



2019-2021 Member Services IT Subcommittee – Conference Call
Thursday, April 9, 2020 – 1:00 pm-1:30 pm

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

Attendance:

Those on the call: Beverly Banks, Donna Brown-Rego, Gary Cetinaro, Anna Judge, Jacob Oglesby, Mary Liz Paulson, Peggy Rice, and Lisa Stevens

Subcommittee Chair, Beverly Banks welcomed everyone on the call and thanked them for sharing their time. She apologized that she was a little under-prepared for the call since if it didn't pertain to COVID-19, she hadn't really focused on it. She asked staff if they would mind leading the discussion.

Staff said on the other calls, they went through the goals one by one and talked about whether or not they felt they could create an objective and metric for each one. If the group liked that idea, that's how she would handle this call. They all agreed it sounded like a good format.

Goal A – Focuses on advocacy

Lisa Stevens asked when the new website would be available since that timeline might help them formulate their objectives. Staff said the original goal was to have it ready by the beginning of April, but it looked like it was going to be more toward the end of April. Beverly mentioned this could be part of their objectives – to review, support and promote the new website. The group agreed. Lisa also mentioned the Congressional app we currently use works well for advocacy so they may not need to develop something else.

Goal B – Focuses on professional development

Donna Brown-Rego mentioned she would like to see training on lessons-learned from COVID-19 – how to work remotely, what tools are out there like the robo calls and docu-sign. Things they could use now as well as in the future to help them streamline processes. A lot of agencies don't know what's out there or where to even start looking for these types of resources. Maybe NAHRO could help. Peggy Rice said a lot of rural areas don't even have internet. Maybe there are some tools they could use to help them with this. She mentioned the new Act about rural broadband. Maybe they could promote this. Staff said that idea could fall under Goal A.

Goal C – Focuses on partnerships

Beverly mentioned that while the IT subcommittee could review any type of IT included with a new partnership, finding and/or suggesting new partners might be a better project for the entire committee.

Goal D – Focuses on expanding revenue sources

The group thought webinars on IT and best practices would have been a great source of revenue earlier, but it might be too late now since they are solely needed. Maybe this could be a revenue producing once things have gone back to normal for new staff/EDs coming into the field.

E. Focuses on communications, networking, knowledge transfer, enhancing the experience of members and next generation professionals

The group agreed the new website will play a big role in this goal, and they encouraged everyone to review and promote it. Lisa mentioned they may want to see if the new website has a message board or forum connected to it since many people find them helpful. Staff said she wasn't sure if it did or not, but if it didn't, the subcommittee could do research on list serve to see if any of them could be used with the new website or new database once that is in place, hopefully, next year. Beverly said the Southwest list serve is invaluable. It's a place they can ask questions, offer support and even vent if needed. Peggy said they are great for getting a second opinion when you want to try something.

F. Focuses on Diversity

Staff mentioned they weren't expected to provide any objectives for this goal, however they were encouraged to provide any ideas they may have to improve diversity and equity. Lisa said she hoped the new website would be compliant for those with disabilities, and staff said that was one of the requirements they gave to the website developers.

Beverly asked if there were any other comments or questions. Hearing none the call ended at 1:30 pm.