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## **CAI president's message: Technology eases access**

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The CAINE strategic plan provides that the chapter will "build delivery systems to more effectively and directly serve its members." With that at the forefront of chapter committee initiatives, many changes have taken place in existing programs and delivery over the past several months with more changes in store for the future. As in so many other volunteer associations, most of these changes have only been possible through the utilization of existing and new technologies.

### Meeting Demand without Making Demands

Maintaining the volunteer leadership necessary for an organization as large as the New England Chapter of the Community Associations requires not only the delegation of tasks but making participation in chapter committees and boards as easy as possible. With the busy schedules of volunteers, limiting travel time to meetings is a priority and while the chapter has utilized this technology in the past, conference call meetings in the coming months will make participation easier for committee volunteers.

Chapter website - [www.caine.org](http://www.caine.org)

The communications committee has enhanced the chapter's visibility to a wider audience of condominium homeowners and the business partners and professionals who provide services to them, through the redesign of the chapter's website which provides FREE access to timely resources including Condo Media articles, Frequently Asked Questions specific to New England community associations as well as local sample forms and contracts. In the coming months an online directory of local service providers and industry professionals will also be available.

### Targeted Chapter Emails

In addressing member and reader concerns about the proliferation of e-mails inundating already over crowded inboxes, the chapter bid farewell to the monthly e-newsletter in 2007 but will continue to provide updates on important industry news and upcoming events through a more targeted email approach. While we are disappointed to discontinue the monthly e-newsletter, we are optimistic that by listening to our readers and delivering the requested information in the preferred format, we have added value to the CAI experience.

Changes in the way CAINE communicates will make chapter resources more easily accessible and will make volunteer accessibility easier. Take advantage of the many opportunities to become involved.

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