

Dallas Board Meeting

February 11 to 13, 2016

Thursday, February 11, 2016

8:30 to 10:30 – Shruti Tekwani

Present: Kim Olver, Nancy Buck, Conry Davidson, Ken Larson, Mike Rice, Jan More, Terri Allen, Jerry Noel, Willa Casstevens, Jim Mishler, Sharon Carder-Jackson

1. Hello and get acquainted (8:30-9:30) – KIM . This took 2 hours instead of 1.
 - a. Six questions . . .
 - i. Who am I?
 - ii. What do I stand for?
 - iii. What will I do for you?
 - iv. What won't I do for you?
 - v. What will I ask of you?
 - vi. What I won't ask of you?

We took consensus to stick to time and put things in the parking lot if we run out of time.

All 5s, 1 person 4, and 1person 3

- b. Mentors with new members/Who is Willing/3 People/The Voice model- Kim has sent a document to new board members that serves as a type of orientation. If anyone is interested in being a mentor to a mentee, please let Kim know.
- c. Kim's vision for the meeting
- e. Minutes – who will take them and how they will be taken? Everyone is taking a turn and Shruti will take her turn and Mike's.
- f. Approve January Minutes. All 4s and 5s

g. Always keep in Mind: Revenue streams, Research, Value-Added for Members, *Effect on Quality*-the idea is that each one of us chooses instead of having it be assigned. We agree that everyone chooses.

h. Budget/Treasurer's Report – JAN – Jan has a breakdown of the actual and the budget. Denise, Kim and Jan met in December. Jan had put together a proposed budget based on 2015. They met to collaborate on the numbers. In 2015, income was less than what was budgeted. \$73,000 was budgeted. Only brought in \$57,000. The big shortfalls were in membership. We brought in more at the conference than budgeted. For 2016, budgeted income is \$56,000 which is what we brought in the past year. Our fiscal year is January-December. Please see treasurer's report for details. We pay a LOT in credit cards and bank fees.

2. Quality World Pictures – NANCY (9:30 to 12)

Nancy would like us to commit what we *want* to do, not we are *supposed* to do.

Let's think about: My QW ideas, Ideas (things we don't necessarily want to do ourselves), and Long term ideas.

10:30 to 12:30 – Willa Casstevens

- I. Review of items placed in the "parking lot" during the Board meeting:
 - A. The question was asked: Is WGI-US a Glasser Quality Organization (GQO)? When the criteria for GQO are established, Kim will send these to the Board, which will review the question at that time.
 - B. WGI-US Research Committee: Board members Nancy and Terri have joined the committee, as has Gloria Cisse; Willa as committee chair needs to draft email for Kim to send out for further recruitment. The email needs to include an introductory comment on how we get "from here to where we want to be" in CT/RT research, and explain the terms evidence-informed vs. evidenced-based through NREPP. Currently CT/RT has a research basis and thus is evidence-informed; once the WGI Research Committee's application to the National Registry of Evidence-based Programs and Practices (NREPP) is approved, CT/RT will officially meet criteria in the USA as an evidence-based practice.
 - C. The Board tabled discussion of ramifications associated with the exception request made by Bob Hoglund; Kim will write a summary proposal that the Board can review at a later date.
 - D. Nancy handled review of Quality World Pictures yesterday.
- II. Nancy asked for a discussion on the status of regions, focusing on how to breathe life into struggling regions and reports from Regional Reps.
 - A. The possibility of combining regions was discussed

