



TEMPE
Community
Council



Human Services
Funding

AGENCY REVIEW 2025-26

**Volunteer Training:
Scoring Guidance Manual**

We value the unique contributions of each citizen volunteer in our grant review process. You do NOT need to have experience working in human services to be a qualified reviewer. Utilize your own judgement based on your personal and professional knowledge and experiences. The input you provide from your lived experience is both essential and meaningful.

We are in the second year of several important changes to the application process for the agency applicants, and for the reviewers. This is the second year that applications will be split into two categories.

- The **first** category of applications is comprised of a select group of Renewal/Multiyear applicants.
- The **second** category is for New/Yearly applicants.

These two groups have different application questions and different scoring criteria.

Another important change is that the financial review of all applications will be completed by every volunteer. You are encouraged to review these materials carefully and ask for additional assistance in completing this part of the review if needed, you ARE expected to score the financial questions.

This manual is broken down into these areas of guidance:

- Application Evaluation Scoring Rubric
- Renewal/Multiyear Reviewers
- New/Yearly Reviewers
- Financial Review
- Volunteer Questions
- ZoomGrants (Where applications are stored and scoring takes place)
- Galaxy (Tempe Community Council's volunteer database and management system)
- Timeline



Final Allocation Meeting



Site Visit to Funded Agency

Application and Evaluation Scoring Rubric

ZOOMGRANTS SCORING PAGE

Below is a screenshot of what the scoring page will look like in ZoomGrants:

Scoring			
Instructions Show/Hide			
Committee Scoring Questions	Avg. Score	Weight	Ext. Score
New Application Reviewer Rating (Complete Questions 1-12 Only)			
New Application Scoring			
1 Rank to what extent this program's design is described with clarity around what the program does, how the design is implemented, and what changes occur in people's lives because of the program. (1 is 'Does Not' and 5 is 'Significantly')		X 1 =	
2 Rank to what extent this program currently collaborates with other stakeholders to meet the needs of their program participants. (1 is 'Does Not' and 5 is 'Extensively')		X 1 =	
3 Rank to what extent the agency provides well trained and qualified staff to execute the program? (1 is 'Does Not' and 5 is 'Strongly Provides')		X 1 =	
4 Rank to what extent this application makes a case for program need in Tempe. (1 is 'Does Not' and 5 is 'Extensively')		X 1 =	
5 Rank to what extent this program is accessible to Tempe residents. (1 is 'Is Not Accessible' and 5 is 'Is Accessible in Tempe')		X 1 =	
6 Rank to what extent this program serves a reasonable number of Tempe clients respective to the service offered. (1 is 'A Minimal Number' and 5 is 'A Significant Number')		X 1 =	

This is your scoring guidance for each section:

- **New/Yearly Questions 1-12**
- **Financial Questions 13-17**
- **Renewal/Multiyear Question 18**

The guidance and things-to-consider information appears in *italic blue text* in the scoring questions below.

Please rank the following scoring questions using the scale as indicated below.

Question #	Description	Scoring
1-12	New/Yearly Application Questions	On a scale of 1 to 5 where ...
1	<p>Rank to what extent this program’s design is described with clarity around what the program does, how the design is implemented, and what changes occur in people’s lives because of the program.</p> <p><i>This requires reading the whole application, but look to application Questions 1, 2, 8, 11, the outcome statements and other narrative.</i></p>	1 is "Does Not" and 5 is "Significantly"
2	<p>Rank to what extent this program currently collaborates with other stakeholders to meet the needs of their program participants.</p> <p><i>Look for narrative answers that share the name and number of agencies that they CURRENTLY collaborate with. Look to application Question 20 and other narrative.</i></p>	1 is "Does Not" and 5 is "Extensively"
3	<p>Rank the extent to which the agency provides well-trained and qualified staff to execute the program.</p> <p><i>Refer to application Question 18. Do they explain the training and education required and why? Are the funds that could be awarded paying for staff or some other program cost? Does this make sense to you?</i></p>	1 is "Does Not" and 5 is "Strongly Provides"
4	<p>Rank to what extent this application makes a case for program need in Tempe.</p> <p><i>This question addresses PROGRAM need. Refer to Question 6. Do they cite statistics (local or national) that support the need for this kind of program? Do they make a case for expansion based on last years’ service numbers? Do they describe how they quantify/measure the program need inside their operations? Are they turning people away? Are the programs at capacity? Look to application Question 21, demographics, and other narrative.</i></p>	1 is "Does Not" and 5 is "Extensively"
5	<p>Rank to what extent this program is accessible to Tempe residents.</p> <p><i>Can Tempe residents get to the service on a bus line or light rail? Are bus passes or other forms of transportation provided to Tempe residents? Are there restrictive rules that make it hard to get services? Is the program located in Tempe? Do services happen at convenient days and times for the population? Look to application Questions 9, 10 for some evidence and other narrative explanations. Look at demographics.</i></p>	1 is "Is Not Accessible" and 5 is "Is Accessible in Tempe"

