



MINUTES  
Fall Annual Meeting  
November 8, 2018

The meeting of the membership was called to order by President Cathy Lindstrom at 10 am in the Chianti Rm, Tuscany Falls Clubhouse. See **attachment A** for attendance list of those present. The purpose of the meeting was to report progress for the new 2018-19 Season.

**RECOGNITIONS and ANNOUNCEMENTS:**

Cathy thanked all the volunteers for their contributions in planning and implementing the programming for the new season. Sales have been very robust, with many classes and trips selling out within the first hour. While there was a slight glitch in the online ticket sales, efforts are being made to prevent the same thing happening for the next year's season.

Cathy thanked Lorna Bray, Director of Lectures and Fred and Pat Williams for introducing the closed caption service to LLL and their generous donation for this service. The service was researched and we are in a trial stage.

Mary Gangl, former Director of Classes, was recognized for her many years leading and developing the Classes programming. Cathy presented her with flowers. A team of volunteers, with Cathy as moderator, will take over the Classes programming.

Mike Kramer, former Compliance Director, was recognized for his many hours advising the Board on legal matters over the past couple of years, including the transition to the LLL incorporated status.

Cathy asked if there was anyone else who would like to recognize a volunteer. Susie Nee recognized Phil Korzilius for all his tech help in the center and his photography assignments. Emily recognized Susan Harris for all her 'back end' help with the website. Cathy thanked former President Phyllis Minsuk for her untiring help with the transition of the presidency to Cathy and all the other things she does and has done to make LLL what it is today. Cathy also thanked Nancy Wilson Smith for expanding her Board Secretary duties to also act as a 'vice president' to her. Thanks and recognitions were also extended to Judy Hardin, new Center Coordinator, and to Connie Armstrong, who came out of retirement to help train the new Reception Desk Team Leader and work with her in scheduling Center staff. Cathy also thanked the Special Events team for doing a wonderful job of setting up the room and getting refreshments for this meeting today.

**TREASURER'S REPORT:**

Wendy Frumkin provided a brief report of income and expenses. She said that income was high at this time of year because most of the income comes in at the front end, and expenses are

incurred as the events happen. At this time, there is \$94,000 in the bank, but it is anticipated that LLL will end the fiscal year with \$45,000.

## **OPERATIONAL REPORTS:**

**Trips** – Lisa Greenhoot reported that 7 trips sold out the 1<sup>st</sup> day and 2 more are sold out. 5 trips still have space available. Lisa thanked Pat Ingalls and Emily for all their promotion write-ups for the trips. There still is a need for someone to be in charge of putting water bottles on the buses.

**Sales and Marketing** – Emily Grotta reported that ‘lessons were learned’ with the October 1<sup>st</sup> opening and the ‘crash’ of the website with the online ticket sales. She thanked all the ‘behind the scenes’ volunteers who write and design the LLL Programs. Emily is in the process of putting together a communications team and asked for any interested volunteers to get in touch with her.

**Tech Team** – Phil Korzilius reported that his team supports the lectures, office and classes.

**Classes** – Di Weeks shared that a team will be in charge of Classes with Cathy as Moderator.

**Lectures** – Lorna Bray was not available for the meeting, but sent the following report to Cathy:

“The Lecture team has scheduled 16 Monday morning lectures and 6 Premier lectures which began in October and will end in March. Our fall premier lecture schedule will end tomorrow night, Friday as a sell out lecture, with two Monday morning lectures left this fall. Our season will pick up again in January.

The topics for this lecture season cover a wide range of presentations including history, local topics, health, security, politics and science and technology. We hope something for everyone to enjoy so we hope you have reviewed the schedule for those lectures that will be of interest to you.

This lecture season we have offered a new service in Closed Caption for those in our community that are hearing impaired. This service is real time captioning and will be offered on a trial basis this season and through our feedback evaluations, we will determine if we will continue this service next season.

The lecture team is looking for volunteers this spring to serve on the vetting committee which involves 3 meetings held in March & April. We look to have a large committee to review and narrow down the list of potential speakers for the 2019-20 season – for those of you looking for a short term commitment, this is a nice opportunity and is an important part of the lecture process. Other opportunities to serve on the lecture team are available and if you are interested, please contact Lorna Bray, director of the lecture program.”

**PC Reads** – Susie Nee coordinates the ‘drop-in’ book club. The six books have been picked for 2019. There is a monthly newsletter with 325 already on the list.

**TED Talks** – Flora Conley asked for volunteers to watch TED Talks for potential ones to be presented in the LLL programming.

