

AGENCY MANAGEMENT TEAM

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AGENCY MANAGEMENT TEAM OVERVIEW

It is the vision of Special Olympics Wisconsin (SOWI) and the Agency Management Committee that Agency managers will recruit and train additional volunteers to share the responsibilities, and also the benefits of being involved with Special Olympics.

An Agency Management Team (AMT) is one design for dividing Agency tasks that SOWI staff has seen that works well and efficiently. An AMT is a working team, not an advisory committee or governing board, which is directed by the Agency manager. It may or may not include all the members listed, and may include other positions you have found necessary in managing the tasks of your Agency.

Regardless of how you divide the tasks or what you call the volunteers who support the Agency, the key issue is that volunteers have a clear understanding of what their role is and there is an open and consistent line of communication between the manager and volunteers. Agency managers who currently work with a support team of volunteers typically have some type of written volunteer job descriptions and conduct regularly scheduled meetings where volunteers share their progress and needs. Some Agencies also publish an Agency newsletter (formal or informal) or create a Facebook group (see the *Communication* section for guidelines) to keep everyone informed.

To assist you with the process of establishing a team of volunteers to support your Agency, we have created and included the following documents:

- Agency Management Team Position Descriptions (included in this section)
- Agency Management Team Overview (included in this section)

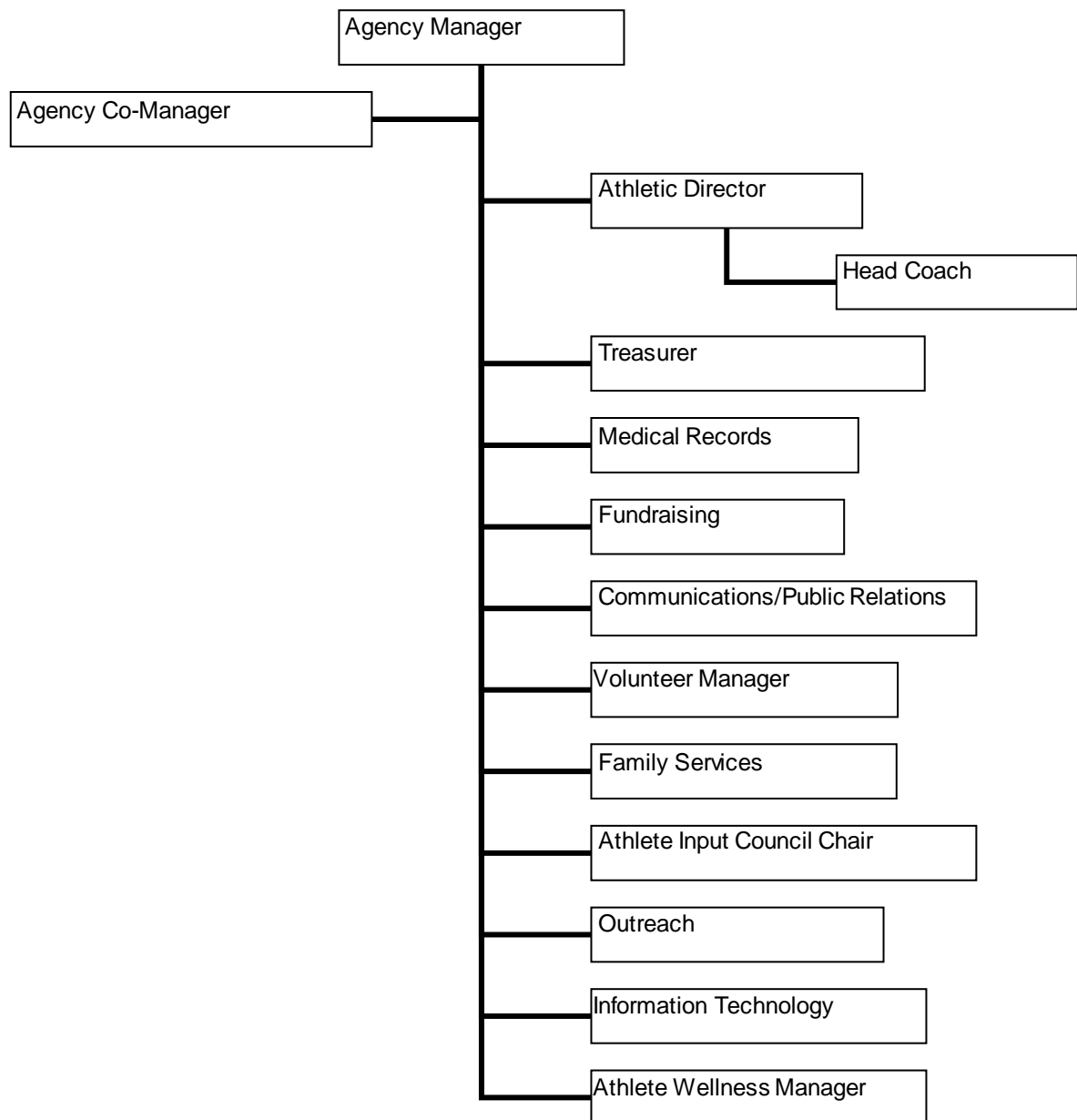
Finally, the Agency log in page on the SOWI website has been enhanced and expanded to include online monitoring of athlete medical and volunteer rosters as well as Agency best practices. Like all things in SOWI, we count on our Agency managers to make things better; this includes our Agency Management page on the website which needs your interaction to make it great.

SOWI staff is here to support Agency managers so you can, in turn, support the Agency. Please utilize SOWI staff to assist your Agency in developing and maintaining an AMT, strategies to recruit volunteers, publicizing achievements and happenings through earned media, to create a succession plan, or simply when you need to take a sabbatical or gain stronger support when facing a difficult Agency issue.

AGENCY MANAGEMENT TEAM DESCRIPTION

The purpose of the AMT is to divide the work of managing an Agency between many hands, therefore providing the foundation for enhanced services to athletes and allowing more volunteers to reap the benefits of being involved with Special Olympics. An AMT is a working team, not an advisory committee or governing board, which is directed by the Agency manager. An Agency may choose not to fill all the positions listed below and/or create additional positions which better match the needs of the Agency. An Agency may also edit the job descriptions to best fit their volunteers' skill sets and the Agency's needs. Remember, athletes involved in Athlete Leadership Programs (ALPs) may be a resource for all committees.

All AMT members (including key athlete volunteers) must be registered Class A volunteers. The Agency manager is aware of any volunteer restrictions and should consider this when assigning key leadership roles (i.e. someone with a financial restriction may coach, but should not be collecting bowling fees).



Agency Manager: The Agency manager plans, organizes, directs and coordinates programs and services for the athletes in the Agency in accordance with established policies to further achieve the goals, objectives, standards and mission of SOWI. (In some cases, a co-manager is enlisted to help fulfill the manager duties. In this case, one of them will be listed as the main contact for the Agency.)

Athletic Director: The athletic director is responsible for overall sports management for the Agency. An alternate to this approach is to have one person other than the head coach in charge of each sports season, allowing for an “off season” for key volunteers.

Agency Head Coach: The head coach is responsible for providing athletes with comprehensive training and preparation for local, Regional, District, Sectional and State level competition.

Agency Treasurer: The treasurer is responsible for all aspects of financial administration for the Agency (cannot be a family member of the Agency manager or co-manager nor have financial restrictions).

Agency Medical Records Manager: The medical records manager is responsible for ensuring the SOWI medical exam policies and procedures are adhered to so the athletes may train and compete.

Agency Fundraising Manager: The fundraising manager is responsible for formulating and enacting a development plan to meet the financial needs of the Agency.

Agency Communications Manager: The communications manager is responsible for managing internal and external communication to meet the needs of the Agency.

Agency Volunteer Manager: The volunteer manager is responsible for coordinating and recognizing Agency volunteers.

Agency Family Services Manager: The family services manager is responsible for encouraging and coordinating athlete families' involvement in Agency activities.

Athlete Input Council Chair: The Special Olympics Athlete Input Council Chair is responsible for facilitating the Agency Athlete Input Council. SOWI strongly recommends an athlete for this position. In some cases, a partner or mentor may need to assist the athlete with parts of their role, or until they become comfortable with fulfilling their role on their own.

Agency Outreach Manager: The outreach manager is responsible for recruiting athletes and volunteers to join the Agency.