- i. The Board would need to change by-laws in order for this to happen
 - ii. Regional organizational changes would also need to occur
 - B. Kim identified the importance of more than one person being on regional bank accounts to assure responsible accountability with monies, e.g. in case of a medical emergency
 - i. The Board agreed that checks and balances around handling money need to be in place and more than one person should be on regional bank accounts, but that this historically has been up to the regions
 - ii. Denise is WGI-US bookkeeper and also Kim's sister-in-law; Kim asked that the Board Treasurer be added to the bank account; as Executive Director, Kim is already on the account, as is Denise
 - a. Jim made a motion to support this addition; Willa seconded
 - b. The Board consensed favorably
 - C. The importance of regional incorporation and regional board liability insurance were discussed
 - i. Jim suggested the Board could request regions to submit bylaws and incorporation documentation
 - ii. After extensive discussion, the Board asked all Regional Representatives to ask if their groups would be willing to provide the WGI-US Legal Board with bylaws and incorporation documentation, in addition to bank account information, and get back to the Board with feedback
 - iii. Sharon suggested duplicate information could also be kept in a lock-box with second regional officers
 - D. Jan/Sunbelt region: discussed successful and regular board meetings occurring every two months, unless conference planning was happening (e.g., when they hosted a regional conference in MS)
 - i. Word-of-mouth and networking contributed to regional meeting/conference successes
 - ii. The Mail Chimp (<http://mailchimp.com/>) platform was also helpful in distributing a short newsletter about what was happening around the region
 - iii. The regional website uses PayPal to assist with conference registration, etc.
 - iv. The seven districts in the Sunbelt region are working to increase communication and spark interest in board memberships; board meetings have six regular attendees
 - v. They seem to have reached a "critical mass" in the region ☺
 - E. Terri/Northwest region: identified difficulties involved with having no paperwork in place while trying to keep license active without a functioning board
 - i. Has put up a regional webpage and Facebook page
 - ii. Semi-annual meetings occur, with the location shifting
 - iii. Feels like a grassroots effort, with 80 core email addresses in the region identified through the WGI directory
 - F. Sharon/MidAmerican region: reported downloading WGI directory list as well
 - G. Willa/Southeast region: thanked everyone for identifying resources and ideas, and explained current website difficulties
 - i. It was noted that Denise will charge \$30/hour for WGI related website work

- ii. Kevin Davenport can sometimes donate time
- H. Jerry/Mountain States region: reported having a free phone line available for regional use once an account was set-up
 - i. Kim shared <https://www.nocostconference.com/> resource
 - ii. Ken suggested using Skype or Hangout for board meetings, and noted that participants need to remember to introduce themselves when speaking on conference calls

III. Future Board meeting dates:

- a. 3:00 PM EST March 23, 2016
- b. 1:00 - 4:00 PM Central Time April 3, 2016
- c. 11:00 AM EST May 11, 2016
- d. Doodle polls were suggested to set future dates
- e. Willa will send the Board the 2017 WGI-US conference dates; location Raleigh

IV. Jerry concluded the Board meeting with a closing activity.

1:30-3:30 by Jerry Noel

Board members met in their respective sub-committees – 1. Criteria for Glasser Quality Organizations, 2. Criteria for choosing faculty to teach Institute-sponsored programs and 3. Criteria for objectively choosing board members.

3:30 – 5:30 by Jan Moré

Parking Lot

Board Officers

President – Nancy Buck

Secretary – Kim Olver

Treasurer – Jan Moré

Executive Director – Kim Olver

Vice President – Jim Mishler

Terri Allen and Jim Mishler self-nominated for the position of Vice President. Prior to the vote, Terri rescinded her nomination.

Recording Secretary – Shruti Tekwani

All officers were approved by votes of 4s and 5s.

Mentors for New Members

Terri Allen will mentor Sharon Carder-Jackson

Jim Mishler will mentor Willa Casstevens

Nancy Buck will mentor Jerry Noel

FRIDAY, February 12, 2016

8:30 – 10:30 – Jim Mishler

1. Involvement (15 mins) – Nancy Introduce at large board member Dave Betz. Completed Sharing activity.
2. NBCC credit – Kim O. raised this issue for discussion

Currently international is paying \$300 annually for it. This might be something we want to take. Until we decide whether or not we want to take this on ourselves, we will need to have the International as our cosponsor and pay the cosponsor fee and we will need to follow their rules. We must provide presenters who meet their qualifications for “helping” professionals. Other topics covered during the discussion included:

