



**2019-2021 Member Services Emerging Leaders Subcommittee –  
Conference Call  
Tuesday, July 27, 2021 – 2:00-2:30 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, Aaron Cooper, Gina Gibson, Vanessa Gonzalez and Matt York

**Guests:**

Denita Johnson, Milet Hopping and Richard Herrington, NAHRO Fellow

Chair, Keon Jackson, welcomed NAHRO Fellow, Richie Herrington and thanked him for spending time with the Emerging Leaders. He asked Richie to feel free to share his experience with the group and for the group to feel free to ask Richie questions.

Richie said one of the lessons he's learned over time is to know when to say when so he will be retiring soon. He plans to still stay active with NAHRO though since that is a requirement of being a Fellow. He also said when he started in the industry, Executive Directors managed from the top down so there was no real opportunity for input. He is happy things have changed over the years so staff now have more opportunities to speak up and share ideas. He encouraged those on the call to not be afraid to offer suggestions or speak up if they think something isn't correct or could be done a different way. That's how things improve and how people grow.

Milet Hopping asked if he had any advice for getting people, or even NAHRO, to change or accept new ideas. Richie said its sometimes harder to get an organization to change since there are so many people/ideas involved. It is sometimes easier to implement change at the agency level because of that. He said you should go for those quick victories to gain buy-in on other ideas. They can help you move things down the road.

Keon asked if he had any suggestions now that the eviction moratorium is lifting. Richie said that is a hard question, and he is not even sure they are doing things correctly. He said they learned to do a lot of things differently during COVID so that is helping them make decisions going forward. They've learned they have to be as creative as possible and to leave nothing off the table. What didn't work in one situation, may be applied to another. He suggested if they are not already involved with their local landlord association to get involved since they can learn from each other.

Keon asked if there were any other questions. Hearing none he reminded the group about the individuals awards, and he encouraged them to nominate their peers. He also mentioned the ELs will have a chance to learn about advocacy when Tess Hembree, NAHRO's Director of Congressional Relations addresses the member services committee call next month. Staff said she will send an invitation to the ELS for the August 10 meeting if they'd like to attend.

Keon thanked Richie for joining them today, and he hoped he or one of the other Fellows would be able to join them in the future since he knew some of the ELs not on the call had questions they wanted to ask them. Richie asked if there would be an opportunity for the ELs and the Fellows to meet in Phoenix and staff said she would check and get back to them.

The call ended at 2:30 pm. The next EL call is scheduled for August 24 at 2:00 pm ET.