

# Organizational Glossary

Center of Excellence

Special Olympics



## Legend

|  |                        |
|--|------------------------|
|  | Inactive Status Reason |
|  | Active Status Reason   |

| Term                        | Definition   |
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| Abandoned                   | Used by staff or team members to indicate that the form has not been submitted, stays in the saved status, and then was abandoned by the contact.  |
| Active Contact              | Term used in the system to indicate that a record or contact has an active status. This status is default for all non-athletes (coaches, coordinators, and circle of care). For athletes, this status means that they have completed their profile and release form.   |
| Active Status               | An active contact or active record can have the following status reasons: Prospect, Applicant, Active.   |
| Applicant                   | This status reason is automatically assigned and means that the athlete has begun the registration process. Specifically, has started a Waiver, Release Form, or Medical Form.   |
| Approved                    | Used by staff or a team member to indicate that the form has been reviewed and information is complete and accurate.   |
| Archived - Updated          | Automatic status when a contact updates their health details on their previously Approved Medical Form and submits the updated form.   |
| Associated Preferences      | This is how the system connects Preference Types preferred for a given Participation Type (or Volunteer Role). For example, the "Assistant Coach" participation type prefers volunteers has "CPR" skills. "CPR" is an example of an Associated Preference to the Volunteer Role in this sense.   |
| Athlete                     | A person who is identified as having an intellectual disability who is at least 8 years of age and registers to participate in accordance with the SOI General Rules. This individual trains in an Official Sport or Recognized Sport for a minimum of eight weeks or longer during the calendar year and competes in Area, Regional, or State Special Olympics competitions, or participates in a Motor Activities Training Program. Children between the ages of 2 and 7 can participate in the Young Athletes™ Program. |
| Athlete Registration Portal | The Athlete Registration Portal is a solution that will feature a modernized, user-friendly interface for our constituents, and it will allow Special Olympics staff to view and manage athlete submissions and registrations. The Athlete Registration Portal is a website where individuals can sign up to participate in Special Olympics programming like sports and events.   |

| Term                         | Definition   |
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| Athlete Zone                 | Area of the registration portal where athletes can log in to view and modify their profile and related forms.  |
| Banned                       | This status reason can be manually assigned to an athlete or volunteer who has been temporarily banned.  |
| Base (Security Role)         | Basic access to backend Dynamics application. All employees need this role; default assignment.  |
| Center of Excellence (COE)   | The Digital Center of Excellence was created to enable and develop an organization-wide platform and roadmap for digital excellence. We are building a scalable, SO Program centered, solution utilizing technology and change management to enable organizational excellence and success.   |
| Circle of Care               | A guardian or caregiver who is registering on behalf of an athlete.  |
| Class A volunteer            | Any person who volunteers for a Special Olympics Accredited Program as a coach, chaperone, driver, overnight host or otherwise in a manner that results in regular close contact with Special Olympics athletes. Class A Volunteers also include those who may assume administrative or financial duties such as Committee Members, Event Directors, or Board Members. These types of roles may require a variety of other qualifications depending on the Program & Role. |
| Class B volunteer            | Any person who volunteers at a single event; One-day, or walk-on volunteers who do not have direct responsibility or close ongoing contact with athletes. Class B volunteers do not require a background check, with some requiring additional training.   |
| Coach                        | A Class A volunteer responsible for training athletes in a specific sport.   |
| Coach Zone                   | Area of the registration portal where coaches can log in to view, submit, or modify their athlete's profile information and related forms.   |
| Contact                      | Athletes, Circle of Care, Coaches, and Volunteers are stored in the system as contacts. A contact can be: Active or Inactive.  |
| Contact Read (Security Role) | Has basic security access plus read permissions for all tables related to a Contact Record including: demographic details, roles & qualifications, related forms, and related contacts.  |
| Contact Roles                | This is how the system connects Participation Types (or Volunteer Roles) with a given Contact. The system automatically creates this connection when a portal user applies for a role with Special Olympics programs. These can also be manually created by Staff within the Backend application against a given Contact.  |
| Deceased                     | This status reason can be manually assigned to deactivate an athlete or volunteer who has passed away. Form fields are read only.  |

