girl scouts
of wisconsin
southeast

Service Area Coordinator Training

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Welcome to the New Girl Scout membership year!

We want to thank you for taking on an administrative volunteer role for Girl Scouts of Wisconsin Southeast. As a service area coordinator, YOU are a key player in our council.

In your role you help inform the council staff about membership needs and allow us to market effectively to each unique membership area. There is a lot of flexibility regarding the specific tasks you will do in your area and/or at your site, but the basics are being a responsive contact person for Girl Scout staff and leaders, and believing in and promoting Girl Scouting at every grade level.

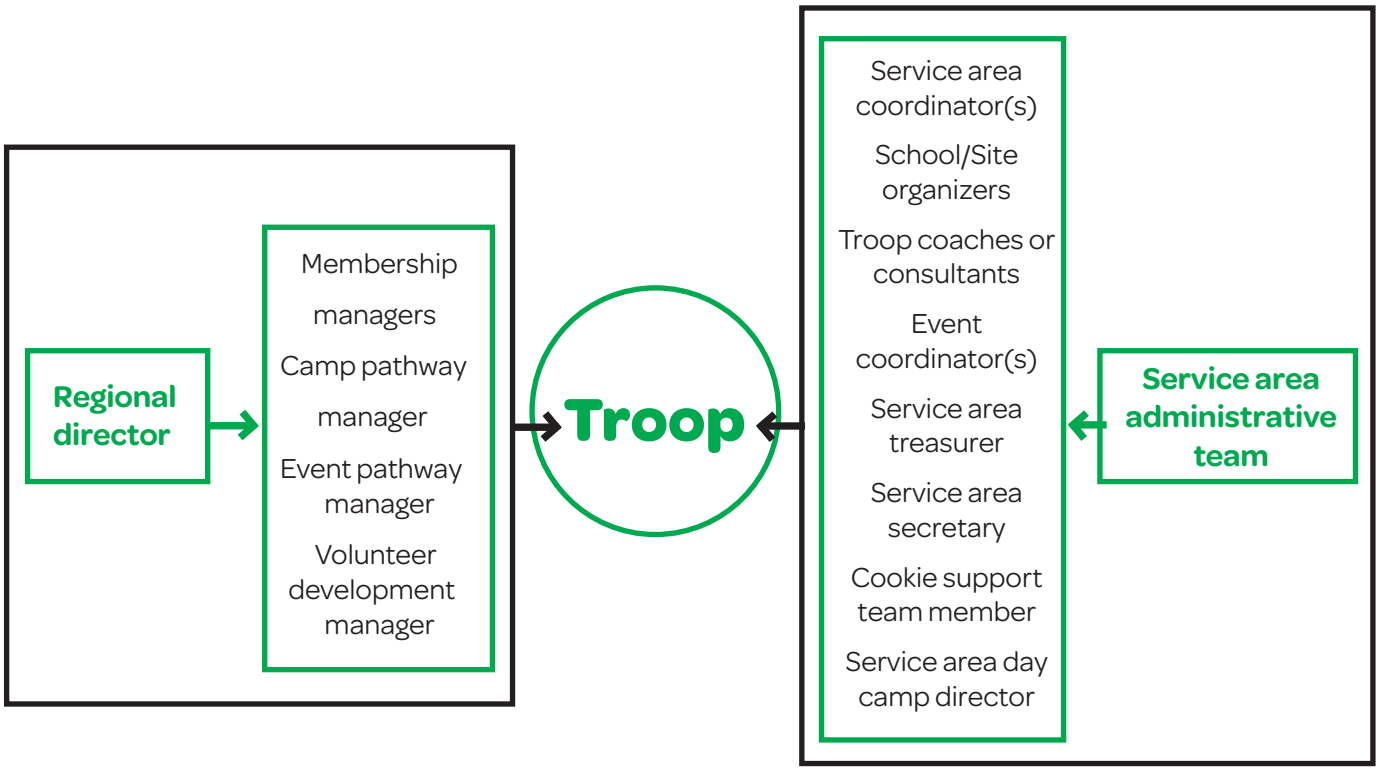
These are exciting times for Girl Scouting. The expertise, interests, skills and life experiences of our volunteers are essential to shaping fun and enriching leadership experiences for girls and inspiring them to reach their personal best. As a Girl Scout administrative volunteer, you will be bringing the Girl Scout Leadership Experience to life for girls in your area/site and are critical to the program's success. Your commitment and passion to the Girl Scout Movement are indispensable. We value and celebrate your dedication and thank you for joining us as we embark on a new membership year.

