



Citizen-Centric Reports (CCR)

September 17, 2026



Before We Begin



This session is being recorded

Recordings and materials will be shared with attendees and posted on the AGA website.

AI tools may be used

to support content, discussion, and idea generation.

Agenda



1. Citizen-Centric Report Overview
2. Government Finance Case Challenge
3. Benefits of Chapter Citizen-Centric Reports
4. Deadlines and Processes

20th Anniversary of Citizen-Centric Reports

Winter 2006 AGA Journal

By Mary Lechner, CGFM, CPA

Citizen-Centric Government Case Study: City of Virginia Beach, VA

At last June's Professional Development Conference & Exposition, themed appropriately "Navigating the Way to Citizen-Centric Government," an AGA member asked national political analyst and columnist, Carlos Watson, host of CNN's *Off Topic* with Carlos Watson, why government financial issues are not at the center of political campaign discussion and debate. "It's just not sexy enough," Watson responded.

The majority of governments—federal, state and local—are most likely not reaching their citizens with some of the most significant information about their organizations' financial and performance data. Even local governments, rich with readily available financial and performance information, won't reach their citizens if they are not interested, and/or the data is not provided in an interesting and understandable way.

So the challenge—for AGA, the Citizen-Centric Reporting Task Force and governments—is to make financial and performance information "sexy," and if not "sexy," at least interesting.

When I volunteered to prepare a prototype report, using Virginia Beach's information, I knew the task would be relatively easy. The city is on the leading edge of e-government, providing easy access to financial and performance data, city services and other information on the city's website. What presented a greater challenge was communicating that information in a way that would be understandable to the vast majority of citizens. Financial data and how it is reported has become extremely complex, and most citizens will not relate to the sheer size of the dollars reported. So the task force agreed that the numbers and data should be presented in a way that clearly shows how tax dollars are being spent to provide services on a per capita or serviced population basis.

For example, is it more meaningful to you as a citizen to learn that the city's police department spent \$73,583,189 or that police services cost an average of \$169 per citizen (based on estimated population for the same period)? Then, to make that financial data more meaningful, we can add comparative performance data, such as the number of sworn officers per 10,000 citizens, number of calls, arrests, crime rates, etc.

One of the key points of consensus by the task force, is that the report must be factual and politically neutral—not a "sales pitch" by the government. The financial and performance data, consistently presented from year to year, may not always paint a rosy picture, but it should convey the reality of the costs of government services.

I presented the prototype report to Virginia Beach Finance Director Patricia Phillips, CGFM, and asked her thoughts about the concept. She said that if the city prepared a report like this, it could be placed on the city's website, but funding issues would have to be settled if the decision was made to publish paper copies as inserts into the local newspaper. I also asked whether she thought the citizens of Virginia Beach would read the report and be interested in the information.

"Information presented like this, in an easy-to-read format, is an important part in the overall plan to communicate to our citizens," Phillips said. "We need to capture people's attention that might not be captured otherwise and communicate what is going on, from a financial perspective in the city. I read this type of information every day, and the format of this report drew my eye in a way that it doesn't normally. It demonstrates an efficient way to put this information together."

In light of these remarks, it is clear to see that AGA has embarked on a worthwhile effort and the prototype report contained in the next five pages is an important first step. ■



Mary Lechner, CGFM, CPA, a member of AGA's Virginia Peninsula Chapter, is chief, Internal Control Branch, U.S. Coast Guard Finance Center, U.S. Department of Homeland Security.

The need to communicate performance outcomes and cost information to citizens hasn't changed ...

And we haven't gotten there yet ...

20 Years Later – What's Next?



Citizen Centric Reporting Overview

AGA's **Citizen-Centric Reporting (CCR)** initiative aims to help simplify communication between government and its citizens, ensuring they have access to accurate information on how the government spends their taxpayer dollars, with the intent of improving citizen trust in government.

AGA believes **accurate government financial information** should be provided to all citizens in a **timely, simple and readily accessible format**.

What does a CCR consist of?

AGA's concept of a CCR is a visually appealing four-page document that includes:

Page 1: **Government entity mission, vision and goals**, with community demographics.

Page 2: **Performance highlights** for key services.

Page 3: **Revenue and expense summary** with annual changes, plus **audit confirmation** and a report link.

Page 4: **Future outlook** and anticipated challenges in achieving goals for the upcoming year.

Additional Features of a CCR

- Requests for **citizen feedback**, including your contact details.
- **Pictures and other graphics** to make the report visually appealing.
- **Proof of CCR distribution** – (print, web, etc.).
- Use of the **CCR logo** to promote the program's brand.



