

Spring 2017

THE COMMISSIONER

A PUBLICATION FOR COMMISSIONERS AND PROFESSIONALS



www.scouting.org/commissioners

Announcing Commissioner Basic Online Training!

By Tim Acree

With the launch of Commissioner Basic Online Training, commissioners now can get trained on their own schedule—anytime, anywhere. These courses can be viewed on your PC or tablet, making it very easy and efficient to complete Commissioner Basic Training.

Courses are conveniently organized by role—unit commissioner, roundtable and assistant roundtable commissioner, district and assistant district commissioner, and council and assistant council commissioner—meaning you'll know exactly which training courses you need to complete to be considered "trained" for your position. Region and area commissioner online training will be available this coming fall.

Modules range from five to 15 minutes in length. They're designed to be completed at your own pace—all at once or one at a time.

Orientation

If you are not yet familiar with Scouting as a whole, available orientation courses include:

- Aims and Methods of the BSA
- BSA Organizational Structure
- What Is Cub Scouting?
- What Is Boy Scouting?
- What Is Venturing?
- What Is Sea Scouting?
- What Is Exploring?
- What Is Learning for Life?

At minimum, commissioners new to the BSA should take the first two modules listed above and then complete modules for each type of unit they will be serving. To get a more complete picture of the Scouting program, all orientation modules may be taken if desired. Experienced volunteers within the BSA may skip these orientation modules. They are optional and not part of the formal learning plan.

Commissioner Basic Training

The next step, assuming you are familiar with Scouting or have completed the orientation courses, is to complete modules that are grouped into three learning plans for each commissioner position:

- Before the first meeting
- First 30 days in your commissioner role
- Position trained

Learning plans are a set of courses explaining the aspects of commissioner service and providing information about what you need to know as you develop in your role. These learning plans are provided at the end of this article.

All modules remain available after you've viewed them, so you can return to review any section at any time in the future.

Commissioner Onboarding

The final phase of Basic Training is to complete the onboarding worksheet with a mentor. The onboarding worksheet is a set of about 10 to 12 tasks that the mentor and protégé will do together and can be completed in a short time frame. Examples of tasks with your mentor include:

- Making sure you are registered as a commissioner
- Creating a personal *my.scouting.org* account (if you don't already have one) and then logging in
- Completing the Basic Training required for your position
- Obtaining contact information for the administrative commissioners to whom you report
- Confirming the dates and locations of all meetings you are supposed to attend

When these activities are complete, check them off the interactive onboarding worksheet available in the "position trained" learning plan and submit it. Your training record will automatically be updated, and you will be designated as "trained" in Training Manager.



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The role of mentors is to form a relationship with new commissioners by making them feel welcome and comfortable in their new role. Mentors can be anyone designated by the district or council commissioner. Depending on the position, it may be the commissioner who recruited them, an assistant district commissioner to whom they may report, the assistant district commissioner for training, the assistant council commissioner for training, any assistant council commissioner, or another unit commissioner or roundtable commissioner who is considered to be well versed in their role. The decision as to whom the mentor is lies with the district or council commissioner.

The mentor should be involved in helping the new commissioner complete all items on the onboarding worksheet and enter them in the worksheet. These items, which can be completed in any order, are considered critical for the success of a new commissioner.

A Little History

This project was started at the beginning of 2016 with the key objectives of online commissioner training being:

1. To make the training easy, efficient, and accessible to assist a new commissioner in becoming effective as quickly as possible
2. To integrate the four pillars of commissioner service into the learning modules for commissioners
3. To build consistency within training
4. To provide new commissioners with training content as they need it to support their development in the position

These modules are a mixture of courses. Some modules came from District Operations Basic and are the same modules used by the professional staff. Some came from the work done by Bob Hoffmeyer for Commissioner Tools. And some were created specifically for online training using material from instructor-led training.

A special thanks to the team responsible for the creation of these training modules:

Stephen Bohrer	Content reviewer
Kristin Chioma	Content reviewer
Alvah Downs	Content developer
Roger Engelbart	Content reviewer
Dave Fornadel	Content author and team lead for the developers
Chuck Hartill	Content reviewer
Ronald Hathaway	Content reviewer
Bob Hoffmeyer	Content author/developer
Scott McKenzie	Content author
Barb Quatermass	Content reviewer
Steve Swaine	Content developer
Rick TerBorch	Content reviewer and team lead for the reviewers
Chuck Weber	Content reviewer

We were supported by Steve Yackel, Tim Rogers, and Doris Olson of Scouting U. A special thanks to them for their guidance, dedication, and support throughout this process. This was truly a collaborative process between professionals and volunteers.

