Processing AYSO Volunteer Forms

(Edit 4/1/2008)

This note describes how to handle those volunteer forms…

I've produced these notes after reading the copy of the CVPA manual that was mailed to me a week ago and after checking with the NSTC CVPA contact person at the recent Tri-Section Conference.

1. What's an acceptable form

NSTC requires all volunteer forms to be completely filled out and without any alterations in the fine print of the disclaimer. Forms must be signed and dated.

2. Volunteer's ID Check

NSTC only requires all new – first time – volunteers to produce ID which we will check and sign off in the box. <u>Returning volunteers from our region just need to submit a completed form and they don't need to hand it personally to a CVPA volunteer.</u>

If someone is new to the region then we should check their ID as well. Strictly speaking this isn't necessary if they're submitted a form completed from another region but since NSTC isn't that clear about exactly what this means and since the number of such transfers is likely to be very small its better to just check their ID as if they're new.

3. Handling the Forms

Even with our best efforts a small percentage of the forms got 'lost' last year so I've got hold of some plastic file boxes to house them while their in transit between where we collect them, where we process them and their final resting place in our locked filing cabinet. These boxes also hold useful items such as pens and a stapler.

The information on the forms is absolutely confidential and should not be discussed with anyone, including the person concerned. We are form processors – we do not under any circumstances ask questions or do any kind of informal investigation ourselves. If we think there's a problem with a person or a form then our actions are to 'flag' the form in the database for NSTC attention. This job is reserved for the CVPA proper so if you helping collect volunteer forms just make a (discreet) note on the form and ensure its properly routed.

4. Collecting the Forms (CVPA Assistants)

We have some plastic file boxes to carry the forms around in. As we collect these forms we should keep them in two piles:-

-- Generic returning volunteer
-- New volunteer (and transferring ones) plus any volunteer that's checked 'yes' to either of those boxes (or any other form that needs secondary checking)

I think if the second pile is a bit thin or nonexistent then one shouldn't make a big deal about segregating a checked form (do it later).

Most returning volunteers will have pre-printed forms but if someone has forgotten theirs and uses one of the yellow forms don't bother getting their driver's license or SSN off them, just mark it as 'returning' or something on the front, make sure its got enough information to find the person and its signed properly.

IMPORTANT – If someone has checked either box ask them if this is new information. If it is not – that is, they've submitted this form in previous years – then make a note of this (just write 'old' somewhere obvious). The reason for doing this is that I need to run down these but I only want to do this once – if Joe's already handled it and they're OK to the system then I don't want to know anything further.

I need to process the 'checked box' forms so collect the 'new and checked' pile to me along with however many other forms are needed to share the workload.

5. Collecting the Forms (Everyone Else)

After checking they're complete and don't have any of the disclaimer crossed out just pile them up somewhere safe and hand them to one of us.

6. Duplicate Forms

The yellow forms are multiparty and so return the appropriate part to the person submitting them and keep the other parts. We don't need a copy of the eAYSO forms but if someone gives you two segregate the extra copy and shred it later.

7. Processing the Forms

We do this the same way as last year with one change. There's a page in eAYSO for displaying volunteer jobs. These are displayed in pages of 10, 20 or 50 and there are drop boxes for assigning volunteer positions. After renewing or registering volunteers we need to go into these job pages and update volunteer positions. Only do about 5 at a time, though, because the website will time you out and you'll lose your information.

We want to make sure that the job or jobs that a volunteer is doing is accurate for this year. This will be used to get reports on which volunteers are doing what this year.

The system keeps on calling everyone "Regional Staff". I've been in the habit of erasing this unless they're actually Regional Staff.

8. After Processing

I will collect the forms and hold them – they will end up in our filing cabinet down at the Regional office. We will have to copy them and send the copies to the NSTC but we'll do this in one or two big batches later in the year.