

## **NAHRO 2011-2013 MEMBER SERVICES COMMITTEE**

Wednesday, October 23, 2013 (10:30 am – 2:15 pm)  
Cleveland Convention Center  
300 Lakeside Avenue  
Cleveland, OH 44114  
Room 3, Concourse Level

### **-Draft Meeting Minutes-**

The Vice President of the Member Services Committee, Pam Thompson, called the meeting to order and welcomed Committee Members.

#### **Attendance:**

Those present: Pamala Thompson, Diane Haislip, Donna Brown, David Allen Brown, Gary Centinaro, Dale Gravett, Donald Emerson, Kim Holman-Short, Denita Johnson, Patty Toops, Shaunte Evans, Robert Farrar, Sean Gilbert, Patsy Noland, Marcia Sullivan, Anita Kennedy, Jean Goebel, MaryLiz Paulson, Andy Rodriguez, Craig Maraschky, John Stengle and Revonda Stordahl.

Those absent from the meeting included: Rosalie Deane, Eric Chubenko, Carlen Williams, Sharon Gargas, Melvin Taylor, Melanie Villalobos, Danetta Brooks, Joshua Crites, Shelli Nesmith, and Jody Kole.

A quorum was present.

#### **Guest:**

Betsey Martens, NAHRO President  
Beverly Banks, ED, Housing Authority of the City of Munday  
Lisa Coleman, Program Manager, Baltimore County Housing Office  
Cheryl Anne Farmer, Service Officer, Michigan Chapter  
Karolle Hughes, RSO, PNR  
Debbie Quirk, Commissioner, Warwick Housing Authority  
Billie Shelburn, ED, Burnet Housing Authority

#### **NAHRO Staff:**

Saul Ramirez  
Lori Myers-Carpenter

Pam Thompson called for approval of the agenda. Patty Toops put forth a motion and Dale Gravett gave the second. The committee voted and approved the agenda unanimously. She then called for approval of the minutes from the July conference. Gary Centinaro put forth a motion and Anita Kennedy gave the second. The committee voted and approved the minutes unanimously.

Lori Myers-Carpenter reported membership numbers had seen a slight decline from the last conference. She also reported NAHRO is using the results of the July member benefits survey to

help better target their next membership campaign. She also mentioned 20 Awards of Excellence will be presented during the conference, as well as the first ever Emerging Leaders Award, which will be presented to Shaunte Evans.

Pam asked if there were any additions to the Regional Reports already submitted.

- NCRC – Kim Holman-Short said there were no changes to the report submitted.
- MPRC – Revonda Stordahl reported they have not had much activity since the last conference.
- MARC – Diane Haislip had one addition to the report. She said the region is working on finalizing the RSO Advantage Program agreement with National NAHRO.
- NERC – Donna Brown reported they had an honorable mention in the Housing America Calendar and three NERC agencies were receiving an Award of Excellence.
- SERC – Sean Gilbert reported they have started having a SERC booth at every chapter conference in order to promote regional membership.
- PSWRC – MaryLiz Paulson reported they have signed up for the RSO Advantage Program, and their new RSO will start next month.
- PNRC – Andy Rodriguez said they have one entry in the Housing America Calendar from their region, and they are currently working on their spring conference.
- SWRC – Anita Kennedy reported they had one winner in the Housing America Calendar.

The Committee then reviewed the bylaws for the following regions/chapters:

- **Oklahoma Chapter** – They want to remove language that states members must work or reside solely in Oklahoma. They also want to remove language that states they must have a specific number of meetings each year and when the annual meeting needs to be scheduled.

*Gary Centinaro made the motion for approval and Andy Rodriguez seconded. The changes to the Oklahoma Chapter's bylaws were approved unanimously.*

- **North Central Regional Council** – They want to use their abbreviated name, NCRC, instead of always using their full name, North Central Regional Council and they want to clarify that the NCRC President recommends the appointments to National NAHRO boards and committees.

*Donna Brown made the motion for approval and Gary Centinaro seconded. The changes to the NCRC's bylaws were approved unanimously.*

- **South Dakota Chapter** – Changed the reference to members in the document from persons to agencies, made provisions for voting by electronic means, changed the start date of the term of office from July 1<sup>st</sup> to October 1<sup>st</sup>, and changed the amount needed to call a special meeting from one-fifth to one-fourth of the total active membership.

*Donna Brown made the motion for approval and Anita Kennedy seconded. The changes to the South Dakota Chapter's bylaws were approved unanimously.*

President Betsey Martens and CEO Saul Ramirez joined the meeting, and Betsey thanked the committee for supporting the conference, the organization, and the mission of NAHRO. She said she was pleased they developed the Emerging Leaders Award, and that it was going to Shaunte. She said membership is holding steady, and she thanked the committee for their efforts, in particular, Pam and Diane for their leadership.

Saul thanked the committee for their focus on membership issues, and he encouraged them to generate ideas for other committees to focus on such as seminar ideas for the Professional Development Committee. He said in the coming months, NAHRO will look into how they can create more virtual communities to encourage networking, and they will continue to survey the members to make sure they are filling their needs.

After a brief meeting of the subcommittees, Pam asked for their reports:

**Awards** – Jean Goebel reported they reviewed the 2014 Awards Application, and they were pleased their suggested changes had been made. They also selected six Awards of Excellence from the 2013 winners (plus alternates) to be featured in Calls for Presentations for the 2014 Summer and National Conferences. These included Innovative Communication, Paisano Green Community, and Education Scholarship Program for the Summer Conference and Campus Solar Field, Loussac Place, and Smoke Free Documentary for the National Conference.

**Emerging Leaders** – Chair Shaunte Evans reported the Emerging Leaders finalized last minute logistical details for the Thursday evening Party with a Purpose and the Friday morning concurrent session with the Fellows during their meeting. She invited all of the committee members to attend the two events.

**Marketing/ Relationships/Partnerships** – Once again the Marketing and Relationships/Partnerships subcommittees met together. They reviewed the results of the Membership Benefits Survey to see if any suggested products and services mentioned in the survey were worth pursuing. Revonda Stordahl reported they determined more e-learning/blended learning offerings are needed.

**IT** – MaryLiz Paulson reported the subcommittee continued their discussion from July on how to improve the NAHRO website. They requested NAHRO look into an easier way for members to download their Associates Lists since the current practice of using their invoice number was not user friendly, and they suggested the upcoming conference listings be displayed more prominently on the web.

After the regional reports, Pam provided an overview of the Transition Report, and she asked if there were any comments. It was mentioned that further discussion about the conference site selection process was needed. Comments ranged from how the sites are selected, to the value of each conference, to the discounts offered, etc. Pam said this was an excellent topic to continue with the new committee.

Shaunte said there should be more detail about the Emerging Leader concurrent session at the Summer Conference in the report. Making a note to include the change, Pam asked for a motion to approve the Transition Report.

*Sean Gilberts made the motion for approval and Andy Rodriguez seconded. The report was approved unanimously.*

Pam thanked the committee for all of the work they had done over the past two years, and for their support while she was chair. She asked if there were any other comments. Hearing none, she asked for a motion to adjourn.

*Jean Goebel made the motion for approval and Anita Kennedy seconded. The meeting was adjourned at 12:45 p.m.*