Alpha Kappa Alpha Sorority, Incorporated® Zeta Alpha Omega Chapter



Risk Management Plan 2022

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Zeta Alpha Omega Chapter Risk Management Plan

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Zeta Alpha Omega Risk Management Plan

Introduction

Risk Management is the process of identifying, quantifying and managing the risks that an organization faces. One of the key facets to risk management is that it is a "process". It is not something you do once and complete it. It is something that requires monitoring, evaluation, and revising as needed. While it is impossible to remove all risks from the chapter, it is important that we understand and properly manage these risks in the overall sorority strategy.

Mission Statement

The mission of Zeta Alpha Omega Chapter Risk Management Program is to develop strategies to preserve Alpha Kappa Alpha Sorority, Incorporated[®], Zeta Alpha Omega Chapter (ZAO) resources by identifying and minimizing the chapter's risk exposure. Through continuous education, participation and communication, we strengthen the chapter's membership to protect our legacy.

Purpose

The purpose of ZAO Risk Management Committee is to:

- 1. Assess the risks and potential threats to ZAO Chapter and is members
- 2. Develop strategies and risk management approaches for implementation by the chapter in order to minimize or prevent risks
- 3. Develop an overall risk management plan for ZAO Chapter
- 4. Interface with sorority's insurance professional (and legal) to ensure that our risks are properly managed

Zeta Alpha Omega Risk Management Plan

Risk Management Concepts

Risk is <u>anything</u> that jeopardizes the health, safety, or welfare of an individual or organization. Risk is a factor in every organization including our sorority. For that reason, it is important to review various areas of risk and the possible impact on the sorority and especially, Zeta Alpha Omega Chapter. Key areas of risk include, but are not limited to:

- 1. Hazing
- 2. Reputation
- 3. Finances
- 4. Operations
- 5. Programs
- 6. Membership

Risk Management Process

Risk Management is the process of assessing the potential risks involved in undertaking specific activities or events. It includes implementing specific measures, controls, procedures and practices to proactively reduce or eliminate risks including the consequences of incidents and/or losses. As part of risk management, Zeta Alpha Omega will include safety, as well as the cost/benefit of conducting the event or activity.

Risk Management Strategy

Any strategy to address risk issues starts with developing a comprehensive risk management program. The ZAO Chapter's risk management program includes identifying the risk, managing the risks and monitoring the risks. Education and training are key components of the chapter's risk management program and include workshops, webinars and learning modules. **Critical conversations with ZAO Chapter's membership are also a key component of our risk management program. The conversations will be timely, relevant, specific, tactful and honest.** Communicating with chapter's risk management plan will be designed to assist chapter members with accepting ownership for their part in an effective risk management plan that protects the interests of everyone and the organization.

HAZING RISK

Hazing is an act or series of acts which include, but not limited to, physical acts such as hitting, striking, laying hands upon or threatening to do bodily harm to any individual(s), while acting in ones' capacity as a member of Alpha Kappa Alpha; behavior that is directed against any individuals(s) for the purpose of causing shame, abuse, insult, humiliation, intimidation or disgrace, and a variety of prohibited practices including but not limited to, underground hazing, financial hazing, pre-pledging, post-posting, or post-initiation pledging. Hazing is strictly prohibited and will not be tolerated in any form by Alpha Kappa Alpha Sorority, Incorporated[®].

IDENTIFY	EVALUATE	MANAGE	MONITOR	NOTES
Being subject to any form of verbal, physical, mental harassment or intimidation	Are you doing anything contrary to Alpha Kappa Alpha policies and procedures? Would you be uncomfortable in calling the Regional Director or Supreme Basileus and describing what you did?	Follow the current Membership Intake Process Manual Adhere to Soror Code of Ethics Adhere to Anti-Hazing Policy Quickly and appropriately with problem members Adhere to local laws	Membership Chairman Basileus Officers All Sorors	Hazing is illegal in Ohio Code 2903.31 defines Hazing [Can be arrested and convicted of a crime.] 2307.44 states organization's officers can be sued for civil liability [financial damages and seizure of property] Collin's Law-Ohio Anti-hazing Act. House Bill 310.

