

Monthly Chapter 0227 Meeting Minutes

TIME: 10:29 AM

LOCATION: June 5, 2013

Cedar Rapids Country Club

EXECUTIVE COMMITTEE MEETING

Attendees: Jim Burns; Greg Christensen; Dean Gesme; Alicia Jackson; Jean Kruse; Dianne Martin; Carolyn Tonn; Jim Williams; JR Wright; Jerry Ziese

Acting Secretary (Jean Kruse). The May minutes were approved.

CURRENT ACTION LIST					
NO.	DATE	ITEM	ASSIGNED TO	COMMENTS	STATUS
4/1	4/2/2013	Consider having a Chapter booth at the Freedom Festival	Exec Comm		Open
5/2	5/1/2013	Implement plans to provide table and SCORE member at SAM'S to hand out SCORE info.	Jerry Z	Need ASAP; Jerry working on	Open

The SCORE© street banners for downtown Cedar Rapids were up in May; now down.

Committee Chair Reports

Treasurer Report, Alicia Jackson: See attached report.

Workshop Committee, Dianne Martin

Workshops held in May:

- How to Really Start Your Own business, 23 paid attendees + 1 veteran (no payment)
- Library Workshops:
 - ✓ May 2—*Government Contract Opportunities for Small Businesses*—by Julie Fagle, Iowa State University Extension, Government Contracting Specialist, and Barb Merz, Business Development Specialist, SBA—18 attendees
 - ✓ May 16—*Grants*—by Sam McCord—29 attendees
- Roundtables on May 23:
 - ✓ Breakfast – 20 attendees
 - ✓ Evening – 8 attendees

Upcoming Workshops:

- Roundtables on June 27—Breakfast 7:30-9:00 AM; Evening 6:00-7:30 PM
- QuickBooks Basics Workshop at Kaplan University on July 11—Dianne Martin
- How to Really Start Your Own Business at KTOS July 16, 23, 30

Have you or your clients contact Dianne Martin 319-431-4574 or email at Dianne.martin@mchsi.com to attend these events.

MENTORS: Contact clients to get them to attend the workshops. Go to <http://eastcentraliowa.score.org/events> for added information.

Administration Committee, Jean Kruse

- New Business Kits (NBKs): Enclosures in NBK were discussed. It was agreed at this meeting today that our new Business Plan workbook will NOT be put in the NBKs that are made up for general mailing. If the mentor has had a discussion with the client or prospective client and the mentor believes that said client does need a Business Plan workbook, then that workbook can be added by the mentor. Mentor should mention the addition of this in a personal note to the prospective client—this can be made on the cover letter that goes on top in the NBK.
- Each day the number of NBKs already made up should be checked by the desk duty person. A minimum of six would be a recommended level. Those of you wishing to help out, please follow the preparation guidelines supplied with kits in the corner to the right of the computer. Unless requested by a specific client, **do not include any other information in the kits except that on the list.**

- Forms 641 should NOT be put in NBKs. There is a sheet in the NBK that explains how the client should sign up for mentoring on line. If the mentor has had a discussion with the person the NBK is being mailed to and knows that that person does not have access to a computer, then the mentor can remove the sheet about asking for a mentor on line; in that case, the mentor should write a sticky note that is placed on the manual Form 641 explaining what to do with it.
- What action to take when a family member of a SCORE volunteer passes away was discussed. The result of the discussion is that a sympathy letter or card should be sent to the volunteer, but no money should be enclosed in the condolence.
- Net Promoter Summary (NPS): This is a listing of evaluations that are requested by National of each person counseled for the FIRST SESSION of that specific client. Each volunteer can read his/her own NPS by going on webit and clicking on NPS (upper right hand corner of screen). Jean reported on the great evaluations of one of our members (JR Wright) and on another member who received a “Detractor” (not a good evaluation) not because of something that member did but because the client was angry about our not providing legal services. No evaluation is requested by National of subsequent sessions.
- At last month’s general meeting, I (Jean K) stated that online counseling (which is on the new electronic system known as CRM), was not counted so the online counselors must record those sessions in webit. While it is true that those online sessions do not appear in webit, **online counselors should NOT record them in webit because they are automatically recorded in the CRM system.** National told me that the face-to-face sessions are brought from webit into CRM, and that there is another report we can get in which those numbers can be accessed. Webit will soon be phased out and CRM will be the only system for all of our sessions—but not yet. The CRM system, however, did not accurately bring over all of the sessions recorded in webit.
- The Evaluations by “How to Really Start Your Own Business” (HTRSYOB) seminar attendees were sent by me to the Workshop Committee members. Jim Burns suggested that those Evaluations should be provided to more of our members, perhaps at the July meeting or by snail mail, so that our volunteers know how awesome this seminar is and how many good things are written about it by the attendees.
- It was suggested that our speakers at HTRSYOB should deliver their presentation at one of our regular meetings because they are educational for all mentors.

