



All District Delegate Meeting
January 30, 2017
from 7:00 PM to 9:00 PM

Our Savior Lutheran Church, 1400 Route 52, Fishkill, NY 12524

Meeting Minutes

- **Meeting Called to Order** at 7:15 PM by Erik Andersen
 - Pledge of Allegiance
 - Girl Scout Promise

- **Introductions** by Pam Anderson
 - Board of Directors in Attendance
 - Erik Andersen – President
 - Anna May Wiede – Vice President
 - Sue Pulcare – Member at Large
 - Randi Rios Castro – Member at Large
 - Shawn Parker – Member at Large
 - Cathy Corbin – Retired Board Member
 - National Board Delegates in Attendance
 - Amelia Roger
 - Patricia Page
 - Ana Lucia Teran-Stasilli
 - Awinita Stasilli
 - GSHH Staff in Attendance
 - Pamela Anderson
 - Patricia Page - CFO
 - Karen Bobay – Chief Human Resource Officer
 - Hada Reed – Chief Mission Delivery Officer – unable to attend
 - Dorothy Forcina – Chief Marketing and Development Officer
 - Regina Shaver – new Director of Retail and Product Sales
 - Amanda D’Ambrosio - new Director of Recruitment
 - Octavia Ford – Director of Program
 - Mary Benes – Director of Membership and Volunteer Services
 - Eileen Hickey – Director of Business Operations
 - Jane DeVito – Membership and Volunteer Service Manager

- **Delegate Role Overview:** Sue Pulcare (Tioronda, 3 years on the board)
 - Delegate role is the structure in place for the Board of Directors to communicate to all Service Units.
 - New Delegates were invited to participate on a training webinar. Webinar is on our website at <http://www.girlscoutshh.org/content/girlscoutshh/en/our-council/our-structure.html>. Scroll to the bottom of the page for the link to the webinar.
 - Reviewed Volunteer Council Delegate/Alternate roles and responsibilities in packet (located on website at: <http://www.girlscoutshh.org/content/dam/girlscouts-girlscoutshh/documents/Governance/2016%20Delegate%20Alternate%20POSITION%20DESCRIPTION.pdf> .
 - Next Annual Meeting is April 22, 2017 at the Putnam National Golf Club
 - Important for all District Delegates to attend.
 - Need help of all delegates to get the message out to all Service Units that were not represented that this is an important role and they must attend the April 2017 Annual Meeting.
- **SWOT Analysis:** Sue Pulcare – Provided an overview of the SWOT analysis and explained that the objective was to gather information from the Delegates because one of their responsibilities is to help determine the general lines of direction for Girl Scouting for Girl Scouts Heart of the Hudson.
 - Sue Pulcare asked each table of Delegates to identify at least 3 things about GSHH in each category:
 - **Strengths**
 - **Weaknesses**
 - **Opportunities**
 - **Threats**
 - Forms collected by Board Members.
- **Membership and Recruitment : Mary Benes and Amanda D’Ambrosio**
 - Presented the state of GSHH Membership (see attached presentation with notes)
 - Ease of renewal
 - Role of GSHH Recruiters
 - Opportunity Catalog
 - New troops formed after 10/2015 with less than 12 girls are going into the Opportunity Catalog.

Questions/Comments

- Gail Sullivan, Lakeland East: Zip code search does not show any opportunities (and they exist) for their school district?
 - Response: Amanda and Mary will research and advise.
- Pat Allen, Larchmont/Mamaroneck: We individual members (Juliettes) that are new to Girl Scouts and we have no material and have no support from council. If a girl was already a Girl Scout and her troop disbanded, she is familiar with the various ways to participate. How do you recommend new individual girls are supported?
 - Response: Mary will review and advise.
- Meredith Foy, Fishkill: What is the process for girls when they register and cannot find a troop in their area?

- Response: A girl can either stop the registration process if they find nothing in the Opportunity Catalog. They are contacted by GSHH to see if we can assist them in finding a troop. Or, if they finish the registration process and become a member, GSHH has a report to review and try to place the girl in a troop.

At this time, we have 365 girls who registered and we have a process to try to place the girls.

