

**Spring 2019 Governance Meetings
Q&A Summary Document
4/3/2019**

GOVERNANCE

Excellent to see board members @ governance meeting!

Please clarify if a motion is needed to add ability to get quorum at SU meetings via conference call prior to next governance meeting.

Conference calls can be used to facilitate election, as long as attendance is taken on the call to verify those in attendance and this is kept in the notes of the meeting. In order to utilize a conference call line, please speak with your Volunteer Support Coordinator.

What are the exact rules for election of delegates? Bylaws state representation of 25% of troops – but does that mean members or leaders?

GSHPA bylaws state on page 12, “Representation by at least twenty-five percent (25%) of the troops and groups of the Service Unit shall constitute a quorum for election.” To calculate the 25%, a review of the total number of all troops and groups within a service unit were considered. We did not consider this to be the full number of adult members in a Service Unit, as this seemed unreasonable to gather a group that large. To date GSHPA has more delegate elected than it has had at this same time in year’s past, with 40 of the 160 being girl delegates.

The instructions to get into this webinar were a bit unclear, will they be different in the future?

Yes, we apologize for the confusion.

Would we be able to have this power point? Where do I find the minutes of this meeting online?

The webinar recording and the combined Q&A from all governance meetings is posted online on gshpa.org under Our Council/Delegates/2019 Delegate Resources.

Do I have to attend all Governance Meetings?

You only need to attend the Governance Meeting closest to you or the webinar. You (or your Alternate) will attend three meetings annually (Feb/March Governance Meeting, Summer Governance Meeting, and the Annual Meeting).

How do I notify if I or the Alternate Delegate will be attending?

For Governance Meetings, everyone will use the online registration to register. It is ok for these meetings if both Delegates and Alternate Delegates are present. For the Annual Meeting, you will register, and once you check into the meeting, GSHPA staff will ensure the correct person is voting (Delegate or Alternate Delegate).

As a delegate, where do I share information from Governance Meetings?

After the Governance Meetings, delegates should connect with your SUL to discuss what information needs to be shared at the next Service Unit Meeting.

How do you become a National Delegate?

The next National Delegates will serve a term starting in October of 2020. Next year an announcement and consideration form will be distributed for anyone to apply. The returned forms will be reviewed by the Board Development Committee. Additional National Delegate information can be found on the [Bylaws on page 19](#).

FINANCE/FINANCIAL AID

What is the status of the banking changes? Has (troop) banking account been resolved?

Troops should continue to work with the finance team, their Volunteer Support Coordinator, and/or Member Services when making changes to their bank accounts. Due to federal banking regulations being enforced, GSHPA has to made several policy and procedure changes. Currently, those troops banking with M&T have transitioned to a new process. Over the course of the next few months, we will be creating a clearer timeline transitioning other accounts to a new process. Additionally, because of the importance of getting this regulatory required change right, GSHPA has created a full-time position to support and facilitate all troop banking activities.

Are girls eligible for financial aid for troop adventure camp? Yes!

Some people in my Service Unit are concerned that scholarships that have been given locally are no longer available.

We understand the concern about GSHPA funded scholarships no longer being available. However, as a budget item, the scholarship fund was established for a specific period of time, not a permanent budget item, and once those funds were expended for scholarship use, the fund is no longer active.

What can be done to use the GO! Dough in our online store?

Please contact Member Services at 800.692.7816 for assistance in using your GO! Dough to purchase items on the online Girl Scout store.

MEMBERSHIP

What is the current council membership goal?

Volunteer Goal is 7,303 and Girl Goal is 17,504.

What is the current council membership?

Currently, we are at 108% of our Volunteer goal at 7,908. Our Girl membership is at 86% at 15,157.

How is Council looking to reach out and involve families with more than 1 daughter in Scouts (2-5)?

We are launching our PRE-K campaign May 1st "Daisy Launch." This will be a direct mail and digital campaign to work with girls to get a no cost intro to Girl Scout programming, to encourage more girls to get involved. GSHPA's strategic plan calls for finding ways to reduce the financial burden on families, so we will continue to develop ways for multiple girl participation to become less difficult.

Can we get new members any time and count towards our goals? It would help us get new troops set.

Yes – new members can join at any time and do count toward SU goals.

Regarding the lifetime membership special for April. Is this for adults with 10 years as an adult volunteer or does it also include their years as a girl?

Yes - membership as a girl and an adult volunteer all count toward the 10 year service requirement.

When do we contact the Membership Coordinator vs. the Regional Directors?

Volunteer Support Coordinators, formally Membership Associates or Membership Coordinators, are your day-to-day support for your Service Unit or Troop. Elevated concerns can be directly sent to the Regional Director.

Does membership with Penn Laurel count for the 10 year membership? I have 18 years total.

Yes - all participation (girl member and adult volunteer) in legacy councils is valid.