**Strategic Planning Committee** – Linda Holland said that this committee looks to the future needs of LLL, through studying strengths, weaknesses, opportunities and threats. The committee looked at the existing Bylaws and recommended changes to the Board as appropriate when the organization moved to incorporation. The committee is looking at the volunteer needs to sustain the organization into the future. Linda asked those in attendance to look at their own personal skills beyond their current volunteer assignment – can they be used somewhere else? Are there back-ups to key positions? Are there Standard Operating Procedures for every job? Are we attracting and developing leaders? How can we attract more diversity to the organization? Human resources is the key for making LLL work!

**Sunday Series** – Mary Gangl said that Robson provided some subsidy for this program in 2019 as part of their diversity effort. The three Sunday programs have been planned to reflect diversity – 1/24 will be spiritual and gospel music history; 2/24 will feature a Mariachi Band; and 3/31 will be Tony Duncan, the native American hoop dancer and flute player. The Series is open to everyone, but an RSVP is needed as seating is limited. The program is also sponsoring St. Mary’s Food Pantry and everyone attending is asked to bring canned food.

**Lobby Team** – Jeff Young reported that his group consisted of 30 people and asked for more volunteers to sign up for the 2019 lectures.

**Staffing and Volunteers** – Jeanne Chasko recognized the new volunteers: Barb Downey, Janelle Watts, Bob Nelson, Jill Burnham, Ronnie Levine, Dianne Harmon, Andrea Hodes, Jim Brown, and Myla Houle. Also new and already on teams are Pam Loo, Pam Merlino, Sue Roth, David Hungerford, Judy Fischer, and Judy Harden as the new Center Coordinator.

Jeanne reported that while we have 100+ volunteers, there are still some open spots that need volunteers. Still need the following positions to be filled:

- Vice President
- Data Entry/collector
- Hearing Assist Team Leader
- Tech Team
- Communications Team
- Reception Desk in Center
- Photographer
- Sunday Series Team Leader

A list of all positions and duties is in **attachment B**.

**Opportunities for Donations:** Did you know that every time you buy something at Fry's grocery you could be making a donation to LLL? Sign up for the program to make this happen. Also, with Amazon Smile program. LLL can earn several thousand dollars a year through these two programs.

**Adjournment:** There being no further business to come before the group, the meeting was adjourned at 11:15 am

Next Annual Meeting is scheduled for April 1, 2019.

**Respectfully Submitted:**

**Nancy Wilson Smith, Secretary**

**ATTACHMENT A****Attendance List**

Connie Armstrong	Adrienne Bock	Jill Burnham
Jeanne Chasko	Ruth Clark	Shelley Coate
Eddie Daurora	Wendy Frumkin	Flora Conley
Mary Gangl	Bill Greenhoot	Lisa Greenhoot
Emily Grotta	Judie Harden	Dianne Harmon
Greg Harris	Sue Harris	Helen Hohlstein
Pat Ingalls	Renee Jones	Carole Korzilius
Phil Korzilius	Joe Lacacyse	Marlene Lenstra
Ronnie Levine	Cathy Lindstrom	Faye Malnar
Pam Merlino	Les Minsuk	Phyllis Minsuk
Carol Mungas	Priscilla Naworski	Bill Nee
Susie Nee	Bob Nelson	Kathleen Nemeth
Marianne Roberts	Sue Roth	Carol Sanders
Ruth Shaffer	Sue Smith	Karen Stanley
Kay Thomas	Di Week	Nancy Wilson Smith
Bob Young	Jeff Young	

## LLL VOLUNTEER TEAMS – 2018-19

**Audiovisual/Sound/Technical:** displays pre-lecture PowerPoint; assists at all MML, Premier Lectures, and some classes and Special Programs. Sets up projectors, mikes and videos; announces the start of all lectures.

**Classes:** sources classes; liaisons with teachers, monitors and LLL. Schedules rooms, writes descriptions and bios; sets fees, assures payments, sends thank-you notes to all teachers. Coordinates Great Decisions.

**Monitors:** serves as resource for teacher and class; sets up classroom, attends assigned classes to ensure quality and proper room environment; takes attendance and evaluations.

**Communications and Marketing:** creates and executes all publicity and marketing materials for LifeLong Learning, including printed materials (SCHEDULE, handouts, bulletin board, posters, PebbleCreek Post, stationery) and electronic (LLL website, weekly e-newsletter, PebbleNews and PC Yahoo group).

