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Handbook and Catalog of Services

This Handbook and Catalog is to be used by unit commissioners and others who work to align the needs of the individual units with the resources of the district, council and other sources. The sole purpose of the Unit Service Plan is to support the unit in strengthening the quality of unit program. Success will be measured by improvement of the unit’s Journey to Excellence (JTE) scores.

How to Utilize this Handbook/Catalog

The unit commissioner and other users should become familiar with the Unit Service Plan. You can do this by participating in a training session provided by your council commissioner and by reviewing this Handbook and Catalog of Services.

The key to successfully using the Unit Service Plan is to become knowledgeable about the needs of the individual units served. When the unit commissioner has the trust of the unit leadership, understands the needs of the unit, and develops a plan in concert with the unit leaders (who align unit needs with the Journey to Excellence Standards), he/she can link the unit leadership with the resources available at the district and council level.

The first section of this Handbook is designed to help unit commissioners understand the Unit Service Plan and its value to each unit. The second part of the Handbook is a listing of services that are available to each unit. The unit commissioners need to be familiar with these services and any unique services that the local council might provide.

What is Scouting’s Journey to Excellence?

The Journey to Excellence is the performance measurement and recognition program for units to measure their performance against the BSA’s standards of excellence. The goal is to assist units in maximizing their results in key performance areas that are directly related to producing a successful growing and sustainable Scouting program (i.e. membership retention and growth, financial strength, camping, advancement, etc.).

What is its Purpose?

- Encourage continuous improvement.
- Measures performance vs. process.
- Rewards unit success
- Achieves the BSA mission of serving more youth through a higher-quality program.
- Help unit leaders understand the key factors that improve program.
Unit Service Plan Handbook for Commissioners

Journey to Excellence

Unit Service Plan

Commissioner Success

- Commissioner service is successful when units succeed in providing a quality program for youth as measured by the unit’s Journey to Excellence scores and the documented growth of the district’s youth membership.
- A unit commissioner is the customer service officer who works with and supports unit leaders in their efforts to improve unit program. Effective unit commissioners support units efforts to continuously improve the program delivered to the youth and young adults they serve.
- The effective unit commissioner will be knowledgeable about the available district and council resources and ensure that the district and council support units as necessary to continuously improve the unit’s program.
- The Unit Service Plan is key to ensuring the desired improvement of unit programs.
Why use the Unit Service Plan?

- Ensure quality unit program delivery to youth and young adults.
- Support unit leaders in selection of meeting topics/agenda and delivering the district and council resources required for success.
- Create a success and unit evaluation standard for unit commissioners.
- Reinforce the “Journey to Excellence” as the unit quality standard.
- Fully define the role of the unit commissioner.
- Create a success and unit evaluation standard for the unit commissioner.
- Assist the district commissioner in the leadership/management of the district commissioner corps.
### Steps to Deploy Unit Service Plan

- Journey to Excellence standards are reviewed with units.
- Best practices and areas of improvement are identified based on the Journey to Excellence standards and shared with each unit.
- Unit commissioner identifies resources and develops the Unit Service Action Plan for each area of improvement.
- Best practices and Unit Service Action Plans for every unit are shared with the district commissioner staff and district committee.
- Unit commissioner and unit “partner” use the action plan to improve Journey to Excellence score.
- Unit annual program is written focusing on “partnered” improvement opportunities.
- Action plan is implemented and units improve program provided to their members.

### Unit Service Plan Principles

- The unit commissioner and the unit leaders need to work together.
- The Journey to Excellence standards are the only standards.
- There are many resources to help the unit.
- The unit commissioner is primarily responsible to see that the agreed services are provided. The unit commissioner is the manager of the process (customer service officer). He/she owns the process. The district operating committees are involved and provide service as required.
- The Unit Service Plan is an ongoing process used throughout the year.
- Regular communication and evaluation with the unit is necessary.

**Start Your Journey Today...**
Pack Performance

1. **Advancement**: Link Pack leadership with District Advancement Committee
   - District Advancement committee members review annual program plan and make advancement recommendations
   - Provide lesson plans that include advancement requirements
   - Provide Web services and resources that include advancement tips
   - Educate Den Leaders and Advancement Chairman on the use and importance of using the Unit Advancement forms and Online Advancement
   - Utilize the Parent Letter Template and Worksheet found at [www.scouting.org/cubscouts](http://www.scouting.org/cubscouts) to involve parents in advancement at home
   - Ensure all leaders are trained
   - Educate the Advancement Chair to encourage instant recognition of individual progress
   - Ensure the use of Advancement Charts at all meetings
   - Encourage Monthly Pack meetings and highlight achievements

