



**2021-2023 Member Services Committee
Special Zoom Call
June 7, 2022, 11:00 am-12:00 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/>

Attendance:

Beverly Banks, Rickey Bouffard, Rene Brodeur, Donna Brown-Rego Angela Carolla, Nikki Caudle, Eric Chubenko, Shaunté Evans, Zachary Fosler, Michael Sweet, Gina Gibson, Dale P. Gravett, Keon Jackson, Denita Johnson, Lori McGowan, Liz Morales, David Nisivoccia, Jake Oglesby, Jennifer Polito, MaryLiz Paulson, Andy Rodriguez, Gale Sansbury, Karen Reynolds, Betsy Soto, Amy Stewart, Lisa Stevens, and Revonda Stordahl, and Michael Sweet

A quorum was present.

Those Absent:

Gary Centinaro, Aaron Cooper, Kia Fuller, Sharon Dixson, Guy Gagnon, Larry Guanzon, Michele Poletti, Peggy Rice, and Billie Shelburn

NAHRO Staff

Mark Thield
Lori Myers-Carpenter

Member Services Chair, Milet Hopping started the meeting with an ice breaker concerning first jobs. She then asked if NAHRO's CEO, Mark Thiele, wanted to say a few words. He said he's enjoyed being out in the field meeting everyone and hearing about people's concerns. He also said he is looking forward to the Summer Symposium and the conference in the fall. He said they are going to send out a survey soon to find out what NAHRO is doing well and what needs improving, and he also thanked staff for the effort they put into getting the new Association Management System in place.

Next Milet asked for an approval of the minutes from the last meeting. Liz Morales made the motion and Revonda Stordahl and Betsy Soto gave the second at the same time. The motion passed.

Next Milet Hopping asked the Subcommittee chairs to provide an update on their past meeting:

Awards: The Subcommittee Chair was not on the call.

Emerging Leaders: Rickey Bouffard said they discussed possible session topics, which included union issues, staffing issues, mental health issues, creating a housing training academy, marketing/rebranding, using new technology, social media 101, navigating politics, cultivating new talent, and training new leaders.

Marketing/Relationships/IT: Donna Brown-Rego said they discussed three of their objectives. First, they continued their discussion on improving the first-time attendees and peer-to-peer networking events. They talked about possibly having an event connected to the Summer Symposium as a welcome to the first-time attendees and they also suggested turning the First-Time Attendee Overview at the national conference into a fun event where they could play a game like family feud, pyramid or human bingo in order to get more people to connect. They also talked about possibly pairing first-time attendees with a buddy. Next, they talked about reviewing the website and letting staff know what worked and what didn't and one person suggested they add a button to the list of events so they could download them into their calendars. They also talked about new technology that could be beneficial, and one person said they were looking into getting an Owl Pro camera, which captures a 360-degree view of a room as well as focuses on the person talking to make people feel more engaged during a zoom call.

Milet Hopping said the next item on the agenda was the By-Law change from the Pacific Southwest Region. Staff said the change was not in conflict with the NAHRO Constitution and basically wanted to make sure one of their regional at large seats for the Board of Governors automatically went to the Senior Vice President so that person would have a better understanding of their role on the BOG once they became Regional President. Andy Rodriguez put forth a motion to accept the by-law change and Rickey Bouffard gave the second. Milet Hopping asked if there was any discussion. Mike Sweet said the language was a little confusing since it said they would select two people, but if one of them was automatically going to be the Senior VP, shouldn't it just say, they would select one person? Milet Hopping agreed and said we'd ask for that clarification if passed. Andy Rodriguez said he thought every region should have this in their by-laws since it just made good sense. Hearing no more discussion, Milet Hopping called for a vote and the By-Law passed unanimously.

Milet Hopping asked staff to review the new Association Management System's Member Portal. Staff mentioned the first thing they needed to do when they went on the site was to select login at the top and then at the bottom of the next page, select Change Password since they weren't able to bring over anyone's encrypted passwords from the old system. She then went through the new site:

My Profile: Update individual contact information and add a photo

Communications and Interests: Select the emails they wanted to receive and any groups they wanted to be on like emerging leaders activities or job areas

My Organization: Can update their agency's unit totals, address, and organizational contacts, and if they were the Primary Contact, they could also access and make changes to their Benefit Recipients/Associates

Membership: Can join if not a member, or if already a member and the primary contact, they can manage their members from here as well

My membership: Shows if you are a member or have any subscriptions like a hard copy of the Monitor

Trainings and Conferences: Lists upcoming trainings, webinars, symposiums, and conferences and registrations can be made directly from here

My Registrations: Shows what you have registered for currently and in the past

Transcripts & Certifications: Logged in individuals can view any certifications they earned, a transcript of any trainings they attended, check where they are in the certification process and more -- please note this section is still "in progress"

My Invoices: Find any invoices personal or organizational invoices and pay them or download a receipt

My Committees: Shows committees they currently serve on and provides a link to the committee members addresses and emails. Please note all committees, even the ones listed under Past, show the current committee members.

Directories: Currently only shows the BOG listing, but will eventually show all committees here, as well as a include a member agency directory

My Settings: Can update their password or email in this section

My Awards: Lists any awards they are currently working on or have submitted

Awards: Can submit any active awards such as the Emerging Leaders Award, Commissioner of the Year award, etc. The Awards of Merit will also be available here next year when the awards application process opens again.

Milet Hopping asked if there were any questions. Denita Johnson asked if they would register under the Training section for the upcoming Symposium or would they still get the invitation. Staff said they would still get the invitation, but when it was available, they could also register for it here. MaryLiz Paulson said she wished we would have recorded this session so she could review it later. Staff said the PD Department is working on creating something like that. MaryLiz also said she thought she was the primary contact, but she wasn't sure where she would make those changes. Staff said she would send everyone some screen shots to show to make those changes. Milet Hopping suggested everyone go in and review the new area and then send any questions or concerns to staff.

Milet Hopping asked if there was any new business. Staff mentioned the Nominating and Election Advisory Committee was going to send out a survey or comment form concerning election issues and she encouraged everyone to participate in it if they could.

Milet Hopping asked for a motion to adjourn. Zac Fosler made the motion and Andy Rodriguez gave the second. The meeting ended at 12:00 pm.

The next full committee meeting is scheduled for August 2, 2022, at 11:00 am ET.