



Chapter Administrator Program (CAP) FAQ

1. Are Chapter Administrators required to participate in the Chapter Administrator Program?
 - Yes, all Chapter Administrators are required to participate in the program and adhere to the guidelines provided. This program is designed to support and protect chapters with their daily operations and standards and to ensure consistency across the MPI brand with our offerings and professional service.
2. Does this program cost anything to the chapter or our paid staff?
 - No, this program is currently provided by MPI to its chapters and their paid staff at no cost.
3. When does my chapter have to be compliant with all requirements by?
 - All chapters must be fully compliant with this program by September 30, 2020 and remain compliant by having contracted Administrators renew their training every two years.
4. What if my Chapter Administrator does not currently have a business license or insurance?
 - Each current paid staff will be given until September 30, 2020 to become compliant with the new requirements. In the event they are not able to comply, the chapter will be required to engage in the termination of the current contract and engage with a new Administrator/AMC that is able to comply for services. In the event that a chapter needs to engage with a new Administrator, the RFP process would need to begin prior to September 30, 2020.
5. Does the chapter or MPI pay for the hours associated with our paid staff taking the required training?
 - MPI will not cover the cost for any paid staff to take the required training. CAP is a free program offered to chapters and its paid staff to ensure quality services and best practices are provided locally. This program provides significant value through professional content development and standards. CAE credit hours are also provided to support enhancing the paid staffs' professional career path.
6. Is there a required form or format to submit the annual chapter review on?
 - Chapters may continue to perform their annual reviews as they have in the past; however, you will now be required to include the requirements from the CAP guideline areas within your annual review. We will provide you with a Chapter Administrator Performance Review form as part of this process.



7. If my Administrator is a paid vendor for services and not an employee, do we have to provide vacation, sick days or other benefits?
 - No, contract for services is just that, a contract. You are only obligated to provide what is agreed upon in the contract and you should follow any local, state, or federal laws regarding such items. Those terms typically refer to employment status and that can greatly change a chapter's insurance and other legal requirements. All payments to a Chapter Administrator should be made payable to the company you are hiring not the individual.
8. Is our Chapter Administrator required to take all training modules even if they are not contracted for those specific services?
 - Yes, Chapter Administrators will need to complete the full training course (all 7 required modules) to ensure your chapter is receiving the best support possible. This curriculum was designed intentionally. Even if a topic may be outside the scope of your contracted services, it might be essential knowledge for anyone who supports volunteer boards. In addition to the mandatory coursework, Chapter Administrators may take up to 4 optional modules to prove competency in those areas.
9. If my chapter has no paid administrative services do our volunteer board members have to each take the full training?
 - Chapters without Chapter Administrators or paid support staff will not be required to take the CAP online training. However, up to three Chapter Leaders per chapter are welcome to take the training in addition to their board-specific role Chapter Leader Training provided by the MPI Academy to enhance their chapter and board operations knowledge. To access the AMCI training please email Yvonne Moreno, Chapter Operations Coordinator, at ymoreno@mpiweb.org
10. Are there any requirements to the training such as passing scores, pre-requisites, etc.?
 - Chapter Administrators taking the training will need to achieve a passing score of 80% or better for each module. The modules are provided in a specific order and you must complete the first module to move to the second one and so on. Your Chapter Administrator may also want to explore the Optional Modules for additional learning opportunities.
11. Our chapter has multiple staff members supporting us through their contract for services. Can we require all the supporting staff to take the training?
 - Each chapter with multiple Administrators will be provided up to three logins for their main Chapter Administrators and/or Executive Director.