

VOLUNTEER EVALUATIONS, RECOGNITION, AND AWARDS

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Volunteer Evaluations/Performance Reviews



- Successful performance reviews provide a periodic opportunity for communication between the person who assigns work and the person who performs it. It allows for discussion of expectations and how well those are being met.
- Shows volunteers they are important and held accountable. Volunteers want success and feedback!
- Reviews should:
 - Be based on agreed-upon standards, position descriptions, deadlines, etc
 - Be non-threatening, constructive, supportive, flexible, and empowering.
 - Encourage the volunteer to stretch for high standards.
 - Determine how USACE can help the volunteer achieve his/her goals.
- Benefits: Plan for ways to improve performance in the future and allows volunteers and supervisors to share concerns.

PERFORMANCE



- ☒ EXCELLENT
- ☐ GOOD
- ☐ AVERAGE
- ☐ POOR

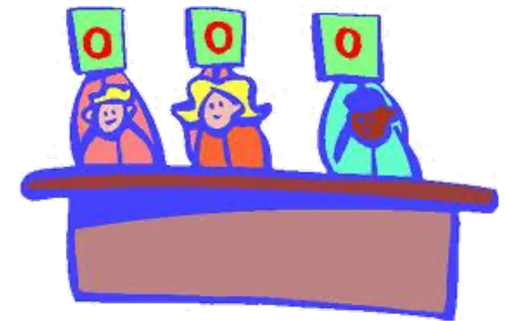


Volunteer Evaluations/Performance Reviews



During Review Session:

- Review position description, expectations, standards.
- Share positive feedback and appreciation.
- Volunteer shares self-assessment and assessment of agency support.
- Supervisor assesses volunteer performance.
- Discuss barriers to success for volunteer.
- If there has been low volunteer productivity or morale, it is important to discuss remedies
- Discuss future plans for the volunteer in the organization.



After Review Session:

- Write a report for volunteer's and agency's files.
- Follow up on action plans or agreements between organization and volunteer.

Outcomes from volunteer performance reviews can range from "applause" to dismissal – by the organization or by the volunteer.



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From
Raystown
Lake on
the NRM
Gateway

Volunteer Experience Evaluation

Evaluations are confidential and help us to improve the volunteer program. Please be honest about your experience.

Basic Information	Corps Supervisor: _____	date(s) of work: _____
	Work Plan/Description: _____	hour(s) volunteered: _____
	Did you work with other volunteers? How many? _____	
	Did you complete the work assigned? YES / NO	
	If not, give reason: _____	

	strongly disagree	disagree	agree	strongly agree
Please read the following statements and mark the best response.				
Effort was made to determine a work plan that best suited my needs and those of the USACE.				
The orientation I received was relevant and helped me during my work plan.				
Hazards inherent in my work plan were discussed.				
Any and all safety equipment was provided to me.				
I felt prepared for my work plan.				
During my work I felt I had adequate guidance and supervision.				
I feel my volunteer efforts are appreciated and were needed.				
Overall, I like the volunteer program at Raystown.				
I would volunteer at Raystown again.				

Additional Comments	What was the best part about your volunteer experience? _____
	What areas could use improvement and what would you suggest? _____
	Anything else we should know? _____

Volunteer Work Evaluation

Basic Information	Corps Supervisor: _____	date(s) of work: _____
	Volunteer/Group name: _____	hour(s) volunteered: _____
	Work plan/description: _____	
	Did the volunteer(s) complete the work assigned? YES / NO	
If not, give reason: _____		

	strongly disagree	disagree	agree	strongly agree
Please read the following statements and mark the best response.				
This/These volunteer(s) was/were enthusiastic about volunteering at Raystown Lake.				
This/These volunteer(s) helped choose their work plan.				
This/These volunteer(s) used the safety equipment, if assigned.				
This/These volunteer(s) followed their work plan and completed work which was satisfactory.				
This/These volunteer(s) were willing to follow my supervision.				
This/These volunteer(s) worked well with other staff				
The behavior of this/these volunteer(s) was professional and respectful				
I would work with this/these volunteer(s) again.				
The work plan complete was something suitable for volunteers to accomplish.				
The work this/these volunteer(s) did was beneficial to Raystown.				

Additional Comments	What is the best thing about working with this/these volunteer(s)? _____
	What should this/these volunteer(s) do differently next time? _____
	Comments by Supervisor: _____
	Comments by Volunteer: _____

Supervisor: _____ date: _____

Volunteer: _____ date: _____

<https://corpslakes.erc.dren.mil/employees/volunteer/plans.cfm>



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From Fort
Worth on
the NRM
Gateway

Volunteer Evaluation Form

Thank you for volunteering at Bardwell Lake. In an effort to improve volunteer's experiences, please complete the following evaluation. Volunteer input is very important for our agency and enables us to improve our program and insure a quality experience for all of our volunteers.

(Please Circle One 1= Poor – 5=Excellent)

1. Did you feel your orientation was beneficial? 1 2 3 4 5
2. Were our expectations of you as a volunteer clearly explained? 1 2 3 4 5
3. Do you feel the program is well organized? 1 2 3 4 5
4. Does your supervisor provide adequate support/enthusiasm for your work? 1 2 3 4 5
5. Are the project staff knowledgeable and able to answer questions? 1 2 3 4 5
7. Overall experience: 1 2 3 4 5
8. Do you plan to continue or return as a volunteer? _____
9. Are you interested in Volunteering at other US Army Corps of Engineers _____

Reservoirs in the Fort Worth District? _____ Where? _____

10. What have you enjoyed or benefited from the most during your volunteer experience? _____

11. How can we improve the volunteer experience at Bardwell Lake? _____

12. Any additional comments: _____

VOLUNTEER EVALUATION FORM

Part A: Completed by Coordinator

Name: _____ Position: _____

Period of Evaluation: _____

Coordinator: _____

Rating scale:

1= needs improvement, 2 = fair, 3 = good, 4 = very good, 5 = superior,
N/A = not applicable

I. PROFESSIONALISM

- _____ Relates well with public
- _____ Exhibits poise in handling difficult situations
- _____ Exhibits sincere interest and enthusiasm towards visitors and work

Comments: _____

II. RESPONSIBILITY

- _____ Reliable about schedule and time commitment
- _____ Completes assignments in a timely fashion
- _____ Pays attention to detail when necessary
- _____ Willing to take on assignments

Comments: _____

III. EFFECTIVENESS

- _____ Welcomes opportunities to learn information or procedures that will make work more effective
- _____ Follows through on assignments
- _____ Willing to ask questions when in doubt
- _____ Uncovers and communicates all pertinent facts

<https://corpslakes.erdc.dren.mil/employees/volunteer/plans.cfm>



From Saylorville Lake
on the NRM Gateway

<https://corpslakes.erdc.dren.mil/employees/volunteer/plans.cfm>

Volunteer Program Evaluation

Why do you choose to volunteer at Saylorville Lake?
(family, friends, campsite, etc.)