2. **Retention**: Link Pack leadership with District Membership Committee and Unit Commissioner
   - Conduct membership inventories by contacting all youth members
   - Focus activities and events on Advancement, Training, and Camping
   - Participate in as many District or Council events as possible
   - Conduct Annual Program Planning Conference which includes annual budget development
   - Encourage monthly communications to parents
   - Promote attendance at day camp and resident camp
   - Help Pack leadership assign tasks to parent and encourage shared leadership
   - Develop a Leader Succession plan with quality unit leadership
   - Include the Chartered Partner in retaining adult member or parents
   - Conduct and attend monthly unit Key 3 meetings
   - Ensure proper planned high quality Pack meetings by utilizing program resources

3. **Building Cub Scouting**: Link Pack leadership with District Membership Committee
   - Organize and conduct a year-round recruitment campaign
   - Assign at least one parent to be the recruitment chairman
   - Follow the councils recruitment and growth plan
   - Provide resources and training as necessary
   - Encourage Peer-to-Peer recruitment and training
   - Encourage the linkage of Troop Leadership with Webelos Leaders at monthly roundtables
   - Conduct recruitment events or create strategies to increase attendance at meetings
   - Utilize BeAScout.org web presence by updating your Pack Pin
   - Promote All Market Strategies materials to Unit Leaders

4. **Outdoor Activities**: Link Pack leadership with District Activities/Civic Service Committee
   - Ensure Pack has a volunteer serving as Outdoor Chairman
   - Include outdoor activities in the annual plan
   - Partner with another Pack to ensure that monthly outing occur
   - Promote and participate in District and Council Outdoor Activities
   - Conduct a Pack meeting at a local community park
   - Create a Family Camp Out as part of the annual plan
Pack Performance (cont’d)

5. **Trained Leadership**: Link Pack leadership with District Training Committee
   - Ensure that all leaders have an active MyScouting account
   - Learn and share all E-Learning and online training resources
   - Ensure that the Pack has assigned a parent to be the Pack Trainer
   - Ensure Pack Committee members have completed Committee Training
   - Recognize Trained Leaders at every opportunity
   - Provide lists of trainings available from the district and the council
   - Promote attendance at Wood Badge
   - Encourage attendance at monthly roundtables
   - Conduct parent orientations and Fast Start training at all levels
   - Bring District Training committee members to Pack meeting to provide training

6. **Day/Resident Camps**: Link Pack leadership with District Camping Committee
   - Conduct Day/Resident Camp Promotions
   - Take the Unit Leader and or parents to visit the camp
   - Identify available Camp Scholarships
   - Invite Camp Staff Members to Pack and Den meetings
   - Educate Pack leadership on the importance of building a budget that includes costs to attend Day/Resident Camp
   - Emphasis Summer Time Pack and Den Awards

7. **Service Projects**: Link Pack leadership with District Activities/Civic Service Committee
   - Link community needs with Pack resources
   - Participate in council service projects
   - Tie needs of the Chartered Partner to resources available within the Pack
   - Adopt a school service project and take a leadership role in the project
   - Participate in National service projects
   - Assist Pack leadership by entering all service projects and hours into the JTE website

8. **Leadership Planning**: Link Pack leadership with District Membership Committee
   - Conduct Pack inventory in April/May to identify leadership for next year
   - Emphasis importance of conducting Fall Recruitment by September 30th
   - Have every family assigned to a position or job at the Pack level
   - Create a succession plan
   - Recognize all leaders on an annual basis
   - Create an environment of Shared Leadership amongst all parents

9. **Webelos-to-Scout Transition**: Link Pack leadership with District Membership Committee
   - Align Pack and Troop by inviting Troop leadership to a Pack Committee Meeting
   - Get older Scouts to participate in Pack and Den activities (Utilize Den Chiefs)
   - Create a transition event or opportunity for both new parents and Webelos
   - Create and participate in a dynamic Crossover Ceremony to the Troop
   - Promote the district transition event or opportunity to Pack leadership
   - Promote Summer Camp attendance at Webelos meetings
   - Encourage second year Webelos to conduct their meetings at Troop meeting site
   - Encourage new Webelos Leaders to register as Assistant Scoutmasters
10. Managed Budget: Link Pack leadership with District Finance Committee and Chartered Organization Representative
- Help recruit a Pack treasurer
- Help recruit a popcorn chairman or other product sales chairmen
- Share best practices in fundraising opportunities
- Obtain lists of scholarship opportunities available

