



2023-2025 Member Services Committee
Wednesday, February 28, 2024 – 2 pm- 3 pm

Zoom

Chair: Shaunté Evans sevens@spartanburghousing.org

Vice Chair: Beverly Banks mundayha@hotmail.com

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

Meeting Minutes

Chair/Presiding: Shaunté Evans

Vice Chair: Beverly Banks

Welcome and Roll Call

Member Services Committee:

Banks, Beverly	no
Bouffard, Rickey	no
Carlson, Amber	yes
Carolla, Angela	yes
Caudle, Nikki	no
Centinaro, Gary	no
Chubenko, Eric	no
Dixson, Sharon	no
Edelblute, Christian	no
Evans, Shaunté	yes
Fontenot, Stephan	no
Fosler, Zachary	yes
Fuller, Kia	yes
Gibson, Gina	no, excused.
Gonzalez, Vanessa	yes
Guanzon, Larry	yes
Hamilton, John	yes
Jackson, Keon	yes
Johnson, Denita	no
Layne, Ingrid	yes
Lee, Dara	yes
Lopez, Cynthia	no
McGruder, Natasha	no
Oglesby, Jacob	yes
Parr, Pamela	no
Paulson, MaryLiz	yes
Polito, Jennifer	yes
Randolph, Kennard	no

Riddick, Shari	yes
Rodriguez, Andrew	yes
Sansbury, Gail	no
Shelburn, Billie	yes
Stanton, Jill	yes
Stewart, Amy	yes
Stewart, Taleshia	no
Stordahl, Revonda	yes
Swafford, Trina	no
Tatroe, Kristina	yes
Trujillo, Steven	no

Emerging Leaders:

Berry-Andrews, Tamara	no
Bland, Lashun	no
Bouffard, Rickey	no
Clarke, Norma	no
Conte, Ann	yes
Corey, Justin	no
Greathree, Robert	yes
Henry, Grant	no
Jackson, Keon	yes
Kimbowa, Alice	yes
McGranahan, Jill	no
O'Keeffe, Karen	no
Randolph, Kennard	no
Stewart, Taleshia	no
Tapley, Chonda	yes
Vincent, Chris	yes

Chair Evans provided an update on the NAHRO strategic planning process. NAHRO leadership is close to finalizing a refreshed mission statement. NAHRO staff is developing a vision statement. The strategic planning advisory committee is in the early stages of goal setting. The mission statement is expected to be voted on at the Washington Conference by the NAHRO Board of Governors.

Chair Evans discussed the member services committee task approach. Staff liaison Stuart to send out a google doc for members of the committee to sign up for various tasks. Most immediately, those tasks include a Washington Conference call for volunteers:

- Awards of Excellence presentations. There are 22 winners. Presentations will take place on Tuesday the 9th, half in the morning, and half in the afternoon. Volunteers are needed to corral winners; and help ensure a smooth presentation.
- First-time attendee briefing planning and staffing – April 8, 1-1:45. In the past we have done trivia contests, and brought in legislative staff to talk about advocacy, and human bingo. Shaunte will give an overview. We want fun, inviting, and engaging, what should we include in the presentation? All committee members are welcome to attend the first-time attendee briefing to help the attendees feel welcome. Volunteers are needed to make sure the event runs smoothly.

Future task teams will include emerging leaders award (review criteria, application, and marketing), awards of merit presentation (what can be done to improve the presentation?) membership ambassadors – and work on NAHRO member recruitment. The task force is to create the framework.

Looking ahead, the committee briefly discussed planning for the Summer Symposium July 10-12 at Sheraton Grand Riverwalk, which will take place during the Washington Conference, as will planning for the National Conference in Orlando. Chair Evans acknowledged there is some tension around going to Florida, nevertheless, we are going. We want the conference to feel inclusive, warm, and welcoming. The member services committee may play a role in ensuring the conference's success. It was discussed that SERC will host a BOG event – SERC and NAHRO Emerging Leaders may help with planning.

Other task ideas to be discussed at the Washington Conference: It is not too early to start discussing ideas including perhaps focused topic brown bag lunches, leadership development, service projects, fundraisers, synergies with Fellows and Emerging Leaders, etc.

Minutes from the January 17, 2024, member services committee meeting were submitted for approval having achieved a quorum for the committee. Keon Jackson motioned to approve the minutes. Shari Riddick seconded the motion. The minutes were approved with all in favor.

The meeting adjourned at 2:40 pm.

2024 NAHRO Conference Schedule

Washington Conference, April 8-10, Hyatt Regency Washington on Capitol Hill, Washington, DC

Member Services Committee and Emerging Leaders Subcommittee Meetings April 7, 12:30-3:30 pm –

First Time Attendees Overview April 8, 1-1:45 pm

Summer Symposium, July 10-12, Sheraton Grand Chicago Riverwalk, Chicago, IL

National Conference & Exhibition, September 26-28, Marriott Orlando World Center Hotel, Orlando, FL.

2024 Member Services Committee Zoom Meetings

The Member Services Committee will meet in person at each of the NAHRO conferences.

Zoom calls (all times eastern): February 28 @ 2:00, June 5 @ 2:00, August 14 @ 3:00