Yours in Girl Scouting,

The Membership Team

Mission Delivery Structure

GSWISE, which covers all of Southeastern Wisconsin, has been divided into three regions and is supported by a team of council staff with expertise in membership, volunteer development and program pathways.



Service Area Coordinator Volunteer Position Description

Position Summary: Provide overall support and management to the service team and area volunteers; develop and carry out the service team plan of work.

Term of Appointment: Service area coordinators are appointed on a yearly basis (eligible for three consecutive one-year terms) by the membership manager.

Benefits to the Volunteer:

Marketable Skills:

- Leadership
- Public speaking
- Organizational/Time management

Personal Enrichment:

- Foster a greater understanding in the beliefs of the Girl Scout movement
- Develop a network with people who share the same interests
- Participate in a national and international organization
- Discover outlets for creative expression
- Fulfill a desire to be helpful and make a difference in the lives of girls and adults

Reports to: Membership manager

Supported by: Membership manager, volunteer regional team manager, service area team members and director of central, northern or southern region

Responsibilities:

1. In partnership with the membership manager and service team, develop and carry out a service area plan of work.
2. Assure that all troops are registered or reregistered at the start of each membership year.
3. Plan and hold regular service area leader meetings to distribute current Girl Scout information and share talents and ideas.
4. Recruit and supervise qualified people for the service team and key volunteer positions involving people from diverse and nontraditional backgrounds.
5. Support school/site organizers in recruitment and placement of qualified adult leaders for troops or groups within each school of the service area's jurisdiction.
6. Support school/site organizers in recruitment and placement of girls in troops or groups.
7. Hold service team meetings throughout the year to check on progress of service area plan of work.
8. Attend meetings for service area coordinators as requested by membership managers.

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9. Promote ongoing recognition and appreciation of leaders and other service area volunteers.
10. Assure appropriate fiscal management of any service area monies.
11. Use community profiles to evaluate the resources and needs within the service area to ensure successful membership development.
12. Support the council's fundraising efforts.
13. Assist in carrying out the council's annual goals and objectives.
14. Interpret and help assure adherence to the policies, standards, and procedures of GSUSA and GSWISE.
15. Interpret the philosophy of the Girl Scout Leadership Experience to the service area membership and the community.
16. Assure that the racial, ethnic, religious, social, and economic diversity of the community is reflected and served in the service area's membership.

Core Competencies:

1. **Leadership:** Inspires, encourages, guides, and/or gains others' support toward accomplishing service team and council goals; adapts leadership style to a variety of situations.
2. **Personnel Management:** Assigns and manages volunteers in an efficient manner and recognizes volunteer accomplishments.
3. **Team Building:** Promotes partnerships between service team and service area volunteers, shares information with others and shares decision-making responsibility with service team members.
4. **Time Management:** Manages time effectively; sets and balances priorities within the service area plan of work.
5. **Conflict Management:** Anticipates, prevents, and resolves conflicts while maintaining productive working relationships.
6. **Oral Communication:** Expresses ideas and facts in a clear and understandable manner; skilled in public speaking and phone etiquette.
7. **Personal Integrity:** Demonstrates honesty, credibility, and dependability.

Service Area Coordinator Jump Start List

- ❒ Attend *Service Area Coordinator Training* if just beginning this position.
- ❒ Establish contact with service team members (school organizers, consultants, day camp directors, cookie manager, treasurer, etc.). Determine where leadership vacancies exist.
- ❒ Together with your service team and membership manager, develop plan of work for membership year. Set a few service team meetings to monitor the progress of your plan of work goals.
- ❒ Recruit volunteers for service team vacancies. Relay roster updates to membership manager
- ❒ If your service area has a checking account, make sure signers are current, registered members (at least one should be a service area coordinator). An additional signer on the account will be the chief financial officer. Submit ACH form to council, along with SA checking account form.
- ❒ Reserve a location for service area meetings. Schools, libraries, banks, assisted living centers are all great locations. Ask around to see who in your community allows free access to their community rooms. Find a location that requires little set up and take down to prepare the room for your meetings. If the location requires a contract to be signed for meeting space usage, it must be turned it at a service center for an authorized signature. Allow enough time to acquire the needed signature.
- ❒ Connect with school/site organizers to publicize service area meeting dates to all leaders. Perhaps they can personally call volunteers at their schools. Send a postcard/email an invite. Using a variety of methods to reach the volunteers in your area ensures they will receive and acknowledge the invitation.
- ❒ Connect with school/site organizers to be sure school registration nights are scheduled in September. Ask what support or resources they need from you.
- ❒ Determine who will be facilitating registration nights at schools without a school/site organizer.
- ❒ Promote and attend regional conferences. These will be held in August or January(choose one to attend) and February. Set your service area meeting schedule around these conferences.
- ❒ Attend service area coordinator meetings.
- ❒ With the membership manager, create a service area meeting agenda. Incorporate service area plan of work goals and the progress toward them into talking points throughout the year.
- ❒ Facilitate service area meeting.
- ❒ Follow up with organizers to find out how their registration nights went.