- a. If we want to offer such events we must offer as a co-sponsor with WGI Int. and we would have to pay \$250 co-presenter fee
 - b. We should be charging for CEU’s
 - c. We will need to flag presentations eligible for CEU’s
 - d. Discussion around NASW CEU’s. We need to do more investigation on what is required and how much it might cost.
 - e. Could we partner with PECI?
 - f. **Kim** will survey membership to see what they might want. What do our members want personally and what do their clients (client in this case refers to people who come to our workshops) want for CEU’s
 - g. An alternative option would be to document Contact hours as opposed to CEU’s. Doing so would require the org to develop a documentation format.
- 2. How can we do better? Where are our gaps or are we falling short?**

The following list of items was listed on the wall:

- a. Reaching out past our community
- b. How do we discuss our issues without getting bogged down?
 - i. Having advanced information
 - ii. Who will do this?
 - iii. Committee reports
 - iv. How do we make the most of our time?
- c. Marketing and Branding
- d. Increasing our membership
- e. Attracting younger members
- f. We currently have 209 dues paying members
- g. Are we capturing all our potential directory data? Is our directory updated?
- h. The main web site is unfriendly being difficult to navigate and not very inviting.
 - i. Discussion on the difficulty in finding things on the website.
- i. Summary annual report will be posted on web site
- j. Developing a division of labor to get things done.
- k. What is the benefit of being a member?
 - i. **Shruti** will make a comparison chart between WGI and other organizations in terms of benefits.
- l. Co-operative vs competitive organization from business model point of view.
- m. We need to be better at dealing with conflict with in our ranks
 - i. We do not know who are breaking the rules
- n. 80 /20 division of our issues.

3. Ideas for Revenue Stream/Value Added for Members

- a. Taxing take charge workshops
- b. Creating our own introductory workshop/branding it under the WGI-US
 - i. Evidenced based component
 - ii. Share revenue with the creator
- c. Change the criteria for Subject matter experts.

- i. It is difficult to become a subject matter experts.
 - ii. Criteria will be looked at.
- d. Adding of extra workshops that address a specific area and garner small residuals for WGI-US.
- e. Generate Revenue from MHH in a subscription format. (regular basis)
 - i. Simplified fee structure on a one time basis. Member and non-member fees.
- f. Weekly email keeping ideas fresh to all those trained.
- g. Organizational membership vs. individual membership options (we need a benefit to the purchase)
 - i. We already have an organization membership. How do we enhance it?

4. Research Ideas

- a. Willa has connected with Janet Morgan for research and the Intl comm.
- b. The NREPP application has been submitted. Develop pre and post evaluations to look at outcomes.
- c. We need to not lose the data we have already gathered. Our Journal needs to expand to outside of our group.
- d. Building pre-post instruments in a standardized manner.
- e. Develop an instrument that addresses our construct.
- f. We need more both quasi and experimental designs

Willa is willing to working with anyone to design studies etc...

- g. Brainstorming
- h. MHH : survey data has already been collected and needs to be analyzed.
- i. GQS: Will be building a data component into is overall
- j. GQO
- k. Ideas go to Research Committee

10:30 – 12:30 Ken Larsen (Missing)

1:30 to 3:30 - Sharon Carder-Jackson (Following Ken Larson)

