



Please use this form as the cover page for each submission (chapters can submit in two categories).

It does not count as 1 of the 4 page totals for the submission.

Outstanding Award Application

Chapter Name:	Idaho Public Purchasing Association
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List Program(s) that will be highlighted in application	No One Procures Alone Membership Program

☐ Yes Has your chapter submitted your Performance Standard SEAL?

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

Outstanding Chapter Operations Award

☐

- How 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



- How well does your chapter market membership benefits and resources and what are your methods for membership retention and growth?

Outstanding Chapter Advocacy and Outreach Award

☐

- What practices and operations has your chapter demonstrated to be an effective advocate for members and our profession?

Outstanding Chapter Professional Development Award

☐

- How does your chapter go above and beyond providing educational resources and other opportunities to your membership?

Program: No One Procures Alone Membership Program

Explain the program/event/best practice WORTH 25 POINTS - (Choose one or 2 programs; explain the program in detail, how it runs/works)

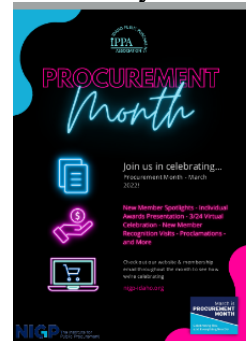
Overview: Each year our Idaho Public Purchasing Association (IPPA) Board members meet to discuss plans for the upcoming year; including plans to market membership benefits, resources, membership retention, and outreach. In 2022, we focused on a three-prong approach to improving membership through a program we call 'No One Procures Alone'. The three areas we concentrated on improving were: 1) communicating with our members about upcoming activities, 2) making meetings more accessible, and 3) removing potential financial barriers of attending quarterly Chapter Meetings.

Marketing & Outreach: Marketing plays an important role in recruitment and retention. The IPPA Board Members lead by example and made rigorous efforts to market the benefits of IPPA



by personal member outreach, updating our chapter brochure, and diligently managing our website. The board made a point to invite procurement professionals to chapter meetings or other chapter activities that might interest them. New professionals may feel lost in the chaos of state code, agency policy, and department requests. Reaching out to individual potential and/or new members helps to connect them not only to IPPA but also to feel like they have a friend in the battle.

During **Procurement Month**, we made personal visits to 5 different agencies making sure to leave membership benefit brochures and best of all...donuts! We focused on some agencies that had members from IPPA, but also some that didn't so that we could make them aware of Procurement month and our chapter. We also ran New Member Spotlights to introduce our newest members to the group. A major push in 2022 was to reach out to eastern and northern Idaho since the majority of our membership resides in the Treasure Valley. Several board members ventured out to two eastern Idaho agencies, including Bannock County and College of Eastern Idaho. We were able to share our mission, as well as retain and increase membership on that side of the state.



Our website plays a big role in marketing our resources and benefits <https://nigp-idaho.org/index.php>. A calendar of events for the year makes it easy for members to plan out their class schedule, events they don't want to miss, or familiarize new professionals with the benefits of IPPA activities. A membership directory with photos offers members a way to get acquainted with procurement professionals from around the state.

Other resources offered by our website are regional training opportunities. We help connect our members with other NIGP Chapters, such as Washington State Chapter of NIGP, Oregon Public Purchasing Association, and Columbia Chapter of NIGP.

Virtual Expansion: IPPA is the only chartered NIGP Chapter in Idaho and serves the entire state; since its inception in 2004 the majority of the members have come from the Treasure

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Valley. To encourage membership from all Idaho government agencies, regardless of location, the decision was made to offer virtual options to attend meetings.

For the first time in IPPA's history, we were able to offer a chairman position to someone outside our core membership. Virtual meeting capabilities created an opportunity to appoint a member from Eastern Idaho to serve as a chairman. She says "I am excited for the opportunity to serve the members of IPPA and am incredibly grateful for the support I receive from the Board and my committee members that allow me to fully participate in this organization!"

Chapter Meetings: The IPPA Board desired to eliminate financial barriers to member's involvement; voting to cover the cost of the meal to attend quarterly Chapter Meeting education opportunities. This allows smaller agencies and agencies that have yet to establish a procurement department to participate in a procurement learning opportunity. Visitors that attend in-person activities are welcomed at the door and many of the Board members make their way around to introduce themselves and discuss resources that IPPA offers. This creates an opportunity to connect the new or potential member to our resources and our amazing members.

Share Outcomes and Results **WORTH 25 POINTS – (Share pre and post results: what you started with, where it ended, was it successful, how was it received, did it have an impact?)**

Marketing & Outreach: In 2022, we focused our recruitment efforts during Procurement Month on reaching out to our new members. Our board members' efforts to reach out to procurement professionals resulted in a 33% increase in new memberships. Procurement Month efforts to celebrate our profession were well received and sparked some agencies to institute their own celebrations. We felt it was a great opportunity to meet in person and ask what they were looking to gain from their membership with IPPA. This effort led to these new members spreading the word to other agencies, counties and increasing our membership. The new members were part of our marketing activity to spread the word about the benefits of IPPA.

