

# Program Summary Narrative

## Introduction

As an Academic Coordinator II, Step VII, with a 100% assignment to the 4-H Youth Development Program, I am seeking a merit to Step VIII. Within the unit of the UC 4-H Youth Development Program (4-H YDP), I provide leadership to 4-H state and county academics, staff, volunteers and youth to advance the cutting edge applied research of positive youth development and volunteer engagement strategies. The work of this position is directly related to the UC ANR Healthy Families and Communities Strategic Initiative, Area of Inquiry 3: Promoting Positive Youth Development.

My work addresses the public values of developing a qualified workforce for California and developing an inclusive and equitable society. Due to the structure and value of volunteers as core to the success of 4-H program delivery, my work promotes these two public values through 1) improving volunteer engagement as defined by the Strategic Plan Goal 9 which is to grow, support, and sustain UC ANR volunteer programs by improving volunteer management competencies in staff and academics, and 2) increasing positive youth development.

I have two themes: 1) Volunteer Engagement and 2) Youth Program Development, Coordination and Evaluation.

I provide leadership to the 4-H YDP to advance and apply research that builds skills in volunteer engagement and management as co-owner of Strategic Goal 9. I serve as the state office liaison and provide academic oversight to the 4-H Management Board and the Volunteer Development Advisory Committee. I participate in one Regional and two National 4-H taskforce appointments, all of which are related to volunteer development and engagement. I describe these taskforce appointments in Professional Competence. Theme 1 constitutes 70% of my efforts.

I provide leadership to the 4-H Statewide Incentives and Recognition Advisory Committee, 4-H Statewide Inclusion Advisory Committee, 4-H Thrive curricula development, and a national common measures project. Additionally, I provide academic oversight for two youth civic engagement and leadership trips. Theme 2 constitutes 30% of my efforts.

The condition changes that my work seeks to improve are complementary throughout both themes and include: 1) increased workforce retention and competency, 2) increased effective public leaders, 3) increased civic engagement, 4) improved college readiness and access, and; 5) increased diversity, inclusiveness and cultural competency in California's workplaces.

Administratively, I supervise, support, coach and evaluate one full-time Community Education Specialist III who works on projects under both of my themes. The CES III implements volunteer development, including day to day management of the 4-H volunteer e-learning requirements, and youth civic engagement and leadership trips.

## **Theme #1: Volunteer Engagement**

### ***Background, Rationale, and Problem***

The foundation of this theme is UC ANR Strategic Goal 9 which is to grow, support, and sustain UC ANR volunteer programs by improving volunteer management competencies in staff and academics. While the strategic goal work is integrated across programs, the focus of my work is within the 4-H YDP. My clientele is predominately UCCE county directors, 4-H academic advisors and staff, and some interface with volunteers—both youth and adults—who serve at the state level.

According to Mary Arnold (2009), only 33% of 4-H volunteers agreed that they receive their positive youth development training from an extension educator. This work is important because UC ANR educators need to be intentional about training volunteers so that what UC ANR says it does, and what actually happens in our volunteer-based programs, are aligned.

With over 26,000 volunteers working as agents of UC ANR, the strategic investment in volunteer development is critical to the UC ANR mission to extend knowledge, applied research, and education to all Californians. Volunteer time alone, represents a \$71 million annual contribution to UC ANR programs. The over-arching outcome of this long-term strategic goal is to increase the capacity of academics and staff who work with volunteers, so that the people of California see the value of contributing their time, talent and gifts to UC ANR.

### ***Methods and Outcomes***

I create, facilitate, distribute and evaluate trainings, curricula and other educational materials to enhance volunteer development statewide. I provide one-on-one and group coaching to build the competencies of staff and volunteers to implement cutting edge volunteer management systems, that support growth and sustainability of positive youth development under the UC 4-H brand in California.

My work is pivotal to the deliverables of Goal 9: Improve Volunteer Management. During this review period, the deliverables within this goal were: 1) Engage and train UCCE staff in use of the Volunteer Conflict Resolution Manual; 2) Develop an online training to on-board UCCE staff and academics on basic volunteer management knowledge and skills, and; 3) Develop measures for volunteer motivation and satisfaction and administer baseline survey to volunteers. Missy Gable, Master Gardener Statewide Director and I are goal owners and lead this effort together with assistance from Tamekia Wilkins, Youth, Families and Communities Analyst and Marisa Coyne, Master Gardener Academic Coordinator for Volunteer Engagement.

In collaboration with M. Gable, I developed and delivered an in-person training for County Directors to review and practice using the Volunteer Conflict Resolution Manual. I also delivered webinars and multiple individual coaching sessions for county-based personnel who work with volunteers to introduce and socialize their use of the Conflict Resolution Manual and related documents. This effort streamlines the authority and volunteer management practices for County Directors, advisors and staff across UC ANR volunteer programs.

I collaborated with M. Gable and S. Heindl to develop the online training course to increase knowledge and skills of UCCE staff and academics on basic volunteer engagement practices. I provided extensive content from applied research on volunteerism, as well as authorship and editing at each stage of production. I coordinated the videographers, volunteers, staff and academics for a day of video talent recording that was incorporated in the online training.

