



2020 Annual Meeting / March 28, 2020

Introductions & Welcome

TELVA MCGRUDER

Chair of the Board



Girl Scout Promise



On my honor, I will try:

To serve God and my country,

To help people at all times, and

To live by the Girl Scout law.

Girl Scout Law



I will do my best

To be honest and fair, friendly and helpful,
considerate and caring, courageous and strong,
and responsible for what I say and do, and

To respect myself and others, respect authority,
use resources wisely, make the world a better
place, and be a sister to every Girl Scout.

Credentials Report & Quorum

Jo Robinson

Secretary of the Board





Per the bylaws, the delegates are 90 representatives (2 per service unit) of 45 current service units;

Members of the board of directors of which there are now 19;

Past board chairs, which are currently 2;

and members of the board development committee, of which there are now 4.

Per our bylaws, the quorum for the annual meeting shall be 25% of the members of the corporation, provided the a majority of the councils regions are represented by at least one delegate.

Present at the meeting today are registered members of the corporation and districts are represented by Delegates.

Therefore, a quorum is present.

Adoption of Rules



Rules



1. All voting delegates shall register and attend the 2020 Annual Meeting via GoToWebinar.
2. All electronic devices (i.e. televisions, cell phones, and any additional computers) shall be silenced during the annual meeting.
3. In order to speak during the meeting, an attendee shall raise his/her hand. When called upon, the attendee shall provide delegate status and service unit number.

Rules



4. Debate shall be limited to three (3) minutes per speaker and twenty (20) minutes for each debatable question. No member may speak more than once on the same question until all have spoken who wish to do so.
5. Only delegates may vote during the annual meeting. Voting shall be conducted by delegates raising hands in GoToWebinar.
6. Minutes for this meeting shall be referred to the board of directors for approval.

Adoption of the Agenda



Board Chair Report

TELVA MCGRUDER

Chair of the Board



Go-Getters, Innovators, Risk-takers, Leaders— Together From The Beginning



Board Chair/CEO Conference Takeaways

FY20-22 Movement Strategy Overview



- Strategy 1 & 2
 - Our top priority is membership – our girls and our volunteers.
 - Retain and reach more girls
 - Transform the volunteer experience
- Our four other areas of focus are important and will serve to support sustainable membership growth

Board Chair/CEO Conference Takeaways



Strategies:

3. **RELEVANT BRAND:** how can we accelerate the new brand-positioning work?
4. **FUND DEVELOPMENT:** how to increase fundraising capacity across the Movement.
5. **EFFECTIVE OPERATIONS:** a strong commitment for Network Alignment 2.0 – in support of improving the communications, transparency, and trust needed for a stronger Movement.
6. **EQUITY:** a good, thoughtful start to our commitment to Diversity, Equity, and Inclusion.

STEM PLEDGE: OUR BOLD COMMITMENT



**2.5M GIRLS IN THE
STEM PIPELINE
BY 2025**

**1 GIRL IN PIPELINE =
MULTIPLE STEM EXPERIENCES
OVER 2+ YEARS**

**GSUSA Vision:
Support all 111 councils
and USAGSO with
programs, training, and
funding to recruit and
engage 2.5M girls in
STEM**

STEM by Stages (GSSEM is in Stage B)



	STAGE A	STAGE B	STAGE C	STAGE D	STAGE E
People	Support for Council Staffing & Training; Troop Leader Recruitment & Training	Support for Council Staffing & Training; Troop Leader Recruitment & Training	Support for Council STEM Staff & Training; Troop Leader Recruitment & Training; Episodic Volunteer Recruitment & Training	Stage C + STEM Advisory Council Support	Stage C + STEM Advisory Council Support
Programs	Support for creating local STEM Ecosystems; Support for creating STEM Programs based on NPP	Support for hosting local STEM Ecosystems; Support for STEM Programs at Council, Service Unit, Camp; STEM in a box or similar programs	Stage B + Support for programs with SMC or SXC	Stage C + Support for Regional GS STEM Gatherings/Events	Stage D + Support for multiple regional GS STEM Gatherings/Events
Capital	N/A	STEM in a box, FabCab (a cabinet of STEM activities), STEM Experience Center	Stage B + Support for STEM Mobile Center or STEM Experience Center	Stage C + Support for multiple STEM Mobile Centers and/or STEM Experience Centers	Stage D + Support for STEM Center of Excellence

KEY: SMC = STEM Mobile Center • SXC = STEM Experience Center • SCOE = STEM Center of Excellence • NPP = National Program Portfolio

The Future of the Four Pillars & Badges

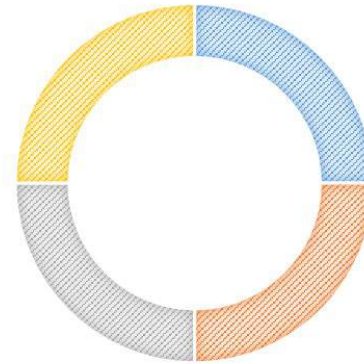
BADGES TODAY

- STEM
- Entrepreneurship
- Outdoors
- Social Skills



BADGES 2023

- STEM
- Entrepreneurship
- Outdoors
- Social Skills



Attending the National Convention as a Guest?



Go to the GSUSA Website for information:

<https://www.girlscouts.org/en/about-girl-scouts/GIRL-2020.html>



Convention Schedule: October 19 – 25, 2020 in Orlando

MON, 10/19	TUE, 10/20	WED, 10/21	THU, 10/22	FRI, 10/23	SAT, 10/24	SUN, 10/25	MON, 10/26
Pre-Convention Optional Trips	Board Chair / CEO Conference	National Council Session (NCS)	National Council Session (NCS)	National Council Session (NCS)	Public Program ----- G.I.R.L. EXPO ----- Inclusive Evening Event	Public Program Closing ----- G.I.R.L. EXPO	Post-Convention Optional Trips
Board Chair / CEO Reception at EPCOT	Pre-NCS Delegate Sessions ---- Delegate Reception ----- NCS Opening 7:30 p.m.						
Global Roundtable							
Optional Programs at AreaAttractions							

Thank You!



