

**Illinois Association of Community Care Program Home Care Provider
IACCPHP**

Request for Proposal

Association Management Services

PROPOSAL CALL DATE: *April 1, 2019*

PROPOSAL CLOSE DATE: *April 30, 2019*

PRIMARY CONTACT: *Theresa Collins, tcollins@seniorservicesplus.org, 618-465-3298 ext. 128*

SEND ELECTRONIC PROPOSAL TO: *tcollins@seniorservicesplus.org*

MAIL PROPOSAL TO: *Theresa Collins, 2603 N. Rodgers Ave., Alton, IL 62002*

INTRODUCTION

The Illinois Association of Community Care Program Home Care Providers, IACCPHP, is accepting proposals for association management services. Your company is invited to submit a proposal for consideration. Please review our information provided below and submit prior to the listed close date. Please contact the individual listed above if you require additional information in developing your proposal. Only formal proposals will be considered. IACCPHP's leadership plans to review all proposals within three weeks of the close date and will make a final decision at that time. We look forward to reviewing your submission.

HISTORY OF ASSOCIATION

IACCPHP, formed in 1988, is comprised of large and small providers, as well as both not-for-profit and for-profit providers. Association members work in conjunction with IDOA and other aging network associations to improve CCP services and to enhance other community based services for seniors.

PURPOSE

IACCPHP was founded to assist homecare agencies with training, promotion of services and advocacy and to provide information and advocacy for in-home care services to Illinois elderly served through the Illinois Department of Aging (IDOA) Community Care Program (CCP) and Managed Care Organizations (MCO).

WHO WE ARE

The Illinois Association of Community Care Homecare Providers (IACCPHP) is an association representing the approximately 40 agencies contracted with the Illinois Department on Aging (IDOA) to provide in-home assistance to Illinois' elderly with activities of daily living through the Community Care Program. Approximately 80,000 clients are served through the program. Our members employ over 33,000 homecare assistants.

TYPES OF MEMBERS

Our membership is comprised of contracted service providers throughout all service areas in the state of Illinois. Member agencies are both public and private, for profit and not for profit.

DESCRIPTION OF LEADERSHIP STRUCTURE

In addition to the contracted services for Association Management (Executive Director), the association is governed by a board of directors.

DESCRIPTION OF MEETINGS

The Board of Directors meets in person bi monthly. In addition, we host one annual membership meeting.

DESCRIPTION OF PUBLICATIONS

A weekly publication is created by association management and disseminated to all membership electronically.

PRIMARY SCOPE OF SERVICES

Association Management Services defined as listed below and will include support of the following activities:

- 1. Board Meetings-25% of time
 - a. Frequency: Bi monthly, Annual Membership Meeting*
 - b. In Person: Required at all meetings*
 - c. Virtual Assistance: Provide conference line and equipment*
 - d. Conference Calls (Estimate once weekly)*
 - e. Responsibility of taking minutes*
 - f. Assist in agenda preparation and distribution*
 - g. Coordination of meeting notification**
- 2. Financial Management-15% of time
 - a. Frequency of reports – Published bi-monthly to Treasurer and President for review prior to board meeting*
 - b. Income and expense responsibility – Prepare financial statements and provide to Treasurer*
 - c. Budget preparation – Assist in providing historical expense and revenue data and working with volunteer leaders to develop a balance budget.*
 - d. Investments – Liaison with financial/investment broker at the direction of the Board*
 - e. Credit card/payment processing**
- 3. Membership Council Support Services-15% of time
 - a. Develop and execute membership growth initiatives*
 - b. Enhance and produce prospect and new member materials*
 - c. Maintain member database, adding and modifying records.*
 - d. Export database monthly to update the membership directory in the secured portion of the web site. Alternatively, link the database directly to the membership directory.*
 - e. Export database monthly to update database used to send email announcements*
 - f. Manage the renewal cycle, send follow up notices and recommend retention activities to the Membership Committee.*
 - g. Set-up and issue online meeting invitations in support of membership groups**

- h. *Any other activities, designed to increase and retain membership*
- 6. *Board Support Services-40% of time*
 - a. *Manage the call for nominations for membership*
 - b. *All aspects of annual board member orientation*
 - c. *Provide administrative and monitoring support to listserv*
 - d. *Represent association at meetings*
 - e. *Lobbying*
 - f. *Understanding of rules and bills process*
 - g. *Attend legislative hearing*
 - h. *Testify at legislative hearings*
 - i. *Develop and foster positive relationships with IDOA, HFS, MCOs and other groups/agencies*
 - j. *Represent the association at CCPAC and other Department of Aging functions*
 - k. *Work with other home care and senior service associations*
- 7. *Administrative support-5% of time*
 - a. *Other administrative support as may be determined from time to time*

EXPANDED SCOPE OF SERVICES

- 1. *General Office-no time commitment required*
 - a. *Phone*
 - b. *Fax*
 - c. *Voice Mail*
 - d. *Email*
 - e. *LiveMeeting*
- 2. *Management Company Facilities-no time commitment required*
 - a. *Storage requirements - minimal*
 - b. *Meeting space-prefer in Springfield and Chicago*
- 3. *Marketing and promotion*
 - a. *Develop a web-based template that can be used to promote all programs and events*
 - b. *Develop content and publish event marketing pieces via email on a planned basis for each event*
 - c. *Manage and increase social media presence*
 - d. *Develop and publish membership marketing materials*
 - e. *Use the database to aggressively market prospects*
- 8. *Conference Planning Support Services-10% additional time*
 - a. *Full event planning, registration, and e-commerce services extending horizon to 36 months along a coordinated project planning timeline*
 - b. *Speaker Coordination - Working with Committee, coordinate call and responses with proper confirmation and follow up coordination*
 - c. *Assist volunteer leaders in speaker identification*
 - d. *Provide on-site registration, coordination and other support at annual meeting and other events*
- 9. *Publication Support Services-5% additional time*
 - a. *Publish weekly informational newsletter*

1. *Solicit and edit articles from identified authors. Using blog tool, add bylines and pictures; correct formatting. Update calendar of events, photo albums, and settings.*

10. Web services-5% additional time

- a. *Maintain current information (i.e. educational offerings, award winners, board members, etc.)*
- b. *Build micro sites in support of offerings.*
- c. *Review and recommend modifications, redesign, etc. as appropriate.*

11. Awards

- a. *Provide support to the awards committee as requested.*
- b. *Order plaques, trophies, certificates annually*