- **Property Update: Patricia Page**

- Girl Scouts Heart of the Hudson has 19 pieces of property, totaling > 1000 acres.
 - Transaction with Scenic Hudson was completed in FY 2016. Background for Delegates from previous meetings:
 - *Scenic Hudson, a non-profit organization dedicated to protecting and restoring the Hudson River Valley, and Girl Scouts Heart of the Hudson are collaborating on a plan to conserve the 360-acre Camp Addisone Boyce in a way that maintains the camp, ensures that excess acreage is protected, while providing Wednesday, February 15, 2017 funds that will allow GSHH to invest in the long-term sustainability of the council*
 - *The main camp area- about 110 acres- will remain under GSHH ownership and control and will be permanently protected through a conservation easement. Future expansion of camp facilities will be allowed under the easement, ensuring flexibility. Public access will not be permitted within the 110- acre camp.*
 - *This conservation transaction is intended to ensure that the important ecological values (steep slopes, ridge-tops, contiguous forest, threatened species and wetlands) and scenic resources (rural character of the property as seen from public roads, the Appalachian Trail, the Timp and other viewpoints within Harriman/Bear Mountain State Parks) of the property are safeguarded in perpetuity; all while not changing ownership and usage of the most heavily improved portion of the property by the Girl Scouts.*
 - *The remaining forested land, about 250 acres, will be purchased by Scenic Hudson as part of its charitable conservation mission. Scenic Hudson plans to work with New York State to add these lands to the adjoining Harriman/Bear Mountain State Parks. The trails will be open for public enjoyment and Girl Scouts will continue to access and use the land.*
 - *Girl Scouts Heart of the Hudson will retain use of the camp and immediate surrounding land while benefiting from lessened land-management responsibilities and an infusion of capital that will enhance all of our facilities and programs. Scenic Hudson will advance its nonprofit conservation mission by working with Girl Scouts Heart of the Hudson to protect from development a large area with great natural, scenic and wildlife assets, while ensuring public enjoyment of the adjoining 250-acres.*
- FY 2016 finished the year with an operating surplus, even without the CAB transaction.
- 2015 – 2016 Property accounts for 15% of the GSHH budget, approximately \$1.3M.
 - 2016 – 2017 Property remains 15% of GSHH budget.
 - Includes approximately \$600,000 of capital projects.
 - Goal is to diversify revenue sources to support property.
- 2015 – 2016 GSHH spent > \$200,000 was spent in capital improvements. Improvements included

- Camp Wendy
 - Astronomy tower
 - Climbing wall
 - Ropes
 - Fence around ropes course and climbing wall
 - Filled in pool
- Camp Addisone Boyce, Rock Hill and Camp Wendy
 - Improvements to zip line and ropes course
- Purchased tractor and fixed various vehicles.
- Upgraded Pleasantville with wireless.
- Goal is to upgrade all program centers with wireless.
- Rock Hill scheduled to have wireless within 2 years.
- 2016 – 2017 Property Improvements include:
 - Camp Addisone Boyce: Dining Hall will be winterized, enable indoor sleeping and will have an indoor boulder wall.
- Long term goal – upgrade all properties to be ADA compliant.

Questions/Comments:

- Hastings: Has Crestwood been renovated and is it ADA compliant?
 - Response: Patricia Page: Yes, it has been completed.
 - Mary Ann Tanico, Service Unit: Little Tor/Woodglen: What about plans for Birch Ridge?
 - Birch Ridge is currently being rested. No current plans for property
- East Fishkill: What about Camp Ludington?
 - Camp Ludington is scheduled for a new roof.
- Erica Gorycki, Tuckahoe/Eastchester: What about improvements to the Tuck/East House where Rocky Brook Day camp is?
 - The Service Unit raised \$50,000 for improvements, which have been completed. They have a pending reimbursement grant submitted by their legislator and if they receive the funds, phase 2 of improvements will start.
- Pat Allen, Larchmont/Mamaroneck: At the beginning of each year, how can the Service Unit get information about the property improvements to any property in their community?
 - Good idea. Property will work with MarComm on best way to communicate this.
- **Bylaws Task Force Update:** Anna May Wiede & BK Munguia
 - Assisted by Len Andrews from Pro Bono.
 - Discussed the changes in the proposed bylaws vs the current bylaws (see attached Executive Summary from Bylaws Committee).
 - Copy of current bylaws and proposed bylaws included in packet (see attached).
 - Delegates and Alternates are asked to review bylaws and submit any questions or comments to bylaws@girlscoutshh.org .
 - New bylaws will be voted on at the Annual Meeting on 4/22.
 - Important for any questions to be submitted no later than 4/1 to allow time for Bylaws Committee to respond before Annual Meeting.

- Reminder, GSHH is still operating under the current bylaws.