EVALUATION OF HAZING RISK

- Any identified hazing risk will be reviewed by the risk management committee and reviewed with the chapter leadership.
- Each Target and committee chairman to review any hazing risk during committee meetings, if any identified report to the risk management committee.
- Review identified hazing risk to the chapter yearly or when any hazing risk has been identified.
- Make any changes to the plan as deemed appropriate by Risk Management committee and chapter leadership.
- This will be evaluated by 5/30/2023 for any needed updates or modifications

REPUTATIONAL RISK

Reputational Risk is the threat or danger to the reputation, good name and legacy of Alpha Kappa Alpha Sorority, Incorporated[®], its regions, chapters and members. Reputational Risk can occur through the actions or activities of the sorority itself, directly or indirectly through actions of Sorors and through the actions of third parties.

ı	dentify	Evaluate	Manage	Monitor	Notes
1	. Graduate Sorors inappropriately associating and influencing members of their former undergraduate chapter (e.g., Facebook, GroupMe, chatrooms, "Alumni" groups, and MIP activities.	Is the Graduate Advisor aware of this activity?	 Review guidelines with graduate Sorors at chapter meeting or other appropriate settings Have a critical conversations with Sorors who do not follow the guidelines Report activity to Great Lakes Regional Director, if behavior continues 	Graduate Advisor	Graduate Advisory Committee is a resource; only certified Grad Advisors can be members Ohio law 1702.54 False Statements @codes.ohio.gov
2	. Unauthorized use of sorority's trademarks, logo and service marks (e.g., flyers, programs, ticket sales and booklets).	Did the Soror get proper approval? Is the activity permitted by the sorority's governing documents?	 Conduct risk management training and follow the risk management plan Actively engage leadership for direction and oversight 	Basileus Program Chairman	Protocol Chairman is a resource

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Identify	Evaluate	Manage	Monitor	Notes
3. Inappropriate social media postings (e.g., photographs, videos, sorority documents and rituals).	Is the chapter following the sorority's social media policy? Is the chapter using the correct shield and official logos?	 Adhere to technology/ social media guidelines and protect our privacy Conduct an annual chapter technology review of chapter website and social media platforms to ensure content is secure and compliant (e.g., posting pictures of Sorors engaging in service activities). 	 Technology Committee Protocol Committee Public Relations Committee 	
4. Aligning or partnering with organizations whose mission, purpose and activities are contrary or inconsistent with sorority's mission and purpose	Is there anything in writing to describe the relationship? Is there a waiver form for non sorors who are participating in sorority sponsored activities?	 Delineate in writing the relationship with other organizations Review general liability insurance coverage and purchase a rider as needed. Write an internal and external communication strategy and plan 	 Basileus Anti-Basileus Tamiouchos/Finance & Budget Committee Ivy Leaf Reporter/Public Relations Committee 	

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Identify	Evaluate	Manage	Monitor	Notes
4. continued Aligning or partnering with organizations whose mission, purpose and activities are contrary or inconsistent with sorority's mission and purpose	Is there a release form for non Sorors who are participating in sorority sponsored activities?	Research and follow laws regarding involvement of children • Obtain written permission of parents/guardians authorizing taking of pictures of child(ren) • Maintain a release form for pictures	 Target Committee Chairmen Connection Committee All Sorors Public Relations Committee	 Follow the Ohio nonprofit guidelines- 1702.55 Background checks are conducted by Ohio Attorney General Bureau of Criminal Investigations (BCI). Cost is \$22 and FBI check is \$24. Ohio Rev. Code 2151.42 (Reporting by other persons) requires reporting of suspected child abuse

EVALUATION OF REPUTATIONAL RISK

- Any identified reputational risk will be reviewed by the risk management committee, protocol chairman, technology committee, and reviewed with the chapter leadership.
- Each Target and committee chairman to review any reputational risk during committee meetings, if any identified report to the risk management committee.
- Review identified reputational risk to the chapter yearly or when any reputational risk has been identified.
- Make any changes to the plan as deemed appropriate by Risk Management committee and chapter leadership.
- This will be evaluated by 5/30/2023 for any needed updates or modifications

OPERATIONAL RISK- Chapter Operations

Operational Risk occurs when inadequate, ineffective and outdated procedures and policies threaten the sustainability of an organization.

