

About the Central PA Chapter of IFMA

“The profession of facilities management continues to be relevant because it is about people, and making people successful at what they do. IFMA is a great resource for the built environment and continues to be on the cutting edge of our profession. We are getting into more things related to our mission such as government relations, community outreach and education that we did not do before.” – David L. Balinski, CFM, Past President, Community Outreach Chair

Without facilities management, the world’s buildings would cease to operate smoothly. Like silent magicians, facilities managers’ tasks are often “behind the scenes”, yet those who take their careers seriously do not mind being out of the spotlight. Instead, they simply want to do their jobs to the best of their abilities.

The Central PA Chapter of IFMA (“Central PA Chapter” or “Chapter”) was conceived in the mid-1980s by a proactive group of facilities management professionals who wanted to foster educational, community and social opportunities for their counterparts. On July 25, 1990, the group earned its IFMA charter status. Their official first meeting was brought to order on September 11, 1990.

Initially, there were approximately one dozen members of the Central PA Chapter. Three years later, membership had grown more than fourfold to 50+ members. Today, membership stands at 146 members, including 28 CFMs (19% of membership) and 9 FMPs (6% of membership), a direct reflection on the hard work and commitment of the satisfied members.

As a means of solidifying their relationship with IFMA, and of illustrating their beliefs to current and future members, the Central PA Chapter created and still maintains a clear mission “... to

provide quality-learning experiences, excellent networking opportunities and serve our membership to enhance their personal and professional development.” The latter has been an especially strong focus, as the Central PA Chapter continuously offers intensive credentialing programs.

Through strong relationships with IFMA National, as well as with community leaders and corporations, the Central PA Chapter has been able to position itself to:

- Place one of its members on the national IFMA Board;
- Participate in a white paper with the PA Turnpike Commission [see Exhibit E];
- Offer one of its members as a “beta tester” for the rollout of CFM tests;
- Organize the first-ever local IFMA chapter state Advocacy Day;
- Place one of its members on IFMA National’s Emerging Leaders Taskforce (ELT);
- Host a number of fundraisers; and
- Use expanding technologies (e.g., the Internet, social media) to reach members and prospects.

It is the Central PA Chapter’s sincerest belief that their Chapter has made, and will continue to make, incredible strides to promote and further the field of facility management.

###

#1

**What has been the most successful strategy for membership marketing?
Describe in quantifiable terms how this strategy has strengthened the
Chapter. How is this strategy tied into the Chapter's strategic plan?**

“The critical strength of this Chapter has been and continues to be the way that the membership can function together. There are strong competitors and unrelated service vendors, there are facility managers from competing companies and diverse companies, and these can all co-exist in the same room and still function to provide a very professional atmosphere of quality business relationships. They are able to reach out to the community where they exist and provide substantial impact for the well-being of the central Pennsylvania area.” - Thomas C. Chronister, CFM, Secretary

Without active members, the Central PA Chapter would be without a heartbeat. Fortunately, the Chapter has been consistently able to woo new members while keeping current members engaged.

Five of the most successful strategies for the Chapter in terms of membership marketing and recruitment opportunities include:

- Inviting Guests to Attend Monthly Programs – This practice enables individuals not familiar with the Chapter to engage with members in an informative, yet non-committal, environment. It also provides an opening for members to invite colleagues without feeling they are implementing a “hard sell” approach. After the programs, a designated member can reach out to these guests to begin a dialogue and potentially encourage him or her to come again. From May 1, 2012 to April 30, 2013, approximately 14 guests on average were in attendance at each open event. Of the guests who came this period, six

chose to join the Central PA Chapter. Moreover, of the guests who attended the year before, nine chose to join the Chapter for this year. [see Exhibits A, B]