11. Pack and Den Meetings: Link Pack leadership with Unit Commissioner
- Ensure Pack is conducting at least nine Pack meetings each year with families attending
- Assist with planning either the Blue and Gold Banquet or Pinewood Derby
- Ensure a strong advancement program within each Den
- Line up guest speakers for Pack meetings
- Facilitate Pack Committee meetings to ensure they are conducted at least ten times per year
- Ensure that FOS presentation and campaign is conducted in a timely manner
- Promote services from district and council for the Pack

12. Physical Fitness: Link Pack leadership with Activities/Civic Service Committee
- Promote the Scout Strong initiative
- Promote Physical Fitness Activities and the earning of Physical Fitness belt loops and pins
- Ensure that the annual Program Plan includes physical fitness events

13. Re-register on Time: Link Pack leadership with Unit Commissioner
- Ensure all leaders are in place – develop a succession plan
- Provide training for online re-charter process
- Structure a re-charter event and invite the Chartered Partner
- Conduct membership inventories in May and in November of each year

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To earn Gold: Complete 10 of 13 requirements, plus earn 1,600 points (from Bronze, Silver, or Gold points list).

To earn Silver: Complete 10 of 13 requirements, plus earn 1,000 points (from Bronze, Silver, or Gold points list).

To earn Bronze: Complete 10 of 13 requirements, plus earn 700 points (from Bronze, Silver, or Gold points list).
Troop Performance

1. Advancement: Link Troop leadership with District Advancement Committee
   ♦ District Advancement committee members review annual program plan and make advancement recommendations
   ♦ Provide lesson plans that include advancement requirements
   ♦ Provide Web services and resources that include advancement tips
   ♦ Promote Camp attendance and pre-sign up for merit badges
   ♦ Update and distribute directory of merit badge counselors
   ♦ Educate Unit Leadership on the use and importance of using the Unit Advancement forms and the Online Advancement.
   ♦ Ensure all leaders are trained including Merit Badge Counselors
   ♦ Educate Advancement Chair to encourage instant recognition of individual progress
   ♦ Ensure use of Advancement Charts at all meetings
   ♦ Introduce the Boy Scout Requirements guidebook to unit leadership
   ♦ Encourage Quarterly Court of Honors
   ♦ Encourage attendance at monthly roundtable meetings that include Advancement Best Practices.

2. Retention: Link Troop leadership with District Membership Committee and Unit Commissioner
   ♦ Conduct membership inventories by contacting all youth members
   ♦ Focus activities and events on Advancement, Training, and Camping
   ♦ Participate in as many District or Council events as possible
   ♦ Conduct Annual Program Planning Conference which includes annual budget development
   ♦ Encourage monthly communications to parents
   ♦ Encourage the use of the Patrol Method
   ♦ Encourage youth leader development
   ♦ Promote attendance at summer camp, high adventure bases, and jamboree
   ♦ Assist with OA promotion and election
   ♦ Develop a Leader Succession plan with quality unit leadership
   ♦ Create an attitude of shared Leadership amongst parents
   ♦ Include the Chartered Partner in retaining adult member or parents
   ♦ Conduct and attend monthly unit Key 3 meetings

3. Building Boy Scouting: Link Troop leadership with District Membership Committee
   ♦ Organize and conduct a year-round recruitment campaign
   ♦ Encourage Peer-to-Peer recruitment and training
   ♦ Host a Troop Open House for non-members
   ♦ Encourage the linkage of Troop Leadership with Webelos Leaders at monthly roundtables
   ♦ Conduct recruitment events or create strategies to increase attendance at meetings
   ♦ Utilize BeAScout.org web presence by updating your Troop Pin
   ♦ Promote All Market Strategies materials to Unit Leaders

4. Trained Leadership: Link Troop leadership with District Training Committee
   ♦ Ensure that all leaders have an active MyScouting account
   ♦ Learn and share all E-Learning and online training resources
   ♦ Ensure that Scoutmaster and Assistance have completed Introduction to Outdoor Leader Skills
   ♦ Ensure Troop Committee members have completed Committee Training
   ♦ Recognize Trained Leaders at every opportunity
Troop Performance (cont’d)

4. **Trained Leadership (cont’d):** Link Troop leadership with District Training Committee
   - Provide lists of trainings available from the district and the council
   - Promote attendance at Wood Badge
   - Encourage attendance at monthly roundtables
   - Conduct parent orientations and Fast Start training at all levels
   - Bring District Training committee members to Troop meetings to provide training

