

2021 GSWW Annual Meeting Question & Answers

Below are the questions that were posed during the Annual Meeting. These have been broken apart into sections; those that were answered in a written format during the meeting through the Q&A section of the webinar, those that were answered live in a verbal format, and those that remained unanswered at the end of the meeting.

Questions Answered in a Written Format During the Meeting

These have been grouped by category.

Troop and Program (non-camp)
<p>Q: When will we be able to do in person meeting/celebrations?</p> <p>A: GSWW's Pandemic Committee is working through new guidelines that will allow for in-person programming. We will have draft plans finalized by the end of February and will use the first couple weeks of March to gather feedback from key volunteers and members. Our goal is to share our new modified in-person programming plans in early Spring.</p>
<p>Q: How many deaf girl scouts do you have and how many interpreters?</p> <p>A: At this point in time, this is not a piece of information that we collect about our membership and so have no statistics to share.</p>
<p>Q: Will there be a Zoom discount again for next year? If so, can those details be made available around the time of troop renewal? Zoom is absolutely critical to being able to meet virtually.</p> <p>A: Yes, gsZoom will be made available next year. We are aiming to have the opportunity to purchase that license available beginning this spring. We will make an announcement via our Volunteer Resources eNews when this becomes available.</p>
<p>Q: In this virtual setting, we've really relied upon GSWW events with outside partners to enhance our badge work. Are there any plans to further grow those partnerships? Is there a way for GSWW to gather feedback on these events so they know what is working well/not working well?</p> <p>A: We expand our list of program partners every week. In 2020 our program partners hosted 430 programs. We welcome and encourage feedback on these offerings, and the feedback can be sent to our Program Partners Manager, Chloe Wightman at CWightman@GirlScoutsWW.org.</p>
<p>Q: What is the status of travel for the upcoming summer? When will GS let us know the appropriate time to start Travel Planning for out of state travel?</p> <p>A: All travel details are being researched in accordance with Washington State and GSUSA COVID-19 guidelines. Travel updates will be shared in our new COVID-19 policy updates coming this Spring.</p>
<p>Q: What is the recognition plan for those that earned Silver and Gold Awards in 2020?</p> <p>A: Last year we were thrilled to celebrate our Gold Award earners with a "Gold Award Gala in a box" delivered to their doorsteps. We are working on some exciting plans to recognize our Girl Scouts who are earning these highest awards this year! Stay tuned for more details later this spring.</p>
<p>Q: What is the status of the maker space location in Seattle? Will there be an ability to check it out for small troop events- socially distanced, masked?</p> <p>A: One of the impacts of COVID was closing our Makerspace. We have several troop kits that are available for checkout, so troops can have the Makerspace experience in homes once it's safe to do so.</p>

Q: As a Girl Scout leader who is thankful for Financial Assistance (more than 50% of our Troop receive FA), and a Camp Director who did Alpenglw Day Camp-In-A-Box last year, and is beginning planning for a 2021 program, I am curious about the Designated Funds for Camp Grants. Last year, or Outdoor-Heavy Camp-In-A-Box was eligible for “Event Grants.” This year, I’ve heard that there is work behind the scenes to find out if Camps-In-A-Box can qualify for Camp Grants. I ask because if a Girl Scout has 3 grants, and used one for our Fall Encamporee, and uses the other for our Spring Encamporee — they either must save their Event Grant for a Week-Long Outdoor Focused “Camp-In-A-Box,” or, if they’ll be able to use a Camp Grant? If they is able to use a Camp Grant, then she can use her final Grant for Troop Dues, Uniform, or a STEM Program, which is a much more robust program. Can I hear more about what’s being done to honor the intent of the donors, and inspiring their pivot to make those funds available?

A: Philanthropy is working closely with our program team to determine what camp programs may be possible and how we can help support Girl Scouts who will require financial assistance to participate. We will work with our donors and our accounting firm to ensure that we are meeting the intent of our donors and serving our Girl Scouts farthest from economic equity.

Cookies and Product Program

Q: Were the 4.13 million boxes cookies sold just in Western Washington?

A: Yes, all in western Washington

Q: Is there a plan to allow girls to add a troop Gift of Caring option to their Digital Cookie sites? This is not available currently and really would be amazing to add to their sites as we see so much more purchasing of cookies through their sites.