Offline Learning

Learners who prefer to complete their courses in a classroom environment can find course dates by contacting their local district or council commissioner staff. The syllabus for instructor-led Basic Training will still be available at www.scouting.org/Commissioners/training/basic_training.aspx. The student will still need to complete the onboarding worksheet with a mentor, and the training must then be entered with the proper training code in Training Manager for the commissioner to be considered trained.

Final Thoughts

If you have already completed Basic Training for your role, you are not required to take these courses. However, even if you have completed Basic Training, you might consider refreshing your training by taking these modules in the BSA Learn Center. There are several advantages for doing this. First, you will be updated on the latest information on commissioner service. Second, this will give you a baseline for when you change positions—you will need to take only those courses that differ to be trained for your new position. And third, it's easy and fun!

Also, unit commissioner training for those supporting Exploring units will be an optional module for unit commissioners.

Should you have any questions about Commissioner Basic Online Training, please contact Tim Acree, national commissioner support staff training chair, at tim.acree@comcast.net.





COMMISSIONER POSITION TRAINED REQUIREMENTS

UNIT COMMISSIONER

ACCLIMATION

SCO_1000	AIMS AND METHODS	11.0
SCO_1002	BSA ORGANIZATIONAL STRUCTURE DEVELOPMENT	9.0
SCO_1004	WHAT IS CUB SCOUTING	12.0
SCO_1003	WHAT IS BOY SCOUTING	13.0
SCO_1007	WHAT IS VENTURING	9.5
SCO_1006	WHAT IS LEARNING FOR LIFE	7.5
SCO_1005	WHAT IS EXPLORING	11.0
SCO_607	WHAT IS SEA SCOUTS	12.5

TOTAL TIME: 1 HOUR 26 MIN

BEFORE 1ST MEETING

SCO_758	COMMISSIONER SERVICE FOUNDATION	4.0
SCO_733	COMMISSIONER STRUCTURE	8.0
SCO_734	ROLE OF THE UNIT COMMISSIONER	6.0
SCO_720	ACCESSING COMMISSIONER TOOLS	6.5
SCO_721	THE UNITS TAB IN COMMISSIONER TOOLS	3.5
SCO_735	CONTACTING UNITS AND CAPTURING STRENGTHS/NEED	8.0
SCO_724	ENTERING A SIMPLE ASSESSMENT	5.5
SCO_722	ENTERING A UNIT CONTACT IN COMMISSIONER TOOLS	3.0

TOTAL TIME: 45 MIN

FIRST 30 DAYS

SCO_740	DISTRICT STRUCTURE	5.0
SCO_742	THE DISTRICT COMMISSIONER ROLE	7.0
SCO_743	THE ASSISTANT DISTRICT COMMISSIONER ROLE	11.3
SCO_723	UNIT ASSESSMENT SCORING MATRIX	2.0
SCO_744	MONTHLY COMMISSIONER STAFF MEETING	6.0
SCO_746	JOURNEY TO EXCELLENCE FOR COMM	3.5
SCO_747	UNIT SERVICE PLAN	15.5

TOTAL TIME: 51 MIN

FIRST 90 DAYS

SCO_727	THE REPORTS BUTTON FOR COMMISSIONER TOOLS	2.0
SCO_725	THE DETAILED ASSESSMENT FOR COMMISSIONERS TOOLS	12.0
SCO_748	SUPPORT ON TIME CHARTER RENEWAL	6.5
SCO_749	COMMISSIONERS TRAINING CONTINUUM AND RESOURCES	4.5
SCO_755	UNIT COMM ONBOARDING WORKSHEET ACKNOWLEDGMENT	1.0

TOTAL TIME: 26 MIN

COUNCIL COMMISSIONER

ACCLIMATION

SCO_1000	AIMS AND METHODS	11.0
SCO_1002	BSA ORGANIZATIONAL STRUCTURE DEVELOPMENT	9.0
SCO_1004	WHAT IS CUB SCOUTING	12.0
SCO_1003	WHAT IS BOY SCOUTING	13.0
SCO_1007	WHAT IS VENTURING	9.5
SCO_1006	WHAT IS LEARNING FOR LIFE	7.5
SCO_1005	WHAT IS EXPLORING	11.0
SCO_607	WHAT IS SEA SCOUTS	12.5

TOTAL TIME: 1 HOUR 26 MIN

BEFORE 1ST MEETING

SCO_758	COMMISSIONER SERVICE FOUNDATION	4.0
SCO_733	COMMISSIONER STRUCTURE	8.0
SCO_734	ROLE OF THE UNIT COMMISSIONER	6.0
SCO_721	THE UNITS TAB IN COMMISSIONER TOOLS	3.5
SCO_735	CONTACTING UNITS AND CAPTURING STRENGTHS/NEED	8.0
SCO_752	COUNCIL COMMISSIONER ROLES & RESPONSIBILITIES	10.0

