



Chapters Helping APA-chapters Make Payroll Shine

CHAMPS Mentor

Committee Handbook

Chapter Mentor Program

The American Payroll Association's CHAMPS Mentor Program is designed specifically to benefit APA's local affiliated chapters when they are in need of help or advice from other chapters. This program provides a "chapter-to-chapter" referral and networking service exclusively for APA chapter members.

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. Each mentor assists chapter members by answering questions related to topics they have selected accessing the online service.

Qualifications and Term

CHAMPS Mentor Committee volunteers must be active APA National members. In addition, mentors must also be active in their own local chapter. 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 who personally chose the related topic.

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 in advance of the time they will be unavailable.

Volunteer

An APA National and chapter member can share their expertise and become a CHAMPS Mentor by utilizing the online CHAMPS Mentor sign up located in the Local Chapter

Section on APA's website. In addition, current mentors may use this process to change their category choices at any time.

Using CHAMPS

Chapter members can call Chapter Relations at 210-226-4600 or log in on APA's website to access the online CHAMPS Mentor request form located in the Local Chapter 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 CHAMPS database is 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 Committee. If a 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.