

# Member service plan

## **Step 1. Self Assess**

Review the Core Member Services. Assess where your component meets Core Member Services and where there are opportunities to improve or collaborate.

## **Step 2. Discuss Informally**

All components in your state should hold at least one informal discussion including component leaders and executive directors. This discussion allows all components to share any service gaps they have found and lets the group discover service redundancies that exist within the state.

## **Step 3. Make Simple Changes**

If your component finds any member service gaps, you may wish to take steps at this stage to address them, or you may prefer to explore partnering with another component to perform those member services.

## **Step 4. Statewide Conversations and Alignment**

Component leaders and executive directors from across your state will meet in a statewide conversation. During this discussion, review all member service gaps that have been resolved and discuss any that remain. Your group will also work to eliminate duplication of effort. The goal of this discussion is to find opportunities for win/wins, where components achieve efficiencies and improved member service through collaboration.

## **Step 5. Record Agreement**

As part of this discussion, your group will specify who will perform services for any other component and what will be given in return, either by a financial payment or an in-kind exchange. The agreement must specify how funds should be distributed to components in your state.

The term of the Agreement must be not less than three years, to ensure that services will be delivered until the next accreditation period begins. The President, President-elect and Executive Director (if any) of each component must sign this Member Service Agreement.

## **Step 6. Apply**

Components in your state should designate one component that will submit the statewide Member Service Agreement to AIA.