### PCA General Assembly 2014 – Houston, Texas Women and Family Events Report

Women's Co-Coordinators

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It was busy and sometimes tiring work but it was also truly a joy to work with the planning of the 42<sup>nd</sup> annual PCA General Assembly.

### Preparation/Planning

Keeping the planning of the General Assembly in prayer was stressed to all volunteers. Meetings were held with the Atlanta team beginning in the fall prior to the event and additional meetings were scheduled with the Host Committee from the local Presbytery. Many emails and phone calls supplemented the scheduled meetings. As the GA week drew near, more emails and phone calls were needed for quick response answers to various questions. When contacting Atlanta, questions related to CEP (CDM), were directed to Karen Hodge, Coordinator of PCA Women's Ministry, and Sherry Eschenberg, PCA Meeting Planner. Time can be better used and questions more accurately answered if notes are written down prior to phone conferences. These notes proved helpful when reviewing the various steps of the planning process. Involving volunteers who perhaps do not hold down a full-time job and can give the time and energy needed to plan certain aspects of the GA events is extremely helpful.

### **Helpful Hints**

 It would have been extremely helpful if a simple outlined guide/checklist listing the specific areas and jobs to be completed, including a time frame was provided to the host committee at the initial meeting.

### Registration

1. Pre-Registration: A local volunteer was recruited and was the lead in creating and maintaining a spreadsheet capturing all of the information related to each person's individual registration. It is necessary to have a separate committee of people who will work primarily with the youth/children/family events and activities as there are permission forms, etc. that must be turned in and accounted for prior to GA. Atlanta handled all online registrations while the Host Committee recorded all mailed in, phoned in, or emailed registration forms. This proved to be a bit confusing as the two responsible parties for registration information were not able to merge the two registration spreadsheets resulting in sometimes a loss of accuracy. We requested that Atlanta email a weekly online registration spreadsheet so that we could keep track of the numbers – events, tours, etc.

Please see suggestions for revisions to the Women and Family Activities Registration form.

## Women & Family Activities Registration

Women and Family Activities Registration
Early Bird Registration Deadline: May 9, 2014

A Hendee's	First name_		Cheek pcaac.org To AHer Last	regist ndee <sup>)</sup> s name	ter online,	go to	oww.p	caac.org
	Street Addr	ess			City		St	Zip
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	REGISTER	EARLY TO	registering children or regist	ering	for To	SUV S	STATE ON SITE	J. J
	Womens' Pro	*		T		100	/25°	4
	Day	Time	Event	#ppl	EARLY BIRD	AFTER COTO	UN SITE	Justolai
	Tuesday	10:00am	Galleria Shopping Trip	1	\$15	\$18	\$21	\$
	Tuesday	9:30am	Reformed Rambling (Chapel Tour)	L	\$0	\$10	\$12	\$
	Tuesday	11:30am	Downtown Tunnel Tour	1	\$0	\$0	\$0	\$
	Wednesday	11:30am	Women's Luncheon and Program	i	\$25	\$33	\$36	\$
	Wednesday	12 noon	Women's Program only		\$10	\$12	\$14	\$
	Thursday	8:30am	NASA Tour		\$30 ,	\$36	\$43.20	\$
	Thursday	2:00pm	Tea and Talk		\$22	\$26	\$30	\$
	CEP		nation Fee					\$10.00
	Children & Y		ms & Activities					
	Day	Time	Event	#ppl	EARLY BIRD	STANDARD	ON SITE	Subtotal
	Tuesday	8:30am	Connect Field Day and Lunch		\$10	\$12	\$14.40	\$
	Wednesday	9:30am	Sports Arena Tours and Lunch		\$20	\$24	\$28.80	\$
	Thursday	8:30am	NASA: Tour, Imax and Lunch		\$30	\$36	\$43.20	\$
			FAMILY GRAND TOTAL		Š			\$

Make checks payable to: Houston Metro Presbytery. In the memo field write "GA registration."

Mail payment, registration forms and health form to:

PCA GA 2014 • Christ Church Katy • 10818 Gaston Rd., Katy, TX 77494

Email questions about Youth or Children to Kyle Bobas at Kyle@GraceWoodlands.org.

Email questions about Women to Daryl Brister at Daryl, Brister@gmail.com.

Registration is not confirmed until all necessary forms 2014 General Assembly Information Book and payments have been completed and received.

The following was recorded by the person maintaining the registration spreadsheet:

### Observations re Registration Process for 2014 PCA General Assembly: Women & Families

- CEP fee was left off the manual (by mail) registration, causing lots of additional work: contacting folks, processing more checks, following up at GA or after
- Having online and mailed in registration is very difficult. Getting periodic updates from Atlanta (which included test data (!) and then copying, pasting into the master sheet is an accident waiting to happen. There has to be a better process. Some of the mailed ones only happened because they had difficulty with the online process. Maybe a person available by phone to assist in registering online?
- Data from Atlanta could have been formatted more helpfully--ex. last name first, columns in a different order. Would have been helpful to have a template from a prior GA to start from.
- Nursery fees should be brought forward to the main registration page so they can be included in the totals or only allow nursery registration online
- Forms for children, youth, nursery to be filled out on line, printed, signed, mailed at same time as registration. Needs to be clearer what needs to be sent (checklist on the registration form?) and that each child in the family needs a separate form of each type
- All \$\$ should be mailed to and accounted for in one place, but that person needs to communicate closely with youth/nursery person to be sure forms are rec'd and info re counts, etc. is passed along. The two are tied together and the ball got dropped quite badly in my view.
- Online registration cut-off <u>one week</u> before GA; and manual registration <u>two weeks</u> before to allow time to receive mailed registrations
- Add "late registration fee" rather than "upping" prices to encourage early registration and make tracking registrations on a spreadsheet less of a nightmare
- "No refunds" after ----- should be prominently placed on the registration form
- Payments received MUST be deposited right away and confirmation sent by email.
   Suggest registrar have deposit slips to mail/drop deposits directly to bank with copy going to Treasurer. Much confusion because checks weren't clearing on people's bank statements. Also saves chance of getting lost in mail while forwarded to treasurer.
- Make note of CEP staff in registration worksheets as theirs gets netted out in final \$\$
   computations
- Can provide copy of emails sent for confirmation and for requesting payment
- Nursery reg: "Please complete one form for each child"; not clear what ages are
  included; list forms that need to be sent with payment; have late registration fee rather
  than 3 prices/hr.; what ages is lunch provided for; whether they can bring a lunch for
  the kid

