



**2019-2021 Member Services Awards Subcommittee – Conference Call
Thursday, March 26, 2020 – 3:00 pm-3:30 pm**

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

Attendance:

Those on the call: Kathy Walter, Dale Gravett, Milet Hopping, Karen Reynolds, Andy Rodriguez, April Thompson, and Dannie Walker

Kathy Walter welcomed everyone on the call and said their main purpose was to decide on objectives and measurable outcomes to match the goals the Board of Governor's developed in January. However, before they did that, she asked staff if they should discuss the awards names suggested by the Commissioners, Legislative Network and IRGE committees. Staff said they could, or they could wait and discuss them with the full committee. Kathy said she was fine with the LegNet and IRGE names, but they might want to discuss the Commissioners committee's suggestion since they wanted to keep the name of Elizabeth B. Wells connected to the award, which was what Member Services was trying to avoid. After a brief discussion, the group decided to wait and discuss the names with the full committee.

Kathy said she hoped everyone had looked at the document they sent earlier, which listed a few of the ideas she had for possible objectives. While she didn't have any objectives in mind for goals A, D or E for the Awards Subcommittee, she thought they could include items about better advertising the awards under Goal B and increasing the number of participants under Goal C if they engaged the regions help.

Milet Hopping asked if they should consider reviewing the current awards to see if they were still in tune with the current state of the industry and whether any changes or new awards needed to be developed. Kathy said Dale Gravett mentioned something like this before. Dale said he was talking about an award for our partners which would reflect their professionalism in the industry. Staff said the BPC revamped their award last year, which may cover this. However, it would still be a good idea for them to review it to make sure, and to also make sure no other areas in the industry were being overlooked. They might even consider looking at the agency award of merit categories to see if new ones needed to be added to reflect the changing industry.

Dannie Walker asked if the nominations for the individual awards needed to come through the regions. Staff said they could, but it wasn't required. Individuals, agencies, chapters and regions can all submit applications.

Kathy mentioned the other goals seemed to be geared more toward the other subcommittees; for instance Goal E might be covered by the Emerging Leaders and/or IT. Andy Rodriguez agreed and implied that if another subcommittee was more suited for a goal, than they should address it instead of the Awards Subcommittee.

Kathy mentioned at the BOG retreat they discussed using social media more and developing Apps to entice younger generations. She said they should use social media more to advertising the awards.

Kathy asked if anyone had any other objectives to add? Hearing none, she said the next steps is to send the objectives to the rest of the subcommittee members for comment before sending them to the full committee. Milet asked if they could include the goal's definition in the document so they could better see the connection. Kathy said they would.

Kathy asked if there were any other comments or questions. Milet asked if the Summer Conference in New York was still going forward, and staff said it was still too early to make a decision. Hearing no other comments, the call ended at 3:30 pm.