

Service Unit Manager Webinar



Your Presenters



**Sheila
Kennedy,
VP
Member
Services**



**Jennifer
Palmer,
SUS
Manager**



**Susie
Lang,
SUS
Manager**



**Liz
Miller,
SUM
North
River**



**Lynda
Misiak,
SUM
Chino**



**Tammie
Scott,
SUM
North
Redondo**



Webinar How To...

Webinar How To:

Mute/Unmute



Raise Hand



Audio



The screenshot shows the GoToWebinar interface. At the top, there's a menu bar with 'File', 'View', and 'Help'. Below it, the 'Attendee List' is visible, showing 7 attendees (Max 101) with names: Kay Chilson, Linda harmon, lynn m-c, Sandra Hardy, and Tracy Jackson. The 'Audio' section is selected, showing 'Telephone' as the active audio device. Below that, dialing information is provided: Dial: +1 (914) 339-0030, Access Code: 995-139-673, and Audio PIN: 14. A red banner indicates 'If you're already on the call, press #14# now.' with a link for 'Problem dialing in?'. The 'Talking' section shows 'Sheila Kennedy'. The 'Questions' section has a text input field with the placeholder '[Enter a question for staff]'. At the bottom, the webinar title 'EOA Curriculum Review' and ID '137-537-579' are displayed, along with the 'GoToWebinar' logo.

Questions



Agenda

- **Council Updates**

- **Best Practices**

Hosting Engaging Service Unit Meetings, Lynda Misiak

Hosting Engaging Service Unit Meetings, Liz Miller

Recruiting Tips & Tricks, Tammie Scott

- **Networking, Q & A**



Join Us!

Webinar discussing the 2014 National Council Session Proposals

Thursday, October 2nd - 7:00-9:00pm

<https://attendee.gotowebinar.com/register/5029761382181526785>

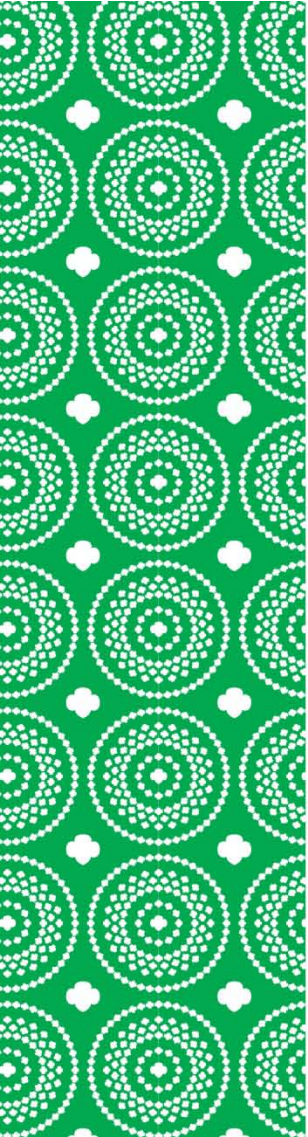
GIRLS CHANGE

THE WORLD 

2014 GIRL SCOUT CONVENTION



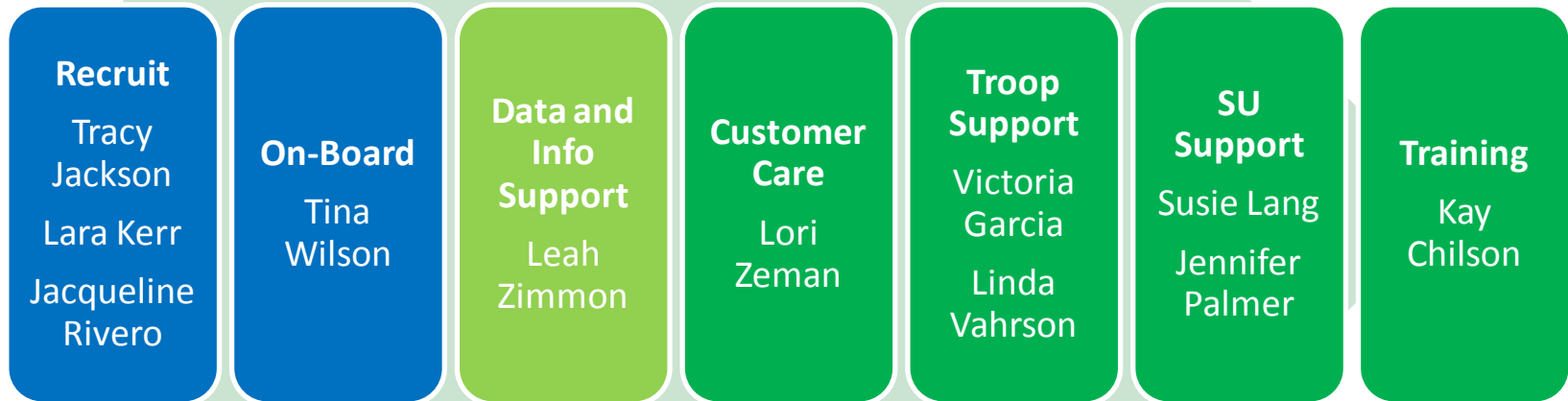
K-5 Customer Engagement Initiative



Part 1-

Organization Restructure

Member Services



Part 2-

K-5 CEI Technology

- **Salesforce**
- **Volunteer Toolkit**
- **Web Platform**

- The following links represent an overview of the project to establish a national system that streamlines on boarding and simplifies troop management and program experiences.
- [Volunteer Systems Overview Video](#)
- [Volunteer Toolkit Overview Video \(prototype v.1\)](#)
- [Volunteer Toolkit Part 1](#)
Introduction to the basics of this tool, that enables troop leaders to plan and keep track of troop activities.
- [Volunteer Toolkit Part 2](#)
Learn how to use the calendar and meeting location functions.
- [Volunteer Toolkit Part 3](#)
A how-to on managing meetings and activities.
- [Volunteer Toolkit Part 4](#)
An in-depth view of the Meeting Plan including meeting aids, resources and agendas.
- [Volunteer Toolkit Part 5](#)
Review of resources and volunteer specific information to be a successful troop leader.