Please when placing girls find out their school district and work with that Service Unit.

If you are interested in helping with this, please make sure to let your Volunteer Support Coordinator know!

VOLUNTEER SUPPORT

Will Volunteer Support Coordinator support Juliettes? Or will there continue to be a separate person supporting Juliettes?

Volunteer Support Coordinators will transition to support the entirety of their assigned areas, including Service Units, troops, and Juliettes.

Some of our leaders are saying that they need training on how to manage the group of girls – especially when a girl has a behavioral issue. Leaders are not teachers and some feel like they need training in this area. Does council have any resources?

Staff have resources available to address behavior issues, including a behavior contract that Troop Leaders can utilize to set expectations with a full group or an individual girl/parent. If you need additional information, please reach out to your Volunteer Support Coordinator. Additionally, resources are being developed as a part of the strategic plan. Should you have suggestions on valuable tools or resources about this topic please let GSHPA know, using the feedback@gshpa.org email.

A new leader is trained when they start, however, when that leader moves up to the next “level,” is training available? Ex: Brownie leader moving to Junior, etc.

There is not currently level specific training available; however, GSHPA and GSUSA are both working on additional trainings and support strategies for leaders in these roles.

Can the Volunteer Webinar Series be available for viewing at a later date? So if we can't make the night it happens you can view it another time.

The Volunteer Webinar Series has been recorded and can be requested for viewing.

When does the restructure (for volunteer support coordinator) start?

The new structure and Volunteer Support Coordinator role begins with Early Bird Membership, on April 1.

Our Service Unit cannot get a quorum to elect delegates. What can council do to help us get the quorum and get delegates? Meeting over the web? It's unfortunate that girls must suffer as well as volunteers because leaders will not show up to vote. We have reached out to older girls as well.

Please talk with your Volunteer Service Coordinator about how to communicate and encourage attendance at meetings that impact the governance process. Your VSC can bring the Regional Director responsible for your area into the discussion, for additional support and assistance.

I don't see 226 on the Toolkit slide. Is Wi-Fi needed to use it? I don't have a lap top to bring to meetings nor Wi-Fi. Yes - the VTK is primarily an online resource; for troop leaders to review and select the segments and activities that meet their needs. Pieces can be downloaded and printed for use at meetings and during planning sessions.

Toolkit webinar would be nice. Even better if recorded to watch and re-watch for questions in the future. There are 4 new tutorial videos in production that are set to be released in early April.

I had a friend reach out to me trying to find Daisy troop in the Central York School district. I think we might be missing out on some girls in that area. I just met a girl today at the cookie cupboard who said she had to wait 3 years before she could find a troop in her neighborhood.

I had a parent who tried to become a volunteer. She sent her clearances in via email twice and was told Council never received it. The best way was to hand deliver to York Office. I have to keep asking Council if the potential volunteer has

been approved. How can we make the process better to let the leader know if the person is approved?

Thanks for the detailed information. We are always seeking to improve, simplify, and streamline the application and onboarding process for volunteers. We try to keep the process moving as quickly as possible without cutting any important corners on background checks or other required information.

Just checking to make sure that "open" means that a new person will be doing that?

Yes - "open" means that position is not yet filled, and we are actively interviewing to select the right person for the Volunteer Support Coordinator role for that area.

If you have already volunteered for a work group but have not received any additional information, what do we do to reach out?

Strategic plan work groups are scheduled throughout the three-year plan. Some work groups have begun meeting, but others will begin meeting at a later date. To find out more information about your specific areas of interest, you can reach out to your Regional Director at memberservices@gshpa.org or 800.692.7816.

It is really that we don't get told who the new people are nor do we know the new staff. And it always happens. We need to know comings and goings.

We continue to focus on improving communication with all active volunteers through monthly volunteer communications sent directly from the Volunteer Support Coordinators. By shrinking the territories for the Volunteer Support Coordinators, our goal to provide more timely and accurate information. If at any time you are unsure who to contact, you can reach out to your Regional Director and they can make that connection for you. Additionally, the MarComm team is working on a photo and profile project for each staff member that can be posted on the GSHPA website, and shared on social media platforms.

CAMP

Why are there no horse camp or high adventure camps offered?

There are themes available for girls to choose during specific resident camp weeks, so they can explore the horse program and high adventure activities. If a girl is looking for a specific type of activity not offered at resident camp, many times one of GSHPA's program partners may offer it. Please contact Member Services and we can guide you to the right program for your girl, troop or service unit.

Will you review the outsourcing of the horse program this year?

As with all programs, GSHPA conducts surveys after programs have been offered, to find out the opinion of girls who attended the program. The same assessment of the Graceful Acres horse camp will take place after the summer camp program ends in August.

Is Council support SU Summer Camps?

