



**2019-2021 Member Services Committee – Conference Call  
Tuesday, December 10, 2019 – 3:00 pm-3:15 pm**

Staff Liaison: Lori Myers-Carpenter || [lmcarpenter@nahro.org](mailto:lmcarpenter@nahro.org)  
<http://www.nahro.org/content/nahro-member-services-committee>

**Attendance:**

Those on the call: Denita Johnson, Felicia Davis, Rickey Bouffard, Kathy Walter, Keon Jackson, Anna Judge, Dannie Walker, Jake Oglesby, Karen Reynolds, Beverly Banks, Milet Hopping, Annie Botsford, Angie Hanifin, Veronica Loza, MaryLiz Paulson, Andy Rodriguez, Therrie Butz, Lori McGowan, Zach Bale, Revonda Stordahl, and April Thompson

Those absent: Randy Waters, Donna Brown-Rego, Gary Centinaro, Dale Gravett, Eric Chubenko, Joseph Anderson, Demetria Simpson, Cynde Smith, Lillian Stringer, Shauna Boom, Billie Shelburn, Sharon Dixon, Vanessa Gonzalez, Liz Morales, Lisa Stevens, and Zachary Guerin

**Guests:**

Sunny Shaw

**NAHRO Staff:**

Lori Myers-Carpenter

A quorum was present.

Denita Johnson started the meeting by welcoming everyone to the first call of their term and saying she is excited about the work ahead. She said she will be respectful of everyone's time so the calls will start and end on time.

The first item she wanted to talk about was the subcommittee assignments. She said they tried to give everyone their first choice, and for those who didn't have a chance to respond, they were assigned. She also thanked the chairs for volunteering since she knows it is a big responsibility providing agenda items for the meetings, taking notes, and reporting back to the committee on their progress. She said she will set up conference calls with the Subcommittee chairs after the retreat so they can talk about their agenda items. She asked if there were any questions. Hearing none she went on to the next item.

Denita said the full committee will meet face-to-face three times a year, and they will also hold monthly conference calls on the 2<sup>nd</sup> Tuesday of every month at 3:00 pm ET. Calls will only be held if there is an agenda item to discuss, otherwise the committee will be notified if the call is cancelled. She said in the past, the face-to-face meetings seemed rushed so they could end the meetings early. She reminded the group they are there on behalf of the members, and they owe it to them to stay the full time and to give the discussion topics their full attention.

Sunny Shaw thanked Denita for her comment, and she said it really showed she wanted to represent the members well.

Denita said on the recent Steering call they were asked to become more involved with advocacy, and she asked Sunny to go over this. Sunny said if they were at the meeting in San Antonio, they heard she expected them, as leaders, to become more active in advocacy and to walk the walk. Right now, they are trying to send 2,000 letters to congress and the White House to support funding for 2020. This funding not only impacts their own clients, but the community and the local businesses as well. She asked everyone to send the letter, if they hadn't already, through the NAHRO advocacy App or the advocacy center on the web. Kathy Walter asked if there was a sample letter, and Sunny and Denita confirmed there was one on both platforms. Rickey Bouffard mentioned he had trouble with the app at first, but once he logged out and then back in, he was able to access it and send the letter.

Denita said she also wanted to mention the Steering Committee passed the Michigan Chapter By-laws the committee had voted on and passed earlier.

She asked if there were any questions. Kathy Walter asked if there had been any discussion on what the subcommittees needed to focus on during the term. Denita said not on the Steering call, but they are going to discuss that during the retreat. Keon Jackson asked when the retreat was going to be held. Sunny said it was scheduled for January 16-17, but it was only for BOG members.

Denita asked if there was any new business. Hearing none, the call ended at 3:15 pm. The next full committee call will be held on Tuesday, January 14 at 3:00 pm ET.