

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

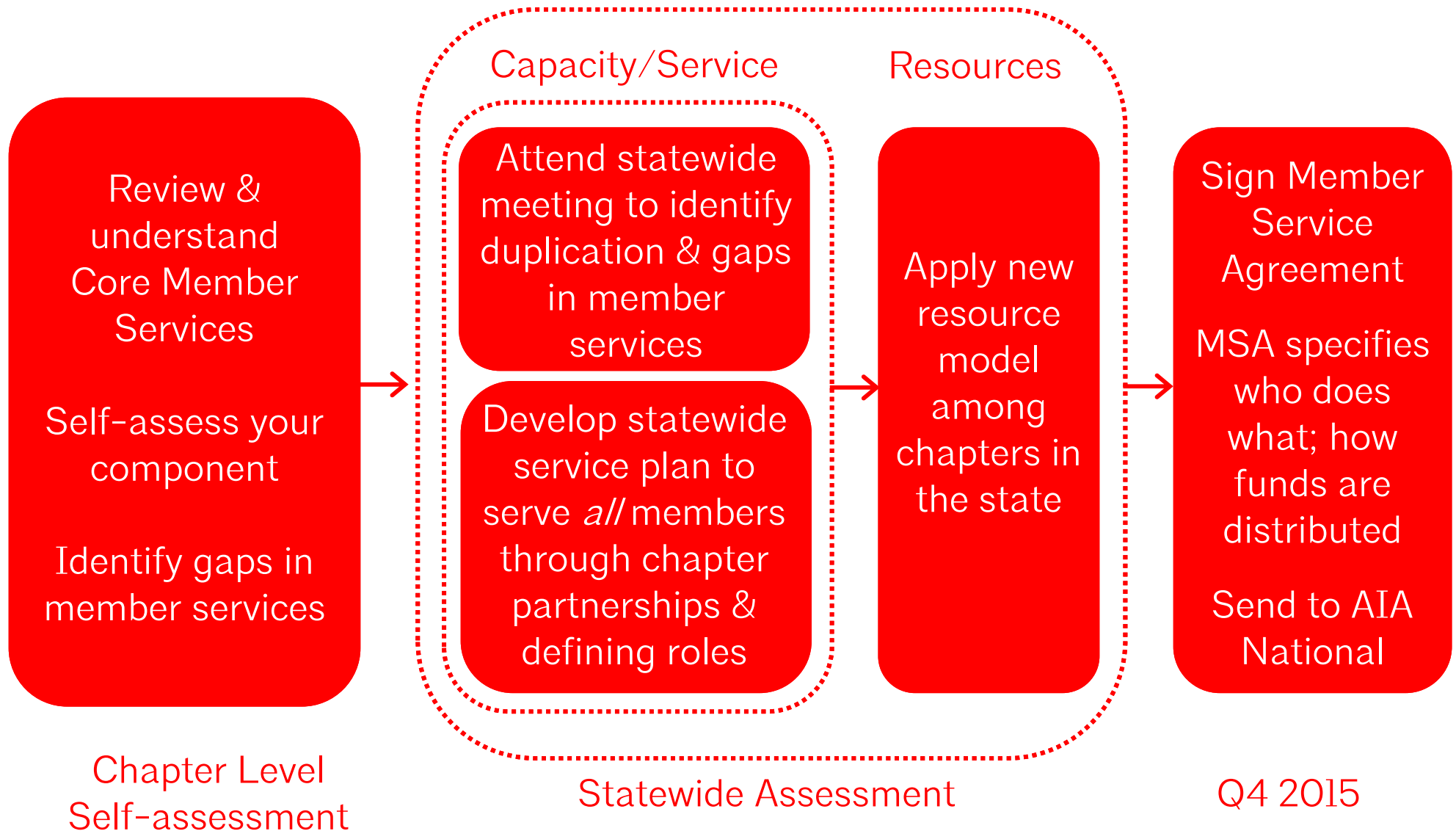


Core Member Services

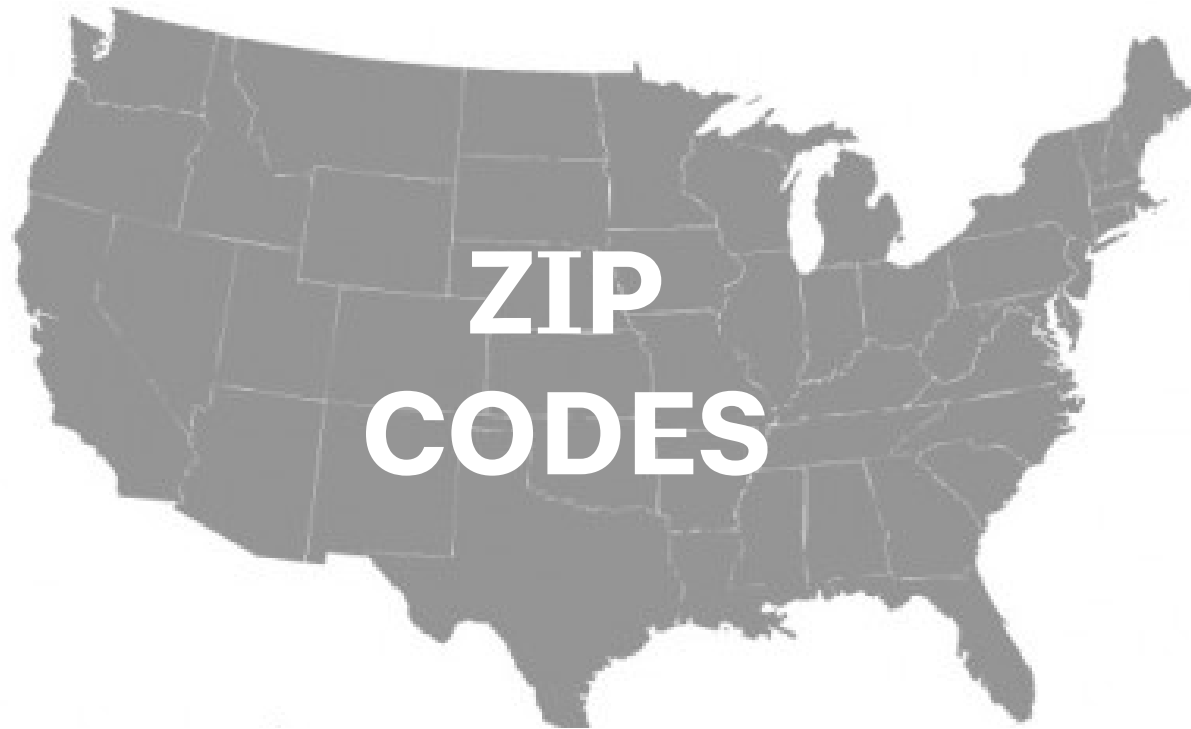
- Member Communications
- Education
- Advocacy
- Elevate Public Awareness
- Governance
- Membership
- Finance & General Operations



