



**2019-2021 Member Services Committee – Conference Call  
Tuesday, May 11, 2021 – 3:00 pm-3:30 pm**

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

**Attendance:**

Those on the call: Denita Johnson, Milet Hopping, Randy Waters, Rickey Bouffard, Gary Centinaro, Kathy Walter, Dale Gravett, Eric Chubenko, Keon Jackson, Anna Judge, Dannie Walker, Cynde Smith, Lillian Stringer, Jake Oglesby, Sharon Dixson, Beverly Banks, Billie Shelburn, Jhaila Brown, Lori McGowan, Zachary Guerin, and Revonda Stordahl

Those absent: Donna Brown-Rego, Joseph Anderson, Peggy Rice, Shauna Boom, Karen Reynolds, Larry Guanzon, Liz Morales, MaryLiz Paulson, Michele Poletti, Andy Rodriguez, Lisa Stevens, Zach Bale, and April Thompson

**Guest:**

Patricia Wells

**NAHRO Staff:**

Lori Myers-Carpenter

Milet Hopping welcomed everyone on the call and said Denita Johnson would join shortly. She said the purpose of the call was to continue the DEI Framework discussion, hear reports from the subcommittee chairs, and approve the MARC by-laws. She asked staff to review the section of the DEI designations they did not cover on the April call. Staff read the following definition provided by the DEI Advisory Chair concerning access points to neighborhood and built environment:

The intent behind the statement has to do with understanding local planning and zoning codes, understanding the implications and limitations of master planning and community planning processes. This is so that staff and residents understand the impacts of planning decisions, inclusionary or exclusionary zoning practices, and to ensure that public housing developments are considered and engaged in local land use planning. This also includes school district planning, location of certain industries and businesses that may have a negative and/or environmental impact on their communities.

Staff said the Commissioner Committee's liaison mentioned the commissioners might be willing to take the lead on this item since they sometimes deal with zoning issues. Milet Hopping asked if any of the members were kept informed on local zoning issues. Lori McGowan, Jhaila Brown and Patricia Wells said they were. Eric Chubenko said he only hears about ones involving affordable housing or redevelopment. Milet Hopping said she hears about all issues in her area, so she was surprised the others didn't. She said maybe they could come up with ideas on how agencies could be more present in these discussions/decisions, either by asking the people in charge if they could be present or if some type of ordinance could be provided. She suggested they give this one some more thought and discuss it further on the next call.

The next item on the agenda was the reports from the Subcommittee Chairs on their DEI discussions.

**Marketing and Relationships:** Cynde Smith said the subcommittee talked about their role, and they decided they should help market the ideas the different committees came up with as well as the access points. The areas they thought they should focus on is awareness and positioning. They decided the best way to do this was to use the communication channels already in place like the Monitor and Journal and professional development training. She said the subcommittee also talked about doing a marketing roll-out, which first introduced the concept of the framework and then introduced the issues/access points in a phased approach. They also talked about the resources NAHRO has to help with this, and they thought they'd approach the Communication Department for help. She also said they talked about possibly tapping into existing resources at agencies such as FSS and ROSS coordinators for suggestions, as well as local universities who may have training or information on DEI issues they could leverage. She said they also discussed promoting the Best Practices database as a resource for some of the access points and said this could be a quick win since it is already in place.

**Awards:** Kathy Walter said the Awards subcommittee talked about possibly adding a new DEI category to the awards to highlight it more or possibly adding a new grading criterion that would offer extra points if the application covered any of the access points. She said they are still exploring these ideas and will discuss them further on their next call.

**Emerging Leaders:** Keon Jackson said he was not on the last EL call due to a conflict, but he knew they were starting the conversation and would continue it on the next call.

Denita thanked the subcommittees for their attention to the assignment and hard work so far.

The last item on the agenda was the review and approval of the MARC by-laws. Kathy Walter provided an overview of the by-law changes, which included when and how they hold their meetings, adding the new advisory committees to their regions make-up so it would match NAHRO's constitution, and making sure they looked at diversity and equity when selecting new board members.

Gary Centinaro made a motion to approve the MARC by-laws and Eric Chubenko gave the second. The by-laws passed unanimously.

Denita Johnson asked if there was any new business. Lillian Stringer asked if anyone had a contact at HUD who could help her get in touch with the new Secretary. Staff said she did not have any new information other than the suggestion she gave Lillian earlier from Ms. Todman's Executive Assistant to contact the Secretary's scheduler through the main number. Patricia Wells asked staff to check with other staff members to see if they had any recommendations and get back to them.

Denita asked if there was anything else. Hearing none, the call ended at 3:30 pm.

The next call is scheduled for June 8 at 3:00 pm.