Marketing, Jim Burns

- There will be a SCORE float in the parade on June 29 for the Freedom Festival celebration. A number of our members are working on various parts of this project. Members are needed to hand out packets about SCORE during the parade.
- The Committee (which does not have a chair) is working on plans for next year.

Training, JR Wright

- There is one person actively in training mode: Keith Rippy
- New members on hold because they work and have not had time to finish their training: Katie Hadjis, Tom Brown, Sarah Netolicky, Bob Randklev
- The following new members have expressed an ability to cover Desk Duty, however, they have not yet returned their availability sheet: Michael Gilhooley, Mike Dulaney, Glenn Jensen, Bob Kazimour, Keith Rippy (orientation not yet complete), and Sarah Netolicky (orientation not yet complete). *Addendum to these Minutes:* Gilhooley, Rippy, Netolicky and Kazimour have returned their Availability Sheets directly to Carolyn Tonn.

Assistant District Director, Dean Gesme

- As of this month the Iowa City SCORE Chapter has merged with SCORE East Central Iowa, Chapter 0227. If receiving a call from a normal Iowa City client, please take needed information on a #641 form and log-in as usual. We need to get that phone number forwarded to our CR office, get the key and get the remaining equipment and funds.
- The Waterloo SCORE chapter has been closed.

- Dean is retiring from his position as Assistant District Director as of our fiscal year end, 9/30/2013. It will be up to Tom Harbison to appoint someone to replace Dean. Tom is the District Director; he is located in Des Moines.

SBA, Carolyn Tonn

- Counseling numbers for May from Webit: 33 new counseling sessions (4 new email; 19 new face-to-face; 10 new telephone). 32 follow on sessions (2 email; 24 face-to-face; 6 telephone). 191 Workshop attendees at 10 Workshops. 49% of Follow-ons; 41 Long-term clients; 18% of In-Business clients. Total hours for these sessions: 77.25
- On line counseling sessions, not included above: 9 new sessions; 6 follow-on sessions. Total hours for these sessions: 9. These sessions are reported on the new CRM system and are not on webit
- Connie Dunkin is a retired marketing person; she retired in 2006 and is now interested in becoming a SCORE volunteer. She called Carolyn this morning and will meet with Jean Kruse on June 14.

Chair, Jerry Ziese

- Jerry is preparing a financial report for how we have spent the money that was granted to us from Sam's Club—report to be given to Sam's Club. The total expenditures to date (after the upcoming Corridor Business Journal ads and the June luncheon) is \$16,952.
- SCORE's Corridor Business Journal has expired but we will get a free copy sent to our office when we pay for our CBJ ads.
- The next normal meeting date would be July 3. It was moved by JR Wright and seconded by Jean Kruse to change our meeting date to July 10, the 2nd Wednesday of July. Motion carried.

GENERAL MEETING MINUTES

The General Meeting was a luncheon meeting held at the Cedar Rapids Country Club Dining Room. The meeting started at approximately 11:35 am.