What do you like and/or dislike about the position(s) you currently do?
(ie. Schedule days, hours/day, amount of hours required/week, etc.)

Would you be interested in a position with a variety of tasks?
(ie. Rotate between VC, helping with school programs, working a fee booth, pruning trees, etc.)

What group outings would you be interested in?
(monthly picnics, baseball game, campout, family night, etc.)

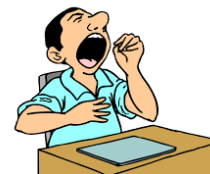
What changes do you feel should be made in the general volunteer program?

Additional Comments, suggestions, improvement for the future....



Reasons for Low Volunteer Productivity/Morale

- Discontent; personality differences
- Condescending supervisors
- Lack of appreciation by staff
- Ill-defined assignments
- Inadequate supervision/training
- Misunderstanding of policies
- Overload, unrealistic deadlines
- Poor communication with team
- Emotional stress and personal difficulties
- Staff and organizational changes
- Staff resistance to utilizing volunteers
- Boredom, too much routine, lack of interest in the work



Volunteer Appreciation

- Projects are encouraged to show appreciation for volunteer services. Recognition is an ongoing integral part of the management process, not only the banquet or certificate given annually.



- Volunteers may be issued a certificate of appreciation to acknowledge their service, as well as be featured in articles, on websites, and thanked in person.
- OPMs may waive day use fees for one day or provide free one-night camping certificates to volunteers.
- Items such as celebration meals, appreciation gifts, or cash awards are not authorized for purchase with appropriated funds for volunteers, but may be donated by Friends groups, cooperating associations, or other partners to recognize outstanding volunteers. **This**

will change once we have Implementation Guidance for new authority provided by WRDA 2024)

- Individual and family/couple volunteers are eligible for the Enduring Service Award, National Volunteer Award and Volunteer Excellence Coins, sponsored by the Corps Foundation

Informal Recognition

How to say thank you in day-to-day ways:

- Invitation to team meetings
 - Eating meals together
 - Writing articles about their good work
 - Celebrate special occasions such as birthdays or anniversaries
 - Providing volunteer villages with services (laundry, Wi-Fi)
 - Taking the volunteer out on 'fun' jobs (boat patrol, aerial surveys, etc.)
 - Give recognition as soon as possible after the task is accomplished.
-
- When recognizing many volunteers at once, you can still plan different activities for different tastes.
 - Recognition should be meaningful to the person being thanked and should be given in a timely manner.



Enduring Service Award

- Established by the Corps Foundation and sponsored by Bass Pro Shops to honor long term service (6 years or more) and outstanding accomplishments by individuals and families as Corps of Engineers volunteers
- Request for nominations: September (due 15 February)
- Winners receive plaque, coin, Bass Pro Shops gift certificate and \$500 cash award



National Volunteer Award



- Paid for by the Corps Foundation
- Awarded to one outstanding individual volunteer or one couple/family of volunteers
- Request for nominations: September (due in December)
- National winners receive a plaque, certificate, and coin
- Regional nominees receive a certificate and coin
- **2024 Winner: Stanley Frerich– Georgetown Lake, SWF**



Volunteer Appreciation Walls and Displays





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Volunteer Week Spotlights

13



(A great way to highlight stories about outstanding volunteers and use to recruit new volunteers)

<https://corpslakes.ercd.dren.mil/employees/volunteer/week.cfm>



National Volunteer Week

APRIL 21 - 27



National Volunteer Week is an opportunity to recognize the impact of volunteer service and the power of volunteers to tackle society's greatest challenges, to build stronger communities, and be a force that transforms the world. This week, we shine a light on the people and causes that inspire us to serve, recognizing and thanking volunteers who lend their time, talent, and voice to make a difference in their communities.



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National Volunteer Week

Across USACE we celebrate National Volunteer Week by shining a light on those individuals who give their time and talent to make a difference at our projects and in our communities.

RUSTY AND DIANE OLESZEWSKI



Landscaping
provided landscaping services to improve project areas

Rusty and Diane Oleszewski volunteered during the 2023 recreation season at Buffumville Lake's damsite. Together, the couple went above and beyond in landscape maintenance and office repairs. With an ambitious work ethic and experience in property management, the project's recreation areas were made pristine. Together they peeled back layers of overgrowth throughout the disc golf course and kept it spotless of trash. Diane's green thumb helped to beautify the office's landscape beds. They successfully rejuvenated pollinator gardens using excess plants from other overgrown areas. Rusty, a reliable handyman, lent help in major debris clean ups of the dam. Repairs to lower priority issues that park staff didn't have time to address were fixed in an instant.

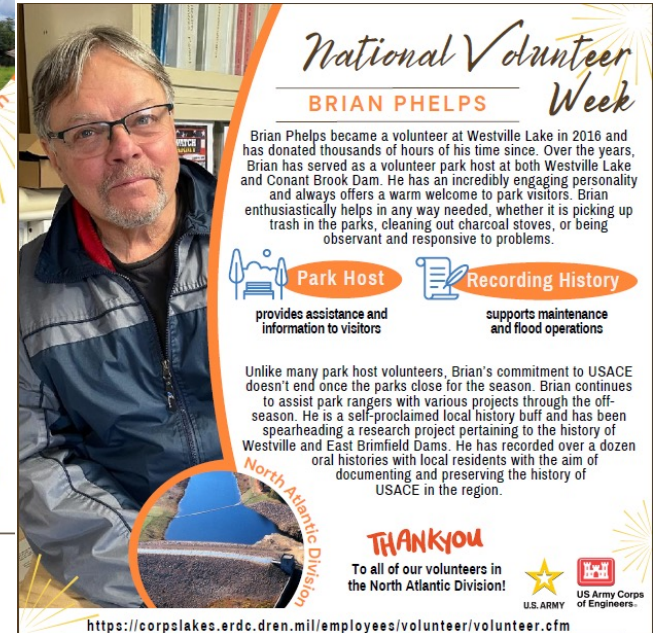
There's more to the Oleszewski couple than just their skills, though. Their joyous demeanor and open communication made them stand out within the team. As spring sets into motion, the Buffumville Lake gardens are beginning to bloom and serve as a reminder of their hard work. We are excited for Rusty and Diane to return for another great recreation season this April.