### 2. On-Site Registration:

### a. Women

On-site registration demanded us to be more flexible than we had planned. One volunteer had to leave the women's event registration and manage the

youth/children/family event registration due to lack of organized volunteers in this area. See information below under "Youth/Children." There was one computer available for on-site registration, which did not work properly all of the time. We had paper registration forms available; however, we were not set up to accept charge card payments. Paper registration was a slow process but most people, volunteers and registrants, were patient and understanding. It was a bit challenging to keep track of the new registrants for each event/activity. It was most helpful to have two people dedicated to this task.

### b. Youth/Children

One of our co-chairs had to be pulled from the Women's Events registration to manage the Youth and Children Events registration on the day of Family Registration.

Below are the notes that were submitted:

- The Family and Children Team needs to be comprised of at least three people:
  - a. Chairperson...takes care of planning events, venues, initial registration
  - b. Vice-Chair...compiles and oversees on-sight registration
  - c. Third person to accompany chairperson to all activities; must be knowledgeable about all activities and venues
- 1. It is imperative that the Chairperson be present at registration for the entire first day with vice-chair also present.
- 2. One Tuesday, the Chairperson will necessarily be involved in the planned activities, so the Vice-Chairperson will take over registration.
- 3. All three people on the team need to be fully apprised of the contents of the child's health form, the permission form, and the form to release a child to someone other than the parent. Multiple copies of each form need to be available at registration.
- 4. Names and ages of each child participating need to be clearly shown on each registration form.
- 5. At registration, have pre-made signs for:
  - a. Health forms
  - b. Permission forms
  - c. Release to other adult forms
- 6. Those registered prior to the GA need to be in an alphabetized list by last names.
- 7. Continued emphasis must be placed on the costs of all family activities to allow for the greatest participation for the commissioners and their families.
- 8. No credit cards will be process at registration; only checks or **correct change** can be used.

### **Helpful Hints**

- Request that Atlanta handle all pre-registration including mail in, phone in, and email
  registration that includes a weekly report with spreadsheet to be sent to the Host
  Committee. The Host Committee would only have the responsibility of capturing the
  numbers and names for the various scheduled events and activities.
- Another pre-registration option is to allow the local Host Committee to manage all preregistration – online, mail in, phone in, emailed.
- Pre-registration would need to be cut off at least a week prior to the actual week of GA.
   This would allow time to be sure that all information and payment information has been captured and accounted for up until that time. The PCA website registration information would need to have a post, something to the effect, saying, "Pre-Registration is now closed. You may register on-site Monday or Tuesday (include the current GA dates)."
- Only 1 computer was available for on-site registration. It would be helpful to have at least 2 computers for this purpose.
- Paper registration forms were made available; however, plan to only accept checks or cash if paper registration if made available. Unless you are set up to process credit cards, this type of payment should not be an option.
- It should also be stated clearly that there are no refunds, after a certain date, and that no refunds will be made at the registration tables.
- Allowing "swaps" to be made was a slight issue. We were happy to accommodate if able and space for a specific event was still available; however, it needs to be made clear that no refund or reimbursement of variance of costs for these events will be given. "Swaps" were allowed if the "swap" was for an equal or lesser cost. If the cost was higher, then that individual would be responsible to pay the difference.
- Once an event/activity was full to capacity, then that event/activity should remain closed. If plans have been made earlier with the hotel, event place, etc., then it would be up to the coordinator if revisions may be made to the contract allowing additional open spaces to be added at a later date. This must be discussed ahead of time as there could be a higher increase in cost or there may be limited space.
- Digitize all forms and make available for completion and submission online.
- Check the day before the number of tables set up and needed for registration. Even though this was done prior to registration, we needed to revise the set-up of tables, etc.
- Check to see who will supply the copy paper needed at the registration computer area.
- Have a denotation (\*, etc.) on main sign in sheet for Mon/Tues noting who owes money, who needs to fill out child forms, etc.

Below are notes that were sent via email at the request of Atlanta pertaining to website registration issues:

### Online Registration Issues-particular to Women & Family Events:

- Not all browsers would work
- Keep it user-friendly, the simpler the better
- Only 1 button to click to register, not multiple spots

- Any forms (child/insurance/etc.) to be filled out and submitted online, not by mail-in only
- Payment confirmation to be sent user to know that it may take 2-3 days for CC info to clear, some said they had registered online and assumed that they had been confirmed as payment but appears not to have gone through
- All payments to be disclosed prior to check out/payment procedure for example, the CEP fee from this past year. Complaints were that they would have preferred to have known about any additional fees/cost upfront as opposed to it being added on at the end of their registration process.
- Proofing and test-registering on several different browsers and by several different people before it goes "live"
- A way to cut off online registration prior to GA (suggested 1 week prior) so that all
  online payments can clear completely and those names are added to lists, etc. Then,
  only accept paper and secure online registration (not from public, only registration area
  site computer) on the Monday/Tuesday registration.
- Online help number to call/email
- Additional Note Emailed to Atlanta from the Chairperson: Also in today's IT world, we have the ability to make things much easier. When I helped fill out registrations online at the table on Monday/Tuesday of the event, we filled out a FULL page of personal info. only to click on CC info and have to redo all over again the personal information plus the CC info. The CC page needs to automatically be populated when you fill in the front side info. REALLY SLOW and it frustrated each person sitting next to me having to redo it all. Not sure who your IT guys are but I sign up for domestic and global conferences and it's way easier than what we are having our pastors and families have to do.

