

THE CAI CHAPTER IMPACT YEAR IN REVIEW



The year 2025 marks a defining moment for CAI. With Dawn Bauman stepping into the role of CEO, our organization entered a new era rooted in clarity of purpose and a revitalized vision for the future. Guided by our updated mission, vision, and strategic outcomes, CAI and its 64 chapters worked together to elevate professionalism, strengthen community governance, and advance excellence in every facet of community association living.

This year, our collective focus on innovation and operational excellence, modernization of products and services, and engagement and growth sparked fresh ideas and measurable progress. Chapters continued to adapt, evolve, and innovate to deliver meaningful experiences that meet the needs of today's community leaders and the professionals who support them.

With renewed energy and shared ambition, CAI deepened connections, expanded impact, and embraced opportunities to shape the future of our industry. As we celebrate the accomplishments of 2025, we honor the dedication of our chapter executive directors and volunteer leaders whose work brings our mission to life. Together, we are empowering communities and enriching lives now and for the years ahead.

Membership

- Our 64 chapters represent more than 50,000 members around the country and the world.
- In the calendar year 2025, CAI grew by 3.4%
- Twelve chapters grew by over 10% and three chapters grew by over 20% in 2025.
- The work each chapter performs to drive engagement, evidenced by robust participation from recruiters and a healthy influx of new members throughout the year, is greatly appreciated and strongly supports this progress.

Awareness/Communication

- We saw more members engage with us on social media than in previous years. CAI social media posts across all platforms achieved a combined total of more than 2 million impressions. Post engagements increased across all platforms by more than 8%. Our audience grew on all platforms by more than 10%.
- CAI LinkedIn company page surpassed 23,000 followers, making it our largest social media platform. We're set to break 24,000 followers in early 2026.

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- Sixty chapters are on social media platforms including Facebook, X, Instagram, LinkedIn and YouTube.
- CAI had 7,690 media mentions across prominent publications and news outlets such as the Associated Press, MSN, *Forbes*, *USA Today*, *Yahoo! News*, and *Newsweek*.
- CAI Exchange discussions saw an 8% decrease in total discussion threads compared to 2024, but still reflect a 25% increase over 2023, demonstrating sustained long-term growth. Engagement continued to strengthen, with the average replies per thread increasing by 3%, bringing participation to nearly five replies per thread (4.98)—our strongest indicator of meaningful interaction. The most active discussions centered on community manager conduct, board leadership challenges, 2026 budget planning, fiduciary responsibilities, board role transitions, SIRS requirements, and management company performance.

Education

- Over the past 12 months, CAI chapters collectively held:
 - ✓ 500+ In-person educational events
 - ✓ More than 350 live virtual educational events
 - ✓ More than 15 live hybrid educational events
 - ✓ More than 90 in-person tradeshows and mini expos
 - ✓ Two virtual tradeshows
 - ✓ 375+ in-person social and networking events
- Chapters used Zoom to engage members in a virtual environment, resulting in chapter members collaborating and learning for more than 5 million minutes on Zoom in 2025.
- We continued the CAHQ/chapter partnership to present ***Community Conversations***, a live quarterly webinar series providing international panelists with local breakout sessions. Fifth-year results were over 1,000 attendees over four sessions.
- CAI HQ continues to share registration lists of manager education and ***Community Conversations Live*** registrants by chapter to further promote educational opportunities.
- The ***Chapter Knowledge Series*** continued, providing educational sessions from chapter leaders and headquarters staff on relevant topics. We averaged 17 live attendees per session. Our recordings had over 625 views and over 3,500 minutes watched.
- Chapters promoted designations and higher learning to members resulting in the following number of new credential holders:

AMS: 511

CIRMS: 13

PCAM: 127

Board Leader Certificate: 1,882

AAMC: 6

CMCA: 981

RS: 23

Educated Business Partner: 102

CCAL: 5

LSM: 9

- CAMICB continues to be accredited by the National Commission for Certifying Agencies and ANSI National Accreditation Board.
- CAMICB launched a new course provider submission process in December.

