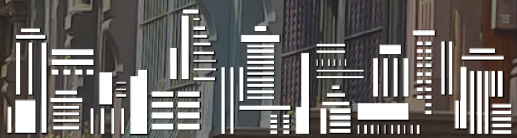


Board of Ethics  
and  
Credentialing  
Trustees (BECT)

April 7<sup>th</sup>, 2024



**NAHRO**  
*building communities together*



---

## Agenda

---

- Welcome and Roll Call
- Review and Approval of 03-04 Meeting Minutes
- Certification Update
  - A Look Back: 2023 in Review
  - By the Numbers: Q1 of 2024
  - By the Numbers: 2023 vs 2024
  - New Certification Policies in 2024
- Policies to Consider
- BECT Task Forces
- Discuss Strategic Plan Measurable Outcomes
- Wrap-Up and next steps



Professional  
Development

# 2023 in Review and 2024 Updates on Certification

Presented by Lelia Vetter, Certification Manager

# A Look Back: 2023 in Review

All Certification Applications are Done Online Through the NAHRO Website

Applications

Exams Updated to Automatically Come With Two Attempts

Exams


Recertification Reminders Sent for 12 Months, 3 Months, and 1 Month out

Reminders

New Certifications:

CSI-NSPIRE  
CSI-NSPIRE-V  
CS-HOTMA  
CMM-PH

New Certs

- 
- Total Number of Certifications/Recertifications Processed in 2023: **578**
  - Total Number of Exams Administered: **1340**

## Q1 2024 Certifications

- **135 certifications issued**
  - **105 new certifications**
  - **32 recertifications**

## Q1 2024 Exams

- **211 exams were administered**

Through 3/31/2024

Exam Name	# of Attempts
Certified Management Executive	1
Fair Housing	48
Family Self-Sufficiency	9
HCVOEIR	22
HOTMA	19
Housing Quality Standards	2
Managing Maintenance	2
NSPIRE for Public Housing	33
NSPIRE for Vouchers	34
PHOEIR	1
Public Housing Manager	40
<b>Total:</b>	<b>211</b>

# First Quarter of 2023 vs 2024 (1/1-3/31)

## Q1 2023 Certifications\*

**106** Certifications

## Q1 2024 Certifications\*

**103** Certifications      **32** Recertifications


**135** Total Issued Certifications

\*Certifications and recertifications were not tracked separately in 2023 but are being tracked separately now.

**27.36% Increase in Certifications**



# Oasis LMS

- **NAHRO PC+C will be moving to a learning management system (LMS) later this year!**
  - **Many things will be moving out of the current system to the LMS:**
    - **All active certification data.**
    - **CEUs and transcript data from 2024 on.**
      - **Some older records as well.**
- 

# Oasis LMS: What does this mean for NAHRO Certification?

- **Many systems → one system.**
  - Certificates for trainings/certifications, exams administered.
- **Customers can better monitor their certifications.**
- **It will be easier for staff to maintain certification records and processes.**
  - Reminder emails will be automated.
- **All CEUs will be on customer accounts, so they can better track their credits and know when they are ready to recertify.**

NAHRO CEUs will  
now be automatically  
issued after  
attending a  
conference!



# Certification Policy

## Can trainings be waived with trainings from other providers?

- Last term, BECT approved to discontinue allowing trainings to be waived with trainings from other providers.

# Certification Policy

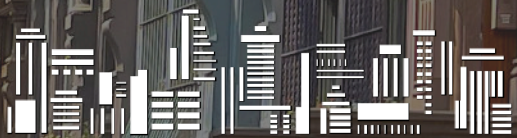
**Can the Ethics training requirement be waived with trainings from other providers?**

- Ethics is a core part of NAHRO certification, and we want to maintain a standard across all certifications.



# Task Forces

- BECT Annual Work Plan
- The Credentialing Message
- Revising the By-Laws, Policies and Procedures



**NAHRO**  
*building communities together*



# Strategic Plan

