

Volunteer Coordination

March 21-24, 2017

Training Syllabus



William Penn Mott Jr. Training Center



Memorandum

Date: March 3, 2017
To: Supervisor
From: Debbie Fredericks, Chief
Training Section
California State Parks
Subject: Employee Attendance at Formal Training
Volunteer Coordination Group 27

An employee from your office will soon be attending the formal training program described in the attachment. Please ensure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work. You can assist with capturing the full value of the training by taking the following steps:

Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Specialist.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace.
3. Support the employee's use of the training at the work place.

Three Months Following Training

1. Supervisor evaluates the effectiveness of the training on the employee's job performance and meets with employee to discuss the evaluation.

Thank you for your assistance in seeing that the full benefit of training is realized.



Debbie Fredricks
Department Training Officer

Attachment

cc: Participant

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***Mission Statement
Training Section***

***The mission of the Training Section is to improve
organizational and individual performance and
productivity through consulting, collaboration,
training, and development.***

TRAINING SECTION STAFF

Debbie L. Fredricks..... Training Section Chief
Ann D. Slaughter Mott Training Center Manager
Jack Futoran EMS and LFG Training Coordinator
Jeff Beach..... Training Consultant
Dave Galanti Training Consultant
Karyn Lombard Training Consultant
Sara M. Skinner Training Consultant
Jason Smith Academy Coordinator
Jeremy Alling Cadet Training Officer
Matt Cardinet Cadet Training Officer
Raymund Nanadiego Cadet Training Officer
Lisa Anthony Program Coordinator
Edith Alhambra Assistant Program Coordinator
Alex Franck..... Assistant Program Coordinator
Jessica Kohls..... Assistant Program Coordinator
Pamela Yaeger Assistant Program Coordinator

THE MISSION

of the California State Parks is to provide for the health, inspiration, and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.



FORMAL TRAINING GUIDELINES

Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including the Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will participate in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** The syllabus is now accessible on the Employee Training Management System (ETMS) and on the Parks and Recreation website under the Learning/Training Section. Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources.

3. TRAVEL: Arrange your travel to and from the training through your District Office. No reimbursement for travel expense – including per diem cost – will be approved for travel not specifically authorized in advance by the District Superintendent. Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6. The Mott Training Center does not have the capability to provide transportation to/from Monterey Airport.

The cost of your travel (airfare, mileage, rental car, etc.) is paid by your District or Office **to** and **from** the location of training.

4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 12:00 noon on the date of departure. The Department provides your room and board expenses at the Mott Training Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. Advise the Training Specialist no later than one week before your scheduled arrival if you plan to live off-grounds. No animals are permitted in Asilomar housing. In the event of an emergency, staff must know your room assignment; therefore, you may not switch rooms without staff approval. Overnight guests are not allowed in the buildings unless registered beforehand at the front desk in Asilomar's Administration Building. Quiet hour for lodge living areas is 10:00 p.m.

Note: You may be assigned a room at a motel while attending training. If so, you may be asked to present a valid credit or debit card while checking in to your room. Many motels require a credit card to cover charges incurred such as telephone calls, damages to rooms and/or furnishings, fees to clean rooms that have been smoked in that are not designated as smoking rooms, etc. Be prepared to handle this appropriately.

5. **ENROLLMENT OR HOUSING CANCELLATION POLICY:** To cancel participation in a course, the participant must have their District Superintendent or Section/Office Manager send an email to the Training Specialist assigned to the course requesting to remove the participant. If you do not need lodging or must change or cancel your reservation for lodging, you must contact the Mott Training Center or Training Specialist assigned to the course at least 2 weeks prior to your date of arrival. Lodging, registration, and associated fees will be charged to the employee's District or Section/Office if a training cancellation is received with less than two weeks' notice.

The Training Section is committed to ensuring that the reservation that has been made for you is accurate and needed.

6. OFF-GROUNDS ACCOMMODATIONS: When authorized to stay off-grounds by the Department Training Specialist, the Mott Training Center will absorb the cost of your room and meals at the current DPR Asilomar rate. If you stay off-grounds

and have meals on grounds, the Mott Training Center will authorize only what the Department pays Asilomar for lodging.

7. MEALS: Meals will be provided, semi-cafeteria style, from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:15 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, contact Training Specialist Sara M. Skinner to request the Asilomar Dietary Restriction form no later than two weeks prior to the start date. The Training Specialist will forward the form to the appropriate Asilomar Conference Grounds Staff.