Id	lentify	Evaluate	Manage	Monitor	Notes
1.	Review chapter documents to avoid conflict with the sorority's international documents(e.g., Asst. Grad Advisor positions and Tamiouchos turning over books to Auditor before Feb 15th)	Are there recommended changes from the chapter external or internal evaluation reviews or members?	An annual review of the ZAO Bylaws and Manual of Standard Procedure should be conducted for compliance and effective chapter operations	 Basileus Parliamentarian/ Constitution and Bylaws Committee 	After review, the chapter members should be notified if there are changes or no changes, but that a review was conducted. If there are changes, two copies are sent to the Great Lakes Regional Director for approval.
		Is the most recent <i>Documents</i> and <i>Records Retention Guide</i> followed?	 Chapter required documents are collected and filed Chapter documents are 	Historian Archives/History Committee	An official log out procedure for documents should be followed and kept in the files. Outlined in So Now You're
2.	Inadequate records management retention	Does the chapter have a storage location for documents and records that is secure, climate controlled and fireproof?	 Properly stored Chapter files are reviewed annually for compliance with effective chapter operations 	Standards Committee	Elected. Standards Resource Guide
3.	Inadequate chapter leadership succession plan	Does the chapter have qualified officers identified for the future? {pipeline for committee chairmen}	Write a succession plan and present to chapter members and disseminate	Leadership Committee	
		Is there a written nominating process with clear criteria for elected positions?	Write a nominating process to include all components for approval by chapter members and disseminate	Nominating Committee	

OPERATIONAL RISK- Chapter Operations

Operational Risk occurs when inadequate, ineffective and outdated procedures and policies threaten the sustainability of an organization.

Identify	Evaluate	Manage	Monitor	Notes
4a. Inadequate transitioning of new officers and committee chairmen	Does the chapter hold supervised transition workshop for incoming and outgoing officers?	 Conduct meaningful workshops to develop chapter officers and committee chairmen and chapter memberships for effective and informed operations 	Basileus	Leadership, Standards and Protocol committees can serve as a resource
4b. Failure to develop and train officers and membership	Does the chapter conduct retreats that focus on leadership development and membership engagement as well as program planning and operations?	Develop a comprehensive evaluation tool for new officers and committee chairmen to complete (after 90 days in the position) to determine if the orientation workshop training was effective	Leadership Committee	
		 Hold annual retreats, establish measurements for success and evaluate for continuous improvement 	Basileus	A retreat ad hoc committee could serve as a resource -Lack of mentoring with
5. Conduct annual chapter self-assessment	Does the chapter use the assessment results to improve chapter operations?	 Update the chapter members on the identified concerns. 	Basileus	Undergraduate Sorors -No update on Strategic plan progress -Update chapter documents during chapter meeting -Utilize graduate advisory committee

OPERATIONAL RISK- Events

Identify	Evaluate	Manage	Monitor	Notes
L. Lack of chapter event specific insurance	Does the chapter know if it has insurance coverage? If so, for what and how much? Does the chapter know how to obtain a "rider" for specific events?	Review annually the sorority's insurance policy and coverage at chapter meetings (Bonding, D&O, general)	Basileus Tamiouchos	Finance/Budget Committee Audit Committee
2. Inadequate promotion of programs/events	Does the chapter have chapter/event evaluations to ensure that alignment with the sorority's mission and purpose is achieved?	Create evaluations, disseminate and present findings at chapter meetings	All Committee Chairmen	Original completed evaluations and a summary of the results must be kept in the official chapter files
	What communication methods are used to promote the chapter's programs/events?	Incorporate into the chapter communication plan	Public Relations Committee	
3. Lack of security and contingency plans	 Does the chapter hire security at events? Does the chapter have incident report forms, and first aid kits at events? Does the chapter have a contingency plan if the event is canceled? 	Develop a written safety plan and present it at the chapter meeting Conduct safety review with attendees at events, as appropriate	Risk Management committee Program and Event Committee	Is there an evacuation plan, if needed?
	Lack of chapter event specific insurance Inadequate promotion of programs/events Lack of security and	Does the chapter know if it has insurance coverage? If so, for what and how much? Does the chapter know how to obtain a "rider" for specific events? Does the chapter have chapter have chapter/event evaluations to ensure that alignment with the sorority's mission and purpose is achieved? What communication methods are used to promote the chapter's programs/events? Does the chapter have security and contingency plans Does the chapter have incident report forms, and first aid kits at events? Does the chapter have a contingency plan if the	Does the chapter know if it has insurance coverage? If so, for what and how much? Does the chapter know how to obtain a "rider" for specific events? Does the chapter have chapter/event evaluations to ensure that alignment with the sorority's mission and purpose is achieved? What communication methods are used to promote the chapter's programs/events? Does the chapter hire security and contingency plans Does the chapter have incident report forms, and first aid kits at events? Does the chapter have a contingency plan if the Does the chapter know if it has insurance policy and coverage at chapter meetings (Bonding, D&O, general) Create evaluations, disseminate and present findings at chapter meetings Incorporate into the chapter communication plan Develop a written safety plan and present it at the chapter meeting Conduct safety review with attendees at events, as appropriate	Does the chapter know if it has insurance coverage? If so, for what and how much? Does the chapter know how to obtain a "rider" for specific events? Does the chapter have chapter events evaluations to ensure that alignment with the sorority's mission and purpose is achieved? What communication methods are used to promote the chapter's programs/events? Does the chapter hire security and contingency plans Does the chapter have incident report forms, and first aid kits at events? Does the chapter have a contingency plan if the Does the chapter know in it has insurance policy and coverage at chapter meetings (Bonding, D&O, general) Create evaluations, disseminate and present findings at chapter meetings Incorporate into the chapter communication plan Public Relations Committee Review annually the sorority's insurance policy and coverage at chapter meetings (Bonding, D&O, general) 1. Basileus 2. Tamiouchos All Committee Chairmen Fublic Relations Committee Public Relations Committee Communication plan Review annually the sorority's insurance policy and coverage at chapter meetings (Bonding, D&O, general)

