

CCHP Task Force

2024/2025

CHARGE

The CCHP Task Force develops CCHP exam questions, study materials and resources, promotes the credential across the industry, and assists in policy recommendations. Volunteers of this task force must hold the CCHP designation.

COMPOSITION

Committee chairs and co-chairs are selected by the CHPA leadership. All task force members shall belong to a member company in good standing. The composition of the committee should be a diverse range of representation of the CHPA membership (membership type, revenue ranges, geographic locations) and those who currently hold the CCHP designation. Task force members must act in the best interest of CHPA and in the CCHP program and designation.

TERM

March 2024-February 2025

TIME

2-3 hours per month

STRATEGIC FRAMEWORK SUPPORT

The Board of Directors guides CHPA via a Strategic Framework which allows CHPA to be nimble and agile in program and services development and delivery. Task forces support a variety of objectives and action steps within the Strategic Framework. Below are the objectives this task force supports.

- Increase the number of employees holding the CCHP by 10%.
- Publish 4 versions of the CCHP exam with at least 15 pretest questions.
- Increase the number of accredited companies by 10%.

RESPONSIBILITIES AND ONGOING TASKS

- Ongoing
 - Review current Industry Terms and make recommendations to the Board of Directors for additions and changes.
 - Review current policies related to the CCHP program and make recommendations for changes to the Board of Directors.
 - Develop study resources for current candidates.
 - Participate in meetings throughout the year, typically held virtually.
- Participate in and encourage other CCHPs, and relevant industry employees to participate in the Job Task Analysis (JTA) to revise the current exam structure.
- Write items (questions) for the exam.
- Create a CCHP study guide based on a new exam structure as defined by the JTA.
- Support the creation of a virtual cram session ahead of exam testing windows.
- Other duties as assigned by the Board of Directors

STAFF LIAISON

Nick Estrada, CAE, CMP, CEO

STAFF RESPONSIBILITIES

- Maintain task force roster.
- Schedule task force meetings, work with chair(s) to develop agendas and complete meeting minutes.
- Provide support to the task force throughout the year including data, historical context and any other additional information needed to allow the task force to make informed recommendations.
- Provide broad-level perspectives of CHPA programs, services and initiatives which may impact the discussions of the task force.

IMPACT

Task force members will have the opportunity to provide influence and direction to the only credential program for the Corporate Housing and Serviced Accommodation industry. Task force members will assist in the creation of resource documents which help establish common knowledge across the industry. Additionally, they will expand their professional network.

Corporate Housing 101 Task Force

2024/2025

CHARGE

The Corporate Housing 101 Task Force will create, assess and update the introductory courses for company employee training. They identify the topics, learning outcomes and delivery methods for these courses. As courses are completed, they will continue to expand training delivered to company employees.

COMPOSITION

Committee chairs and co-chairs are selected by the CHPA leadership. All task force members shall belong to a member company in good standing. The composition of the committee should be a diverse range of representation of the CHPA membership (membership type, revenue ranges, geographic locations). Task force members must act in the best interest of CHPA.

TERM

March 2024-February 2025

TIME

2-3 hours per month

STRATEGIC FRAMEWORK SUPPORT

The Board of Directors guides CHPA via a Strategic Framework which allows CHPA to be nimble and agile in program and services development and delivery. Task forces support a variety of objectives and action steps within the Strategic Framework. Below are the objectives this task force supports.

- Create 5 courses for professional development in CHPA's LMS.

RESPONSIBILITIES AND ONGOING TASKS

- Ongoing
 - Serve as reviewers of the content once placed in the learning management system (LMS).
 - Review survey feedback from completed courses.
 - Create/update content as needed.
- Serve as an advocate for the LMS and training series.
- Other duties as assigned by the Board of Directors

STAFF LIAISON

Nick Estrada, CAE, CMP, CEO

STAFF RESPONSIBILITIES

- Maintain task force roster.
- Schedule task force meetings, work with chair(s) to develop agendas and complete meeting minutes.
- Provide support to the task force throughout the year including data, historical context and any other additional information needed to allow the task force to make informed recommendations.
- Provide broad-level perspectives of CHPA programs, services and initiatives which may impact the discussions of the task force.

