



girl scouts greater los angeles

Council Level Volunteer Award and Recognition Handbook



Girl Scouting builds girls of courage, confidence and character,
who make the world a better place

October 2016

For services performed through the 2015-16 membership year

Dear GSGLA Volunteers,

I am pleased to present you with the 2016–17 Volunteer Award and Recognition Handbook. The Volunteer Recognition Ceremony is one of my favorite events of the year—a time when we take a step back to formally applaud the amazing work by all of you, our champion volunteers. All of you make Girl Scouts of Greater LA a special place for girls. You make me proud.

When I look at the strength of our council over time, each year I am ever more reminded that while Girl Scouts exists *for* girls, it exists *because* of all of you. Volunteers are the reason we have such a wide and deep reach throughout Greater Los Angeles. Girls want to continue on their paths to becoming leaders because you are their role models. You provide the consistent encouragement and dedication; and you are over 20,000 strong!

While our staff and board look for ongoing ways to thank you for your outstanding work, it is also important for your peers- other volunteers- to identify those exceptional individuals who provide essential services to girls. Our volunteer recognition program is the perfect way to formally acknowledge these caring adults.

Research tells us that the majority of volunteers like to be recognized by hearing how their work has made a real difference, so this volunteer recognition is an important part of the volunteer experience. This is why our award nomination process defines success by *providing service well, doing it often, and making it meaningful*.

I hope you will help us show our volunteers just how impactful their work has been! GSGLA adult awards recognize volunteers in the most inclusive manner possible, taking into account the many different and important ways volunteers provide service. I encourage you to review the handbook while reflecting on the wonderful accomplishments of your peers. And please join us on April 22, 2017 to say thank you at every opportunity to as many individuals as you can. You are all making the world a better place.

We can't say it enough-- thank you, thank you, thank you!

Yours in Girl Scouting,

A handwritten signature in black ink, appearing to read "Lise L. Luttgens", followed by a long horizontal line extending to the right.

Lise L. Luttgens
Chief Executive Officer, Girl Scouts of Greater Los Angeles

Thank you for helping the council recognize the many outstanding volunteers that contribute to our success. There are many ways to show your appreciation and say thank you; one of which is through the formal council-level awards. *Anyone*, including parents, troop leaders, staff members, and service unit team members can nominate a volunteer for an award. Honorees are recognized at the 2017 Annual Meeting and Volunteer Recognition event for services performed through the 2015-16 membership year.

At the council or national level, volunteers can be nominated for:

- Appreciation Pin
- Honor Pin
- Platinum Service Award (GSGLA specific)
- Thanks Badge
- Thanks Badge II

Also a part of Council level recognitions:

- Numeral Guard – 30 years+
- Years of Service – 25 years+
- President's Award

All nomination forms (with the exception of President's Award) are now available as eForms on the GSGLA website at www.girlscoutsla.org on the Volunteer Recognition page.

The Nomination process is as easy as 1-2-3

1. **Decide which award is appropriate for the service.** An individual or group familiar with the service performed will submit the nomination form. The nomination can only be submitted through our council's eForm and **MUST** include specific information that demonstrates the nominees' service, its scope and impact. It must be specific to the award being nominated.
2. **Gather the contact information of those providing Supporting Endorsements.** Letters of endorsement must be submitted via eForm, called Supporting Endorsements. Please make sure the people who will be supporting the nomination are aware as they will be contacted to fill out a Supporting Endorsement eForm. Have their email information ready when you fill out the nomination form. They will be sent information via email once the nomination has been made. **IMPORTANT:** The Supporting Endorsements must be from someone other than the person who submitted the nomination.
3. **Submit the eForm -** Due by the first Friday in December. Fill out the form online, and submit the nomination. The people who will be providing Supporting Endorsements will be notified via email so they can fill out the Supporting Endorsement eForm. The Supporting Endorsements using the Supporting Endorsement eForm are due by the second Friday in December. Please note for each award, the number of endorsement letters will vary and you will want to have contact information for those people at the ready when filling out the Nomination eForm.

