

2016 Annual Report... A Look Back

 **30** countries

 **1200** members

 **2100** Certified Professionals

FIVE white papers

2 Certifications - ASCS, CVI

1 Certificate Program - VMT

TWO

Industry Leading Standards – ACR and DEDP

ONE

General Specification

ONE

New Standards and Specifications
Marketing Manager

 **2** 
Conferences
Annual Conference and Fall Technical Conference

18

MONTHS

Operating Reserves

97% Membership Renewal

Achievements & Highlights

TREASURER'S REPORT

For the period January 1 to December 31, 2016

Overview

The Association's finances continue to solidify and support long-term sustainability for the Association, with revenues of **\$2,102,067** and expenses of **\$1,717,923** with a projected net income of **\$384,144**, well ahead of the budgeted net income of **(\$191,061)**, which equates to an approximate **\$575,205** swing to the positive. The Association ended the year with total net assets of **\$2,591,847**.

Revenues

Membership dues account for **46%** of the Association's revenues, followed by Certification & Training (**29%**) and Annual Meeting (**17%**). Overall revenues for 2016 were **\$2,102,067** compared to 2015 audited, actual revenues of **\$2,083,404**. This slight rise can be attributed to an increase in certification revenue of approximately **\$52,000** and increased revenue from NADCA conferences of approximately **\$26,000**.

Expenses

Administration is the largest expense category at **53%** of total expense, and includes the following: management services, staffing, office space, committee expenses including marketing initiatives and campaigns, certification job analysis projects and exam development, ANSI fees, public relations, legal fees, trademark enforcement legal fees, sales commission expense, credit card processing fees, insurance, postage, general design and printing, storage fees, taxes and filing fees, telephone, database maintenance and licensing, website maintenance and hosting, and staff travel.

Annual Meeting follows at **23%** of total expense and then Certification & Training at **13%**.

Management Fees

NADCA's management contract with AH includes fee and scope of work documentation for all contract years. The NADCA Board of Directors works with the Chief Staff Executive to model an appropriate scope of work tied directly to committee and board strategy annually. The scope is finalized and a fee is established.

Comparison to Budget

As is customary, NADCA continues to present a conservative revenue growth budget and a realistic expectation on expenses each year. That being said, the Chief Staff Executive has been working with the Treasurer and the Finance Committee to close the gap slightly between budget and actual year over year. In 2016, we came in with a planned net deficit budget of approximately **(\$191,061)**, down from a budget deficit of more than \$300,000 in 2015. In 2017 that budget number will be even closer to a break-even as the volunteers and staff become more confident in the patterns, consistency, and growth of the Association.

Increased net
assets by
21%

Revenues for 2016 exceeded the conservative budget goals, with actual results of **\$2,102,067**, compared to a budget of **\$1,787,970**. Expenses continue to be tightly monitored and reduced whenever possible, while still making deliberate investments in the Association around structure, staffing and sustainability. Overall expenses for 2016 were **\$1,717,923** compared to a budget of **\$1,979,031**. Overall the Association realized an unrestricted net income of **\$487,485**.

Closing

NADCA increased its net assets again in 2016, remains financially strong and continues to trend upward. The Association has the funds necessary to execute its operational and strategic initiatives, initiate additionally identified directives, and deliver a high level of support to our members and elevate the professionalism of our industry. NADCA continues to operate with a conservative investment and surplus policy guideline and has been dedicated to diversification of their investment portfolio. In 2016, those funds yielded substantial gains of more than \$100,000. NADCA currently holds 18 months operating reserves, is fiscally strong and working toward progressive gains for the membership and their businesses.