In June 2018 UC 4-H, Master Food Preserver, and Master Gardener volunteers were asked to respond to a set of survey items that assessed 1) their motivation for volunteering in Cooperative Extension and; 2) their

current satisfaction with their volunteer role. The Volunteer Functions Inventory (Clary et al. 1998) was used to measure volunteer's motivation and we measured volunteer satisfaction, with the Volunteer Satisfaction Index, developed by Galindo-Kuhn and Guzley (2001).

The sample included 3,402 volunteers. Findings indicated that participants' motivation to volunteer was based on their values (mean = 5.44/7.0) and understanding (mean = 5.28/7.0). Regarding satisfaction, overall, findings suggest that participants were slightly satisfied or satisfied with the resources and support from paid staff, the flexibility to fulfill their volunteer assignment, their social relationship with other volunteers, and their effort to benefit others. While this baseline data suggests that UC ANR volunteers overall have a high level of satisfaction, it is our hypothesis that when academic and staff skills on volunteerism increase, volunteer satisfaction will increase.

Additionally, within this review period, UC 4-H continued a series of required e-learning courses for both new and returning volunteers. I develop course content, evaluation and provide academic oversight to course administration, reporting and county compliance issues.

Most notably in this review period, I provided leadership to plan and implement the 4-H Western Region Leaders' Forum, which is a conference for volunteers from 13 states and Canada. California 4-H was the host for the Western Region Leaders' Forum, which is an annual, four-day, volunteer development conference under the purview of the 4-H Western Region Program Leaders. I served as the coordinator by providing academic oversight to a team of 12 volunteers serving on the steering committee, and overall management and coordination of the event in collaboration with the Program Support Unit. I coordinated five focus groups during the event and a follow up survey to evaluate the regional needs of volunteers in the western states. The data suggests that while 4-H volunteers in the west still value face to face experiences, they are also less able to leave home for overnight events—62% responded that online training was the preferred option for multi-state training opportunities.

I am the staff liaison to the California 4-H Management Board, the volunteer management organization of the statewide 4-H program. My role with the management board is to provide academic expertise and administrative support to the work of the board. The products of the board serve over 1100 youth annually that support youth leadership development and public speaking skills.

I provide academic oversight and project direction for the 4-H Statewide Volunteer Development Advisory Committee. I was the primary author of the 4-H Community Club Leader Essentials Handbook and training course which was developed in collaboration with members of this committee. These materials help volunteers in leadership to more clearly understand the responsibilities of the position. I also participate in the Developing Volunteer Capacity Workgroup. The workgroup completed a study to obtain a snapshot of who is volunteering in 4-H in California, the roles they fulfill, their experiences in the program, and their volunteer training needs. The overarching intent of this study was to gain both qualitative and quantitative knowledge so that UC 4-H can create professional development opportunities for volunteers in the future. I contributed as an author to the statewide report and a poster that was presented at the ANR Strategic Initiative Conference, the National Association Extension 4-H Agents Conference and the National Extension Conference on Volunteerism.

### ***Impacts***

High quality youth development principles are a critical component of the developmental context that help youth get on a trajectory of thriving, that then leads to positive developmental outcomes, to long-term

outcomes and finally to societal impacts. (Arnold, 2019). In UC 4-H these components are delivered primarily through volunteer efforts.

Volunteers who feel valued, supported, and well trained are greater assets to the program and thus to youth participants. Research also suggests that adult youth workers who are trained in a developmental perspective have the strongest impact on positive youth development outcomes (Tierney, Grossman, & Resch, 2000). By investing in the development of academics and staff to improve skills in volunteerism, it then follows that volunteers will be more likely to develop youth who thrive. When youth thrive, it has been shown to improve youth development outcomes, including academic performance, civic engagement, workforce preparation, and resiliency (Lerner, 2007; NRCIM, 2002).

My work to advance applied research to improve volunteer competencies will contribute to improved program quality, and thus support increased workforce retention and competency, increased effective public leaders, increased civic engagement, improved college readiness and access, and increased diversity, inclusiveness and cultural competency in California's communities.

## **Theme #2: Youth Program Development, Coordination & Evaluation**

### ***Background, Rationale, and Problem***

This theme reflects the Strategic Initiative Area of Inquiry 3: Promoting Positive Youth Development. My clientele is predominately UCCE county directors, academic advisors and staff, with some interface with volunteers—both youth and adults—who serve at the state level. The goal of this theme is to provide staff and academics resources to engage, educate and support youth to thrive.

A critical developmental aspect of the 4-H YDP is to enhance identity formation with an increasing emphasis on early adulthood opportunities and pathways to those opportunities. 4-H strives to help young people find their way through a myriad of choices, thus reducing the potential for psychological distress. Identifying a spark, practicing a growth mindset and goal management skills, based on the young person's emerging identity, become essential ingredients. Along with this, however, is the explicit need to encourage late adolescents to reflect on their goals and plans to ensure that such ideas are coming from an internal sense of how they see themselves and not on the expectations and desires of others. The internal nature of identity formation is critical in today's world that demands much of adolescents in order to "succeed" in life; demands to which adolescents may respond without appropriate reflection on how well they match their own emerging self-definition (Arnold, 2017).