Filling in the Recruitment Gap

At some point, you may not have school organizers in every school in your service area. Don't let that stop recruitment from happening at these elementary schools. Work with troop leaders at these school(s) or other members of your service team to make sure recruitment happens in early fall. We don't want any girl to have to wait to become a Girl Scout. Holding a registration night at every school ensures that girls can quickly start attending council and service area activities. Troop leaders need to be recruited, screened and appointed quickly so girls can be assigned to troops. Areas where troop volunteers are not recruited right away will continue to be a focus area for leader recruitment. Girls who are hoping to be placed in a troop can register and start participating in local events. Service areas will be given lists of these girls so they can be included in service area events. Membership managers and your service team can help you cover any recruitment gaps you may have in your service area.

Examine the current state of Girl Scouts at your school/site

- Are their gaps in troop leadership?
- Isthe school administration supportive and aware of the Girl Scout troops at the school/site?
- Do the troop leaders at the school/site know each other and work together?

Create a team

- Gather information on current volunteers, introduce yourself and plan to meet (perhaps at the next service area meeting or at a local coffee shop).
- Determine if current volunteers have any co-leader needs.
- Determine if current volunteers have any contacts with parents in grades with no Girl Scouts
- Invite all volunteers to help you strengthen Girl Scouts at your school/site (help at registration night, open house, or plan a school wide event or Take Action Project).
- If there are no Girl Scout troops in your school/site ask school administration to connect you with some key volunteers. These volunteers may be able to connect you with your future troop leaders!

Recruitment Plan Worksheet

School:

Grades at School:

Troops at School by Grade Level with Leader Contact Information:

Troop #	Level	Grade	Troop Contact Name(s)	Contact Phone	Troop Contact Email Address

Where are the gaps?

How might you address these gaps?

Who can help at your recruitment event?

Recruiting for Your Service Team

Try to get to know as many volunteers in your service area as possible. This is where you are most likely to find someone passionate about Girl Scouts, who is willing to step up to a service team position.

How do you get to know volunteers? How do you identify those who might make great additions to your service team?

- Use your time wisely at, before and after service area meetings. Strike up a conversation with a volunteer you don't know –ask her what her troop has been doing. Find out what she does outside of Girl Scouts. Perhaps her job as an accountant may make her the ideal service area treasurer.

- At service area events, observe the adults as they interact with one another. Who seems to be the center of attention, the person everyone is talking to and laughing with? That person may be the perfect school/site organizer. Make a point to mingle with the crowd, visiting with groups of adults from all of the schools in attendance.

- Talk to current service team members. Who is the most organized cookie captain? Which volunteer is always the first to have her troop registered for a service area event? Who is always flexible and willing to help the day camp staff wherever help is needed? The responses you will receive from your service team may enable you to fill the gaps in your service team, and to have a mental list of successors in place.

Making a few notes about volunteers you meet will help you keep track of these potential service team members. Use a service area roster or *Troop Scoop* to jot down a few handwritten notes about the information you learn.

How do you approach someone about taking on a service team position?

Gather all of the information you have about the person you would like to recruit. Make sure the skills you have identified in the volunteer are a good match for the position you want to fill.

- Using the information you have, try to determine what motivates this volunteer.

  - If the volunteer is an outgoing, gregarious person–tap into those skills to convince her/him how perfect she/he is for the school/site organizer position. She/he knows so many people, and everyone knows her/him, becoming a school organizer is only natural.

