



Mary Busey Harris, CAE Professional Award

Working Together To Thrive



As in the remodeling industry, an executive director has several tools to make the association successful. Resembling a remodeling company, they get new homeowner(s) (president/board members) usually every year. Like a Project Manager, they communicate with the designers (committees) on what the homeowners want, need, or expect for the association to flourish (plans). Once the plans are finalized they then become a Lead Carpenter who oversees and accomplishes the plan. They do this by getting members to volunteer, staff, paying an expert (sub-contractor), and/or doing the work themselves. As in most remodeling projects, unforeseen surprises happen and then they have to be adaptable, pivot, and adjust the plan so the overall concept remains strong but, the association still thrives in any environment.

We, the Kansas City NARI chapter are nominating the Chapter Executive Director, Jan Burchett, for the 2020 Mary Busey Harris, CAE, Professionalism award as we believe she uses all these tools to make Kansas City NARI what it is today. This is her story on how she has and continues to make Kansas City NARI thrive.



Jan Burchett

Executive Director



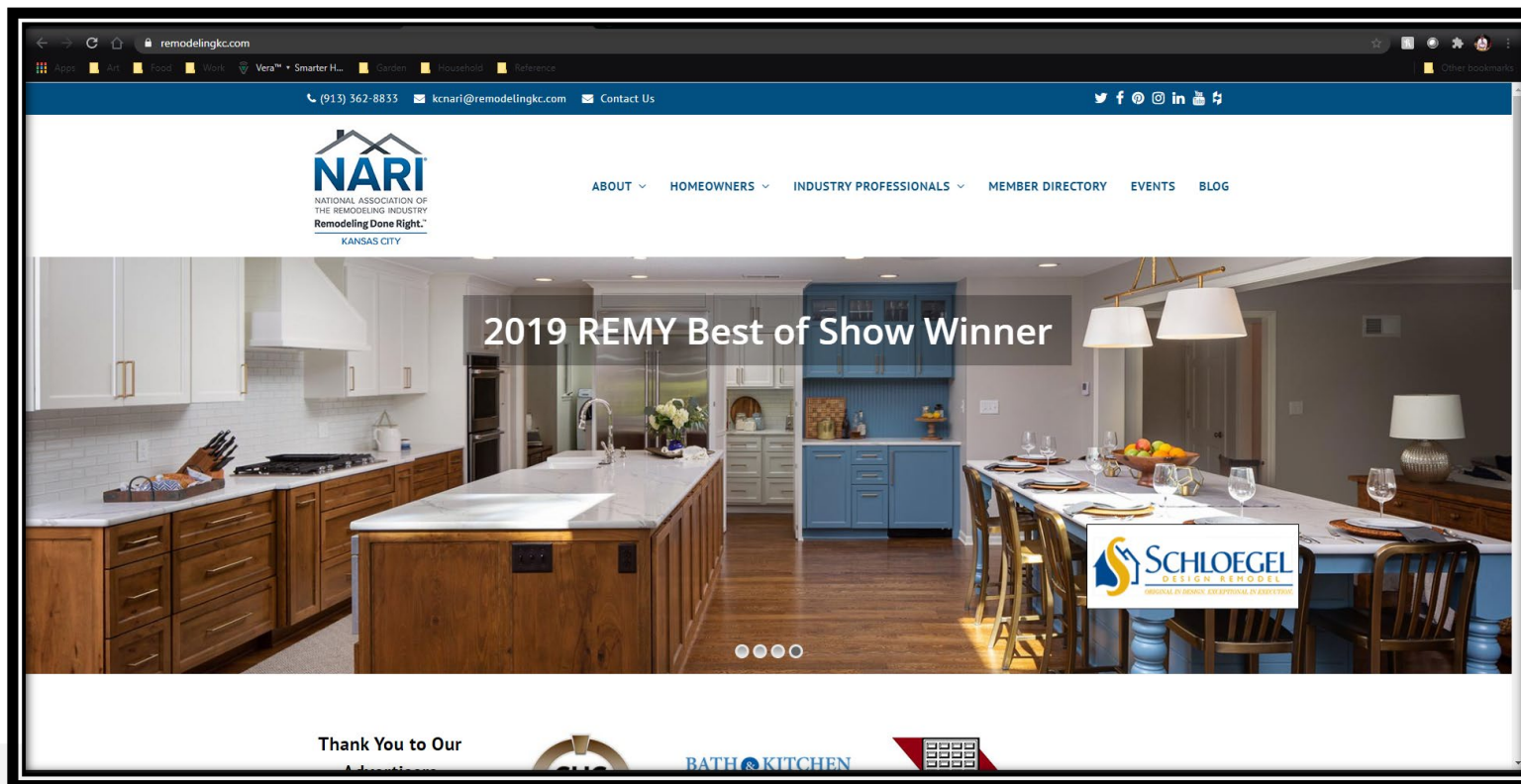
Jan Burchett's History

Her introduction to Kansas City NARI

Jan has been involved with KC NARI for 26+ years. She was employed at Expositions, which had the chapter management in 1994 (70 members). She then started her own management company, Jan Burchett Management, in 1996 using her home as the office and took over the management of Kansas City NARI and the local ASID chapter. Jan has continued to improve the structure and procedures ever since. In 1996, membership started with 107 members and has continued to grow to the current level of 332 members. As the membership number grew and additional programs were coming together, Jan realized she was going to need some part-time help. In 2002, she added her first employee to help with the bookkeeping, database management, and other responsibilities for both organizations.

A year later, after observing travel logistics to and from committee meetings, the board thought it was time to research options for office space to improve time efficiency and productivity. It was determined with the current level of membership and other programs being offered, that the association could support staff and office space. They asked Jan to consider becoming an employee. June 2004 saw the completion of the renovated office space and Jan and her employee become the first employees of Kansas City NARI. As member growth and engagement continued to increase the office space was becoming too small to host education venues and in 2009 the chapter looked into renting a large space with a focus on hosting education programs as needed. In 2010, the Kansas City NARI office moved into a bigger office that would allow 50 attendees in a theater-style setting. In 2016, another part-time employee was hired as the Member Specialist to focus on membership development and retention as well as assisting with workforce development that supports the Kansas City NARI Futures Fund, a charitable arm of the chapter.

Jan has been and is still engaged in making the Kansas City NARI chapter what it is today. Her vision over the years has been to raise the professionalism and image of the remodeling industry. On committees and the board, Jan is instrumental in getting them to look at what is needed to support the small business owners in the industry to be successful. This success is not only on how to educate them but also in helping them brand their company while branding Kansas City NARI. In 2004, with the Marketing Committee, they launched their first website to promote the Kansas City NARI brand name and promoting the professionalism of our members. When Jan took over the management of the association she also took over writing the monthly NARI Newsletter. This is a communication tool used to keep members informed about board decisions, incoming and new members to the chapter, upcoming events, president's letter, aspect of the industry or operating a business, and other news related to our members.