Questions/Comments

- New Oaks: Are the changes in the new bylaws highlighted so we can identify them?
 - Response: Due to the changed in the NYS Non Profit Revitalization Act, the new bylaws are completely new. Moving forward, any changes to the proposed bylaws will be identified in the document.
- Service Unit: Question: How will delegated be updated with any changes?
 - Response: The GSHH website will have a copy of the proposed bylaws, a sample proxy form and all needed information. Any questions should be emailed to bylaws@girlscouthh.org
- Kerry Cambria, Chester: What will the delegates be voting on at the Annual Meeting?
 - Response: New Board Members presented by the Board Development Committee, new bylaws and National Delegates.
- Susan Kunkel, Apple Valley: Can the proposed bylaws be shared within our Service Units?
 - Response: Yes. The proposed bylaws will be included in the meeting minutes email.
- Service Unit: Question: Can the page numbers on the bylaws be changed to 1 of x format and add the watermark DRAFT?
 - Response: Yes, the proposed bylaws will have these format changes made and they will be added to the website.
- Andrea Lamantia, West Nyack: We don't meet again until the annual meeting. How will we make sure we are all updated on any changes and the recommendations that may come up?
 - Response: A spreadsheet will be created to track the suggestions with any notes, comments and posted to our website.
- Hillary Torres, Stoney Point: Can new versions of the bylaws have track changes?
 - Response: Yes. We will make that change.
- **National Convention: Pam Anderson**
 - October 2017 is the National Council Session of GSUSA.
 - There is a Save the Date in your folder and information is on our website at: <http://www.girlscoutshh.org/content/girlscoutshh/en/our-council/NationalCouncilSession.html> .
 - Each Council is allocated a specific number of delegates to attend the National Council Session and vote on various GSUSA issues.
 - National Delegate applications are due to GSHH by 2/15/2017.
 - A committee sill select the National Delegates and the slate will be voted on at the Annual Meeting on April 22.
 - We have a few of the National Delegates who attended the 2014 National Council Session in Salt Lake City.
 - Pam invited Awinita Stasilli to speak about her experiences as a Girl Delegate
 - Awinita discussed the wonderful experience, the voting on the voting on the Outdoor badges, and how the GSLI educate the young women who attended about issues facing them. She and the other girls who attended from GSHH brought back this information and helped direct the 1st Teen Leadership Conference.

Questions/Comments

- How will the National Delegates know what the agenda and topics to vote on?
 - In the Spring/Summer 2017, GSUSA will provide information to National Delegates, webinars and training will be scheduled.
- Meredith Foy, Fishkill: How are the logistics organized for National Delegates? What is the cost and accommodations?
 - National Delegates' travel will be organized and lead by GSHH.
 - Each National Delegate is asked if they can support the travel expense. If not, GSHH is prepared to fund those who cannot afford.
- Maureen Connelly, West Lakeland: I went to 2014 National Convention on my own. I extended my vacation. It was an amazing experience. At The Hall of Experiences, we had the opportunity for a first look at the Volunteer Toolkit, Digital Cookie and other great things. We are all committed to the movement and I would highly recommend this for all of you.
- **Pam Anderson**
 - Overview of folder content: Save the Date for the Leadership Luncheon, GSHH's only fundraising event, Save the Date for the Annual Meeting – April 22, information on our 3 summer camps, the 100th anniversary of Girl Scouts selling cookies and Annual Giving.
 - Adult Recognition Celebration and Annual Meeting Save the Date:
 - Saturday, April 22 at the Putnam Gold Course.
 - Please remember, we are currently accepting nominations for the Adult awards
 - These are National Awards, with national requirements
 - For more information, please visit our website, <http://www.girlscoutshh.org/en/for-volunteers/leaders.html>
 - Membership Dues increases
 - Current dues are \$15. Dues will increase for the 2017 – 2018 Membership year to \$25.
 - GSHH is working on how to use Cookie Credit cards to help pay for Membership Dues

Questions/Comments

- Elizabeth Vargas, Chester: Will the new \$25 membership dues be in effect for Early Bird?
 - Response: Yes, effective 4/1/2017, anyone renewing their membership during Early Bird will be charged \$25
- Elisabeth Vargas, Chester: Is there a family discount? If you have 3 daughters and you register, that is \$100.
 - This should be addressed at this year's National Council Session on family discounts.
- Will GSHH communicate to the troops, leaders and parents about the dues increase?
 - Yes, MarComm is working on a plan with Membership and Volunteer Services on the various ways we will be communicating this information.
- Do we know that the lifetime membership dues and the discounted lifetime membership for graduating high school seniors will be?
 - Not at this time. We are waiting for this information from GSUSA.
- Kerry Cambria, Chester: Why such a large increase in dues and when was this decided?
 - The dues increase was voted on at the National Council session 6 years ago. Please refer to the FAQ's in your package for more details. These FAQ's are also on the website at: <http://www.girlscoutshh.org/content/dam/girlscouts->

[girlscoutshh/documents/Membership%20Dues%20Increase%20FAQ%20-%20Final%20\(2\).pdf](http://girlscoutshh/documents/Membership%20Dues%20Increase%20FAQ%20-%20Final%20(2).pdf).

