

ACTION CHART - TO BE COMPLETED				Gary	Pramod	Mirek	Penny	Pablo	Luisa	
WHY	What			Who		When				Comments
Decision Number (Date #)	Description	Next Action	When Next Item Due	EXCO Liaison	Committee/ SWG/ other	Scheduled to be completed	Progress Dec 2010	Progress Jun 2011	GA Vote/D V	Comments
PROJECT ITEMS										
2009-9-10 22	<p>A Servas Online program shall be developed and implemented by the end of 2011 and evaluated at the next GA.</p> <p>Financing of Servas Online - an independent account opened by 31 Jan 2010, reserved exclusively for this purpose. This financial arrangement should be evaluated at the next GA.</p> <p>A Servas Online Servicing Team in cooperation with ICT be created.</p> <p>An investment of EUR 10,000/US\$ 14,500/CHF 15,000 per year be allocated. This will be recovered by savings from reduction in printing and distribution expenses. One Swiss Franc to be charged annually for every member of a National Group (which has over 100 members now) and other willing countries pay the service contribution.</p>	Dec 2010 status report	2011/1/31	Gary	SOL Team; SOL Servicing Team; ICT	2012/06/30	May 2010 prototype plan outlined and sent to NSs Preparing status report			<p>1CHF levy requested Developer meeting held May 21-23, 2010 - prototype plan outlined May 2010 Status report distributed Volunteers and levy are problems Dec 2010 Status report to be distributed Steering Committee to be convened</p>
2009-9-11 12	Implement an online financial tool to control stamp fee, membership and other contributions.	Define how this fits with ServasOnLine and Dolphin	unknown	Mirek	SOL Team; Dolphin Team; ICT	2012/06/30	on hold due to ServasOnLine delays			Dolphin team has done some work on this. Discussed at ServasOnLine developers meeting.
2009-9-11 2	<p>Register SI as an NGO in the canton of Zurich, Switzerland, and appoint a qualified agent for service of processes such as the organisation's "mail drop" for legal documents.</p> <p>The cost of registration and appointing an agent to be found out. In addition, US\$ 100 may be provided for correspondence.</p>	Document situation	2011/3/31	Mirek	Ad hoc WG	2012/06/30				<p>Hired lawyer to determine requirements and options. Process is more complicated than anticipated. Work continues. Consider registration in another country</p>

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2009-9-12 9	2012 GA (planned for Apr - Sept 2012) Ensure countries know what they are getting into - re: timeframes, requirements, resources	Finalize hostling criteria and call for hosting 'expressions of interest'	2011/3/31	Gary Penny	GA organizer, EXCO	2012/12/31				Steps: Confirm hosting criteria Call for hosting interest Get expressions of interest Assist with hosting proposals Define date and location mid 2011). Review attendee funding criteria, scorecard, etc. and publish criteria in 2011.
2009-9-10 10	SI host list coordinator will set up a host list testing system together with a team to ensure reliability, beginning in January 2010, according to Servas working group guidelines. The budget needed will be US\$ 800 for 2010 and US\$ 800 for 2012.	Plan 2011 activity	2011/3/31	Pablo	Reliability Team - ad hoc WG	2012/06/30	Completed 2010 plan!			Completed 2010 calls and report. In 2011, start with the lowest reliability groups to work with them individually to offer help, in consultation with the Development Committee In 2012 don't call countries with 90% or higher reliability that produce annual host lists
EXCO 2010 meeting	Review server contract and make recommendations	Convene ICT meeting to discuss	2011/1/31	Gary	ICT	2011/5/31				Technical member(s) of ICT required to do this task

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2009-9-11 14	<p>To consider and redefine the future of Servas in the light of our own roots and ideals of local communities and the world.</p> <p>To learn from and interact with other organizations without ever losing our Servas identities.</p> <p>To move forward into the digital age in creative and active ways, not only based on the Internet but on the needs of these new times, especially those needs that can find guidance and answers in Bob Luitweiler's non-violent thinking.</p> <p>To set up a working group to define short and long term goals and investigate strategies and action plans including youth and local community work."</p>	Set up Working Group	2011/3/31	Luisa, Gary	Ad hoc WG	2012/06/30				
2009-9-10 1	<p>To develop an action plan that promotes Servas values including tolerance, open mindedness, building friendship, peace, and nonviolence;</p> <p>To set goals and a content for a Servas course to train Servas hosts, travelers, and officers to become peace advocates;</p> <p>Funding will be required up to US\$ 2,000 per year for any required courses.</p>	Set goal and content for Servas course...	2011/6/30	Luisa	Peace Secretary and Peace Course Team?	2012/06/30				<p>Budget allocated under title "Training Expenses".</p> <p>Agreement signed with Colombia university...</p>

