requirements, fees, professional development hours, examination prep, and more.

There also have been some changes in the Clinician (CSPHC) and Professional (CSPHP) certification examinations.

Effective January 1, 2020, changes took place to maintain the security standards for our certification examinations.

First, all Clinician or Professional certification applicants will be required to submit their photo ID with their application (e.g., Driver's License, State ID). If an applicant's portfolio is accepted, and they're approved to sit for the exam, they'll be required to have a functioning webcam to present their photo ID at the start of the examination.

Second, examinations will be held only on scheduled dates and times throughout the year. The 2020 examination schedule has been posted on the certification website. Once the exam is scheduled, an applicant will be issued a username, encrypted password, and web link that will be valid for the scheduled examination date and time. Examinations can be rescheduled for a \$50 rescheduling fee.

The Association of Safe Patient Handling Professionals continues to make examination changes to maintain industry-leading credentials.

Additional information can be found on our website at www.asphp.org/certification/.

The 2020 SPHM Advocacy Award

The Association of Safe Patient Handling Professionals has developed a new advocacy award.

This recognition is awarded to an individual in acknowledgment of their efforts in advancing the field of patient handling and mobility.

In March 2020, this award was presented to Margaret Arnold and Patti Wawzyniecki. ASPHP appreciates all of the hard work being done by everyone across the SPHM spectrum: healthcare organizations, equipment designers, risk management groups, and other organizations.

As an association, we're dedicated to improving the safety of caregivers and patients by advancing the science and practice of safe patient handling; this award allows us to recognize leaders in this space.

If you or someone you know deserves to be recognized for their exceptional SPHM advocacy efforts, please complete a nomination form!

Strategic initiative three

FISCAL RESPONSIBILITY IS ESSENTIAL IN THE PROCESS OF EVOLVING INTO A WORLD-CLASS ORGANIZATION. ENSURING THAT OUR ORGANIZATION HAS PROPER RESERVES TO WITHSTAND TURBULENT TIMES IS OUR COLLECTIVE RESPONSIBILITY.

This past year, fiscal responsibility and expansion of membership events helped to drive impressive membership growth.

Maintaining and building the financial security and stability of the Association of Safe Patient Handling Professionals is a core responsibility that each board member embraces through shared ownership.

The Association of Safe Patient Handling Professionals reached a historic milestone in achieving 75% membership growth in 2019.

We experienced the full effect of new member outreach and growth in 2019. Three essential drivers moved our membership numbers higher, locking in even greater financial security for ASPHP in the years to come.

First, the Association has acknowledged that events drive membership. A calculated risk was taken in 2020 to hold the first-ever National SPHM Education Event in San Diego, CA. There couldn't have been a more difficult time to hold this event. Thanks to leadership, amazing volunteers, and engaged, curious members, this was a record-breaking event.

Second, the depth and content of the sessions and posters at our events was fabulous. Each speaker, poster presenter, volunteer, and attendee contributed and helped to make local, regional, and national events even more impactful and useful for attendees.

Requests from corporate and executive sponsors dramatically increased as educational events, webinars, and workshops drew qualified attendees. The financial benefits to ASPHP can't be understated. However, together it's our duty to make sure that funds are invested wisely in education, activities, and events that directly extend and enrich membership.

Thank you to everyone who contributed to making 2019 a fantastic year! It's directly because of your dedication to the profession and the generosity of your time that, together, we've been able to accomplish so much throughout 2019 and into 2020.

Some of the projects we've kicked off include:

An amazing first National SPHM Education Event in San Diego, CA! Annie Wiest and the team at Kamo Management Services organized a remarkable event with impressive margins that will further strengthen the financial security of our organization.

Outstanding Regional Events were held in Columbus, OH and St. Louis Park, MN. *It Takes a Village* (ITaV) Workshops were held in Pittsburgh and Allenstown, PA and at the National Education Event in San Diego, CA. Volunteers were amazing in making these events so memorable.

Simplified the membership renewal process, allowing our teams to shift time from managing processes to

helping people.

Strategic initiative four

UNLEASH THE INNOVATION POTENTIAL FOR OUR MEMBERSHIP TO HARNESS THE GIG ECONOMY TO MAXIMIZE MEMBERSHIP GROWTH.

Preparing for a world of invisible threats requires science-driven solutions and decisions that take into consideration the best information at the time.