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North Atlantic Division



National Volunteer Week

BRIAN PHELPS

Brian Phelps became a volunteer at Westville Lake in 2016 and has donated thousands of hours of his time since. Over the years, Brian has served as a volunteer park host at both Westville Lake and Conant Brook Dam. He has an incredibly engaging personality and always offers a warm welcome to park visitors. Brian enthusiastically helps in any way needed, whether it is picking up trash in the parks, cleaning out charcoal stoves, or being observant and responsive to problems.



Park Host
provides assistance and information to visitors



Recording History
supports maintenance and flood operations

Unlike many park host volunteers, Brian's commitment to USACE doesn't end once the parks close for the season. Brian continues to assist park rangers with various projects through the off-season. He is a self-proclaimed local history buff and has been spearheading a research project pertaining to the history of Westville and East Brimfield Dams. He has recorded over a dozen oral histories with local residents with the aim of documenting and preserving the history of USACE in the region.

THANK YOU

To all of our volunteers in the North Atlantic Division!



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<https://corpslakes.ercd.dren.mil/employees/volunteer/volunteer.cfm>



Volunteer Pass Program: Corps Annual Pass and ATB Pass

14



- Corps Pass: Approved in 2012: enables volunteers who have served a minimum of 100 hours at Corps managed areas to receive a free Annual Day Use Pass
 - Volunteers can accumulate hours at multiple Corps projects.
 - Supplemented by the ATB Volunteer pass in 2016
- 250 hours of cumulative service = free America the Beautiful Volunteer Pass
 - Volunteers can accumulate hours at Corps, BLM, BOR, FWS, USFS, and NPS sites. Hours earned at other agencies must be verified by the volunteer's prior coordinator.
 - Volunteer hours earned at Corps lakes can be entered by the volunteer in the volunteer app and verified by volunteer coordinators or entered in volunteer.gov by district volunteer coordinators for volunteers that have a volunteer.gov profile.
 - Covers entrance fees and day use fees at participating agencies for one year from date of issuance
 - ATB Volunteer Passes are ordered by the project each year along with all other ATB passes through USGS





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Volunteer Coin Program

15



- Created in May 2015. Sponsored by the Corps Foundation
- Coins awarded to regional nominees/national winner for the National Volunteer Award and to volunteers who perform extraordinary acts of service
- Larger coin developed for national and regional level recognition





Volunteer Camping Voucher: LRH

16



- LRH District Policy describes how a camping voucher may be issued to a volunteer for 1 free night camping
- Typically given to off-site volunteers for special events, presentations, flood event clean up, etc. for 8 hours of service



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CAMPING VOUCHER

Voucher Number ____-____-____

In recognition of your volunteer service at _____, you are being rewarded a voucher for (1) one free night of camping. This voucher is only valid at the project in which it was issued. This voucher is non-transferable and will be valid until December 31 the following year of being issued. The USACE fully supports the volunteer program and appreciates the valuable service they provide to assist in the accomplishment of our mission.

Issued to _____

Volunteer Coordinator

Date

Project Supervisor

VOLUNTEER HOURS TRACKING AND CWBI-OPS

☰

CWBI-OPS Partnerships and Volunteer

Welcome: HEATHER.D.BURKE@USACE.ARMY.MIL Current Profile: ADMIN - PARTNERSHIPS Log Out

🌐 CWBI-OPS Home

🏠 Partnerships and Volunteer

☰ Switchboard

👤 People Setup

① Step 1 Review/Add

② Step 2 Annual Data Update

📄 Reports

CWBI-OPS Partnerships and Volunteers Home

Welcome to the CWBI-OPS Partnerships and Volunteers home. For general information on the CWBI-OPS Program and associated resources please access [CWBI-OPS Home](#) on the menu.
Need assistance? Please contact the CWBI-OPS Help Desk: CWBI-OPS@usace.army.mil.

CWBI-OPS News

10/28/2022 - Changes to CWBI-OPS Authentication Process Occurring Week of 14 November
CWBI will incorporate planned changes to the CWBI-OPS authentication process the week of 14 NOV. Following the software upgrade, CWBI-OPS users may be required to complete a few simple online prompts to access their accounts. Please review the instructions provided in the "Keycloak_Authentication_Migration_Guide" under the User Resources Menu of this page, accessed by clicking the menu icon at top left.

09/27/2022 - Government Email Accounts Must be Used for Login.gov Registration
Please be advised that when new users initially register for Login.gov accounts as the first step to establishing an account within CWBI-OPS it is required that only government email accounts (i.e. ending in @usace.army.mil) be used to register with Login.gov. Accounts registered with personal email accounts will not be granted permissions to CWBI-OPS Modules.

[Archived News Items](#)

Your Account Details

Last Name

BURKE

First Name

HEATHER

Middle Name

D

Phone



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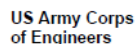


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Volunteer Hours Recording

- ENG Form 4882-R, Volunteer Service Record, may be used to record information regarding the service of individual volunteers and to compile information for CWBI-OPS.
- Other forms or electronic means that include hours contributed, dates worked, and tasks accomplished may be used instead of ENG Form 4882-R.
- This information may be needed to establish the validity of a Tort claim or Worker's Compensation claim that arises from the volunteer's service.



VOLUNTEER SERVICE RECORD
(ER 1130-2-500)

NAME (Last, First, Middle Initial)

DATE (Year, Month, Day)

PROJECT/OFFICE

PREVIOUS HOURS

[illegible]



Volunteers can log their hours on the public site and District volunteer coordinators can verify their hours in the administrative site. *****Only applies to volunteer positions that were advertised on volunteer.gov***

Project volunteer coordinators will have access as “Team Members” starting in April, and will also be able to verify hours.

Volunteer.gov Time Tracking

19



Search...



