



National Association for Court Management

Strengthening Court Professionals

NACM MEMBERSHIP SERVICES COMMITTEE MEETING

Tuesday, February 5, 2019, 11AM ET

+1 (872) 240-3412 Access Code: 922-550-533

<https://global.gotomeeting.com/join/922550533>

Call to Order

Welcome and Roll Call

- Amanda Leazer
- Charleston Carter
- Paul Delosh
- Randall Soderquist
- Angie VanSchoick
- Frank Hardester

Board Member recruitment

Recruitment and new member subcommittee

- Randall and Leah, the subcommittee met since the last committee meeting
- Working to compile scripts for new members and how to implement the program
- Using a previous membership email script, the subcommittee made adjustments to fit current needs with webinar and conference attendees who are not currently members.
 - Script is 4 paragraphs long
 - Current script is state-specific and lists current members by name. Questions arose as to that practice, and the extent to which we can continue to share member names with non-members.
- A discussion ensued regarding the best way to approach cold calls, as a phone script is not so straightforward, and cannot be very similar to the email script. Frank Hardester suggested Googling cold call scripts. Randall will take that back to the subcommittee.
- Subcommittee considered using reports of new and purged members to allocate outreach by state; someone would need to be responsible for contacting appropriate volunteers for each state or region.
- Ideal people to make calls would be current and former board members. Also, pairing with first time attendees and the conference may help identify willing members of outreach efforts.
- Another consideration was given to guiding non-members at check-in to a specific person to discuss membership benefits.

Michelle Dunivan

Michelle Dunivan

- Jeffrey Tsunekawa
- Jeff Chappel
- Janet Reid
- Randy Short
- Karl Thoennes
- TJ BeMent

Michelle Dunivan

Randall Soderquist

- Michelle suggested we could pilot the scripts with a small group of volunteers, and make adjustments before fully implementing.
- Randall agreed to have scripts for our review next month.
- Michele Oken was suggested as a good resource to find effective methods of recruitment.
- Frank offered to turn this script into an official form for NACM for posterity.

State Association Agreements

Jeff Chapple

- We have received 3 signed agreements; Ohio is bowing out; Jeff is still actively pursuing organizations who have not responded.
- The IACA agreement still needs review.

Scholarships and Awards review

Jeffrey Tsunekawa

- Completed the rebranding of the Enhancing justice award.
- Other 3 awards are on one template.
- All 4 awards and the scholarship applications will be due April 12 to reduce confusion between due dates.
- These will be announced at the Midyear Conference.
- We offered 2 scholarships to the Midyear Conference, but one had to back out, so we expect to be able to award 3 scholarships for the Annual Conference.
- Frank has offered to continue being the Scholarship nomination subcommittee chair. Frank mentioned that he will be working on keeping better track of historical scholarship recipients to ensure opportunities for a variety of attendees.

Subcommittees:

○ [State Associations](#)

TJ BeMent

- The group is gaining momentum. TJ is doing personal outreach to engage members
- Largely using education committee topics, and adjusting for the state association needs.
- Getting membership and recruitment feedback from their associations that we may be able to use in ours.

○ International Committee

Michele Oken

○ [ECP](#)

Angie VanSchoick

- Reception activity for midyear will prepare for a similar activity for the annual conference. Will be trying a team scavenger hunt.
- The NACM Cares charity has been chosen for Little Rock, and is ready to be rolled out.

New Business

Adjourn

- **March 12, 2019**

- **April 9, 2019**
- **May 7, 2019**
- **June 11, 2019**
- **July 18, 2019-** At Annual Conference