Jan Burchett's Passion

Helping Members Develop
Relationships



KC NARI members visiting “Papa Roach” after cancer treatments.

Another passion Jan has for the chapter is to enhance networking opportunities for the members to develop strong relationships with other members and professionals involved in the industry. Several members have told us that they are grateful when they learn that the other contractors bidding on a project are also NARI members. They feel they are “playing in the same field” and that the homeowner will have a quality contractor doing their project. We have several members that will refer to another NARI contractor to a homeowner if they are not able to do the project due to scheduling constraints or other reasons.

“MSC Enterprises, Inc. has been a NARI member for 15 years and has benefited from all the years we have invested. One thing that we tell incoming members and other companies is that we truly believe in collaboration over competition, the ability to check egos at the door will provide benefit beyond measure. For years I have been friends with other contractors that we regularly bid projects against, I have KC NARI to thank for the ability to accept that we won’t win every job. It provides peace of mind when bidding against other members, I know that we are competing with the best in town.”



Austin Cornell, with MSC Enterprises Inc.



Jan has been instrumental in promoting study groups for employees to gain certifications offered by NARI HQ. During this time, it was discovered that the people in these groups also benefited from the in-person exchange of information further developing member-to-member relationships years beyond the study group sessions. They still reach out to others from their group to ask how to handle a conflict they are having on a job site.

Even national board members that have spoken at one of our monthly lunch meetings comment on how our members seem so open to sharing with others their insights in the industry and how they wish other chapters were as friendly.

Jan has been vocal to speakers that they are there to educate our members and not to promote their company. The end of their presentation is reserved for when they can briefly talk about their services and contact information.



This type of sharing continues to make the remodeling industry stronger for everyone involved. We have members who are leaders in the local industry that others want to learn from and they are willing to talk about their success and failures they had with their business. As one member quoted to me... “I love the fact that we have leaders in NARI who are willing to share what they did right and wrong so I don’t have the make the same mistakes. This industry remains strong for everyone involved.”

“I believe NARI is the finest trade organization I have ever been involved with. I have gained a lot of knowledge with the educational opportunities and just being around other contractors and hearing what is working for them, I have been able to network with a lot of contractors that I most likely would have never been able to make contact. I sell jobs regularly because of the NARI website, referrals from other NARI members, and to fellow NARI members. The more involved I have become the more I see the benefits and advantages of being a NARI member.”

