

On Tuesday, October 4, 2016 12:32 PM, CSAP <csap@robertcraven.com> wrote:

CSAPers,

How does your Association handle questions and/or requests for help from individuals who are not members? Do you consider this a member benefit and how do you handle that situation?

**Best,
Lisa Moran
MSHA President**

Responses:

The Mississippi Speech-Language-Hearing Association seeks to help the professionals in MS by answering questions/and/or making referrals to others, whether the individual is a member or not. This is partial completion of our vision and mission, service to all.

Best,
Claudette Edwards
MSHA, President-elect

We consider the state Association to be representative of all SLPs and Audiologists in the state, and we lobby on their behalf regardless of whether or not they are members.

So, we do address questions and requests for help from non-members. At the same time, we emphasize the importance of membership and encourage the person who is making the inquiry or request for help to join if they are not a member. We have had a number of renewals and new members for this very reason during the past year.

Karen A. Aguilera, President
Oregon Speech-Language and Hearing Association

Lisa,

The New Jersey Speech Language Hearing Association (NJSHA) considers requests for information and guidance as an important member benefit. Questions are received by our office and then forwarded to the appropriate committee; the School Affairs Committee receives the greatest number of requests. The committee has a team of people who collaborate to formulate responses (with disclaimers). We also accept a one-time request from non-member slps and auds; their satisfaction with the process has resulted sometimes in getting a new member. Repeated inquirers who are still non-members would be denied further assistance. On occasion, as a public service, we will respond to a parent or other professional seeking information or resources.

Gerard (Jerry) Caracciolo
NJSHA President

In NE we make that determination on a case-by-case basis. It really depends on the situation. Is there something you're wondering about specifically?

Shari

Shari DeVeney, Ph.D., CCC-SLP

From Ohio,

Our office staff is instructed to ask them if they are currently members first. We always try to be a resource whenever possible as it fosters open communication and leaves a nice impression but we finish the interaction reminding them of other relevant resources that would be available to them if they obtain a membership, based on whatever their current request was(ie. newsletter updates, free CEUs online, legislative representation, etc...). This works well for our association.

Warm regards,
Donna
Donna Edwards, MA CCC-SLP, BCS-S

Arizona- We take all questions, callers do not have to be a member of the state association. Our management company takes the calls and then the ones they can't answer, send out to the board and whoever has knowledge about a particular subject will answer the question.

Lorri Andrews, M.A., CCC-SLP
ArSHA President

Kentucky responds but always mentions that we noticed that they were not members and invite them to join. The question/requests often can be tied to something KSHA is already doing, i.e., lobbying efforts, trainings, school issues, etc. so we use that as a "hook" to get them to join. Usually works, but not every time

Linda Gregory
KSHA Past President

When I get a question from a non-member, I always thank them for contacting us, answer their question and then encourage them to join the association via a link to our website membership page.

Regards,
Catherine Lavigne, President
Vermont Speech-Language Hearing Association (VSHA)

In Montana, we do answer or help direct the person to someone who can answer most questions because we look at it as an opportunity to possibly gain a new member. We are a big state with but a smaller association so we don't get a huge number of questions. Hope this helps.

Jennifer Rindal

Hi Lisa-

I prefer to respond to questions from non-members in the same way I would for members. By making the state organization a welcoming place that provides good quality information and responsive service, I think that it increases the chances that a non-member could see the value in supporting the state organization. Perhaps that shows up with them eventually joining as a member, or perhaps they choose to come to a state conference when they were on the fence, but good feelings about the state organization are good to cultivate.

Hope this helps,
Andy McMillin

Past President, Oregon Speech-Language & Hearing Association

Lisa,

Typically Arkansas asks the individual asking for help or support if they are a member of ArkSHA. If they say yes, then we inquire about the problem, discuss it as a board and see what we should do depending on the severity of the issue at hand. If they are not a member, we inform the individual of all of the benefits of being a member, such as having the board to assist in various matters, and ask them to consider becoming one so that we can help in any way that we can.

Hope this helps,

Kamela Rowland, MS, CCC-SLP

2016 Recipient of ASH Foundation Rolland J. Van Hattum Award

Georgia handles requests from members and non members. We encourage membership and provide details for how to join in the correspondence. We have recently started to track the numbers of non- members we support. We direct all inquiries to our executive director to follow-up about membership.

Please feel free to contact me if any additional information is needed. I am happy to assist!

Thanks kindly,

LaBrita

Georgia Speech-Language Hearing Association (GSHA)

President

Any one in our state is allowed to submit questions/concerns for consideration. The Executive Board submits our responses to our management company to submit to the person asking the question. Regardless of membership we encourage them to get involved especially if the issue is something that MSHA can participate in to change.

Sharon Sowder
Missouri Speech Language Hearing Association President

Hello, we answer all questions directed to the state association. We also just remodeled the website and will be adding a section for FAQ.

**Liliana Stagakes, M.S., CCCSLP
CSHA President-Elect 2016**

We usually encourage them to become a member as it is a member benefit. Unfortunately, the answer to this is "it depends."

Rhea Dyer
WVSHA

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