

STANDARD OPERATING PROCEDURE: VOLUNTEER PROGRAM

A. PROGRAM PURPOSE AND OBJECTIVES

References:

- ER 1130-2-500, Project Operations - Partners and Support (Work Management Policies), Chapter 10, Corps of Engineers Volunteer Program, 27 December 1996
- EP 1130-2-429, Volunteer Coordinator's Handbook, 30 April 1993
- Evergreen. *Summary Report on Community Greening Volunteerism 2002*. Toronto: Evergreen, 2002.

1. Program Purpose

The purpose of the volunteer program is to provide assistance to the US Army Corps of Engineers (USACE), Raystown Lake by way of a volunteer workforce which can help to accomplish the missions set forth in the *Operation Management Plan, Raystown Lake* and in accordance with ER 1130-2-500.

2. Program Objectives

The volunteer program is structured to meet the following objectives:

- Provide assistance to USACE staff to effectively carry out respective programs.
- Improve the user experience by accomplishing more than what USACE staff can achieve unassisted.
- Maintain a positive opinion of the USACE within the community through a successful relationship with local volunteers
- Provide volunteers with practical work experience, training, and contacts to benefit their future needs.

B. EMPLOYEE RESPONSIBILITIES

1. Volunteer supervisors (i.e. USACE staff)

The effectiveness of the volunteer program is dependent on every member of the USACE staff. Each staff member supervises those volunteers performing tasks within the realm of their respective program areas. Multiple volunteer supervisors (i.e. staff members) must follow uniform procedures when working with volunteers to achieve continuity within the volunteer program. These efforts result in well placed volunteers who are adequately prepared and whose works result in a satisfactory experience for both the USACE and the volunteer.

2. Volunteer program coordinator

The volunteer program coordinator serves as the point of contact (POC) for the Raystown Lake volunteer program. The coordinator manages resources, reference materials, information, and the overall organization and execution of the volunteer program. The coordinator also performs all tasks required by volunteer supervisors when working with volunteers in the programs in which he/she also manages. Hereinafter the volunteer coordinator will be known as Ranger Herheim.

C. NEEDS ASSESSMENT

The needs assessment is a list of all work items in which volunteers are authorized to complete that help achieve the mission of Raystown Lake. The list accounts for every work item, including items that are rarely (or never) completed. The needs assessment is an ever-changing document in which work items are updated regularly with additions, edits, and deletions by all USACE staff. The purpose of the assessment is to determine Raystown Lake's current and future volunteer needs based on what work items are not completed by current volunteer resources.

Each item listed in the needs assessment is given a priority 1, 2, or 3. Priority 1 activities are those critical to the mission and would cease operations if not completed. An example of a priority 1 item would be

operation of flood control works. Priority 2 activities are those important to the mission, but do not have a great adverse affect on operations. An example of a priority 2 item would be staffing the visitor center. Priority 3 activities are those not critical to the mission. An example of a priority 3 item would be landscape maintenance.

Each item listed is also assigned individual, group, adult, or youth volunteer labor requirements based on the nature of the activity. Items may have more than one type of requirement as multiple types may be utilized.

When determining volunteer work items keep in mind volunteers can do almost any task a USACE staff member can, exceptions being policy making, supervision of Corps employees, and Title 36 enforcement. That includes operating machinery and accepting fees as long as the volunteer is comfortable with the task and properly trained.

The needs assessment can be found in the following location:

R:\Interpretive Services Outreach\Volunteers\needs assessment

D. RECRUITMENT STRATEGIES

Volunteers can be minors, the elderly, handicapped, employed or unemployed, any nationality, race, or just the person next door. Unless convicted of a violent crime any person can become a volunteer for the USACE.

At times the demand for volunteers may not meet the supply of volunteers. A plan in which to recruit new volunteers is critical when USACE staff are unable to complete certain work items. The strategies that follow are a springboard and not finite. The majority, and preferred method, of volunteer recruitment happens on a one-on-one basis with a USACE staff member. For recruitment strategies that demand more effort Ranger Herheim will address the means by which to accomplish them.

1. comprehensive volunteer program

A comprehensive, organized, and well managed volunteer program demonstrates the commitment the USACE has towards its volunteers. The program itself would attract volunteers looking for an opportunity to work for an au fait agency that effectively utilizes and appreciates its volunteers.