Yes, absolutely. We are happy to support and help promote SU summer camps, so more girls have access to outdoor experiences.

Why is there only one camp offering Summer resident camp?

This was a change two years ago due to high operating losses and low enrollment.

Why is resident camp 1 week shorter?

Resident camp is actually three weeks shorter, as we saw very low enrollment numbers during those weeks that were in late summer, particularly with schools starting earlier.

We had folks trained last year in low/high ropes at Camp Archbald. More than half of those trained supported at least 4 SU troop events during the year. 1) Do we need to recert this year? Or 3 years? 2) When will you schedule training again to increase facilitator pool?

No, you don't need to necessarily recertify every year. Rules as they relate to this topic do change, so it is important to regularly check Safety Activity Checkpoints. We are currently working on opportunities with SOCA and other organizations to schedule additional trainings. Please follow us on Facebook and watch our events calendar for more information.

Just some feedback on resident camp as the leader of a Cadette Troop--many of the weeklong camp opportunities seemed to feel rather childish to my older girls. I know of 2 girls who are opting not to attend this year because camp offerings seemed too young.

I'll pass this on immediately to our camp program staff so we can be very clear about challenging older girls. Very much appreciated.

Is the riding program part of Family Camp at Camp Small Valley?

No it is not; only for the resident camp portion of the schedule.

What camps are available in the York County besides the GSHPA camps, since many of our lovely GS camps were sold?

Check with your local YWCA and local recreation organizations. They will have local camp options available that are not GSHPA-related. Additionally, we would strongly suggest that you look to local and state parks, such as Gifford Pinchot and others.

FALL PRODUCT

When will we get more profit for the nut/candy and magazine sale? Profits have been the same for troops for at least 30 years even through the prices for nuts/candy have risen.

GSHPA reviews the allocation amount to troops on a routine basis. Although prices have increased, so has the cost paid to the program vendors. The profit has remained

flat over the years due to the vendor price increases. Further analysis will be performed this fall to determine the potential of increasing the allocation based on the current vendors. GSHPA understands the amount retained by the troops is small in comparison to the amount of effort required by volunteers. The council plans, with strong input from volunteers, to explore other options regarding the fall program once the contract with the current vendor expires.

Why is it when girls email for nut sales that the person we send an email to get an obnoxious amount of emails bugging them to buy?

This is a setting in UNIFY that unfortunately GSHPA cannot edit. However, customers can always unsubscribe to emails. The Product Program Team will put a focus on this information in next year's trainings.

Could Fall Products be less chocolate and more nutritious?

GSHPA determines order card items based on sales/trends. All items are available online, but the Product Program Team will look at reviewing the items on the order card for next year.

Our issue with Fall Product is that many of the schools in our Service Unit sell the same items during the same time.

Many Councils do not participate in the Fall Product Program. We understand that it is a busy time of year with many other sales going on, however, we want to offer the opportunity to participate to girls and troops who are interested.

COOKIE PROGRAM

People weren't happy with the cookie mailings and that leaders felt that mailings bypassed them. Expense?

All cookie mailings were also provided on the GSHPA website and to Service Unit volunteers. Our goal is to educate and inform all participants. Many of the outreach efforts are paid for by marketing funds that Little Brownie Baker contributes to the success of the Cookie Program, so GSHPA isn't paying for all of the outreach efforts. Suggestions and feedback are welcomed by the Product Program Team.

Are we able to change the Cookie Season start date back to where it was for next year? We lost so many sales through other troops starting earlier. Also, Cookie Booths too!!

Every Girl Scout Council determines the time frame for their own programs. Due to volunteer feedback, we adjusted this year's Cookie Program timeframe. This will also be considered for the 2020 program.

Once you have registered for Digital Cookie, how do you "publish" your site to send emails to get online orders?

Parents with Girl Scouts 13 years old and older must pre-approve the site before it is published. If help is needed, please reach out to Member Services.

Will girls in the S'mores Executive Club be renewed doing Early Bird and receive the Early Bird patch? Yes. Member Services will take care of renewing the girls who have attained the S'mores Executive Club automatically, and will make sure that these girls receive EB patches.

Can we PLEASE have cookies from Day 1? No more pre-order.

The Product Program Team appreciates all feedback. This is something we will consider in the future.

Have we ever considered fall cookie sales instead?

This is something we have discussed, but this is not a change we are able to make at this time.

The cookie delivery should be before Girl Scout Sunday. We have a lot of sales if troops participate in the church's services.

The Product Program Team has received this feedback and will certainly make adjustments for the 2020 program.

SPECIAL EVENTS

We love the STEM Expos, however, one is scheduled during Cookie Booth. The request from our leaders is not to schedule those in Cookie Booth Season.

Thank you for that feedback, we are looking to adjust our programs to also include the fall.

Why does it take so long to get events advertised?

