



**MINUTES**  
**BOARD OF GOVERNORS MEETING**  
**July 16, 2016**  
**Portland, OR**

---

President Steve Merritt called the meeting to order. LaTonya Rajah called the roll; a quorum was established. Guests were acknowledged and welcomed. President Merritt asked for unanimous consent to advance the Housing and Development Law Institute's (HDLI's) report at this time, which would enable HDLI's Board member Vivian Bryant to catch her flight. The Board's consent was unanimous.

**HOUSING AND DEVELOPMENT LAW INSTITUTE (HDLI)**  
**Vivian Bryant-CEO Orlando HA Reported**

Ms. Bryant thanked NAHRO for its work and for the programs and opportunities that NAHRO provides to the industry. HDLI's Board is comprised of lawyers who work at prestigious law firms and represent housing authorities. HDLI's focus is on training lawyers on legal issues and is looking forward to providing more training for NAHRO and being more of a partner to NAHRO. Ms. Bryant was pleased to learn that HDLI will continue its long-standing tradition of providing training in conjunction with the NAHRO National Conference and Exhibition. HDLI's Executive Director, Lisa Walker, submitted a [written report](#) to the Board.

President Merritt called for motion to approve the minutes of the last Board meeting.

**ACTION: Motion by Carl Richie; second by DeeAnna Peterson to approve the minutes of the [April 13, 2016 Meeting](#). Motion carried.**

President Merritt called for ratification of actions taken by the Steering Committee on behalf of the Board of Governors (BOG):

[May 20, 2016 Teleconference](#): Move to Work (MTW) Reform and Expansion Act, USDA Rural Development Programs, Amicus Brief supporting HACL A – NOZZI vs. HACL A and members to serve on the 2016 CEO Search Committee, and June 27 electronic vote: added two members to the [CEO Search Committee](#).

**ACTION: Motion by Carl Richie; second by Regina Mitchell to approve ratification of actions taken by the Steering Committee on behalf of the BOG as presented above. Motion carried.**

## **FINAL AGENDA REVIEW/APPROVAL**

President Merritt asked if any Board member wished to move any items from the Consent Agenda to the Discussion Agenda. Senior Vice President Carl Richie asked that the Member Services item regarding the proposed member dues increase be placed on the Discussion Agenda.

President Merritt then called for approval of the amended Agenda.

**ACTION: Motion by Carl Richie; second by Richard Leco approval of the Agenda as amended. Motion carried.**

## **CONSENT AGENDA**

**ACTION: Motion by Donna Brown-Rego; second by Dianne Hovdestad to approve the Consent Agenda as presented. Motion carried.**

## **BUDGET & ADMINISTRATION (B&A) COMMITTEE**

### **2015 Audit Report**

**Background:** The B&A Committee has had a thorough review and discussion of the FY2015 Audit report. The report was presented, in detail, by the auditing firm of Gelman, Rosenberg and Freeman at the B&A committee meeting in April. At that meeting, there was extensive discussion with staff and the auditors concerning the details of the report and management letters. The audit resulted in a clean audit of NAHRO's combined financial statements and provided recommendations for overall accounting procedures going forward. Staff has already taken effective action to address each recommendation.

**Resolution:** The B&A Committee recommends that the BOG accept the FY2015 Audit Report, combined financial statements, and management letters.

### **Support of Member Services Resolution on Dues Increase**

**Background:** At the 2016 Washington Conference, the B&A committee made a recommendation that the BOG task the Member Services Committee with discussing and taking action on an increase in membership dues. That recommendation was approved in the form of a resolution that the Member Services Committee complied with at their meeting held earlier in Portland.

**Resolution:** The B&A resolves to formally support the action taken by the Member Services Committee to raise membership dues.

## **COMMUNITY REVITALIZATION AND DEVELOPMENT (CR&D)**

### **Development of Best Practices and Policy Recommendations on the Use of Criminal Records by Housing Agencies – CR&D/Housing Joint Resolution**

**Background:** On April 4, 2016, HUD’s Office of General Counsel (OGC) released guidance on the application of Fair Housing Act standards regarding the use of criminal records by providers or operators of housing and real estate related transactions. According to the OGC, if a policy or practice that restricts access to housing on the basis of criminal history results in a disparate impact on individuals of a particular race, national origin, or other protected class, such a policy or practice may be unlawful under the Fair Housing Act, even if the provider had no intent to discriminate. The OGC highlights a three-step process that is used to analyze claims that a housing provider’s use of criminal history results in a discriminatory effect. First, the plaintiff (or HUD) is required to prove that a housing provider’s criminal history policy results in a disparate impact on a group of persons because of their race or national origin. If the plaintiff or HUD proves a disparate impact, the housing provider must then prove that the challenged policy or practice is necessary to achieve a substantial, legitimate, nondiscriminatory effect. A blanket prohibition on any person with any conviction record will be unable to meet this burden. Furthermore, a housing provider with a policy that excludes individuals with only certain types of convictions must still prove that its policy is necessary. If a housing provider proves its criminal history policy or practice achieves a substantial, legitimate, nondiscriminatory effect, the burden of proof shifts back to the plaintiff or HUD to prove that such interest could be served by another practice that has a less discriminatory effect. Housing providers may also be in violation of the FFHA if the provider intentionally discriminates against a potential tenant using criminal history information.

**Resolution:** Be it resolved, that the Housing and CR&D Committees recommends a working group be formed to develop and publish a white paper on the topic of implementing successful policies and guidelines that are in line with the OGC’s memorandum on the application of Fair Housing Act standards to the use of criminal records by providers of housing and real estate transactions. The white paper will provide best practices and broad policy recommendations that are sensitive to state and regional variations and will act as Fair Housing guidance for housing agencies. The white paper will be developed with input from NAHRO members and from other organizations relevant to the issue.

### **Affordable Housing Credit Improvement Act of 2016 (S. 2962)**

**Background:** On May 19, 2016, Senators Maria Cantwell (D-WA) and Orrin Hatch (R-UT) introduced S. 2962, a bipartisan legislation titled the Affordable Housing Credit Improvement Act of 2016. The bill offers numerous changes to the Low-Income Housing Tax Credit (LIHTC) program that have long been supported by NAHRO and industry partners, including a 50 percent expansion in LIHTCs, the inclusion of income-averaging for affordable housing developments, and

establishing a minimum 4 percent rate for acquisition and bond-financed developments. Overall, the bill would help create or preserve approximately 1,300,000 affordable homes over a ten-year period – 400,000 more units than is possible under the current program.

**Resolution:** The CR&D Committee supports the passage of the Affordable Housing Credit Improvement Act of 2016.

## **HOUSING COMMITTEE**

### **The Rural Housing Preservation Act of 2016**

**Background:** H.R. 4908/S 2783, The Rural Housing Preservation Act of 2016, would amend the Housing Act of 1949 to direct the Department of Agriculture (USDA) to extend rural housing vouchers to any low-income household (including those not receiving rental assistance) residing in a property financed with a Section 515 loan made or insured for housing and related facilities for elderly or other low income persons and families which has been prepaid, or which has matured, after September 30, 2005. The bill would also prohibit owners of properties financed with these loans, whether outstanding or fully paid, from refusing to lease available units in the property to a rural housing voucher holder. The bill also decouples USDA rental assistance (USDA Section 521) from a USDA Section 515 loan, allowing USDA to contract to make, make, and/or renew annual rental assistance 4 payments to owners of projects that have matured on or after enactment of the bill. The bill would also require USDA to establish uniform requirements, terms, and conditions for any sale or transfer of a Section 515 financed property to any entity, including a nonprofit organization, seeking to acquire it with a similar loan and any low-income housing tax credit under the Internal Revenue Code. The bill would also allow USDA to establish a Multifamily Housing Revitalization Program for the preservation and revitalization of multifamily housing projects funded with Section 515 loans, as well as with loans for housing and related facilities for domestic farm labor, to ensure that those projects have sufficient resources to provide safe and affordable housing for low-income residents and farm laborers.

