

VMS Reappointment 2019

Lauren Snowden

MG Statewide Training Coordinator

Brown Bag Webinar May 2019



University of California

Agriculture and Natural Resources

UCCE Master Gardener Program

Agenda



- Welcome to Reappointment
- Resources
- Time Lines
- Responsibilities- Volunteers, Coordinators, County Directors
- Insurance Fee



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Resources Coordinator Website

- Step-by-step Guide for Managing Reappointment
 - Step-by-step Guide to Completing Reappointment
 - Creating a Credit Card Survey for Insurance
 - VMS User's Guide
 - Section 2.8 Reappointment
 - Section 4.0 Reappointment
 - UC Master Gardener Administrative Handbook
- Paper Documents:**
- Letter to inactive/resigning volunteers
 - Annual Agreement
 - Code of Conduct
 - Proof of Driver's License/Insurance



Coordinator Website >> Admin >> Reappointment

Admin	Financial	Train
Administrative Handbook		
Facility Agreements & Forms		
Policies and Core Values		
Program Evaluation		
Reappointment		
Reporting Child Abuse and Neglect (CANRA)		
Safety		
Strategic Plan		
Volunteer Appointment		
Volunteer Conflict		
Volunteer Management System (VMS)		

Reappointment Resources

- [Step-by-Step Guide for Managing Reappointment in VMS](#) (PDF, 4/19/2019)
- [Step-by-Step Guide to Completing Reappointment in VMS](#) (PDF, 4/19/2019)
- [How-To Complete Reappointment for UC Master Gardeners Volunteers](#) (Video, 4/26/18)
- [Creating a Credit Card Survey for Insurance](#) (PDF, 4/19/2019)
- [Volunteer Management System User's Guide](#)
 - "Volunteer" Section 2.8 Reappointment
 - [2.8.1 What is Reappointment](#)
 - [2.8.2 VMS and Reappointment](#)
 - [2.8.4 Reappointment Extras](#)
 - "Administration" Section 4.0 Reappointment
 - [4.1.1 Reappointment](#)
 - [4.1.2 Reappointment Communications](#)
 - [4.1.3 Collect Digital Reappointment or Resignation Documents from Volunteers](#)
 - [4.1.4 How to Submit Paper for a Volunteer](#)
 - [4.1.5 Resigning or Inactive Volunteers](#)
 - [4.1.6 Roster Cleanup, Final Numbers and Insurance Invoicing](#)
- [Reappointment in the UC Master Gardener Administrative Handbook](#)



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Who?

Active-Limited Active ... First-Year, Master Gardener, Gold Badge, Platinum Badge

First-Year

50 Volunteer Hours

0 Continuing
Education Hours

Everybody Else

25 Volunteer Hours

12 Continuing
Education Hours



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Reappointment is ON

The statewide office
turns on reappointment

June 1, 2019

(Saturday)



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■ UCCE Master Gardener Program

SATURDAY, JUNE 1

Volunteers are prompted to complete reappointment when logged into VMS

The screenshot displays the VMS UC Master Gardener Program interface. At the top, the header includes the VMS logo, the program name, a search bar, and the user's name, Melissa Womack. A sidebar on the left contains navigation options: Roster, Reports, Manage VMS, and State Admin. The main content area is divided into two sections: 'Reappointment' and 'Your Hours'.

Reappointment Section:

Releases	Status
Annual Volunteer Agreement and Request for Reappointment	Please Complete!
Code of Conduct/Responsibilities and Rights	Please Complete!
Proof of California Driver License and Automotive Liability Insurance	Please Complete!

Your Hours Section:

	This Year	Lifetime
Volunteer Hours	0	276
Continuing Education Hours	0	125

Buttons for '+ Add Hours' and 'View Hours' are located below the hours table.

A second 'Reappointment' section is shown in a separate box, mirroring the main section's content.



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Three Clicks Away

Reappointment

Reappointment starts on June 1, 2019 for the 2020 program year

[View/Print Agreement](#)

Thank you for considering reappointment into the Master Gardener Program. We value your service and thank you for sharing your valuable time as a volunteer. We hope you consider joining us as an agent of the University of California for another year.

Complete the following three sections to fulfill the county requirements for participation in the Master Gardener program. If you are not seeking reappointment, or you are seeking Limited Active status, please complete the Annual Volunteer Agreement and Request for Reappointment form.

