

How to Work with CAMI: Ensuring Effective Use of Volunteer and Staff Time

Emails

Copy CAMI on all emails. CAMI maintains a central record of Chapter communications. Copying CAMI (info@afpmass.org) on all your emails ensures threads are stored. CAMI will not do anything with the email, other than store it, unless specifically asked.

Be clear if you need support. Highlight the task in an exchange or flag it with “@CAMI”.

Reply to CAMI promptly. CAMI reaches out when they need information to move forward on a task. Please reply promptly. After 48 hours with no response, CAMI staff will contact another Board member or volunteer to ensure Chapter activities don't lose momentum.

Be specific about what information you want to see and/or track regularly for your committee and how frequently you want to see it. This helps CAMI be proactive about maintaining your data the way you want it and scheduling your reports.

If you need something within 24 hours please call CAMI by phone. CAMI's staff is larger than just your assigned team of Carrie Winchman and Melanie McHugh. If you need an answer quickly, please call the AFP office line at 781-894-3140 and any staff member can assist.

Provide CAMI with a first draft of your proposed communications. CAMI can edit for format and clarity; please don't ask them to do the first draft.

Committee Support

CAMI works most effectively and efficiently with Committee Chairs who maintain a timeline, an organizational chart and budget.

Committee chairs-- not CAMI-- are the central contact hub for communications among committee members. This is especially true for committees with many moving parts such as education or conference. Remember to start with your committee first.

Volunteer recruitment and onboarding of new committee members is the responsibility of the committee chair or designated Board member. Board meetings are the best place to voice your volunteer needs. Ideally, leaders are determined one year out so they can shadow a predecessor.

Finance/Budget Support

CAMI provides chapter bookkeeping services. *Final approval of month-end financial statements and year-end budgets rests with the Chapter Treasurer and Board.* CAMI and Treasurer should agree on a delivery date for finance reports (e.g. 12th of the month).

Event Support

CAMI normally provides meeting & event support. When a volunteer plans an event, they should refer to “*Critical Success Factors in Program Planning*”. For example, include event sponsors in communications about key dates and plans from the beginning; start promotions early such as 8 weeks in advance; etc.

AFP MA should maintain a central *Communications Schedule* that captures all Chapter communications. Roles & responsibilities of volunteers and CAMI should be clear and in written form.

Board Meeting Support

Action items are central to every board meeting and should be highlighted in meeting minutes and followed up on before the next Board meeting.

CAMI recommends a regular call between Association Management and Chapter President to collaborate on the status of action items. CAMI believes that one of its key roles is to surface any idea, motion, action or decision that was agreed on by the Board but subsequently not done.

CAMI and AFP MA's Secretary should agree on a delivery date for board meeting minutes (such as one week after meeting).