2. word of mouth

The least costly method of recruitment would be word of mouth. Not only USACE staff visiting with potential volunteers, but current volunteers visiting with potential volunteers. To achieve the later, a positive volunteer experience is essential. The positive volunteer experience is dependent on every USACE staff member and their individual commitment to volunteers.

3. Volunteer Clearinghouse

The USACE Volunteer Clearinghouse is a nationwide, toll free hotline number for individuals who are interested in volunteering their time with the Corps. By calling the hotline a potential volunteer can express interest in any Corps project nationwide. The Clearinghouse in turn, gives the individual a point of contact for the area they have requested, as well as written information about volunteer opportunities there.

The Clearinghouse also works from the opposite direction. USACE employees needing volunteers can call or send their volunteer vacancies to the Clearinghouse so the information will be available to anyone interested. Posting vacancies and maintaining current Raystown volunteer efforts on the Clearinghouse will be done by Ranger Herheim.

More information is available on the USACE Volunteer Clearinghouse website:

<http://www.lrn.usace.army.mil/volunteer/#Introduction>

4. announcements

When using announcements insure they target the right audience, provide all necessary information, and are concise. Relate the announcement to your target audience by using the right posting locations, format, language, and overall appearance. Two-way communication is best, so make sure the announcement provides all the initial information including contacts. Finally the announcement should be concise and to the point so potential volunteers won't waste their efforts hunting for just the information.

E. RECORD KEEPING

Systematic record keeping is critical and benefits both the USACE and the volunteer. Budgeting and liability are just a few reasons why the USACE needs accurate volunteer records. Workers' Compensation and work experience are a few reasons why volunteers need accurate volunteer records.

1. forms and paperwork

There are a variety of forms and paperwork applicable to volunteers. Volunteer supervisors should become familiar with each and determine its application to their volunteer needs and complete them as required. A form index, located in the appendix (K.1), summarizes which records are mandatory and which are optional, what they are, the purpose they serve towards the volunteer program, and when they should be completed.

A hard copy of each form is kept in the volunteer program binder and is available to make copies from. All forms are also available to print at the following location on the server:

R:\Interpretive Services Outreach\Volunteers\Forms

a. ENG 4880 R

The Agreement for Individual/Group Volunteer Services is the most important form. *This agreement must be signed by the volunteer(s) before any work is done.* This agreement enrolls the volunteer or volunteer group into the volunteer program. It states that volunteers do not receive pay or leave and are considered federal employees for the purposes of Workers' Compensation and Tort Claims only. The agreement is also the primary source of the volunteer's contact information.

In the brief description the volunteer supervisor must summarize the work plan, safety requirements, identify any specific volunteer needs, mileage or expenses approved for reimbursement, etc. This form is valid throughout the volunteer's employment with the USACE and, unless the work description is drastically changed, is signed once. The agreement, upon completion, is immediately submitted to Ranger Herheim to be kept on file and a copy given to the volunteer for their records.

b. volunteer contact sheet

This small card serves as a reference to be kept on file. In addition to contact information the card asks for a birth date (the volunteer is not required to provide this information). Ranger Herheim will record birthdays and send birthday cards to active volunteers. The reference card also asks for any special needs that the volunteer may have (the volunteer is not required to provide this information) and the reason why they're volunteering. Both aid the volunteer supervisor and ranger Herheim later when determining work plans and issuing awards that compliment the volunteer's original values.

c. ENG 4882 R

The Volunteer Service Record is the second most important form. *The service record must be completed after any length of volunteer service.* The service record is the only authorized method of reporting volunteer hours to Ranger Herheim. Notes, voice and email messages, verbal agreements, etc. regarding volunteer hours will not be accepted.

Volunteer groups must either have each member complete a service record individually, or each name should be listed under 'job title' and their hours counted individually. In either case individual hours are counted and cumulative. For example if a group of four (4) work three (3) hours the group's total volunteer hours are twelve (12).

