



## 2023 Town Hall Questions and Answers

**Where will the funds donated by Publix be used now that Quest Fest is no longer? Will the funds return to helping service areas host World Thinking Day events?**

Publix will be funding the bridging event in Savannah while QuestFest is on hold.

**Why have they changed the process for placing orders that need to be shipped?**

There have not been any changes to placing online orders. The delay of online orders was a directive of GSUSA to start on Feb. 27th.

**Why are the new cookies not made available for cookie booth sales?**

This was a late addition to the line up and the bakery did not feel they could meet demand.

**If LBB cannot support our requests for cookies, why are we selling nine varieties and one online?**

We agreed in our contract to offer each variety.

**LBB told us at the product sales rally this year, that they will have staffing issues next year again, so what are we going to do at the end of this season to prevent so many issues next year?**

We will continue to work closely with the bakery to head off as many issues as we can.

**How can we do better for cookie season supply next year?**

We are working with the bakery and delivery agents.

**Can the DOC and eBudde talk to each other?**

GSUSA is working on DOC software. The new system should be available next year.

**Will the Service Units get in-person training, like other councils do, to try cookies, see rewards and ask questions?**

We will continue with the volunteer rally in the summer as our in person training. We will continue doing the volunteer trainings online.

**Will we drop the Specialty Cookies? Will we keep Adventurefuls and Raspberry Rallies, selling them in-person and contract with LBB to have enough to stay in stock all season OR will they be discontinued?**

The Raspberry Rally was a limited cookie and available online only from the get-go. They will be available next year. This was a new marketing campaign. The bakery could not produce enough to have them available for booths. We will work with troops and groups to order cookies so they don't over order.

**Are you going to hire a company that will make Digital Cookie and ebuddie as easy as the program used for Fall Product?**

There are 2 cookie companies. We use LBB (Little Brownie Bakers). They are the largest company and about 70% of councils use this baker.

**Will the season last through the end of March? Can we get the cookie reorders back out the SU on days and times that reflect knowing volunteers can't take all their time off to run a cookie season.**

We work with LBB to set our dates for the program this includes delivery dates and program deadlines. GSUSA met with the baker before the program started. There was a request to have councils delay start dates, we did not do this but 9 councils did. The delay was designed to ensure delivery to the other councils.

**Will we only sell cookies in-person and NOT online only?**

Our plan is to offer the cookie program in person and online next year.

**Are we going down to the core cookies and returning to \$4 a box so people do not complain about a small box with a big price?**

Currently there is not a plan to change the number of varieties we are offering. The price will remain \$5 next year.

**Will challenges be changed to be inclusive for all girls not just those in supportive intact nuclear families?**

Cookie challenges are designed so all girls can participate. We will continue with them in the coming year however the challenges will be updated.

**The volunteers did not like that the council decided to have online sales go on after the booth sales ended, is that going to happen next year?**

As long as online can open on time, this will not happen next year.

**We need to reevaluate how we do cookie booth selection, especially in areas with 3 or less options to pick as we don't get the ability to pick all our allotted booths on the 1st day.**

Booth selections/locations are volunteer driven.

**I did not receive enough materials at the beginning of the fall product or cookie sales.**

If you need extra program supplies please reach out to your product program manager. They can help you get what you need.

**Is there a way that leaders and Juliette parents can get an email blast when new outings / camps / events get listed on the calendar?**

In Five on Friday we list all the upcoming events at the bottom. If you are not signed up for the newsletter I highly recommend you opt in. You will get information in 5 points. It is a quick read on Friday afternoon.

**When events are listed, can you please have more information available without having to email about every event?**

We are looking at setting up some text alerts. You will also need to opt in for these. GSUSA has set the website template and we fill in our information. I recommend the search if you are looking for something quickly.

**Availability of funds from the DOC site to help pay for the first half of the IO payment.**

We understand many troops are using DOC for collecting IO funds. For this reason we did extend the date of the DOC payments we credited for the IO payment.

**Are there plans to diversify Girl fund raising opportunities?**

Not at this time. GSHG will continue with the two programs we offer.

**We need a round table of event planners in each region so we can support each other and push information out to leaders as well as not to schedule big events on the same day.**

We are currently looking for volunteers and older girls who would like to join our event planning committees in each region. Please reach out to your local Program Manager if you'd like to be a part of this group!

**Why do we not give subject matter experts that are leaders and volunteers authority of running programs? Is a training volunteer per region, Trailblazer Manager, facilitator manager etc. We were promised more training and that hasn't happened, why?**

Volunteers are welcome to run council programs and many already are. We ask that you take Event Director Training, comply with paperwork and Girl Scout guidelines, and work with a staff member to ensure proper communication and calendar coordination in all areas.

**I realize staff are trying to address the outdoor training issues, but we desperately need outdoor trainings for facilitators - Outdoor Skills, small craft safety, archery - in the local areas.**

We are well on our way to offering more outdoor trainings. There are outdoor skills trainings planned for most regions this year and we are working on the rest. We are also currently scheduling archery and watercraft trainings, and we just completed a round of challenge course trainings. Let us know if you'd like a specific training in your area and we will do our best to get one offered there for you. To do more trainings, we need more training facilitators. If you'd like to be a part of the training team at GSHG, plan to take the "Facilitating Adult Learning" class when it's offered in your area, and then become trained to lead the classes you'd like to help with. For more information, reach out to Tiffany Connolly [tconnolly@gshg.org](mailto:tconnolly@gshg.org) or Betsy Connell [bconnell@gshg.org](mailto:bconnell@gshg.org).