A: Unfortunately, we do not have an option at this time to add a second charity program to the Digital Cookie platform. We have requested that a second option be added for the future. We do realize that with the shift to virtual sales, a large number of donations are coming from Digital Cookie and leaving it more difficult for troops to collect for Troop Gift of Caring.

Q: Regarding Palm Oil: In my research I learned that in 2019 Little Brownie Baker was purchased by Ferrero. This gives me hope. In 2015, Ferrero was one of the first companies to source 100% certified as segregated palm oil and they received the highest palm oil buyers score (20/22) from the World Wildlife Fund. How can members of GSWW organize to advocate directly to Ferrero to immediately start these practices with their subsidiary Little Brownie Baker?

A: Little Brownie Bakers (LBB)—the bakery our council uses—is working to adhere to the Roundtable on Sustainable Palm Oil’s (RSPO) segregated sustainable palm oil model. The bakery has assured us they’re taking action to make the complex shifts toward securing a 100% deforestation-free and exploitation-free palm oil supply chain. While the type of palm oil they have to use isn’t currently available in a certified segregated model in the U.S., they’re actively working to figure out alternatives with their suppliers so they know what it would take for them to offer a certified segregated product. They’re being transparent and are communicating with us about the work they’re doing to help shift a global system that’s much bigger than Girl Scout Cookies. We’ll keep our membership updated on specifics of the actions LBB is taking going forward.

Q: Is our cookie partnership only QFC or does it include other Kroger stores such as Fred Meyers?

A: QFC Only.

Q: Will there be an extension for use of cookie dough funds due to activities being cancelled and not being able to spent this year.

A: Cookie Dough funds don’t expire, as long as the Girl Scout keeps the card active with a transaction every 2 years it can be held for future use. We are reclaiming funds from girls who have not been Girl Scout members for 2 years. However, we are also reviewing the impact of cancelled programs to older girls aging out and will have more information regarding how we plan to support these Girl Scouts and their Cookie Dough use. Specific questions can be sent to Productprogram@girlscoutsww.org and we can give more detailed responses to the situation.

Q: The issue I see here with the Palm Oil situation is that even if Little Brownie Baker uses 100% RSPO palm oil, it does not address the child labor and human rights issues.

A: If Little Brownie Baker adheres to Roundtable on Sustainable Palm Oil that would mean a 100% deforestation -free and exploitation-free palm oil supply chain. We are not there yet but working towards that goal.

Q: It has been four years and you have not done anything about palm oil? Are you real going to change anything?

A: We are working with Little Brownie Baker to ensure a segregated sustainable palm oil model. This work is ongoing, and we are hopeful to reach this goal.

Diversity, Equity and Inclusion

Q: What does DEI mean?

A: Apologies, we should have spelled out the acronym. DEI stands for Diversity, Equity, and Inclusion.

Q: Really appreciated the land acknowledgement. I was concerned about how scouts and volunteers of Native American heritage might react to being characterized as colonizers. Would they have felt left out?

A: Great question and so glad the acknowledgement resonated with you. We will revisit the exact wording to see if we can provide better clarity and ensure we are not excluding Native American members.

Q: How will you measure success for DEI initiatives?

A: We are using a variety of both quantitative and qualitative measures, including monitoring the percentage of people of color in our membership, volunteers, and employees. We are also measuring people's feeling of belonging and inclusion within our organization.

Q: Can Megan expand on the GSUSA racial profiling in systems? Not really sure what she meant.

A: It came to our attention that some of the demographic data in our CRM database could be accessed by volunteers. We want to ensure that demographic data doesn't create unintended bias in our placement procedures and all members feel safe sharing their personal data.

Camp Program and Properties including Horse Program

Q: What happens to any gifts that were restricted toward the horse programs? Were those funds able to be fully used up prior to the sale of the horses?

A: We have incurred over \$70,000 in horse expenses through December 31 and will continue to incur costs until our last horse is sold. All donations to the horse program have been used to off-set these costs. We are grateful for all of our donors who have helped us care for our horses.

Q: Great news on Monroe sale potential. How many horses remain in the herd awaiting new homes?

A: We have just one horse (Peanut) remaining for sale. (*as of 2/6*)

Q: Will there be volunteer led camp this summer?

