VAA Risk Management compliance tracking processes

New Sport Seasons
1. Note new season registration dates from board meetings and VAA website
2. Begin the processes below about 1 month before each sport's new season registration closing.

Get volunteer rosters
From registration system:
1. Login to vaasports.org
2. Click Reports (at top); Volunteer details; excel; save file; name file "vaa volunteers from reg mm-dd-yy"
3. Edit new vaa volunteers file – create new (empty) first column; put "Traveling" or "Community" in each first column cell and change 2nd column cells (Program name) to be just the sport name
4. We still need a way to get the unique rows from comparing 2 spreadsheets

From sport commissioner:
1. Find list of upcoming season sports from website
2. Send roster/volunteer list request to commissioners

From volunteer:
1. Volunteer either sends in concussion cert or shows up on background check approval list
2. Contact volunteer to get sport and other contact info

Enter volunteers into spreadsheet
1. Move to bottom of spreadsheet
2. Add volunteer info, in correct columns, from commish-provided list, registration download or volunteer contact
3. Name, phone and email is required to uniquely identify volunteers
4. If info came from webmail systems, move email to Coach Rosters folder

Process new entries
1. Assure all new entries are at the bottom of the spreadsheet and that all rows are visible
2. put cursor on last name; right click, e, v
3. If the person already has entries in the spreadsheet:
    a. Copy Name_ID
    b. If background check is < 3 yrs old, copy date and mark Approved. Otherwise leave background check date blank and mark Overdue.
    c. If concussion cert is < 3 yrs old, copy date and mark Approved. Otherwise leave concussion cert date blank and mark Overdue.
    d. Put cursor on last name; right click, e, e
4. If the person is not already in the spreadsheet:
    a. Mark background and concussion Overdue (unless this is VUSC, then the background check came with the volunteer roster)
    b. Find last used Name_ID (click on Name_ID filter arrow and look at last used); increment and put in Name_ID field

Send notifications:
Cntl-A; custom sort: last name, first name, volunteer add date

A. Background checks
   a. Filter spreadsheet BCheck_Status column by Overdue
   b. Check BCheck_Notice_Date – it should be at least a week between notices
   c. Copy email addresses (primary and secondary) from spreadsheet
   d. Send background check notice email using the registration system; To: backgroundchecks@vaasports.org and the list of volunteers
   e. Check for stats for undeliverable emails
   f. Update BCheck_Notice_Date
   g. unfilter
B. Concussion certs
   a. Filter spreadsheet Concussion_Status column by Overdue
   b. Check Conc_Notice_Date – it should be at least a week between notices
   c. Copy email addresses (primary and secondary) from spreadsheet
   d. Send concussion notice email using the registration system; To: backgroundchecks@vaasports.org and the list of volunteers
   e. Check for stats for undeliverable emails
   f. Update Conc_Notice_Date
   g. unfilter
C. Follow-ups
   a. If volunteers aren't responding, forward list to commissioners and board liaisons and president

Process compliance
Cntl-A; custom sort: last name, first name, volunteer add date
A. Background checks
   a. Check mcdowell for new results
   b. If no red dot, add date to spreadsheet and mark Approved
   c. If red dot, then check reason – check policy – if volunteer needs to be removed, notify per process
   d. Move items to archive
B. Concussion certs
   a. Check questmail for new certs
   b. Certs can also be put in the field house mailbox or come from Tom P.
   c. Check cert date
   d. Add date to spreadsheet and mark Approved
   e. Move email to Concussions – Processed folder