

# 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

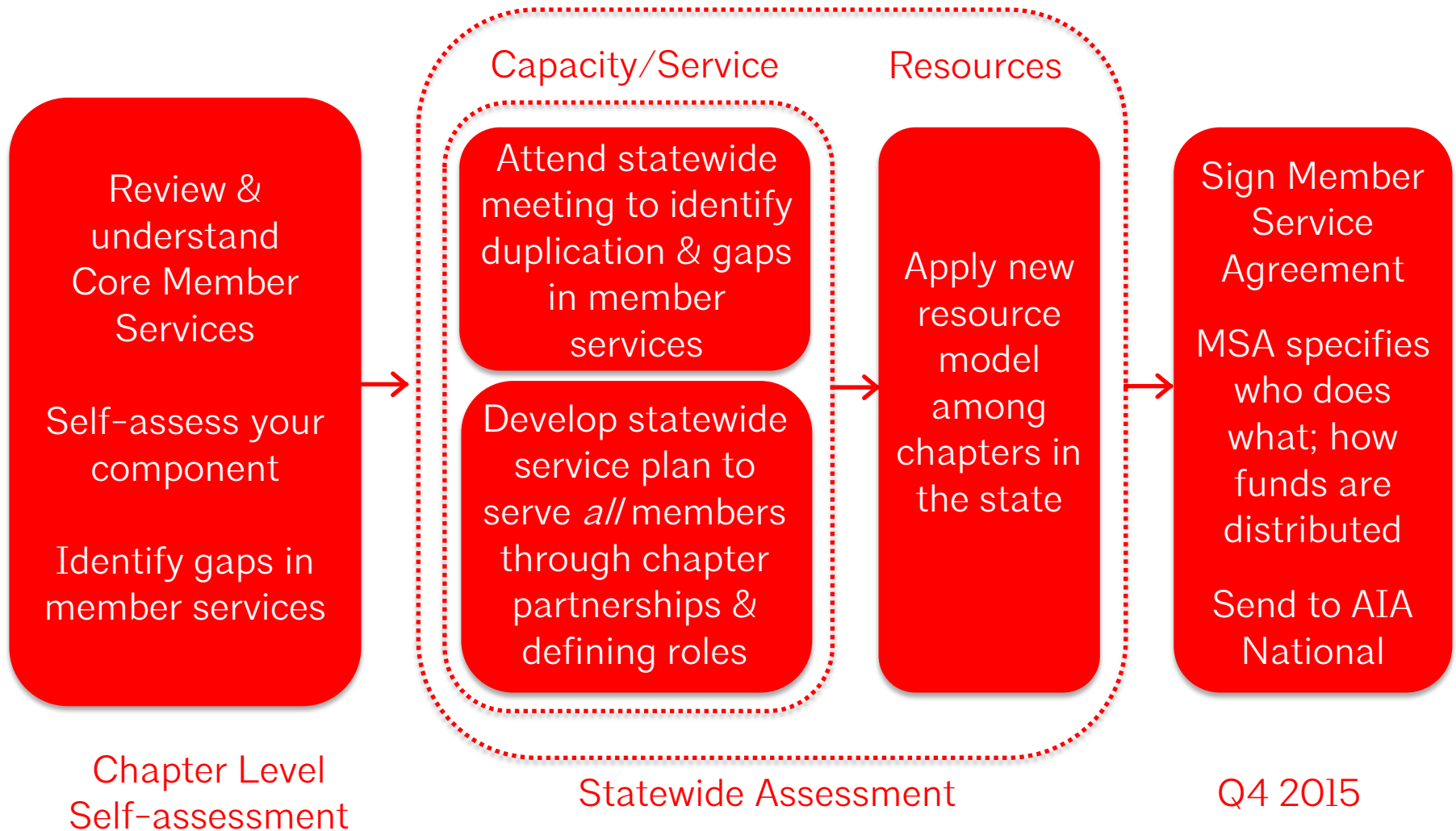


# Core Member Services

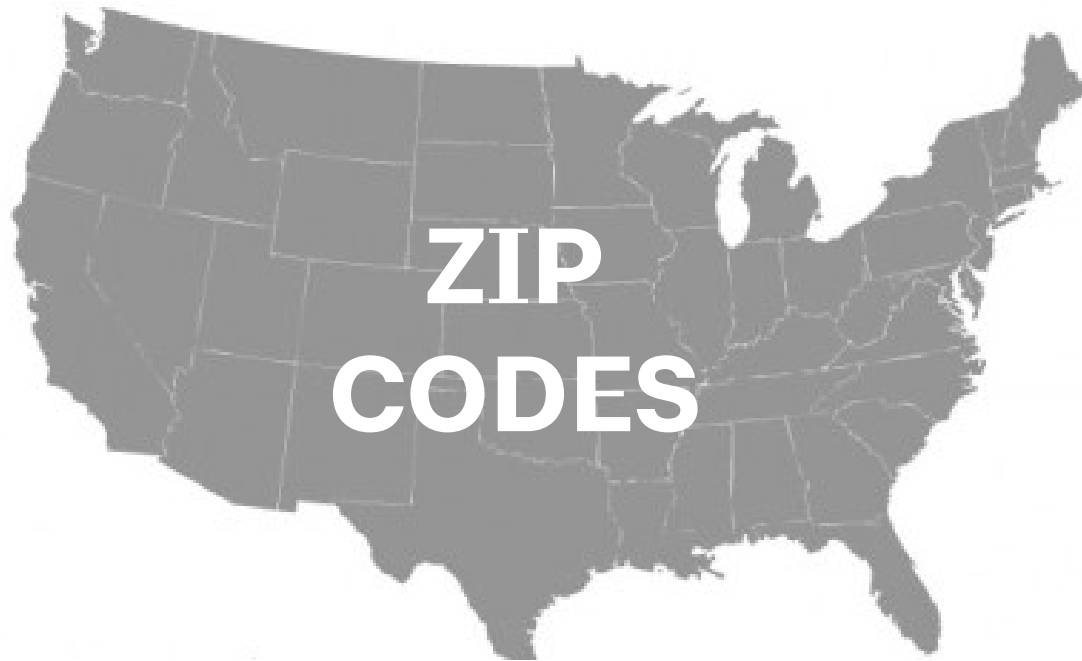
- Member Communications
- Education
- Advocacy
- Elevate Public Awareness
- Governance
- Membership
- Finance & General Operations



