

Contingency planning

Meeting Management Group (MMG) realizes contingency planning is important. To ensure seamless operations even in the face of unexpected departures or disruptions, a contingency plan could include:

- **Temporary assignments** - Key responsibilities can be temporarily redistributed among existing staff while a more permanent solution is found
- **External recruitment** - If internal talent isn't readily available, MMG would explore external recruitment options to fill essential roles quickly
- **Internal promotions** - When possible, qualified internal candidates will be considered for promotions, offering career advancement opportunities and minimizing disruption

Monitoring and evaluation

MMG understands that continuous monitoring and evaluation are crucial for a future-proof succession plan. Here's how the company keeps a watchful eye on its succession plan.

- **Progress checks** - All programs and readiness are regularly assessed, ensuring staff stays on track and the expected duties are fulfilled
- **Adaptive approach** - Adjustments are made based on progress, feedback, and evolving association needs

Documentation and knowledge transfer

MMG knows that effective knowledge transfer is a continuous process, not a one-time event. The company cultivates collaboration, and wisdom sharing by following these diverse strategies:

- **Detailed job profiles** - Each key position has their responsibilities and crucial skills outlined
- **Process** - Every duty and process is documented and defined within the association management contract
- **Association files** - MMG has both physical and electronic files of essential documents and historical reports.
- **Shadowing** - MMG will search for potential individuals who will observe association routines, decision-making processes, and necessary duties. This firsthand experience will provide invaluable insights and build confidence for future roles.
- **Cross-training** - Staff are trained to gain firsthand experience from colleagues
- **Mentorship** - If the time comes, and Marty and Mike Streeper retire, they will act as mentors, guiding and supporting potential successors through personalized advice, problem-solving sessions, and regular feedback.

Current duties performed by MMG include:

ASSOCIATION MANAGEMENT

Tasks related to Membership Administration:

- Maintain the Full and Supporting member databases.
- Send electronic renewal letters and forms to all current Full and Supporting members.
- Send electronic renewal letters to individuals who were members in the previous calendar year but did not renew for the current year.
- Receive membership dues and forms by regular mail and online. Record income and update Full and Supporting membership files.
- Produce and send a confirmation letter to everyone who joins. Send an email to everyone who renews as a Full or Supporting member. Print and mail a frameable Life Member certificate and letter when a member is voted in as a Life Member.
- Forward new Full or Associate member applications by email to district officers for their review before approving individual in the database and sending a welcome letter.
- Create a membership report for each district, plus an association-wide report for state treasurer that includes names, contact info, and renewal dates of current active, life, and supporting members upon request.
- Receive CHE certification applications by mail or electronically. Upon receipt, forward applications to the Vice President who serves as the CHE Chair. Collect and record fees for certification and recertification. Keep a record of the number of CHE applications received and approved and report to the state VP for his report. Maintain a database of CHEs with payments received and CHE status, including assigned CHE numbers.
- Assign a CHE number to newly certified CHEs. Send a congratulatory letter and CHE certificate. Send a notification letter to the CHE's administrator and include a copy of this letter to the new CHE recipient. Send certificate and letter to recertified CHEs.

Tasks related to Financial Administration:

- Record and deposit all monies that arrive by mail.
- Reconcile credit cards merchant accounts.
- Pay and maintain records of all approved bills.
- Produce financial reports monthly.

Tasks related to Daily Operations and Office Administration:

- Receive mail at office address, answer phone calls and emails, and be the messenger.
- Maintain office with phone and fax lines and all office equipment (desktop computer, printer, copier, scanner, and fax machine). Store FHEA historical materials.
- Maintain a library of materials that members can borrow.
- Provide copy of FHEA's W-9 form upon request.
- Update and mail Annual Report with payment to the Florida Department of State, Division of Corporations.
- Hold an ASHE membership.
- Obtain and keep association insurance policies (GL, D & O, Fidelity, Cyber, and Special Event) current.
- Communicate about membership – benefits, what the association does, answer question from companies who want to join or exhibit and sponsor at meetings.

