



# BCS 101

## Core Concepts of Unit Service

Revision date 4/25/2025

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### Course Objectives



- **Describe** the commissioner's core concepts
- **Define & identify** the role and types of commissioners.
- **Understand** Commissioner Priorities
- **Apply** this new knowledge and understanding for exceptional unit service

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## Commissioner Service



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## Commissioner's Mission



### Scouting America's Mission:

**To prepare youth to make ethical and moral choices over their lifetimes by instilling in them the values of the Scout Oath and Scout Law**

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## **Commissioner's Vision**



### **Scouting America's Vision:**

**Prepare every eligible youth in America to become a responsible, participating citizen and leader who is guided by the Scout Oath and Law**

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## **Commissioner's Goals**



**Prepare America's youth for lives of impact and purpose.**

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## Commissioner's Culture



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## Commissioner's Priorities



- Being the *single, best resource*.
- Ensuring *S.A.F.E. programs*
- Enabling *significant, sustainable growth*.

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## Commissioner's Objectives



- **Membership retention**
- **Membership growth**

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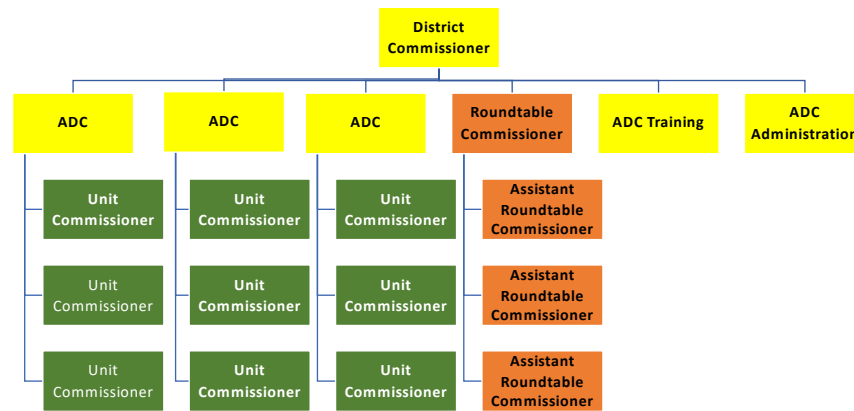
## Our Methods



- **The Scouting America Roadmap**
- **Objective Metrics**
- **Unit Connections**
- **The Key 3**
- **Impact, not activity**

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## Commissioner Staff Organization



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## Types of Commissioners



- Unit commissioners
- Roundtable commissioners
- Administrative commissioners

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## Commissioner Priorities

- **Avoid the trap – prioritize unit service**
- **Not assigned to own unit**
- **Focus on units that need help**

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## The #1 Priority – Know Your Units



- Know the unit adults
- Be a friend of the unit
- Visit often enough to be up to date

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## Unit Visits



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## Unit Visits/Connections

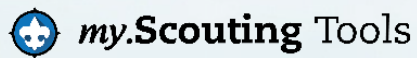


### Record in Commissioner Tools



at: *my.Scouting.org*

Or the mobile app:



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## Unit Connection Form



### Add New Connection

#### Connection Details

\* Commissioner  \* Date

#### Unit Connection Categories

Select any one or more from the following categories you would like to make comments for.

☐ Adult Leader Training
 ☐ Youth Membership (Growth)
 ☐ Unit Size (Youth)
 ☐ Advancement
 ☐ (Youth) Outdoor Activities
 ☐ Retention
 ☐ Other

#### Adult Leader Training

Provide comments on the adult leader training of this unit.

\* Estimated Goal Completion Date:

Each category is optional, and multiple can be selected

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## Prioritize Unit Needs



| Unit Metrics                     |                                                             |                                                               |                                                                     |                                                               |                                                                |
|----------------------------------|-------------------------------------------------------------|---------------------------------------------------------------|---------------------------------------------------------------------|---------------------------------------------------------------|----------------------------------------------------------------|
| Unit Metric                      | Cub Scouts Pack                                             | Scouts BSA Troops                                             | Sea Scouts Ships                                                    | Venturing Crews                                               | Explorer Posts                                                 |
| Key Leaders Trained              | Cub master + Committee Chair position trained               | Scout master + Committee Chair position trained               | Skipper + Committee Chair position trained                          | Advisor + Committee Chair position trained                    | Advisor + Committee Chair position trained                     |
| Exceed Small Unit Threshold      | 20 or more Cubs in pack                                     | 12 or more Scouts in troop                                    | 7 or more Sea Scouts in ship                                        | 7 or more Venturers in crew                                   | 7 or more Explorers in post                                    |
| Year Over Year Membership Growth | Positive YOY membership growth or pack has 50+ Cubs         | Positive YOY membership growth or troop has 30+ Scouts        | Positive YOY membership growth or ship has 15+ Sea Scouts           | Positive YOY membership growth or crew has 15+ Venturers      | Positive YOY membership growth or post has 30+ Explorers       |
| Advancements / Youth Leadership  | At least 30% Cubs have rank advancements in prior 12 months | At least 30% Scouts have rank advancements in prior 12 months | At least 20% of Sea Scouts have rank advancement in prior 12 months | Crew led by youth officers elected by their peers and trained | Post led by youth officers selected by their peers and trained |
| Outdoor / Super Activity         | Pack participated in outdoor activities in prior 12 months  | Troop participated in long-term camp in prior 12 months       | Ship participated in Super Activity in prior 12 months              | Crew participated in Tier III Activity in prior 12 months     | Post participated in Super Activity in prior 12 months         |

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## Review of Unit Metrics



- Key Leaders Trained
- Unit Size
- Membership Growth
- Advancement/Youth Leaders
- Outdoor Activities
- Youth Retention

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## Prioritizing Unit Needs Activity



### CONNECTION GUIDE RETENTION

#### PURPOSE OF A CONNECTION GUIDE

To aid in facilitating conversations between commissioners and unit scouts, fostering a deeper understanding of unit dynamics and operations, enabling commissioners to better serve and support the unit. This involves identifying and leveraging successes, supporting the unit as they identify areas of improvement, collaborating with the unit on their goals, and providing necessary resources in support of those goals.

#### WHY IS THIS UNIT METRIC IMPORTANT?

The success of membership hinges on both recruitment and retention; one cannot thrive without the other. Retention rates also serve as indicators of the quality of programming a unit offers and its ability to effectively engage families.

#### STEP 1: COMMISSIONERS REVIEW UNIT KEY METRICS

Is the unit currently meeting the key metric for retention of 62%?

#### STEP 2: UNIT CONVERSATIONS

#### Celebrate Success for Achievement or Improvement:

- Effective recognition is essential to effective unit service.
- Just say it. A straightforward, face-to-face "well done" is a simple but effective way to celebrate achievement.



<https://www.scouting.org/commissioners/connections/>

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## Steps in Handling an Issue



- Identify the concern
- Decide if it is a problem
- Discuss the problem with the assistant district commissioner (ADC)
- Decide whether you will handle it alone or with the ADC.
- Is assistance needed from the district committee?

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## Steps in Handling an Issue



**Once the issues have been identified...**

- Use your tools to connect the unit with the necessary resources.
- Guide the unit in developing a plan to address the issue.
- Does the unit want to set a goal?
- Evaluate.

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## Review



- Was the problem solved?
- If not, what else do we need to do?
- If yes, what's next?



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## Further Training



- Supplemental training at monthly district commissioner meetings
- College of Commissioner Science
- Wood Badge
- National Conferences – Philmont
- Virtual and In-Person Impact Sessions
- Commissioner's Arrowhead Honor award
- Commissioner Key award
- Commissioners Award of Excellence
- Distinguished Commissioner Service award

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## Resources



**COMMISSIONERS**

**OUR MISSION**

As commissioners, we share Scouting America's mission: To prepare young people to make ethical and moral choices over their lifetimes by instilling in them the values of the Scout Oath and Law.

**OUR VISION**

To prepare every eligible youth in America to become a responsible participating citizen and leader who is guided by the Scout Oath and Law.

**OUR CULTURE**

Be the Best: Scouting's entire aim is to "be the best" to succeed is dependent upon them. They deliver its programs to youth. Commissioners Support Unit leaders in developing a safe, welcoming environment and delivering Scouting's programs effectively, the aim is to support Scouting's best.

**OUR PRIORITIES**

1. Being the single, best resource
2. Growing & A/R programs
3. Creating significant, sustainable growth



<https://www.scouting.org/commissioners/>

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## Course Summary



- The core concepts guide commissioners in serving their units.
- There are three types of commissioners.
- Understand priorities
- This knowledge and understanding of exceptional unit service is applied by assessing and recording in Commissioner Tools.

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**As a commissioner,  
you have made a personal  
commitment...**

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**Questions?  
Comments!**