- **Sharing Prior Programs' Content** – When possible, the Chapter spreads the information received from past programs to its membership. Doing so allows Chapter members to share interesting data in a casual way. It also allows the Chapter to highlight facilities that may not currently be represented by members, thus encouraging them to discover the Chapter's benefits.
- **Offering Training for Professional Certification Accreditation** – As professionals discover that the Chapter can help them obtain their FMP, CFM and SFP certifications, they become more open to hearing about the Chapter. Accreditation courses are available to both members and non-members. Since 2009, an average of six attendees per year have taken and completed each of the annual CFM prep courses at a minimal cost of \$25.00 (for Chapter members only.) In early 2013, a "Train the Trainer" class was attended by member Lesley Groff, who was certified as an IFMA instructor in October 2008, to address updated CFM prep course materials. Of the 145 members, the Chapter has a roughly 1:4 ratio of those who are credentialed (e.g., FMPs, CFMs.)
- **Hosting a Unique, Educational Event** – In October 2012, the Central PA Chapter sponsored "FM Day in Central PA", showcasing internationally-recognized speaker Dr. Dean Kashiwagi. The Chapter invited all Facility Managers to this educational day sponsored by Associate Members. This was, by far, the most successful new member event in the Chapter's history. The "FM Day in Center PA" attracted 15 non-member professional attendees, 21 vendors and 8 exhibitors. In total, 67 persons participated, and results from an in-house survey [see Exhibit A] showed that 80% of the attending members were pleased with the information received.
- **Holding "New Members Breakfast" (NMB) Events** – The NMB enables the Chapter's membership and program committees to collaborate on a fun program that will be enjoyable and educational for the new members. The past year has seen 16 members attend this event. NMB allows the Chapter the opportunity to develop new members into Committee people and eventually, Board members. Current members may also attend.

As happens in every nonprofit organization, there is the concern of ennui in terms of attracting and then keeping members excited and engaged. For the Central PA Chapter, having a variety of educational, entertaining and volunteer opportunities has kept the Chapter's numbers consistent, and meeting attendance noteworthy.

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#2

What strategy does the Chapter employ to retain its members? What feedback instrument is used to measure satisfaction? Describe in quantifiable terms how this strategy has strengthened the Chapter. How is the strategy tied into the Chapter's strategic plan?

“As an associate member working with Facility Managers, we delude ourselves into thinking our top priority is their top priority. Central PA IFMA educational programs have helped me understand how a FM prioritizes and where my interest may fall on the response time line. Knowing all the things that can happen in a day, and all the areas a FM can be responsible for, has made me much more patient, understanding, and overall a better partner to my FM customers.” – Nancy O'Halloran, President

The Central PA Chapter feels the key to retention is to make sure members are invested early in their membership. This is the reason quarterly “New Member Breakfasts” (NMBs) are conducted. [see Exhibit B] At NMBs, not only do new members learn more about the benefits of being a part of the Chapter, but they also uncover ways to leverage their membership (e.g., networking opportunities, sponsorship opportunities, professional credentialing.) As previously mentioned, 16 new members were brought into the Central PA Chapter in this manner during 2012/2013, increasing our membership by 12%.

In addition, the Central PA Chapter maintains an optional Ambassador Program for new members. The Ambassador Program consists of Membership Committee members who volunteer at each meeting. Ambassadors' duties include: welcoming guests and new members to the meeting; introducing guests and new members to the other members and Board; inviting guests and new members to sit with the Ambassador during the meeting; familiarizing guests and new members with the meeting agenda; and informing guests and new members of the opportunities for Committee participation. The Membership Committee team always knows

who the Ambassadors are prior to each meeting; as the team grows, so will the number of Ambassadors.

As a role separate from the Ambassador program, but similar in focus, a few Membership Committee members commit to becoming “New Member Mentors”. As such, they reach out to new members as those members’ “go to” persons. This type of personalized guidance helps answer questions, processes and more.

The Chapter offers monthly programs to support members’ professional goals as well [see Exhibit B]. In the past 12 months, these programs have included such diversified topics as “Generations in the Workplace” and “Transition Management and Planning”. By ensuring a wide array of themes at these meetings, attendance is typically very high; an average of 47 members (about one third of the total membership) attends each meeting. Additionally, the Central PA Chapter offers opportunities for members to obtain their professional certifications via a certified trainer, Lesley Groff, who is part of the Chapter. (Approximately 24 members and non-members have become CFMs through the Central PA Chapter since 2009.)