Release Name	Date Completed
Annual Volunteer Agreement and Request for Reappointment	4/25/2018 - Please Update!
Code of Conduct/Responsibilities and Rights	4/25/2018 - Please Update!
Proof of California Driver's License and Automotive Liability Insurance	4/25/2018 - Please Update!



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Annual Agreement Dropdown Choices

Please select a type of agreement:

Select One ▼

- Select One
- Completed Hours and Seeking Reappointment
- Not Completed Hours and Seeking Reappointment
- Seeking Limited Active Status
- Do Not Wish to be Reappointed
- Trainee
- 1st Year Volunteer



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Code of Conduct

Code of Conduct/Responsibilities and Rights

Adult Volunteer Code of Conduct

We appreciate your volunteer service to the University of California Agriculture and Natural Resources (UC ANR) and the valuable link you provide to local communities. When in the course and scope of your duties, you are considered an agent of the University of California (UC) and have the following rights and responsibilities.

Your Responsibilities:

1. Maintain a professional appearance.
2. Recognize, honor, and follow the direction of the program.
3. Be committed to the program and its goals.
4. Respect and safeguard the property of the program.
5. Take personal responsibility for your actions and the actions of participants, program staff, and the program.
6. Prohibit discrimination.
7. When driving on University of California property, follow the rules required by UC; and
8. Report volunteer hours to the UCCE Master Gardener Program.
9. Follow UC guidelines.
10. Adhere to and help enforce the UCCE Master Gardener Policy Handbook, UC Master Gardener Policy Handbook, and UC Master Food Preserver Policy Handbook.
11. Be recognized as an agent of the UC when working in the course and scope of your volunteer duties by wearing your program name badge (see UC Master Food Preserver Policy Handbook, and UC Master Gardener Policy Handbook).

Further, the UCCE County Director may, if necessary in their sole judgment, waive the formal review process and immediately suspend or terminate a volunteer if in the best interest of the program (e.g., a potential threat to public safety, receipt of notice that the volunteer is the subject of a criminal investigation, and/or other conditions that cannot be remedied with corrective action). In such instances, the decision of the UCCE County Director* is final. The [Conflict Resolution Manual](#) is intended to serve as a process guide for working through infractions.

By my digital signature I acknowledge receipt of this document, and I acknowledge that I have read and agree to abide by the guidelines in this document. I understand that my appointment as a UC ANR statewide program volunteer is contingent upon my agreement to this document. Failure to comply with these guidelines may result in termination as a volunteer.

*When referring to regional (outside the authority of a single County Director) or state level infractions this authority extends to the Statewide Program Director.

I understand that by clicking on the button below, that it shall have the same force and effect as if I personally signed the Master Gardener Code of Conduct and it is my intention to use this electronic procedure to indicate my verification of the information on the form. I authorize UCCE Master Gardener Program to treat the agreement form for all purposes as if my signature appeared on it.

I ACCEPT THE TERMS PRESENTED HERE



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Proof of CA Driver's License and Automotive Liability Insurance

Proof of California Driver's License and Automotive Liability Insurance

If you will be driving as a part of your University of California Cooperative Extension (UCCE) Master Gardener Program volunteer duties (those duties for which you receive volunteer hours) you must agree and certify that you hold a current valid California driver's license and maintain the required automotive liability insurance as explained below. Please check TRUE and enter the date that your driver's license expires.

If you choose NOT to

I acknowledge that I WILL drive as part of my work as a Master Gardener Volunteer.

True False

Complete the process

When driving as a vehicle license and that I certify that I will continue to volunteer. UC policy amounts: \$50,000 for minimum insurance personally liable for

California Driver's License Expiration Date California Driver's License Expiration Date

If you answered TRUE above (Please use mm/dd/yyyy format)

03/05/2019



I understand that by clicking on the button below, that it shall have the same force and effect as if I personally signed the Master Gardener Code of Conduct and it is my intention to use this electronic procedure to indicate my verification of the information on the form. I authorize UCCE Master Gardener Program to treat the agreement form for all purposes as if my signature appeared on it.

I acknowledge that I

True False

California Driver's

If you answered TRUE

I ACCEPT THE TERMS PRESENTED HERE

03/05/2019

I understand that by clicking on the button below, that it shall have the same force and effect as if I personally signed the Master Gardener Code of Conduct and it is my intention to use this electronic procedure to indicate my verification of the information on the form. I authorize UCCE Master Gardener Program to treat the agreement form for all purposes as if my signature appeared on it.