IMPACT

Task force members will have the opportunity to influence the creation of CHPA's first training series targeted at new employees and to provide a core set of knowledge for the industry. Additionally, they will expand their professional network.

Education Task Force

2024/2025

CHARGE

The Education Task Force develops relevant and timely themes, topics, and content for CHPA events. Oversees, reviews and/or evaluates all educational events for CHPA. This task force directs overarching education programs using smaller work groups. These shorter-term work groups develop content for individual events (such as the Annual Conference, forums, etc.).

COMPOSITION

Committee chairs and co-chairs are selected by the CHPA leadership. All task force members shall belong to a member company in good standing. The composition of the committee should be a diverse range of representation of the CHPA membership (membership type, revenue ranges, geographic locations) and those involved/familiar with other key stakeholder associations. Task force members must act in the best interest of CHPA and its members.

TERM

March 2024-February 2025

TIME

1-1.5 hours per month

STRATEGIC FRAMEWORK SUPPORT

The Board of Directors guides CHPA via a Strategic Framework which allows CHPA to be nimble and agile in program and services development and delivery. Task forces support a variety of objectives and action steps within the Strategic Framework. Below are the objectives this task force supports.

- Increase total annual event attendance to 2,250 attendees.
- Engage 110 volunteers.
- Publish articles/blogs in industry-adjacent publications to display industry thought leadership once a quarter.
- Present an industry visibility program with local/grassroots stakeholder partner organizations 4 times a year.

RESPONSIBILITIES AND ONGOING TASKS

- Q1 - Q2
 - Review conference evaluation results to determine topics for the upcoming year.
 - Identify priority topics for the following year's conference program development.
 - Reviews potential webinar topics for consistency with member-identifies topics of interest.
- Ongoing
 - Identify upcoming topics and educational programming for the next 'rolling' quarter.
 - Review Call for Proposals from other key stakeholder organizations and identifies potential topics for development.
 - Review session proposals in conjunction with the Board member(s) that help develop content.
 - Participate in meetings throughout the year, typically held virtually.

STAFF LIAISON

Christine Saricos, CMP, Director of Education & Meetings

STAFF RESPONSIBILITIES

- Maintain task force roster.
- Schedule task force meetings, work with chair(s) to develop agendas and summarize meeting discussions.
- Provide support to the task force throughout the year including data, historical context and any other additional information needed to allow the task force to make informed recommendations.
- Provide broad-level perspectives of CHPA programs, services and initiatives which may impact the discussions of the task force.

IMPACT

Task force members will have the opportunity to provide direction for CHPA's educational programming via webinars, the annual conference, collaborative events with other association/organizations and program proposals for other industry-related conferences. Task force members will assist in the creation of session proposals and learning objectives for each educational event to help increase professional education on, and confidence in, the corporate housing industry. Additionally, they will expand their professional network.

Finance Task Force

2024/2025

CHAIR

Mitch Smith, CCHP, Secretary/Treasurer

CHARGE

The Finance Task Force assists the Board’s Secretary/Treasurer with the annual financial review of the association as well as the review of relevant finance-related processes. The Finance Task Force is convened as needed to develop new policies that deal with CHPA finances and may advise on appropriate financial metrics/goals for Board approval. At a minimum, the Finance Task Force will review the investment policy and existing financial related policies that require regular review.

COMPOSITION

The secretary/treasurer is the chair of this Task Force. Members of this task force are recruited from the membership at large, with interest in leadership and/or expertise in financial areas. All task force members shall belong to a member company in good standing. The composition of the rest of this task force represents a diverse range of CHPA member companies (membership type, revenue ranges, geographic locations) and the industry overall.

TERM

March 2024-February 2025

TIME

1-1.5 hours per quarter

STRATEGIC FRAMEWORK SUPPORT

The Board of Directors guides CHPA via a Strategic Framework which allows CHPA to be nimble and agile in program and services development and delivery. Task forces support a variety of objectives and action steps within the Strategic Framework. Below are the objectives this task force supports.