What do the four pages of a CCR look like?

AGA National 2023-2024 CCR (as an example)

Page 1: Who are we?

We Are AGA

accountants • financial managers • cost allocators • fiscal directors • human resource managers

training 2024



AGA National President 2023-2024 Gwen Byrnes with recipients of the 2024 National Collegiate Leadership Scholarship

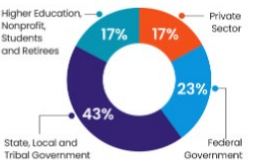
Report to Our Members

April 2023-March 2024

This past year proved that AGA is stronger than ever. Our government and private sector leaders shared their expertise at national events and re-energized local chapters. Our members continued to spearhead the evolution of the "accountability professional," embracing new technologies to drive innovation. And by showing students how our members champion government transparency and accountability, we laid the foundation for an even stronger future.

	MEMBERS	VOLUNTEERS
FY22	13,265	1,289
FY23	12,811	1,280
FY24	12,808	1,274

Our Members



AGA is the association that connects and empowers financial-related professionals who support government.

Our CCFM certification, training, networking events and thought leadership help our members and other professionals advance government accountability, grow their skills and accelerate their careers.



Gwendolyn Byrnes, MPA, CCFM
AGA National President 2023-2024

"Make this your time and your opportunity to be the best version of yourself, to be part of a team, to be knowledgeable, to be a leader... That everyone can turn to as a solid fiscal manager... We need you today, tomorrow, and definitely for the future..."

Page 2: How are we doing?

MAJOR ACCOMPLISHMENTS

Education & Training

157,917 CPAs learned
2022: 149,531 | 2023: 169,668

23,368 Attendees at AGA Trainings and Events
2022: 18,862 | 2023: 18,881

Selected as 1 of 8 organizations to support the Federal Budget Training Education Provider program which provides options for financial management education and training for more than 140K federal financial professionals. Online web portal available to select needed training by competency area.

CGFM

30th Anniversary Celebrated the 30th anniversary of CGFM

9,135 Total CGFMs
2022: 9,122
2023: 9,167

Completed the first year of the Federal Budget Training Education Provider program and published the updated exam content outlines

1,327 Total Exams Taken
2022: 1,107
2023: 1,364

Started the process of updating all three CGFM study guides

Membership & Chapters

16 Aspiring leaders graduated from the NextWave Federal Finance Leadership Program

19 Chapters Visited
2022: 22 | 2023: 34

67 Chapter websites hosted by AGA

30 Chapter CCRs developed

Thought Leadership

Published findings of Annual CFO and IG Surveys and issued reports on focus and findings of the ERM Workshop, PEO-CFO Summit, and Intergovernmental Grants Forum

8 Responses from the Financial Management Standards Board

13 New Accountability Talks podcasts. Now we have 126

Briefed the Department of Defense Planning Programming Budgeting and Execution (PPBE) Commission with ideas for improvement and focus

Engaging the Future

453 Student Members
2022: 412 | 2023: 413

587 Early Career Members
2022: 402 | 2023: 345

20 15 scholarships awarded to college students to attend NAC in Washington, DC

5 scholarships awarded for PPD23

Academic scholarships awarded to graduate and undergraduate students

\$30K Government Finance Case Challenge - 1 graduate team winner and 2 undergraduate team winners. Each team member and advisor received \$1,000.

Datathon - 3 finalist teams and 1 winner. Each member of winning team received \$1,000.

Good Government

The Harold I. Steinberg Excellence in Accountability Award was presented to Jeffrey Steinhoff

17 Government CCRs Received
2022: 31 | 2023: 42

26 AFRs/PARs received and reviewed by expert advisors

- 23 receiving awards
- 13 receiving special awards

2023: 38 | 2022: 27

Training attendees: Preparer: 86 | Reviewer: 76

Page 3: What are our revenues/expenses?

