



**2019-2021 Member Services Emerging Leaders Subcommittee –  
Conference Call  
Tuesday, January 26, 2021 – 2:00-2:25 pm**

Staff Liaison: Lori Myers-Carpenter || [lcarpenter@nahro.org](mailto:lcarpenter@nahro.org)  
<http://www.nahro.org/content/nahro-member-services-committee>

**Attendance:**

Those on the call: Keon Jackson, Gina Gibson, Vanessa Gonzalez, John Hamilton, Lori McGowan, Sharita Oates, Betsy Soto, Vanessa Sanchez, Matt York, Denita Johnson and Milet Hopping

Chair, Keon Jackson, welcomed everyone on the call. He said they would review the list of suggested webinar topics to see if there were any they would recommend, or if there were any they wanted to add. They would also review the objectives to make sure they were still on track, and if they wanted, they could discuss any new ideas or share best practices at the end of the call.

Keon asked if everyone had a chance to review the list of possible webinar topics. John Hamilton said he thought the one about document retention would be helpful, but he wanted to suggest they add something about going green in this area as well since although HUD wants them to digitize their documents, they still require them to have some documents physically available. Milet Hopping thought another topic in this area could be how to get funding sources for other green initiatives like solar panels, cisterns, and green construction. Keon asked if anyone was going paperless. Milet said they are doing electronic signatures and their Section 8 packets are now online. Denita Johnson said they are trying to go paperless and hold meetings virtually, but they find they are still printing documents once they are signed electronically. Milet said she thought mental health and managing stress were also good topics, as well as dealing with clients who are having trouble. Denita said it's a layered effect. The boss has stress, their staff has stress, and then their participants have stress so they all go together, and this could be one topic. John said the laundry list of topics ranging from drawn down, 5-year plan, LOCCS, to EPIC was a good one, and if a webinar could provide the basics on these it would be helpful since they aren't easy to navigate. Betsy Soto agreed and she also said the topic on managing caseloads during the pandemic could be included in a webinar on stress since her staff is dealing with that now. Denita said another area they might look into is education on administering the vaccine since some senior facilities might be doing that now. Keon thanked everyone for their ideas and asked staff what the next step was. Staff said she would add these ideas to the list from the Member Services Committee and present them to the PD and Policy Department heads for consideration in their webinar series. Keon said we also needed to add working with the Fellows to the list. He thought a best practices session that also included younger EDs would be a good topic.

Keon then turned to the next item which was to review their objectives. He asked staff to provide an update. Staff said the first objective was to hold an advocacy training for Emerging Leaders. She said they were holding an advocacy session in conjunction with the Washington Conference, so she could ask Tess Hembree if she could include information in the presentation for those new to the industry without much advocacy experience in order to help them achieve that objective. The next two objectives pertained to scheduling more webinars on topics of interest to emerging Leaders and suggesting session topics to the PD committee for future trainings. Staff said the work they just finished on the topics helped them meet both of these objectives. Their third objective was to identify new partners and share their expertise. Staff said this was briefly touched on during the November call, but more work could be done in this area. The final objective involved working with the Fellows, which was also part of

today's earlier discussion. Staff suggested they might want to invite the Fellows to join them on one of their upcoming webinars in order to take this objective one step further. Keon said on the next call, they would talk more on how to move the objectives forward.

He asked if there was any new business, hearing none, the call ended at 2:25 pm.

The next call is scheduled for February 23 at 2:00 pm ET.