118%
of budgeted
revenue

\$261,108
expense under
budget

Unrestricted Net Income Comparison



FINANCIAL SUMMARY	2016		2015
OPERATING REVENUES	2016 UNAUDITED FINANCIALS	2016 BUDGET	2015 AUDITED FINANCIALS
Administration	\$991,554	\$823,100	\$1,050,302
Annual Meeting	354,970	357,470	340,802
Certification & Training	612,015	504,800	559,900
Other Events	67,365	45,750	55,665
Publications	76,163	56,850	76,735
TOTAL OPERATING REVENUES	\$2,102,067	\$1,787,970	\$2,083,404

OPERATING EXPENSES	2016 UNAUDITED FINANCIALS	2016 BUDGET	2015 AUDITED FINANCIALS
Administration	909,437	1,090,761	852,750
Annual Meeting	392,785	459,595	388,932
Certification & Training	222,943	247,150	199,151
Other Events	79,806	81,875	66,458
Publications	112,952	99,650	98,083
TOTAL OPERATING EXPENSES	\$1,717,923	\$1,979,031	\$1,605,374

400+
Annual
Meeting
Attendees

Annual Meeting Committee

More than **400** attendees were present at NADCA's 27th Annual Meeting held at The Wigwam in Phoenix, AZ, where industry professionals came out to take advantage of the opportunity to learn, connect and network among the industry's most successful and experienced professionals. The exhibit hall offered **38** exhibitors in more than **50** booths showcasing their equipment and services, including outdoor exhibits flush with vehicles and large-scale equipment. The grand lawn at The Wigwam played host to attendees celebrating the Member Party in honor of the Hall of Fame inductees with rodeo bull riding, quick draw competitions and hatchet throwing.

For this first time in recent memory, NADCA brought back not just one, but two keynote speakers. Jerry Colangelo, former Chair of the NBA Board of Governors, youngest GM in professional sports for the Phoenix Suns in 1968, and most recently Chairman of USA Basketball and advisor for the Philadelphia 76ers, gave a poignant, yet rousing presentation on life experience and leadership in business. Mr. Colangelo was followed by former NBA player and current color-commentator for the Phoenix Suns, Eddie Johnson.

Certification Committee

The Certification Committee is tasked with developing and maintaining NADCA's industry-leading certification programs to ensure that members are performing air duct cleaning to the highest standards and in accordance with ACR, The NADCA Standard.

This year the CVI sub-committee released the new CVI exam at the 27th Annual Meeting in Phoenix, AZ. This exam offers updated and more relevant content for those looking to become a Certified Ventilation Inspector. The committee also continued with the roll out of the ASCS prerequisite to sit for the CVI and initiated work on renewal quiz content development for ASCS.

Updated
CVI Exam
with ASCS
Prerequisite

2016 Certification Summary

PROGRAM	2016 # OF CERTIFICANTS	NEW IN 2016	2015 # OF CERTIFICANTS	NEW IN 2015	2014 # OF CERTIFICANTS	NEW IN 2014	2013 # OF CERTIFICANTS	NEW IN 2013	2012 # OF CERTIFICANTS	NEW IN 2012
ASCS	1877	278	1762	278	1798	302	1660	265	1353	333
CVI	229	13	237	22	248	44	209	33	205	28

Education and Safety Committee

Education remains the core of NADCA's mission, and the Education & Safety Committee strives to maintain, update and develop new training programs that will keep our technicians and industry experts on top of new advancements in technology, products, and practice. In 2016 the committee held three live webinars and grew on-demand webinar revenue by 9% over 2015.

The White Paper Field Testing Task Force was established in 2016 to gather field testing data to support the findings of NADCA's most recent white paper, Restoring Energy Efficiency Through HVAC Air Distribution System Cleaning. The data collected has affirmed that pronounced improvements in cooling capacity and airflow are a typical result of HVAC system cleaning.

The committee also engaged in updating NADCA's HVAC Inspection Manual to ensure that the publication content reflects current industry standards and practices for the inspection of commercial HVAC systems in support of the updated CVI certification.

Lastly, work has begun to update the NADCA Safety Manual, with an expected release in late 2017.

Ventilation Maintenance Technician (VMT) Training Program

The Ventilation Maintenance Technician (VMT) Online Training program remains the optimum way to train entry-level technicians in a cost-effective manner. More than **850** technicians have registered for this course since it was launched in 2011, learning about basic safety, access openings, containment, tools and equipment, and how to clean HVAC systems in accordance with ACR, the NADCA Standard.