### **GA Booklet**

It was very helpful to receive a copy of the first printing of the booklet. Try to minimize any revisions so that the second printing (which is handed out at GA) does not differ from the times, event descriptions, etc. which are listed in the first printing. A GA booklet was put in the Women and Family Tote Bags and seemed much appreciated.

### **Tote Bags**

Tote Bags were ordered from a local vendor and had the GA 2014 logo imprinted on them We requested each church within our Presbytery to donate 250 items to go into the bags. We also requested items from the Houston Convention and Visitors Bureau. A listing of restaurants and local transportation were received from the host hotel and the overflow hotel. Both GCP and CEP delivered items, to be included in the bags, early Monday morning. Copies of the GA booklet were also delivered on Monday morning. Fans were ordered from a local vendor and had the GA 2014 and Houston Metro Presbytery imprinted on them.

### Nametags

Vertical vinyl name tag holders were ordered from pcnametag.com (information given to us from Atlanta). One of our local churches, within our Presbytery, donated the cost of the cardstock and printing for the nametags. Besides each person's first name, last name, city, and state, we listed his/her registered events. Nametags were printed onsite for those who registered onsite. In some cases, additional information had to be written on the nametag instead. Two nametags were inserted into the vinyl name tag holders so that information could be seen even if the nametags twirled around during the day.

### Volunteers/Women's Events

The following is the information that was sent out to those volunteers helping with Family Registration and Women's Events:

Thank you for volunteering to help at the PCA General Assembly during the week of June 16-20, 2014. The Houston Metro Presbytery deeply appreciates your gift of energy and time. If you have any questions, please let us know.

### **General Information:**

- Volunteers should be friendly, welcoming, cheerful, and helpful. Remember to be "Semper Gumby!" (Always Flexible!).
- Volunteers may wear clothing of their choice. Comfortable clothing and shoes are recommended.
- Please refer to the daily time schedule and listing of volunteer assignments.
- Water bottles and snacks for volunteers will be provided near the Family Registration Area tables.
- Consider carpooling with others or perhaps taking the Metro to the downtown area. Go to: www.ridemetro.org for times and routes.
- Parking at the Hilton Americas Houston:

Self-parking in the Hilton garage is \$20 for the entire day. Under 6 hours the price drops to \$12 and various smaller amounts for shorter times. Valet parking is \$15 for 5 hours. Anything over 5hrs & Valet goes to \$32 for the rest of the day.

Address of Hilton Americas Houston

1600 Lamar

Houston, Texas 77010

Phone: 713-739-8000

• Report to the second floor, near Skybridge-Family Registration Area (See Hilton Americas Meeting diagram.)

### **Registration Area Volunteer Information:**

- Volunteers will wear GA 2014 aprons that say, "Howdy Y'all!" An ink pen and paper will be provided in the pocket of each apron.
- All items needed for registration will be provided.

- One Tote Bag is to be given to each registered person.
- There will still be some items that will need to be added to the Women and Family Tote Bags after registration area set up.
- Lanyards will need to be attached to the name badge holders.
- A few churches have requested their extra donated items to be returned to them. Once the Tuesday registration has ended, these items will need to be gathered and placed in labeled zipper baggies.
- On-site registration will be available. A printer and computer will be designated for the Family Registration Area use.

### **Tour Volunteer Information:**

- A clipboard, paper and pen will be provided.
- A list of names of those signed up for the tours will be clipped to the clipboard. Names will be checked off as those attending the tours board the bus/van.
- Tour leads should be in place 30 minutes prior to departure.
- Tour leads will give verbal instructions, directions, etc. before the tour begins. Any additional information may be given as deemed necessary.

### **Luncheon and Tea Volunteer Information:**

- A list of names of those registered for the Luncheon and Program, Program Only, and the Tea and Talk will be provided. Ink pens and highlighters will be provided.
- Parking at the Hyatt Regency:

The following are the Valet Parking Rates:

0-3 Hours: \$15.00 3-10 Hours: \$20.00

10+ Hours & Overnight Parking: \$20.00/day

- Self-Parking is available in the Regency Garage attached to the hotel. The rate is \$1.20/20 minutes, up to a maximum of \$15.00/day.
- Valet parking does allow for in/out privileges, but self-parking does not.
- Address of Hyatt Regency

1200 Louisiana St.

Houston, Texas 77002

Phone: 713-654-1234

- For the Luncheon, report to the Hyatt Regency Ballroom (See Hyatt floor plan)
- For the Tea, report to the Hyatt Regency Window Box (See Hyatt floor plan)

### Additional Volunteer Info

- <u>First Aid</u>: A First Aid station for minor medical problems is located in Rm **333** (3<sup>rd</sup> Floor West end near the staircase).
- <u>Medical Emergency</u>: You should immediately find a <u>House Telephone</u> and call <u>55</u> Tell them where the person with the emergency is and the nature of their problem.

- <u>PLEASE DO NOT call 9\*1\*1</u>. The hotel has emergency response teams who will manage the problem until the arrival of ambulances. Hotel emergency staff will also direct the paramedics to the proper location within the hotel. Calling 911 may result in unnecessary confusion and delays to the emergency responders.
- News Media: If you are approached by or see any news media personnel. Please be friendly but make no comments, REFER THEM to:

Mr. Dick Doster Rm. 334 (West end of the 3<sup>rd</sup> Floor by Stairwell) 678.825.1025

If you spot a News Media Team in the Hotel: Please CALL Mr. Doster immediately.

### **Helpful Hints**

- Find out from the host hotel if water bottles, snacks, etc. will be allowed to hand out to the volunteers. This also may affect the water bottles and snacks that may be included in tote bags or as giveaways on the registration tables.
- Try to negotiate discounted parking for all volunteers.