6	<p>Rank to what extent this program serves a reasonable number of Tempe clients respective to the service offered.</p>	<p>1 is "A Minimal Number" and 5 is "A Significant Number"</p>
	<p><i>This is subjective, but you can use "reasonable" to mean, does it make sense to you. Remember that many contact points/services may not always mean that positive change is occurring for the participants. Likewise, small numbers are sometimes very appropriate due to the length or depth of the service that is being provided. Look at application Question 7 and the demographic information, along with other narrative.</i></p>	
7	<p>Rank to what extent this program is addressing equity, diversity, and inclusion in their program design and implementation. Does the program use an "equity lens?"</p>	<p>1 is "Poor" and 5 is "Superior"</p>
	<p><i>Here, equity lens is defined as a process for analyzing or diagnosing the impact of the design and implementation of policies on under-served and marginalized individuals and groups and identifying and eliminating barriers to services. Look to application Question 9, demographics, and other narrative.</i></p>	
8	<p>Rank to what extent this program's Outcomes is clearly stated and measurable.</p>	<p>1 is "Are Not" and 5 is "All Are"</p>
	<p><i>Look to application Questions 11-17 and other narrative. Outcome measurement is the process for assessing, on a regular basis, the results of an agency's programs for its participants. Those results – OUTCOMES - are the benefits or changes for individuals or populations during or after participating in program activities. The outcomes may relate to changes in knowledge, attitudes, skills, behaviors, or condition. They are what participants know, think, or can do; how they behave; or what their condition is, that is different following their participating in the program. Look within this Volunteer Guidance Manual to review what makes a strong outcome measure.</i></p>	
9	<p>Rank to what extent the indicators are specific and quantifiable.</p>	<p>1 is "Poor" and 5 is "Superior"</p>
	<p><i>Look to application Questions 11-17. Outcome indicators are the specific items of information that track a program's success on outcomes. They describe observable, measurable characteristics or changes that represent achievement of an outcome. For example, a program whose desired outcome is that participants pursue a healthy lifestyle could define "healthy lifestyle" as not smoking; maintaining a recommended weight, blood pressure, and cholesterol level; getting at least two hours of exercise each week; and wearing seat belts consistently. The number and percent of program participants who demonstrate these behaviors is an indicator of how well the program is doing with respect to the outcome. Look within</i></p>	