Jason Wright, CRS with Jason Wright Electric



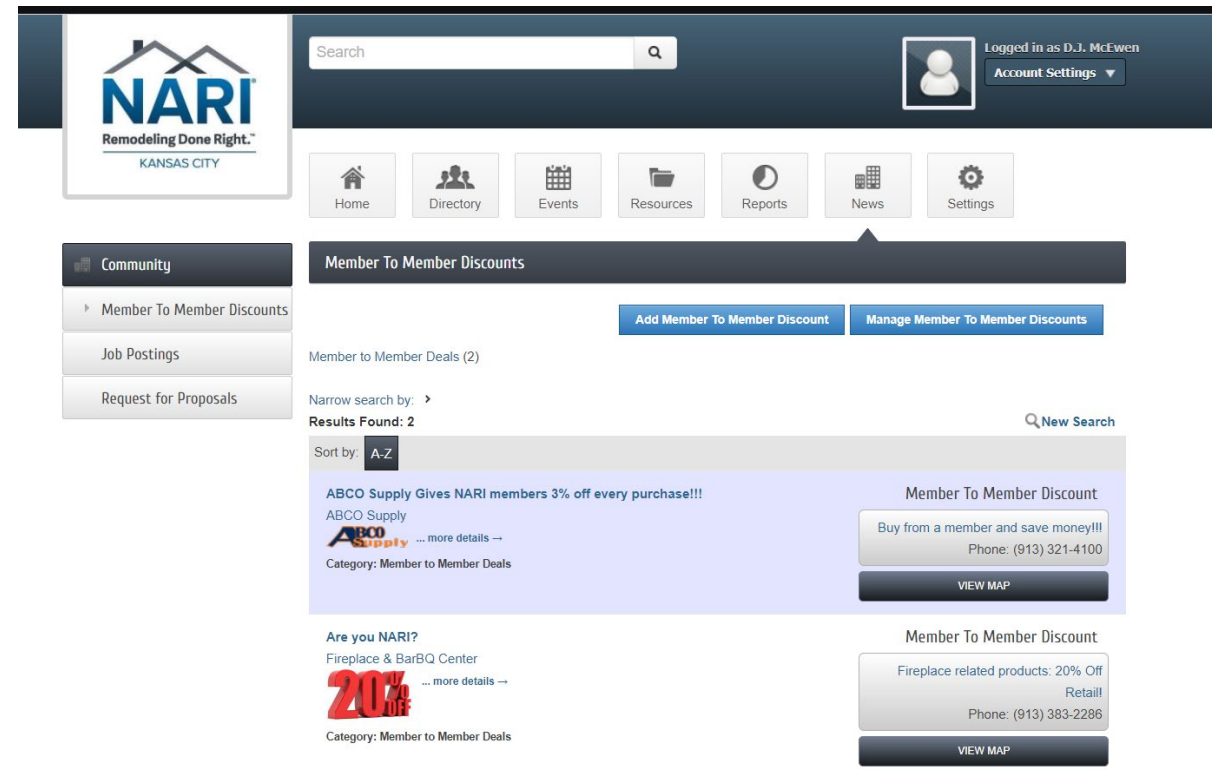
Photo above: Jake Schloegel, MCR, CLC of Schloegel Design Remodel. Members enjoy gaining insight from his knowledge of the industry and a successful business owner.

Photo to left: Roundtable held at the office before COVID.

The chapter had members asking us why we don't promote buying from other NARI members. Jan and the Marketing Committee created the motto "Business Built Together" on a local level that we use to inform members about other NARI members that offer products or services to the industry. A new benefit for our members in 2020 is an additional out-reach with our Member-to-Member Deals, where they can promote discounts offered to other KC NARI members.

"'Business Built Together' is the NARI internal motto, and we have found great value in referring others, being referred by others, and buying goods and services from fellow members. We measure the value of our NARI membership and sponsorship by the number and depth of those relationships. As a result, we increased our participation and level of sponsorship early in our membership, and recommend that others do the same. The more our team stays involved, the more value we receive. It is easy to stay involved because of the variety of programs and events. NARI members are fun to be around and really are interested in helping each other improve their business."

Gene Bosley, with McCray Lumber & Millwork



A group of people are gathered in a modern kitchen, looking at a large island with a granite countertop and a built-in cooktop. The kitchen features white cabinetry, a stainless steel refrigerator, and recessed ceiling lights. The group consists of several women and one man, all dressed in casual attire. They appear to be engaged in a tour or a discussion about the kitchen's features.

Jan Burchett's Tour History

Remodeled Homes Tour Starts

Jan instigated getting a Remodeled Homes Tour started in Kansas City in 1998, 8 homes participated. In 2007, there were 32 homes on the Tour, the highest in Kansas City NARI's Tour history. The Tour has averaged 19 homes over its history. In 1998, the Remodeled Homes Tour program was distributed through Payless Cashways, a member with multiple store locations in the Kansas City Metro. They sold 773 tickets with only 200 sold to the members that first year. In 2002, the design, printing, and distribution were done using the local newspaper The Kansas City Star. They agreed to insert the program in the Sunday circulation in limited areas. The result not only increased ticket sales (355 to 544) but it promoted the Remodeled Homes Tour to the Kansas City metro along with branding NARI. In 2008, the Remodeled Homes Tour insert was expanded to the whole Sunday circulation, ticket sales increased from 636 to 947 that year.