Throughout each month the volunteer(s) track their hours using the service record form(s). Either at the end of the month or the completion of volunteer service the record(s) will be submitted to Ranger Herheim, who will attribute the hours to the volunteer(s), and a copy given to the volunteer for their records.

d. volunteer work plan

The work plan is the job description for the volunteer. The plan must be discussed and signed before work begins. Work plans are generated from the needs assessment and can be one-time-only or ongoing tasks. Plans are located in the work plan binder or on the server at:

R:\Interpretive Services Outreach\Volunteers\Forms\work plans

Supervisors who are determining a work plan with a volunteer must pay special attention to the 'safety hazards' section. The possible safety hazards, any applicable activity hazard analyses listed by reference number, and safety equipment to use will be outlined in this section and must be reviewed by and agreed to with the volunteer.

If a work item does not have a work plan, insure it is compatible with the mission, and fill in the blank form and add it to the work plans binder/server folder. Attach the plan to the signed ENG 4880 R and submit it to Ranger Herheim for it to be kept on file and used for revisions to the needs assessment. A copy of the plan will also be made and given to the volunteer for their records.

e. expectations of volunteer(s) letter

This letter outlines the basic expectations of volunteers working at Raystown. The letter welcomes the volunteer into the program and discusses their behavior standards, the mandatory forms which they must complete, and their reporting procedures. There are two (2) versions of this form, one for individual volunteers and one for volunteer groups. A copy should be given to the volunteer at orientation for them to keep.

f. volunteer checklist

This form insures that every step in the placement, orientation, safety, works, and reporting stages has been completed. The checklist is signed by the supervisor, attached to the ENG 4882 R at the completion of the volunteer work, and submitted to Ranger Herheim.

g. volunteer work evaluation

The volunteer work evaluation is completed by the volunteer's supervisor following the completion of each work plan. The goal of this evaluation is to determine if the volunteer was a quality worker and if the work plan was beneficial to the USACE. The evaluation should be discussed with the volunteer and strengths and weaknesses highlighted. The evaluation will be attached to the ENG 4882 R and submitted to Ranger Herheim upon completion of the work plan or term of service.

h. volunteer experience evaluation

The volunteer experience evaluation is completed by the volunteer. The goal of this form is to determine the success of the volunteer program. Upon completion of the work plan or term of service volunteers are given the evaluation by their supervisor. To insure anonymity metered envelopes with the Raystown Lake address appearing in both the send to and return to addresses will be attached. The evaluation will be returned by the volunteer, in the envelope provided, to Ranger Herheim for review.

i. ENG 4881 R

Volunteers seventeen (17) years old and under must have a *Parental Approval* form signed by their parent or guardian before beginning any volunteer work. The ENG 4881 R supplements the ENG 4880 R which should still be signed by the volunteer. The approval will be attached to the volunteer agreement and submitted to Ranger Herheim before work begins.

Those volunteers requiring an approval who are also members of an organized volunteer group may use non-USACE parental releases previously obtained by the organization. Copies of each release must be provided and attached to the master volunteer agreement.

j. volunteer group registration roster

The volunteer group registration roster supplements the master ENG 4880 R which must be signed by a group representative. The roster alleviates the paperwork resulting from each member signing their own agreement. Upon signing the roster each group member is enrolled into the volunteer program under the same stipulations found in the ENG 4880 R. The roster must be completed by the group before work begins, a copy provided to the group representative for their records, and returned to Ranger Herheim for file keeping.

k. activity hazard analysis (AHA)

The AHA addresses activities which require additional awareness outside of the general descriptions found in the safety hazards section of the work plan. An example of an AHA would be operating a vehicle. An AHA binder containing all applicable analyses is available from ranger Herheim. After review of the AHA with the volunteer, the volunteer will sign the attached log sheet, and a copy of the AHA will be made for their records.

l. mileage reimbursement

Volunteers authorized for mileage reimbursement by the operations manager must be issued a volunteer mileage reimbursement invoice before work begins in which to log their authorized mileage. At the end of the month or term of service, whichever is first, a copy of the invoice will be provided to the volunteer and the original returned to Ranger Herheim. Ranger Herheim will log the mileage into the Volunteer Mileage Reimbursement Invoice spreadsheet and forward the information to the operations manager for approval.

m. SF 1164

To receive reimbursement for pre-approved expenses an SF 1164 *Claim for Reimbursement for Expenditures on Official Business* must be completed. Copies of claims along with receipts will be provided to volunteers and originals submitted to the operations manager for final approval and reimbursement.