**Resolution:** BE IT RESOLVED, NAHRO supports the Rural Housing Preservation Act of 2016 (H.R. 4908 / S. 2783), BE IT FURTHER RESOLVED, NAHRO recommends including language in the bill that would allow PHAs to receive loan forgiveness when acquiring properties financed with rural development loans and language that guarantees the PHA housing affordability on the property for 30 years.

### **Small Area Fair Market Rents (SAFMRs)**

**Background:** HUD published a proposed rule titled “Establishing a More Effective Fair Market Rent System; Using Small Area Fair Market Rents in the Housing Choice Voucher (HCV) Program Instead of the current 50th Percentile FMRs” in the Federal Register. The proposed rule would replace the current policy of basing payment standards on 50th percentile fair market rents (FMRs) in certain areas in order to deconcentrate poverty with a policy of using Small Area Fair

Market Rents (SAFMRs) in certain metropolitan areas according to criteria set by HUD. Comments to HUD on the proposed rule are due by August 15, 2016. Previously, NAHRO has voiced concerns about the impact of SAFMRs on tenants, some of whom will have lower payment standards; on landlord participation rates; and administrative costs, among other concerns.

**Resolution:** WHEREAS, the use of Small Area Fair Market Rents poses tenant welfare concerns, concerns about limiting choice of tenants in metropolitan areas, and numerous administrative concerns, WHEREAS, additional time is needed to study the full impact of SAFMRs, and WHEREAS, additional funding is need to support the transition to SAFMRs, BE IT RESOLVED that NAHRO does not support the mandatory implementation of SAFMRs, and, in addition, believes that the use of SAFMRs should be completely voluntary.

### **Application of Fair Housing Standards to the Use of Criminal Records by Providers of Housing and Real Estate-Related Transactions.**

**Background:** HUD's Office of General Counsel (OGC) issued a Memorandum on the use of Criminal Records. The OGC states that the memorandum is guidance concerning how the Fair Housing Act applies to the use of criminal history by providers or operators of housing and real estate related transactions.

**Resolution:** BE IT RESOLVED, the Housing and CR&D Committees recommend to the BOG that NAHRO form a working group to develop and publish a white paper on the topic of implementing successful policies and guidelines that are in line with the OGC's memorandum on the application of Fair Housing Act Standards to the use of criminal records by providers of housing and real estate transactions. The white paper will provide best practices and broad policy recommendations that are sensitive to state and regional variations and will act as Fair Housing guidance for housing agencies. The white paper will be developed with input from NAHRO members and from other organizations relevant to the issue.

## **MEMBER SERVICES COMMITTEE**

### **Louisiana By-Law Changes**

**Background:** The Louisiana Housing Council (LHC) proposed the following changes to their bylaws: ARTICLE VII-ELECTION OF OFFICERS AND BOARD MEMBERS.

**Section 3. As it currently appears:** The President shall, at least four weeks prior to the annual meeting, appoint a nomination committee of five (5) members, to consist of past active LHC Presidents. In the event that there are not five (5) active past Presidents, the current LHC President shall select nominating committee members from among the current duly elected officers and or Executive Committee members at the ensuing annual meeting. Nominations may also be made from the floor.

**Section 3. Suggested change:** The President shall, at least sixty (60) days prior to the annual meeting, appoint a nominating committee of eight (8) members to consist of the five (5) most current past active LHC Presidents, the current LHC President, the current Senior Vice President and the current Executive Secretary. The latter three (3) shall be nonvoting members. In the event that there are not five (5) active Presidents, the current LHC President shall select nominating committee members to fill the balance of the active past Presidents from among the current duly-elected officers and or Executive Committee members. At least four (4) weeks prior to the annual meeting, the membership shall be notified of the committee’s recommendations. At the time of the annual meeting, nominations may also be made from the floor. ARTICLE X – MEETING Section 1. Delete: on the third Thursday of May. (The membership of the corporation shall meet annually on the third Thursday of May.) Insert: in the month of May. (The membership of the corporation shall meet annually in the month of May.) Delete the second sentence. (Should such a day fall on a holiday, then the annual membership meeting shall be held on the following day.)

**Resolution:** The Member Services Committee moves the acceptance of LHC’s By-laws. The motion passed unanimously.

### **SWRC By-Law Changes**

**Background:** The Southwest Regional Council (SWRC) proposed the following addition in bold to Section VI: Nominations and Elections of their bylaws: Section 1. Not less than sixty (60) days prior to the annual convention of the Regional Council held in odd-numbered years, a Nominating Committee consisting of the Regional President, Immediate Past President, Senior Vice President, the President (or designee) of each chartered NAHRO State Chapter within the region, and a representative elected from the Commissioners Committee, shall meet for the purpose of selecting one or more persons from the roles of active associate members in good standing as nominees for each office. The Immediate Past-President of SWRC shall serve as Chair of the Nominating Committee.

**Resolution:** The Member Services Committee moves the acceptance of SWRC’s By-laws. The motion passed unanimously.

## **DISCUSSION AGENDA**

### **HOUSING AND EDUCATION TASK FORCE**

#### **Memorandum of Understanding between NAHRO and the Campaign for Grade Level Reading**

Preston Prince, chair, reported. On behalf of the Task Force, Mr. Prince presented the [Memorandum of Understanding](#) (MOU) between NAHRO and the Campaign for Grade Level Reading for the Board’s ratification. It describes the expectations between the two organizations.

The Campaign has an ambitious goal nationally to make sure that kids are reading by third grade with focus on attendance, readiness, and extended learning environments.

It was noted that most agencies currently engaged in the Campaign are large and it was suggested that the partnership consider how to engage smaller agencies. Mr. Prince commented the Task Force will have conversations about how to create toolkits and resources for the small agencies so that they can adopt educational initiatives in their communities. Additionally, the Task Force would like to see educational achievement embedded in all housing and community development programs.

**ACTION: Motion by Preston Prince; second by Donovan Duncan that the Board approve the ratification of the MOU between NAHRO and the Campaign for Grade Level Reading. Motion carried.**

## **MEMBER SERVICES COMMITTEE**

### **Member Dues Increase**

Vice President Donna Brown provided background information. In April 2016, the B&A Committee put forward a resolution that was passed by the BOG requesting the Member Services Committee to discuss and act on the implementation of a dues increase. At this meeting, NAHRO's CFO provided the committee with the following background information to consider:

- dues had not been raised for housing agencies since 2008,
- the revenue generated from membership has declined slightly over the years while the rate of inflation has risen, and
- additional benefits have been provided to the membership since 2008.

He also provided the committee with several scenarios to consider:

- Increase dues by 13% which would keep pace with actual cost escalation,
- Increase dues by 10% every three years,
- Increase dues by 10% in 2017 and commit to review the dues rate on an annual basis, or
- Increase dues by 6% in 2017 and then 1% per year over the next five years.

Since a majority of members pay \$500 or less in dues, the CFO also provided data on each proposed rate and the cost an average member paying \$500 currently incurs in each situation with the highest only adding an additional \$65 to their current dues.