Voices to Vision: GSGLA's Property Strategic Planning

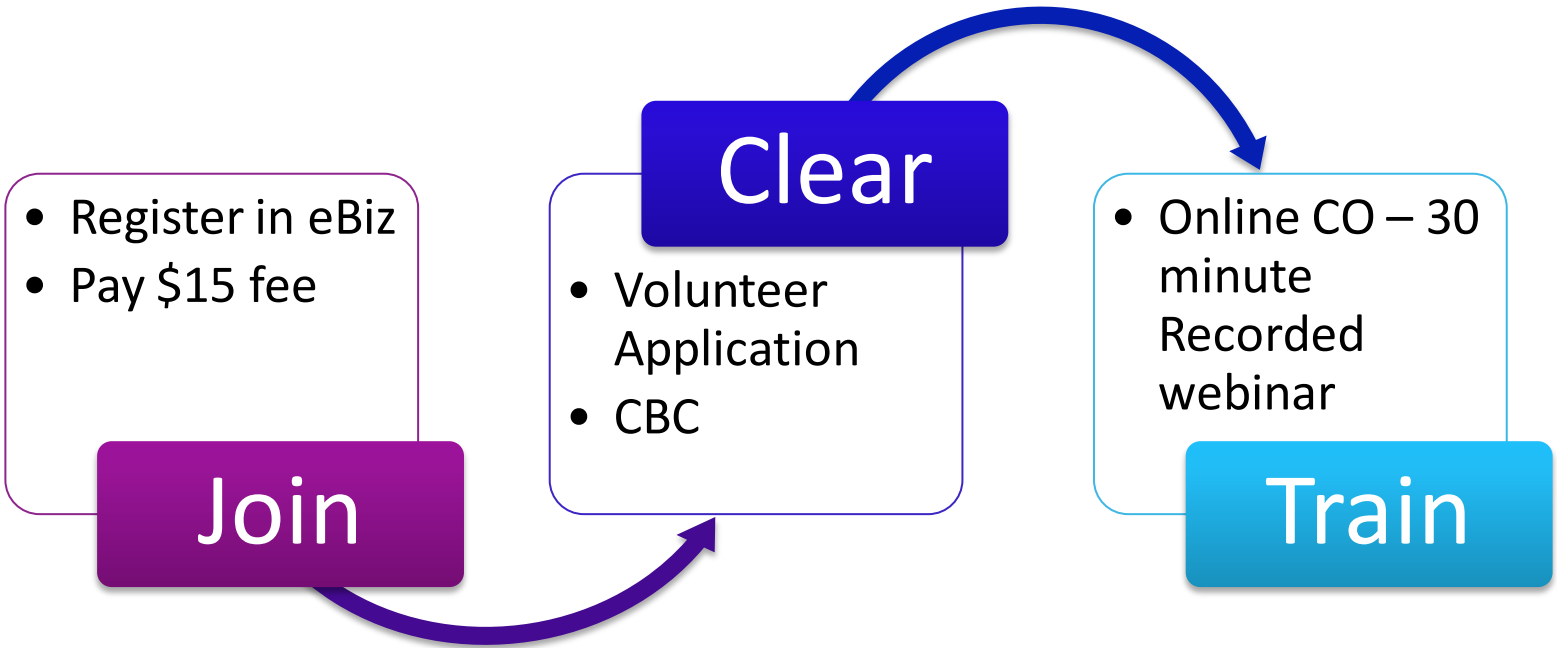
Oct. 25, 2014, 10a.m. – 11a.m.
Members ages 14+

The Board-approved recommendations have been posted, and a ratification vote by the registered membership (ages 14+) will be held on **Saturday, Oct. 25 from 10-11 a.m.** At least one registered member from every service unit is encouraged to attend. Please RSVP for one of the locations no later than Oct. 16. Learn more and RSVP [here](#). Email any questions or feedback to propertyplanning@girlscoutsla.org.



On-Boarding

- New leader fast track



- Girl Waitlist – 5,000 series, 4,000 website inquiries



Call Center Hours

Troop Support

21 Sunday	22 Monday CLOSED	23 Tuesday 8:30am to 7pm	24 Wednesday 8:30am to 7pm	25 Thursday 8:30am to 7pm	26 Friday 8:30am to 7pm	27 Saturday 8:30am-5:00pm
28 Sunday 8:30am-5:00pm	29 Monday 8:30am to 7pm	30 Tuesday 8:30am to 7pm				



ONE PATCH PER GIRL

Discover the universe

Be a Girl Scout

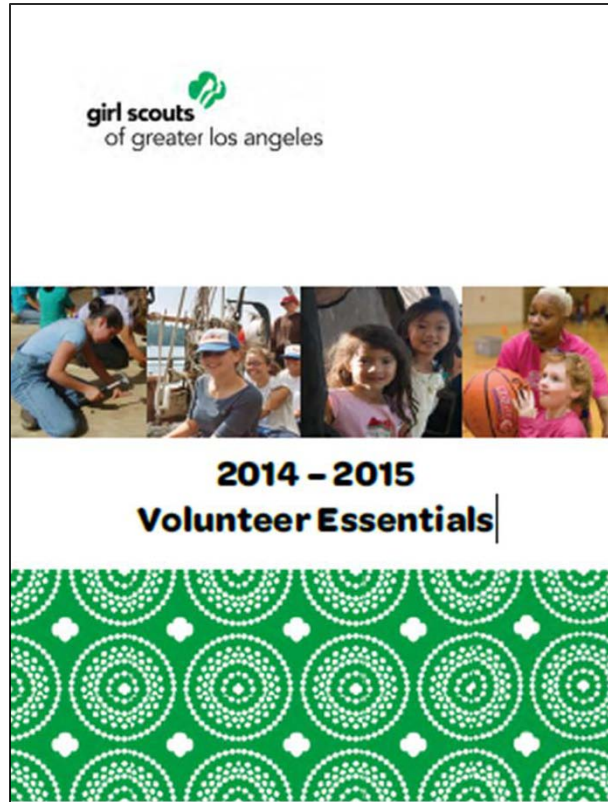
girlscouts.org/goin

Sign up now and get this fun patch!



