

ACSA MEMBER SERVICES COMMITTEE

October 21, 2025

ACSA Sacramento Office

MINUTES

Team Assessment - Karima Fuentes

Karima facilitated a reflective **Team Assessment exercise**, both individually and collectively, focused on identifying the Member Services Committee's strengths, opportunities, and engagement priorities. Using a structured self-assessment tool, members evaluated collaboration, communication, and outreach effectiveness, followed by a group discussion to identify common themes. The exercise helped the committee calibrate around shared priorities for the year and build stronger alignment between individual roles and statewide membership goals.

Member Assistance & Legal Support Team (MALST) - Joanne Godfrey

Team Composition:

- 8 Advocates, 8 Panel Attorneys

Requesting Confidential Professional Advice:

1. Go to www.acsa.org
2. Log in using your ACSA-preferred email
3. Select **Legal Support** tab
4. Enter a brief description and your cell number, then click **Submit**

Levels of Legal Assistance:

- **Level 1:** Up to 2 hours of legal assistance with a school law attorney (no cost).
- **Level 2:** Additional legal assistance up to **\$1,000** (40% member / 60% ACSA cost share, billed at discounted member rate).
- **Level 3:** Litigation-related assistance up to **\$4,000** (40% member / 60% ACSA cost share).

All levels require authorization from a MALST Advocate.

Additional Benefits:

- Free professional liability insurance (in excess of district-mandated coverage).

Service Data (2024–25):

- **965 members served**
- **33%** of callers were **site administrators**

Frequent Topics of Support:

- Administrative leave & investigations, Reassignment, demotion, termination, Contract review and assistance, General legal inquiries

Common Areas of Coverage:

- Due process, Complaints and investigations, Employment contracts, STRS audits, CTC issues, Demotion/reassignment/termination, Strike preparation, Administrative leave

Additional Contributions:

- Academy and ACSA event presentations, EdCal article authorship, Content creation for professional learning

Power BI Overview – Colin Bradley

<https://app.powerbi.com> – login with your ACSA email

If you are a leader and do not have an ACSA email, request one at enterprisedata@acsa.org

1. Membership Comparison



2. Select month, member type, region, charter name, district name, then select OK



3. Select active member detail, new members detail, terminated members detail, reinstated members detail, membership status breakdown, pending contact statuses, recruitment details, region transfer detail.

Role Clarity and Recruitment Manual – Karima Fuentes, Joanne Godfrey

Karima and Joanne co-facilitated a Role Clarity exercise designed to deepen understanding of how Member Services Committee roles intersect and support one another. Committee members reviewed sections of the Recruitment Manual and engaged in discussion to analyze how responsibilities align across staff, leadership, and regional levels. The activity included small-group reflection and role analysis vignettes, where participants examined real-world scenarios to explore how collaboration and communication can be strengthened within the Member Services structure.

The Recruitment Manual contents reviewed included:

Recruitment Manual contents:

Why should you help recruit. Welcome to ACSA Member Services!

Member Services Staff roles and duties

Leadership Roles & Duties

Member Categories & Benefits

Timeline of Suggested Recruitment Activities

Membership Reports, Membership Roster Updating

Why ACSA?

Regular Membership Application

Review recruitment manual and send corrections/additions to jgodfrey@acsa.org

We will be updating some member services staff duties and adding Power BI information to membership reports page.

When ready, we will add this revised version in MSC repository

“Maximizing Your Membership” Presentation Overview for Leadership Summit – Karima Fuentes, Dr. David Appling, Dr. Julie Hong

Maximizing Your Membership: Strategies to Engage, Sustain, and Elevate ACSA Leaders

Friday, November 7, 2025

11:30 AM – 12:30 PM

Yosemite A – CS63

Dr. David Appling introduced an overview of the upcoming ACSA Leadership Summit session, **“Maximizing Your Membership: Strategies to Engage, Sustain, and Elevate ACSA Leaders.”** This session will be led by Karima Fuentes, David Appling, Julie Hong, and

Jamie Galgana on behalf of the State ACSA MS Committee The presentation will feature three core areas of member value:

- **Professional Learning & Growth** – led by Dr. David Appling, emphasizing the importance of personal storytelling and aligning professional learning experiences with leadership pathways.
- **Professional Networking & Visibility** – led by Dr. Julie Hong and Jamie Galgana, featuring an interactive “*From Member to Multiplier*” micro-experience that immerses attendees in ACSA’s culture of connection, visibility, and invitation.
- **Advocacy & Governmental Relations** – led by Karima Fuentes, highlighting how members can amplify their professional voice through the *One Voice* platform and view advocacy as a key leadership practice.

The session will also introduce a **60-day mini-plan** challenge encouraging participants to adopt one membership ritual, one engagement tool, and one measurable outreach action following the conference. There will also be a virtual session offering of this presentation after Leadership Summit that will be available in the Online Learning hub in later November.

Poster board #1 STRENGTHS

Summer membership drives before school begins

Leadership retreat –

 budget - \$ for membership

 goals – increase membership

 events – support new/retaining members

 PD at region level

Regional conferences

Committee & Council update – see Region 17

 notes/agendas

 find contacts

Region events – VP of membership gives 2-3 min to speak

Poster board #2 CHALLENGES & CONCERNS

Retaining membership across Region changes

Updates to membership within Region

Communicating ACSA benefits while competing bargaining units exist

At-a-glance dynamic resource (hyperdoc)

Advocating for districts who don’t cover dues (membership decline)

Poster board #3 SUPPORTS NEEDED

“Jazzier” 1-pager

Access to who the new admin are in each region, non-ACSA members

For large, spread out regions, how do we build capacity of our charters

Member Services Committee Repository

2025-26 Meeting Dates:

Feb 4, 2026, Zoom, 2:00-4:00 PM

May 12, 2026, Zoom, 2:00-4:00 PM