**Resolution:** The Member Service Committee moves the acceptance of a 13% dues increase in 2017 with 24 in favor and two opposed.

## DISCUSSION

Comments and input regarding communication to the membership regarding the dues increase were made as follows:

- NAHRO President, the Chair of Member Services and the Acting CEO send a joint personalized letter to each agency with following parameters:

- Cite the increase by dollar amount in lieu of percentage increase; and
- Describe the new services that NAHRO has provided since 2008, which was the last year when member dues were increased.

Additional comments included:

- Determine how to retain agencies that have converted to Rental Assistance Demonstration (RAD);
- Prepare an elevator speech that can be used to respond to questions regarding dues increase;
- Think about and develop tools to help community development agencies;
- Determine how to serve agencies that no longer have public housing units and only tax credit units;
- Determine how to serve agencies that are no longer your typical PHA and are now redevelopment agencies;
- Demonstrate how to serve agencies in the current, untraditional housing environment;
- John Bohm advised the Board of the need to conduct (staff is planning) an aggressive membership marketing campaign.

President Merritt called for action on the Motion:

<b>ACTION: Motion by Donna Brown-Rego; second by Carl Richie that the Board approve a 13% increase in agency dues. Motion carried.</b>
--

### **Membership Dues Review Background**

Based on the previous dues discussion, it was recommended the Committee review the dues structure every two years to make sure it was still meeting NAHRO's needs.

**Resolution:** The Member Services Committee will review the dues structure every two years beginning in the summer of 2018.



**ACTION: Motion by Donna Brown-Rego; second by Betsey Martens that the Member Services Committee review the dues structure every two years beginning in the summer of 2018. Motion carried.**

---

## COMMITTEE HIGHLIGHTS

### **PROFESSIONAL DEVELOPMENT COMMITTEE (PD) - Vice President Duane Hopkins Reported**

The PD Committee continues its work under the theme of “quality,” as the Committee works to ensure that NAHRO has the highest quality training and delivery platform in the industry. This is, said Vice President Hopkins, one of the goals in NAHRO’s strategic plan.

The Committee’s three subcommittees (Curriculum, Quality Assurance, and Marketing) are moving forward with addressing their work plan items as approved at the last meeting.

One of the more visible items that PD expects to roll out at the New Orleans meeting is to have a PD item included in a plenary session. This will be the first step in a campaign to raise the visibility of our PD products to our membership at not only national but also regional and state conferences. Initially, the PD committee will recognize individuals who have achieved certifications. PD members are also working on developing a new national award, which will recognize excellence and achievement in the housing PD field.

Some of the less visible, but important, items being worked on include:

- Setting policy and requirements for annual reviews and updating of curriculum and presentation materials.
- Establishing formal policy and requirements for faculty selection and regular evaluations.
- Standardizing reporting on location, type and frequency of training sessions which will eventually be paired with financial performance information.
- Creation of a communication piece that can clearly convey the roles of the PD Committee and the BECT in curriculum development, certification, and credentialing.

The PD committee has established an Executive Committee. It will be responsible for broader issues that do not fit within any of the current subcommittees. This group will include the Chair, Vice-Chair, and each of the three subcommittee chairs of the PD Committee.

An initial role of this group will be to receive the detailed financial performance information for the PD operations and work with staff to utilize this information to inform and guide policy and strategy decisions of the PD Committee.

Some of the other items in the queue for the Executive Committee include setting policy around how the PD committee will interact with the annual budgeting process and how partnerships with PD providers will be created and approved.

The final action that was taken by the PD Committee was to give direction to staff to research and bring forward options for hiring an outside consulting firm to analyze both the national market for affordable housing training services and NAHRO's place in that market. It is the Committee's intent to include a request for funding for this study as part of the upcoming 2017 budget process. Based on discussions that Vice President Hopkins has had with other leaders, it appears that such an analysis could be expanded to include other areas, i.e., credentialing activities. We will be glad to coordinate with other areas of the organization to bring forward the most useful information possible. Regardless, PD feels it must move forward with this initiative in 2017.

#### **MEMBER SERVICES COMMITTEE - Vice President Donna Brown-Rego Reported**

The staff report included the following items:

Membership numbers are down slightly; and therefore staff will in the coming months conduct a membership campaign focusing on four target groups:

Last evening (on July 15, 2016) 131 Awards of Merit were presented; and of those, 49 are being considered for an Award of Excellence. Juries for these awards are convening at this conference.

The membership survey that was conducted this spring revealed favorable results: 88% of the respondents are very or somewhat satisfied with their membership; 84% said they are going to renew next year; 58% of the respondents said they use social media for business; 47% said their agency, region and/or chapter have a presence on social media; 73% of the respondents agreed with the brand promise and value proposition statements as they were presented.

The subcommittees met in the morning and reported on their discussions in the afternoon.

- The Awards Subcommittee discussed ways to attract more Awards applicants; agreed to change the name of the Solutions Database to Award Winning Best Practices, and provided more instructions to the jurors on the scoring process in order to improve the entire Awards process. The subcommittee also discussed the possibility of the subcommittee being the jurors for the Emerging Leaders Award, since it is part of their portfolio; lastly, the subcommittee discussed the session they will be holding at the National Conference featuring three of the 2015 Award of Excellence winners.
- The Marketing and Relationships Subcommittee focused on the membership survey saying they would like to find out if our results are similar to other organizations' survey results. They also reviewed some of the benefits listed in the survey, and they were concerned about the low results for conferences and PD. They hope to have a call with the PD marketing subcommittee to

discuss. They also discussed the CEO search and suggested the committee as a whole provide the search committee with some traits they would like the new CEO to have. Some suggestions included someone with experience in branding, creating business models, and membership recruitment.

- The IT Subcommittee met with staff for an update on future technology, which included looking for a new email marketing vendor, devising a way to automatically fill empty Associate slots and the ability to download digital content from the web. They also reviewed the technology/social media section of the survey, noting that several respondents indicated they would like NAHRO to have a Facebook page. Finally in the near future, they hope to hold a "Go to Meeting" to review the NAHRO database website and suggest ways to make it more user friendly.
- The Emerging Leaders Subcommittee finalized plans for the Brown Bag Luncheon that will be held during the conference as well as the after-party. They made assignments for their session that will be held at the National Conference in conjunction with the Fellows, and they discussed ways to improve efforts geared toward promoting the Emerging Leaders Award and making the Committee as a whole both more relevant and responsive.

The Member Services Committee reviewed the B&A's resolution for a dues increase, which after discussion, passed with 24 in favor and two opposed. The Committee also passed a resolution to review the dues every two years starting in the summer of 2018 as presented on the Consent Agenda.

**INTERNATIONAL RESEARCH AND GLOBAL EXCHANGE COMMITTEE (IRGE) - Vice President Julie Brewen - (Below is the text of the committee's full report for the record)**

A highlight of the IRGE meeting was a presentation by past NAHRO president Rick Gentry, who spoke about his recent testimony on Capitol Hill to the US House Committee on Housing where he presented a comparison between US and UK housing policy and history. Mr. Gentry's presentation clarified misconceptions that certain US Representatives had about UK "successes," which continues to reinforce the importance of NAHRO's international research and relationships.

IRGE heard a great presentation from Eco Districts about their Global Protocol framework for district-scale revitalization and sustainability. In many ways, the presentation mirrored the earlier IRGE discussion about UN Habitat III "Zero Draft" for sustainable urban development.

