



# VMS Reappointment 2018

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Brown Bag Webinar May 2018



**University of California**

Agriculture and Natural Resources



# Agenda

- Welcome to Reappointment
- The New VMS
- Resources
- Time Lines
- Responsibilities- Volunteers, Coordinators, County Directors
- Fingerprinting
- Insurance Fee





# Resources

## Coordinator Website [MG](#) and [MFP](#)

- 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
- \*MFP
  - Waiver of Liability
  - Preparing/Serving Food Release





# Video Resources:

Coordinator Website [MG](#) and [MFP](#)

## Volunteer Management System (VMS) 3.1

*How-To Series*



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### Completed:

- Complete reappointment for UC Master Gardeners (3 mins)

<https://youtu.be/aN22nVUwXzs>

### In Production:

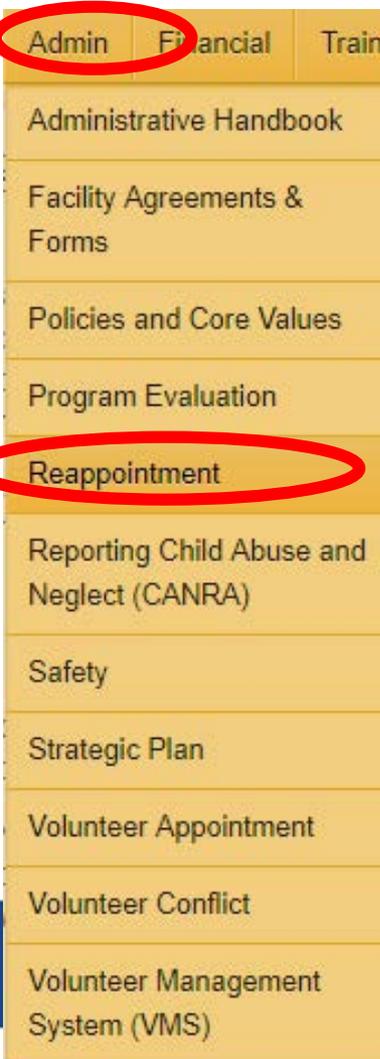
- Complete reappointment for UC Master Food Preservers



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# Coordinator Website >> Admin >> Reappointment



### Reappointment Resources

- [Step-by-Step Guide for Managing Reappointment in VMS](#) (PDF, 4/16/2018)
- [Step-by-Step Guide to Completing Reappointment in VMS](#) (PDF, 4/16/2018)
- [How-To Complete Reappointment for UC Master Gardeners Volunteers](#) (Video, 4/26/18)
- [Creating a Credit Card Survey for Insurance](#) (PDF, 4/16/2018)
- [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](#)
    - [11.4 Resigning or Inactive Volunteers](#)
    - [11.5 Roster Cleanup, Final Numbers and Insurance Invoicing](#)
- [Reappointment in the UC Master Gardener Administrative Handbook](#)





# Reappointment

Reappointment policy as outlined  
in the **UC Master Gardener Admin Handbook:**



**June 1**

**July 31**

“In order to retain active status as a MG volunteer, MG volunteers must apply for reappointment within a specific sixty (60) day period as follows: Thirty (30) days before the end date of the current program year June 30, through thirty (30) days after the end date of the current program year, July 1.”





Start Date 7/1/2017  
End Date 6/30/2018

# Who?

- Active
- Limited Active
- First-Year
- Gold Badge
- Platinum Badge

# How Many?

## First-Year

- 50 Volunteer hrs.
- No required amount of Continuing Education hrs.

## Everybody Else

- 25 Volunteer hrs.
- 12 Continuing Education hrs.





# Reappointment is ON

The statewide office turns on reappointment

**June 1, 2018**



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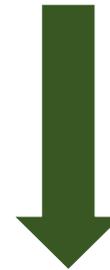
# Friday, June 1

Volunteers are prompted to complete reappointment when logged into VMS

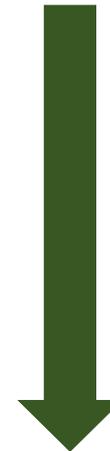
## Volunteer Agreement and Release

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!
Waiver of Liability, Assumption of Risk, and Indemnity Agreement	Please Complete!
Preparing/Serving Food Release Statement	Please Complete!

MG



MFP



# Three (to Five) Clicks Away

The screenshot shows the UC Master Gardener Program website interface. At the top, there is a navigation bar with the program name, a search bar, and a user profile for Lauren Snowden. A red alert box in the center states "You have 3 pending tasks / alerts" and lists three items: "Annual Volunteer Agreement And Request For Reappointment", "Code Of Conduct/Responsibilities And Rights", and "Proof Of California Driver License And Automotive Liability Insurance", each with a "Please Complete!" status. Below the alert, a table shows volunteer hours for "This Year" and "Lifetime".