Agency Information Technology (IT) Manager: The IT manager is responsible for the computer technology the Agency utilizes. The completion of responsibilities will be performed personally by the IT manager or through other Agency staff or volunteers.

Agency Athlete Wellness Manager: The athlete wellness manager is responsible for the coordination of year-round health promotion within the Agency as well as ensuring local access to health education and resources for athletes, families, caregivers, and Agency volunteers.

AGENCY MANAGER POSITION DESCRIPTION

Title: Agency Manager

Description: The Agency manager plans, organizes, directs and coordinates programs and services for the athletes in the Agency in accordance with established policies to further achieve the goals, objectives, standards and mission of Special Olympics Wisconsin (SOWI). The completion of responsibilities will be performed personally by the Agency manager or through other Agency volunteers.

Qualifications: The desire and enthusiasm to manage the Agency program to the best of their abilities. Experience as a leader with management, organization and communication skills, as well as knowledge of sports management, volunteers, and persons with intellectual disabilities. Manager must be a registered Class A volunteer with no financial restrictions. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities: (If an Agency has a co-manager, he/she would share these responsibilities.)

- 1) Behave in a manner consistent with SOWI's core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Promote the mission of Special Olympics and uphold the philosophy, principles and policies of Special Olympics, Inc. and SOWI for the benefit of the athletes.
- 3) Serve as the primary contact for all mailings, e-mail, phone calls and paperwork for the Agency from the Regional and Headquarters office and those affiliated with the Agency. (In the case that an Agency has a co-manager, only one of them will be listed as the main contact for the Agency in the SOWI databases.)
- 4) Direct safe, quality training for the athletes and explores other SOWI initiatives to enhance the athlete experience.
- 5) Oversee arrangement of competition opportunities at all levels of Special Olympics for the athletes.
- 6) Oversee all financial matters and work with Agency Management Team to develop and monitor the Agency budget.
- 7) Ensure funds are raised and expended according to SOWI policies to meet the needs identified in the Agency budget.
- 8) Develop a communication system to regularly update coaches, volunteers, family members, and the media.
- 9) Recruit eligible athletes and volunteers needed to implement a quality local program
- 10) Review and sign Codes of Conduct (i.e. Athlete, Volunteer, Family and Spectator) prior to beginning of each sport season or at least annually.
- 11) Work with the management team to nominate local stakeholders for SOWI awards.

Support: The Agency manager reports to the appropriate Regional office and their Director of Field Service. Agency mentors are available for additional support as agreed upon by staff and the Agency manager.

Benefits to Volunteer: Managing an Agency allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, enhancing your physical fitness, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency. The time commitment increases around Regional and State competitions.

Work Location: The Agency manager may work out of their home, workplace office, classroom or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the Agency manager job description is reviewed.

AGENCY ATHLETIC DIRECTOR POSITION DESCRIPTION

Title: Agency Athletic Director

Description: The Special Olympics athletic director is responsible for the overall sports management for the Agency. An alternate to this approach is to have one person other than the head coach in charge of each sports season, allowing for an “off season” for key volunteers.

Qualifications: The desire and enthusiasm to oversee athlete training to the best of their abilities. Experience as a coach with sport-specific knowledge, as well as knowledge of sports management, volunteers, and persons with intellectual disabilities. Athletic director must be a registered Class A volunteer. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with Special Olympics Wisconsin's core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Serve as the Agency liaison regarding sports matters.
- 3) Recruit and facilitate training and certification of a head coach for each sport.
- 4) Ensure the head coach for each sport fulfills his/her responsibilities.
- 5) Ensure head coaches and athlete coaches maintain current sports certification.
- 6) Ensure that all certified coaches have watched the *General Orientation* video.
- 7) Facilitate communication between head coaches and report back to the Agency Management Team regarding sports issues.
- 8) Ensure consistency between sports regarding budget, uniforms, transportation, facilities, volunteer support, etc.

Support: The athletic director reports to the Agency manager. Resource materials complete with a comprehensive *Competition Guide* are included in the *Agency Manager Handbook*.

Benefits to Volunteer: Serving as the athletic director allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement of the Agency. The time commitment increases around Regional and State competitions.

Work Location: The athletic director may work out of their home, workplace office, classroom or other facility they deem appropriate. Some duties may involve visits to the training sites.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the athletic director position description is reviewed.

AGENCY HEAD COACH DESCRIPTION

Title: Agency Head Coach

Description: The head coach is responsible for providing athletes with comprehensive training and preparation for local, Regional, District, Sectional and State level competition. The completion of responsibilities will be performed by the head coach or through other Agency volunteers.

Qualifications: The desire and enthusiasm to provide athlete training to the best of their abilities. Experience as a coach with sport-specific knowledge, as well as knowledge of sports management, volunteers, and persons with intellectual disabilities. Each team advancing to state-level competition is required to have a coach certified in that sport. Likewise, each individual sport that an Agency sends to state-level competition is also required to have a coach certified in that sport. Head coach must be a registered Class A volunteer. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with Special Olympics Wisconsin's (SOWI) core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Select, assess and train Special Olympics athletes considering athlete choice and interest:
 - a) Athlete selection: The head coach will recruit athletes and properly complete and submit all required medical and registration materials by established deadlines.
 - b) Assessment: The head coach will assess each athlete to determine the individual and/or team skill level for training and competition in selected sports.
 - c) Training: The head coach will develop individualized training programs for each athlete. The program will include instructions in fundamental skills, conditioning, competition and rules. The training program should be a minimum of eight sessions prior to Regional/District competition.
- 3) Know, understand and abide by the official *Special Olympics Sports Rules*.
- 4) Know and understand the sport being coached.
- 5) Maintain current sports certification.
- 6) Execute the legal duties of the head coach:
 - a) Provide proper planning for each step of training and competition.
 - b) Provide and maintain a safe and secure physical environment.
 - c) Use acceptable and safe equipment.
 - d) Ensure appropriate sport skills instruction and safe competition.
 - e) Match athletes according to strength, size and ability.
 - f) Continually assess each athlete for participation in appropriate activities within, not challenged beyond his or her abilities and capabilities.
 - g) Inform athletes of inherent risks associated with a specific sport.
 - h) Ensure acceptable supervision and maintain an adequate volunteer-to-athlete ratio.
 - i) Establish an emergency action plan that includes procedures for emergency medical support, postponements or cancellations, crisis communication, and incident and accident reporting.
 - j) Provide appropriate medical support at all times.
 - k) Maintain accurate records.
 - l) Keep up-to-date medical information on hand for all of the athletes that you oversee, including during practices, travel, and at competitions.

Support: The head coach reports to the athletic director. SOWI provides training and resources.

Benefits to Volunteer: Coaching allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, enhancing your physical fitness, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency. The time commitment increases around Regional and State competitions.

Work Location: Most duties are performed at the training site.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the head coach position description is reviewed.

AGENCY TREASURER POSITION DESCRIPTION

Title: Agency Treasurer

Description: The treasurer is responsible for all aspects of financial administration for the Agency. The completion of responsibilities will be performed personally by the treasurer or through other Agency volunteers.

Qualifications: The desire and enthusiasm to support the Agency program to the best of their abilities. Experience and knowledge in bookkeeping (i.e., accounts payable, bank reconciliation, and preparation of financial statements) is a plus. The treasurer must be a registered Class A volunteer with no financial restrictions and may not be a family member of the Agency manager or co-manager. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with Special Olympics Wisconsin's (SOWI) core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Protect and maintain the confidential aspect of financial matters.
- 3) Serve as the Agency liaison regarding financial matters.
- 4) Know, understand and abide by the SOWI financial policies and procedures.
- 5) Work with other members of the Agency Management Team to develop an Agency budget. Maintain and report where the budget stands at Agency Management Team meetings.
- 6) Follow the in-house accounting procedures for expenses and revenue (see *Finance*) and monitor the Agency's account balance.
- 7) Utilize the *In-Kind Contribution Receipt* and *Certificate of Exemption* when appropriate.
- 8) Maintain accurate financial records (i.e. all income and disbursement records, receipts, SOWI account statements, travel expenses, invoices, and bills etc.).

Support: The treasurer reports to the Agency manager. The SOWI Headquarters maintains all financial records and can provide assistance upon request.

Benefits to Volunteer: Serving as treasurer for an Agency allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency.