In 2017, the number of tickets sold decreased dramatically from 700 to 317. That year Kansas City had monsoon-like rains the entire weekend and it was thought this contributed to the decrease in sales. However, the decreasing trend continued. In an effort to improve the Tour promotion, the committee and Jan discussed promoting the Tour using social media and changed their marketing strategy. In 2019, they decided to take the program in-house and out of the KC Star circulation as its reader numbers continued to decline significantly and focus more on social media with paid advertising. Ticket sales did increase. Each year of the Tour Kansas City NARI has donated part of the ticket proceeds to a local charity.

Due to the 2020 COVID pandemic, the committee and Jan decided they would push the spring tour to the fall. Unfortunately, the pandemic issues continued for hosting in person and they had to cancel the 2020 Tour. We are looking forward to 2021 and the Tour is back on the calendar for May 1 & 2.



Jan Burchett's Struggle

Members Engagement with NARI



Like all associations, this chapter struggles with growth, retention, and engagement of members. Throughout all her years Jan has worked with several committees but mostly with the Membership Committee to address these struggles. One program called Member Orientations was held throughout the year at various members' showrooms. Approved new members of the Kansas City NARI chapter and prospects were the target audience for these events. Jan would present on who, what, and why companies joined or maintained their membership along with how to get more ROI from their membership by becoming engaged with the various programs offered. She asked board members and membership committee members to attend so they could also talk to others about their involvement with Kansas City NARI. Over the years this has evolved and currently, the outreach towards both groups (new and prospective members) has taken different avenues. With guidance from Jan, the chapter has a member to member mentor program with a focus on helping any member connect with another member to help them become engaged with Kansas City NARI and the benefits that are available to members.

We have a program called New Member Mingle where recently approved members are asked to come to the office to meet staff and some other members. There is a PowerPoint presentation and a folder given to each new member with information about Kansas City NARI and NARI HQ. In this folder are the list of current year's board members, committee chairs, committee meeting dates with times, marketing opportunities (free social media post and website listing upgrades), benefits from HQ, coupons for the member to use on education programs, and membership discount.

In 2019, the New Member Mingle PowerPoint was enhanced and another program called Maximize your Membership is being offered twice a year to all members. This program explains the benefits locally and nationally what offers are available to them...member discount offers, certification for employees, webinars from HQ, chapter website enhances, introduction to our Member Information Center, community service project, workforce development volunteer opportunities with local trade institute programs.

To improve member to member networking, Jan and the Membership Committee started the “Many Faces of NARI” speed networking event in 2018. To help offset expenses, table-top sponsorships are sold to members to display their products and services. The evening is structured to have two designated times for attendees to visit the table displays. The networking session is timed and offers a fun atmosphere where Jan is dressed in a referee shirt, on a ladder, with a whistle. When the whistle blows, the networking begins. When the whistle blows again, you get up and move down a chair. We all joked about having given her too much power that night since she was the referee and seemed to enjoy blowing that whistle quite often.



Remodeling Done Right.
www.RemodelingKC.com

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Change Your Home...
Not Your Address

KANSAS CITY NARI
REMODELED
HOMES
TOUR

homes for
inspiring ideas.
professional
advice.

UNIVERSAL DESIGN

GOLD

2016 REMY

REMODEL OF THE YEAR



Jan Burchett's Branding

Over The Years

Branding NARI is also important to Jan as she is the “face of NARI” in Kansas City. She will tell you differently that the MEMBERS are the “face of NARI, not her.”. She continues to work closely with the Marketing Committee on making sure we are branding all of Kansas City NARI members and not just a select few. The focus on the website has always been on letting people know what NARI stands for but also who its members are.

Another NARI branding avenue is with the NARI Homes Time Show on Talk Radio KKLO, broadcasting live every Wednesday at 1:00 pm. The show launched in 2017 with Jan being the host. KKLO approached Jan and the Marketing Committee in 2016 to discuss the platform and financing the show. The radio show would showcase two chapter members in the 1-hour show. Sponsorships are offered to the Kansas City NARI members to pay for the show and KKLO Fox radio is responsible for selling these sponsorships with help from the chapter. The members that purchased a sponsorship get ads that run during the show and on other shows that KKLO broadcasts. They record each show and as a chapter, we have a link to their Home Time Show library from our chapter website and the participating member is given a recording so they can promote themselves on their company website and/or social media if they choose to. Jan has incorporated a promotion for the annual Remodeled Homes Tour a few weeks before the event. She has Tour participants come on the show to talk about their project that will be on the upcoming Tour.