2015 Volunteer Essentials

- We are so excited to present to you the 2014-2015 version of Volunteer Essentials.
- Join the "What's New for Volunteer Essentials" webinar on Oct. 21, 6-7:30 p.m. Click [here](#) to register for the webinar.



[2014-2015 Volunteer Essentials](#)

Troop Finance Update

Troop Finance Training

There are many new updates to troop finances. Here is a [recorded webinar](#) on the new changes, as well as links to helpful tools and forms that you will need to manage your troop finances. Please make sure to review Chapter 5 of [Volunteer Essentials](#) for detailed information.

- [Managing Troop Finances Workbook](#)
- [Debit Cash Receipt Form](#)
- [Payment Request Form](#)
- [Troop Treasurer Position Description](#)
- [Deposit Record](#)
- [Troop Dues Record](#)
- [Finance Report Autofill Ledger](#)
- [Troop Finance Workbook](#)



November Recruitment Campaign

I can't wait to 

Invite a friend to start a
new troop with Girl Scouts!

YOU GET

\$50

to spend at Girl Scouts'
Official Online Store

THEY GET



Invite a friend today!

Offer ends 12/1/2014



Family Partnership

Each year parents, grandparents, troop leaders, volunteers, and friends come together to support **GIRLS**.

We call this **Family Partnership**.



The entire \$15 membership fee goes to GSUSA, but 100% of Family Partnership gifts stay with GSGLA to support the **girls**.

Family Partnership Funds help GSGLA:

- Offset program and camp costs for all girls
- Provide financial assistance to girls whose families cannot afford the costs of program, camp and/or membership fees.
- Recruit and train volunteers to create new troops and enhance existing troops.
- Maintain properties and camps for troop, service unit and girl activities.

All families who make a gift of \$25 or more will receive the 2014-2015 Family Partnership patch.



Family Partnership

Service Unit Responsibilities

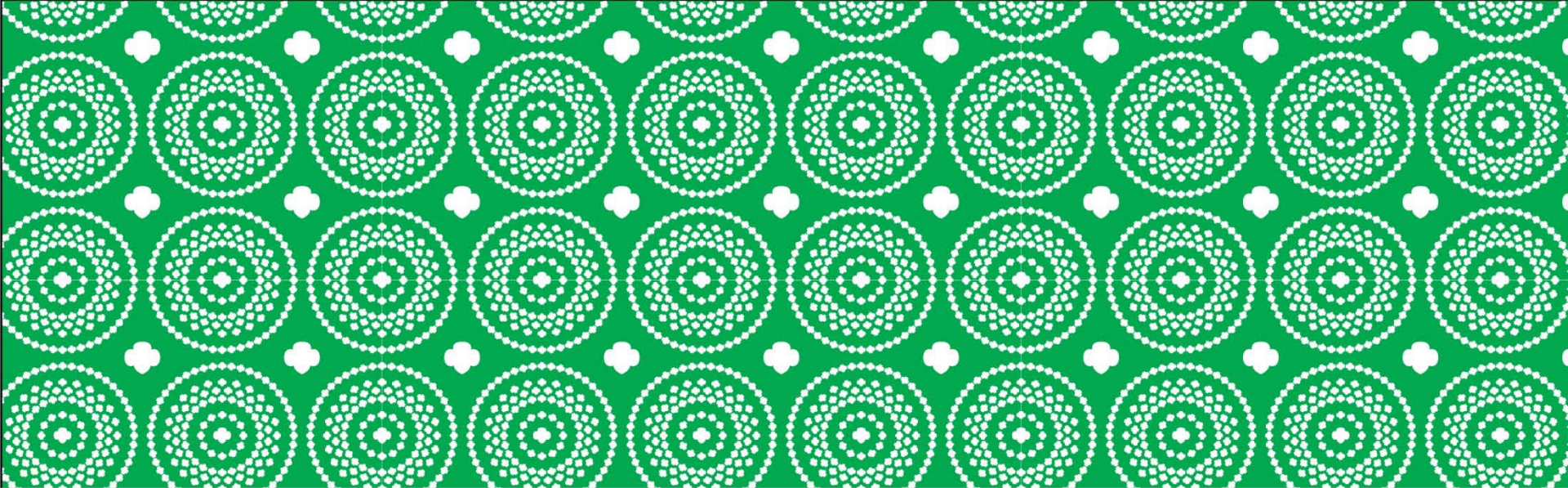
- Identify your service unit Family Partnership Messenger and ensure that they attend Family Partnership training.
- Include Family Partnership messages, information and activities at all meetings and events as appropriate.
- Champion the use of new membership and campaign tools to facilitate troop and family participation.

Family Partnership Messenger Responsibilities

- In partnership with the Service Unit Manager, set measurable campaign goals.
- Attend the Annual Family Partnership Training.
- Ensure Family Partnership messages are integrated into service unit publications, letters, websites, and meeting agendas.

Questions? Contact Chris Dean, Director of Development at 626-677-2264 or cdean@girlscoutsla.org.

Review Volunteer Essentials Guide for Frequently Asked Questions and more information.



