

Ad Hoc B-Book II Meeting Minutes February 2, 2023

Attendance: Marq Laude, Chair, Eric Smith, Board Liaison, Kees Muilwijk, Anna Osinga, Julie Kula, Jesus (Jesse) Solis

Absent: None

Approval of the Minutes: Deferred.

Old Business:

The meeting started promptly at 6PM, MST with all in attendance.

Mr. Smith advised all that the focus of tonight's meeting should be on Scope item #1 in an effort to support a recommendation to facilitate resolving the resource issue outlined in item #1.

All committee members spoke to resolving the resource issue with FHANA on how to resolve the resource issue. Many suggestions were discussed. Suggestions included:

1. With the new phone routing system, allow one extension of the new system to allow for a voice message box for a volunteer to call them back at a later date.
2. Allocating a specific time of the day/week for B-Book II discussions and hiring a person to work part time (during the allocated time), to facilitate the B-Book II registrations.
3. Relevant to item 1, increase the charge for registering assistance which would offset the cost for the hired employee.
4. Making the website more user friendly.
5. Provide more detailed instructions and educate the public.
6. Stop doing it all together.
7. Finding a volunteer to assist.
8. Volunteers should alternate for specific language(s).

Ultimately, the committee's final recommendation following much discussion, resulted in the following:

1. Identify multiple volunteers to respond to voice messages left requesting assistance with the registration process. The volunteers shall be FHANA members from the membership and dedicated to supporting the return calls to those that have questions or issues regarding B Book II registrations. The volunteer shall commit to calling those that leave voice messages within a reasonable time period. This should proceed for a period of three months to determine its effectiveness and worthiness. If the program suggested is successful, then continue as planned, or evaluate the effectiveness and make adjustments.

2. If the program is unsuccessful, then hire a person to support the registration process and charge a fee for the assistance on one-or two- or three days a week as needed.

Next Meeting: December 10, 2022, at 6:00 MST