### **Events and Tours**

Varied events and tours were scheduled to hopefully meet the interests of most attendees. A Galleria Shopping Trip, Reformed Ramblings, Downtown Tunnel Tour, and NASA Tour were planned. The NASA Tour was a family activity as well. The Women's Luncheon and Program is the main women's event as CEP plans the program and the hope is that all of the women will try to attend this event. A Tea and Talk was also planned. Even though some of the numbers were low on scheduled activities such as the Galleria Shopping Trip, it was reported that those who attended enjoyed this outing. It is important to know what your maximum numbers are at least two weeks out due to the scheduling and reserving of transportation. It is desirable to still have some availability for all events and activities, if possible, at registration.

Below are comments from the volunteer tour guides:

<u>Reformed Ramblings</u> — "The Reformed Ramblings Tour was wonderful. The guide shared informative information in route that no one would have known otherwise. The history of The Stone Chapel was amazing and discussed by the librarian of the Lanier Library. Both buildings were beautiful and a testament to the gifts of men who love the Lord their God. I would recommend doing this with other groups new to our city. I've been here 10 years and heard of this for the first time through GA."

Galleria Shopping Trip — "The Galleria Tour I believe went well. The driver was very personable and helpful. He had a good spot already chosen for drop-off and pick-up. When we disembarked from the bus, everyone said goodbye and took off (some definitely had a serious shopping plan in mind!). At the last minute Ruth and I thought to say "Hey, does anyone want to hang out with us or meet for lunch?" One lady did join us for the day, and she seemed grateful to not spend the day alone. We all met at the correct time and place and returned to the Hilton. Everyone seemed to have had a good day. I wish I had thought of arranging/offering

to hang out/meet to eat together while we were driving to the Galleria, when everyone was together and not scattering. That might be a good pointer for future mall trips and the leaders."

<u>Downtown Tunnel Tour</u> – "Overview: Approximately 50 people took part in the tour. Many joined at the last minute and needed to be added to the list. We walked from the Hilton to the first food court at the indoor mall (Shops at Houston Center), then walked down into the tunnel over to the Hyatt Regency. From there we walked above ground to the Houston Visitor's Center. We boarded the free Green Link Bus and went back to the original food court for lunch. At the conclusion of the tour 2 were left in addition to those of us (3) leading the tour. Everyone else had left the tour early to get lunch or strike out on their own and see more of downtown (2 couples).

Positives - Several people approached me throughout the week and expressed thanks for the chance to learn a little more about Houston and learn more about where things were located. The first stop on our tour, an indoor mall about 5 minutes from the hotel, was the location of the largest and nearest food court with many options for families and commissioners.

Negatives - While the idea of underground "shopping and restaurants" sounds enticing, there is a reason that most Houstonians have never experienced the tunnels and don't add this to their list of "where to take visitors." The tunnels are a 7 mile maze of hallways (easy to get lost) that serve office workers by providing a place to grab lunch. Workers can grab a burger or sandwich quickly and get back to their building. The stores consist of dry-cleaners, shoe repairs, and the occasional souvenir shop such as what one might find in an airport.

The time this tour was scheduled was the busiest of the day and made it very problematic to corral 50 people in the midst of the lunch crowds. In addition, there was really no need to progress farther than the first food court in the mall. That's where most of the attendees dropped off. The rest left when they realized that the tunnels were just more of the same (food courts) and there was no need to go any further. In addition, since the tunnels are privately owned, there are no public restrooms (in order to keep out vagrants).

Suggestions - I spent a great deal of time, both during the tour and after, giving folks suggestions for where to eat and how to get there. Perhaps a simple, in person, Q&A/Orientation to downtown Houston would have served everyone better.

I enjoyed the chance to welcome people to Houston and loved getting to know our fellow PCA visitors and their families. Thank you for allowing me to serve in this way."

Below is a summary of the Women's Luncheon and Program and the Tea and Talk:

<u>Women's Luncheon and Program</u> — Women were offered the option of choosing to attend the Luncheon and Program or arriving slightly later and attending the Program Only portion of the event. Once a lovely venue, theme, and menu are chosen, then CEP plans the elements of the program and secures the speaker. See copy of program. It is important to plan meetings with

the banquet event lead where the luncheon will be held and to also have open communication leading up to the day of the event. Many times, the basic menu will be more costly than what may be affordable while staying within a budget, so it is necessary to ask what might be done to lower the cost. We found our contact to be most helpful in this area and willing to work with us in any way possible. Time needs to be built in before and after the luncheon for set up and take down. We had door prizes donated by many of the churches within our Presbytery. We set an amount so that all of the door prizes' value would be comparable. The door prizes complemented our theme and were particular to our area. The Texas wildflowers/western theme was carried throughout the room. As the women arrived and checked in, they were handed a door prize ticket. CEP also pulled an additional door prize ticket for a packet of materials donated by CEP.

<u>Tea and Talk</u> - This was a smaller event than the luncheon and was a very comfortable afternoon of finger sandwiches, scones, desserts, truffles, and tea. There was no planned agenda and many comments were made that the conversation at the table was enjoyable. Some have expressed a desire to have more unstructured times, such as the tea, for women at future General Assemblies. A harpist provided music to a background of yellow roses on the tables.

