

Viva Village Governing Council Notes
Monday, October 2, 2017; 10:00 am – 12:00 pm

Present: Larry Brown, Kathy Brown, Carol Moynes, Janet Cruz, Rae Coleman

Missing: Kathe Fradkin, Bonnie Barksdale

Scribe: Rae Coleman

Recognitions:

- Volunteers and members who prepared and managed Member Meeting, Sept 23 and Atul Gawande event, Sept 25
- Chris Cooper for food preparation and presentation for Atul Gawande event
- Jean Feller for managing Facebook and quality of material she researches and makes available
- Jean Feller for consistent management of posts to Nextdoor.com
- Team supporting Friday openings of office

Resource Development Action Team : Larry

- Club Express has informed us there will be an increase in their fees beginning 1/1/2018: The monthly rates for Aging-in-Place Villages are:
 - The new minimum monthly fee is \$24 (up from \$20). This covers the first 60 primary members.
 - For active primary village members, the monthly rate increases from \$0.25 to \$0.28
 - For active secondary village members, the monthly rate increases from \$0.13 to \$0.14

For most villages, this change will result in a total increase of \$3-5 per month. For larger villages, the increase will be \$10-13 per month.

- We have a new HD extension cord and a cash box for events.

Publicity/Outreach: Kathe

- Our Business Engagement Committee decided not to renew membership to the Chamber of Commerce. The Village will focus on other opportunities with our volunteer resources (e.g., presentations to the Rotary Club, Lyons Club and other organizations)
- Ross Miller continues to reach out to congregations.
- Preparations are being made for the Health Fair at Elsie Stuhr on October 7.

Volunteer Action Team: Kathy

- The 1st VNW Volunteer In-Service is this Saturday. There's been minimal response. Discussed VNW Professional Advisory Group's purpose to provide extra training for volunteers who are going into people's homes. This workshop is not a training to do home assessments but for information and awareness.
- There are 3 prospective volunteers, one of whom is applying to be a driver.
- After the slow-down of service requests at the end of the summer, there seems to be a corresponding slow-down in volunteers responding.
- There is a current surge in ride requests, and despite the number of drivers on the books, it's been difficult to fill some of these rides. We've had to cancel several ride requests.

Services Provided	September 2017
Household Support	19
Yard/Garden	3
Personal Support	7
Technology	3
Transportation	6
Vendor referrals	11
Total	49

Services Cancelled	September 2017	Reason
Household Support	1	Member cancelled
Transportation	6	No driver available
Transportation	1	Member cancelled
Technology	1	Separately resolved
Total	9	

Membership: Kathy

Proposal to consider whether we could benefit from a central membership team that would coordinate the efforts of the pre-membership and the member advocacy teams. Since our launch, our original membership team has dissolved to be replaced by more specialized teams.

	As of 9/15/17		As of 10/02/17	
	Members	Memberships	Members	Memberships
Associate	30	22	30	22
Full Service	35	29	37	30
Total	65	50	67	51

- Discussion followed Kathy's proposal. With the original membership team no longer functioning there is no central team coordinating all the concerns of membership, including questions relating to service provision. Discussed difficulty for staff and members when requests not able to be filled. A membership team would be able to provide leadership, research concerns, and make recommendations to the Governing Council when necessary.
- Members present agreed that it would be valuable to reinstate a central membership team coordinating all the different aspects of membership, but due to the absence of Kathy, who has stepped in to manage the interview process and leads the pre-membership team. We will wait for her input in order to proceed further.

Data Management & Technology Action Team: Carol

- Club Express Enhancements now installed; edit possible only by person with admin designation.
 - Alert Enhancement: entered in Additional Member Data section; observable when service request entered. "!" indicates alert present; Special Instructions Enhancement: entered in Additional Member Data section; observable in box at bottom of screen when service request entered; can be removed if not applicable to service requested.

Events Action Team: Rae

- Atul Gawande Video Broadcast successful with 98 counted people present. \$246 collected to be divided with River West Village after expenses paid.
- Identity Theft & Scams: How to Stay Safe event scheduled for October 21 at Elsie Stuhr, Manzanita Room. 2-3:30 Sheriff's Fraud Division is presenting. Flyers available to help get the word out.

Leadership Team: Larry

- Tabling discussions on:
 - Decision on whether to continue travel to airport
 - How do we transition off Governing Council?
- Leasing a new office discussed. One first floor space currently empty in building; would add \$400 to rent. Location of office positive, building well maintained, rent includes utilities, cleaning. Move would be simpler if we stayed in building. Would not be penalized for breaking contract for current office. Group would prefer to know membership reenrollment rate before making decision but concern that space might not be available if we waited.

Decision to move forward and discuss possibilities with building manager, Mark.