The Committee had a rich discussion about how to develop its work at the NAHRO regions, and concluded that this may look different from region-to-region, just as regions differ in membership, resources, and "band width." It was concluded that the primary goal is to give members exposure and generate an understanding of why it is important for NAHRO to understand international peer housing policy successes and failures, and create interest, and that

this can be done in a variety of ways, from full IRGE regional committees, to simply using informational communication tools.

Betsy Morris gave a re-cap of the trip to Montreal, including a one-pager created by the team of NAHRO members, Canadian Housing and Renewal Association members and peers from the Netherlands.

#### **Partnerships Subcommittee - Saeed Hajarizadeh Chair**

Saeed Hajarizadeh, along with Julie Brewen, Betsy Morris and Betsey Martens attended a signing ceremony during the CHRA Congress in Montreal Canada on April 14, 2016, to formalize NAHRO's continued partnership with CHRA followed by an all-day meeting to discuss social housing policies in Canada and United States.

NAHRO President Steve Merritt will attend the inaugural 2016 National Human Settlements Conference to take place on October 5-7, 2016, at the North Campus of Nelson Mandela Metropolitan University in Port Elizabeth, South Africa.

NAHRO members will connect with our global partners at Habitat III in October 2016. We hope to start new connections and potential partnerships.

#### **Research Subcommittee – Kurt Creager Chair**

The subcommittee has met via conference call and is continuing to search for international examples of Social Impact Bonds and Pay for Success models to share with the CR&D committee.

#### **Lange Award Committee – Gary Keller Chair**

During the past few months, our committee has been marketing the Award, notifying all of our IRGE Committee Members, all Regional and NAHRO State Presidents, and notifications have been published in the NAHRO Monitor and on the NAHRO Website. Sylvia and Carmen have marketed the award to national and international organizations, and a number of our IRGE members, Tara, Alan, and Ron, have increased awareness of IRGE in their region, and marketed the Lange Award. Our sincere thanks to Sylvia, Carmen, Tara, Alan, and Ron for their work.

Carmen advised that as of July 8 there were three nominees for the Award. The deadline is August 1, 2016 for nominations, so it is possible there could be additional nominees. Our plan at this point is to have Carmen and Sylvia forward the nominees to all the Lange Selection Committee Members shortly after August 1. Then allow each member a few days to score the nominees, and then hopefully conclude with a teleconference, where the Committee can agree on a selection for the 2016 Lange Award recipient.

#### **Exchange Subcommittee – Pat Gustafson Chair**

The subcommittee is working on obtaining information on the Australian Housing & Urban Research Institute (AHURI) 2017 Conference dates for November-December and identifying the location in order to coordinate the study effort as well as establish the formal contact person for next year's exchange in Australia. The subcommittee will have communication in August and will work on further finalizing logistics. The Exchange Subcommittee will also communicate with the IRGE Research Subcommittee to identify concerns of NAHRO to address in the study exchange as well as identify interests of AHURI we can address with the exchange. More detailed information will be available the next meeting. Discussion of an invitation to form a delegation will also follow.

### **Communications Subcommittee – Alan Zais Chair**

#### **Articles**

The Subcommittee started a newsletter and a NAHRO distribution network that includes:

- North Central Regional Council of NAHRO
- Pacific Southwest Regional Council of NAHRO
- Southeastern Regional Council of NAHRO
- New England Regional Council of NAHRO
- Mountain Plains Regional Council of NAHRO
- Illinois NAHRO
- Connecticut NAHRO
- Delaware NAHRO
- Michigan NAHRO
- Missouri NAHRO
- Kansas NAHRO
- Iowa NAHRO
- Southern California NAHRO
- Maine NAHRO
- Alabama NAHRO
- North Dakota NAHRO
- Baltimore County office of Housing
- South Dakota NAHRO
- Arizona NAHRO
- New Jersey NAHRO
- Idaho NAHRO

The Communications subcommittee discovered that organizations with newsletters are always eager for content, two agencies were looking to start a newsletter and were using IRGE's submission for their first one, and a couple of organizations use them for their statewide email news blasts.

#### **HousingWORKS**

Through Kerron Barnes' good work and outreach, we have received a generous offer from the Executive Director of the Australian Housing Institute (AHI) for IRGE to submit feature articles for their HousingWORKS journal. For the June 2016 issue they were looking for an article of about 1,000 to 1,500 words about the asset management program. Ron Clewer composed the first article.

#### **Website**

IRGE began reviewing its Web pages last year and exploring a report on how the pages could be made accessible to NAHRO housing partners, easier to understand and navigate and more inviting.

The subcommittee discovered that some links were not recognizable as they appeared to be regular text, some links and information were duplicative, some were incomplete, and some IRGE material was either presented elsewhere on the NAHRO site, while some of the material in the IRGE section should have been presented elsewhere on the NAHRO Website. The detail of such a report to correct the IRGE Web pages made the committee realize that the pages needed to be recreated, and that made it evident that the challenge was just not within the IRGE part of the website, but rather the complete NAHRO site would need to be revisited. IRGE found the process so formidable that the Committee had entertained suggesting to the Chairman that the IRGE pages simply direct the user to our own independent website.

The Committee may wish to expand upon its report for review at a higher level, such as the BOG. Yet, the committee sees this as a need for NAHRO and the partnership of committees to work together with the website recreation. Concisely, IRGE see the following needs:

### **Accessibility**

By its very nature of promoting accessible housing, the NAHRO website foremost needs to be an accessible site as found through the Americans with Disabilities Act, such as site impaired individuals, individuals who are unable to distinguish text and page color, and individuals who require contrast enhancement.

### **Language**

The IRGE website needs to be in a format that will allow the user to choose any language, and by extension the NAHRO website need also offer the same format representative of the diverse population served by the affordable and public housing industry.

### **Tabs and Links**

Tabs are confusing, both on the IRGE Web pages and the complete NAHRO site, where some tabs are located below the introductory image, some across the top, and some at the bottom. Eye tracking studies have identified that people scan computer screens in an “F” pattern. Most of what people see is in the top and left of the screen and the right side of the screen is rarely seen. Rather than trying to force the viewer’s visual flow, effectively designed websites work with a reader’s natural behavior and display information in order of importance (left to right, and top to bottom).

### **Mobile Access**

The site needs to be mobile friendly. Just as many of the families we serve access their information through mobile devices, so should the NAHRO site offer such a format. This is critical with IRGE as we may easily find ourselves on a study exchange, showing our site information on the nearest device—our telephone.

### **Presentation**

We find a need for consistent and complementary colors for the overall site.

### **Conclusion**

NAHRO should think local and write global for successful NAHRO and IRGE Web pages.

## **National Conference – Alan Zais, Tina Akers-Brown, Christine Lowell**

There will be three international sessions at the National Conference in New Orleans, including a presentation by Remi Feredj from Paris, Jeff Morrison CEO of the Canadian Housing and Renewal Association, and a panel of US and Canadian Permanent Supportive Housing providers.

## **Habitat III – Elizabeth Glen, John Bohm/Carmen Smith, Julie Brewen**

On Monday June 27, John Bohm and Carmen Smith had a meeting with the HUD Deputy Assistant Secretary Salin Geevarghese to get an update on the preparation for Habitat III. One of the things he asked for was NAHRO's help in making contact with mayors and officials across the country who are knowledgeable and vested in applying global thinking to their platforms. An e-mail was sent out to NAHRO leadership asking for contacts.