Work Location: The treasurer may work out of their home, workplace office, classroom or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the treasurer position description is reviewed.

AGENCY MEDICAL RECORDS MANAGER DESCRIPTION

Title: Agency Medical Records Manager

Description: The Special Olympics medical records manager is responsible for ensuring the Special Olympics Wisconsin (SOWI) medical exam policies and procedures are adhered to so the athletes may train and compete. Completion of responsibilities will be performed personally by the medical records manager or through other Agency volunteers.

Qualifications: The desire and enthusiasm to support the Agency to the best of their abilities. Experience in records management, as well as accuracy skills and attention to detail a plus. The manager must be a registered Class A volunteer. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with SOWI's core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Know, understand and abide by the SOWI medical policies and medical deadline dates.
- 3) Communicate with athletes and parents/guardians to ensure they know, understand and abide by SOWI medical policies and medical deadline dates.
- 4) Serve as the liaison between the Agency and the Regional and Headquarters offices, as well as between the Agency and the athletes and parents/guardians regarding medical records.
- 5) Notify athletes and parents/guardians well in advance of when their *Application for Participation* is going to expire.
- 6) Check completed *Official Special Olympics Release Forms* and *Application for Participation* for completeness and accuracy according to the instructions and make a copy for the Agency files.
- 7) Mail the completed and accurate *Official Special Olympics Release Forms* and *Application for Participation* to the SOWI Headquarters office prior to the medical deadline date.
- 8) Keep accurate athlete medical files, including copies of the medical forms and athlete reports and maintain confidentiality regarding sensitive athlete information.
- 9) Ensure that the head coach for each sport has up-to-date medical information for the athletes they are overseeing.
- 10) Facilitate medical forms being organized and transported to all SOWI sanctioned events in case of emergency.
- 11) Maintain supply of blank forms/instructions (available free of charge through SOWI Regional or Headquarters office and on the SOWI website).

Support: The medical records manager reports to the Agency manager. The SOWI Headquarters maintains all athlete medical records and can provide assistance upon request.

Benefits to Volunteer: Serving as the medical records manager allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency. The time commitment increases around medical deadline dates.

Work Location: The medical records manager may work out of their home, workplace office, classroom or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the medical records manager position description is reviewed.

AGENCY FUNDRAISING MANAGER DESCRIPTION

Title: Agency Fundraising Manager

Description: The fundraising manager is responsible for formulating and enacting a fundraising plan to meet the financial needs of the Agency. The completion of responsibilities will be performed personally by the fundraising manager and/or through other Agency volunteers.

Qualifications: The desire and enthusiasm to support the Agency program to the best of their abilities. Experience and knowledge in budget planning, special event planning, and sales as well as excellent oral and written communication skills. The manager must be a registered Class A volunteer and if overseeing and handling money at fundraisers, must not have any financial restrictions. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with Special Olympics Wisconsin's (SOWI) core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Serve as the Agency liaison regarding fundraising matters.
- 3) Know, understand and abide by the SOWI fundraising guidelines.
- 4) Work with the Agency treasurer to develop and meet its goals of an Agency budget.
- 5) Maintain records of all fundraising activities (i.e., cost/gain, net/gross, raffle license reports, sales tax reports) and files of fundraising volunteers, corporate and community donors.
- 6) Understand and, when appropriate, coordinate Agency participation in statewide fundraisers which benefit the Agency (i.e. Perfect Split, The Law Enforcement Torch Run®, Polar Plunge®, etc.).
- 7) Conduct fundraising activities and represent the Special Olympics fundraising program to volunteers and the public.
- 8) Recognize and thank contributors, event sponsors and volunteers.
- 9) Develop new contacts and funding sources.
- 10) Complete and submit the SOWI *Fundraising Project Application Form* prior to any project or event.
- 11) Utilize the *In-Kind Contribution Receipt* and *Certificate of Exemption* when appropriate.
- 12) Strives to maintain a fundraising goal of keeping cost to raise a dollar as low as possible. Be sure to assess the costs associated with any fundraiser, and try to keep them as low as possible to maximize net revenue.

Support: The fundraising manager reports to the Agency manager. Resource materials complete with successful fundraisers and sample letters are included in the Fundraising section of the Agency Manager Handbook.

Benefits to Volunteer: Serving as fundraising manager for an Agency allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency.

Work Location: The fundraising manager may work out of their home, workplace office, classroom or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the fundraising manager position description is reviewed.

AGENCY COMMUNICATIONS MANAGER DESCRIPTION

Title: Agency Communications Manager

Description: The communications manager is responsible for collaborating with Special Olympics Wisconsin's (SOWI) Marketing and Communication Department to managing internal and external communication to meet the needs of the Agency. The completion of responsibilities will be performed personally by the communications manager or through other Agency volunteers.

Qualifications: The desire and enthusiasm to support the Agency program to the best of their abilities. Experience and knowledge in writing and editing newsletters, drafting press releases, establishing media relations, and public speaking, as well as excellent oral and written communication skills. The manager must be a registered Class A volunteer. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with SOWI's core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Serve as the Agency liaison to SOWI's Marketing and Communication Department regarding communication matters.
- 3) Ensure Agency official materials (i.e., stationery, event programs, newsletters, etc.) use the current Special Olympics branding and assist with ordering and maintaining supplies.
- 4) Ensure Agency has a flag or banner with the current Special Olympics logo and Agency identification available for speaking engagements, photo opportunities and competition sites.
- 5) Create appropriate communications materials (template and assistance available at Headquarters)
- 6) Maintain Agency newsletter mailing and/or e-mail list.
- 7) Regularly distribute information to athletes, families, volunteers, sponsors and the general public.
- 8) Collaborate with the Director of Communications to establish relationships with TV, radio and newspapers to publicize your Agency activities.
- 9) Conduct presentations, demonstrations and/or exhibits to raise public awareness for your Agency.

Support: The communications manager reports to the Agency manager. Resource materials complete with preferred provider and Agency fact sheet order forms are included in the Agency Manager Handbook. More tools such as e-newsletter, press release templates, etc. are available on the Agency log in of the website, spokesperson tips and talking points are available in the Media Room on SOWI's website.

Benefits to Volunteer: Serving as communications manager for an Agency allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency.

Work Location: The communications manager may work out of their home, workplace office, classroom or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the communications manager position description is reviewed.

AGENCY VOLUNTEER MANAGER DESCRIPTION

Title: Agency Volunteer Manager

Description: The volunteer manager is responsible for recruiting, coordinating and recognizing Agency volunteers. The completion of responsibilities will be performed personally by the volunteer manager or through other Agency volunteers.

Qualifications: The desire and enthusiasm to support the Agency program to the best of their abilities. Experience and knowledge in working with volunteers, as well as interpersonal and communication skills. The manager must be a registered Class A volunteer. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with Special Olympics Wisconsin's (SOWI) core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Serve as the Agency liaison regarding volunteer matters.
- 3) Know, understand and ensure all Agency volunteers are registered and abide by the SOWI official volunteer registration policies and procedures.
- 4) Review the Class A volunteer rosters and update volunteer contact information through the SOWI website or Regional and Headquarters offices as necessary.
- 5) Work with the Agency manager to assess volunteer needs and create and revise written job descriptions.
- 6) Communicate with other Agency Management Team managers who are utilizing volunteers to ensure they are trained, have sport certifications as necessary, and understand their roles and the Code of Conduct.
- 7) Develop and implement ways to recognize volunteers for their efforts.
- 8) Work with the Agency manager, athletic director or head coach to ensure all volunteers attending State Games on behalf of the Agency are Class A volunteers before the Games entry deadline date.

Support: The volunteer manager reports to the Agency manager. Resource materials are included in the *Agency Manager Handbook*. Volunteer in-service training materials are available from the Regional or Headquarters offices.

Benefits to Volunteer: Serving as volunteer manager for an Agency allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency.

Work Location: The volunteer manager may work out of their home, workplace office, classroom or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the volunteer manager position description is reviewed.

AGENCY FAMILY SERVICES MANAGER DESCRIPTION

Title: Agency Family Services Manager

Description: The family services manager is responsible for encouraging and coordinating athlete families' involvement in Agency activities. The completion of responsibilities will be performed personally by the family services manager or through other Agency volunteers.

