

Volunteer Management

January 23-27, 2011

Training Syllabus



William Penn Mott Jr. Training Center



State of California

Memorandum

Date: January 11, 2011

To: Supervisor

From: **Department of Parks and Recreation**
William Penn Mott Jr. Training Center

Subject: Employee Attendance at Formal Training
Volunteer Management Group 22

An employee from your office will soon be attending the formal training program described in the attached. Please insure 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 Coordinator.
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 and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

Prior to Three Months Following Training

1. Employee, after discussion with supervisor, must login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and logs in to the ETMS to complete the Training Effectiveness Assessment form.

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



Tina L. Williams
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 through consulting, collaboration, training, and development.

MOTT TRAINING CENTER STAFF

Tina L. Williams.....Department Training Officer
Pat Bost Office Manager
Chuck Combs.....Training Specialist
Dave GalantiTraining Specialist
Karyn Lombard.....Training Specialist
Sara M. SkinnerTraining Specialist
Matt Cardinet..... Cadet Training Officer
Dan Kraft..... Cadet Training Officer
Pamela Yaeger Assistant Program Coordinator
Bill Spencer..... Assistant Program Coordinator
Edith Alhambra..... Assistant Program Coordinator
Rogers WilliamsProgram Assistant

THE MISSION

of the California Department of Parks and Recreation 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 Marconi Conference Center and, most recently, the Two Rivers Training Facility in Sacramento. 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 be participating 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:** 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 site through your District or Office. (No reimbursement for travel expense – including per diem costs – 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.

4. LOCATION AND HOUSING: This training is being offered at the Angeles District Office, 1925 Las Virgenes Road, Calabasas, California. The main phone number for the District is (818) 880-0363. Housing in a local lodging facility 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 10:00 a.m. on the date of departure. Specific details regarding lodging and specific class location will be forwarded to you via email at a later date. The Department provides your room and board expenses at the designated lodging facility only. No per diem allowance will be authorized for living at an alternative site. This does not preclude living elsewhere at your own expense. Overnight guests are not allowed.
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 Training Specialist Dave Galanti at dgalanti@parks.ca.gov assigned to the course at least (7) days 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 seven days notice.

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

6. MEALS: Breakfast will be provided by the Training Section at the lodging facility; details will be provided upon arrival. Lunch and dinner are to be arranged (and paid for) individually and will be reimbursed for each day the course is in session. No per diem allowance will be authorized for eating breakfast at an alternative site. This does not preclude dining elsewhere at your own expense. Instructions on how to file the required training office Travel Expense Claims will be given prior to the last day of training.
7. 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. Appropriate attire includes apparel suitable for professional office dress. It does not include such items as shorts, t-shirts, tank tops, or sandals.

Because we are on the state parks grounds with members of the public, 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.

8. **COURSE LEADERS:** The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in 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 profession, and provide a level of expertise difficult to match.
9. **TRAINING SECTION STAFF:** Dave Galanti is your Training Specialist and has been assigned the responsibility for your training group. That staff member usually serves as a Course Leader as well as a Coordinator. 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.
10. **ATTENDANCE:** Regular attendance is a critical course requirement and your participation is important to 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 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.
11. **TRAINING MATERIALS:** May be made available to you at both your unit and at the Marconi Conference Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Please bring your own pens and pencils.
12. **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. Please limit those calls to your breaks.
13. **TELEPHONE:** Limit phone calls during classroom hours to urgent business or emergencies.
14. **COLLEGE CREDIT:** Most Training Section programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
15. **MPC STUDENT ID:** **If you have filled out an MPC application before, you have already been issued a student ID number to use in lieu of your SSN on future applications. You can obtain your MPC ID number by going to their**

secure website and providing your SSN number (no name required) and birthdate.

- To obtain the number, logon at: <http://www.mpc.edu>
- In the column on the left side of the screen, click on Registration (WebReg).
- In the form that comes up and is titled: Have you applied for a BOG Fee Waiver, enter your Social Security Number in the box that is titled MPC/ID, and enter your birthdate in the second box.
- Click on Login
- The system will then come back with your MPC Student Identifier (SID).

You can store your MPC ID number in your ETMS Profile for future reference.

Newcomers to training will still need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available by following the instructions.