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2009-9-11 1	Allow proxy voting for elections at General Assemblies to enable member countries not present at the GA to participate in the election process.	Set up Ad hoc committee	2011/1/31	Penny	Ad hoc WG	2011/12/31				
2006 GA	Create a Policy and Procedures manual	Set up working group	2011/1/31	Penny	Policy and Procedures Manual Ad hoc WG	2011/12/31				Old SI Handbook is a good starting point. Several other resources on old Servas web site
2009-9-9 10	Nominations for election at the GA to be accepted until immediately before the start of the voting.	Include in Policy and Procedures Manual	2011/3/31	Penny	Policy and Procedures Manual Ad hoc WG	2011/12/31				No progress
2009-9-9 4	To retain its voting rights at the GA , a member country must have published a host list not older than two years and must have submitted an annual report for at least one of the two previous years.	Include in Policy and Procedures Manual	2011/3/31	Penny	Policy and Procedures Manual Ad hoc WG	2011/12/31				No progress
EXCO 2010 meeting	Prepare and distribute a list of requirements, by date, for National Secretaries	Draft list	2011/3/31	Penny	Policy and Procedures Manual Ad hoc WG	2011/12/31				

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2009-9-11 18	Marijke Batenburg, National Secretary of NZ, reporting to the General Secretary of Servas International will create a project team of three members to document and publish guidelines for National Secretaries and boards regarding how to handle feedback and complaints concerning hosts and travelers . A preliminary version will be submitted by October 2010 for comments and distribution electronically, to National Secretaries and boards for their comments.	Marijke Batenburg, National Secretary of NZ will create a project team of three members.	2011/04/30	Penny		2011/12/31				survey planned
2009-9-11 3	Anyone elected or nominated to a post in Servas will be informed unambiguously of what is expected of them and what expenses will be reimbursed.	Make a list of the posts to which this applies; determine job descriptions and budget allocated for each; communicate this information.	2011/6/30	Penny Mirek	Job Descriptions and Statutes Committee; FOP Committee	2011/12/31	Defined expense procedures			NOTE: specify details of what is covered, and include in FOP

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2009-9-11 8	<p>a) Set up Youth Travel Award fund to offer a Youth Travel Award to sponsor at least 1 young person to each GA and International Youth Meeting when funds are available. Commitment to fairly distribute any funding available to different regions of the world. Donations to the fund will be invited from individual Servas members and National Groups and, in time, approaches will be made to charitable fund and foundations who have resources to offer.</p> <p>b) As an interim arrangement, donations would be received into a new account in Britain to be managed and audited by Servas Britain but accountable to SI Treasurer. At such time as new arrangements are in place for SI banking in the Euro zone, consideration will be given to moving the fund to an SI account</p> <p>c) A working group of the Servas Youth Team will consider the practicalities of setting up a Youth Travel Award Trust Fund. A progress report will be given to the next GA.</p>	Assemble team; Define details of award	2011/3/31	Gary	WG of Servas Youth Team	2011/12/31				
2009-9-11 16	Strengthen and implement the Financial Operating Procedures with the active help of the Audit Committee.	Review FOP	2011/6/30	Mirek	Audit Committee; Budget Committee	2011/12/31				NOTE: specify details of what is covered; also any pre-approvals required
2009-9-12 8	<p>When a Servas country wants to make a donation to enable another country to send a delegate to participate in a GA, it must inform EXCO of this intent to donate. A request concerning the recipient(s) can be made but it is for EXCO and the relevant Area Coordinator, to use criteria to decide to which country/countries the money will go. After that decision, the money will go directly to the recipient(s).</p> <p>It is highly recommended that donor countries should respect EXCO's decision.</p>	Include in Financial Policies	2010/12/31	Mirek	Audit Committee; Budget Committee	2011/12/31				