Qualifications: The desire and enthusiasm to support the Agency program to the best of their abilities. Experience and knowledge in working with athlete family members, as well as interpersonal and communication skills. A preference is given to an athlete's parent or sibling. The manager must be a registered Class A volunteer. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with Special Olympics Wisconsin's (SOWI) core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Serve as the Agency liaison regarding family matters.
- 3) Work with the communication manager to create and maintain a mailing or e-mail list of athlete family members. The Regional or Headquarters office can supply this if desired.
- 4) Work closely with the communications manager to ensure families receive information about medical deadline dates, training sites and times, competition information, fundraising and PR news.
- 5) Distribute the annual planning calendar, and families and friends competition invitations provided by the Headquarters office, and invite families to attend competitions.
- 6) Work with the Agency volunteer manager to involve family members as volunteers.
- 7) Work with the Agency manager to provide a welcome orientation for new family members utilizing the *General Orientation* video and ensure family members know their responsibilities and expectations (i.e., drop-off and pick-up athlete from practice, attend Agency meetings, cheer on their athletes at competition, Spectator Code of Contact etc.).
- 8) Create a family booster or support group to provide extra activities such as holiday parties, social events, birthday clubs, team buttons or novelty items, etc.

Support: The family services manager reports to the Agency manager. Resource materials are included in the *Agency Manager Handbook*. Your Director of Field Services serves as a clearinghouse for information and is available to share ideas and resources.

Benefits to Volunteer: Serving as family services manager for an Agency allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency.

Work Location: The family services manager may work out of their home, workplace office, classroom, or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the family services manager position description is reviewed.

AGENCY ATHLETE INPUT COUNCIL CHAIR POSITION DESCRIPTION

Title: Agency Athlete Input Council Chair

Description: The Special Olympics Athlete Input Council chair is responsible for facilitating the Agency Athlete Input Council. Special Olympics Wisconsin (SOWI) strongly recommends an athlete for this position. In some cases, a partner or mentor may need to assist the athlete with parts of their role, or until they become comfortable fulfilling their role on their own.

Qualifications: The desire and enthusiasm to support the Agency to the best of their abilities. Experience in facilitation, meetings, and knowledge of working with volunteers a plus. The chair must be a registered Class A volunteer. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with SOWI's core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Serve as the Agency liaison regarding the Athlete Input Council.
- 3) Recruit and facilitate training of Athlete Input Council members.
- 4) Plan and facilitate Athlete Input Council meetings.
- 5) Ensure minutes from Athlete Input Council meetings are recorded and distributed.
- 6) Ensure Athlete Input Council members fulfill their responsibilities.
- 7) Work with Athlete Input Council members to provide an athlete perspective and leadership to the Agency.
- 8) Facilitate communication between the Athlete Input Council members and report back to the Agency Management Team.
- 9) Read and understand the *ALPs* section of the *Agency Manager Handbook* and educate local stakeholders about ALPs opportunities.
- 10) Work with Agency manager to nominate Athlete Input Council members for appropriate leadership opportunities at the Regional and State levels (i.e. Polar Plunge[®] committee, statewide Athlete Input Council, etc.).

Support: The athlete input council chair reports to the Agency manager, but may receive extra support from a partner or mentor. Resource materials complete with a *Special Olympics Wisconsin Athlete Council Agreement* are included in the *Agency Manager Handbook* in the *ALPs* section.

Benefits to Volunteer: Serving as the athlete input council chair allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement of the Agency.

Work Location: The athlete input council chair may work out of their home, workplace office, classroom or other facility they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the athlete input council chair position description is reviewed.

AGENCY OUTREACH MANAGER DESCRIPTION

Title: Agency Outreach Manager

Description: The outreach manager is responsible for recruiting athletes and volunteers to join the Agency. The completion of responsibilities will be performed personally by the Agency outreach manager or through other Agency volunteers.

Qualifications: The desire and enthusiasm to support the Agency program to the best of their abilities. Experience and knowledge in working with schools and agencies who serve individuals with disabilities. Interpersonal and communication skills are a plus. The manager must be a registered Class A volunteer. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with Special Olympics Wisconsin's (SOWI) core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Serve as the Agency liaison regarding outreach matters.
- 3) Work with the volunteer manager to recruit volunteers to match the Agency needs.
- 4) Review and understand the *Outreach* section of the *Agency Management Handbook*.
- 5) Work with the Agency manager to determine if the Agency would like to include more athletes, what ages and geographical regions they want to include.
- 6) Gather a list of potential schools and organizations who serve individuals with intellectual disabilities (i.e., special education directors, adaptive physical education directors, group homes, ARC's, etc.).
- 7) Contact members on list, educate them about your Agency, and encourage them to share their mailing list and/or invite their members to join SOWI as an athlete or volunteer.
- 8) Work closely with the Agency communications manager to spread the word to the community and develop creative ideas to reach people with your message (i.e. Welcome Wagon, public libraries, host an open house, etc.).
- 9) Work closely with the Agency family services manager to enlist current family members for ideas and as a resource to reach new family members.
- 10) Identify community organizations (i.e. group homes, family resource center, rehabilitation center) that assist persons with intellectual disabilities and educate them on what your Agency offers and its benefits. Work with them to provide the best services possible in your community.
- 11) Read and understand the athlete and volunteer Code of Conduct and uphold these values to the athletes and volunteers of the Agency.

Support: The outreach manager reports to the Agency manager. Resource materials are included in the *Agency Manager Handbook*.

Benefits to Volunteer: Serving as outreach manager for an Agency allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency.

Work Location: The outreach manager may work out of their home, workplace office, classroom or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the manager position description is reviewed.

AGENCY INFORMATION TECHNOLOGY POSITION DESCRIPTION

Title: Agency Information Technology (IT) Manager

Description: The IT manager is responsible for the computer technology the Agency utilizes. The completion of responsibilities will be performed personally by the IT manager or through other Agency volunteers.

Qualifications: The desire and enthusiasm to support the Agency program to the best of their abilities. Experience and knowledge in technology (i.e. database management, Social Media, and digital camera use) is a plus. The IT manager must be a registered Class A volunteer. In the event this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with Special Olympics Wisconsin's (SOWI) core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Protect and maintain the confidential aspect of database matters.
- 3) Serve as the Agency liaison regarding technology matters.
- 4) Maintain accurate computer records.
- 5) Assist other Agency Management Team members with understanding how technology may make their jobs easier and then develop these processes for the Agency:
 - a) Create a database and print mailing labels and rosters.
 - b) Create spreadsheets for tracking athlete training and competition records.
 - c) Create an Agency Facebook group (see the *Communications* section for guidelines) or Twitter account to market the Agency to others and communicate with Agency members. Link it to the SOWI website.
 - d) Create a photo library using digital photos, like Flickr.
- 6) Teach other AMT members how to utilize the SOWI website:
 - a) Give an overview of how to navigate.
 - b) Demonstrate how to take the *Protective Behaviors* training.
 - c) Demonstrate how to view the SOWI *General Orientation* DVD.
 - d) Demonstrate how to access and use the *Agency Manager Handbook* online.
 - e) Demonstrate how to view athlete medical and volunteer rosters online.
 - f) Demonstrate how to access the Agency log in page and view Best Practices.
- 7) Teach athletes how to access and use the athlete page of the SOWI website so they can access information and view photos.
- 8) Teach athletes and AMT members how to create PowerPoint presentations or videos to market their Agency or special event.
- 9) Use the SOWI branding correctly throughout any media created.

Support: The IT manager reports to the Agency manager.

Benefits to Volunteer: Serving as an IT manager for an Agency allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with intellectual disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency.

Work Location: The IT manager may work out of their home, workplace office, classroom or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the IT manager position description is reviewed.

AGENCY ATHLETE WELLNESS MANAGER DESCRIPTION

Title: Agency Athlete Wellness Manager

Description: The athlete wellness manager is responsible for the coordination of year-round health promotion within the Agency as well as ensuring local access to health education and resources for athletes, families, caregivers, and Agency volunteers.

Qualifications: The desire and enthusiasm to support the Agency to the best of their abilities. Experience and knowledge in working with community health organizations and agencies that provide health and wellness education and resources as well as excellent oral and written communication skills. The manager must be a registered Class A volunteer. In the event that this position is filled by an athlete, s/he needs to be ALPs registered and screened.