  - If the volunteer is very organized and efficient, tap into those skills to convince her/him how perfect she/he is for the school/site organizer position. She/he will be able to direct new volunteers to needed resources, and help them be as successful a troop leader as she/he is.

Nine Pointers for Effective Invitations to Volunteer

1. **Be Prepared.** Review the position description; know the gifts, knowledge and time necessary for this position. Understand and communicate why this position is necessary to the work of the service area and Girl Scout council. Share why it is important and meaningful to you.

2. **Be sure that you are the right person to extend the invitation.** Find another Girl Scout member who knows the prospective volunteer, or a person with good communication and people skills. Identify the best person to share the volunteer opportunity.

3. **Personalize your invitation.** Why do you want the particular individual you are asking? What makes this person "right" for this position? Talk about how this opportunity will meet an important need that she/he may have expressed, will provide an opportunity for involvement, or will offer a chance to give back to the organization.

4. **Think about how the invitation will sound to the prospective volunteer.** Ask positively and enthusiastically. Don't apologize, distort the facts or ask negatively "You won't want to, would you?" or "You are the last person on my list." And don't beg. Show your interest in this position and commitment to the organization's mission.

5. **Be enthusiastic.** Your best recruiter values the work of the organization and genuinely supports this effort. Always speak from the heart. Remember: enthusiasm is contagious.

6. **Remember the "courtesy factor".** Whether you phone a person or initiate a conversation face to face, determine if this is a good time to talk. If not, schedule a time when you might visit with each other.

7. **Bring closure to the conversation.** The person may want to think about the request or may need to consult with family members or a work schedule. Agree upon a time when you will complete the discussion and learn of the prospect's decision.

8. **Follow up quickly.** If the person is willing, be sure they know of any required trainings. Introduce the volunteer to others so that newcomers feel welcome and included.

9. **Accept "No" graciously.** The time and situation may not allow someone to accept the opportunity, even one that seems "perfect" for the individual. Determine if a follow-up invitation is in order and thank the person for taking time to listen to your request.

Summary of Volunteer Positions

Position	Position Responsibilities	Time Commitment
Troop leader/ advisor	Develop girl/adult partnership by planning and implementing the Girl Scout Leadership Development program in a troop/ group setting for weekly or bi-monthly meetings with girls. Attend service area meetings with other volunteers.	Annual appointment; meeting frequency set by leader and parents.
Assistant leader/ advisor	Share leadership responsibility with troop leader for weekly or bi-monthly meetings and guide girl planning and implementation throughout the year.	Annual appointment; meeting frequency set by leader and parents.
Service area coordinator	Coordinate and communicate with volunteers to ensure the delivery of the Girl Scout Leadership Development program within a specific geographic area. Develop and carry out the service team plan.	One-year appointment, not to exceed three consecutive years
School/ site organizer	Recruit girls and adults. Organize and maintain Girl Scout troops in a specified school or geographic area. Help place adults in volunteer positions based on individual skills and interests.	One-year appointment; may be re-appointed multiple years.
Troop coach/ consultant	Provide Girl Scout Leadership Development program support to leaders in a specific geographic area.	One-year appointment; may be re-appointed multiple years
Service area roject/ event coordinator	Coordinate service area wide leadership development opportunities for girls.	Ongoing, annual appointment.
Service area press representative	Promote the continued growth and development of Girl Scouting in the community.	Ongoing.
Service area treasurer	Work with Service area coordinators to establish and manage the service area budget within council procedures and guidelines.	One-year appointment; may be re-appointed multiple years.
Day camp director	Provide a day camp experience that supports the Girl Scout Leadership Development program through planning, training, implementation and evaluation.	One-year appointment; may be re-appointed multiple years.
Regional nut manager	Coordinate the Fall Nut Sale in a specific region.	October–December
Troop nut manager	Coordinate the Fall Nut Sale within a specific troop.	October–December
Cookie support team member	Support troops throughout council in one or more of these areas: Cookie training, cookie delivery, cookie cupboard, general support or recognition distribution.	December–March
Troop cookie captain	Coordinates the Girl Scout Cookie Program Activity within a specific troop.	November–March
Service area recognition committee	Promote recognition of adult volunteers through national and service area awards. Collect and process nominations and letters of endorsement.	December–May according to service area guidelines and practices.

Planning, Conducting and Chairing Service Area Meetings

Planning, conducting and chairing service area meetings are important functions of the service area coordinator. Coordinators plan the agenda for these meetings with the help of their membership manager. All meetings should be short, well timed and have a purpose.