FINANCIALS

AGA Statement of Account

As of March 31, 2024

	Year to Date 03/31/2024	Year to Date 03/31/2023	Year to Date 03/31/2022
Change in Net Assets			
Revenue			
Registrations	\$ 4,231,914	\$ 3,617,317	\$ 2,584,653
Membership Dues (AGA, CGFM, CPAAG)	1,099,894	1,053,669	1,685,158
Sponsorships	1,440,814	1,073,135	845,992
Application Fees (CGFM, CEAR)	230,625	230,076	241,790
Other	626,279	298,208	236,123
Total Revenue	\$ 8,229,526	\$ 6,872,405	\$ 5,553,716
Expenses			
Program Services			
Conferences	\$ 3,575,406	\$ 2,697,876	\$ 1,083,496
Membership Services	995,562	988,403	911,102
Certification	787,102	679,983	709,325
Governance	623,808	550,959	289,678
Corporate Partner Advisory Group (CPAG)	323,721	373,395	415,510
Education	244,859	260,327	252,731
Certificate of Excellence in Accountability Reporting	214,072	197,638	156,719
Total Program Services	\$ 6,759,630	\$ 5,747,991	\$ 3,818,551
Supporting Service			
Management and General	\$ 1,118,844	\$ 1,047,872	\$ 1,225,764
Total Supporting Service	\$ 1,118,844	\$ 1,047,872	\$ 1,225,764
Total Expenses	\$ 7,878,474	\$ 6,795,863	\$ 5,044,315
Total Change in Net Assets	\$ 350,852	\$ 76,542	\$ 549,401

No assurance is provided on these financial statements. See selected information.

TOTAL REVENUE (\$ million)



Fiscal Year	Total Revenue (\$ million)
FY24	\$8.23
FY23	\$6.87
FY22	\$5.55

TOTAL EXPENSES (\$ million)



Fiscal Year	Total Expenses (\$ million)
FY24	\$7.88
FY23	\$6.80
FY22	\$5.04

TOTAL CHANGE IN NET ASSETS (\$ million)



Fiscal Year	Total Change in Net Assets (\$ million)
FY24	\$0.35
FY23	\$0.08
FY22	\$0.55

Page 4: What's next?

LOOKING FORWARD

Challenges and Opportunities for the Future

- AGA has a wealth of information and available tools on our website that many still do not take advantage of, and we want the accountability community to easily find and share this information. To help resolve this issue, we are undergoing a website redesign effort to improve and streamline access to information needed to support ongoing learning and education. It is said that "leaders are readers," and we want to assist all of our leaders.
- Additional outreach is needed to re-engage CGFMs and prospective CGFMs. CGFM activity (applications, exams and new CGFMs) is increasing, but we want to return to engagement levels experienced pre-pandemic.
- All citizens need to be able to clearly identify what their government entities (federal, state and local) are doing with their tax dollars, and what their priorities are for the future. We believe government entities can better inform and engage their citizens by preparing a Citizen-Centric Report. In four short pages, governments can clearly and simply share basic spending, performance and future-priority information with their citizens.
- The pipeline of accounting and financial management majors graduating from colleges and universities is shrinking year over year, negatively impacting the number of qualified applicants for jobs in the public (federal, state, local and tribal) and private sectors.

Areas of Focus for the Coming Year

- We are engaging with a large collective of educational institutions and association leaders to help turn the proverbial tide and increase the number of graduating accounting and finance majors in the future. We have plans for the coming year to support our chapters with materials and encourage them to engage with both high school seniors and current college students to share the exciting and meaningful career opportunities in or supporting government.
- We are expanding our outreach to prospective members to showcase the benefits of membership. Benefits include access to dynamic continuing professional education for career credentials and avenues to share information and enhance collaboration in the accountability community. We strive to facilitate meaningful interaction with a vibrant group of professionals and provide members the access to networks and personal connections that will benefit them today and in the future.
- We are working to update and streamline our website to make it easier to connect with AGA and the broader community AND access valuable information and resources that benefit career development.
- We are harnessing the energy, enthusiasm and geographic reach of our corporate partners to support and engage with our chapters, helping them emerge even stronger after the COVID-19 pandemic.
- We are engaging the broader accountability community to actively participate in AGA national and chapter level events to spotlight the emerging technologies and approaches that are changing how we analyze and process data - with an eye to more advanced decision-making and enhanced service to citizens.
- We are in the middle of updating the CGFM exams. This is the second year of the major update to ensure the content of examinations and competencies required reflect the current field.
- We are continuing to work with our chapters to help grow our membership base of professionals focused on improving government operations and restoring citizens' trust in government.



@agacgfm
@agacgfm
AGA
www.agacgfm.org



AGA Headquarters: 2208 Mount Vernon Avenue, Alexandria, VA 22301 | 703-684-6931

AGA Hawaii Chapter 2022-2023

Page 1: Who are we?

Page 2: How are we doing?

Page 3: What are our revenues/expenses?

Page 4: What's next?



