



**2019-2021 Member Services Committee – Conference Call
Tuesday, December 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: Milet Hopping, Donna Brown-Rego, Dale Gravett, Eric Chubenko, Keon Jackson, Anna Judge, Cynde Smith, Dannie Walker, Lori McGowan, Zach Bale, Revonda Stordahl, Beverly Banks, Karen Reynolds, Annie Botsford, Larry Guanzon, Lisa Stevens, April Thompson, and Zachary Guerin

Those absent: Denita Johnson, Gary Centinaro, Kathy Walter, Peggy Rice, Sharon Dixon, MaryLiz Paulson, Joseph Anderson, Lillian Stringer, Randy Waters, Jake Oglesby, Billie Shelburn, Rickey Bouffard, Pamela Kemp, Shauna Boom, Liz Morales, Michele Poletti, and Andy Rodriguez

Guest:

Sunny Shaw

NAHRO Staff:

Lori Myers-Carpenter

Milet Hopping, Committee Vice Chair, conducted the meeting since the Chair, Denita Johnson, was unable to attend. Milet thanked everyone for being on the call, and she said she found it uplifting that some part of our lives, like these committee calls, are still relatively normal even if they are conducted by zoom. She said she hopes everyone is staying healthy. She also mentioned this is the last call for Annie Botsford since she is retiring from the Waco Housing Authority after 20+ years. She wished Annie well on her new journey. Milet then asked staff for an update.

Staff reported although renewals had been down during the months of August thru October, things had started to pick up and numbers were almost back to normal. She felt the slight downturn was due to the current COVID situation. She asked committee members to share their renewals ideas or provide any membership leads they may have with her. Staff also reported they had narrowed down the search for a new Association Management System to three vendors. They requested pricing from each one, and they hope to make a selection by the end of the month. She also reported they decided to cancel the in-person Washington Conference and instead hold a virtual one. The new dates are March 2-3 and conference registration should open up prior to the holidays. Staff also encouraged everyone to visit the Dollars for Scholars online auction on the NAHRO website to bid on regional and chapter baskets to help raise money for the NAHRO scholarship fund. Milet Hopping said even if they don't want to bid on a basket, they could still make a donation. Finally, staff apologized for not yet sending them the list of session topic ideas she was collecting from the professional development/conference evaluations.

She said she hopes to have the list to them by the end of the week. They will then review the list to see if there are any topics, they'd like to suggest NAHRO feature in an upcoming webinar as part of the committee's idea to host webinars for member information sharing/exchange. She also said once they select the topic ideas, if they could also suggest possible speakers/discussion leaders for each one that would be appreciated.

Milet said the remaining time would be spent on a conference debrief. She said she was unable to attend the conference, but she asked staff for her input and to let them know how many people attended. Staff said more than 400 people registered for the event, and the main benefit of having a virtual conference is since all of the sessions are recorded, attendees still had access to the session information even if they missed one. She said the evaluations they received were favorable, and she especially liked the opening plenary session speaker. She then said she really enjoyed the closing reception sponsored by the Emerging Leaders, and she thanked Keon Jackson and Anna Judge for taking part in it. Keon and Anna both said they enjoyed it, and they thought it was a good way to end the conference since it gave people something to laugh about. Sunny Shaw and Lori McGowan said they enjoyed it as well and several others agreed. It was suggested NAHRO hold something similar at the end of a future online event.

Milet asked staff if there was anything else they needed to discuss. Staff said not at this time, but she asked everyone to keep the committee's objectives in mind since they would start working on them in full force once the holidays were over. Milet and the rest of the committee members wished each other happy holidays and Merry Christmas, and the call ended at 3:30 pm.