

## Member Services Committee Meeting, January 18, 2018, 9:30am

Board Member Involvement – Robert Sheehan, Chris Ward, A. Bolter

### Fostering Dialog Among Members

Bob stated that in the past years, several changes have taken place concerning all of the below topics. He stated the both he and Alan Bolter attend 20 to 30 Board meetings across the state each year. The Friday Facts is loaded with information and updates to our membership throughout the state.

Group discussed whether or not Legislators could receive the Friday Facts at no charge. Some of the group felt that the Friday Facts could contain internal topics that may need to be kept “close to the vest”. Group suggested that the Association develop 2 forms of the Friday Facts; one internal and one external. Bob stated that this is now being discussed, and will likely be pursued. Group agreed this would be a good idea to keep the Legislators involved, at any level.

Bob went on to state that the Association also sends periodic updates and information via email, as well as Alan Bolter using the action alert more often.

Bob stated that Member Assembly and EB meetings have been moved to the night before the start of the conference, and this has helped the momentum of the conference.

### Board Member Forums

Bob stated that with the changes in Regional Meeting times, this may alleviate the need for Association organized Forums. Currently Alan and Bob attend any and every Board or Regional meeting that they are invited to. The amount of time that goes into planning Forums by the Association is expensive, and the meetings that are already organized at the Board/Region level may be sufficient. Bob suggested that we can work with the CMH or PIHPs to coordinate these functions.

### 3 conferences vs. 2 conferences

Bob stated that Pros and Cons were looked at. He reviewed the graph provided to the group, which compared learning opportunities, CEUs, MDHHS contact and Legislative leadership, National leadership perspectives, avoiding scheduling conflicts (more options with 3 conferences than with 2), and networking with multiple members, stakeholders, allies and community partners. Group discussed the process of obtaining/offering CEUs at conferences. Group then spoke about the financial aspect of reducing the number of conferences from 3 to 2, and how it could negatively impact the Association. Bob pointed out that this was true, but it was important for this committee to see the above listed reasons that the Association feels all 3 conferences should be kept, not JUST the financial aspect of it. Alan stated that the revenue from the Winter Conference is about \$60,000. Bob confirmed that this could result in a dues increase, causing more financial burden than if the Association kept 3 conferences. Because the study found more pros than cons, the Association recommends keeping 3 conferences. Lou suggested that members accept this information, and make this an action item at the next meeting. He also stated that he would like to include the room booking topic to this discussion today. Lou suggested that the 3 conference decision be included as a By-Law change. Clint asked if this discussion could be included in the FF, and Bob stated that this could be sent to Board Chairs and CEOs. Lou stated that this should not be sent out. He suggested we simply inform the CEOs that a discussion is being held in Member Services including the topics discussed today. Chris Ward spoke about conference lengths. She stated that adding a third day brings with it cost increase to the fees for the conference. Lou stated that increasing the number of days would add learning opportunities, dinner possibilities, etc. and that the group would discuss at the next meeting. Costs will be brought to the next meeting by Chris Ward.

Chris then spoke about the 100 room limit at the Hyatt for the Spring Conference, asking if there were any recommendations for how to prioritize who gets those rooms. Chris recommended that Presenters, those with disabilities, etc., get priority. Chris then suggested letting agencies know that they would be allowed 2 rooms per CMH. Group discussed and supported this idea. Chris will add this to her write-up and decision will be made at the March Member Services meeting.

### Hotel Room Bookings - Off Agenda Discussion:

Chris spoke about hotel bookings and possible fixes. She stated there were several options to be discussed; limiting the number of rooms per name was one option, cut-off date being sooner than the Association’s cut-off date, making the first night of reservations non-refundable, allowing reservation of hotel room ONLY AFTER making reservation of conference. These were the most viable options that Chris found. Lou asked that Chris put these in writing so the group could look at and discuss at the next Member Assembly meeting. Lou asked if the hotel was accepting registrations prior to the Association releasing the room block. Chris will check with the hotels to see if this is happening, but it shouldn’t be.

### Regional Meeting Times at conferences

Bob stated that he and Alan will start scheduling times for each Regional Meeting, with scheduled time slots of 15 minutes per Region, on the agenda so that members will know when someone will be visiting their particular group.

### Number of Member Assembly meetings

Bob Sheehan stated that, currently, the only Member Assembly meeting having items of significance for members is the Spring Member Assembly, which includes election of officers, approval of Association Budget and Dues, and any By-Laws changes. The Association recommends that the Fall Conference Member Assembly meeting be removed, keeping only the Spring Conference Member Assembly. Group suggested that “if needed, a Fall Conference Member Assembly meeting may be scheduled and held” should be added to the By-Laws changes. All agreed.

## Proposed Changes to CMHAM Officer Election Procedures – Bob Sheehan

Document provided for approval.

Bob Sheehan reviewed the previous procedures and went over the proposed changes to this procedure. Bob stated that the Association recommends the election procedure changes be accepted as proposed, with changes as follows:

Change item number 12 to 11, Change MACMHB to CMHAM, Group discussed the nominations, making it 2 per region, including incumbents. Group agreed this could not happen. Number 9 will be re-written to add stopping vote if there is a run-off. Number 10 needs to be clarified. Group decided that procedure needs to include "In the event these changes cause no officer to be elected, nominations from the floor will be accepted" somewhere in the document.

Election procedures will be re-written for March, By-Laws committee on March 28, approved at April EB and approved for the Spring Conference. All changes will be written up and distributed to MS Committee prior to the March meeting. Group hopes to vote on this issue at that meeting.

By-Laws Committee meeting scheduled for January 23, 2018 at 10:00am.

By-Laws meeting will be cancelled for January 23, 2018.

## Audio & Visual System Review – Bob Sheehan

Review of proposed updates along with pricing.

Bob Sheehan reviewed the audio system handout that was distributed to the group. He went over the options that were viable for both upstairs and downstairs. He stated that for the upstairs, there were 3 different options of varying pricing. Pros and cons of each were discussed among the group. Clint asked if this was blue tooth capable. Monique will check into having this added to the quotes.

Group discussed audio visual options. Bob explained the current webinar services that we have at the Association.

Group voted to approve and seek quotes for Option 3, with blue tooth capabilities, and to approve the downstairs proposal as brought forward, to be brought to the March Meeting.

Meeting adjourned at 11:56am.