Report to Our Members

Citizen-Centric Report Fiscal Year 2023

Table of Contents

Chapter Performance	2
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The AGA Hawaii Chapter has been offering its members a number of affordable opportunities to further their knowledge and keep current on the latest technologies, governmental auditing and financial reporting issues, while earning Continuing Professional Education (CPE) credits to maintain and enhance their professional careers. These opportunities include sponsoring the Hawaii Chapter's annual Government Professional Accountability Webinar and lunch - time webinars. The Chapter also provides training and CPE opportunities to non members.

[LinkedIn](#) [Instagram](#) [Facebook](#)

AGA Platinum Level Chapter Recognition
Award for the 9th straight year



CGFM Certified Government Financial Manager®
(CGFM®) is a professional certification awarded by AGA, demonstrating competency in governmental accounting, auditing, financial reporting, internal controls, and budgeting at the federal, state, and local levels. To earn the CGFM, candidates must apply for the CGFM Program and meet education and experience requirements. The Hawaii Chapter implemented the "You Pass, We Pay" CGFM program to invest in our members' professional growth. We will reimburse qualifying members (i.e., active AGA Hawaii Chapter members who reside in the state of Hawaii) for the \$70 application fee plus the \$125 cost for each of the three parts for a total of \$445.

The chapter membership represents all levels of government including federal, state, and local municipal governments. In addition, the chapter experiences dedicated support from public accounting firms, its e-professor members and higher education student members.

Membership	2021	2022	2023
Academia	5	6	4
City & County	45	45	48
Federal	10	9	12
State	27	18	18
Private	32	37	34
Retired	12	10	12
Student	25	17	12
Total Members	156	142	140
Members with CGFM	21	18	18

AGA Hawaii Chapter: P.O. Box 4474 Honolulu, HI 96812 [agacgfm.org/Chapters/Hawaii-Chapter/OurChapter](https://www.agacgfm.org/Chapters/Hawaii-Chapter/OurChapter)



Chapter Performance

Fiscal Year 2023

Accomplishments

- Achievements in Chapter Excellence Award - Platinum Award (9th straight year)
- Citizen-Centric Reporting - Certificate of Excellence
- 2 lunch-time Webinars
- 2 members became CGFMs after taking advantage of the chapter's "You Pass, We Pay" CGFM program
- Government Professional Accountability Webinar (GPAW)
- 2 scholarships to University of Hawaii students

Government Professional Accountability Webinar Attendees

Year	Attendees
2021	115
2022	149
2023	156

Community Services & Social Events

Collected cash contributions of over \$1,500 for the Hawaii Foodbank

Interacted with accounting students in UH Manoa's Accounting Club Spring 2023 banquet

Ronald McDonald House Charities Hawaii Ride - Raised \$460

2 Social Event with AGA Hawaii members, family, and friends
- Mini-Putt and Zipline at Bay View
- Social Event at Sports Box HI



Our Finances

Revenues and Expenditures

Revenues by Source

	2021	2022	2023
Seminars	\$8,652	\$20,818	\$46,643
Programs	\$333	\$47	\$0
Membership dues	\$635	\$625	\$153
Other	\$5	\$0	\$0

Expenditures by Type

	2021	2022	2023
Seminar expenses	\$0	\$4,412	\$2,242
Program expenses	\$563	\$435	\$465
Charitable contributions	\$450	\$25,200	\$250
Other	\$2,336	\$3,038	\$9,729

The Hawaii Chapter's main source of revenue is our Government Professional Accountability Webinar (GPAW). 2023's GPAW was a two-day training event with 156 attendees. 2022 was a one-day training event with 146 attendees. 2021 was a half day event with 115 attendees.

AGA Hawaii made a \$25,000 contribution to the University of Hawaii at West Oahu in 2022 with no similar contributions in 2021 or 2023. There were no seminar expenses for the 2021 GPAW. Other expenses include travel expenses. 2023 travel expenses were \$6,000 for travel to the AGA National PDT. There were no travel expenses in 2022 and 2021 due to the COVID-19 pandemic.

The figures presented above are unaudited figures covering July through June for fiscal years 2021, 2022 and 2023. The Chapter executive committee reviewed the financial reports; however, the information returns from, Form 990-EZ for 2021 and Form 990-N for 2022 and 2023 were independently reviewed. For detailed financials of the AGA Hawaii Chapter, please visit <https://www.agacgfm.org/Chapters/Hawaii-Chapter/OurChapter.aspx> or contact Chapter President Dave Gandule at davegahi@gmail.com.



