



**2019-2021 Member Services Committee – Conference Call  
Tuesday, June 9, 2020 – 3:00 pm-4:00 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, Annie Botsford, Donna Brown-Rego, Eric Chubenko, Milet Hopping, Keon Jackson, Anna Judge, Jake Oglesby, Veronica Loza, Andy Rodriguez, Billie Shelburn, Cynde Smith, Lisa Stevens, April Thompson, and Kathy Walter

Those absent: Joseph Anderson, Zach Bale, Beverly Banks, Shauna Boom, Rickey Bouffard, Gary Centinaro, Sharon Dixson, Dale Gravett, Zachary Guerin, Angie Hanifin, Pamela Kemp, Lori McGowan, Liz Morales, MaryLiz Paulson, Michele Poletti, Karen Reynolds, Peggy Rice, Revonda Stordahl, Lillian Stringer, Dannie Walker, and Randy Waters

**NAHRO Staff:**

Lori Myers-Carpenter

Denita Johnson welcomed everyone on the call. She said in light of things going on right now, she was going to change the last bullet item on the agenda to include not only the COVID-19 virus but the other virus that is happening, racism.

She then asked staff to provide an update. Staff said they are going to hold a virtual conference since they had to cancel the New York conference. Held over two days, the conference will start in the afternoon and run until 5:00 pm. It will feature three general sessions, one with Charlie Cook, one providing a Washington Update and one on Diversity. The conference will also feature breakout sessions on such topics as leadership, resident programs, repositioning, and housing is health. Finally, they hope to include information about the 2020 Awards of Merit winners sometime during the virtual conference.

Next, Denita provided an update on the past two Steering Calls. The first call focused on passing the strategic plan and the changes to the individual award names. She said one of the stipulations for passing the new names was to notify the previous winners about the name change. Denita said yesterday's Steering call focused on the summer conference and whether it should still feature the topics staff just mentioned. She said most people on the call felt the agenda should be changed so it would focus more on diversity.

Denita then asked for reports from the subcommittees. Kathy Walter reported the Awards Subcommittee is going to focus on increasing the number of applications this year. She said although we have a large membership, we don't receive a lot of awards applications. The subcommittee is going to work with the other committees, chapters, and regions to increase the number of applications submitted this term.

Keon Jackson reported the Emerging Leaders subcommittee is going to focus on bringing people together and sharing knowledge with other emerging leaders and new Executive Directors.

Staff reported one of the IT subcommittee's objectives was to review the new website and provide feedback to the Communications Department. A short questionnaire was sent to the subcommittee members asking for their feedback on the new site. Staff will collect these and share them with the Communications Department in the hopes they improve the site even more.

Cynde Smith said the Marketing/Relationship Subcommittee held a call last week to prioritize their objectives. They decided their first priority should be the peer-to-peer networking and how it relates to conference attendees and in particular the first-time attendees. Next they will focus on benchmarking, which means they will research other associations to see if they are providing products/services that could be beneficial to NAHRO, and finally they will conduct a survey of the membership. The groups first task is to think of some networking ideas to share on the next call, and hopefully put into action.

Denita thanked the chairs for their reports and she moved on to the last agenda item which concerned diversity and COVID-19. She opened up the floor for comments.

Keon said he agreed with Denita's early comment that the conference agenda should change so it focuses more on race, diversity and inclusion. He said even if it's just adding a session on sensitivity training. People may think they don't need it, but it couldn't hurt.

Denita mentioned one thing she took away from the protests were the signs of unity – young old, black white, everyone was represented. She wants to make sure our organization shows that too, that everyone is in the circle and has a voice. In order to move forward, we all have to play a part.

Milet Hopping said Waco held a racial equity training for their staff, which was very good and well received, but it was held over eight weeks and in person. She wasn't sure how something like that could translate virtually. She agreed our organization needs to be a leader in this area.

Veronica Loza said she is from a small community and leadership starts at the top, whether its in the community or at NAHRO. She feels the agenda should change as well, and we should have a united message. If we don't have a discussion about this, nothing will change.

Denita agreed and said there are going to be some uncomfortable discussions, but we need to have them.

Anna Judge said it would be insensitive not to have diversity on the agenda, even if it was just a small amount.

Lisa Stevens agreed, and she said its important and it should be a priority. When COVID-19 happened information was everywhere. This issue needs to be treated like that too. As leaders we need to provide our members with the tools to hold these conversations.

Kathy said she has been a part of the diversity advisory committee for the past few years, and she felt the plenary sessions held at the end of every conference were well-received and had good discussions. Many which helped open her eyes to what was happening around the country. She felt if the conference could hold something like that, it would be good. She also said the conference should probably address some COVID-19 issues like returning to work or working with residents. Many offices are just opening back up looking for guidelines.

Denita agreed both issues should be included on the agenda.

Andy Rodriguez said one item that gets lost today is the idea of being civil. Whatever happened to that? Even in our own governments people are no longer civil to each other. There is a big gap in this country between the two parties, and he wonders what our children think about this and what they are feeling. He said we need to have these conversations.

Denita asked if anyone wanted to share best practices surrounding COVID-19.

Keon said ZOOM is great. It opened up everything for him and his team and going forward they are going to continue to use it.

Denita agreed. She said she used to feel disconnected on the teleconference calls, but with ZOOM she can now see people and feel more connected. She also said because of COVID-19 they had to rethink some of their processes, and they discovered the changes made them more efficient.

Milet said she learned about technology they already had, but no one was using, like being able to take your office phone home with you and continue to receive calls just like you were in the office. She said they experienced some issues with file sharing, but they are working through them. She also said by shortening some of their work days, they were able to take more trainings, something they normally wouldn't have time for, and she gets more done in a day than she used to – virtual is the way to go.

Andy said his agency took this time to update their computer system by installing docking stations to make it easier for their staff to work from home. They also used some CARES money to upgrade their payroll system and other money to buy supplies like masks, gloves and hand sanitizer for staff when they returned. He said his productivity is up.

Milet said they are also connecting residents to a Family Health Center, which will allow them to talk to a nurse or doctor virtually. They are also providing WiFi drops at every site.

Denita said one of the things they did was connect some of their staff with seniors in their developments through their Supporting Our Seniors program. The staff member reached out to the senior(s) they were assigned to at least three times a week to see if they needed anything, and they provided them with \$50 each month in order to buy these items.

Denita noted the time was almost up, but she wanted to mention before they ended the call that they still needed to select a vice chair for the committee. Staff suggest maybe they could ask

interested parties to announce their candidacy on the next ZOOM meeting, and then they could hold an electronic vote.

Denita asked if there were any other comments, and hearing none, the call ended at 3:58 pm.