- Increase overall association revenue by 5%.
- Establish 3 member affinity programs to meet member needs which provide revenue/royalties to CHPA.

RESPONSIBILITIES AND ONGOING TASKS

- Support the secretary/treasurer as requested.
- Review current financial policies and procedures for recommended updates.
- Review financial metrics for relevance; recommend any changes to the CHPA Board.
- Participate in meetings throughout the year, typically held virtually.

STAFF LIAISON

Nick Estrada, CAE, CMP, CEO

STAFF RESPONSIBILITIES

- Maintain task force roster.
- Schedule task force meetings, work with chair(s) to develop agendas and complete meeting summaries.
- Provide financial reports, policies and procedures as needed for review and discussion.
- Provide support to the task force throughout the year including data, historical context and any other additional information needed to allow the task force to make informed recommendations.
- Provide broad-level perspectives of CHPA programs, services and initiatives which may impact the discussions of the task force.

IMPACT

Task force members will have the opportunity to familiarize themselves with the financial operations of CHPA and use their financial experience to advise association leaders from a variety of perspectives. Additionally, they will expand their professional network.

Leadership Development Task Force

2024/2025

CHAIR(S):

Barb Hale, CCHP, Immediate Past Chair

CHARGE

The Leadership Development Task Force identifies industry thought leaders to match leadership needs of the Association. CHPA welcomes a diverse and inclusive leadership body. The task force focuses on year-round leadership recruitment and development, identifying leadership paths for new volunteers and newer professionals, Board development topics and supports the nomination process for the CHPA Board of Directors. This Task Force will also determine the mechanism to evaluate volunteer performance as part of leadership succession for the association.

COMPOSITION

The immediate past chair is the chair of this Task Force and one other CHPA Board member appointed to this Task Force, per CHPA bylaws. All task force members shall belong to a member company in good standing. The composition of the rest of this task force represents a diverse range of CHPA member companies (membership type, revenue ranges, geographic locations) and the industry overall. Members of this Task Force are not considered for Board nominations for the same period as serving on this Task Force and are required to hold their CCHP.

TERM

March 2024-February 2025

TIME

2-3 hours per quarter

STRATEGIC FRAMEWORK SUPPORT

The Board of Directors guides CHPA via a Strategic Framework which allows CHPA to be nimble and agile in program and services development and delivery. Task forces support a variety of objectives and action steps within the Strategic Framework. Below are the objectives this task force supports.

- Hold quarterly leadership calls with all volunteer leaders.
- Actively engaged 110 volunteers.
- Build an initial Future Leader list with 25 individuals.

RESPONSIBILITIES AND ONGOING TASKS

- Q2-Q3
 - Review current Leadership Matrix to identify potential gaps in leadership perspectives and make recommendations to the Board of Directors for updates or additions.
 - Review current policies and processes related to CHPA elections.
 - Determine accountability for volunteer positions.
 - Identify and/or nominate potential leaders for the Board of Directors.
- Ongoing
 - Identify/clarify leadership paths for volunteers and newer professionals.
 - Suggest ongoing development topics for volunteer leaders.
 - Participate in meetings throughout the year, typically held virtually.

- Encourage fellow members to attain both the CCHP certification and Company Accreditation for Board positions.

STAFF LIAISON

Nick Estrada, CAE, CMP, CEO

STAFF RESPONSIBILITIES

- Maintain task force roster.
- Schedule task force meetings, work with chair(s) to develop agendas and complete meeting summaries.
- Maintain board history and leadership matrix, bringing recommendations to the Board of Directors for changes.
- Coordinate online leadership application form and voting process.
- Provide support to the task force throughout the year including data, historical context and any other additional information needed to allow the task force to make informed recommendations.
- Provide broad-level perspectives of CHPA programs, services and initiatives which may impact the discussions of the task force.

