



Outstanding Chapter Award

PURPOSE:

To recognize outstanding Chapter practices with the intent of sharing knowledge about them. All applications will be incorporated in the online Chapter Resource Library as we push the standards of practice for NIGP Chapters forward. The final goal is for these Best Practices to be documents that other chapters can read and replicate.

AWARD CATEGORIES: (sample programs provided below for each category but not limited to)

- Chapter Operations: Board Transitions, Financial Planning, Strategic Planning, Auditing, Fundraising
- Chapter Membership: Scholarships, Member Recruitment and Retention, Mentorship, YP Programs
- Chapter Advocacy and Outreach: Reverse Trade Show, Career Days, Work with local schools or Univ.
- Chapter Professional Development: Conferences, Educational events for members or suppliers, certification study/review groups

REQUIREMENTS:

- Can submit in all 4 categories, with 4 different programs, (Cannot submit the same program in multiple categories)
- Chapters can be finalists in multiple categories but can only win one.
- Must have completed a Chapter Performance SEAL Application.
- Must be in a Word or PDF document that is 4-5 pages in length (not including the cover page) and highlighting only 1-2 program/event/best practice.
- All pages can include text, photos, links, and embedded documents. Links should not replace detailed descriptive text but used as back-up or examples.
- All applications must be based on activities in **2025** and indicated on the submission.
- **DO NOT submit your Performance Seal Application and Outstanding Award as one document. if you are applying for an Outstanding Award** in multiple categories, they must be in separate applications/documents.

Winners will be announced and awarded during the Annual NIGP Forum

Application Due: May 29, 2026

Submit application to: Chapters@nigp.org

For Questions: Email or call Jennifer Steffan at jsteffan@nigp.org 703-429-2606



Please use this form as the cover page for each submission

Outstanding Award Application

Chapter Name:	Pennsylvania Public Purchasing Association (PAPPA)
Submitted By:	Lisa Noecker, PAPPA 1 st Vice President
Contact Information:	Lisa.noecker@montgomerycountypa.gov or 610-292-5043
List Program(s) that will be highlighted in application	Chapter Membership: New Membership Engagement Member Education Scholarships

☒ Has your chapter submitted your Performance Standard SEAL?

Check the box for the Outstanding Chapter Award you are submitting:

- ☐ **Outstanding Chapter Operations Award**
Does your chapter excel in its operating processes, including policies and procedures, budgeting, recognition of agencies and individuals and involvement with NIGP?
- ☒ **Outstanding Chapter Membership Award**
Does your Chapter excel in membership benefits and resources and what are your methods for membership retention and growth?
- ☐ **Outstanding Chapter Advocacy and Outreach Award**
Does your Chapter utilize best practices and operations that have been demonstrated to be an effective advocate for members and our profession?
- ☐ **Outstanding Chapter Professional Development Award**
Does your chapter excel in providing educational resources and other opportunities to your membership?

1. **PROGRAM (Worth 10 points)**

a) Explain the program/event/best practice that you implemented in 2025 in detail.

Membership - In 2025, PAPPa executed a new membership engagement process. The process was determined to be necessary to continue increasing and retaining our members. As a result, membership has risen steadily over the years with a 68% increase in membership from 2023 to 2025.

Post PAPPa's transition to the online membership platform, Club Express, elevated the outreach capacity by introducing online payment functionality and a streamlined registration process for general membership meetings and events. Executing this transition was the springboard that began PAPPa's new membership engagement process.

PAPPa's first new member orientation took place in March 2025, with members of the PAPPa Board and various committee members speaking on the following topics:

- Membership Benefits
- General Information, including meetings, Area 2 conferences and special events (i.e. Reverse Trade Show)
- Board Structure
- Volunteer Opportunities
- Educational Opportunities
- Membership Renewal Process
- Navigating PAPPa's website
- Navigating NIGP's website
- Q & A Session

PAPPa subsequently implemented a new member touchpoint process with multiple steps to welcome our new members:

New Member Engagement- Welcome to your Procurement Community (The 7 Touchpoint Program)

1. **Welcome Email:** Membership Chair - Immediately
2. **Phone Call:** Membership Chair – Two Weeks after email sent
3. **Letter/Email:** President – New member should Receive the letter 1 month after email is sent.
4. **Direct Membership Engagement:** The membership committee team ensures that a new member has received all communications including an explanation of the various communications. Outreach would be via email or phone calls, forwarding pertinent information, or following up with a new member who missed a general membership meeting to update the member on the meeting content that was missed.
5. **2-month check-in**
6. **4-month check-in**
7. **6-month check-in**
 - 2, 4 and 6-month check-in's are assigned to individuals on the membership committee

Sample of 7 Touchpoint Program spreadsheet:

