

VHA Advisory Board Meeting Minutes

Laurel Manor

12:30 PM – February 10, 2021

Advisory Board Members - Present: Mike Burke, John Conboy, John Dean, Mike Dollard, Bob Griffin, Nicolas Hemes, Sandy Mott, Kathy Porter, Joan Sullivan, Phil Walker

Advisory Board Members - Absent: Dave Bedard, Andy Bilardello, Ray Glessner, Walter Martin, Jan Palmer, Roy Thacker

Guests: Duane Johnson – President VHA Community Foundation, Chuck Wildzunas – VHA Board Member

Call to order: President Phil Walker called the meeting to order at 12:30 PM and led the Pledge of Allegiance.

Previous Minutes: Motion made to approve the AB meeting minutes from the January 13, 2021 meeting, seconded and approved.

Treasurer's Report: Treasurer John Conboy expressed “Thank you” to the VHA for the sympathy card.

Referring to the financials attached to this meeting's agenda, John explained that Quickbooks uses standard forms which do not show a breakdown of money transferred to VHA Helping Hands (HH) and VHA Community Foundation (CF). This information is available if requested. Further, PayPal has been cancelled and the VHA is now using STRIPE to handle online payments. Additionally, the rent for the VHA office has been increased \$28.35 @ month. This includes the conference room which HH is using to store equipment. HH is looking for one large space to contain all the equipment which is spread between three (3) storage units and the VHA office.

VHA Central Area

Director Region 5: Nicolas Hemes reported he has been in contact with CIVITAN notifying them of the 2020 VHA Volunteer award and inviting them to the March 10, 2021 VHA Awards night 7:00 PM at Lake Miona Recreation Center. Nicolas sent information about CIVITAN to Voice Editor Jan Palmer for the March issue.

Asst Director Region 6: Bob Griffin asked how many AB members have received the Covid vaccine? Response: None, as of this meeting. Bob gave a number to call for an appointment in Leesburg: 352-464-9068. VHA Board member Chuck Wildzunas offered, if appointments are available at the Leesburg location the phone will be answered. Otherwise, the call will go to voicemail.

VP Central: John Dean reported appointments can now be made at Winn Dixie.

John remarked on his amazement at all the work the Quilting Guild does to help others. There are 25 chapters in the Villages which have raised over \$439,000. John has sent information about the Guild to Jan for the March edition of the Voice as the Quilting Guild will also receive the 2020 VHA Volunteer Award. Note: A second Volunteer award is replacing the Partner award since Covid-19 restrictions prevented normal VHA interactions with Villages departments and local agencies.

AB Member: Sandy Mott explained she has interviewed Greg Parady who will receive the Don Hahnfeldt Memorial Service Award. Greg stated he is “humbled” to receive this award. Sandy provided a biography to Phil and Jan which was sent from Greg's office and will be used for the March issue of the Voice.

VHA Far South

Region Far South: Phil reported that the Village of St. Catherine has opened and the VHA now has the VHA box key.

Other VHA Meetings and Reports

Community Foundation (CF): CF President Duane Johnson reported CF is looking at ideas for their business plan to provide support to groups which help residents “aging in place.” Phil added that Florida Blue is considering sponsoring some of the VHA and VHA-CF events.

Helping Hands (HH): Phil: HH received offers to volunteer for HH from 32 people after reading a recent Daily Sun article about HH. HH President Bill Gottschalk is training many volunteers which includes following Covid-19 guidelines. HH is currently renting a truck to move equipment. See also “Treasurer's Report.”

New Resident Night (NRN): Phil: Country Clubs are being considered for holding an afternoon NRN in March to provide an outdoor setting on a patio while Covid-19 concerns persist for indoor meetings.

Membership: Kathy Porter referred to the January membership report.

SEE APPENDIX

Kathy emphasized the importance of regular VHA box pickups for the VHA to provide quality customer service. Checks were received from October, November and December. Calls come in asking why checks were not been deposited. It takes extra office time to handle these extra calls while it is difficult to explain checks that were not been handled in a timely manner.

Golf Cart Safety Clinic (GCS): Phil: GCS held a meeting at Riverbend in January, February is Savannah and March is back at Colony Rec Center. Later this year GCS will provide a sign language interpreter for one of the meetings.

Q. Do attendees receive VHA information during the meeting?

A. Yes.

Q. How many memberships come out GCS?

A. Difficult to say since people pick up application to decide later.

At this time, Villages Insurance does not present the clinic since the available space is so small and social distancing only allows for 2-3 people.

Voice: Deadline for March Voice articles is February 15th. Sandy has been in discussion with the Daily Sun for ways to advertise when the Voice supplement is inserted into the paper.

Merchants to Members (M2M): The search continues for a Director for M2M.

