

What Makes Great Rivers Council Successful?



Why we work the way we do

What makes Great Rivers Successful? Why we work the way we do

In order to effectively deliver the Girl Scout program, we must ask ourselves two simple questions:

- ❖ **Are we doing the right thing?**
(Are we focused on the most important work to successfully address the council goals?)



- ❖ **Are we doing things right?**
(Are we organized / do we operate in a way that is effective in “keeping the business in business” and supporting the delivery of the program?)

What makes Great Rivers Successful? Why we work the way we do

- Focus on Mission & Goals
- Well documented, effective systems & processes
- Dedicated, accountable people



What makes Great Rivers Successful? Focus on Mission & Goals

Girl Scout Mission

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

Girl Scouts – Great Rivers Council Goals

- Girls will achieve their full individual potential.
- Girls will relate to others with understanding and respect.
- Girls will have the skills to develop responsible values.
- Girls will contribute to the improvement of society.

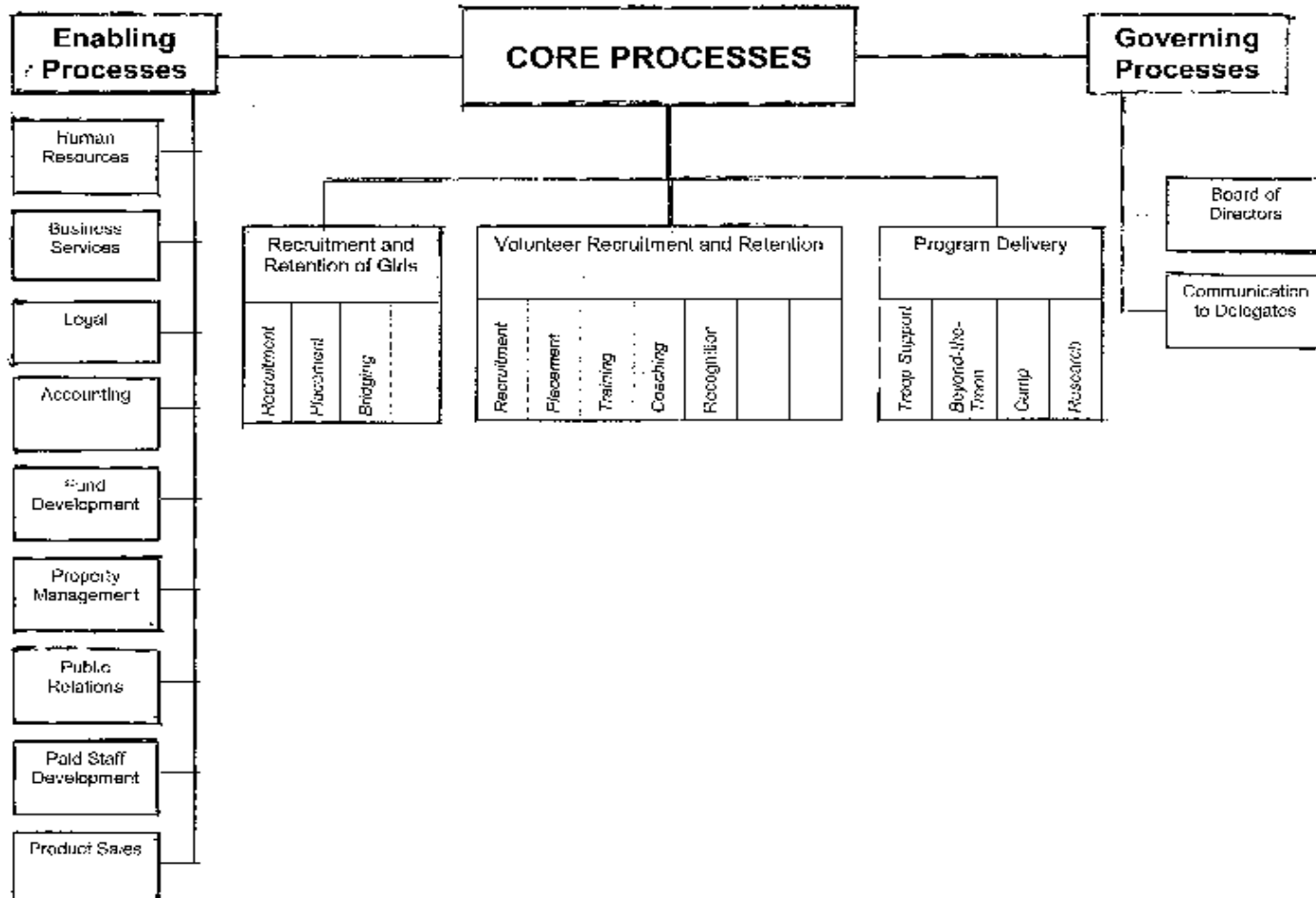
What makes Great Rivers Successful? Focus on Mission & Goals

Why does it matter?