| Term   | Definition  |
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| Division                                       | A Special Olympics competition specific practice where competitors are matched based on same gender, age, and competitive ability.  |
| Draft  | A status setting on the backend of the system assigned to a volunteer engagement opportunity that has not yet been published for end-users to view.   |
| Engagement Participants                        | Registrants of a volunteer engagement opportunity.  |
| Engagement Summary                             | Tab within the Engagements area of the backend of the portal that provides an overview of the engagement including shift summary, primary schedules, participants, and timeline.  |
| Engagements                                    | Events are referred to as Engagements in the system. These are the different events volunteers can sign up for and engage with Special Olympics programs. "Summer Games" is an example of an Engagement.  |
| Engagement Opportunity - Write (Security Role) | Create/Read/Write permissions for all tables related to Volunteer Participation and Events in the backend Dynamics application.   |
| Event Contact                                  | Main point of contact for a specific volunteer engagement opportunity.  |
| Event Details                                  | Tab within the Engagements area of the backend of the portal that provides customizable specifics to a volunteer opportunity.   |
| Event Locations                                | These are secondary locations that are associated with a given event. A single event location record is associated to a single event (or engagement opportunity) in the system.   |
| Expired  | Automatic status when a related form or certification is no longer valid based on initial signature date and SO Program policy.   |
| Field  | A field is a tool for Staff to enter information into the system. For example, a Contact record has a "First Name" and "Last Name" field that Staff will use to track information pertaining to a contact.  |
| Form   | A form is how Staff will interact with data in the system. Every record has a form that Staff can work with to add/modify the information contained within that record.   |
| Form Setup Type                                | This is how the system stores and manages the various forms that are required per program which may differ across programs. "Background Check" and "Code of Conduct" are examples of Form Setup Types. These are managed by system administrators and program admins. |

| Term                         | Definition  |
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| Form Status                  | A form can be active or inactive. Active status reason: saved, submitted, under review, approved, on hold, missing information. Inactive status reason: rejected, abandoned and expired.  |
| Form Status Inactive         | A form will be inactive by clicking the deactivate button when reviewing the form and a status reason will need to be selected.   |
| Groups                       | A collection of volunteers (Members and Leads) that allows Event Volunteer Group Leads the ability to manage and register multiple volunteers for a given event and event shift.  |
| Hold                         | Used by staff or a team member when after reviewing the form, there is information to be confirmed.   |
| Inactive                     | This status reason can be manually assigned to deactivate non-athletes. For athletes, this status can be used when the other status reasons do not apply.   |
| Inactive Status              | An inactive contact or inactive record can have the following status reasons: Inactive, Abandoned, Deceased, Lost Contact, Banned.  |
| Intellectual Disability (ID) | A term used when a person has certain limitations in cognitive functioning and skills, including conceptual, social and practical skills, such as language, social and self-care skills. These limitations can cause a person to develop and learn more slowly or differently than a typically developing person. Intellectual disability can happen any time before a person turns 22 years old, even before birth. Intellectual Disability is the prerequisite for someone to be considered a Special Olympics Athlete. |
| Invitation Code              | Code set on backend to show/hide volunteer roles based on registration type.  |
| Local Program                | The local program is the direct service unit for athletes and their family members within Special Olympics. The local program engages with the public to provide training and competition opportunities while creating inclusive communities. Training and competition are provided for individuals with intellectual disabilities and Unified Sports® partners.  |
| Lost Contact                 | This status reason can be manually assigned to deactivate an individual's profile who has been part of the organization, did not continue to participate in events and has lost contact. Form fields are read only.   |
| Medication Records           | Medication information associated with an individual's profile in the system. Individuals can update their own medication information within their profile.   |
| Message Settings             | Automated email notifications that can be customized for a volunteer engagement.  |
| Missing Information          | Used by staff or team members to indicate that there is missing information in the form. This will trigger a draft email notification that can be sent to the contact with a request of pending information.  |