	<p><i>this Volunteer Guidance Manual to review what makes a strong outcome measure.</i></p>	
<p>10</p>	<p>Rank the quality of this application, based on: agency provided all required documents, answered all questions clearly and completely; made a case for need using statistics and citing sources; and explained their ability to provide quality services.</p>	<p>1 is "Poor" and 5 is "Superior"</p>
	<p><i>Does this application provide thoughtful and clear responses to the questions asked? Does it present a creative idea or unique solution to an issue? Does the writer provide factual information and statistics that are credible? Does the budget make sense? Do they make a compelling case that they can provide quality services? Are they using best practices?</i></p> <p><i>This area gives you the option of awarding points for your own meaningful reasons, not specifically stated here.</i></p>	
<p>11</p>	<p>Relative to the mental health service outcome measure and indicators, how likely is the individual/family to have the intended positive outcome that is stated?</p>	<p>5 points is "Very Likely" and 1 is "Not Likely"</p>
	<p><i>Consider: Looking at the PowerPoint to remind you of what clear outcome statement look like. Look to the template and see if the agency follows the template and answers all of the elements requested. Focus on Question 16 and 17 and other narrative.</i></p> <p><i>We recognize that many of our agency partners do not provide mental/behavioral/wellbeing programs (or activities) as their primary program offering; however, we believe that most of our current partners are providing mental and behavioral health services or are practicing wholistic services and partnerships already, that provide for mental health and well-being.</i></p> <p><i>Some agencies do provide mental health and well-being supportive services, but haven't been asked to directly name those activities, partnerships, or outcomes, until last year's applications.</i></p> <p><i>The City of Tempe Human Service application asks agencies to describe the work they do to address mental health outcomes, in both direct and indirect ways. This information will help improve our understanding of mental health support services that partners already have in place, and this information may then help us to see where there are gaps in services needed.</i></p> <p><i>Consider: Looking at the Power Point to remind you of what clear outcome statement look like. Look to the template and see if the agency follows the template and answers all of the elements requested.</i></p>	

12	<p>Discretionary points are additional points that can be awarded at the discretion of the reviewer, beyond the standard criteria, allowing you to recognize exceptional performance, unique contributions, collaborations, or specific circumstances not fully captured by the established scoring system, giving the scorer flexibility to reward aspects that go beyond the basic requirements based on their judgment.</p>	<p>0 to 5 points May be allowed</p>
	<p><i>Sample reasons for discretionary points are:</i></p> <ul style="list-style-type: none"> • <i>History of successful partnership with the City of Tempe and/or Tempe Community Council</i> • <i>Leveraging resources and partnerships</i> • <i>Creativity or uniqueness</i> • <i>Addressing a need not currently funded</i> • <i>Good staffing practices</i> • <i>Employing people with lived experience</i> • <i>Providing excellent training and a living wage</i> <p><i>A maximum of 5 points can be allotted.</i></p> <p><i>Provide reasoning for your scoring in the Committee Discussion box in the Review Tools.</i></p>	
13-17	Financial Reviewer Questions	Scoring (All Reviewers)
13	<p>Relative to the agency’s current financial operating status, were revenues greater than expenses?</p>	<p>0 points Significantly less than expenses</p> <p>1 point At or break-even</p> <p>2 points Greater than expenses</p>
	<p><i>Look at Agency 990 form:</i></p> <ul style="list-style-type: none"> • <i>Total Revenue: Part 1 Line 12 (Current Year)</i> • <i>Total Expenses: Part 1 Line 18 (Current Year)</i> • <i>Revenue Less Expenses: Part 1 Line 19 (Current Year)</i> 	
14	<p>Was there a significant change year-over-year in the agency’s net assets?</p>	<p>0 points Yes, less than prior year without reasonable explanation</p> <p>1 point About the same or reasonable explanation provided</p> <p>2 points Yes, greater than prior year</p>
	<p><i>Look at Agency 990 form:</i></p> <ul style="list-style-type: none"> • <i>Net Assets: Part 1 Line 22 (Beginning of Current Year and End of Year)</i> 	