**How do you raise funds for camp scholarships?**

We do an ask to alum in the Spring to support camperships but we also budget for assistance throughout the year.

**How many girls on average receive scholarships each summer? How is the scholarship information disseminated?**

We give campership funds to 15 - 20 girls each summer. The information is typically in the Program Guide, in CampDoc, and is shared in Five on Friday, the website and the Volunteer Agenda.

**What programming is being done currently for Direct Delivery in Chatham and surrounding counties?**

The current programming being done with Direct Delivery in Chatham County is based on the Girl Scout Leadership Experience. The girls in our Middle School groups have been working on the BFF Program, which is based on our aMaze Journey. They also just finished working on and earning their Financial Literacy badges. Our girls in Elementary School have earned their Making Friends badge, the Social Butterfly badge, the Girl Scout Ways badge, and two of their Financial Literacy badges.

**How many girls are we reaching?**

We are currently serving 334 girls through our Direct Delivery program.

**What is going on within council to keep us from keeping staff?**

GSHG has responded by a three year plan to increase salaries to make them more competitive. Additionally, for the past few years we've met annually with staff representatives from every department and various years of service (1-25 years) to hear their concerns. We have made several changes in response their feedback. Our objective is to make GSHG a great place to work so that staff WANT to stay. Of course, in this day and age few people stay at any job more than 2-3 years; it is our current reality. Therefore, we are striving to have processes and systems in place that insure volunteers and girls have what they need irrespective of staffing changes.

**Are there any actual plans for new bathrooms or climate controlled sleeping areas at Camp Low to happen within the next 2 years? If so what do the plans entail?**

We are currently exploring an overall upgrade to Camp Low. It is our busiest camp and one of the oldest camps, so it needs some TLC. Such a investment would require more than our annual allocation of funds, so the update will not occur overnight. However, it is our plan to modify the unit shower houses to accomodate more girls.

**Approximately how many Girl Scouts visit Savannah monthly?**

Hundreds of Girl Scouts visit Savannah annually. Over 7,000 people visited First Headquarters last year.

**Because of its location in the Birthplace of Girl Scouts, about how many calls, emails, requests etc. for climate controlled cabins at Camp Low, and if so approximately how many per week/ or month?**

While we don't get requests, "Are your cabins climate controlled?" is a commonly asked question.

**Are there any grants or projects that are already in the works to achieve climate controlled cabins at Camp Low?**

While there are no specific projects in the works, our grant writing team is always looking for camp improvement grants. We have been focused on other major improvements (e.g., the pool, roofs, tree removals, etc.)

**Does Camp Low have any Rangers for the summer?**

Yes

**Camp Low has a lot of timber that could be sold to bring money to the camp for improvements. Has anyone investigated such a step to help fund much needed improvements.**

We recently inquired about this and were told that the trees in question are hard to access without cutting down others surrounding them. In the end, it would not be a good return on investment.

**Is council aware of gatekeeping amongst is SU and Leaders?**

If your inquiry is related to SU and troop leaders being gatekeepers, our remedy has been to send information directly to parents (e.g., 5 on Friday, emails, etc.). If you are referring to staff, we work very hard to keep volunteers informed.

**Leaders are frustrated with the lack of support and follow through on the council aspect. How are you going to change this?**

Over the past several years we have made concerted efforts to improve in the area of customer service. Last year, we specifically targeted new leader support after it was identified as a critical need. While no organization is perfect, we have received positive feedback from our Voice of the Customer Survey results and from our Town Hall conversations. If there you have a specific issue you'd like addressed, please contact clegette@gshg.org.

**Concerned about low number of annual meeting delegates who actually voted. How do we impress on volunteers that when elected as delegates they should follow through on their responsibilities?**

When delegates are nominated and elected by their peers, it is assumed they know the importance of the role. When we communicate with council delegates, we stress the need for a quorum at the meeting and for their votes. The only remedy to this issue it seems is making sure delegate nominees understand the expectations of the role prior to election.

**Allowing for multiple troops to be included on event forms, such as troop trip. And often, when a trip is planned, you do not know exactly how many and who until closer to the event. Perhaps have a two part application, one to approve the trip, and then an email procedure for the trip roster for insurance purposes.**

We are currently reviewing our forms/ procedures and considering some updates.

**ABOUT GIRL SCOUTS OF HISTORIC GEORGIA** Girl Scouts of Historic Georgia is rich in heritage and purpose. The council extends from the North Georgia mountains to the Okefenokee and from the Atlantic coast to the Chattahoochee Valley. Girl Scouts of Historic Georgia serves more than 13,000 girls and 5,000 adults in 122 counties in Georgia, two counties in South Carolina and one county in Alabama. The council is also the home of our organization's founder, Juliette Gordon Low, who founded Girl Scouts on March 12, 1912 in Savannah, Georgia, where her birthplace and the historic First Headquarters still welcome thousands of Girl Scouts every year. Girl Scouting gives girls a wide range of experiences to define leadership their way.