



**2019-2021 Member Services Committee – Conference Call  
Tuesday, October 13, 2020 – 3:00 pm-3:30 pm**

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

**Attendance:**

Those on the call: Denita Johnson, Milet Hopping, Dale Gravett, Eric Chubenko, Gary Centinaro, Kathy Walter, Joseph Anderson, Keon Jackson, Anna Judge, Peggy Rice, Cynde Smith, Lillian Stringer, Randy Waters, Jake Oglesby, Beverly Banks, Billie Shelburn, Karen Reynolds, Annie Botsford, Sharon Dixson, Larry Guanzon, MaryLiz Paulson, Lori McGowan, Revonda Stordahl, Dannie Walker, and Zachary Guerin

Those absent: Rickey Bouffard, Donna Brown-Rego, Pamela Kemp, Shauna Boom, Veronica Loza, Liz Morales, Michele Poletti, Andy Rodriguez, Lisa Stevens, April Thompson, and Zach Bale

**NAHRO Staff:**

Lori Myers-Carpenter

Denita thanked everyone for being on the call and welcomed the newest member, Larry Guanzon. She started the call by saying usually they meet the day before the conference to have their full committee meeting, but they aren't able to do that this year due to COVID. Instead, she said President Shaw asked all of the committees to keep inline with the tradition of committee day virtually. She said today's meeting will count as the required attendance for committee day, and instead of making it one long meeting, she decided to break it up so the regularly scheduled subcommittee calls will serve as the breakout sessions they normally have, and another meeting will be scheduled near the end of the month for subcommittee report outs and meeting wrap-up. Since all of this needed to be done by October 29, she asked Keon Jackson if he would be willing to reschedule the Emerging Leaders regularly scheduled call on the 27<sup>th</sup> to an earlier date so the full committee could meet on the 26<sup>th</sup>. Keon said he would work with staff to do that. Denita asked staff to send out a poll to select a time for either the 26<sup>th</sup> or 27<sup>th</sup>.

She then continued her report saying since the Steering Committee did not meet in October, she didn't have anything to report from them, but the Strategic Advisory Planning Committee did meet, and they discussed housing beyond the pandemic and with the election, what would housing look like under a second Trump term or a new Biden term. They also discussed the executive order from the president on combating race and stereotyping.

Denita then asked staff to give an update. Staff said at the last meeting she mentioned NAHRO was looking for a new Association Management Software, and they had just finished the discovery stage, which lists what they are looking for in a new system. She said they sent out a request for demonstration to interested vendors and they are starting to receive responses. Their hope is to begin scheduling demos as early as next week and to make a selection by December.

She said they will enlist the help of the IT subcommittee and other members to help with beta testing. She reported the applications for the individual awards were being sent to the juries for selection, the Awards of Excellence winners had been notified, and they would be featured in the Buyers Guide edition of the Journal. She also said the Awards of Merit application process will open in the next week or two. Finally, she wanted to let the committee know she had presented their idea for virtual roundtables to Ms. Todman and the rest of the staff and they were open to the idea. It was suggested staff could present these on a quarterly basis starting next year, and the topics could be selected from the suggestions provided by members by way of the conference and professional development evaluations. Staff asked if they thought this was a good way to handle their suggestions and the committee agreed.

Denita then asked for ideas on how to engage the committee during the zoom calls so they could hear from others. She mentioned they could try ice breakers or something similar. Sharon Dixon said she thought ice breakers could help to get people talking. Denita also suggested presenting a topic before each meeting they could think about and then discuss on the next call. Milet Hopping said she liked that idea. Lori McGowan asked why they didn't use video on the calls. Staff said its mainly due to band width. Some committee members offered their own accounts to help with this and staff said she would ask again about using video.

Lori said one idea she does with her staff is to ask them to present or talk about something in their home or office that has meaning to them so they had a chance to get to know each other. They have also shared pictures and sometimes just shared a laugh. Denita thanked Lori for that idea and asked the other members to send her any ideas they may have.

Denita then asked for a motion to accept the minutes from the July meeting. Kathy Walter made the motion and Anna Judge gave the second. The motion passed unanimously.

Denita asked Milet if she had anything to add. Milet said she is looking forward to hearing some of the ideas the members have for staying engaged, as well as strategies on how to move the housing agenda forward with whomever gets elected.

Denita then asked if there was any new business. Hearing none, the call ended at 3:30 pm.