Work doesn’t happen in a vacuum; thus, Central PA Chapter offers numerous creative ways to keep members active in non-corporate settings. [see Exhibit B] Everything from “happy hours” to site tours (at both member and non-member facilities) to community outreach events (e.g., the Dress for Success demo and reconstruction of a bathroom facility in April 2013) keep membership retention high.

A membership survey conducted by the Central PA Chapter in 2012 revealed several key points, including a high rate of satisfied or extremely satisfied members [see Exhibit A]. This survey also helped the Chapter board plan for future member events, outings and educational opportunities.

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#3

How does the Chapter contribute to the professional development of its members? Discuss the various monthly programs offered, additional seminars and Chapter participation in encouraging members to obtain the CFM designation. How is professional development strategy tied into the Chapter's strategic plan?

“As a member of the IFMA Board of Directors, Central Pennsylvania Chapter, I have been impressed with the leadership efforts of facilities professionals and associates working together to elevate the facilities profession and to now have it recognized as a career of choice. As a Certified Facility Manager (CFM) I have achieved both personal satisfaction and professional recognition and the investments made by my employer for training and growth opportunities have now been validated.” – Joseph R. Wojtysiak, M.S.A., CFM, CEFP, Chairman of the Certification Committee

Without a passion for lifelong learning, no individual can achieve his or her best. The Central PA Chapter understands that while it can be difficult for working adults to attend classes and seminars, it can also be done. That is the reason the Chapter is focused upon offering a wide variety of educational opportunities, including FMP, CFM and SFP certifications. In fact, as one of its strategic initiatives in its Balanced Scorecard [see Exhibit C], the Chapter notes that it intends to: “Provide FM professionals with training opportunities to advance their career through IFMA’s credentials and IFMA sponsored events.”

Gaining an IFMA certification demonstrates that the member has familiarity with standards and best practices, has the ability to handle stewardship responsibilities, and can analyze data, facts, ideas, and principles that contribute to creative and sound decisions. Certification benefits include personal fulfillment, peer recognition, increased career advancement opportunities,

exposure to innovative ideas to improve facility efficiency and making a positive impact on the organization's bottom line.

To expedite the number of trainings the Central PA Chapter can offer, the Chapter has supported one of its members (Lesley Groff) to become a certified trainer, and subsidizes the registration cost and training materials for members completing the in-house prep course. This has enabled 24 members and non-members to achieve the CFM certification in four years. For non-members, The Chapter charges a competitive fee; for members, the Chapter asks for a nominal amount of \$25.00.

Of course, the Central PA Chapter's motivation is to educate all members in one way or another, not just through credentialing. Doing so makes the profession of facilities management stronger. Many of the topic areas for monthly programs have sprung from conversations with IFMA National; others have been developed as a direct result of Central PA Chapter's participation in World Workplace & Facility Fusion.

For the past year, the Central PA Chapter's professional development activities have included:

- Monthly "Lunch and Learn" Programs at Member Facilities – These programs balanced "softer" themes (e.g., emotional intelligence, generations in the workplace) with "nuts and bolts" topics (e.g., sustainability, facility management for community-based facilities, disaster response, roof construction, capital planning for non-profit organizations, an elementary school LEED platinum construction project) to appeal to everyone from CFMs to associate members. Attendance was consistent at about 47 members per event, validating the Chapter's belief that diversified topic areas are appealing to the cross-section of members. [see Exhibit B]
- Programs and Tours at Various Area Member and Non-Member Facilities – These events gave Chapter members the chance to learn by seeing, doing and asking questions. For example, the Hamilton Health Clinic event focused on the complete process of construction renovation of their building, including all elements from the move-in

process to the clinic's day-to-day operations. Because the Chapter wanted to also provide non-profits the opportunity to "show off", the Chapter initiated a facility management tour of a local YMCA, attracting 57 attendees. [see Exhibit B]