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2009-9-11 17	<p>"In part of the world where Servas home visits are not possible or are difficult due to cultural, political or economic situations, Servas to consider new case study projects related to Servas goals such as (1) to promote non-violent thinking, (2) to exchange cultural and language experiences, and (3) to build peace in harmony with the environment.</p> <p>"To establish a Servas project team, if needed, which the national groups can consult when they have an idea for a Servas project.</p> <p>"This team will evaluate the project and support the initiators in carrying it out.</p> <p>"A project data bank to be started and maintained on line to keep track of/monitor projects in different areas and to inform about progress/success of projects and any lessons learned.</p>	<p>Establish project team.</p> <p>Determine if budget is required, and if so, from where.</p>	2011/3/31	Pramod	Development Committee, ICT	2012/06/30				

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2009-9-9 11	Find ways Servas can help small national groups to grow and flourish , in the next decade: 1) Use buddies, mentors and traveling ambassadors. 2) Revise the Servas Handbook. 3) Encourage individuals and families to meet. 4) Encourage small/new countries to participate at GA. 5) Use the ideas in the Intelligent Roadmap. Put in place systems and processes to ensure that small/new countries are more actively involved in the Servas spirit. US\$ 500 annual budget to support mentors, buddies and ambassadors. Request member countries add a few sentences to the LOI.	Determine where \$500 expenses are included in budget. Development Committee defines process. Change to LOI in Servas Handbook	2011/3/31	Luisa, Pramod	Development Committee	2012/06/30				
2009-9-10 4A	A) Small grants of US\$ 200 for new countries be managed by the DC; that DC prepare a simple format for applying for these grants; and that the criteria be as follows: 1) must be applied for by a key person from another member country, e.g., Area Coordinator, National Secretary, Distant Interviewer, Host List Coordinator. 2) the receiving country must have a minimum of five hosts. 3) a brief report of how the money has been used must be sent to the requesting key person within one year with receipts when available.	Development Committee defines process.	2011/3/31	Pramod	Development Committee	Ongoing				

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2009-9-10 4B	<p>B) Small grants of US\$ 200 for existing countries be managed by DC; that DC must create a simple format for applying for these grants and that the criteria be as follows:</p> <p>1) must be applied for by the National Secretary or the main contact or another key person from the same country. 2) for the first time of applying a plan of how the money is to be used is not required but the second time, a plan will be required. 3) a brief report of how the money has been used must be sent to the DC within one year with receipts when available.</p>	Development Committee defines process.	2010/12/31	Pramod	Development Committee	Ongoing				
2009-9-10 9	<p>The Development Committee should be empowered to provide grants for meetings with specific purposes in line with Servas ideals, such as meetings proposing peace between two countries.</p> <p>A budget should be set aside for development grants for activities such as area meetings, peace meetings and other projects as follows: 2010: US\$ 9,000, 2011: US\$ 9,500, 2012: US\$ 10,000.</p>	Development Committee defines process.	2011/3/31	Pramod	Development Committee	Ongoing				Budget allocated (confirm includes \$200 for item 2009-9-10 2)

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2009-9-11 11	<p>1) The DFC be called a Development Committee of SI.</p> <p>2) Instead of waiting for applications to fund (like the present DFC) it should be pro-active.</p> <p>3) The DC should encourage through regular communications to all of Servas (NS and EXCO plus monthly Servas News) the development project.</p> <p>4) Each NG as part of its strategic planning should include a development plan for the next three years. Where there are difficulties in this task the DC should find ways to assist the NG to develop its 3 year strategic plan.</p> <p>5) The DC will be pro-active in offering assistance to new/small member groups.</p> <p>6) The DC will be a facilitator and bridge between NG if and when various NG are interested in similar projects.</p> <p>7) The DC should be pro-active in fund raising to support Servas projects.</p> <p>8) The DC will establish relationships with youth and accommodate those members who wish to volunteer as assistants to the DC. The DC will also liaise with Area Coordinators to achieve objectives.</p>	Development Committee defines process.	2011/3/31	Pramod	Development Committee	Ongoing				
2009-9-11 15	<p>Job descriptions and Statutes Committee to produce a list of functions for the position of Area Coordinator, including the specific participation of the National Secretaries (NS) of the area in the elaboration of this final document.</p> <p>We request to take these items produced during the Central America Regional Conference of Costa Rica as a starting point:</p> <ol style="list-style-type: none"> To hold as a minimum, an annual meeting with the National Groups (NG) of the area. To interact with other Area Coordinators functioning as an ambassador from SI and as a representative from SI to the National Groups. To know the procedure manual of SI. To ensure that the National Secretaries respond immediately to the e-mail messages of SI. All the information that the Area Coordinator will provide to Servas International must be known by the National Secretaries." 	Gather existing AC job description information and draft job description.	2011/2/28	Penny	Job Descriptions and Statutes Committee	2011/10/31				