15	<p>By reviewing the Statement of Functional Expenses (Part IX of 990 form), what is the ratio of management and fundraising expenses to total expenses?</p>	<p>0 points Greater than 25%</p> <p>1 point Between 16-24%</p> <p>2 points Less than 16%</p>
	<p><i>(Formula: Management & General, divided by Total Expenses = %)</i></p> <p><i>Look at Agency 990 form:</i></p> <ul style="list-style-type: none"> • Total Functional Expenses: Part IX Line 25 • Total Fund-Raising Expenses: Part IX, Column D, Line 25 • Total Management Expenses: Part IX, Column C, Lines 5, 6, and 11a 	
16	<p>Relative to the agency’s risk profile and the diversity of funding sources, review Part VIII of the 990 (as well as other available documentation) to try and ascertain various sources of revenue.</p>	<p>0 points 2 sources or less</p> <p>1 point 3-4 sources</p> <p>2 points 5+ sources</p>
17	<p>Relative to the agency’s internal controls and financial oversight, including providing audited financial statements, does the agency demonstrate appropriate oversight?</p>	<p>0 points No, or qualified audit provided</p> <p>1 point Moderate controls – no audit, but demonstrated oversight</p> <p>2 points Yes, unqualified audit and/or multiple sources of oversight provided</p>
	<p><i>A qualified opinion is a reflection of the auditor's inability to give an unqualified or unmodified, or clean, audit opinion. An unqualified opinion is issued if the financial statements are presumed to be free from material misstatements. A qualified opinion is still acceptable to most lenders, creditors, and investors.</i></p> <p><i>Note: Some agencies with low net assets may not provide an audit. Additionally, a qualified audit report is a report issued by an auditor that reports certain discrepancies in the financial statements prepared by the entity. Such report, therefore, issues a qualified opinion on the true and fair view of the financial position as reported in the financial statements.</i></p>	
<p>Renewal/Multiyear Questions</p>		<p>Do not score unless you are assigned to score (as ZoomGrants allows)</p>
18	<p>5 Narrative Application Questions and Program Budget</p>	<p>0 points - Do Not Renew</p> <p>1 point - Conditional Renewal</p> <p>2 points - Renewal</p>
	<p><i>See the Additional Guidance below for reaching your decision.</i></p>	

Additional information and questions to consider assisting with scoring:

RENEWAL/MULTI-YEAR REVIEWER ADDITIONAL GUIDANCE

Remember these renewal agencies were fully vetted last fiscal year. It is our intention to renew them if they are meeting the following standard:

The renewal programs are being evaluated based upon how well the program has served the intended human service need, using the following methods.

1. Review of the whole renewal application including attached documentation.
2. Approval of clear projected goals and measurable outcomes for the coming year.
3. Consideration of reporting from the TCC grant manager regarding any red flags or concerns.
4. Consideration of the need and number of Tempe clients served respective to the service offered.
5. The agency's ability to make a compelling case for why the program should continue.
6. Consideration of leverage of resources (public, private, collaborations, creativity).
7. A review of the financials and balance sheet. (This activity is provided by a separate group of volunteers).
8. Any additional information the panel or staff request including an Interview if needed.

TCC/COT reserves the right, at our sole and absolute discretion, to reject any and all proposals received without penalty and to not issue a contract as a result of this process.

What are the guidelines for strong performance measures?

This information is important to evaluate both the New and Renewal applications.

Purpose

Performance measures show the community the value of the services, clearly and succinctly communicate impact, and can be used for future funding requests to show program effectiveness.

Definitions: Goals, Outcomes, and Indicators

- Goal - An aspirational "big picture" statement about what is hoped to achieve with this program.
- Outcomes - A specific statement about the changes expected in pursuit of this goal and how many people the agency intends to serve in the fiscal year.
- Indicators - The way that an outcome can be measured which indicates success towards the outcome. There may be multiple indicators per outcome.

Developing Outcomes

Outcome measures must include ALL the following components:

- # of Tempe participants expected to achieve this outcome
- % of Tempe participants expected to achieve this outcome
- Type of participants
- Direction of change
- Type of change
- Area of change

____ (#) and ____ (%) of _____ (Participant type: families, youth) will _____ (Direction of change: increase, improve, modify) their _____ (Type of change: knowledge, attitude, condition) of/towards _____ (Area of change: employment, food security).