Things to keep in mind:

1. The Adult Recognitions GoTeam can only consider information included in the eForm and the accompanying Supporting Endorsements. Keep in mind the nomination is being reviewed by a committee that might not know the individual.
2. Each nomination is considered on its own merit and is not rated against other nominations. The best nominations and endorsements include as much supporting information as possible. Facts and figures help the GoTeam see the nominee in the best light. **IMPORTANT:** The facts must be relevant to the award being nominated for. If they are nominated for Honor Pin, which is recognizing service to more than one Service Unit, details about the nominee's troop should not be included.
3. It is recommended that there is at least three years between nominations of an individual. The time between nominations can be used to encourage great volunteers with informal recognitions such as Volunteer of the Month, or other options shown on the GSGLA Pinterest section, Thank You, Volunteers! This can encourage volunteers to continue serving while they grow in the Girl Scout organization through service opportunities.
4. When submitting nomination information, keep the supporting information specific to the award. As an example, since Honor Pin is awarded based on assisting more than one Service Unit, information regarding her/his troop would not be relevant.
5. Although we want to recognize our volunteers frequently, we also want to make the awards truly meaningful. The awards are not meant as stepping stones to another award. Volunteers should be recognized for their service and then nominated for additional awards for additional bodies of work.

What should you have ready before filling out the eForm?

- Basic contact information for the person you are nominating: Name, address, email, etc
- Know the Service Unit of the person you are nominating
- The contact information for the appropriate number of Supporting Endorsements for the award the candidate is being nominated for (nominator cannot write these)
- The candidate's specific accomplishments in reference to the award – what have they accomplished to be considered for this award? There are a minimum of three questions the nominator must fill out and the more relevant details, the better

Questions? We're here to help!

Email us at: adultrecognitions@girlscoutsla.org

What are GSGLA's goals?

The awards mentioned in this booklet state a requirement of "Has significantly contributed to meeting one or more council goals in membership growth and retention, fund development, or increased community visibility". So, what does this mean? Here are some ideas and samples of what each of those mean:

Retention of membership – This also does not have a specific percentage associated with it, here are examples of meeting this council goal:

- A Service Unit offers a successful series of mini-workshops on how to run a Brownie troop which resulted in Daisy leaders and their troops staying interested in the program and continuing on to the next level.
- A successful fun event such as a Service Unit Pinewood Derby kept a troop interested in continuing next year.



Fund development – This can be anything that provides funding to the council such as

- Family Partnership drives
- Alumnae events which raise money that are donated to our council
- Activities or events that provide a significant increase in sales for Council-sponsored Products

Community visibility – This can be anything that has Girl Scouts out in the community in a significant way.

- A volunteer who holds a Girl Scout summer camp at a local park where Girl Scouts are seen daily.
- A volunteer who organizes and carries out a community service project with her troop and several other troops would be examples of community visibility.

Volunteer Awards at a Glance

Name of Award	Description	When is due and what is required?
Numeral Guard 	For 30 years or more as a registered Girl Scout, in five year increments, presented at the council level	Fill out eForm on or before first Friday in December
Years of Service 	For 25 years or more as an adult Girl Scout volunteer, in five year increments, presented at the council level	Fill out eForm on or before first Friday in December
President's Award 	Recognizes exceptional service units within GSGLA	Fill out worksheet and submit on or before first Friday in December
Appreciation Pin 	Recognizes outstanding service to at least one Service Unit or Program Delivery	Fill out eForm on or before first Friday in December. Requires two Supporting Endorsements
Honor Pin 	Recognizes outstanding service to two or more Service Units or a Region or the Council.	Fill out eForm on or before first Friday in December. Requires three Supporting Endorsements
Platinum Service Award 	Recognizes outstanding service to a Service Unit or a region or the entire council for at least three years since receiving the Appreciation Pin and either Honor Pin or Thanks Badge.	Fill out eForm on or before first Friday in December. Requires three Supporting Endorsements
Thanks Badge 	Recognizes outstanding service in a leadership role to the Council or entire Girl Scout Movement over the last four years.	Fill out eForm on or before first Friday in December. Requires four Supporting Endorsements.
Thanks II 	Recognizes outstanding service to the Council or National Girl Scout organization for at least three years after receiving the Thanks Badge.	Fill out eForm on or before first Friday in December. Requires four Supporting Endorsements.

Award details:

President's Award

This award recognizes outstanding service units that meet a set of specific criteria. Fill out and submit the President's Award worksheet before the first Friday of December. Please have all data ready when filling out the worksheet. Most of the data can be found on the service unit profile that each service received during their summer engagement meetings. The worksheet to apply will be available on the GSGLA website in September each year. *NOTE: Requests for additional data must be provided to staff no later than November 1st to give staff time to provide the information.*



Appreciation Pin

- Two Supporting Endorsements must be submitted to complete the nomination.
- Has significantly contributed to meeting one or more council goals in membership growth and retention, fund development, or increased community visibility **in one geographic area such as a service unit.**
- Actively recognizes, understands, and practices the values of inclusive behavior.