### ***Methods and Outcomes***

I co-chair the Statewide Incentives and Recognition Advisory Committee, the purpose of which is to reinforce the motivation of members and volunteers to participate, create and achieve in the 4-H YDP, and to underscore a sense of belonging and being valued in the 4-H YDP community. Notable in this review period, and through my leadership of this committee, I authored a new County Ambassador Handbook and the County Ambassador Administration Guide. The County Ambassador program improves leadership and identity formation skills. I presented three webinars for UCCE personnel, volunteers and youth to socialize the new materials across the state. During these endeavors, I worked to ensure youth voice led the development and design of these materials.

I served as the Professional Development Leader for a grant from National 4-H Council. This project engaged early adopters to serve as change champions to improve positive youth development and character outcomes for 4-H youth through use of the lesson study model of volunteer development and use of the national

common measures of positive youth development. I collaborated with K. Lewis and T. Wilkins to manage the deliverables of this grant. The goals of this grant were to: 1) increase 4-H staff and volunteers' knowledge, skills, and competencies to successfully implement 4-H Common Measures and analyze the outcome data, 2) increase the knowledge, skills, and competencies of volunteers and 4-H staff in successfully implementing lesson study design into their professional development plans, and; 3) increase 4-H staff and volunteers' knowledge, skills, and competencies to successfully make decisions informed by data. In my role as Professional Development Leader I presented training on the lesson study design to UCCE personnel who then worked with volunteers who used a lesson study model to learn and then deliver content to youth members. I provided four individual coaching sessions to 4-H YDP personnel and I co-lead the culminating meeting to make recommendations on how the 4-H YDP can use the lessons learned to make data-driven decisions.

I coordinate the work to publish youth development curricula centered on the concepts of thriving, that were products of the UC ANR 4-H Thrive initiative that completed its initial work in 2017. In collaboration with A. Iaccopucci and S. Worker, we are revising previous editions of the curricula based on feedback and data from its earlier delivery and informed by the current research from Mary Arnold on the 4-H thriving model. I work directly with the graphic designer and co-authors to ultimately publish seven curricula in the Thrive series. The 4-H thriving model predicts that youth who participate in 4-H programs that provide a high-quality developmental context will thrive, and thriving youth achieve key developmental outcomes (Arnold, 2019). Ultimately, this work supports the improvement to targeted condition changes.

Because of the 4-H Thrive endeavor, I worked with K. Lewis on measures of 4-H youth program quality to better prepare 4-H volunteers to assess and develop program improvement plans against a set of reliable and valid youth program practices. I helped train UCCE personnel to use the tool and it is currently in a pilot phase. Emphasis on program quality is supported in the 4-H thriving model as a pivotal component of the appropriate developmental context that leads to a thriving trajectory for youth.

I provide academic oversight and supervision to the national Citizenship Washington Focus and Leadership Washington Focus trips that occur each summer and served 60 participants during this review period. These trips are directly related to the condition change to increase civic engagement. These trips focus on leadership development and civically focused service-learning projects delivered by youth upon their return to California.

### ***Impacts***

The long term goal of communities of successful young adults with optimized skills to lead the way as engaged citizens who make positive contributions to California include: 1) standardized and improved program recognition and incentives for youth and volunteers, 2) increased and improved knowledge, skills and practices of staff and academics for using common measures to record youth outcomes, and; 3) increased opportunities for youth to gain knowledge and skills in the areas of leadership and citizenship and to apply and practice the skills they have gained in their communities.

Research demonstrates positive impacts to youth who participate in 4-H. For example, 4-H members are nearly four times more likely to make contributions to their communities, two times more likely to be civically active, more than twice as likely to contribute to their communities, and are more likely to see themselves going to college (Lerner, Lerner et al., 2013).

My work to advance applied research in positive youth development contribute to increased civic engagement, increased effective public leaders, increased workforce retention and competency, and thus lay the groundwork for increased diversity and inclusiveness in California.

## **University & Public Service**

I provide university service through involvement in a wide variety of activities and events sponsored by UC ANR and 4-H YDP.

During this review period I served or am currently serving on multiple teams within ANR including: Peer Review Committee and Academic Coordinator representative on the Personnel Committee for the Academic Assembly Council. I serve on the Developing Volunteer Capacity Workgroup which is affiliated with the ANR Positive Youth Development Program Team and the Science Literacy Program Team. I served on the search committee for the 4-H Administrative Assistant and chaired the search committee for the Academic Coordinator for Volunteer Engagement for the Master Gardener program.

I represent UC ANR 4-H on the Western Region Volunteer Development Specialists working group. This group of colleagues meet monthly to develop strategies and products for volunteer engagement. We leverage the collective expertise of the members to produce collateral that is supportive to all 4-H programs in the west.

