



Girl Scouts of Western Ohio
 4930 Cornell Road, Cincinnati, OH 45242-1804
 513-489-1025 or 1-800-537-6241 Fax: 513-489-1417
www.girlscoutsofwesternohio.org



Direct Inspection Report August 24, 2009

The Direct Inspection Meeting took place on Monday, August 24, 2009 at the Girl Scouts of Western Ohio's Cincinnati office. The members of the committee were Kim Amrine, Wijdan Jreisat, Kathy McMullen, Cheryl Tyler-Folsom, and Beth Keyes. We met with Roni Luckenbill, Kathy Kearns, and Susan Osborn.

During the Direct Inspection, the task group was asked to review several policies with respect to Treatment of Girls and Volunteers, Treatment of Paid and Volunteer Staff, and Compensation and Benefits. We reviewed the backup information provided to ensure that the policies were in compliance.

The first area we reviewed was 2.1, Treatment of Girls and Volunteers. We reviewed the procedures in place for tracking complaints over the past year from the Great Rivers region's historical data. The other regions have now begun to track complaints with this same process utilizing the same tracking log. Consequently next year's review should have data for the total Girl Scouts of Western Ohio area. We were advised that there were 25 complaints and it was noted that the majority were financial complaints. This has prompted additional training be provided for the volunteers on financial matters. The overall privacy policy was then reviewed and the committee recommended that all web pages be reviewed to ensure compliance with the intent of this policy. We then reviewed the guidelines for Adult/Child interactions and the training procedures in place for this. The password policy and update procedures were reviewed, as well as the filing method for records. The task group advised that all I-9 Forms should be updated and checked periodically. Most all of these policies were reviewed in the Girl Scouts of Western Ohio's Volunteer Resource Guide, which we were given a copy of.

The second area we reviewed was 2.2, Treatment of Paid and Volunteer Staff. We reviewed the separation and termination statistics as well as the process for severance and outplacement services. The process for hiring was reviewed as it related to searches, postings, and affirmative action. We reviewed the nepotism policy as well as the background check and drug testing process.

Lastly 2.3, Compensation and Benefits section was reviewed. We inquired how the process for "grading" staff was progressing. Girl Scouts of the USA has assisted with this and now Girl Scouts of Western Ohio is in the process of reviewing the discrepancies based on the comparisons.

The task group declined the offer to specifically review personnel record files. We requested that the Personnel Policies Manual be sent to us.

Overall, the Direct Inspection Task Group feels as though the necessary controls for Girls Scouts of Western Ohio regarding these three specific areas are in place and are excellent.

Beth Keyes, Direct Inspection Task Group Member
 August 27, 2009

Task Group Members:

- Kim Amrine – present
- Wijdan Jreisat – present
- Kathy McMullen – present
- Cheryl Tyler-Folsom – present by phone
- Beth Keyes – present