

**Northeast Village PDX
Governing Council**

**July 13, 2017
Minutes**

Members Present: Margaret Baldwin, Susan Bach, Ron Laster, Anne Lindsay, Todd Coward, Vonnie Condon. Other attendees: Lewis Barrett, Pat Vivian, Helen Richardson

Meeting began at 3:04 p.m.

Minutes of the June 6/18 meeting were approved.

Committee Updates

Membership – Vonnie

Report on the Making Connections proposal:

This is the development of the previous concept of a “buddy system.” Making Connections is a proposed communication system between members that is intended to be two-way. The Membership Committee will follow up with new members after one month. The element of personal contact is important in keeping people engaged. Connections may also be between members and volunteers, and the Volunteer Committee is also involved. Many volunteers are signed up to do social visits, but are not being utilized and could help out in this capacity -- including making daily phone calls, checking on people in rehab facilities, going on short walks with members, etc. The goal is to promote social contacts within the Village. There is a suggestion for starting a group for volunteers engaged in social visits and connections.

There are currently two special-interest personal support groups – low vision and men’s cooking -- but there could be more. There is a suggestion for adding an emotional support group for members.

Question about Making Connections: Would the program go back through existing members to engage them, not just new members? Vonnie says that they will reach out to existing members. Anne suggests putting an article in the Village newsletter about it. Helen remarks that the program expands possibility of developing community within the Village.

A vote is taken and all are in support of the proposal. The Membership Committee will work out the details and report back to the board.

Anne suggests that if people are downsizing, there could be a collective garage sale, selectively curated.

Marketing (Todd Coward reporting for Jane Braunger)

The last Village 101 had four people attending, and three were interested in becoming volunteers. The September Village 101 will be held at Parkrose Church. There will be tabling at two upcoming events, the Fremont Fest and the Alberta Street Fair. At the Marketing and Outreach Affinity Group meeting, Jane proposed that all villages combine forces to take out a three-month ad in the Portland Tribune. The ad would focus on the Villages NW Hub. Ron suggests placing ads in neighborhood newsletters, which could be coupled with an article. Anne points out that it may be easier to get an article in a newsletter than to place an ad, and it may get better exposure. Rose City neighborhood newsletter suggested as a possibility. The article's theme could be the progress of the Village in its first year.

Question asked: Do we currently ask Village volunteers if they are interested in serving on committees? We do, but Vonnie says there is a need to reach out and personally call volunteers to engage them. Anne suggests people might be available to do specific things for a committee. We could use full-service members for tablings, as they would give good testimonials.

Volunteer Advisory Team – Margaret

Update deferred. The VAT is working on a new process using Club Express to have the office process requests for VAT referrals.

Volunteers – Helen

There are three or four new volunteers. The Volunteer Committee plans on expanding the number and types of questions during interviews.

Living Cully

There are now two members through the pilot project with Living Cully. Payment for their memberships has not been processed yet. Board members have some questions about the initial Living Cully member – we are unable to provide transportation because the member uses a wheelchair. This member hasn't made any service requests yet.

Communications

There is printed report from Ruth Romer and the Communications Committee with their findings and recommendations. Vonnie asks whether what's on the NEV website calendar intersects with the internal Google calendar. There are questions about who updates the Google calendar. A few people currently do it, but this seems like it could be an office function. Todd says it could be possible to sync both calendars (website and Google). We would separate internal events (meetings) from external public events on the calendar, ex. scheduling meeting space vs. events. The Communication report suggests using Google docs for meeting minutes, revisions, etc. There's a suggestion to move calendaring function to Office. Lewis says this is possible.

Google training for committees is suggested. Question: Should committees be required to take minutes? This would include documentation of proposals and important decisions. Vonnie says that minutes are a different type of documentation, and should be more private. Committees could use status reports instead for general consumption.

Todd says that the last newsletter was well received. Pat needs more content for the August website. There will be articles on the cooking group, a list of cooking resource websites, and an

announcement about an upcoming potluck. Anne suggests collecting recipes from members/volunteers for a book.

The report seems to indicate that the Communications Committee has concluded. Todd and Anne will get in touch with Ruth for follow-up regarding the future of Village communications.

Office – Lewis

The office is continuing to work on improving efficiencies around processing service requests. Lewis is working on an online driver report form that should be easier for drivers to use and will eliminate many steps for the office in compiling ride reports. Lewis has proposed it to John Braunger and they plan to have a few drivers beta test it.

Lewis would like to start using Gmail/G Suite for the office email. The current email program is confusing – Gmail will make processing email easier. The Village email addresses will not change. G Suite is available through the webhost, at a cost of \$5 per email address; max. cost would be \$25/mo. Margaret and Lewis plan to discontinue the office cell phone, so this will offset the cost. The expenditure for G Suite is approved.