Several regional convenings were held by HUD with the goal of informing the HUD/State Department work toward Habitat III. There is a great article by NAHRO member Ismael Guerrero, Executive Director of the Denver Housing Authority, highlighting his perspective on Habitat III since he was an attendee of Habitat II in Istanbul Turkey 20 years ago. <https://www.huduser.gov/portal/pdredge/pdr-edge-trending-062016.html>. The Habitat III registration is now open for the event in October in Quito, Ecuador. Again, anyone can attend; NAHRO members should contact Julie Brewen for more information. There are seven NAHRO members who have registered and started to make reservations, with another eight who have expressed serious interest.

## **COMMUNITY REVITALIZATION AND DEVELOPMENT COMMITTEE (CR&D) - Vice President Donovan Duncan Reported**

During the CR&D Committee meeting, NAHRO staff presented federal budget, appropriations and regulatory news. The Committee had a robust conversation about the development of best practices and policy recommendations on the use of criminal records for housing authorities. A committee member gave an overview and presented some of his agency's best practices and how they service that population. The Committee's conversation about this issue resulted in a resolution in partnership with the Housing Committee, which was presented on the Consent Agenda.

Visitors from Home Forward talked about their partnership with YWCA to address residents experience domestic violence, and share what they are doing and how housing authorities can how bring such initiatives to other marketplaces. The Finance Task Force reported on Social Impact Bonds and discussed innovative ways to use this financing mechanism in the marketplace. Vice President Duncan presented a case study on what his agency is doing around reunification with the Department of Health and Human Services and how to use Social Impact Bonds for permanent supportive housing. His agency (Cuyahoga) uses them as social programs to reduce out-of-home foster care placements for children of homeless mothers. The Homelessness Task Force reported on the medical models for homelessness, what agencies are doing, the different definitions for chronic homelessness, lack of cost-transfer mechanisms, delivery systems and ways to promote the

Committee's homelessness white paper. The Committee plans to produce a white paper outlining what are the best practices of current and future homeless services and assessment, and projected forecasts of homelessness nationwide. The Presence task force discussed ways to improve the CR&D conference sessions and may consider issuing an RFP that would seek presenters for themes/hot topics identified by the Committee.

CR&D discussed, at the beginning of its term, ways to enhance services provided to community development agencies. As a result the committee decided to produce white papers and toolkits. The Committee's first product is a toolkit related to the Rental Assistance Demonstration (RAD) program. It is on the NAHRO website at: [www.nahro.org/RAD](http://www.nahro.org/RAD). Staff has had conversations with Professional Development to introduce the toolkit via an e-briefing.

### **COMMISSIONERS COMMITTEE - Vice President Rick Leco Presented**

The Commissioners Committee has an Advocacy Task Force that is comprised of Regional Vice Presidents for Commissioners. They hold teleconferences between meetings and with assistance provided by NAHRO staff are fully engaged and prepared to work on NAHRO's August advocacy activities. The Advocacy Task Force will lead the committee's "SPOT ON" advocacy activity in New Orleans.

The Committee is working with the Housing and Education Task Force to help realize the goal of 100 free little libraries across the country. To date, 40 free libraries have been established. The Committee is considering the development of a Memorandum of Understanding with the little libraries group and NAHRO. A Rhode Island third-grade teacher with more than 25 years of experience shared a powerful story about the impact a little library has on her hometown. An ESL young boy from Egypt who could not read nor write English when he arrived in this country was so moved over his first trip to the library because he was able to take home a book checked out for him by his teacher with the teacher's library card. His parents, also, were deeply touched. When the student returned the book to the library his parents wrote a thank you note and sent along \$20 (they thought they would at some point along the way incur a fee). The third-grade teacher, who is the Vice President's wife, has volunteered to work with the Commissioners Committee to connect them with Scholastic.

The Committee is planning to kick-off its mentoring program in New Orleans. The purpose of the program is to connect commissioners with commissioners who want to know how to be engaged in NAHRO at all levels.

Deanna Wagner, Advocacy Task Force Chair, has established a private Facebook page to facilitate communication among and between Commissioners.



## **HOUSING COMMITTEE - Regina Mitchell-Vice President Reported**

The Committee had a lively discussion on how the Department of Agriculture is doing rural housing and how its work is impacting housing authorities in rural America. The conversation resulted in a resolution, which was presented on the Consent Agenda. The Committee will have ongoing conversations about non-public housing programs throughout the country at each of its meetings.

The Housing Committee will convene via teleconference for an in-depth discussion on the complicated administrative fee formula and will prepare written comments for submission to HUD within the 90-day comment period.

Vice President Mitchell urged Board members to read the Landlord Accountability Act, H.R. 5401, an interesting piece of legislation about discrimination against housing vouchers nationally.

The Committee is pleased to partner with CR&D on the General Counsel's memorandum on criminal records. At the meeting, there was a lively sharing of the different ways various agencies use this type of information in admittance and continued occupancy in our programs. The consensus of the committee was that there should be some consistency across the country in this area. Working with CR&D, the Committee will produce a white paper, which will provide guidance to the industry on how to move forward.

A Board member asked if the Housing Committee would consider taking up a broader discussion regarding 40<sup>th</sup> and 50<sup>th</sup> percentile FMRs; how they are established and how exception payment standards are approved. Vice President Mitchell agreed to add this to the Committee's work plan.

A Board member who is shopping for a source of income discrimination provisions asked for sample models. Vice President Mitchell responded there are a few models and committed to providing samples. Austin, TX passed legislation; however, it was repealed by the state legislature.

## **BUDGET & ADMINISTRATION COMMITTEE - DeeAnna Peterson-Chair, Reported**

The B&A meeting was dynamic and included delving into a multitude of topics such as: contracts, current value vs. cost of accreditation, changes to the budget presentation and prep work for the committee's next meeting; the number of requests for information from the committee to the CFO are often unrealistic; paying for the CEO search and the realization of its importance and the long-lasting impact of this decision.

The B&A provided the Board with a written historical summary of how the committee has functioned and its past struggles. Additionally, the document brings clarity to the budget preparation process, proposed duties and some of its priorities, moving forward. The summary was prepared by a subcommittee comprised of two past presidents, one of whom has served as chair of the B&A, a past B&A Chair; with input from President Merritt and Senior Vice President Richie and members of the current B&A committee.

**Comments of note from Board members:**

- The Senior Vice President is not the most appropriate person to chair the CEO Evaluation Committee, as he/she may not have the background/knowledge of the process;
- More past presidents should serve on the CEO Evaluation Committee to ensure continuity of business operations and for their perspective;
- There is a lack of continuity in the existing committee structure;
- Should B&A members serve four-year terms in lieu of two-year terms—would this not therefore provide continuity and historical reference?
- No organization can be sustainable a long time without reinvention; thus it is time to think about reinventing NAHRO; and
- The existing NAHRO structure was adopted nearly 40 years ago so we should re-examine the governance structure.

**ACTION: Motion by Akinola Popoola; second by Preston Prince that President Merritt consider the most feasible way to examine and review NAHRO’s current governance structure and report back to the BOG. Motion carried.**

**LEGISLATIVE NETWORK (Network) - Donald May-Chair Presented**

The passage of the Housing Opportunity Through Modernization Act (HR 3700)/S. 3083) was a collaborative effort that spanned over a couple of years. Its passage in the House was unanimous; the Senate held a voice vote wherein no one objected.

The restructuring of the Legislative Network’s Steering Committee has yielded positive results. It was formed to reconnect the states and regions and national NAHRO. The diversity and number of members who serve on the Network enriches the dialogue and brings information to/from committees, which is crucial because its work affects everyone.

August is Advocacy month. The Network has identified a specific issue to focus-direct work each week. Details have been and will continue to be made available to NAHRO members via several medium, i.e., Monitor, Direct News, Associates Advantage and the NAHRO Website.