# Sove the Dates:



## 2015 Women's Ministry Leadership Training

Atlanta, GA February 19-21, 2015

# "Radical Relevance" 43rd General Assembly

Chattanooga, TN June 8-12, 2015

# Get Connected:

**Website:** Connect to equipping opportunities and resources by visiting our website:

www.pcacep.org/women

**Newsletter:** Stay vitally connected to PCA Women's Ministry by joining our mailing list:

- Visit www.pcacep.org
- On the homepage, click: to sign up for the monthly newsletter

**Contact:** Have further questions about Women's Ministry? Contact the PCA Women's Ministry Coordinator:

Karen Hodge khodge@pcanet.org 678.825.1146





# Women's Ministry Program

Welcome

Coordinator of PCA Women's Ministry Karen Hodge

Barbara Brister & Nancy Morris Co-Chairs of Women's Activities

Opening Prayer

Coordinator of Christian Education and Publications Dr. Stephen Estock

Lunch

Greetings & Gifts from GCP

B.A. Snide

Hymn

We've a Story to Tell the Nations

A story of peace and light. A story of peace and light, A story of truth and mercy, We've a story to tell to the nations That shall turn their hearts to the right,

We've a message to give to the nations And show us that God is love And show us that God is love, Hath sent us His Son to save us, That the Lord who reigneth above

And Christ's great kingdom shall And the dawning to noonday bright, For the darkness shall turn to dawning, come on earth,

The kingdom of love and light

And shatter the spear and sword. And shatter the spear and sword, A song that shall conquer evil, That shall lift their hearts to the Lord, We've a song to be sung to the nations Used by permission, CCLI #79205

Who the path of sorrow hath trod, We've a Savior to show to the nations May come to the truth of God! (Chorus, May come to the truth of God, That all of the world's great peoples

Words & Music: H. Ernest Nichol Singers: Jerri Comer, Judy Jackson, & Pianist: Gwladys Hare Suzanne Prescott

2014 Women's Ministry Love Gift

Recognition & Remembrance

& Jane Patete Karen Hodge Dr. Stephen Estock

"Dangerous Calling"

Dr. Paul Tripp





Questions & Answers with Dr. Paul Tripp

in Chattanooga, Tennessee Invitation to the 43rd General Assembly

& Barbara Holt Dianne Cosby

**Closing Hymn** 

Doxology

Praise Father, Son and Holy Ghost Praise Him above, ye heavenly host; Praise Him, all creatures here below; Praise God, from Whom all blessings flow;

Words & Music: Thomas Ken Public Domain

### 2014 PCA General Assembly Houston, TX

### **Nursery Attendance Data**

Day	Total # in Nursery
Tuesday	19
Wednesday	23
Thursday	21

### Report on Volunteers 42<sup>nd</sup> PCA General Assembly Houston TX

I was the coordinator of Volunteers for the Houston Metro Presbytery (HMP). This is a rambling narrative of what worked and what didn't.

- The HMP needed to have more churches participate in the Support effort for GA. We had 7 churches who provided volunteers of the 14 churches in HMP.
- The exact name & address of each church's coordinator should have been identified 6 months BEFORE GA. In HMP's case the individual church coordinators were hit and miss, if we even received the name of a person who would, be willing to serve as a coordinator at their church.
- 3. The Volunteer coordinator for the Presbytery should have been selected and involved 8-9 months before the event. Unfortunately, I came to the job just slightly more than 3 months before GA and I knew none of the key players at the Presbytery level. As a consequence I felt I was playing 'catch-up' from the very beginning.
- 4. Identifying the number of volunteers "needed" proved an elusive task that kept changing up to just days before GA. The AC/SC out of Lawrenceville provided a list of their known volunteer needs about 3 months before GA. The PCA meeting planner, Sherry Eschenburg, provided the list when I asked if such existed. It was very helpful as a starting point.
- 5. Sherry has an exceptional understanding of how GA will operate on the ground at the host location. Taking a walking tour with her about 1 month before the GA identified dozens of new potential volunteer needs for Houston. I wish I had done it 3 months earlier.
- 6. Careful coordination with the host **transportation**, **WIC**, and **youth** coordinators is *essential* to determining the total needs for volunteers. Essentially, when attendees are moving from one location to another it is a good idea to have GUIDES where the transition begins and where it ends. For example: at the 42<sup>nd</sup> GA we moved people by bus to other locations. GUIDES were stationed near the loading area to assist in directing people to the busses. There were volunteers aboard the busses who had lists of the persons signed up to make the trip. There were GUIDES assigned at some of the destinations to direct the flow to the proper location. In one case we were moving a large number of women from one hotel to another for a Luncheon event. The busses dropped their passengers at street level outside the 2<sup>nd</sup> hotel. The route inside the lobby to the escalator and then to the 3<sup>rd</sup> floor for the meeting required 3 strategically placed GUIDES to assure that the women did not get lost in the atrium lobby of the unfamiliar hotel.
- 7. Determining where volunteer GUIDES were needed was best done by walking the routes and being observant of the obstacles and opportunities for people to lose contact with the route (which they may or may not have been familiar).
- 8. As I began accumulating the requirements for volunteers I added them according to date and time needed to an Excel spreadsheet. By design I broke up the individual assignment locations into 4 hour blocks so no-one would be stuck for an entire day without a break. My working spreadsheet is attached.

- 9. About one month before GA I was able to get the list of needed volunteers out to the various churches of the Presbytery. It really should have been in their hands at 6 weeks, to give the coordinators 4-5 Sundays to contact fellow worshipers and to coordinate recruitment.
- 10. We equipped the "ASK ME GUIDES" with a distinctive apron and general briefing of their assigned area of responsibility. We also encouraged any who had an iphone or one that could accept the PCA GA app to download it. The app was well done by PCA and contained almost all the information needed about where the various meetings, seminars, luncheons, speakers, etc were located as well as extensive information about the exhibitors and their location in the exhibit hall. Armed with the App and a brief knowledge of what was transpiring during their shift most of our volunteers did an outstanding job. Attached you will find the sheet I gave each when they arrived at the volunteer registration area. The front side contains their assignment and several important reminders. The back side of the sheet had the floorplan of the Assembly Hotel printed for reference.
- 11. I would be happy to discuss any of this further with the Volunteer coordinator of the 43<sup>rd</sup> GA (Chattanooga). Ed Bland: <a href="mailto:ed.bland@cckpca.org">ed.bland@cckpca.org</a> 832.818.1187 (alternate email: <a href="mailto:edbland@earthlink.net">ed.bland@earthlink.net</a>

### Thank you for helping!

Your station is: _	FLOOR,	EAST or WEST	ESCALATOR or	
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Please put on your best smile! Enjoy meeting our guests and be helpful.

