

Draft Agenda
GHI Member Engagement Work Group
July 8, 2021

Transition Task Force Purpose: To prepare GHI for a successful general manager and organizational transition by reviewing Transition and Sustainability Issues (Sept. 2020) report details and developing options and actions for board, members, and staff.

Member Engagement Work Group Purpose: To engage, communicate with and educate/inform members around issues important to preparing for the planned general manager transition (and other GHI senior staff and leader transitions), expanding the use of technology in this process.

Member Engagement Work Group Charge from Board: see end of agenda below for **Appendix 1** for Board motion for Member Engagement and **Appendix 2** for earlier charge for Transition and Sustainability Task Force

Today's meeting goal: Get acquainted, get organized, and agree on initial priorities and actions

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1. Welcome and self-introductions (name, GHI connection and other relevant interests or skills)
2. Review of our charge, goal for today's meeting, and agreements on how we work together
3. Building a shared understanding of our context – background, prior work, and connection to Board resolution/charge (see cover email with link to key Transition Task Force reports relevant to this work)
4. Information sharing: short updates on relevant information on Member Outreach, Website and available technology, Communications, Long Range Planning, senior staffing changes, etc.
5. Sharpening and Prioritizing our Work
 - a. Exploring idea of one or more member forums(a) around key topics (see Attachment 3 for list of issues recommended for exploration with members by Transition Task Force)

- b. Discussion of ideas on how to pilot or test new ways to reach and engage members in this process
 - c. Consensus building on short-term priorities and how to organize to advance those priorities
 - d. Discussion of who wants to be involved in what and how we best organize to model desired culture of sensitivity to members' desire to be involved and limited time constraints
6. Getting started: Next actions and meetings
 7. Review of meeting and possible changes for next time

Appendix 1: GHI Board approved motion 6/17/21 to establish Member Engagement Work Group

Motion: I move that the Board of Directors authorize the Transition Task Force to work as feasible with the Member Outreach Committee, Communications Committee, the Long-Range Planning Committee and Board of Directors in developing a member communication, engagement, and education timeline for next year that includes:

- Planning a series of topical discussions aimed at engaging members on key issues and soliciting input to guide policy and practice.
- Planning two member meetings – fall 2021 and spring 2022 – to address policy changes recommended before a general manager transition.

Moved: Luly

Seconded: McKinley

Carried: 9-0

Appendix 2: Earlier motion to establish Transition and Sustainability Task Force

Motion #1: I move the Board of Directors establish a Transition and Sustainability Task Force to review the issues and recommendations presented in the Transition and Sustainability Issues report for purposes of recommending to the Board:

- a. Which issues require attention in 2021 and the specific next actions that should be taken with any associated staffing or cost implication; and
- b. Which issues or recommendations are best left to be considered by the successor to the current general manager and Board of Directors.

Moved: Skolnik

Seconded: McKinley

Carried: 9-0

Appendix 3 – Transition Task Force Recommendations on possible changes to be considered by members and Board – from GHI Board and Transition Task Force Work Session, June 7, 2021

Changes recommended to be considered by the members and Board before Eldon retires to decide if/when to address

- **Governance**
 - Consider changing Board's ability to delegate decisions to Committees – e.g., Arch Review recommendations to Board only when there is not consensus in Committee
 - Review GHI organizational culture and relationship between General Manager and Board including decision making authority
- **Member Fees and Revenue Opportunities**
 - Review work to date of Transition Task Force on stabilizing member fees, including fee deferral program, and generating revenue
 - Consult with staff and Long-Range Planning Committee to identify other issues related to financial challenges
- **Member Communication, Engagement and Education**
 - Authorize Transition Task Force to work with leaders of Member Outreach, Communications and Board in developing a member communication, engagement and education timeline for next year that includes:
 - Review of website to identify short and mid-term ways to make more useful to more members
 - Plan a series of topical Member Talks aimed at informing members on key issues and soliciting input to guide policy and practice (Examples of topics include: GHI fees and why they increase; GHI policies and policy confusions; Board Committees and Task Forces – their benefit and cost; other priority topics identified
 - Plan for two Member meetings – fall 2021 and spring 2022 – to address policy changes recommended before general manager transition
- **Committees and Task Forces**
 - Decide on timing for review of the number and roles of GHI Committees and Task Forces and the costs in terms of staff and Board time (consider now or after new General Manager hired)
- **Senior Staffing and Human Resources**

Review with members current allocation of management and staff time and solicit member input on priority services and any new directions to inform senior staffing and budgeting for 2022-2023.

