

Viva Village Governing Council Notes Monday, November 6, 2017

Members Present: Kathe Fradkin, Kathy Brown, Larry Brown, Rae Coleman, Bonnie Barksdale, Janet Cruz, Carol Moynes

Recognitions:

- Appreciation for our two newest office staff: Karen McCune and Barbara Walker.
- The new Membership Team for their excellent organization
- Villages NW for the annual meeting and all they do
- To all the members who attended the annual meeting and showed support
- To the volunteer team for taking responsibility for all volunteers.

Resource Development:

- Viva Village transportation numbers for October 2017: 38 trips, covering 230 miles, and actual driving time of 13 hours. All of those numbers are twice as much as those from September 2017. Fifteen of the trips in October were for medical reasons and 16 for recreation.
- The current bylaws regarding eligibility to be on the Governing Council were discussed and a proposed change to the wording was offered by Larry. Immediate agreement was not reached, and it was decided to discuss further in a later GC meeting.
- The process for granting Membership Fee Assistance was discussed and documented with a flow chart and the Membership Assistance Self-Certification form. Larry proposed that applying members be allowed to self-certify their income as well as their medical expenses for purposes of fee assistance. It was agreed that this was acceptable.

Membership:

- We currently have 55 memberships. Goal for year end is 60.
- The Membership Transfer Policy and Procedure as proposed by Villages NW was verified and approved.
- Kathy, Kathe, Rae, and Janet comprise the new Membership Team. Their goal is to increase communication with the volunteers involved with membership.
- Kathy will give out the assignments for the 360 interviews in the next few days.
- The next Member Meeting is planned for January 13th.

Outreach/Publicity:

- Kathe proposed that we adjust our documented focus to include only seniors aged 55 and older. Lyn Trainer is investigating the wording used in the 501c3. We agreed that we are focused on aging in place and seniors.
- The FAQs on the website are being revised as necessary.
- The team is connecting with senior communities for publicity.

- The team is making progress with outreach to younger demographics.

Volunteers:

- Kathy provided a Non-response Protocol that was reviewed and agreed upon. This will be discussed at the next Volunteer meeting.
- Kathy recommended the addition of 'Troubleshooter' as a Service.
- The next Volunteer Roundtable is scheduled for November 15th.
- Volunteers will be recognized at the Holiday Party and will be given a printed thank you.
- Services provided for October were as follows:

| Services Provided | October 2017 |
|--------------------------|---------------------|
| Household Support | 15 |
| Yard/Garden | 5 |
| Personal Support | 2 |
| Technology | 2 |
| Transportation | 26 |
| Vendor referrals | 1 |
| Total | 51 |

Data Management/Technology

Carol presented recommendations for modifications to the Request to Service Providers system email to include transportation information. Also, recommended the system email not be used for contractor referral. Both recommendations were agreed upon.

Events:

- Good turnout at Identify Theft meeting with 30% attending who were not members or volunteers
- The movie discussion group has disbanded for now but may start again.
- Other small events such as the Ted Talk, Thursday Social, and Book Club have consistently been increasing.
- Upcoming irregular events: Book Club on Nov. 14, Northwest Senior Theater Holiday Gala on November 17, Tualatin Valley Band Holiday Concert on December 3, and Giovanni's on December 4th
- Rae reported on the new Hospitality Committee who will work on the setup and arrangement of all events.

Leadership Team:

Larry reported on the plans for the move to the new office.

- He is currently waiting on Mark to finalize the lease which must be done before the move.
- Comcast has been contacted for the new wiring of internet service and will be ready.
- The current plan is to move on Saturday, December 2nd, starting around 10 am, packing boxes, using office staff. Someone will be hired to move the large furniture around noon.

Topics for next meeting:

- Membership eligibility for Governing Council.
- Revisit the distance issue for transportation.
- Office coverage during Christmas.