



EUROPE

From Philip VERHAEGHE to Everyone: 06:23 PM

A strategic question from Belgium. What is the #Europe approach from MPI HQ? Could more governance, data and financial autonomy for the chapters in Europe improve membership growth and specific Europe centered content creation for our members development? Maybe Europe needs another (less american) kind of MPI?

Federico: Annette responded to this question during the call and I would reinforce the message on the Regional Councils for strategic advice to MPI as main process - EAC/LAAC/CAC

From Philip VERHAEGHE to Everyone: 06:33 PM

in my humble opinion, chapters leaders need less rules, bylaws or scorecard obligations and more autonomy. and overall support. Our primary concern is to receive a bigger percentage of the MPI membership fees!

Federico: I can debrief one on one with Philip, as its related to personal opinion, on this subject and explain objective of overall management of the chapters and assessment process.

From Ciara Feely to Everyone: 07:00 PM

If any chapter in the US or Europe is interested in joining our CommuniTEA Virtual Meet-UPs - please get in touch with me (UK & Ireland Chapter). We want to connect our members to other countries and open up conversations. We are looking to co-host an event in April.

This is a little more about them. <https://zoom.us/j/94113890268>

Federico: we covered this subject in our European President call.

REBATES

From Kristin Thompson to Everyone: 06:34 PM

Any update on when we will receive our chapter rebates that were frozen last year?

From Tina Tillapaugh to Everyone: 06:59 PM

As a small chapter, currently many of our rebate statements have been at a negative number. Very disappointing that we're losing money every month with Global.

From Cindy Panioto to Everyone: 06:59 PM

When do those 50% rebates begin?

From Kathie Stapleton to Everyone: 06:41 PM

Any idea when we will be receiving the April - July membership dues rebates that were withheld?

From Rachel Hickerson to Everyone: 06:57 PM

The challenge with so much of these items for us in CA is we have a government that has refused to open up, we've lost 75% of workforce with no clear plan on when meetings and theme parks can open up..... by continuing to roll out more things and continuing to not give back rebates to an industry that has been decimated is a hinderance to our entire state and for sure our specific chapter.

- 1. We HAVE been paying 50% rebates since last August.**
- 2. We will pay back the rebates that we held back in 2020. We still don't know when.**



We have conservatively budgeted to keep rebates at 50% throughout 2021 (as we are currently paying).

3. If conditions improve, we may be able to reinstate rebates to higher payout amounts. We just won't know until the year gets going

PROFIT KEEPER

From Jill Kopecky to Everyone: 06:33 PM

Is now the appropriate time to ask about Profit Keeper? There are glitches that our administrator has found, and want to make sure that Global gets those straightened out.

Jill – we are working through this. Hope to have updates for you very soon.

CHAPTER SHARED SERVICES

From Kristy Burns to Everyone: 06:34 PM

We need to cut expenses...more and more systems we are required to use sound like more \$\$ we will need to pay Global. Are these systems supposed to eventually replace some of our chapter administration? and therefore allow us to save \$\$ there?

Federico: To reinforce message that Website fee and Quickbooks license (chapter support tools) are paid by Global with new rebates system.

From Rachel Hickerson to Everyone: 06:42 PM

I mirror Kristys question. I'm concerned we are rolling out more things that cost money when we are projecting a loss AND chapters still are not getting their full chapter rebates which is hindering them. I feel like some of these should be put on halt until 2022. **The services we are implementing are part of a Global strategy to run the association more effectively. Eventually these services will also benefit chapters with better intelligence of how to run your chapter.**

From Angela Layton to Everyone: 06:50 PM

I appreciate the consideration of implementing an AMS. It will aid with member data consistency across chapters and potentially serve as good repository for membership historical data (which is much needed).

From Ashley Craven to Everyone: 06:51 PM

Can we take a vote of chapter leaders on services we would rather you STOP doing and instead pay us back our rebates. We need them!

The services we are implementing are part of a Global strategy to run the association more effectively. Eventually these services will also benefit chapters with better intelligence of how to run your chapter.

The shared services roadmap is part of a 6- year journey we have been on to run the association more effectively. These platforms and processes benefit the chapters by giving them the intelligence and tools to run their chapters better.

All Hands call - Chat Questions: 1/27/21



From Sarah Farrell to Everyone: 06:35 PM

Will CBS be happening this year?

Thursday April 15 / Friday April 16th – check Chapter leaders newsletter for more announcements

AFFINITY PROGRAM

From Anne-Marie Pasquino to Everyone: 06:36 PM

Is the affinity program available to members worldwide?