OPERATIONAL RISK- Facility

Id	entify	Evaluate	Manage	Monitor	Notes
1.	Inadequate selection review criteria	Is there a site selection checklist as part of the site selection?	Develop a site selection checklist and present at chapter meeting	Risk Management Committee	Founders' Day Committee Membership Committee as resources
2.	Inadequate review of Facility	 Does the chapter complete a visual inspection of building to include smoke detectors? Does the chapter have a 	The program/ event committee conducts an inspection with the staff of the facility	Program/ Event Committee	All Sorors can be train and serve as a resource to assist at events
		team assigned to monitor for ongoing hazards during the event?Does the chapter check for	Assign event monitors to watch for safety concerns re: the facility and attendees	Program/ Event Committee	
		 building and health code violations? Has the chapter met with catering dept. to ensure safe food preparation & disclosure of all possible food allergies? 	Check the Lucas County Health dept. website	Program/ Event Committee	www.lucascountyhealth.com/ Restaurant

OPERATIONAL RISK-Virtual Operations

Evaluate	Manage	Monitor	Notes
Does the chapter follow corority virtual guidelines? Is the chapter membership notified of virtual protocols? Is attendance being monitored to ensure the appropriate attendees are participating?	Follow the current International guidelines Provide virtual guidelines prior to the meetings Virtual Attendance is monitored during chapter meetings to ensure names and telephone numbers match the appropriate individuals in the chapter and approved visitors.	Officers All Sorors Basileus Anti-Basileus Grammateus Anti-Grammateus Attendance registrar	Meetings will continue to be virtual per International guidelines Technology Committee can serve as a resource.
Do so so so o	pes the chapter follow rority virtual guidelines? the chapter membership otified of virtual protocols? attendance being monitored ensure the appropriate	rority virtual guidelines? The chapter membership otified of virtual protocols? The chapter membership otified virtual guidelines prior to the meetings The chapter membership otified of virtual protocols? The chapter membership otified of virtual guidelines prior to the meetings The chapter membership otified of virtual guidelines prior to the meetings The chapter membership otified of virtual protocols? The chapter membership otified of virtual protocols?	rority virtual guidelines? Follow the current International guidelines Provide virtual guidelines prior to the meetings Anti-Basileus Virtual Attendance is monitored ensure the appropriate tendees are participating? Virtual Attendance is monitored during chapter meetings to ensure names and telephone numbers match the appropriate individuals in the

EVALUATION OF OPERATIONAL RISK

- Any identified Operational risk will be reviewed by the risk management committee, standards chairman, and reviewed with the chapter leadership.
- Each Target and committee chairman to review any operational risk during committee meetings, if any identified report to the risk management committee.
- Review identified operational risk to the chapter yearly or when any operational risk has been identified.
- Make any changes to the plan as deemed appropriate by Risk Management committee, Standards chairman, and chapter leadership.
- This will be evaluated by 11/30/2023 for any needed updates or modifications

