



**2019-2021 Member Services IT Subcommittee – Conference Call
Tuesday, September 8, 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, Gary Centinaro, Eric Chubenko, Anna Judge, Jacob Oglesby, Peggy Rice, and Lisa Stevens

Subcommittee Chair, Beverly Banks welcomed everyone on the call and thanked them for sharing their time. She said the main purpose of the call was to discuss the EL objective that was going to be discussed during the full committee meeting, but she also wanted to touch base on the subcommittees objectives as well. She asked staff to review their objectives.

Staff said under Goal A, they had the following objective: To monitor the Serving Rural America Act, and offer comments as needed for passage and to promote it once passed. Staff said since the initial bill was created, there has been no further movement on it, and its still sitting in the House Committee on Energy. If anything changes, she will let them know.

She also said they had an objective under Goal B: To encourage the PD Committee to provide a webinar on best practices for working remotely and/or they, or the IT subcommittee, could create a list of IT tools available. Staff said she shared the objective with the PD Committee liaison, but they have not had a chance to act on it since the department has had to reinvent the way they produce trainings. Almost all of their trainings pre-COVID-19 were in person, and they've now had to convert them to online fairly quickly. Once they have converted more of their trainings, they will revisit the IT Subcommittee's request.

The final objective for the subcommittee was under Goal E, which was to review the new website and possibly identifying a list serve for the membership to use. The Subcommittee reviewed the new website, and their comments were sent to NAHRO's communication director, so most of this objective is complete.

Beverly then turned to the main topic on the call, which was to provide suggestions on the EL's objective under Goal E: To create a networking program between housing authorities, whether in person or through online means.

Suggestions that are used currently by their Chapters or Regions included:

Private Facebook Groups
Zoom Coffee Hours
Zoom Happy Hours
Group Email Lists

The group liked the idea of the Zoom coffee/happy hours and felt those could be done on the national level. They suggested using the chat feature for attendees to talk back and forth, having a moderator present to lead the discussion, possibly having subject experts as well to answer questions, and if there were a lot of attendees, to use the meeting room feature to split the attendees into smaller groups.

Staff said they would discuss these ideas with the full committee later that afternoon, and depending on the outcome of that meeting, she would discuss them with the CEO as well to see if they could move forward.

Beverly asked if there was any other business, hearing none, the call ended at 1:30 pm.