October is “Housing America Month.” Regions and Chapters are encouraged to plan activities for their communities and congressional representatives, which is a great opportunity to publicize their good works. Chair May urged members to share pictures, to Tweet and blog about their events.

Concluding his report, Chair May commented it is a good time to be involved in the Legislative Network. Passage of H.R. 3700 illustrates a collaborative effort that involved people within and outside the Network.

**STRATEGIC PLANNING ADVISORY GROUP (SPAG) - Written by Chair Mike Gerber; presented by SPAG Member Marty Ryan**

The SPAG considered four main issues: (1) the results of the annual membership survey; (2) a review of the NAHRO diversity statement; (3) an overview of how associations change and adapt to compete more effectively; and, (4) a discussion of how NAHRO may wish to adapt and change in order to ensure long-term corporate sustainability and generate additional revenue.

First, a quick reminder that all of SPAG's work has been structured with the intent of ultimately rebranding NAHRO and strengthening its presence and position in the industry and market. This is why the SPAG has focused so heavily over the past several months on revising our Brand Promise and Value Proposition. We are still on track with our rebranding effort; however, Wednesday's meeting was intended to address other issues central to our rebranding -- in particular, understanding who we serve, what they expect from NAHRO, how they maximize their return on investment in NAHRO, areas of weakness, and areas of opportunity, among other factors. With a more "rounded" understanding of these factors, the SPAG will be in a better position to advise our rebranding effort and maximize its impact. So, some specifics on what we discussed:

Firstly, in connection with the review of the member survey, SPAG was pleased to see that nearly 80 percent of respondents liked the new Brand Promise and Value Proposition; that NAHRO members value their membership, appreciate NAHRO's focus on PD, advocacy and networking, and most members were intending to renew their memberships. SPAG was less excited to see that the industry has a higher percentage of senior leaders who have been at their agencies for 15 years or longer, are older, whiter, and closer to retirement, and reflect a lack of diversity that is perhaps less than would be expected. There is much more to the survey and each committee plans to review the survey results with an eye towards specific areas of interest. SPAG was glad to have the opportunity to review it with attention towards what the results mean and how NAHRO may ultimately use them to shape a rebranding and marketing efforts. Much discussion was had on how to reach staff that are newer to their agencies and perhaps do not yet appreciate NAHRO's values and the potential benefits to their PD.

The second topic was to review NAHRO's existing Diversity Statement which was adopted in 2013 which has served the membership generally well. The SPAG was asked to review the Diversity Statement at the Fort Worth leadership retreat. At Wednesday's meeting we created a small task force, to be led by Vanessa Cooper, to examine the Diversity Statement between now and the time we meet in New Orleans. Chief topics include: (1) does the Diversity Statement continue to align with NAHRO's vision, mission, and values; (2) are there legal or regulatory changes, or other examples of best practices, that warrant reconsideration and strengthening of the Diversity Statement; and, 3) is the Diversity Statement too long or does it warrant redrafting? The SPAG task force will be working on these questions over the next several months and hopes to report its feedback at the New Orleans conference October 14-16<sup>th</sup>. We know this is a broader topic that many BOG members may have thoughts on. SPAG felt it was their job to get the ball rolling; however, SPAG will be coming to this body for guidance before it takes any action with respect to the Diversity Statement.

The third topic was a discussion of how associations change and adapt. In this regard, NAHRO's consultant, John Parke, provided useful information on how associations are adapting to an increasingly competitive environment. He highlighted changes many associations are making to their advocacy, client services, conferences, and PD programs. He also shared how others are trying to open greater value to members through creative partnerships and affinity programs.

All of this led to the final topic—how NAHRO can develop a new approach to revenue generation and long-term corporate sustainability. This discussion—and SPAG was pleased to be joined by Duane, DeeAnna, and Donna, each representing his/her respective committees—was focused on going beyond traditional thinking about these topics and to take NAHRO to a different level of strategic thinking.

The group considered how other organizations have unlocked ways to exceed member expectations and to be more innovative. John Parke presented an overview of the Blue Ocean Strategy approach—a framework developed many years ago to identify areas of untapped business potential (market niche opportunities, areas where additional value can be found, and areas where further innovation might be developed).

This portion of the meeting—where SPAG members brought to the fore ideas about revenue generation—was intended to begin a process which over the next months would enable the consideration, testing, and development of additional revenue-generating options. This process hopefully would bring forward ideas to leadership that might potentially provide added value to NAHRO members, could generate additional revenue to support longer term initiatives and viability, and also point to new rebranding efforts or future marketing and communication strategies.

Chair Gerber has often made clear that the SPAG's authority comes from President Merritt and Senior Vice President Richie. It functions principally as an advisory group only as well as in support of other committees whenever possible. The SPAG is considered to be the "safe place" where out-of-the-box discussions (ones that may be difficult elsewhere) can be freely held. New ideas around revenue generation, marketing, communications, and rebranding cut across many committees and interests and SPAG both respects and appreciates that. It is also why SPAG was so pleased that several committee chairs were able to join the discussion/meeting, and that should any BOG member have a concern or interest, they are requested to please reach out to him or to Sylvia Bowen. All questions and/or input are always both welcomed and appreciated.

SPAG will be continuing with its monthly calls between now and the upcoming conference in New Orleans, and is thankful for the interest which both the BOG and membership shows in its endeavors.

## **HOUSING AMERICA TASK FORCE (HATF) - Clif Martin-Chair Reported**

The over-arching theme of the HATF is about increasing visibility and making sure that, as the campaign that speaks on behalf of all those we here at NAHRO touch and serve that it is always and should always be first and foremost at conferences and events that we sponsor.

The *What Home Means to Me Poster* contest generated approximately 288 posters its first year; and this year's competition generated approximately 1,200 posters. Our goal is to generate 2,000 posters for the next competition. Chair Martin commended SERC for generating the largest number of posters, which was \_\_\_ and he challenged other regions to exceed that number.

Preston Prince, Chair of the Housing and Education Task Force, presented at the HATF meeting. The work of the two groups overlap in their focus with children. In the discussion phase is a challenge to create a poster event that talks not only about affordable housing but also education of children—perhaps children would read a book and produce a related poster reflective of it.

The HATF service event at this conference was at the Jeffery, a property owned by HomeForward and managed by another entity. Approximately 15-20 HATF members and other conference attendees served breakfast to the building's residents. They were very thankful, asked who we were, what we did, and were stunned to see people from all corners of America who do the same things as their property managers do. It was interesting to share stories with people who benefit from the work that we do. HATF will continue to host a service project at national conferences. Chair Martin urged BOG members to participate with them whenever possible.

Chair Martin urged BOG members to partner with Boys and Girls Clubs or other organizations whose focus is on children in hosting events in recognition of Housing America month. He requested that photos be sent to NAHRO so that they can be published both in the Journal and on the website so that everyone can see what is going on nationally in recognition of the month.

Vice President Brown-Rego reported a previous poster contest winner from NERC had graduated from a private high school and was headed to college on an academic scholarship where he will study bioengineering. Another winner from Grand Junction is in college and is expecting her first child.