A: We are still working through our plan for in-person camp activities this spring and summer and plan to have updates ready to share in March. We are also working on updates to our Member Safety Guidelines that will outline safety precautions and protocols for future in-person activities. Our protocols will be in alignment with best practices and requirements from the CDC, Washington State, American Camp Association, GSUSA, and any local or federal policies.

Q: If financially available, would the GS organization look at rebuilding the equine program back to previous levels? Or would it be a partnership build with a vendor to provide the service?

A: For decades, our horse programs have been a source of joy and personal growth for many across our council. We are committed to resuming horse program after we have had a chance to engage with our Girl Scout horse program community and donors to develop a path forward that will be both equitable and sustainable. We will need to explore options including leasing and contracting with a vendor.

Q: Was the decision to close camps for summer 2021 GSWW or GSUSA or a combo? Boys Scouts camps are open this summer and were last summer.

A: The decision to close camp for Summer 2021 was made based on health and safety factors, but also the financial constraints COVID-19 put on our council.

Q: What camps will be open for the girls if any at all?

A: We are still working through our plan for in-person camp activities this spring and summer and plan to have updates ready to share in March. We are also working on updates to our Member Safety Guidelines that will outline safety precautions and protocols for future in-person activities. Our protocols will be in alignment with best practices and requirements from the CDC, Washington State, American Camp Association, GSUSA, and any local or federal policies. Because we've had to reduce staffing and cut into our property budgets, it will take time to prepare camps for re-opening. GSWW will continue to monitor and manage new and creative ways for our council to utilize our properties throughout 2021. At this time, however, due to staffing and expense constraints we only anticipate being able to open Camp River Ranch and Camp Lyle McLeod for Girl Scout programs during this membership year.

Q: When will people who applied for the Property Assessment Advisory Group be notified if they have been chosen?

A: Committee leads are actively reviewing applications, thank you to all those that applied! We will announce those that are selected via email on February 9th.

Q: Does GSWW own most of the camp properties or are they mortgaged?

A: GSWW owns all properties with the exception of Camp St Albans. Camp St Albans was put into a trust by the original owner of the property. There are three trustees that manage the trust in partnership with GSWW.

Council Finances

Q: What qualifies as "Other Income"?

A: Other income can include a variety of items like income from harvesting salal or timber, lease payments, etc.

Q: Will a detailed financial report be available online?

A: The Board Treasurer's report has been posted in the Council Updates section of the website.

Philanthropy

Q: Is there a plan for the donated bricks at the DuPont center? Will donators be able to get them back if they choose?

A: Yes, this is possible. Email DuPontMoveTeam@gsww.org to make arrangements.

Q: I would like to know how my troop can support GSWW without selling cookies.

A: Girl Scouts can do several things to support the Council. You can share your Girl Scout story with donors, including sharing videos or artwork that can be used to showcase the Girl Scout impact. Invite friends and family to support the Girl Scout Luncheons or Glamp events. If you have questions or would like to support efforts, contact Tana Graedel, tgraedel@girlscoutsww.org.

Board Involvement

Q: When you say with a geographic focus, (*with regard to Board recruitment*) is that primarily population based? I'm concerned that there doesn't appear to be a representative from any of the northern region cities.

A: We agree that representation from north of Everett is needed on the board, and it's a recruitment priority. We're engaged with key community leaders in Bellingham toward that end.

Q: Why are the 3 values so important?

A: Our values drive our decisions as a Council. This is how we ASPIRE to operate as an organization...

CULTIVATE INCLUSION

We listen to, welcome and value different identities, perspectives, and experiences to enrich our lives and work environment, inform equitable decision making, and enhance the work we do with members, employees, and the communities we serve.

ADAPT

We are an agile, resilient, learning organization that embraces change and is responsive to the dynamic needs of our members, employees, and the communities we serve.

COLLABORATE

We operate with transparency, leverage collective genius, partner internally and externally, and communicate transparently with unwavering candor, honesty, and respect to deliver life-changing outcomes for Girl Scouts, preparing them to do big things.

We were guided by our values and our vision as we went through all of the changes we had to implement this year.

Transcribed Questions – answered live during the Annual Meeting

These questions are in the order they were taken during the meeting.

Q: Without the \$2.4M Payroll Protection Program Loan would the council have ended the year \$2.4 million in the red, and what was the \$2.4M used for?