n. ENG 3065

Any USACE property loaned to volunteers for use during their assigned work plan must be accounted for using a *Property Loan Receipt* signed by the volunteer and the supervisor. Upon return of property note any damage and indicate the property was returned along with a date on the loan receipt. Provide a copy of the loan receipt to the volunteer for their records and submit the original to Ranger Herheim for file keeping.

o. Thank you card

As part of the volunteer recognition and awards program, all volunteers will receive a thank you card from their volunteer supervisor. Upon completion of service the volunteer supervisor will print a card and hand write a message thanking the volunteer. References to long term impacts and benefits resulting from their work are encouraged. The card must be mailed within three (3) days of the completion of hours. Volunteer addresses are available from the volunteer's ENG 4880 R or Ranger Herheim.

p. OF 301

The *volunteer Application for Natural Resource Agencies* is an optional form used for placement of volunteers. If possible the volunteer supervisor should review the application with volunteers and discuss work plans specific to their application. Applications are attached to the ENG 4880 R, if completed, and submitted to Ranger Herheim for future reference.

2. Reporting procedures

Upon completion of volunteer hours (either total or end of the month) all forms and paperwork are to be submitted to Ranger Herheim within three (3) days by the volunteer supervisor or postmarked within ten (10) days by volunteers from the last day of volunteer work. Forms will be placed in the volunteer in-box located above the volunteer cabinet. Forms gathered will then be entered into the volunteer record files, located on the server (R:\Interpretive Services Outreach\Volunteers\records and reports\volunteer records) by Ranger Herheim. Ranger Herheim will also keep hardcopy files organized for reference use (up to three years).

Volunteer reports will be generated quarterly and annually by Ranger Herheim. These reports summarize volunteer man hours, value of service, and total volunteers and are available by fiscal year at the following location on the server:

R:\Interpretive Services Outreach\Volunteers\records and reports\FY Reports

F. PLACEMENT

A positive experience between the volunteer and the USACE starts with choosing the best work plan. The goal is to determine which work plan is most beneficial to the USACE while considering the interests, skills, knowledge, and experiences of the volunteer. Volunteer placement usually follows two methods of thought; volunteers who don't know what they want to do, and volunteers who do.

For those potential volunteers who are unsure of what they may have to offer, the OF 301- Application for Volunteers is a good tool to use. This form offers interest, experience, and availability check lists. The OF 301 works well for detached placement of potential volunteers or face to face placement with a volunteer who has yet to determine their areas of interest. The OF 301 also serves as a good checklist for a volunteer supervisor working with any new volunteer. Volunteers seeking placement should be directed to Ranger Herheim for follow-up if a work plan remains to be determined by other USACE staff.

In other cases a volunteer may have a clear idea of what they would like to do. In this instance knowing what the volunteer wants is easy, but be sure to assess if the potential work item(s) will be beneficial to the USACE as well. When determining volunteer work consider some of the following- consistency with the mission, material cost, safety, ongoing maintenance, etc. A positive volunteer experience is the goal, but not at the expense of the USACE.

G. ORIENTATION

The volunteer supervisor is responsible for determining an orientation plan that is applicable to the volunteer and the work to be performed. A general project orientation/introduction is available via a power point presentation, but should be used to supplement other pertinent information. The power point presentation and other orientation materials are located on the server at:

R:\Interpretive Services Outreach\Volunteers\orientation

1. behavior and appearance

Volunteers are not considered USACE employees outside of workers' compensation and tort claim protection. However, in the eyes of the public volunteers are USACE employees and as such should conduct themselves as a paid employee would. Volunteers must be professional and respectful at all times. Attire and appearance, appropriate for the work to be performed, is expected.

All volunteers must be identified by USACE staff, the public, and other volunteers. To facilitate this need all volunteers are issued a name tag. Those volunteers with nominal service hours are issued paper peel-and-stick nametags, available from Ranger Herheim. Long term volunteers and those with a higher commitment to the USACE receive a volunteer nameplate. Eligibility for and number of nameplates is determined on a case-by-case basis by the volunteer's supervisor. Nametags and nameplates are to be worn on the right chest of the outermost layer of clothing.