As a public service, I serve on the American Camp Association (ACA) Northern California Council of Leaders as the Professional Development Chair and a Standards Accreditation Instructor. In these roles I contribute over 200 hours annually of public service in the field of positive youth development and professional development of volunteers. This affiliation benefits 4-H camping programs and increases the visibility of UC ANR and 4-H to the broader organized camp community in California. My participation increases UC ANR opportunities to advance positive youth development for extenders throughout the state, and thus creates opportunities to improve the UC ANR public values. Most notably during this review period, through my ACA affiliation, I organized a seminar on wildland and urban interface fires, bringing in experts on air quality, fire behavior, insurance, and best practices in built and natural environments to mitigate risks.

## **Professional Competence**

My professional competence activities focused on enhancing my knowledge and skills in positive youth development, volunteer engagement and cultural competence. I was elected by my peers as the President and Past President of the California 4-H Association. Due to my increasing responsibility for the management and implementation of Goal 9 deliverables, I was appointed as a goal owner. I authored two e-learning courses; one for new volunteers (New Volunteer Orientation) and another for personnel who work with volunteers (Building Volunteer Engagement). I was invited to consult with Communication Services to develop a game on UC ANR Public Values. I was invited by Ohio State University and the Journal of Youth Development to serve as a peer reviewer for new 4-H curriculum and publications.

I serve on the National 4-H Volunteerism Chartered Taskforce which is appointed through the National Institute of Food and Agriculture, 4-H & Positive Youth Development program. The work of the taskforce is to develop tools, trainings and resources, and advance the research on volunteerism throughout the national 4-H organization.

I was appointed to serve on the 4-H Thriving Model Taskforce through the Program Leaders' Working Group which is affiliated with the Extension Committee on Organization and Policy. This taskforce is charged to advance the 4-H thriving model research for 4-H staff and volunteers. The activities of the taskforce are to develop tools, trainings and resources, advance the research on the model and to align the model within the 4-H organization nationwide.

## Affirmative Action

I participate in monthly meetings of an Intercultural Development Inventory (IDI) learning circle, with my colleagues, to continue to improve our understanding, knowledge and skills in cultural competence.

I ensure a strategy to recruit and provide financial support for underserved youth to attend California 4-H Management Board events. This endeavor resulted in an increase of Latino youth attendance at youth summits.

I serve as co-chair of the 4-H Inclusion Taskforce and Statewide Advisory Committee. This committee works to remove barriers created from forced binary gender identity structures within 4-H so that youth who identify as LGBTQ+ increase their sense of belonging and all youth increase their skills in diversity and inclusion.

I provide guidance and in-person technical support to 4-H personnel to provide adaptive equipment and resources participants that were hard of hearing. I completed research on best practices, worked with a translation services company to provide real-time translation, and coached the county staff and county volunteers on implementation that helped those participants engage fully in 4-H events.

I provide guidance and coaching to 4-H county-based personnel who need recommendations on how to accommodate project work for youth members with special needs that might otherwise prevent or limit participation. I presented a webinar to 4-H personnel entitled *Building Confidence and Self-Advocacy: UC 4-H tools and strategies to work with youth who need accommodations*.

## References

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National Research Council and Institute of Medicine. (2002). *Community programs to promote youth development*. Washington, DC: National Academy Press.

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## IV. Supporting Documentation

### A. Project Summary

Project Title	Role	Collaborators	Support Amount/Duration (if applicable)	Support Source
<b>Volunteer Engagement (10)</b>				
Volunteer Conflict Management	Project Coordinator	Lynn Schmitt-McQuitty @ UC ANR, Missy Gable @ UC ANR, Shannon Horrillo @ UC ANR, Whitney Bell @ UC ANR, Scott Mautte @ UC ANR		
4-H Western Region Volunteer Development	Author, work group member, presenter	Shannon Horrillo @ UC ANR, Scott Mautte @ UC ANR, Cheryl Butterfield @ New Mexico State University, Meghan Phillippi @ Montana State University-Bozeman, Donna Schwarting @ University of Idaho, Gloria Blumanhourst @ University of Arizona, Jana Ferris @ Washington State University, Jean Glowacki-Beeman @ Colorado State University, Marilyn Lesmeister @ Oregon State University, Stacey McArthur @ Utah State University, Carrie Stark @ University of Nevada, Reno, Sarah Torbert @ University of Wyoming		



Project Title	Role	Collaborators	Support Amount/Duration (if applicable)	Support Source
Statewide 4-H Volunteer Management Organization	Academic Liaison		\$5000	4-H Foundation
Strategic Plan Goal 9: Volunteer Management	Owner	Missy Gable @ UC ANR, Mark Bell @ UC ANR	\$75,000 (total) \$12,500 (direct responsibility)	ANR
Volunteer Development Advisory Committee	Academic oversight	Scott Mautte @ UC ANR, JoLynn Miller @ UC ANR, Stephanie Barrett @ UC ANR	\$9000	4-H Program Fees
The Volunteer Retreat	Academic Oversight	Scott Mautte @ UC ANR, JoLynn Miller @ UC ANR	\$50,000	Registration Fees
National 4-H Volunteerism Chartered Taskforce	Contributor/Author	Sarah Torbert @ University of Wyoming, et al.		
4-H Thriving Model Taskforce	Co-Lead of Professional Development team, Author	Mary Arnold @ Oregon State University, Martin Smith @ UC ANR, et al.		
County Management Board Consultation	Presenter, Coach			
4-H Project Leaders' Digest	Technical Editor, Author	Nicole Marshall-Wheeler @ UC ANR		