Facebook: Dave Bedard continues posting information on the VHA Facebook page while also working closely with Tangent Media to post on the updated VHA website.

PWAC: Phil: A suggestion has been made to create PWAC-2 since there are many differences in construction, landscaping, multi-modal paths, etc. in The Villages south of SR 44 from the north area.

Old Business

VHA Hoedown 2021: Phil reported a May 29th Memorial Day weekend Hoedown would be scaled down. Entertainment needs to be booked in advance. No decision has been made yet to hold Hoedown 2021.

Hospital Auxiliary “Gala”: Phil: “Gala” has been advertised in the Daily Sun as well as the Voice. Profits will be shared between VHA and Villages Hospital Auxiliary.

VHA Website Update: To date 46 pieces of free durable medical equipment has been requested through the website. A report was sent by Tangent stating top pages viewed are Home Page, Helping Hands, News and Events. Through December 1200 visitors viewed a total of 3,800 pages.

VHA Social Events: Program Director Mike Burke reported a Poker Run is scheduled for mid-March in the Fenney Area. Mike has been working to check out the specific locations where clues will be located in preparation for the event. This event is scheduled to promote the VHA membership in the south region.

Also scheduled for the month of March is a Golf Scramble. A foursome of the same golfers may play any Level 3 or 4 Executive golf course in the Villages and hand in their cards at the end of the month for prizes.

Details for both March events will be in the March issue of the Voice and the Daily Sun.

VHA Award Nominees: See “VHA Central Region.”

VHA Boxes: See “Membership.”

New Business

VHA Initiatives: Phil referred AB members to the February Voice article written by VP Far South Andy Bilardello. Andy’s article explained the serious issue of Sumter County Commissioners considering increasing impact fees by an unusually high rate. Andy encouraged residents to attend meetings to express their opinions.

Phil reported that he recommended to the VHA Board of Directors that the VHA take a stand on issues that impact Villages residents rather than remain neutral. VHA BOD is 100% supportive to this recommendation. Phil stated that the front page of the March Voice will contain a total explanation of CDD 7 Board of Supervisors decisions. Some made and some being considered, listing pros and cons of each.

Phil asked AB to send their opinions and reactions to new policy. Phil welcomes information and dialogue as the VHA moves forward on “taking a stand.”

Discussion

AEDs: Phil learned that Sumter County is beginning to take over the care of community AEDs. Duane stated his neighborhood learned their AED machine is obsolete and needs to be replaced which is a major expense. John D.'s area is concerned there will be changes in response times; what will happen to collected funds; open lock boxes will encourage theft.

The VHA will be looking into this to report back.

Meeting adjourned at 1:37 PM.

Respectfully submitted,

Joan Sullivan

Appendix

MEMORANDUM

To: Phil Walker, President

From: Kathy Porter, Membership Chair

Date: February 10, 2021

Re: Membership Report

The numbers below represent the membership report for month ending January 31, 2021:

- 70 Renewals:
 - 44 - Card Notice
 - 23 - Credit Card
 - 3 - Voice
- 13 New members:
 - 9 - Credit Card
 - 3 - Voice
 - 1 - Brochure
- Mail pickups:
 - 25 - VHA boxes
 - 27 - US Mail
- 15,546 members in 8,625 households
- 491 Mailings:
 - 106 Renewals due February 1, 2021
 - 385 Expired for October, November, December 2020 and January 2021

This week I have processed 71 memberships. Sad to say I received checks from VHA boxes that were dated October, November and December of 2020. THAT IS VERY POOR CUSTOMER SERVICE. I have to answer the numerous calls from people who get a renewal post card and tell me, "I put my check in the VHA box on _____. So far the check hasn't cleared the bank. Just how often are the boxes picked up?"

I ask you PLEASE do the following:

1. Check the boxes no less than 3 times a month. I personally pick up all the boxes in District 1 and 3 boxes in Lady Lake, plus the US mail and the envelopes in the office despite my limited mobility.
2. Envelopes that are addressed to VCSA are for amenity fees and should NOT be sent to the VHA office. Write in the upper right-hand corner the date of pick up and "VHA Box." Deposit in amenity box. This keeps the resident from being charged late fees. Sending them to me only delays the payment further and necessitates I make a trip to a postal station.
3. For envelopes from VHA boxes, put the region number in the upper right hand corner of the envelope. I track the pickups (as reported above) and no region number means I have to look up the membership before I can record it. This week I had 9 envelopes with no region on them and this just makes extra work for me.
4. Membership envelopes should be delivered by Sunday at 12 noon to either:
 - The VHA office and placed in the box on the side table marked as such
 - Put envelopes thru the mail slot in the breezeway door of the VHA office (Thanks to Helping Hands for picking up the envelopes and putting them in the box.)

Deposited in the VHA box in the De La Vista postal station on Morse Blvd.