16. POST-TRAINING ASSIGNMENTS: In connection with formal training are to be completed under the direction of your supervisor.

PROGRAM ATTENDANCE CHECKLIST

To assist you in preparation for your formal training session, the following list is provided.

- Be sure you have read and understand the Volunteer Management Group 22 program syllabus prior to the first scheduled session.
- Arrange your travel through your District/Unit Office.

Remember to bring the following with you to training:

- Volunteer Management Group 22 program syllabus.
- Professional business attire (**uniforms are not required for this program**).
- Pens and pencils.
- Coffee cup and/or drinking container.

If you have any questions or need assistance, contact Training Specialist Dave Galanti at (916) 752-6463 or dgalanti@parks.ca.gov.

POST-TRAINING ASSIGNMENT

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed).

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 MANAGEMENT GROUP 22 AGENDA
January 23-27, 2011

Sunday
January 23

1500- **REGISTRATION:** Check- in at the Country Inn and Suites Calabasas
(*out of town guests only*)

Monday
January 24

0800-0900 **INTRODUCTION TO COURSE** Cowan/Galanti

0900-1100 **INTRODUCTION TO VIP PROGRAM** Cowan
Distribute VIP Program Guidelines; DOM Chapter 9, Brief History of Volunteers at Department of Parks and Recreation; Legal Authority; Value of Volunteers; 2009 Annual Report; VIPP Online; VIP Organizational Structure

1100-1200 **FINDING AND SELECTING THE RIGHT VOLUNTEER** Cowan
Volunteer Recruitment; Online Registration; Types and Eligibility of Volunteers; Screening and Interviews, Insurance Requirements for Groups; Connecting with California Volunteers and Serve.gov

1200-1300 *Lunch (on your own)*

1300-1500 **LEGAL ISSUES** Lynch
Restrictions Against Volunteers Supplanting or Replacing Public Employees; Workers' Compensation and Tort Liability; California Good Samaritan Policy

1500-1630 **PUBLIC SAFETY** Poppelreiter
Conducting Criminal History Background Checks; Processing Confidential Information; Use of Equipment, Vehicles, Firearms; Reporting Accidents

1630-1700 **WRAP-UP, QUESTIONS, ADJOURNMENT** Cowan

Tuesday
January 25

0800-0815 **REVIEW / QUESTIONS** Cowan

VOLUNTEER MANAGEMENT GROUP 22
January 23-27, 2011

Tuesday
January 25

- | | | |
|-----------|--|----------------|
| 0815-1015 | DISTRICT REGISTRATION PROCEDURES
Volunteer Service Agreement; Developing an Appropriate Duty Statement; Processing Confidential Information; Essential Functions Health Questionnaire; Medical Background Checks; Notice of Pre-Designated Physician | Liles |
| 1015-1200 | CASE STUDY: TIJUANA ESTUARY AND BORDER FIELD STATE PARK VOLUNTEER RECRUITMENT AND PROGRAM MANAGEMENT | Litke |
| 1200-1300 | <i>Lunch (on your own)</i> | |
| 1300-1400 | TRAVEL TO ADAMSON HOUSE (on your own) | |
| 1400-1500 | TOUR OF ADAMSON HOUSE | Graham |
| 1500-1700 | VOLUNTEERS PROVIDING INTERPRETATION
Panel Discussion: Volunteers Engaged in a Variety of Interpretive Assignments; Dealing Successfully with Volunteers Resistance to Change; Defining Roles and Relationships Between Coops and DPR Volunteers | Graham/
TBD |

Wednesday
January 26

- | | | |
|-----------|--|--------|
| 0800-0900 | RECORDKEEPING AND REPORTING
Scheduling Volunteers and Reporting Hours; Unit, Sector and District VIP Reports | Graham |
| 0900-1000 | MAINTAINING YOUR PROGRAM
Program Evaluation and Needs Assessment; Volunteer Skills Inventory; Developing Clear Roles and Responsibilities; Orientation/Training/Evaluation/ Separation | Cowan |