[Click here for library.](#)



Our annual Remodeling Guide publication is another branding tool used to help our members. This publication has evolved from an 11" x 3.75" to a full-size magazine under Jan's leadership. These guides are distributed at the local home and garden shows that are held in the winter and fall. The number of publications printed has increased since Jan has taken over management. In 1996, they printed 7,500, an increase from the original 5,000, and have continued to grow to 20,000.

One key factor contributing to the distribution was attributed to Jan connecting with Pat Riha Productions, a local home show producer, to secure an ambassador position at the show entrance. With this position, Kansas City NARI members volunteer to hand out show information along with the remodeling guides at the entrances of each show. The majority of our publications are distributed here and continue with this position even after ownership changed with the local show producer. Jan also reaches out to members and asked them if she could deliver a holder and guides to have them showcased in their showrooms a few times throughout the year.



In 2020 our chapter had several concerns about getting these guides into the hands of homeowners. The first challenge was with the anticipation of a significant drop in show attendance due to the first home and garden show being scheduled over the Kansas City Chiefs playing in the Super Bowl. The next show proved to have a low attendance followed by a March show being canceled due to the pandemic. Jan reached out to other magazines that are members of the chapter and learned how they showcase their publication and who they used, it was the same answer from both members. Jan contacted the person and got a bid from them and let the Marketing Committee know what was available and they agreed to have the Remodeling Guide showcased in 30 grocery stores throughout the metro. It has been great to see our publication on the racks at the grocery stores and watch them be replenished.



A few years ago, members were expressing a concern to Jan about a shortage of skilled labor. A task force was started and has evolved into the Workforce Development Committee with a primary focus on developing relationships with local trade schools and providing a career fair available to students and the public. Kansas City NARI has received free press coverage with local TV stations who have come to the career fair to interview Jan and participating members. [Click here to view a interview of the 2020 Career Fair.](#)

Jason Wright, CRS, Jason Wright Electric: We have interviewed several students as a result of the ongoing efforts of Kansas City NARI's Workforce Development Committee. We have hired a young man from the Construction Trades Career Fair. We have an apprentice being considered from a local school and have offered a job to another student as a referral to me because of the efforts of the Workforce Development Committee, the Futures Fund and Kansas City NARI.

Chris Peterson, MCR, CRPM, CLC, Schloegel Design Remodel: We have had the opportunity to work with several outstanding apprentices that will make great team members somewhere. They all brought something to our team and I feel like our company and each of them are both a little better off for having spent the time together.



The members have also volunteered to visit classrooms and project sites to help with instructions on various skills trades.

Allen Deuschle, CR, Kansas City Remodel & Handyman Allen LLC: Because of the connections with trade schools that NARI has made I was able to interview and hire a college age individual who is extremely eager and excited to learn the construction trade. He currently has completed Phase 1 of two phases of class sessions in the construction technology field. His instructor at the community college was so encouraged that one of his students landed a part-time job with a remodeling company that he has excused him from classes twice a week so he can work for me. Our experienced carpenters are very open to training our new employee because of his enthusiasm. This has turned out to be a very positive experience for all involved.

Hired: Yes Anthony is only 19 years old. But he has the maturity and assertiveness of a 25 year-old.

The charitable arm of Kansas City NARI Chapter Futures Fund was created by Gene Bosley with McCray Lumber & Millwork from being on the Workforce Development Committee. Jan oversees this charity.

Goals:

- Enhance the public perception about careers in the remodeling industry.
- Work with the community and secondary schools to prioritize education and training in skills important to the remodeling industry.
- Provide resources to assist individuals that show interest in establishing a career in the remodeling industry through education, training and exposure to remodeling contractors, subcontractors, and suppliers.

**REMODELING
DONE RIGHT —
Seminar For Homeowners!**

- Learn from a panel of remodeling experts.
- Ask questions about the remodeling process.
- Win door prizes.
- Enjoy refreshments.

**Tuesday, November 12
6:30-7:30 p.m.**

Presented by and hosted at the Kansas City NARI office
8015 Shawnee Mission Pkwy., #150, Merriam, KS 66202

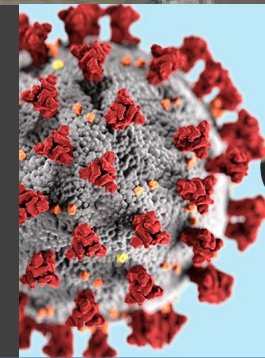
**Call or email for more information:
913-362-8833 or kcnari@remodelingkc.com**