The Education Committee, alongside the Fall Technical Conference Committee, continues to provide unmatched hands-on training at the Fall Technical Conference each year, allowing attendees to apply those skills taught by the VMT Training Program as they work through the course instruction. Attendees are able to step into a training area that replicates the HVAC system and related components, touch and feel the tools and equipment needed to perform the work, and test out the techniques taught in the session.

The VMT Program is now available in Italian as we continue to support and grow our AIIA relationship and our international presence.

White Paper: Restoring Energy Efficiency Through HVAC Air Distribution System Cleaning

The Education and Safety Committee charged their White Paper Sub-Committee with the development of this paper designed to educate members and the industry about critical aspects of HVAC systems – energy consumption and the roles that HVAC engineering, cleaning, and maintenance play in optimizing energy usage.

This paper outlines:

- How air distribution system cleaning reduces HVAC energy consumption
- How energy consumption can be calculated with precleaning and post cleaning measurements
- Mechanical and other issues within HVAC systems that contractors encounter while inspecting and/or cleaning that can be reported and corrected to maximize HVAC energy efficiency.

This paper was developed by some of the nation's top industry professionals together with NADCA's technical team. It was presented for the first time at NADCA's Annual Conference in Phoenix, AZ and has since been shared with the IAQ community at large when it was slated for session at both the IAQA and AHR events in Las Vegas in early 2017. This and all NADCA white papers are available for free download at www.nadca.com.

Finance Committee

This committee was formed in 2013 to provide financial oversight for the organization. The Finance Committee is chaired by the most recent outgoing Board Treasurer, and consists of the current Board President, current Board Treasurer, and three NADCA members at-large, in good standing.

850
technicals
registered
for VMT



The HVAC Inspection, Cleaning
and Restoration Association

In addition to reviewing and approving the annual budget presentation to the Board of Directors, the committee also reviews the pricing structure throughout the organization, making recommendations and changes in support of the budget and strategic goals of the Association. They approve the audit firm and subsequent audit documents, set long term financial goals and surplus spending guidelines, and review quarterly financial statements.

As a function of due diligence and fiscal responsibility, NADCA has opted for a new audit firm after working with the same firm for the past three years. The new firm has been selected and the audit is underway with an expected completion date of late June 2017.

International Affairs Committee

NADCA's international membership continues to grow with **282** members from **30** countries, up from **275** in **27** countries in **2015**. NADCA's International Affairs Committee is appointed to focus on the needs and interest of members from outside the United States. In support of our international efforts, NADCA participates in presentations and events across the globe. In 2016, ACR, The NADCA Standard, was presented at ANAM, the annual conference of AIISA in Italy. NADCA continues to enjoy a mutually beneficial relationship with AIISA. In 2016, **78** NADCA members came from our partnership with AIISA and that number continues to climb.

Industry and Public Relations Committee

The Industry and Public Relations Committee undertakes a wide array of initiatives each year for the purpose of generating business opportunities for NADCA members and growing the association. In 2016, NADCA continued its relationship with Red Chair Communications and again engaged in targeted campaign work. The results of these campaigns show measurable growth and value beyond the dollars invested as is evident across membership, conference attendance and non-dues revenue.

The Industry Relations (IR) team continues to solidify relationships, demonstrate value and recognize significant growth in sponsorship, exhibits, and new products and services. The results speak for themselves:

- **26%** increase in sales for the Fall Technical Conference (2014 v 2016)
- **20%** increase in *DucTales* advertising (2014 v 2016)
- **45%** increase in overall sales (2014 v 2016)
- **66%** increase in digital advertising (2014 v 2016)

The IR team at AH works to nurture and build upon relationships with exhibitors and sponsors and continues to develop new revenue opportunities as the industry grows.

2016 saw the release of the second annual **NADCA Buyer's Guide** in the November/December issue of *DucTales*. This is a valuable resource for our Regular Members looking to purchase equipment and services and serves as a tremendous member benefit for our Associate Members. This issue generates additional advertising revenue (**10%** higher in 2016) to help offset production and will continue to be a sales piece for all Associate Members through 2017, as it will be distributed at all NADCA events. This piece was also included in the magazine distribution at AHR Expo in Las Vegas, an event attracting more than 40,000 individuals in the IAQ and related industries.