What's Next

Key Initiatives

Chapter Goals

- Increase membership by 20 new members
- Develop & execute a strategic succession plan
- Recruit more young professionals and members from federal sector
- Continue to provide all our members with quality education training and events both virtually and in-person
- Host a CGFM information luncheon for our members
- Optimize and streamlining social media platforms

Challenges Moving Forward

As we strive to stay relevant and grow our chapter, AGA Hawaii faces several challenges. Firstly, we are trying to set up in-person seminars, but finding suitable venues is a bit difficult. Secondly, we are searching for young professionals who can join our chapter board or take charge of committees. Lastly, we are working on revamping our social media presence and website to keep everything up to date.

WE WANT TO HEAR FROM YOU

Do you like this report? Would you like to see other information? Please let us know by contacting Dave Gandule: davegahi@gmail.com



Join AGA or renew your AGA membership

As an AGA member, you gain access to a host of benefits designed to support your career growth and your success. Join or renew at National AGA website below:
<https://www.agacgfm.org/Membership/JoinOrRenew.aspx>

AGA developed guidance on producing a citizen-centric report as a method to demonstrate accountability to citizens and answer the question, "Are we better off today than we were last year?" Additional details can be found at the AGA website:
<https://www.agacgfm.org/Standards/CCR.aspx>





Burned cars and homes in Maui, after wildfires started on August 8, 2023. Photo Credit: Hawai'i DLNR

Our prayers and hearts go out to all our members, friends, and family on Maui.

Page 1: Who are we?

- ❑ How is the Chapter Organized?
- ❑ Demographics
- ❑ Mission and Vision Statements
- ❑ Services and Activities

AGA ATLANTA CHAPTER

REPORT TO OUR MEMBERS

2022 - 2023

WHO ARE WE?

The Atlanta Chapter is the local affiliate of AGA, a national association which connects and empowers professionals who support all levels of government to advance good government initiatives, grow their expertise, and accelerate their careers. As a chapter, our goal is to be the premier educational and networking organization for federal, state, and local government professionals in the state of Georgia.

MEMBERSHIP

Our members are as talented and diverse as the city we call home. As of June 30, 2023, the Chapter had 188 members which represented professionals from the government and private sectors: students, young professionals, retirees, and lifetime members. Our members are accountants, auditors, managers, IT professionals, and many other related fields - all of whom primarily live and work in the metro Atlanta area as well as across the state of Georgia.

	Membership	Retention Rate	New Members
FY 22	193	94%	19
FY 23	188	85%	23

OUR MEMBERS 2022 - 2023:

Category	Percentage
State and Local Governments	49%
Federal Government	30%
Higher Education, Non-Profit, Students, and Retirees	12%
Private Sector	9%

OUR MISSION

AGA is a professional association advancing accountability, transparency and leadership by promoting education, certification, innovation and collaboration across all levels of government and to stakeholders.

OUR VISION

To represent AGA, which connects and empowers professionals, to advance good government initiatives, grow their expertise and accelerate their careers.

CHAPTER LEADERSHIP

Chapter President: Kristen Raley
President-Elect: Matt Coleman
Treasurer: Jim Dawson
Treasurer-Elect: Matt Cooper
ACE Director: Sabur Ibrahim
Membership: Laura Weston

Please visit our website for the full Chapter Executive Committee List.

[Click here to view more examples](#)

Page 2: How are we doing?

- ❑ Key service areas and performance over the past couple of years
- ❑ Progress towards strategic goals or deliverables
- ❑ Recent accomplishments for non-financial outcomes
- ❑ Detailed trend information highlighting changes from prior year(s), or a statement explaining why trend data is not yet available

Major Accomplishments

Education and Training

	CPE Hours		Attendees	
	2023-24	2022-23	2023-24	2022-23
Monthly Meetings	7	8	738	736
Webinars	20	22	245	234
Seminars	32	24	362	340
CGFM Review	0	24	0	30
Total	59	78	1,345	1,340