If you have an event that you want posted on the GSHPA event calendar, please contact your Volunteer Support Coordinator who can submit the info to be posted to the calendar. If you have a specific timeframe in which you would prefer to have the event posted, please provide that detail to your Volunteer Support Coordinator so your event posting can be expedited.

Will Cadettes receive the official Badges they'll be working on during the STEM workshop at Penn College of Technology?

Cadettes will receive the Spark Curiosity patch at the event; and will have a record of what badge work they've done at each event, so troop leaders can order specific badges for each girl.

So will they have met all requirements for those badges at the STEM workshop, and leaders can simply order the badges?

This isn't something we can make certain of; however, we do our best to encompass all activities for girls to earn badges during these events.

Please share STEM/STEAM dates.

STEM Lab at Penn Tech College - Sat March 23; GIRL Create at York Expo Center - Sat. April 27; GIRL Innovate at Pocono Raceway on May 4. All events are on the events calendar at gshpa.org.

The STEM Expos worked so well because we had dates in September. I know they might have been on calendar but they should have been out to us along with other dates i.e. cookie sale this year.

Thanks for the feedback. We completely understand that the earlier you have information about large scale events and activities, the better you can plan for your girl activities.

When is “Tents Up” day? (needs to be scheduled @ Camp Archbald so we can schedule help) (2 months in advance)

This was adjusted back to the regularly scheduled date and can be found on our events calendar.

When will we get an agenda for Camp Archbald (Adult Enrichment) Volunteer Getaway Weekend so we can promote it?

This will be shared once planning is complete.

GOLD AWARD

Why pick Mother’s Day Saturday or and Saturday for the Gold Award dinner? These are college graduation days.

We understand that May 11 falls on a busy weekend. Unfortunately, due to juggling other events and the availability of the location of the event, we had to select this date. We will certainly take into consideration this feedback in looking at future Gold Award Girl Scout dates.

How many girls do have the Gold Award now?

For the 2019 event scheduled for May 11, there are 84 Gold Award Girl Scouts who earned their award, who have been invited to attend the celebration event.

Have you made decisions about Gold Awards being done at Camp Archbald and other camps?

Yes, girls are now permitted to submit a proposal for a Gold Award project that will directly impact Girl Scouts and/or a Girl Scout Property. Gold Award projects are directly aligned to a girl's passion. If she feels strongly about her project benefiting a specific property, she is welcome to submit a project proposal outlining her plan. Girls will still follow the same process utilizing the GoGold website to submit a proposal to GSHPA. The approval process follows, so each girl can move forward on the start of her

project. Each girl will be informed of the process upon submission of the proposal. Please note, depending on the scope of the project, a proposal may need to be reviewed by our Property Committee, and/or Director of Facilities.

OTHER

Would you be willing to change the August 6, 2019 Harrisburg meeting, due to that night is National Night Out for safety?

Harrisburg Governance meeting will be on August 7, 2019.

Does GSHPA have a way for volunteers to recognize a staff member?

Please share your feedback either with your Volunteer Support Coordinator or your Regional Director and she will pass along that information to GSHPA leadership for recognition and celebration!

Information from Council assumes everyone uses technology. But some leaders and parents don't use email or have smart phones.

Email, social media, webinars, and the website are frequently used as the fastest way to get the most up-to-date information to the largest group of people at the same time. However, Volunteer Support Coordinators are available via phone or in person meetings to provide information as needed as well.

Is council collecting any data on Cub/Boy Scouts competition? Competitive intelligence?

GSHPA continues to monitor membership trends and program activities across its 30-county market to determine if the marketplace competition is having an impact. We also monitor any miscommunication or confusion that events or program partners portray in advertising Girl Scout events, and ask program partners to change their messaging to distinctly promote girl scouts not "scouts." GSUSA tracks any advertising or promotion at the national level.

I'd like to invite York (Behind Bars) girls to Dover Day Camp

Thank you for that and we would love for you to invite them! We will make certain that you get that information.

Surveys are nice but what about face to face meetings again?

We understand that personal meetings are sometimes the best way to provide updates and address specific situations. The reality is that technology also allows us to conveniently and cost-efficiently share information and updates across our large market.

We have had several difficult custody issues to handle within our troops. Are there any standard guidelines on how to handle these sensitive issues?

There is really no one clear answer for custody issues due to the fact that many of them have unique rules and requirements. In general, we suggest that parents address

issues amongst themselves, but if you receive specific requests or questions, reach out to your Volunteer Support Coordinator for support and assistance.

I am in my second year of leading a troop in my area. I would be interested in providing feedback for the new leader focus group.

Terrific - we would love to have you involved. I'll make sure your name is included in this area of the strategic planning work groups. Thank you!

Did Suzanne Moore step down from CEO?

Suzanne is serving as both Chief Operating Officer (COO) and interim CEO, until a permanent CEO is hired.