

Frequently Asked Questions

Why is IGFOA transitioning to NorthStar?

After evaluating IGFOA's operational needs and long-term goals, the Board determined that a more focused and hands-on association management model would better support the organization moving forward. NorthStar provides a tailored service structure designed to increase responsiveness, operational engagement, and strategic support while maintaining continuity behind the scenes.

Is IGFOA leaving Kellen?

NorthStar is part of the same family of companies as Kellen. This transition allows IGFOA to maintain operational continuity while moving to a more focused service model aligned with the organization's current needs. The original contract will be in full force and did not require any amendments or changes for this transition.

Will there be disruptions to membership services, meetings, or communications?

The goal is exactly the opposite. The transition is intended to:

- improve responsiveness
- strengthen operational consistency
- enhance communication
- provide more proactive support

Members should continue using the same primary communication channels unless otherwise communicated.

Will IGFOA's financial management or infrastructure change?

No major disruption is anticipated. Financial oversight, operational infrastructure, and core systems continuity remain important priorities throughout the transition process.

Why is this change happening now?

Over the past year, the Board has been evaluating IGFOA's operational structure, governance needs, and long-term strategic priorities. We've identified opportunities to strengthen responsiveness, operational consistency, strategic leadership, and communication. The transition to NorthStar is intended to address those priorities while maintaining continuity and stability for the organization.

Will roles change?

The transition is designed to create clearer operational alignment and support for both volunteers and staff. The Board will continue focusing on:

- strategy
- policy
- organizational leadership

While the management team focuses on:

- operational execution
- responsiveness
- communications
- member support
- event and vendor coordination

Who will serve as IGFOA's Executive Director?

Joanne Kubinski (jkubinski@igfoa.org), who resides in DuPage County, IL, will serve as IGFOA's Executive Director as part of the transition to NorthStar.

Joanne brings more than 10 years of association management experience supporting professional societies and trade associations across a variety of industries. Joanne will work closely with the Board, Executive Committee, volunteers, vendors, and the broader NorthStar team to ensure a smooth transition and continued operational continuity for IGFOA.

In addition to Joanne's leadership, IGFOA will also benefit from the broader NorthStar shared-services team and infrastructure support model.

What improvements can members expect?

The Board's goal is to strengthen:

- responsiveness
- communication consistency
- operational follow-through
- member experience
- vendor coordination
- meeting and event execution

while maintaining the strong mission and community that already exist within IGFOA.

Will members continue working with familiar contacts and partners?

Yes. One of the priorities throughout this transition is maintaining continuity and minimizing disruption for members, volunteers, and vendor partners.

While there will be some adjustments to improve responsiveness and operational alignment, many existing processes, systems, and relationships will continue as part of the transition to NorthStar.

Who should members contact with questions?

Members are encouraged to reach out directly to the IGFOA's Executive Director, Joanne Kubinski (jkubinski@igfoa.org) with any questions during the transition process. Additional updates and communication will be shared as implementation progresses.