Girl Scout Council Support Staff
Service Unit 643 Fallbrook

Customer Care
(619) 610-0821, customercare@sdgirlscouts.org

- How do I complete my daughter's registration for the troop she wants to join?
- How do I know if I'm registered and background checked?
- How do I transfer girls into my troop?
- I'm not even sure who I should contact about my questions!

Regional Recruitment Specialist (RRS)
Diana Alva: dalva@sdgirlscouts.org **ext. 708**

- What are the requirements for volunteering? I want to start a troop!
- I've never been a Girl Scout, but my daughter wants to be one! So ... what is Girl Scouts?
- I'm a new Membership Recruiter (MR) — what do I do?
- What opportunities are there for those who want to be involved with Girl Scouts but can't be in a troop?
- I can't find any available troops for my daughter. What are our options?
- I'm looking for a troop in my community, where do I start?
- I'm forming a new troop and my friend would like to be co-leader. Can you explain?
- Some friends and I want to start a troop. What does that involve?

Troop Support Specialist (TSS)
Rebecca Anderson, K to 5: randerson@sdgirlscouts.org **ext. 778**
Steph Dawes, 6 to 12: sdawes@sdgirlscouts.org **ext. 792**

- How do I open a troop bank account?
- What do I need to do to go camping with my troop?
- I'm having an issue in my troop — some parents don't get along. Can council help?
- My troop is new and I don't know where to start. Can someone give me clarity?
- My company would like to partner with Girl Scouts to become a community partner!
- I would like to disband my troop — with whom do I discuss this?
- A girl in my troop would like to go to an event but cannot afford it. Can council help?

Service Unit Support Specialist (SUS)
Karina Vera-Agnew: kvera-agnew@sdgirlscouts.org **ext. 718**

- What events can my troop attend in my community?
- How do I complete my Service Unit (SU) volunteer training?
- I'm having a problem communicating with my Service Unit (SU). Who can I talk to?
- What is our SHARE goal this year?
- What are our membership goals this year? How can my Service Unit (SU) partner with council to achieve these goals?
- Do you have any ideas for running Service Unit (SU) leader meetings?
- I see an open position in my Service Unit (SU) team. Can I get some details?

Finance Support Specialist (FSS): troopbanking@sdgirlscouts.org
Ava Thai: athai@sdgirlscouts.org **ext. 750**

- Why can I not access my troop bank account?
- What do I need in order to do a money-earning project?
- How can I reconcile a discrepancy in my troop financials?
- Why is my troop on the Ineligible to participate list (ITPL)?

Volunteer Services: volunteer@sdgirlscouts.org
Dayana Silva-James, **ext. 771**

- How do I confirm adult volunteers in my troop are background screened?
- Is my background screen current? How do I complete it?
- I am interested in volunteering for a special event (OTM, Urban Campout, etc.). Who do I connect with?
- Who could tell me about the alumnae association?
- How do I find more information about delegates and the governance process?
- How do I nominate and endorse a volunteer for a recognition award?

Adult Learning: training@sdgirlscouts.org
Sandy Sultz, **ext. 814**
Iris Gerber, **ext. 741**
Kaija Marshall, **ext. 779**
Holly Strum, **ext. 719**

- Where do I get help with online class registration?
- Can I take First Aid or CPR elsewhere?
- Are any classes offered in Spanish?
- How do I become a trainer?

Balboa Campus
1231 Upas Street (Balboa Park), San Diego, CA 92103
(619) 298-8391

Escondido Program Center (Kit Carson Park)
3050 Las Palmas, Escondido, CA 92025
(760) 740-2670

North Coastal Service Center
5315 Avenida Encinas, Suite 100, Carlsbad, CA 92008
(760) 444-9011