



**2023-2025 Board of Ethics and Credentialing Trustees Meeting
Sunday, April 7, 2024 – [4:00 p.m. to 5:30 p.m.]**

Columbia C – Ballroom Level

Hyatt Regency Washington on Capitol Hill

400 New Jersey Avenue NW, Washington, D.C.

Staff Liaison: Lelia Vetter || lvetter@nahro.org

<https://www.nahro.org/about/nahro-leadership/other-leadership-groups/board-of-ethics-credentialing-trustees/>

Meeting Minutes

Chair/Presiding: Clif Martin

In attendance: Alison King, Amy Miranda-Case, Bobby Collins, Carol Branham, Clif Martin, Dawn Bonsu, Ed Mayer, Eric Lane, Helen Verhasselt, Jim Evans, Jason Spencer, Kathy Walter, Shari Riddick, Sharon Carlson

Not in attendance: Alanda Richardson, Bob Peterson, Charles Chambers, Charles Parks, Jhaila Brown, Jill McGranahan, Latonia Simmons, Paul Chaiken, Ralph Chamberlain, Sunny Shaw, Wayne Pollard

Additional Guests and attendees: Lelia Vetter (Certification Manager), Jackie Taboada (Director of Professional Development and Certification), Julz Harvey (Senior Training Operations Manager), Michael Fialkowski (Training and Certification Associate), Shay Bloom (Training and Certification Associate), Georgi Banna (Legal Council and Director of Strategic Initiatives), George Guy (President), Sean Gilbert (Senior Vice President), Mark Theile (CEO)

1. Welcome
 - a. Quorum reached
2. Approval of 03-04-24 Meeting Minutes
 - a. Kathy Walter moved
 - b. Ed Mayer seconded
 - c. 03-04 Minutes accepted and approved
3. Certification Update
 - a. Lelia Vetter provided a summary of certification achievements from 2023.
 - i. Clif asked about if people do better on the second attempt of the exam – Lelia shares that this data may be difficult to pull currently, but once we

have the LMS this will be much easier. Michael shared that we may pull this data – we will update BECT about this later.

- ii. Ed asked how easy it would be to “game the system” and get a certification you aren’t really qualified for? Lelia shared that the LMS will allow for item banks, randomized order, etc. Ed asked if the exams are proctored, Lelia shared that only premier exams are proctored.
- iii. Bobby asked if there are opportunities for remote proctoring with the LMS
 - 1. Lelia shared that we are still looking into options, and we will share more information later.
- b. Lelia shared Q1 2024 (1/31/24-3/31/24) numbers and compared them to Q1 2023.
- c. Lelia discussed the ongoing implementation of our Learning Management System (LMS).
 - i. Sharon asked about the CEUs – will that include conferences, faculty CEUs, etc? Lelia says yes, and they will cover the conference information a little later, but people will have the opportunity to self-claim CEUs.
 - ii. Clif asked if someone has multiple certifications, will they be packaged as one or separate? Lelia said they will be separate, but it is possible to double-claim credit.
- d. Lelia shared information about obtaining CEUs from conferences – will now be automatic for NAHRO’s three conferences.
 - i. Eric asked about other providers trainings, can people claim CEUs for that? Lelia says as long as people can provide proof of attendance and the schedule (length of the training), they could claim that way.
 - ii. Amy asked if states and regions could report conference attendance for more CEUs. Lelia said this is a conversation they would like to have in the future with the committee – sometimes states and regions don’t track attendance, they also don’t issue credit now. Lelia supports this but it is a bigger conversation.
 - iii. Ed asked if we have the resources to do this correctly and fairly. Lelia says at the time, there is not enough capacity. They encouraged everyone to keep this in mind for later in the meeting as we discuss strategic plan goals.
- e. Additional comments/questions:
 - i. Dawn asked about people looking to get recertified. If someone takes additional courses for a law degree, say, could these CEUs count? Lelia said the courses would have to be related to housing. They don’t have to

be in the specific certification subject, but it has to be housing. This will fall under the self-reporting.

4. Certifications Policies for Approval

a. First policy: Can trainings be waived with trainings from other providers?

