

Transformative Progress

2020 Annual Report





The Association of Boards of Certification (ABC) includes nearly 120 certifying authorities, representing more than 40 states, 9 Canadian provinces and territories, as well as several international and tribal programs.

These programs have certified more than 240,000 water and wastewater operators, laboratory analysts, plant maintenance technologists, biosolids land appliers, and backflow prevention assembly testers.

2020 ABC STAFF



PAUL BISHOP, CAE

President & CEO



TOM HEALY

Director of
Certification Services



LISA DIRSKEN, MBA

Director of Marketing &
Communications



JAMES HILCHEN

Client Services Manager



MICHELE WASTA

Marketing Communications
Specialist



HALEY VANNESS

Certification Services
Specialist



EMILY PAUTCH

Testing Services Specialist

Message From the President & CEO



It was one heck of a...well...it was a challenge to describe the past year and we all showed great patience, was an incredibly de

From the 2020 conference in b from makeshift home offices, th and from work-life balance to clients change to meet the n opportunity for positivity. As ag awesome thing to witness. Wh how you laid a foundation for c

We were not perfect, but the culminated in a three-day vir participants and speakers alike

Looking forward, 2021 marks m to forge a path, sometimes on we have some incredible opp We may come from different p we can to protect public heal risk failure, and forge a path to

I hope we can all show the sa I'm hopeful that we can set po through wearing masks and ge

2020 Highlights



Introduction of live proctoring through



Clients moving to a computer-based testing to su lack of in-person te

was 2020. Let's be honest, we've utilized every adjective, hyperbole, and expletive in the book to live through it all. However, the one constant I had in my life, besides my teenagers testing my dedicated team.

beautiful and historic Mobile, Alabama to quickly shifting gears to address our members' concerns the ABC team rose to the occasion. From going out to staying in, from handshakes to elbow bumps, to work-from-home-life-balance, we all learned to pivot. We witnessed our members and testing needs of operators and it was inspiring. You took a challenging situation and turned it into an agents of change, you partnered with the ABC team to create solution oriented results and it was an while this report captures some of that in the numbers and pictures, it cannot tell the whole story of change and a vision of the future that is filled with promise.

the team tirelessly worked to address concerns quickly to ensure your needs were met. All of that virtual conference that took place a few short weeks ago and is receiving amazing reviews from e. It was truly one of our best, if not the best, conference to date.

my 13th year with ABC and I firmly believe the past has laid a foundation for the future. It is up to us the less taken, to accomplish our goals to serve the greater good. In the months and years ahead, opportunities to advance standardization and professionalism in the certification of water professionals. perspectives, but one thing we can all agree on is the need to create the best operator workforce with and the environment. The only thing standing in our way is the willingness to take some chances, together to make this vision a reality.

me bravery we've had in facing 2020 to make real, meaningful progress in the water industry. And politics aside, make science-based decisions about keeping ourselves and others safe from Covid-19 getting vaccinated, and just get back to truly living again. Let's make it happen, together.

remote
PSI



Redesign of Professional
Operator website



Financially solvent even with
90% revenue decrease in the
second quarter

computer-
support the
testing



Build out of new office
space to create a better
team environment



Addition of 50 new
Professional Operators

Not As Planned, But Great Things Happene



I want to take this opportunity to say that I am honored to have served as the ABC Board Chair in 2020. I must admit, however, it is certainly not what I was expecting. As I look back at my term, there some things that I would like to have been better, but there were many more great things that happened! The great things happened because of so many excellent volunteers and a fantastic ABC Staff, Board and Paul's leadership.

There were a few things that we all wish could have been better during 2020. Some that many of you might have known. These were some staffing changes at ABC that took place only a short period of time before the Innovation in Certification Conference in January 2020. If you attended the conference, the success of the program was due to the dedication and drive of excellent staff, volunteers, and Paul's leadership. From March through the remainder of 2020, all meetings for the Board and volunteers were held virtually. We all longed for the time when we could put the pandemic behind us and meet once again in person. The pandemic even delayed ABC's strategic planning that was scheduled in early fall 2020. Nonetheless, things continue to move on with life.

Despite the drawbacks, some really great things did happen during 2020. With the beginning of a new decade, it all started with the Innovation in Certification Conference around mid-January in Mobile, Alabama. It was not only the beginning of my role as Chair, but one of the highlights. For those who attend the conference, you can remember the excellent program that ABC Staff and volunteers put together. Opportunities to network, exchange ideas, sample great food, and enjoy the local interests such as the birthplace of Mar

Gras or the closing celebration by appreciating the history at Battleship Park with the focus on the U.S.S. Alabama. WOW what a program; thank you Lisa Dirksen!

