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## Chapter Affiliation Standards & Expectations Frequently Asked Questions (FAQs)

### Q: What are Chapter Affiliation Standards & Expectations (CASE)?

ACRP Affiliates are required to operate in a professional manner; effectively manage their finances; maintain affiliation standards; communicate with members, the community and ACRP; and promote ACRP. The Chapter Affiliation Standards & Expectations (CASE) are a set of performance guidelines designed to help chapters deliver consistent benefits to members. CASE is designed to ensure synergy between ACRP and chapters. In addition to outlining requirements to measure chapter alignment and engagement with ACRP, CASE focuses on outcomes from chapter-initiatives.

### Q: How can our chapter explain CASE to our membership?

CASE can be explained to your membership as the key elements all ACRP chapters must operate under to ensure chapter quality, value, and consistency. CASE guides chapters to make sure member needs are being identified and met.

### Q: What is the CASE Planning Workbook?

The CASE Planning Workbook is a guiding tool for chapters to use throughout the year. This workbook is designed as a companion piece to the year-end annual report.

### Q: How does ACRP determine if a chapter has met all the CASE requirements?

The CASE submission is the chapter's self-assessment of whether the chapter met all the CASE elements in a year. Based on this information, and ACRP's assessment of chapter activities, will result in whether a chapter is CASE achieved.

### Q: What additional information does our chapter need to include with our CASE submission?

To be considered complete, your CASE submission must be completed and submitted by January 31 and the following supporting documents must be included:

1. Chapter Board Roster (in Excel format using the template provided)
2. Strategic Plan
3. Year-End Financial Results (January 1 – December 31)

### Q: What is required for my chapter to receive the chapter bonus?

Eligibility for financial incentives will be based on the following membership metrics **as well as** adherences to the [Chapter Affiliation Standards & Expectations \(CASE\) requirements](#):

Membership Increase Percentage	Chapter Bonus Amount
3 – 5%	\$250
6 – 9%	\$500
10% +	\$800

*\*Membership numbers are pulled from the ACRP database.*

### Q: How does our chapter complete the required CASE submission?

There are three (3) steps involved to successfully completing your chapter's CASE submission:

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**Step 1:** Designate a person who will be your chapter’s primary contact, who may or may not be the Chapter Chair, for completing the online submission. This individual will serve as the primary contact for ACRP and all other submission related information. This person is responsible for receiving, reviewing, and appropriately disseminating all report news, updates, and requirements to chapter leadership, including completing and submitting the report by January 31, 2018.

**Step 2:** Prior to completing the online submission form, the designee should gather all relevant chapter information including demographic data, membership numbers, and dues information, to minimize the amount of time it takes to complete the online form. *NOTE: To assist you with completing the online form, chapters are strongly encouraged to download the [CASE Planning Workbook](#).*

**Step 3:** Complete the online CASE submission form. It’s important you have completed the planning workbook prior to beginning the online submission process. At the end of the form, your chapter will be able to attach additional required documentation. *NOTE: The 2018 chapter-board roster, 2018 Chapter Strategic Plan, and 2017 year-end financials must be submitted on or before January 31, 2018 in order for your submission to be considered complete. All documents should be uploaded through the submission form.*

**Q: What resources and tools are available to assist chapters in completing the CASE submission?**

Detailed information about CASE including templates, samples, and the CASE Planning Workbook are available to chapters on the Chapter Resources Center at [www.acrpnet.org/chapter-resource-center](http://www.acrpnet.org/chapter-resource-center). Additionally, you may contact [chapters@acrpnnet.org](mailto:chapters@acrpnnet.org) for more information.

**Q: What happens if our chapter doesn’t attain 100 percent achievement in all areas?**

If your chapter doesn’t attain 100 percent achievement in all areas, the following options are available:

**Option 1:** The chapter is placed into “in-progress” status and is extended one year to accomplish all areas.

**Option 2:** The chapter elects to move to “inactive” status for up to one year. During this period, the chapter must implement steps to regain active status and 100 percent CASE achievement.

**Q: Is our chapter required to submit an annual CASE survey?**

Yes, all chapters are required to submit an annual CASE survey on or before January 31 every year.

**Q: What happens if our chapter doesn’t submit the CASE survey by the January 31 deadline?**

Chapters that do not submit the CASE survey by January 31 will be contacted by a member of ACRP’s Membership team to discuss a coaching plan.



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**Q: Does my chapter have to submit its chapter bylaws, Chapter Chairs Agreement, Mailing List Agreement, and Logo Agreement annually?**

No. With the new chapter affiliation agreements in place, chapters are no longer required to submit each of these agreements separately. Updated chapter bylaws should be submitted if they were updated within the calendar year.