- Girl-focused
- Aligns council with GSUSA
- Aligns governance & management roles
- Aligned internally—Guides integrated annual planning & evaluation



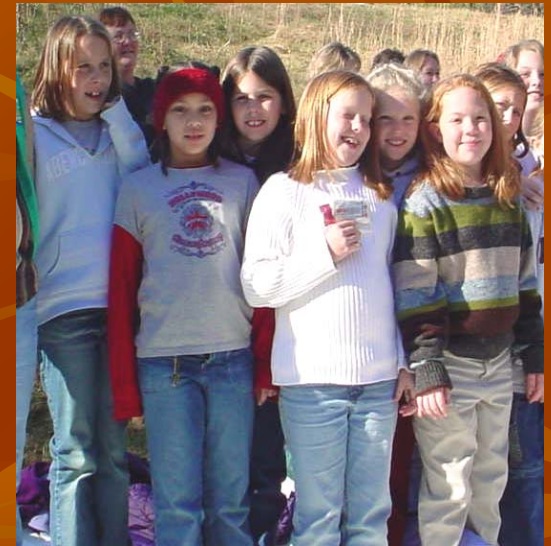
What makes Great Rivers Successful? Well Documented Systems & Processes



What makes Great Rivers Successful? Well Documented Systems & Processes

Systems & Processes – Core Systems

- Recruitment and Retention of Girls
- Volunteer Recruitment
- Volunteer Management
- Program Delivery / Support



What makes Great Rivers Successful? Well Documented Systems & Processes

Service Delivery-Volunteer Recruitment

- Recruitment Methods
- Job Description / Interview
- Application Process
- Background Check
- Placement / Appointment Process



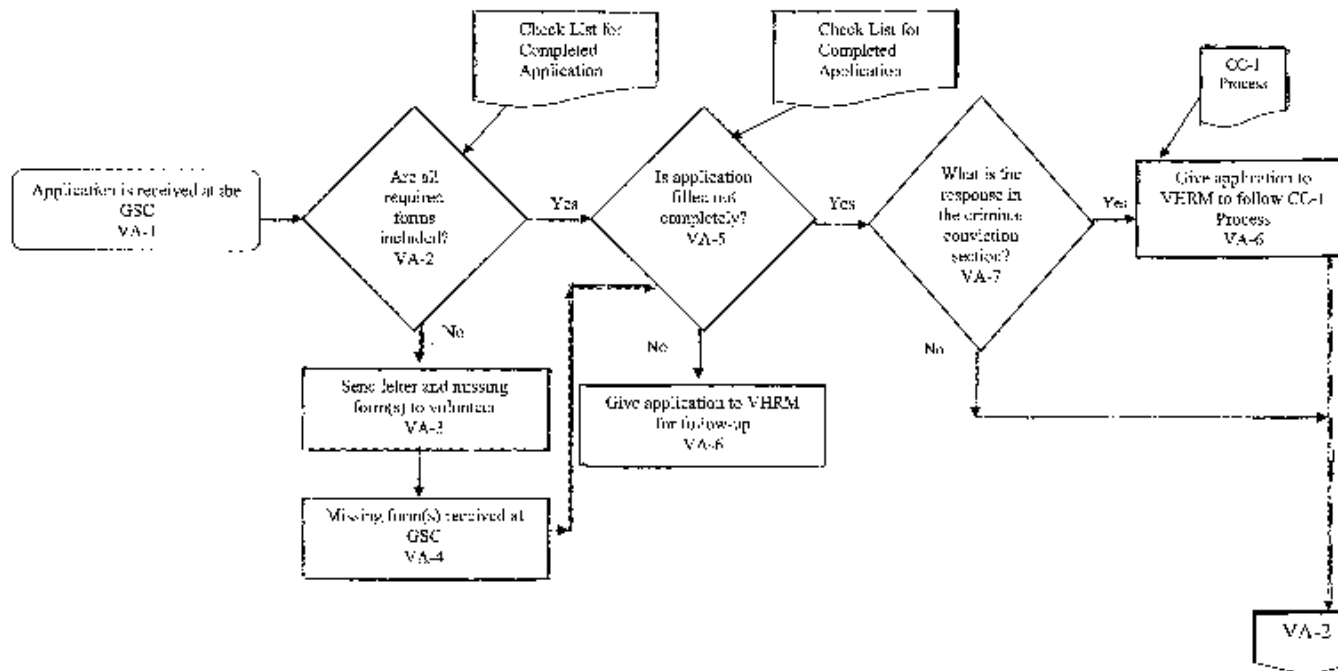
What makes Great Rivers Successful? Well Documented Systems & Processes



