



## **Chapter Administrator Program (CAP) Overview & FAQ**

### **Program Overview**

Chapter Administrators are advocates and partners of MPI Global and our chapters. They are a professional representation of the MPI brand and our operational standards. This program is designed to support our Chapter Administrators in their ability to provide a more consistent level of service for chapter operations and delivering member value which supports the chapter's overall success.

### **Program Guidelines**

All Chapter Administrators and Chapters are required to adhere to the following guidelines as part of this program and their annual compliance.

### **Guidelines for Chapters with Paid Administrative Services**

All Chapter Administrators or paid staff support contracts for services must include the following language:

- Chapter Administrators and their support staff will represent the chapter and MPI Global in a professional manner adhering to the Principles of Professionalism Guidelines provided by MPI Global.
- Chapter Administrators and their support staff will follow all MPI Global and Chapter Bylaws, Policy & Procedures, Financial budgeting requirements and any other defined requirements set forth by Chapter or MPI Global.
- Chapter Administrators are required to adhere to all Chapter Administrator Program (CAP) guidelines and policies.
- Chapter Administrators or paid support staff must have a business license (and provide proof upon initial contract execution) where applicable by law and insured (and provide proof of policy to Chapter and MPI Global annually).
- Chapters must ensure that all required contracting language is added to Chapter Administrator or paid support staff contracts and that the Chapter Administrator is adhering to all requirements annually.
- Chapters must complete an annual review of services provided by paid Chapter Administrators. Reviews should begin at least 90 days prior to the end of each fiscal term and be submitted to Global by June 15 annually.
- Chapters must ensure Chapter Administrators or paid support staff are contracted as a vendor for services and is not an employee of the chapter. Upon execution of a new contract or renewal of an existing contract, a copy must be submitted to MPI Global.
- Chapter Administrators or paid support staff cannot be family or an immediate relative of board members. Family or immediate relative is defined as spouse, children,

parents, siblings or grandchildren.

- Chapter Administrators will hold the Board accountable to defined MPI performance standards, policies and Principles in Professionalism. The Chapter Board of Directors will support Administrators in this process.

### **Chapter Administrator Program FAQ**

1. Are Chapter Administrators required to participate in the Chapter Administrator Program?
  - Yes, all Chapter Administrators are required to 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. What if my Chapter Administrator does not currently have a business license or insurance?
  - 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.
3. 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, there is a template available on the CLRP if needed (CLRP>Office of the President>MPI Chapter Board Service>Chapter Administrator Performance Review (Sample Template)).
4. 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, a 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.