For your
caring, your
vision, and
your leadership





THANK YOU

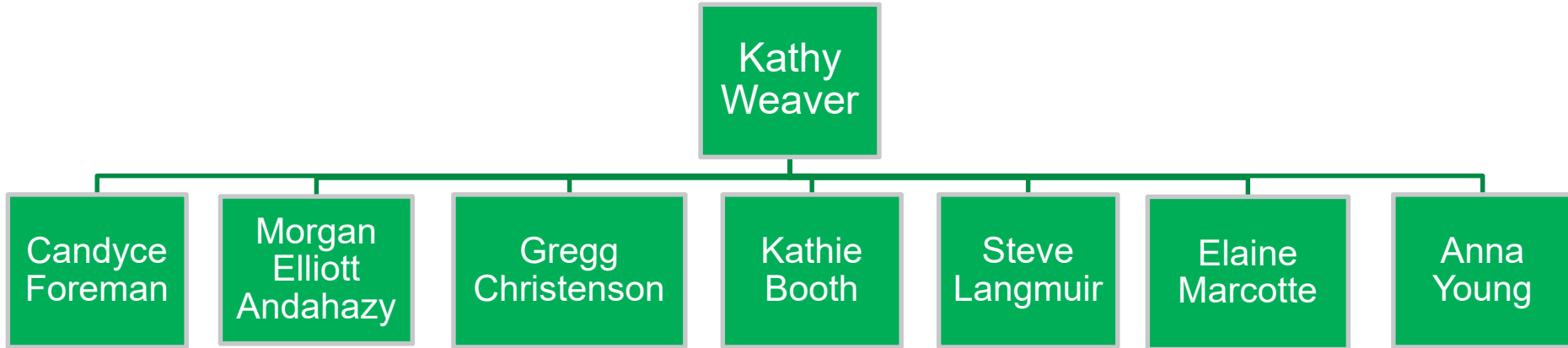
To our adult and girl delegates,
who ensure that Girl Scouts make the world
a better place.

Finance Report

Kathy Weaver, Board Treasurer
Chair, Finance Committee



Finance Committee Members



Finance Committee responsibilities



Monthly:

- Review Financial Statements ,Cash Flow Forecast & Investment position
- Ensure we are meeting or exceeding finance control policies

Annually

- Financial Control policies
- Risk Management policies
- Meet with insurance brokers to review all liability & property insurance programs
- Meet with external financial investment consultant twice per year
- Meet with the external auditor in conjunction with the Audit Committee



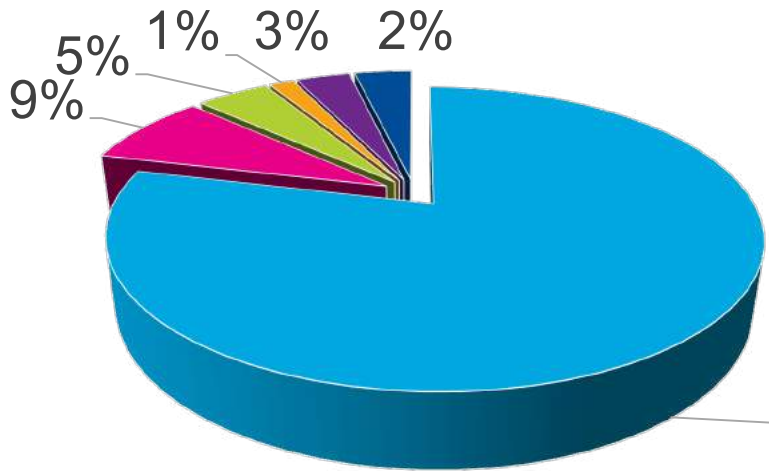
10-year Look Back



	January 2009	January 2019
# of Bank/investment accounts	125	15
# of Pension/retirement plans	15	1
Cookie Program Bad Debt	\$425,000	\$39,000
Operating Reserves	2 weeks	9.6 months



Revenue Sources



- Product Program
- Public Support
- Program Fees
- Merchandise Sales, net
- Miscellanoeous
- Investment Revenue

Cookie Sale Proceeds



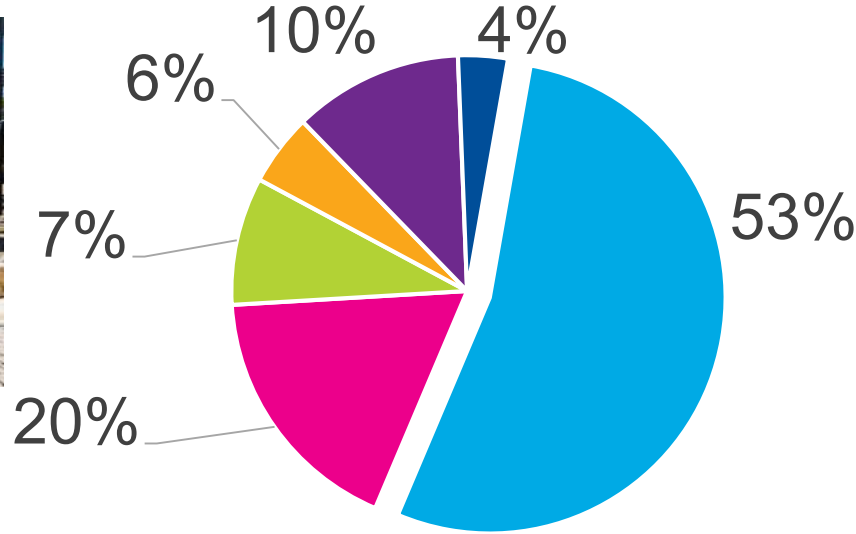
- Troop Proceeds & Rewards \$1.38
- Direct Program Support \$1.25
- Bakery Cost \$1.03
- Camping & Properties \$0.20



- Management & General \$0.08
- Fundraising \$0.05
- Unpaid Cookie Balance \$0.01



Revenue utilization



- Troop Related Programs
- Management & General
- Product Program

- Troop and Camp Operations
- Fund Raising
- Retail Merchandise Costs

2019 Financial Results (\$000's)



	9/30/2018	9/30/2019
Total Public Support & Revenue	\$ 9,177	\$ 9,116
Total Operating Expenses	<u>(9,384)</u>	<u>(9,880)</u>
Gain (Loss) from Operations	<u>(206)</u>	<u>(764)</u>
Other Changes in Net Assets	<u>(45)</u>	<u>2,375</u>
Total Change in Net Assets	<u>(251)</u>	<u>1,611</u>

2019 Financial Results (\$000's)



	9/30/2016	9/30/2017	9/30/2018	9/30/2019
Cash & Investments	\$9,058	\$9,394	\$8,725	\$10,081
Other Assets	<u>9,809</u>	<u>10,260</u>	<u>10,882</u>	<u>11,221</u>
Total Assets	<u>18,867</u>	<u>19,654</u>	<u>19,607</u>	<u>21,302</u>
Current Liabilities	(579)	(564)	(768)	(852)
Long-term Liabilities	<u>(0)</u>	<u>(0)</u>	<u>(0)</u>	<u>(0)</u>
Net Assets	<u>\$18,288</u>	<u>\$19,090</u>	<u>\$18,839</u>	<u>\$20,450</u>
Months in Reserve*	9.3	11.4	9.6	11.5