- 5. Committee Reports: Mike
- 6. Research & Training & Marketing

7. Jim: Marketing--Define product and to whom we are marketing to be able to define our methods ; align what have so is more systematic way
 - a. Facebook, web page, blogs
 - b. Who: Jim
 - c. What:
 - d. When: Manual by next conference; Kim requested by the April mtg and Jim agreed.
8. Nancy: Suggested developing a theme for all avenues to focus.
 - a. Nancy: MHH
 - b. When? Oct 10, 2016
 - c. What: Increase revenue; MHH page; 2020 WGI conference that is streamed; Hope to have more detailed by April; Curriculum that could be purchased
 - d. How: to increase revenue; go back to sources that gave this year and continue request; Review Mad in America
9. Kim: Youth Committee:
 - a. What: Teaching RT at univerisities; recruit from QS HS. Want supervision hours possibly Youth invinity group; research what other groups have to offer to youth; youth lack the experience of knowing Dr. Glasser personally, heard him speak, etc. Kim to Help Nancy to develop Parenting Page
 - b. When: by April; 2020 MHH summit
 - c. Who: Youth Council proposed to be on BD; Nancy suggested Shurti since as she is going to be present as recording secretary; policy would need to be changed to add;
10. Kim: Subject Matter Expert:
 - a. What: How insure that have quality instructors
11. Sue/Sharon: Quality School
 - a. Who:
 - b. What: Add link to web page with a monthly theme to include four weekly sessions; one track for those with training and those not trained; suggestion of another one day program to focus on delivering feedback; emphasize QS training as process for instructor training;
 - c. When: QS rubic to be ready by April with a goal to have the application process completed in 2 to 3 months; have QS and QO info release at the same time
12. Terri: Research/Training

- a. What: Manual= theory, session plans CT ideas; pre/post tests to pilot; recorded role plays; two hr online courses= role plays/content so equals evidenced practice; first = 2 hrs; then a 12 hr course; at Raleigh bring in youth panels, HS and college
- b. When: Bd mtg next year
- 13. Parking lot: Are we a quality organization
- 14. Will you attend board meeting?
- 15. Kim: doesn't want?????-Don't know what this refers to.
- 16. Kim: Five year calendar
 - a. 2016: Faculty Day in Seoul, Korea
 - b. 2017: Faculty Retreat with WGI conference SE at Raleigh, N. Carolina
 - c. 2018: Faculty Day with WGI conference in Cape Town
 - d. Faculty Retreat in NW conference with possibility of Alaskan Cruise
 - e. 2020: Hope to have in in person MHH Conference 10/10/20 in combination with WGI
- 17. Terri: Faculty selection for conference programs
 - a. Preliminary consensus: it goes; asked to be sent as email so all can read; will put on agenda to vote for tomorrow.
- 18. Board selection is proposing a sub group to further define qualification of board members.
 - a. Sub committee: three people commit to collaborative effort to select bd member
 - b. Regional rep could make suggestions and/or volunteer; will review the Survey Monkey to determine
 - c. Develop questions to be answered;
 - d. Discussion of when to implement the selection process;
 - e. Consensus to proceed with vote in April
- 19. Kim: Quality Organization: dependent on QS being complete; QO are developing more business oriented rubric; will send out what have to discuss at March mtg.
 - a. Consensus: permission to proceed.
- 20. Jim: Fee Structure:
 - a. Peter D. asking for variance over 18 months from \$100 of \$500 to 20% of \$ what he charges; no longer have Dr. Glasser to follow; training will be QS focused with 3 days of training;
 - b. Jim: need to look at whether fee focus match district revenue;
 - c. Dissusion: is more trained than not; need bigger policy rather than continue to make variances;
 - d. Sue: Closed week = charges bases on instructor fees, WGI fees and to feed people;

21. Kim: Doesn't like exceptions; How do we decide when there is a need to change a policy? One suggestion is to have all fees run through WGI-US, who would then pay the instructor. Would there be more bank fees?

