



2023-2025 Member Services Committee
Wednesday, January 17, 2024 – 2 p.m.- 3 p.m.

Zoom

Staff Liaison: Suzanne Stuart | ssuart@nahro.org
[Member Services Committee Resources](#)

Meeting Minutes
Chair/Presiding: Shaunté Evans
Vice Chair: Beverly Banks

Attendance (26 of 38 committee members, plus guest Mark Thiele and staff liaison Suzanne Stuart):

Banks, Beverly	yes
Bouffard, Rickey	no
Carlson, Amber	yes
Carolla, Angela	yes
Caudle, Nikki	yes
Centinaro, Gary	no
Chubenko, Eric	yes
Dixson, Sharon	yes
Edelblute, Christian	no
Evans, Shaunté	yes
Fontenot, Stephan	yes
Fosler, Zachary	yes
Fuller, Kia	no
Gibson, Gina	yes
Gonzalez, Vanessa	yes
Guanzon, Larry	yes
Hamilton, John	yes
Jackson, Keon	no
Johnson, Denita	no
Layne, Ingrid	yes
Lee, Dara	yes
Lopez, Cynthia	no
McGruder, Natasha	no
Oglesby, Jacob	yes
Parr, Pamela	yes
Paulson, MaryLiz	yes
Polito, Jennifer	yes
Randolph, Kennard	no
Riddick, Shari	yes
Rodriguez, Andrew	no
Shelburn, Billie	no
Stanton, Jill	yes
Stewart, Amy	yes
Stewart, Taleshia	yes
Stordahl, Revonda	yes
Swafford, Trina	no
Tatroe, Kristina	yes
Trujillo, Steven	yes
CEO Mark Thiele, guest	yes

The meeting began with Chair Evans inviting CEO Mark Thiele to provide a recap on the decision to proceed with the NAHRO Summer Symposium. NAHRO did virtual Summer Symposiums in 2021 (universal vouchers) and 2022 (homelessness and housing supply issues). We were back in person in 2023 and have selected Chicago for the 2024 Symposium.

Chair Evans provided background about the ongoing NAHRO Strategic Planning Process. Under the leadership of NAHRO President George Guy, it is anticipated that a five-year NAHRO Strategic Plan will be completed by this Spring 2024.

Chair Evans reviewed the proposed Member Services Committee meeting schedule and encouraged everyone's attendance at these meetings:

Mode	Date	Conference
Zoom	February 28	
In Person	April 7	NAHRO Washington Conference, Washington DC
Zoom	June 5	
In Person	July 10	NAHRO Summer Symposium, Chicago IL
Zoom	August 14	
In Person	September 25	NAHRO National Conference & Exposition, Orlando, FL

Staff liaison Stuart reviewed the goals and accomplishments of the 2021 - 2023 Member Services Committee and reviewed the transition report.

The committee discussed goal setting. The approach chosen was that we will identify our goals to align with the NAHRO Strategic plan when that process is complete. In the interim, the Committee discussed collaborating and focusing on member growth. Staff liaison Stuart reviewed NAHRO's membership count, and the committee expressed interest in helping with recruitment. Rather than form official subcommittees, we will take a "task-oriented" approach. For example, those interested can help with tasks, including the first-time attendee events at conferences and various elements of the NAHRO Award programs. Each committee member may be assigned 1-5 prospective members in their region to help recruit.

The committee discussed events at the upcoming Washington Conference. We will take a deeper dive during the February committee meeting. Events will include:

- Awards of Excellence Presentation (*timing is TBD*)
- Emerging Leader Award (*winner is TBD*)
- Member Services Committee Meeting (*April 7, 12:00 – 3:00*)
- First Time Attendee Briefing (*April 8, 1:00 – 1:45*)

Staff liaison Stuart discussed an ongoing campaign to increase awareness of NAHRO member benefits. She explained the campaign is called "Did You Know" where NAHRO is highlighting one member benefit per week on social media and in Direct News. The committee was not aware of the campaign, but agreed it was a good idea and will keep an eye out for it.

An inquiry was made about the status of the Emerging Leaders subcommittee, and the Emerging Leaders Award. Members of this terms committee as still being finalized. Their first order of business will be to select an Emerging Leader Award winner. The last term's subcommittee was not able to complete this task. Pamela Parr expressed that she could help with some synergies between the Fellows and Emerging Leaders and is looking forward to doing so.

The meeting was adjourned at 2:50.