# Creating a Member Service Plan

CACE Telecommunity Call
Wednesday, February 4, 2015
Call with Presidents of Unstaffed Components
Thursday, February 5, 2015



## Welcome to today's webinar

- For best audio quality, please dial in using a land line, or connect a headset to your computer.
- Please type your questions into the Questions pane that appears on the right hand side of your screen.
- We will try to get to everyone's questions during the call today. If we run out of time, we will respond to your question after the call.



#### Presenters

Wednesday, February 4 (CACE)

• Tina Litteral, Hon. AIA, CAE

Thursday, February 5 (Presidents)

Lawrence Livergood, FAIA



# Agenda

- Vision
- Member Service Plan
- Toolkit Contents



#### Vision

- Providing a Valuable and Consistent Experience for All Members
- Concept of Core Member Services
- Concept of Member Service Alignment



#### Core Member Services

- Member Communications
- Education
- Advocacy
- Elevate Public Awareness
- Governance
- Membership
- Finance & General Operations



#### Member Service Plan

Review & understand Core Member Services

Self-assess your component

Identify gaps in member services

Chapter Level Self-assessment

Capacity/Service Resources Attend statewide meeting to identify duplication & gaps in member services Develop statewide service plan to the state serve all members through chapter

partnerships &

defining roles

Apply new resource model among chapters in Sign Member Service Agreement

MSA specifies who does what; how funds are distributed

Send to AIA National

Statewide Assessment

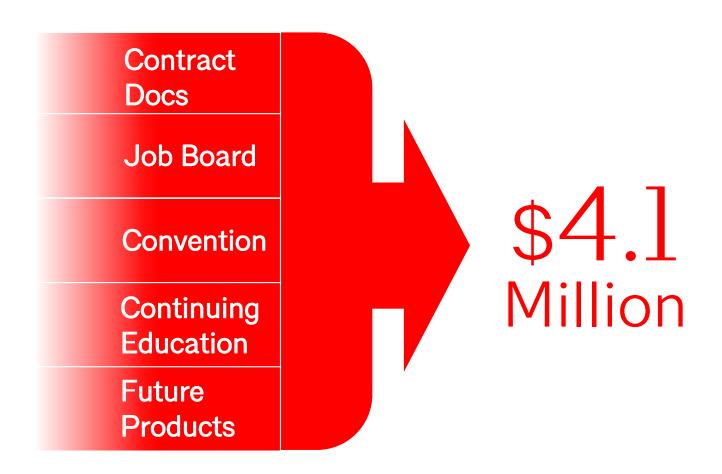
Q4 2015

# Former Resource & Distribution Model

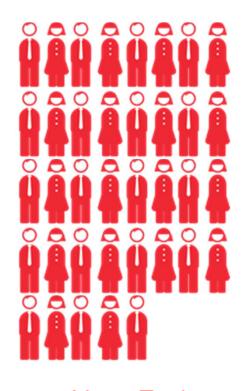


Contract Document Sales Revenue

#### New Resource Model



#### New Distribution Model



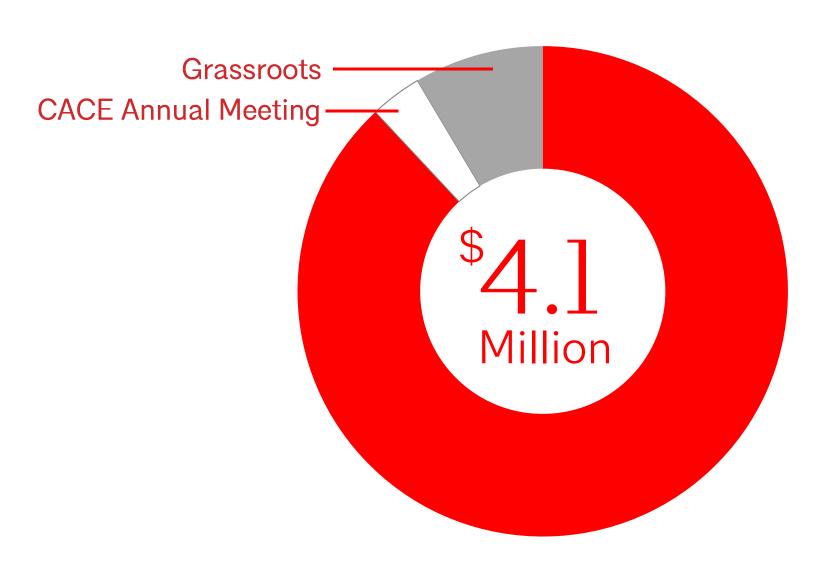
Year End Member Count





Delivery of Core Services

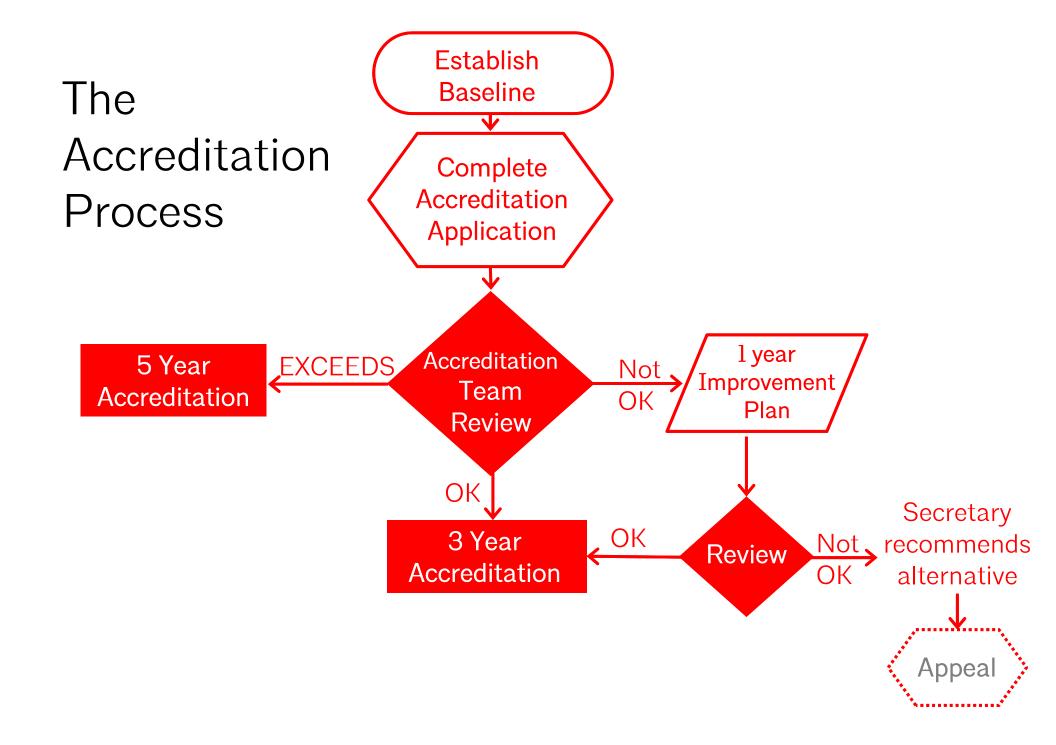
### New Distribution Model



# Transition to New Distribution Model

Former Funding Future Funding

2015	2016	2017	2018	2019	2020
100%	80%	60%	40%	20%	_
_	20%	40%	60%	80%	100%



#### **Toolkit Contents**

- Introduction
- Core Member Services
- Tools for Statewide Meetings
- Timeline
- FAQs
- Infographics
- In development: Core Member Services Checklist; "Exceeds" Criteria; State Conversation Tools



#### Find the Toolkit

- Goes live at COB February 5
- Go to For Leaders or this link:

www.aia.org/memberservice



### **Comments & Questions**



#### Contacts

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# Thank you.