Project Title	Role	Collaborators	Support Amount/Duration (if applicable)	Support Source
<b>Youth Program Development, Coordination &amp; Evaluation (5)</b>				
Incentives and Recognition Advisory Committee	Co-Chair	Shannon Horrillo @ UC ANR, Sarah Lloyd @ UC ANR	\$12,000	4-H Program Fees
Common Measures Cohort	Professional Development Leader	Kendra Lewis @ UC ANR, Tamekia Wilkins @ UC ANR	\$2500	National 4-H Council Grant
Thrive Curricula Development	Technical Editor, Project Coordinator, Author	Steven Worker @ UC ANR, Anne Iaccopucci @ UC ANR	\$20,000	Thrive Foundation for Youth Gift
4-H Inclusion Taskforce & Statewide Advisory Committee	Co-Chair	Katherine Soule @ UC ANR	\$6850	4-H Program Fees
Statewide 4-H Camp Exploratory	Content expert	Marianne Bird @ UC ANR, Mark Lagrimini @ UC ANR		

## **B. Professional Competence and Professional Activity**

### ***Professional Development and Training***

Begin Date - End Date	Location	Name, Description and Occurrence of Activity
Oct 26, 2017	Webinar	Volunteer Impact
Nov 1, 2017 (Ongoing)	Davis, CA	IDI Circle; collaborate with colleagues to improve intercultural development; monthly meetings
Dec 13, 2017	Webinar	The Impact of 4-H on Adolescent Thriving
Jan 9, 2018 - Jan 12, 2018	Chevy Chase, MD	4-H Common Measures Cohort Training

Begin Date - End Date	Location	Name, Description and Occurrence of Activity
Apr 9, 2018 - Apr 12, 2018	Ontario, CA	UC ANR Strategic Initiative Conference
Apr 11, 2018	Ontario, CA	Positive Youth Development Program Team Meeting
Apr 30, 2018	Webinar	Ethical Values and Conduct eCourse
Oct 30, 2018	Alameda, CA	Accreditation Instructor Training
Nov 5, 2018 - Nov 7, 2018	Davis, CA	Research Methods Institute
Mar 18, 2019 - Mar 20, 2019	Davis, CA	Positive Youth Development Program Team
Apr 8, 2019 - Apr 10, 2019	Davis, CA	Research Methods Institute

### ***Disciplinary Society or Professional Association***

Disciplinary Society/Prof. Assoc Name	Membership/Meetings Attended/Activities
California 4-H Association	President presides over monthly meetings of the Board and convenes the annual meeting of the full membership. Past President serves as chair of the nominating committee and retreat chair.
National Association of Extension 4-H Agents	Member, California Association representative to the National organization
American Camp Association	Member, Professional Development Chair, Accreditation Instructor, Local Council of Leader's, Conference Convener and Presenter

## ***Evidence of Professional Competency***

Begin Date - End Date	Location	Name, Description and Occurrence of Award, Recognition, Professional Presentation, Office or Activity
Sep 1, 2017 - Aug 31, 2018	Davis, CA	President, California 4-H Association
Oct 1, 2017 (Ongoing)	Davis, CA	Strategic Goal #9 Management. Contribute to goal deliverables and manage monthly reporting on goal achievements. Includes the development of the UC ANR Volunteer Conflict Resolution Manual, the UC ANR Volunteer Code of Conduct and Building Volunteer Engagement e-learning course for ANR academics and staff who work with volunteers.
Jan 1, 2017 – July 2018	Davis, CA	4-H Volunteer Orientation eCourse; author, editor
June 21, 2018	Davis, CA	UC ANR Star Award
Jul 28, 2018	Davis, CA	Tuckman's Model of Team Development presented in partnership with 4-H Teen Ambassadors at State Leadership Conference
Aug 7, 2018 - Aug 31, 2018	Davis, CA	Public Values Game Consult; provided game board development consult to CSIT
Aug 7, 2018	Davis, CA	Presentation to 4-H Western Region Program Leaders on volunteer development needs assessment results to inform discussion on Western Region Leaders' Forum and strategies for volunteer development in the region
Sep 17, 2018	Davis, CA	Peer Review 4-H Project Leader curricula: Invited by Ohio State University to serve as blind reviewer.
May 14, 2019	Billings, MT	Presentation: Integrated Volunteer Engagement Policies and Practices: A Model to Align Volunteer Policies and Practices Between Multiple Statewide Volunteer Programs
May 14, 2019	Billings, MT	Presentation: A Model for Volunteers to help youth THRIVE. Explored the ongoing research on adolescent development has identified six key indicators of adolescent health and well-being. The following indicators describe thriving in youth as a trajectory, rather than a state at any given moment - Developmental Relationships, Express Care, Challenge Growth, Provide Support, Share Power, and Expand Possibilities.