A: (*Past Board Chair, Mae Numata*) No, the \$2.4 million PPP loan was actually cash. The government had allowed the PPP loan to be granted to companies or organizations with less than 500 employees to be used for operations. Which is what Girl Scouts did, and it allowed GSWW to not go into debt.

Q: Were all PPP funds spent or is there a remaining balance? If there is a remaining balance is there a plan to put the remaining balance forward toward 2021 operations? Couldn't discern from the where the PPP fit into the income statement.

A: (*Past Board Chair, Mae Numata*) For clarity, the PPP is actually cash, it is not in the income statement. When we first received the funds there was the assumption that until we received guidelines from the Small Business Administration, we didn't know the parameters to get this loan forgiven. Initially when the cash came in we showed a liability on the balance sheet. So, were all the funds spent or is there a remaining balance – again, it's mixed into our cash. I believe we had about \$1.4 million in cash left, which is pretty high for Girl Scouts at the end of a fiscal year. So, that cash transfers over. Our loan came through Key Bank, we are waiting for Key Bank to reopen their website for us specifically to submit our paperwork to then have the loan forgiven and then that cash is ours and we hope to again apply for PPP funds for 2021.

Q: Is the Monroe Horse Property still being leased out? Megan said no camp property is for sale, but technically it isn't a camp. What's the current plan for the property?

A: (*CEO, Megan Ferland*) We do have a tenant on that property, and they have expressed interest in buying it. At this point they are continuing to lease that property and we do intend to sell it.

Q: I'm thankful for the board members taking on leading and empowering our remarkable organization that I continue to be proud of. I'm happy to have voted in favor of their participation. I cannot tell from the bios what their participation and relationship to Girl Scouts is on the ground. There is value to looking at high level dashboard indicators, powerful community connections and excellent leadership and there is value to on the ground and location diverse participation. Can you help me understand what the board members relationship to on the ground Girl Scout participation is, and what board training looks like, especially in the section of what it looks like on the ground to be a Girl Scout representative?

A: *(CEO, Megan Ferland)* We recruit board members under particular priorities and with a very definite aim on diversity and geographic representation, and particular areas of expertise that we know we need to help support our overall operation. Board members go through a vetting process beginning with the CEO, and then continuing through with the Board Chair and an interview with the Board Development Committee before they are brought formally through to the Board and then to the Annual Meeting. There is an orientation process that is quite extensive where they're given all of the information related to Girl Scout history, our council's history, our mission, vision and values, all of our operational information related to our finances, our properties, our programming, and then also with respect to the particular committee they would be interested in, and we also then work to engage them in how they can be ambassadors for the council depending on whatever their particular interest and focus is.

(MJ Vigil, Board member) I think one of the questions that is focused on when speaking to ground level is asking how are we engaging with the girls? In addition to the work that we get to do in supporting the board, GSWW leadership and teams so that they can execute very well, is an opportunity to engage at a variety of levels within the organization. An example of that is that I'm currently working very closely with GSWW to coordinate a group of volunteers who will then be taught by GSWW the curriculum for cybersecurity for the cybersecurity badge. Then the volunteers that are pulled together from the different corporations will be the teachers, and will be doing virtual cybersecurity for Brownies and Juniors in April. Very excited and grateful for the GSWW staff who are supporting and helping to engaged with this program.

(Erin Jones, GSWW Board member) I've had the opportunity to speak at four troop meetings just in the last two months, speaking about politics, education and equity issues.

(CEO, Megan Ferland) The partnership with the Tacoma Schools came about because of our board member Scott Heinze, a former board member with the Tacoma School District.

(Carla Corkern, GSWW Board member) A good portion of the Board started out as volunteers or troop leaders or parents of girls who were greatly enriched by the program so that gives us a lot of interest with the board and a couple of board members are still involved with troops which helps give the voice of volunteers and girls to the board. That is an important part of what we've done in look for people in our volunteer ranks who have the capacity to volunteer as well.

Q: Is the property assessment something that happens yearly? Or is this something that's happening due to COVID-19? Is property being sold something that's going to be inevitable?