Developing Indicators

Indicators are written in the same format as outcome statements but focus on how the agency will measure the progress on the outcome. They are the most direct evidence of the program's success. An indicator should be more specific than the outcome by demonstrating the specific data collected that will define success and the method of data collection. For example, if an outcome focuses on improving health, the indicator should specify what aspect of health (e.g., cessation of smoking, disease rates, regular exercise) and how that aspect will be measured (e.g., self-report, survey data). There are often multiple indicators for one outcome statement.

Example A (Simple)

- **Goal:** provide safe and nutritious meals and a welcoming environment for our guests.
 - **Outcome:** 100% or 300 homeless individuals will have increased access to nutritious meals.
 - **Indicator:** by July 2021, 100% or 300 homeless individuals will be served at the nightly meal service as measured by attendance records.

Example B (Complex)

- **Goal:** increase self-confidence, academic outcomes, and school retention rates among at-risk Tempe youth.
 - **Outcome:** 90% or 65 youth will have increased exposure to positive behavior supporting activities to improve their attitude toward risky behaviors.
 - **Indicator 1:** 1 month following the intervention, 90% or 65 youth will have maintained or increased their total score on the Youth Outcome Survey (YOS), which measures attitudes towards risky behaviors including drug use, physical violence, unprotected sex, and alcohol use.
 - **Indicator 2:** 85% or 61 youth will report involvement in at least 1 extracurricular activity or personal interest, as measured by self-report during one-on-one youth interviews at least 2 months following entry into the program.

Scoring the Renewal/Multi-Year Application Questions

1. Review the agencies mission and vision statement (Question 1 in ZoomGrants).
2. Review the description of the program (Question 2).
3. Review the narrative (Question 4), which reads:

State the continuous quality improvement and outcome progress made with the past year's support. Include your performance outcome statements (all three) in this section using the template form you have been reporting with:

___ (#) and ___ (%) of _____ (Participant type: families, youth) will _____ (Direction of change: increase, improve, modify) their _____ (Type of change: knowledge, attitude, condition) of/towards _____ (Area of change: employment, food security) as measured by _____ (tools, surveys, best practices).

If you are proposing any changes in the outcome direction/s, thoroughly explain those changes in the narrative (Question 4).

Guidance for scoring:

- *Does this program demonstrate strong performance measures? Are the performance measures clearly stated? Can I see a clear direction of change? Is it clear how the direction of change is measured?*
- *Have they made and stated improvement of services for clients, or found added support of the program? Added staff? Have they leveraged resources? These may be indications of continuous quality improvement.*
- *Are there any stated improvements in how they measure success for the client? Have they implemented new measuring tools, surveys, mentioned new evaluation methods or feedback mechanisms?*

4. Review Application Question 5, which reads:

Provide a compelling case for why the program should continue, how the program activities will lead to the desired change, and why your agency is prepared to carry out the program.

Consider expansive impact stories. Paint a picture of all the non-profit does and show where this support fits in.

Guidance for scoring:

- *By using the word compelling we are asking if they have provided evidence that this agency is providing excellence in their service and outcomes.*
- *Is the need for this program or service clear? Do they include data to back it up?*
- *Does the program's design, impact, or philosophy make sense?*
- *Have they made a case that their agency staffing, collaborations, budget, and financial health make them well qualified to continue providing services for one more year?*

5. When you have considered these questions and reviewed the documents. Rate applications using the following categorization.

Decision Category	Performance Rating	Considerations
Renew	2 points	None with monitoring. This means you approve moving this program forward for one more year.
Conditional Renewal	1 point	Issues are noted that can be addressed through contracting and monitoring.
Do Not Renew	0 points	Critical and risks. This means you do not approve of moving this program forward.