3:30-5:30pm – Conry Davidson

22. Large Bank Fees/ Exceptions

- a. Jan: discusses bank fees related to keeping track of everyone's income and payments to WG
- b. Kim: Denise would have to write a check, could be monthly or quarterly showing who gets what.
- c. Jerry: even if area is affluent, these people are still teachers. Who hasn't trained in last 5 years b/c cost ineffective for them. If 100 fees of \$62 vs 0 at \$100, that's better. But still everything should get run through the institute.
- d. Nancy/David: potential for a floor and a ceiling. No less than/no more than.
- e. Sue: can it be contingent on how many people? And can we survive on this? When 20% and then the issue for us as board is what will WGI get. Peter is trying to figure out how much to charge people to do it. Districts in her area aren't going to do it unless it's \$50 per person.
- f. Jim: not doing intensive for \$50/head.
- g. Sue: they'll pay it if it's the latest rage.
- h. Jim: we won't make a decision today.
- i. Sue: let's put some structure to it
- j. Discussion as to whether to decide today and how it affects the bottom line.
- k. Bank: 30k; budget is \$55k in expenses
- l. Could mean we get more people trained and make more money.
- m. Jim: reason Peter is asking is he thinks he is fundamentally running an open workshop dealing with individual teachers.
- n. Sue: he can call that a closed week and negotiate whatever he wants, and negotiate with us.
- o. Kim: for Willa's benefit: historically problem when certain people well known to Glasser had special privileges and the rest of the org. had bad feelings about it.
- p. Sue: come up with criteria for a variance.
- q. David: 1): website says 500 so is WGI US a pricsetter or not? Currently it is; other hand could be MSRP. Then distrib.wholesaler cost is 100 and that's what you buy a week for up to MSRP and profit is regional or individual 2) why aren't practicum supervirosrs paid? Couldn't there be shared revenue to the WGI to offset?
- r. Kim: faculty trning 1000 per section. 980 goes to WGI US, 20 to Intl. people have complained about it.
- s. Willa: discussion of not being certified and not teaching.
- t. Jan: cert wks almost 7k intensive 22,855 total 30K
- u. Nancy: if we do it, what will happen?

- v. Jim: number 11 (b) Opportunity Matrix. Need to be ready to move when opportunity presents itself. To get there, you have to have pieces in place. Looked at PMDL matrix and discussed how it works.
- w. Nancy: discussing matrix and how helpful it could be in certain situations. But if 98% of revenue comes from existing fee structure not willing to risk screwing around with it. What do we do to find another revenue stream, next year look at %age and see if room.
- x. More discussion of fee rates for varying people and how much they can pay, etc.
- y. Sue: Marzano prices—490 for 2 days, etc.
- z. Kim: you pay us, you get the next call referred to you –WGI
- aa. Jim: Put together a draft opportunity matrix based on things hearing today, will mail out and share before the meeting if okay with everyone.
- bb. Should have more dialogue about WGI authorized training
- cc. Moving fee structure to be decided on at next meeting.
- dd. Peter and Bob when asked for variance, they said they would keep doing what they were doing even without a variance. Alluded others have done that. Pushing trainers out the door.

23. SHARON: Parking lot!

24. Budget: need to vote on the 2016 budget.

- a. Jan: concerned b/c 2k deficit on budget but haven't come up with a revenue stream to add; no questions?
- b. Add WGI sanctioned training at 250 and it can make up the other 2500 of the budget.
- c. Kim: is it possible to come up with 1day trainings, one for educators, one for managers, counselors, nurses WGIUS training charge 97 dollars a person, whatever 25-97 and pay WGI 10%.
- d. Jim: offer take charge workshop specifically for medical people, or call it something else just tailor it to medical people, and in that context, they might see need continuing ed. Units—or call it dealing w/difficult patients or whatever
 - i. Kim: send it to her or Denise in email that you are instructor, date, material to be reviewed and she'll set it up as a product on website, and people who want to take it will pay the institute and WGI will reimburse him. Jim agrees to do it.
- e. Jan: merchant account—can it be combined with WGI? It was a problem. Even if less fees. But if we use it more it will be less painful. \$45/monthly, then depending on activity some fees are per xaction, some are %age amount. We can't do paypal. Mike uses Compass bank and it's cheap, no minimum per month.
- f. Budget concensed! Jan is a 5

25. Quality World Pictures next parking lot subject—Nancy's issue:

- a. Based on time and energy and plans we made today, is anyone left unresolved and hanging onto a qwp that has not been acted upon?
- b. Ken: what about mission statement etc.

