



**2021-2023 Member Services Committee
Organizational Meeting #1
October 25, 2021, 3:00 pm ET**

Staff Liaison: Lori Myers-Carpenter| lcarpenter@nahro.org
Committee webpage URL: <https://www.nahro.org/about/nahro-leadership/national-standing-committees/member-services-committee/member-services-21-23-correspondence-and-meeting-summaries/>

Meeting Agenda

Chair/Presiding: *Lori Myers-Carpenter, Director, Customer Service and Member Relations*

Attendance:

Those present: Guy Gagnon, Betsy Soto, Donna Brown-Rego, Jennifer Polito, Angela Carolla, Gary Centinaro, Eric Chubenko, Gina Gibson, Dale P. Gravett, Aaron Cooper, Zachary Fosler, Shaunte Evans, Denita Johnson, Gale Sansbury, Cynde Smith, Beverly Banks, Kia Fuller, Sharon Dixon, Milet Hopping, Billie Shelburn, Karen Reynolds, Larry Guanzon, Dominica Henderson*, Elizabeth Morales, MaryLiz Paulson, Lori McGowan, Michele Poletti, Andy Rodriguez, Lisa Stevens, Rene Brodeur, David Nisivoccia and Revonda Stordahl

Those absent: Rickey Bouffard, Keon Jackson, Peggy Rice, Jake Oglesby, and Michael Sweet

A quorum was present.

Lori Myers-Carpenter welcomed everyone to the committee and asked each person to introduce themselves as she took role. She then provided an overview of the committee's purpose, the responsibilities of the committee members, and the transition reported provided by the 2017-2019 Committee.

She explained the election process, letting the group know that on October 28 they would elect a chair and a vice chair for the committee. She asked if there were any persons who wanted to announce they were running for Chair. Milet Hopping said she was interested in running for Chair and she provided a few remarks. Staff asked if anyone wanted to declare their interest in running for Vice Chair. Elizabeth Morales expressed interest and gave a few remarks.

Lori asked if there was any other business. Hearing none, she reminded the committee the election meeting would be held at 3:00 pm ET on October 28 by Zoom and meeting was adjourned.

** Dominica Henderson was removed from the roster on October 26..*



**2021-2023 Member Services Committee
Organizational Meeting #2
October 28, 2021, 3:00 pm ET**

Staff Liaison: Lori Myers-Carpenter | lcarpenter@nahro.org
Committee webpage URL: <https://www.nahro.org/about/nahro-leadership/national-standing-committees/member-services-committee/member-services-21-23-correspondence-and-meeting-summaries/>

Meeting Agenda

Chair/Presiding: *Lori Myers-Carpenter, Director, Customer Service and Member Relations*

Attendance:

Those present: Rickey Bouffard, Donna Brown-Rego, Jennifer Polito, Angela Carolla, Gary Centinaro, Eric Chubenko, Gina Gibson, Dale P. Gravett, Aaron Cooper, Peggy Rice, Shaunte Evans, Denita Johnson, Jake Oglesby, Gale Sansbury, Beverly Banks, Kia Fuller, Milet Hopping, Billie Shelburn, Karen Reynolds, Larry Guanzon, Elizabeth Morales, MaryLiz Paulson, Michele Poletti, Andy Rodriguez, Lisa Stevens, Rene Brodeur, David Nisivoccia and Revonda Stordahl

Those absent: Guy Gagnon, Betsy Soto, Zachary Fosler, Keon Jackson, Cynde Smith, Michael Sweet, Sharon Dixon, and Lori McGowan

A quorum was present.

Lori Myers-Carpenter welcomed NAHRO Interim CEO, Mike Gerber and Senior Vice President George Guy and asked them to provide a few opening remarks. George Guy said he has a special relationship with the member services committee since he previously served on the committee, and he is looking forward to working with everyone. Mike thanked them for their commitment to the organization and member services. He said member services is an important committee since it's about the members experience and helping them see the return on their investment when they join. He said the work done in communities is vital and the connection with NAHRO lets everyone share that information and advocate on each other's behalf. He thanked the committee members for their recent advocacy efforts, and he said because of them and the other members, NAHRO was able to keep housing in Build Back Better. He also said even though the amount is lower than originally mentioned, it is still more than they've seen before. He said the CEO search committee is meeting in Washington, DC on the 29th to narrow down the search and hopefully select a candidate. Finally, he encouraged the committee members to elect their leadership today so they can start their work as soon as possible.

The next item was the election of the chair and vice chair. Lori asked if there were any nominations for Chair. Eric Chubenko from MARC nominated Milet Hopping. Donna Brown-Rego from NERC and Beverly Banks from SWRC seconded the nomination. Lori asked if there were any other candidates. Hearing none she closed the nomination and Milet Hopping won the election.

Lori asked if there were any nominations for Vice Chair. Lisa Stevens from PNRC nominated Elizabeth (Liz) Morales. MaryLiz Paulson from PSWRC and Donna Brown-Rego from NERC seconded the nomination. Lori asked if there were any other nominations. Hearing none she closed the nomination and Elizabeth Morales won the election.

Lori asked if the Chair would like to make any remarks. Milet thanked everyone for their support, and she said looked forward to connecting with everyone, especially in person in the future. She also said is thankful to have Liz for a vice chair and she is looking forward to getting started.

Lori said the next item of business was the proposed changes to the MI-NAHRO By-laws. She said the proposed changes were being added to their existing By-laws so they could reinstate their 501c3 tax status. Lori asked if there was a motion to pass the By-laws. Gary Centinaro made the motion and Rickey Bouffard gave the second. Lori asked if there was any discussion. Liz said she believes this is an issue for other chapters and regions and NAHRO might consider providing information about this subject to its members. Lori said Chuck Wellard, the NAHRO COO, provided a presentation on this in the past, and she believed he would be doing something similar for the new term. Lori asked if there was any other discussion. Hearing none she called for a vote. The motion passed unanimously.

Lori asked if there was any other business, hearing none she asked for a motion to adjourn. Gary Centinaro made the motion and Beverly Banks gave the second. The meeting adjourned at 3:40 pm.