NEW/YEARLY REVIEWER ADDITIONAL GUIDANCE

1. Review the whole application, including the document attachments.
2. Review scoring descriptions and grant criteria.
3. Score the grant application using the scaling rubric and tips described above. To help make a scoring determination, keep track of the evidence which you believe the grant applicant has provided which addresses that question. As you read each application, you may want to make notes about quality and specifics that relate to that question or domain that supports your overall score. You can keep these notes in ZoomGrants under "My Private Notes," located in the bottom-left corner of your dashboard.
4. If you have specific **questions** that you wish for staff and volunteers to address in the **follow-up interviews or by email** with applicants, please add them to your volunteer ZoomGrants dashboard (under Committee Discussion - Add My Comment section). Your suggestions should be written in the form of a question. Do not leave general statements. For example, you could ask, "Please ask them to clarify which best practices they are using in this program, with this population?" instead of a statement like, "This program practice is not clear to me, ask them about this."
5. There are 30 application questions that you will be using to rate (score) each application.
6. Each question will be rated on a scale from 1 to 5 for application program scoring, and from 0 to 2 for financial scoring.
7. Read each question and note the direction given regarding what the scale means
Discretionary points (Question 12) are additional points that can be awarded at the discretion of the reviewer, beyond the standard criteria, allowing you to recognize exceptional performance, unique contributions, collaborations, or specific circumstances not fully captured by the established scoring system, giving the scorer flexibility to reward aspects that go beyond the basic requirements based on their judgment. A maximum of 5 points can be allotted. Provide reasoning for your scoring in the Committee Discussion box in the Review Tools.

Guidance for scoring - Examples related to discretionary points include:

- *History of successful partnership with the City of Tempe and or Tempe Community Council*
 - *Leveraging resources and partnerships*
 - *Creativity or uniqueness*
 - *Addressing a need not currently funded*
 - *Good staffing practices*
 - *Employing people with lived experience*
 - *Providing excellent training and support and a living wage*
8. The scoring points should ONLY be in **whole numbers**.

FINANCIAL REVIEW ADDITIONAL GUIDANCE

All reviewers are financial reviewers

Financial Questions (13–17)

To complete the financial score, please review the documents in ZoomGrants under the Documents Tab:

- List of Assurances
- Certification Form
- **Financial Review Worksheet** – This worksheet will direct you where to find information to review on the 990 and to keep your notes
- Management Letter/Auditor Recommendations
- IRS Form 990
- Balance Sheet
- Agency Budget

Below are additional questions to consider that may assist with financial scoring.

- Did the organization obtain an audit? If not, why not?
- If the organization obtained an audit, was the auditor's opinion a "clean opinion"? A clean opinion is one where the auditor state that the financial statements present fairly, in all material respects..." ...in accordance with accounting principles generally accepted in the United States of America."
- If the opinion was not considered to be a "clean opinion" what were the exceptions and what is the plan to remove those exceptions?
- Did the organization receive a management letter from the auditor or reviewer? If so, what were the recommendations or deficiencies? What is the plan to correct for those recommendations/deviancies, if any?
- If no Management Letter, please explain briefly the organization's internal control procedures. Does the organization have Separation of Duties primarily in the finance area? Is there an approval process for payment of expenses? Is there an approval process for payment of expenses? Is there a gift acceptance policy for revenues or potential donations?
- In the agency's Statement of Financial Position (aka Balance Sheet) do the Assets equal the sum of the Liabilities and Net Assets? And... Do the "Current Assets" (Cash and items readily convertible to cash in a year) equal an amount equal or greater than "Current Liabilities" (Current liabilities are usually the principal portion of notes payable that will become due within one year, accounts payable, and accrued expenses)?
- In the balance sheet, are the "Net Assets" in three categories: 1) Unrestricted, undesignated, 2) Unrestricted, designated, or 3) Restricted net assets? What are the amounts in each category and are the amounts positive in each and in total?
- In the Statement of Activities (aka Profit and Loss Statement) is the current year Change in Net Assets (Net Profit) amount greater or lesser than the previous year? What is the reason for either case?
- Are Revenues greater than expenses for the current year? If not, what are the reasons?
- What is the make-up of Revenues on the Financial Statement? Amounts of Contributions and memberships (Individuals, foundations, corporate), Governmental and other Grants, and finally Special Events?
- Is there a negative balance during the year, how does the organization continue with its normal operating expense payments?
- If there is deviation from a category in the actual compared to the budget during the year, what is the process the organization modifies its actions or budgets?

