



# CHMS

CAPITOL HILL  
MANAGEMENT  
SERVICES

Capitol Hill Management Services, Inc. (CHMS)  
**Association Management**

**A Complete Solution with Proven Results**

## Executive Summary

Capitol Hill Management Services, Inc. is a comprehensive consulting firm specializing in association management, government relations, public policy research and non-profit development. With more than 30 years of experience in association management, CHMS has established the policies and procedures to successfully manage associations throughout North America. We have continuously explored new ways to utilize technology to enhance and upgrade our organizational operations. Our professional staff is well trained to provide quality service to your membership and Board of Directors.

Our team approach helps to ensure that all of your needs will be met in a timely manner. CHMS currently provides full-service management to over 30 international, national, statewide and regional organizations. We are recognized for our unwavering commitment to the success of our clients and will work with your leadership to evaluate current organizational methods and to offer opportunities for refinement.

## Approach and Methodology

An effective association management partnership is based on an understanding of the goals, objectives, operating style and interests of the organization. To ensure a sound understanding of the requirements of your organization, CHMS will work with your leadership to learn as much as possible about your organization, its mission, members, goals, objectives and accomplishments. We will then provide a menu of services options tailored to the needs of your organization.

CHMS is also well-equipped to provide a strategic level of management advice and assistance. All members of our Executive Team have been responsible for the successful management of significant non-profit and for-profit organizations. Our combined years of experience in organizational and financial management, strategic thinking, and goal-setting will be available to your organization and will help ensure to your continued success.



[www.caphill.com](http://www.caphill.com)

## CHMS Executive Team

### John A. Graziano, Jr., President

Mr. Graziano is an entrepreneur and successful businessman. He began working with nonprofit organizations when he was a just a teenager and quickly learned the keys to successful non-profit management. He is credited with helping several organizations to reinvent themselves for survival. Mr. Graziano has developed a unique association management organization which uses experience and tradition, technology, market awareness, and quality employees to assist organizations in achieving success. He has served as Minority Leader of the Albany County Legislature for five years, and was a member of the County Legislature for nine years. Mr. Graziano is also a former Commissioner of the Capital District Regional Planning Commission, and a Board Member of the Albany County Airport Authority. Mr. Graziano holds a Bachelor's degree from the College of Saint Rose.

### Denise Sheehan, Executive Vice President

Ms. Sheehan serves as Executive Vice President of CHMS, responsible for managing day-to-day operations, strategic planning, business development and oversight and policy advice for the firm's government affairs work. Ms. Sheehan brings 24 years of experience in the government and non-profit sectors. Most recently, she served as the Executive Director of The Climate Registry, an international non-profit membership organization. Ms. Sheehan previously served for nearly ten years at the New York State Department of Environmental Conservation, including two years as Commissioner. She is the former Director of Planning and Economic Development for the Town of Colonie and served at the NYS Division of the Budget, handling primarily environment and energy issue for 10 years. Ms. Sheehan holds a Master's in Public Administration from Rockefeller College of Public Affairs and Policy and a Bachelor's of Science in Economics from the State University of New York.

### Ralph Bizzarro, Vice President of Operations and Finance

Mr. Bizzarro is a Certified Public Accountant who has nearly 20 years of experience working in both business and government. He has developed significant expertise in non-profit organizations and in managing all financial aspects of federal, state and private grants and funding. Mr. Bizzarro has assisted dozens of organizations in achieving greater financial accountability and stability.

### Brian Buff, Vice-President, Association Management Division

Mr. Buff oversees staff training and client resource development, as well as serving as Executive Director of a New York State professional society. He is also a trained strategic planning facilitator, where he utilizes association management and organizational leadership best practices in providing context for long-range planning sessions. He serves on the board of the Empire State Society of Association Executives Association as well as a faculty member for strategic planning and association benchmarking of their Leadership Academy. Mr. Buff previously served as Executive Director and senior staff at several heritage/cultural agencies in New York State.

### Jim Thompson, IOM, CAE, Vice President for Association Management

Mr. Thompson serves as Vice President of Association Management for CHMS's Southern Region where he directly oversees the day-to-day activities of the association management team in our Raleigh, North Carolina offices. Mr. Thompson is a Certified Association Executive with more than 14 years of experience in the field. He most recently served for nine years as the Executive Director of the Association Executives of North Carolina where he successfully increased AENC's membership from 400 members to nearly 750 members during his tenure. Mr. Thompson previously served for five years as the Director of Business Development for the North Carolina Association of Realtors.

# Full Service Association Management

**CHMS provides full-service association management to non-profit volunteer leaders.** We offer a host of services and work with each of our clients to tailor our services to meet the needs of the organization.

Utilizing a team approach to association management, we will assign a professional Account Executive who will be the primary contact for your organization. The Account Executive will be overseen and supervised by our experienced senior managers. In addition, we will assign a back-up staff person who will be well-informed of the policies, procedures, and activities of the organization to ensure continuity of service in the event that the Account Executive is unavailable. Although the Account Executive will be your primary contact, we will also have available a number of professionals in areas such as Public Relations, Graphic Design, Financial Management and Strategic Planning to assist your organization.

