

REGIONAL MEETING QUESTIONS

NORTH HAVEN

Q: How was information regarding this process and meeting shared?

R: Service Unit meetings, trainings, website, selected mailings, e-mails & E-Blast.

Q: If the non-troop affiliated members are not active on a local level, how can they continue to be included?

R: The Council is aware of the challenges the growth of membership has presented and is looking at all avenues available to ensure that lines of communication remain open and the methods of communication used meet the needs of all members.

Q: How is the Girl Scouts of Connecticut website being used?

R: The website has been newly revised so:

- The website is the place to go to find information about Girl Scout of Connecticut
- The Council understands that there also needs to be alternate ways for non-computer connected people to receive information
- Size matters – with the increase in the number of adults and girls comes the increase in the cost of mailings, printing and postage. The Council is evaluating how it can effectively provide services and meet the needs of the membership as it relates to communication and disbursement of information
- Size matters – Girl Scouts of Connecticut has been fortunate to receive in-kind services from a local Connecticut company for the brand image for Girl Scouts of Connecticut. The Cookie commercials and Summer Camp Book are examples of this service. New Girl Scouts of Connecticut material designs will be coming out soon as another result of this service

Q: Will the following issues with the cookie sale be reviewed?

- *Timing of the closing of Service Unit Cupboards*
- *E-Budde configuration for entering booth sale boxes*
- *Cookie Evaluation - Survey Monkey – volunteers unable to get in to take survey*

R: There will be an evaluation dinner for Cookie Managers where these concerns can be addressed and these issues will also be brought forward to the necessary departments.

Q: How will the different levels of governance communicate?

R: Meetings, phone calls, on going e-mail communication and postal mail. Each Region will also use the same agenda for their Delegate meetings so information will be consistent.

Q: When will the magazines from the QSP program arrive?

R: There is a 1-800 number that can be called and Reader's Digest also has a website where subscriptions can be tracked.

A suggestion that the Council should take a more active role in contacting local businesses such as Stop & Shops and Wal-Marts on a corporate level to help local volunteers secure Cookie Booth locations rather than leave it to the local managers of these businesses was voiced. It was

noted that the use of the same business differs from town to town and more places have refused the use of their sites as Cookie Booth locations.

Q: When will the upgrades that Legacy Councils had put in place for their properties be done?

R: Anne Hayes, Chair of the Property Committee noted that if there were designated funds for projects in a Legacy Council the projects will be done.

Financial audits from the Legacy Councils need to be completed and funds must be legally defined to move forward on such projects. There are some instances where only partial funds were raised for a project and now those projects will need to be evaluated and plans put in place to address them.

Q: A Legacy Council had hired a master planner and a plan was designed for the properties, will this be done for all the other Legacy Council properties?

R: A master plan will be designed for the 31 hundred acres of property owned by Girl Scouts of Connecticut.

Q: Why the same number of weeks of summer camp has different costs depending on the camp?

Response: Each camp has different operating costs and offer different amenities.

Q: Will the fees for using camps by troops remain the same for all camps?

R: yes, the fees are the same for troop camping for the use of all camps.

Q: How much of the proceeds from a box of cookies go to the Council?

R: A definite figure was not provided since it is the first year and final calculations have not been made. Mentioned, were factors to consider when reaching this figure - the cost of the cookie, the troop profit, and the cost of incentives offered the girls.

WINDHAM, TOLLAND AND NEW LONDON

Q: Will there be a toll free line to Hartford?

R: The telephone systems and toll free lines are being evaluated at this time. This suggestion will be taken into consideration during this process.

Q: Why are girls not allowed to vote on the board?

R: The intent of having girls on the Board of Directors is two fold 1) it is a learning opportunity for girls and 2) it is an opportunity for Board Members to understand the perspective of the girls while making decisions. The Board members are experienced individuals who make fiscal and policy decisions.

Q: Can cookies be sold in the fall rather than winter?

R: The Cookie Sale Program is one that many girls look forward to participating in. In the fall many of our newest members are not ready to take on such a large money earning project. Many troops are not even registered until after November. Every year we do look at the sale dates and we will continue to evaluate the timing of the sale every year when we review.

Q: How do we compete with QSP in schools?

R: The QSP program is a family and friends sale and does not take as much coordination. We will continue to offer a small window to have cookie booth sale in the fall around Election Day for those who are ready.

Q: Membership costs?

R: Membership cost is \$10.00 per girl or adult registration. All of the funds collected for Registrations are given to GSUSA. No part is kept by the local council. The cost of membership registration will be a matter on the agenda at the National Conference in October, 2008.

Q: Why is there a restriction for delegates from same town?

R: While Girl Scouts seek to have full representation from the around the state, there is no restriction from having multiple delegates from the same town.

Q: How does a town switch to a service center which is closer to the town?