Hosting an Engaging Service Unit Meeting

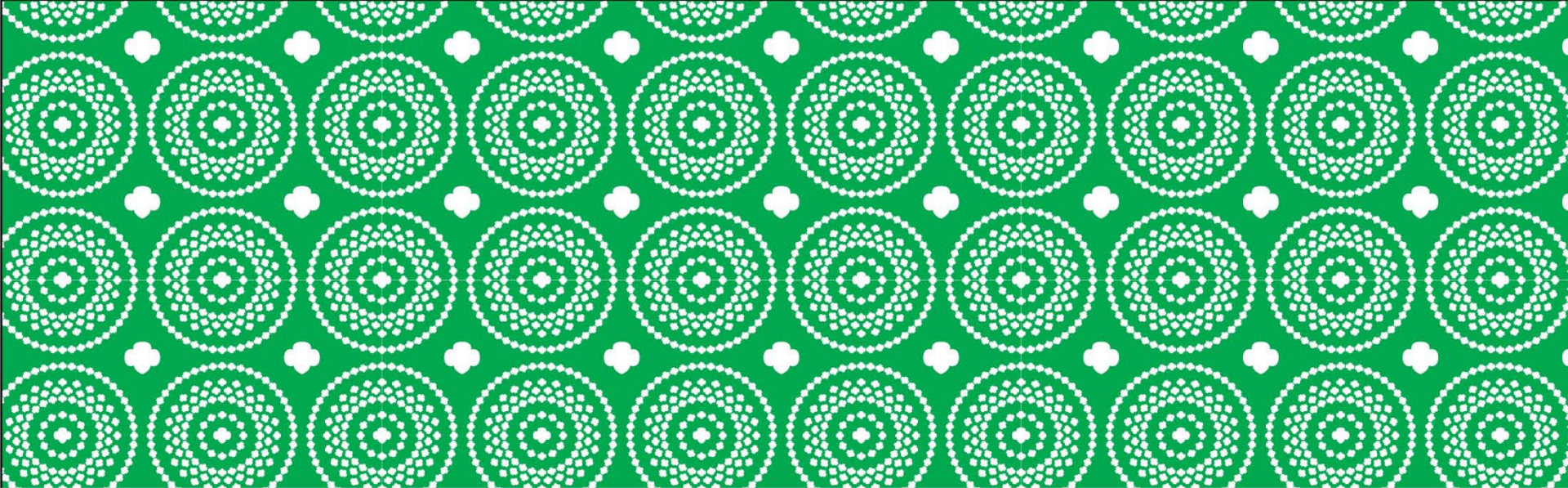
Liz Miller, SUM North River



North River Meetings!

- **Leaders receive up to date training**
 - VE updates
 - Training clarifications (i.e., trampolines)
 - Mini Training (i.e., finance, permission slips, etc.)
- **NRSU Leader Handbook**
- **Recognitions**
 - New Leader Investiture Ceremony
 - 1st Year Leader Awards
- **Offering “leader bucks”**
 - An incentive program for leaders
- **Meetings are about 30 minutes in length**
- **Make it fun!**





Hosting an Engaging Service Unit Meeting

Lynda Misiak, SUM Chino



Chino Sample Agenda

CHINO SERVICE UNIT
SERVICE UNIT MEETING AGENDA
SEPTEMBER 16, 2014

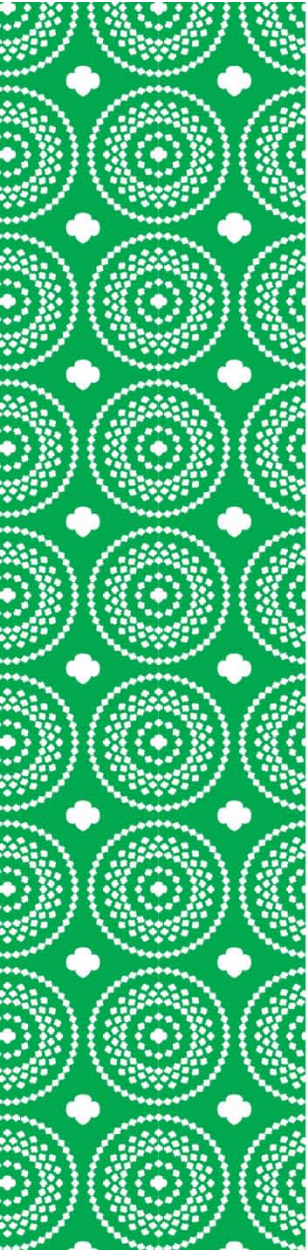
WELCOME -----LYNDA
BABY SITTING - \$1.00 PER CHILD-----TROOP 5294
SERVICE TEAM INTRODUCTIONS-----LYNDA
LEVEL TROOP FILES-----LYNDA
TROOP FILE INFORMATION-----LYNDA
WELCOME OF NEW LEADERS-----LYNDA
INTRODUCTION OF RETURNING LEADERS BY LEVEL -----LYNDA
BIRTHDAYS-----LYNDA
SERVICE UNIT PROJECT – ON GOING-----LYNDA
FALL PRODUCT-----KORINA
FINANCE REPORTS DUE JAN 15TH & JUNE 15th-----KAREN
TROOP RECEIPT HOLDERS-----LYNDA
DOOR PRIZE DRAWING-----LYNDA

.....

INTRODUCE RAINBOW CARDS
SONGS – CRAFTS- GAMES- SERVICE PROJECTS –OUTDOOR COOKING
MINGLE AND MEET
TOPIC OF THE MONTH|



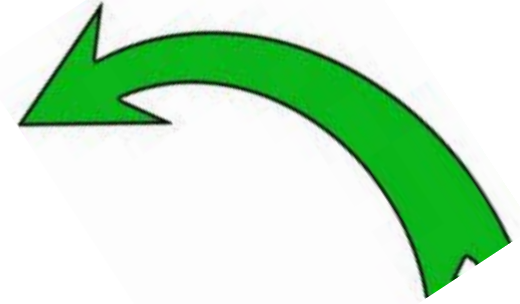
Rainbow Card Samples



Chino Service Unit



Rainbow Cards



Chino Service Unit



Rainbow Cards

Rainbow Card Dividers

<p>CRAFTS</p> <h2>CRAFTS</h2> 	<p>SERVICE PROJECTS</p> <h2>SERVICE PROJECTS</h2> 
<p>SONGS</p> <h2>SONGS</h2> <p>Singers Wanted</p>	<p>OUTDOOR COOKING</p> <h2>OUTDOOR COOKING</h2> 

<p>CRAFTS</p> <h2>CRAFTS</h2> 	<p>SONGS</p> <h2>SONGS</h2> <p>Singers Wanted</p>
<p>GAMES</p> <h2>GAMES</h2> 	<p>OUTDOOR COOKING</p> <h2>OUTDOOR COOKING</h2> 



Rainbow Card Songs

The S'more Song

Tune: On top of Old Smokey

On top of my cracker
So yummy and sweet,
I'll put on some chocolate
To make a good treat.

