



## 2008 – 2009 Service Unit Assessment and Service Unit Service Delivery Plan Instructions

### ***What is a Service Unit Service Delivery Plan?***

Your service unit service delivery plan is a working document used to develop, guide, and communicate your service unit plans with service unit volunteers. Plans are developed based on council priorities and specific service unit conditions and goals. The plan identifies the activities, due dates, and persons responsible for accomplishing the defined goals and activities.

**Please submit completed plan by June 30<sup>th</sup>.**

## The Seven Sections of the Plan

### 1 Service Unit Goals

This section addresses the service unit priorities identified by the volunteers through service unit assessment and council priorities.

As you identify the service unit goals, consider the skills, abilities, wants, and needs of your volunteers as you identify ways to strengthen your support of leaders. Ask: what do the leaders need to do a better job in helping the girls grow towards the council goals?

### Parents:

- Distribute a *Parent’s Guide to Girl Scouts* at recruitment activities
- Ensure participation in the Family Partnership Campaign
- Provide parent newsletters, information on service unit/council websites, and e-mail updates

**Leaders/Service Unit Volunteers:** Use diverse communication methods to reach all volunteers, including volunteers who do not attend service unit meetings

- Meetings – service team, service unit, one-on-one (i.e. mentor)
- US Mail/E-mail – meeting reminders/minutes, service unit newsletters/updates
- Electronic communication: Promote participation in service unit/council electronic communication
  - Council and service unit websites
  - *Volunteer Resources Disc* on CD/web
  - On-line program/training activities and resources (service unit and council)
  - Service team contact information

### 2 Communication

This section addresses the way in which your service unit communicates with the community, parents, leaders and girls, as well as how these groups will be actively engaged in service unit planning and decision-making.

Consider the following as you plan:

#### **Community:**

- Participation in community events
- Girl/Adult and troop success story articles and pictures to community papers, school/house of worship bulletin boards, etc.

# 3

## Membership Extension and Community Education

This section addresses how the service unit will educate girls and adults about the benefits of membership and opportunities for involvement in Girl Scouts. The service unit will extend membership to girls (ages 5-17), and adults (parents and non-parents), who wish to participate throughout the membership year.

Consider the adult and girl recruitment and membership goals, along with the following questions, as you plan.

**Adult Recruitment:** HOW will we recruit?

- Service team positions
- Troop leadership – by school, grade, religious organization, and community based
- For additional support/skills needed
- Adults of diverse backgrounds, ages, and races

**Girl Recruitment:** HOW will we recruit?

- Kindergarten sign-ups for Daisy Girl Scouts
- Girls in grades 1 – 3, 4 – 6 (special focus on 1 – 3 grade recruitment)
- Girls in grades 6 – 12 for older girl troops and opportunities
- Using a variety of pathways outside of a year-long troop

### Girl and Adult Recruitment

**Timeframe:** HOW will we recruit throughout the entire year?

- At fall school open houses and registration nights
- In the fall, at locations without existing troops
- Using service unit and council events throughout the year
- At spring kindergarten and other school sign-ups
- Using summer activities

**Recruitment location:** Are there opportunities for recruitment through:

- Community events, activities, and centers?
- Local organizations and businesses?
- Places of worship?
- School activities and parent meetings?
- Girl and adult referrals?

**Recruitment methods:** WHAT will we use to recruit?

- Community newspaper and school newsletter articles
- Referrals from current and former members
- “Bring-A-Friend” activities
- Recruitment brochures, flyers, and posters in businesses
- Face-to-Face/Presentations to: schools, businesses, community organizations, and events

**Registration/Re-registration process:**

- Early registration – April – July
- On-time – August – September
- Ongoing – October – April
- Contact re-registering troops
- Plan Service Unit Kick-Off event
- Match girls from disbanding troops with new/existing troops
- Process for registration collection, tracking/record-keeping, and communication

# 4

## Volunteer Program Management

This section addresses how the service unit will support the components of Volunteer Program Management which provides a framework for the management and support of volunteer staff.

**Placement of Leaders and Volunteers:**

- Ensure new volunteers complete the application process
- Confirm appointment letters are sent to new volunteers (sent from the Girl Scout office)

- Send reappointment letters to returning leaders, who are in good standing
- Position description – review job duties and responsibilities with leaders/volunteers

### **Training for Leaders and Volunteers:**

- Promote and track completion of required training (Orientation, Age-level, and Creating an Inclusive Culture in Girl Scouts)
- Identify training/enrichment opportunities based on needs of the service unit
  - Behavior Management
  - Girl/Adult Planning
  - Ceremonies
  - Managing Troop Finances
  - Bridging

### **Coaching and Leading**

Determine how support will be provided to leaders to increase their knowledge, understanding and delivery of the Girl Scout program, based on experience, skill, and troop needs (i.e. returning leaders and new leaders):

- Mentoring new leaders
- Orientation for new leaders into the service unit
- Follow-up phone calls and e-mails
- Facilitate girl/planned committees
- Facilitate workshops
- Support leaders who do not attend service unit meetings

### **Assessment/Feedback**

Regularly engage volunteers, leaders, and girls in assessment and feedback, including:

- Leader and service team performance
- Service unit meeting discussions for service unit plans and goals

### **Recognition**

Ensure volunteers are recognized for their work:

- Nominations for council-wide recognitions

- Encourage attendance at council-wide recognition event
- Service unit recognitions: monthly or annually
- Encourage parent recognition of leaders

## 5

### **Family Partnership Campaign**

Develop volunteer and parent participation in the Family Partnership campaign through education, example/leadership of service team members, and use of the campaign options:

- Parent/Small group presentations
- Girl Scout Express
- Special Events (i.e. Father/Daughter Dance)
- Addition to membership registration
- Online Giving
- Phone-a-thon

## 6

### **Service Unit Events and Activities**

This section addresses service unit, beyond-the-troop activities that will build on troop programs, provide increased progression for girls and adults, and opportunities to interact with other girls of different ages, races and abilities. These events should:

- Consider how girls will grow, through participation in events (Goals for Girls)
- Address program and service delivery priorities
- Include opportunities for service unit-wide meaningful community service
- Involve girls in planning by incorporating a service unit girl planning committee
- Allow for girls to meet and interact with other girls who are different than themselves
- Include a beyond-the-service-unit event with another service unit

# 7

## Service Team Personnel Chart

This section asks for specific information about your service unit, including geographic information, meeting location and service team personnel. Consider the following with completing this section:

- Are all school districts and communities included in the plan?
- Are there enough volunteers to accomplish the goals of the service unit, and complete the activities in the plan?

## **Our Ideas to Address our Service Unit and Council Priorities**

The following table is a tool to help your service unit focus on your goals for the year. Consider how you will address the program and service delivery priorities along with the conditions in your service unit before identifying the tasks and activities for your monthly calendar.

<p>Based on feedback from the volunteers in our service unit, we will strengthen our support of leaders with the following goals:</p> <p>1. _____</p> <p>2. _____</p> <p>To help girls get to know girls who are different than themselves, (outside of their troop, different ages, races, abilities, and religions), we will:</p> <p>1. _____</p> <p>2. _____</p> <p>To help girls learn about the needs of their community and take action through community service, we will:</p> <p>1. _____</p> <p>2. _____</p> <p>To ensure clear and timely communication to leaders, volunteers, parents, and community, using a variety of methods, we will:</p> <p>1. _____</p> <p>2. _____</p> <p>To recruit adults from a variety of sources to provide the Girl Scout program using different pathways, we will:</p> <p>1. _____</p> <p>2. _____</p>
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