| Term                         | Definition  |
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| Owner of Record              | The owner of record is the staff member who owns the relationship with the contact (athlete, coach, volunteer, or circle of care). They shall assign the contact to themselves to ensure that the right person is reviewing the right contact's information.  |
| Parent Region                | Refers to the level of the region structure above "Area". The highest point in a program's regional structure. Example: Region >Area>Sub-Program.   |
| Participation Qualifications | Required qualifications and/or training assigned to a Participation Role. (Example: The Head Coach Role requires the following qualifications to be applicable: Class A, Background Check, etc. Class A & Background Check are the qualifications)  |
| Participation Type           | Various roles a volunteer can engage with Special Olympics programs as. Participation Types are the foundational records that support the functionality of the system. "Assistant Coach" and "Head Coach" are examples of Participation Types. These are managed by system administrators and program admins. |
| PHI Read (Security Role)     | Read permissions for all tables related to Related Health Forms containing protected health information in the backend Dynamics application.  |
| PHI Write (Security Role)    | Create/Read/Write permissions for all tables related to Related Health Forms containing protected health information in the backend Dynamics application.   |
| Post Settings                | Backend administrative tab used for managing the publication of an engagement.  |
| Preference Type              | This is how the system stores the various preferred skills that Staff and Volunteers can select when identifying the skillset of a given volunteer. "Certified Coach" and "CPR" are examples of Preference Types. These are managed by system administrators and program admins.                              |
| Preferences                  | This is how the system connects Preference Types (or Preferred Skills) with a given Contact. Portal users can independently manage this record type within the Portal. Staff can also manage this record type within the Backend application against a Contact.   |
| Primary Location             | Used to identify the main location of an engagement (ex: University of Washington).   |
| Primary Preference           | Essential skills for a given engagement and/or role.  |
| Profile                      | Registration step completed by all applicants with personal details and emergency contact information.  |
| Program                      | Refers to the state or country Special Olympics organization (ex: Special Olympics Illinois or Special Olympics Australia)  |

| Term                                   | Definition  |
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| Program Admin (Security Role)          | Security role enabling user to: Bulk Edit, Publish Reports, Activate Business Rules, Assign Position for a User, Enable or Disable User, Enable or Disable a Business Unit, Reparent Business unit, Reparent Team, Reparent User, View Audit History in the backend Dynamics application. Typically only 1-2 staff per program are assigned with "Program Admin" level. Work with the CoE to determine who from your program should have this access. |
| Prospect                               | This status reason is automatically assigned and is default for Athletes. This status means that the contact was created, the profile information has not been populated or is partially populated, but release form has not been started. (Does not apply to volunteer engagement)   |
| Protected Health Information (PHI)     | Any individually identifiable information related to an individual's past, present, or future physical or mental health or condition, the provision of health care to the individual, or the past, present, or future payment for the provision of health care to the individual. PHI is subject to strict privacy and security regulations, such as the Health Insurance Portability and Accountability Act (HIPAA) in the United States.            |
| Qualification Type                     | This is how the system stores the various groups of requirements a volunteer may have to satisfy before being qualified to engage with Special Olympics programs as a particular role. "Class A" and "Class B" are examples of Qualification Types. These are managed by system administrators and program admins.  |
| Qualifications and Qualification Tasks | This is how the system identifies which forms are required for a Contact to complete before they are deemed qualified for a given role with Special Olympics programs. As an example, John Doe must complete the "Code of Conduct" and "Release of Liability" qualification tasks to satisfy the "Class B" qualification for the "Assistant Coach" contact role.  |
| Read                                   | Security assignment that allows an individual to read or view certain information on the backend of the portal.   |
| Record                                 | A record is a single unit of information within a specific system area. For example, John Doe has a Contact record in the Backend application which contains all of John Doe's contact information. A record is displayed as a single row within a list view in the system. A record can be: Active or Inactive.  |
| Register in Bulk / Bulk Upload         | Process where templates are provided to upload multiple participants at once, rather than individually registering them one by one.   |
| Register on Behalf                     | Means to complete a registration process on behalf of an athlete.   |
| Rejected                               | Used by staff or team members to indicate that the form has been reviewed and it has disqualifying information. (i.e., pending health care professional signature).   |