I'm ready to eat it
This think called S'more.

Oh my, it's so yummy
I think I'll have some more!

Then comes the
marshmallow
So sticky and soft,
And then one more cracker
So it won't fall off.

I put it together
So gently I press,
If I squeeze it to hard



Singing in the Rain

I'm singing in the rain,
just singing in the rain.
What a glorious feeling,
I'mThumbs up!
Thumbs Up!

Cheech a cha cha,
cheech a cha cha,
cheech a cha cha
Whooh!

Cheech a cha cha,
cheech a cha cha,
cheech a cha cha
Whooh!

repeat each time adding
a new motion:

Thumbs up!
Chest Out!

Thumbs up!
Chest Out!
Buns Out!
Thumbs up!
Chest Out!
Buns out!
Knees together!

Thumbs up!
Chest Out!
Buns out!
Knees together!
Toes together!

Thumbs up!
Chest Out!
Buns out!
Knees together!
Toes together!
Head Down!

Thumbs up!
Chest Out!
Buns out!
Knees togeth
Toes togethe
Head Down!
Tongue out!



If I Weren't a Girl Scout

If I weren't a Girl Scout I wonder what I'd be
If I weren't a Girl Scout a Park Ranger I'd be

"Hark a lark, it's flying through the park"
SPLAT
"Hark a lark, it's flying through the park"
SPLAT

If I weren't a Girl Scout I wonder what I'd be
If I weren't a Girl Scout a plumber I'd be
"Plunge plunge flush flush look out below"
"Plunge plunge flush flush look out below"

If I weren't a Girl Scout I wonder what I'd be
If I weren't a Girl Scout a Valley Girl I'd be

"The sun I swear, it's bleaching out my hair"
"The sun I swear, it's bleaching out my hair"

If I weren't a Girl Scout I wonder what I'd be
If I weren't a Girl Scout a farmer I'd be

"Give Bessie give, the baby's gonna live" UMPH
"Give Bessie give, the baby's gonna live" UMPH

If I weren't a Girl Scout I wonder what I'd be
If I weren't a Girl Scout a cheerleader I'd be

"go go, fight fight, gee I hope I look alright"
"go go, fight fight, gee I hope I look alright"

If I weren't a Girl Scout I wonder what I'd be
If I weren't a Girl Scout a Boy Scout I'd be

"I'm big, I'm strong, I still suck my thumb"
"I'm big, I'm strong, I still suck my thumb"

It's a Girl Scout World

Tune: It's a Small World

Chorus:

It's a Girl Scout world for all,
It's a Girl Scout world for all,
It's a Girl Scout world for all,
It's a Girl Scout World

It's a world of Scouting, a world of fun,
It's a world of aims, but we work as
one.

There's so much that we share,
That it's time we're aware,
It's a Girl Scout world for all.

Chorus

You can go to China or go to Spain,
and the Scouting handshakes will
be the same.
We have friends in Japan
Mexico, Pakistan,
It's a Girl Scout world for all.

Chorus



Rainbow Card

Service Projects

School Supply Collection Service Project

Collect school supplies & other items for homeless children or children living in below poverty areas.

Helping Children Rebuild 12915 Central Ave Chino, CA 91710
(909) 627-7025

Support efforts in the Dominican Republic/Haiti.
helpingchildrenrebuild.org

Fred Jordan Missions 5181 Edison Ave. Chino, CA 91710
(800) 964-3663 supports the homeless. fjm.org

Check with your school office to see if there are families who could use these care packages.



Animal Shelter Service Project



- Donate time or supplies to a local animal shelter.
- The Bunny Bunch (909) 548-0034
- Hope Wildlife Rescue, Corona (951) 279-3232
- West End Animal Shelter, Ontario (909) 947-3517
- HOPE ~ Helping Out Pets Everyday, (800) 811-4285 fosters & finds homes for dogs & cats from Upland Shelter
- Priceless Pets, Chino Hills (909) 203-3695 pricelesspetrescue.org

Senior Citizens Service Project



- ✦ Visit senior living/nursing homes
- ✦ Make holiday tray favors
- ✦ Sing songs
- ✦ Play games (card games, board games, etc.)
- ✦ Decorate for a holiday
- ✦ Read your favorite book to them

Greeting Card Service Project



Send Cards to:

Senior Citizens ~ Chino Senior Center or Senior Living homes

Military ~ American Legion, Veteran's hospitals or organizations like "Operation Gratitude"



Rainbow Card Games

Nature What I Am

Equipment:

Magazine pictures of nature objects
(Sun, rain, wind, clouds, squirrel, grass, tree's etc...)
Straight pins

Pin pictures on girl's backs as they come into the meeting.
Have them ask questions about nature to try to guess what
picture is on their backs.



FROZEN BEAN BAG

Equipment:
Bean bag for each girl



All the girls move around the room at their own pace,
balancing a bean bag on their head. A leader changes the
pace by telling them to hop, skip, go backwards, slower,
faster, .etc. If the bean bag falls off, the girl is frozen.
Another girl must pick up the bean bag and place it on the
frozen girls head to free her, WITHOUT losing her own bean
bag.
The object is to help your friends by keeping them unfrozen.
Fun when played to music

GRASSHOPPER

Equipment:
2 blankets
1 beach ball



Form two groups of girls around each blanket.
Place the beach ball in the middle of one blanket.
The girls must work together to make the
Grasshopper (beach ball) jump from one blanket to
the other, without it falling on the ground.

DO THIS AND ADD SOMETHING

Form a line. The person on one end starts by
performing a simple action, such as clapping hands,
bowing head, touching nose, etc. As she turns to the
next person and says, "Do this and add Something."
The second person repeats the action and adds a new
motion. The next person does the first two motions and
adds her own, and so on. Anyone unable to perform all
the previous motions in proper sequence goes to the
head of the line.