- Send out communications as requested by the FHEA board or other members.
- Reach out to individuals and companies to secure topics/presentations/speakers for meetings using a Call for Presentations. The board will review proposed topics and speakers received. Any proposals received for district meetings will be forwarded to the requesting district's president.

Tasks related to all Board Meeting Agendas

- Provide a membership report by email to each District's president and representative that will include the number of current paid Full members, Associate members, Life members, and the number of Supporting members who have indicated that they wish to participate in that district.
- Provide an Executive Director report which includes association-wide membership numbers, a summary of ED's activities during the last quarter, updates on state meeting planning, and anything deemed of interest or needed by the board.
- Provide information pertaining to other agenda items as needed.

MEETING PLANNER DUTIES

Duties – MMG shall perform such duties as prescribed by the FHEA Board of Directors and listed herein for state conferences. These duties and responsibilities are separate and apart from duties set forth for the FHEA Executive Director (hereinafter, ED) and the FHEA Financial Director. The parties realized that under separately negotiated agreements, MMG and FHEA may agree on duties to be performed by MMG with respect to other requested services at additional charges outside contracted fees.

Advance Planning, MMG will

- Select meeting hotel sites with Board approval.
- Negotiate hotel contracts, using group historical data and meeting requirements with board approval.
- Negotiate back-up accommodations at nearby hotel(s) with board approval as needed.
- Develop overall meeting program deadline with FHEA Executive Director and executive officer approval as necessary.
- Develop deadlines for needed conference logistical tasks, such as Conference Events, Conference Room Set Up Choices, Conference Menus, Conference Programming Logistics, and Conference Programming Procedures. The FHEA executive officers have the right to review conference logistics.
- Request requirements and needed information from FHEA in order to carry out any meeting planning logistical tasks and duties. Information will be given promptly. If information not received, MMG will escalate the request to President of the Board.
- Handle all correspondence regarding hotels and suppliers, additional correspondences with vendors, exhibitors, sponsors, and conference attendees.
- Maintain, update, and assemble conference mailing lists.
- Confirm, coordinate, and monitor all logistical details with hotel(s) with respect to room reservations, meeting room assignments, food functions, and room set-ups.

- Negotiate all contracts pertaining to meeting planning logistics; bearing in mind any agreed upon supplier will be vetted by MMG for pricing, professionalism, and other characteristics as may be required. Agreement to specific details may be subject to ED and/ or officer approval.
- Advise FHEA of any requirements for insurance, special licensing, ADA compliance, cancellation and attrition clauses, deposits, etc.
- Prepare the convention budget and track all revenues and expenses.
- Pay all approved required bills and expenses for FHEA.

Conference Support, MMG will

- Determine audio-visual and other production needs based on information supplied by FHEA and speakers.
 - Schedule all meetings in appropriate meeting rooms with necessary set-up and equipment, based on pre-registration numbers for the conference.
 - Inspect all meeting rooms for set-up, equipment, and signage.
 - Coordinate all details with hotel(s) and/or suppliers and will include ED on any problems that arise.
 - Provide staff, if needed, at an additional hourly rate to assure a smooth conference. FHEA will be responsible for payment of any additional fees and expenses.
 - Conduct a pre-convention meeting with the hotel.
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- Arrange group transportation or airport transfers as may be needed during the convention.
 - Secure and arrange entertainment, decorators, and other suppliers as needed.
 - Prepare appropriate signage.

Registration and Accounting, MMG will

- Provide for the design of all conference-related materials and registration forms – both printed documents and those designed for posting on the website.
- Handle all aspects of conference registration and exhibitor/sponsor registration details, assigning and prioritizing registrants in their pre-selected workshops, and tracking exhibitors and sponsors.
- Receive all conference registrations – by mail, fax, or electronically.
- Produce confirmation notice and confirm attendance with all registrants, noting special needs, i.e. ADA, meal preferences, etc.
- Process all credit cards used for payment.
- Deposit all checks into FHEA's account.
- Prepare final recap of revenues/expenses.
- Handle and accept conference logistical and registration questions by phone and email at FHEA office. Membership questions will also be directed to ED.
- Ship and/or transport all handouts and supplies to meeting site at FHEA expense.
- Invoice and collect all unpaid registration fees.
- Send follow up evaluation surveys to vendors and attendees in after convention.