**Writers and editors:** researches and prepares information about all LLL programs; edits for consistency in style and brand.

**Design:** works with design consultant to revise materials and prepare new ones; ensures consistency and attractiveness of materials.

**Website:** maintains and updates all content on [www.lifelonglearningatpc.org](http://www.lifelonglearningatpc.org); investigates and identifies new software to improve functionality.

**Calendar:** updates and maintains LLL calendar on website to assure no conflicts among events and for the LLL Center.

**Distribution:** maintains inventory of print materials; picks up from printer and distributes to designated locations around the PC community on regular basis and stocks items needed by groups in the Center storage units.

**E-newsletter:** writes and distributes emails through Constant Contact; maintains subscription lists; creates new e-newsletters as needed.

**Photography:** takes and edits photos of LLL members and events; sends to webmaster for LLL website.

**Communications and Marketing cont.:**

**Pre-Lecture Video:** creates and produces a power point presentation of LLL programs and activities shown at MML, Premier Lectures and other LLL events.

**Community Outreach:** represents LLL at various PebbleCreek activities. Announces specific lectures, classes, trips to relevant clubs to increase awareness and participation. Seeks opportunities to participate in other PC Events.

**Facility:** oversees scheduling and calendar for LLL Center; purchases and maintains supplies; manages room set up for various users; coordinates maintenance and conducts facility inventory. Provides customer service for walk-in residents re sales, registrations, payments, questions about programs, etc.

**Hearing Loop:** maintains and oversees operation of hearing loop in LLL Center.

**Scheduling:** schedules volunteers to staff the center and provide assistance.

**Finance:** works with the treasurer to manage the ticket sales at each lecture and during office sales. Maintains LLL books, deposits, petty cash, and reimbursements. Assures that LLL is in compliance with HOA and non-profit regulations.

**Fundraising:** oversees publicity to solicit donations; manages information re donations received and designation, if any, for use of funds. Tracks and acknowledges each donation. Arranges for recognition of donors.

**Historian:** maintains examples of all printed literature and newspaper articles etc., as well as a record of all prior classes, lecturers, trips and special events. Creates an historical scrap book.

**Lectures:** meets annually to suggest lecturers; maintains a file of potential lecturers and teachers; vets possible speakers; discusses and brings to membership for a vote, next season's speakers. Assists with contacting and inviting lecturers.

**Hospitality:** liaisons with lecturer; welcomes to PC, secures parking and water, and escorts to theater. Writes thank-you notes as follow-up.

**Introductions:** prepares introductory remarks and introduces lecturers; fields questions and manages drawing of door prizes at MML's.

**Door Prize:** secures appropriate door prizes for each MML.

**Lobby:** staffs the lobby to sell tickets for same-day MML's; collects tickets, distributes flyers and feedback forms, and assists with seating for all scheduled MML and Premier Lectures. Manages supplies needed for each lecture. Adheres to Renaissance Theater regulations as per HOA.

**Hearing Devices:** maintains and lends the hearing devices for all lectures.

**Program Evaluations:** creates forms for gathering feedback, assessments, and suggestions for all LLL programs; performs periodic surveys and reports findings to LLL president.

**Sales:** oversees all ticket sales for Premier lectures, classes and trips. Works as sales team in LLL Center, theater lobby and anywhere LLL sells tickets. Uses website to register and assist customers.

**Will Call:** manages sale, delivery and payment of Premier lecture tickets purchased online or by phone. Keeps track of pre-sold tickets.

**Special Programs:** creates and facilitates any events in addition to regularly scheduled ones.

**PC READS:** expands LLL's outreach to PC readers and book groups.

**Sunday Series:** plans and implements a series of three free programs presented on Sunday afternoons celebrating art, music and literature.

**TED Talks:** creates and schedules TED Talk events. Selects videos for each session; manages registration and room logistics; manages the presentation, AV and supplies.

**Strategic Planning:** recommends LLL goals and priorities and focuses on energy and resources to ensure the organization and volunteers are working toward common goals.

**Sunshine:** creates appropriate cards for ill members and their spouses; sends or delivers flowers for hospitalization or serious illness.

**Trips:** identifies possible trips; researches costs and viability; determines schedule, min/max participants and fees. Maintains registration lists and coordinates details of escorting and overseeing residents on each trip.

**Volunteer Coordination:** contacts potential and current volunteers about available team positions; arranges orientation sessions; organizes team meetings; assures adequate staffing, maintains staffing chart; maintains official volunteer roster for LLL; oversees the development of SOPs; orders and distributes name badges.