Volunteer Manage... Home Applications Volunteer Opportunities Time Tracking Knowledge Chatter Dashboards Reporting Generated Reports Files

Time Tracking

	Volunteer Opportunity	Start Date	Site	Total Volunteer Hours	Total Number of Volunteers	Approval Required
1	Blue Marsh Lake-General Assistant ...	01/01/2020	Blue Marsh Lake	0	0	
2	Tennessee-Tombigbee Waterway-P...	01/01/2020	Tennessee-Tombigbee Waterway	0	0	
3	Philpott Lake-Volunteers For All Du...	01/01/2020	Philpott Lake	0	0	
4	Mississippi River Project Office-Visi...	01/01/2020	Mississippi River - Pools 11-22	0	0	
5	Rivers Project Office-National Great...	01/01/2020	National Great Rivers Museum	0	0	
6	Tennessee-Tombigbee Waterway-P...	01/01/2020	Tennessee-Tombigbee Waterway	0	0	
7	Lake Sidney Lanier-Volunteer Villag...	01/01/2020	Lake Sidney Lanier	0	0	
8	Illinois Waterway Project Office/Far...	01/01/2020	Illinois Waterways	0	0	
9	Jesse Brent Lower Mississippi River ...	01/01/2020	Mississippi River - Pools 11-22	0	0	
10	Caesar Creek Lake-Volunteer Photo...	01/01/2020	Caesar Creek Lake	0	0	
11	Rough River Lake-Camp Host/Light...	01/01/2020	Rough River Lake	0	0	
12	Paintsville Lake-Volunteer Park Care...	01/01/2020	Paint Creek Lake	0	0	
13	Caesar Creek Lake-Trail Monitor	01/01/2020	Caesar Creek Lake	0	0	
14	Caesar Creek Lake-Visitor Center A...	01/01/2020	Caesar Creek Lake	0	0	
15	Paint Creek Lake-Natural Resources...	01/01/2020	Paint Creek Lake	0	0	
16	Caesar Creek Lake-Visitor Center A...	01/01/2020	Caesar Creek Lake	0	0	
17	William H. Harsha Lake - Program ...	01/13/2020	William H. Harsha Lake	0	0	
18	William H. Harsha Lake-Boundary B...	01/13/2020	William H. Harsha Lake	0	0	
19	Yatesville Lake-On-Site Volunteer	01/15/2020	Yatesville Lake	0	0	
20	Barren River Volunteer Camp Host	04/01/2020	Barren River Lake	0	0	
21	Raystown Lake-Several General Vol...	04/01/2020	Raystown Lake	0	0	
22	Rend Lake Project Office-Visitor Ce...	04/01/2020	Rend Lake	0	0	
23	Upper Mississippi River Park Mainte...	04/01/2020	Mississippi River - Pool 9	0	0	
24	Mark Twain Lake-Gate Attendant/In...	04/01/2020	Mark Twain Lake	0	0	
25	Mark Twain Lake/M. W. Roudreaux ...	04/01/2020	Mark Twain Lake	0	0	



My Profile



My Personal Information

Save time when signing up for volunteer opportunities. Tell us your information and preferences and they'll automatically be filled in for you the next time you apply.

Update My Information

My Applications

Keep track of volunteer opportunities you've applied to here. Haven't applied to anything yet? Browse the latest opportunities in [Discover Opportunities](#) and find something that sparks your passion.

OPEN APPLICATIONS

Application Number	Volunteer Opportunity	Status	Status Date
AP-00001636	Kaweah Lake- Slick Rock Recreation Site Host	Waitlisted	9/21/2020

[View All](#)

PAST APPLICATIONS

Application Number	Volunteer Opportunity	Status	Status Date
AP-00000088	Table Rock Visitor Center- Grounds Maintenance and Interpretation Host	Declined	8/3/2020
AP-00000967	Belton/Stillhouse Lake Park Host	Declined	9/1/2020

[View All](#)

Total Lifetime Hours: 90.00 ⓘ

Total Fiscal Year Hours: 0.00 ⓘ



Volunteer App Time Tracking

Volunteers can also log their hours on the volunteer app, created by the Innovations Team.

USACE volunteer coordinators can run reports tracking their progress and seeing what type of volunteer work is completed.



Volunteer

The volunteer app is a tool to help improve the way USACE tracks volunteer hours to report within CWH-OPS more effectively and accurately. Volunteers may track their hours using the app. USACE volunteer coordinators can run reports tracking their progress and seeing what type of volunteer work is completed. This app was created by the USACE NRM Innovations Team, the Partnership Advisory Committee, with assistance provided by Southwestern Oklahoma State University. The main point of contact for the Volunteer App is Nicole Govan, NRM Specialist in LRP. She can be contacted at (412) 268-0659 or by email at nicole.m.govan@usace.army.mil.

The SOP below highlights how to open the volunteer coordinator access in Microsoft forms, collect and review responses, run and read a report, delete an entry, and correct an incorrect entry.

Open the volunteer app by scanning the QR code link to access the app.

[Click here](#) to view the Volunteer App SOP for Volunteer Coordinators.

Natural Resources Management Gateway

to the future...

Home Values Lake Discovery Recreation Env Compliance Env Stewardship Partners
News/Events People Forums Learning GETS Tools New Postings Submit Index/Search

Volunteer App

Track Volunteer Hours FY25





Volunteer Reporting in CWBI-OPS

22



- Volunteer data must be captured each year during October in the CWBI-OPS tool, Partnerships and Volunteer Module
- Non-Partnerships Volunteer data: Record total number of volunteers, volunteer hours, and reimbursed incidental expenses for volunteers who are not serving as part of a partnership or organization
- Partnerships Volunteer Update: Record number of volunteers and volunteer hours that the partner organization provides
- USACE and other federal agencies use the Independent Sector's hourly rate as set by the Bureau of Labor Statistics each spring to calculate the value of service per hour, regardless of age or activity. No cost of living or other adjustments of any kind may be made to this rate.

Where You Should Enter Volunteer Hours

Independent Volunteers



Enter Hours into
Partnerships and Volunteer
Module: Volunteer Activity Non-
Partnership Volunteers Section

Volunteers Working as Part of a Partnership Activity



Enter Hours into Partnerships and
Volunteer Module:
Partnership Agreements Section in the
Details of the Specific Partnership

NOTE: This is a change from NRM Assessment, where partnership volunteers were a subset of the overall volunteer number. Now we are collecting non-partnership volunteer data and partnership volunteer data and adding them together to determine the total number of volunteers.