# Member Service Plan



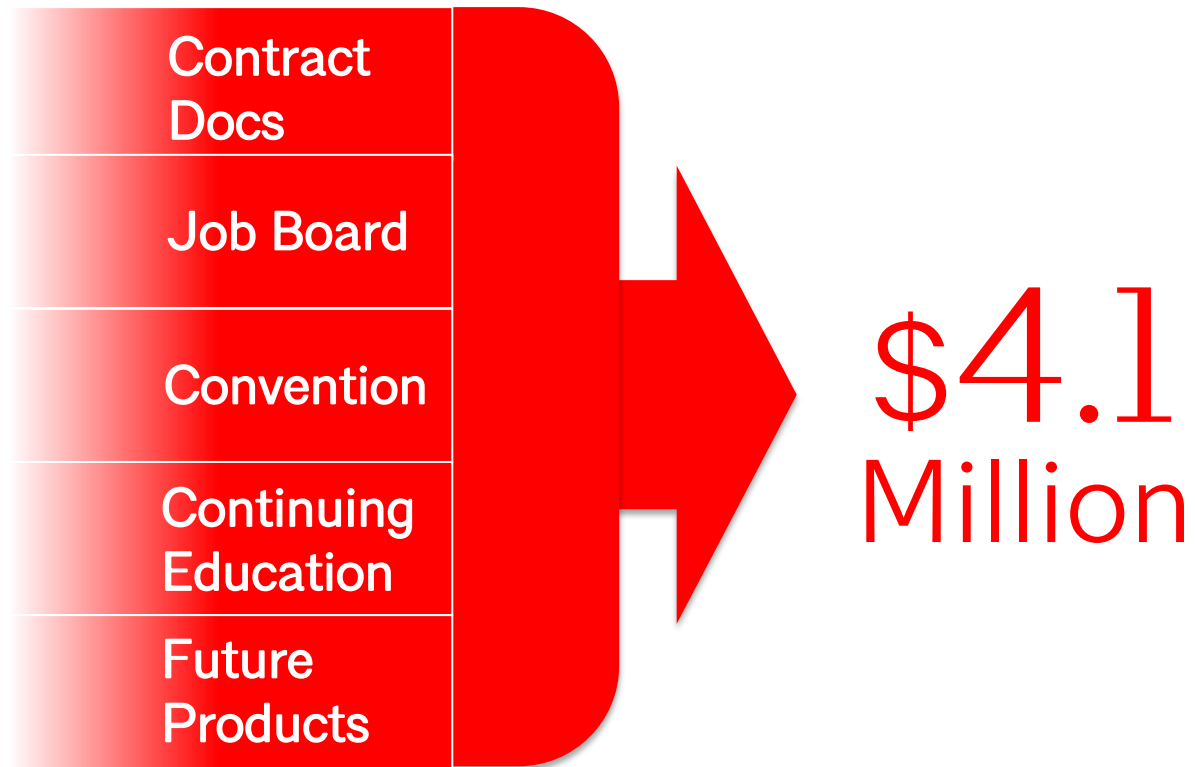
# Former Resource & Distribution Model



Contract Document Sales Revenue



# New Resource Model



# New Distribution Model



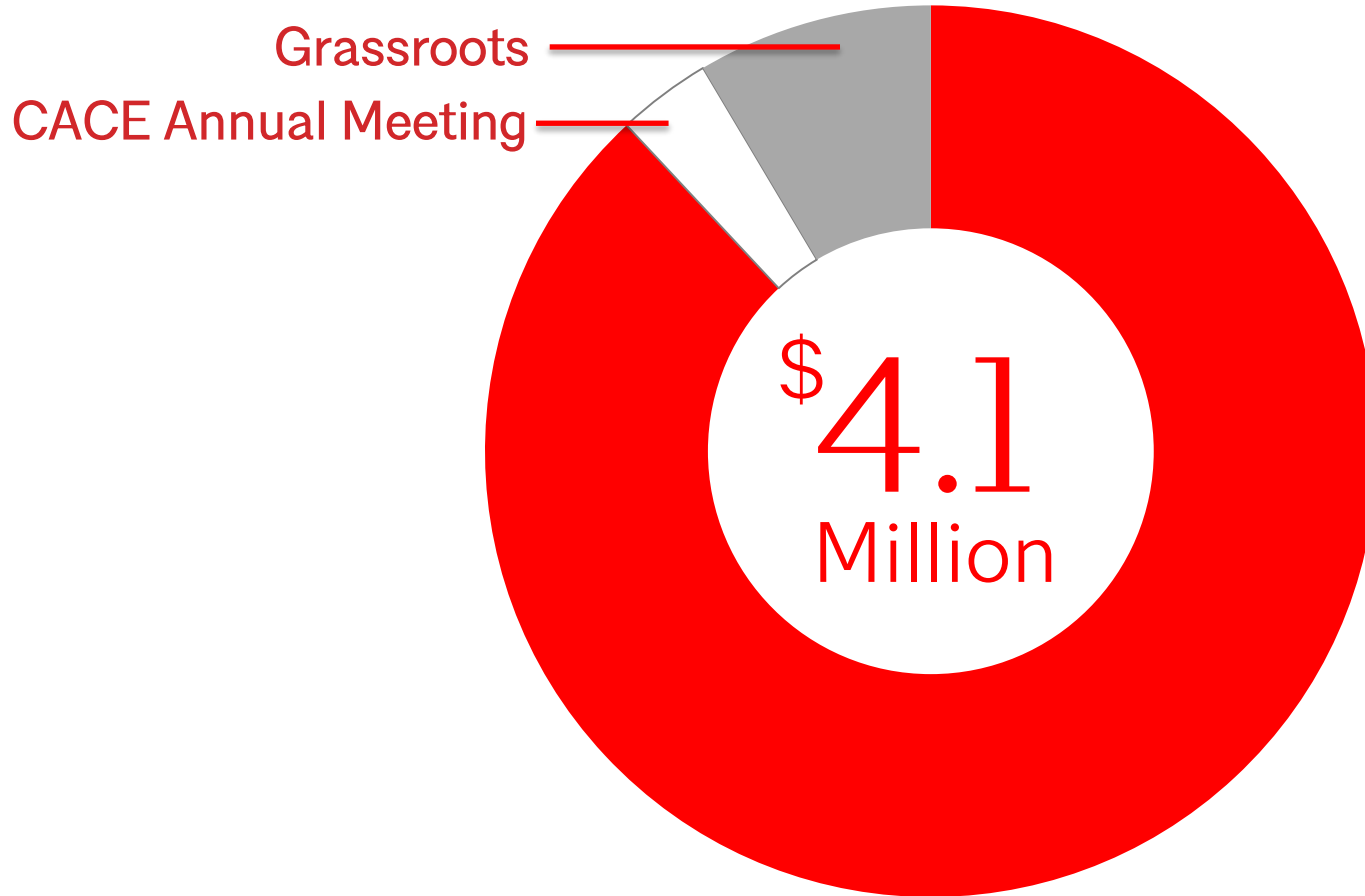
August 1  
Member Count

&