I ACCEPT THE TERMS PRESENTED HERE



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Volunteers are Done in VMS

Reappointment

Reappointment starts on Jun 1 for the 2020 program year

[View/Print Agreement](#)

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Release Name	Date Completed
Annual Volunteer Agreement and Request for Reappointment	4/23/2019
Code of Conduct/Responsibilities and Rights	4/23/2019
Proof of California Driver's License and Automotive Liability Insurance	4/23/2019



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Last Step for Volunteers

- Pay \$6 yearly insurance fee
- Can be collected:
 - Cash
 - Via check
 - payable to: UC Regents
 - Credit card
 - through the survey tool
- Insurance information available UC ANR Risk Services
http://ucanr.edu/sites/risk/Insurance/Hartford_Volunteer_Insurance/

BLANKET ACCIDENT INSURANCE PROGRAM

Who is covered?
 UCCE Master Gardener/Master Food Preserver volunteers are protected when taking part in or attending an approved regularly supervised/sanctioned activity. One time participants are also covered. They are also covered while traveling to or from a unit activity, and while traveling directly between home and a group meeting place for scheduled activity. Except if an auto injury.

What is covered?
 The UCCE Master Gardener/Master Food Preserver Accident Insurance Program is an "accident" policy. It is designed to provide benefits to group members for certain losses resulting from a covered accidental injury subject to the limitations of the policy. Payment for property damage is not covered by this policy.

What are the benefits?

A. Accidental Death
 If an injury results in loss of life within 180 days after the date of the accident, The Hartford will pay the Accidental Loss of Life benefit of \$10,000.

B. Loss of Sight and Dismemberment
 If an injury results in loss of sight or dismemberment within 180 days after the date of an accident, The Hartford will pay as shown below:

Accident medical or surgical treatment limit:	\$10,000
Accidental Death:	\$10,000
Loss of sight both eyes:	\$10,000
Loss of both hand or both feet:	\$10,000
Loss of one hand and one foot:	\$10,000
Loss of either hand or foot and sight in one eye:	\$10,000
Loss of either hand or foot:	\$5,000
Loss of sight in one eye:	\$5,000
Loss of thumb and index finger of either hand:	\$2,500

Loss of hand or foot means severance through or above the wrist or ankle joint. Loss of eye means entire and irrecoverable loss of sight. Loss of thumb and index finger means actual severance through or above metacarpophalangeal joints.

The Hartford will not pay more than the largest amount shown for all losses due to the same accident.

C. Accident Medical Coverage
 Subject to the maximum benefit of \$10,000, The Hartford will pay the reasonable and customary expenses* for necessary medical or surgical treatment, services or supplies if the first expense is incurred within 52 weeks of the date of the accident. For any one accident, all covered expenses will be paid up to the Maximum Amount if they are incurred within two years from the date of accident. Injury to natural teeth is payable to a maximum of \$250.

How do I file a claim?

Claim forms can be obtained from your UCCE County Office. Complete the forms and attach relevant materials i.e., itemized bills, proof of payment, etc. from the accident. If you have paid the claim, please indicate that reimbursement is to go to you. Please be sure that all questions are answered including the type of activity and the County.

The UCCE County Office will review, sign and process the forms and submit the claim to the Hartford Claims Office.

Hartford Life Claims
 Blanket Lines Unit
 P.O. Box 3856
 Alpharetta, CA 30023
 Toll Free Number: (800) 678-6702
 Fax Number: (866) 954-3993

Exclusions
 This Policy does not cover loss resulting from sickness or disease; intentionally self-inflicted injuries, suicide or attempted suicide, whether sane or insane; flying in any aircraft other than a regularly scheduled airline; injury sustained as a team member while practicing for or participating in any athletic game, event or tournament sponsored by or under the direction of any organized amateur league, conference or association, or traveling to or from such practice or participation; while participating in an activity which constitutes competition between a person and an animal; expenses incurred for the repair or replacement of existing dentures, partial dentures, braces, fixed or removable bridges, or other artificial dental restoration; expenses incurred for the repair or replacement of artificial limbs or orthopedic braces, or expenses covered under any automobile reparations insurance (no fault) or automobile insurance medical payments benefit.