Senior Vice President Carl Richie commented that the President challenged him to develop a NAHRO-sponsored scholarship program for the benefit of Housing America in order to enhance what many regions, chapters and agencies are doing. Mr. Richie will take the lead in designing the program and will fundraise for seed money, the amount of which is estimated to be \$15,000. It is his intent to submit a proposal to HATF for consideration at its meeting in New Orleans. We will announce the program at the Washington Conference and subsequently bestow the awards upon recipients at the Summer Conference, just prior to the start of a new school year. He reported that:

His initial thoughts are as follows:

- Each region would submit three or more applicants for consideration;
- Ten scholarships would be awarded annually: one recipient from each region each receiving a \$1,000.00 scholarship;
- The first place winner from among the eight winners would receive an additional \$5,000;
- The second place winner would receive an additional \$2,000;
- Commitments for contributions to date include:
  - \$2,500 from the Housing Authority of the City of Austin;
  - \$1,000 from Richie Herrington;
  - \$5,000 from the Fresno HA; and
- Fundraising activities will be held continuously throughout the year in order to help sustain and continue to promote and grow the program.

#### **SMALL AGENCIES TASK FORCE (SATF) - (Reported by Sharon Carlson-Chair)**

Once again, the SATF was greeted with news of a substantial piece of legislation passing both the House and Senate. As presented by John Bohm, NAHRO's Acting CEO and liaison to the SATF, the Senate unanimously passed S. 3083, which is the companion to H.R. 3700.

The Task Force was visited by NAHRO President Stephen Merritt, who also administers a small agency. He discussed the importance of continued advocacy for the small agency relief bills (H.R. 4816 and S. 2292), especially now with Congress ready to recess and be home in the districts.

NAHRO's policy team joined the meeting, Georgi Banna, Eric Oberdorfer and Tushar Gurjal, and specifically asked for comments from small agencies regarding the Moving to Work expansion recently authorized. The Department of HUD has asked for policy suggestions; i.e. what would small agencies like to see as policy if they wish to pursue an MtW program. In addition, the PHAS/SEMAP proposed rule has hit the street and was presented in summary during the conference. Feedback is requested on this as well as HUD's proposed UPCS-V demonstration, the SAFMR (small area fair market rents) and the new proposed Section 8 Administrative fee formula.

Before adjourning, NAHRO staff in attendance was asked to provide the conference planning committee feedback on including specific sessions for small agencies during conferences. Ideas shared included a '101' on LIHTC and RAD, providing an understandable roadmap of how to start and how to navigate from beginning to end. Of particular interest was how small agencies might get into the game, especially with limited financial and human resources.

## **HOUSING AND EDUCATION TASK FORCE (HETF) - Preston Prince-Chair Reported**

The Housing and Education Task Force spent time prioritizing and strategizing a work plan, which they will submit to the SPAG for its consideration. Additionally, the HETF discussed:

- The MOU between NAHRO and the Campaign for Grade Level Reading;
- The results of the member survey in which 696 local agencies responded to questions related to their agencies' work in the area of education. This data will be the baseline upon which a toolkit will be developed that may be particularly useful to small agencies in the future; and
- What is happening between the three industry groups in order to ascertain how to align activities.

HETF members are working closely with HUD around data sharing and entering into MOU's with school districts which requires figuring out what type of data should be collected, what kinds of questions should be asked in order to gather the appropriate and precise data that will show how important the investment we are making in our community is on our kids.

Going forward, HETF will reformat its work in order to fit into four areas: expanding the role of housing and community development agencies in education; organizing a national Housing and Education demonstration which would potentially impact upon and work toward influencing and making substantial changes or improvements to national housing policy; and focusing on non-traditional partners. HETF will frame its work around the Campaign for Grade Level Reading efforts: attendance, readiness, and extended learning environments.

There are three major strategies:

- review policies that we can support and advocate on behalf of that would help children within our districts/impacted by our programs;
- initiate dialogue and promote language that would enable local agencies to have meaningful conversations within their designated school districts;
- assemble a national convening of school districts, Boys & Girls Clubs of America, and other identified community action agencies and NAHRO members so that we can work together on how we help kids succeed.

## **BOARD OF ETHICS AND CREDENTIALING TRUSTEES (BECT) - Dan Trozzi, Chair**

NAHRO PD Vice-President Duane Hopkins and NAHRO Chief Program Officer Jeff Falcusan updated the BECT on PD activities and discussion continued on items concerning collaboration with BECT and defining roles of the PD and NAHRO Certification since the creation of NAHRO Certification as a separate administrative division.

NAHRO Assessment Boards Chair Richard Herrington presented a report including the great news of the debut of the NAHRO Certified Manager of Voucher Operations (CMVO) Certification Exam here at the July 2016 Portland Conference.

Director of NAHRO Certification, Blake Pavlik presented his report including a brief orientation for new BECT members and the status of certification applications. BECT is excited to provide an updated status report showing that there is both continued activity and growth in this sector and that the status of NAHRO's pursuit of accreditation for the first NAHRO Certifications is on schedule for early 2017 applications with over half of the required policies and procedures for the NAHRO Certification programs being both completed and approved by the BECT.

BECT Vice-Chair Sharon Carlson presided for the remainder of the meeting. Thank you Sharon!

Much of the work of the BECT is done by its various focus groups:

- Code of Professional Conduct
- By-Laws
- Marketing
- Certification

All focus groups had breakout sessions and then updated the BOG on the status of various projects under their purview including continuing the review of the Rules of Procedure for the Code of Professional Conduct and of the By-Laws which the BOG will be hearing more of in the future.

Chair Trozzi introduced a resolution for BOG action. The NAHRO Board of Ethics and Credentialing Trustees (BECT) finds that Raymond B. Asselin (former Executive Director of the Springfield (Massachusetts) Housing Authority) has violated the NAHRO Code of Professional Conduct including but not necessarily exclusively the part of the code which states

*“Avoid any activities that conflict with official duties and not accept directly or indirectly any fee, rebate, commission, discount, gratuity, or other benefit, whether monetary or otherwise, for the professional discharge of duties except an authorized established salary, expenses, and benefit...”*

The BECT has applied the following sanction:

Expulsion: Raymond P. Asselin's NAHRO Membership is revoked, subject to approval by the NAHRO BOG. The BECT hereby requests approval by NAHRO's BOG.

**ACTION: Motion by Preston Prince; second by G. Matthew Pike, that the BOG revoke Raymond P. Asselin's membership. Motion carried.**

At this time, with about a half-hour remaining before the end of the meeting, President Merritt called for motion to waive regional reports.



**ACTION: Carl Richie moved; Sunny Shaw second that the Board waive regional reports at this meeting. Motion carried.**

President Merritt allowed for Regional Presidents to present very brief comments.

**COMMENTS: Regional Presidents**

**NERC:** Joseph D’Ascoli announced NERC member and former BOG member James Reed was recently appointed as HUD Regional Administrator for Region I. President Merritt suggested that the BOG extend its congratulations to him. The following motion was presented:

**ACTION: Motion by Joseph D’Ascoli; second by Donna Brown-Rego that the NAHRO BOG extends its congratulations and best wishes to James Reed on his recent appointment as HUD Regional Administrator for Region I and for his enduring and illustrious career. Motion carried.**

**MARC:** David Allen Brown reported that at the region’s recently held annual conference, the Maryland Association executed a MOU with the National Association of Social Housing Organizations in South Africa for professional development and exchange of ideas.

**PSWRC:** Ed Mayer reported that the region has worked its way back to solvency.

**MPRC:** Dianne Hovdestad reported that Commissioner Thomas Jefferson donated a painting for the benefit of the region’s scholarship program. It was valued at \$200 and was auctioned off for \$310.

