

## **TRANSITION REPORT 2021-2023 MEMBER SERVICES COMMITTEE**

The Member Services Committee's mission is to achieve member satisfaction and grow the professional organization by providing networking opportunities, membership outreach, current technology, quality customer service, and recognition of excellence.

### **ACCOMPLISHMENTS**

#### **Membership/Communication**

To date, membership consists of about 2,600 member agencies comprised of public housing and community development agencies, non- and for-profit organizations, and business partners council organizations, and more than 27,000 associate and allied individual members.

With the implementation of a new association management system, Protech, staff continues to send emails welcoming associates when the agency renews—both to new Associates and to continuing ones—reminding them of their login information and services available. In addition, they send thank you emails to the executive directors for the renewal. Members are encouraged to manage their membership and associate list online.

Since October 2022, the committee discussed and/or acted on a variety of membership specific topics including diversity, equity and inclusion issues and toolkit development, and discussing ideas on how to improve interaction between agencies and members through roundtable discussions or other means.

In response to the 2022 NAHRO member survey, the committee and staff are working to increase awareness of NAHRO member benefits among the members, and has updated NAHRO membership materials, including the development of a new membership brochure.

#### **NAHRO Governance**

The committee reviewed numerous changes to chapter and regional bylaws and recommended the changes to the Board of Governors.

#### **Subcommittees**

The Awards Subcommittee oversaw the 2022 and 2023 Agency Awards process. In most regions, the regional Member Services Committee served as the regional jury. In 2022, 178 Awards of Merit were awarded and in 2023, 184 were awarded. The committee continuously strives to make improvements to these programs.

The Marketing, Information Technology, and Emerging Leaders Subcommittees provided guidance and expertise in the upgrades to NAHRO's association management system. They served as beta testers during the transition to the new software. The emerging

leaders subcommittee discussed several ideas to inform or promote more interaction/networking and opportunities for interaction with the NAHRO Fellows. They were instrumental in identifying new emerging leaders.

The Diversity, Equity and Inclusion subcommittee made recommendations for the creation of a DEI online including outside articles, books, resources, etc. on the subject matter for inclusion on the NAHRO website.

## **Fellows**

The NAHRO Fellows Program honors individuals for their accumulated wisdom and mastery as seen by their achievements and their actions within their own communities. In 2022 and 2023, sixteen Fellows were inducted.

## **CONTINUING ITEMS/RECOMMENDATIONS**

**Awards:** Continue to evaluate, promote, and fine tune the award programs. Review award criteria, application process, judging process and recognition methods to ensure these programs stay fresh, relevant, and meaningful to the recipients.

**Fellows:** Pursue collaboration with the Emerging Leaders. Continue to fine tune the Fellows application and selection process. Create more opportunities for the Fellows to be engaged with the membership.

**Emerging Leaders:** Continue to submit session ideas for conferences and plan events for Emerging Leaders and to work with the Fellows on information exchanges and with other committees. Address the expected gap in leadership – with a wave of retirements on the horizon, new leadership needs to be continuously cultivated. Continue the work of defining and communicating the “Path to Leadership”.

**Conferences:** Continue to participate in the site selection process. Look for ways to keep the first-time attendees briefing relevant and informative.

**Strategic Plan:** Continue to work on the deliverables in the NAHRO strategic plan and add new tasks as needed.