Each day, we're ideating to envision new benefits for our members and new ways of interacting.

The Association of Safe Patient Handling Professionals education committee is as dedicated as ever to offering new and refreshing content to improve your membership.

We heard you. You wanted more webinars. In 2019, we proudly announced the launch of 13 new webinars. We covered topics such as education, training, and competence for safe patient handling and mobility programs through deep diving into the ROI on safe patient handling. All past webinars are archived and accessible to all our active members.

Thank you to all the presenters for their time and commitment to making the world just a little better.

We also launched a new members-only discussion forum called the ASPHP Discussion Group. This electronic mailing list allows ASPHP members to interact through the convenience of email messaging

Members can log in to post comments, ask questions, and discuss clinical research or industry-related news with fellow members that have a common interest in safe patient handling and mobility. Members can respond or simply read what has been posted.

The ASPHP Discussion Group is a great way to socialize and network from anywhere around the world.

Our *It Takes a Village* (ITaV) initiative continues to gain in popularity as it focuses on educating and improving the safety of caregivers and their patients by advancing the science and practice of safe patient handling and mobility.

This initiative was presented in June 2019 in Pittsburgh, PA; in August 2019 in Allentown, PA; and at the 2020 National SPHM Education Event in San Diego, CA.

During these ITaV events, ASPHP presents a program on the essential, primary elements of Safe Patient Handling and Mobility (SPHM) programming. Included in this session is hands-on training on the use of SPHM equipment and techniques to improve patient and caregiver outcomes.

ITaV is a valuable and educational experience for safe patient handling and mobility newcomers and practitioners alike.

In June 2019, senior Resident Advisors at TCV Community Services attended the *It Takes A Village* course in Pittsburgh. ITaV graduates are safe patient handling and mobility Champions for TCV and assist in SPHM program improvements, especially in the area of education and competency.

In August, the Pennsylvania Manufacturers' Association Insurance Company attended the ITaV program in Allenstown, which was tailored for this group.

ITaV was also part of our 2020 National SPHM Education Event. The 1-1/2 day, interactive workshop covered all the elements of a successful SPHM program and provided hands-on experience with SPHM equipment and the opportunity to network with other SPHM professionals to exchange best-practice advice and insights.

If you're curious about the ITaV program, please reach out. We're glad to explain the program and the benefits that past attendees have shared. There has never been a better time to attend!

Strategic initiative five

WORKING TOGETHER WITH LEADERS BOTH INSIDE AND OUTSIDE OUR ORGANIZATION WILL OPEN NEW OPPORTUNITIES.

Uncertainty is a gift for those that embrace the opportunity to change. New times demand creative solutions and adoption of ideas that, just months prior, would have been unheard of. Join us as we reenvision the world of safe patient handling in today's turbulent environment.

Personal protective equipment has moved from useful to essential in protecting the lives of our members.

We've all recently searched for the latest publications on protection, infection, and vaccines. There's a demand for new information, new thinking, and new approaches to doing yesterday's activities today.

The Association of Safe Patient Handling Professionals is in an amazing position to steward information and place critical knowledge into the hands of our members.

We're thinking about in-person interactions and how to expand virtual opportunities for engaging to protect the most vulnerable where appropriate. Those people depend on us.

Unlike many of our friends, most of the essential work we all do can't be done from home. We know you're putting yourself out there every single day. We're working with our volunteers at the local, regional, and national levels to rethink and redesign how we interact with you.

We know that giving our members access to the best information globally and providing opportunities to network and share information is one of the best methods we have to keep our members safe, healthy, and engaged. The Association of Safe Patient Handling Professionals will continue to identify educational opportunities, organizations, communities, and new groups that we can collaborate with to improve the impact of the ASPHP membership on each member.

The year 2020 will be a year of unification and collaboration with groups and organizations that share our principles. Working with new organizations will enable ASPHP to reach new members and tap into markets that either are hidden or may not even exist today. Researching these new opportunities is the duty of each member.

Who should join ASPHP? The answer is, any professional looking to elevate their SPHM program and clinical application through the use of SPHM equipment. For example, OTs, RNs, and safety professionals should consider joining ASPHP and become certified.

As we identify new member benefits and expand on existing benefits, professional-education paths and vendor collaborations will be vital areas of focus for 2020.

We want to identify new members who will benefit from the compelling, informative content we continue to develop.