| Term                           | Definition  |
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| Related Assistive Devices/Aids | How the system associates Assistive Devices/Aids to an Athlete. Staff will create Related Assistive Device/Aid records to associate an Assistive Device/Aid to a given Athlete.   |
| Related Contact                | Other contacts that are related to an Athlete, Circle of Care, or Coach that Staff want to document in the system and associate a relationship between contacts.  |
| Related Form                   | Release Forms and Waivers are referred to as Related Forms in the system. Staff will navigate to the Related Forms area to create/review/approve Release Forms and Waivers.   |
| Related Health Form            | Medical Forms are referred to as Related Health Forms in the system. Staff will navigate to the Related Health Forms area to create/review/approve Medical Forms.   |
| Related Qualifying Condition   | How the system associates Qualifying Conditions to an Athlete. Staff will create Related Qualifying Condition records to associate a Qualifying Condition to a given Athlete.   |
| Release of Liability           | A consent form completed by a volunteer as part of the registration process.  |
| Ribbon                         | A secondary menu that Staff can use within list views and forms. This menu is displayed as a banner at the top of list views and forms and can be used to create new records, navigate back to the previous screen, deactivate, refresh, etc. This menu is dynamic, and the available options will vary based on the information the user is viewing and/or has selected. |
| Saved                          | Automatic status when a related form has been created and is in progress and has not yet been submitted. Form fields are read only for staff members.   |
| Schedule                       | Tab within the Engagements area of the backend of the portal that provides dates, times, locations, and settings associated with an engagement opportunity.   |
| Secondary Locations            | Used to identify any additional locations of an engagement (ex: Basketball Stadium at the University of Washington).  |
| Security Role                  | A predefined set of permissions or privileges assigned to a user or a group of users within a software application or system.   |
| Shift Schedule                 | These are the event shifts associated to a given event that volunteers can sign up for. You may also see this referred to as Engagement Opportunity Schedules or Volunteer Schedules.   |
| Sitemap                        | The main menu that Staff will use in the Backend application. This menu is displayed on the far left-side of the Backend application and can be used to navigate to different system areas such as Contacts, Dashboards, and Related Forms.   |

| Term                                 | Definition  |
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| Special Olympics International (SOI) | Special Olympics International works in collaboration with a vast network of local, national, and regional organizations to organize and support a wide range of sports events, training programs, and initiatives for individuals with intellectual disabilities of all ages.  |
| Submitted                            | Automatic status when a related form has been submitted. Form fields can be modified.   |
| Timeline                             | Forms may have a Timeline section. This is where Staff can review email messages sent/received from a Contact, document notes, phone calls, and appointments. The Timeline is where various activities regarding a single contact/record can be tracked and reviewed.   |
| Under Review                         | Used by staff or a team member to indicate that the form is being reviewed.   |
| Unified Partner (UP)                 | A person without an intellectual disability who trains in a Special Olympics sport and who competes at least once in a Special Olympics Game or competition at any level during the calendar year.  |
| View                                 | A view is a grid of records listed under selected column headings. It is used to show records with an overview of certain data fields. It can also be filtered to show specific data using defined filter criteria. For example, Staff can use the "Active Contacts" view to see a list of all active contact records in the system to quickly navigate to a desired contact. |
| Volunteer Zone                       | Area of the registration portal where volunteers can create and modify their profile, complete certifications, update related forms, and sign up for engagement opportunities.  |
| Write                                | Security assignment that allows an individual to read, view, and modify information on the backend of the portal.   |