



Fall 2017 Governance Meetings Summary

QUESTIONS:

How do we get a copy of the new delegate book/guide/handbook?

The Delegate Handbook has been updated and is now live on the website. It can be found by visiting: www.gshpa.org/en/our-council/Delegates.html

Regarding National Convention, for the 3rd proposal, will the girl-graduate price increase to \$600 if it is NOT passed, like the adult price will?

This proposal passed and lifetime membership costs have been updated to reflect the change. For more information regarding lifetime membership, please visit: www.girlscouts.org/en/adults/lifetime-membership.html

Where do I find the Juliette Gordon Low candle ceremony?

There are several versions of this ceremony posted on the internet. Some websites where this can be found include, but are not limited to www.scoutlander.com and www.pinterest.com

What is the status of letters and other official certificates for Gold Award Girl Scouts?

All girls who received their Gold Award should have received official certificates and proclamation letters. If you know of a girl who did not receive these items, please let us know by contacting Customer Care, customercare@gshpa.org or 1-800-692-7816.

Can we get more training opportunities, like CPR?

Training opportunities can be requested and coordinated with your Regional Team. Please reach out to your Membership Coordinator, Associate or Regional Director to find these opportunities locally.

Financial Aid – what do we do with Financial Aid \$ ACH deposits that were deposited for old troop and not current year?

We have recently been notified that a few troops have incorrectly received financial assistance. Should you have received financial aid for a troop member from a previous year or have questions regarding financial assistance, please contact Customer Care, customercare@gshpa.org or 1-800-692-7816.

Is there a media department that we could send pictures to, to help promote local troop activities?

The COMM department is working on a public/community relations tool that volunteers can use. It includes formats for media alerts and press releases, along with localized media lists that volunteers can send photos and press materials directly to media contacts. Expect to be able to use this tool in 2018.

If you do not have a SU lead, how can we plan events or get recruitment kits?

Your Membership Coordinator can help to do this. Each Service Unit has been given a recruitment kit with a full stock of items. Should you like to use this kit or feel that your Service Unit needs another kit, simply let us know and we will work to help get the necessary items. Thank you for your interest in helping recruit and offer great girl events!

Will we be able to purchase camp shirts, for upcoming summer camps?

Many different kinds of shirts, including camp and program specific shirts, will be made available for purchase on a web storefront and through the Camp Trading Post coming back to Resident Camp in summer 2018.

When will GSHPA help GSUSA get the word out about Gold Awards? This will help to differentiate GS from BS eagle scout awards.

GSHPA currently sends out press releases to area media for every Gold Award Girl Scout. With the new localized PR/CR process, local volunteers will be able to target specific media outlets in their communities, increasing the chance of the stories being picked up.

Can volunteers purchase tablecloths?

Tablecloths are available in recruitment kits. Additionally, volunteers will be able to purchase additional tablecloths (and much more) on the web storefront that is in production. Expect rollout of the storefront in early 2018.

Where does the wufoo volunteer recognition submission form go to? Who receives it at GSHPA?

These submissions go to both the Volunteer Appreciation and Recognition Committee, a board appointed committee, and local Volunteer Appreciation Subcommittees for each region. Please help recognize those volunteers who are doing great things in your service unit, by submitting information here: www.gshpa.org/en/for-volunteers/volunteer-recognition.html

Will you be creating bilingual flyers?

Flyers and other materials are available online from GSUSA in Spanish. If you have a specific flyer need, please let your Membership Coordinator know.

How soon will all volunteers be able to access the VTK? When will badge requirements for older girls be on VTK?

GSUSA creates all national content on the Volunteer Toolkit. We are continuing to communicate our volunteer needs to have a broader access to this resource, including access for Cadette, Senior and Ambassador troops. To date, GSUSA has not provided a timeline for this to happen. For more information regarding Volunteer Toolkit, please visit: www.gshpa.org/en/for-volunteers/online-support-for-volunteers.html

What is happening with Volunteer Recruitment?

Volunteer Recruitment is a cornerstone to a successful recruitment season. Our team continues to create and find new ways of recruiting volunteers. If you have a suggestion about how to recruit volunteers or girls, please contact your Regional Director. We would love to hear from you!

What ARE the volunteer recognitions? Are they provided online someplace?

