

Service Unit Delegate Meeting

April 7, 2026

7 - 8:30 pm

Via Zoom

Notes

Volunteer Support & Feedback:

Volunteers are encouraged to provide feedback on their year-end reporting about how the council can better support and retain volunteers. To provide feedback to GSUSA, we encourage participation in the Girl Scout Voices Survey, which is being emailed to caregivers by GSUSA over the coming days.

Service Unit Product Coordinators will participate in a debrief on Treats, Reads, and More at the end of this month to gather feedback from the Fall 2025 product season and start planning for Fall 2026. A 2026 Cookie Season debrief will be scheduled in late May/early June.

NYPENN is participating in a volunteer engagement assessment with GSUSA. They will send a survey out to members on or around April 17th. NYPENN was also selected (due to our high volunteer retention rate) to participate in a GSUSA working group that is developing ways to simplify the volunteer experience for all Girl Scout volunteers. CEO Julie Dale serves on this group and feedback can be sent directly to her at listening@gsnypenn.org.

Finally, there is a small group discussion on Making Volunteering Simpler at NYPENN taking place at the Annual Meeting May 2nd. Delegates are encouraged to speak with their members over the coming weeks and bring feedback/suggestions/ideas to this session.

Cookie Program:

Council expects that the cookie program will be set up the same way next year (a later start combined with a direct order). We have several lessons learned this year, including our understanding of certain eBudde features and cupboard stocking. Part of the reason we struggled to stock cupboards early in the season is that we had planned/budgeted for a decline in sales in response to decreased membership and national trends.

However, we are one of only two councils nationwide who did NOT have a decline in cookie sales over last year (most councils are down about 15% from goal). In fact, NYPENN is up from goal. The adjustments made to the program schedule and ordering are working for our council, and we will take feedback and put improvements in place for the pieces that caused pain this year.

NYPENN Property Rentals:

Property rentals are now being managed through the CampSpot system. Rental rates for member troops and service units have not changed, although the higher prices for outside groups are what is currently visible on the reservation system.

To rent a camp property or service center, go to www.gsnypenn.org and click through:

- Members
- For Volunteers
- Forms & Docs
- CampSpot

You can search for rentable properties based on date and number of attendees. At checkout, enter Discount Code: **GSMD2026** to view the member price.

Julie noted that we will change this setup to make it easier for members to see prices during the planning stages of an event rather than at checkout. Attendees requested a rates sheet listing all properties and their cost for members, as well as the option to make half day reservations – currently, reservations are set for overnights only.

Members expressed concern over being closed out of bookings due to reservations going to outside groups. We have very few outside reservations at this time, so we believe any current difficulties may be competition between troops and SU's, but recognize this is a concern as we move forward, and that council needs to take steps to preserve availability for our members.

Generating revenue from outside groups on our properties will be an important part of being able to maintain our properties long term. We've included time for members to discuss long-term property planning in a small group session at the Annual Meeting so that leadership is informed by all members' needs and concerns.

Annual Meeting Workbook Preview:

Delegates will receive, via email, a workbook at least 10 days prior to the Annual Meeting. If you would like a hard copy workbook mailed to you, please let Kim O'Brien know at kobrien@gsnypenn.org.

The workbook contains information delegates should review prior to the meeting:

- Annual Meeting agenda (schedule) and map of Seneca Falls
- Standing Rules:
 - Rules for how we run the business meeting to keep discussion moving and make sure that those who want to speak are able to
 - Delegates/board members can request changes to the standing rules, and they will be adopted by a vote at the beginning of the business meeting

- Slate of Nominees:
 - Names of those nominated for board and board development committee membership
 - All board officer positions are up for election for the 2026-2028 term
 - Some at-large (non-officer) positions are up for election for the 2026-2028 term
 - While the slate will show some vacant positions, we have met our minimum number of board members needed to be compliant with our bylaws
 - The slate will list the board development committee chair, who will be appointed by the board chair
 - All other members of the board development committee are elected positions
- Biographies of Board/BDC members up for election
- 58th National Council Session Proposals and Discussion Topics
- Recognition of the Girl Advisory Board (GAB)
- Minutes from last year's Annual Meeting
- A copy of the NYPENN Bylaws

Business Meeting Preview:

The business meeting will take place from 1:30 – 3:30 pm. We will start with a flag ceremony and read a credentials report to establish quorum. Quorum means the minimum number of delegates/board members who must be present for the meeting to happen. Then a vote will be called to adopt the standing rules.

Board/staff will present financial, state of the council and NCS reports. Then the board and BDC slate will be presented for a vote. Because the NCS delegates & alternates are in the middle of a term, there are no NCS elections for this year (next will be in 2028). No changes have been proposed to the bylaws this year.

Decisions are made during the meeting by voting. First, a member will make a motion (a recommendation for the group to take action). Another member must second the motion. Then, the floor will open for discussion/debate. Once discussion/debate is done, a vote will be called.

This is the final delegate meeting before the Annual Meeting May 2nd!