CGFM

152

total CGFMs in Nashville Chapter

10

new CGFMs in 2023-24

Scholarships

1

Fawn W. Ellis scholarship totaling \$2,500

2

William R. Snodgrass scholarships totaling \$5,000

Awards

Platinum Chapter

Highest Overall Growth in Group A

Communications

Community Service Projects

Alex Green Elementary

National Community Service Fund

Nashville Rescue Mission

Samaritan Ministries

Nashville Humane Association

Second Harvest Food Bank

Walden's Puddle

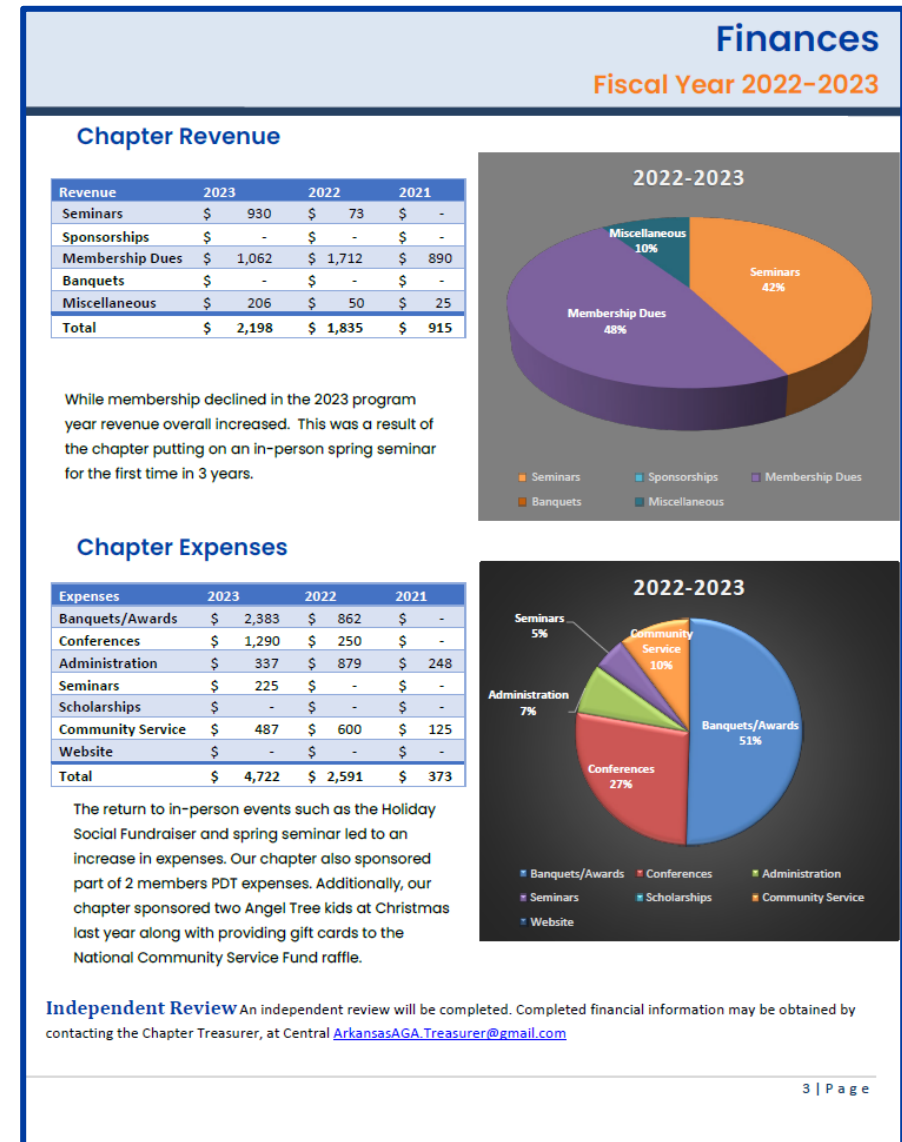
Scholarship Drive



[Click here to view more examples](#)

Page 3: What are the revenues and expenses?

- ❑ Revenues and expenses for key services areas
- ❑ Explanation of changes in revenues & expenses
- ❑ Audit results
- ❑ Link to website for more financial details



[Click here to view more examples](#)

Page 4: What's next?

- ❑ What challenges are anticipated in the coming year?
- ❑ Have priorities changed?
- ❑ List key leaders and contact information
- ❑ A link to website

WE WANT TO HEAR FROM YOU!

Is this report useful?
Would you like to see other information about our chapter?
Are you interested in creating a Citizen-Centric Report for your organization?

