MORE “NUTS & BOLTS”: ASSOCIATION INFRASTRUCTURE

DEBBIE BURNETT, 2019 CSAP PRESIDENT

DISCLOSURES
- No relevant financial relationships
- Nonfinancial disclosure: I am currently serving on the CSAP Board as President

BOARD STRUCTURE – HOW DO POSITIONS SERVE THE VISION/MISSION?

- Executive Board Structure
  - President, President-Elect, and Past President

- Executive Board Structure
  - Finance (Treasurer or VP)
  - Many states include a committee for budget/finance (Oregon, California, North Dakota, Oklahoma, Minnesota, Kansas, North Carolina, New Jersey)

- Executive Board Structure
  - Secretary (32)
  - Some associations combined the Treasurer & Secretary (Wisconsin, Tennessee, Florida)
  - Some embed the “recording role” into other positions like VP of Communications (Kansas)
BOARD STRUCTURE – HOW DO POSITIONS SERVE THE VISION/MISSION?

- Executive Board Structure
  - General “VP” to manage conferences or other administrative association business (2 – Nevada and Oklahoma)
  - Most divide VP/Chair roles based on primary roles & responsibilities

VP/CHAIR – SPEECH-LANGUAGE PATHOLOGY

- Educational/Schools SLP: Washington, Nebraska, Minnesota, Iowa, Missouri, Louisiana, Mississippi, Michigan, Kentucky, Alabama, Florida, Vermont
- Clinical/Medical SLP: Washington, Nebraska, Minnesota, Iowa, Missouri, Louisiana, Mississippi, Michigan, Kentucky
- Adult SLP and Pediatric SLP: Maryland

SLP – AT LARGE/REP/OTHER

- SLP Rep: Montana, Wisconsin
- Clinic/Private Practice SLP: Oregon, Ohio, New Hampshire, New York
- School SLP: Oregon, Ohio, New Hampshire, New York, Rhode Island
- EI: Oregon
- Healthcare/Medical SLP: Oregon, Ohio, New Hampshire, New York, Rhode Island

“SLP” COMMITTEES

- Education/Schools
  - Washington, North Dakota, Minnesota, Oklahoma, Missouri, Georgia, Delaware, New Jersey

VP/CHAIR - AUDIOLOGY

- Kansas, Arizona, New Mexico, Texas, Minnesota, Iowa, Missouri, Arkansas, Louisiana, Illinois, Mississippi, Michigan, Indiana, Alabama, Florida, New York, Pennsylvania, Virginia, Idaho, South Carolina
- At Large or Rep: Oregon, Montana, Wisconsin, Ohio, New Hampshire
- Educ of Deaf/HOH Rep: Oregon

AUDIOLOGY COMMITTEE

- Arizona, New Mexico, North Dakota, Oklahoma, Minnesota, Missouri, Kentucky, New Jersey, Delaware, Washington DC
VP/CHAIR – COMMUNICATIONS OR “PR”
- Marketing – Indiana
- Social Media – New Mexico

VP/CHAIR – GOVERNMENT AFFAIRS/ETHICS/PROFESSIONAL PRACTICE/ADVOCACY
- Kansas, Oregon, California, Arizona, Utah, Colorado, New Mexico, Hawaii, Nebraska, Texas, Iowa, Missouri, Wisconsin, Illinois, Michigan, Alabama, Florida, Georgia, New Hampshire, Vermont, Massachusetts, Pennsylvania, West Virginia, Virginia, South Carolina, Rhode Island, Connecticut, Maryland

VP/CHAIR – MEMBERSHIP
- Colorado, Nebraska, Texas, Tennessee, Michigan, Alabama, Florida, Ohio, New Hampshire, Vermont, Pennsylvania, West Virginia, Virginia, South Carolina

COMMUNICATIONS COMMITTEE
- Washington, Oregon, Arizona, Utah, Alaska, Nebraska, Oklahoma, Texas, Minnesota, Missouri, Arkansas, Kentucky, Georgia, Delaware, Washington DC
- Community Relations/Public Awareness: Arizona, Wyoming, Alabama

ETHICS/STANDARDS/BYLAWS/ADVOCACY COMMITTEE
- Washington, Oregon, Arizona, Utah, Alaska, Nebraska, Arizona, Oklahoma, Minnesota, (also Peer Standards Review), Missouri, Mississippi, Kentucky, Alabama, North Carolina, New Jersey

MEMBERSHIP/RECRUITMENT COMMITTEE
- Washington, Oregon, Arizona, Utah, Alaska, North Dakota, Minnesota, Missouri, Arkansas, Mississippi, Kentucky, Alabama, Georgia, North Carolina, New Jersey, Delaware, Washington DC
NOMINATIONS/HONORS COMMITTEE
- Washington, Kansas, Oregon, Utah, Wyoming, Alaska, North Dakota, Nebraska, Oklahoma, Minnesota, Missouri, Arkansas, Mississippi, Indiana, Kentucky, Alabama, New Jersey, Washington DC

VP/CHAIR – PROFESSIONAL DEVELOPMENT & CONTINUING EDUCATION
- California, Arizona, Colorado, New Mexico, Nebraska, Minnesota, Iowa, Arkansas, Illinois, Mississippi, Michigan, Indiana, Florida, Ohio, New Hampshire, Massachusetts, Pennsylvania, West Virginia, Virginia, Connecticut, Maryland
- Science & Education: Oregon, Texas

CONTINUING ED COMMITTEE (PROF DEV)
- Washington, Oregon, Arizona, Utah, Alaska, Nebraska, Oklahoma, Minnesota, Arkansas, Georgia, New Jersey, Washington DC