*GSUSA's benchmark is 6 to 9 months in Reserve

Property Report

Sarah Pobocik

Chair, Property Committee



Property and Facilities Report



The Property Task Team



The Property Task Team is a standing committee of the board of directors (not required by the bylaws):

- In existence since 2009, overseeing the development of the 2011 and 2017 long range property plans
- Executes the long range plans
 - Through oversight of major capital expenditures, in particular offices and camps
 - Through sales of excess property
 - Through “clean up” of titles – clear ownership

Summary of 2019 through today



Sale of Unused Camps

- Camp Metamora last year
- Camp Innisfree, in process, possibly this year

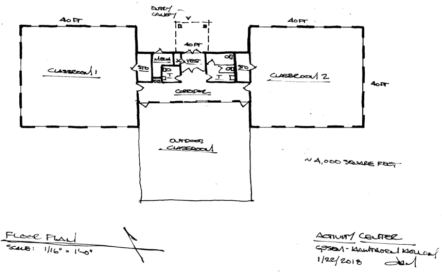
To Fund Improvements at Hawthorn Hollow & Playfair

- New Construction
- Major Renovations
- Major Maintenance

New Construction 2018-2020: Hawthorn Hollow Activities Building



New Construction: Hawthorn Hollow Activities Building



Major Renovation 2018/19: Hawthorn Hollow Handi Dining Hall



Major Renovation 2018/19: Hawthorn Hollow Handi Dining Hall



Major Renovations: Camp Playfair



Major Investment: Playfair Shower House



Interior of Playfair Shower House



Major Investment: Playfair Ringler Lodge Kitchen



New Ringler Lodge Kitchen



2019 Major Maintenance



- Repair/replace front porch/foyer at White Lake Service Center
- 9 new roofs: 3 Playfair “A” Frames & Clamshell Pavilion, 3 HH troop houses & ropes course pavilion, PH Service Center
- 8 new furnaces for 7 HH troop houses & ranger house
- New main water heater at Port Huron Service Center
- Major masonry repairs at PH and Clinton Service Centers
- New flooring for 4 of 8 troop houses at Hawthorn Hollow
- New deck for the vehicle bridge at Playfair

New front of White Lake Service Center



Playfair "A" Frame



Other major investments



- Replaced 2 tractors & front end attachments
- Replaced two 12 passenger vans
- Added a small cargo van
- Replaced 144 new mattresses at HH and Playfair
- Replaced ADA ramps on 3 troop houses at HH (in process)
- Preventative professional tree trimming/tree removal around buildings with new roofs or overhanging structures
- Created two speciality cabins at Playfair (Nature and Science)

Other recent investments



**Playfair
Science
Center**

**Playfair
Nature
Center**



In Process



New floors in Hawthorn Hollow
cabins and ...



...new
countertops
on the way

In Process



Addressing
severe
erosion at
Camp
Playfair

Pirate Ships! (Just because, well.. Pirate Ships!)



