

Iowa Association of Community Providers

Membership Services Committee Charter

Purpose and Scope

The Membership Services Committee has these main purposes and core responsibilities:

- Champion the Association's the mission, vision, and values.
- Identify and connect eligible prospective members across all membership categories with Association staff.
- Contributing to the development of effective membership recruitment materials.
- Support the onboarding and mentoring of new members.
- Recommend and actively promote products and services to generate non-dues revenue.
- Recruit exhibitors and sponsors for Association events.
- Engage with exhibitors and sponsors during Association events.
- Advise the Finance Committee on annual membership dues.
- Conduct surveys to assess member engagement and identify evolving needs.

Committee Membership

- Members are appointed by the Association Board Chair.
- The committee shall consist of up to 12 appointed members, with up to 2 Strategic Business Partners serving in addition.
- Members serve staggered three-year term, with continuation based on annual engagement and fulfillment of the charter responsibilities.
- After serving a term, members must wait one year before being eligible for reappointment.
- Vacancies may be filled by appointment from the Board Chair or CEO.
- The Board Chair, CEO, Directors, and designated Association staff are ex-officio members.

Committee Chair

- The Board of Directors Secretary shall act as chair of the committee.
- Leads the committee in alignment with the Association's mission and strategic plan.
- Develops and implements annual priorities specific to the assigned responsibilities and authority of the committee in collaboration with Association staff.
- Facilitates meetings and designates a member to record minutes.

Member Expectations

- Attend at least 80% of scheduled meetings.
- Prepare in advance and actively contribute to discussions.
- Respect diverse perspectives and support committee decisions.
- Promote and engage in the advancement of membership and membership benefits.
- Act in the best interest of the committee and Association, avoiding conflicts of interest.

Minutes and Reporting

- Meeting minutes will document committee actions and be approved at the subsequent meeting.
- Approved minutes are available to Association members upon request.
- Reports to the Board will be provided as requested, including an annual report at the Association's Annual Business Meeting upon request.

Standard Operating Procedures

- Meetings: An annual schedule will be distributed each January. Meetings are scheduled for 60 minutes or less. Special meetings may be convened as needed.
- Agendas: Prepared and distributed in advance.
- Quorum: A majority of appointed members constitutes a quorum.
- Subcommittees: May be formed to address specific responsibilities, tasks or initiatives.
- Discussion Culture: Members are expected to foster respectful, inclusive, and open dialogue.

Charter Review

This charter is a living document. It will be reviewed annually by Association staff in consultation with the committee. Recommended updates will be submitted to the Board of Directors for approval.

Adopted: 11.2018 Rev. 11.2019; Rev. 11.2020, Rev. 10.2021; Rev. 10.2022; Rev 11.2023; Rev 11.2024; Rev. 11.2025