TOTAL TIME: 40 MIN

FIRST 30 DAYS

SCO_720	ACCESSING COMMISSIONER TOOLS	6.5
SCO_724	ENTERING A SIMPLE ASSESSMENT IN COMMISSIONER TOOLS	5.5
SCO_740	DISTRICT STRUCTURE	5.0
SCO_742	THE DISTRICT COMMISSIONER ROLE	7.0
SCO_743	THE ASSISTANT DISTRICT COMMISSIONER ROLE	11.3
SCO_753	THE COUNCIL COMMISSIONER STAFF	4.0
SCO_754	MEETINGS OF THE COUNCIL COMMISSIONER	6.5
SCO_722	ENTERING A UNIT CONTACT IN COMMISSIONER TOOLS	3.0

TOTAL TIME: 49 MIN

FIRST 90 DAYS

SCO_738	THE SIX W'S OF ROUNDTABLES	8.0
SCO_739	THE ROUNDTABLE ADC AND ACC	14.0
SCO_746	JOURNEY TO EXCELLENCE FOR COMM	3.5
SCO_731	COMMISSIONER ADMINISTRATION	4.0
SCO_747	UNIT SERVICE PLAN	15.5
SCO_727	THE REPORTS BUTTON FOR COMMISSIONER TOOLS	2.0
SCO_748	SUPPORT ON TIME CHARTER RENEWAL	6.5
SCO_749	COMMISSIONERS TRAINING CONTINUUM AND RESOURCES	4.5
SCO_760	COUNCIL COMMISSIONER ONBOARDING WORKSHEET	1.0

TOTAL TIME: 59 MIN

*In addition to the learning plans above, Youth Protection training is required for all BSA registered volunteers.





COMMISSIONER POSITION TRAINED REQUIREMENTS

DISTRICT COMMISSIONER

ACCLIMATION

SCO_1000 AIMS AND METHODS	11.0
SCO_1002 BSA ORGANIZATIONAL STRUCTURE DEVELOPMENT	9.0
SCO_1004 WHAT IS CUB SCOUTING	12.0
SCO_1003 WHAT IS BOY SCOUTING	13.0
SCO_1007 WHAT IS VENTURING	9.5
SCO_1006 WHAT IS LEARNING FOR LIFE	7.5
SCO_1005 WHAT IS EXPLORING	11.0
SCO_607 WHAT IS SEA SCOUTS	12.5

TOTAL TIME: 1 HOUR 26 MIN

BEFORE 1ST MEETING

SCO_758 COMMISSIONER SERVICE FOUNDATION	4.0
SCO_733 COMMISSIONER STRUCTURE	8.0
SCO_734 ROLE OF THE UNIT COMMISSIONER	6.0
SCO_740 DISTRICT STRUCTURE	5.0
SCO_1012 DISTRICT COMMITTEE STRUCTURE	8.0
SCO_742 THE DISTRICT COMMISSIONER ROLE	7.0
SCO_743 THE ASSISTANT DISTRICT COMMISSIONER ROLE	11.3
SCO_744 MONTHLY COMMISSIONER STAFF MEETING	6.0

TOTAL TIME: 55 MIN

FIRST 30 DAYS

SCO_720 ACCESSING COMMISSIONER TOOLS	6.5
SCO_721 THE UNITS TAB IN COMMISSIONER TOOLS	3.5
SCO_735 CONTACTING UNITS AND CAPTURING STRENGTHS/NEED	8.0
SCO_724 ENTERING A SIMPLE ASSESSMENT IN COMMISSIONER TOOLS	5.5
SCO_722 ENTERING A UNIT CONTACT IN COMMISSIONER TOOLS	3.0
SCO_737 THE ROUNDTABLE COMMISSIONER	17.5
SCO_738 THE SIX W'S OF ROUNDTABLES	8.0
SCO_739 THE ROUNDTABLE ADC AND ACC	14.0
SCO_723 UNIT ASSESSMENT SCORING MATRIX IN COMMISS. TOOLS	2.0
SCO_729 THE ROUNDTABLE TAB IN COMMISSIONER TOOLS	6.5
SCO_751 USING THE ROUNDTABLE PLANNING GUIDES	17.0

TOTAL TIME: 1 HOUR 32 MIN

FIRST 90 DAYS

SCO_746 JOURNEY TO EXCELLENCE FOR COMM	3.5
SCO_730 USING THE COMMISSIONER PROFILE TAB	2.8
SCO_731 COMMISSIONER ADMINISTRATION	4.0
SCO_747 UNIT SERVICE PLAN	15.5
SCO_727 THE REPORTS BUTTON FOR COMMISSIONER TOOLS	2.0
SCO_725 THE DETAILED ASSESSMENT FOR COMMISSIONERS TOOLS	12.0
SCO_748 SUPPORT ON TIME CHARTER RENEWAL	6.5
SCO_757 THE ROUNDTABLE TEAM	15.0
SCO_749 COMMISSIONERS TRAINING CONTINUUM AND RESOURCES	4.5
SCO_759 DC/ADC COMMISSIONER ONBOARDING WORKSHEET	1.0