The **purpose** of these meetings are to:

- continue to build a "team work" atmosphere and foster enthusiasm for Girl Scouting
- keep current on Girl Scout activities, problem areas and successes
- learn about the needs and interests of adult Girl Scouts in the service area
- measure progress and develop and coordinate work
- provide enrichment opportunities
- support leaders

Planning a Meeting

- Determine the topics–What needs to be accomplished, what decisions need to be made, what ideas need to be generated, what information needs to be distributed.
- Develop the agenda–Write the agenda right after the service area coordinator meeting (while your mind is fresh), solicit topics from members of your service team/area, determine the best order of topics, time for each topic and a place for input or feedback. Communicate the time limits to each speaker before the meeting.
- Enrichments–Work with membership manager to see what is available.
- Arrange for meeting room–Keep in mind what you will need for lighting, temperature and size of room versus the size of your group.
- Promote time and place to volunteers–Email, mail postcard, list future dates on agendas, etc.
- Determine needs–Do you need visual aids, posters, newsprint, work sheets, etc.? Will refreshments be available?

Conducting a Meeting

- Arrive early.
- Start on time.
- Adhere to the agenda. Do not skip around. This causes confusion and side chatter.
- Guide the discussion–keep the meeting moving along.
- If an item on the agenda is taking longer than anticipated or something comes up, negotiate with the group.
- Summarize the conclusions reached.
- End on time.
- Allow for networking time after the meeting.

Chairing a Meeting

- Focus the discussion and keep it on the subject.
- Encourage all the members to express their ideas.
- Tactfully interrupt those who tend to dominate the meeting and draw out those who are more reserved.
- Avoid dominating the group, taking sides or judging the opinions expressed.
- Make sure that all implications of each question are considered.
- Help reconcile differences of opinion.
- Keep enthusiasm high and add a touch of humor when needed.
- Summarize during and at the end of the discussion.

Other Helpful Hints

- **Begin with a bang** – this will set the tone for the meeting.
- **Be fun and fast moving**–an audience likes to be entertained.
- **Use the senses**–have visual appeal, hands on, and a time to listen and talk.
- **Involve your audience**–facilitate dialog and conversation.
- **Repeat important points!**
- **Think passion and purpose**–your audience wants to be inspired.
- **Close with the audience wanting more**–give the audience something to look forward to for next time.
- Have a service area kaper chart of duties to delegate responsibilities (set up chairs and tables, forms box, track attendance, update roster, etc).
- Thank your volunteers often and publicly at the meetings. You are a service area cheerleader.
- Make new members feel welcomed. Have a greeter at the door.
- If you have a co-coordinator, decide on a specific time and day to work on the meeting agenda. Then try to keep the same day and time every month.
- Service Area Coordinators get "bombarded" with questions before the meeting. Ask someone if they could step in and remind you to start on time–a "timekeeper"–you will not feel like you are cutting someone off.
- Come up with ways to thank volunteers for coming to service area meetings–"perfect attendance" award or a "candy of the month club."
- Keep confidential things confidential and don't sway from your standards.
- Assume everyone knows a lot, but that they don't always take the time to read materials.
- Allow time for mentoring at the meetings. Volunteers from the same level need time to share ideas, successes and better ways of holding events, etc.
- Be sensitive to new volunteers at your meetings who do not necessarily understand all that is being discussed.
- Icebreakers may be used for volunteers to become acquainted with each other and to make them feel comfortable. Icebreakers should be no longer than 5–7 minutes.
- Have everyone wear a name tag. Not everyone knows each other.

Body Language

Your words say one thing, but your body may say another. You will never have a second opportunity to make a first impression.

Modes of Communication	% of Message
Verbal (words)	7%
Vocal use (tone, pitch)	38%
Visual use (body language)	55%

Words represent your intellect. The sound, gestures and movement represent your feelings.

Facial Expression

Always come out smiling–I am happy to be here and glad you are here, too.

Eye Contact

When you don't pay attention to your audience they will not pay attention to you. As you look from person to person, take two to three seconds on each person. Quickly sweeping the audience without eye contact is not effective.

You can only talk to one person at a time, move your eye contact through the audience looking and talking to one person at a time–the friendly ones.

Posture

Stand tall with shoulders back. This will help give the impression of confidence.