Primary Responsibilities:

- 1) Behave in a manner consistent with Special Olympics Wisconsin's (SOWI) core values of mutual respect, positive attitude, accountability, teamwork and dedication.
- 2) Serve as the Agency liaison regarding health and wellness matters.
- 3) Review and understand the *Health Opportunities* in the *Outreach* section of the *Agency Manager Handbook*.
- 4) Work with Agency manager to determine health and wellness needs of Agency.
- 5) Identify and partner with local community health organizations and agencies to assist in the promotion and sustainability of local health opportunities.
- 6) Coordinate local access to health education and resources for athletes, coaches, volunteers, and families.
- 7) Organize local health and wellness training(s) for coaches.
- 8) Develop and implement health opportunities that increase local impact and enhance relevance to local health issues facing individuals with intellectual disabilities.
- 9) Facilitate communication system to regularly update athletes, coaches, volunteers, and families about upcoming SOWI health and wellness opportunities and events.
- 10) Recruit athletes, coaches, volunteers and families to participate in Healthy Athletes[®].

Support: The athlete wellness manager reports to the Agency manager. Resource materials are available in the *Outreach* Section of the *Agency Manager Handbook*, on the SOWI website and are available from SOWI Headquarters.

Benefits to Volunteer: Serving as the athlete wellness manager allows opportunities for developing marketable job skills, creating personal and professional relationships, directing your own volunteer time, making a tangible difference in the lives of individuals with disabilities, and more.

Time Commitment: The number of hours per week depends on the size and involvement level of the Agency.

Work Location: The athlete wellness manager may work out of their home, workplace, office, classroom or other facility as they deem appropriate.

Date of Redesign: The Agency is reviewed annually through the Agency registration and accreditation process at which time the athlete wellness manager position description is reviewed.

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AGENCY ACCREDITATION - INTRODUCTION

The name *Special Olympics* and its logo are copyrighted. SOWI is granted permission to use this name and logo by Special Olympics, Inc. through adherence to Special Olympics, Inc. policies, reporting processes and general rules. In turn, SOWI grants this privilege to sub-Programs (Agency level) through adherence to SOWI policies, through the annual accreditation process and adherence to the Agency minimum standards.

The Agency accreditation process serves three principle functions:

- 1) Ensures a standard of quality and uniformity among all programs within Wisconsin
- 2) Assists SOWI in formulating program goals
- 3) Facilitates the evaluation of existing programs and enables individual programs to highlight strengths, challenges and formulate future plans, thus maintaining a quality program

The process is as follows:

When your Agency's accreditation is received at the SOWI Headquarters by September 30, the Directors of Field Services review the information. It is then assessed to determine the status outlined as:

- **Approved:** Your Agency has earned the rights and responsibilities of training, competition and fundraising in the name of Special Olympics. The accreditation privileges are assessed on an annual basis. If it should come to our attention that your Agency falls short of the accreditation standards anytime during the year, a provisional status may be assigned.
- **Provisional:** The purpose of provisional accreditation is to cooperatively address those minimum standards which were not met. During the course of this provisional status, the rights and responsibilities of training, competition and fundraising in the name of Special Olympics are ones that you and your Agency may continue to use. However, if all areas of concern are not corrected, you run the risk of losing all allocations and rights.
- **Not Approved:** If the above listed concern(s) are not addressed, all financial accounts will be frozen or closed and allocations for all Games attendance will be pulled. A carefully designed action plan will be set by Regional staff and the Directors of Field Services for implementation. Once the action plan is met, full activity may begin again.

A letter will be sent in December addressing your accreditation status and appropriate steps will be taken to assist you in bringing "provisional" or "not approved" status to "approved" status.

Enlisting and maintaining quality Agencies is a cooperative effort between all levels of the organization for the benefit of the athletes served. If someone is interested in starting a new Agency or an existing Agency is seeking a new manager or to close all together, they should contact their Regional staff as well in advance as is possible. From there, the Directors of Field Services can lend a hand as needed.

SOWI's main priority when an Agency closes is to do our best to ensure the athletes, families, and volunteers from the Agency may continue their involvement in SOWI if they so choose. In some cases, there are other Agencies nearby. For others, the transition process may be delayed while we work to establish an alternative Agency. In the case of the latter (or if no new Agency can be found), all Agency funds and assets may be held for a period of 12 months until the money is absorbed into the alternative Agency or Regional finances and assets.



Agency Number - Name _____ - _____

ACCREDITATION STANDARDS CHECKLIST

Note: Any Recommended Standard which is slotted to be upgraded to a Required Standard in the near future will include the anticipated change date. Not all Recommended Standards become Required Standards. Any new standards have been highlighted.

A. ADMINISTRATION

| Yes | No | Required Standards - Responses reflect 2013 – 2014 program year activity |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. Agency Registration and Accreditation are completed and submitted before the deadline date. Resource: Special Olympics Wisconsin (SOWI) Headquarters mail the material directly to the Agency with a stamped return envelope by September 1 st of each year to be completed and returned by September 30 th . |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. Agency Manager has reviewed and understands the SOWI Agency Manager Handbook and reference appropriate sections to members of the Agency Management Team. Resource: A hard copy and/or CD-Rom of the Agency Manager Handbook is given to each Agency upon initial registration and each fall when updated. It is also available on the SOWI website. |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. When signing contracts, the Agency utilizes the <i>Certificate of Insurance</i> according to SOWI guidelines. (Circling N/A indicates the Agency does not sign contracts.) Resource: Agencies do not have to submit contracts to the SOWI Headquarters if they comply with the SOWI guidelines for contracts detailed in the Insurance section of the SOWI Agency Manager Handbook. |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. Agency Manager corresponds with Regional and Headquarters as appropriate. Resource: The Regional offices have two staff members and the Headquarters has approximately 20 staff members available during standard business hours, and is set-up with fax, e-mail and 800 numbers to assist the Agency. |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. Agency follows Special Olympics, Incorporated policies regarding insurance coverage on 15-passenger vans. (Circling N/A indicates Agency does not utilize rented vehicles.) Resource: Information and background regarding the 15-passenger van use is included in the Insurance section of the Agency Manager Handbook. |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. Agency follows Special Olympics, Incorporated policies regarding athlete housing. Resource: The Athlete Housing policy located in the Introduction and General Information section of the Competition Guide. |

| Yes | No | Recommended Standards - Responses reflect 2013 – 2014 program year activity |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | 7. Agency manager has a management team of two or more members who are responsible for assisting with running the Agency. Resource: Review the Agency Management Team section of the Agency Manager Handbook for ideas on how to divide the work within a team. Your Director of Field Services can also be of assistance if the Agency feels the need to restructure. |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. Agency Management Team meets a minimum of twice per year. Resource: An Agency Management Team overview, complete with general job descriptions, are included in the Agency Management Team section of the Agency Manager Handbook. In addition, Volunteer In-Service Training in a variety of modules (i.e. Designing Volunteer Jobs, Recruitment, Interviewing, Delegation, Tapping into Volunteer Motivation, Supervision, Volunteer Performance Reviews, and Recognition) is available. If you are interested in training, contact your Director of Field Services. |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. Agency understands purpose of SOWI Agency Management Committee and knows how to contact their Region's representative. Resource: The Agency Management Committee members are listed in the front of the Agency Manager Handbook. The purpose of the committee is to serve as a conduit of information between Agencies and SOWI staff. |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. Agency knows how to navigate and utilize the SOWI website, including how to access the Agency log in, and where the Agency Manager Handbook, Competition Guide, forms and other resources are located. Resource: The SOWI website is www.specialolympicswisconsin.org . Contact the Digital Marketing Manager to establish a username and password for the log in page. Contact your Director of Field Services for technology assistance. |