Begin Date - End Date	Location	Name, Description and Occurrence of Award, Recognition, Professional Presentation, Office or Activity
May 15, 2019	Billings, MT	Presentation: 4-H Volunteer Orientation: An e-learning model for on-boarding new volunteers. The session discussed the development and implementation of the Western region 4-H adult volunteer electronic orientation course.
May 15, 2019	Billings, MT	Presentation: Volunteer Recognition and Retention: Application of the Volunteer Stages and Transitions Model. Based on the research of Haski-Leventhal & Bargal (2008) this session explores five phases of volunteering as a nominee/applicant, new volunteer, emotionally involved, established, or retiring.
May 16, 2019	Billings, MT	Presentation: California 4-H Adult Volunteer Experience Study: Who and What Roles. When we compared volunteer age groups by gender, we found that for ages 18-34, there were no gender differences and for ages 55 and above, there were more male volunteers. For Hispanic volunteers, we found a higher percentage of younger ages (18-24 yrs. and 35-44 yrs.) and more male Hispanic volunteers compared to non- Hispanics.
Sep 23, 2019	Davis, CA	Reviewer, Journal of Youth Development (blind, peer-reviewed article)

### C. University Service

Begin Date - End Date	Name, Description, and Occurrence of Activity	Org Level	Your Contribution and Leadership Role
Oct 1, 2017 (Ongoing)	California 4-H Statewide Management Board	State	State Office Liaison. Provide academic oversight and volunteer development support to the statewide volunteer management organization.
Oct 1, 2017 (Ongoing)	4-H Incentives and Recognition Statewide Advisory Committee	State	Co-Chair the committee in year-round work to implement and manage statewide incentives and recognition for 4-H youth and adults. Includes quarterly meetings, oversight of Record Books, achievement ranks, scholarships and awards, 4-H uniforms and the county ambassador program.

Begin Date - End Date	Name, Description, and Occurrence of Activity	Org Level	Your Contribution and Leadership Role
Oct 1, 2017 (Ongoing)	Developing Volunteer Capacities Workgroup	State	Participate in meetings, contribute to work products of the group including development of a volunteer needs assessment and volunteer development resources catalog.
Oct 1, 2017 (Ongoing)	4-H Volunteer Development Statewide Advisory Committee	State	Provide academic support to improve 4-H volunteer skills in program delivery and positive youth development. Includes quarterly meetings, training/course development, curriculum and administration handbook development.
Oct 1, 2017 (Ongoing)	Peer Review Committee	State	Committee member/reviewer, provide insight regarding Academic Coordinator title code as needed.
Oct 1, 2017 (Ongoing)	4-H Western Region Volunteer Specialists Workgroup	Region	UC 4-H representative to this regional workgroup; contribute content and edits to work products of the group including volunteer orientation, risk management plan and marketing collateral for annual WRLF.
Oct 1, 2017 (Ongoing)	Academic Assembly Council Personnel Committee	State	Academic Coordinator representative includes serving on the committee to revise the Guidelines for Preparing the Program Theme Review Dossier. Ad hoc and PRC letters for both 2019 and 2020.
Dec 1, 2017 - Dec 8, 2017	Search Committee, 4-H Assistant	State	Committee Member
Sep 21, 2018 - Dec 31, 2019	Search Committee, AC I Master Gardener	State	Chair
Feb 22, 2019	Elkus Ranch feasibility visit	State	Consultant, Content Expert
Jul 1, 2019 - Jun 30, 2022	Positive Youth Development Program Team	State	Co-Chair

## D. Public Service

Begin Date - End Date	Name, Description, and Occurrence of Activity	Org Level	Your Contribution and Leadership Role
Oct 1, 2017 (Ongoing)	American Camp Association	State	Professional Development Chair, Camp Accreditation Instructor & Visitor, New Director Orientation Instructor. contribution of approximately 200 hours annually to these efforts.
Nov 1, 2017	Mental Health First Aid	State	Convener; certified 12 camp professionals in mental health first aid procedures
Dec 18, 2017	Camp Accreditation Course	National	Instructor; trained 25 camp directors on accreditation process and compliance demonstration
Mar 13, 2018	Camp Accreditation Course	National	Instructor; trained 18 camp directors on accreditation process and compliance demonstration
Mar 16, 2018 - Mar 18, 2018	Camp Works Conference	State	Organizer; conference for camp directors to increase positive youth development and camp management skills.
Jun 4, 2018	Camp Accreditation	National	Accreditation Lead, review and analyze 300 health and safety standards for compliance
Jul 23, 2018	Camp Accreditation	National	Accreditation Lead, review and analyze 300 health and safety standards for compliance
Jan 29, 2019	Camp Now	National	Convener, Moderator, Presenter
Feb 2, 2019	New Camp Director Orientation	National	Presenter
Mar 27, 2019	Accreditation Visitor Course	National	Instructor