Rainbow Card Projects

HIKING NECKLACE

Need: Assorted Pony Beads
Magnifying Glass
Small Flashlight and battery
Whistle
Hole punch
18" of Cord/Lanyard/Ribbon



String flashlight on first, so it is in the middle and tie double knots next to each side of flashlight to hold in place. String on beads, and then double knot each side of whistle, more beads. On other side of flashlight string beads then punch a hole in magnifying glass handle, string on and double knot each side, more beads. You can add a compass if desired. Tie ends together to finish.

FLOWER/LEAF COASTERS

Need: Pressed Flowers/ Leaves
Plain Vinyl Placemats in a Natural Color
Rope or Twine
Large glass (to trace around---about 4" circle)
Tacky Glue
Low Temp Hot Glue Gun
Felt
Scissors
Toothpick
Clear Contact Paper
Pen or Marker



Press flowers and leaves traditionally (between two books) Make these ahead of time. Using a large glass trace four, 4" circles on the back of the vinyl placemat and cut out. Cut matching circles off felt and use tacky glue to cover the bottoms of your vinyl circles. Turn over and arrange pressed flowers or leaves on the right side of the vinyl. Apply tiny dabs of glue with a toothpick to keep the flowers/leaves in place. Cover the coaster with contact paper. Trim to the size of your coasters. Use hot glue gun to attach rope or twine all around the outside edge of each coaster.

BEADED HAIR PINS

Need: Mini Pony Beads
Hair Pins (bobby pins)
Glue



Place small drop of glue on the inside of mini pony bead and slide the bead onto the top arm of the hair pin. Add two more beads the same way. Wipe off excess glue and let dry.

Use lots of color combinations to match different outfits.....

GIRL SCOUT PROMISE BOOK

Need: Paper
Pens
Magazines
Scissors
Stapler & Glue



Girls look through magazines to find pictures to illustrate each line of the Girl Scout Promise.

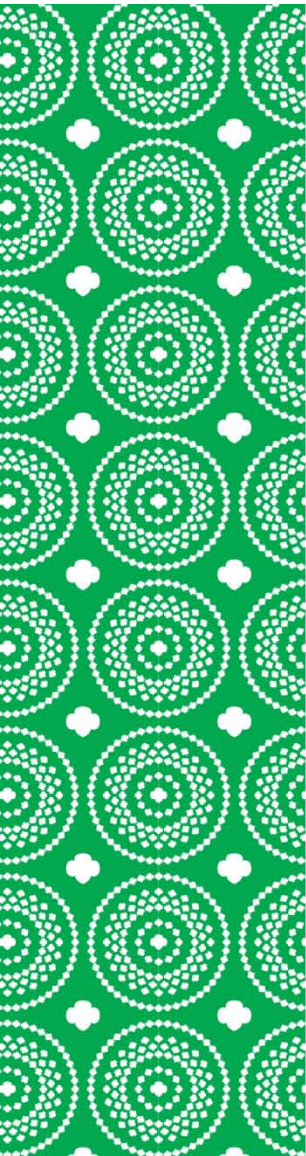
Glue picture to a page and print the appropriate phrase on that page.

Staple pages together for your book.



Rainbow Card

Outdoor Cooking



8 CAN TACO SOUP

1
14.5 oz. can Chicken Broth
10.5 oz. can Cream of Chicken Soup
10 - 15 oz. can Green Enchilada Sauce
15.25 oz. can Whole Kernel Corn, drained
15 oz. can Black Beans rinsed
15 oz. can Pinto Beans rinsed
14.5 oz. can Mexican style diced Tomatoes
Chicken (you can use canned or boil & shred 4 chicken breast ahead of time)
Mix all of the ingredients above into a large pot & heat for 15-20 minutes



Toppings

Sour Cream
Cilantro
Tortilla Chips

Serves 4 - 6

MISSISSIPPI MUD CAKE DUTCH OVEN

1 Yellow or Chocolate Cake mix prepared as directed



Topping

10 oz. bag semi-sweet choc chips
¾ cup chopped Pecans
Powdered Sugar

Mud

½ cup Cocoa Powder
2 cups Brown Sugar
2 tsp Vanilla
1 tsp Cinnamon

Line bottom and sides of 12" Dutch oven with heavy foil. Add prepared cake mix

ARROZ CON POLLO (Chicken with Rice)

12 pieces Frying Chicken, cut up	½ cup Chili Sauce
¼ cup Cooking Oil	1 cup Water
1 large Onion, diced	4 Bay Leaves
1 Bell Pepper, diced	½ tsp Cumin
2 cloves Garlic, finely chopped	3 tsp Salt & Pepper to taste
3 cans Tomatoes	2 cups Rice



~~Brown chicken with onions.~~ Add tomatoes, green pepper, chili sauce, spices, water and rice in a large skillet (or Dutch oven). Cover and simmer for 30-40 minutes. Check occasionally and add water if necessary. Serve on hot platter, with pieces of chicken around the rice.
Serves 8.

