

MCS 304

Service to Units at Risk

Revision date 12/15/2025

Learning Objectives



By the end of this training, a commissioner will be able to:

- **Define** an at-risk unit
- **Explain** the processes of support
- **Identify** the responsibilities of commissioners

What is an At-risk Unit?



Recognize Signs of Trouble



- **Connections in Commissioner Tools**
- **Observations at a Unit meeting**
- **Questions from Unit Leaders**

Direct Support Group Activity



Take a moment to recognize what we already know about problem-solving:

What you may see....

- A disengaged unit leader
- A unit not meeting regularly
- Parents are angry and complaining to others in the district or community
- Unit not following the Scouting program as designed



Who are Units at Risk?



- New units
- Units that don't meet metrics thresholds
- Units without a commissioner



How Do We Find Them?



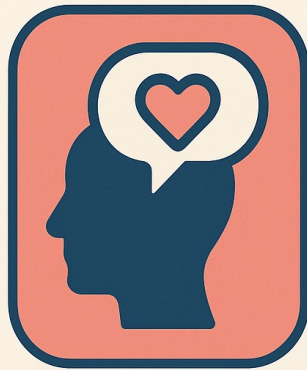
- **Unit Metrics**
- **Assigned and Unassigned Report**



Unit Metric Discussions

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

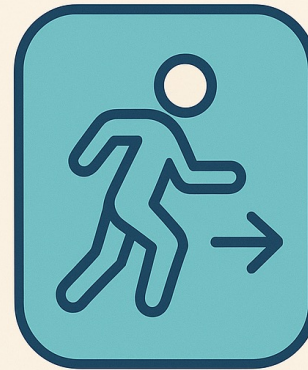
Process for Problem Solving



ENGAGE



PLAN



ACT

Unit Connections



- **Pre-connection Preparation**
- **During the Unit Connection**
- **Post-Unit Connection**
- **Key Considerations**

[Unit-Connections-A-Commissioners-Guide-2.8.25.pdf](#)





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

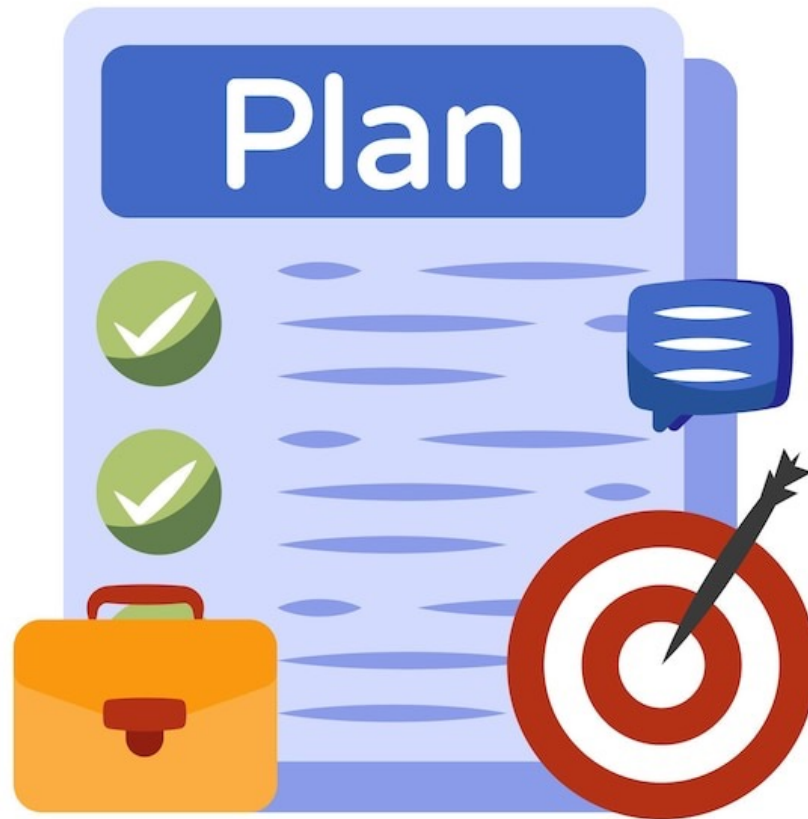
Celebrate Success for Achievement or Improvement:

- 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/>

Communication



Administrative Support



- ✓ **Assistant District Commissioner**
- ✓ **District Commissioner**
- ✓ **Council Commissioner**

Commissioner Team Support



Which Commissioner Does What?

- **Unit Commissioner**
 - Helps with goal development, if desired by unit
 - Engages district resources/monitors
- **Assistant District Commissioner**
 - Offers to help the unit commissioner
 - Helps with game plan
- **District Commissioner**
 - Offers to help the unit commissioner
 - Helps with game plan
- **Council Commissioner**
 - Monitors progress
 - Offers help to district commissioner if necessary





Other Support Resources



Importance

- divide the workload
- obtain different perspectives
- district commitment

Team Membership

- the number required for the situation
- a variety of skills/experiences
- may include unit leaders or others

Working the Plan



- **Immediate action**
- **Multiple actions taking place**
- **Expectations are realistic**
- **Feedback is specific and positive**
- **Endpoint is kept in their sight**

Working with a New Unit



- Long term process
- Variety of concerns
- Multiple levels of knowledge of Scouting
- Team building
- Support

Recording Our Connections



- **Commissioner Tools**
- **Unit Metrics and Connection Guides**
- **Engage district resources and other resources**
- **Discuss with your commissioner team**

Summary



- **Define an At-risk unit**
- **Explain the Processes of Support**
- **Identify the Responsibility of Commissioners**

**Questions?
Comments!**