IMPACT

Task force members will have the opportunity to introduce new potential leaders to the association and expand the perspectives involved in CHPA. Task force members will assist in clarifying leadership pathways for newer professionals to the industry and help determine programming for continued learning at all leadership levels. Additionally, they will expand their professional network.

Legislative Advocacy Task Force

2024/2025

CHARGE

The Legislative Advocacy Task Force assists the Board of Directors and CEO to identify legislative issues that require the association's attention. This Task Force monitors major or specific markets that could influence legislation on an industry-wide basis. Task Force members also review association resources to support member companies at any level of self-involvement with elected officials.

COMPOSITION

Members of this task force are recruited from the membership at large, with an understanding of, interest in, and/or expertise in advocacy, legislation, or the law. All task force members shall belong to a member company in good standing. This task force represents a diverse range of member companies (membership type, revenue ranges, geographic locations) and the industry overall.

TERM

March 2024-February 2025

TIME

1-1.5 hours per month

STRATEGIC FRAMEWORK SUPPORT

The Board of Directors guides CHPA via a Strategic Framework which allows CHPA to be nimble and agile in program and services development and delivery. Task forces support a variety of objectives and action steps within the Strategic Framework. Below are the objectives this task force supports.

- Present an industry visibility program with local/grassroots stakeholder partner organizations 4 times a year.
- Publish articles/blogs in industry-adjacent publications to display industry thought leadership once a quarter.

RESPONSIBILITIES AND ONGOING TASKS

- Monitor and review issues of potential interest/impact to the industry.
- If action is needed, initially recommend association resources required to the Board, including potential use of CHPA's Legislative Fund.
- Create online Legislative Kit available to member companies for self-advocacy.
- Support the CEO to stay informed on potential policies, regulations, and ordinances of interest to member companies.
- Review legislative fund policies and procedures annually for recommended updates to the CHPA Board, if needed.
- Advise on potential collaborations to address issues with other organizations.
- Familiarity with CHPA resources available to educate legislators, stakeholders and member companies, including white papers, Legislative Kit, sample letters, etc.
- Participate in meetings throughout the year, typically held virtually.

STAFF LIAISON

Nick Estrada, CAE, CMP, CEO

STAFF RESPONSIBILITIES

- Maintain task force roster.
- Schedule task force meetings, work with chair(s) to develop agendas and complete meeting summaries.
- Inform task force members on potential legislative issues brought to the CHPA staff team's attention.
- Draft communication to member companies on issues of importance and potential industry impact, sharing Task Force recommendations.
- Provide support to the task force throughout the year including data, historical context and any other additional information needed to allow the task force to make informed recommendations.
- Provide broad-level perspectives of CHPA programs, services and initiatives which may impact the discussions of the task force.

IMPACT

Task force members will stay informed on potential legislative issues facing the industry and member companies. This includes development and update of association resources to support member companies throughout the legislative process. Additionally, they will expand their professional network.

Membership Engagement Task Force

2024/2025

CHARGE

The Membership Engagement Task Force actively recruits potential member companies to CHPA, proactively engages new and current members through events, volunteer roles and recommends changes and enhancements to member benefits.

COMPOSITION

Committee chairs and co-chairs are selected by the CHPA leadership. All task force members shall belong to a member company in good standing. The composition of the committee should be a diverse range of representation of the CHPA membership (membership type, revenue ranges, geographic locations).

TERM

March 2024-February 2025

TIME

1-1.5 hours per month

STRATEGIC FRAMEWORK SUPPORT

The Board of Directors guides CHPA via a Strategic Framework which allows CHPA to be nimble and agile in program and services development and delivery. Task forces support a variety of objectives and action steps within the Strategic Framework. Below are the objectives this task force supports.

- Grow to 338 member companies by the end of 2023-2024 membership year.
- Achieve 85% member retention for 2024-2025 membership year.
- Engage 110 volunteers.
- Establish 3 member affinity programs to meet member needs which provide revenue/royalties to CHPA.