	This Year	Lifetime
Volunteer Hours	0	1,000
Continuing Education Hours	0	100

Buttons for "+ Add Hours" and "View Hours" are visible below the table. On the right, a section titled "Volunteer Agreement and Release" contains a table of releases with their status.

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!

On the left, a form titled "Annual Volunteer Agreement And Request For Reappointment" is shown. It includes a dropdown menu for "Completed Hours and Seeking Reap...", a text area with a pre-filled agreement statement, a disclaimer box, and an "I ACCEPT THE TERMS PRESENTED HERE" button.

University of California Television UC Master Gardener Lecture Series



# 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



# 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 and direction.
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. [Nondiscrimination](#)
7. When driving on UC property, follow the rules and regulations required by UC; and
8. Report volunteer history to the UCCE County Director (see [UCCE Master Gardener Handbook](#), [UCCE Master Food Preserver Policy Handbook](#), and [UC Master Gardener Policy Handbook](#)).
9. Follow UC guidelines and policies.
10. Adhere to and help enforce the rules and regulations of the program (see [UCCE Master Gardener Handbook](#), [UCCE Master Food Preserver Policy Handbook](#), and [UC Master Gardener 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



# 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

Complete the process

When driving as a volunteer, you must have a valid California driver's license and that I carry that I will continue to volunteer. UC policy requires that I carry minimum insurance amounts: \$50,000 for property damage and \$50,000 for personal injury protection. I am personally liable for the

I acknowledge that I will  
 True  False

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

True  False

**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 ACCEPT THE TERMS PRESENTED HERE

**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 ACCEPT THE TERMS PRESENTED HERE



# Volunteers are Almost Done

## Volunteer Agreement and Release

[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 for the Master Gardener Program. We hope you will consider joining as an agent of UC for another program year.

Complete the following three sections to fulfill the county requirements for participation in the Master Gardener program.

Release Name	Date Completed
<a href="#">Annual Volunteer Agreement and Request for Reappointment</a>	4/16/2018
<a href="#">Code of Conduct/Responsibilities and Rights</a>	4/16/2018
<a href="#">Proof of California Driver's License and Automotive Liability Insurance</a>	4/16/2018





# MFP Volunteers ONLY

## Reappointment Quiz

- Annual Quiz
- 10-15 questions
- Ready prior to reappointment
- Score 85% or better





# Last Step for Volunteers

- Pay \$6 yearly insurance fee
- Can be collected:
  - 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/](http://ucanr.edu/sites/risk/Insurance/Hartford_Volunteer_Insurance/)



### 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



\* 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
- Track reappointment Quiz (MFP only)
- “Send List to Director”
- Insurance collection, approval of final invoice
- Clean Roster- delete, change status
- Mail out letters to inactive/resigned

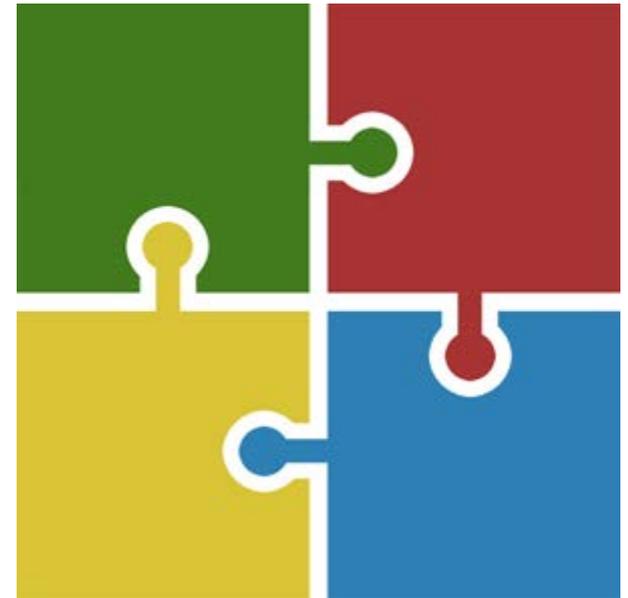




# Coordinators

## Communication

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



# Coordinators

Run an hours report

**Start Date 7/1/2017**

**End Date 6/30/2018**

Choose Report

Choose Report

OR [View Legacy Reports](#)

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

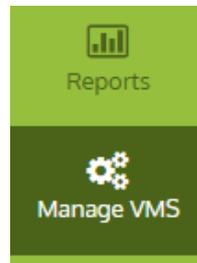
Run a new report

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

[Run Report](#)