The Big
Ship at
Hawthorn
Hollow



The
Little
Ship at
Playfair

Girls At Camp

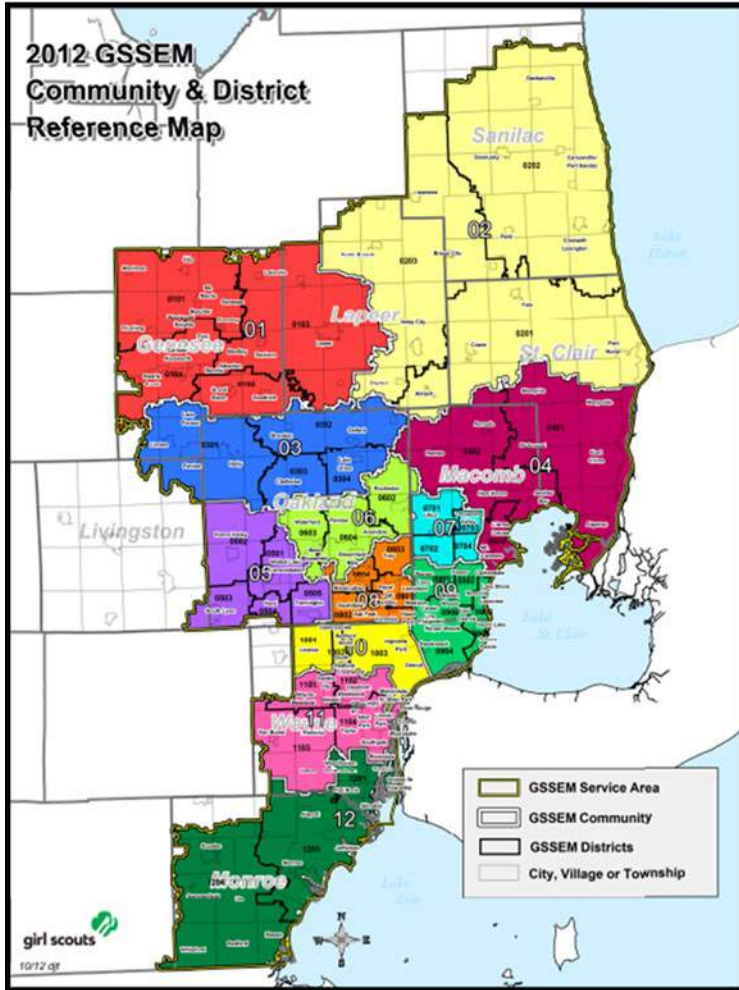


CEO Report

Denise Dalrymple



2012 GSSEM
Community & District
Reference Map



GSSEM Today and Tomorrow

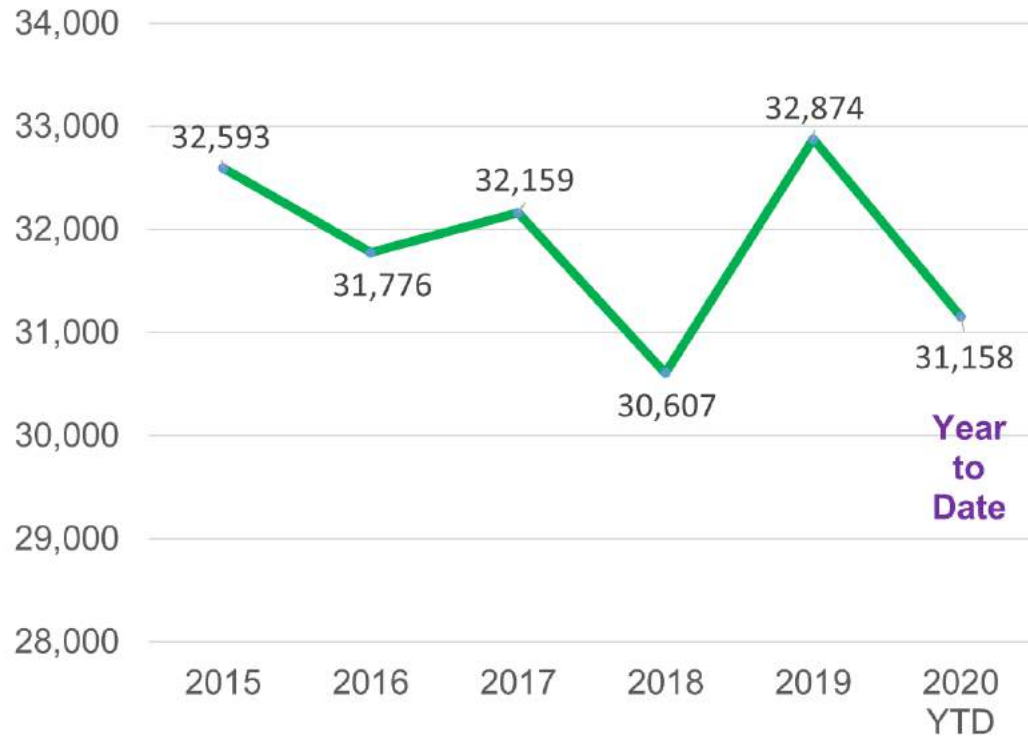


Who are we?

- Individuals working together
- Going in the same direction
- To get to the same place



GSSEM Membership



Six Years of Membership Totals

	2015	2016	2017	2018	2019	2020 YTD
GSSEM	32,593	31,776	32,159	30,607	32,874	31,158
% t or (-)	-8.7%	-2.4%	1.5%	-4.8%	7.4%	TBD



GSSEM Jurisdiction Total Population

	2,016	2,019	2024 Projection
Total # Girls Age 5-17	375,257	359,000	346,045
Total Girl Members	23,895	24,144	25,600

Total Girl Population by Program Level

	2,016	2,019	2019 +/-(-) 2016	
Daisy	53,959	52,839	-1,120	-2.2%
Brownie	53,967	52,661	-1,306	-2.4%
Junior	56,606	54,469	-2,137	-3.8%
Cadette	87,141	82,876	-4,265	-4.9%
Senior	60,297	56,721	-3,576	-5.9%
Ambassador	63,287	59,434	-3,853	-6.2%

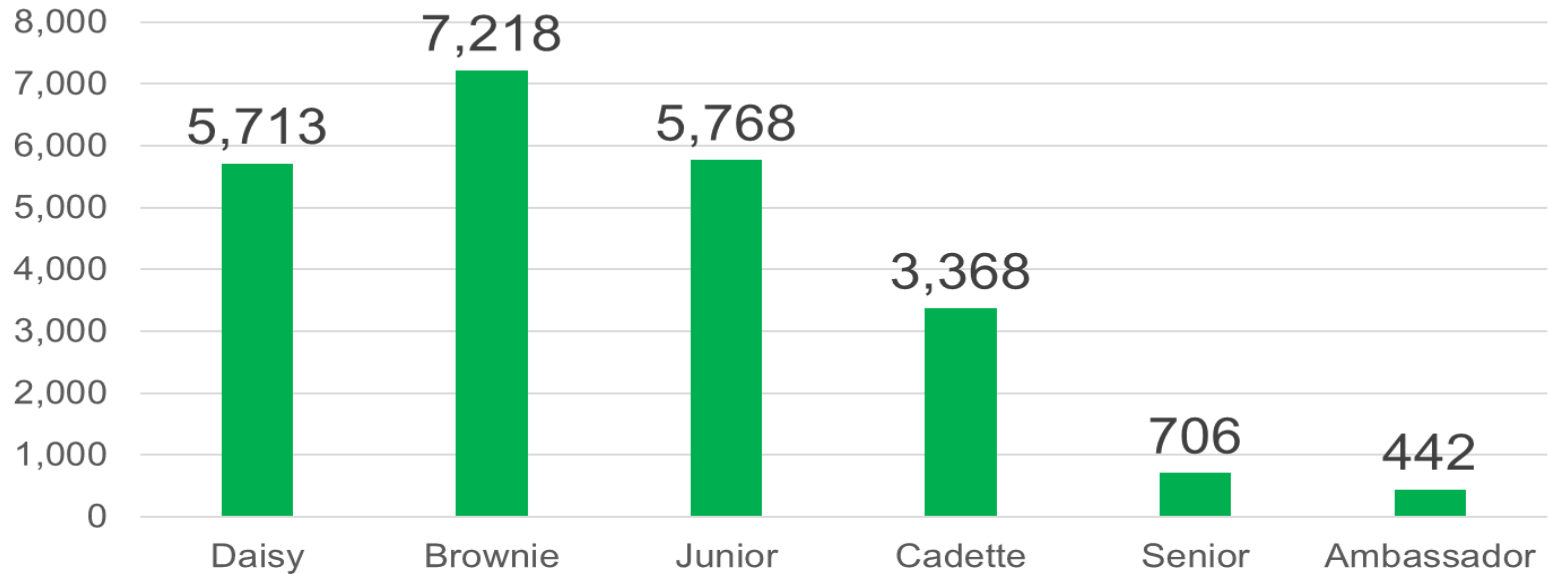


Girl Members by Number and Market Share (As of February 2020)

	2,016		2019		2019 +/-(-) 2016	
	Number	% Market Share	Number	% Market Share	Number	% Market Share
Daisy	5,285	9.8%	6,119	11.6%	834	1.8%
Brownie	7,686	14.2%	7,382	14.0%	-304	-0.2%
Junior	6,004	10.6%	6,222	11.4%	218	0.8%
Cadette	3,127	3.6%	3,502	4.2%	375	0.6%
Senior	691	1.1%	713	1.3%	22	0.2%
Ambassador	424	0.7%	463	0.8%	39	0.1%