Another means of volunteer identification is through recognizable clothing. This clothing consists of a red or white polo, long sleeved button shirt, vest, and/or ball cap. Clothing is issued on a case-by-case basis by the volunteer's supervisor. Keep in mind that long-term volunteers and those with a higher commitment to the USACE will receive precedence when using clothing funds.

Volunteer nameplates and clothing may be purchased through VF Solutions using an IMPAC card. To access the volunteer uniforms use the following login:

Account number: nabray
Password: nabray
* select "special purchases"

2. training and safety

According to a study by Evergreen, a non-profit environmental organization, volunteers prefer training over dinners, awards, or gifts. Volunteers should not be treated differently than USACE staff when determining training and safety needs.

The diversity of available work plans makes standard training and safety checklists impossible. However, once a work plan has been chosen the volunteer supervisor must consider applicable training and safety requirements and determine the appropriate plan to satisfy them. This may be as simple as showing a volunteer how to operate a chainsaw and issuing chaps, a helmet, gloves, safety glasses, and ear protection or as complex as sending a volunteer to off-site training.

Keep in mind that if a need for an Activity Hazard Analysis is determined that is completed, explained, and submitted to Ranger Herheim.

H. REIMBURSEMENT FOR INCIDENTAL EXPENSES

Reimbursement for incidental expenses to volunteers is authorized, but not mandatory (EP1130-2-500, 10-4-e). All reimbursements for volunteers must be pre-approved through the operations manager before being included in (and written on) the volunteer agreement. Volunteer supervisors should compare the cost of incidental expenses to the value of volunteer service when submitting requests to the project manager, but reimbursements will be determined on a case-to-case basis. Expenses must be recorded on a SF1164, with all receipts attached, and submitted to the project manager for final approval within thirty (30) days of the purchase(s) to receive reimbursement.

1. mileage

Mileage reimbursement will be authorized on a case-by-case basis through the operations manager. Again, consider the value of volunteer service to the cost of the reimbursement before submitting requests. When included in the volunteer agreement a mileage reimbursement invoice must be submitted to the project manager for final approval within three (3) days of the last day of service or day of the month (whichever is first). Mileage reimbursement will be figured using the current middle rate (i.e. Government Owned Vehicle available) according to the US General Services Administration (GSA). The current middle GSA rate can be found on the following webpage:

http://www.gsa.gov/Portal/gsa/ep/contentView.do?contentId=9646&contentType=GSA_BASIC

2. camping

Volunteers may be eligible to receive free camp sites based on the nature of their volunteer service. Waived camping fees will be offered on a case-by-case basis according to number of volunteer hours completed, service value, quality of work, commuting distance, and available sites. Ranger Herheim will be responsible for determining eligibility and will coordinate needs with park attendants. Ranger Herheim is also responsible for entering data regarding sites issued under this policy for annual review in the following spreadsheet:

R:\Interpretive Services Outreach\Volunteers\records and reports

I. EVALUATIONS

The foremost purpose of evaluations is to aid communication between the volunteer and the USACE. To truly achieve this communication the volunteer supervisor must discuss the evaluations with the volunteer. Achievements should be highlighted and the continued level of quality encouraged. Failures should be addressed and plans for improvements determined. Evaluations work two ways; the USACE evaluating the volunteer work and the volunteer evaluating the supervision of the USACE.

The purpose of the USACE evaluation of the volunteer work is to determine if the work was sufficiently completed. The evaluation will determine future placement of the volunteer and eligibility for reward(s). A standardized evaluation determines the value of the volunteer work against predetermined criteria and without bias. Ultimately a volunteer evaluation should determine if the volunteer work was beneficial to the USACE.

The purpose of the volunteer's evaluation of the USACE, and specifically the volunteer experience, is to provide feedback. The feedback allows the USACE to gauge the status of the volunteer program and make improvements when needed.

J. AWARDS AND RECOGNITIONS

An award is one of the few tangible incentives for volunteering. Appreciation of a volunteer's time and effort has been stated time and time again as the best way to keep volunteers coming back and attract new volunteers. For these reasons a policy regarding awards and recognitions is vital to a successful volunteer program.