- In budgeting a new program or a modification of a new program, have all the related costs of the proposal been outlined? Costs such as, insurance changes, risk management changes, staffing and benefits costs, and workload demands on current staff and volunteers?
- When is the last time the organization has undertaken a SWOT analysis? SWOT: Strengths, Weaknesses, Opportunities and Threats?

Remember – There is no right or wrong way to review these applications. These are guidelines. We are here to support you.

Volunteer Questions for Agencies

If you have a question for the agency that would significantly affect the score you are giving them, please provide a clarifying question in ZoomGrants within the Committee Discussion box. This box is in the volunteer review tools section of your scoring in the system.

This discussion box is not meant for volunteers to discuss the application with each other. We are using it for the purpose of recording questions only.

TCC staff and committee members will review the questions, and they will be passed along to the agency for their response. The answers will be provided to the reviewer who asked the question for their consideration in final scoring.

In some cases, agencies will be asked to meet with reviewers for an interview, which will be scheduled in March.

ZoomGrants Guidance

UPDATING YOUR PASSWORD

Reviewers can update their own **passwords**. Administrators control the **email address** associated with reviewer accounts. Please contact Kim Van Nimwegen if you need your email address updated.

1. Log into your reviewer account.
2. Click the **My Profile** tab in the upper row of tabs on your **My Account** page.
3. Click into the **Change User ID/Password** tab.
4. Edit the information.
5. Click the **Change Password** button to save your update.

If you've forgotten the email address you use to log in, the program administrator can look up your email address in their organization's account. If you need to have that email address updated, they will need to complete that update in their admin account, as well.

If you've forgotten your password, you can reset it by answering the questions in your Security Profile.

ZOOMGRANTS UNIVERSITY

Provides reviewers with a step-by-step visual walk through the system.

help.zoomgrants.com

Galaxy Digital – Volunteer Management System

HOW TO RESPOND TO VOLUNTEER OPPORTUNITIES

1. Login into our Galaxy volunteer portal from an internet browser (Google recommended):
tempecommunitycouncil.galaxydigital.com
2. Click **Opportunities** on the left menu box. You will need to sign up for the **Review and Scoring Applications** opportunity. Additional opportunities you may need to sign up for include: Preliminary Allocation Meeting, Final Review & Recommendations Meeting, and, if interviews are needed, an Interview opportunity will be added.
3. Click **Respond** to sign up for the Opportunity. (If you do not see the opportunity you need to sign up for, contact staff.)
4. You may encounter a **Qualification** notice if you are a new volunteer which involves a form or question to complete. If so, review, sign and submit the Qualification/s displayed. Once Qualifications are submitted, click **Respond** again in the Opportunity to complete the sign-up process.
5. To ensure you have a successful sign-up, a green box will appear at top of screen confirming submission and an email confirmation will be sent. The opportunity you signed up for should also show up in your Galaxy dashboard as an opportunity you have responded to.

HOW TO LOG YOUR VOLUNTEER HOURS (Desktop/Laptop)

1. Login to the Galaxy Digital portal.
2. From your Galaxy dashboard, click on ADD HOURS from top black menu bar.
3. Under HOUR TYPE area find the opportunity for which you want to log hours from the dropdown menu “Select an Opportunity.”
4. Complete the fields required.
5. At bottom of page click **Submit Hour Entry**.

Note: You can log hours multiple times for the same opportunity – such as “Review and Score Applications” opportunity. To ensure it is not a duplicate log, put some detailed information in the “description” box if needed and utilize the Date Worked box.

DOWNLOAD THE GALAXY “CAUSER - GET CONNECTED APP” TO LOG HOURS ON PHONE/IPAD/TABLET

1. Visit the Galaxy Digital App webpage:
<https://www.galaxydigital.com/for-volunteers-your-new-get-connected-volunteer-mobile-app>
2. Select the platform link your phone uses (Google Play or Apple App Store) to download the CAUSE CONNECT app.
3. This app makes logging your hours VERY EASY!