Girls by Program & Grade Level



K-1

2-3

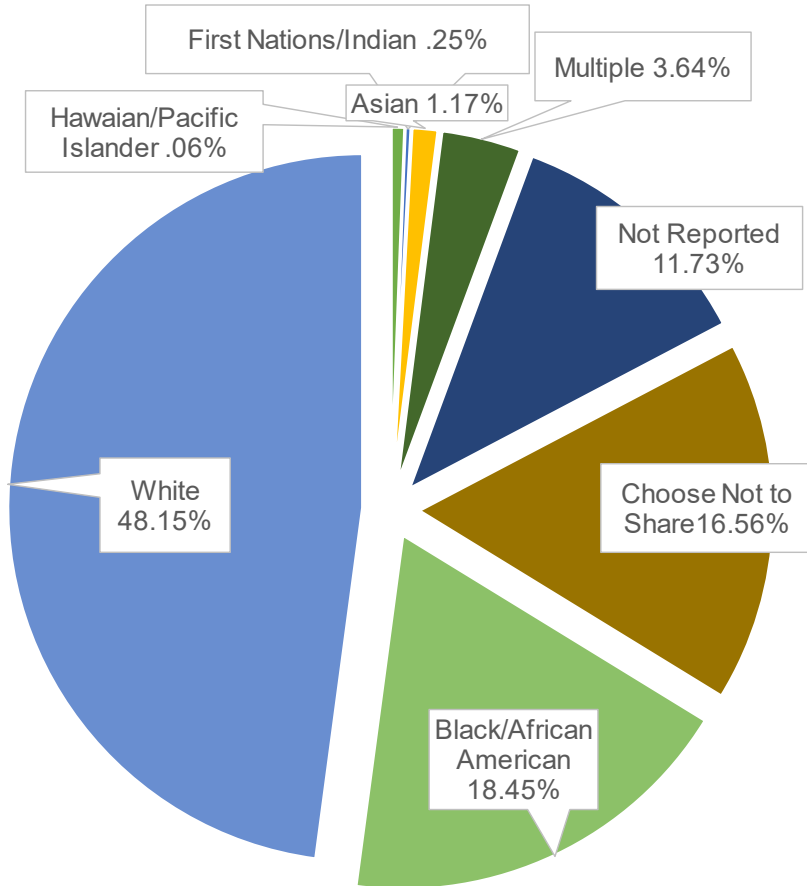
4-5

6-7-8

9-10

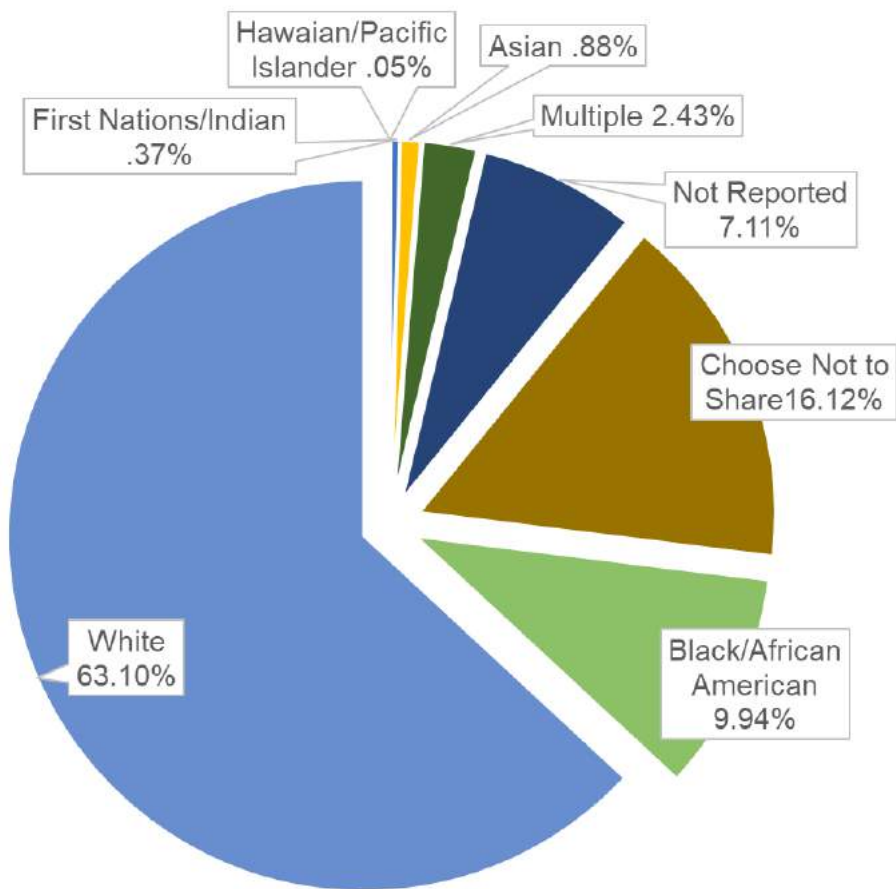
11-12





Girl Member Race/Ethnicity February 2020





Adult Member Race/ Ethnicity February 2020



2015/16 vs. 2019/20 Board of Directors Race/Ethnicity

		Jan 2016	Jan 2020	# Change	% Change	% of Board	Female Population over Age 18 per US Census	% of Female Population
		18	20	2	10.0%	100.0%	1,894,971	100.0%
Race	American Indian						3,770	0.2%
	Asian American	2	2	0	0.0%	10.0%	49,090	2.6%
	Black/African American	4	7	3	75.0%	35.0%	424,553	22.4%
	Hawaiian/Pacific Islander						491	0.0%
	White	11	11	0	0.0%	55.0%	1,373,218	72.5%
	Multiple						26,635	1.4%
	Other Races						17,196	0.9%
Ethnicity	Middle Eastern	1	0	-1	-100%	0.0%	Not gathered by Census	
	Hispanic	0	0	0	0%	0.0%	47,471	2.5%



2015/16 vs. 2019/20 Staff Race/Ethnicity

(includes all full time and regular part time)

		Jan 2016	Jan 2020	# Change	% Change	Total % of Staff	Female Population over Age 18 per US Census	% of Female Population
		86	84	-2	-2.4%	100.0%	1,894,971	100.0%
Race	American Indian						3,770	0.2%
	Asian American	1	1	0	0.0%	1.2%	49,090	2.6%
	Black/African American	20	20	0	0.0%	23.8%	424,553	22.4%
	Hawaiian/Pacific Islander						491	0.0%
	White	61	59	-2	-3.4%	70.2%	1,373,218	72.5%
	Multiple						26,635	1.4%
	Other Races						17,196	0.9%
Ethnicity	Middle Eastern	1	1	0	0.0%	1.2%	Not gathered by Census	
	Hispanic	3	3	0	0.0%	3.6%	47,471	2.5%



Renewal:

Number of current year members that were also members in the previous year divided by the total current membership to date.