1. everyday appreciation

Recognition and appreciation of volunteers must be inherent in the everyday interaction by USACE staff. Frequent, but deserved expressions of appreciation are the first step. A sincere 'thank you' or 'job well done' may seem like common knowledge, but after receiving a work plan and working alone all day the volunteer may leave without hearing it.

a. thank you cards

Upon their initial service time, all volunteers are to receive a card thanking them for their volunteer work. It is the responsibility of the volunteer's supervisor to print the card (available at: R:\Interpretive Services Outreach\Volunteers\Forms\mandatory when applicable), hand write a personalized message, and mail it. Thank you cards should be an ongoing habit; additional cards throughout the volunteer's length of service are encouraged. If available, a photo of the volunteer 'in-action' should be sent with the card.

b. 'kudos' program

One method to help facilitate everyday appreciation is the 'kudos' program. Magnets which state, "Kudos, Job well done" are available through Ranger Herheim to USACE staff to keep available.

When a staff member feels that a volunteer deserves some extra appreciation they fill in the blanks on the magnet and award it to the volunteer for a job well done. 'Kudos' are available to all volunteers at the staff member's discretion with the only stipulation being that the appreciation is well deserved and genuine. Ranger Herheim is responsible for keeping magnets available to USACE staff and monitoring stock levels to determine effectiveness.

c. hat/lapel pins

Another method to facilitate everyday appreciation is the issuing of "volunteer" pins. A simple pin proudly displayed by a person that recognizes them as a volunteer for the USACE and may be worn at work or on their own time. These hat/lapel type pins are available to all volunteers and are given out by the volunteer supervisor at his/her discretion. Pins may be obtained from Ranger Herheim who is responsible for requesting them free of charge from the volunteer clearinghouse coordinator.

d. publications

Volunteer work will also be recognized, individually or in general, in publications such as the Friends of Raystown newsletter, the currents, local papers, or the lake webpage. These articles serve to not only recognize achievements, but also as recruitment for volunteers. All volunteers are eligible for this type of recognition. Articles/news releases will be generated by Ranger Herheim and, when advised, by volunteer supervisors.

2. volunteer award classification

An award and recognition policy must be consistent and equitable to be an effective incentive for volunteering. The most consistent and equitable way to quantify and judge volunteer work is through hours worked and the value of service. Another factor to be considered is if the volunteer is working to receive supplemental compensation such as payment by another agency, completion of court mandated service hours, college credit, etc. Finally, the quality of the volunteer and their work should also be considered when determining the appropriate award.

Individual volunteers and group volunteers should be considered separately. A higher commitment is inherent in the individual volunteer because unlike group volunteers the social activity benefit is to a lower degree. Additionally, group volunteers often receive some form of outside compensation.

Volunteers will be classified, for the purpose of awards, based on volunteer hours, service value, quality of work, and value of task as determined in the table in the appendix (K.2 and K.3).

3. degree of recognition

Obviously a bronze level volunteer puts forth less time and effort than a diamond volunteer; therefore, the degree of recognition should be equivalent to the level of commitment from the volunteer. Remembering that all volunteers must receive sincere routine appreciation, volunteers are eligible to receive (but not assured) the following, relative to their level of commitment (a summary table is referenced in the appendix (K.4):

a. picture/name on volunteer board

A volunteer board is on display in the visitor center. Any volunteer with at least eight hours will earn the right to have their name and picture (if available) displayed on the board for a 12 month period. As the volunteer's classification increases (bronze to diamond) the appropriate backing will be applied to the name and/or picture. Ranger Herheim will be responsible for tracking each volunteer's classification and make the appropriate revisions to the volunteer board.

b. certificates

Silver, gold, and diamond volunteers receive a certificate of appreciation signed by the operations manager, lead ranger or maintenance foreman (depending on the area the volunteer works), the

volunteer's main supervisor, and Ranger Herheim. In the case of groups one certificate will be given to a representative of the group (scout leader, president, etc.).

Certificates will be printed on cardstock from the file on the server (R:\Interpretive Services Outreach\Volunteers\Forms\mandatory when applicable). Silver level certificates will be unframed. Gold and diamond level certificates will have a simple frame without a matte. Ranger Herheim will be responsible for tracking eligibility for, issuing of, and coordination with those who sign certificates.

c. Raystown Lake ball-cap

Silver volunteers, in addition to other applicable awards, are to receive a Raystown Lake embroidered ball-cap. In lieu of a ball-cap volunteer groups may receive waived fees, as described later. Ranger Herheim is responsible for keeping a stock of, tracking eligibility for, and issuing of ball-caps.

d. manager's challenge coin

Challenge coins are a part of US Army history and tradition. Issued by an officer, coins are presented to personnel for various achievements, to boost morale, and to build camaraderie. Individuals with coins later challenge each other to see who has which coins. If an individual does not have the specific coin in their pocket when a challenger presents their coin, then he or she owes a favor to the challenger.