Appealing Denial of a Claim to The Hartford

On any denied claim, an Insured Person or his representative may appeal to The Hartford for a full and fair review. The claimant may:

- request a review upon written request within 60 days of receipt of claim denial
- Review pertinent documents; and
- Submit issues and comments in writing

THE HARTFORD

* Reasonable and customary expenses means the amount of such expenses which are not in excess of the average charges made for such medical or surgical treatment, services or supplies in the locality where treatment, services or supplies are received, taking into consideration the nature and severity of the injury.



Coordinators

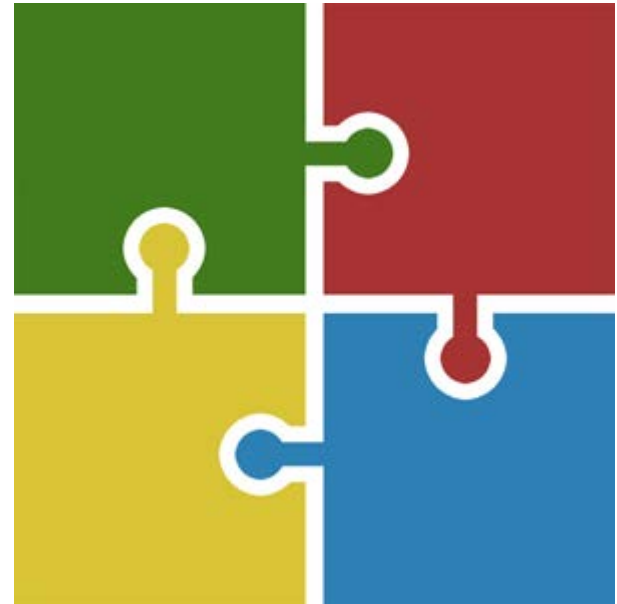
- Communicate directly with volunteers
- Assist/guide volunteers who need assistance
- Track reappointment
- “Send List to Director”
- Insurance collection, approval of final invoice
- Clean Roster- delete, change status
- Mail out letters to inactive/resigned



Coordinators

Communication

- At meetings
- In newsletters
- In the office
- Through Collaborative Tools
- Through VMS
 - Home Page News
 - Email Unappointed Members (VMS)
 - Direct E-mail
 - Phone Calls



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Coordinators

VOLUNTEER HOURS REPORT

Start Date 7/1/2018

End Date 6/30/2019

Choose Report

Choose Report

OR [View Legacy Reports](#)

- Choose Report
- Contacts
- Expanded Hours Report
- Programs
- Retention (duration)
- Roster
- Volunteer Commitment
- Volunteer Hours**

Run a new report

Program Choose Program	Status Choose Status	Hours Category Choose Hours Category
Start Date 07/01/2017	End Date 06/30/2018	Show Vols. with hours? Yes

[Run Report](#)



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Coordinators

Reports

Manage VMS

Manage Reappointments
View and manage reappointment status and send list to director.

Manage Interests
Manage the interests within your program.

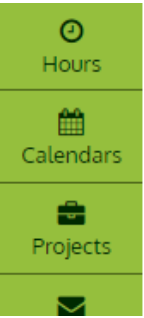
Assist in completing the reappointment process

records per page

Name	Achievement	Status	Appointed	Terms Status	Action
Ed Berg	Master Gardener	ACTIVE	No	Resigning	Reset Terms
Aubrey Bray	UC Staff	ACTIVE	No	Renewing	Reset Terms
Test Bray	Platinum Badge	Limited Active	No	0 of 3!	Submit Paper
MG Bray	First Year Master Gardener	ACTIVE	No	3 of 3!	Reset Terms
Bob Dave			No	0 of 3!	Submit Paper
Bryon Noel		ACTIVE	No	Renewing	Reset Terms



Email Through VMS



Manage VMS | Manage Reappointm

Reappointment starts on June 1, 20

All Master Gardener volunteer records sh
has ended, records must be destroyed an
volunteers who are no longer appointed r

Manage VMS | [Manage Reappointments - Email Volunteers](#)

Compose your email message and make any changes to the list of recipients here.