Renewal Rate	TOTAL	Girl Renewal	Adult & Lifetime Renewal
As of 3/19/19	64.60%	62.80%	69.70%
As of 3/19/20	70.80%	68.70%	76.90%
Increased By:	6.20%	5.90%	7.20%

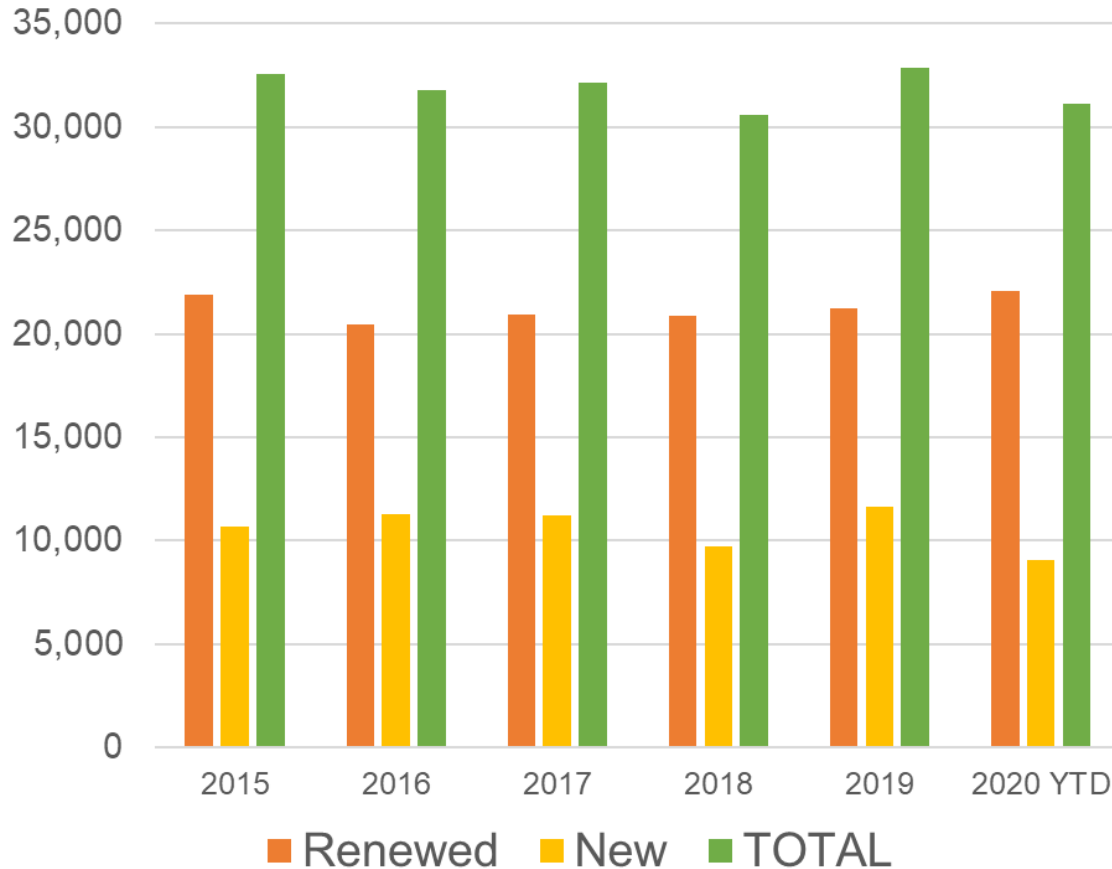


GSSEM Membership – ALL As of 3/19/2020

ALL	2015	2016	2017	2018	2019	2020 YTD
Renewed	21,889	20,473	20,954	20,864	21,228	22,071
New	10,704	11,303	11,205	9,743	11,646	9,087
TOTAL	32,593	31,776	32,159	30,607	32,874	31,158



GSSEM Membership



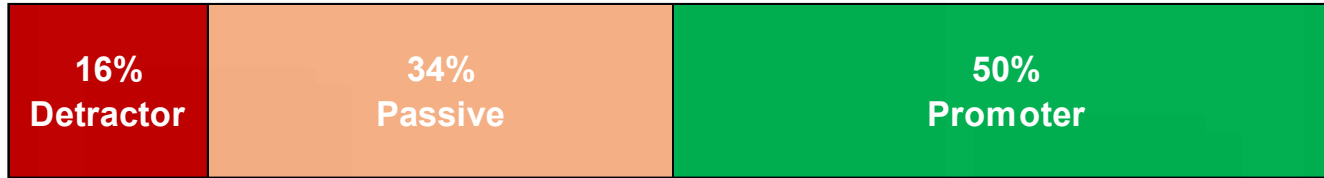
Membership Renewal




ADULTS	2015	2016	2017	2018	2019	2020 YTD
Renewed	6,102	5,636	5,679	5,723	5,886	6,177
New	2,308	2,157	2,404	2,152	2,564	1,845
TOTAL	8,410	7,793	8,083	7,875	8,450	8,022

GIRLS	2015	2016	2017	2018	2019	2020 YTD
Renewed	15,787	14,837	15,275	15,141	15,342	15,894
New	8,396	9,146	8,801	7,591	9,082	7,232
TOTAL	24,183	23,983	24,076	22,732	24,424	23,126



2/14/2020 Net Promoter Score Survey of New Troop Leaders



-  Detractors are troop leaders who rate their satisfaction with volunteering at 6 or below. Could damage the brand and impede growth via negative communication.
-  Passives are troop leaders who rate GS volunteering a 7 or 8. Satisfied but unlikely to recommend Girl Scout volunteering to others.
-  Promoters are troop leaders who rate their experience a 9 or 10. Loyal enthusiasts who will refer others to Girl Scouts, fueling growth.

