



**2023-2025 Commissioners Communication  
Subcommittee Meeting Minutes  
Thursday, November 14, 2024 –2:00 – 3:00 p.m.**

Committee page link: <https://www.nahro.org/about/nahro-leadership/national-standing-committees/commissioners-committee/>

**Call to Order, Welcome Chair, Jake Joseph**

Sylvia Gimenez, Communications Director, visited the committee and provided input on the timeline, content and next steps.

**Updates for the [Commissioners Handbook](#) – 4<sup>th</sup> Edition**

**NEXT STEPS**

- 1. Create Survey** - Sylvia Gimenez will create survey to gather feedback from the groups below regarding suggestions on how to improve the next iteration of the handbook.  
**Survey Deadline: January 24, 2025**
  - Leadership (Committee chairs)
  - Executive Directors
  - Commissioners
- 2. La Tonya Rajah, Staff Liaison** will provide timeline action and deadlines for the review/comment on handbook content.
- 3. Begin Review/Comment: Chapters 1-2**  
**Review/ Comment Deadline: January 24, 2025**
- 4. Preliminary timeline is attached.**

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**Ways that commissioners can learn about and have access to the Commissioners Handbook**

- **Talk to your respective housing agency executive directors, make sure that all board members have unique email addresses to receive valuable information from NAHRO**
- **Encourage your chapter and regional service officers to place ads on their websites to order the handbooks**
- **Can we sell Commissioner Handbooks at the Washington Conference, Summer Symposium and National Conference?**

**Commissioner Handbook estimated production time**

- **6 months to comment/review/ submit draft to communications department**
- **5 months from layout to production**

Attendance: Skye Kessler, Lizette Mill, Phil Bernal, Renee Smith, Carol Branham

Absent: Fermika Smith, Johnnie Johnson, Joycelynn Straight, Jan Murphy

2024-2025 Commissioners Committee Communications Subcommittee  
Revision Plan for NAHRO Commissioners Handbook

## TIMELINE – ACTION DEADLINES

**Begin: November 14, 2024**  
**Review/Comment – Chapters 1-2**  
**Comment Deadline: January 10, 2025**

### Chapter 1 - What a Commissioner Does

- **Goals:** Clarify the roles and responsibilities of commissioners.  
**Activities:**
  - Review and update the content to reflect current practices and expectations.
  - Incorporate real-world examples or testimonials from experienced commissioners.
  - Highlight any recent changes in governance or legal responsibilities.

### Chapter 2 - A Contract with the Federal Government

- **Goals:** Ensure compliance with current federal regulations.  
**Activities:**
  - Assess and summarize changes in federal policies that affect housing and redevelopment.
  - Include guidelines for maintaining compliance and reporting requirements.
  - Consider adding checklists or flowcharts to simplify complex processes.

**January 24, 2025**  
**2:00 – 3:00 p.m. Eastern time -**  
**Zoom meeting to discuss comments on Chapters 1-2**

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## TIMELINE – ACTION DEADLINES

**Begin: January 24, 2025**  
**Review/Comment – Chapters 3-4**  
**Comment Deadline: February 14, 2025**

### Chapter 3 - Overview of Housing and Redevelopment Programs

- **Goals:** Provide an up-to-date overview of available programs.  
**Activities:**
  - Research recent developments in housing and redevelopment programs.
  - Update or add sections on emerging programs, funding sources, and eligibility criteria.
  - Include case studies of successful program implementations.

### Chapter 4 - Program Financing and Monitoring

- **Goals:** Enhance understanding of financing options and monitoring processes.  
**Activities:**
  - Review best practices for program financing, including grants, loans, and public-private partnerships.
  - Update monitoring guidelines and tools to reflect current standards and technologies.
  - Include sample financial documents or templates for commissioners to use.