Recipients

Please deselect any volunteers who should NOT receive this email. - [Uncheck All](#)

- Test Apgar (0 of 3)**
- Missy Gable (0 of 3)**
- Kevin Hull (0 of 3)**
- Bryon Noel (0 of 3)**
- Lauren Snowden (0 of 3)**

Email Message

Subject

Message

Coordinators

- “Send List to Director”

Appointed	Terms Status
No	Resigning
No	Renewing
No	Renewing

The screenshot shows a web interface for managing volunteer records. On the left is a green sidebar with icons for 'Hours', 'Calendars', and 'Projects'. The main content area has a header with 'Manage VMS' and 'Manage Reappointments'. Below the header are two green buttons: 'Send List To Director' (circled in red) and 'Email Unappointed Volunteers'. A paragraph of text below the buttons states: 'All UC Master Food Preserver volunteer records should be kept during the subject program year. Once the program year has ended, records must be destroyed and replaced with the current year's files. Records on UC Master Food Preserver volunteers who are no longer appointed must be retained for five (5) years and then destroyed.'

Best Practice: *Send List to Director* around July 15



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Email to County Director has been sent. You will receive a copy of the message.

Blark Edbrag <no-reply@ucanr.edu>

9:58 AM

Master Gardener Appointments

You forwarded this message on 5/1/2018 10:00 AM.

Hello A. James Downer:

This is a request for appointment review of Master Gardener for Ventura County.

You will be able to confirm appointments via the ANR Portal (<https://ucanr.edu/portal>). There is a module on the right column called Master Gardener Reviews. Click the link to begin.

If you do not see this module, or you experience any problem confirming the appointments, please use the ANR Communications Services Help system at <https://ucanr.zendesk.com/> or help@ucanr.edu.

Thank you,
Blark Edbrag

This email was generated

Best Practice:
Email CD with instructions found in
the *Step-by-Step Guide for Managing
Reappointment in VMS*



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County Directors

Master Gardener Reviews

Review Master Gardener Volunteer Management System (VMS) Help
Review Fakey
Review fakey2

- Log into ANR Portal, find “Master Gardener Reviews” on the right sidebar (click)
- Select “Show Only Volunteers with 3 of 3”
- Select Volunteer names for reappointment using the check boxes
- Click Confirmed Check Members

Review - UC Master Gardener Program

[Return to Portal](#)

Statewide Office: Unconfirmed volunteers

[View Confirmed Volunteers](#)

Name	Start Date	Achievement	Current Status	Terms Accepted	Reappointment Selection
<input type="checkbox"/> Check/Uncheck All					
<input type="checkbox"/> Test Apgar	07/01/2005	Master Gardener	Honorary	0 of 3	
<input type="checkbox"/> Missy Gable	07/01/2017	Master Gardener	Active	3 of 3	Limited active
<input type="checkbox"/> Kevin Hull	05/18/2018	First Year Master Gardener	Active	0 of 3	
<input type="checkbox"/> Poppy McGardener	07/01/2005	Platinum Badge	Active	3 of 3	Completed hours
<input type="checkbox"/> Bryon Noel	07/01/2004	Master Gardener	Active	0 of 3	
<input type="checkbox"/> Lauren Snowden	07/01/2015	Master Gardener	Active	3 of 3	Limited active
<input type="checkbox"/> Melissa Womack	07/01/2014	First Year Master Gardener	Active	3 of 3	Completed hours



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Coordinators

Verify all MG's have been reappointed by the Director

#	Name	Achievement	Status	Appointed	Terms Status	Action
100.	Poppy McGardener	Gold Badge	ACTIVE	Yes	Renewed!	Reset Terms
142.	Lauren L. Snowden	Master Gardener	ACTIVE	Yes	Renewed!	Reset Terms

Change status of those who were not reappointed to “Inactive Resigned”

Roster | [Edit Roster Profile](#)

[Personal](#) | [Interests](#) | [Programs](#) | [Preferences](#)

My Programs

	County	Date: Start - End	Achievement	Status	Action
<input checked="" type="radio"/>	Simulation County	04/01/2015 - current	Gold Badge	Inactive Resigned	Transfer Resign Update Status

[Switch Programs](#)

Coordinators



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UC Master Gardener Program

Newly Inactive
Resigned volunteers
must be provided
written notice of
their Inactive
Resigned status.

[INSERT DATE]

VOLUNTEER NAME

ADDRESS

CITY STATE ZIP

Dear _____,

A new UCCE Master Gardener Program year began on July 1, 2019 and will run through June 30, 2020. I am writing to inform you that your status as a UCCE Master Gardener has changed to *Inactive Resigned*.

This change was made for one or more of the following reasons:

- You have informed us that you no longer wish to serve in the program;
- You have not completed the online re-appointment process (**due July 31**);
- According to our records, you have not completed the annual commitment of volunteer and/or continuing education hours for the '18-'19 program year.