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GSC = Girl Scouts Center
Reg. Clerk = Registration Clerk
VHRM = Volunteer Human Resource Manager
MRA = Volunteer database
CC-1 = Criminal Conviction Process
SU = Service Unit
VR-1 = Volunteer Reference Process

VA - Volunteer Application Process



What makes Great Rivers Successful? Well Documented Systems & Processes

VA-1 Volunteer Application Process

Steps In Process	Task	Person Responsible	Timeline	Documents & Addendum	Instructions
VA-1	Hard copy/online volunteer application is received at the GSC	Reg. Clerk		Volunteer Application #1	
VA-2 Yes Decision	Is application filled out completely?	Reg. Clerk	Within 24 hours of receipt	Checklist for Completed Application #2	The registration clerk reviews the application to ensure it is complete and correct.
VA-3 No	Follow-up with applicant on missing information.	VHRM	Within 24 hours of receipt		If application is not complete, then the registration clerk gives it to the volunteer human resource manager for follow up by e-mail or telephone.
VA-4	Missing information received.	Reg. Clerk	Within 24 hours of receipt		The registration clerk checks forms and enters information.
VA-5 Yes	Is application filled out completely?	Reg. Clerk	Within 24 hours of receipt of application		Registration clerk enters date references mailed in MRA
VA-6 No	Give application to VHRM for follow up.	VHRM	Within 24 hours of receipt		
VA-7 No	What is response in criminal conviction section?	Reg. Clerk	Within 24 hours of receipt		Registration clerk enters background check date in MRA
VA-6	Give application to VHRM for follow up.	VHRM	Within 24 hours of receipt		Once signed certification is received, the process continues.
VA-8	Is certification signed?	Reg. Clerk	Within 24 hours of receipt.		
VA-9 NO	Send unsigned certification to volunteer	VHRM	Within 24 hours of receipt		Send a copy of the certification page to the applicant for signature.
VA-10	Signed certification received.				Once signed certification received at Girl Scout office continue process.

What makes Great Rivers Successful? Well Documented Systems & Processes

Systems & Processes – Enabling Processes

- Human Resources
- Business Services
- Financial Management /
Accounting
- Fund Development
- Property Management
- Public Relations
- Product Sales



What makes Great Rivers Successful?

