



Update Regarding PPTA Transition to New Management Company

Dear PPTA Members,

Recently, the PPTA Board of Directors approved a management change of the chapter office. This decision was communicated to our membership on Jan. 5, 2018. Members have asked for more information and frequent communication as we move forward with this transition. At our Board meeting on Jan. 20, 2018, **we committed to improving communication to the membership during the transition and beyond.**

PPTA Vice President Scott Voshell and myself, Colleen Chancler, PPTA President, have offered to attend district meetings or conduct a webinar for each district. We have already attended meetings of the following districts:

- SED (Jan.10)
- SCD (Jan. 16)
- NWD/PTA SIG webinar (Jan. 24)

We also had the opportunity to speak with the PA delegates at the invitation of the new chief delegate, Amy Humphrey (Jan. 21). During all the presentations, we provided adequate time for questions and answers. We will also be visiting the SWD and the NCD at their first available times, which have been scheduled for March and April. Planning for meetings with the NED and the WCD are in process. We look forward to continued invitations to attend district meetings and webinars as part of the transition process.

To recap some of the previous actions we have been taking over the years, here is the timeline of actions that have taken place:

- Since 2011, the Board has been engaged in review of PPTA processes that included a governance review of the structure of PPTA, a review of our physical space in Harrisburg, and a review of chapter office operations.

- We also examined how the Board, committees, SIGs and task forces functioned within the chapter. Recommendations for change were made to President Waite and implemented during his terms of office.
- In 2013, the Board contracted an external audit firm to provide a comprehensive analysis of functions of the chapter office staff in relation to best practice in non-profit management. A final report was presented to the Board.
- The Board also reviewed the status of the chapter office building. During the leadership of President Waite and President-Elect Chancler, a thorough investigation of the cost, size and function of the building was completed. Subsequently, the sale, lease or rental of part of our space was considered. The decision of the Board at that time was to continue chapter office operations in the current building space and re-evaluate again at a later date.
- Over time, the chapter office staff model was evaluated further in terms of the ability to provide services in a contemporary non-profit business environment.
- **At the Sept. 14, 2017, Board meeting - after voting to move into executive session - the Board passed a motion to investigate other options for chapter office management.** Subsequently, the Board charged the Executive Committee to research and select a suitable business partner and implement the change in the manner that would best serve the membership. The Executive Committee sought counsel and advice from multiple sources regarding the best way to proceed in making this transition successful.

The new company we have engaged to help us enhance our chapter services and member engagement needs is [Concepts Management Group](#) (CMG). No stranger to APTA component management, CMG is also the home office for the Academy of Acute Care Physical Therapy and HPA The Catalyst. In our negotiations, we ensured a single point of contact for our members by having an assigned executive director, [Allison McIntosh](#). We currently have a single designated phone line (412-871-3406), and in the coming months we will assign a secondary line if needed.

Currently, we are actively engaged in revisions to our web presence to enhance operability and access via mobile device, and to ensure integration and functionality of member services. We will continue to provide important member benefits like SIG and district webinars and have enhanced the ability to manage required post tests and distribution of certificates.

We created a [PPTA transition webpage](#) and will provide updates as we move forward with this transition. **We appreciate your support and suggestions to further improve PPTA membership value.**

The PPTA Board and CMG look forward to working collaboratively to improve PPTA member growth and services.

Colleen Chancler, PT, MHS, PhD
PPTA President