2020
NPS
34

2019
NPS
21

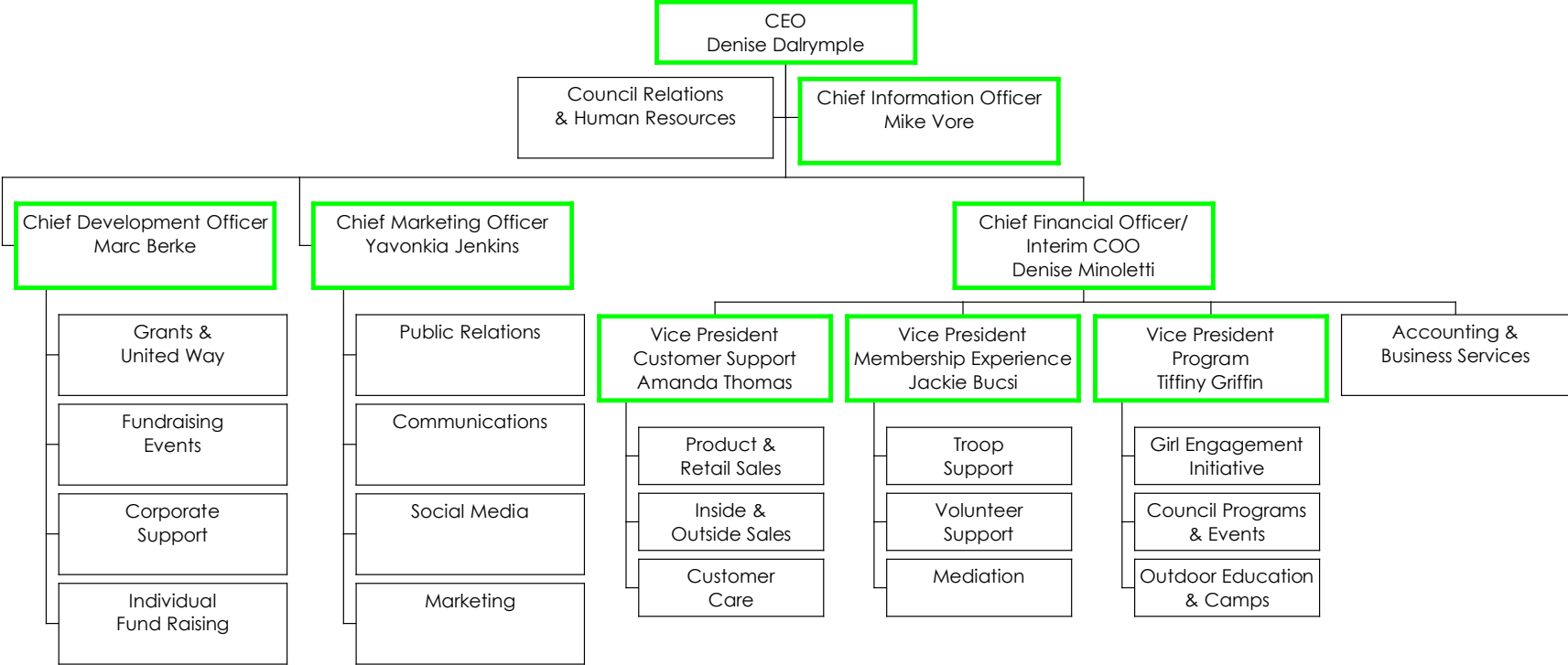




Mariner's Pin
from the 1960s



Looking forward: Our Vice Presidents



Amanda Thomas

Vice President, Customer Support



Introduction



Amanda Thomas, VP of Customer Support

8 years as a girl member in metro Detroit

Girl Scout Employment

- Started at GSSEM in 2014
- Previously worked for two other councils in product program and summer camp staff



Components of Customer Support



- Product Program
- Retail Sales
- Customer Care/Data Analyst
- Recruitment
- Inside Sales



Recruitment – Sandler Method



A method of sales to connect with potential customers on a more personal level. Currently used by GSSEM in new member recruitment.

Highlights:

- Developing your message to build trust
- Honestly sharing information
- Qualify prospects as “ideal fits”
- Ensuring relationship will be mutually beneficial



Recruitment – Sandler Method



Ruth Wilson, GSSEM Director of Recruitment

- GSUSA National Sandler sales coach.
- Provides training to GSSEM staff and administrative volunteers on implementing the Sandler method for new member recruitment and for service unit position recruitment.



Fall Sale Program



	2018	2019	Change
Nuts/Candy Sold	82,538	74,430	-8,108
Magazines Sold	5,260	4,907	-353
Troops Selling	602	637	35
Girls Selling	3,364	3,332	-32



Digital Cookie



	2018 Packages	2019 Packages	% Change
Shipped	37,747	47,167	25%
Donated	9,909	18,742	89%
Girl Delivery	0	112,854	
Total Packages Sold	47,656	178,763	375%
Total Amount Sold	\$196,868	\$737,900	



Digital Cookie



	2018	2019
# of Total Orders	6,555	24,289
# Packages per Order	7.3	7.4
# Orders per Girl	4	6
# Packages per Girl	28	47



Girl Scout National Online Shop



National Girl Scout shop online has many advantages!

- Free shipping promotions monthly
- Additional flat-rate shipping offers
- Flash sales and discounts
- GSSEM council merchandise added in 2019
- **MY20 first quarter GSSEM online sales up 22% over same quarter of MY19.**



NEW Trading Post at Camp Playfair



New trading post at Camp Playfair:

- Camp Playfair souvenirs
- Camp fun patches and shirts
- Accepts cash, checks, and credit/debit payments



Coming Soon: Volunteer Systems 2.0

- **Some key features for volunteers and parents:**
 - **Dynamic Cart Experience** - One stop shop for membership purchases, troop management, and events.
 - **Advanced Search and Sort Functionality** - Customers see all troops and councils in an area when searching for participation.
 - **Hide Inactive Members**- Troop Leaders will have the ability to hide members that have not returned to their troop. This will allow for a quick and easy to read roster, but with the ability to still renew those girls that return all year round with a click of a button.
 - **Printed Membership Cards** - Members will be able to print membership cards.



gsEvents

Some key features for volunteers and parents:

- **Single sign on-** Customers will be able to log into their accounts and register new members, renew members, and register for events with ONE sign on.
- **Advanced Search and Sort Functionality** – Customers will be able to search events with advanced filter criteria with ease.
- **Dynamic Cart Experience** - Customer can register for many different events, all in one purchase. Also, it will allow you to see all options near you, even if they are outside the GSSEM's council boundaries.
 - *For example, if a girl is visiting her grandma in Indiana for the summer she could register and participate in events that are available there.*

More to come!



Tiffany L. Griffin

Vice President

Council Programs & Outdoor Education



Introduction



Tiffany Lynette Griffin

Battle Creek, MI

Girl Scouts Glowing Embers, Kalamazoo, MI

1993-1995

Girl Scouts Metro Detroit, 2005-2010

Girl Scouts of Southeastern MI, 2010-present



Components of Program

- Outreach-Girl Engagement
- Robotics
- Council Programs & Events
- Badge Boss
- Older Girl Programming
- High Awards
- Outdoor Education



Outreach-Girl Engagement Initiative



- 4,250 girls in 55 schools in Detroit, Taylor, River Rouge, Ecorse, Flint, Pontiac, and Port Huron.
- 9,500 badges earned
- First year for Silver Award GEI Girl Scouts
- 28,400 boxes of cookies sold



GSSEM Robotics

- 357 girls participated in the 2019 season
- 60 teams formed
 - 47 JFLL Teams (K-3)
 - 12 FLL Teams (4-5)
 - 1 FTC Team (6-8)
- 5 GSSEM FLL Teams made it to State
- FTC Team earned Judge's Award, and 2nd place Controller's Award
- 2 JFLL Teams will represent GSSEM at the World Championship in April at TCF Center