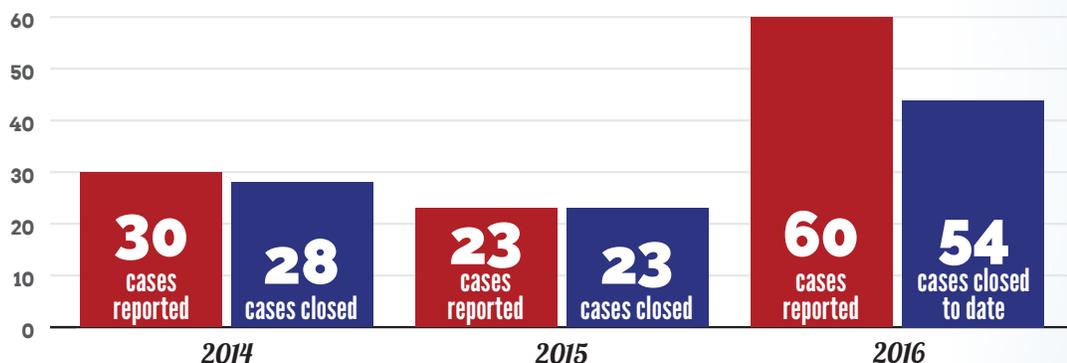
78
members
from AIISA
partnership

Anti-Fraud Task Force

In response to ongoing concerns from NADCA members, the Anti-Fraud Task Force was formed to provide consumer education and information to key stakeholders such as the Division of Consumer Affairs, the BBB, and the State Attorney Generals. The task force has compiled media coverage and advice for avoiding scammers and produced a video for distribution in support of these efforts. This group will also work to support the launch of NADCA's new consumer marketing campaign, Breathing Clean. This initiative will see the release of a public service announcement, in both television and radio format, and a heavy push toward consumer awareness in 2017 and beyond. Visit BreathingClean.com after the 2017 Annual Meeting launch to learn more.

NADCA staff works hand-in-hand with the Ethics Committee and Anti-Fraud task force on trademark infringement issues. Members' investment in NADCA must be protected and the association goes to great lengths to ensure that all logo use or claims of membership or certification by non-member companies or non-certified individuals is addressed swiftly and aggressively. From 2014–2016, NADCA received **113** reported violations and has successfully closed **105** of those. *Closed* indicates that the violator has ceased use of the logo or false claim, or has acknowledged use under assumption of membership and has either renewed their membership or completed the join process. Of those **105**, fifteen companies were able to complete their renewal or join process to become members of the Association. The remaining 90 cases ceased illegal use of the NADCA logo upon contact by staff and/or the NADCA attorney.

The breakdown of reports for the past three years is as follows



Of the two open cases, one is a foreign company based in France and Belgium and the other is an ongoing and pervasive case that has led to legal action by NADCA's attorney.

The remaining six cases are with the NADCA attorney.

As a part of NADCA's multi-pronged approach to protect against use of the NADCA logo by non-member companies, NADCA continues their partnership with Yoshki and their logo protection software. This was rolled out to members in 2014 and 2016 saw a slight increased push toward compliance. When members use the Yoshki logo and a customer clicks that logo from the member's website in order to verify NADCA membership, the customer gets confirmation of NADCA membership. If the company is not a NADCA member, the verification will fail.



If a non-member company is using the logo, it will not be verifiable. Additionally, if past members who have not renewed membership continue to use the Yoshki logo, customers will see the failed verification notification when clicking the logo from the former member's website. *It is imperative that all members in good standing adopt use of this software in order to protect their investment, the Association and the industry from less-than-ethical competitors.*

Website Redesign Task Force

This task force was charged with thorough review and content audit of the NADCA website, with an eye for a rebuild that will provide a more user-friendly interface. They spent much of 2015 laying the groundwork for a redesign project launch in 2016. This task force has completed the new website launch at www.nadca.com, creating a mobile-responsive, more visually appealing and user-friendly interface for both members and consumers alike.

