

Leadership Conference – 2019

What We Heard ...

Program Department (Clare Walsh-Miller)

- Confirm ChildLine will guide calls re: (adult abuse)
 - **FOLLOW UP:** We have been advised to use the two separate numbers/offices to report and suspected abuse and they are:
 - As a volunteer, you are a Mandated Reporter. Report child abuse by calling ChildLine at 1-800-932-0313 or to report suspected abuse of adults with disabilities, call the Adult Protective Services Hotline at 1-800-490-8505.
 - SOPA is looking to update their “Crisis Emergency” pocket cards to include the same information
- Need to develop a "Meds Management" system for programs to follow statewide.
 - **FOLLOW UP:** Preliminary steps taken to explore other SO program’s “med management” systems/processes. Once “best practices” are gathered, an internal team (which will include coaches, SOPA medical volunteers, and staff) will determine what, if any, direction SOPA will take to provide statewide processes.
- Training - Safety training (i.e., Active Shooter, CPR, etc.) for program volunteers. Possible "partnerships" or direction for locals to follow?
 - **FOLLOW UP:** SOPA encourages programs to partner with any local authorities for any appropriate safety programs such as; CPR, First-Aid, Active Shooter Training, etc. We will continue to explore statewide partners and announce once any are available at the program level.

Re-Org (Susan Wyland)

- Need to develop “guidelines” or topic list for Regions who plan to meet in advance of formal Region recognition.
 - **FOLLOW UP:** The Reorg Team will be working over the next month to develop a plan to allow all regions to begin working on topics in advance of their formal recognition. As more solid policies and procedures are developed in Pilot Region 5, they will be shared state-wide which will help facilitate advance work.
- Apprehension around how finances will be managed and allocations dispersed when in regions.
 - **FOLLOW UP:** Individual programs’ reserves will be Board designated for that program’s future expenditures. All new revenue generated within a region will be considered regional revenue; this includes revenue generated from invested reserves.
- Budgets will be developed at a program level and submitted to the regional office. A regional budget will be prepared and reviewed by Senior Management. It will then be presented to the SOPA Board of Directors for approval.
 - **FOLLOW UP:** Specific processes regarding check requests and other finance details will be worked out with Pilot Region 5 and shared with all programs as it becomes available.
- Generally more information out monthly on Reorg Committee work.
 - **FOLLOW UP:** The Reorg Team periodically posts information to the SOPA website and a full history of Reorg is available under the Volunteer Resources tab. The team will be posting Region 5 updates as work progresses toward opening the doors in January 2020.
- Who is going to manage Grants when we go into regions?
 - **FOLLOW UP:** The Regional grants management process is being worked on as part of developing the job descriptions for the regional development director and the regional development liaison for Region 5. A more definitive answer will be made available as policies and procedures are crafted for the region.

Sports and Competition Department (Michelle Boone)

- UCS program volunteers unaware of what is happening within the schools
 - **FOLLOW UP:** UCS is finalizing a school to community transition plan. Over the next few months we will connect with leadership in all counties where UCS is present to work on developing a local plan. All 2018-19 UCS athlete information will be uploaded into VSys by mid-September. The UCS team will continue to include program managers on emails with relevant info regarding sport schedules and UCS events within the county.

Leadership 2020 (Carolyn Kushner)

- Suggest 2020 session(s) include Region 5 representatives to provide the "Update" session.
 - **FOLLOW UP:** Will make note to include in Session development for 2020
- One program expressed an interest in finding another location that would be closer to "town" so that they would be able to walk around and see it. (Whether in State College or another town/city)
 - **FOLLOW UP:** We will look into the possibility of offering an outing, discuss with the Penn Stater in terms of transportation and cost.
- Cleaner process for registration for multiple programs (Athlete University, Athlete Congress & Leadership)
 - **FOLLOW UP:** Jordan Schubert, SOPA - ALPS Coordinator & Carolyn Kushner, SOPA - Volunteer Manager will evaluate the current process and begin developing a new registration process for 2020 Athlete events that are associated with Leadership weekend.
- More sessions for Athletes in Non congress years.
 - **FOLLOW UP:** 2021 is the next non-congress year; the committee will follow up and plan on adding to the overall discussion with Jordan Schubert on how to make use of the RIC in this process of more development for Athlete sessions.

Field (Gina Reed)

- One Program expressed concerns about reaching out to SOPA for assistance with issues within their program and did not get any help from the state level
 - **FOLLOW UP:** Voicemails and emails will be returned within 48 hours (or acknowledged with an update on what follow up is needed as well as expected turnaround time).
 - Out of office messages will provide an alternate contact person or information on how to get in touch (i.e.: cell phone).
 - Field Directors will attend at least 2 management team meetings in person each year. Field Directors will schedule and initiate monthly update calls with Local Program Managers at mutually agreed upon dates/times.
 - Listening is an essential part of good communication. We will listen to understand your needs, concerns, and ideas.
 - We will be honest with each other. We will be forthright in sharing concerns and dealing with problems. But, we will never engage in personal attacks.
 - Please reference the following document for more information on staff communication with volunteers.
 - 2019 - What You Can Expect from Your State Staff Teammates.pdf

Marketing – Website: (Nicole Jones)

- Volunteers need to be educated/reminded about where to find out who the Sports Directors are.
 - **FOLLOW UP:** A recent Lunch & Learn Webinar Series segment called "SOPA Resources 101" dove into a brief tutorial of where to find key sports resources on the SOPA website, including where to find our Sports Directors by sport (<https://specialolympicspa.org/sports-and-games/sports-offered>). A video recording of that segment can be found here. (<https://www.youtube.com/watch?v=jvoRGgs0iAY&feature=youtu.be>)

Marketing – Facebook: (Nicole Jones)

- Suggested that a Global Messenger Facebook page be created or the existing Athlete Leadership FB page be used to find speakers, share resources, etc.
 - **FOLLOW UP:** We will reiterate the current Global Messenger request system via the next Monthly Update (that it is managed on the Local Program level or through our Athlete Leadership Coordinator – resulting in the completion of a speech report). We will also reach out to the individual that made this suggestion to access the true need for additional support or a system by which to find speakers and share resources, as right now creating an additional Facebook page is not a viable option.

Development – (Tim Kerrihard)

- Share more in depth information with local programs about IDMP and how that dictates online giving, giving via Facebook, etc. and what that means for local programs.
 - **FOLLOW UP:** The development department will be the process of putting together educational materials and webinar information on IDMP and on-line giving; that will be shared with programs in the first quarter of 2020.