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EXCO 2010 meeting	Redesign www.servas.org	Set up working group	2011/3/31	Penny, Gary		2012/06/30				Terry Stone has volunteered; need ICT technical support to back up site before more can be done
2009-9-119	A resource will be set up on the SI website and Servas Youth website where hosts from different countries can make known what experiences they can offer to young Servas travellers, in terms of their special interests and expertise. In addition it will also indicate where hosts can open up opportunities for work or volunteer experience in their local community.	Design resource	2011/3/31	Gary	Youth and Newsletter teams	2011/12/31				
2009-9-1110	A family home page will be set up on the SI website to promote Servas as a family-friendly organization. This will provide access to a secure on-line forum, which will be a focal point for discussion between families with children and young people too young to travel alone. It will encourage links between families to develop common interests and activities.	Set up Ad hoc committee	2011/3/31	Gary	SI website team, ad hoc WG	2011/6/30				

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2009-9-10 2	<p>Servas National Groups to develop strategies and action plans for Servas outreach and cooperation with other organizations with similar values and goals.</p> <p>We expect that most national groups would fund this; however, we propose US\$ 200 per year to enable groups without sufficient income to develop these strategies and action plans.</p>	Communicati on to all NSS about this task.	2011/3/31	Luisa	NGs, Peace Secretaries and NSS, guided by SI Peace Secretary	Ongoing				Budget allocated (confirm included in budget item 2009-9-10 9)
EXCO 2010 meeting	Prepare Respectful Communications Principles and Anti-abuse Procedures to be taken to the 2012 GA	Set up working group, including Julie Dotsch	2011/3/31	Luisa	ad hoc WG	2012/06/30				
EXCO 2010 meeting	Prepare a Servas Charter	Set up working group	2011/3/31	Gary, Pramod	ad hoc WG	2012/06/30				
EXCO 2010 meeting	Organize and hold a pilot Focal Meeting before the 2012 GA	Set up working group	2011/3/31	Pablo	ad hoc WG	2012/06/30				
EXCO 2010 meeting	Organize and hold a pilot Work Camp partnering with a credible work camp organizer, before the 2012 GA	Set up working group	2011/3/31	Pramod	ad hoc WG	2012/06/30				
EXCO 2010 meeting	Prepare a Strategic Plan to tak eot the 2012 GA	Set up Ad hoc committee	2011/3/31	Pramod	ad hoc WG	2012/6/30				Draft plan distributed for comments - 2011/6/30 Comments deadline - 2011/12/31 Face-to-face meeting to finalize - immediately before 2012 GA

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ROUTINE ITEMS										
Routine	Post 2009 GA: SWG follow up and encouragement	Link actions to SWGs; contact convenors re: what worked, what didn't, leftover items, the future...	2011/3/31	Penny	EXCO	Ongoing				No progress
Routine	Nov 2010 DV	Report from DVA	2010/12/31	Penny	DVA, EXCO	2010/12/31				motions due - 2010/5/30 COMPLETED motions distributed - 2010/8/30 COMPLETED vote begins - 2010/10/1 COMPLETED vote ends - 2010/11/30 COMPLETED results - 2010/12/31
Routine	May 2011 DV		Completed	Penny	DVA, EXCO	2011/06/30	Cancelled			motions due - 2010/11/30 COMPLETED No Motions - vote cancelled
Routine	Nov 2011 DV	Announce motions due	2011/5/31	Penny	DVA, EXCO	2010/12/31				motions due - 2011/5/30 motions distributed - 2011/8/30 vote begins - 2011/10/1 vote ends - 2011/11/30 results - 2011/12/31
Routine	May 2012 DV	Determine if DV will be held	2011/9/30	Penny	DVA, EXCO	2012/06/30				determine if DV will be held (depends on GA timing) 2011/9/30 motions due - 2011/11/30 motions distributed - 2012/1/1 vote begins - 2012/4/1 vote ends - 2012/5/31 results - 2012/6/30