Continuing in this tradition, adult Gold volunteers (in addition to other applicable awards) receive a manager's challenge coin and display case to be presented only by the project manager. Youth volunteers, in addition to other applicable awards, may receive a youth oriented commemorative pin in lieu of a coin. Ranger Herheim is responsible for keeping stock of and determining eligibility for coins and pins.

e. luncheon with USACE staff and plaque/visitor center display

Diamond volunteers, in addition to other applicable awards, are to receive a luncheon (pot-luck style) and award ceremony with their family and USACE staff similar to (or with) staff awards. Ranger Herheim is responsible for coordination with USACE staff.

Diamond volunteers will receive at the luncheon an engraved plaque with their name, number of volunteered hours, and a brief message. At that time as well, a matted frame display with their name, number of volunteered hours, photo, and brief message is presented for display in the multipurpose room of the visitor center. Volunteer groups will also receive an open invitation to a luncheon, a plaque (given to representative of the group), and matted frame display.

Ranger Herheim is responsible for tracking eligibility, ordering plaques and displays, and coordination with USACE staff for the luncheon and presentation of awards.

4. national award

The highest level of recognition and award available for volunteer work is the Take Pride in America President's Award. Volunteers with 4000 or more hours (1:1) are eligible for this nationally recognized award and will receive a signed certificate and letter from the president. Individuals from groups may count their individual hours, but volunteer groups are not eligible for this award. Ranger Herheim will be responsible for tracking eligibility and nominations of volunteers.

K. APPENDIX

1. Volunteer Forms Index

Volunteer Forms Index				
	Form	Definition	Purpose	complete
Mandatory	ENG 4880 R	Volunteer Agreement	<ul style="list-style-type: none"> ▶ enrolls applicant into volunteer program ▶ provides protection under workman's comp. ▶ provides protection from tort claims 	before work
	Contact Sheet		▶ summarizes information	before work
	ENG 4882 R	Service Record	▶ volunteer hour reporting	after work
	work plan	job description	<ul style="list-style-type: none"> ▶ defines work task, signed by volunteer ▶ describes job hazard analysis ▶ helps maintain up-to-date needs assessment 	before work
	volunteer letter		<ul style="list-style-type: none"> ▶ welcomes volunteer into program ▶ states behavioral expectations ▶ explains required forms and reporting procedures 	before work
	volunteer checklist		▶ tool for supervisors to insure all necessary steps are taken throughout the volunteer process.	throughout work
	volunteer work evaluation	USACE eval. of volunteer/work	<ul style="list-style-type: none"> ▶ determines quality of volunteer ▶ determines benefit of work 	after work
	volunteer experience evaluation	volunteer eval. of USACE	▶ determines success of the volunteer program	after work
Mandatory When Applicable	ENG 4881 R	Parental Approval	▶ allows those under 18 to enroll into the volunteer program	before work
	Special Use Roster	group sign-up sheet	<ul style="list-style-type: none"> ▶ replacement of ENG 4880 R for members ▶ alleviates paperwork 	before work
	Activity Hazard Analysis	non-typical safety hazards	▶ identifies safety hazards outside the job hazard analysis in the work plan	before work
	Mileage Reimbursement		<ul style="list-style-type: none"> ▶ trip ticket/log for tracking mileage ▶ only way of reporting mileage for reimbursement 	throughout work
	SF 1164	Claim for Reimbursement	▶ allows for reimbursement of predetermined expenses	throughout work
	ENG 3065	Property Loan Form	<ul style="list-style-type: none"> ▶ tracks Corps equipment issued to volunteers ▶ makes volunteers accountable for Corps property 	before work
	thank you card		<ul style="list-style-type: none"> ▶ shows appreciation for volunteer's work ▶ part of the volunteer recognition/award policy 	after work
Optional	OF 301	Volunteer Application	▶ helps with placement of volunteers	before work