B. TRAINING AND VOLUNTEERS

| Yes | No | Required Standards - Responses reflect 2013 – 2014 program year activity |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <p>1. All volunteers (Agency managers, coaches, chaperones, etc.) are registered as Class A volunteers with SOWI according to the Special Olympics, Inc. volunteer registration policy including completing the <i>Protective Behaviors</i> online training.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>2. All certified coaches have also viewed the <i>General Orientation</i>. (The <i>General Orientation</i> is recommended for all Class A volunteers.)</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>3. Agency regularly checks the volunteer roster for accuracy and notifies the Headquarters office when there is a change (i.e. name change, contact information change, inactive volunteer). Please review the added fields on the volunteer roster (coach type and military service).</p> <p>Resource: Class A Volunteer Forms are given to each new Agency and are available by calling the Regional office. Class A volunteer rosters are mailed to the Agency in the accreditation packet and are available on the Agency log-in page on the SOWI website updated weekly. SOWI volunteer policies and procedures are outlined in the Volunteer Policies section of the SOWI Agency Manager Handbook and the General Orientation is available for viewing on the SOWI website or by request a DVD through the Headquarters office.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>4. Class A volunteers adhere to the Volunteer Code of Conduct.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>5. Certified coaches adhere to the Certified Coach Code of Conduct.</p> <p>Resource: The Volunteer and Coaches Code of Conduct and disciplinary steps are outlined in the Volunteer Policies section of the SOWI Agency Manager Handbook.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>6. All training facilities and equipment are safe and there is a first aid kit, up-to-date athlete medical information and emergency contacts on hand and a phone and/or transportation available in case of an emergency.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>7. Agency brings athlete medical information or photo copy of the most current SOWI medical form to all SOWI trainings and competitions. This information is to be provided by the coach if the athlete needs medical attention. Therefore, it is recommended that coaches and chaperones carry this information at all times while at competitions.</p> <p>Resource: The pink copy of the Application for Participation in Special Olympics, which includes emergency contacts, is mailed to the Agency upon registration. To help maintain up-to-date information, Agencies are encouraged to utilize the Athlete Medical Information form in the Forms for Duplication section of the Agency Manager Handbook for their files. The Competition section of the Agency Manager Handbook contains a section on Injury/Illness Procedures and includes an Accident/Incident form. The Training section includes a training site checklist. The Communications section covers the Crisis Communication Plan.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>8. All athletes have a current Special Olympics Application for Participation in Special Olympics Form and Official Special Olympics Release Form filed with SOWI Headquarters, prior to beginning training.</p> <p>Resource: Application for Participation in Special Olympics and the Official Special Olympics Release Form deadline dates and instructions are mailed to each new Agency and are available by calling the Region or Headquarters.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>9. Athletes (including Unified Sports® Partners) adhere to the Athlete Code of Conduct.</p> <p>Resource: All Athletes (including Unified Sports Partners) are bound by the Athlete Code of Conduct and disciplinary steps as outlined in the Athlete Policies section of the SOWI Agency Manager Handbook. If an Agency is affiliated with a school or other entity and utilizes an additional code of conduct, please contact your Director of Field Services.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>10. Athletes train a minimum of eight sessions for each sport prior to Regional/District competition. (It is recommended these eight sessions are conducted over consecutive weeks.)</p> <p>Resource: General training guidelines are outlined in the Training section of the SOWI Agency Manager Handbook. Coach's Guides are on the SOWI website.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>11. Each team (one per team) or individual sport advancing to State-level competition is accompanied by a certified coach in that sport. Coaches may only serve as the certified coach for one sport at the same State tournament.</p> <p>Resource: Head coaches are certified by attending a sports specific Certified Training School (CTS) and completing the required SOWI paperwork. Certified Training Schools, Clinics, training camps and Principles of Coaching courses are conducted by the Region and Headquarters and coach re-certification training is available online. SOWI training opportunities are explained in the Training section of the SOWI Agency Manager Handbook. Certification and re-certification forms are available in the Forms for Duplication section of the Agency Manager Handbook.</p> |

| | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | 12. Agency follows criteria for athlete advancement to next competition level as outlined in the <i>Competition</i> section of the <i>Agency Manager Handbook</i> . Resource: <i>Criteria for Advancement are listed in the Competition section of the Agency Manager Handbook.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | 13. Agency adheres to the SOI policy regarding volunteer and staff dating Special Olympics athletes. Resource: <i>The SOI Policy Regarding Volunteer and Staff Dating Special Olympics Athletes and Frequently Asked Questions are included in the Volunteer Policies section of the Agency Manager Handbook.</i> |

| Yes | No | Recommended Standards - Responses reflect 2013 – 2014 program year activity |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | 14. Agency conducts a minimum of one meeting annually for athletes, families and volunteers, at which time the Agency's procedures and philosophy are outlined, athlete medical information is updated and the Coaches, Athlete and Spectator Codes of Conduct are reviewed, signed, and retained in the Agency files. (May choose to review and sign the Codes of Conduct at the beginning of each sports season with applicable athletes and coaches.) Resource: <i>Sample Agency meeting agendas and expectations are available on the SOWI website.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | 15. A head coach is designated for each sport in which training is offered. Resource: <i>Agencies may find sport specific sections on the SOWI website, request a hard copy from the Headquarters office or CD-Rom of the Agency Manager Handbook containing the Competition section to distribute to each head coach.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | 16. <u>All</u> coaches are certified by being Class A registered volunteers, attending a sports-specific Certified Training School (CTS) and completing the required SOWI paperwork. Resource: <i>Certified Training Schools are conducted by the Regional and Headquarters offices. SOWI training opportunities are explained in the Training section of the SOWI Agency Manager Handbook.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | 17. Agency offers at least one "formal" volunteer recruitment effort. (Circling N/A indicates volunteers are not needed.) Resource: <i>Volunteer In-Service training in a variety of modules (i.e. Designing Volunteer Jobs, Recruitment, Interviewing, Delegation, Tapping into Volunteer Motivation, Volunteer Performance Review, and Recognition) is available. If you are interested in training, contact your Regional office.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | 18. Athletes have an opportunity to train in at least two sports per year. Resource: <i>The Competition section of the SOWI Agency Manager Handbook contains guidelines for appropriate sports/event selection for athletes.</i> |

C. COMPETITION

| Yes | No | | Required Standards - Responses reflect 2013 – 2014 program year activity |
|--------------------------|--------------------------|----|---|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. | <p>Agency possesses, understands and utilizes the Competition section of the SOWI Agency Manager Handbook.</p> <p>Resource: The SOWI Agency Manager Handbook is given to each Agency upon initial registration, annually in the fall and is available via the SOWI website.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. | <p>Athletes adhere to sports rules and competition policies.</p> <p>Resource: SOWI competition officials are trained to ensure sports rules are enforced fairly. The process for filing protests at events and disqualifications are included in the Competition section of the SOWI Agency Manager Handbook. The competition policies for State events are included in the Coaches Handbook for each competition.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | 3. | <p>Coaches conduct themselves in a professional manner which reflects the SOWI mission and philosophy, adheres to sports rules and competition policies.</p> <p>Resource: The Coaches Code of Conduct conduct review process.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | 4. | <p>For team sports, Agency submits <i>Intent to Play Forms</i> for team sports to their Regional office by the deadline date.</p> <p>Resource: An Intent to Play Form and deadline dates are included in the Competition section of the SOWI Agency Manager Handbook. SOWI recommends completing all Intent Forms at beginning of the Program year.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | 5. | <p>Agency submits <i>Games Entry Forms</i> correctly and by the deadline dates. The Agency must be in good financial standing before <i>Games Entry Forms</i> will be accepted.</p> <p>Resource: All Games Entry Forms for each level of competition and deadline dates are published in the Competition section of the SOWI Agency Manager Handbook. The Special Needs Form can be found in the Forms for Duplication section of the Agency Manager Handbook.</p> |

| Yes | No | | Recommended Standards - Responses reflect 2013 – 2014 program year activity |
|--------------------------|--------------------------|-----|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 6. | <p>Athletes have the opportunity to participate in a minimum of one level of competition for each sport in which they train.</p> <p>Resource: SOWI offers competition at the Regional/District, and State level in most of the sports offered. Winter sports, gymnastics, powerlifting, and tennis only compete at State Games. An additional level of competition, Sectionals, is offered in Bowling and Basketball. Regional/District and Sectional competition are free of charge.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. | <p>Agency understands and utilizes the National Governing Body (NGB) rules for each sport in-which they train.</p> <p>Resource: In most cases, the most important NGB rules are included in the Competition section of the SOWI Agency Manager Handbook and on the SOWI and/or Special Olympics, Inc. website.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. | <p>Agency hosts a multi-Agency competition.</p> <p>Resource: A limited number of SOWI Competition Grants of up to \$500 are available for Agencies who host a multi-Agency team or individual competition or Unified Sports® Competition. Details are outlined in the Competition section of the SOWI Agency Manager Handbook. The Competition Grant form can be found in the Forms for Duplications with specific instructions.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. | <p>Agency offers a healthy meal option at training and competitions.</p> <p>Resource: Contact SOWI's Healthy Communities Project Director for healthy snack and meal ideas and resources.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. | <p>Agency is aware of USA Games and World Games opportunities for their athletes and coaches and understands how to nominate those that qualify.</p> <p>Resource: Learn more about these opportunities on the SOWI website, www.specialolympicswisconsin.org under the "Sports, Athletes & Health" tab.</p> |