Well Documented Systems & Processes

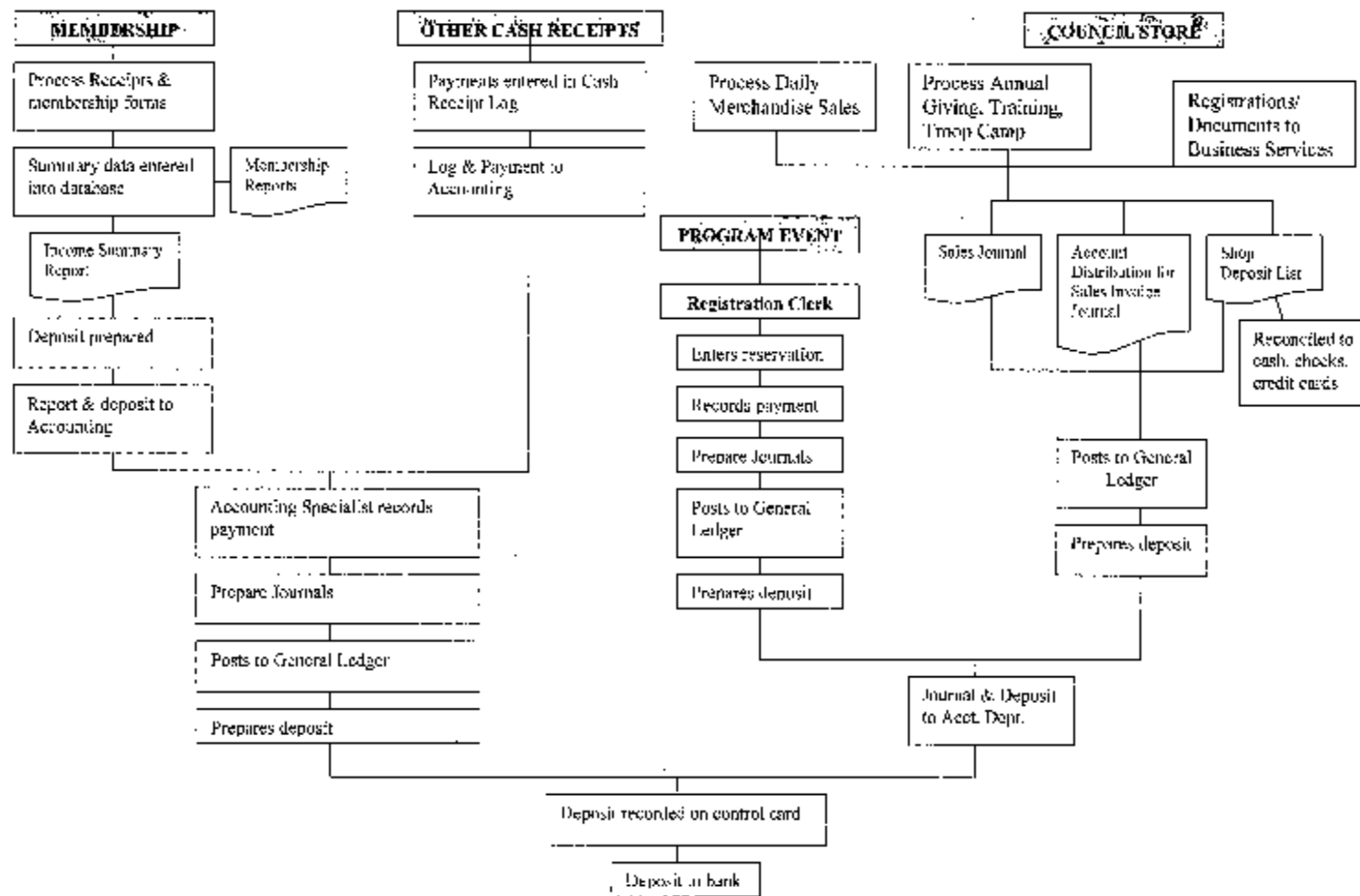
Financial Management / Accounting

- Investment Policy & Process
- Accounts Payable & Cash Receipts
- Accounts Receivable Processes
- Fixed Asset Schedule/ Funding Depreciation
- Payroll Procedure
- Inventory Management
- Purchasing Procedures / Bid Procedure
- Service Unit & Troop Financial Procedures

What makes Great Rivers Successful?

Accounts Receivable & Cash Receipts Processes

ACCOUNTS RECEIVABLE/CASH RECEIPTS



What makes Great Rivers Successful? Why we work the way we do

Well documented systems & processes:

- Strengthen integration of council goals into plans
- Communicates the process to all paid & volunteer staff, increasing consistency in services and products
- Provide a common baseline for evaluation (internal & external)
- Allow us to readily revise for increased efficiency / effectiveness

What makes Great Rivers Successful? Why we work the way we do

Provides a common baseline for evaluation, including:

- ***Program Effectiveness Survey*** evaluates girls' growth towards program goals, based on program experiences.
- ***Volunteer Personnel Survey*** compares volunteer ratings of “Importance” vs. “True” for elements of volunteer experience.
- ***Service Delivery Effectiveness Survey*** evaluates how prepared & supported volunteers feel in carrying out program, based on service delivery.
- ***Council Outputs*** are the numerical measure of the goods and services produced (the number of participants served or amount of resources generated) through the core and enabling process.
- ***Internal evaluation of processes*** with annual planning cycle

What makes Great Rivers Successful? Why we work the way we do

Clear, consistent processes enable focus on council goals at all levels of work:

- *Council Plan of Work* – Integrated annual plan for all council operations
- *Service Unit Plans* – Brings goals and priorities to volunteer managed units (communities)
- *Individual Performance Goals* – Documents responsibility of individual staff members for council plans / priorities.

What makes Great Rivers Successful?
Why we work the way we do

Why are we successful?

Because we have worked to “install” the building blocks of every successful business:

- Focus on Mission & Goals
- Well documented, effective systems & processes
- Dedicated, accountable people

What makes Great Rivers Successful?
Why we work the way we do

Questions?

