

MHS 2020 Members Meeting Report

MHS staff hosted the annual MHS Members Meeting virtually on Wednesday, December 16, 2020. Karen Lehman provided updates on MHS members who are retiring and welcomed new CEO's as well. A financial report was provided by Alisa Miller as well as an update on MHS Consulting. Clare Krabill provided updates on new MHS programs and services launched in 2020 as well as a high-level report from the MHS Member Demographics and Diversity Survey. MHS Members spent time in small groups discussing their priorities and suggestions for how MHS can support their organizations. The meeting concluded with closing remarks from Karen Lehman and Valerie Rempel, MHS Board Chair.

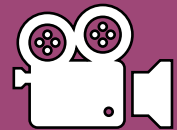
If you missed the meeting, you are invited to watch the recording (28-minutes), and email info@mhsonline.org with any questions or feedback.

Following comments by MHS staff members, Clare reviewed the top three member priorities from the survey compiled prior to the December 16 meeting: Staff recruitment and retention; board governance; and strategic planning.

MHS member CEOs and Board members were placed into small groups in Breakout Rooms where they discussed the following three questions, which referred to the top three priorities from the survey:

Does your breakout room group agree with the top 3 priorities? If not, what are your group's top 3 priorities?

- There was general agreement about these being the top three priorities and that staff recruiting and retention is the most pressing need.
- With COVID's impact, there's less Strategic Planning going on these days for some organizations.



Missed the 2020 MHS Members' Meeting?

[Watch the recording, here!](#)

- Diversity is a factor in staff (and board) recruitment and retention for some organizations.
- Leadership development was seen as very important for several members of the group and closely connected to staff retention.
- CEO succession important for those with upcoming transitions.
- Board governance important to new CEO's.
- The challenge of staff recruitment is one of the top issues for some. The additional federal-stimulus payment for those on unemployment has made it difficult for us to hire in the pay range that we have for many of our staff. This in addition to the "baggage" that goes with working in a high-risk environment makes it all the more difficult to fill open positions.

What strategies, financial resources, and/or human resources do your organizations have in place to address these 3 priorities, if any? Please record these.

- Finances in light of the pandemic have been good this year with various subsidy programs, but challenging to predict next year and risk is increased with loans to cover down the road. COVID has challenged all our previous resource streams.
- Staff Recruitment and Retention:
 1. Including marketing team in recruitment
 2. Creative staff development
 3. Intentional overtime
 4. Good to keep questioning do we have resources to make it happen
 5. Moved recruitment out of HR and into another department
 6. Putting best talent/resources on it
 7. POLL surveys for staff on weekly basis
 8. Monthly "BelongU" program that helps with leadership development
 9. Looked for recently retired people who have passion for work and invited them back to work part-time
 10. State raised minimum wage to \$15/hr. which precipitated the move to look at job roles/responsibilities
 11. Kept costs to minimum
- Board Governance
 1. An effective tool for board recruitment has been an active Governance Committee. Also, the book Governance as Leadership is helpful.

Consider your breakout room's top 3 priorities. Please record at least 1-2 specific suggestions for ways MHS can support your ministries for each of these.

- Staff retention and recruitment

1. Posting leadership positions, team training, Anabaptist training, investigate overseas recruiting (nurses), connecting to our college's grads.
 2. MHS' employee engagement survey has been helpful. Helping create partnerships between educational institutions and member organizations to cultivate future employees and leaders for our agencies.
- Board Governance
 1. Leadership training.
 2. How to recruit younger board members. (We see COVID as both a potential help and a potential hindrance here.)
 3. How to transform a good board into the new board that an organization needs to move forward. Term limits, and other.
 4. Board Governance is challenging with educating members to understand industry specifics and current climate takes time and attention. Maintaining bylaw compliance for members and recruiting new members who are well qualified and contribute to the diversity of the group is a challenge as well. When the board is functioning well and is healthy it is easy to neglect this significant area.
 5. Core curriculum for board members to equip them to serve effectively in their contexts which could be generally applicable and easily personalized to the organization.
 6. MHS' advisory support on board governance is crucial. Board education-keep working on best practices resources for organizations. Keep coming up with these types of things.
 7. Keep providing MHS Board Assessments and other MHS Assessments.
 - Strategic planning
 1. This is a high priority. Strategic Planning seems to enable an organization to address any of the other priority issues.
 2. Opportunity to partner with MHS Consulting and tools of membership - stakeholder assessments, landscape review, board retreats & education are all helpful ways for MHS to help our organizations. Survey administration is helpful as well.
 - CEO and Board succession - MHS - Facilitate discussion, short term and long-term thinking.
 - We wonder what resources MHS could help us coordinate with like agencies to develop shared capacity to address these areas?
 - Connecting us to Mennonite Churches in our district.
 - Need to have diversity in MHS presenters, products and everything offered to member staff.