

The background features two stylized hands, one at the top and one at the bottom, rendered in shades of gray. They are positioned to hold a large, blue, teardrop-shaped water drop in the center. The water drop has a white outline and contains the title and subtitle text. The hands are also accented with blue and green diagonal stripes.

ABC ANNUAL REPORT

*Protecting Public Health
and the Environment through
Stewardship of Water Resources*

2016



Message from the President & CEO

Paul D. Bishop, CAE

Stewardship. A poignant word that means the overseeing and protecting of something considered worth caring for and preserving. It is a most appropriate word in a year that marked a number of new accomplishments for ABC. It is also a word that has been imbedded in our culture for four decades and is now a cornerstone of our future Vision. As part of our 2016 strategic planning process, ABC leadership sought out the insights of water industry leaders and ABC members as we considered the long-term organizational strategies and goals for the Association. As part of the overall process, ABC leadership reviewed the Vision and Mission statements and determined a change was in order to provide clarity and future direction. The Vision of an organization is a statement of the desired future state that the organization wants to create. ABC's leadership took into account the findings of their research and after considerable and thoughtful deliberation agreed on the following statement:

Public Health and the Environment are Protected through Stewardship of Water Resources

*This is a Vision that seeks to secure ABC's position as **the** certification authority for the water environment industry and as such, a steward of the world's most precious resource, water. It is a Vision that stretches us to be more than just an exam and certification provider - it calls on us to ensure, that as a leader in credentialing, we are creating a competent and professional workforce for the future. The role we play in achieving that lofty vision is articulated through a simple yet strong Mission statement:*

Competent Water and Wastewater Professionals in a Supportive Policy Environment

ABC believes that through strong credentialing and advocacy strategies we can achieve our Mission and realize our Vision for future generations. I invite you to review pieces of the strategic plan as presented in this year's Annual Report.

In 2016, ABC's volunteers, leaders, and staff reached record testing service revenues and Association reserves in an effort to build the industry's best certification and exam service. ABC reached \$1.3 million in testing service revenue which accounts for nearly 85% of our Association revenues. In addition, ABC reserves reached an all-time high of \$1.6 million. The great news is that we are utilizing those resources to create new standardized water treatment, wastewater treatment, collection, and distribution exams for the water industry. These exams promise to be the best-developed exams ABC has put out in our 44-year history. Much work is still needed, but this past year laid the ground work for these exams to be distributed in late 2017 throughout North America and around the world as the industry's only standardized exams for certifying water personnel. In addition, in partnership with the American Water Works Association (AWWA), we created the first alignment of their training texts, the WSO series, to ABC's Need-to-Know Criteria (NTK). This is a step towards fulfilling our Mission and seeing our Vision become a reality. In the coming years, we look forward to accomplishing the same goal with the Water Environment Federation (WEF) as a part of their new and exciting educational initiatives.

It is my hope that as you as read this Report you will begin to see the impact that dedicated volunteer leaders and staff can make, and the profound lasting legacy they have begun. If you are one of those people – Thank You!

Your efforts are driving industry change and your hard work is making a difference. If you haven't participated, it's never too late, and I invite you to join us in being good stewards of the opportunities afforded us and make lasting change for generations to come.

In gratitude,

*Paul D. Bishop, CAE
President and CEO*



Message from the Chair

Mike Gosselin, PO

With 2016 drawing to a close and the 30th ABC Innovation in Certification Annual Conference & Trainers Workshop just around the corner, I am sitting in my office reflecting on the past year...

This year has been an incredible experience for me. I would like to thank ABC staff, the Board, and ALL the volunteers for making my role much easier. You have all been a great help and have provided me and the Association with much guidance, thank you!

Our organization is doing very well; the financials show that we are in a position of sustainable activities and allowable growth. In this ever-changing world of certification, this is an excellent situation for ABC and allows us to continue to be a leader and valuable partner with our water industry associates.

ABC's development of the Model Standards of Operator Certification and the use of the Certification Commission for Environmental Professionals (C2EP) has streamlined processes and provided guidance to end users. The ABC Board and Certification Commission maintain the highest levels of transparency in all that they do and strongly push for the professionalization of workforce through the Professional Operator Certification & Designation initiative. Coupled with the Model Standards, ABC has built a solid foundation to further advance defensible certification programs and practices.

We have continued to strengthen our partnerships with AWWA and WEF, with signed MOUs in place for both organizations. Time has been spent promoting the value of ABC to both organizations. These efforts have paid off and both AWWA and WEF are excited to be working more closely with ABC as, together, we drive many initiatives forward - truly a team effort by everyone involved.