- i. Clif shared that historically, we could not offer certifications without accepting other provider trainings when we were pursuing accreditation. Now that we are not seeking accreditation, last term it was approved that we are not accepting trainings from other providers. Clif said as faculty they have gotten pushback.
- ii. Jason asked why they approved it in the first place. Answer is accreditation. Maybe we could only recognize those who recognize us – reciprocity. Jackie said this would be great but we don't know that our competitors will do this. Lelia shared that people must still take our exam.
- iii. Kathy asked if our competitors accept our training. Lelia and Jackie say no. Jackie said they all require their own class as well – we allow you to waive the training. Clif shared reciprocity would basically be impossible. Kathy asked if they will have to take more NAHRO classes to get certified if they take another class? Lelia said usually the other piece is ethics – and ethics will be discussed after this/separately.
- iv. Amy asked if it could be a pre-approved list of providers? Lelia shares in the past we just accepted everything. Someone would have to decide what counts – and NAHRO staff do not have the capacity do this. In addition, we won't know what content is included in trainings so it's difficult to know what could be counted. Amy said we know Quadel, we know Nan, etc. - can we use them?
- v. Alison said Nan uses an accreditation board for their CEUs – is there something like this we can use? Clif and Lelia are unsure. Alison will do some additional research.
- vi. Sharon said there are many agencies that do not have brand loyalty – they just want training. Some leaders do not care if people are certified, so we need to entice people to get certified. Capacity is an issue for training – we don't have enough faculty to fulfil all demands, so people pursue other training providers. Practitioners versus professional trainers for our faculty. Clif shared he hears this a lot too – NAHRO doesn't offer this for X amount of time, now you won't count it for certification?
- vii. Bobby said this is a bigger discussion and we may not be able to decide today. He said it's great we are working with PD, but BECT exists to

ensure the integrity of our certifications. He said we don't want to become a certification organization for other people's trainings. He said he has seen a lot of growth in capacity and offerings in the past few years and we will hopefully see this continue to increase.

- viii. Alison said International Accreditors for Continuing Education and Training backs up Nan CEUs. She has taken Nan classes and Nelrod. She shared she has had issues with NAHRO trainings in the past, so they don't use NAHRO for training. Lelia asked how long ago it was, and Alison said 6 years ago. PDC team has turned over since then and there have been lots of changes. Sharon asked if we have moved away from practitioners as trainers – NAHRO staff said no. Maybe the message needs to be communicated more that everything has changed?
- ix. Ed shared the decision was made to draw the line for where the integrity is – if we accept anyone, what is the meaning anymore? If we are a test-based certification process, this will work best and we wouldn't need to worry as much about what trainings we accept. Lelia said this is credentialing industry best practice for certification. Dawn agreed – shouldn't the point be can you pass this exam? Clif shared this is how the premier certifications are, and we are hoping to move this direction with all of our exams.
- x. Shari agreed with the testing point – that should be the most important thing, if we are taking training from anyone. Clif shared that some mega-agencies have in-house training. But we would tell them too bad, no certification? Shari said it doesn't send a good message to say “we are the best and only.”
- xi. Eric said he has also taught at universities. He said the training doesn't matter as much for this point, the whole point is can they test out at the end? Dawn said if we are forcing people to do NAHRO training, maybe that is not the goal of BECT?
- xii. Clif asked if any certifications are not exam-based? Lelia shares only the NCC – NAHRO Commissioner Certification.
- xiii. Jackie asked would we still have training requirements at all or just exams? Lelia says NAHRO training, other training, or experience – certifications do usually have prerequisites.
- xiv. Shari asked how many exam attempts are there? There's one retake included but they can purchase additional attempts. Ultimately they can keep going until they pass - so they really need to know the material.