VOLUNTEER MANAGEMENT GROUP 22
January 23-27, 2011

Wednesday
January 26

1000-1200	ENSURING TOP PERFORMANCE Keeping Volunteers Engaged and Motivated; Tricks and Tools to Help Volunteer Coordinators Get High Levels of Performance from their Volunteers (and others); Delegation Tips and Techniques	Galanti/ Treanor
1200-1300	<i>Lunch (on your own)</i>	
1300-1400	DPR COPYRIGHT AND INTELLECTUAL PROPERTY VSA and Visual Media Consent; Information Privacy Protection Training	Jorae
1400-1530	CAMPGROUND AND PARK HOSTS Recruitment; Application and Screening; Registration; Processing Confidential Information; Reimbursement of Expenses; Standards of Conduct	TBA
1530-1700	MAINTENANCE VOLUNTEERS Appropriate Duties; Long-Term Volunteers and Short-Term Groups; Registration Procedures and Duty Statements; Selecting Projects; PID Entry; Developing PEFs and other Documentation; Coordinating with Group Leaders and Department of Parks and Recreation Staff; Project Evaluation	TBA

Thursday
January 27

0800-0830	VOLUNTEER RECOGNITION VIP Passes; Poppy Award and Volunteer Medallion; Director's Recognition Program; Governor and First Lady's Service Award; President's Volunteer Service Award	Cowan
0830-0930	MAINTAINING SEPARATION BETWEEN THE COOPERATING ASSOCIATIONS PROGRAM AND THE VIP PROGRAM Perplexing Questions and Burning Issues	Mott

VOLUNTEER MANAGEMENT GROUP 22
January 23-27, 2011

Thursday
January 27

0930-1030	FUNDING SOURCES FOR VOLUNTEERING PROGRAMS Volunteering Enhancement Program / PID; California State Parks Foundation Ranger Lane Fund	Cowan
1030-1130	COOPERATING ASSOCIATIONS: DO YOU TREAT YOUR COOP LIKE AN ATM?	Mott
1130-1200	PROGRAM EVALUATION AND ADJOURNMENT	Galanti/ Cowan

VOLUNTEER MANAGEMENT

28 HOURS

PROGRAM OUTLINE

Training Orientation and Program Objectives 0.5

Introduction to Interpretation and Education.....0.5

Introduction to VIP Program: History, Legal Authority, Structure..... 2.0

Selecting the Right Volunteer: Types, Eligibility, Recruitment..... 1.0

Legal Issues: Confidentiality, Workers' Compensation Insurance Liability 2.0

Public Safety and Risk Management..... 1.5

District Registration Procedures..... 4.0

Site Visit: Observation of Active Volunteer Program 2.0

Panel Discussion: Selected Topics on Volunteers and VIP Program..... 2.0

Recordkeeping and Reporting..... 1.0

Managing Volunteer Programs: Development, Motivation, Training 3.0

DPR Copyright and Intellectual Property..... 1.0

Campground and Park Hosts, and Special Volunteer Situations 3.0

Volunteer Recognition..... 0.5

Cooperating Associations and the VIP Program 2.0

Funding Sources for Volunteer Programs 1.0

Discussion and Summary..... 1.0

TOTAL HOURS28.0

VOLUNTEER MANAGEMENT

PROGRAM PURPOSE AND PERFORMANCE OBJECTIVES

Purpose: To provide background and orientation on Department policies and procedures that influence and guide the Volunteer in Parks Program.

Program Objectives: By the close of the training session participants will

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

TRAINING ORIENTATION

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

Program Objectives: By the close of the training session participants will

1. Be formally registered through Monterey Peninsula College.
2. Discuss an overview of the Volunteer Management training objectives and expectations.

INTRODUCTION TO INTERPRETATION AND EDUCATION DIVISION

Purpose: To provide introduction to the Interpretation and Education Division programs and the support and services available from DPR Headquarters.

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

1. Review and discuss the programs offered by staff of the Interpretation and Education Division.
2. Identify the support and services available to district and sector volunteer coordinators.

INTRODUCTION TO VOLUNTEERS IN PARKS PROGRAM

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.

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

1. Review and discuss the Volunteers in Parks Program Guidelines as the handbook of policies and procedures for managing the Department's volunteer programs.
2. Describe 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 Program, including the roles and responsibilities of volunteer coordinators at the district, sector and unit levels.

FINDING AND SELECTING THE RIGHT VOLUNTEER

Purpose: To identify the types and eligibility requirements of volunteer in the VIP Program.