Please let us know by contacting our Accountability Chair:

Sarah Burrows, CPA CIA
Sarah.Burrows@cityutilities.net

For more information on our services, feel free to contact a member of our CEC listed below, or visit our chapter website

www.agacgfm.org

Other Contacts

Chapter President
Monica Robinson, CGFM
mrobinson@marshfieldmo.gov

National Council of Chapters Rep
Melody Ownby
mownby@springfieldmo.gov

CGFM/Professional Certification
Leslie Forest, CGFM
lforest@neoshomo.gov

Education Co-Chairs
Teresa Allen, CGFM
tallencgfm@gmail.com
Deborah Parks, CGMS
dparks@ozarkstransportation.org

Communications Chair
Carmen Todea
ctodea@springfieldmo.gov



WHAT'S NEXT?
Challenges and Future Plans

Student Engagement

The Ozarks Chapter of AGA believes it is important to invest in our college students, the future workforce. Our chapter will continue this investment by reaching out to surrounding colleges and universities for panel discussions and free attendance at our seminars. The Ozarks Chapter of AGA also plans to once again offer college scholarships for the 2024-2025 program year.

Membership

A goal of the Ozarks Chapter of AGA is to grow membership by 10% in the coming program year. Our training opportunities will need to be engaging and accessible to everyone. By providing virtual and in-person meetings we will be able to reach those outside of Springfield and allow for marketing opportunities. The Ozarks Chapter of AGA will reach out to new businesses or individuals to educate on AGA member benefits to help grow our membership.

Expected Challenges

While the Ozarks Chapter of AGA has bounced back and membership is growing again, we must concentrate on providing current and relevant topics during monthly meetings and seminars. The Ozarks Chapter of AGA will continue to network and research new speakers and topics which the members request or suggest. Ozarks AGA will also continue supporting members interested in the CGFM™ designation, including scholarships and working with National AGA on a study group for all Midwestern Chapters.

[Click here to view more examples](#)

Government Finance Case Challenge



Government Finance Case Challenge

Student teams will analyze financial and performance information to create a Citizen-Centric Report that translates complex data into an accessible format for the public.

Winning teams will be notified on **December 11**.

<https://www.agacgfm.org/government-finance-case-challenge/>

Program Benefits

- Virtual program, no travel required
- Students experience real data from the government



AGA's Goal: have *at least* one submission from each of AGA's eight regions

Benefits of Chapter Citizen-Centric Reports

Kristen Coffey

AGA Central Kentucky Chapter



Benefits of Chapter CCRs

CCR's are a great tool to use in communicating your Chapter's mission, vision, and goals to your **members** and **future members**!

- ❑ Post on your Chapter Website
- ❑ Add to the bio section of your Chapter Social Media pages
- ❑ Send it out to new members when they join your Chapter
- ❑ Have copies (digital and/or print) at Chapter events OR at events your Chapter may attend

CCR Deadlines & Processes

Dana Rodgers

AGA's Chapter Services Manager



Submitting a CCR: Government Entities

Application: [Certificate of Excellence in CCR – Government Entities](#)

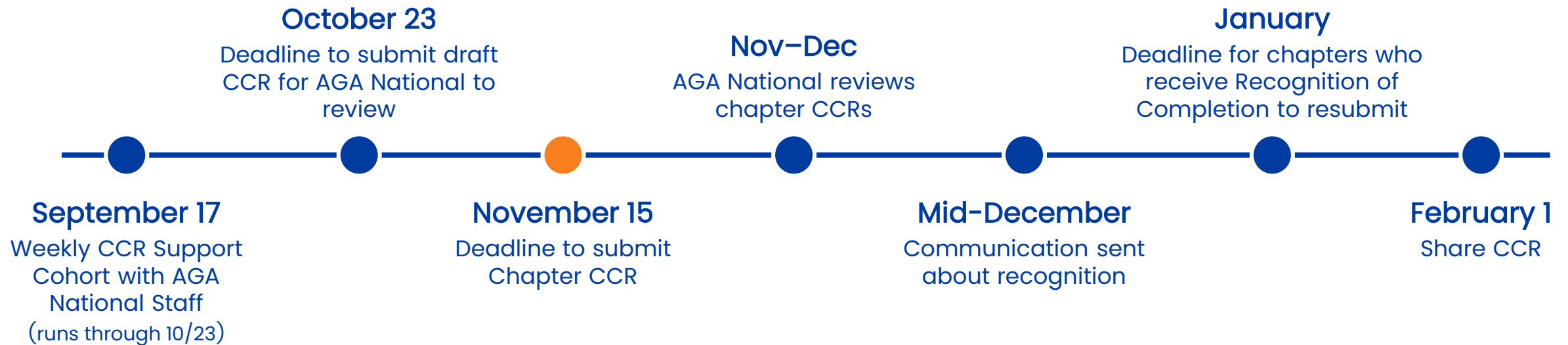
Deadline: Submissions are ongoing

Questions: Submit via email to ccr@agacgfm.org

Interested in reviewing? Please fill out [Interest Form](#).

