

girlscouts<sup>®</sup>  
of black diamond

# SPRING 2022

## Renewal and Reappointment April 15 - June 30



# Greetings!



Dear Girl Scout Volunteer,

Last year, in the 2021 annual VOICES survey, Girl Scouts told us that one of the most important factors in their Girl Scout experience is YOU. Girls have also said one of the most critical factors in their decision to continue Girl Scouts for another year is YOU. YOU are a consistent bright spot for girls seeking positive role models outside their homes, who will assist them through their journey to adulthood.

When you stick with Girl Scouts, you're not just giving a girl something to do, you're giving her someone to be. The bravest, boldest, best version of herself. The version of herself that walks with her head a bit higher and acts with confidence.

And as she grows, you grow with her, guiding her through life's ups and downs, supporting her strength and showing her new and exciting paths to take.

Just as girls need you most right now, we know that you need us! You told us in the VOICES survey that you are growing weary through these pandemic years of service – that you believe in what Girl Scouts can do for girls, and even though you may be less satisfied than in years prior, you stay in it...for the girls. We want you to know that we see you and we hear you. As we plan for the spring, summer and into the 2023 membership year, we want to do so in partnership with YOU! Feedback is a gift and we want to improve our operations and support so that you have a better experience as a volunteer.

As a token of our appreciation, and in an effort to provide troops with a solid foundation for the 2023 membership year, we're offering numerous free and discounted resources for leaders and troops during the spring renewal campaign. See the chart on page 5 for comprehensive information. In addition to the campaign benefits, the first 25 leaders/co-leaders/assistant leaders or service unit team members who register for the Volunteer Retreat in July will receive free admission! Registration details are coming soon. Keep an eye on the Troop Leader Facebook page and the volunteer newsletter.

In this uncertain world, you can count on one thing for sure: today, tomorrow, together, we are on your team! On behalf of Girl Scouts of Black Diamond Council, I want to personally thank you for sticking with us through another tough year and look forward to our partnership in reaching and serving girls in all communities within Black Diamond in the upcoming membership year.

Sincerely,

A handwritten signature in cursive script that reads "Jess".

Jess Richards  
Chief Operating Officer



# Spring Renewal Leader Support

Need help with the membership renewal process? No problem! Contact our Customer Care team at (304) 345-7722, [CustomerCare@bdgsc.org](mailto:CustomerCare@bdgsc.org) or complete our webform located at <https://girlscouts.info/ContactForm>.

For additional membership support, your Membership Delivery Manager is also available to assist you! Our 12-person Member Services team can provide both regional and specialty support. For help finding your region and to access our staff directory, visit: <https://girlscouts.info/AboutGS-BDC>.

Name	Region	Position
Becky Pack	Council-wide	Senior Director of Member Services
Tina Chambers	Region 1	Membership Delivery Manager
Tina Chandler	Region 2	Membership Delivery Manager
Andrea Rounds	Region 3	Membership Delivery Manager
Shannon Taylor	Region 4	Membership Delivery Manager
Deb Dowler	Region 5	Membership Delivery Supervisor
Natalie Huggins	Region 6	Membership Delivery Manager
Vacant	Region 7	Membership Delivery Manager
Debby Kemmerling	Region 8	Membership Delivery Manager
Stacie Bolen	Region 9	Membership Delivery Supervisor
Jackie Law	Region 10	Membership Delivery Manager
Debbie Harless	Region 11	Membership Delivery Manager
Lila Mangus	Region 12	Membership Delivery Manager

**“To put yourself in another’s place requires real imagination, but by doing so each Girl Scout will be able to live among others happily.”**  
- Juliette Gordon Low

# Troop Renewal Instructions

Beginning April 1, the system will update the member status field to "Time to Renew." Leaders can then renew their memberships, troop participations and renewable volunteer roles for the next membership year, as well as their troop members' memberships.