Volunteer Data Decision Tree

Available on CWBI-OPS Partnerships FAQ page and Volunteer Program FAQs page:

<https://corpslakes.erdcdren.mil/employees/faqs.cfm?Id=partner-OMBIL&Nav=partner&View=Yes>

<https://corpslakes.erdcdren.mil/employees/faqs.cfm?Id=volunteer&View=Yes>

How to Enter Volunteer Data in CWBI-OPS Partnerships and Volunteers Module

Step 1. Review/Add- Volunteer Activity

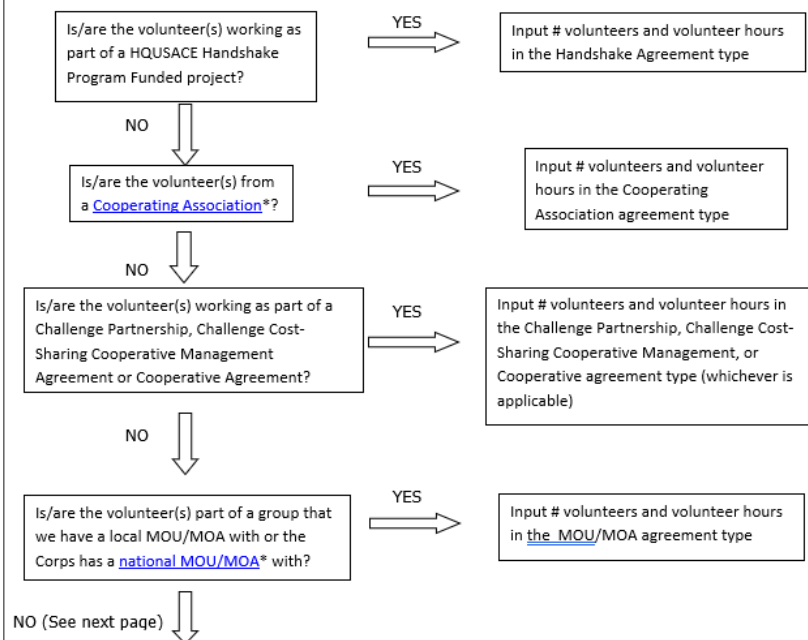
Enter non-partnership volunteer hours in this section of the CWBI tool. This is where you will capture the total number of volunteers, total hours of volunteer service (which will auto-calculate the total value of the service), and total incidental expenses reimbursed to volunteers who were not part of a partnership agreement/organization for the FY. These often include camp hosts, gate attendants, and other individuals or families who volunteer independently of an established organization/group.

You will also see a row on this page for Partnership volunteers. These data will be imported from the Partnerships Agreement section of Step 2 and added to the Non-partnership volunteer data to calculate the total volunteers, hours, and expenses for the project.

Step 2. Annual Data Update – Partnership Agreements

In this section you will capture data about volunteers who were part of a partnership agreement/organization that you identified as active for the FY in Step 1. Review/Add Partnership Agreements. You will capture total number of volunteers and total hours of volunteer service, which will auto calculate the value of service provided by the volunteers who were part of the partnership.

Please use the flow chart below to determine whether to count a particular individual volunteer's or group of volunteers' hours in the Partnership Agreements section of CWBI.





Maximizing Data Entry: Partnership Tracking Spreadsheet

25



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- This can assist with keeping track throughout the year to make data entry in October much easier
- Available on CWBI-OPS Partnerships FAQ page:

<https://corpslakes.erdc.dren.mil/partners/annual.cfm>

	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W
1	ORGANIZATION TYPE (Business, Civilian Inmate Labor Program, Educational Institute, Federal Agency, Local Government Agency, Military Organization, Native American Tribe, Nonprofit or Community Organization, State Agency, Other)	DATE EFFECTIVE	PRIMARY PURPOSE (Education, ENS, Health/Safety, Military, Recreation)	PRIMARY BUSINESS LINE (Rec or ES)	DESCRIPTION	CO PARTNERS	NUMBER OF CO PARTNERS	NUMBER OF VOLUNTEERS	VOLUNTEER HOURS	VOLUNTEER RATE	VALUE OF SERVICES	FUNDS INVESTED	PROFESSIONAL SERVICES PROVIDED	MATERIALS & EQUIPMENT DONATED	TOTAL PARTNER VALUE	CONTRACT COSTS	MATERIALS & EQUIPMENT	CORPS LABOR HOURS	TOTAL CORPS COSTS	TOTAL AMOUNT	
2										Pre-entered	Auto calculated				\$0					\$0	\$0
3										Pre-entered	Auto calculated				\$0					\$0	\$0
4										Pre-entered	Auto calculated				\$0					\$0	\$0
5										Pre-entered	Auto calculated				\$0					\$0	\$0
6																					
7																					
8	ORGANIZATION TYPE (Business, Educational Institute, Local Government Agency, Nonprofit or Community Organization, State Agency, Other)	DATE EFFECTIVE	PRIMARY PURPOSE (Education, ENS, Health/Safety, Military, Recreation)	PRIMARY BUSINESS LINE (Rec or ES)	DESCRIPTION	CO PARTNERS	NUMBER OF CO PARTNERS	NUMBER OF VOLUNTEERS	VOLUNTEER HOURS	VOLUNTEER RATE	VALUE OF SERVICES	FUNDS INVESTED	PROFESSIONAL SERVICES PROVIDED	MATERIALS & EQUIPMENT DONATED	TOTAL PARTNER VALUE	HQ Investment	CONTRACT COSTS	MATERIALS & EQUIPMENT	CORPS LABOR HOURS	TOTAL CORPS COSTS	TOTAL AMOUNT
9										Pre-entered	Auto calculated				\$0					\$0	\$0
10										Pre-entered	Auto calculated				\$0					\$0	\$0
11										Pre-entered	Auto calculated				\$0					\$0	\$0
12										Pre-entered	Auto calculated				\$0					\$0	\$0
13																					
14																					
15																					
16																					
17																					
18																					
19																					
20																					
21																					
22	ORGANIZATION TYPE (Federal Agency)	DATE EFFECTIVE	PRIMARY PURPOSE (Education, ENS, Health/Safety, Military, Recreation)	PRIMARY BUSINESS LINE (Rec or ES)	DESCRIPTION	FUNDS INVESTED	PROFESSIONAL SERVICES PROVIDED	MATERIALS & EQUIPMENT DONATED	TOTAL PARTNER VALUE	CONTRACT COSTS	MATERIALS & EQUIPMENT	CORPS LABOR HOURS	TOTAL CORPS COSTS	TOTAL AMOUNT							
23									\$0				\$0	\$0							
24									\$0				\$0	\$0							
25									\$0				\$0	\$0							
26									\$0				\$0	\$0							
27									\$0				\$0	\$0							