Member Service Plan

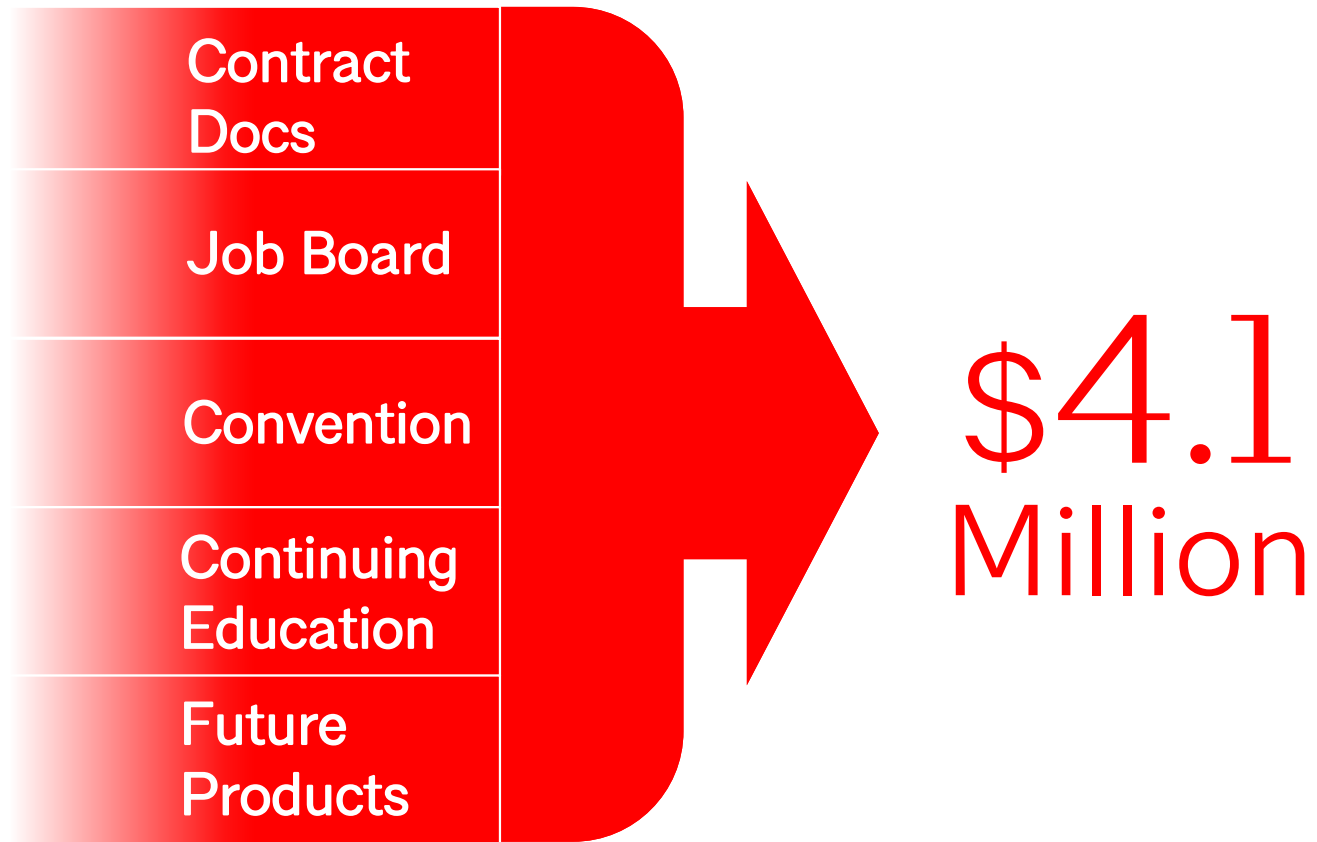


Former Resource & Distribution Model



Contract Document Sales Revenue

New Resource Model



New Distribution Model



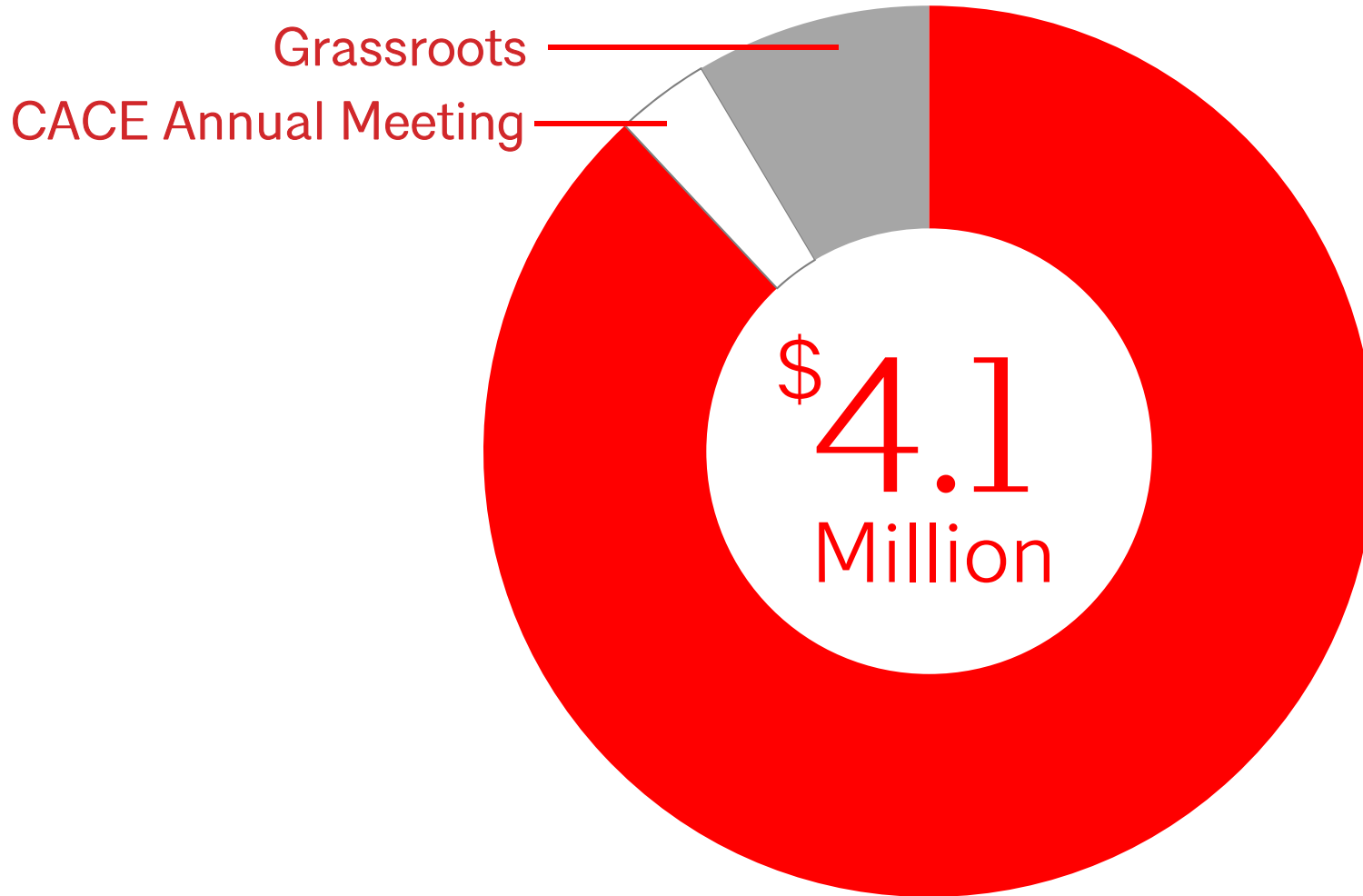