## ■ ASSOCIATION HEADQUARTERS

CHMS will establish the headquarters for your organization in either our Albany, NY or Raleigh, NC office. We will provide a live receptionist to answer all calls in your organization's name during the hours of 9:00 AM – 4:30 PM ET. We will assign an Account Executive who will be the main point-of-contact for your association. Voicemail will be established to receive after-hours calls and handled promptly by the Account Executive at the opening of business. The Account Executive will also respond directly to email messages received at an address that will be created for your association.

## ■ ADMINISTRATIVE SERVICES

CHMS offers full-service administrative and operational support. Your Account Executive will work at the direction of the President and Board of Directors to achieve the highest level of efficiency and success. The Account Executive will provide administrative support to your board of directors, including arranging board meetings/calls, preparing and distributing the meeting agenda and maintaining meeting minutes. In addition, the Account Executive will manage all member services, the membership database, the association website and will assist the board with membership recruitment and retention activities.

“ We transitioned to Capitol Hill for our management needs and were pleased by how easy they made it! Everyone was warm, welcoming and helpful in making a usually difficult process seem effortless and efficient. We couldn't be more pleased with their performance in the transition and in the time since. ”

**Lorrie Hallman, PhD**  
President  
American Academy of Psychotherapists  
Atlanta, Georgia



## ■ BOOKKEEPING AND FINANCIAL MANAGEMENT SERVICES

CHMS Financial Management Services offer a level of accounting expertise not often available to non-profit organizations and associations at a cost-effective price. Our quality online bookkeeping services provide timely and accurate information to your Board of Directors while you retain full authority and control of your finances. In addition to the day-to-day bookkeeping operations of your organization, CHMS in-house Certified Public Accountant, Ralph Bizarro, and his staff will be available to the Board of Directors to provide assistance in a number of important and strategic areas and to advise in all financial management issues. Mr. Bizarro will assist in evaluating the projected financial impact of new program opportunities. His strategic analysis of the organization's finances will enable your leadership to make sound management decisions based on a solid understanding of the organization's financial situation.

## ■ CONFERENCES AND EVENTS

Well-attended events offer an opportunity for an association to enhance its reputation, build camaraderie, inform membership and increase financial resources. Working with an organization's Board of Directors or event committee, CHMS will negotiate and organize successful conventions, conferences, annual meetings, trade shows and regional symposiums at locations throughout the country. Our staff will be available onsite to oversee operations and to ensure a quality event.

## ■ MEMBER COMMUNICATIONS

Frequent and effective communication is essential to building a dynamic organization with committed members. CHMS will use a variety of methods to engage and inform members. These methods may include the maintenance and promotion of the website, scheduled email blasts, electronic and/or print newsletters, press releases and social media site management.

## ■ STRATEGIC PLANNING

CHMS provides professional strategic planning services to organizations throughout North America. Our professional staff will work with your organization's leaders to evaluate the effectiveness of your current activities and to establish goals designed to ensure your future success. We will also work with you to develop workplans and specific action items to effectuate your strategic goals.

## ■ EDUCATION AND CREDENTIALING

CHMS works with a number of organizations to provide robust continuing education and credentialing programs. We prepare and deliver mandatory or voluntary continuing education programs for members in a variety of industries. CHMS will meet with the leadership of your association to develop a comprehensive understanding of the credentialing requirements of the organization and will establish the procedures to provide complete administrative support to the program.

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“ We are a professional association with over 2,400 members. CHMS provides our association with the resources to help our board function like never before, including the support to create a strategic plan to guide our future, expert financial services and an executive director that is indispensable. ”

**Linda Erskine-Bauer**  
CRNA  
Past President  
North Carolina Association of Nurse Anesthetists  
Cary, North Carolina

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**CONFERENCES AND EVENTS**  
**MEMBER COMMUNICATIONS**  
**STRATEGIC PLANNING**  
**EDUCATION AND CREDENTIALING**

**For more than 30 years, CHMS has provided professional association management services** to organizations throughout North America. We are recognized for our unwavering commitment to the success of our clients and will work with your leadership to assist you in evaluating current operational methods and offer opportunities for refinement. Our menu of services can be tailored to meet the needs of your association, and we look forward to an opportunity to meet with to further discuss your organizational requirements.

**CONTACT:**

**John A. Graziano Jr.**  
**john@caphill.com**  
**518.463.8644**



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**CAPITOL HILL**  
**MANAGEMENT**  
**S E R V I C E S**

Capitol Hill Management Services  
1450 Western Avenue, Suite 101 | Albany, NY 12203 | Phone 518-463-8644 | Fax 518-463-8656  
3801 Lake Boone Trail, Suite 190 | Raleigh, NC 27607 | Phone 919-779-7516 | Fax 919-779-5642  
[www.caphill.com](http://www.caphill.com)