CWBI-OPS Partnerships and Volunteers Module

26



Civil Works Business Intelligence Hub

[Home](#) [Resources](#) [Modules](#) [Data Catalog](#) [National CorpsMap](#)

Natural Resources Management

[Citations Module](#)

[Environmental Stewardship Module](#)

[NRM Module](#)

[PSA Module](#)

[Partnerships and Volunteers Module](#)



[Annual Update Status Report](#)








What is CWBI-OPS?

Civil Works Business Intelligence (CWBI) is the new NRM Assessment/OMBIL



CWBI-OPS Tool: Partnerships and Volunteers



-  CWBI-OPS Home
-  Partnerships and Volunteers
-  Switchboard
-  People Setup
-  Step 1 Review/Add
-  Step 2 Annual Data Update
-  Reports

CWBI-OPS Partnerships and Volunteers Home

Welcome to the CWBI-OPS Partnerships and Volunteers home. For general information on the CWBI-OPS Program and associated resources please access [CWBI-OPS Home](#) on the menu.
Need assistance? Please contact the CWBI-OPS Help Desk: CWBI-OPS@usace.army.mil.

CWBI-OPS News

- 10/28/2022 - Changes to CWBI-OPS Authentication Process Occurring Week of 14 November
CWBI will incorporate planned changes to the CWBI-OPS authentication process the week of 14 NOV. Following the software upgrade, CWBI-OPS users may be required to complete a few simple online prompts to access their accounts. Please review the instructions provided in the "Keycloak_Authentication_Migration_Guide" under the User Resources Menu of this page, accessed by clicking the menu icon at top left.
- 09/27/2022 - Government Email Accounts Must be Used for Login.gov Registration
Please be advised that when new users initially register for Login.gov accounts as the first step to establishing an account within CWBI-OPS it is required that only government email accounts (i.e. ending in @usace.army.mil) be used to register with Login.gov. Accounts registered with personal email accounts will not be granted permissions to CWBI-OPS Modules.

[Archived News Items](#)

Your Account Details

Last Name	BURKE
First Name	HEATHER
Middle Name	D
Phone	
Last Login Date	



Step 1: Enter Volunteer Data

- Volunteer value of service per hour for FY 24 was: **\$33.49**
→ Corps labor cost per hour was: **\$66.42**
- Volunteer value of service comes from independentsector.org, based on average earnings of private sector workers. **Typically updated each April during National Volunteer Week.**
- If applicable, indicate that your project has no volunteers in this section.

DATA NEEDED TO COMPLETE THE MODULE:

- Number of volunteers
- Number of hours
- Incidental expenses



STEP 1: Volunteer Activity



Did you have volunteers this FY? Yes ▼

The volunteer value of service per hour for this fiscal year is:

The corps labor cost rate per hour for this fiscal year is: ?

NOTE: Partnership Volunteers cannot be modified on this form. Numbers and hours will be automatically loaded from data entered in the [Annual Update](#) page. Total volunteer numbers, hours, and expenses will be auto calculated by adding Non-partnership volunteer numbers/hours with Partnership volunteers numbers/hours.

	Non-Partnership Volunteers ?	Partnership Volunteers ?	Total
NUMBER OF VOLUNTEERS: Enter the number of volunteers performing work at the project. Include volunteers performing work in recreation, environmental stewardship, administrative, maintenance, etc.	<input type="text" value="15"/>		15
NUMBER OF HOURS: Enter the number of hours served by volunteers.	<input type="text" value="45"/>		45
INCIDENTAL EXPENSES: Enter the amount of incidental expenses reimbursed by the government to volunteers. ?	<input type="text" value="0"/>		

Save

Submit

NOTE: Non-partnership volunteers are those who perform volunteer service who are NOT affiliated with any organization. (Ex. Camp hosts, visitor center hosts, an individual or family volunteering on their own. Anyone volunteering as part of a group/organization such as a church, school, sports club, nonprofit, business, agency, Tribe, etc. should be counted as Partnership volunteers entered during the Step 2 Annual Update.)



CWBI-OPS Tool: Partnerships and Volunteers – Step 1 Partnership Agreements

30



CWBI-OPS Home

Partnerships and Volunteers

Switchboard

People Setup

Step 1 Review/Add

Volunteer Activity

Partnership Agreements

Step 2 Annual Data Update

Reports

CWBI-OPS Partnerships and Volunteers

Welcome: HEATHER.D.BURKE@USACEARMY.MIL Current Profile: ADMIN - PARTNERSHIPS Log Out

Annual Update Filters

Division

HQ USACE

District

HQ USACE

Project Site

HQ USACE

Fiscal Year

2021

HAT

ADMIN - PARTNERSHIPS

If no partnerships exist for this project in this fiscal year, please check the box below, provide a description, and select the button to sign.

☒ No Partnerships Exist

Brief Description:

Testing this feature

Submitted On:

01/01/2023

Submitter:

Sa'ad Masri

Approve & Submit

Step 1 - Review Partnership Agreements

Add New Partnership Agreement

Cancel

Save

Agreement Types

Please be sure to fill in ALL fields below. You may use TAB keys to move between fields.

Q

Go

Rows 50

Actions

Agreement Type

Check this box and provide description if there were no partnerships in the FY. There will be a similar option developed for the Volunteer Activity page.

Select Step 1: Review/Add Partnership Agreements to select active partnerships and add new partnerships with volunteers



Step 2 Annual Data Update



Welcome: HEATHER.D.BURKE@USACE.ARMY.MIL Current Profile: ADMIN - PARTNERSHIPS Log Out

 [CWBI-OPS Home](#)

Partnerships and Volunteer

Switchboard

 People Setup

① Step 1 Review/Add

② Step 2 Annual Data Update

Reports

Annual Update Filters

Division HQ USACE

District HQ USACE

Project Site HQ USACE

Fiscal Year 2021 ▾

Submitted For Division/District On:

HAT

ADMIN - PARTNERSHIPS

Complete (%):

Submitted On:

Submitted By:

Submitted For Division/District By:

Step 2 - Annual Data Update

Select Step 2:
Annual Data
Update to add
partnership
data, including
volunteers who
served with a
partnership/
organization

Enter number of volunteers and hours served with the partner organization.

