

Annual Report



ABC
Association of
Boards of Certification

2018

Message from the President & CEO

Paul D. Bishop, CAE

Over the past year, ABC has had a number of opportunities to participate in industry events and discussions to promote recognition of operators as professionals. These events have complemented our ongoing efforts to promote best practices in operator certification; provide the industry's only legally valid and fair standardized exam; and foster a community of innovation in the world of operator certification. In addition, we have sustained a solid financial foundation that will allow us to pursue new Board initiatives while continuing to develop and deliver the water industry's best operator certification exams.

Recently, I attended, alongside nearly 70 water industry leaders, a two-day Convening hosted by the EPA in Alexandria, Virginia to discuss innovative ways of tackling our industry's workforce issues. I was honored to participate in the steering committee's planning process and to participate in the Convening deliberations. It was an informative experience to hear from industry innovators on how they are tackling the issues of recruitment, training, and development of a prepared workforce of the future. During those two days, I encountered many thought-provoking workforce initiatives and frameworks for implementation that are being considered, however, the most resounding observation I made is this: If the operator certification community doesn't speak up and share its expertise on these issues, others will. The OpCert community must stand up and be heard as the authority on operator development in order to ensure these industry initiatives create a sustainable and professional workforce.

In 2019, we are looking forward to making your voice heard and promoting change in our industry. Whether through the release and adoption of our new and improved standardized exam forms or our continued promotion of the Professional Operator Certification and Designation, ABC will ensure your interests are represented. We strongly believe our members have a unique perspective and insight into the issues affecting the water industry workforce. The time has come for the OpCert community to share their expertise and to positively build future generations of water professionals. It's time we focus on our shared values, find common ground in our diversity, and assert our voices to shape industry conversations.

Wishing you all the best in 2019,

Paul D. Bishop, CAE
President and CEO



Message from the Chair

Bill Sullivan

It has been my great honor and privilege to serve as ABC's 2018 Chair. We continue to be a strong service-oriented and innovative organization that supports and solves problems together.

The year began with our Innovation in Certification conference in San Antonio, Texas, which was the most content-driven, participation-filled conference I've attended. It was highlighted by the presentations of Joseph McClary, CEO of IACET, the 44 first-time attendees, the use of Slido software that collected approximately 1,200 poll votes and more than 120 audience member questions, as well as the many discussions with our colleagues.

ABC's Board of Directors welcomed Alan Cranford, PO, Rob Fleming, and Morley Foy to the positions of Vice Chair, At-Large Division Director, and Water Division Director, respectively. In September, the Board met in La Crosse, WI and reviewed our advocacy and credentialing organizational strategies to ensure their support of our vision and mission.

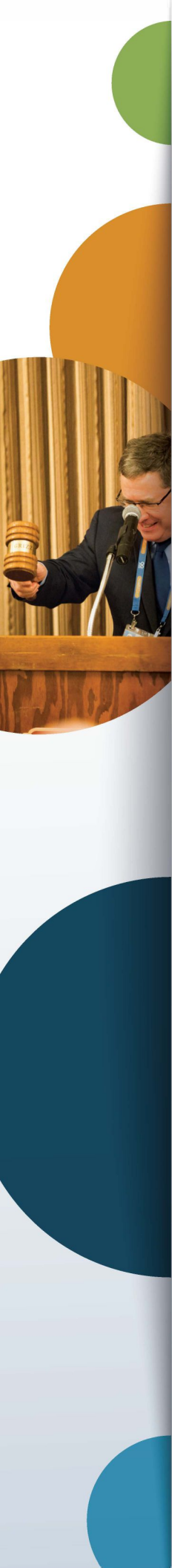
ABC's staff efforts were put to task early this year with the conversion to PSI's Dimensions software, which was accomplished ahead of the June 30, 2018 deadline. This conversion has allowed our computer-based testing members and ABC's own Professional Operator (PO) certification program to make use of PSI's enhanced network of more than 300 test center locations, which are available six days per week.

One of ABC's greatest strengths is a function of our volunteer Subject Matter Experts (SMEs) who met in January to update our formula / conversion tables, which were launched in the spring. SMEs met again in June in Olathe, Kansas for an extensive item writing and review workshop to accomplish the plan of incorporating 10-20% new content for each standardized exam by early 2019. Expertise demonstrated by our volunteers ensures ABC's commitment towards developing valid, reliable, and legally defensible measurement tools that ensure the competency of our industry's certified operators.