RESPONSIBILITIES AND ONGOING TASKS

- Ongoing
 - Welcome new members to the association
 - Collect member testimonials to share with CHPA for marketing
 - Share prospect company information with CHPA staff
 - Review membership policies and make recommendations to the Board of Directors for potential changes
- Establish a membership engagement scoring plan to aid
- Aid in membership renewals by targeting non-renewed or at-risk companies
- Support new member programming at the Annual Conference

STAFF LIAISON

Anna Delph, Membership Manager

STAFF RESPONSIBILITIES

- Maintain task force roster.
- Schedule task force meetings, work with chair(s) to develop agendas and complete meeting minutes.
- Provide support to the task force throughout the year including data, historical context and any other additional information needed to allow the task force to make informed recommendations.
- Provide broad-level perspectives of CHPA programs, services and initiatives which may impact the discussions of the task force.

IMPACT

Task force members will help the world's largest association for corporate housing and serviced accommodations continue to grow both in North America and globally. This expansion will help you gain additional connections. Task force members will also assist in guiding the direction of membership expansion.

Professional Practices Task Force

2024/2025

CHARGE

The Professional Practices Task Force develops best and standard practices supporting professionalism of the industry. This task force develops resources, such as example forms, policy template and educational coursework for industry employees.

COMPOSITION

Committee chairs and co-chairs are selected by the CHPA leadership. All task force members shall belong to a member company in good standing. The composition of the committee should be a diverse range of representation of the CHPA membership (membership type, revenue ranges, geographic locations).

TERM

March 2024-February 2025

TIME

1-1.5 hours per month

STRATEGIC FRAMEWORK SUPPORT

The Board of Directors guides CHPA via a Strategic Framework which allows CHPA to be nimble and agile in program and services development and delivery. Task forces support a variety of objectives and action steps within the Strategic Framework. Below are the objectives this task force supports.

- Create 5 courses for professional development in CHPA's LMS.

RESPONSIBILITIES AND ONGOING TASKS

- Ongoing
 - Identify resource categories for development
 - Review current resources in the Resource Exchange
- Develop best practices and procedures for common processes within the industry.
- Define 5 resources to develop during the volunteer cycle.

STAFF LIAISON

Anna Delph, Membership Manager

STAFF RESPONSIBILITIES

- Maintain task force roster.
- Schedule task force meetings, work with chair(s) to develop agendas and complete meeting minutes.
- Provide support to the task force throughout the year including data, historical context and any other additional information needed to allow the task force to make informed recommendations.
- Provide broad-level perspectives of CHPA programs, services and initiatives which may impact the discussions of the task force.

IMPACT

Task force members will help the world's largest association for corporate housing and serviced accommodations continue to grow both in North America and globally. This expansion will help your gain additional connections. Task force members will also assist in guiding the direction of membership expansion.

2024-2025 Work Group Charges

2025 Connect Workgroup

The Connect Workgroup, based on feedback from the Board of Directors and the Education Task Force, designs the educational programs delivered at the Annual Conference, discusses, and recommends enhancements to the attendee experience and serves as an advocate for Connect to members and non-members.

2025 Industry Awards Workgroup

The Industry Awards Workgroup reviews current Tower of Excellence award categories and makes recommendations to additions and changes of awards, including criteria updates to the Board of Directors. Additionally, the workgroup serves to educate members on the awards process, and encourages members to apply.

Exhibitors & Sponsors Workgroup

The Exhibitors & Sponsors Workgroup serves to enhance and enrich the exhibitor and sponsor experience at the Annual Conference and wherever exhibit and sponsorship opportunities exist. The group makes recommendations to the Board of Directors for implementation and serves as advocates for the recruitment of exhibitors and sponsors for the association's various programs.

Sustainability Workgroup

The Sustainability Workgroup advises on resources, support and initiatives to provide education and materials for member companies. The group provides feedback to the CHPA team on engagement with the Coalition for Greener Mobility collaboration.

DEI&A Workgroup

The DEI&A Workgroup advises on resources, support and best practices to educate member companies about diversity, equity, inclusion and accessibility. The group makes recommendations to the Board to put the CHPA Diversity, Equity, Inclusion and Accessibility Commitment into action.