**February 21, 2025**  
**Subcommittee Meeting**  
**Discuss comments on chapters 3-4**

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## TIMELINE – ACTION DEADLINES

**Begin: February 21, 2025**

**Review/Comment – Chapters 5-6**

**Comment Deadline: March 21, 2025**

### Chapter 5 - Working with the Board and Executive Director

- **Goals:** Improve collaboration between commissioners and leadership.  
**Activities:**
  - Gather insights on effective communication and collaboration strategies.
  - Update guidelines on roles, responsibilities, and decision-making processes.
  - Consider including conflict resolution strategies and tips for fostering teamwork.

### Chapter 6 - Conducting Effective Board Meetings

- **Goals:** Optimize the effectiveness of board meetings.  
**Activities:**
  - Review and update best practices for meeting preparation, conduct, and follow-up.
  - Incorporate new technologies (e.g., virtual meetings, digital agendas) and their best uses.
  - Provide templates for agendas, minutes, and action item tracking.

**Discuss 5-6 comment submitted thus far at Washington Conference March 9, 2025**

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## TIMELINE – ACTION DEADLINES

**Begin: March 21, 2025**

**Review/Comment – Chapters 7-8**

**Comment Deadline: April 18, 2025**

### Chapter 7 - Winning Government and Community Support

- **Goals:** Strengthen advocacy efforts.  
**Activities:**
  - Research and compile successful advocacy strategies used by other organizations.
  - Include tips for building relationships with government officials and community stakeholders.
  - Add sections on public engagement strategies and tools for community outreach.

### Chapter 8 - Becoming an Affordable Housing Advocate

- **Goals:** Empower commissioners to effectively advocate for affordable housing.  
**Activities:**
  - Incorporate recent developments in affordable housing policies and practices.
  - Highlight successful advocacy campaigns and their impact.
  - Provide resources and toolkits for commissioners to use in their advocacy efforts.

**Discuss comments at Subcommittee meeting April 18**

**2024-2025 Commissioners Committee Communications Subcommittee  
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**TIMELINE – ACTION DEADLINES**

**Begin: April 18, 2025**

**Review/Comment – Chapters 9-12**

**Comment Deadline: May 16, 2025**

**Chapter 9 - Communicating Effectively with Residents**

- **Goals:** Enhance communication strategies with residents.  
**Activities:**
  - Update communication guidelines and best practices, including digital communication.
  - Include methods for gathering resident feedback and addressing concerns.
  - Share examples of successful resident engagement initiatives.

**Chapters 10-12 - Public Relations Strategy, Ethical Conduct, NAHRO Support**

- **Goals:** Foster effective public relations and ethical standards.  
**Activities:**
  - Review and update public relations strategies, including social media use.
  - Incorporate ethical guidelines, conflict of interest policies, and best practices.
  - Highlight NAHRO’s resources and support available to commissioners.

**May 23, 2025 to discuss comments – Set Up Zoom**

## Appendices

- **Goals:** Ensure all supplementary materials are current and relevant.  
**Activities:**
  - Update federal procurement requirements and compliance information.
  - Revise the abbreviations and glossary to reflect current terminology.
  - Ensure basic financial documents and legal chronology are accurate and comprehensive.
  - Compile all updates into a finalized handbook format, ensuring consistency in style and tone.

### APPENDIX A Federal Procurement Requirements

Consult Policy and Congressional Relations Dept

### APPENDIX B Abbreviations and Glossary

Consult Policy and Congressional Relations Dept.

### APPENDIX C Basic Financial Documents

Consult B & A Committee

### APPENDIX D Chronology of Housing and Community Development Laws 2 83 87 94 100 104 111 137 139

Consult Georgi Banna and/or Housing Development Law Institute (HDLI)

## Final Steps:

- **Review and Approval:** Present the complete draft to the committee for a thorough review and gather feedback for any final adjustments.
- **Publication:** Finalize the layout and design of the handbook, then publish it in both digital and print formats. Promote the updated handbook to ensure all commissioners are informed.