No, it's US only now but we are hoping to expand it

From Peggy Jewell to Everyone: 06:36 PM

The Affinity Program is terrific and we'll be sharing it with our Members at our next meeting in February - thank you Annette

From Stephanie Rapko to Everyone: 06:36 PM

Do those member discounts apply to those in Canada and overseas or just the US? **No, it's US only now but we are hoping to expand it**

From Ciara Feely to Everyone: 06:55 PM

What is the percentage discount on healthcare in the US for members? **It will depend on everyone's individual situation.**

Do you see an opportunity for chapters to work together more - being virtual, there aren't as many "location" barriers.

We hope so. It's largely up to chapter leaders to reach out to each other for joint programming, which we have seen some regions doing.

From Andy Longo to Everyone: 06:54 PM

Is MPI exploring additional revenue ideas from partners? **We currently offer a chapter preferred vendor program for partners to buy into, then their product/service is promoted to chapter leaders.**

WEC

From Carole Johnston to Everyone: 06:52 PM

What is the CL Rate please for WEC?

From Shannon Timmerman to Everyone: 06:42 PM

If we already registered for WEC to get the January 11th deadline discount of \$849, is there still a way to take advantage of the Chapter Leaders Special Rate that was recently announced?

Yes – talk to your COM.

Chapter leaders rates: \$500 in person / \$100 virtual. Register at <https://cvent.me/2KPonn>

CHAPTER PERFORMANCE / METRICS



From Daniel Bickerton to Everyone: 06:56 PM

Is there any further consideration to hold off on metrics such as finances while the chapters rebuild and regrow their membership? Especially since we are not receiving the membership rebates, which like Paul and Annette said, we rely on. I know here in Pittsburgh we have budgeted to not see any more rebates through the end June 2021. An answer today would be very helpful as we go into our mid year reviews with our chapter business managers

We will be conducting mid year performance reviews in February. You will see that performance and metric standards have been considerably “softened” to reflect current circumstances. We are also evaluating the “chapter scorecard” process overall. Looking forward for more to come on that through 2022.

FUNDRAISING FOR CHAPTERS

From Andy Longo to Everyone: 06:51 PM

As sponsorships suffer, dues are not there....providing that value locally is a challenge.

From Steven Foster to Everyone: 06:58 PM

Talk to your chapter facilitators about the process to begin fundraising in your local areas. There are many best practices and virtual/hybrid options that other chapters are beginning to implement this year. It's a slow and steady progression to begin adding some revenue to your budgets.

ZOOM ALL HANDS CALL

From Ainsley Onstott to Everyone: 07:00 PM

could we use webinar or be able to upask questions in the future?

We will work on that – great idea.

GENERAL COMMENTS

From Terry Onustack to Everyone: 06:35 PM

I tend to agree with Philip. Nothing is normal now and we need flexibility to do what we need to do to serve our chapter members and sustain our chapters.

From Terry Onustack to Everyone: 06:36 PM

Yes Andy - I sure miss the Platinum Program - we used to have great speakers/programs that were easy to access.

From Sarah Soliman to Everyone: 07:00 PM

Kudos to the MPI team for working diligently to manage and maintain MPI Global and still provide our chapters with extensive resources. Thank you all for being committed volunteer leaders!

From Daniel Bickerton to Everyone: 07:00 PM

All Hands call - Chat Questions: 1/27/21



@Rachel Same with Pennsylvania. We can only hold events at 25% occupancy in a meeting room and that unfortunately means that our in person registration is 10-15 people based on the hotels and conference centers that are open. Virtually we see the an increase in numbers but with everything being closed, most of our members are not working

From Paul Van Deventer to Everyone: 06:38 PM

https://drive.google.com/file/d/13FliGsxAMSHTY-_fY_pufUHb6m0z-Kg1/view?usp=sharing

From Zoe Moore | she/her/hers | MPI DE&I to Everyone: 06:40 PM

It would be great to see increased resources provided by MPI Global for leaders seeking to implement Diversity, Equity & Inclusion strategies in their chapters. We filter several requests for guidance for DEI committees/BOD leaders, best practices for inclusive event design and speakers.

From Alyssa Longeuay to Everyone: 06:41 PM

And because DEI is so important, it would be ideal if these resources didn't cost the chapter any additional money - it's just as important as BOD training

From Joanne Winter to Everyone: 06:49 PM

MPI/HSMIAI are offering a special discount on Dual Memberships but I do not see that b being promoted well.

From Tuula Westlake to Everyone: 06:57 PM

#grateful to be part of the MPI family. Thank you Global for your leadership. This has been a beating - and you have handled it like the PROs that you are!

From Sabina Linke to Everyone: 06:43 PM

I don't know any other association in our industry worldwide which gave such support! And I am truly in a few others.