Year End
Member Count

&



Delivery of
Core Services

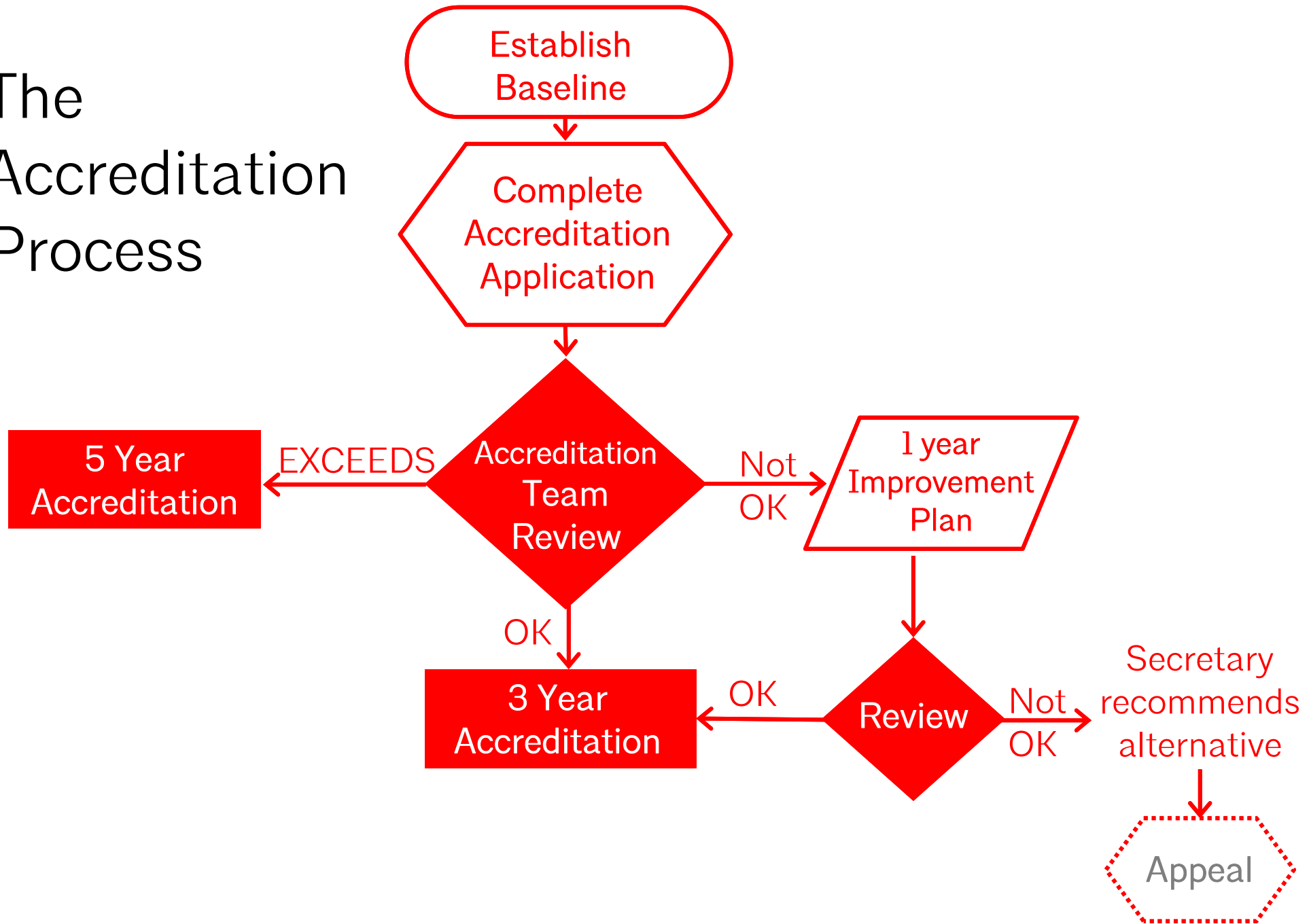
New Distribution Model



Transition to New Distribution Model

	2015	2016	2017	2018	2019	2020
Former Funding	100%	80%	60%	40%	20%	-
Future Funding	-	20%	40%	60%	80%	100%

The Accreditation Process



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



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Thank you.