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

1. Identify where and how to recruit volunteers.
2. Discuss sample recruitment brochures, flyers, and promotional materials.
3. Describe distinctions between the types of eligibility requirements of volunteers.
4. Demonstrate knowledge of policies and procedures for use of juveniles as volunteers, including registration, parental/guardian permission and/or presence, health and safety laws governing juveniles.
5. Discuss the insurance requirements for organized groups, and the distinction between organized and informal groups.

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 workers' compensation insurance coverage and tort liability and how they affect volunteers in the VIP Program.
2. Discuss the legal requirement in the California State Government Volunteers Act which ensures that volunteers are not intended "to supplant and replace regular public employees."

PUBLIC SAFETY AND 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 participants will

1. Understand and be able to 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.
2. Relate volunteer activities that require criminal and medical background checks, and discuss procedures for conducting those checks.
3. Review and discuss the Department's policies on use of firearms, state and private vehicles and equipment, and procedures for volunteer reimbursement of travel-related expenses.

RECRUITMENT, SELECTION, AND DUTY STATEMENTS

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 participants 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. Describe the process for development of a duty statement.
3. Develop a duty statement.

4. Describe what confidential information is and how the Information Practices Act and Public Records Act affect volunteer registration.
5. Demonstrate an understanding of policies and procedures regarding Medical Background Checks and the Essential Functions Health Questionnaire.

MANAGING A VOLUNTEER PROGRAM

Purpose: To provide an introduction of the administrative functions needed to manage a successful volunteer program.

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

1. Discuss the skills to evaluate and assess their existing volunteer program.
2. List the resources, support, and training available to trainer/coordinators of volunteers.
3. Evaluate the needs of a volunteer and the types of people who volunteer. Know how to provide the tools for a volunteer to succeed at his/her assignment.
4. Relate the administrative functions necessary for effective management of a volunteer program.
5. Describe the policies and procedures regarding VIPP annual recordkeeping and reporting, formal evaluation of volunteers, and separation documentation.
6. Review and discuss a model orientation program for volunteers and possess the skills to design an appropriate volunteer assignment.

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. List 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. Discuss the Department's policies related to intellectual property, including the Department logo.

3. Describe how and when copyrights and trademarks are created and how to recognize, use and contribute to the protection of Department trademarks.
4. Demonstrate an understanding of the basic concepts associated with licensing copyrights and trademarks and the concept of “fair use” in connection with copyrighted materials.

CAMPGROUND AND PARK HOSTS AND OTHER SPECIAL VOLUNTEER SITUATIONS

Purpose: To provide the policy framework and forms and procedures for utilizing individuals as camp/park hosts, and volunteers in other special situations.

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

1. Discuss and understand the history of the camp host program, policies and procedures for use of camp hosts, including registration, background checks, liability issues, time limits, and vehicle registration.
2. Describe policies and procedures for use of volunteers in special events and other out of the ordinary activities, such as living history events, clean up days, or programs co-sponsored with the California State Parks Foundation.
3. Demonstrate familiarity with group volunteer registration, insurance, liability issues, task sheets, and other considerations.

VOLUNTEER RECOGNITION

Purpose: To provide information on recognition programs and techniques that enhance volunteer productivity and retention.

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

1. Identify and develop meaningful formal and informal recognition programs for volunteers.
2. Discuss familiarity with VIP passes, Poppy Award, and Volunteer Medallion, and the appropriate awarding of each.
3. Demonstrate how to coordinate an awards and recognition program.

MAINTAINING SEPARATION BETWEEN THE COOPERATING ASSOCIATION PROGRAM AND THE VIP PROGRAM

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

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

1. Discuss 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. Relate how to register cooperating association members as Department volunteers.

FUNDING SOURCES FOR VOLUNTEER PROGRAMS

Purpose: To present an overview of the sources and guidelines for funding volunteer programs.

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

1. Relate how to utilize partnerships in building a successful volunteer program.
2. Discuss familiarity with funding provided by cooperating associations to support the interpretive and educational programs of specific park units.
3. Demonstrate knowledge of the Volunteer Enhancement Program (VEP), including source, availability and use of funds, entering projects on the Park Infrastructure Database (PID), and monitoring, tracking and reporting expenditures.
4. Describe familiarity with funding available through the California State Parks Foundation for collaborative special events, and for volunteer programs funded through the Ranger Lane Volunteer Fund.