I'm proud to be part of an organization that participates in outreach and the sharing of our expertise, like our President and CEO, Paul Bishop, meeting with Chemonics International who are supporting USAID's efforts to bring certification to Afghanistan and the presentation provided in February by Alan Cranford, ABC Vice Chair, and Paul Bishop on Promoting Utility Excellence through Professional Certification at the Utility Management Conference in San Antonio, Texas. Additionally, Paul Bishop, Chair Elect Chris McCord, and newly elected Vice Chair Elizabeth Williams, represented ABC at an EPA convening meeting of industry leaders to discuss workforce promotion and the importance of certification. I would also mention that ABC's C2EPs Commissioners, John Solvie and LeAnna Risso, PO, and ABC's Past President, Margret Doss, PO, traveled abroad this year to assist in writing a road map for the Water & Sewage Association of Albania (SHUKALB) certification exams. These activities are a testament to our ethos of outreach, sharing of expertise and solving problems together.

It's been another year of great accomplishments, pushed forward by tremendous member input and the many hours of volunteer and staff time. I continue to feel honored and privileged to serve this dynamic organization.

Bill Sullivan
ABC 2018 Chair



Innovation in Certification

January 16-19, 2018 • San Antonio, Texas

115 Attendees

3 Countries

29 U.S. States and Territories

3 Canadian Provinces

1,200 Slido Polling Responses

4 Days of Sessions, Discussions,
and “Ah-Ha! Moments”

A record
number of
first-time
attendees joined
us for Innovation
in Certification
2018!

Professional Operator Certification & Designation

Message from the Certification Commission for Environmental Professionals (C2EP) Chair, John Solvie

The Certification Commission for Environmental Professionals (C2EP) continues to set national and international standards for professional credentialing of water industry professionals, and its Professional Operator program continues to raise the bar for operators worldwide. With thousands of field practitioners, subject matter experts, and psychometricians participating in the process, C2EP's standards exams are second to none and serve ABC testing clients worldwide.

The Professional Operator program and ABC's *Model Standards of Operator Certification* have made great strides over the years in bridging the gap between diverse programs, but the journey is not yet complete. While it's essential that programs maintain flexibility to customize their programs to jurisdictional needs, it's also vital that programs ultimately adopt common standards that are an integral component of the broader credentialing industry. Doing so will not only facilitate the increasing need for operator mobility, it will also safeguard programs from legal challenges in today's litigious environment.

Preserving public health and the environment remains a global need, and was underscored to me last summer when I traveled to Albania to assist SHUKALB in the development of their certification programs. Similar to certification programs everywhere, Albania faces unique challenges. SHUKALB's efforts to dovetail ABC credentialing standards into their program have made Albania a leader in the Balkans and beyond.

As we roll into 2019, it's important to remind ourselves that standardization is not a state or provincial issue, or even a North American issue, but rather a global issue. To that end, C2EP remains committed to serving ABC, its testing clients, and the credentialing industry with excellence.

John Solvie
C2EP Chair



During one of the year's POWER events, we honored the "unsung heroes" of our industry in superhero fashion during POWER Las Vegas at AWWA's ACE18 conference on June 12th. Professional Operators new and from years past joined in the celebration!



Awards



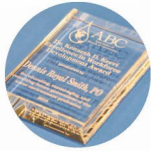
Harris F. Seidel Lifetime Achievement Award

Mike Gosselin, PO



Jess Jones Excellence in Service Award

- "The Math Squad" - Andrew Houlihan; Chris Kerman, PO; LeAnna Risso, PO; Margaret Doss, PO
- Cheryl Capron, PO



