

A Message From The President – I want to wish all of our members a safe and Happy Holiday season! I know this was a trying year for most people but our industry continued to help clients to buy and sell homes when needed. I was impressed with how our industry adapted to virtual methods when meeting in-person was not possible. I am hopeful that 2021 will be a healthy year. As we look back on 2020, we can be thankful for the positive impact we may have made!
Chris Drewer

Kathy McFadden, CEO – This year has been like no other. We have all had to re-tool, rethink and re-examine so many things due to COVID-19. Because REALTORS® were classified as essential workers, you have been on the forefront of reinventing the industry every day. Likewise, the Association was essential to make sure you were provided with all the necessary services to keep you in business. REALTORS® and the Association are flexible, resilient, and willing to meet new challenges head-on. As we keep moving towards the light at the end of the tunnel, hopefully, we will be able to permanently incorporate many of the new tools we have developed for the industry.

And while industry took a slight dip early on, it has come back strong. Dr. Lawrence Yun, NAR, Chief Economist and Senior Vice President of Research, and Brian Buffini, Founder and Chairman of Buffini & Company, have predicted that 2021 and 2022 will also be strong as well.

The Board of Directors, Committee Members and Staff appreciate the tremendous support you have given to us through 2020.

Association 2020 Accomplishments at a Glance:

- The Association had to adjust how we implement services to our members; we learned new ways to do our jobs and engage with our members virtually.
- Staff has been working full time in the office and remotely!
- The Association has been able to provide steady customer service: answer phones via our Ring Central system; handle all aspects of Sentrilock/Sentricard; sell lockboxes and resolve issues; sell REALTOR® Store items; and process new member applications during the COVID-19 pandemic.
- The Association migrated our data system from Abila to RAMCO over the last five months.
- Instructors have completed six months of New Member Orientation virtual classes and training for over 120 new members since COVID-19.
- Office renovations were completed.
- We have been phenomenally successful in providing our CE classes virtually and training in excess of 1,200 members since COVID-19.
- We successfully provided a virtual two-day, four-class Housing Opportunity Certification course. 28 members took all four classes for the certification.
- Amazingly, we reached the RPAC Triple Crown for the third year in a row.
- Produced a highly successful virtual legislative update otherwise known as Coffee Talk.
- Migrated all our documents for Board meetings, Education and New Member Orientation Classes to our website.
- Produced the Platinum and Gold Partners commercials.
- Posted daily on Facebook (Please be sure to “like” us).
- Held a limited, small gathering for our in-person and virtual Installation of Officers.
- Produced a video of our Association office renovations to share with the members.
- Members and staff have been able to attend numerous virtual NAR and MD REALTORS® conferences, training and webinars.
- Meet virtually for all Association committees.
- As required by NAR, the Association updated and completed our Strategic Plan virtually.
- Coordinated the YPN delivery of meals to the health care workers.
- The Association hosted Shred It Day and collected food for the food bank.
- The Association participated in REALTOR® Care Day.
- Launched the new Inclusion, Diversity, Equity and Awareness (IDEA) Committee during a historic time in our Association.
- The YPN’s started a new program called “It’s not training...It’s conversation” to help new members bridge the gap after taking the New Member Orientation classes and navigate the real estate industry.

HAPPY HOLIDAYS! May the new year bring health, prosperity, and peace!

Kathy McFadden, CEO
Laura Metz, Director of Operations
Veronica Rolocut, Government Affairs Director
Debbie Gantert, Administrative Services Professional
Danielle Leppo, Member Services Coordinator

Chris Drewer, President
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