- c. In April we will revisit mission statement etc.
 - d. Jerry: strategic alliances? Didn't do that justice
 - e. Need evidence based and possibly modify choice theory into something else; using School culture and other words.
 - f. Kim: workshop for parents with conflict over choice theory. Please don't mention Glasser or Choice Theory, just not in introduction. Preconceived notion that these ideas are passé. They are timeless.
 - g. We are evidence based in Europe. Not in the USA.
 - h. Whether or not we change board members/ at large board members. 3 to 5 adding Gloria maybe add some as an invitation w/o amending the bylaws. What information do we need to know to make this dec'n? Look at budget. After this meeting see cost per person average and know what increase would be for 2 more members, run through matrix for this, and also maybe paying for committee chairs and Denise at mtgs. Table until March.
26. We will work on whether we are a GCO tabled
27. WGI US authorized courses: tabled.

Saturday, February 13, 2016

8:00 to 9:30 – Terri Allen

Present: Nancy, Jerry, Terri, Jan, Willa, Sharon, Conry, Kim, Shruti, Ken, Mike, Jim				
Agenda Item	Issue	Proposal:	Decision/Discussion:	Action Required: By Whom: When:
14. Examine our Commitments to Our Passion and Reexamine our Committees:	Board members gave initial reports of their goals and action plans for 2016			All board members are directed to email Kim by the March 23 rd meeting with their "Passion Plan" for 2016. Terri will send out a reminder email to board members on March 21 st .

Merge, Rename,
Create New,
Leave Alone

Mike indicated that he
will be leaving the board
at the end of the year to
focus on his private
practice

<p>Committee Reports</p>	<p>Committee Reports should include</p> <ul style="list-style-type: none"> • A summary of decisions that were made in Dallas • 2016 Goals, priorities, plans, and progress 	<p>Current Committees: Chair + current members</p> <ul style="list-style-type: none"> • Counseling/Counsel or Training Committee: Terri + Kim, Jan, Shruti, (Mike?) • Research Committee: Willa + Terri, Nancy, (Janet?) • Education Committee: Bob + Jim, Sue, Jerry, Sharon • Marketing/Grants Committee: Jim + Kim and Dave Betts – Kim asked this committee to take on the Newsletter • MHH Committee: Nancy + Ken, Kim, Dave, Denise, Shruti • Youth Counsel Committee: Jamie + Shruti • Diversity Committee: Gloria + Shruti, Willa • Succession Planning Committee: Jan + Ken, Jerry, Kim • Program/Product Approval Committee: Kim + Jim, Mike • Subject Matter Experts: Kim • Sustainability: Shruti + 	<p>Each chair will provide a report for the March board meeting</p>
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<p>Newsletter</p>		<p>The relevance and format of the Newsletter was discussed. The Marketing/Grants committee was asked to participate in planning the newsletter. Social media formats were discussed as a means to distribute our news.</p>	
<p>Faculty Training Selection PPM amendment</p>	<p>Jim made a motion to approve Seconded by Willa Passed on consensus</p>	<p>Terri reread the proposed change, changes were made based on board feedback; A motion to approve was made by Jim and seconded by Willa; passed on consensus</p>	<p>Kim will make change to PPM</p>

<p>WGI-US approval/endorsement of the Non-certified training programs</p>	<p>Jim proposed that the Program/Product Approval Committee create a process for certifying and approving non-certification training programs. Terri seconded. Approved by consensus. Nancy gave a 5 and delegated the task to Kim</p>	<p>Jim initiated discussion about WGI-US providing approval or endorsement for non-certification training programs developed by CTRTC members. A proposed Training Program would need to meet to-be-established criteria in order to be WGI-US approved/endorsed. WGI approval/endorsement would afford the Training Program the benefit of WGI-US marketing, and WGI-US would receive revenue from the sale approved programs.</p>	<p>Kim will lead Program/Product Approval Committee in planning</p>
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