Attendees, Active Members: John Bryant, John Buckeridge, Jim Burns, Greg Christensen, John Cunningham, Mike Dulaney, Jim Finerty, Dean Gesme, Michael Gilhooly, Pat Gosnell, Jim Green, Jack Haney, Alicia Jackson, Vern Jackson, Tom Janik, Bob Kazimour, Jean Kruse, Scott Loggins, Dianne Martin, Katheryn McArtor, Keith Rippey, Don Robinson, Jim Williams, JR Wright, and Jerry Ziese. **Inactive member:** Nadine Wax. **Guests of Members and Inactive Member:** Judy Bryant, Elizabeth Buckeridge, Norma Finerty, Ann Gesme, Dr. Jill Johnson, Nancy Green, Kim Loggins, Jack McArtor, Donna Williams, Nancylee Ziese, and Terry Shepard. **Other Guests:** Dennis Larkin, Sheri Osterkamp, Carolyn Tonn, Charlie Tonn, Julie Lammers, Julie Fagle, Sam McCord, Brad Holub, James Klien, Lu Barron, Amy Grotewold, Fred Schuster, Jasmine Almoayed, Ron Corbett, Andrew Lent, Nathan Hesson, Joe Folsom, John Daming (Sam's Club), Raeann Pape (Sam's Club) and speaker, Dr. Les Garner.

INTRODUCTORY COMMENTS

Jerry Ziese recognized the visitors and guests present and thanked them for the support provided to SCORE. Jerry asked for a moment of silence in remembrance of the SCORE members who have passed away since our last June luncheon: Hall Koontz, Bob Young, Al Kroymann, Dick Hagerman, and Dick Weeks.

After lunch Jerry introduced our speaker, Dr. Les H. Garner, Jr., President & CEO of The Greater Cedar Rapids Community Foundation.

PROGRAM

The Greater Cedar Rapids Community Foundation (GCRCF) has \$122 million in assets in 600 funds that are directed by donors. The Foundation has a long standing commitment for assistance to community development. They have a new partnership with Cedar Rapids and Linn County. In telling us about new ways we can work together, Dr. Garner used his grandfather as an example. His grandfather lost his farm and then worked as a tenant farmer; he died when Les' dad was 16 years old—there was no money for his dad to go to college. His dad served in World War II, was a soda jerk in a drug store and worked in a wholesale food store. He wanted to start his own wholesale non-foods distribution business, but he had no money. He reluctantly, and shaking in his boots, went to his maternal grandmother and asked her if he could borrow \$5,000. It was an extremely successful business and, because of that, he wanted to give back to the community.

Dr. Garner has learned 3 lessons in his life:

1. Great ideas need support.
2. They need seed money.
3. Successful entrepreneurs contribute back to the community.

What is true for business is also true for non-profits. Dr. Garner used an organization named Kids 1st as an example. This is an organization started by two lawyers that assists children in divorce situations. GCRCF put in \$4,000 to get it started.

Where GCRCF and SCORE could combine our common passions:

1. GCRCF could provide funds for non-profits.
2. SCORE could provide advice and counsel which is critical.

How can we do more or better?

- Establish community development fund—donors to contribute to an endowed fund with the annual income going to the Iowa MicroLab fund.
- Have a mentor network. Their Non-profit Resource Center is now called a Non-profit Network. They provide service to non-profits and connect them to services they need. They will need retired executives to be in touch and take them to the next level—that could be SCORE volunteers.

GCRCF uses philanthropy to make better communities.

Presentation of awards to non-SCORE members who have been speakers at our workshops, Dianne Martin

Dianne thanked the Workshop Committee members. She informed the audience that the names of the persons who will be presented award certificates are listed on the printed Program. Dianne and Jean Kruse presented the award certificates to three of those persons who attended the luncheon: Julie Lammers, Julie Fagle, and Sam McCord.

Meeting was adjourned promptly at 1 pm.

Respectfully Submitted,

Jean Kruse, Acting Secretary

See Treasurer's Report on page following this.

SCORE East Central Iowa

Financial Report, May 31, 2013

Beginning Balance, April 30, 2013 \$22,090.46

Receipts

CRBT	1,500.00
Interest Savings	0.06
Interest Money Market	4.28
Total Receipts	<u>\$1,504.34</u>

Disbursements

Banners Installed	280.00
Internet access & web hosting	85.73
Office Supplies	47.07
June Luncheon Expense	17.11
Carolyn Bice Memorial Fund	10.00
Total Disbursements	<u>\$439.91</u>

Ending Balance, May 31, 2013 \$23,154.89

Checking Balance	2,613.07
Savings Balance	111.12
Business Savings Balance	196.43
Money Market Balance	20,151.77
Paypal Balance	82.50
Total Cash Balance, May 31, 2013	<u><u>\$23,154.89</u></u>