ABC has for a long time used the term "family" - this term and the practice of its use has always amazed me. The strength of our organization does come from the tireless dedication of our membership, volunteers, and staff. The success of our organization is achieved by the successful combination of strength and culture of family values. The number of hours that are volunteered to help ABC succeed is staggering. I knew there were hours being dedicated, but was not fully aware of the endless time commitment by volunteers until I had an opportunity to sit in on leadership discussions. Their commitment, your commitment, is unwavering and the dedication is inspirational. Thank you all for everything that you do!!!

*As we all move forward dealing with issues and concerns please remember... I have used the term "our organization" throughout this address, but this is truly **your** organization. ABC is only as strong as you, the member, makes it. ABC is us and we are ABC.*

Mike Gosselin, PO
2016 Chair



Planning for the Future

The growth of a successful association is a continuous process of research, reflection, and improvement. The Strategic Planning Task Force recognized that operators work in a complex, dynamic environment requiring practical knowledge on how to navigate multi-stakeholder, multi-interest, and politicized environments. Future-focused knowledge will help these individuals be more effective leaders within their organizations.

ABC staff, volunteer leadership, and other stakeholders must continually monitor trends and challenges that affect the public, policy makers, and the work of water and wastewater professionals; consider the Association's role within this environment; and adapt the Association's strategy to ensure a vibrant, successful organization.

ABC Strategic Planning • September, 2016



Our Vision

Public Health and the Environment are Protected through Stewardship of Water Resources



Our Mission

Competent Water & Wastewater Professionals in a Supportive Policy Environment



Preparing for Success

Our credentialing and advocacy organizational strategies are long-term strategic initiatives designed to directly support the Vision and Mission. By focusing on specific goals, it's assured that the Association's actions are always in line with our Vision and Mission.

ABC Strategic Planning • September, 2016

Credentialing

ABC believes that competent operators are essential to stewardship of water and wastewater resources and systems.

We will:


- Increase the number of operators pursuing certification
- Increase the number of certified operators
- Increase the breadth of validated certifications across relevant water/wastewater disciplines

Advocacy

ABC is interested in developing and maintaining a competent workforce to support safe and effective water and wastewater systems.

We will:

- Establish ABC PO certification as a partnered component of state/provincial licensure
- Expand reciprocity of operator licensure across state/provinces
- Increase public funding for operator workforce development, certification, and training



Scores of subject matter expert (SME) volunteers joined forces with the psychometrians of AMP, a PSI Business to develop the newest set of ABC's standardized exams. Through collaborative in-person meetings and webinars, the SMEs spent countless hours learning the art of item writing and reviewing draft exam forms.

Building Better Exams

Forty volunteers wrote nearly 1,000 exam items over two days of intensive training and item writing at the PSI/AMP headquarters in Olathe, Kansas. Each volunteer was tasked with writing approximately 25 items, each with a specific job task, class, and complexity level.

"The perspective gained by being part of this process will help make me a better operator, supervisor, and trainer for the rest of my career and beyond."

Shaun Livermore

Poarch Band of Creek Indians Utilities Authority

PO 2016 Professional Operators

C2EP's Professional Operator program continues to establish itself as the premier credentialing program for water and wastewater operators, empowering them to advance their careers and receive the professional recognition they deserve. **POWER** events are being held across North America to publicly honor their contribution and reinforce the vital role they serve in their communities

C2EP's goal of empowering Professional Operators to **POWER** their utility, **POWER** their community, and **POWER** their career remains unswerving, and we look forward to what 2017 has in store!

John Solvie, C2EP Chair





104 attendees

33 U.S. States & Territories

4 Canadian Provinces

3 Countries





Celebrating Industry Heroes

Certification Program Award

Ontario Water and Wastewater Operator Certification Program

Robert C. McAnespie Outstanding Certification Officer Award

Brian Gildner, Ontario Water and Wastewater Operator Certification Program

Jess Jones Excellence in Service Award

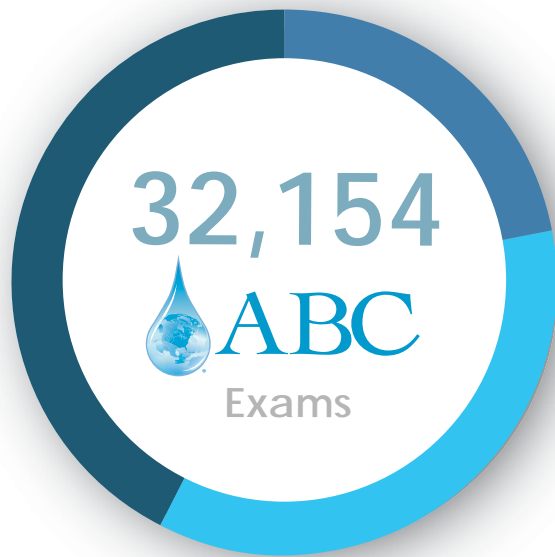
Brian Thorburn, PO

Dr. Kenneth D. Kerri Excellence in Workforce Development Award

Robert "Bob" Hoyt



2016 Certifications & Exams



- Web-Based (7,109)
- Computer-Based (11,460)
- Paper-Based (13,585)