VP/CHAIR – COLLEGE/UNIVERSITY/HIGHER ED
- Louisiana, Kentucky, South Carolina, Maryland
- Higher Ed Rep: Oregon, Montana, Nebraska, Ohio, New Hampshire, Massachusetts, New York
- Included in another VP/Chair role: Iowa
- Committee: Minnesota, Washington DC

STUDENT REPS
- Two students: Wisconsin, Texas, Virginia
- One from each institution: Oregon (3), Colorado, (3), New Mexico (3), Iowa (3), Nebraska (4), Arizona (5)
- One “north” and one “south”: California
- Three students: Oklahoma
- Six openings (none filled): Massachusetts
- Adding student reps: Idaho

VP/CHAIR - MISCELLANEOUS
- Association Services: California, Georgia
- Admin & Planning: New Mexico, Connecticut
- Foundation: Hawaii
- Research & Development: Texas
- Multicultural Affairs: Maryland
OTHER “AT LARGE” OR REP POSITIONS

- Member at Large: Washington, Wyoming, Oklahoma (2), Tennessee (5), Michigan (5), North Carolina (5)
- SLPA/Paraprofessional: Oregon, California, New Hampshire
- Supervision Practice: Ohio
- CLD Practice: Ohio
- Telehealth: Ohio

REGIONAL REPS

- Oregon – 4 regions
- California – 10 districts
- Nebraska – 6 regions
- Minnesota – Policy Council with 8 regions

OTHER COMMITTEES

- Related to Clinical Practice:
  - Clinical Practice
  - Insurance & Reimbursement
  - Private Practice
  - Healthcare
  - Rehab/clinical settings
- Others:
  - Advertising
  - Telehealth
  - Long range planning/strategic planning
  - Scholarship
  - AAC

CSAP

- Elected Roles: President (Pres-Elect and Past Pres), Secretary, Treasurer
- Appointed Roles: Commissioner on Issues & Planning, Commissioner on Communication & Technology, Newsletter, Time and Place Committee, Nominations Committee
- Local Arrangements (Host State)

INFRASTRUCTURE + PEOPLE

- Cooperation is smart, not weak
- You’re always sending out signals
- Put relationships before tasks
- Your time is valuable, so use it wisely
- Take care of yourself


GENERAL TIPS

- Meetings: Parliamentary Procedure (Robert’s Rules)
- All board members understand the finances
- Orientation/Mentoring for Incoming Leaders
- Strategic Planning
- Evaluations of Association Management (Executive Directors and Management Firms)
MANAGEMENT REVIEW

BOBBIE KAY TURKETT, M.S., CCC-SLP
TEXAS SPEECH-LANGUAGE & HEARING ASSOCIATION (TSHA)
MAY 17, 2019

DISCLOSURE STATEMENT

• Relevant Financial
  • None

• Relevant nonfinancial relationship(s)
  • President of the Texas Speech-Language & Hearing Association (TSHA)
  • SLP for Professional Imaging, LLC
  • SLP for Kindred at Home

IMPORTANCE OF REVIEW OF MANAGEMENT

• Purpose of Management Review
  • To take a regular and systematic assessment of management aside from the day to day processes.
  • Review the performance of the management systems
    • Continued suitability
    • Effectiveness
    • Adequacy
  • Management systems are aligned with strategic plan of the organization.

• Results related to performance of systems.
• Learning from what has gone wrong.
• Looking at trends of problems.
• Plan for improvement of practices.

WHO IS INVOLVED

• Association Executive Board
• Association Financial Chair
• Management Executive Director
• Management Staff
• Vice President of Management Company

SURVEY

• Association Excellence Program
  • Designed to help TSHA become better aligned with staff on priorities and progress.
  • Identify opportunities for improvement.
  • Assessing and maximizing organizational performance.
  • Bring new value to the association.
  • Conduct meaningful and focused conversations about priorities, progress and opportunities for continuous improvement.
  • Help with team alignment in order to achieve the association’s mission and vision.
SURVEY QUESTIONS

- Management gives team members a clear picture of the direction TSHA is headed.
- I am satisfied with the strategic direction of the association.
- Management is willing to invest in the development of new team members.
- Management is willing to accept mistakes made in the process of trying new things.
- Management treats volunteers with respect.
- Management is innovative with new ideas to grow the organization.
- Management is supporting TSHA and its strategic plan.
- Overall, how satisfied are you with management?

SURVEY

- Strongly disagree
- Somewhat disagree
- Undecided
- Somewhat agree
- Strongly agree
- Open ended questions

SURVEY QUESTIONS

- The results are reviewed between the participants of the survey.
- Discussion of the positives and encouragement to continue to move forward.
- Action plan to improve areas of concern.

REVIEW

- TSHA decided to conduct a review of management firms every 5 years.
- Assess if there are other management firms who could provide more services/better services.
- Assess cost for management company.
- Assess other options for management of the association.
- What is in the best interest for TSHA at that time?

EXECUTIVE DIRECTOR

- Formative Appraisal
  - Qualitative
  - Intended to be a continuous improvement activity
  - Combined comments from all Executive Board members.
  - First review for the year – completed 6 months into the year.
  - Reviewed with the Executive Director and President.
EXECUTIVE DIRECTOR

- Summative Appraisal
  - Includes a quantitative Rating Scale.
  - Intended to assess the Executive Director’s strengths and weaknesses.
  - Second review for the year – completed at the end of the year.
  - Reviewed with the Executive Director and President.

QUESTIONS