A: *(CEO, Megan Ferland)* The property assessment does not happen annually, it is something that we were already planning toward prior to COVID. As we have been deeply scrubbing every facet of our operation to ensure that we are functioning as optimally and efficiently as possible. COVID did escalate the process, but we already knew that we were due for an intensive look at all of our property holdings. The property assessment, again, is looking at both office properties and camps. With COVID it has changed the way we function so completely. The fact that we are staying in a remote work posture, for example, means that while we will have offices, we will be using them in a different way. It makes sense to look at do we need what we have in the same way. Is it inevitable? We've not started the work with the Board and Volunteer Camp Assessment Group yet, so I don't want to jump the gun. I'm a big believer in respecting process and so we are going through this process together as a group. There has been a lot of data gathering that has happened and we will be going through the process of looking at that data analysis and collectively taking that forward. I won't rule out that selling properties could be an outcome, but I'm not going to subvert the process – I can't rule it out.

Q: In the spirit of DEI why do we not see that in programming? Are we going to offer camp programs to other groups, or just the special camp session mentioned in the meeting for families of color?

A: *(Tara Stone, Vice President of Camp Program and Property)* This has been a gap in our program and we are working to fix it. Our camp programming has been limited, of course, due to COVID-19, however we are planning to host future camp programs with a focus that will rotate each year on specific communities. So, this could include Black, Indigenous, People of Color (BIPOC), LGBTQ+, special needs youth, and foster youth. We have done some of these programs in the past. Additional efforts in both our camp and program teams would include, but are not limited to, increasing seasonal camp staff and volunteer training to help make all programs more welcoming and inclusive, inviting speakers from these communities to be a part of our programs, and incorporating land acknowledgements. We're also looking at naming conventions at our sites; there are a number of different action steps that we are taking to make our camps and our programs more inclusive. There was also a question in the chat related to having camp programming that rotates specific to each community and whether or not this was a form of segregation, and I'm going to pass this to Robin to speak to this point.

(Robin Nussbaum, AVP of DEI & Learning) Providing specialized programming for communities that have historically been excluded is about recognizing how systemic oppression has excluded those communities from our programming in the past. Offering these events for those communities helps build inclusion a sense of belonging and safety for those communities to engage with us. I believe they are not set up to be 100% exclusive, but more like targeted or aimed at a certain group of people. We don't see it as segregation, we see it as reaching out to the group and communities that we want to serve.

Q: It has been four years since the issue of palm oil use in cookies has been brought up. Throughout those four years GSWW keeps saying that things will change but nothing has. Can this issue please be addressed and dealt with immediately?

A: (*Tara Jones, Chief Revenue Officer*) I totally understand the frustration here. We are equally as frustrated. Under no circumstances would we ever as a council support putting our rainforests in jeopardy and the habitat that lives within that rainforest, and of course anything that has to do with child labor abuse. We are working closely with our bakers, Little Brownie Bakers for GSWW, and they are part of the Roundtable on Sustainable Palm Oil, and they are trying to get their suppliers to shift as quickly as possible to get to the point where we have 100% deforestation free and 100% exploitation free palm oil supply chain. As you all know palm oil is a bigger issue than just Girl Scout Cookies. It's in many of our health and beauty products as well as other foods. They constantly keep us updated from the national level at GSUSA as well as our council level as they make progress towards getting us to a sustainable and certified segregated palm oil chain. I know it's hard to stay patient given all the atrocities that are happening right now, but please know that we are trying to work with Little Brownie Bakers to get to the point where we can safely say that all of our cookies are not part of destroying our rainforests as well as using our children in an abusive manner. This is not the answer I was hoping to give today, but we are working toward that goal of making sure that any ingredient in our cookies is safe from a human standpoint, as well as an environmental standpoint.

Q: Are any of our camps at risk of being sold? Will volunteers get a chance to weigh in?

A: (*CEO, Megan Ferland*) On the board and volunteer Camp Assessment Advisory Group that is currently in formation, we have an application process that's open until (*now closed*) and have been receiving a lot of applications for that, and that is one way for membership to be involved in that process. That committee will also be helping to inform how we set up additional avenues for engagement. There will be other avenues for input besides just that committee itself. Again, I cannot rule out that a recommendation as an outcome of this process is that a camp, or camps, be sold, that is a possibility. The necessity that we have, the way we have to look at it, is that camp is bedrock to who we are as a council, we have to be able to continue to offer and provide strong camp programming, that is part of how we are true to our mission. In order to be able to do that, we need to be able to support and maintain the camp properties themselves as well as grow what we offer as camp programs. Can we do that sustainably, maintaining all the camp properties that we have?

Q: Is there any news coming on the new East Side location? (East King Co.)

