



2023-2025 Commissioners Committee Meeting Minutes
Wednesday, July 16, 9:00 a.m. – 12:00 p.m.
Room Location: Regent, 2nd Floor
New York Hilton Midtown, 1335 Avenue of the Americas
New York, New York 10019

Staff Liaison: La Tonya Rajah | | lrajah@nahro.org

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

Chair/Presiding: Renee Smith

Approved Minutes: September 25, 2024, March 9, 2025

Invitation to Audit Course - Charity Timberlake- Professional Development Department encouraged committee to audit commissioner related courses

Reviewed Draft/Discussion - 2023-2025 Committee Transition Report

Goal advancements prior to end of term - Groundwork on 2026 Goals

- Advocate for voting rights, hold voter registration drives, empower residents. (DEI)
- Consider outreach to churches, religious professionals and advocates (comm)
- Handbook – document recommendations, consider digital, and print options, committee comments how to communicate training, advocacy and contributing to housing agency’s mission.
- Encourage participation to Legislative Network – policies that affect bills. Letter writing campaign, bolster relationships with congressional representatives, chapter and regional participation. encourage greater commissioner participation. (advocacy)

To date:

- 2025: 11 Commissioner of the Year applications, 2024: 14 applications
- Telling Your Story of Housing – In-Person and Online Storytelling that makes a difference (2026 National Conf. Commissioner Session topic?)
- On-Demand offerings- 2024-2025
 - Advocacy for Commissioners
 - Roles and Responsibilities of Housing Commissioners
 - Ethics for Housers
- Free webinar for members:
 - Commissioners Corner
- Will discuss with PD for additional offerings for 2026.
- Voices of Residents and Board Evaluation and Accountability sessions confirmed for the 2025 National Conference.

Encourage participation in Commissioner Certification programs to increase overall participation by 100% over 5 years.

As of 5/2025, commissioners certified in 2025 – 39

Current total of certified commissioners -181.

Number of certified commissioner committee members - 25%

Set 2026 goal to have 100% certified committee members.

Work on 4th edition of the Commissioners Handbook

- Begun process. Late 2024, created handbook review timeline. Continuing review process and publication within the 2025-2027 committee term.

Remind NAHRO regions and chapters about the Commissioner of the Year Award, and award deadlines to ensure a robust nominee pool.

- Perform outreach to regions regarding award during the term. Increased number of applications in 2024 by 40% when compared to 2023. Next award presented at the 2025 National Conference and Exhibition – Phoenix, AZ.

Communication Subcommittee

The subcommittee discussed our efforts toward updating the NAHRO Commissioners Handbook. The following notes capture the discussion about recommendations for NAHRO staff moving forward.

Delivery

- Hybrid delivery where commissioners can obtain an electronic copy as well as an option to obtain a hard copy, for example, with print-on-demand resources.

Content

Significant content changes are needed:

- To remove/significantly reduce program-specific information focusing the handbook on the fundamental aspects of serving as a commissioner and diminish the speed at which the material will go out of date
- addition of Next Steps at the end of each handbook chapter

We see a need for new content regarding:

- meeting best practices, especially including virtual and hybrid meeting recommendations, managing citizen input and public comments, learning more about Robert's Rules of Order
- DEI best practices

How can we support staff in creating new content?

Can we jointly develop a timeline/schedule to review NAHRO commissioners' materials on a regular basis .

Marketing and Education

How does the handbook fit within the larger context of NAHRO commissioners' resources?

- How does the handbook tie into commissioners training?
- What commissioners' resources are publicly available, and what resources are behind the paywall?
- An online version of the handbook could include links to NAHRO training to increase the visibility and relevance of NAHRO training as well as the handbook's.

How can the Commissioners Committee support staff in promoting the handbook and other commissioners' resources?