The UCCE Master Gardener Program of _____ County has attempted to contact all UCCE Master Gardener volunteers to determine their level of interest in participating in the program in the coming year. However, we understand that e-mails get lost in overcrowded inboxes and mail does not always reach its final destination. We apologize if your status has been changed in error, please let us know as soon as possible if your status change was made in error.



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Collect Insurance Fee

- Cash
- Check (UC Regents)
- Credit Card (Survey Tool)

NOTE: Counties who have an annual fee may collect it at this time, statewide office only bills for insurance



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Survey Tool Sample

YEAR

El Dorado County MG Accident and Injury Insurance

Please use this site to pay by credit card for the mandatory Accident and Injury Insurance for UCCE Master Gardeners of El Dorado County.

Thank you.

* = Required

Your name: *

Your email address: *

Click here for credit card payment of your
MG Accident and Injury Insurance:

\$6.00



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Credit Card Processing Fee

Effective July 1, 2017

- assessed fee 2% - 4% of the transaction amount
- passed through to the account receiving the registration income
- monthly recharges for the credit card processing fees

Example:

$$\$6 * 1.04 = \$6.24$$

$$\$0.24 * 200 \text{ vol.} = \$48 \text{ in fees}$$



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2801 Second Street
Davis, Ca 95618
P: 530.750.1388
F: 530.756.1079
E-mail:
dnavaldez@ucanr.edu

APRIL 30, 2019

TO:
NAME
UCCE Master Gardeners of
NAME County

QUANTITY	DESCRIPTION	UNIT PRICE	TOTAL
0	Insurance fee for active UCCE Master Gardener volunteers*	\$6 each	\$ 0.00

SUBTOTAL	\$ 00.00
SALES TAX	0.00
SHIPPING & HANDLING	0.00
TOTAL DUE	\$ 00.00

The account number listed for interdepartmental billing:
#-#####

* Term "Active Master Gardeners" include VMS: "Master Gardener," "First Year Master Gardener," "Gold Badge," "Platinum Badge," and "Limited Active" as listed on roster as of August 1, 2019. This designation excludes "Trainees," and "Inactive Resigned," "Deleted" and "Honorary" members.

- Invoice calculated by statewide office using Roster
- Emailed to County
- County approves final invoice and provided recharge number



Reappointment Time Lines

- *Suggested: May* develop communication plan for volunteers about reappointment
- **June 1st** reappointment starts
 - Statewide MG Blog Post Regarding Reappointment
- *Suggested: July 15th* – Submit reappointment to County Director
 - This allows for appointment review approval
- **July 31st**
 - MG's and MFP's must have completed the reappointment process
 - Coordinators clean roster and mail letters to inactive/resigned
- **First Week of August** insurance billing is emailed to coordinators to confirm and identify recharge account #



Resources

- Available on coordinator website:
 - Step-by-Step Guide for Managing Reappointment in VMS
 - Step-by-Step Guide to Completing Reappointment in VMS
 - Creating a Credit Card Survey for Insurance
 - Letter to inactive/resigning volunteers
 - Volunteer Management System User's Guide, section 4.0

[Coordinator Website >> Admin >> Reappointment](#)



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Roles and Responsibilities

Coordinators

- Communicate directly with volunteers
- Assist/guide volunteers
 - run commitment report (VMS)
 - run hours report in (VMS)
 - encourage
- Track reappointment
- “Send List to Director”
 - confirm director has reappointed
- Clean Roster- delete, change status
- Mail/ Email letters to inactive/resigned
- Insurance
 - collect insurance fee
 - confirm insurance invoice
 - provide recharge number or check

Statewide Offices

- Create and provide reappointment resources
- Communicate directly with coordinators via Collaborative Tools
- Turn on reappointment June 1
 - Blog Post
- Assist/guide coordinators
 - answer questions
 - trouble shoot issues
 - talk through special circumstances
 - advise on best practice and policy
- Track reappointment statewide
- Insurance Billing
 - calculate, create and send insurance invoice
 - turn in insurance for billing for processing



We are here to help you!



Marisa Coyne,
Academic Coordinator for Volunteer Engagement
macoyne@ucanr.edu | 530.750.1394



Lauren Snowden,
Statewide Training Coordinator
llsnowden@ucanr.edu | 530.750.1203



Donna Valadez,
Assistant Statewide Communications Coordinator
dnvaladez@ucanr.edu



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