D. FINANCE

Any Agency that raises/receives money in the name of Special Olympics (including those who participate in state rebate fundraisers like Polar Plunge® and LETR t-shirt sales) must complete this page. There are Agencies in Douglas, Sheboygan, and Waukesha counties who collectively raise funds in the name of SOWI and should complete this form accordingly.

| Yes | No | Required Standards - Responses reflect 2013 – 2014 program year activity |
|--|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | 1. The Agency funds are accounted for in an SOWI in-house account. <i>Resource: All SOWI financial policies and procedures are outlined in the Finance section of the SOWI Agency Manager Handbook.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | 2. Agency Inventory of Assets is completed and submitted with the Agency Accreditation. <i>Resource: Agency Inventory of Assets Form is included in the Accreditation packet due September 30th.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | 3.* Agency follows procedures for petty cash, payables and deposits. |
| <input type="checkbox"/> | <input type="checkbox"/> | 4.* Invoice Approval Form is signed by the Agency Manager and one other member of the Agency Management Team who are Class A volunteers without financial restrictions and are not family members of each other. |
| <input type="checkbox"/> | <input type="checkbox"/> | 5.* Agency submits proper documents for all financial transactions. |
| <input type="checkbox"/> | <input type="checkbox"/> | 6. Agency utilizes the Tax Exempt Number ES12517 and In-Kind Receipt. <i>Resource: All financial forms and policies are outlined in the Finance section of the SOWI Agency Manager Handbook. In-Kind Forms are available in the Forms for Duplication section of the Headquarters.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | 7. Agency understands and submits Sales Tax Reporting Form with deposits that include sales of taxable items within the month of the sale. (Circling N/A indicates the Agency does not conduct sales tax activities.) N/A |
| <input type="checkbox"/> | <input type="checkbox"/> | 8. Agency submits Money Handling Accountability form for all fundraisers at the time a deposit is made. (Circling N/A indicates the Agency does not conduct fundraisers where cash is exchanged.) N/A <i>Resource: There are times when there is significant money received at special events such as souvenirs and concession sales. Having this money on site poses many risk management issues including loss of cash, theft of cash, personal safety for those in charge of money and public perception of accountability. In order to reduce these risks, this form is required.</i> |
| <i>*Resource (for #3-#8): See In-House Finance Account section of the Finance section in the Agency Manager Handbook for forms.</i> | | |
| Yes | No | Recommended Standards - Responses reflect 2012 – 2013 program year activity |
| <input type="checkbox"/> | <input type="checkbox"/> | 9. Agency Management Team collaborates to create a yearly budget. <i>Resource: Agency secure log-in page on SOWI website for sample budget under Best Practices.</i> |
| <input type="checkbox"/> | <input type="checkbox"/> | 10. Agency understands how to check its finances on the Agency log in of the website and does so monthly. <i>Resource: Contact SOWI's Digital Marketing Manager for a username and password to the Agency log in page on the SOWI website. Contact your Director of Field Services for technology assistance.</i> |

E. FUNDRAISING

| Yes | No | Required Standards - Responses reflect 2013 – 2014 program year activity |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <p>1. Agency does <u>not</u> deny athletes participation based on economic circumstance. (Checking "No" indicates your Agency denies athletes because of economic circumstance.)</p> <p>SOWI understands Agencies may ask their athletes to help fund the program if they can afford it. Please indicate which types of items athletes help fund.</p> <p> <input type="checkbox"/> Facility Rental (i.e., bowling lane fees, gym rental, etc.) <input type="checkbox"/> Equipment (i.e., basketballs, bats, etc.) <input type="checkbox"/> Uniforms <input type="checkbox"/> Transportation <input type="checkbox"/> State Games Fees <input type="checkbox"/> Other _____ </p> <p>Resource: A limited number of SOWI Agency Assistance Grants up to \$500 are available to Agencies who are experiencing unforeseen financial hardship. Please see your Director of Field Services for details.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>2. Agency is free of debt.</p> <p>Resource: A listing of actual fund raisers and suggestions are included in the Fundraising section of the SOWI Agency Manager Handbook. SOWI Headquarters coordinates statewide fund raisers in which Agencies may participate and earn a percentage of profits.</p> |

Any Agency that raises/receives money in the name of Special Olympics **(including those who participate in state rebate fundraisers like Polar Plunge and LETR t-shirt sales)** must complete the section below. There are Agencies in Douglas, Sheboygan, and Waukesha counties who collectively raise funds in the name of SOWI and should complete this form accordingly.

The following four questions are only for Agencies who conduct fundraisers in the name of Special Olympics Wisconsin:

| | | |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <p>3. Agency adheres to the SOWI and SOI fundraising policies.</p> <p>Resource: Fundraising policies and forms are published in the Fundraising section of the SOWI Agency Manager Handbook.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>4. Agency submits a Fundraising Application to the Regional office prior to any Agency fundraising event and/or if a sponsor is conducting a fundraiser utilizing the SOWI name and logo.</p> <p>Resource: Fundraising Application Forms are published in the Fundraising section of the SOWI Agency Manager Handbook and are to be completed and submitted to the Regional office for all fundraisers 30-60 days prior to the event.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>5. Agency understands and adheres to the raffle requirements. (Circling N/A indicates Agency does not conduct raffles.)</p> <p style="text-align: center;">N/A</p> <p>Resource: Raffle requirements are published in the Fundraising section of the SOWI Agency Manager Handbook.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>6. Agency is aware of and adheres to the Sales Tax Policies in regards to taxable items. (Sales tax policies include mandatory signage at events.)</p> <p>Resource: Review the Sales Tax Policy in the Finance section in the Agency Manager Handbook. Please note that sales tax activities include more than souvenirs and concessions.</p> |

| Yes | No | Recommended Standards – Responses reflect 2013 - 2014 program year activity |
|--------------------------|--------------------------|---|
| <input type="checkbox"/> | <input type="checkbox"/> | <p>7. Agency participates in state-sponsored fundraising events, many of which offer Agency rebates.</p> <p>Resource: A listing of actual fundraisers and suggestions are included in the Fundraising section of the SOWI Agency Manager Handbook. SOWI Headquarters coordinates statewide fundraisers in which Agencies may participate and earn a percentage of profits.</p> |

