



**2023-2025 Board of Ethics and Credentialing Trustees Meeting**

**Sunday, March 9 2025 – 2:00pm – 4:30pm**

Independence DE, Independence Level (5B)

Grand Hyatt Washington

1000 H St NW, Washington, DC 20001

Staff Liaison: Lelia Vetter || [lvetter@nahro.org](mailto:lvetter@nahro.org)

<https://www.nahro.org/bect>

**Meeting Minutes**

**Presiding: Vice Chair Jhaila Brown**

Welcome and Roll Call

- Meeting was brought to order at 2:03.
- New member Dave Wellings was welcomed to the board.
- Also present: Julz Harvey, Senior Trainings and Operations Manager with NAHRO PD.

Approval of 09-25-24 Meeting Minutes

- Carol motioned for approval.
- Eric seconded.
- Jhalia abstained – wasn't present at meeting.
- Motion passed, 09-25-24 Meeting Minutes were approved.

Certification Updates

- Lelia provided updates on Certification – especially the new LMS.
  - This presentation will be uploaded to the BECT website page.

Certification Policy for Approval

- Lelia provided background on proposed policy change. PD allows people to be invoiced for training. The proposed policy focuses on revoking a certification for non-payment of a requirement for certification.
- Jason noted that the policy as written is generous.
- Dave asked if there is a timeline for being reinstated
  - Lelia answered if the requirements are still up to date, the certification would be reinstated – but if it was expired, the person would be welcome to apply again for certification.
- Jhalia asked if we needed to add in specifics about expiration
  - Lelia clarified that the policy mentions certification requirements, which include expiration.
- Eric noted that the time is still from the issue date, the removal of the certification will not add any additional time.
- James asked if it was a legacy issue because we did not have the LMS, and asked if we can prevent it in the future.

- Lelia said yes, now we no longer allow people to be certified if they have an unpaid invoice and we can see unpaid invoices on accounts when people apply for certification. It's possible that someone may get certified with an unpaid invoice, but it's now extremely unlikely.
- Eric asked if we have a policy in place about not processing applications because of invoices.
  - Lelia said no official BECT policy.
  - Eric asked if we can/should propose such a policy.
- Sharri asked how many open invoices we have.
  - Julz shared about 30, excluding invoices from this year.
- Bobby asked how old the invoices were.
  - Julz said all remaining are over a year, and we have already removed the credit from most of the participants.
- Bobby felt that this issue is a little murky as it connects to the business line of PD, while the proposed policy about revocation is more of an ethics concern/BECT concern.
- Eric said he is worried that because we do not have the unpaid policy, someone could push back on staff.
- Paul worried about BECT/certification staff becoming bill collectors.
  - Lelia clarified that although Certification is under PD, other PD staff are the ones collecting payment for trainings.
- Kathy noted that someone should not get a certification if they have anything unpaid.
- Discussion was brought back around to the proposed certification policy about revocation.
  - Amy made a motion for the policy.
  - Jason seconded the motion.
  - Motion passed unanimously:
  - A NAHRO certification holder who is using a NAHRO training, exam, or any other NAHRO offering with an unpaid invoice for one of their certification requirements will have their certification revoked for non-payment if: (i) it has been at least 180 days from the issue date of the unpaid invoice, (ii) they have received at least two written revocation warnings (i.e. by email or letter) at least a month apart, and (iii) it has been at least a month since the second warning was sent. Should the invoice balance be paid after revocation, the certification will be reinstated so long as all other requirements are met.
- Eric proposed a policy – certifications cannot be issued until invoices are paid.
  - Bobby countered that this is a business manner – he thinks it does not need to be approved by BECT.
  - Jhalia asked how Eric's proposal is different from the one just approved.
  - Eric said that this one relates to new certifications, not issued ones.