- "FM Day in Central PA" – This day-long conference featured prominent speakers, notably Dr. Dean Kashiwagi of Arizona State University, and was held in October 2012. It highlighted associate members' products and services, through a "trade show" format, and garnered an extremely high attendance rate of 67 individuals. [see Exhibit B]
- "Advocacy Day – A Day on the Hill" (scheduled for May 7, 2013) – This first-of-its-kind IFMA program was designed and developed to specifically address political issues as they relate to those in the industry of facilities management. As the Chapter's territory includes the commonwealth's capitol city, Harrisburg, the Board felt they were well-positioned to address current and future legislation with this event. "Advocacy Day" started with a very informative briefing by Jeff Johnson, IFMA Director of Government Relations. It attracted 12 members who visited with nine Pennsylvania senators and/or representatives. This direct exposure gave confidence to Chapter leaders that these events are effective and important to the future of the practice of facility management. This event strengthened the resolve of the membership to continue this effort. As a result of this event, one of the Chapter's Members was asked to be Regional Co-Chair of the National IFMA Advocacy Day. [see Exhibits D, G]

Looking forward, the Chapter is planning several topical programs, including one discussing Cyber-Terrorism as it relates to today's workplace. The Chapter's membership survey also revealed an interest on the part of many members in the topic of Operations & Maintenance; therefore, that topic will be addressed at future "lunch and learns" and by providing members opportunities to learn about publications and resources offered by IFMA National.

Each of the aforementioned programs helps dovetail with the Chapter's mission, vision and strategic plan by generating excitement and interest in the group, as well as in the overarching profession of facilities management.

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#4

How has the Chapter worked with local colleges, universities or institutes and other organizations to advance the facility management profession? Does the Chapter offer support to the IFMA Foundation?

“The critical strength of IFMA of Central PA is our leadership, and the sense of ownership those leaders assume.” – L. Michele Sinadinos, CFM, Past President, Sustainability Committee Chair

There are notoriously few accredited Facility Management programs throughout the United States, and the Central PA Chapter is aiming to change that within its community through strategic partnerships.

As facilities management professionals who are passionate about their chosen career paths, the members of the Central PA Chapter have made a point of initiating and strengthening their relationships with local institutes of higher education. After all, a large majority of Facility Managers come to the discipline via non-Facility Management degrees (or without degrees). As stewards of the safety, security and assets of the physical plant, the Chapter’s members believe entering the Facilities profession should become a matter of choice, not merely a happenstance.

To increase awareness of career opportunities, considerable efforts have been made to partner with colleges to host monthly meetings (e.g., at Harrisburg Area Community College, Messiah College, The Pennsylvania State University, Central Penn College), as well as to collaborate with area architects, engineers, contractors and suppliers of commercial products. Those who are going to school now are the future of the profession; therefore, these alliances are helping to make inroads to future students and leaders.

A prime example of Central PA Chapter’s focus on this mission is the connection the Chapter has made with the Harrisburg Area Community College (HACC). The Central PA Chapter (in conjunction with representatives from Temple University and the Community College of Philadelphia’s established Facility Management programs) is working on the development of a

two-year program that would lead to a qualifying bachelor's degree in Facility Management. To encourage the dialogue and make further inroads, the Chapter has provided this institute of higher education with scholarship funding for candidates pursuing a Facility Management degree.

The Central PA Chapter has always supported the overall mission of the IFMA National Foundation, which is one of the reasons the Chapter has participated in the IFMA National Scholarship Award program for 15 years with the Charles N. Claar Memorial Scholarship. (Charles N. Claar was a dear friend to and member of the Chapter who passed away too soon.) Monies for this Scholarship have been raised from annual golf outings. (In 2012, the outing raised more than \$5,000.)

In the past few years, the Central PA Chapter has increased its dollar contribution (thanks to the fundraising efforts of members) to offer two \$1,500 scholarships, and will continue to fund two (or more) annual scholarships to worthy students who are majoring in facilities and/or architecture curricula. The Chapter has had some of its members participate on the review team to select the award recipients. As a special honor, Chapter members have been able to attend WWP (and contribute donations to the event) in order to personally award the scholarship.

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#5

Discuss Chapter communications. How is important information disseminated to members? Include information about the newsletter, public relations, web site, etc. How is this strategy tied into the Chapter's strategic plan?

