



**2019-2021 Member Services Committee – Conference Call
Tuesday, September 8, 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: Rickey Bouffard, Kathy Walter, Eric Chubenko, Keon Jackson, Anna Judge, Peggy Rice, Cynde Smith, Dannie Walker, Jake Oglesby, Beverly Banks, Billie Shelburn, Andy Rodriguez, Lisa Stevens, Zachary Guerin, and Revonda Stordahl

Those absent: Denita Johnson, Milet Hopping, Donna Brown-Rego, Randy Waters, Gary Centinaro, Dale Gravett, Joseph Anderson, Pamela Kemp, Lillian Stringer, Shauna Boom, Karen Reynolds, Annie Botsford, Sharon Dixson, Veronica Loza, Liz Morales, MaryLiz Paulson, Michele Poletti, Lori McGowan, April Thompson, and Zach Bale

NAHRO Staff:

Lori Myers-Carpenter

Due to travel, the chair and vice chair were not on the call, so Staff led the meeting. She started by letting the committee know NAHRO is currently looking for a new Association Management System. They hired a vendor to help them with the search, letting them know their current business model and what they would like a new system to do. The firm is writing an RFP, which they will send to the various software companies to see which one would best fit their needs. They will then review some demos and select the firm. They hope to engage members of the IT subcommittee in this process to gain the members perspective as well. She said on the last call they would be notifying the Awards of Excellence winners shortly, but she wanted to let the committee know that did not happen since the date of the conference had been pushed back. They will instead notify them closer to the conference date, which is November 17-18.

Next, staff asked for their input on possibly changing the current Roll of Achievers program, which honors outstanding residents. Currently there is an application process available online for agencies to complete, and if the resident meets the criteria, their name is entered into an online database, their achievements are printed in an upcoming conference program, and they receive a certificate. When the program first started, she said applications poured in, but over the years they have dwindled down to the point where NAHRO hasn't received an application in about two years. After talking to other staff about this, she said she'd like to propose they treat the Roll of Achievers, like the new Housers at Work recognition program. This would simplify the Roll of Achievers process and hopefully gain more recognition for them since the stories are not only listed on the website but shared through social media. The committee liked the idea so staff will work with the Communications Department to come up with a plan for revamping the format. Once its in place, she will share it with the committee before launching it.

The next item on the agenda was to discuss the Emerging Leaders Objective to create a networking program between housing authorities, whether in person or online. Andy Rodriguez said in his state they communicate regularly by phone or email to discuss ideas or if anything new is happening. They also hold round table discussions on various topics at their conferences when they meet in person. He said he thinks this would be good on a broader scale, maybe through Zoom, and it would especially be good for smaller agencies who don't have big travel budgets. He said he will bring this up at the next small agency advisory committee, since he feels they would love the chance to be on a call/meeting like this. Staff mentioned the same idea was discussed earlier on the IT subcommittee call. They talked about private Facebook groups as well, but they liked the idea of Zoom calls with possible breakout rooms for special topics or different size agencies. Kathy Walter said they hold topic specific round table groups in Pennsylvania on Zoom. Anna Judge said in NCRC they hold bi-weekly Zoom meetings for anyone to attend. She said their Regional President selects a different topic each time, and he has an expert on the topic run the call and share their expertise. Staff said she'd share these ideas with the CEO and get back to them.

She asked if there was any new business. Andy mentioned he is pushing for the Small Agency Advisory Committee to be a full committee, and he wanted to alert the committee about this. He said when the proposal is ready, he hopes to bring it to Member Services for input.

Hearing no other new business, the call ended at 3:30 pm.