GALAXY DIGITAL HELP GUIDE

For a detailed step-by-step guide for using our volunteer management system – Galaxy Digital visit:
<https://www.tempecommunitycouncil.org/galaxy-help-manual>

Need Additional Assistance?

Technical Questions

Questions@ZoomGrants.com

ZoomGrants Navigation/Technical Issues

Call 1-866-323-5404 x2

Program Questions

Tempe Community Council

Kim Van Nimwegen, Community Impact Manager

480.858.2303

kim_vannimwegen@tempe.gov

Financial Review Questions

Kevin Brown

602.859.0085

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Nancy Blevins

480.695.2520

nblevins21@gmail.com

Jim Bander

623.252.3278

jim.bander@gmail.com

Galaxy Questions

Danielle Palka

480.858.2300

danielle_palka@tempe.gov

Cindy Kominska

480.858.2310

cindy_kominska@tempe.gov

Reminder

**Proposal Review, Scores and Questions must be submitted
online by Monday, February 20 before 12:00/Noon**

Timeline

FY 2024/25 City of Tempe Human Service Funding AGENCY REVIEW TIMELINE

DATE	TIME	TASK
Tues, November 5, 2024	9:30-11:30 AM	Pre-Application Grant & Technical Training for Agencies via ZOOM Organizations interested in applying for funds should attend. If you have a scheduling conflict, see Community Impact Manager contact below. Register for Training
Wed, November 13, 2024	12:00 PM/Noon	COT Human Services Funding Application Opens in ZoomGrants
Wed, December 11, 2024	Before 4:00 PM AZ Time	COT Human Service Application/Proposals Due in ZoomGrants
Wed, January 22, 2025	9:00-11:30 AM ALL Volunteers	Programmatic Volunteer Orientation & Training In-Person and on ZOOM* Training will prepare volunteers for the online application system. Attend only one session
Wed, January 22, 2025	1:00-3:00 PM	Financial Volunteer Orientation & Training In-Person and on ZOOM* Training will prepare volunteers for the online application system. ONLY volunteers needing additional training or guidance
Thu, January 23, 2025	5:30 - 7:30 PM ALL Volunteers	Programmatic Volunteer Orientation & Training In-Person and on ZOOM* Training will prepare volunteers for the online application system. Attend only one session.
Thu, January 30, 2025	12:00 PM/Noon	Applications Open for Scoring
Thu, February 20, 2025	BEFORE NOON	Volunteer Interview questions and scoring due in ZoomGrants before Noon
Tues, March 4, 2025	3:00-5:30 PM	Preliminary Allocation Meeting - Review Scores and Allocation Options ZOOM*
Wed, March 5 thru Fri, March 7, 2025 (as needed, agency-specific dates TBD)	TBD	Agency Interviews (as needed) via ZOOM Determine significant questions and answers.
Tues, March 18, 2025	9:00 AM until Consensus (anticipated 12:00 PM)	Final Review & Recommendations Meeting Location TBD Agency Review Committee meets and determines final recommendations by reviewing composite evaluations. Community Impact volunteers only.
Wed, April 2, 2025 (TBD)	4:30 PM	Review and accept recommendations at TCC Board Meeting
Week of April 14, 2025 (tentative)		City of Tempe budget review begins. City Departments make presentations to Council
Thu, May 15, 2025 (tentative)	4:00 PM	AR Recommendations presented to City Council
Thu, June 5, 2025 (tentative)	6:00 PM	City of Tempe final budget approval
Tues, July 1, 2025		Agencies official notified City funding allocations
July 2025-June 2026 (exact dates to be determined)		Annual Agency Site Visits Each year 10-15 agencies are visited by AR volunteers (optional)

MORE INFO
 Kim Van Nimwegen, Community Impact Manager | 480.858.2303 | kim_vannimwegen@tempe.gov

*ZOOM - All volunteer opportunities held on Zoom - Register through [TCC online volunteer portal](#) and obtain Zoom meeting info.
 Agency Important Dates