## E. Extension Activities

### *Meetings Organized*

Begin Date - End Date	Meeting Name and Type	Topic/no. of repetitions	Role	Location(s)	Total No. of Attendees
<b>Volunteer Engagement (13)</b>					
Oct 1, 2017 (Ongoing)	California 4-H Management Board	Regular meeting of the management board; quarterly day-long meetings of whole board; monthly planning meetings of executive committee; event planning meetings / 20	Organizer, state 4-H office liaison, academic oversight	Davis, CA	10
Oct 16, 2017	Ventura County VMO	Conflict Management / 1	Convener, presenter, facilitator	Ventura, CA	11
Jun 30, 2018	San Mateo Financial Peer Review	Review of club financial records / 1	Facilitator, state support to staff	Redwood City, CA	5
Sep 24, 2019 - Sep 27, 2019	Placer County Financial Peer Review	Review of club financial records / 1	Facilitator, state support to staff	Davis, CA	2
Oct 1, 2017 - Mar 31, 2018	Western Region Leaders Forum Steering Committee	Event Planning / 20	Organizer, state 4-H office liaison, academic oversight	Davis	6
Mar 1, 2018 - Mar 4, 2018	Western Region Leaders' Forum	4-H Club, Camp, & Projects / 1	Organizer, Steering Committee Lead	San Diego, CA	259



Begin Date - End Date	Meeting Name and Type	Topic/no. of repetitions	Role	Location(s)	Total No. of Attendees
Oct 1, 2017 (Ongoing)	Management Board Meetings. Quarterly meetings of the statewide volunteer management organization.	Organizational Volunteer Management / 8	State Office Liaison	UC ANR	10
Oct 19, 2018 - Oct 21, 2018	Management Board Retreat	Annual Planning / 1	State Office Liaison	Blue Oak Ranch, CA	10
Sep 21, 2019 - Sep 22, 2019	Management Board Retreat	Annual Planning / 1	State Office Liaison	Davis, CA	7
Jul 20, 2018	Volunteer Video Talent	Volunteer Engagement / 1	Organizer	UC ANR	15
Oct 1, 2017 (Ongoing)	Statewide Volunteer Advisory Committee	Chaperone Training, Role Descriptions, Community Club Leader Certification / 4	Member, content contributor, author	UC ANR	8
May 23, 2019 - Sep 27, 2019	Ventura County Futures Task Force	Conversion to Management Board / 6	Presenter, Coach	Ventura, CA	10
Aug 12, 2019 - Sep 30, 2019	Project Leaders' Digest Status Meetings	Timeline, Author Assignments / 3	Co-Technical Editor	Davis, CA	2
<b>Youth Program Development, Coordination &amp; Evaluation (8)</b>					
Nov 1, 2017 - Sep 30, 2018	California 4-H Association Professional Development Webinar Series	Various topics of volunteer development, youth development, cultural competency / 6	Convener	UC ANR	84

Begin Date - End Date	Meeting Name and Type	Topic/no. of repetitions	Role	Location(s)	Total No. of Attendees
Mar 20, 2018 - Mar 27, 2018	County Ambassador Training	County Ambassador project / 3	Convener, presenter	UC ANR	45
Apr 11, 2018	California 4-H Association Annual Meeting	Association Meeting / 1	Convener, President	Ontario, CA	18
Oct 1, 2017 (Ongoing)	Incentives & Recognition Advisory Committee	Record Books, pins, awards, County Ambassador project, junior/teen leaders / 8	Co-Chair	Davis, CA	12
Oct 12, 2017 - Nov 30, 2018	Record Book Coordinator Training	Record Book Competition Processes and Procedures / 4	Trainer	Davis	30
Oct 2, 2018	Transformational Model for Program Development	Using data to inform programmatic decisions / 1	Co-Convener	Davis, CA	14
May 1, 2018 (Ongoing)	Status Meetings	STEM, Healthy Living, Personal Development / 10	Coordinator, Author	Davis, CA	2
Nov 15, 2018 - Nov 16, 2018	4-H Inclusion Training	Inclusion / 1	convener, participant	Davis, CA	6

### ***Educational Presentations***

Begin Date - End Date	Meeting Name/Event	Presentation Topic/no. of repetitions	Location(s)	No. of Attendees
<b>Volunteer Engagement (12)</b>				
Jan 23, 2018	New Staff Orientation	1) Showing the Impact of 4-H Programs 2) Assessing the Quality of 4-H Programs / 2	Davis, CA	25

Begin Date - End Date	Meeting Name/Event	Presentation Topic/no. of repetitions	Location(s)	No. of Attendees
Mar 6, 2018 - Mar 7, 2018	Conflict Resolution Manual	Volunteer Conflict Resolution / 2	UC ANR	35
Apr 9, 2018	UC ANR Strategic Initiative Conference	Poster: 4-H Volunteers' Professional Development Experiences / 1	Ontario, CA	20
Aug 2, 2018	CA 4-H Association Professional Development Webinar Series	Helping Volunteers talk to parents about ADA accommodations / 1	UC ANR	10
Nov 3, 2018	Community Club Leader Essentials	Community Club Leader Essentials / 1	Davis, CA	21
Feb 9, 2019	Community Club Leader Essentials	Community Club Leader Essentials / 1	Davis, CA	15
Apr 10, 2019	UC ANR Strategic Initiative Conference	Volunteer Engagement Strategies / 1	Ontario, CA	40
Jul 24, 2019	Yolo 4-H Leader Meeting	Toward Civility / 1	Woodland, CA	25
Nov 15, 2017	County Director Meeting	Conflict Resolution Manual / 1	UC ANR	38
May 21, 2018	San Mateo/SF VMO Meeting	Affirmative Action Compliance / 1	Redwood City, CA	35
Nov 2, 2018	County Director Meeting	Volunteer Conflict Management / 1	Davis, CA	40
Jun 20, 2019	Napa Camp Staff Training	Creating Warm and Welcoming Camp Programs / 1	Napa	30