We're focused on developing and generating rich educational materials that deepen the value of the Association of Safe Patient Handling membership.

The pace at which we grow in 2020 will be driven by the quality of our educational offerings. Each member has the ability to identify leaders, speakers, vendors, and collaborators to enrich the membership experience as we head into what's sure to be a difficult 2020.

Protect. Explore. Share. Empower. We're stronger together.

2020 National Event Success

The Association of Safe Patient Handling Professionals, Inc. (ASPHP) was formed as a nonprofit corporation to provide a venue for individuals interested in the science of safe patient handling to share experiences, access education and information, and, if they choose, to advance their professional status through a Certification Program based on recognized standards.

We hosted our first, all-new, national safe patient handling and mobility education event in San Diego, CA, in March 2020.

This event offered members diverse SPHM learning experiences including occupational safety in labor and delivery, critical care, surgery, and more.

Mobility across the continuum was examined as a way to reduce worker injury and improve clinical outcomes. Additionally, our focus on science and living experiences helped to educate workers and prevent worker injury. Expert speakers discussed emerging trends and practical topics that will positively shape the lives and careers of our members. Poster presenters were featured in five-minute presentations to discuss the content of their posters.

Also, members had the opportunity to participate in up to five hours of "hands-on," structured, case-based, clinical applications with our exhibitors.

We're excited to offer similar educational and networking experiences for members in 2021.



Governance

The association's board provides the authority and oversight for governance and develops the rules guiding our association.

All decisions relating to the operation of the Association of Safe Patient Handling are made by, or under the authority of, the board of directors in accordance with the by-laws, policies, procedures, and guidelines.

Members of the board of directors who held officer roles during the 2019 year were Susan Gallagher, serving as President; Edward Hall, serving as Vice President; Kelsey L. McCoskey, serving as Secretary and Treasurer; and Patti Wawzyniecki, past President.

Annie Wiest held the office of Executive Director.

We want to extend a heartfelt thank-you to our board of directors and every volunteer who contributed their valuable time throughout the year.

The following are primary board governance controls:

Executive

The executive committee was established to consist of offers of the board. Duties and obligations for the Executive Committee include preparing the board conference calls, serving as a resource for the full board in bringing together information needed for discussion by the full board, and otherwise providing support to the President and the entire board to meet the needs of ASPHP.

Elections, Appointments, and Remuneration

The Nomination Committee oversees and recommends to the board all matters regarding the effective management of the appointment and remuneration of the voting board positions and associative appointments.

The following are primary board governance controls:

Governance

This Committee offers oversight for to ensure the board is acting responsibility and executing the appropriate functioning to fulfil its duties for ASPHP. The duties of this Committee include validating that the board and its associated activities are in *compliance with the bi-laws and fiduciary obligations* for ASPHP. In additional, this Committee is accountable to generate, maintain and recommend changes for the ASPHP's board of governance, guidelines and policies.

Operation

The Operational Affairs Committee is accountable for the health and functioning of the board. It recruits new members, conducts orientations, produces board materials, and evaluates the performance of the board itself. This Committee is staffed by the Executive Director and is responsible for ensuring the effectiveness of the current board and recruiting tomorrow's leaders. This Committee also assists the board in fulfilling its responsibilities for the oversight of the internal control of compliance-related initiatives and ensures the association acts in accordance with applicable compliance, internal reporting, external audit, and oversight policies established by the board. This Committee also provides financial oversight and recommendations on policies, procedures, and guidelines to align with local, state, and federal general-accounting and financial-management practices.

Board Members, 2019 to 2020

Susan Gallagher (President)	Renee Kielich (Board Member)
Edward Hall (Vice President)	Sasha Latvala (Board Member)
Kelsey L. McCoskey (Secretary and Treasurer)	Robert Masterman (Board Member)
Patti Wawzyniecki (Past President)	Vicky Missar (Board Member)
Annie Wiest (Executive Director)	Mary Ogg (Board Member)
Margaret Arnold (Board Member)	Asha Roy (Board Member)
Ruth Francis (Board Member)	Susan Salsbury (Board Member)
Tricia Jaworski (Board Member)	Rhonda Turner (Board Member)

Association Advisors

Members	Role
Kent Wilson	Senior Advisor
Guy Fragala	Senior Advisor

Statement of Responsibility

The Association of Safe Patient Handling Professionals is responsible for the preparation of the financial statements and the report on the Consolidated Statement of Performance Expectations for the period January 1, 2019 to December 31, 2019 and for the judgments used in compiling them.

