



Texas NAHRO

Service Officer Report

Monday, April 9, 2018

Welcome to beautiful Corpus Christi!

We have 26 Exhibit Booths with 34 representatives, 117 registered attendees and 31 speakers for total attendance of 182. Last year in South Padre we had 26 vendors with 33 representatives, 128 attendees and 17 speakers for a total of 178.

We currently have 188 paid agency members and we are continuing to receive dues payments. In addition, there are 36 associate members.

In 2017 we scheduled 6 workshops that resulted in 126 people receiving professional training through Texas NAHRO. The Managing Maintenance training that was scheduled in Temple was cancelled due to low registration. The trainings produced a net profit of \$36,903.73. There were 2 trainings invoices from NAHRO paid for in 2017 that were actually held in 2016 so that reduced the profit shown on financials for the 12/31/17 year end by \$16,920.00. I have communicated with NAHRO the need to receive invoices more timely for future payments.

Training	Date	Location	Attendees	Income	Trainer	F&B	Marketing	P&L
PH Specialist	2/13-17	Georgetown	12	\$9,200.00	\$6,699.92	\$513.43	\$339.56	\$1,647.09
HCV Specialist	6/14-15	Ft Worth	24	\$20,850.00	\$11,191.90	\$0.00	\$339.56	\$9,318.54
Managing Maintenance	6/13-15	Temple	0	\$0.00	\$0.00	\$104.24	\$339.55	-\$443.79
HQS	7/18-20	Ft Worth	30	\$16,950.00	\$6,086.00	\$134.43	\$339.56	\$10,390.01
Hearing Officer	10/31-11/1	Austin	17	\$9,800.00	\$6,098.00	\$0.00	\$339.56	\$3,362.44
Procurement	12/11-13	San Antonio	43	\$21,400.00	\$7,800.00	\$631.50	\$339.56	\$12,629.44
Totals			126	\$78,200.00	\$37,875.82	\$1,383.10	\$2,037.35	\$36,903.73

In 2018 we have 11 trainings scheduled thus far. They are as follows:

1. HCV Specialist, Nan McKay & Associates, June 11 – 15, 2018, Dallas, TX
2. Family Self-Sufficiency, Nan McKay & Associates, July 10 – 12, 2018, Dallas, TX
3. *Public Housing Eligibility & Occupancy Training, Nan McKay & Associates, July 17 – 19th, 2018, San Benito, TX
4. PH Specialist, Nan McKay & Associates, July 23 – 27, 2018, Dallas, TX
5. *High Performance Management, NAHRO, August 14 – 16th, 2018, Fort Worth, TX
6. HQS, Nan McKay & Associates, August 27 – 29, 2018, Dallas, TX
7. *Fair Housing, Nan McKay & Associates, September 11 - 12, 2018, San Benito, TX
8. Customer Service, Nan McKay & Associates, September 18 – 19, 2018, Dallas, TX
9. How To Deal With Difficult People, SkillPath, October 18, 2018, Dallas, TX
10. *Hearing Officer, Nan McKay & Associates, November 6 – 8, 2018, San Benito, TX
11. Procurement, Mike Gifford, HAPA, San Antonio, TX – Dates TBD

The registration forms and agendas are available at www.txnahro.org

In addition to the * trainings listed above Professional Development requested Protecting EIV PII Information. We have discussed this title with NAHRO, Quadel and Nan McKay and none have a training titled this so they all have requested a description of the training requested along with objectives to determine if something they have will fit so they can provide pricing.

The 2018 Fall Conference, Committee Meetings and Board Meeting will take place in Abilene, TX October 10 – 12th. We have requested training topics from Professional Development and marketing material will be prepared in the summer.

Accomplishments:

1. Increased Conference Ad sales 2018 = 8 @ \$1,550 vs. 2017 = 5 @ \$1,300
2. Increased Conference Sponsors 2018 = 9 @ \$12,250 vs. 2017 = 3 @ \$1,750
3. Increased Paid Exhibitor Booths 2018 = 22 @ \$10,600 vs 2017 = 20 @ \$9,700
4. Increased workshops scheduled 2018 = 11 vs. 2017 = 6
5. Increased communication via e-blasts an average of 10 more per month vs last year

Service Office Goals for 2018 include:

1. Online Voting Process
2. Marketing Strategy
3. App for Conferences, i.e. cost / feasibility
4. E-Billing for Dues
5. Post Conference Survey
6. Annual Survey to be included with 2019 Dues Notices
7. Schedule for Quarterly Steering Committee Meetings
8. Schedule for Quarterly Budget & Finance Committee Meetings
9. Schedule for Monthly Conference Planning Committee (Annual and Fall)
10. Improved Communication, i.e., email, social media, website, etc.

Please do not hesitate to call upon us.

Respectfully Submitted,

Shelli Scrogum