

Florida Lions Foundation for the Blind

~ Quarterly Bulletin ~

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PRESIDENT'S MESSAGE

MEASURING UP



As we get ready for our second meeting to be held in Altamonte Springs for the Florida Lions Foundation Lions year 2012-2013 it is appropriate to ask ourselves the question, "Are we measuring up?" There are numerous ways to answer this question. In most any business the most effective feedback comes from customers. It follows then that the answer to the question "Are we measuring up?" should come from feedback provided by our Foundation customers. First we must determine the answer to the question, who are our customers? If you believe that the answer is our surgery patients you are only partially right. Our customers are the Lions Clubs of the State of Florida and the Bahamas. They screen and sponsor the patients. In addition, the Clinics and Surgery Centers that provide the medical care of the patients may also be considered customers as they are authorized to work by the Foundation and they get paid by the Foundation. This places them in the role of a customer along with the sponsoring Lions Club.

We as Lions are a Service Organization. I am familiar with the challenges of the commercial Service business through my daily work servicing power plant customers every day where we are constantly reminded what the customers expect and how we measure up. We ask the question every day (How are we doing?) in order to make sure that we are doing the things that our customers believe are important and are we doing them in a way that best serves the customers' needs. Providing service in an all volunteer organization such as the Lions presents a somewhat different set of challenges but I believe that the principles are the same. Prompt response to customer concerns, clear concise answers to questions and follow up actions appropriate to the issue are common ingredients to both types of service.

Seven of our Foundation Executive Committee members attended the USA Canada Forum in Tampa on September 12th thru the 15th. Interfacing with the over 2,180 Lions at the Forum made this a great venue to compare our program with those of active Lions Clubs throughout North America. Dialogue among this group was positive with respect to our Foundation's Mission. While we agree

that our mission is important and meets the test of "We Serve" we need to look at the method of delivery of that service to determine if we "Measure up" to be all we can be. In order to confirm the quality of our Foundation's service to our customers I believe that we need to ask members of our Board of Directors and Club Eye Chairman to provide feedback regarding how the Foundation measures up to your needs and your expectations for service. Your comments and critique are important to assist us in evaluating how to best serve the Lions of Florida and the Bahamas.

We have prepared a sample list of questions attached to this message to assist in your comments and critique. Please take a few minutes to share your thoughts and ideas regarding how our Lions Foundation "Measures Up".

Florida Lions Foundation Customer Survey

1. Was your Eye surgery case handled promptly by the Foundation District Projects chairs?
2. Were you able to obtain correct answers to your questions regarding an eye surgery case you worked on?
3. Did you access the Lions Foundation web page "Floridalionsfoundation.org" to help with your eye surgery case?
4. What improvements if any do you suggest to make the Lions Foundation Web page more helpful in processing your eye case?
5. Has your club request for a speaker from the Foundation been fulfilled?
6. How many Lions Foundation Breakfast meetings have you attended?
7. Are the Foundation Breakfast meetings helpful to your eye case work?
8. Were the surgery provider(s) paid promptly following the surgery?
9. What suggestions do you have to improve our service to eye patients?
10. How does your Foundation measure up to your Club expectations?

Please send your comments and critique to newsletter editor Lois Q. Malecky or to me at Tederion@yahoo.com. Thank you for your inputs.

Ted Erion
President, Florida Lions Foundation for the Blind

EXECUTIVE SECRETARY/TREASURER'S MESSAGE



The Foundations work continues as in the past few years with an increase in the number of individuals that we are helping with their sight issues. When we held our meeting in August we were already approving cases that brought us to half of our budget for the year 2012-2013. As of this writing our MD Project Chair, Past President Beverly Kruger, reported that she had 50 cases and another couple of weeks before the cutoff date to give her time to prepare the reports for our next meeting.

During these past two months each District has held their 1st Cabinet Meeting and the Foundation received a total of \$ 9,940.00. We have also received some memorial donations and other club donations that were sent in directly to the Foundation. The report to be presented in October at the COG's will reflect an up-to-date figure for what has been received through the end of September.

The Foundation had a booth at the USA/Canada Lions Leadership Forum that was held in Tampa. At our booth we were giving out sun glasses and eye glass cases and received \$78.00 in donations made by some. We also held a raffle for a complete set of the LIONS jewelry that included the necklace with the Lions medallion and the LIONS earrings on a set of hoops. For this raffle we realized \$ 210.00. The winner was Lion Rhonda Farmer from Ohio.

Many Lions from Florida attended the Forum, the next bit of information is for those not in attendance. During the Forum there are 4 banquets served with guest speakers. Because Florida was hosting this Forum we had the opportunity for each of the entities to speak in a ten minute time spot saying what they do and how they live up to the Lions Motto [WE SERVE]. The opening ceremony on Thursday evening it was Southeastern Guide Dogs, Friday Lunch is was the Lions Eye Institute for Transplant and Research, Saturday Lunch was the Conklin Center and Saturday evening it was our Florida Lions Foundation for the Blind, Inc.

At the final banquet we had a recipient of one of our 265 individuals that we helped during last year. This gentleman needed a cornea [actually his 2nd one]. Just for a point of interest for those that don't know when we have a case for a cornea they are always donated by our Eye Banks. This case was presented to the Foundation through the Ocoee Lions Club and the cornea came from the Lions Eye Institute.

At the COG we will have available the Terri Lynn Premium Nuts. These are the same ones that we have had the past several years. They are provided through our own PDG Lee Woods. I will be bringing a supply with me and they will be at the Foundation table.

At this COG the Executive and Project meetings are scheduled for Saturday from 2:00 to 4:00 pm. The Breakfast on Sunday morning is scheduled for 8:30 am.

SUNSHINE

In our last newsletter and in talking with our Foundation Directors there was a few individuals that needed some sunshine and prayers in their lives. During this time there are several others that need our prayers...I talked with PCC Michael C. Mason at the Forum, he indicated that he would be needing another surgery. Get well and thinking of you can be sent to his PO Box and his family would get them to him. Lion David Skillin lost his son on the 19th of September, our sympathy and prayers are with you and your family. A email was received that ID Stacey Jones's mother passed away. Cards can be sent to his home. On a lighter side I spoke with Doc and Dotty Scherer. They sold their home and moved into a assisted living community in West Palm Beach. The new address is 6420 Common Cir, Apt 302, West Palm Beach FL 33417-4275. Phone and email are the same. Lion Dotty just had some minor surgery and will be unable to attend the meeting in October. They would be delighted to hear from our MD-35 Lions.

UP COMING DISTRICT MEETINGS

L	December 1, 2012 – Pensacola
I	November 10, 2012 – SEGD – Bradenton
O	November 3, 2012 - Homosassa
N	October 27, 2012 – Miami Gardens

This Lions jewelry, and some new items, will be available at the
Fall Conference in Altamonte Springs

Available both in Gold and Silver



Stop by the jewelry and raffle table!
Many new items will be available!

