



**2019-2021 Member Services Committee – Conference Call
Tuesday, July 14, 2020 – 3:00 pm-3:40 pm**

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

Attendance:

Those on the call: Denita Johnson, Zach Bale, Beverly Banks, Annie Botsford, Rickey Bouffard, Donna Brown-Rego, Eric Chubenko, Zachary Guerin, Milet Hopping, Keon Jackson, Anna Judge, Pamela Kemp, Lori McGowan, MaryLiz Paulson, Karen Reynolds, Peggy Rice, Andy Rodriguez, Billie Shelburn, Cynde Smith, Revonda Stordahl, Dannie Walker, Kathy Walter, and Randy Waters

Those absent: Joseph Anderson, Shauna Boom, Gary Centinaro, Sharon Dixson, Dale Gravett, Angie Hanifin, Veronica Loza, Liz Morales, Jake Oglesby, Michele Poletti, Lisa Stevens, Lillian Stringer, and April Thompson

NAHRO Staff:

Lori Myers-Carpenter

Guests:

Sunny Shaw

Denita Johnson welcomed everyone on the call, and she provided an overview of yesterday's Steering Committee meeting. She said the Housing America Advisory Council was in full scholarship mode. They had received seven applications from the regions, and they were currently reviewing them. She also encouraged everyone to attend the online Summer Conference if they were able.

Next, staff reported they were in full awards mode as well. The Awards Catalog was just sent to the printer so each member agency should receive their copy by early August. They also sent out the jury information for the Awards of Excellence. Scores are due back by the end of the month, and they hope to notify the winners by mid-August. Finally, staff wanted to remind everyone the individual awards applications were now online, and if they knew of an outstanding commissioner, international representative, etc. to please submit their entry by August 17. Cynde Smith also reminded the group about the Business Partners Council award which is an award honoring vendors who have been a strong partner. The deadline for agencies to submit applications for this award is August 17 as well. Denita asked how the awards have been marketed and staff said they are mentioned in the Monitor and Journal, in tweets, and during the last RSO call. Staff also developed a flyer which can be sent to the regions promoting the awards. This will be distributed as soon as its approved by Ms. Todman.

Denita also asked about the housers at work campaign. Staff reported the communications department will begin sending out stories that highlight the great work our members are doing

during the COVID-19 pandemic. IF anyone would like to share their stories, please email them to her and she will share them with the communications department.

President Sunny Shaw joined the call and she thanked everyone for continuing to move their work forward during these times when everything is now online.

Denita said the next item on the agenda was a discussion about granting lifetime membership for NAHRO Presidents. Staff mentioned the current requirement for Lifetime membership is 20 years of being an individual/Associate/Allied member, and the benefits include access to the members only portion of the NAHRO website, ability to serve on committees, vote in elections, a copy of the NAHRO Monitor and a discounted rate on NAHRO conference registration. Denita said granting lifetime membership to past presidents when they retire, ensures they stay involved with NAHRO even if they didn't have the required years of membership. Kathy Walter thought this was a great idea. Milet Hopping agreed saying it was important not to lose their history or knowledge. MaryLiz Paulson agreed and wondered if we could do some kind of incentive to keep them in involved. Sunny mentioned if we did provide them with an incentive like conference registration, they needed to keep the budget implications of this in mind. If eight presidents all retired at the same time, than that's eight registrations they'd have to cover for an extended period of time. She said the main attraction is being able to stay connected.

Denita asked if there was a motion to grant lifetime membership to past presidents once they retired and no longer working. Milet Hopping put forth the motion and MaryLiz Paulson gave the second. The motion passed unanimously.

The next item on the agenda is the candidates for Vice Chair. Denita mentioned the position of Vice Chair has been vacant for some time, and they hope to fill it soon. She asked staff to give an overview of the process. Staff said they had hoped to hold an election in March, then July, but with both conferences being cancelled they've decided to hold a virtual election. She said today they would invite anyone interested in running for Vice Chair to announce their candidacy. If only one person was running, they could most likely handle the election today, but if there was more than one candidate, then an electronic vote would be held to keep it confidential. Kathy Walter asked if staff could go over the nomination process. Staff said in order to be eligible to run, a candidate needed to receive a nomination and two seconds, making sure that the seconds were from different regions. She then said she knew of one person who was interested in running, and she asked Milet Hopping to say a few words.

Milet said she had been in the field for 26 years, starting first in the FSS coordinator position and working her way up to CEO. She is running because more than any other committee this is the one that affects members satisfaction the most by providing specific services like information on legislation and policy. They also grow new leaders and recognize best practices that expand how we do business. This year has called for a lot of adaptability, accountability, action and change. She provided some personal information as well, and she said her mother is dealing with dementia and her father is an octogenarian. They sometimes share stories about old times that happened and some that did not, but there is a lot of love and laughter. She has been married for 38 years, is the mother of three adult children and has three wonderful grandchildren. She looks forward to helping Denita and watching the committee grow, and she said as we move through

this time of change, we need to be serious about the things we advocate for so our members feel we are current, we are dealing with the things they are dealing with, and that we listen.

Denita asked if there was anyone else interested in running. Hearing none, she proceeded with the formality of the nomination process. Donna Brown-Rego (NERC) nominated Milet Hopping for the position of Vice Chair. Annie Botsford (SWRC) and Kathy Walter (MARC) gave the second and several other people seconded as well. A verbal vote was held, and the nomination was approved. Milet thanked everyone, and said she hoped she lived up to their expectations. Denita congratulated Milet on her new role, and said she was looking forward to her help.

Denita asked if there was any new business. Hearing none she encouraged everyone to register for the conference and help spread the word about the individual awards. The call ended at 3:40 pm.