The board is also responsible for establishing and maintaining a system of internal controls designed to provide reasonable assurance as to the integrity and reliability of financial reporting. In the opinion of the board, the financial statements and report on the Statement of Performance Expectations for the period from January 1, 2019 to December 31, 2019 fairly reflect the financial position and operations of the Association of Safe Patient Handling Professionals.

Annie Wiest Executive Director

Susan Gallagher

Susan Gallagher President

Financial Statements

ASSOCIATION OF SAFE PATIENT HANDLING

STATEMENT OF ACTIVITIES

FOR THE YEAR ENDED DECEMBER 31, 2019

		FY 2019	FY 2018
Nc	otes	Unrestricted	Unrestricted
Changes in Unrestricted Net Assets:			
Revenues and Gains:			
Public Contributions (net)	1	49,656	60,810
Program Service Revenue	2	116,691	69,700
Investment Income	3	-	-
Net Assets Released from Restrictions		-	<u> </u>
Total Revenues, Gains, and Other Support		166,347	116,716
Expenses and Losses:			
Program Services	4	75,071	44,251
General Administration	5	76,496	77,995
Fundraising		_	
Total Expenses and Losses		151,567	122,246
Increase in Net Assets		14,780	8,265
Net Assets at Beginning of Year		63,464	55,199
Net Assets at End of Year		78,244	63,464

EXPLANATIONS OF FINANCIALS AND VARIANCES AGAINST BUDGET ARE PROVIDED IN NOTE 1 TO 6. THE ACCOMPANYING NOTES FORM AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

Financial Statements

ASSOCIATION OF SAFE PATIENT HANDLING STATEMENT OF FINANCIAL CONDITION

FOR THE YEAR ENDED DECEMBER 31, 2019

Assets Cash 78,244 63,464 Pledges Receivable (net) Investments Prepaid Expenses Fixed Assets (net) Total Assets 78,244 63,464 Liabilities and Net Assets Liabilities Accounts Payable Grants Payable Grants Payable Refundable Advances Long-Term Debt Total Liabilities Net Assets Unrestricted 6 78,244 63,464 Temporarily Restricted Permanently Restricted Total Net Assets 78,244 63,464		Notes	FY 2019	FY 2018
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· · · · · · · · · · · · · · · · · · ·	Permanently Restricted		-	-
Total Liabilities and Net Assets 78,244 63,464	Total Net Assets		78,244	63,464
	Total Liabilities and Net Assets		78,244	63,464

THE ACCOMPANYING NOTES FORM AN INTEGRAL PART OF THESE FINANCIAL STATEMENTS.

Notes to the financial statements

FOR THE YEAR ENDED DECEMBER 31, 2019

1. PUBLIC CONTRIBUTIONS

Primarily comprised of corporate sponsorships. Contributions are recorded at their fair market value. For the purpose of this report, all contributions were received for the period ending December 31, 2019 in cash.

2. PROGRAM SERVICE REVENUE

Program Service Revenues are exchanges between a nonprofit and another party, in which the nonprofit provides a service in exchange for a transfer of cash or another asset. Program Service revenue collectively included membership dues, new certifications, maintenance of certifications, and regional networking events.

3. INVESTMENT INCOME

There was no recorded investment income for the period ending December 31, 2019.

4. PROGRAM SERVICES

Program Services expenses are the costs associated with the delivery of goods and services to beneficiaries, customers, or members that fulfill the organizational mission. Program Services expenses collectively included marketing, trade shows, travel, webinars, certifications, and educational events

5. GENERAL ADMINISTRATIVE

Administrative Expenses include general and managerial costs such as oversight, business management, record-keeping, budgeting, financing, and related administrative activities. General Administrative expenses included facilities and equipment, contracted services, membership, and operations.

6. UNRESTRICTED NET ASSETS

The portion of net assets that is not restricted by donorimposed stipulations. This amount is positive when the sum of historical revenues and gains from unrestricted contributions exceeds the amount of unrestricted expenses. The amount is negative when the total historical unrestricted expenses exceeds the unrestricted revenues. For the purposes of this report, we classify revenue from membership dues as unrestricted.



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