Delivery of  
Core Services

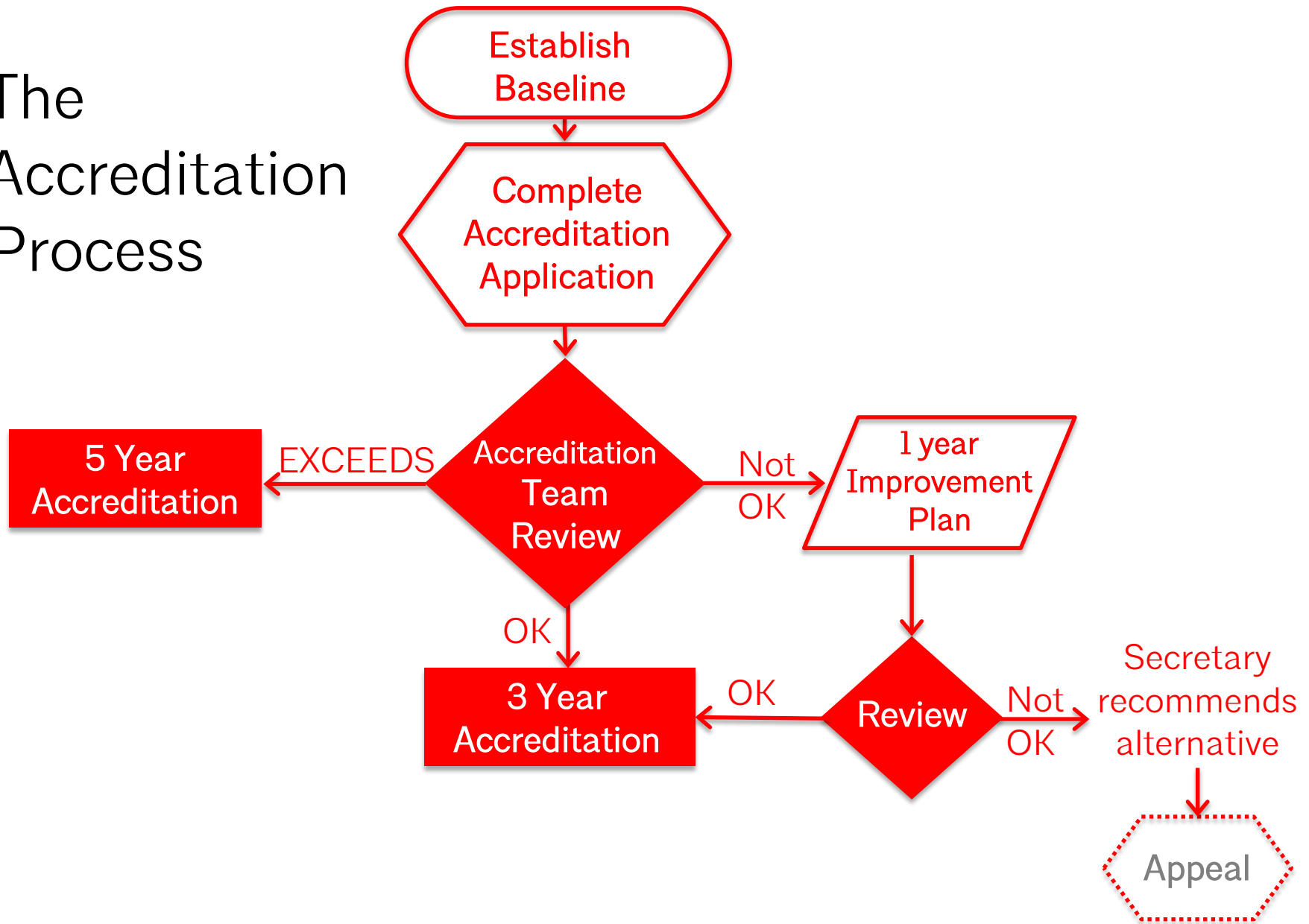
# New Distribution Model



# 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



# Where to find the toolkit

On the For Leaders page or at  
[www.AIA.org/MemberService](http://www.AIA.org/MemberService)



# Contact Information

Paula Clements  
Managing Director  
Component Relations  
202-626-7373  
PaulaClements@aia.org

Ann Dorough  
Director Component  
Development  
202-626-7214  
AnnDorough@aia.org





# Comments & Questions



**Thank you.**

