



Chapters Helping APA-chapters Make Payroll Shine

# CHAMPS Mentor

# Committee Handbook

## CHAMPS Mentor Program

The American Payroll Association's CHAMPS Mentor referral program is designed specifically to benefit APA's local affiliated chapters when they are in need of help or advice from other chapters. CHAMPS is meant to provide a "chapter-to-chapter" referral and networking service exclusively for APA chapter members. After four successful years, APA decided to take the CHAMPS program to the next level—online. In March 2007, APA went live with the Online CHAMPS Mentor Referral Service.

### **Mission**

The mission of APA's CHAMPS Mentor Committee is to provide effective telephone and e-mail assistance to chapter members with chapter issues in a timely manner. Volunteers on APA's CHAMPS Mentor Committee are members who have committed their time to assist chapter members around the nation. CHAMPS Mentors aid chapter members by answering questions related to topics they have selected when a referral is made via the CHAMPS Mentor referral program.

### **Qualifications and Term**

CHAMPS Mentor Committee volunteers must also be members of APA in good standing. In addition, mentors must be active in their own local chapter. CHAMPS Mentors must have knowledge of the chapter-related issues they indicate as a preference on their Volunteer Profile. Membership on the committee requires no set term; members may serve until they resign or let their APA membership lapse.

### **Responsibilities**

CHAMPS Mentors typically volunteer to assist other chapter members in areas where they have experience, or on issues they have encountered. Inquiries will be referred to Mentors only on topics for which the Mentors have indicated a preference.

APA expects all Mentors to respond to each inquiry no later than 48 hours after receiving the question. This initial response may be limited to discussion of the issues faced and the gathering of preliminary information. If the Mentor is not comfortable handling a particular inquiry, he or she should either:

- Provide the member with a good reference, or
- Refer the member back to APA's Chapter Relations Department for another CHAMPS Mentor referral.

When CHAMPS Mentor Committee members are not available to answer referrals, they should notify Chapter Relations by phone, fax, or e-mail in advance of the time they will be unavailable.

## **Volunteer**

An APA chapter member can share their expertise and become a CHAMPS Mentor volunteer by completing these simple steps:

- Use your member ID and log in to the “Members Only” section of APA’s website.
- From the list of links, choose “Chapter Network.”
- On the Chapter Network homepage, select “CHAMPS.”
- On the CHAMPS page you will find a link labeled “click here” to become a volunteer.
- Fill in the basic information requested on the CHAMPS Mentor Volunteer form, including your preferred categories of expertise.
- After completing the form, click on “Submit” at the bottom of the page.

Current CHAMPS Mentor volunteers who wish to update their categories of expertise may follow a similar procedure:

- Using your member ID, log in to the Members Only section of the APA website.
- From the list of links, click on “Chapter Network.”
- On the Chapter Network homepage, select “CHAMPS.”
- On the CHAMPS page you will find a link labeled “click here” to become a volunteer.
- Fill in the basic information requested on the CHAMPS Mentor Volunteer form, *updating* your categories of expertise.
- After completing the form choose “Submit.”

## **Using CHAMPS**

Chapter members use their APA Member ID to log in to the Members Only section of the APA website and access the online CHAMPS Mentor Referral Service, which is located in the Chapter Network section. Members simply select the category that best fits the context of their question, then type their question and submit it electronically via the web. Upon submission, the question posed is automatically routed to one of the mentors. Mentors receive questions and send answers via e-mail from our in-house system, with actual member and volunteer e-mail addresses removed to preserve privacy. This routing also allows the APA Chapter Relations staff to monitor question activity and ensure an answer is received in a timely manner.

The Online CHAMPS Mentor program is also monitored daily by Chapter Relations staff. As a follow-up, we may reassign questions or call volunteers to remind them to respond to outstanding e-mail requests. We also confirm that volunteers may continue to participate on the CHAMPS Mentor Referral Committee. If a CHAMPS Mentor’s APA membership lapses, they will be removed from the CHAMPS Mentor Committee list.

Note: For payroll-related questions, APA members can easily use the Online Hotline.