## Troop Leader and Household Renewals

1. Log in to your myGS Account at <https://mygs.girlscouts.org/cart>.
2. Click on "My Household."
3. Select "All" to renew a membership, troop affiliation and a volunteer role; or check all that apply:
  - a. Check the membership box to renew a membership (not necessary for Lifetime Members).
  - b. Check the troop box to renew a troop affiliation.
  - c. Check the volunteer position to renew a volunteer role.

If all three boxes are checked, the status for all three will change from "Time to Renew Membership" to "In Cart."

## Troop Renewals

1. Log in to your myGS Account.
2. Select the specific troop number from the menu under "My Troops."
3. Select the girl members to renew.
  - a. Select girls individually or select "All."
  - b. Uncheck any girls not renewing right now.
  - c. Indicate a member who is not returning next year by selecting "Not Returning."
  - d. Hide inactive and not returning members to sort out who is returning.
4. Select the adult members to renew.
  - a. Select adults individually or select "All."
  - b. Uncheck any adults not renewing right now.
  - c. Indicate a member who is not returning next year by selecting "Not Returning."
    - i. If a caregiver changes their mind and wants to renew to the troop, they must contact council for assistance.
    - ii. If the leader changes their mind or makes a mistake, they must also contact council for assistance.
  - d. Hide inactive and not returning members to sort out who is returning.
5. Scroll to the top and click the "Add Renewal" button

## Confirm Member Details

1. Information can be edited on the "Confirm Member Details" screen.
  - a. Information will auto-populate for existing members who are renewing.
  - b. Avoid using the checkbox "Use My Primary Address" – this will copy the troop leader's address to the member.
  - c. Update the "School Attending" field.
    - i. Troop leaders should be reminded to check with parents/guardians ahead of renewal to update the troop roster. That includes verifying school data, especially as girls age up and transition to different schools.
  - d. Confirm the girl's parent/guardian information and edit as needed. The caregiver relationship field must also be populated. If it is not, see troubleshooting below.
  - e. Avoid the "Grant Access to My Household" checkbox.
2. Choose a membership year.
  - a. If a girl is a senior in high school or 18 years old, she will renew as an adult.
  - b. To renew her to the troop, she will need to select a volunteer role.
3. Choose payment type.
  - a. Credit Card
    - i. Leaders choose credit card when a troop credit/debit card will be used as the payment method. Payment is processed immediately. The membership status updates, and the girl/adult has secured a spot in the troop for next year.
    - ii. The troop leader will be asked to confirm payment for each troop member individually.
  - b. Apply for Financial Assistance

- i. Leaders can only select financial assistance for members of their household; they cannot select financial assistance on behalf of troop members.
- ii. If a parent/guardian requests financial assistance for their girl, her renewal must be completed by the parent/guardian and then approved by the council. Her renewal will remain in pending status until the council approves the requested financial assistance, completing the renewal. Until then, leaders see that the renewal is pending, and an open spot remains in the troop.
- iii. Parents/guardians will see that a balance is due on the account. When the council approves the payment, the balance due message disappears, and the member status updates to "Active Member."

4. Next participant (repeat the steps above until all adults and girls are completed). If the parent/guardian information is lost after clicking "Next Participant," see trouble shooting tips below.

5. Click "Review Cart" to submit member details and continue with the transaction.

## Review Cart

1. Review cart.
2. Edit, if necessary.
3. Check to accept the Girl Scout Promise and Law.
4. Click "Add Payment Details" button.

## Payment Details

1. Review payment details.
2. Click the "Submit Payment" button to complete renewal.
3. Wait for the "Renewing Payment Confirmation." (Caregivers will receive a payment confirmation email for their girl.)
4. Click the "Manage My Account" button. (Give the system a few minutes to update.)
5. Verify membership renewals. (The end dates should be updated to September 30 of the new membership year.)

## Troubleshooting

If the system does not let you submit member details, ensure that the caregiver relationship field is populated. If the caregiver relationship field is blank, enter the caregiver's relationship.