Company/Entity	Start Date	Phone	Email	Seven Touchpoints			Virtual Orientation	Tagging New Members - Carolyn Hertzog	Check-In 2 months - Mary Ann	Check-In 4 months - Mary Wheeler	Check-In 6 months - Carolyn Hertzog
				Welcome Email - Jen O'Malley	Phone Call - Jen O'Malley	Written Letter - President Sandy Steidel					
West Whiteland Township	3/23/2026	610-363-9525	kmcdonnell@westwhiteland.org	Sent							
Bethlehem Area School District	3/23/2026	610-861-0500	tpearl@basdschools.org	Sent							
Montgomery County	3/24/2026	610-292-4354	johanne.tudo@montgomerycountypa.gov	Sent							

PAPPA has also implanted a membership outreach program specific to individual entities. Membership chair and/or committee members schedule onsite meetings with the entity and use a slideshow to engage the potential new members.

Membership Fee

\$20 /NIGP Member per Year

\$25 /Non-NIGP Member per Year

JOIN NOW

For more information, contact
membership@pappainc.org

Membership in the PAPPA Chapter

Eligibility

- Those employed by governmental agencies or subdivisions in the Commonwealth of Pennsylvania whose duties consist in whole or in part of purchasing materials, supplies, apparatus, equipment or contractual services are eligible for membership.

Benefits of Membership

- NIGP Seminars and Presentations
- Assistance in attaining NIGP Certification
- Specification Library
- Updates of legislative changes concerning National, State and Local Purchasing.
- Discuss Pennsylvania's regulations and how they relate to Public Purchasing, such as contract bonding, prevailing wage, insurance requirements, legal requirements, etc.
- Employment Opportunities
- Membership List
- Network of other Public Purchasing Professionals
- Share and discuss NIGP Publications, which provide the latest developments in areas such as: best practice in public purchasing, electronic procurement, legal issues and product evaluation.

Professional Growth

- Through its affiliation with the National Institute of Governmental Purchasing, the Pennsylvania Public Purchasing Association offers national certification classes for the Certified Public Purchasing Officer (CPPO) and the Certified Professional Public Buyer (CPPB)

PAPPA Membership tri-fold:

PAPPA MEMBER AGENCIES

Allentown Fire Department
Berks County Intermediate Unit
City of Allentown
City of Bethlehem
City of Easton
City of Philadelphia
City of Philadelphia
Commonwealth of Pennsylvania
County of Berks
County of Bucks
County of Franklin
County of Lehigh
County of Luzerne
County of Lycoming
County of Montgomery
County of Northampton
DCMA Basing Philadelphia
Delaware Valley Regional Planning Committee
Lehigh County Authority
Philadelphia Parking Authority
Pittsburgh Regional Transit
Township of Lower Merion
Township of South Whitehall
West Whitehall Township

VISION STATEMENT

To create the most influential voice and resource for public procurement at the State and Local level.

MISSION STATEMENT

Pennsylvania's preeminent source for and support of professional development and resources for public procurement.

The Pennsylvania Public Purchasing Association has been a Chartered Chapter of NIGP since 1984.

NIGP
THE INSTITUTE
for PUBLIC PROCUREMENT

NIGP is a vibrant international association creating a world in which public procurement practitioners are highly regarded members of a respected professional order.

NIGP Mission Statement
Our mission is to develop, support and promote the public procurement profession.

PENNSYLVANIA
PUBLIC PURCHASING ASSOCIATION

Official Chapter **NIGP**
The Institute for Public Procurement

www.pappainc.org

Chapter of NIGP
The Institute for Public Procurement

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2025 PAPPA SCHEDULE OF EVENTS

January 27 Chapter Meeting
Location: Virtual

March 17 Chapter Meeting
Location: Virtual

May 19 Chapter Meeting
Location: TBD

July 27-30 NIGP 80th Annual Forum
Denver, CO

September 19 Chapter Meeting
Location: TBD

Area 2 Regional Conference
Hosted by Delaware Chapter, September 24-26

November 17 Chapter Meeting
Location: Virtual

MEETINGS

General membership meetings are held at least four (4) times per year, held virtually and at various members facilities.

Meetings feature guest speakers who share their expertise and offer pertinent information required in everyday public purchasing. Meetings offer the members an opportunity to network with other professional purchasing officers and to exchange information, ideas, cost savings, and to keep abreast of new technology, legislation changes, and current purchasing procedures.



PROFESSIONAL GROWTH

Through its affiliation with NIGP the Pennsylvania Public Purchasing Association offers UPPCC certification classes for the Certified Public Purchasing Officer (CPPO) and the Certified Professional Public Buyer (CPPB).

MEMBERSHIP ELIGIBILITY

Those employed by governmental agencies or subdivisions in the Commonwealth of Pennsylvania whose duties consist in whole or in part of purchasing materials, supplies, apparatus, equipment or contractual services are eligible for membership.