Onsite, MMG will

- Establish a working convention office and registration area on-site during the meeting. FHEA will be responsible for any costs associated with this office, i.e. phone, internet, etc. as well as costs for producing all registration materials and packets distributed to attendees.

- Prepare and supply name badges and ribbons (as appropriate), along with workshop schedules for each registrant, the expense for which shall be borne by FHEA.
- Prepare all materials and packets to be distributed to attendees, the expense for which shall be borne by FHEA.
- Provide on-site registration and collect payments.
- Provide up-to-date registration lists and final attendance list.
- Provide FHEA with supporting documentation for all receipts deposited on behalf of FHEA and all expenses paid on behalf of FHEA. Supporting documentation will include the FHEA bank account statements and invoices and/or receipts for all expenses. This information is to be submitted to the FHEA Treasurer no later than 90 days after the conferences.
- Distribute, collect, and summarize all event evaluations forms.
- Manage all coordination logistics during the convention and liaison with all meeting service providers, including special needs of attendees, i.e. ADA, meal preferences, etc.

COMMUNICATIONS

Produce and distribute the quarterly association newsletter, The Whistle

- Solicit articles and confirm approval of articles with the Education Chair.
- Gather State president letter, list of new supporting members who have joined since the last publication, upcoming meeting information, articles about incoming presidents, district events, awards/honors bestowed on members, and other articles of interest.
- Solicit ads from sponsors; invoice and collect payment.
- Send PDF of newsletter to be posted on the website to FHEA members.

Maintain FHEA website with regard to content

- Update district meeting schedules and list of officers for the year upon receipt.
- Update Engineer of the Year and Supporting Member of the Year.
- Post all content for State meetings.
- Send presentations from past meetings if permission has been granted by presenter for posting.
- Update the event page.
- Request the most recent ASHE Chapter Award logo to post.
- Post any job opportunities received to Job Board

Produce state and district communications via email

- Responsible for all communications regarding state meetings, promoting events, soliciting vendor participation, etc.
- Communicate with board regarding board meetings and forward communications from board members to the rest of the board as requested.
- Send out district meeting and district event notices upon request. Send updated member lists to the district representative receiving RSVP's so they know who current members are.
- Receive all communication from ASHE. Forward all ASHE advocacy alerts, regulatory advisories, and data requests to FHEA members. Maintain records of these action for the ASHE Affiliated Chapter Award application.
- Send out request for information or surveys from individual members and provide results to requesting member. Receive requests from members to email out notices of interest or concern to the membership.

CONTINUING EDUCATION

State level

- Complete application for ASHE CEU's for FHEA meetings using form provided by ASHE and include a timed program, the number of hours requested, presentation summary/learning objectives, and short bios on presenters.
- Maintain Provider status with the state of Florida for FL Architects and FL Interior Designers and submit all proposed educational presentations to the state for approval.
- Create CE tracker forms to be used by all conference attendees for ASHE, FL Professional Engineers, FL Architects, and FL Interior Designers.
- Send attendance certificates with CEU's awarded by email to meeting attendees.

District level

- Submit district meeting programs for ASHE CEU's upon request from a district using a form provided by ASHE with the district provided timed agenda, presentation details and bio. If approved, the ED will provide certificate of attendance with names of attendees provided by the district to the district to distribute. ED will confirm members' status before awarding CEU's.

AMERICAN SOCIETY FOR HEALTHCARE ENGINEERING

ASHE Affiliated Chapter Award

Complete the ASHE Affiliated Chapter Award application;

Complete the ASHE Annual Report

ASHE Region 4 Director/ASHE Representative

- Extend invitation to the ASHE Region 4 director or an ASHE Representative to attend the Spring or Fall meeting and coordinate his attendance, make hotel reservations, if requested, and provide space for director to display ASHE materials.
- Provide letter for the award application if the director was not able to attend the meeting to show that an invitation was extended.
- Send out communications to FHEA members if requested by director.