Hands

Keep hands visible. Do not fiddle with objects while speaking. Do not hide hands in pockets or behind your back. Do not fiddle with hair, rings or watch. Do not scratch or tap fingers. Use your hands for gesturing only when you are using your whole arm.

Feet

Maintain equal weight one ach foot. Don't shift back and forth, pace, sway, rock or stand on the sides of your shoes. Don't tap toes, go up on your tiptoes or dig with your heels or toes.

Successful Strategies for Improving Service Area Meeting Attendance

- Publicize meetings well in advance, send out postcards and/or email invites to all registered adults. Include a promo of the meeting highlights.
- Hand out "Daisy Dollars" for attending meetings, turning in registrations, and attending events. Hold an auction at the end of the year where people use their "Daisy Dollars" to bid. Ask leaders for donations for the event, or purchase some small items for the auction.
- Assigns troops to be responsible for snacks each month. School A for September, B for November, etc.
- Use roundtables based on such topics as solving problems, questions about Girl Scout procedures, craft and meeting ideas.
- Make it worth their while by planning according to their needs! What are their biggest challenges as leaders? Design your program around that need.
- If a troop is not represented, a service team member or the school/site organizer needs to call them the next day and say: "We missed you last night. You missed _____ presentation. It was really good."
- Pair off those that come every month with those that don't come. Give a prize to the volunteer who encourages the most volunteers to attend.
- Plan a volunteer's night out after the meeting. Meet for coffee and dessert at a local restaurant. Invite everyone!
- Assign someone to greet all new people. Have them sit with the new comer and translate the "Girl Scout language".
- Have door prizes at each meeting. Take turns providing a door prize each month. Give a door prize to one of a pool of leaders who attended three months in a row.
- Split your door prizes. Give some at the starting time and give some just before you adjourn.
- Offer one "Bag-O-Tricks" item per meeting. Prepare to teach on an activity that leaders can share with their girls. Pick things that leaders can do if they run out of activities—things to fill the last 10 minutes of a meeting.

Canceling Service Area Meetings/Events

1. The service area coordinator (or the designated service area coordinator if there is a team in place) should call the membership manager assigned to support that service area to allow enough time to process the cancellation to the media. In the event of a morning meeting/event, a decision to cancel a meeting/event should be made the evening before or as soon as possible based on weather forecasts. Safety is our utmost concern. If there is any question about the severity of a storm, you should err on the side of caution.
2. The membership manager will process the cancellation request.
3. Cancellations should be announced by noon for an evening meeting/event and by 6 a.m. for a morning meeting/event. The cancellation will be announced on 94.5 FM—the Lake, WTMJ-AM 620, and on WTMJ-TV. It will also be listed on the WTMJ website at *www.touchtmj4.com*.
4. You may want to set up a phone tree within your service area to use if any events or meetings are canceled.

Suggestions for Handling Disruptive and Inappropriate Behavior

Type	Behavior	Suggested Response
Hostile	"It'll never work."	*"How do others here feel about this?"*
Know-It-All	"I have worked on this project more than anyone in this room."	*"Let's review the facts."* (Avoid speculation.)
Loudmouth	Constantly blurts out. Tries to dominate the meeting.	Interrupt: *"Can you summarize your main ideas or questions. point for us?"* *"I appreciate your comments, but we should also hear from others."* / *"Interesting point. Help us understand how it relates to our subject."*
Interrupter	Starts talking before others are finished.	*"Wait a minute, Martha, let's let Peggy finish what she was saying."*
Interpreter	"What June is really trying to say is..." "June would respond to that question by saying..."	*"Let's let June speak for herself. Go ahead, June, finish what you were saying."* *"June, how would you respond?"* *"June, do you think Mary correctly understood what you said?"*
Gossiper	"Isn't there a regulation that you can't...." "I thought I heard council say...."	*"Can anyone here verify this?"* (Assuming no response.) *"Let's not take the time of the group until we can verify the accuracy of this information."*
Whisperer	Irritating side conversation going on between two people.	Hints: 1. Walk up close to the guilty parties and make eye contact. 2. Stop talking and establish dead silence. 3. Politely ask the whisperers to wait until the meeting is over to finish their conversation.
Silent Distracter	Reads newspapers, rolls eyes, shakes their heads, fidgets.	Hints: 1. Ask them questions to determine their level of interest, support, and expertise. 2. Try to build an alliance by drawing them into the discussion. If that doesn't work, discuss your concerns with them during a break.
Busy-Busy	Ducks in and out of the meeting repeatedly, taking cell phone messages.	Hints: 1. Preventive measures include: checking with common offenders before the meeting to ask if the planned time is okay for minimum interruptions.
Latecomer	Comes late and interrupts the meeting.	Hints: 1. Announce an odd time (6:36 p.m.) for the meeting to emphasize the necessity for promptness. 2. Make it inconvenient for latecomers to find a seat, and stop talking until they do.
Early Leaver	Announces, with regrets, that they must leave for another important activity.	Hints: Before starting, announce the ending time and ask if anyone has a scheduling conflict.