FINANCIAL RISK- Operations

Financial Risk occurs when a chapter fails to adhere to guidelines as provided for Alpha Kappa Alpha *Financial Fundamentals Guide to Chapter Financial Procedures.*

Identify	Evaluate	Manage	Monitor	Notes
1. Misappropriation of funds	Does the chapter conduct an internal audit?	 Internal records are examined annually by the Audit committee and report is provided to chapter members Chapter officers and members who handle money should be certified through the sorority's Financial Officer Training & Certification Course (i.e., check signers and money collection) 	Basileus/ Audit Committee 1. Officers 2. Members	The Audit Committee is appointed by the Basileus and does not include the financial officers as committee members
2. Inadequate Internal Controls	Does the chapter uses proper financial internal controls to ensure safety of chapter assets?	 Chapter should have detailed written financial procedures for PayPal, on-line access to bank accounts, returned checks, postdated checks, timely deposit of funds and handling of funds by non- 	Finance/ Budget Committee	The Pecunious Grammateus (P.G.) and the Program Chairman are members of the Finance/ Budget Committee Chapter members should approve expenditures for
3. Activities functioning at a deficit	Do financial officers report to the membership the status of programs and chapter operations?	financial officers. • Adhere to AKA Financial comparison of Budget and Actual financial reporting to the membership per approved budget	Tamiouchos	unplanned expenses. In an emergency, the Basileus may approve such expenses and make a report to the chapter ASAP.

FINANCIAL RISK- Operations

Financial Risk occurs when a chapter fails to adhere to guidelines as provided for Alpha Kappa Alpha *Financial Fundamentals Guide* to Chapter Financial Procedures.

Identify	Evaluate	Manage	Monitor	Notes
4. Theft of Funds and insufficient bond coverage	Does the chapter have an external audit performed?	 External Audit is performed, at the end of the Tamiouchos' term of office or on other occasions as deemed necessary Bond the Tamiouchos, P.G., Basileus and others who handle money. Review annually the amount of coverage and positions covered to the chapter members. Graduate Advisors are not bonded by the Graduate Chapter but the Undergraduate Chapter. Expenditures supported by invoices, receipts, contracts or supporting paperwork attached to a voucher (according to chapter reimbursement guidelines) before a payment [check] is issued. 	 Basileus Audit Committee 	Surety Bonds are secured through insurance brokers and should be kept in the chapter files. Bond coverage requirements: -External audit -monthly reconciliation of bank statements by Treasurer not bookkeeper -At least two (2) signatures on every check written ZAO current bond coverage: -\$40,000 for each position -Covered positions: Treasurer, Asst. Treasurer, President, V.P., Fundraising Chairman, Special Event Chairman, Membership Chairman, Secretary and two (2) graduate advisors {Oct 2020-oct 2022}

FINANCIAL RISK- Fundraisers

Financial Risk occurs when a chapter fails to adhere to guidelines as provided for Alpha Kappa Alpha *Financial Fundamentals Guide to Chapter Financial Procedures and the* **Compliance Guidelines for Chapters with Foundations**, Incorporated Entities or Not for Profit Organizations.

Identify	Evaluate	Manage	Monitor	Notes
1. Establish separate bank accounts for operating and community funds	Does the chapter have separate accounts and prepare separate financial reports?	Separate operating and fundraising funds in a different bank accounts	1. Tamiouchos	
	Does the chapter comply with laws regarding fundraising?	 Ensure written monthly financial reports are given by financial officers which list receipts(deposit) and disbursement (checks) 	2. Financial Officers	Adhere to IRS Corporate
		 Follow the law and requirements to keep accurate records and report all donations 	3. Financial Officers4. Audit Committee	Compliance Guidelines for 501 (c) 3 organization www.irs.gov {IRS publication-4221 (Rev. 7-2014}
		 Establish written guidelines for acceptance and refusal of donations and use of restricted funds 	5. Finance/Budget Committee	ohioattorneygeneral.gov/ Guide for Charity Board Members and www.ohioattorneygeneral.gov L Nonprofit Handbook
2. Chapter has a foundation to assist with implementation of sorority's programs and	Does the chapter Basileus, Program Chairman and Tamiouchos attend the	Establish a written MOU with the Foundation	6. Basileus, Program Chairman, Tamiouchos	EOY Report is sent to AKA Corporate Office, Supreme
scholarship	foundation board meetings?	Submit annual report (EOY #11)	7. Basileus	Tamiouchos and Regional Director