Begin Date - End Date	Meeting Name/Event	Presentation Topic/no. of repetitions	Location(s)	No. of Attendees
<b>Youth Program Development, Coordination &amp; Evaluation (6)</b>				
Dec 5, 2017	Latino Initiative Meeting	Incentives and Recognition Program / 1	UC ANR	15
Jan 24, 2018	New Staff Orientation	Skill Building: Thriving in 4-H / 1	UC ANR	23
Mar 27, 2018	Program Quality Training	Program Quality Assessment Tool / 1	Davis, CA	23
Aug 29, 2018	Record Book County Competition	County 4-H Record Book Evaluator Training / 1	Webinar	12
Jul 20, 2019	State Leadership Conference	How to write effective stories / 1	Davis, CA	68
Jan 17, 2018	Common Measures Cohort Training	Lesson Study Design and Protocol / 1	UC ANR	8

***Other (including websites, social media, blogs, collaborations with other agencies, organizations, policy engagement)***

Begin Date - End Date	Description	No. of Instances
<b>Volunteer Engagement (4)</b>		
Oct 1, 2017 (Ongoing)	California State 4-H Website (4h.ucanr.edu)	10
Aug 1, 2019 (Ongoing)	National 4-H Volunteerism Chartered Taskforce. Monthly meetings to contribute to the work of the group. Current projects include editing volunteer recruitment materials and rewriting the Volunteer Research, Knowledge Competencies.	2

Begin Date - End Date	Description	No. of Instances
Oct 1, 2017 (Ongoing)	Complaint Resolution. Resolved 136 volunteer and/or parent complaints and conflicts with the number of complaints consistent between 2018 and 2019. These complaints involved Department of Justice violations, volunteer and parent code of conduct and 4-H policy violations, ADA compliance requests, 4-H club bylaws violations and personality conflicts between adults. Some conflicts or issues were easily resolved while others were more complex, occurring over many months and involved collaboration with the office of Affirmative Action, Risk Services and the Vice President. In all cases, the steps and processes in the Conflict Resolution Manual were used to resolve the issue at hand.	136
Sept 1, 2019 (Ongoing)	Volunteer Engagement eCourse Development. Through participation in this 45-minute course, County and/or REC Directors, Advisors, Community Education Specialists, and others who work with volunteers, will further enhance their capacity to effectively utilize volunteers across UC ANR programs.	125
<b>Youth Program Development, Coordination &amp; Evaluation (1)</b>		
Oct 1, 2017 (Ongoing)	California 4-H Facebook Page and the Western Region Leaders' Forum Page	20

***Other (including TV and/or radio interviews/programs, newspaper/trade magazine interviews)***

Begin Date - End Date	Interviewed/Written By (optional)	Topic	Name of Media or Publication
June 2019	JoLynn Miller & Gemma Miner	Engaging Volunteers in Professional Development	UC ANR Knowledge Stream

**Other (extension activities entered by Staff)**

Begin Date - End Date	Name / Description	Role	Total No. of Attendees
<b>Volunteer Engagement (7)</b>			
Oct 1, 2017 (Ongoing)	Volunteer Online Courses Support	Case reviewer, academic oversight	13000
Oct 1, 2017 (Ongoing)	Toward an Interculturally Connected 4-H eCourse	Editor	13000
Nov 1, 2017 (Ongoing)	Foundations of Positive Youth Development eCourse	Author, Editor	350
Jul 1, 2018 (Ongoing)	Maintaining an Inclusive 4-H Experience eCourse	Editor	13000
Jan 30, 2019 (Ongoing)	Maintaining an Inclusive 4-H Experience	Editor	13000
Oct 1, 2018 (Ongoing)	UC ANR Volunteer Motivation & Satisfaction Survey: Surveyed 26,300 volunteers in 2018 and 3024 volunteers in 2019 to assess motivation and satisfaction. Received 3402 responses altogether. Project manager was Tamekia Wilkins.	Editor, Evaluator	29,324
Aug 1, 2018 (Ongoing)	Volunteer Retreat Planning Committee	Academic Oversight	6
<b>Youth Program Development, Coordination &amp; Evaluation (2)</b>			
Jun 16, 2018 - Jul 19, 2019	Citizenship Washington Focus	Academic Oversight	30
Jul 1, 2018 - Jul 19, 2019	Leadership Washington Focus	Academic Oversight	30