In early 2020, ABC was faced with a requirement to move from their existing office location to a new location. Paul and his team set out to find the best location for the new ABC home. The location selected required a build out which took place on schedule, during the pandemic, and was completed ahead of schedule with outstanding results. A major achievement itself considering the obstacles! Another accomplishment was a new Professional Operator website. The new website has a new and different feel, it has more information, it is more interactive, and has more analytics. Most of all it is maintained by ABC Staff. If you have not seen the new website, check it out!

In June 2020, when it was apparent that the strategic planning meeting was not going to happen, ABC decided to make the best of the situation and hold its first virtual Town Hall on October 1, 2020. This Town Hall was to gather participating members' unique insight in where they see the water and wastewater workforce in the next one to three years a chance to reshape how water and wastewater

certifying bodies move forward under the conditions set by the pandemic, and many more topics. The Town Hall was a great success!

Also, in 2020, ABC partnered with AWWA and WEF for an EPA grant to assess standardizing operator certification and promoting water and wastewater operators. Once again, a laser focus on the goals set for ABC!

As you can see, while 2020 was a very strange year, ABC persevered and was able to effectively serve its members well despite the effects of the pandemic. As we have moved into 2021, I congratulate and support Elizabeth Williams in her role as ABC Chair. I wish her the very best, and I am looking forward to working with her, ABC Staff, and volunteers in 2021, to make ABC the organization of choice for certification!

January 14-17, 2020 | Mobile, Alabama

Innovation in Certification 2020

3 Countries

32 States and provinces

114 Attendees

141 Ah-ha moments

2,170 Slido engagements

2020 ABC Awards

Recognizing Industry Excellence



A faded background image showing a group of people in a meeting or conference setting. Some individuals are seated at a table with papers and coffee cups, while others are standing in the background.

Harris F. Seidel Lifetime Achievement Award

Raymond G. Olson, PO

Certification Program Award

Inter Tribal Council of Arizona

Robert C. McAnespie Outstanding Certification Officer Award

Brian Bennon

Jess Jones Excellence in Service Award

John Solvie and Margaret Doss, PO

Dr. Kenneth D. Kerri Excellence in Workforce Development Award

Steven D. Wilson

Remaining Unmuted For Standardization



A year ago, none of us remotely anticipated the challenges that laid ahead for us in 2020. It forced us to adapt and change how we do business, not an easy feat for government agencies. As we transitioned to virtual meetings, my most commonly used phrase quickly became "You're on mute." Through it all, one thing that remained unwavering was the Certification Commission for Environmental Professionals' (C2EP) commitment to the

Professional Operator program.

C2EP remains committed to validating a broad range of Operator competence across four disciplines, both nationally and internationally. C2EP's commitment extends to ABC Testing Clients, as well, as standardized exams developed by C2EP are also utilized by testing clients. This offers unique opportunities for partnerships with ABC to offer dual credentialing. The Professional Operator program is increasing professionalism and providing standardized connections across jurisdictions.

Developing and maintaining validated exams under today's demanding industry standards requires expert staff, psychometricians, and diverse subject matter experts. ABC's staff has

