



State of the ROC “Help Wanted” List

Communicating with People Outside the ROC

- Vendors
- Cities and municipalities – who’s responsible for what?

Communication Between Board and Onsite Staff

- Clarity of roles
- How to ensure accountability

Communication Within the ROC At-Large

- Multi-lingual communications (need for interpretation services)
- Multi-cultural communities; fears of isolation and separation
- The Dreaded “Rumor Mill” – how to deal with misinformation and gossip
- Community Animosity / Rivaling Groups
- Plenty of complaints, but not enough people stepping up to act
- Recurring issues, but never a resolution

Communication Between Board Members

- Board decisions happening outside of meetings
- Little or no discussion and deliberation
- Communication during emergencies – need to remember to “communicate first, then handle the emergency”
- Recurring issues, but never a resolution
- Clarity of roles
 - What is each board member responsible for?
 - How to delegate
 - Setting limits and boundaries so non-Board members don’t get intimidated by the job
- Meeting Protocols – when do you need a board meeting, when do you need a Member meeting, etc.

Communication Between Board Members & Members/Residents

- Monthly Newsletters
 - How to make them interesting and get residents to read them
- Getting residents to attend monthly board meetings