In order to assist participants with limited mobility, Asilomar provides a shuttle to and from the dining hall. Contact either Asilomar staff upon check-in, or Mott Training Center staff upon your arrival, for instructions on arranging a transport.

8. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, not including optional items, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist**. Non-uniformed employees shall wear apparel normally worn on the job. It does not include such items as shorts, t-shirts, tank tops, or sandals.

Because we are on the grounds with many other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

9. ROOM SAFES: Two safes have been installed in each of the lodge rooms used by the Mott Training Center (Live Oak, Tree Tops, and Deer Lodge). These safes are a type that allows the user to input their own combination of numbers to facilitate opening and closing. The Mott Training Center has a master key for emergency entry. Safes are to be left in the open position when checking out of your room.
10. WEAPONS: Weapons are permitted in rooms under the following conditions. Authorized firearms and magazines stored while at the Mott Training Center shall be in a safe condition and stored in one of the following locations: your room safe in Live Oak, Tree Tops, or Deer Lodge, one of the Mott Training Center's safes in the Whitehead Room or secured in your vehicle.
11. ALCOHOLIC BEVERAGES: Participants shall not possess or consume alcoholic beverages in common areas (living room) while on the Asilomar Conference Grounds unless provided and hosted by Concessionaire ARAMARK.
12. SMOKING: Smoking is not permitted in the Mott Training Center or in any lodge or guest room on the Asilomar Conference Grounds.
13. TRAINING CENTER: The Mott Training Center is located on Asilomar Conference Grounds, part of Asilomar State Beach. The Conference Grounds are operated for

our Department by a concessionaire, and all lodging and food services are provided to us by employees of the concessionaire. Constant efforts are made to maintain a sound, harmonious working relationship between the Department and concessionaire. None of us can expect preferential treatment for any reason and, as a departmental employee; you will be expected to join in our continuing effort toward an effective relationship with each Asilomar concession staff member. On occasion, non-departmental groups may be staying in the same lodges. It is imperative that you represent the Department well on and off duty.

14. **REGISTRATION:** When you arrive at Asilomar Conference Grounds, go directly to the front desk at the Asilomar Administration Building for your room key and dining room ticket. If you require vegetarian meals, notify the front desk representative and your meal ticket will be marked accordingly.
15. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced DPR employees in the field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their presentation, and provide a level of expertise difficulty to match.
16. **TRAINING SECTION STAFF:** Sara M. Skinner is your Training Specialist and has been assigned responsibility for your training group. During the program, you may be asked to assist Training Section staff in the logistics of your training program (organizing field trip transportation, supervising classroom breaks, etc.). Training Section staff will do all within their power to make your training experience pleasant and meaningful.
17. **TRAINING MATERIALS:** Materials may be made available to you at both your unit and the Training Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook may be issued to you at the training session for notes and convenience in handling materials. Bring your own pens, pencils, etc.
18. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important for the success of this training. An absence of more than 10% of the course hours constitutes grounds for dropping a participant from the course. The Department Training Officer may modify (except for POST RBC) this requirement based upon participant knowledge level and/or the portion of the course missed. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
19. **VEHICLES:** All vehicles should be parked in the lots adjacent to the Mott Training Center. Any questions regarding use of a State vehicle while at the Mott Training Center should be discussed with your supervisor prior to your departure for training, or with your Program Coordinator while at the Mott Training Center.

20. BICYCLES: If you bring your bicycle, store it in the bicycle shed next to the Mott Training Center. Bicycles may not be brought into any building nor chained to lamp posts, trees, etc. The Mott Training Center has a limited number of bicycles available for your use. Prior to your use, you are required to complete a safety inspection and sign a waiver which is posted in the bicycle shed.
21. MAIL: Mail forwarded to you during your time at the Center should be addressed to you in care of:

Department of Parks and Recreation
WILLIAM PENN MOTT JR. TRAINING CENTER
PO Box 699, Pacific Grove, CA 93950

22. CELL PHONES: As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Limit those calls to your breaks.
23. FAX: The Mott Training Center's FAX number is (831) 649-2824.
24. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call the Center at (831) 649-2954. Calls after 5:00 p.m. or during weekends should be made to (831) 372-8016, Asilomar Conference Grounds, and the caller should tell the switchboard operator you are with a California State Parks training group. **Note: There are no longer pay telephones outside of the Mott Training Center. There are pay telephones located at the Asilomar Administration Building.**
25. LAUNDRY AND DRY CLEANING: May be taken care of by you at one of several local establishments.
26. RECREATION: Facilities available on grounds include a heated swimming pool, pool tables, and a volleyball court. The Monterey area offers horseback riding, golf, tennis, racquetball, deep sea fishing, and many historical landmarks and scenic sights to explore.
27. POST-TRAINING ASSIGNMENTS: In connection with formal training, these are to be completed under the direction of your supervisor.
28. COFFEE BREAK REFRESHMENTS: Will be available throughout each session. You will be asked to contribute to the "Hospitality Fund" to defray expenses. Bring your own coffee cup.

PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at the William Penn Mott Jr. Training Center, the following list is provided:

- _____ 1. Be sure to have read and understood the Volunteer Coordination syllabus prior to your arrival at the Mott Training Center.
- _____ 2. Arrange your travel through your Unit/District Office.
- _____ 3. Uniforms are not required for this program as noted in the Formal Training Guidelines, No. 8, Clothing, on page 3 of this syllabus.
- _____ 4. Pre-Training Assignments:
 - Prior to Volunteer Coordination class, learn the ways that staff in your District/Sector/Unit recognizes volunteers. We will break into groups to discuss your recognition programs and present them to the class. Do you have other recognition ideas? Bring those, too!
 - Please email Ellen.Clark@parks.ca.gov with your best practices/best ideas no later than March 15.
 - Please discover one or more challenging volunteer scenarios that you have encountered and email your scenario(s) to Ellen.Clark@parks.ca.gov no later than March 15. In small groups, we will brainstorm solutions and identify available resources for finding answers. Scenarios will remain anonymous.

Be prepared to share your program overview with the class during the first-day morning session.

- _____ 5. Bring the following with you to training:
 - Program syllabus.
 - Foul weather gear (due to the possibility of rain during this time of year).
 - Coffee cup, reusable water bottle, paper, pens, pencils, and alarm clock.

If you have any questions or need assistance, contact Training Specialist Sara M. Skinner at (831) 649-2961 or Sara.Skinner@parks.ca.gov.

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should discuss the impact and assess the effectiveness this program has had on the employee.

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the investment the Department has on training.

VOLUNTEER COORDINATION GROUP 27 - AGENDA

March 21-24, 2017

Monday

March 20

1500 REGISTRATION: *Check-in at the Asilomar Administration Building* All

Tuesday

March 21

0800-0810 Introduction to Training at the Mott Training Center Skinner
0810-0900 Welcome and Course Overview with Introductions Clark
0900-1000 Organizational Structure: the Volunteers in Parks Program Clark
1000-1200 Coordinating your VIPP: Volunteer Registration Wilson
1200-1300 Lunch
1300-1345 Volunteer Registration continued Wilson
1345-1400 Field Excursion Prep and Drivers Assignments Clark
1400-1500 Assessment and Recommendations: Rethinking the VIPP to Improve Service for Volunteers and Coordinators Clark
1500-1700 Coordinating your VIPP: Volunteer Relations and Volunteer Coordinator Leadership Baker

Wednesday

March 22

0800-1200 Off-Site Learning Excursion: Examination of a Model Program: Monterey Bay Aquarium (MBA) Covell
1200-1300 Lunch (Off-Site at MBA and Return to Mott Training Center)
1300-1400 VIPP Policy: Public Safety Elliott
1400-1700 Program Policies: Legal Issues Lynch

Thursday

March 23

0800-0930 VIPP Policy: Maintaining Separation between Cooperation Associations and the VIPP Rogowski
0930-1000 The Take Away: Best Practices from the MBA Model Clark
1000-1100 Volunteer Recognition: Breakout Session Compensation Clark
1100-1200 VIPP Policy: Risk Management Tucker
1200-1300 Lunch
1300-1400 DPR Policy: Intellectual Property Jorae
1400-1500 Program Policy: Accessibility Stora

VOLUNTEER COORDINATION GROUP 27 - AGENDA
March 21-24, 2017

Thursday

March 23

1500-1700	Volunteer Recognition: Energizing Your Volunteer Program: Recognition, Evaluation, and Motivation	Apelt
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Friday

March 24

0800-0900	Coordinating Your VIPP: Finding Solutions, Sharing Scenarios	Clark
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0900-1000	Coordinating Your VIPP: Service Categories and Volunteer Reporting	Clark
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1000-1130	Volunteers in Action: Point Sur Lighthouse Volunteer Program	O'Neil's
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1130-1200	Closing: The Week in View	Clark/Class
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VOLUNTEER COORDINATION

PROGRAM OUTLINE

Welcome and Course Overview	1.5
Organizational Structure: the Volunteers in Parks Program	1.0
Managing your VIPP	10.0
Off-Site Learning Excursion	4.0
Program Policies	8.0
Update on Transformation Team and Volunteerism in California State Parks	2.0
Point Sur Lighthouse Volunteer Program	1.5
TOTAL HOURS	28.0

VOLUNTEER COORDINATION

PROGRAM PURPOSE AND PERFORMANCE OBJECTIVES

Purpose: To provide background and orientation on Department policies and procedures that influence and guide the Volunteers in Parks Program (VIPP).