The Advocacy Committee with its primary focus of improving the perception of the remodeling industry was created in 2018. The committee decided to focus on consumers. They created a Homeowners Seminar for consumers to attend at the NARI office in November 2019. Jan has worked closely with this committee to help promote NARI members as a whole and not individual members. She reaches out to the panel members to remind them that they are not promoting their company but educating the homeowner about their aspect in the industry. The panel usually consists of 1-2 general contractors, a sub-contractor, a financial institute, and a supplier. They created a presentation that the chairperson of the committee presents to the homeowners and asks questions of the panelists, followed by a Q&A session. Several of these questions come from consumers who have registered to attend the event. The committee reaches out to members to ask if they are interested in being part of the panel and compile a list used to rotate members as they schedule these homeowner seminars. To promote the seminars to consumers they use Facebook with paid ads and Twitter. In 2020 they moved to the Zoom platform and have had more homeowners join with each seminar.

Jan Burchett's COVID Hits

Does anything else need to be said?



COVID-19
CORONAVIRUS PANDEMIC

Since the pandemic, the chapter has struggled with how to manage and conduct meetings that members are willing to attend virtually and still gain experience from it. Jan helped create COVID safety guidelines for hosting face to face meetings that are out of the office. We hosted our first in-person lunch meeting in October and surveyed the members that attended and all were positive and glad that we were attempting to have these types of meetings again and wanted Jan to keep moving forward. Here are a few comments from some attendees: “It was so good to see fellow NARI members in real life again! Thanks for making the special effort to put the event together. I think Jan is doing a fantastic job!! I appreciate everything she does. I thought it was very well done under the current circumstances!” This one is from a new member this year... “Enjoyed meeting new people and listening to speakers. Excited to be a part of the group! Thank you, Jan!”

Jan is also concerned with member engagement and making sure members and prospective members have a good experience at any of our events whether they are educational, relationship building, or fun social events. She usually states that a member is active if they are promoting NARI on their websites, showrooms, contracts, and/or vehicles by using the NARI logo, not just by only attending events. Jan continues to be involved with other NARI chapter executives and hears what they are offering and brings these ideas to the Kansas City committees for consideration. It is great to see how across the national chapter executives support one another throughout the year especially this year with the COVID pandemic.



Jan also has been involved with helping to shape NARI on the national level by serving on the following committees:

- Served on 2011-2012 Board of Director as Chair of the Chapter Executive forum
- Still serving since 2011 Chapter Executive Forum
- Served on Chapter Standards Board as Chair from inception (Feb. 2015) until April 2019
- Education Committee 2013-2019
- Still serving on the House of Delegate since 2006
- Leadership Summit Task Force 2007-2013
- Marketing & Communications 2013-2019
- Still serving since 2013 Membership
- Nominating Committee 2016-2017 and was Chair for 2019-2020
- Strategic Renewal Steering Committee 2013-2019
- Workforce Development 2018-2019

Jan has also received the following awards from NARI.

- President Choice Award (1996-1997), 1999, 2001, and 2018.
- Outstanding Service to NARI 2012-2013



Jan continues to raise the professional bar for NARI, its members, chapter executives, and for Kansas City NARI, by her willingness to share her knowledge when any opportunity presents itself. Jan has shown that she would be a worthy recipient of the NARI Mary Busey Harris, CAE, Professionalism award.



Jan Burchett's Letters

Nomination Letters from members

10470 Metcalf Ave
Overland Park, KS 66212



913.383.2286
jkelly@FireplaceCenterKC.com

To the NARI National Nominating Committee,

I would like to nominate, Kansas City NARI's Executive Director, Jan Burchett, for the "Mary Busey Harris Professionalism Award".

I have been a member of the Kansas City board for 7 years now and in that time have had the pleasure to watch Jan Burchett work tirelessly to promote and enhance the Kansas City Chapter. Jan was very welcoming when I first joined Kansas City NARI and encouraged me as well as mentored me along as I tried to find my best fit within the local chapter. She always made me feel welcomed, important, and encouraged me to speak up when I felt as though I was in a room of strangers and unsure if and or when my opinions should be voiced.

Jan spends a tremendous amount of time working with everyone and getting our entire chapter to contribute each in our own areas of expertise. This helps to both enhance the chapter as well as strengthen our own business'. I have always been amazed at how well Jan does in remembering everyone's names, how long they have been in NARI, and even the personal details such as spouses, children, etc. Jan does a great job with her staff as well as supporting their ideas and making everyone feel like NARI is family.

During our various board and committee meetings Jan is always quick to navigate us through our by-laws and advise us on our roles and responsibility to the local chapter. Her knowledge of the chapters experience, both successful and not so successful, has proven to be a valuable resource in guiding us as we continue to try both increase membership with new members and retain existing members. As chapter Presidents come and go, the board can take on different personalities. Jan has been a phenomenal steady rudder to keep Kansas City NARI on track and focused. Equally impressive has been her continued commit for Kansas City NARI to be professional in all our social activities. Jan has always been adamant that all members conduct themselves as professionals and wear our NARI logo both proudly and respectfully.