Virtual Expansion: The trial runs went so well, the Board voted to purchase our own webcam system granting greater access for us to reach out regardless of distance. We have seen improvements in two areas: 1) expanding IPPA's service area from mostly the Boise area to the entire state, and 2) allowing members to participate as time permits, notwithstanding their location. As virtual attendance steadily increases, our members from across the state are able to participate in meetings by sharing their ideas and experiences. Purchasing the needed equipment to offer these services to our members not only increased attendance at our chapter meetings, we also increased our membership outside the Boise area by 54%. Virtual options provide the flexibility members need, permitting them to join meetings as their schedule allows. Virtual meetings have broadened our options to invite speakers from around the nation to share their insights as well.

Chapter Meetings: In-person attendance at our quarterly chapter meetings have increased 13.8%. The increased ability to network face to face has helped with member retention, giving new professionals and longstanding professionals a place where they feel like they are valued for their experiences. As IPPA was able to remove a financial barrier, we have been able to include more professionals from more agencies than ever before helping us to spread the word that

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“No One Procures Alone.” As new members involve themselves in chapter meetings it has improved IPPA. The new members bring their experiences, their ideas, and their questions to help IPPA grow, develop, and keep on the cutting edge of Procurement in Idaho.

Explain what makes your program/event/best practice unique or innovative WORTH 25 POINTS (Explain why this was innovative or new for your chapter, how you came up with the idea, how it shows uniqueness to your chapter or innovative to others)

Creating the No One Procures Alone Membership Program has encouraged our current membership to recognize the value they bring to each meeting and reach out to other professionals that could benefit from their experience. Increasing our sphere of influence has improved IPPA allowing us to produce exceptional procurement professionals for Idaho agencies. Our focus on marketing and outreach was innovative for us because we found new ways to connect our large state together. IPPA’s increased efforts to celebrate procurement have been more than just fun. It has also helped other agencies to view what we do as more than a “necessary evil”, that it something to be celebrated.



The ability to virtually expand over the state in 2022 has been an exceptional experience for IPPA. The fact that almost every event we held was either virtual or a hybrid of virtual and in-person helped members feel connected no matter where they were. A new member says “I was concerned that attending hybrid meetings virtually I may never feel a part of the group. But happily, that hasn’t been the case. The IPPA mediator helps to engage those members that attend meetings virtually and help me feel like I am in the room.”

The hybrid meeting format was new and innovative for us in 2022 because we only had been consistently offering Zoom meetings or in-person meetings since the onset of the pandemic. A board member from a local agency introduced us to the Meeting Owl virtual device and were able to have our first Lunch and Learn in a hybrid environment. Reviewing the basics of CMGC, we had best attendances, with 28 in-person and 10 attended virtually.

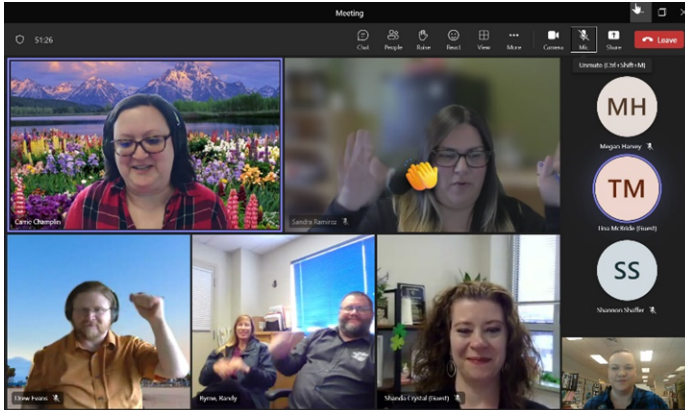
Lessons learned (so that others can adapt or replicate) WORTH 25 POINTS (Talk us through the process of what you learned about the program, what worked what didn’t, how would you do it differently, will you continue to do it?)

This process has taught us to ask the question ‘what if?’. What if we could include everyone, no matter which organization they work for? What if we could help pave the way for others who come later? What if we offer classes in a variety of methods that accommodate everyone’s busy schedule? Don’t be afraid to ask questions. Review the way your chapter has been reaching out to new member. Ask new members their thoughts about upcoming activities or educational offerings. Beware, that asking questions can become addictive.

Another lesson we have learned is that trying new ways of doing things is not a pass or fail evaluation. At each stage of development the Board reviews what worked well and what didn’t work as well as we had hoped. As part of evaluating we talk to members that participated in

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person and those that attended virtually as well. In making sure to poll both sides it has made for the best, well-rounded decisions as we continue to develop the program. Each time your chapter adds or makes adjustments to the way you do things, evaluate how it went. Keep the best of what the change produced and try again.



Technology is great...when it works. Recently we have purchased additional equipment for our virtual meetings, like an extension mic for the Meeting Owl, so we have the most effective and inclusive atmosphere for members at chapter meetings, lunch and learns, and hosted courses.

The last lesson we would like to share from our journey is to make sure you celebrate along the way. Celebrate new members while you help connect them to long time members that have accomplished so much in their careers. Celebrate 20 years of dedicated service while showing them a new way to do things. Celebrate the struggle that continuous improvement brings and that while your chapter will not look exactly like ours, you will be able to find the right solution for you.