Performance Objectives: By the close of the session, participant will

1. Describe the background and value of the Volunteers in Parks Program to California State Parks.
2. Demonstrate understanding of the complexities of the VIP Program; as well as possess knowledge of the tools and resources available to the volunteer coordinators.

TRAINING ORIENTATION

Purpose: To provide general orientation to ground rules, attendance procedures and introduction to the Volunteers in Parks Program, in order for participants to gain the full benefits of the training.

Performance Objectives: By the close of the session, participant will

1. Be presented with an overview of the Volunteer Management training objectives and expectations.

INTRODUCTION TO VOLUNTEERS IN PARKS PROGRAM (VIPP) AND ORGANIZATIONAL STRUCTURE

Purpose: To provide an overview of Volunteers in Parks Program (VIPP), its history and value to the Department. Distribute copies of the Volunteers in Parks Program Guidelines. Define organizational structure of VIPP, disseminate 2014 VIPP Report.

Performance Objectives: By the close of the session, participant will

1. Identify the Volunteers in Parks Program Guidelines as the handbook of policies and procedures for managing the Department's volunteer programs.
2. List the mission, history, legal authority, and qualitative and quantitative value of the Volunteers in Parks Program.

3. Demonstrate familiarity with the organizational structure of the VIP including the roles and responsibilities of volunteer coordinators at the district, sector and unit levels.

VOLUNTEER REGISTRATION

Purpose: To identify the individual needs for development of duty statements, and the specific forms and procedures governing registration, confidentiality, and medical checks.

Performance Objectives: By the close of the session, the participant will

1. Demonstrate knowledge of appropriate registration forms, including the Volunteer Service Agreement and Duty Statement, and registration procedures for specific types of volunteers.
2. Define what confidential information is and how the Information Practices Act and Public Records Act affect volunteer registration.
3. List the policies and procedures regarding Medical Background Checks and the Essential Functions Health Questionnaire.
4. Identify the process for development of a duty statement.
5. Describe the history of the camp host program, and policies and procedures for use of camp hosts, including registration, background checks, liability issues, time limits, and vehicle registration.
6. Describe the policies and procedures for use of volunteers in special events and other out of the ordinary activities, such as living history events, and coastal clean-up days.

IMPROVING THE VIPP TO BETTER SERVE VOLUNTEERS AND COORDINATORS

Purpose: To introduce the department's Transformation Team Partnership Committee's "Assessment and Recommendation for the VIPP (ARV)" document.

Performance Objectives: By the close of the session, the participant will

1. Describe the process of how the ARV was developed.
2. List VIPP elements that are in most need of revision as identified in the ARV.
3. Discuss the progress made on the recommendations, and the ways in which volunteer coordinators' input is needed on implementing them now, and into the future.

VOLUNTEER RELATIONS AND VOLUNTEER COORDINATOR LEADERSHIP

Purpose: To provide an overview of the roles, responsibilities and skill set needed for a volunteer coordinator (who often is in non-supervisory classification) to successfully lead and engage volunteers.

Performance Objectives: By the close of the session, the participant will

1. Identify resources and tools available to build volunteer coordinator leadership skills.
2. Describe strategies to build successful coordinator-volunteer relationships.

OFF-SITE LEARNING EXCURSION

Purpose: To provide an overview of an outside entity's volunteer program

Performance Objectives: By the close of the session, the participant will

1. Describe the Monterey Bay Aquarium's docent program.
2. Define the Monterey Bay Aquarium docent program's best practices.

PUBLIC SAFETY

Purpose: To present information on Department policies and procedures related to public safety and volunteer activities.

Performance Objectives: By the close of the session, the participant will

1. Describe the volunteer activities that require criminal/medical background checks, and familiarity with procedures for conducting those checks.
2. Identify the Department's policies on use of firearms, state and private vehicles and equipment, and procedures for volunteer reimbursement of travel-related expenses.