Dr. Kenneth D. Kerri Excellence in Workforce Development Award

Dennis Royal Smith, PO



Robert C. McAnespie Outstanding Certification Officer Award

Ken Smith



Certification Program Award

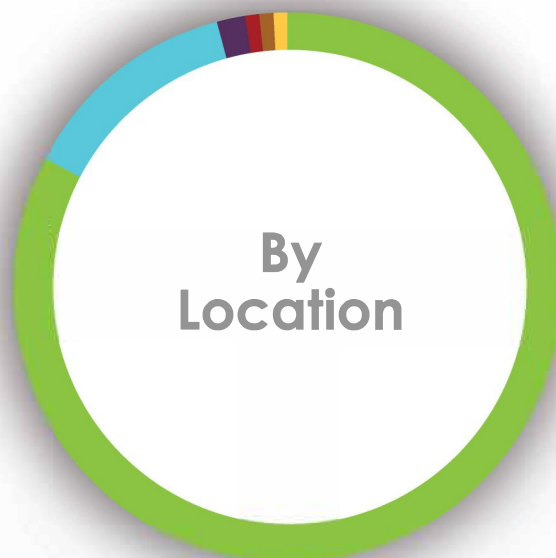
Iowa Operator Certification Program



ABC Membership

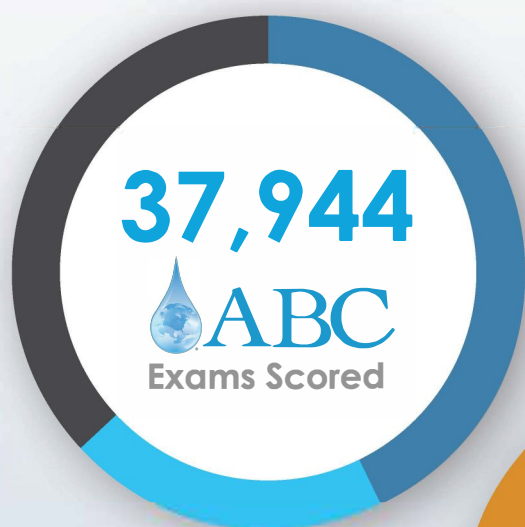


- Certification Program Members (89)
- Associate Members (33)
- Special Members (2)



- U.S. State & Territories (102)
- Canadian Provinces & Territories (16)
- Jordan (2)
- Albania (1)
- St. Lucia (1)
- Trinidad (1)

Certifications & Exams



- Paper-based (14,975)
- Computer-based (15,117)
- Web-based (7,852)



Financial Stewardship



REVENUE & EXPENSES	
REVENUE & SUPPORT	
Member Dues	\$128,191
Services	\$1,565,044
Conference	\$75,492
Royalties	\$12,855
Investment Gain	\$97,698
Other Revenue	\$2,934
Total Revenue & Support	\$1,882,214
EXPENSES	
Staffing & Development	\$976,483
Professional & IT Services	\$109,013
Conference	\$86,048
Meetings & Travel	\$96,451
Service/Program Improvement	\$73,891
Rent, Utilities, Repair	\$88,976
Marketing	\$12,904
Supplies, Mailing, Printing	\$46,039
Insurance	\$9,575
Depreciation	\$9,430
Other Expenses	\$8,233
Total Expenses	\$1,517,043
Net Increase in Unrestricted Net Assets	\$365,171

BALANCE SHEET			
ASSETS		LIABILITIES & NET ASSETS	
		Liabilities	
Cash & Cast Equivalents	\$227,200	Accounts Payable	\$175,592
Investments (market value)	\$2,154,617	Deferred Revenue	\$32,288
Accounts Receivable	\$251,146	Accrued Expenses	\$76,993
Unbilled Revenue	\$77,624	Total Liabilities	\$284,873
Prepaid Expenses	\$4,491	Unrestricted Net Assets	\$2,453,300
Net Fixed Assets	\$23,095	Total Liabilities and Net Assets	\$2,738,173
Total Assets	\$2,738,173		

Board of Directors



Bill Sullivan
Chair



Chris McCord
Chair-Elect



Alan Cranford, PO
Vice Chair



Michael Bolt
Immediate
Past-Chair



Rob Fleming
At-Large Division
Director



Paul Spina
Wastewater
Division Director



Morley Foy, PE
Water Division
Director



Chad Weikel
AWWA
Representative



Stacie Crandall
WEF
Representative



**Paul D. Bishop,
CAE**
President & CEO
Ex-Officio

Certification Commission for Environmental Professionals



John Solvie
Chair



Mike Wentink
Vice Chair



Cheryl Capron, PO
Distribution
Operations
Commissioner



Lonn Rasmussen, PO
Collection
Operations
Commissioner



Andrew Houlihan
Water Treatment
Operations
Commissioner



LeAnna Risso, PO
Wastewater
Treatment
Operations
Commissioner



Jim Kincaid
Public
Commissioner



Bill Sullivan
ABC Chair
Ex-Officio



Paul D. Bishop, CAE
President & CEO
Ex-Officio

ABC Staff



Paul D. Bishop, CAE
President & CEO



Megan M.L. Baker, CAE
Vice President of Operations



Tom Healy
Senior Program Manager



Emily Dalthorp
Publications & Content Manager



Ann Eddy
Testing Services Administrator



James Hilchen
Certification Services Specialist



Association of Boards of Certification

2805 SW Snyder Blvd., Suite 535

Ankeny, IA 50023

Phone: (515) 232-3623

www.abccert.org | abc@abccert.org

www.ProfessionalOperator.org | Info@ProfessionalOperator.org