Cancel Save

Save

Agreement Types

Please be sure to fill in ALL fields below. You may use TAB keys to move between fields.

Search: All Text Columns

Go

Actions

Ec

Agreement Type

Partner Value

Corps Costs

Organization	Number of Co-Partners	Number of Volunteers	Volunteer Hours	Services Value	Sales Value	Funds Invested	Prof Service Provided	Material Equipment Donated	Total Partner Value	Hq Investment	Contract Cost	Materials And Equipment	Corp Labor Services	Total Corp Cost	Grand Total
▼ Agreement Type: CONTRIBUTIONS PROGRAM															
ADVENTURE SCIENTISTS	2	10	50	0		100	0	500	0	0	0	100	40	0	0
1 rows selected															Total 1

1 rows selected

Total 1



CWBI OPS has three reports available in the Partnerships and Volunteers module:

1. Volunteers
2. Partnerships
3. Projects without Partnerships

There is also a separate Annual Update Status Report available from the CWBI-OPS NRM home page.

Reports



CWBI-OPS Partnerships and Volunteers

Welcome: TAYLOR.A.BAUGHN@USACE.ARMY.MIL Current Profile: SPD ADMIN - PARTNERSHIPS Log Out

Volunteers Filters

Divisions: SOUTH PACIFIC DIVISION

Districts: Select a district

Project Site(s): Select one or more project sites

* Fiscal Year Begin: 2022

* Fiscal Year End: 2022

If there is an error with the excel download for this report, then please try to download the file as a .csv
 For years prior to 2023 the following fields will not be calculated: 'Total # of All Volunteers', 'Total # of All Volunteer Hours Worked', 'Total Value of All Volunteer Services'.

Run Report

US Army Corps of Engineers

Welcome: HEATHER.D.BURKE@USACE.ARMY.MIL Log Out

Natural Resources Management

- Citations Module
- Environmental Stewardship Module
- NRM Module
- PSA Module
- Partnerships and Volunteers Module
- Annual Update Status Report**



U.S. ARMY

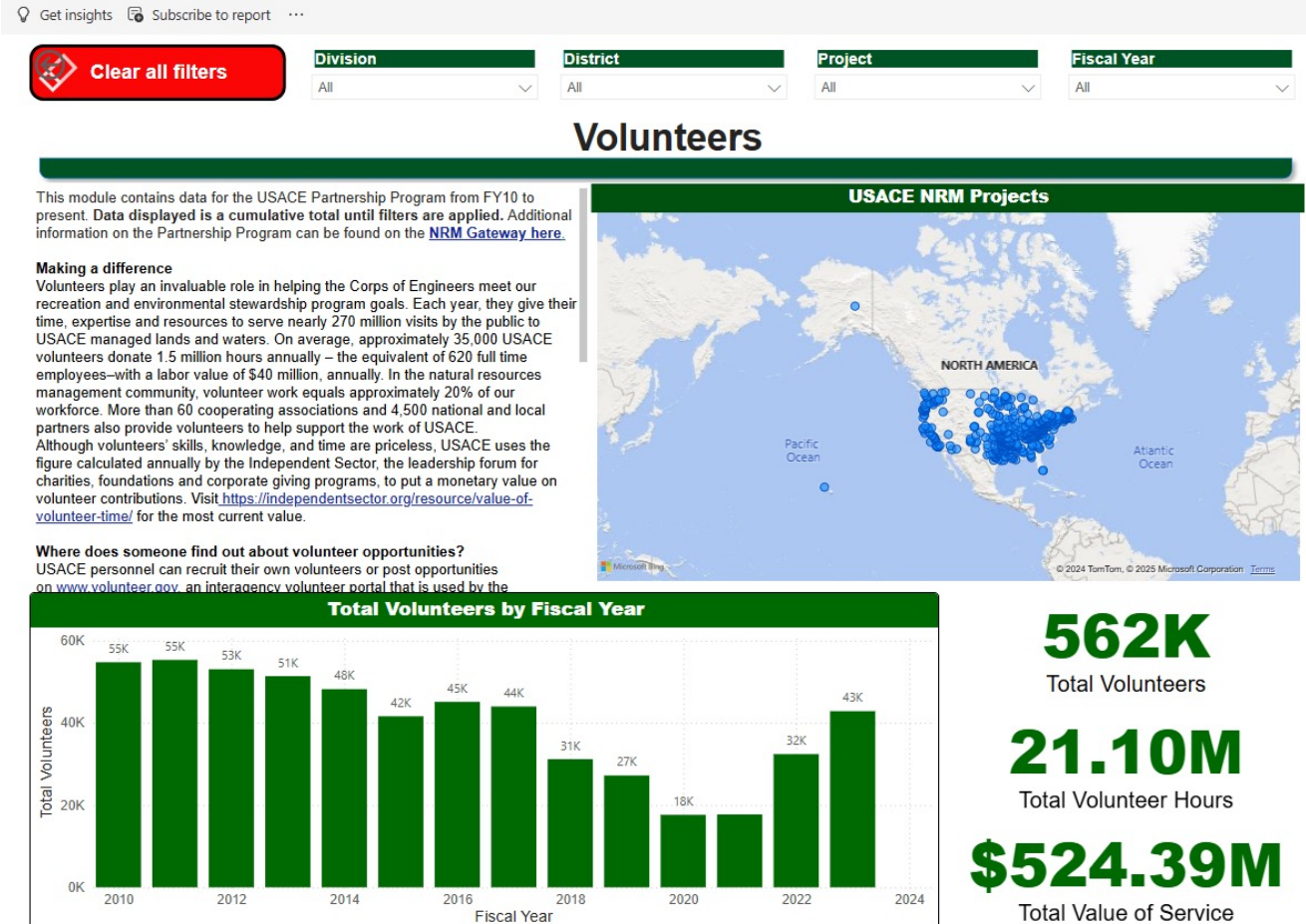
33



Resources: Power BI Data Visualization - Volunteers

<https://app.mil.powerbigov.us/groups/me/reports/d42cef56-4020-496a-a37b-d0d3ebbe1b25/ReportSection63a62e9fff84af684d32?ctid=fc4d76ba-f17c-4c50-b9a7-8f3163d27582>

