

## Girl Scout Finance Concerns

### Policy

All Girl Scout volunteers assuming oversight of any Girl Scout monies are accountable to Girl Scouts Western Pennsylvania for all troop/group funds. Volunteers are responsible for overseeing monies with honesty, integrity, and careful record-keeping of the funds that girls raise. Volunteers are accountable for maintaining their troop accounts and are expected to follow council policies and be responsive to financial inquiries whether made from parents, other volunteers—either in the troop or service unit, or directly from council.

Troop leaders and troop treasurers may be asked to provide information about troop finances, including:

- current and previous troop balances and bank statements,
- supplemental documentation, including receipts, deposit slips, and copies of checks,
- the total amount earned during the MagNut and Girl Scout Cookie programs, or additional money-earning activities (families may only request the total income of the Girl Scout to whom they are related),
- confirmation that a parent/guardian's payment was received and deposited, and/or
- lists of purchases made by the troop.

Girl Scouts Western Pennsylvania takes all questions and concerns regarding troop finances seriously. Concerns regarding the troop account will be investigated by an assigned staff member. The initial inquiry will determine the next steps: education, support, or financial audit.

Girl Scout funds may not be used for:

- personal use,
- self-reimbursement,
- funds not benefiting the whole group,
- insufficient fund fees,
- theft/embezzlement,
- non-Girl Scout related purchases, or
- co-mingling Girl Scout funds with personal funds.

These types of transactions may be considered mismanagement or misappropriation and need to be investigated.

## Procedure

### Register a Complaint:

1. If there are concerns about the troop's finances, contact customer care at 1-800-248-3355. Reports may also be made to the membership engagement specialist serving this area. They will refer you to an available staff person who will investigate your concerns.
2. During the initial interview, be specific. What are your concerns? Have you seen any instances of mismanagement or misappropriation? Are you concerned about broken policies? Have you tried to discuss your concerns with the troop leadership team? Who else should we speak to about this? Present as many facts as possible.
3. The staff person will take notes, review previous bank statements, and interview all related parties to determine an outcome. Outcomes may include education and support or a referral to volunteer relations to conduct a troop audit (see step 8).

### Outcome: Education and Support:

4. The investigating staff person will reach out to all concerned parties to share the outcome.
5. If the concern is unfounded, the staff person will meet with the complainant to review the findings. If needed, volunteer relations will work with all parties to improve communication.
6. If the concern is founded and education and support is required, the staff person will review the appropriate policy with the troop leader and troop treasurer. They may also schedule check-ins over a set period, offering support and guidance on troop finances.
7. If mismanagement of troop finances continues, the matter will be referred to volunteer relations for further investigation.

### Outcome: Troop Audit Required:

8. The volunteer relations coordinator will contact you to discuss the troop audit process. They will ask any follow-up questions based on the information that was previously collected and answer any questions that you have at that time. They will also provide you with a timeline and what to expect during this time.
9. The volunteer relations coordinator will conduct a complete review of all financial documents. They will request supporting documentation from all signers on the Girl Scout account in question.
10. Based on the information given, the following determinations may be made:
  - a. Unfounded-no mismanagement or broken policy found: no further action required.

- b. Founded-minor mismanagement: education required.
  - c. Founded-major mismanagement: education and action plan required.
  - d. Founded-misappropriation: release as a volunteer recommended.
11. If money is owed, Girl Scouts Western Pennsylvania will request payment in full. Payment must be made within 30 days. Failure to make this payment may result in collections or the filing of a criminal complaint.

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