- Each reviewer can earn **up to 1 CPE per report reviewed**. Please note these are **NOT** NASBA approved CPEs.

Chapter CCR Timeline & Deadlines



Submitting a CCR: AGA Chapters

Application: [Certificate of Excellence in CCR – AGA Chapters](#)

Deadline: November 15

ACE Submissions: Submit via ACE Data Recording Form

Questions? Email Chapter Services at chapters@agacgfm.org

*Want feedback before the final deadline? Send your CCR draft to chapters@agacgfm.org by October 23, and AGA National staff will review it and provide feedback before official scoring begins!

Need More Support?

Join AGA's CCR Support Cohort on Thursdays from 12–1 p.m. ET!

Use this weekly working session to ask questions, work through challenges, collaborate with peers, and receive guidance from National Staff.

[Register here!](#)

Resources

For more information and resources, visit the [AGA Standards & Guidance](#) webpage.

This presentation and recording will be sent out to Town Hall registrants, Chapter Presidents, and CCR Chairs.



Tools & Resources

- Canva (www.canva.com)
- Adobe Express (new.express.adobe.com)



Resources

Pictures & Design

- Stock photography is good; your own photography is BETTER – use your own chapter pictures!
- Don't be afraid of white space
- You do not need to use the AGA blue and orange
 - If you want to use AGA colors, view our [Brand Identity Resources](#)

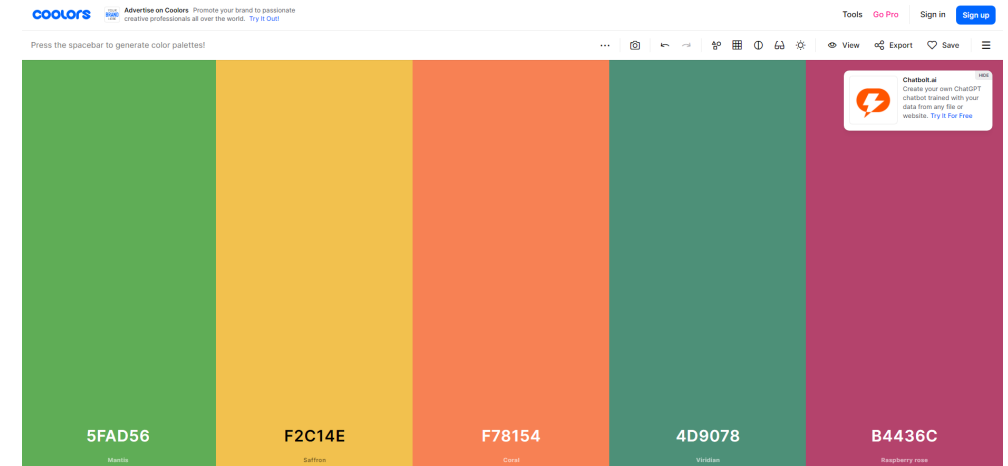
Resources

Fonts – Size and Style

- ❖ Rule of thumb, no more than three
- ❖ Header, Sub header, Body (different sizes)

Colors

- ❖ Customizable color palette generator
(<https://coolours.co>)



CCR Rubric and Scoring

Page	Criteria (5 points each)	Max Points
1: Who are we?	- How is the Chapter Organized? - Chapter Demographics - Chapter Mission and Vision Statements - Services and Activities	20
2: How are we doing?	- Key service areas and performance over the past couple of years - Progress towards strategic goals or deliverables - Recent accomplishments for non-financial outcomes - Trend information highlighting changes from prior year(s)	20
3: Revenue & Expenses	- Revenues and expenses for key services areas - Explanation of changes in revenues and expenses - Audit results - Link to website for more chapter financial details	20
4: What's next?	- What challenges are anticipated in the coming year? - Have priorities changed? - List of key leaders and contact information - Link to chapter website	20
		Total: 80

CCR Rubric and Scoring

Keep it simple and citizen-friendly – avoid the use of technical accounting language!

AGA will examine each CCR and make suggestions for improvement.

- 0–63 points: Recognition of Completion
- 64–80 points: Recognition of Excellence

[More on CCR Scoring*](#)



Questions?

Check out the resources on our agacgfm.org website or email us at:

Chapter CCRs

chapters@agacgfm.org

Other CCR's

ccr@agacgfm.org