Email Etiquette

Do:

- Be concise and to the point. Remember that the view screen in most email programs shows only approximately one half of a hard-copy page.
- Answer all questions, and preempt further questions.
- Answer promptly. Give receivers plenty of time to respond.
- If you have been frustrated because one of your correspondents doesn't check email frequently—rethink the method of communication, or give them a "heads-up" call telling them to check their email.
- Fill in the subject line. Always include Girl Scouts in your subject line. Some people will not open emails if they do not recognize the email address.
- Put your name at the bottom of the message.
- Use the "reply all" option sparingly. If you are emailing to the entire troop, or service area, learn how to send a blind box mailing to avoid sharing everyone's email addresses.
- Leave the original message thread on your reply, so the recipient doesn't have to search for related emails for necessary information.
- Pick up the phone if you are worried the recipient may misunderstand your intentions.
- Proofread the email before you send it.
- Use Blind CC (BCC) when sending a group message.

Don't:

- Don't write anything you wouldn't say in public.
- Don't use email to discuss confidential information.
- DON'T TYPE IN ALL CAPS—it may be interpreted as shouting.
- Don't copy a message or attachment without the permission of the original sender.
- If you have to insert a smiley :-) , it probably means you shouldn't be writing what you did.
- Don't "spam" your readers. Don't send them unnecessary or frivolous messages. Soon they'll quit opening any messages from you.
- Don't think a message is criticizing you. If you have a lump in your throat after reading an email, pick up the phone and contact the sender.

Service Area Treasury Guidelines

Service Area Estimated Budgets: Due August 15th of each year

- Include starting balance—this should correspond with bank statement.
- Include totals of all income streams including service area administration funds

Service Area Administration Funds

Girl Scouts of Wisconsin Southeast will distribute an allocation based on $1 per girl at the start of the membership year in October to service areas with established service teams and checking accounts.

Service Area Checking Account Guidelines

- Every service area is required to establish a checking account that reads: Girl Scouts of Wisconsin Southeast _____ service area.
- Checking account statements should be sent to service area coordinator or designate, statements should not be sent to the person who holds the checkbook.
- Three registered members of the service team, and the council chief financial officer need to be designated signers on the service area's checking account.
- Two signatures are required on each service area check (unless fees apply).
- Checks written to the service area should be made payable to _____ service area, and the top back of the check should be marked "For Deposit Only".
- Service area cash and checks should be deposited within 24 hours of receipt.
- Service areas are not to conduct any fund raising activities.
- All GSUSA, state, federal and council policies and guidelines must be followed by the servicearea.
- The service area will submit three reports during the course of a membership year, including the latest bank statement (view chart).

Period	Months	Service area checking account report due
1	May, June, July, August	September 30
2	September, October, November, December	December 31
3	January, February, March, April	June 30

- The appointment of the treasury position will end with the completion of the quarterly report in June of each year.
- Monthly treasury reports will be prepared for service area coordinator.
- The current treasury report will be given at all service area and team meetings.
- All service area/school events that have three or more troops participating will have all monies run through the service area account.
- Each school/service area event coordinator should submit an estimated budget to the service area coordinator or treasurer before event fliers are distributed.
- Volunteers who wish to be reimbursed for approved costs related to the service area must submit receipts/ bills.
- Reimbursement checks should be issued within two weeks of receipt.
- To ensure sufficient funds are available, checks for deposit must be submitted five days before monies are disbursed.
- ACH form should be submitted for service area checking account.