Social Media

NADCA continues to increase its presence on Facebook, Twitter, YouTube and LinkedIn. NADCA's Twitter followers jumped **22%** in 2016 and Facebook again saw a **30%** increase in followers this year. In 2016, NADCA launched its first Facebook video ad to promote early bird registration for the 28th Annual Conference. The ad produced excellent results with **870** clicks to the annual meeting website, **2,200** video views and a total reach of **17,052** Facebook users. This was all accomplished during a three-week run of the ad and as a result, registration numbers spiked during this timeframe.

NADCA's social media growth can be attributed to the following social media best practices which help to generate awareness and interest about the association.

Best practices include:

- Incorporating branded visuals; content with images receive **94%** more views than text-only content and increase engagement by **34%** (MDG Advertising).
- Posting during "peak hours," when the audience is online and most active. NADCA's peak hours are between 10 am and 4 pm.
- Engaging with the audience regularly by tagging other pages within posts (highlighting exhibitors, for example, and tagging their Facebook page), responding to mentions and comments.

NADCA will continue to utilize digital marketing strategies such as social media advertising to drive event attendance, consumer awareness and industry growth.

Articles and News Releases

In 2016, NADCA continued to utilize several public relations initiatives in order to promote the activities of the association and the advancement of the industry. Strategic partnerships with North American Precis Syndicate (NAPS) and Red Chair Communications have resulted in a range of releases and article topics. This included coverage in top industry and consumer-facing publications. NADCA reached consumer readership of more than **40 million** from just three article placements through NAPS. The total ad value was tremendous in that NADCA spent less than \$10,000 and received placements valued at almost \$500,000.



22%
increase in
Twitter
followers



30%
increase in Facebook
followers

Commercial Activities

NADCA allocates a portion of their Industry & Public Relations budget to participation and exhibition at several industry events. With booths at events like ASHRAE's Air-conditioning, Heating & Refrigeration (AHR) Expo and IAQA, and presentations at likeminded events, NADCA harnesses opportunities to reach target individuals and companies across the industry, including mechanical engineers, specifiers, facility managers, air conditioning contractors, indoor air quality specialists and other key industry segments. NADCA presentations on ACR, The NADCA Standard, the White Paper on Restoring Energy Efficiency Through HVAC Air Distribution System Cleaning, and the DEDP Standard continue to be delivered at these industry events and are well-received in these circles.

NADCA also continues to support our affiliate partnerships and maintains its Memorandum of Understanding (MoU) with IAQA. Additionally, NADCA is an endorsing association partner with the AHR Expo. Through these agreements, our associations offer reciprocal support and benefit in the areas of education, marketing, and promotion. The executive management teams remain in communication with regard to scheduling and direction of the association in order to maximize all opportunities and work together to avoid scheduling conflicts.

Membership Committee

The Membership Committee is tasked with enhancing member benefits and promoting those benefits to current and prospective members in order to increase and retain membership. The Committee also oversees NADCA's growth strategy and member surveys. In 2013, NADCA was pleased to surpass **1,000** members for the first time in the organization's history, ending the year with **1,022** members. In 2016, NADCA set their fifth membership record with **1,200** members. This is a **28%** increase in membership over the past **5** years.

Development of enhanced member benefits, updated and focused educational content and an ongoing membership campaign that spans both US and international markets continues to propel the organization forward. Targeted content marketing with our in-house marketing and communication experts continues to focus on opportunities for membership and industry education, highlighting the fantastic ROI (return on investment) and professionalism of the Association. With the streamlined online renewal process, including CEC availability via the online webinar library, NADCA has built a strong foundation for the targeted growth outlined in the organization's long term strategic goals.

Analysis of NADCA's data tells us that **35%** of the membership have been members for ten years or more and **59%** have been members for five years or more. There are **55** companies with membership of **25** years or more and **69** members with **20+** years (*but less than 25*).