Kansas City NARI is extremely fortunate to have such a long-tenured leader. There is no doubt in my mind that without Jan's guidance and warm personality, we would not have the 300+ members that we have today. Jan has been a guiding light through both the economic collapse in 2008 and the pandemic of 2020. Through both events, Kansas City has remained strong and continues to show both growth and retention.

It is my pleasure to nominate Jan Burchett (*the hardest working woman in Kansas City*), for the NARI National Professionalism Award.

Sincerely,

Jonathan W. Kelly
Owner



To the NARI Professionalism Award Selection Committee,

From the moment my company joined NARI it was easy to see that Jan Burchett is very special. She is continually trying to improve members' engagement and development. She is amazing at supporting the volunteers to run the organization but also step in and offer course adjustments. The growth and engaged members at KC NARI are a direct result of her passion, her leadership, and her devotion to not just the local Chapter but also for the National organization.

Shortly after I joined, Jan approached me and encouraged me to join a committee and get plugged in. I am not the kind of person that just jumps in, but Jan has such a way of explaining the benefits but also has such a passion for the benefits, that I willingly joined a committee. We have been members of NARI for over 5 years and because of Jan's leadership I have held many positions to include Co-chair of a committee, Served on the Board of Directors, Treasurer and am currently have been nominated for Second Vice President.

A massive thing that is truly impressive about Jan is her leadership when the Chapter volunteers are not in agreement on the path forward. Jan has a very unique balance of standing by as ideas and thoughts are shared and interjecting at the absolute right moment to settle the conversation and guide us to making the best decision.

Jan is the absolute best baker I have ever been around. At any event that there are door prizes many members would pass on any other item to win one of Jan's coveted baked masterpieces.

Jan has been with KC NARI for 26 years and the Chapter has had amazing growth and produced many leaders within the time. There is a direct relationship between Jan and her devotion and leadership and the growth and stability of the NARI KC Chapter.

Sincerely,

Jason Wright CRS

Jason Wright Electric



(816)-246-5826
PO Box 218
Lee's Summit, MO 64063



Dec. 15, 2020

To The Mary Busey Harris, CAE Professionalism Award Selection Committee:

I am honored to nominate Jan Burchett for the **Mary Busey Harris, CAE Professionalism Award**. Throughout the past five years of working with Jan and the Kansas City Chapter of NARI, I can attest to her exemplary and exceptional leadership, devotion, dedication, and accomplishment for the organization.

I have had the incredible opportunity to work with Jan and KC NARI as both a chapter member and as the chapter's PR and marketing consultant. This has given me the unique perspective to witness Jan's passion for NARI as both a member and a vendor. Jan demonstrates an extraordinary commitment to KC NARI locally and nationally, as well as to chapter members, vendors and the general public.

Jan's success is evidenced by KC NARI's growth under her leadership. In her 26+ years with the organization the chapter has grown from 107 to 335 members (213% growth)! However, membership growth isn't Jan's only accomplishment for NARI. Her successes also include the following achievements:

- Instituted the annual chapter REMY Award program in 1990, to showcase member companies' excellence in remodeling.
- Developed KC NARI's annual Remodeled Homes Tour in 1998, averaging 19 homes per tour.
- Fostered membership with monthly chapter meetings garnering incredible attendance (150 attendees on average).
- Aided industry professional development by encouraging NARI certifications in partnership with NARI national.
- Grew public awareness of NARI by instituting a robust marketing campaign supported by public relations, paid advertising, social media and digital outreach.
- Partnered with numerous local nonprofit organizations such as, Habitat for Humanity, Kansas City Heroes, and others to give back to the local community.
- Paved the path for the future of the remodeling industry by creating the KC NARI "Futures Fund" – a grant program that has donated more than \$120,000 to area school districts construction trades programs and non-profit organizations with a construction-related focus.



- Increased member engagement and retention via KC NARI's "New Member Mingle" and "Many Faces of NARI" programs.
- Fostered member collaboration with the chapter's "Business Built Together" motto and program.
- Navigated challenging concerns regarding violations of NARI's Code of Ethics with skill, fairness and grace.
- Tackled concerns about the skilled labor shortage by planning and executing KC NARI's annual "Career Fair," providing the opportunity for students to learn about careers in the remodeling industry.
- Served on numerous NARI National Committees including: Chapter Executive forum, Chapter Standards Board, Education Committee, House of Delegate, Leadership Summit Task, Marketing & Communications, Membership, Nominating Committee, Strategic Renewal Steering Committee and Workforce Development.
- Honored with NARI National Awards, including: President Choice Award (1996-1997, 1999, 2001, 2018) and Outstanding Service to NARI (2012-2013).