General Spending Guidelines

Recruitment: Reimburse school organizers for recruitment costs

- copying of recruitment flyers
- any fees for school use
- cost of snacks or girl program supplies for registration night or a Daisy recruitment event or parent meeting

Retention: Offset fees for retention programs

- using the Plan of Work to determine which events support goals
- start-up funds for service area events i.e. flyer printing, facility rental, or deposit for disc jockey
- school events—service area can help offset costs of events where three or more troops are participating i.e. bridging events or ceremonies
- most service area events should pay for themselves

Recognitions: Special awards given to volunteers for service

- Girl Scout leader pins for new leaders
- service bars for returning leaders and members of the service team
- thank you gifts for the service team
- adult recognition celebration, leader dinner or leader/daughter dinner—may use a portion to lower cost of this event ie: pay for facility, plates, napkins, condiments, soda and coffee
- Volunteer of Excellence Award pins
- celebration of achievement (recognition of bronze, silver and gold awards—may include bridging troops, ten year pins and graduating seniors. Service area should pay for facility, invitations, printing of programs, decorations, snacks, etc.
- small tokens of appreciation given out in the course of a year

General service area support:

- service area agendas, printing, paper, computer cartridge
- reminder postcards, envelopes, printing, labels, postage
- snacks for service area meetings
- door prizes—some service areas offer these monthly, or use the Daisy Dollar incentive program
- meeting space fees—custodial fee
- training supplies
- bank fees for service area checking account
- Plan of Work meeting—snacks, dinner

Notes:

girl scouts of wisconsin southeast

Service Area Budget

Income

	Council Allocation	Program Fees	Donations = Cash	Donations = In-Kind	Misc	Total
Previous Years Carry Over/Balance						0
Council Allocation Estimate *(Based on previous year end membership $1 per girl to SA's with checking accounts)*						0
Sub Total Council Allocation	0	0	0	0	0	0
Retention						
SA event						0
SA event						0
SA event						0
SA event						0
						0
						0
						0
						0
						0
Sub Total Retention	0	0	0	0	0	0
SA Support						
						0
						0
Sub Total SA Support	0	0	0	0	0	0
Total of Income	0	0	0	0	0	0

girl scouts of wisconsin southeast

Service Area Budget

Expenses

	Printing	Postage	Tokens of Recognition	Facility Use	Misc.	Total
Recruitment						
Flyers						0
Registration nights						0
Daisy recruitment event						0
						0
						0
						0
						0
Total Recruitment	0	0	0	0	0	0
Retention						
SA event						0
SA event						0
SA event						
SA event						
Celebration of achievement						0
Leader appreciation						0
Leader investiture						0
						0
						0
Total Retention	0	0	0	0	0	0
SA support/team building						0
SA meeting						0
Finances (check book expenses)						0
Insurance						0
Training supplies						0
Plan of work meeting						0
Office supplies						0
Service team recognitions						0
						0
						0
Total SA/Team Building Support	0	0	0	0	0	0
Total of Expense	**0**	**0**	**0**	**0**	**0**	**0**

Service Area Checking Account Report

Service Area:	SA Coordinator:	
Report Period: From:	To:	Year:
Prior Balance: $	Current Balance: $	

Due Dates
January - April (Due June 30) / May - August (Due September 30) / September - December (Due December 31)

Income

Description Detail		**Amount**
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
	Total Income	**$**

Expense

Description Detail		**Amount**
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
		$
	Total Expense	**$**

Did the service area utilize the account to handle money for a service area event during the quarter?

❑ Yes ❑ No

If yes, briefly describe event, number of adults and girls participating, cost charged per participant and detail expenses.

_____

_____

_____

Briefly describe any other expenses incurred by the service area during the quarter and purpose.

_____

_____

_____

Please attach the following:

- Copies of the last three monthly account statements from the bank.
- Copy of the check register pages that apply to the above statements.

_____

Checking Account Information

Bank: _____ Account no: _____

Authorized Signers

Authorized account signers must be non-related registered adult Girl Scouts not living in the same household. Must have two signers, but may have up to four signers.

(Print name)

1. _____
2. _____
3. _____
4. _____

Preparer's Signature:_____

Print Name and Position:_____

Date:_____

For office use.

Date Received:_____

Membership Manager:_____ DCD:_____

girl scouts of wisconsin southeast

Service Area Checking Account Form

Membership year: _____-_____

Service Area:_____

Signer who receives statements:_____

Phone:_____

Address:_____

City:_____ Zip:_____

Checking Account Information:

Bank:_____ Account Number:_____

Authorized Signers: _____

_____

_____

_____

NOTE: All signers must be registered Girl Scouts.

For Office Use Only: Date Received:_____