Examples of possible nominees:

1. *A service unit manager whose management of a service unit or a geographic area has resulted in an increase in membership and/or retention over several years.*
2. *A volunteer that has served for several years on a service unit team and has exceeded the expectations of the position.*
3. *A manager of a highly successful product sale.*

Additional example of candidate

At an event, a Troop Leader noticed that the diversity of the girls did not match the diversity of the community. She talked with her council staff and found that they had identified a potential for membership increase among the Hispanic communities in her area. She partnered with the staff recruitment specialist to create and implement recruitment strategies to reach both girls and adults and new ways of work to support new members. As a result, Hispanic girl membership rose by 14 percent and adult membership by 15 percent last year. While those new members participated in series and camps, 78 percent of them participated in troops.



Honor Pin

- Three Supporting Endorsements must be submitted to complete the nomination.
- Has significantly contributed to meeting one or more council goals in membership growth and retention, fund development, or increased community visibility **in two or more neighboring service units.**
- Actively recognizes, understands, and practices the values of inclusive behavior.

Examples of possible nominees:

1. *A volunteer who has collaborated with local businesses to implement a program that assists underserved Girl Scouts.*
2. *A volunteer that implements a series of events and activities, bringing together girls from neighboring areas.*
3. *A volunteer who holds a successful area-wide summer day camp*
4. *An Adult Educator who consistently provides outstanding enrichment and leadership development sessions to volunteers working directly with girls in two or more pathways.*

Additional example of candidate

A Facilitator realized that although the council created online courses and resources on the GSLE, at volunteer meetings she heard comments indicating that many volunteers still were hesitant to use Journeys to deliver the GSLE to girls. She worked with the Member Services department to develop a GSLE Coach role, which would support all direct-service volunteers as they implemented what they learned in the courses and put Journeys into action. This role was piloted in four service units where, after the first year, Journey sales increased by 30 percent; girls shared the impact of 14 new take-action projects via the council's Web site; and the volunteer-satisfactions scores increased by 12 percent.



Platinum Service Award (GSGLA Specific)

- Three Supporting Endorsements must be submitted to complete the nomination.
- Has significantly contributed to meeting one or more council goals in membership growth and retention, fund development, or increased community visibility **serving their Service Unit or a region or the entire council for at least three years since receiving the Appreciation Pin and either Honor Pin or Thanks Badge.**
- Actively recognizes, understands, and practices the values of inclusive behavior.

Examples of possible nominees:

1. *A volunteer who has been a highly evaluated Council Adult Educator for several years.*
2. *A volunteer who chairs an annual Service Unit event that is well-evaluated over the last several years*
3. *A Service Unit Manager who year after year organizes for her region a successful fundraising event to benefit the council as a whole.*



Thanks Badge

- Four Supporting Endorsements must be submitted to complete the nomination.
- Has provided outstanding service that benefits the total council or entire Girl Scout movement.
- Has taken a leadership role at the council level in one or more of the following areas **during the previous four years**:
 - Increasing membership growth and retention
 - Increasing the percentage of adult-generated funding in the total council income
 - Increasing innovative program opportunities council-wide
 - Developing broad participation in policy-influencing through the democratic process
 - Ensuring that inclusive behavior is recognized, understood, and practiced at all levels
- The service is so significantly beyond expectations that no other award is appropriate.

Examples of possible nominees:

1. *The director of a successful council wide initiative that results in increased retention of girls and/or adults. This opportunity also resulted in significant positive publicity for the council and the entire Girl Scout movement.*
2. *A volunteer that helps establish a successful collaboration with a local business and/or youth serving agency that results in increased program opportunities for girls in all parts of the council.*
3. *A volunteer who establishes a new or revised component for the council's fund development initiatives which surpasses expectations and goals.*
4. *A volunteer who plays a policy decision-making role at a consistently high level and attracts broad participation in policy-influencing through the democratic process.*
5. *A volunteer who has provided expansion of council training teams and opportunities that resulted in a significant increase in training effectiveness and participation council-wide.*

Additional example of candidate

A volunteer saw an opportunity to use Journeys to increase membership in one of the council's target markets through the camp pathway. She helped the council partner with local companies and groups to provide in-kind, financial, and volunteer support to build a Take-Action Tree House at each camp. She led a task group of girls to design and develop progressive programming, based on girl-led processes and Journey content, which culminated in take-action projects. The three-year project brought in 300 new Girl Scouts, a 5 percent overall increase in camp registrations the following year, 90 new volunteers, and new partnerships with 11 local organizations.