- xv. Ed asked what does Jackie want? Jackie says well, we really can't know if they are cheating now and something to consider would be open book exams.
 - xvi. Eric said he has taught pre, during, and post COVID. The biggest shift has been the idea of trusting the person – once we went to a digital format, you HAVE to trust, we can't watch as much that cheating isn't occurring. Open book has been better because that is the reality of your job – you don't need to know off the top of your head, you need to know off the top of your head.
 - xvii. Bobby said if he hires a Director, he wants them to know the certification means something. We can't dilute them too much. Jackie says CME, other premier exams are already proctored, and brings up the idea of for things like NSPIRE people just needing to know where to find regulations.
 - xviii. Ed motioned to revert to the old policy to allow for consideration of third-party trainings, with the plan of developing and making the testing more robust in the future.
 - 1. Sharon asked for a point of clarification – do they have to provide proof? Lelia said yes.
 - 2. Carol Branham seconded the motion.
 - 3. Jim Evans abstained.
 - 4. The motion passed.
 - 5. NAHRO Certification will revert to the old policy and continue to allow third-party training equivalents for certification requirements.
- b. Second policy: Can the ethics training requirement be waived with training from other providers?
- i. Clif shared the history behind Ethics and why it is required.
 - ii. Bobby made a motion that we keep NAHRO ethics as a requirement.
 - 1. Ed asked how long does it take online? Lelia says currently 3 hours, will be even less once on-demand ethics launches later this year.
 - 2. Shari asked if this contradicts what we just voted on? Clif says technically, yes, but this would be the only exception. Clif said Ethics is crucial to NAHRO as an organization and relates to the NAHRO Code of Conduct, which is why it has to be NAHRO ethics. Ed says it is also an introduction to NAHRO.
 - iii. Carol seconded the motion.
 - iv. The motion passed.

- v. NAHRO will require the Ethics training requirement to be NAHRO Ethics.
5. Diversion from the agenda – Clif passed the floor to Georgi Banna to discuss the Strategic Plan.
 - a. Georgi provided context for the discussion of goals
 - i. Ed, Georgi, and Clif discussed the health of the organization (very, growing) and the path forward.
 - ii. Bobby shared we need to continue to invest in the staff and capacity.
 - iii. Shari said we should work closer with the Membership Committee, to coordinate similar efforts.
 6. BECT Task Forces
 - a. Carol – leader of BECT Annual Work Plan group
 - i. Eric Lane, Kathy Walter, Ed Mayer, Sharon Carlson, Jim Evans, Shari Riddick, Carol Branham, Bobby Collins
 - b. Dawn – leader of Credentialing Message group
 - i. Alanda Richardson, Bob Peterson, Jill McGranahan, Charles Parks, Dawn Bonsu, Latonia Simmons, Sunny Shaw
 - c. Jhaila – leader of By-Law group
 - i. Jhaila Brown, Wayne Pollard, Ralph Chamberlain, Jason Spencer, Alison King, Helen Verhasselt, Paul Chaiken, Amy Case-Miranda
 7. Discuss Strategic Plan Measurable Outcomes
 - a. Clif discussed possible goals: implementing NCC exam (with messaging), item writing expansion through BECT work, faculty expansion as a goal hand-in-hand with PD.
 - b. Ed commented on Commissioners goal – they are volunteers, if they take our training who are we to question their other qualifications? Lelia says technically this would mean it's not a certification – we call it that, but because there's no exam it really isn't a certification. Clif said if we certify them without examining them can we really stand behind them?
 - i. Sharon asked can we change it to a NCC credential instead of a certification?
 - ii. Shari said maybe we could implement a certification just for states with requirements?
 - iii. Kathy said for states that don't require it we could just do a certificate of participation?
 - iv. Bobby said we don't want to create a situation where it is too hard, so people don't want to do it at all
 8. Leadership Visit – George, Sean, and Mark

- a. George encouraged the committee to think about people, community, and poverty. When they develop their goals and initiatives, keep those in mind.
 - b. Sean talked about the importance of the committee and thanked everyone for their work.
 - c. Mark talked about the success of the NAHRO staff's recent HPM (High Performance Management) training at Anne Arundel Housing Commission.
9. Wrap-up and Next Steps
- a. Clif notes an early May meeting will be scheduled for the entire group, and people will hear from task forces soon.
 - b. Lelia shared that registration for the Summer Symposium is open, and that will be our next in-person meeting.
 - c. Carol moved to adjourn
 - d. Jason seconded the motion.