- Water Treatment Operator (60)
- Wastewater Collection Operator (10)
- Water Distribution Operator (12)
- Wastewater Treatment Operator (77)
- Wastewater Laboratory Analyst (29)
- Biological Industrial Wastewater Operator (1)
- Plant Maintenance Technologist (16)
- Physical/Chemical Industrial Operator (1)
- Water Laboratory Analyst (8)



- Water Treatment (11)
- Wastewater Collection (5)
- Water Distribution (8)
- Wastewater Treatment (19)

ABC Membership

123 Members

By Membership

- Certification Program Members (89)
- Associate Members (32)
- Special Members (2)

By Location

- U.S. States & Territories (102)
- Canadian Provinces & Territories (16)
- Albania (1)
- Jordan (2)
- St. Lucia (1)
- Trinidad (0)

Financial Stewardship

2016 FINANCIAL MESSAGE

Sarah M.L. Cronk, CPA

One critical resource with which ABC is entrusted is that of our finances. Careful planning and attentive management have allowed us to continue to reduce administrative costs, while increasing the benefits returned to our membership. In recent years, we have stabilized our position and grown our reserves, making us well-prepared to provide the supportive environment that ABC's Mission demands.



Investments (\$1,398,716)
Cash & Cash Equivalents (\$112,332)
Unbilled Revenues (\$87,879)
Accounts Receivable (\$82,917)
Net Fixed Assets (\$36,872)
Prepaid Expenses (\$25,050)

REVENUE & EXPENSES

REVENUE & SUPPORT

Member Dues	\$130,838
Services	\$1,400,554
Conference	\$60,429
Royalties	\$10,823
Investment Gain	\$127,848
Other Revenue	\$4,571
Total Revenue & Support	\$1,735,063

EXPENSES

Staffing Costs & Development	\$783,545
Professional & IT Services	\$112,122
Conference	\$76,400
Meetings & Travel	\$170,541
Service/Program Improvement	\$190,080
Rent, Utilities, Repair	\$84,349
Marketing	\$16,753
Supplies, Mailing, Printing	\$50,703
Insurance	\$8,842
Depreciation	\$16,629
Other Expenses	\$6,520
Total Expenses	\$1,516,484

Net Increase in Unrestricted Net Assets	\$218,579
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BALANCE SHEET

ASSETS

Cash and Cash Equivalents	\$112,332
Investments (market value)	\$1,398,716
Accounts Receivable	\$82,917
Unbilled Revenues	\$87,579
Prepaid Expenses	\$25,050
Net Fixed Assets	\$36,872
Total Assets	\$1,743,466

LIABILITIES & NET ASSETS

Liabilities

Accounts Payable	\$39,990
Deferred Revenues	\$35,358
Accrued Expenses	\$54,741
Total Liabilities	\$130,089
Unrestricted Net Assets	\$1,613,377
Total Liabilities and Net Assets	\$1,743,466

BOARD OF DIRECTORS



Mike Gosselin, PO
Chair



Michael Bolt
Chair-Elect



William (Bill) Sullivan
Vice Chair



Ray Olson, PO
Immediate Past-Chair



Jake Jacobson
At-Large Division Director



Paul Spina
Wastewater Division Director



Ken Smith
Water Division Director



Laurie Dougherty, CAE, CTF
AWWA Representative



Chuck Weir, PE
WEF Representative



Paul D. Bishop, CAE
Ex-Officio



CERTIFICATION COMMISSION FOR ENVIRONMENTAL PROFESSIONALS



John Solvie
Chair



Mike Wentink
Vice Chair



Chuck Van Der Kolk, HPO
Distribution Operations
Commissioner



Cheryl Capron, PO
Distribution Operations
Commissioner (Interim)



Lonn Rasmussen, PO
Collection Operations
Commissioner



Andrew Houlihan
Water Treatment Operations
Commissioner



LeAnna Rizzo, PO
Wastewater Treatment
Operations Commissioner



Jim Kincaid
Public Commissioner



Mike Gosselin, PO, ABC Chair
Ex-Officio



Paul D. Bishop, CAE, ABC CEO
Ex-Officio



ABC STAFF



Paul D. Bishop, CAE
President & CEO



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



Sarah M.L. Cronk, CPA, CFM
Director of Finance



Gavin Moore
Certification Manager



Emily Dalthorp
Publications & Content Manager



Tom Healy
Program 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