Thanks Badge II

- Four Supporting Endorsements must be submitted to complete the nomination.
- Since the receipt of the Thanks Badge, the candidate has continued to take a leadership role at the GSGLA council level. This distinguished service has been demonstrated by continuing to perform at the same high level, increasing the sphere of influence, or using skills and talents to move into another field of endeavor **during the previous three years**.
- The service benefits the total council or entire Girl Scout movement. The service is outstanding and significantly beyond expectations that no other award is appropriate.

Examples of possible nominees:

1. *A council Adult Educator who, after directing council-wide adult enrichment events successfully, implements a state-wide or Southern California training event.*
2. *A program consultant who, after developing math and science activities for girls council-wide serves as a director for a math and science event with multiple councils.*
3. *A board member whose continuous, strong leadership in fund development has resulted in greater financial stability for GSGLA.*

Additional example of candidate

After receiving the Thanks Badge, the volunteer from the Thanks Badge example above was motivated by the success of the Take-Action Tree House project and submitted to present this best practice at a GSUSA conference. She then served for the two years on a national task group to help educate and support all 111 other councils to create long-term plans that integrate all council departments to implement the camp pathway to grow membership and deliver the Girl Scout Leadership Experience (GSLE) through Journey use.

TIPS

Do...

- Help make sure your candidate receives the recognition they deserve for their hard work. Tell us all you can... The Adult Recognitions GoTeam can only work with what is in front of them. If you don't tell them about it, they won't know.
- Be results-oriented. Do not say that the candidate is responsible, friendly, etc. – tell the results they achieved.
- Explain your personal connection to the candidate. (“I work with her/him in my role as...”)
- Most importantly, only include information about the scope of work they are nominated for. If they are being nominated as an outstanding Service Unit Team member, the work they do with their troop, while appreciated, is not relevant and should not be included.

Don't...

- Do not be vague. It is assumed that this is a nice person who you like and think positively of. Otherwise, you wouldn't be nominating them.
- Do not write about the many positions the candidate holds unless the positions are relevant to the award and you have personal experience working with the candidate in that role.
- Do not make assumptions about the responsibilities involved with service unit level positions.
- Many service units divide duties among people who are willing to do them. It does not matter that a candidate does not do all of the listed responsibilities. It is more important that she/he does them “above the expectation of the position.”
- Do not just look at the position description or the award requirements and tell us she/he does each of these things – these are considered part of the position and not above and beyond.

Questions on the Nomination eform:

Appreciation and Honor

Describe the service rendered and who benefited. Include how the candidate actively recognizes, understands and practices the values of inclusive behavior.

How did this service significantly contribute to one or more council goals in membership growth and retention, fund development (including but not limited to alumnae, Family Partnership, Product Sales, etc...) or increased community visibility.

Give the reasons this service was beyond expectations of the position held (outstanding service).

Platinum (above plus...)

In what way did this service set a positive example for others of what it means to be a Girl Scout adult.

Thanks and Thanks II

Describe the service rendered and how the entire Council or Girl Scout Movement benefited. Include how the candidate has taken a leadership role at the council level during the previous four years in one or more of the following areas: membership, adult-generated funding, innovative programs, influencing policy, and inclusive behavior.

Give the reasons this service was beyond expectations of the position held (outstanding service).

Questions on the Supporting Endorsement eform:

How do you know the candidate and for how long?

Describe how the candidate has met the level of service for the recognition they are being nominated for. If the recognition is for service to the Service Unit, do not include examples of troop leadership.

Please include examples of the candidate's performance which explain how their service was beyond what others in the same position have done.

Explain how the candidate's contributions have benefited Girl Scouting.

Please add any additional comments that are relevant to the scope of work or recognition that could be helpful.

Important Dates to Remember

- September & October: Begin nomination process
- December 2, 2016: ALL NOMINATIONS DUE Via the eForm no later than 11:59pm PST.
- December 9, 2016: ALL SUPPORTING ENDORSEMENTS DUE Via the eForm no later than 11:59pm PST
- January 13, 2017: Awardee notification begins including Tribute add information & Picture request
- January 25, 2017: Awardees are announced on website
- February 20, 2017 Awardee photos due to GSGLA
- March 30, 2017 Tribute Ads due to GSGLA

April 22, 2017: Annual Meeting and Volunteer Recognition Ceremony at Pacific Palms Hotel & Conference Center

Inquiries, comments? Please contact us at:

adultrecognitions@girlscoutsla.org