F. COMMUNICATION & PUBLIC RELATIONS

| Yes | No | Required Standards – Responses reflect 2013 – 2014 program year activity | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|--------------------------|----------------------------------|--|--------------------|----------------------------------|--|--|--|--------|---------|--------------------|-------------|--|--|--|--------|--|--|--|----------------|--|--|--|---------|--|--|--|------|--|--|--|--------|--|--|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <p>1. Agency official materials (i.e., stationary, event programs, newsletters, etc.) use the required graphic standards layout as outlined by Special Olympics, Incorporated. (Circling N/A indicates Agency has no official materials.)</p> <p>Resource: The Communications & Public Relations section of the Agency Manager Handbook and other resources mentioned in this section. Details for printed materials and an order form are included in the handbook. Agencies may call the Headquarters for copies of the logo and for assistance with designing new materials.</p> <p>Please note: SOWI's preferred provider for stationary is JP Graphics. They have the correct layout for all stationary recommended by Special Olympics Inc.'s current standards.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>2. Agency regularly communicates information to athletes, families, volunteers and sponsors. (The use of written communication is encouraged for all Agencies.)</p> <table border="1" style="width: 100%; border-collapse: collapse; margin-top: 10px;"> <thead> <tr> <th style="width: 30%;">TYPE</th> <th colspan="3">HOW OFTEN (check all that apply)</th> </tr> <tr> <th></th> <th style="width: 20%;">WEEKLY</th> <th style="width: 20%;">MONTHLY</th> <th style="width: 30%;">EACH SPORTS SEASON</th> </tr> </thead> <tbody> <tr><td>Newsletters</td><td></td><td></td><td></td></tr> <tr><td>E-Mail</td><td></td><td></td><td></td></tr> <tr><td>Facebook Group</td><td></td><td></td><td></td></tr> <tr><td>Website</td><td></td><td></td><td></td></tr> <tr><td>Mail</td><td></td><td></td><td></td></tr> <tr><td>Other:</td><td></td><td></td><td></td></tr> </tbody> </table> <p>Resource: All registered athletes' families, registered volunteers and sponsors with e-mails receive the e-mailed Teammates newsletter and each Agency receives the Agency Times. Regional offices send news memos to Agency managers. Enclosures may be duplicated and information paraphrased for Agency distribution.</p> | TYPE | HOW OFTEN (check all that apply) | | | | WEEKLY | MONTHLY | EACH SPORTS SEASON | Newsletters | | | | E-Mail | | | | Facebook Group | | | | Website | | | | Mail | | | | Other: | | | |
| TYPE | HOW OFTEN (check all that apply) | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | WEEKLY | MONTHLY | EACH SPORTS SEASON | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Newsletters | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| E-Mail | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Facebook Group | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Website | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Mail | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other: | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>3. Agency has read and understands the SOWI Crisis Communication Plan.</p> <p>Resource: The SOWI Crisis Communication Plan is included in the Communications & Public Relations section of the Agency Manager Handbook.</p> | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Yes | No | Recommended Standards – Responses reflect 2013 – 2014 program year activity |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <p>4. Agency works with SOWI Marketing and Communications Department to establish relationships with T.V., radio and newspapers to publicize Agency activities.</p> <p>Resource: Please contact the Director of Communications for assistance.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>5. Agency's only form of social media is through a Facebook <u>group</u> (not Facebook <u>page</u>), with Special Olympics Wisconsin's Marketing and Communication Assistant as the administrator to the group. (Circling N/A means the Agency does not use social media)</p> <p>Resource: If you are interested in learning more about Facebook groups or how to transition your Facebook page into a group, please review the Social Media Policy in the Communications and Public Relations section of this handbook or contact the Marketing and Communications Department at the Headquarters office.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>6. Agency flag or banner has the current Special Olympics logo. When ordering new materials, standards must be met.</p> <p>Resource: SOWI has a preferred provider relationship for banners. Details and order form are included in the pocket of the Agency Manager Handbook.</p> <p>Please note: SOWI's preferred provider for banners is L & L Graphics. They have correct layout for banners recommended by Special Olympics, Inc.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>7. Agency uniforms have the current Special Olympics logo. (Circling N/A indicates uniforms don't contain the Special Olympics logo.) When ordering new materials, standards must be met.</p> <p>Resource: Specific logo usage is outlined in the Communications and Public Relations section of the Agency Manager Handbook. Reference the Brand Identity Guidelines online for details. The logo is available from Headquarters. Please contact the SOWI Marketing & Communications Department to have your uniform designs completed to ensure brand guidelines are followed. SOWI staff will work with you to send your design to the printer.</p> |

G. OUTREACH

| Yes | No | Required Standards – Responses reflect 2013 – 2014 program year activity |
|--------------------------|--------------------------|--|
| <input type="checkbox"/> | <input type="checkbox"/> | <p>1. Agency does <u>not</u> discriminate on the basis of race, gender, religion, nationality, origin or political philosophy. (Checking “No” indicates your Agency discriminates.)</p> <p>Resource: SOI General Rules.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>2. Agency responds in a timely manner with appropriate materials for anyone requesting information.</p> <p><input type="checkbox"/> If Agency has reached its full capacity, check here. (If any Agency has reached its full capacity and cannot accept more athletes, the Agency refers the individual to the Region office.)</p> <p>Resource: The Statement of Eligibility and sample recruitment letters are published in the Athlete Policies and Outreach sections (respectively) of the SOWI Agency Manager Handbook. Families Handbooks are available from the Headquarters office for new families.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>3. Agency is aware of how initiatives can benefit the local program. (check all that apply)</p> <div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <p><input type="checkbox"/> * Project UNIFY®</p> <p><input type="checkbox"/> * Get Into It ®</p> <p><input type="checkbox"/> * Spread the Word to End the Word®</p> <p><input type="checkbox"/> * Young Athletes™</p> </div> <div style="width: 45%;"> <p><input type="checkbox"/> Healthy Athletes®</p> <p><input type="checkbox"/> *Healthy Communities Mini-projects</p> <p><input type="checkbox"/> *Unified Sports®</p> </div> </div> <p>* Financial and/or free material resources are available</p> <p>Resource: Details on all initiatives are included in the Outreach section of the Agency Manager Handbook.</p> |

| Yes | No | Recommended Standards – Responses reflect 2013 – 2014 program year activity |
|--------------------------|--|---|
| <input type="checkbox"/> | <input type="checkbox"/> <div style="text-align: center;">N/A</div> | <p>4. Agency identifies sources of potential athletes within the local community and proactively offers them the opportunity to be involved. (Circling N/A indicates the Agency serves a specific audience and it is not logical to expand to outside entities.)</p> <p>Resource: Outreach options, sample letters for potential athletes, the Statement of Eligibility and general information brochures are included in the Outreach and Athlete Policies sections (respectively) of the SOWI Agency Manager Handbook.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>5. Agency makes effort to retain athletes who are moving or transitioning between Agencies by contacting the Region office or referring them to another local Agency.</p> <p>Resource: Regional contact information is listed on the SOWI website under the “About Us” tab. An Agency list with contact information is available on the Agency log in of the website and is updated with each Agency Times.</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>6. Agency ensures athletes have opportunity to attend disciplines of the Healthy Athletes® on a regular basis .</p> |
| <input type="checkbox"/> | <input type="checkbox"/> | <p>7. Agency is informing their parents about Healthy Athletes disciplines and/or making parents aware athletes can attend Healthy Athletes at State games without being registered for that State games.</p> <p>Resource: Healthy Athletes information is included in the Outreach section of the Agency Manager Handbook.</p> |

H. ATHLETE LEADERSHIP PROGRAMS (ALPs)

Yes No

Required Standards – Responses reflect 2013 – 2014 program year activity

- ☐ ☐ 1. Agency is aware of ALPs, and, if appropriate, places athletes in a position of leadership at the Agency level.
- Resource:** Athlete Leadership Programs (ALPs) is an SOI initiative which facilitates athlete involvement in leadership positions and is described in the ALPs section of the Agency Manager Handbook. SOWI staff can provide options for athletes who wish to serve on committees, council's, evaluation teams or serve as Global Messengers. A general ALPs brochure is available from the Region or Headquarters or on the SOWI website, and is included as a pocket insert in the Agency Manager Handbook.

Yes No

Recommended Standards – Responses reflect 2013 – 2014 program year activity

If you have athletes in these roles in 2013-2014, please list name and check all roles that apply:

| Athlete Name | Agency Management Team Member | Local Coach (Must be 18) | Took the Polar Plunge | *Fundraise | Local Athlete Input Council | Public Speaking | Other - explain: (i.e. outreach, mentor to other athletes, write newsletter articles, social media for Agency, etc.) |
|--------------|-------------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|--------------------------|--|
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
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| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |
| | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | |

* We understand that the majority of athletes assist with fundraising efforts. Here, only list athletes who are truly leading or initiating fundraisers for the Agency.

- ☐ ☐ 2. Agency has trained Global Messenger in their Agency.
- Resource:** Global Messenger workshops are offered periodically and a description of the program is published in the ALPs section of the SOWI Agency Manager Handbook.
- ☐ ☐ 3. Agency recommends athletes for positions with Regional and Headquarters office, and passes all information regarding ALPs to athletes within their Agency.
- Resources:** SOWI continuously recruits athletes to serve in meaningful leadership roles other than, or in addition to, that of "competitor". Please list names of interested athletes by the above positions listed.
- ☐ ☐ 4. Agency understands the purpose of the SOWI Athlete Input Council and knows how to contact their Regional representatives.
- Resources:** The Athlete Input Council members are listed in the ALPs section of the Agency Manager Handbook. "The Mission of the SOWI Athlete Input Council is to work together to support SOWI athletes, coaches, family, friends, volunteers, and staff by gathering information, ideas and options of SOWI athletes and sharing that information with SOWI by putting it in writing so that we all understand and communicate to all involved in SOWI."

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