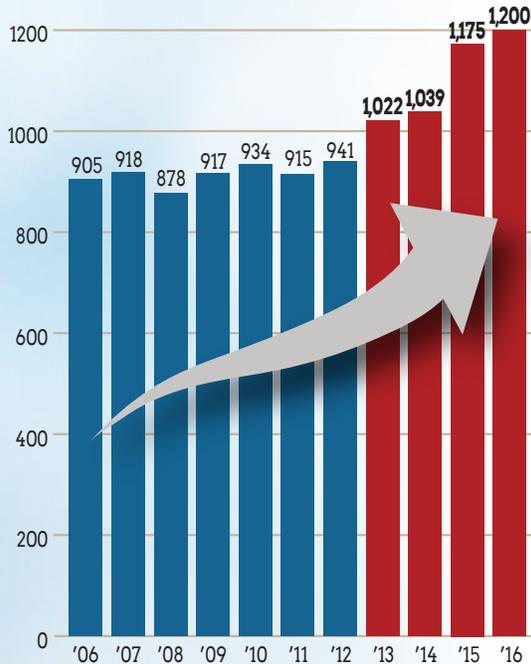
- Affiliate
- Supplemental
- Associate
- Regular Certified



The HVAC Inspection, Cleaning and Restoration Association

Membership History

In 2016, **154** companies had their membership terminated for not meeting membership requirements (non-compliance with ASCS certified staff or lack of proof of insurance). This compares to **138** terminations in 2015, **55** terminations in 2014, **44** terminations in 2013, **118** terminations in 2012, **41** terminations in 2011 and **27** companies terminated in 2010.



As of December 31, 2016, there were **46** pending member companies. A company's membership status will be pending until all membership requirements are met. During pending membership status, a company is not a NADCA member, cannot claim NADCA membership and is not eligible for NADCA benefits, including use of the NADCA logo. A company is not a NADCA member until it has been issued an official NADCA Membership Certificate. Pending companies can remain in pending status for a maximum of six months. During this time they are required to provide proof of insurance and have at least one individual pass the ASCS examination. At the conclusion of the six month period, all pending companies who have not complied with the qualifications of membership are terminated. Should they wish to pursue membership again in the future, they must initiate the application process from the beginning.

NADCA saw yet another record breaking membership renewal year, achieving a stellar and unprecedented **97%** renewal rate. This is a testament to the real and perceived value of membership in this organization.

NADCA Regional Coordinators

NADCA's Regional Coordinators work to provide support and mentoring to new and existing members within their region. Regional Coordinator volunteers work to support and build the Member Mentor program in their areas, and work to ensure that members receive access to a network of support. The Regional Coordinator program is important because NADCA members face various challenges in their day-to-day work that can be very specific to climate, licensing and local regulation. Finding mentorship from an individual who understands and navigates similar challenges is an invaluable part of the NADCA membership benefit blueprint.

Leadership Development Committee

The Leadership Development Committee is charged with identifying qualified candidates who are interested in serving on NADCA's Board of Directors.

This committee identified a slate of five highly qualified candidates to fill four open positions on the 2017–2019 Board of Directors. The following Regular Directors were elected to serve their first three-year term beginning in March 2017: **Kehau Mendes** from AIRPRO Indoor Air Solutions in Honolulu, HI; and **Mike Dexter** from Air Quality Control Environmental in Coral Springs, FL.

Re-elected to a second term on the Board of Directors is **Mark Zarzeczny** from Schoen Duct Cleaning in Edgewater Park, NJ. Re-elected to this third term on the Board of Directors is **Mike White** from Clean Air Systems of LA, Inc. in Shreveport, LA.

NADCA continues to utilize technology that brings efficiency and security to the process. Ballots were sent to each regular NADCA voting member's email address through ballot voting software company, Big Pulse. Electronic ballots maintain a higher level of accuracy and protect the integrity of the process.

NADCA members can be confident they will receive exemplary levels of support and participation from the newly elected board members, as well as those returning to continue their service. Their willingness to share their time and expertise with others serves to prove they are committed to their service as a NADCA director and the industry at large.

Fall Technical Conference

NADCA's Fall Technical Conference Committee supports NADCA members through regional training conferences and direct technical assistance.