---

**PRESIDENT’S REPORT**

Once again, President Merritt congratulated staff and members on the passage of the historic Housing Opportunity Through Modernization Act (H.R. 3700 / S. 3083). He expressed appreciation and commended the regions for exemplary conference programs, citing as examples the SERC meeting attended by Rep. Steven Palazzo (R-MS) and the SWRC meeting attended by Rep. Emanuel Cleaver (D-MO).

President Merritt commended committee and task force chairs for facilitating meetings where hot industry issues were delved into, creative ideas were shared, and where lively discussions about routine/normal committee business were engaged.

President Merritt recognized David Zappasodi, Arlington (TX) Housing Authority Executive Director, who will chair the 2017 Nominating and Election Committee. In closing, President Merritt expressed appreciation and support for the work of NAHRO’s Acting CEO John Bohm and noted that it was obvious that John and staff are working well together.

## **SENIOR VICE PRESIDENT'S REPORT**

Senior Vice President Carl Richie expressed appreciation to the Regional Presidents for the warmth and hospitality extended to him at the regional conferences. He commended Vice President Duncan and CR&D for addressing members' needs and looking at future changes in the industry by producing the RAD Toolkit. Earlier in this meeting, Akinola Popoola had expressed a need for this type of information.

Concluding his remarks, Mr. Richie said that on behalf of the SWRC, he was looking forward to welcoming NAHRO members to New Orleans in October.

## **ACTING CEO'S REPORT**

John Bohm began his report by calling for comments and questions regarding the staff's report on the status of resolutions adopted at the last BOG meeting. He discussed having worked with divisional directors to create an interim "playbook" of what action and plans NAHRO needs to consider taking at this time, identifying what can be constructively accomplished and what actions would move the organization forward, along with outlining the goals and steps which would be required to accomplish the identified objectives.

At the request of the Steering Committee, Mr. Bohm presented and submitted a progress report to the Committee at its meeting, which was held prior to the BOG meeting. In the interest of time, Mr. Bohm presented only highlights of the report. [Click here read the full report.](#)

### Progress Report Highlights

- Developed and implemented a coordinated delivery schedule for all NAHRO mass e-mails to improve marketing of NAHRO PD products (status: item completed);
- Facilitate consistent cross-promotion of revenue-generating products and services (status: underway with expected implementation on or about fall conference);
- Certified Manager of Voucher Operations (status: completed);
- Increase opportunities to take NAHRO certification exams (status: ongoing);
- Created interdepartmental communications calendar to help improve NAHRO internal HQ communication (status: completed);
- Create a unified marketing and branding presence by standardizing e-mail templates across divisions (status: item ongoing);
- Initiated annual membership survey; results so far have proven to be enormously useful to SPAG and to others vested in NAHRO's future (status: completed);
- Reviewed more than 140 awards of merit submissions and selected 131 for recognition at this conference (status: completed);

- Staff is in the process of discussing and developing a better approach on marketing who we are, what we do and why we do the things we do, and the successes we have in getting it done (status: ongoing);
- Policy team has updated the Policy and Programs and PD sections of the NAHRO website, it has now been rendered more accessible (status: completed);
- Policy team has created a new policy blog (status: initiated and ongoing);
- Staff is developing an August advocacy campaign and hopes to have an energetic campaign underway on or about the beginning of August (status: ongoing);
- Increase opportunities to engage NAHRO members and members on Capitol Hill (both in the House and the Senate) to co-sponsor the Small Agency Opportunity Act (status: ongoing);
- Actively working on LIHTC to increase volume cap and make permanent the thirty percent (30%) subsidy or minimum four percent (4%) tax credit rate (status: ongoing);
- Develop an active dialogue with Community Action Partnerships in Washington, D.C., the umbrella group for the CAPS organizations and trying to nurture conversations where we might work together on issues related to seniors in rural communities (status: ongoing);
- Meetings with HUD regarding Habitat III in which NAHRO's goal is to obtain seat(s) as an official delegate organization (status: ongoing);
- Actively working with NYCHA on health and safety issues resulting from the under-funding of the capital fund and the operating fund, which is creating health and safety dangers. NYCHA is stepping back into the picture here at NAHRO; chair will present in New Orleans; with additional staff also attending the conference (status: ongoing);
- Proactive execution of comment letters and HUD correspondence; policy team has sent comment on numerous issues, among them are MTW, PHA, FHEO, and OPPL (status: ongoing);
- Actively reaching out to Boys & Girls Clubs of America for more formal agreement via Housing America (status: ongoing);
- Working with SPAG on brand promise, value proposition, and related issues (status: ongoing);
- Duly noted the NAHRO budget preparation process; staff is moving forward accordingly (status: ongoing);
- NAHRO was part of an industry coalition of 27 participants that worked on the passage of H.R. 3700; and joined in for the sponsorship of a full-page ad in Politico news media (status: completed);
- Outlined other current ongoing lobbying activities, notably:

- observed an increase of HUD staff in attendance at meetings, which demonstrates the confidence that HUD has in NAHRO leadership and in its approach to the issues faced by the housing industry as a whole;
- indicated that NAHRO is currently very involved in the ACTION campaign on LIHTC; and that he is scheduled to have lunch with the director;
- scheduled to have lunch with HDLI's Director; as well as to have coffee with the new Director of the National Low Income Housing Coalition;

And finally,

- Mr. Bohm cited the following conference stats with 641 paid registrants; and a total attendance estimated at 685.

He thanked regional members who invited him to their conferences; expressed deep appreciation to members of PNRG for their support with this conference; commended Home Forward Executive Director Michael Buonocore and his staff for providing excellent conference planning and on-site support. He had a wonderful visit with Mr. Buonocore enroute to the PNRG meeting this past spring and will continue to stay in touch with him. Mr. Bohm noted that past president Kurt Creager generously organized an event for IRGE and thanked him for that.

Concluding his report, Mr. Bohm thanked his colleagues – 26 people who come in every day into the NAHRO building to work hard to make the Association better—they are wonderful people, said Mr. Bohm. Lastly, he thanked the President and Senior Vice President, with whom he communicates frequently, for their generous support.

There being no further business, President Merritt called for a motion to adjourn.

**ACTION: Motion by DeeAnna Peterson; second by Joseph D'Ascoli to adjourn the meeting. Motion carried.**

Next meeting: Saturday, October 15 – 2:15 to 5:30 p.m., New Orleans, LA

---

## ATTENDANCE

**Officers:** Steve Merritt, Carl Richie, Duane Hopkins, Donovan Duncan, Rick Leco, Donna Brown-Rego, Julie Brewen and Regina Mitchell. **Past Presidents:** Preston Prince, Betsey Martens, Akinola Popoola.

**NERC** – Joseph D'Ascoli, Diane Cohen. **NCRC** – DeeAnna Peterson, Larry Williams, Marty Ryan.

**MARC** – David Allen Brown, Diane Haislip, Clif Martin. **SERC** – David Baldwin, Ailrick Young, C. Sean Gilbert. **SWRC** – Darrin Taylor, David Zappasodi, David Lange. **PSWRC** – Ed Mayer, Rob Pearson, Patricia Wells, Ramsey Jay, **PNRC** – Sunny Shaw, Carol Gore. **MPRC** – Dianne Hovdestad, Ann Horton, Matt Pike

**Presidential:** Shaunte Evans, Elizabeth Glenn

**Ex Officio** – Dan Trozzi, Sharon Carlson, Joseph Lamagna, Don May

**Absent:** Bill Quirk, Kevin Nelson, Tina Sullivan, Doug Rise, L. Thomas Rowe, Larry Hopkins, Lowell Krueger, Jill Smith, Patti Webster, Ricardo Gilmore, Mike Gerber