2. Volunteer classification for awards, by volunteer hours

volunteer classification for awards			
	classification	volunteer hours	service value***
Individual		1:1	1:1
	Diamond Volunteers	500+ x 1 = 500+	\$9,000+
	Gold Volunteers	100 x 1 = 100	\$1,900
	Silver Volunteers	20 x 1 = 20	\$400
	Bronze Volunteers	8 x 1 = 8	\$100
outside compensation*		1:2	1:2
	Diamond Volunteers	500+ x 2 = 1000+	\$18,000
	Gold Volunteers	100 x 2 = 200	\$3,800
	Silver Volunteers	20 x 2 = 40	\$800
	Bronze Volunteers	8 x 2 = 16	\$200
Group**		1:9	1:9
	Diamond Volunteers	500+ x 9 = 4500+	\$81,200
	Gold Volunteers	100 x 9 = 900	\$16,200
	Silver Volunteers	20 x 9 = 180	\$3,200
	Bronze Volunteers	8 x 9 = 72	\$1,300
outside compensation*		1:18	1:18
	Diamond Volunteers	500+ x 18 = 9000+	\$162,400
	Gold Volunteers	100 x 18 = 1800	\$32,500
	Silver Volunteers	20 x 18 = 360	\$6,500
	Bronze Volunteers	8 x 18 = 144	\$2,600
* assuming avg. compensation, requirements doubled			
** Mean group size in FY 2006 was 9, but assume the 'award credit hours' is equal to the group's size. For example if the group size is 3 then the actual hours : award credit hours is 1:3.			
*** hours multiplied by current service value, product rounded to nearest \$100			

3. Volunteer classification for awards, by quality of work and value of task

Volunteer classification for awards					
CLASSIFICATION		QUALITY OF WORK			
		poor quality: work was inadequate and/or incomplete, person was difficult to work with	fair quality: work was adequate and/or complete, person followed instruction / work plan	good quality: Work was exceptional and/or complete, person's behavior improved their work environment	superior quality: work was superior to staff abilities and completed ahead of schedule, person's behavior increased productivity
VALUE OF TASK PERFORMED	moderate value: nominal importance to mission, always fulfilled by staff without volunteer assistance, few adverse affects when unaccomplished	none	bronze	silver	silver
	substantial value: important to mission, not normally fulfilled by staff, adverse affects if unaccomplished	bronze	bronze	silver	gold
	high value: very important to mission, only fulfilled by seasonal staff levels, many adverse affects if unaccomplished	silver	silver	gold	gold
	exceptional value: mission essential, almost/never fulfilled by staff, project would not function if unassisted	silver	gold	gold	diamond

equally applies to individual/group volunteers and volunteers receiving outside compensation

4. Volunteer recognition level

volunteer recognition level												
classification	thank you card	kudos magnet	hat/lapel pin	highlight in publication	volunteer board	certificate	ball-cap	coin	luncheon w/ USACE	framed display	plaque	
Individual												
Diamond Volunteers	x	x	x	x	x	x	x		x	x	x	
Gold Volunteers	x	x	x	x	x	x		x				
Silver Volunteers	x	x	x	x	x	x	x					
Bronze Volunteers	x	x	x	x	x							
outside compensation*												
Diamond Volunteers	x	x	x	x	x	x	x		x			x
Gold Volunteers	x	x	x	x	x	x		x				
Silver Volunteers	x	x	x	x	x	x	x					
Bronze Volunteers	x	x	x	x	x							
Group												
Diamond Volunteers	x	x	x	x	x	x	x		x			x
Gold Volunteers	x	x	x	x	x	x		x				
Silver Volunteers	x	x	x	x	x	x	x					
Bronze Volunteers	x	x	x	x	x							
outside compensation*												
Diamond Volunteers	x	x	x	x	x	x	x		x			x
Gold Volunteers	x	x	x	x	x	x		x				
Silver Volunteers	x	x	x	x	x	x	x					
Bronze Volunteers	x	x	x	x	x							
* assuming all types are average, requirements doubled												
** assign multiple nights and size differences relative to value of service												
Any individual volunteer with 4000+ hours is eligible for the national "Take Pride in America President's Award". For nominations see the volunteer coordinator.												