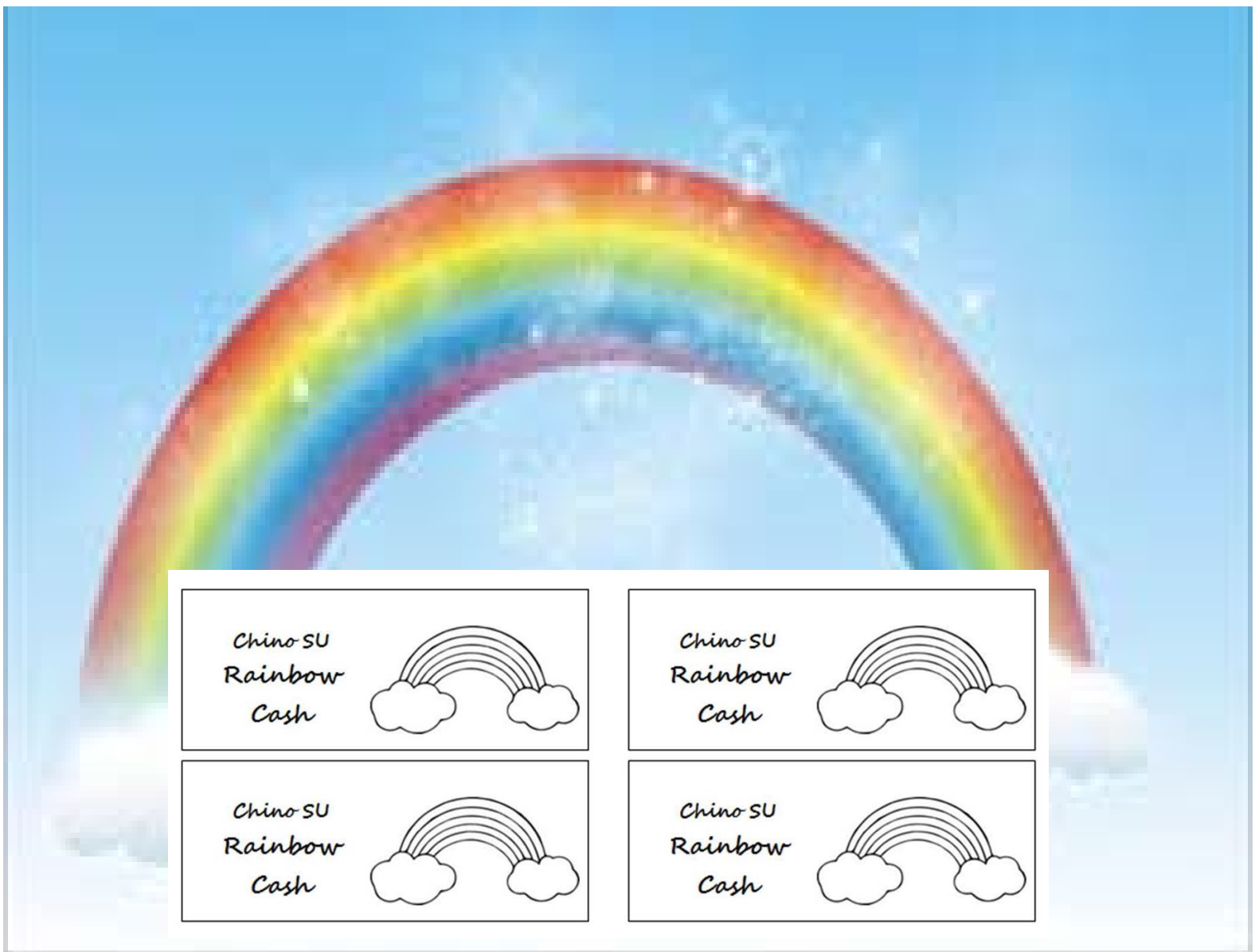
MISSISSIPPI MUD CAKE - Cont.

Prepare The Mud: In a separate bowl combine all "Mud" ingredients and stir until well mixed. Pour mud mixture over the cake batter.


Bake: Cover Dutch oven and bake using 8-10 briquettes bottom and 14-16 briquettes top for 60-90 minutes replenishing coals after 60 minutes if cake is not done. Sprinkle chocolate chips and pecans over top of cake about 5 minutes before cake is done.

Dust top of cake with powdered sugar just before serving. Serve warm with whipped cream. Serves 10 - 12

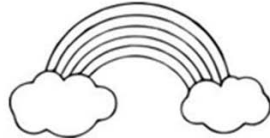
Rainbow Cash



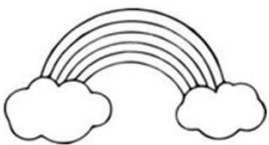
Chino SU
Rainbow
Cash



Chino SU
Rainbow
Cash

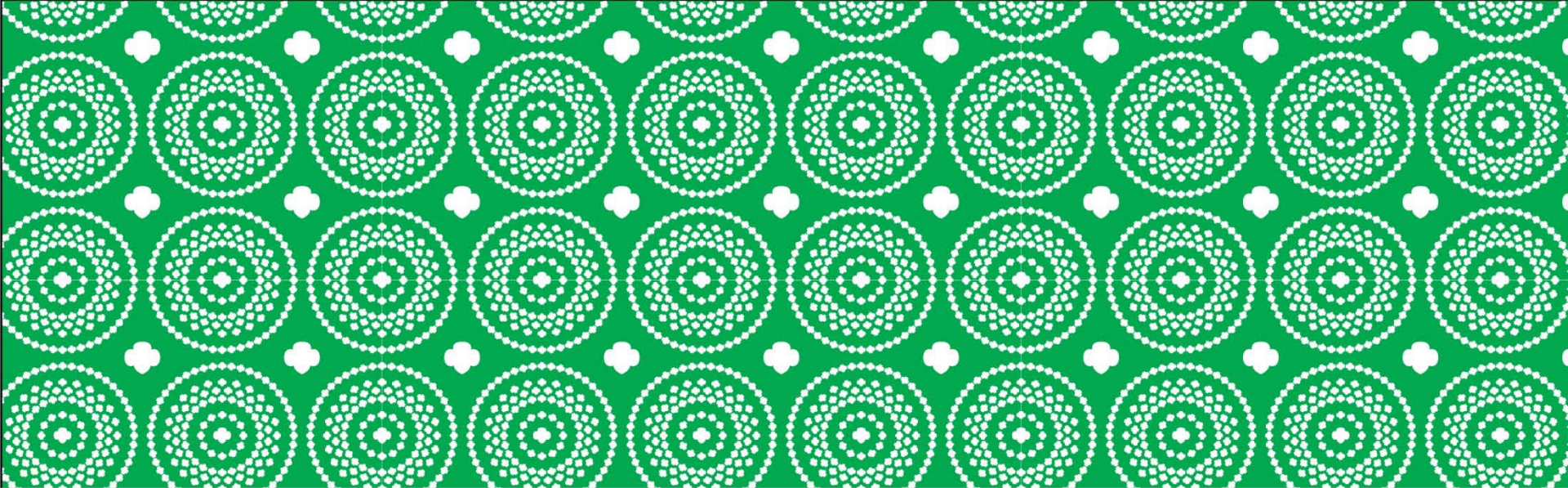


Chino SU
Rainbow
Cash



Chino SU
Rainbow
Cash





Tips & Tricks for Recruiting

Tammie Scott, SUM North Redondo



Getting Started

How many new girls do existing troops have openings for?

