

Member Services Committee Meeting, May 16, 2018, 9:30am

Lou Burdi welcomed Wil Morris as the newly appointed Director Co-Chair of the Member Services Committee.

Spring Conference Location Discussion (Novi) – Chris Ward

Chris Ward provided several handouts reviewing the feedback for the Spring Conference in Novi. She stated that most of the feedback was positive, with the normal mix in of negative comments. The venue was very well received, but it was noted that those who had to stay offsite had the standard complaints about that. The feedback about the venue itself was extremely positive. Comments about the other hotels were varied, but generally good. Comments about busing was generally good as well. Group wondered what the conference attendance was as compared to past Spring Conferences. Chris stated that we were down 60-75 attendees, and that could be due to the Walk a Mile event. Group then discussed the Hyatt not having room service, length of Pre-Conference speakers, and room size for Member Assembly. Lou asked if the group felt the conference should be held at the same site next year. Jan stated he felt it was a great location. Group agreed that the venue would be a good choice for next year. Group would like possible future dates for 2019 Spring Conference provided at the June Member Services meeting. Group wondered about the hotel rooms onsite concerning availability. Lou stated that the hotel complaints listed in the evaluation need to be considered. Chris stated that limiting the rooms to 2 per agency did not work out so well. She is going to develop a communication for the Executive Assistants explaining how booking rooms and releasing them at the last-minute affects others who could've used those rooms. Lou suggested that the Association handle hotel reservations, asking if this was even possible. Jan offered to help if the manpower at the Association was not available. Chris stated that we could let every agency know that if credit card payment was not provided by a certain date, rooms would automatically be released. Group discussed and agreed Chris's method would be preferable. Group discussed billing the 22 rooms for the CMHs who let their rooms lapse. Bob Sheehan suggested that since the Association booked them, and this was a brand-new process, that we move forward and not bill those agencies, but stress that in the future, those agencies would lose their rooms and not be able to book after the payment cut-off date. Group agreed to Bob's proposal, but also felt strongly that those agencies NEED to know of the expense incurred this year due to those lapsed rooms. Bob suggested that the hotel booking process be put on the June agenda to be further discussed. Lou suggested when decisions were made on this topic at that meeting, a white paper needs to be issued explaining whatever that decision may be. This should include the booking process for all venues/locations; not just for Novi. Lou asked if Chris had any other suggestions for the June agenda regarding these issues. She had none. Chris will provide the details requested at the next meeting. Group continued to discuss details of the conference itself including the boxed lunches and ending time of the second day. Chris asked the group for any feedback about the regional meeting sets (classroom style instead of rounds). Group agreed that if there is a cost savings, continue to set in classroom style. Group also stated that this set was NOT conducive to conversation. This topic will be added to the June agenda for a decision.

Boardworks Discussion Regarding Increasing Dues – Bob Sheehan

Bob Sheehan stated that over the last couple of years, putting Boardworks online has been a topic of discussion. In the last couple of months, the issue was raised as to how much the dues would need to be increased to cover the cost of putting them online. Bob stated this would probably be an increase of about \$150 for each agency. Bob stated he wanted to get everyone's thoughts on this before he worked on the actual figure. Group agreed to look at the information brought to June meeting.

Proposed Changes to CMHAM Officer Election Procedures (enc) – Bob Sheehan

Review and approve document as proposed with suggested edits.

Group reviewed the documents as presented, reviewing the clean copy alongside the copy with tracked revisions. Group discussed whether these procedures needed to be approved by the By-Laws Committee, the Executive Board, or the Nominating Committee. Group reviewed Item 4 for clarification, agreeing this was acceptable. Group then discussed nominations from the floor, and if it would be allowed or not. Group discussed the connection between the Procedures and the By-Laws and how they affect each other. Group then discussed the choice listed in Item 11, which states either "the candidate with the next highest vote count, representing another region, is elected to the position" OR "a new vote will be held for that officer position, with the remaining candidates as the only candidates to be considered". Group discussed. Group agreed by consensus to change "majority" to "highest vote getter", in the By-Laws. Group will review the March By-Laws Committee minutes (which shows changes approved by that committee), the Executive Board Item presented for approval at its April 30th meeting (which shows the By-Laws changes affected by the approval at the March By-Laws meeting), and the Executive Board Minutes from April 30th (which show the approval of Item 7). Monique will send these items to the Member Services Committee for their review, to be discussed at the June MS meeting. Lou stated that an approval can be obtained at the June meeting. Joe stated that the procedure stated the "official delegates *present*", clarifying that the By-Laws section (F) did not have any connection to "quorum" rules for any meeting. Group agreed to discuss further at the June meeting. Bob will rewrite Item 11 and bring document back for approval. Item 13 will be addressed for "simple majority". Bob will send out the rewrite of this procedure document at least a week before the June meeting.

Other

Jan Plas reported that a member stated to him that they are upset by the removal of having nominations from the floor. He requested that this be added to the June agenda. Cathy Meske agreed that this should be added. Item will be added as a subset of the Election Procedure discussion, to the June meeting.

Meeting adjourned at 11:05am.