



**2019-2021 Member Services Committee – Conference Call
Monday, July 26, 2021 – 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: Denita Johnson, Milet Hopping, Rickey Bouffard, Gary Centinaro, Kathy Walter, Dale Gravett, Eric Chubenko, Keon Jackson, Anna Judge, Peggy Rice, Dannie Walker, Cynde Smith, Jake Oglesby, Beverly Banks, Billie Shelburn, MaryLiz Paulson, Lori McGowan, Zachary Guerin, Andy Rodriguez, Lisa Stevens, April Thompson and Revonda Stordahl

Those absent: Randy Waters, Donna Brown-Rego, Joseph Anderson, Lillian Stringer, Shauna Boom, Karen Reynolds, Sharon Dixson, Larry Guanzon, Jhaila Brown, Liz Morales, Michele Poletti, and Zach Bale

NAHRO Staff:

Lori Myers-Carpenter

Denita Johnson welcomed everyone on the call and asked if anyone wanted to share a ripple effect. Hearing none, she moved on to the first item on the agenda, which was a recap of the meeting she had with the Chair of the Commissioners Committee. Denita said they decided to hold the call since many of the items on the DEI framework overlapped, and the two chairs wanted to make sure they weren't duplicating efforts. She said the commissioners took a different approach from ours since they focused on educating their committee members about each category, while the Member Services Committee focused on a discovery approach on what we could do. Staff mentioned as part of the commissioner's education process they were going to invite someone to address their committee on zoning and they would invite the MS Committee members to attend the meeting. Denita said since there were only a few more months in the committee's term, she proposed they share their discovery findings with the next term, and then they could create the framework for the toolkit so they would feel more invested. Kathy Walter reminded the committee about the work the Awards Subcommittee had already done concerning making changes to the Awards of Merit scoring criteria to provide additional points for DEI entries. Denita said they would make note of that in the transition report. Cynde Smith and Milet Hopping both said they thought this was a good direction to go in, and it would make a nice transition for the next committee's term. The other members agreed.

Denita asked Cynde Smith to provide an update on the recent BPC meeting. Cynde said the group may recall during their earlier DEI discussions it was suggested they see if the BPC members could offer assistance. She said the BPC members reviewed each item and suggested they could help on the following:

- Economic Stability: Equifax and CVR could provide some best practices in this area
- Education: Equifax and CVR could offer education on HUD programs
- Health Care/Medical Access: Equifax, CVR and DU Associates have examples of quality programs

- Neighborhoods: CVR and DU Associates have done consulting in this area and could provide guidance in planning and zoning

Cynde concluded by saying the BPC were now open to next steps in how they could help. Milet asked if they had any discussions on what they thought the next steps should be, and Synde said they would be willing to participate on follow-up calls. Since the same companies were offering help on several items, Cynde suggested we prioritize the topics and approach them one by one so the BPC members don't get overburdened. Denita asked if there were any other comments, and Anna Judge said she liked how they were moving this forward.

Denita asked the committee what they thought of the Summer Symposium. Milet said she enjoyed it, and she liked how they did a deeper dive on one topic moving it from point to point. Lisa Stevens said it was well done, and she liked that it was just limited to one day. She said she had some issues with the breakout rooms but was still able to enjoy the event. April Thompson wrote in the chat feature that she thought it was well done, and she liked the interaction. Denita said she also had some issues with the breakout rooms when she tried to move from room to room, but overall, she thought it was a good event.

Denita asked if everyone had seen the survey about Phoenix. Since many had not, she asked staff to re-send it to everyone.

Denita asked if there was anything else, and staff said she wanted to let everyone know they invited Tess Hembree to join them on their next call to talk about August Advocacy. Milet asked if she would also talk about how they did on their last advocacy effort, and staff said she would ask Tess to address that as well. Denita asked if there was anything else, and hearing none, the call ended at 3:30 pm.

The next call is scheduled for August 10 at 3:00 pm.