If after confirming member details, the caregiver contact information was lost, do not click the "I am the Caregiver" box. Instead, remove that participant, and finish renewing any girls already in the cart.

Once you've renewed the first batch of troop members, log out of your account. Then, log back in. This resets the caregiver information, and you'll be able to finish renewing any remaining members of your troop.

If you have any questions or need help with renewal, please contact our Customer Care team at (304) 345-7722.

## Volunteer Renewal Instructions

In order to be reappointed by the start of the new school year, all requirements must be met by June 30. Requirements are:

- Complete End of the Year reports for your troop(s) (End of the Year and Finance Report). Find the reports on the Volunteer Resources page on our website, or complete your End of the Year paperwork through the Volunteer Toolkit.
- Attach a matching troop bank statement.
- Have paid in full all amounts due from the Fall Product and Cookie Programs.
- Renew your Girl Scout Membership for the 2022-2023 membership year. Log in to your member profile.

## Things to Remember...

- Criminal background check must be completed every three years.
- Compliance with training policy, as outlined in your position description, is expected.
- Satisfactory performance last membership year is required to be reappointed.
- Delinquent accounts must be paid or payment plans must be established and in good standing.
- Start prepping your volunteers to take over key positions in Cookie and Fall Product Programs so you can lighten your load for next year!

# Spring Rewards Chart

Are you ready for another awesome year of Girl Scouting? Renew by the following dates to become eligible for exciting rewards!

Incentive Offer	Girl Member Incentive	Troop Leader Incentive	Troop Incentive	Service Unit Incentive
\$10 Girl Scout Membership Discount	Renew girl membership by May 15 to receive this discount. See details on page 6.			
Kristen Bell's <i>Paint Your World Purple</i> event.	Renew girl membership by May 13 to sign up for Kristen Bell's <i>Paint Your World Purple</i> event on May 19.			
Troop Robotics Kit			Complete renewal paperwork and registration requirements to receive this benefit. *See requirements below.	
TWO FREE Leader Registrations (\$50 savings. Limit two registration rebates per troop)		Complete two leader/co-leader/assistant leader registrations and troop renewal paperwork by June 30 to receive this benefit. ^See full requirements below.		
Membership Renewal Patch (Pictured below)	Free with renewal by June 30.			
Service Unit Race to Renew				The service unit in each region who has the highest percentage of troops renew beyond 55% will receive a free overnight stay at the Girl Zone for a service team retreat. Black Diamond will supply the pizza and snacks!

\* Troops must renew 60% of their girls by June 30 to qualify for the troop robotics kit.

^ Troops must renew 60% of the girls in their troop, renew at least two troop leaders/co-leaders/assistant leaders and submit End of the Year Troop paperwork and Troop Finance Report by June 30 to qualify for Troop Leader membership rebate.

## Spring Renewal Patch

Every girl who registers by June 30 will receive a GSBDC 2022 - 2023 membership patch. Only girls renewing by June 30 will receive this patch.



# Girl Membership Discount Instructions

We are so excited to be able to offer a \$10 spring membership renewal discount between April 15 and May 15!

This year, the process is easy! All you have to do is renew your girls and they will automatically receive the \$10 discount until 11:59 p.m. on May 15. Easy peasy!

## Super Troop

We have changed some of our Super Troop requirements for this year. Check out the Super Troop requirements below and score an extra .05 cents per box of cookies for your troop!

**PHASE 1:** Participate in the 2021-22 Cookie Program.

**PHASE 2:** Re-register 60% of the girls in your troop and two troop leaders, co-leaders or assistant leaders by June 30, 2022. This year, both leader registrations are free!

**PHASE 3:** Complete reappointment paperwork and troop leader registration by June 30, 2022. This includes End of the Year Troop paperwork and Troop Finance Report, which includes a current bank statement.