- What grade?
- What school?
- When?

Are there schools in your SU that have no troops or are new?

Are there churches or other gathering places that could support troops?

Who is on your recruitment team?

- Recruiter
- Troop Organizers
- Older Girls
- Experienced Troop Leaders



Set A Goal

How many new troops do you want to start?

- How many per level or grade?
- How many per school or location?

Ideally...at least

- One new troop per school/location for Kindergarten
- One new troop per school/location for first grade

Communicate the goal with the Service Unit



Make A Plan

Decide what kind of events you want to hold

- Evenings at the school
- Weekend in the park

How will you communicate?

- Fliers
- School Newsletters
- Community Newspapers
- Banners



Partner with your existing leaders

- Work with them to identify potential new leaders

Connect with the Cub Scouts/Boy Scouts to coordinate your recruitment event dates



What's Next?

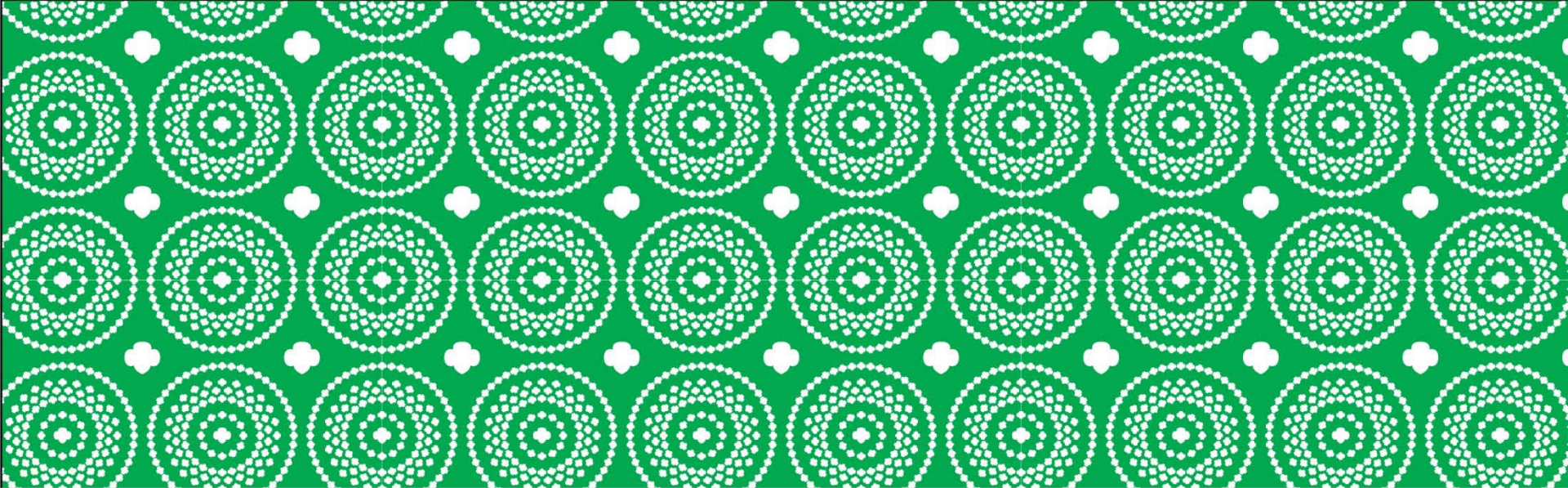
Help the new troops get organized

- Assign a 'buddy' – Troop consultant, mentor
- Help with meeting times, places and other basics

Recruitment is a year round activity

- After soccer season
- Preschool graduation – keep the mom n me groups together
- Mid year





girl scouts
greater los angeles

All Chat, Q & A
Customer Care Line #
213-213-0123



What's Next?

Attend the
November

SUM
Meeting &

receive a
color copy

Of Volunteer
Essentials!!!

Service Unit Manager Meetings:

November 2014 Face-to-Face 6:00 pm to 9:00 pm

Nov 17 Long Beach

Nov 18 Montclair

Nov 19 Woodland Hills

Nov 20 Webinar Meeting 6:30 pm to 8:30 pm

<https://attendee.gotowebinar.com/register/67112351819223553>

Jan 21, 2015 Webinar meeting 6:30 pm to 8:30 pm

<https://attendee.gotowebinar.com/register/3207926690189560833>

March 25, 2015 Early Bird Registration Webinar 7:00 pm to 8:30 pm

<https://attendee.gotowebinar.com/register/3976148867446939137>

April 2015 Face-to-Face 6:00 pm to 9:00 pm

April 20 Marina Del Ray

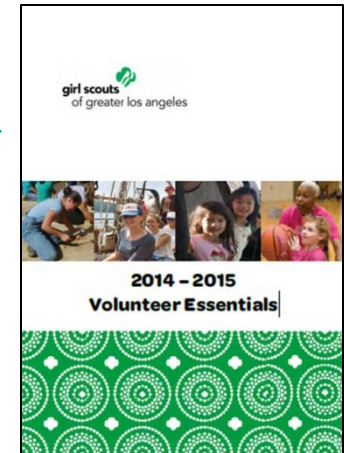
April 21 Montrose

April 22 Santa Clarita

April 23 Webinar Meeting (corrected) 6:30 pm to 8:30 pm

<https://attendee.gotowebinar.com/register/235102335381014785>

June 26, 27, 28, 2015 Service Unit Retreat Skyland Ranch



Good Night!



A BIG
THANKS
to our
Volunteers!