A full Volunteer Recognition list is being created and will be available in the winter of 2018. For more information on how you can recognize your fellow volunteers, please visit:

<http://www.gshpa.org/en/for-volunteers/volunteer-recognition.html>

How do we advertise recruitment events to public?

Recruitment events are advertised through local promotions (flyers); through social media and other online tools; and on local media event calendars. Volunteers can always help to promote recruitment events using online methods.

Are girls getting different patches for STEM Mobile activities?

We currently offer one patch for the STEM Mobile. However, there are lots of activities to choose from!

For more information, please visit: <http://www.gshpa.org/en/must-see/STEMMobile.html>

Are new badges available on website? Can we see requirements for badges without buying books?

To find the most up to date information or explore badge requirements, we suggest using GSUSA's badge explorer found here: http://www.girlscouts.org/en/our-program/badges/badge_explorer.html

For more information on where badges, patches and pins should be placed on uniforms, please visit:

<http://www.girlscouts.org/en/our-program/uniforms.html>

How many journeys are needed for the Summit Pin?

The Journey Summit Award Pin is earned by girls who have completed all three National Leadership Journeys at their grade level.

Will GSHPA buy "kits" that GSUSA announced? It's expensive for troops to purchase.

These kits have been officially discontinued for purchase by GSUSA. However, locally we are always looking for innovative ways to facilitate programs and badge work to support troops. If you have a suggestion, let us know by contacting Customer Care, customercare@gshpa.org or 1-800-692-7816.

If you don't have a computer, will there be hard copy packets with the badges and requirements?

Will there be paper packets to add to the badge books?

For help obtaining this information regarding badges and requirement, please contact your Membership Associate. This staff member will support you to find the information you need. Additionally, other leaders in your Service Unit are a great resource!

Where do we place the “take action” badges on vest/sash? Where do the new Journeys go on the vest?

For the most up to date information on where Take Action badges, pins, and more go on a uniform, please visit: <http://catalog.girlscoutshop.com/2014-pins-badge-plaement-diagram-booklet/page/1>

Do we need to purchase new badge books and journey books, or are they all online?

Daisy, Brownie, Junior Troop Leaders have access to the Volunteer Toolkit where most of the materials are available. Cadette, Senior and Ambassador leaders should consult the members of their troop before purchasing badge books or journeys, perhaps even taking time to review the badge explorer to find out what their interests are. Additionally, it is always a great idea to find out if there any other leaders who have materials they are no longer using, prior to purchasing. To see the badge explorer, please visit: http://www.girlscouts.org/en/our-program/badges/badge_explorer.html

With the new Journeys, do they change the Bronze/Silver/Gold Awards?

No, requirements for these awards are still the same. For more information, please visit: <http://www.gshpa.org/en/about-girl-scouts/our-program/highest-awards.html>

SUGGESTIONS & RECOMMENDATIONS:

Should you have a suggestion or recommendation, please contact your Membership Coordinator, Associate, Regional Director, or simply email Customer Care, customercare@gshpa.org

All suggestions and recommendations taken at governance are in the process of being reviewed and considered for future improvements OR improvements are already underway!

Please don't schedule volunteer events and girl events on the same day. (E.G. Volunteer weekend and Spa Science offered on the same weekend in NE.)

Add GS balloons to recruitment kits.

Consider Pitt Johnstown for STEM expo, due to their engineering program.

Provide various GSHPA produced FB ads – for tech-savvy volunteers to use locally for recruitment.

Better communicate how older girls can help; plan; attend; participate in programs that are currently offered only for younger girls.

Provide a staff list/road map – staff name; title; role; key assignments (*scheduled to be included in website updates during 2018*)

Board – schedule board members for a road show and tour – to meet girls and talk with them about their needs.

We want bandanas!!!! (*will be available for purchase on the web storefront*)

We wouldn't mind paying for programs – we just want more of them; and access to them.

Help us get better press coverage in local media – for gold awards; for other troop activities and accomplishments. (*COMM developing a localized PR/CR distribution process*)

Website – annual meetings – make sure website is updated; remove old annual meeting dates; provide current meeting dates, with clear dates and locations.

We need better intra-SU communication, so SU can learn from each other; support each other.

Need to make sure that older girl programs are not running in competition with other events.

Emails – many of them are going into junk folders; volunteers are feeling overwhelmed with the volume of emails. Help volunteers understand how to avoid having emails from GSHPA (SFMC?) go into junk folders.