5. **Short-term Camping:** Link Troop leadership with District Camping Committee and Order of the Arrow leadership
   - Partner with another Troop to ensure that monthly outings occur
   - Promote and participate in District and Council Events
   - Help develop written plans for monthly Patrol and/or Troop camp-outs
   - Make available, promote, or develop a “Where to go camping manual”

6. **Long-term Camping:** Link Troop leadership with District Camping Committee and Order of the Arrow leadership
   - Conduct Summer Camp Promotion with Order of the Arrow involvement
   - Take the Unit Leader to visit the camp
   - Identify available Camp Scholarships
   - Invite Camp Staff Members to Troop meeting
   - Utilize Council Camp promotion materials – DVD, You Tube videos, etc...
   - Promote National High Adventure Bases and Jamboree

7. **Patrol Method:** Link Troop leadership with District Training Committee
   - Encourage use of the Patrol Method
   - Facilitate patrol leader elections
   - Utilize Patrol Leader Council organization and ensure the PLC meets at least 10 times/year
   - Assign patrol advisor (adult) and a patrol guide (older youth) to every patrol
   - Conduct and/or participate in the Annual Planning Meeting
   - Ensure that at least one Scout attends the National Youth Leader Training Course annually

8. **Service Projects:** Link Troop leadership with District Activities/Civic Service Committee
   - Link community needs with Troop resources
   - Participate in council service projects
   - Tie needs of the Chartered Partner to the resources available within the Troop
   - Adopt a school service project and take a leadership role in the project
   - Participate in National service projects
   - Assist the Troop leadership by entering all service projects and hours into the JTE website

9. **Webelos-to-Scout Transition:** Link Troop leadership with District Membership Committee
   - Align Pack and Troop by hosting a Troop Open House
   - Create a transition event or opportunity for both new parents and Webelos
   - Create and participate in a dynamic Crossover Ceremony to the Troop
   - Promote the district transition event or opportunity to Troop leadership
   - Promote Summer Camp attendance at Webelos meetings
   - Encourage second year Webelos to conduct their meetings at Troop meeting site
   - Encourage new Webelos Leaders to register as Assistant Scoutmasters
10. **Managed Budget**: Link Troop leadership with District Finance Committee and Chartered Organization Representative
   ♦ Create and adhere to a Troop budget plan – help develop a written budget
   ♦ Help recruit a troop treasurer
   ♦ Help recruit a popcorn chairman or other product sales chairmen
   ♦ Share best practices in fundraising opportunities
   ♦ Obtain lists of scholarship opportunities available

11. **Courts of Honor**: Link Troop leadership with District Advancement Committee
   ♦ Ensure quarterly Courts are conducted with families attending
   ♦ Assist with the planning of the court of honor
   ♦ Ensure a strong advancement program within the troop
   ♦ Line up guest speakers
   ♦ Promote services from district and council for the Troop

12. **Physical Fitness**: Link Troop leadership with District Activities/Civic Service Committee
   ♦ Promote the Scout Strong initiative
   ♦ Promote Physical Fitness Merit Badges and Physical Fitness requirements
   ♦ Ensure that the annual Program Plan includes physical fitness events

13. **Re-register on Time**: Link Troop leadership with Unit Commissioners
   ♦ Ensure all leaders are in place – develop a succession plan
   ♦ Provide training for online re-charter process
   ♦ Structure a re-charter event and invite the Chartered Partner
   ♦ Conduct membership inventories in May and in November of each year

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To earn **Gold**: Complete 11 of 13 requirements, plus earn 1,600 points (from Bronze, Silver, or Gold points list).

To earn **Silver**: Complete 11 of 13 requirements, plus earn 1,000 points (from Bronze, Silver, or Gold points list).

To earn **Bronze**: Complete 11 of 13 requirements, plus earn 700 points (from Bronze, Silver, or Gold points list).
Crew Performance

1. Activities: Link the Crew leadership with the District Activities/Civic Service Committee

- Facilitate Crew Officers Orientation
- Conduct a Program Capability Inventory for youth members
- Introduce adult leadership to Venturing Leader Manual
- Conduct a Crew Interest Survey for adults
- Provide resources in order to plan a Super Activity found in the Venturing Leader Manual
- Develop an Annual Program Plan using online module found at www.scouting.org/venturing
- Promote National High Adventure Bases and Jamboree
- Promote Regional activities found at the region websites

2. Building Venturing: Link the Crew leadership with the District Membership Committee

- Ensure that Venturing recruitment is listed in the Council Growth Plan
- Conduct an annual First-nighter event
- Review best practices on Peer-to-Peer recruitment found on www.scouting.org/venturing website
- Increase adult participation in the Crew in order to retain more youth
- Create and facilitate a linkage between Crew and Troop leadership in retain older youth members from the Troop
- Utilize BeAScout.org web presence by updating your Crew Pin
- Promote All Market Strategies materials to Unit Leaders