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Advocacy

- CAI chapters support 36 state and one federal legislative action committee. Collectively, CAI LACs have nearly 600 active volunteers.
- All 50 states and the federal government held legislative sessions.
- CAI tracked and advocated on more than 2,655 pieces of legislation. Notable legislative initiatives in 2025 included condominium safety (i.e., reserve studies and funding, and building inspections), board member education and training, fining authority and foreclosures, dispute resolution, and environmental sustainability (solar panels and electric vehicle charging stations).
- 8,900 CAI advocates sent 31,633 emails to state and federal legislators over the course of nine federal campaigns and 65 state campaigns.
- 445 members of Congress were contacted by a CAI advocate/constituent, and 2,890 CAI advocates participated in at least one federal campaign sending 8,688 emails to members of Congress.
- Twelve states held advocacy days, providing CAI advocates the opportunity to meet with state legislators and advocate on behalf of community associations. States include California, Florida, Illinois, Michigan, Missouri, Oregon, Pennsylvania, Tennessee, Texas, Virginia, West Virginia, and Wisconsin.
- CAI's Congressional Advocacy Summit in Washington, D.C., brought 195 attendees to the nation's capital to participate in 145 congressional meetings with 82 representatives and 64 senators.
- CAI launched a virtual campaign for those unable to attend the summit in person. This campaign allowed CAI members to personally communicate with their members of Congress on CAI's federal priorities. As a result, 91 CAI members sent 271 emails to 131 members of Congress through this virtual campaign.
- Corporate Transparency Act:
 - CAI challenged the Corporate Transparency Act in court, but its injunction was denied and later appealed. FinCEN then paused enforcement nationwide in March 2025, so community associations currently don't need to report. A December 2025 ruling lifted a prior stay in a related case, which may lead to new administrative actions.
 - In July 2025, CAI received ASAE's Power of Associations Silver Award for its advocacy and legal work on the Corporate Transparency Act. The recognition reflects a campaign that combined federal litigation, direct lobbying, and large-scale grassroots engagement. In 2024, more than **8,700 advocates** used CAI's tools to contact lawmakers—**5,800 for the first time—sending over 30,000 messages** to nearly 500 members of Congress. In 2025, another **2,900 advocates** sent **7,300+ messages** to more than 430 lawmakers.

Networking

- CAI HQ hosted monthly conversations with chapter executive directors, averaging 18 attendees per session. This provided an opportunity for informal conversations to brainstorm and share.

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- CAI HQ hosted monthly chapter president sharing sessions, averaging 17 attendees per session. This generated stronger relationships with CAI staff, chapter leaders and the chapter leader network.
- The CED Retreat was held in Falls Church, Va., with 33 CEDs and chapter staff representing 34 chapters. Chapter Leader Lounge at annual conference was attended by 48 CEDs and chapter staff representing 45 chapters. Both opportunities provided chapter leaders with time to share best practices and ideas.

Financial Sustainability

- Chapters continued creating innovative new sponsorship opportunities, generating new revenue streams for virtual and in-person programming.
- In 2025, all membership rebates are 40% streamlining our revenue sharing.
- CAI HQ continues sharing 8% of registration payments for manager education courses to the chapters.
- In-person manager education courses continued a 50/50 revenue share for 2025 resulting in a profitable partnership for both chapters and CAIHQ.
- Chapter Leadership Training Grant and the Chapter Technology Grant Opportunities:
 - The Chapter Leadership Training Grant, which provides new chapter executive directors an opportunity to train with and visit another chapter or offer chapter leadership training (board and CED) from a third party outside HQ staff, awarded three grants totaling \$3,750.
 - The Chapter Technology Grant, designed to enhance the member experience or streamline internal administrative processes through technology, awarded two grants of \$11,350.

Operations Management

- CAI chapters include more than 550 volunteers as chapter board members.
 - 38%** are managers
 - 43%** are business partners
 - 19%** are homeowner leaders
- Chapters provide volunteer opportunities to approximately 3,000-chapter members serving on more than 350 committees nationally and around the globe.
- CAI HQ facilitated 16-chapter strategic planning sessions, as well as 89 additional chapter visits, including speaking, participating in tradeshows, leadership training, advocacy events, board meetings, etc.
- ASAE memberships were provided by CAI HQ to all chapter executive directors to allow access to professional resources and education.
- CAI HQ invested in Zoom for a fourth year to provide video call and meeting access to all chapters, resulting in over 5 million minutes of chapter content and meetings.
- The Chapter Leader Committee, comprised of five board-appointed chapter executive directors, met monthly. The Chapter Leader Committee strengthened chapter governance and operations by advancing recertification improvements, enhancing chapter-HQ communication alignment, supporting

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leadership development and succession planning, and elevating chapter perspectives to inform CAI-wide strategy and resources including new member communications templates.

- Chapter relations staff provided an improved CED onboarding process to set new CEDs up for success. More enhancements are coming in 2026!
- Produced the 2025 CED & Chapter Staff Salary & Benefits Survey Results with a 93% response rate from chapters.

CAI chapters continue to be the heartbeat of our organization. Your adaptability, collaboration, and dedication to innovation drive the progress that defines CAI. Together, we turned fresh ideas into meaningful impact and strengthened the communities we serve. As we move into 2026, we look forward to building on this year's momentum—expanding our reach, modernizing our work, and advancing our mission in ways that empower communities and enrich lives.

***Congratulations on an extraordinary year.
Thank you for the steadfast dedication that
brings CAI's mission to life every day!***