NADCA again experienced record setting attendance numbers for this conference, with **162** attendees participating in this Fall event at the Sheraton Charlotte Airport Hotel in Charlotte, NC. This event not only continues to grow in size, but in technical expertise and value for the exhibitors.

Registration for this event has increased more than **90%** since 2012. This event has proven to provide quality training and hands-on instruction from speakers and the volunteer committee members. The Fall Technical Conference is designed to help industry members become the best they can be by offering certification, training and hands-on application to all levels of technicians.

Fall Technical Conference is prime training ground for new technicians to get their hands dirty and learn in both a classroom and technical, hands-on environment. In 2016, **60** technicians attended the full-day ASCS training course, with some taking the ASCS exam the following morning while the material was still fresh in their minds.

Standards Committee

The Standards Committee is tasked with developing NADCA's standards and specifications —primarily, *ACR, The NADCA Standard for Assessment, Cleaning & Restoration of HVAC Systems, DEDP, The Dryer Exhaust Duct Performance Standard, and NADCA's General Specifications for the Cleaning of Commercial Heating, Ventilating and Air Conditioning Systems*. Both standards and the General Specifications document are available for free at www.nadca.com.

To date, there have been more than **6,900** downloads of ACR from more than **80** countries, and more than **5,000** hard copies of the booklet have been sold or given away at industry educational sessions.

The NADCA General Specification outlines what proper HVAC system cleaning entails and promotes the use of NADCA members and certified ASCSs for commercial cleaning projects.

As a part of the organization's strategic initiatives, NADCA has hired a full time standards and specifications marketing manager whose sole job is outreach to architects, engineers and facility managers to foster knowledge of NADCA's standards and specifications and to work to increase the specification of NADCA's membership and certification for commercial HVAC cleaning projects. NADCA is investing more than \$100,000 on this initiative in an effort to bring more awareness to the architect, engineer, facility manager and specifier. Increasing the frequency with which the NADCA certification is cited in specifications is the key focus of this initiative. This ties directly to NADCA's overarching efforts to drive business to the members.



The HVAC Inspection, Cleaning and Restoration Association

Bylaws Committee

In 2016 the Bylaws Committee reviewed the bylaws but initiated no revisions. This document specifies how the Association is to be governed. A copy can be found in the Members Only section of www.nadca.com.

Ethics Committee

The Ethics Committee was originally appointed for the primary purpose of evaluating the Association's logo use policies, as well as other policies related to the use of NADCA's intellectual property. It has evolved as need would have it and the committee is also actively engaged in reviewing allegations of unethical conduct by NADCA members. 2016 saw few ethics complaints reported, but the committee remains active in reviewing all complaints and taking action when deemed necessary.

The committee works with the Anti-Fraud Task Force and the NADCA attorney, when needed, to police and protect NADCA's trademarks. These efforts continue on behalf of NADCA members in order to monitor and prevent misuse of the NADCA logo for competitive advantage.

Strategic Planning

NADCA's strategic plan sets the direction and establishes priorities for the Association. It defines our view of success and prioritizes the activities that will make this view a reality. The strategic plan helps to guide committees, board members and executive management toward fulfilling the initiatives outlined in the plan, thereby achieving the short and long term goals of the Association. NADCA staff maintains a focus on the directives of the plan and delivers measurable results that can be tied directly to the strategic mission of the organization.

NADCA's most recent strategic plan was formed in 2014 in conjunction with both the Board of Directors and three members-at-large. Staff has been working on execution of this plan and the Board has been closely monitoring and measuring results.

Management Review

NADCA is entering its fifth year of partnership with AH, a leader in the Association Management community. They were the first licensee of the American Society of Association Executives (ASAE) Certificate in Association Management Program, they are charter-accredited by the AMC Institute (to an American National Standards [ANSI] standard) and employ the highest number of credentialed staff members of any association management company (AMC) worldwide. AH is also the first and only AMC to be Platinum Certified by the Customer Service Institute of America.

NADCA's scope of work is the driving document behind the management agreement. The Board of Directors reviews the scope of work against the strategic objectives for the year and makes approvals based upon those established directives. The partnership with AH has been one of mutual respect, professionalism, transparency, accountability and success!