When you arrive at your Station, look around; find the escalators, elevators, bathrooms, water fountains, house phones, etc. & observé what functions of GA are happening on your floor and around you.

<u>First Aid</u>: A First Aid station for minor medical problems is located in Rm **333** (3<sup>rd</sup> Floor – West end near the staircase).

Medical Emergency: You should immediately find a HOUSE TELEPHONE and call 55 Tell them the LOCATION of the person with the emergency and the nature of their problem. (When you get to your station look around on the *interior* walls for the locations of the HOUSE TELEPHONES – there are a number of them when you start looking for them.)

PLEASE **DO NOT** call 9\*1\*1 and ask those around the victim NOT to call 911! The hotel has emergency response teams who will manage the problem until the arrival of ambulance personnel. Hotel emergency staff will also direct the paramedics to the proper location within the hotel. Calling 911 may result in unnecessary confusion and delay the emergency responders.

**News Media:** If you are approached by or see any news media personnel. Please be friendly but *make no comments*, REFER THEM to:

### Mr. Dick Doster Rm. 334 (West end of the 3<sup>rd</sup> Floor by Stairwell) 678.825.1025

If you spot a News Media Team in the Hotel: Please CALL Mr. Doster immediately!

The Hilton Americas staff is trained to do likewise.

**Lastly**: Enjoy yourself! If you have a problem or a question to which you don't know the answer: Call Ed Bland (832.818.1187) or send the person with the question to the 2<sup>nd</sup> Floor *Registration* area where someone will help them.

REJERSE SIDE WAS A FLOOR MAP of THE GA SITE HOTEL

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## **GA Volunteer Roster**

## 8:00 Monday 6/16/14

									Sunday														Saturday	Day	
							(Booksto	(Strong Backs)	15-Jun Hilton 2nd fl Lobby			(Network Set Up)	14-Jun Hilton 3rd fl 329								(Move in Team)	(Strong Backs)	14-Jun Hilton 2nd fl Lobby	Date	
							(Bookstore/Media)	Backs)	d fl Lobby			Set Up)	ป fl 329		1975	Ω.					Team)	Backs)	d fl Lobby	Location	
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Kyle Decker	Mark Becker	Rev. Ben West		Lee Comer +	Dave Bergman +	Jana Muntsinger					Daniel Turner/Robin Trygstad			David W. Wick		Ryan Tyler			Mark Becker					Name	
kyle@redeemersl.org	mark becker@ymail.com	westbe@gmail.com		rlcomer@gmail.com	dave.bergman@cckpca.org						tad			david.wick@sbcglobal.net		rstyler96@gmail.com			mark_becker@ymail.com					Email	
	225.456.4977	832-207-6050		281.352.5876	281.787.0883	832.247.9308				032.320.4100	832.585.6366			832-444-7330					225.456.4977					Tele	
Re Sugar	CCK	Cov PCA	Grace	CCK	CCK	SprCy	CTK	CTK	CTK		SprCy		CTK	Cov PCA	SprCy	Grace	CCK	CCK	CCK	CTK	CTK	CTK	CTK	Church	

																											Tuesday							
Hilton AMeGuide 4th Escla W			Hilton AMeGuide 3rd Escla E		Hilton AMeGuide 3rd Escla W	Hilton AMeGuide 2nd SkyBridge			Hilton AMeGuide 2nd Escla E		Hilton AMeGuide 2nd Escla W	H H	Hilton AMeGuide 1st FI E Lobby		(Directions & Info)	17-Jun Hilton Registration				(4th fl Computer savy)	17-Jun Hilton Media Center	(Women)	17-Jun Hilton BUS to Tunnel	(Women)	17-Jun Hilton BUS to Galleria	(Women)	17-Jun Hilton BUS to RTS		Hilton AMeGuide 3th Escla E	Hilton AMeGuide 2nd Escla E	Hilton AMeGuide 2nd Escla W	Hilton AMeGuide 1st FI E lobby	(Directions & Info)	16-Jun Hilton Registration
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Jeff Brewer	Susanna Campbell(2:30)					Evelyn Van Sant +	Monica Ochoa	James Wakeland	James Wakeland			Judy Gidden	Sonia Benitez	Heather & Jack Amuny	Jerri Comer(after womens)		Daisala Nelley	Boshoro Kollow				Barbara	Barbara		Barbara	Barbara	Barbara	maybe Wed ??	Gayle Stahl		Mary Lafferty	John Watts		Helen James
jbrewer706@gmail.com	harpistsusanna@gmail.com					etv123@gmail.com	monica.d.ochoa@gmail.com		swpca@sbcglobal.net			idygddn@att.net	sonia.benitez26@yahoo.co	haamuny@sbcglobal.net	jerricomer@gmail.com		111	KallavB@IJHCI adıı								•			gaylestahl@outlook.com			jrw2@ix.netcom.com		
205-706-2394						281.851.7935	713.935.5116		713-432-0040			713.921.5601	3	281-814-4547	281.352.8134		000	820 771 1705										281.793.2654	281.826.3324		970.980,3617	281.996.0695		
Cov PCA	Grace	Grace	Grace	CTK	CTK	CCK	Oaklawn	WS	SW	CTK	CTK	Oaklawn	Oaklawn	BAPC	Grace	CTK	<u> </u>	D D D D	Grace	CCK	ST								l	Bay	SprCy		CCK	CTK