Once can see from the above achievements that Jan is extremely deserving of the **Mary Busey Harris, CAE Professionalism Award**. However, what cannot be quantified is how beloved Jan is throughout every aspect, and among each and every member, of Kansas City NARI. Not only does Jan perform her role as Executive Director in "top notch" form, so does so with unparalleled drive, grace, congeniality and professionalism.

Some say, "Leadership is not a position or a title, it is an action and example." Jan radiates professionalism by leading with *action* and *example*. She is a true testament to every quality embodied by the National Association of the Remodeling Industry. I truly cannot imagine anyone more deserving of the **Mary Busey Harris, CAE Professionalism Award** than KC NARI Executive Director, Jan Burchett.

Sincerely,

Michaela Pearce
Founder & CEO | Pearce PR & Marketing
Michaela@PearcePR.com | 816.500.5911
www.PearcePR.com



September 27, 2020

I am pleased to have the opportunity to attest to the worthiness of Jan Burchett's nomination to be awarded the Mary Bussey Harris, CAE Professionalism Award.

As a member of the professional remodeling industry since 1980 and a NARI member since 1987 I feel I have the qualifications to know a winner when I see one. And, Jan is a winner!

Jan has been the force behind KC Nari's exponential growth over the past 24 years. Not only has KC NARI grown from approximately 50 to over 350 members in her tenure, the services that our chapter provides are unmatched by any other NARI chapter.

Jan has been a part of developing and maintaining the following KC programs since she became the chapter's executive director in 1996:

- REMY Awards program – our local chapters excellence awards, started 1990
- Annual Remodeled Home's tour.
- Managing the KC Nari certification program for testing preparation and test taking.
- Annual awards ceremony
- Monthly meetings with attendance of approximately 150 members in attendance
- Annual NARI sponsored seminars on trade and business practices
- Managing a robust NARI city marketing program with print, radio and television media with co-pay opportunities.
- Producing an annual professional directory
- Manages the financials, including budgets and staffing.
- Jan has always maintained a healthy balance sheet and profit and loss statements.
- Organizing and managing several community service projects throughout the year. Many of these projects have received recognition for their contribution to improving our communities and the people that live in the area.

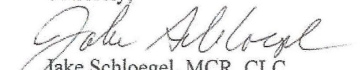
Awards that Jan has received:

- President's Choice award – 1999, 2001 and 2018
- Outstanding Service to NARI – 2012, 2013

Jan's professionalism, leadership and dedication are why the KC NARI Chapter has the second largest membership in the country while ranking 30th in metropolitan size.

There can be no one more deserving of this award than Jan Burchett.

Sincerely,



Jake Schloegel, MCR, CLC
KC NARI president – 1990-1992
Lifetime Achievement Award, 2017

December 17, 2020

To Whom It May Concern:

I would like to recommend Kim Savelsbergh and Jan Burchett for the Mary Bussey Harris, CAE Professionalism Award.

This prestigious award honors Mary Bussey Harris, CAE, NARI's Executive Vice President who raised the standards of professionalism and brought renewed awareness of the value of exceptional leadership and dedication at the chapter level. This award is presented to recognize exceptional leadership, devotion, dedication, and accomplishment through efforts to promote NARI as a professional organization. Both Kim Savelsbergh and Jan Burchett exemplify the spirit of this award and have a combined tenure of 35 years of service and dedication to their chapters and our association.

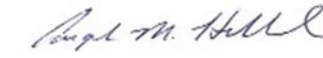
Both executives have been mentors to me throughout my six-year tenure with NARI and are always willing to share their expertise and talents with other chapter staff and leaders. Both have served on numerous national committees and task groups, including the Chapter Standards Board. While serving on the CSB, they worked to create the "2020 Operation Excellence," designed to set standards for healthy chapters and offered support for chapters that had not yet met the minimum standards; reaching out to provide individual support whenever possible. They continued to work to document the standards and assist chapters by helping create the Chapter Toolbox, a document collection and retrieval system to provide resources for all chapters.

Both are active members and past leaders of the Chapter Executive Forum and generously offer their expertise and resources during monthly meetings. Both execs dedicated time during this past year to sit in on Zoom calls to help other execs, especially newer execs navigate through the pandemic.

If Chapter Executives are the backbone of NARI, then Kim and Jan would have to be NARI's Lumbar Spine; those vertebrae that carry the most weight! (Ha, just wanted to see if you paid attention in anatomy class and if you are paying attention now!)

Please accept this heartfelt nomination for my mentors and friends, Kim Savelsbergh and Jan Burchett. Two of NARI's finest!

Respectfully Submitted by



Angela Hubbard
Executive Director, NARI Metro DC
CEF Chair & National Board Member



Thank You

For Your Consideration