“I have found the Central PA Chapter to be filled with quality people – people with whom I have formed lasting friendships that have paid the kind of dividends that really can't be measured on a balance sheet. I believe that some of these friendships have played a key role in the continuing development of my personal character and my professional reputation. These attributes define you in the workplace and define the value with which you will be held by an employer.” - Tom Hewitt, CFM, Treasurer

Without a system of communication, the Central PA Chapter would never be able to maintain contact with its base of diverse members. Fortunately, technology has enabled members to engage in ways that could never have been conceived when the Chapter received its charter 23 years ago.

The Central PA Chapter's number one way of getting information to members is through its website (<http://www.ifmacentralpa.org>). [see Exhibit F]

There, the landing page is kept updated with key events, announcements, invites and recognition regarding the Chapter as well as the national IFMA organization. Over the past year, the site has become more engaging and dynamic; it now also includes sponsorship opportunities for member facilities. As an added bonus, each time a member brings a guest to a Central PA Chapter event, members encourage him or her to bookmark the website.

To further utilize technologies, the Central PA Chapter has active Facebook, Twitter and LinkedIn pages. The goal of utilizing these social media formats is not to achieve high numbers of “likes”, “followers” or “contacts” but to become a real-time forum in which members can engage with one another. Still, it is wonderful to see that over the past 12 months, the Chapter’s Facebook follower numbers have grown to 76; Twitter followers to 93; and LinkedIn followers to 50.

Occasionally, the Chapter turns to “traditional” marketing mediums, such as the “Save the Day” cards for the “Advocacy Day – A Day on the Hill” event in May 2013. These cards are meant to be reminders, and are printed in-house on recycled paper rather than spending monies on glossy postcards.

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#6

Discuss the Chapter's financial strategy. How are funds raised and how is revenue spent? Are donations made to the IFMA Foundation, scholarship funds or other causes? Are sponsorships accepted and how are they utilized? How is this strategy tied into the Chapter's strategic plan?

"I joined IFMA of Central Pa six years ago as an associate member. Every event that I have attended has been a way to keep in tune to the latest information of Facility Management. I find IFMA informative and extremely rewarding. I've made so many wonderful friends and maintain existing client relationships. I look forward to the future with IFMA; it's been a great source of keeping me involved in my market and also to be involved in committees and other activities." – Kristan A. Screen, Publicity Committee Chair

Just as facility managers must be good stewards of the facilities they manage, the Central PA Chapter believes it is also important to be financially responsible with its monies. The financial bookkeeping is therefore handled by the Treasurer, in consultation with the Board of Directors. At every monthly Board meeting [see Exhibit B], the Treasurer provides a report that itemizes the deposits and expenses that occurred during the previous month. The Treasurer also provides an updated budget, showing a year-to-date view of how income and expenses have tracked against the Board's original plan.

For instance, this past fiscal year, the Board has made a conscious decision to budget expenses higher than income in an attempt to utilize some of its reserves to provide enhanced recruiting and retention opportunities with better and more diverse programs. Thus far, the Treasurer has apprised the Board that the Chapter is tracking slightly ahead of the forecast income levels after three quarters (at 80%) and somewhat behind on expenses (at 64%), but the plan is tracking well as the Chapter enters the last quarter.

At one point, the Chapter made a series of laddered certificate investments in an effort to maximize the Chapter's earnings while ensuring that the Chapter's assets became liquid at different junctions. However, now that financial institutions' earnings are no longer as relatively meaningful, the Chapter has chosen to maintain a single four-year certificate. The rest of the assets are held in liquid accounts. At the end of the third quarter, the Chapter had \$2,600 in its checking account, \$17,000 in its money market account, and \$9,000 in a four year certificate.

From a planning perspective, the Treasurer is tasked to insure that the Chapter's assets on hand at the beginning of the year represent, at a minimum, 50% of the expenditures planned for the year. Consequently, it becomes unlikely that financial considerations and plans must be changed for expected programs.

In terms of "making" money, the Central PA Chapter receives regular dues from its members. This fiscal year, the Chapter forecasts income from dues of \$16,250, and it is currently tracking at \$12,562, right on target to meet the Chapter's earnings objective. The Chapter has also encouraged membership sponsorships for events, as well as website advertising on its site. As of 2012/2013, sponsorships from member facilities are \$12,800.

Beyond those revenue streams, the Chapter engages in two annual fundraisers: The IFMA Central PA Scholarship Golf Tournament, and the Holiday Party Collection.