																						80				Wednesday			Cheri Hoke				
	Hilton AMeGuide 3rd Escla E		Hilton AMeGuide 3rd Escla W	Hilton AMeGuide 2nd SkyBridge		Hilton AMeGuide 2nd Escla E			Hilton AMeGuide 2nd Escla W	Hilton AMeGuide 1st FI E Lobby		Media person  Help Gwladvs move keyboard	18-Jun HYATT Women's Lunch		Prayer Room - Elder & Wife					(Women)	18-Jun Hilton BUS to Hyatt				(4th fl Computer savy)	/ 18-Jun Hilton Media Center		Jamie Wheeler	Becca Van Sant			Hilton AlmeGuide 4th Escia E	
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12:00	8:00	12:00	8:00	7:30	12:00	8:00	4:00	12:00	8:00	7:30		10:30	11:30	(	8.00	10:45	10:45	10:45	10:45	10:45	10:45		7:00a	7:00a	7:00a	7:00a						4.00	<u>.</u>
4:00	12:00		12:00	12:00	4:00	12:00	7:00	4:00	12:00	12:00			2:30		900		2:15	2:15	2:15	2:15	2:15			10:00	10:00	10:00						0.00	
Kyle Decker/Gary Gottcha	Kyle Decker	Sylvia Garcia	Omar Garcia		Peggy Nates	Martha Rhoades		John Nates	Evelyn Van Sant +	Dianne Kressen	ė					Barbara	Barbara	Barbara	Barbara	Barbara	Barbara		David Fish	Mrs. Diane Baker			David Shormann	Pamela McDaniel	Frank Kincade	Sarah Smith	IN RESERVE	Nyle Decker/Gary Gottona	7.10 John J. 10 12
Kyle Decker/Gary Gottchalk gnbgottschalk@earthlink.net	kyle@redeemersl.org		ogarcia91@sbcglobal.net						etv123@gmail.com												12		david.fish@welker.com	dianewbaker@comcast.net			drshormann@gmail.com	pammacd63@gmail.com	kinkeadstar@aol.com	zena05@gmail.com		Nyle Deckel/Gary Gottchalk gribgottschalk@eathillis.het	anhartschalk@pathlink not
<u> </u>			713.941.3540		719.481.8246	713.598.1872		719.481.8247	281.851.7935	713.855.3639													281-433-3822	281-433-2307			281.782.4017	281.955.7100	713.301.6089	979.574.3844			
Re Sugar	Re Sugar	Pear	Pear		SprCy	SprCy		SprCy	CTK	SprCy			CCK										Re Sugar	Cov PCA	Grace	CTK			<u> </u>			re ougai	0

	Thursday	Cheri Hoke				8
19-Jun Hilton BUS to Tea/Talk HYATT	19-Jun Hilton Media Center (4th fl Computer savy) 19-Jun Hilton BUS to NASA	Jamie Wheeler jamie texas@gmail.com Becca Van Sant		GRN Luncheon	Hyatt AMG Bus Stop 1st FI Hyatt AMG Lobby Hyatt AMG Escal 2nd FI Hyatt AMG Escal 3nd FI	Hilton AMeGuide 4th Escla W Hilton AMeGuide 4th Escla E
		il.com		№ →	<b></b>	
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				positional		
Barbara Barbara Barbara Barbara	Barbara Barbara Barbara	Frank Kinkead  David Fish  David Schormann	Marcille Magnas Bonham Magnas Renee Mathis	Andrew McCallum	Luann Wheeler Renee Mathis Ginny Glass	Ms. Vann Reed Mrs. Kathy Howe Brad Small
		kinkeadstar@aol.com         713.301.6089           david.fish@walker.org         281.433.3822           drshormann@gmail.com         281.782.4017	marcillem@sbcglobal.net 713.465.8785 reneemathis@comcast.net 713.582.7055	AJMcCallum@sbcglobal.net 832.540.6224	Iuannw         texas@yahoo.com         281.221.1599           reneemathis@comcast.net         713.582.7055           davgin25@yahoo.com         314-494-8904	vannreed@gmail.com       803-645-4279         kdhowe1@gmail.com       281-743-0364         energyforlife17@hotmail.com       832-567-9133         leonard.jamie@gmail.com       713.594.2019
		.3822	.8785	.6224	.7055 -8904	-4279 -0364 -9133 -2019
	CTK		COK		CCK	Cov PCA Cov PCA

Hilton AMeGuide 1st FI E Lobby

7:30 14:00

SSS

												Friday															
							based on close of Assy	Very Flexible - time	(Strong Backs)	20-Jun Hilton 2nd Fl Movers	(3rd fl Rm 329)	20-Jun Network Dissassy/Pack				Hyatt 2nd Fl Escl	Hyatt Lobby			Hilton AMeGuide 4th FI Escl E			Hilton AMeGuide 3nd FI Escl E			Hilton AMeGuide 2nd FI Escl E	Hilton AMeGuide 2nd SkyBridge
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10:00 Standby	10:00 Standby	10:00 Standby	10:00 Standby	8:00 Standby	8:00 Standby	8:00 Standby	10:00 Standby	10:00 Standby	10:00 Standby	10:00 Standby	9:30a ?	9:30a ?				1:30 3:30	1:30 3:30	4:00 7:30	12:00 4:00	8:00 12:00	4:00 7:30	12:00 4:00		4:00 7:30	12:00 4:00	8:00 12:00	7:30 12:00
Reuben Bennevendo	Abner Benitez	Andres Benitez	Andrew Gomez	Linc Ashby	Marcelino Moreno	Steve Campbell							Renee Mathis	Sarah Smith	IN RESERVE			Lynn Hilmers	Linda Casserly	Marilyn Smith	Steve Campbell						Mark McAvoy
lincashby@me.com	lincashby@me.com	lincashby@me.com	lincashby@me.com	lincashby@me.com	marcelino moreno80@yaho 713-492-1833	sjc1007@gmail.com							reneemathis@comcast.net	zena05@gmail.com				lhilmers@bapc.org	Igcasserly@comcast.net	mstauber7@gmail.com	sic1007@gmail.com						markmcavoy@houstontx.go 832.394.9400
832.964.5708	832.744.7215	281.676.1937	281.730.6784	832.489.5093	713-492-1833	832.922.7471							713.582.7055	979.574.3844				832-818-3038	832-754-5540	281-910-1807	832.922.7471						832.394.9400
Oaklawn	Oaklawn	Oaklawn	Oaklawn	Oaklawn	Cov PCA	CCK	CTK	CTK	CTK	CTK		CTK	OCK		J			BAPC	BAPC	BAPC	CCK	CCX	CCX	CTK	CTK	CTK	Pear

