

Welcome Committee Meeting Minutes
9/19/15, Carol Wagner's home

In attendance: Rebecca Roth, Jen Myers, Lydia Marien, Jolene Nesselhuf (for 1st hour)
Carol Wagner. Absent: Mindy Roth

1. Explained the fact that, due to being in a "not in good standing" status with the HOA, Misty Schmidt is no longer a member of the committee.
2. Discussed the Welcome Basket process, as it has evolved since its beginning, approximately June, 2014.

Step 1. Heide Petermann piece

She sends Carol an email containing the name, address & closing date re new resident(s.) No email address or phone number = contact info, is provided. Carol forwards this email onto committee, informing them of residents to whom we will eventually deliver a WC basket.

Step 2. Initial Resident Contact

Carol goes to address. If no one at home, she leaves a note card, saying is from the BAH WC, would like to schedule a visit & provides her name, phone & email address, asking for contact to obtain contact info & convenient days/times for a visit.

Carol waits anywhere from 1-2 weeks to 1-2 months for contact from new resident.

Carol goes to the address a 2nd time & leaves a briefer note.

Carol eventually gets email or phone call from resident.

Step 3. Contact between new resident & 2 WC members

Carol gets convenient dates/times from the resident for a visit.

Carol notifies the WC & asks for volunteers to make the visit.

Carol waits for WC responses; waits anywhere from 1-5 days to no response.

Carol coordinates resident's availability with 2 WC members & arranges the visit. Notifies all involved parties of date/time.

Step 4. Fresh bread ordered from Sarah Berlin, new owner of Great Harvest Bakery, Corinth Square

Carol emails Sarah, requesting loaf of bread for basket. (Note: she has agreed to provide this donation for 1 year = approx 6/2016; then she will re-evaluate if she will continue or discontinue.)

Carol waits for response from Sarah; re-contacts if necessary.

Carol picks up the bread the day of the WC visit & puts in basket.

Step 5. WC basket is assembled (see detailed info below) & put in large clear plastic gift bag.

Step 6. Carol gets the basket to one of the 2 delivering WC members.

Step 7. Visit is made, resident contact info is obtained via use of the top half of the "BAH 2015 Subdivision Directory Questionnaire."

Step 8. Resident contact info is either given to Carol, who then emails to Heide Petermann & Jakob Waterborg, BAH webmaster, so that info can be entered into database & sends to the other members of the WC,
or,

one of the WC members, who made the visit, provides that info to Carol, the above Board members & to the other WC members.

3. Welcome Basket contents:

- Area business cards
- Coupons from businesses &/or coupon books
- "To go" restaurant menus
- Chiefs or Royals schedule
- Donated items from area businesses:
 - Loaf of bread from Great Harvest Bakery
 - Bottle of seasoning or spice from Penzey's
 - Decorative candle or room spray from Traditions Furniture (may be discontinued by Traditions - gut feeling Carol has from store mgr. demeanor)
 - Small ruler from Quilted Memories
 - Eye glass cleaner kit from Drs. Hawks, Besler & Rogers, area eye clinic
 - Red coffee mug filled with candy from Debbie Clark, Keller Williams Realty
 - Free breakfast coupon from Big Biscuit
 - Pizza slicer or coolie from Allstate Insurance, 95th & Nall
 - \$20 off first visit coupon from Leahy Chiropractic
- WC "Welcome Neighbor" letter
- BAH materials e.g. Directory Questionnaire, Deffenbaugh info, OP City info e.g. info about "livability" of the city, OP Parks & Recreation catalog, OP Overview brochure.

4. Issues, Topics & Decisions made at today's meeting:

Committee decided we want to keep the contents & quality of the baskets as they have evolved over the lifetime of the WC. We don't want to scale back the baskets.

Jolene volunteered to write the cards & deliver them to the houses of the new residents. Will also follow-up with 2nd card, if no response within a reasonable amount of time. Will put Carol's name & contact info as the person the new resident is asked to contact re: providing contact info. Both Jen & Lydia will assist Jolene this task; she simply needs to let them know when she wants assistance.

Jolene also volunteered to keep all the items that are collected to be put in the baskets since she has a location in her home where she can keep them laid out (rather than gathered up & put away as Carol has had to do). As a result, all future items that committee members gather are to be given to Jo. Carol & Jo will assemble the baskets & get them ready for delivery.

Rebecca will continue to obtain baskets at garage sales, thrift stores, etc.

Carol will continue to purchase the large clear plastic gift bags but will ask the Board if she can be reimbursed for this on-going expense. She will also ask about reimbursement for copying expenses. Any other WC members who spend their own funds & want reimbursement will also be reimbursed, if the Board decides to fund these expenses. Note: the WC has no budget or funds in the BAH treasury.

Jen volunteered to contact Jakob, webmaster, to ask if an email address can be established for the WC & put on the BAH website. Currently, all of our names & email addresses are listed on the website. If an email can be established for the committee, any message sent to that email would be received by all WC members. Jen will let us know the response she receives from Jakob.

Jen will also ask Jakob if some of the informational materials that are now included in hard copy in the baskets can be put on the website. Examples are

information about Deffenbaugh services, the OP facts info provided to Carol by Joanne. New residents will be told about this info & directed to access the website for the info & resources.

Rebecca volunteered to revise the WC's "Welcome Neighbor" letter, making it more accurate with the current process & adding the BAH website address. Carol provided her a draft revised version.

Rebecca volunteered to revise the "2015 Subdivision Directory Questionnaire", removing the bottom half of the form since that is not info the WC collects and the committee wants to continue to use that format to collect resident info.

Carol will continue to collect basket materials from the businesses along Santa Fe in downtown OP. Rebecca will collect materials from the other parts of downtown OP e.g. businesses along 80th Street, etc.

Lydia will collect materials from the 95th & Nall area, except Conroy's & Big Biscuit, which Carol will continue to visit as a result of the relationship she has established with both businesses.

Mindy will collect materials from the Corinth Square shopping center & area.

If we get any WC volunteers at the upcoming Street Meet, or at any future time, we will ask if that volunteer would collect materials from either the 91st & Metcalf area or the 95th & Mission area.

All members collecting items need to make 2-3 visits/year, ensuring that an ongoing supply is always available to be put into the baskets.

We will try to organize our WC resident visits differently. Rebecca will provide an electronic calendar & we will have WC members provide their availability on a monthly basis i.e. Tuesdays & Thursdays one week, off one week, then Tuesday & Thursday the next week. For the weekends, the week we are off between Tuesday & Thursday, one weekend would be on a Sat, the other weekend would be on a Sunday. Morning times will be between 10-12, afternoon times will be 2-4 & eve times will be 6 or 6:30. Carol will then present those dates as options for the residents' visit. If any resident is unable to be available on any of the dates, the WC will confer & choose a date/time that is convenient for the resident.

No next meeting of this WC was scheduled. If we get a new volunteer, or if a need is identified, we will schedule a meeting.