**PHASE 4:** Participate in the 2022 Fall Product Program. During the Fall Product Program, troops must have the following sales, according to troop size:

- 1 to 9 girls - \$50 in sales
- 10 to 19 girls - \$100 in sales
- 20 or more girls - \$150 in sales

**PHASE 5:** Reach an average PGA and percentage of girls selling cookies in the 2023 Cookie Program. This number is to be announced soon, so watch the Troop Leadership Facebook page for the exact number!

**PHASE 6:** Complete at least two community service projects as a troop. Projects must be completed by May 1 and reported on the Troop Community Service Report form.

*Did you know that if your troop is a Super Troop and sold 50 cases of cookies, you would have an additional \$30 in troop proceeds? If your troop sold 100 cases of cookies, then you would have an additional \$60. Troops receive the extra .05 cents for every box of cookies they sell, not just the initial sale.*

## Troop Robotics Kits

This year, all troops who renew at least 60% of their girls and complete their End of the Year paperwork by June 30 will receive a Robotics Incentive Kit. These kits include three robots to help girls of all grades and experience explore the world of robotics. Thanks to a generous grant from AEP, this year's incentives include: Mech 5 Mechanical Coding Robot; Salt Powered Robot; and KidzLabs Robotic Hand.

Troop leaders will also receive a booklet that helps guide the meetings when the kits are in use. These kits connect with the Robotics badges in each grade level. Curriculum in the booklet ensures that girls will be able to earn at least one robotics badge.

Troops will be eligible for 10 free robotics badges once they have completed the curriculum and a survey. Get ready to discover, connect and take action in the fun world of robotics!



**Mech 5 Mechanical Coding Robot**



**Salt Powered Robot**



**KidzLabs Robotic Hand**

# Reporting on the previous year is so important!

Each year, we ask troop leaders to fill out their troop's End of the Year Report. Why is this so important?

Here are just a few reasons:

- End of the Year Reporting allows you to look back over all the great things that your troop has done this past year!
- These reports provide valuable information, which we use to secure funding that enables the council to maintain and expand our program efforts to benefit more girls.
- These reports let the council know if your troop needs support in your efforts to recruit new girls.
- Your feedback helps ensure the council has correct troop leader and troop support team information so we can stay in touch and provide support throughout the year.
- Submitting your End of the Year and Finance Reports on time are requirements for becoming a Super Troop, which could result in your troop earning more per each box of cookies sold. The report must be submitted by June 30 to qualify for Super Troop.
- Submitting these reports helps secure your troop's future for the next membership year, even if you are not planning to return as a leader.

End of the Year Reporting is easily completed online. Please complete your form and attach a copy of the last troop bank statement by June 30, 2022.

You can also complete the End of the Year paperwork via the Volunteer Toolkit! We have a training video for this available on our website on the Volunteer Resources/Training Page.

The council appreciates your willingness to share the experiences of your troop during the membership year.

Reflecting on the Troop/Group Year

Troop Finance Report

# Kristen Bell and Girl Scouts: Paint Your World Purple!

Discover your inner Girl Scout and Purple Person - it's way easier than you think!

Girl Scouts and Purple People love learning about things like space dolphins, laughing at silly jokes with Grandma and making sure the world is full of playgrounds.

Paint your world purple and join us for a virtual event on May 19 for Girl Scouts with actor, producer, parent and Girl Scout alum Kristen Bell (*The Good Place*, *Veronica Mars*, *Frozen*) as she chats about what it means to be a Purple Person and completes fun activities to show off those Purple People skills.

**Kick off a new year of Girl Scouting and save your spot by May 13 at [girlscouts.org/purple](https://girlscouts.org/purple). Virtual event will be held on May 19.**

# Council-Wide Service Project

## Hospital Helpers

Coming in October 2022, Girl Scouts will have the opportunity to complete the Council-Wide Service Project: Hospital Helpers.