A: (*CEO, Megan Ferland*) At this point given everything that we are in the midst of with the pandemic, we have not yet started working toward an East Side location. After we have moved through the office part of the property assessment, I would anticipate that that would help inform what we do on the East Side.

Q: Will there be a requirement for Girl Scout volunteers to be vaccinated before going back to in-person activities?

A: (*LeeAnn Stivers, Chief Membership & Program Officer*) We announced in January that we are working through our modified in-person programming. What that looks like is that we have an internal Pandemic Committee that sorts through GSUSA, Washington State, CDC, American Camp Association – you name it – the regulations and we are reviewing them and layering that into that programming. The vaccine policy for Girl Scouts is also being asked of that committee to think through. We hope to have our draft plan ready at the end of February. We'll take that out to key stakeholders to provide feedback on our new policies and what that's going to look like for modified in-person programming, and then we hope to have that published and ready for everyone at the end of March/early April. We're eager to get back in person, but we know safety is at the forefront of these decisions. More to come on that and where we stand with the vaccine moving forward.

Q: Is there a plan for the donated bricks at the DuPont center? Will donators be able to get them back if they choose?

A: (*Nichole Franko, VP of IT & Properties*) Yes, those donors who have reached out to us already requesting those bricks will receive those. Our DuPont Office Supervisor will be contacting those individuals about arranging pick up. Those bricks that are not claimed we will be storing and then as we have a future design and location plan for those bricks to recognize those donations, we'll announce in the future how we use them.

Q: Would you consider having current Girl Scouts have a say in the Girl Scout cookie prizes? Two Girl Scouts from each level that change every year just to get a different point of view?

A: (*Mecca Stevenson, VP of Product Program & Retail*) The cookies prizes – we certainly could put something together, but those prizes under 395 those are a package we get from the bakery, we don't actually go out and find them ourselves. They give us a selection of prizes that we choose from within those and they do spend about two years for each year's prizes, vetting them through girl committees. We did surveys of our rewards out to members, and we actually stopped doing it a couple years ago because our response rate was low, but we could look at, just understand that the choices might not be as wide ranging as some people would expect to have.

Q: What can we do to recruit more board members from more than just King, Pierce and Snohomish Counties, for our further outlying areas, including our southern counties, our counties on the peninsula, and our further north counties?

A: (*CEO, Megan Ferland*) Recruitment from those areas is a designated priority for our Board Development Committee. The thing that we are working to do is identify key community leaders who we then network with to identify candidates who would be appropriate to sit on our board. So, what you can do is identify who could be those key community leaders and connect me with them – that would be a critical way to move forward with it. For example, last year, shortly before the pandemic hit, I met with the president of Western Washington University and we were actively engaged in working on potential board prospects from the Bellingham area, and then everything went sideways. (*Erin Jones, GSWW Board member*). As one of the Board Members not in King Co., the other challenge was that with board meetings held at the Seattle headquarters was that for someone like me, who lives in Olympia, was that it was two hours each way driving, but being virtual has taught us that we can engage people without them needing to be there in person. It's a bigger reach for me to show up in person for a board meeting than it is for someone who lives half an hour away. Imagining someone coming from Longview, for example, that's a whole day by the time you drive to a board meeting and home. But now that we have this virtual space, I think there are ways to get creative and it becomes more doable for someone who doesn't live half an hour away. I was literally giving up four hours of time based on traffic to get to a meeting, but I think we can leverage the virtual environment now in ways that we didn't before.

Q: How are we going to keep the Girl Scout Spirit alive, and how are we not going to lose any more Girl Scouts?

A: (*Katie Johnston, Sr. Membership Director*) I want to speak a little bit to the trying not to lose any more girls. We are actively trying to find new program opportunities and trying to find ways to excite our members. Girl Scouts has always been led by our Girl Scouts and so trying to find things that youth members are excited about to engage in and keep us going is really how we're trying to keep it alive. Being responsive to what it is that we are hearing from youth, from our volunteers and adapting every time as much as we possibly can.

(*Julie Wendell, VP of Program*) I have been so impressed by our program team and their ability to pivot during this pandemic to offer a wide variety of virtual program opportunities. In quarter one of 2021 we offered 185 programs; that was our standard programs as well as our collaboration with our program partners. I encourage you to stay connected to the GSWW calendar where you can see all of these program opportunities listed, and we also have program level hot sheets if you want to see what is exclusively available for the Girl Scout in your program level, or levels, you can click on those hot sheets and they are available on the calendar page on our website as well.