Lewis says that he sees certain patterns emerging in service requests and comments from volunteers. There are indications that the Village may need to put some further limits on the number or scope of services offered. He has taken some reports from Club Express regarding services provided and who is utilizing them. Some key figures: 77 total service requests in June: 30 transportation, 21 yard work, 13 repair. Twenty percent (5) of the requesting members accounted for 56% of those requests. The yard work requests are increasing, and the office is concerned that some requests are going unfilled and volunteers may be overtaxed. Some members are heavy utilizers of yard services. Statistics for yard work: April – June there were 57 requests for yard work, with a total of 13 members requesting; 2 households accounted for 40% of the requests. Volunteer time for June: 90+ hours total, 35 hours for transportation, 37 hours of yard work.

A suggestion is made to form a task force to look at the data around services provided. It's also suggested that the Village revisit the prohibition around providing transportation for members wheelchairs.

There's a suggestion to form a taskforce of yard work volunteers: Approach the core yard work volunteers and ask them to meet and discuss strategies. Vonnie will pull this together, and wants some more data. Anne and Ron are interested in helping. Ron asks if services are allotted by membership. Some villages have a time bank. Ron says it's possible the Village may reach a point when the need exceeds capacity. Perhaps the Village could partner with community/volunteer organizations such as the Scouts for yard projects. Metropolitan Family Service is mentioned: they do senior services similar to the Village, but they don't provide yard work. Vonnie suggests putting together work parties to do large projects such as yard reclamation. We could also engage recommended vendors.

Vonnie distributes a document of proposed limits and guidelines regarding what services the Village will and will not provide. The document is for internal use only. Some data may be shared with members.

Office building update – Margaret

Escrow on the sale hasn't closed yet. Our 42nd has to approve the renovation plan. Michael says he will help us find a temporary location. The redesigned building will have three storefronts. We may be able to rent one, but the cost will be greater than current rent. The office space will be deeper, with a mezzanine. The inside of the spaces will have to be finished by tenants, including the floor and walls. The construction company will have its own conference room, but it may not be available to the Village. Ron will start looking for another space with help from Sue Carr, but we need a budget, so may have to wait till Neil comes back from vacation. Funds available will depend on membership and retention. Possible temporary solutions: the tiny house across the street or space in Rose City Park church.

Bylaws revision – Ron

There are suggestions from the bylaws committee regarding executive sessions, size of council, board make-up, and whether committees report to GovCo or to an executive director. Todd says that the composition of board is time-sensitive because of the upcoming election. One issue is the ability to add members outside of the election cycle, in order to add voting members. The limit is currently 12 and could go up to 15, including committee chairs. Susan asks, What is GovCo: Are members "elected" by virtue of being chairs? If chairs are appointed by the board, then GovCo is electing its own members. One solution is that people could be appointed, but couldn't vote until they're elected. The Program Committee wants a voting seat on the board. Susan stresses the need to make a transition between being a working board and an oversight body. Anne asks if we have to fix these issues before the election -- can the board just add someone from the Program Committee along with other elected members?

Discussion about ratifying the bylaws: The bylaws need to go through three readings, and the members need to be able to attend an announced meeting. Question: Should members vote on bylaws? Some members may disagree with the position of the board. The board is covered by D&E insurance and is the responsible party, but membership is a straw vote. There is a concern voiced that if committee chairs are required to serve on the board, it may deter people who are interested in being committee chairs.

Developing a slate for the upcoming election: The election needs to be open to nominations from the floor. Question: Is Jurie from Villages NW part of the board? She's ex officio, but a voting member. There can be six to 12 board members includes Jurie, and four positions could be added, assuming everybody currently on the board runs again. An announcement regarding the election can be sent to members and volunteers through CE and the Village newsletter.

Composition of the board: Two-thirds of the board shall be members, and at least one will be a full-service member. Margaret will write up an announcement for the August newsletter. Those interested in running can send a brief statement of interest to her. Question: Who decides the slate? Can the slate be determined at the retreat? When complete, the slate will be announced in the September newsletter and an email to members.

Board Retreat

There is a discussion of dates and availability. September 5-8 are possible dates. Proposed topics for discussion: Scope of services, bylaws, goal setting, member growth, subsidized memberships, membership retention, office space, and a review of the Village's previous list of priorities. It's suggested that the board create an annual calendar sketching out what will be addressed throughout the year. There also needs to be a discussion of succession planning.

Todd and Helen will review the bylaws.

The August GovCo meeting will be on August 10.

Margaret will follow up by email about retreat dates after talking with Neil and Jane when they return.

Meeting adjourned at 5:30 p.m.

Submitted by Lewis Barrett, NEV PDX Office Manager