



Community Service Association • 4100 Normal Street • San Diego, CA 92103-2682

May 14, 2015

MINUTES

The monthly meeting of the Executive Board of COMMUNITY SERVICE ASSOCIATION (CSA) was held on Thursday, May 14, 2015, at the Eugene Brucker Education Center, Room 2249. Chairperson Ortler called the meeting to order at 4:12 p.m.

Ortler welcomed board members and explained why Michele Fettig, CSA Secretary/Treasurer, was unable to attend the meeting.

Minutes for February and April 2015: Minutes had been distributed by email for review before the meeting. Minor corrections were proposed to the minutes for both months. Motion by Ahlgren/Felix passed unanimously to accept the February 19 meeting minutes as corrected. Motion by Ahlgren/Ward passed unanimously to accept the April 9 minutes as corrected.

Financial Report for April 2015: After a brief review and a discussion of the refund of the VAPA grant for \$1000, a motion by Felix/Harrelson passed unanimously to approve the April financial report.

CSA Member Donation Designation Issue: Ortler informed board members that around May 5 a CSA member had contacted Vice Chairperson Ward with a concern about her donation designation. The member reported that the agency which she had designated to receive her donations was not receiving them for the last two years. The member said that she had contacted the CSA secretary/treasurer and membership coordinator and had not received an answer that was satisfactory to her. Ortler said that after hearing of this concern he called the CSA member and learned that her CSA site representative had been filling out her designation forms for her until transferring to a different site. After that CSA site representative had left the site the CSA member had not filled out a designation form. Ward said that the CSA member sounded frustrated that her concerns had not been addressed.

The CSA member, who was attending the meeting, then spoke to the board and filled in details of the timing of her requests for help (around January 2015), and asked for a fair resolution to this issue. The CSA member then left the room so that the board could discuss the matter.

After a brief discussion it was decided to honor the member's designation for the 2014-15 year since the member had requested help before the designation deadline of January 31. It was agreed that the board could not honor the request to designate the member's contribution from 2013-14 because those funds had already been distributed. However, the board agreed to encourage the member's designated agency to submit a grant application for 2015-16 so that they could give serious consideration to funding a grant. Also, in response to this issue, the board agreed that in the future it should be made

more clear to CSA members that the designation form must be completed each year. It was also proposed that a receipt could be issued to CSA members who submit a designation form so that they know that their designation has been received and honored. Felix volunteered to draft a letter detailing the board's response to the CSA member's concern, and Ward volunteered to call the CSA member to explain the board's response over the phone.

Proposed May CSA Newsletter: Ortler distributed copies of the proposed May CSA Newsletter and board members reviewed. Motion by Harrelson/Wood passed unanimously to approve the May Newsletter with a correction.

Designation Form Review: Ortler distributed copies of the four proposed options to replace the Donor Specified Designation Form. Some board members commented that they preferred the format of option #3 and some said that they found certain features of option #4 to be helpful. After a discussion it was decided to create a form that was a hybrid of options #3 and #4 with the following features:

- Form name should be "Donation Designation Form"
- Format of the form follows option #3 with bullets from option #4
- Include in bullets the sentence: "Donations which are not designated will be allocated by the CSA Board of Directors to grant applicants."
- Bold the bullets for donating to multiple agencies and for donating to a school
- Edit the Check Box description to read: "Check this box to donate to Partnership for Children, San Diego Unified's partnership with United Way of San Diego County."
- Make it clear that all fields are required to be completed for the designated agency and that the donor should Google any unknown information.
- Make it clear that the donor must provide reliable contact information.
- Make it clear that the donor will receive a confirmation that their designation has been received.
- Provide an email address to use to contact CSA for more information regarding the form.

Ortler said that he would draft the hybrid form and email to all board members so that they could Reply All to vote on approving the new form.

Round Table

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| Ward | Said that the CSA website board member information has been updated and other pages are being updated as time permits. Minutes and financials for 2014-15 need to be added. |
| Felix | Said that he is preparing a draft of the letter to the CSA member about the donation designation issue and will email to all board members. |
| Ahlgren | Mentioned that a community business has been very supportive of her school (Morse) and that she would like to encourage board members to support that business. |

Meeting was adjourned at 5:47 p.m.

John Ortler
Chairperson

PRESENT: Ahlgren, Felix, Fowler, Harrelson, Ortler, Ward, Williams, Womack-Williams, Wood,
Bartholomew

EXCUSED: Read, Fettig