DUES

Annual membership dues are \$25.00, with a \$5.00 discount if you also hold an NIGP membership.

PROFESSIONAL BENEFITS OF MEMBERSHIP

- NIGP Educational Seminars & Presentations
- Four informative and educational Chapter Meetings per year
- Access to the member section of the Chapter's Website
- Volunteering for Chapter Committees
- Scholarship Program
- Assistance in attaining UPPCC and NIGP Certification
- Updates on legislative changes concerning National, State and Local Purchasing
- Discuss Pennsylvania's regulations and how they relate to Public Purchasing, such as contract bonding, prevailing wage, insurance requirements legal requirements, etc.
- Updates on National, State and Regional Conferences
- Employment Opportunities
- Membership List for networking with other Public Purchasing Professionals
- Share and discuss NIGP Publications which provide the latest developments in areas such as: best practice in public purchasing, electronic procurement, legal issues and product evaluation.

For more information contact:

Jennifer O'Malley
PAPPA Membership Chair
Phone: 215-348-6370
E-Mail: jaoalley@buckscounty.org

2. **RESULTS (Worth 10 points)**

- a) How did the program change from what happened before in your Chapter with data from 2025? In the past, PAPPa did not have a new member orientation program that included a formalized touchpoint program. PAPPa did not have a zoom, in-person or online orientation and reached out on an ad-hoc basis only, sending a new member welcome letter.
- b) Was this program/event/best practice successful or not and why? Yes, it has been successful. PAPPa has increased and retained membership by 68% from 2023-2025. PAPPa retained 122 active members in 2025. Outreach also encouraged the benefit for members to join NIGP. As a result of this program, PAPPa received the Highest Percentage of NIGP Membership Award Certificate for 2025.
- c) What did members say? Member feedback included an appreciation of the direct personal outreach and interaction with the PAPPa board and membership committee. The outreach furthered the idea of the importance of the PAPPa & NIGP websites and solidified the importance of the multitude of available benefits for a minimal membership fee amount.

3. **DIFFERENTIALS (Worth 10 points)**

- a) Explain what makes your program/event/best practice different than other Chapters or different than what your Chapter has done before? While this 7 Touchpoint Program for membership outreach is new to PAPPa, we have heard feedback from other organizations and NIGP while attending Forum, Leadership Summit, and Area II conferences on the great benefits of extended membership outreach. Our PAPPa 7 Touchpoint Program document specifically identifies the PAPPa members and required timeline for member outreach.
- b) How did you come up with this idea? Membership feedback based on our annual survey (sent out by the Pro-D committee) pointed to the lack of personalized engagement with new PAPPa members. While new members received newsletters and emails from PAPPa, they were all sent to the full membership group without the personalized contact to the new members to get a pulse on what resources, expectations, and training, etc. were available to the new members. PAPPa's lack of a member outreach program was directly related to our membership numbers and based on networking with other chapters at NIGP, it was determined that a more robust membership outreach was needed. We have learned that membership engagement is key to building the PAPPa chapter and not to rely on a one-time welcome letter or mass membership newsletter to engage members.
- c) How is the program/event/best practice different from anything you or others have done? This expanded program has allowed the PAPPa board and membership committee members to gain a greater understanding of what the new PAPPa member wants from their membership. This allows the board and committees to develop training, educational sessions, and outreach to satisfy the needs of the PAPPa members.

4. **LESSONS** (Worth 10 points)

- a) Indicate in detail what steps a Chapter or board must take to approve this idea. This was presented to the PAPPA board by the Membership Committee to put forth the concept of more in-depth member engagement as follows:
- Board approved 7 Touchpoint Program.
 - Board discussed and assigned Membership Chair to lead the integration of the program.
 - Membership Chair assigned tasks and timelines to various board and membership committee members.
- b) Who must be communicated with before/during/after? New members, Membership Committee and Board members assigned to specific 7 Touchpoint Program. Feedback from new members is communicated to the members of the 7 Touchpoint Program during the Membership Committee meeting and assimilated to the Board for future communications and educational topics.
- c) What worked with your program/event/best practice? Increase and retainage of membership has leveled up our engagement and seeing a steady increase in membership participation at our general membership meetings.
- d) What did not work, or would you change about the program/event/best practice? When Board and Committee members change, new 7 Touchpoint Program members must be recruited, which can be a challenging process. And Excel spreadsheet was created due to follow-ups not always occurring on a timely basis. This spreadsheet is shared by the 7 Touchpoint Programs members to ensure that all touchpoints are met on a timely basis.
- e) Will your Chapter continue to do the program/event/best practice the same way? Different? As Often? Yes, we will continue to utilize the 7 Touchpoint Program and refine it as needed based on membership feedback during outreach and after membership orientation sessions.