



**2019-2021 Member Services Committee – Conference Call
Tuesday, August 11, 2020 – 3:00 pm-3:50 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, Milet Hopping, Rickey Bouffard, Donna Brown-Rego, Dale Gravett, Kathy Walter, Eric Chubenko, Keon Jackson, Joseph Anderson, Pamela Kemp, Cynde Smith, Karen Reynolds, Beverly Banks, Annie Botsford, Billie Shelburn, MaryLiz Paulson, Lisa Stevens, April Thompson, Sharon Dixson, Veronica Loza, and Zach Bale,

Those absent (some due to the code issue):

Randy Waters, Gary Centinaro, Anna Judge, Peggy Rice, Dannie Walker, Shauna Boom, Lillian Stringer, Liz Morales, Jake Oglesby, Michele Poletti, Lori McGowan, Zachary Guerin, Andy Rodriguez, and Revonda Stordahl

NAHRO Staff:

Lori Myers-Carpenter

Milet Hopping welcomed everyone on the call and asked staff to take roll and give her report. Staff apologized for the trouble with the meeting code and said she would send a new meeting invite with the correct code. She also said Denita Johnson was detained on another call, and she would join them shortly. Staff said the 2020 National Conference had been officially cancelled, and they would hold an online conference sometime in the fall. She also said three new Fellows had been selected for the Class of 2020: Fred Banks, Clif Marten and Ailrick Young. She said the Awards of Excellence Juries finalized their selections last week, and out of the 70 entries nominated, 21 would receive Excellence Awards. Finally she reminded everyone the deadline for the individual awards was next week, August 18 so if they knew anyone who should be nominated for the Commissioner of the Year, Outstanding Professional or the International Research and Global Exchange Awards to please do so. She also said if anyone had worked with a business partner this year on project that created a positive change in their community to please submit them for the Business Partners Council Partnership Award.

Milet thanked staff for the report and said they'd move on to the next agenda item. She asked staff to provide an overview. Staff said they were looking for input from anyone who may have attended the Online Summer Conference. If they liked it or not, had any suggestions to improve it, and if they had ideas on how they could handle some of the activities they usually do at the national conference online, like the Party with a Purpose or the awards. Kathy Walter said she enjoyed the conference, and she like she could attend it from her office without having to worry about travel. She said for the individual awards, it might be nice if someone from the person's agency could send in a video of them so the attendees could see who they were. Milet said she

liked that idea. Milet said she also enjoyed the conference, but she wished there was a way to have more interaction. The question section helped, but she wished there could have been something else. She also said she hopes we can still do a fundraiser for the Party with a Purpose – maybe sell virtual tickets for a raffle. Donna Brown-Rego mentioned NAHRO's non-profit status may not allow us to do that online since its considered gambling, but we might be able to do a silent auction. She suggested we talk to Chuck Wellard about this before proceeding. MaryLiz Paulson said she was unable to attend the conference, so wanted staff's input on how it went and how many attendees they had. Staff said they had a little over 300 attendees, and she enjoyed the conference since it was the first time she was actually able to attend sessions. She said the company they used was very hands on, and they walked them through every step of the process. She said they received good reviews from the attendees, with most of the negative remarks centering on how sessions opened up at the last minute so they sometimes felt they missed something and that the reception could use some improvement.

Denita Johnson joined the call and said another topic she wanted the committee to consider was how to move the work of the committee forward during these times. Normally we do most of our subcommittee work at the face-to-face meetings, but this year, that's not going to happen. She asked the group if they had any ideas on things they could do. Kathy said the zoom calls are great for these meetings, and if we needed to schedule subcommittee calls once a month to stay engaged and motivated, then they need to do it. Denita said it was also suggested for the subcommittees to be featured on the full committee call each month to go over their objectives and ask for the committee's input. The committee seemed open to that idea. Donna Brown-Rego asked if there were any items on the transition report the committee still needed to address. Staff said a few she could remember were the awards subcommittee reviewing the awards process and the Emerging Leaders working with the Fellows. She also mentioned there were current objectives they could discuss, first with the subcommittee and then with the group, like the networking idea the marketing and relationship subcommittee has been discussing. She said she would find the list and send it out to everyone so they could look at it and decide which topics they'd like to tackle first. Denita said she knows its hard to be on these calls since it was her 5th one of the day, but she feels they are necessary so we can hear from everyone and move the work forward and be effective. She values everyone's opinion, and she wants to make sure they are all a part of this retooling effort.

Denita then welcomed Milet to her first meeting as Vice Chair. Milet said she was happy to be a part of the retooling process, and she wants to make sure the committee is as productive as they have been in the past, and they have the same commitment to their goals as they always have.

Denita said for the next meeting, they will decide which subcommittee objective they will review based on the list staff sends out. She also asked if they thought of anything unique they'd like the committee to do or discuss over the next few days, to please email that information to her, Milet or staff.

It was asked if there was any new business, and hearing none, the call ended at 3:50 pm.