# Coordinators



 **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

- Paper process available but not preferred

▼ records per page

Name	Achievement	Status	Appointed	Terms Status	Action
<a href="#">Ed Berg</a>	Master Gardener	ACTIVE	No	Resigning	
<a href="#">Aubrey Bray</a>	UC Staff	ACTIVE	No	Renewing	
<a href="#">Test Bray</a>	Platinum Badge	Limited Active	No	0 of 3!	
<a href="#">MG Bray</a>	First Year Master Gardener	ACTIVE	No	3 of 3!	
<a href="#">Bob Dave</a>			No	0 of 3!	
<a href="#">Bryon Noel</a>		ACTIVE	No	Renewing	





# Email Through VMS

⚙️ 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](#)

Hours

Calendars

Projects

⚙️ Manage VMS | [Manage Reappointments](#)

[✍️ Edit Program Year/Hours](#) [🗑️ Reset All](#) [✉️ Send List To Director](#) [✉️ Email Unappointed Volunteers](#)

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.

- Bryon Noel**
- Lauren Snowden**
- Jon Wilson**
- Melissa Womack**

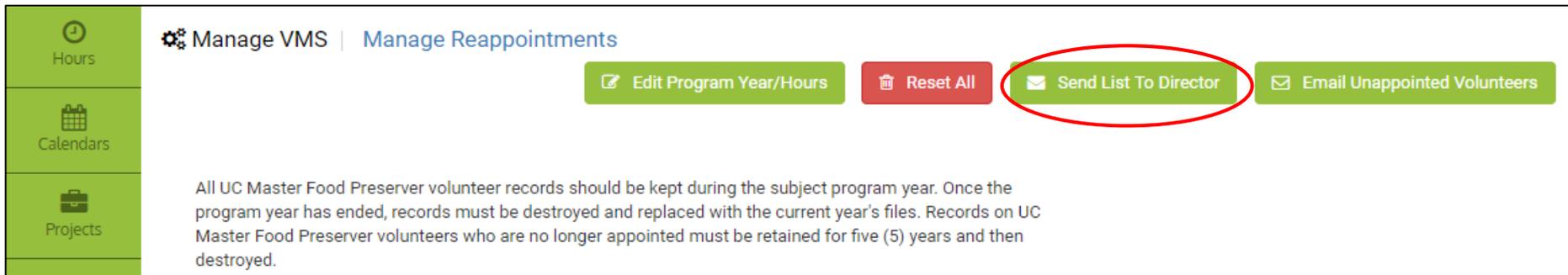
## Email Message

Subject

# Coordinators

- “Send List to Director”

Appointed	Terms Status
No	Resigning
No	Renewing
No	Renewing



Hours  
Calendars  
Projects

Manage VMS | Manage Reappointments

Edit Program Year/Hours   Reset All   **Send List To Director**   Email Unappointed Volunteers

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 16**



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](mailto: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

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

## Master Gardener Reviews

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

Review - Master Gardener Return to Portal

fakey2

	Name	Start Year	Status	Terms Accepted
<input type="checkbox"/>	<a href="#">Test Bray</a>	n/a	Master Gardener	3 of 3!
<input type="checkbox"/>	<a href="#">Leigh Dragoon</a>	n/a	Master Gardener	3 of 3!
<input type="checkbox"/>	<a href="#">Lauren Snowden</a>	n/a	First-Year Master Gardener	3 of 3!
<input type="checkbox"/>	<a href="#">Melissa Womack</a>	n/a	First-Year Master Gardener	3 of 3!

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• [Non-Discrimination Statement](#)



# Coordinators

- Verify all MG's and MFP's have been reappointed by the Director
  - If someone was missed resend "Send List to Director" and inform CD to appoint them
- Change status of those who were not reappointed to "Inactive/Resigned"

#	Name	Achievement	Status	Appointed	Terms Status	Action
100.	<a href="#">Poppy McGardener</a>	Gold Badge	ACTIVE	Yes	Renewed!	<a href="#">Reset Terms</a>
142.	<a href="#">Lauren L. Snowden</a>	Master Gardener	ACTIVE	Yes	Renewed!	<a href="#">Reset Terms</a>

[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 <a href="#">+</a> <a href="#">Transfer</a>	<a href="#">Update Status</a>

[Switch Programs](#)



# Coordinators

Inactive/Resigned volunteers must be provided written notice of inactive status.