Council Programs and Event Partners



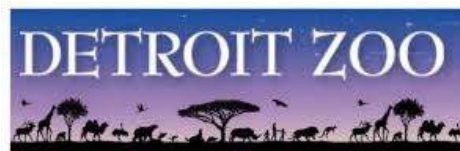
ETHAN
ALLEN



Lawrence
Technological
University



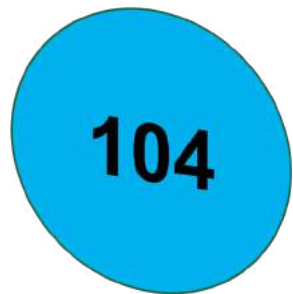
JA Finance Park®





Financial Literacy
Budgeting
Coding
Cybersecurity
Mechanical Engineering
Robotics
Staying Fit
Life Skills
Entrepreneurship
Website Design
First Aid

Older Girl Programming



Moxie Talks Participants



Camp Fury



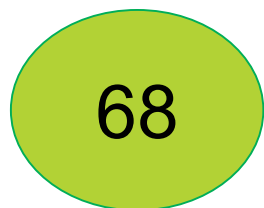
Volunteers in Training



Camp C.E.O



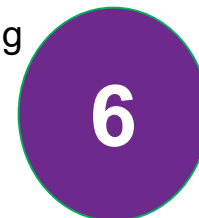
Moxie Talks Sessions



Program Aide



Girl Advisory Board



Counselors in Training

Girl Scout Highest Awards



Casie Paul- Young Women of Distinction



Camp Hawthorn Hollow & Camp Playfair



Membership Year 2018-2019					
	Adults	Girls	Siblings	Cabins	Total Served
Playfair Troop Camping	246	711		73	957
Playfair Events	50	100	0		150
CHH Events	282	603	41		926
CHH Weekend Camps	887	1546			2433
Troop Camping	330	706			1036
CHH Total	1499	2855	41		4395
Total	1795	3666	41		5502
Goals					
	Goal	Actual	Current Above (Below)Goal		
Playfair Troop Camping	561	957	396		
Play fair Events	100	150	50		
CHH Events	1100	926	(174)		
CHH Weekend Camps	2318	2433	115		
Troop Camping	1248	1036	(212)		



Community/Neighborhood Outdoor Education



Membership 2018-2019				
	Adults	Girls	Siblings	Total Served
Outdoor Skills Days	56	90		146
Outdoor Adventure Days	269	424		693
Outdoor Round Ups	159	266		425
Outdoor Leader Training	24	0		24
	0	0		0
			0	0
			0	0
Total	508	780	0	1288



Outdoor Education Patch Programs



All About the Bees – GSSEM has partnered with local urban beekeeping experts, Bees in the D®, to bring this sweet bee patch to Girls Scouts!



Urban Explorer – Nature is never far away! Explore the natural world right outside your front door.



Junior Hawkwatchers – Hawks, falcons and eagles, oh my! Learn all about the raptors you spot high up in the sky. GSSEM collaborated with the Detroit River Hawk Watch to bring you this patch all about Michigan's amazing birds of prey.



Audubon Wild Indigo – Dive into the world of the urban songbird and learn how they adapt to life in the city and how we can help them thrive!



Metroparks Explorer – There are 13 Metroparks in the GSSEM council. With so many parks and trails to investigate, you're sure to find fun things to do all year long. From hiking and biking to farm life and skiing, we hope this patch helps you GO and explore!



Belle Isle – It's a beautiful island with international vistas, a nature zoo, an aquarium, a conservatory and more! Learn the rich history of Michigan's 102nd state park, nestled in between the US and Canada in the Detroit River.



Camp Fury



Camp CEO



“This experience has truly impacted my life.”



What's Coming



- ❖ More Partnerships
- ❖ More Opportunities
- ❖ More Adventures
- ❖ More Excitement



Jackie Bucsi

Vice President, Membership Experience



Introduction



Girl Scouts Heart of Michigan
Membership Executive -Traditional Troops;
Chief Membership and Program Officer



1997-2008

2008-2017

2017-present



Girl Scouts Fair Winds
Field Director, Membership Director,
Director of Membership and Program

Girl Scouts of Southeastern Michigan
Vice President, Membership Experience;
GSUSA Troop Support and Service Unit
Thought Partner Group



Newest Girl Scout



Components of Membership



Troop Support	Volunteer Support
Support for Administrative Volunteers, Service Units, and Troop Leaders	Training
	Recognition
	Travel
	Global Action
	Volunteer Relations



Strengths & Opportunities



STRENGTHS

- Trainings updated
 - Face to face
 - Webinar
 - Online
- Improved Net Promoter Score
16 to 21

OPPORTUNITIES

- Recruiting Administrative Volunteers
- Further developing the Service Unit structure
- Volunteer Toolkit utilization



Foundational Troop Experience

Support and Training for Troop Leaders:

- Troop Leader/Co-Leader training
 - *In person, webinar and online*
- Grade Level Webinars
- Short and Snappies – variety of topics
- Honor Troop Program updated for 2019-20

What Makes a Successful Troop Experience?

No matter where your girls live, a universal Girl Scout experience connects them to their Girl Scout sisters around the country. And there are so many ways to make sure your girls get the full Girl Scout experience in a way that excites and inspires them!



Volunteer Service Delivery Refresh



Service Units

- New Administrative Volunteer positions and training
- Planning meetings held in spring with Communities

New This Year

- Service Unit Planning Packet, introduced in April 2020
- Training from GSUSA; topic/skill specific



Global Action

- Global Action Committee
- Global Action Days Patch Program
- Global Roundtable: The Power of All-Girl Spaces



National Girl Scout Bridging Week



Volunteer Toolkit



- Utilization – Top Five Service Units
 - 0202, 0704, 0203, 0603, and 1003
- Webinars, as well as Short and Snappies available on our Learning page
- New this year-Volunteer Toolkit patch for adults only

Future Plans



Spring Renewal

- May 1-June 30*
- Patch for girls, incentive for renewing 85%-75% of troop members

Bridging

- How to use virtual tools to bridge your troop
- Grade level webinars



Your Voice Counts



- New Leader Onboarding Survey
- Joiner's Survey
- Girl Scout Voices Count
 - Parents
 - Girls
 - Service Unit Volunteers



Board Development Report (see Delegate Workbook)

Cindy Carleton

Chair, Board Development Committee



Election & Results



New Board Member Installation

- Officers
- Members-At-Large
- Board Development Committee



APPRECIATION OF OUTGOING MEMBERS



- Many thanks to those board members who served GSSEM and whose terms are expiring

Casie Paul

2019 Gold Award Girl Scout

2019 GSSEM Young Woman of Distinction



Other Business





ADJOURNMENT

