



**2021-2023 Member Services Committee  
Special Zoom Call  
April 5, 2022, 11:00 am-12:05 pm ET**

Staff Liaison: Lori Myers-Carpenter | [lcarpenter@nahro.org](mailto: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/>

**Attendance:**

Beverly Banks, Rene Brodeur, Angela Carolla, Nikki Caudle, Eric Chubenko, Zachary Fosler, Kia Fuller, Dale P. Gravett, Larry Guanzon, Keon Jackson, Lori McGowan, Liz Morales, David Nisivoccia, Jake Oglesby, Jennifer Polito, MaryLiz Paulson, Peggy Rice, Andy Rodriguez, Gale Sansbury, Billie Shelburn, Amy Stewart, Lisa Stevens, and Revonda Stordahl

A quorum was present.

**Those Absent:**

Rickey Bouffard, Donna Brown-Rego, Gary Centinaro, Aaron Cooper, Sharon Dixson, Shaunté Evans, Guy Gagnon, Gina Gibson, Denita Johnson, Michele Poletti, Karen Reynolds, Betsy Soto, and Michael Sweet

**NAHRO Staff**

Michael Gerber  
Lori Myers-Carpenter

Member Services Chair, Milet Hopping called the meeting to order and asked for approval of the minutes from the last meeting. Liz Morales made the motion with one change; that she be added to the list of attendees and Zachary Fosler gave the second. The motion passed.

Milet said the Strategic Plan had not been finalized yet. Since they couldn't review that as hoped, she wanted to instead discuss one of the topics from the board retreat – peer-to-peer networking. She asked the committee members to either share ideas they had on the subject or things they were doing in their own regions or chapters. She also hoped each subcommittee would address this issue during their next meeting.

Zac Fosler said they discussed this topic during the Marketing/Relationship/IT Subcommittee where they talked about connecting people through the conference App. Angela Carolla said her state organization holds an after-hour event which helps break the ice. She said it's a casual event where they played giant Jenga and/or cornhole in the past and tied it to their scholarship fundraiser. Milet asked Angela if she thought it worked, and Angela said yes since it brought people together in a fun event. Zac said in Michigan they have a hospitality suite where everyone gathers once the sessions are over. Beverly Banks said they make a great effort to make everyone feel welcome in Texas. She said one year they wove a mystery throughout the sessions and luncheons to make it more interactive. David Nisivoccia said he thinks the best way to build a relationship is through in-person events. Rene Broder said Colorado regularly schedules events for their COOs and CFOs so they can talk about common issues. Lori McGowan said their EDs, CFOs and Accountants do the same thing in Washington since its important to establish those relationships. She also said when she is at a

conference, she tries to find people she doesn't know and ask them out to dinner. She said it is important for the leadership to do this as well, and we need a way to coordinate it. Liz Morales said as we bring new people into committees, we need to take the time to talk about who we are and what we do so we can better connect with each other. Nikki Caudle said she is a new committee member, and she thinks it would be a good idea if each committee member had an informal buddy they could reach out to if they have questions. She also said they have events for young professionals, but they should have events to put those professionals in touch with seasoned professionals as well. Beverly said they encourage people at the state level to sit-in on committee meetings so they can learn about the organization. Lisa Stevens said she agreed with the comments so far, and the one thing she has valued over the years is the connections she's made through networking. Larry Guanzon said it's hard for new people to feel involved, so it helps if you just introduce yourself and be friendly.

Milet said the next topic on the agenda was to share what is keeping them up at night. She said her not yet finished RAD conversion is keeping her up at night since adding washers, disposals and dishwashers to the development is collapsing her sewer lines. Dale Gravett said due to his RAD conversion, his public housing has dropped below 250, so they can now reposition it to voucher housing, which brings with it a lot of decisions and some possible risk. Andy Rodriguez said they did streamline voluntary conversion and RAD conversion and now they don't have any Section 8 so if anyone has questions, please feel free to contact him. He also said his consultant said they can transfer their paper units to their Southwest Cooperative Housing Authority who could do a RAD conversion on those units, and then transfer the ownership and operations back to Nampa, so they could build and develop more units. Billie Shelburn said CARES is keeping her up. Beverly said she had an issue with a company, 3<sup>rd</sup> Degree Home Inspections, who supposedly sent an email about her REAC Inspection, but she never got it, so they received a zero. She said she's now working with their local HUD office on this issue. Rene said they use a company called US Housing to help them with REAC if she is looking for some guidance. He also said the Meth situation keeps him up due to the cost associated with the units and all the people now with addictions. Peggy Rice said she can't find people who are willing to work, who are qualified, and who want the job once they have it. Milet and Lisa said they are experiencing the same problems. Keon Jackson said a lot is keeping him up at night since he's still learning about his new agency, as well as the new NSPIRE.

Milet asked if there was anything else. Andy said he received a strange call from someone asking them about their recent conference experience and another committee member said they received a similar call. Staff said she didn't think it came from them since they usually send out an electronic survey, but she would check with the conference department.

Milet then welcomed Mike Gerber, Interim NAHRO CEO. Mike thanked everyone for their support while he served as Interim CEO, and he said he is looking forward to Mark Thiele taking over as CEO in May. He said they've been discussing conference session ideas lately, and based on the discussion the committee just had, they might want to create an HR track and include things like hiring during a pandemic, working remotely, new trends in employment, etc. He said the committee members all have a voice, and NAHRO should provide sessions on things everyone is experiencing or needs. He encouraged the committee to identify topics they might like to see at the conference, develop sessions themselves, or think of ways NAHRO could offer more value at the conference.

Milet noted that their time was up, and she thanked everyone for their input. The meeting ended at approximately 12:05 pm.

The next full committee meeting is scheduled for June 7, 2022, at 11:00 am ET.