

Member Services Committee Meeting, April 21, 2022, 9:30am

Partners In Excellence Award Nominee

Superior Health Foundation – Nominated by the UP Region

Group discussed whether this group was eligible for this award. Tammy stated that since this organization is not “utilizing CMH services” she did not think they were eligible. Group agreed. Group discussed what award would be more appropriately aligned as to criteria for this organization. Monique suggested the Go To Bat Award. Craig Reiter offered to inform the UP Regional Chair of this decision and follow up to make sure the UP Region nominates them accordingly. Group discussed the fact that this organization was nominated for the Partners Award in the last couple of years, and subsequently not accepted as ineligible at that time, agreeing that the group must make the same decision for consistency.

Group voted to have Craig Reiter follow up with the UP Regional Chair and suggest that this group be nominated for the Go To Bat Award instead.

CMHA Summer Conference 2022 – Bob Sheehan, Chris Ward

Discussion of Pros and Cons of Hybrid

Bob Sheehan stated that we would like to get guidance and input on whether to offer the hybrid part of the upcoming Summer Conference. Chris Ward stated that recently NatCon did NOT offer the hybrid option. She reported that hybrid would be \$16,000 and an additional AV cost of \$6,500 for a total of \$22,500. She also stated that a dedicated staff person is needed for each hybrid session making this very labor intensive. She asked how others felt about being at recent conferences that did or did not have hybrid offered. Craig Reiter stated that he felt since we were coming out of the COVID pandemic, he would like to see this as a full regular conference without hybrid. Tammy wondered if the sessions could be recorded only. Chris stated that the AV cost would still be recorded, and a platform to watch them would need to be identified, such as Vimeo. Carl Rice stated that if it wasn't for COVID, the virtual option would not even be available, so this is probably a good time to try to go live only. He stated that no one at NatCon missed the virtual aspect of the conference. Chris reported that the 2021 Fall Conference was a hybrid, with Keynotes and 2 sessions per block of workshops offered virtually. Group discussed the differences between staff-oriented trainings/conferences versus Board Member oriented trainings/conference, agreeing that these Annual conferences, being geared toward Board Members, are more beneficial as an in-person conference. Chris reported that 45 attended the Fall Conference virtually. Group discussed the different dynamics of virtual availability for employees versus virtual availability for conference attendees. Virtual ONLY trainings and conferences are one thing – Hybrid trainings and conferences are a totally different setup and sometimes leave the attendee feeling like they did not receive the full effect. Clint stated that we must consider what the people want to see offered. He stated that many in our system receiving services, such as those on the Autism Spectrum, prefer the virtual option. It is the question of finding a way to make it affordable. Dana Lasenby stated that transportation and mobility issues are addressed by offering some type of virtual option. Bob Sheehan suggested that the group task the Association with researching ways to make this happen, but to agree to hold the Summer Conference strictly in-person. Wil Morris suggested surveying the CEOs to see what they would like to see for future conferences.

Group voted to hold the Summer Conference as an in-person only conference, with no virtual option, but to continue to explore options for virtual opportunities for future trainings and conferences.

Any other items to discuss – No other items were identified

Parking Lot Items

No items added to the Parking Lot.

The next meeting of the Member Services Committee is scheduled for Thursday, June 23, 2022, at 9:30am. This meeting will be held in-person and via Zoom.

Meeting adjourned at 10:06am.