GA 2014 - I	Houston Metro P	res	bytery
	Type		Amount
Expense	Aprons	\$	834.50
	Booklet	\$	12,281.19
	Booklet Mailing	\$	393.86
	Booklet Printing	\$	10,830.93
	Bus Expense	\$	7,268.77
	Host Committee	\$	7,560.83
	Housing	\$	2,662.50
	Music	\$	5,463.23
,	Nursery	\$	8,170.00
	Order of Worship	\$	4,908.60
	PCA	\$	1,500.00
	Women's Events	\$	11,630.92
	Youth	\$	5,796.86
Expense Total		\$	79,302.19
Revenue	Advertising	\$	18,744.61
	GA Housing	\$	1,708.00
	GA Offering	\$	11,553.37
	GA Support	\$	13,522.68
	GA Women/Family	\$	15,180.87
Revenue Total		\$	60,709.53
Net GA Income		\$	(18,592.66)

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Initial GA Fund	\$	26,000.00
Total Net GA	\$	7,407.34



Cash Receiptes

Expenditures

2014 GA Acct

### not Reflected in 2014 GA Acet

	i ·			
Expense	Date	Cost		# Mailed
Postage-PCA Hq	15-Jan	\$71.02	mailed brochures to Atlanta	:
Envelopes & Labels	22-Jan	\$267.89	Envelopes and labets	
Stamps	22-Jan	\$199.52	Postage	86
Stamps	29-Jan	\$249.90	Postage	102
Stamps	05-Feb	\$245.64	Postage	96
Stamps	12-Feb	\$196.00	Postage	84
Stamps	18-Feb	\$101.22	Postage	39
Stamps	24-Feb	the second secon	Postage	117
Stamps	05-Mar		Postage	53
Stamps	13-Mar	<del></del>	Postage	44
Stamps	21-Mar	\$88.20	Postage	36
Stamps	29-Mar		Postage	72
Stamps	11-Apr	\$140.00	Postage	56
Stamps	21-Apr		Postage	44
Stamps	28-Apr		Postage	35
Stamps	06-May		Postage	36
Envelopes	06-May		Envelopes	
Stamps	15-May		Postage	46
Stamps	27-May		Postage	69
Total		\$2,871.00		1015
Breakdown of costs				
Postage-PCA Hq	\$71.02			
Envelopes & Labels	\$290.88		<u> </u>	
Stamps	\$2,509.10		:	
Total	Ψ2,000.10	\$2,871.00		
Faith Community Church	\$2 477 14		Donation	
Remaining cost ***	\$393.86		Owed to Richard Arbaugh	
Total	Ψ393.00	\$2,871.00	Owed to Mchard Arbaugh	
TOtal	<u> </u>	ΨΖ,071.00		
*** Mail check to				
Richard Arbaugh	\$393.86			
10023 Sagegreen Dr.	1200.00			
Houston, Texas 77089				

### Danny McDaniel

From:

Richard Arbaugh [rdarbaugh@att.net]

Sent:

08/18/2014 9:13 AM

To: Subject: dannymcdaniel1956 Re: General Assembly report input

Attachments:

Expenses-GA.xls

Hello Danny,

The mailing cost per book is about \$2.75. This includes the mailing labels, envelopes, and postage.

There were 1,015 books sent out. The work effort was about 3 to 5 hours per week. This included getting the stamps, preparing and printing out the mailing labels, stuffing the envelopes and placing stamps on the envelopes and taking to Post Office for mailing.

This was over a period from late January to the end of May. I am attaching a spreadsheet that shows expenses and individual mailings.

See you today.

Always in Christ,

Richard

On Friday, August 15, 2014 1:57 PM, dannymcdaniel1956 < dannymcdaniel1956@att.net > wrote:

### Gents:

Richard – when you get a chance will you email me any info about your ministry of coordinating the commissioners' info book mail out that you think next year's counterpart would find helpful?

Brad – If possible please have the treasurer's report for presbytery on Monday. Also, can you get me the detail of nursery attendance by time slots?

Kyle – When you get a chance will you email me any info bout the youth/children ministry that you think would be helpful (with the Mobile GA in mind). Also, can you get me the youth attendance numbers by day for Mobile?

Thanks, Danny

Danny McDaniel

E R McDaniel, III, CPA

### **Danny McDaniel**

From:

Duncan Rankin [wduncanrankin@gmail.com]

Sent:

08/04/2014 11:08 AM

To: Subject: Danny McDaniel Derek Thomas

Danny,

I'm at my Dad's bedside for the last lap. Here's a good faith estimate of what we spent:

Stipend \$1000 Plane \$400

Plane \$400

Hotel \$450

Food \$250

Local transportation \$200

Total \$1300

### **Duncan Rankin**

Pastor for Discipleship & Outreach Christ Church PCA 10818 Gaston Road Katy, TX 77494

duncan.rankin@cckpea.org

www.cckpca.org

281-392-0002 (church office)

713-966-6906 (home office)

706-262-2955 (fax)

706-691-3702 (cell)

Skype: wdrankin

Visiting Professor of Theology, Reformation Bible College, Ligonier Ministries (www.ligonier.org)

Adjunct Professor of Systematic Theology, Reformed Theological Seminary (www.rts.edu)

Board of Directors, GRACE—Godly Response to Abuse in the Christian Environment (www.netgrace.org)

Sent from iPhone, so please forgive inevitable typos and brevity!

Costs for Derek Thomas not reflected 14 2014 GA acct