

**Kent's Korner**  
**CEO Kent J. Blumenthal, Ph.D., CAE**  
**November 9, 2018**

**"You can dream, create, design, and build the most wonderful place in the world, but it requires people to make the dream a reality."  
--Walt Disney**

**Jen Morningstar, GVR Director of Administrative Services, is this week's Kent's Korner guest columnist. Jen graduated from ITT Technical Institute with a degree in electronics in 1993. She started her career as one of the first female computer and copy machine repairpersons in the industry. Throughout the years, Jen's career has taken many turns from systems analyst, to technical writer, to district manager for a government contractor. After joining the GVR team in 2013, Jen spent almost a year as a Customer Service Representative (CSR) mostly at East Center.**



**Shortly after CEO Dr. Kent J. Blumenthal came onboard at GVR, he spent time working with each GVR department and at each job level. After spending an afternoon with Jen at her East Center reception desk, Kent quickly appreciated her people-friendly personality, organizational and IT skills. While she was still a CSR, Kent invited Jen to prepare the weekly online eBlast to members, followed by making GVR website updates. Within a few months, Kent promoted Jen to Executive Assistant to the CEO, and she started working full-time in the Executive Office. Today, as Director of Administrative Services, Jen oversees GVR's administrative functions and inter-departmental coordination, GVR's communications with members and the Board of Directors, and is staff liaison to several GVR committees and subcommittees.**

As is often the case in a corporate climate, a Board of Directors operates in an atmosphere of issues-rich discourse and constant change. This year ushered in a new-look Board and a "changing of the guard," with six Directors - half the Board - having at least one-year of GVR Board service under its belt. As the Director of Administrative Services, one of my responsibilities is to oversee and coordinate fulfillment of all needs pertaining to the Board, GVR's principal governing body.

Our Board of Directors outsources much of the detailed planning and research work to affiliated GVR committees and their appropriate sub-committees. This is a common practice in a nonprofit corporate institution. The intent is to help GVR's Green Valley residents focus their attention on major and minor issues which pertain to the past, present, and future well-being of the overall GVR community.

It is also not uncommon for governing bodies to maintain a comprehensive committee structure (e.g., standing, special, select, ad hoc and other committees) intended to address issues which require in-depth discussion not generally available in regular Board meetings. Historically, that has been GVR's intention, as well.

It is likely, due to GVR's growing and increasingly diverse membership and varied needs, Green Valley Recreation, Inc. has seen a significant spike in the number of committees established, as well as an increased number of associative subcommittees, and ad-hoc committees over the past couple of years.

As of today, staff coordinates any and all needs and resources for the:

- Board of Directors
- Audit Committee
- Board Affairs Committee
- Fiscal Affairs Committee
- Nominations & Elections Committee
- Planning & Evaluation Committee
- Investments Ad Hoc Committee
- Survey Ad Hoc Committee
- GVR – GVR Foundation Relationship Ad Hoc Committee
- FOUR Subcommittees of Survey Ad Hoc Committee
- FAQ Ad Hoc Committee
- SIX Subcommittees of Planning & Evaluation Committee
- Budget Ad Hoc Committee
- Bylaws Ad Hoc Committee

So what does it take to organize, manage, communicate and execute GVR's corporate governance activities? A lot of planning and people-power.

Our Administrative and Information Technology (IT) departments work tremendously hard to keep up with a calendar where meetings frequently shift. Today's publicly available GVR governance meetings calendar on [Gvrec.org](http://Gvrec.org) is three full-pages long. This calendar is updated each weekday noting changes as amended by Board members or committee officers.

The process of scheduling and providing available space and resources for each of these governance meetings includes the following:

- Determining Board and Committee member availability (usually via an online meeting scheduling app).
- Locating a suitable meeting room at a GVR facility with necessary audiovisual equipment available.
- Reserving a meeting room through CLASS™ content management system.
- Notifying custodial staff of scheduling, setup, and refreshment needs.
- Notifying IT and 'Sound & Lighting' staff for meeting technical requirements.
- Editing no less than four GVR online [calendars](#) to reflect meeting details.
- Notifying committee members of the confirmed meeting details.
- [Updating GVR website](#) through IT department.
- Preparing and posting information on bulletin boards and digital reader boards throughout GVR campus.
- Writing announcements and articles for publication in [eBlast](#) and [GVRNOW!](#)
- Scribing detailed meeting notes (GVR employs a part-time 'meeting scribe' for this purpose).
- Having IT and Sound & Lighting staff available for technical setups, questions and (often) recording audio and/or videotaping meeting for digital replication.
- Having the Committee Staff Liaison attend each committee meeting (the CEO assigns a staff liaison to each committee, subcommittee, etc.; generally, staff liaisons are either GVR department directors or departmental supervisors).
- In a timely fashion, prepare, distribute and post documents to website and eBlast to include the meeting agenda, meeting minutes and committee exhibits.
- Update GVR's Corporate Policy Manual as policies change.

Earlier this year, staff developed a secure webpage for the Board of Directors to access confidential documents, financial information, contracts, legal opinions, etc. GVR staff maintain and continuously update the secure webpage for the Board, which is separate from GVR's public website, and cannot be accessed without a secure login. Further, both the Administrative Office staff and IT Department are made available to assist the Board and Committees with technical issues pertaining to conference phones, speakers, computer devices, emails, video conferences, accessing the meeting from remote locations, and much more.

Our Finance Department keeps up with frequent requests for fiscal information, much of which is made readily-available on our [website](#).

GVR's custodial team must be ready to set-up at a moment's notice, or rearrange meeting room set-ups to take care of last-minute change requests.

So what is the magnitude of effort put forth to accommodate GVR's governance needs?

Overall, the business of GVR as measured by its governance-related meetings continues to grow. There is a significant number of governance meetings conducted each month, including committee and subcommittee meetings, special meetings, work sessions, and forums.

The 2018-19 governance year began with 86 Board and Committee meetings scheduled and confirmed on GVR's [master calendar](#) and staff have accommodated 118 change requests (additions, cancellations, time/date/location changes), bringing the total number of scheduled meetings to-date to 166. By years' end, it is likely that GVR will exceed 200 total governance-related meetings.

By comparison, during the 2016-17 governance year, Green Valley Recreation, Inc. held a total of only 42 Board and Committee meetings. This includes GVR Board of Director meetings, special meetings, work sessions, GVR committee/sub-committee and ad hoc meetings, the Annual Meeting of the Corporation, as well as member forums.

Bottom line, the staff team is hard at work facilitating GVR's comprehensive governance needs. Working largely behind-the-scenes, GVR staff put forth their best effort to meet and exceed expectations in service to our Board of Directors, GVR members, and all volunteers who serve on GVR's 21 affiliated committees, subcommittees and ad hoc committees.

As Aesop wrote, 'Union gives strength.'

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