EVALUATION OF FINANCIAL RISK

- Any identified Financial risk will be reviewed by the risk management committee, Tamiouchos, and Financial committee.
- Each Target and committee chairman to review any financial risk during committee meetings, if any identified report to the risk management committee.
- Review identified financial risk to the chapter yearly or when any operational risk has been identified.
- Make any changes to the plan as deemed appropriate by Risk Management committee, Financial chairman, and chapter leadership.
- This will be evaluated by 11/30/2023 for any needed updates or modifications

HEALTH & SAFETY RISK

Health & Safety Risks-occurs when a chapter fails to adhere to the health and safety procedures provided by Alpha Kappa Alpha Sorority Inc, Center for Disease Control(CDC), the local and state guidelines

Identify	Evaluate	Manage	Monitor	Notes
1. Chapter not following the proper safety protocols and guidelines during in-person activities and events	Is the chapter following the sorority's health and safety in-person activities policy? Is the chapter aware of the sorority's health and safety in person policy, CDC, local, and state guidelines? Does the chapter following the CDC, local, and state guidelines?	Follow the current health and safety risk in-person activities policy. Adhere to the Health and Safety Risk Mitigation for In-person activities. Develop a written safety plan following CDC guidelines along with local and state guidelines when having in-person activities.	 Risk Management Chairman. Risk Management Committee Officers Target Chairman Members 	Adhere to the Alpha Kappa Alpha Sorority Inc. Risk Mitigation Plan and checklist guidance for modified during the Covid-19 Pandemic. See attached In-person Mitigation Plan www.cdc.gov coronavirus.ohio.gov

EVALUATION OF HEALTH & SAFETY RISK

- Any identified Health & Safety Risk will be reviewed by the risk management committee, Target and committee chairman, and reviewed with the chapter leadership.
- Each Target and committee chairman to review any health & safety risk during committee meetings, if any identified report to the risk management committee.
- Review identified Health & Safety risk to the chapter yearly or when any Health & Safety risk has been identified.
- Make any changes to the plan as deemed appropriate by Risk Management committee and chapter leadership.
- This will be evaluated by 5/30/2023 for any needed updates or modifications

Zeta Alpha Omega Chapter Risk Management Plan Resource List

- Alpha Kappa Alpha Constitution and Bylaws
- Alpha Kappa Alpha Manual of Standard Procedure
- Alpha Kappa Alpha Anti-Hazing Policy
- Alpha Kappa Alpha Soror Code of Ethics
- Alpha Kappa Alpha Membership Intake Process Manuals (Undergraduate and Graduate)
- Alpha Kappa Alpha Financial Fundamentals Guide to Chapter Financial Procedures
- Alpha Kappa Alpha Documents and Records Retention Guide
- Alpha Kappa Alpha Standards Resource Guide
- Alpha Kappa Alpha Risk Management Handboook
- The Official Guide to Alpha Kappa Alpha Protocol
- Alpha Kappa Alpha Social Media Guide
- Launching New Dimensions of Risk Management, A Guide to Developing a Chapter Risk Management Plan
- Launching New Dimensions of Graduate Advisors & Certification

Zeta Alpha Omega Chapter Risk Management Plan Resource List

- Alpha Kappa Alpha Sorority Inc. Risk Mitigation Plan and Checklist Guidance for Modified During Covid-19 Pandemic.
- Collins Law Ohio Anti-Hazing Act.
- Launching New Dimension in Risk Management Modules
- Alpha Kappa Alpha Sorority, Incorporated®, Insurance and Claim Manual
- Photo Clearance Forms- Refer to Guidelines on Alpha Kappa Alpha Website prepared by the Technology Committee under Resources in Member Only Section
- Crowd Management Training Course (on-line at https:/crowdmanagers.com/training) for \$19.99. Certification expires after two years

Risk Management Committee

- Soror JaNae Miller-Chairman
- Soror Malinda Prowell-Co Chairman
- Soror Leigh Utley-Co Chairman
- Soror Cassandra Adams
- Soror Victoria McDuffie
- Soror Demecia Wilson

Zeta Alpha Omega Chapter Risk Management Contact Information

- Janae Miller-Chairman <u>janaem23@yahoo.com</u>
- Treva Jeffries-Basileus <u>trevaej@gmail.com</u>