- Bobby said he voted for the other policy because it relates to the ethical issue, not the business issue.
- Jhalia asked – is there a larger NAHRO policy that says if you don't pay, X happens?
- Bobby said the group is not responsible for the business line.
  - Clarified that it is BECT's role to revoke, so the other passed policy made sense as under BECT purview.
- Is this just an internal policy versus something that needs to come from the board?
- Eric said if everyone thinks this is a business policy that's fine, his concern was blow back on staff.
- Paul asked what is the policy if you don't pay your membership dues?
  - Julz said your membership is removed, but that doesn't work for trainings because we have already provided the service.
- Jim asked could we remove their access to the exam if they haven't paid?
- Lelia said that's not possible in the current LMS system, and a la carte exams are not typically an issue for this – more often, people ask for invoices for trainings or training and exam bundles.
- Bobby asked could we not provide training until they have paid?
  - Julz said we would lose upwards of 15% of our customers – and we do collect payment almost 100% of the time later.
    - The number of unpaid invoices is very minimal compared to the full number of invoices.
- BECT decided that this will be a PD/Cert staff policy.

#### Strategic Plan Measurable Outcomes

- Lelia provided an update on the SPAC goals.
- Both of the outcomes tied to BECT are under Goal A.
  - Goal A: Enhance innovative and comprehensive resources to increase the professional expertise, skills, and integrity of housing and community development professionals.
- Group One: NAHRO Certification Enhancement
  - Improve and maintain the integrity of NAHRO Certification by reviewing and updating Certification policies and procedures. (BECT, 2025)
    - Draft and approve BECT policies and procedures by 2025 National Conference.
      - This outcome is tied to work that the By-laws task force is doing with the Rules of Procedure and eventually the By-laws.
      - Also tied to the updated and new policies BECT has been passing this term – we will want to gather all of these in one place and

have one document or location where all policies passed by BECT live.

- Group Three: Professional Development and Resources.
  - Strengthen professional development and ethical guidelines by enhancing equity resources and expertise among all existing and incoming NAHRO National, Regional and State Executive Leadership. (DEI w/ PD & BECT, 2025)
    - Discuss and share NAHRO Code of Conduct with NAHRO National, Regional, and State Executive Leadership by 2025 National Conference.
      - The idea behind this is to encourage regions and states to adopt the NAHRO Code of Conduct as their own to have consistency. Lelia has shared with the SPAC liaison that BECT is currently revising the Code of Conduct, so this outcome may be changed for the 2025 National deadline.
      - Sharri asked when the updated Code of Conduct was expected to be completed.
        - Lelia noted we would discuss it during the Task Force report outs.

#### Volunteer Sign-Up

- Lelia discussed the volunteer sign-up forms. They noted that if your term expires in 2025 you need to fill out the form – if they expire another year they do not. Lelia will email out a list on who expires when.

#### Task Force Updates

- BECT Annual Work-Plan
  - Carol said the work-plan was shared with the work plan group. Outlined by conference and monthly goals. It is a living document so they would be happy to receive feedback.
  - Kathy discussed how they broke it down by each conference, and that the goal was to have everything reviewed at least once a term. They identified which year in the term things should be reviewed, though some are ongoing.
  - Lelia will share the work plan document with the full BECT for feedback.
- The Credentialing Message
  - No one from this group was present at the meeting.
- Revising the By-Laws
  - Jhaila said the Code of Conduct has been reviewed and revised.
    - Jason said he had to miss the meeting the previous week, but the document looks good.
    - Jhaila said she believes the Code of Conduct is almost done.
  - Lelia said that next steps are running it by Georgi, as well as review it with the full BECT. Then it must be brought before the BOG. We hope that this would be able to happen by either Summer Symposium or National.

- We will likely also share with the DEI committee, since that group was listed as involved with the Code of Conduct goal for the Strategic Plan.
- Amy noted that the Code of Conduct changes were looking at it from a difference lens “you should do this” versus “you should not do this” - more of what would we remove a credential for.
- Jhaila said that they are now working on the Rules of Procedure for complaints – it is a large document, and they are going to work on synthesizing it.
  - They are also working on an official complaint form that can be used to lodge complaints.

#### BECT Task Force Breakouts

- Two groups broke out. Dave Wellings was added to the Credentialing Message group, but worked with the Work-Plan group today.
- Work Plan group will have a meeting May 21 at 1pm ET. Lelia will send out a meeting invite.
- By-laws group will have a meeting on April 22 at 3pm ET. Lelia will send out a meeting invite.

Kathy motioned to adjourn at 3:15

- Carol seconded.
- Motion passed.