Girl Scouts are never too young or old to make a difference in a person's life or their community. Girl Scouts of Black Diamond Council is always seeking new ways to be a sister to members of our community and those in need. In 2023, we will release our new Community Service Patch Program, Hospital Helpers. This program will connect girls to children in hospitals through the assembly of care packages. We know this can be a stressful time, so Girl Scouts of Black Diamond Council is committed to helping families feel cared for and valued with this new program opportunity.

Until October, girls can still complete the current service project, Paw Pals. Learn more at [www.bdgsc.org/patchprograms](https://www.bdgsc.org/patchprograms).





# Completing your End of the Year Paperwork and Finances through the Volunteer Toolkit

You have the option to complete your End of the Year paperwork and Financial Report through the Volunteer Toolkit. You can also submit via the webform here: <https://bit.ly/EOYReport2022>.

## Log In to the Volunteer Toolkit (VTK)

If you are a troop leader or assistant leader, go to [www.bdgsc.org](http://www.bdgsc.org), and click on *My GS Login*. Then, select *Volunteer Toolkit*.

Log in using your My GS/VTK login credentials.

If you don't remember your password, you can put in your email and indicate that you've forgotten your password for instructions. If you forgot which email you used for Girl Scouts, you can email [CustomerCare@bdgsc.org](mailto:CustomerCare@bdgsc.org) or call (304) 345-7722 to update your email.

## Complete your End of the Year Paperwork in the VTK

1. Once you are logged in, you will see a welcome message. Click on *Volunteer Toolkit* to go to your troop information.
2. Click on the *Finances* tab.
3. You will be asked to fill out totals related to income and expenses and bank information, as well as other questions related to your troop year.
4. You should *Preview* your finance report once you complete it, then you will click *Send to Council*. (Note that *Send to Council* should ONLY be used for submitting your End of the Year paperwork before the June 30 deadline. You do not have to submit whenever you make changes.)
5. Once you click *Send to Council*, you can attach your most recent bank statement by clicking the *Attach a Document* link in the new window.
6. With your bank statement(s) attached, you can click *Yes, Submit Now*. You'll then receive a confirmation screen, where you can click *OK*.

## A Few more notes....

- Please note that all troop leader membership rebates will be direct deposited into your troop account. Please provide accurate account information to avoid delays in processing your troop's rebate. Routing numbers contain 9 digits and are surrounded by |: on your troop check.
- You will retain a copy of your submission under

*Submitted* and you can print or download a spreadsheet of your submission.

- You can print your report using the print icon in the top right corner.

## The Finances Tab is not just for End of the Year reporting!

You should update your finances as the year progresses, each time replacing the current total with the new total. (If you spent \$10 this week, you can enter \$10 spent. And then next week, if you spend \$10 more, your new total is \$20.)

## Join us! Experience a weekend of sisterhood, fun and more!

Relax, rejuvenate and renew your passion for Girl Scouts at the first annual GSBDC Volunteer Retreat, July 29-31 at Parchment Valley Conference Center!

We believe our volunteers deserve a break after accomplishing the past two years. Join us for a retreat that will provide opportunities to mingle with your sister Girl Scouts, participate in fun activities and gain new tools to make the upcoming year the best year ever!

The retreat will be held at Parchment Valley Conference Center near Ripley, WV. The facility provides both indoor and outdoor spaces for learning. Activities will include a Friday night gathering to connect over games and songs, roast hot dogs and relax by the campfire. Saturday will be filled with valuable workshops, food, games and a luau by the pool! Sunday morning will conclude the retreat with an optional multi-faith service and closing ceremony after breakfast.

All food and accommodations are included for the low cost of \$25. This "glamping" retreat provides dorm-style housing with rooms for up to twelve people with a shower and bath for each room. Six bottom bunks are available for each room, so register early to guarantee yours!

Keep an eye out for the registration link, and make sure to register fast! The first 25 renewed volunteers who register will attend this weekend retreat for free!