LEGAL ISSUES

Purpose: To provide an overview of significant legal issues guiding and influencing the VIP Program

Performance Objectives: By the close of the session, the participant will

1. Describe the California State Government Volunteers Act as the legal authority of the VIP Program.
2. Define the legal requirement that volunteers are not intended “to supplant and replace regular public employees.”
3. Describe workers’ compensation insurance coverage and tort liability and how they affect volunteers in the VIP Program.
4. Identify the differences between the California Government Torts Claims Act and the CA Good Samaritan Law as applied to the VIP Program.

MAINTAINING SEPARATION BETWEEN COOPERATING ASSOCIATION VOLUNTEERS AND DPR VOLUNTEERS

Purpose: To present Department policies and rationale on the separation of the two related, but distinct programs.

Performance Objectives: By the close of the program, participant will

1. Identify the rationale for separate management of the two programs.
2. Describe the role of the Cooperating Association Liaison.
3. Determine if a task is a cooperating association task or a Department volunteer task.
4. Identify when a cooperating association volunteer is acting as a Department volunteer and vice versa

AWARD BREAKOUT WORKSHOP

Purpose: To present their current practices used for recognition.

Performance Objectives: By the close of the session, participants will

1. Discuss their most successful awards/recognition tools, in breakout groups Identify

the difference between Poppy and Medallion award-level recognition Discuss the potential for new statewide tools

2. Describe their district, sector, unit volunteer recognition tools to the class.

RISK MANAGEMENT

Purpose: To present information on Department policies and procedures related to reducing risks and accidents associated with volunteer activities.

Performance Objectives: By the close of the session, the participant will

1. Apply the Department's policies of risk management and strategies for reducing on-the-job accidents and injuries to volunteers, including procedures for reporting accidents.

DPR COPYRIGHT AND INTELLECTUAL PROPERTY

Purpose: To provide participants with general information and Department policies related to copyrights, trademarks, and intellectual property rights.

Performance Objectives: By the close of the session, the participant will

1. Describe the types of intellectual property commonly used or created by the Department, and the departmental forms used to manage various types of intellectual property.
2. List the Department's policies related to intellectual property, including the Department logo.
3. Demonstrate how copyrights and trademarks are created and how to recognize, use and contribute to the protection of Department trademarks.
4. Describe the basic concepts associated with licensing copyrights and trademarks and the concept of "fair use" in connection with copyrighted materials.

ACCESSIBILITY AND THE VOLUNTEERS IN PARKS PROGRAM

Purpose: To provide Volunteer Coordinators with information that will ensure that VIPP related meetings, programs and services are offered and provided for in an accessible and welcoming manner.

Performance Objectives: Identify characteristics of barrier-free volunteer recruitment, VIPP promotional activities and volunteer conducted recreation and interpretive programs and how to apply them to a park's VIPP.

1. Describe where to locate departmental policy, guidance, resources and tools to provide accessible VIP and park visitor experiences.

ENERGIZING AND ACKNOWLEDGING VOLUNTEERS: RECOGNITION, EVALUATION AND MOTIVATION

Purpose: To provide information on motivation, evaluations and recognition programs and techniques that enhances volunteer productivity and retention.

Performance Objectives: By the close of the session, the participant will

1. Identify the recipe for motivating volunteers.
2. Describe RAPPORT or other evaluation process.
3. Identify and develop meaningful formal and informal recognition programs for volunteers.

FINDING SOLUTIONS TO CHALLENGING VIPP QUESTIONS

Purpose: To present challenging VIPP questions and locate answers in policy, guidelines, etc.

Performance Objectives: By the close of the session, the participant will

1. Discover potential answers that relate to the VIPP
2. Identify the role of the statewide coordinator in assisting with problem solving.
3. Discuss ways to document and communicate solutions with volunteers, volunteer supervisors and superintendents.

COORDINATING A VOLUNTEER PROGRAM: REPORTING

Purpose: To present the wide range of potential service categories and effective reporting

Performance Objectives: By the close of the session, the participant will

1. Describe expanded service categories
2. Discuss reporting resources like Volgistics

POINT SUR LIGHTHOUSE VOLUNTEER PROGRAM

Purpose: To highlight a successful California State Park volunteer program.

Performance Objectives: By the close of the session, the participant will

1. Describe the Point Sur State Historic Park volunteers in parks program.
2. List the challenges of cooperating association volunteers and park volunteers working in the same park.
3. Identify the various duties of the volunteers.
4. Describe the successes in this volunteer program

Training Center, 837 Asilomar Blvd., Pacific Grove, CA 93950