R: Any service center is available to help our volunteers. There would be no need to switch. For example if the volunteer is looking for a more convenient Daisy Knapsack, or if they need to pick up program level books, etc. they may visit whichever service center which is most convenient. However, membership staff have been located to serve a large geographic area so your MMM or Director may be housed in an inconvenient location. Membership and Marketing Managers as well as Directors of Membership are flexible and make themselves as convenient as we can to our volunteers. Contact your Membership and Marketing Manager about your needs.

Q: Financial Aid form for girls?

R: All Financial Assistance requests are current. To date we have received and processed 290 requests for Financial Assistance, totaling \$11,198.99 and 83 Daisy Seed Applications, totaling \$5,746.00. If you have any concerns please contact the registration department.

Q: Why weren't the camp brochures mailed?

R: As a statewide council – we have provided increased opportunities for camp settings and programs which requires a larger, more comprehensive – and unfortunately, more costly - book to produce. Ideally, we would love to mail camp brochures to every Girl Scout – however, we are now serving over 50,000 girls. The printing and postal costs were too prohibitive. But we made, and continue to make, every attempt to make the Camp Brochure available to every girl that is interested in camp. That includes posting it on our website in a prominent position, having printed copies available in every shop and service center, and bringing printed copies to Service Unit meetings for distribution.

HARTFORD

Q: Will we be able to have Downloadable – Logo, Forms, Flyers, etc?

R: The Girl Scout brand is an extremely valuable and iconic brand and we protect it dearly. We will never post or hand-out the logo without understanding the intent of the need and approving its usage. If a troop or Service Unit needs to use the logo for some type of communication – they should work with their Membership and Marketing Manager to coordinate. For items that are

being produced by a licensed vendor (i.e. – patches, t-shirts, etc.) you will need to work closely with the Communications Department for approvals.

Flyers and forms continue to be developed by the communications department. Templates are being produced and made available either by print or PDF. On the website – bandwidth is precious real estate. Word documents use up too-much space to post. In addition, they are able to be revised or edited at-will, which leads to forms not being completed in-full.

For the future, the web-content manager is working to establish which forms will be created as “interactive” documents – in-other-words – those which you will be able to fill in and submit vs. printing off and mailing. Please let your Membership Marketing Manager know if you have a particular form that you feel should be one of the first “interactive” forms created.

Q: Girls with Special handicaps need more time for Gold/Silver awards. Can there be an exception for this?

R: As GSUSA states, girls who are developmentally delayed may have until the completion of their 21st year to finish their Gold Award. It is important for the girl or the family to self-identify this need prior to beginning the Gold Award Project. For both the Silver and Gold Award, all girls are asked to choose a project that meets expectations of an award project, yet it is to be done at each girl’s ability level.

Q: Could the store be opened for one evening a week or a month?

R: We are developing a survey to determine the needs of the membership for each of the shops in the state for the coming year. This survey will be available at the shops and on-line in May and/or June. Expansion of hours of operation for the shops are included in this process.

Q: Can we cut down on service unit manager meetings by utilizing E-Blast? Need dates, times and agendas way in advance?

R: Our hope is that volunteers realize that the creation of GSOFCT is a fluid process and we are making every attempt to keep the girls and the volunteers foremost in our minds. In an attempt to keep the volunteers informed on matters concerning the new organization, Membership staff are working diligently with individual Service Teams, attending Service Unit meetings as well as addressing any individual questions/concerns that are brought to our attention. We encourage volunteers to attend their Service Unit meetings and help us to ease the process by supporting each other.

Q: Monies donated are currently limited to \$200. Why and can we change this perhaps with approval from the council?

R: The Troop/Group and Service Unit Gift Acceptance Policy in the amount of \$250.00 was created and passed by the Board of Directors of GSOFCT. Any member can affect a change in this or any other policy through the governance process by making your concerns known to your Service Unit Representative and/or Regional Council Delegate.

WILTON

Q: What is being done to stop the abdication of Volunteers?

R: Each membership year Councils experience an annual volunteer attrition rate of 15 to 20 percent. We anticipate that this figure might be slightly higher this year due to realignment. GSOFACT is aware of the transitional issues that have affected our volunteers during the realignment process. Attempts are being made to address the volunteer concerns as they arise. We thank you for your patience as we all move forward in the process.

Q: Why them and not GS people doing camp set-up?

R: We hold Camp Care/Love Your Camp days at our sites, and encourage troops/families to come out and help prepare the camp for the upcoming season. In addition, troops are always welcome to do a service project or help with specific tasks such as putting up or taking down canvas. Community groups also help in this process, and we are happy to collaborate with them.

Q: Need a camp brochure w/info about individual camps that troops can camp at?

R: Pages 84 – 89 of the Program Book contain descriptions and directions to our camps. Currently there are “virtual tours” of some of the camps at www.gsofact.org . Additional tours will be added as the photos are obtained. The Volunteer Resource Guide, due to come out in August, will have a section containing site information.

Q: What do staff have to do with this regional delegate system?

R: Staff role is to keep updated contact information and facilitate communication.

Q: Why haven't empty board slots been filled?

R: The Nominating Committee like the Board was just put into place on Oct. 1, 2007. They are in the process of gathering nominations.