The former's returns are used to cover Charles N. Claar Memorial Scholarships at IFMA National's World Workplace, as well as the travel expenses for the recipients to travel there to receive the Scholarships. Last year, the Chapter was able to fund two of these \$1,500 Scholarships, and covered \$2,200 in travel and lodging expenses for the recipients.

The Holiday Party fundraiser is more "low key" than the Tournament. There, a collection is taken up from all attendees and the resulting income is matched by the Chapter and donated to a cause that is selected by Board. In 2012, the Central PA Chapter was able to make a record contribution of \$2,820 to the Central Pennsylvania Food Bank.

Because the Chapter's strategic plan was developed in alignment with the national strategy, its fiscal strategies are also in sync. From a tax perspective, the Chapter performs an annual recertification; thus, IFMA National gets a snapshot view of the Chapter's annual performance.

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#7

How are members recognized for their volunteer efforts? Does the Chapter have an annual awards program?

“As a Director of Facilities and Energy at Four Seasons Produce, IFMA continues to be a support for myself and my organization. The networking that happens at our Chapter meetings is second to none. IFMA and specifically the Central PA Chapter is a resource that I turn too time and time again. IFMA enabled me to become a CFM which is highly recognized in the industry. I would not be where I am today without IFMA and the Central PA Chapter.” – Randy L. Groff, CFM, Member

The Central PA Chapter encourages community outreach by all members, as doing so strengthens the profession of FMs, as well as the communities they serve. Volunteering opportunities are highlighted, especially through the Chapter’s website and social media pages, where photos and insights can be immediately shared to members and their friends. [see Exhibit D]

The Chapter also invites new CFMs and FMPs to be recognized in front of their peers at Monthly Meetings. In one instance, a member who had recently become certified was unable to attend the Monthly Meeting. To ensure the member received recognition, the Chapter secretly planned a “surprise presentation” at the members’ workplace.

The Chapter hosts an Annual Awards Program in June of each year, and offers several awards:

- Associate Member of the Year,
- Facility Manager of the Year,
- Advocate of the Year, and
- Committee of the Year.

The Awards are decided by the membership through nomination and voting process. In order to make it special and interesting, the Chapter holds the awards ceremony in unusual places relevant to the members' interest. In 2012, the Awards luncheon took place at the Arthur Ferguson Center, the first LEED certified platinum elementary school in the state of Pennsylvania, and winner of the 2011 Overall Design Award from the U.S. Green Building Councils PA Chapter.

At the Chapter's website [see Exhibit F], "slider" banners highlight members' achievements, as well as to celebrate new members. New members are also asked to submit answers to questions in order to use on the "Member Spotlight" webpage. (This webpage changes monthly.)

Above all else, the Central PA Chapter tries to find any and all opportunities to say "congratulations" to its members and their facilities. Whether at monthly meetings, or through the Internet, these kudos help share the good deeds that are done throughout the year by facility management professionals.

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#8

How has the Chapter tied its strategic plan to IFMA's strategic plan? What efforts are made for Chapter-wide buy-in of the strategic plan?

“Becoming an IFMA member has broadened my relationships in the facilities maintenance field. I have made numerous positive connections with vendors and peers. The seminars provided by IFMA have been instrumental in my growth as a facility manager.” – George Bellish, Member

As with any formal entity, planning is the key to having success. In March, 2011, the Central PA Chapter completed a strategic plan during a full day during which representatives were in conference with IFMA's national organization. Throughout the past two years, the Central PA Chapter has worked on its completion [see Exhibit C]. This application is the culmination of its fulfillment.

Highlights of the Central PA Chapter's strategic plan include:

#1: Support of national IFMA events.

To this end, the Central PA Chapter has striven to attend numerous IFMA National conventions. In 2012, the Chapter registered 13 members for WWP and seven members for Facility Fusion (expenses for four participants were paid by the Chapter.)