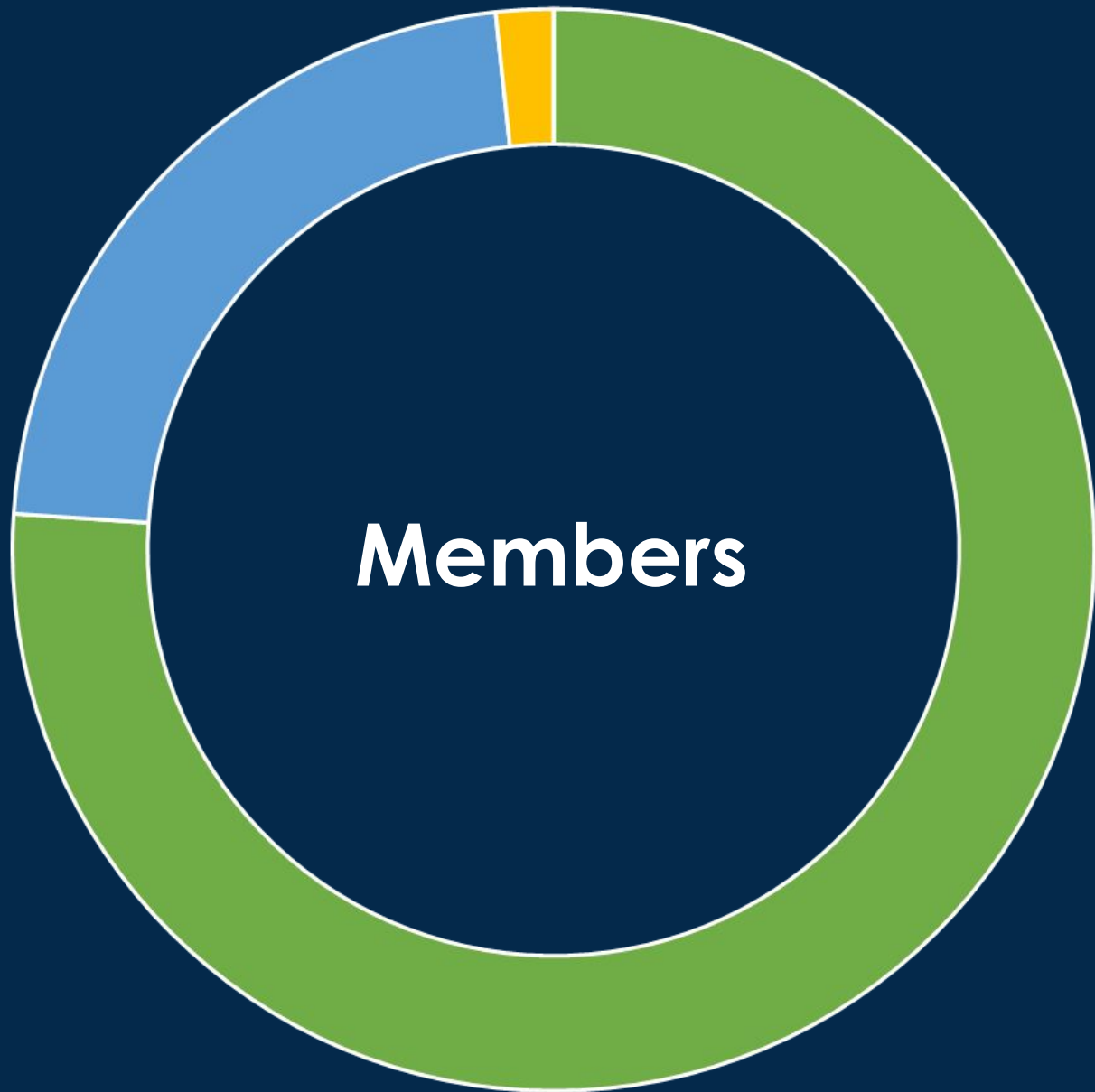
earned the respect of industry professionals, and ABC's ongoing partnership with PSI ensures an airtight psychometric process that not only validates knowledge, skills, and abilities, but also provides assurances to testing clients that the exam development process is legally defensible. C2EP's subject matter experts represent the sharpest minds in water treatment, distribution, wastewater treatment, and collection.

Standardization is not a state or provincial issue, or even a North American issue, but is rather becoming a global need. C2EP looks forward to once again raising the bar for professional credentialing of water industry professionals.

Stay positive, test negative, and certify with excellence in 2021!