Q: Quick bricks follow up on the DuPont bricks – what if we don't know what's on the brick?

A: (*Shannon Pitton, AVP Executive Support & Facilities*) We do have photos available so if you give us a general idea, we can try to figure it out. Email DuPontMoveTeam@GSWW.org to request a brick pick up.

Q: Is it possible that there will be a volunteer led camp available in summer of 2021, but not a council led camp?

A: (*Tara Stone, Vice President of Camp Program and Property*) We are still working through what our summer programming will look like, but there are different considerations for our volunteer lead camps and our staff led camps in terms of planning. With our staff led camps those run typically about eight weeks through the summer, and we have to have all of our staff in place by late May/early June in order to have those set up, whereas our volunteer led camps, in fact we met with our volunteer led Community Camp volunteers just this morning, are able to be a little more nimble, some of them happen later in the summer, so we are waiting to hear more about restrictions that are going to be in place. We're working through, as we shared in some of the written responses, what our guideline are and what kind of programming we can offer for the summer. We're hoping to have that ready to share in March. We are looking at different programs differently to see what's feasible.

Q: As a volunteer I have found the process of applying for troop camp exhausting. Can we work to make this process better?

A: (*Tara Stone, Vice President of Camp Program and Property*) I'm assuming this is talking about site reservations and reserving spaces for Encamporees and troop camps: we are definitely evaluating all of that. We've had to put all of that on hold. As we look at reopening site reservations for all camps, we're evaluating all those processes to see where improvements can be made.

Questions Remaining Open at the end of the Annual Meeting

Q: Has anybody tried to reach out to work with Salesforce? Salesforce is a Corporate Sponsor of Girl Scouts, with their headquarters in San Francisco. We have an office here in Bellevue (+Tableu which was acquired by SalesForce in Seattle).

A: Yes, we've been working to establish a partnership for the past year. We were not successful working with their corporate offices in California, however we've established a local relationship in Bellevue. We submitted two proposals and we will hear in March if they will fund them. They are very interested in a STEM cybersecurity badge workshop program.

Q: Has GSWW ever looked at partnering with a Land Trust?

A: We haven't, but it's an intriguing idea, and we'll look into it now.

Q: In Girls Scouts Digital Cookie Site: Can there be a way to implement digital cookie "Thank You" cards to customers who have donated or have had their items shipped?

A: We can put in a request for this addition.

Q: Would you consider lowering the top cookie seller minimum or as a council recognizing top sellers at a lower level? 1000 is extremely hard without doing booth sales, especially for younger girls. Selling 800 (or some other number) during a pandemic is top seller level.

A: Reward levels are based on the cost of the items and are proportional to the revenue generated at that level. We have set the cost of the 2021 Top Cookie Seller Package at the 1000+ revenue expectation. We recognize that if booths are limited Girl Scouts may experience reduced sales. Unfortunately, we are financially unable to lower reward levels in response to reduced sales. We are pursuing all available options to help Cookie Sellers reach their goals through innovative technology solutions and increased advertising.

Q: It seems that other cookie programs in the country are subsidizing their cookie shipping costs. Our service unit has had many speaking up about the high costs of cookie shipping for customers. Is it possible for GSWW to help subsidize shipping costs?

A: As well as providing troops with an opportunity to earn proceeds the Cookie Program is a fundraiser for Girl Scouts of Western Washington. Councils that offer subsidized shipping cost are paying for the discount directly out of their profits. So, if shipping is subsidized \$5, then the council is billed the \$5 for the customer. The councils that are offering free shipping/discounted shipping have determined that the cost in lost profits is worth other gains – like growing their Digital Cookie program or attracting more sales. For councils with very small Digital Cookie Sales this can be an effective way to get girls to use the program. Girl Scouts of Western Washington has the largest Digital Cookie sale in the country and our cost to subsidize shipping would be significant. If we subsidize shipping for customers, we would be taking money meant to support Girl Scout programming and giving it to customers for less expensive shipped cookies. At this time, we do not believe we would have an overall gain from spending our money in this way. However, as the sale progresses, we will be watching our shipping amounts and considering if a shipping discount will bring big enough gains to justify the expense.