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Routine	Appoint ICT	Appoint ICT technical member(s)	2011/1/31	Gary		2011/1/31				Several people have agreed - need technical members
Routine	EXCO semi-annual reports	Dec 2010 EXCO report	2011/1/31	Penny	EXCO	Ongoing				June 2010 report sent Dec 2010 report to be sent
Routine	Committee reporting: - define reporting periods - for each committee: completed, plans, issues	Identify EXCO contact for each committee	2011/1/31	Penny, & each EXCO member	All the Committees	Ongoing				draft format circulated to EXCO
Routine	Area review for Europe, Africa, Near East and Far East.	Complete 'Europe and Far East ' review	2011/4/30	Pramod	Pramod, NSs and ACs.	2011/12/31				First area review will be 'Europe and Near East'
Routine	Election of Area Coordinators (only for areas which want to have ACs) .	SCW Asia election	2011/6/30	Pramod	Pramod, NSs and Acs.	Ongoing				South America AC elected Central Am AC elected SCW Asia election being planned
Routine	Adopt a four year budget , with a GA planned in the 3rd year, with cuts to the following budget line items: EXCO Expenses 25 % over 4 years. AC Conference 25 % over 4 years Youth Meetings 26% over 4 years GA Expenses 25% over 4 years To reduce the deficit after 4 years to about 25,000 CHF. Deficits to be funded from SI reserves. This budget to be reviewed and updated each year to actually reflect actual income and expenses. The updated budget to be approved by distant vote. Youth budget to be 8000 CHF for each of the 4 years.	Budget Committee review 2011 and 2012 budget	2010-12-31	Mirek		Ongoing				2010 and 2011 budgets approved by DV Nov 2010 Budget Committee created

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Routine	2009 Stamp Fees due	status report	2010/12/31	Mirek		2010/12/31				Reminders being sent
Routine	2009 SOL Levy due	investigate delays in payment	2010/12/31	Mirek		2010/12/31				
Routine	2010 Stamp Fees due	request stamp fees	2011/1/31	Mirek		2011/12/31				
Routine	2010 SOL Levy due		2011/3/31	Mirek		2011/12/31				
Routine	2011 Stamp Fees due	request stamp fees	2012/1/31	Mirek		2012/12/31				
Routine	2011 SOL Levy due		2012/3/31	Mirek		2012/12/31				
Routine	2009 Annual Reports	send individual reminders	2010/12/31	Penny		2010/12/31				20 outstanding on Dec 1, 2010
Routine	2010 Annual Reports	request reports	2011/1/31	Penny		2011/12/31				
Routine	2011 Annual Reports	request reports	2012/1/31	Penny		2012/12/31				
Routine	All National Secretaries, national teams, and boards to be e-mailed a .pdf version and a link to the online version of the annual SI News , and also to be mailed a disk copy if required. National groups to be asked to forward this to all their hosts and travelers in electronic or print versions as appropriate. Any other SI Newsletters to be sent to national groups by e-mail with a link. To be implemented for the next annual newsletter. Budget required US\$ 2,000 per year.	SI News editor meet with EXCO	2011/2/28	Gary	Newsletter Team	Ongoing				2010 SI News distributed in July 2010 Schedule 2011 SI News, and also more frequent newsletters or communications

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Routine	The GA approves and accepts the presented action plan for the period 2010/2011/2012 as a framework for Servas Youth activities including the budget attached. Budget: 2010 US\$ 10,000; 2011 US\$ 10,500; 2012 US\$ 11,000.	Submit expense requests for 2011 Youth meeting	2011/1/31	Gary	Pablo Chufeni and Youth Team	Ongoing	Received 2009 year end report			Amended budget allocated - 8,000 each year per 2009-9-11 6. 2010 Youth meetings held in Mexico and South America 2011 meeting in Uganda in July/August