- Rosemarie Howard, Kings Ferry: This is double impact with the dues increase. We will have less girls, which means less sales for Fall Product Sales and Cookies. Why was this done?
 - GSHH is not happy about this either. It was voted on at the National Council Session, which is why it is so important for GSHH and all councils to participate with national delegates.
- Jill Tanney, Hillcrest / Hempstead: Your job as a delegate is to bring this information back to our service unit. At the National Council session, these issues with their pros and cons are discussed. We are all committed to the movement, and \$25 is still less expensive than most other extra-curricular activities.
- **Erik Andersen** – Results of SWOT exercise. (see attached document for additional SWOT information)
A summary of the topics that had several of the same responses:
 - **Strengths:** Customer Care (Customer Service), Quality of Programs, Camps, and Communications
 - **Weaknesses:** Communications, Inaccurate information, Not enough Service Unit Volunteers, Diversity of locations of council programming
 - **Opportunities:** College age alumnae, more face to face training,
 - **Threats:** Leaders need more training, losing girls to other activities

Questions/Comments

- Maureen Connolly & Gail Sullivan, West Lakeland: Why doesn't GSHH accept Blended Learning as a credential?
 - Response: GSHH will research this and what is needed to change our policies.
- Regina Godfrey, Arlington: As a liaison to our Service Unit, we have many questions on why new troops must have a minimum of 12 girls. Leaders should have some say on how many girls they want to have in their troop. Existing leaders don't have this minimum and new leaders feel "dumped on". I have a great co-leader and 12 is a lot of girls. We think this will "drive" leaders away from volunteering. Parents should not be able to add girls to a troop.
 - Response: Mary stated that based on GSUSA research, 12 is the number of girls that creates the dynamics to make the Girl Scout Leadership Experience worthwhile. Each troop leadership should be asking parents to support in some of the activities or positions. (i.e. cookie chair, annual giving chair)
- Ruth Hansen, Nanuet: Why do volunteers have to pay for their own background checks? It leaves a bad taste in their mouth. I know it's only \$6.25, but it's the principal. Also, my co-leader was background checked 2 years in a row.
- Pat Allen, Larchmont/Mamaroneck: The process for background checks takes a long time. For example, I have one leader from another county and did not have a social security number and another leader did not want to give her social security number because her identity was stolen
 - Response: The process of the background check and the cost for the individual is to eliminate GSHH as an intermediary and ensure confidentiality for the volunteer. No information is shared with GSHH. In addition, if any situations that are out of the norm, like mentioned here, please contact Customer Care and they will look into the issue.

Results of SWOT at Delegate Meeting January 30, 2017

STRENGTHS

Customer Care – 6
Quality and variety of Program – 5
Camps (property) – 4
Communication – Currents, Headlines and Happenings and Website, 800 number – 3
Volunteer Toolkit – 1
Board Members – 1
Volunteers – 1
Facebook to face training, webinar – 1
Pleasant Staff with a positive attitude – 1
Cookie Sale – 1
People orientated relationships – 1
New Leader Training – 1

WEAKNESSES

Programming – locations, slots, cost, variation, multilevel, older girl, STEM, Journeys – 12
Volunteers- lack of leaders, parent participation, SU volunteers – 5
Technology – support , on-line registration & ebudde, not mobile friendly, website directory – 4
Training – too much online – webinar not helpful for new leaders, Blended learning, training in community more of a presence – 4
Communication – response time, misinformation (including who is in charge of what) 3
Inaccurate membership record keeping – 2
National level programming and utilization - 2
Staff retention – 1
Property if not used - 1
Promote Outdoor and camp skills - 1
Not enough trained facilitators for low ropes and archery – 1

OPPORTUNITIES

College alumnae age 21 – 26 - 2

Training – face to face – 2

Grants – 1

STEM program in schools – 1

Additional Outdoor Opportunities – 1

Communication between Volunteers and Council – 1

Leadership development – 1

Extend store and phone hours – 1

Mentoring SU Managers – 1

Current available Technology – 1

Camp Wendy's new facilities – 1

Travel opportunities with financial assistance shared with other councils – 1

Trips – 1

Once a year adult opportunity face to face – 1

THREATS

Lack of volunteers- recruitment , losing leaders and volunteers, parents leads to loss of girls – 5

Lack of financial support – 2

Lack of Staff – 1

Social Media – 1

Lack of training in general including outdoor and scouting skills – 1

Not keeping up with modern computer technology impacts communication – 1

Dependency on paper forms – 1

Lack of outdoor experience - leaders do not want to camp – 1

Leaders need more training - 1

Security of meeting – info available online to public – 1

Closing camps – 1

Other activities take girls away – need materials, promotions to older girls for continuation of girl scouting – 1

Difficulty in registration (event / training) leads to low attendance and frustration – 1

Lack of programs – 1