- Includes data from 2010-2024.
- Allows the viewer to easily search through data for partnership ideas, data roll-up by project, district, division, national level
- Link to tool and user guide are published to the NRM Gateway → Stewardship → Stewardship Tools → Environmental Stewardship National Initiatives Module
<https://corpslakes.erdc.dren.mil/employees/envsteward/tols.cfm>





Data Visualization: Power BI app

34



Current dashboards include:

- Overview page
- National Fish Habitat Partnership
- Whooping Cranes (Migratory Corridor)
- I-35 Monarch highway
- State Wildlife Action Plans
- USACE Invasives Species
- USACE Special Status Species
- USACE Partnerships
- USACE Volunteers

NOW ON THE HOMEPAGE TOO!

The screenshot displays the Natural Resources Management Gateway website. The header includes the US Army Corps of Engineers logo and the title "Natural Resources Management Gateway to the future...". A navigation bar contains links for Home, Visitors, Lake Discovery, Recreation, Env Compliance, Env Stewardship, Partners, News/Events, People, Forums, Learning, GETS, Tools, New Postings, Submit, and Index/Search. A sidebar on the left lists "Communities of Practice" (Main CoP, Operations & Regulatory, Asset Management, Flood Risk Management, Hydropower, Inland Navigation Infrastructure, Natural Resources Management, Park Rangers, Navigation, Operations Project Managers, Regulatory, Safety, Civil Works Environment) and "Business Processes" (Headquarters, Acquisition, Administration, Budget, Communication & Marketing, Environment, Facility & Land Use Management, Financial Management, Human Resources, Policy & Procedures, Programs & Partnerships, Project Master Plans and OMPs, Related Sites, Research & Development, Safety, Security & Risk Management, Teams/PDTs, Tools/AIS). The main content area features "Natural Resources Management Notes" with a section for the "FY22 NRM Annual Report" and a "2023 NRM Awards" list. A large red arrow points from the text "NOW ON THE HOMEPAGE TOO!" to the "NRM Dashboards" section, which includes links for Environmental Stewardship National Initiatives Module, USACE Public Recreation Fatalities, and Visitation Visualizations. Other sections include "Happenings in NRM Community" (Visitation Numbers), "Recreation News", "Stewardship News", "Partnership News", and "Water Safety Ripples".

Natural Resources Management Gateway
to the future...

Home Visitors Lake Discovery Recreation Env Compliance Env Stewardship Partners
News/Events People Forums Learning GETS Tools New Postings Submit Index/Search

Help * Contact Us * Make Natural Resources Management Gateway your home page

Google the Natural Resources Management Gateway

Communities of Practice

- Main CoP
 - Operations & Regulatory
 - Asset Management
 - Flood Risk Management
 - Hydropower
 - Inland Navigation Infrastructure
 - Natural Resources Management
- Park Rangers
 - Navigation
 - Operations Project Managers
 - Regulatory
 - Safety
- Civil Works Environment

Business Processes

- Headquarters
- Acquisition
- Administration
- Budget
- Communication & Marketing
- Environment
- Facility & Land Use Management
- Financial Management
- Human Resources
- Policy & Procedures
- Programs & Partnerships
- Project Master Plans and OMPs
- Related Sites
- Research & Development
- Safety, Security & Risk Management
- Teams/PDTs
- Tools/AIS

The NRM Gateway

- What is the Gateway?
- Gateway 101
- How to participate in Gateway development
- How to use Gateway
- Gateway Initiative

Featured/New Websites

- Aquatic Nuisance Species Task Force
- Curation Regionalization
- FNS OCA ORA

Natural Resources Management Notes

FY22 NRM Annual Report

The new and improved R1S Ranger App!
The Recreation One Stop program continues to grow, and an exciting new feature is now available to project staff. The new and improved R1S Ranger App!

In response to field staff feedback, the R1S Ranger and Scanner mobile apps (including support for Android) have been combined into a single application, the R1S Ranger app, to simplify mobile app support across the field and expedite issue resolution time for the mobile development team. [View full story](#)

[See All Headlines](#)

2023 NRM Awards

- Hiram M. Chittenden Award for Interpretive Excellence - Tamryn Frauenshuh
- National Water Safety Employee Award - Rachael Gwinn, SCA ISOP Water Safety Intern, Raystown Lake
- National Water Safety Team Award - Abiquiu Lake Staff
- Natural Resources Management Employee of the Year - Deryck Rodgers

[Full List](#)

Every Kid Outdoors

- Gateway Page
- Corps Lakes Public Page

NRM Dashboards

- Environmental Stewardship National Initiatives Module
- USACE Public Recreation Fatalities
- Visitation Visualizations

Happenings in NRM Community

- Visitation Numbers

Recreation News

- November 2023
- August 2023
- May 2023
- February 2023
- November 2022
- August 2022

Stewardship News

- December 2023
- September 2023
- June 2023
- March 2023
- December 2022
- September 2022

Partnership News

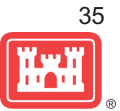
- September 2023
- March 2023
- September 2022
- February 2022
- September 2021
- March 2021

Water Safety Ripples

- November 2023
- August 2023
- May 2023



Upcoming Volunteer Important Dates



- Apr 21 – 27: National Volunteer Week

**This webinar has been recorded and will be posted along with the slides on the NRM Gateway Partnerships and Volunteer training pages:

<https://corpslakes.erdcdren.mil/employees/training.cfm?Id=partner&View=yes>

<https://corpslakes.erdcdren.mil/employees/training.cfm?Id=volunteer&View=Yes>



U.S. ARMY

Resources: Your PAC Team

36



Phil Manhart - MVD
(MVS - Lake Shelbyville)

Taylor Baughn - SPD
(SPN – Bay Model)

Heather Burke – HQUSACE

Vacant – SWD

Mike McCoy - LRD
(LRH - Burnsville Lake)

Jared Gagnon– NAD
(NAE – East Brimfield Lake)

Keith Hyde – NWD
(NWW - Lucky Peak Lake)

Not pictured:

*Cassie Cross– SAD
(SAW - John H Kerr Reservoir)*