3. Retention: Link the Crew leadership with the Venturing Officers Association and the Membership Committee

- Conduct membership inventories by contacting all youth members
- Focus activities and events on adventure and new opportunities
- Participate in as many District or Council events as possible
- Conduct Annual Program Planning Conference which includes annual budget development
- Encourage monthly communications to parents
- Encourage youth leader development; NYLT, KODIAK, POWDERHORN
- Promote attendance at summer camp, high adventure bases, and jamboree
- Develop a Leader Succession plan with quality unit leadership
- Create an attitude of shared Advisorship among parents
- Conduct and attend monthly unit Key 3 meetings
- Include the Chartered Partner in retaining adult member or parents

4. Youth Leadership: Link the Crew leadership with the Venturing Officers Association and the District Training Committee

- Ensure Officers have been selected or elected annually
- Conduct a Crew Officer Orientation
- Introduce Crew to consultants for monthly meetings
- Encourage youth leader development; NYLT, KODIAK, POWDERHORN
- Ensure participation annually in leadership growth opportunities
- Introduce youth membership to Area and Region opportunities for leadership
- Introduce Crews to the Council Venturing Officers Association
5. **Service Projects:** Link Crew leadership with District Activities/Civic Service Committee

- Link community needs with Crew resources
- Participate in council service projects
- Tie needs of the Chartered Partner to the resources available within the Crew
- Adopt a school service project and take a leadership role in the project
- Participate in National service projects
- Assist Crew leadership by entering all service projects and hours into the JTE website
- Link Crew to community resources such as American Red Cross, Habitat for Humanity, etc...

6. **Trained Leadership:** Link Crew leadership with District Training Committee and Venturing Officers Association

- Ensure that all leaders have an active MyScouting account
- Learn and share all E-Learning and online training resources
- Ensure that Advisors and Associates have completed Introduction to Outdoor Leader Skills (if the Crew has a camping program) and Leader Specific Training
- Recognize Trained Leaders at every opportunity
- Provide lists of trainings available from the district and the council
- Promote attendance at Wood Badge
- Encourage attendance at monthly roundtables
- Conduct parent orientations and Fast Start training at all levels
- Bring District Training committee members to Crew meeting to provide training
- Encourage attendance at POWDERHORN

7. **Super Activity:** Link the Crew leadership with the District Activities/Civic Service Committee and the Venturing Officer Association

- Facilitate the Crew Officers Orientation
- Conduct a Program Capability Inventory for youth members
- Introduce adult leadership to Venturing Leader Manual
- Conduct a Crew Interest Survey for adults
- Provide resources in order to plan a Super Activity found in the Venturing Leader Manual
- Develop an Annual Program Plan using online module found at [www.scouting.org/venturing](http://www.scouting.org/venturing)
- Promote National High Adventure Bases and Jamboree
- Promote Regional activities found at the region websites

8. **Managed Budget:** Link Crew leadership with District Finance Committee and Chartered Organization Representatives

- Create and adhere to a Crew budget plan – help develop a written budget
- Help recruit a troop treasurer
- Help recruit a popcorn sale chairman or other product sales chairmen
- Share best practices in fundraising opportunities
- Obtain lists of scholarship opportunities available
Crew Performance (cont’d)

9. Physical Fitness: Link Crew leadership with District Activities/Civic Service Committee
   ♦ Promote the Scout Strong initiative
   ♦ Promote Physical Fitness Merit Badges and Physical Fitness requirements
   ♦ Ensure that the annual Program Plan includes physical fitness events

10. Re-register on Time: Link Troop leadership with Unit Commissioners
   ♦ Ensure all leaders are in place – develop a succession plan
   ♦ Provide training for online re-charter process
   ♦ Structure a re-charter event and invite the Chartered Partner
   ♦ Conduct membership inventories in May and in November of each year

To earn Gold: Complete 8 of 10 requirements, plus earn 1,600 points (from Bronze, Silver, or Gold points list).

To earn Silver: Complete 8 of 10 requirements, plus earn 1,000 points (from Bronze, Silver, or Gold points list).

To earn Bronze: Complete 8 of 10 requirements, plus earn 700 points (from Bronze, Silver, or Gold points list).
ARE YOU TOUGHER THAN A BOY SCOUT?

AIRMING ON THE NATIONAL GEOGRAPHIC CHANNEL

MARCH 4
8 p.m. Eastern/7 p.m. Central

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