ABC Membership



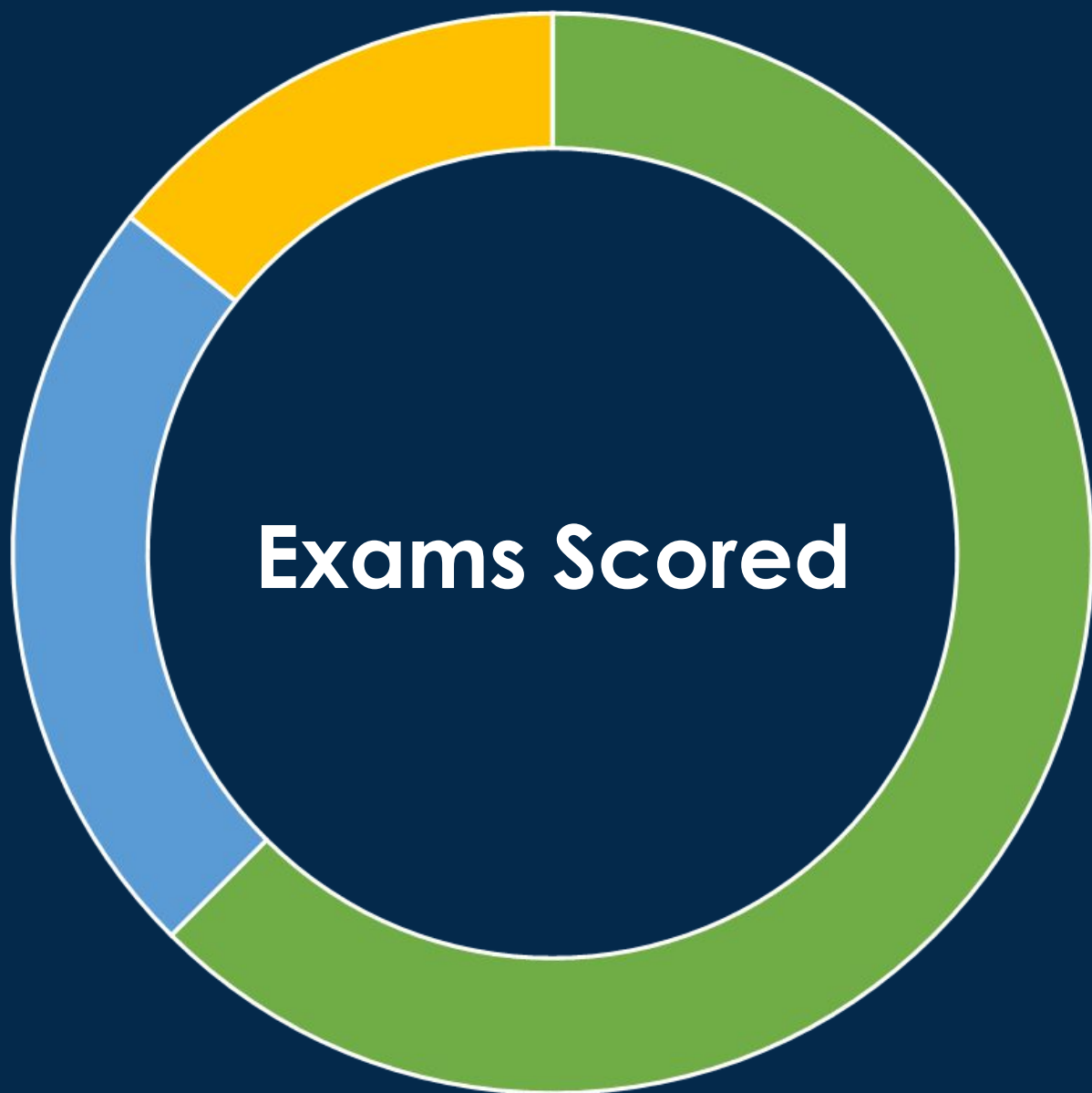
- Certification Program Members (89)
- Associate Members (26)
- Special Members (2)

Member Locations



- U.S. State & Territories
- Canadian Provinces & Territories
- Additional International Members

Certifications & Exams



■ Computer (16,901) ■ Paper (6,277) ■ Web (3,870)

Active Certifications

■ PO Certifications (166) ■ ABC Certifications (531)



Balance Sheet

Assets

Cash & Cash Equivalents	\$617,452
Investments	\$2,184,738
Accounts Receivable	\$185,376
Prepaid Expenses	\$27,226
Net Fixed Assets	\$387,113
Total Assets	\$3,507,667

Liabilities & Net Assets

Accounts Payable	\$118,317
Accrued Expenses	\$147,310
Deferred Revenue	\$30,519
Total Liabilities	\$741,139
Unrestricted Net Assets	\$2,766,528
Total Liabilities & Net Assets	\$3,507,667

Revenue and Expenses

Revenue & Support

Member Dues	\$123,413
Services	\$1,266,036
Conference	\$85,183
Royalties	\$12,955
Interest & Dividends	\$63,640
Total Revenue & Support	\$1,525,317

Expenses

Program Expenses	\$419,208
Management Expenses	\$682,561
Total Expenses	\$1,526,755

Unrestricted Net Assets

Net Increase of -\$57,415

2020 BOARD C



ALAN CRANFORD, PO

Chair



ELIZABETH WILLIAMS

Chair-Elect



ALISON M

Vice



MORLEY FOY, PE

Water Division Director



JASON SPICER

Wastewater Division Director



CHAD

AWWA Rep

OF DIRECTORS



CGEE, PO

Chair



CHRIS MCCORD

Immediate Past-Chair



ROB FLEMING

At-Large Division



WEIKEL

Representative



MIKE KYLE

WEF Representative



PAUL BISHOP, CAE

Ex Officio

2020 CERTIFICATION COMMISSION FOR ENVIRONMENTAL PROFESSIONS (C₂EP)



JOHN SOLVIE

Chair



LONN RASMUSSEN, PO

Collection Operations Commissioner



JIM KINCAID

Public Commissioner



MICHAEL WENTINK

Vice Chair



CHERYL CAPRON, PO

Distribution Operations Commissioner



DREW HOULIHAN, CET

Water Treatment
Operations Commissioner



LEANNA M. RISSO, PO

Wastewater Treatment
Operations Commissioner



CHRIS MCCORD

Ex-Officio



PAUL BISHOP, CAE

Ex Officio



CE RE

James, PO

CERTIFICATION REIMAGINED



ABC
Association of
Boards of Certification