#2: Service via the IFMA International Board (see #2A-E, below)

#2A: Beginning in March 2009, Robert Kleimenhagen, Jr. CFM, served on the IFMA Global Job Analysis Task Force for a period of six (6) months. In January 2012, he served as an IFMA Subject Matter Expert (SME). He was then selected by IFMA National Headquarters to serve

on the primary development team for the following body of knowledge areas identified in the Global Job Task Analysis: Real Estate & Property Management, Quality and Technology. This important project provided a rare opportunity for him to help shape the future of facility management, and represent the Central PA Chapter on an international level.

IFMA National launched a major education initiative to define the practice of facility management from a truly global perspective by conducting the most comprehensive Job Task Analysis (JTA) survey in IFMA's history. Based on the JTA, updated competency statements were written and efforts have been underway to fully integrate the results into IFMA's education programs.

Serving as a subject matter expert (SME) selected for this project required him to actively participate in a 2 to 2.5 day content development session in mid-January and mid-June 2012 in Alexandria, VA.

#2B: Beginning in 2010 during the development of the SFP certification, and throughout 2012, Jack Christensen, CFM, REP, also served as an IFMA SME. He was selected by IFMA National Headquarters to serve on the primary development team for the Sustainability Facility Professional (SFP) competency and exam, and also served on a separate team of SMEs who was asked review second draft documents developed by the primary team working on the body of knowledge areas identified in the Global Job Task Analysis.

#2C: For six years, F. Joshua Millman, AIA, LEED-AP, CFM, has been Secretary of the Manufacturing, Industrial & Logistics Council of IFMA. He has also been part of the CFM Exam Task Force, writing questions for the 2012 exam as an SME in finance. He's also been a frequent speaker at WWP.

#2D: Member Garry Brinton, CFM, has served on the IFMA board for the Facility Management Consultants Council as the second Vice President, and will be presenting at WWP in October 2013.

#2E: Beginning April 2013, Danelle Watson, has volunteered to participate on the Emerging Leaders Taskforce (ELT) being chaired by Stephanie Fanger. As part of the ELT, she will help develop the objectives of this new taskforce with an overall mission to promote the recognition and involvement with IFMA's emerging leaders.

#3: Promote legislation to assist the facility management profession

Planning for May 2013's "Advocacy Day – A Day on the Hill" stemmed from a need to bring facilities management concerns to the notice of politicians. [see Exhibit G] In fact, the Chapter's 2012 membership survey suggested strongly that members wished to be informed of legislative happenings. The Central PA Chapter chose the city of Harrisburg to hold this event, which attracted a dozen attendees who met with nine senators and representatives of the commonwealth. As a result, one of the Chapter's members has accepted the role of Regional Co-Chair of the National IFMA Advocacy Day.

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#9

What is the strategy for succession planning? How are future leaders identified, engaged and prepared?

“IFMA has multiplied my knowledge and contributed directly to my success in business. I am fortunate to be part of group dedicated to the expansion of knowledge through shared experiences and formal training. IFMA of Central PA is an enthusiastic group whose members are interested, not only in their own success, but in the success of their fellow members. The greatest honor is being a leader to these dedicated professionals. It is through members’ enthusiasm and support that the leaders of this chapter are successful.” – Matthew Crocker, CFM, FMP, 2nd Vice President

Targeting successful committee members and Board members is an important task. One of the Central PA Chapter’s goals for their strategic plan was to have no “one-member” committees. The Chapter has worked to achieve this goal and now has a great degree of participation in all of its activities and committees.

The vetting of potential committee chairs and executive board members lies in the capable hands of past presidents. Those leaders are tasked with learning members’ special talents and recruiting them to use those talents for the good of the whole. Information about – and recommendation for – a successor can come from any active member. Discussions on succession are held with the whole board to encourage as much input as possible.

The Chapter looks to replace its board regularly, allowing others to step up. It is within the Chapter’s mission to involve members at every stage of their professions in the board and on committees. The Chapter is dedicated to keeping a balance between professional members and associate members, allowing the board to represent all aspects of the IFMA community.

In 2012, the board changed the By Laws to allow a member to rise up from Second Vice President to Past President in four years. Lowering the time commitment to the board positions allows the Chapter to attract members unable to commit to a long stay. Ultimately, this keeps the board fluid rather than stagnant, and the Central PA Chapter can thrive as it has done for more than two decades.

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