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UC Master Gardener Program

[INSERT DATE]

VOLUNTEER NAME

ADDRESS

CITY STATE ZIP

Dear \_\_\_\_\_,

A new UCCE Master Gardener Program year began on July 1, 2018 and will run through June 30, 2019. 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 '17-'18 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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# Fingerprinting

Coordinator Page Step-by Step Guide and re-fingerprinting resources

<http://mgcoord.ucanr.edu/ReFingerprinting/>

**Kimberly Rodegerdts**

Custodian of Criminal Records

[karodegerdts@ucanr.edu](mailto:karodegerdts@ucanr.edu)

530-750-1383

Statewide: Fingerprinting of volunteers active prior to 2007

May 18, 2017 at 2:56 PM



Missy Gable

Re: Fingerprinting of volunteers active prior to 2007

As you know, when UC ANR volunteers are fingerprinted as part of their enrollment process, in addition to a report on the applicant's past criminal record, they are also enrolled in Subsequent Arrest Notice (SAN). The SAN means that if a volunteer is arrested in California at some point in the future, ANR Risk & Safety Services office will receive notification from the CA Department of Justice (DOJ). We then pass that information along to the County Director and local program staff in order to take appropriate action regarding the volunteer's status. This is a very useful service and means that, in general, we don't need to run annual background checks on all volunteers. However, we have identified a significant gap in this program, related to volunteers that were fingerprinted prior to 2007.

Subsequent Arrest Notice was not available from DOJ when ANR began fingerprinting all of its volunteers in the early 2000s. Therefore, we would not receive an arrest notice for volunteers that were fingerprinted before SAN. DOJ does not have a process to make SAN service retroactive for individuals that were fingerprinted prior to enrolling in the SAN program. The exact date of when SAN went into effect varies based on when the county office registered for this service, but we can confirm that all counties had transitioned to using SAN by 2007.

Because of this gap, ANR Risk & Safety Services is requiring that all volunteers who have been continuously enrolled since 2007 must be re-fingerprinted. Risk & Safety Services is working with our volunteer programs (4-H, Master Gardener, Master Food Preservers, and CalFresh) to identify a supportive process to get this done. **Master Gardener and Master Food Preserver volunteers who are affected will need to be re-fingerprinted prior to the end of the calendar year, December 31, 2017. Please note, the timeline for the Master Gardener and Master Food Preserver Programs is not the same as the 4-H and CalFresh programs.**

We appreciate that this may be an inconvenience and expense for our volunteers, however, it is a necessary step to ensure compliance with UC ANR policies to ensure the safety of staff and volunteers in UC ANR programs. In the coming week or two you will receive additional information about a process approach as well as a template letter that can be sent to affected volunteers. If you have any questions about this process, please contact me ([boatman@ucanr.edu](mailto:boatman@ucanr.edu)) or Kim Rodegerdts ([karodegerdts@ucanr.edu](mailto:karodegerdts@ucanr.edu)).



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# MFP Coordinators ONLY

## Reappointment Quiz

### Coordinators Track Quiz results

- Annual Quiz
- 10-15 questions
- Ready prior to reappointment
- Score 85% or better



# Insurance Fee

- Coordinators “Manage Roster” to avoid insurance fee for non active volunteers
- Collect insurance fee (\$6): Use survey tool
- Verify Insurance Bill emailed from statewide office

[http://ucanr.edu/sites/risk/Insurance/Hartford\\_Volunteer\\_Insurance/](http://ucanr.edu/sites/risk/Insurance/Hartford_Volunteer_Insurance/)



## Hartford Accident Insurance Information

**This insurance covers enrolled Master Gardener/Master Food Preserver volunteers who are injured while participating in or traveling to or from an approved, regularly supervised/sanctioned Master Gardener/Master Food Preserver activity.**



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# Survey Tool Sample

## 2015-2016 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:

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

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





# Reappointment Time Lines

- *Suggested: May 16<sup>th</sup>* develop communication plan for volunteers about reappointment
- **June 1<sup>st</sup>** reappointment starts
  - Statewide MG Blog Post Regarding Reappointment
- *Suggested: July 16<sup>th</sup>* – Submit reappointment to County Director
  - This allows for appointment review approval
- **July 31<sup>st</sup>**
  - 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

- Communications is via Collaborative Tools for Coordinators
- 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](#)



# Roles and Responsibilities

## Coordinators

- Communicate directly with volunteers
- Assist/guide volunteers
  - run commitment report (VMS)
  - run hours report in (VMS)
  - encourage
- Track reappointment
- Track reappointment Quiz (MFP only)
- “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
  - MFP- Develop Reappointment Quiz
- Communicate directly with coordinators via Collaborative Tools
- Turn on reappointment June 1
  - MG 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!



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