TOTAL TIME: 1 HOUR 7 MIN

ROUNDTABLE COMMISSIONER

ACCLIMATION

SCO_1000 AIMS AND METHODS	11.0
SCO_1002 BSA ORGANIZATIONAL STRUCTURE DEVELOPMENT	9.0
SCO_1004 WHAT IS CUB SCOUTING	12.0
SCO_1003 WHAT IS BOY SCOUTING	13.0
SCO_1007 WHAT IS VENTURING	9.5
SCO_1006 WHAT IS LEARNING FOR LIFE	7.5
SCO_1005 WHAT IS EXPLORING	11.0
SCO_607 WHAT IS SEA SCOUTS	12.5

TOTAL TIME: 1 HOUR 26 MIN

BEFORE 1ST MEETING

SCO_758 COMMISSIONER SERVICE FOUNDATION	4.0
SCO_733 COMMISSIONER STRUCTURE	8.0
SCO_720 ACCESSING COMMISSIONER TOOLS	6.5
SCO_737 THE ROUNDTABLE COMMISSIONER	17.5
SCO_738 THE SIX W'S OF ROUNDTABLES	8.0
SCO_729 THE ROUNDTABLE TAB IN COMMISSIONER TOOLS	6.5

TOTAL TIME: 51 MIN

FIRST 30 DAYS

SCO_734 ROLE OF THE UNIT COMMISSIONER	6.0
SCO_739 THE ROUNDTABLE ADC AND ACC	14.0
SCO_740 DISTRICT STRUCTURE	5.0
SCO_1012 DISTRICT COMMITTEE STRUCTURE	8.0
SCO_742 THE DISTRICT COMMISSIONER ROLE	7.0
SCO_743 THE ASSISTANT DISTRICT COMMISSIONER ROLE	11.3
SCO_744 MONTHLY COMMISSIONER STAFF MEETING	6.0

TOTAL TIME: 58 MIN

FIRST 90 DAYS

SCO_746 JOURNEY TO EXCELLENCE FOR COMM	3.5
SCO_727 THE REPORTS BUTTON FOR COMMISSIONER TOOLS	2.0
SCO_749 COMMISSIONERS TRAINING CONTINUUM AND RESOURCES	4.5
SCO_757 THE ROUNDTABLE TEAM	15.0
SCO_751 USING THE ROUNDTABLE PLANNING GUIDES	17.0
SCO_762 RT COMMISSIONER ONBOARDING WORKSHEET	1.0

TOTAL TIME: 43 MIN

*In addition to the learning plans above, Youth Protection training is required for all BSA registered volunteers.



National Commissioner's Minute

The Changing of the Guard

If you have ever been to Arlington National Cemetery, you have probably witnessed the exciting—and precise—Changing of the Guard. Every hour on the hour from October 1 to March 31 and every 30 minutes, on the hour and the half-hour, during the summer months, a relief sentinel replaces a posted sentinel during the stunning ceremony. The ritual is an important ceremony performed by the 3rd U.S. Infantry Regiment, traditionally known as “The Old Guard,” which has served our country since 1794. The purpose is to ensure that the Tomb of the Unknown Soldier is protected and kept safe.

Several years ago, I was sitting in the right seat of Wayne Perry's private jet headed back to Salt Lake City after some BSA national meetings. As we flew over Denver and then farther west, we were first intercepted by the Denver flight control team, which followed us until we were somewhere between Salt Lake City and Denver, at which time the Denver flight control office informed us with words somewhat like the following: “You are now passing into the area controlled by Salt Lake City air traffic control. We will now transfer control to Salt Lake City. Safe travels.” The purpose of the transfer was to help keep us safe on our journey.

While not as formal as either the Arlington National Cemetery Changing of the Guard or the handoff of the air traffic control offices in Denver and Salt Lake City, each organization that I know of has a system of changing leadership—for the benefit of the organization, to welcome a new leader, and to recognize the sterling performance of the outgoing leader. This year at the National Annual Meeting, we experience the passing of the baton/ changing of the guard as we express our thanks and appreciation to Scott Sorrels and welcome Ellie Morrison as the chair of the national commissioner service team.

Little need be said about Scott's marvelous and dedicated service. For more than nine years he has served valiantly, assisting, for most of that time, National Commissioner Tico Perez in making many giant steps in building traditions of strength in BSA commissioner service. He has served as the chair of the national commissioner service team during that entire time. During Scott's service, he, along with his team, was instrumental in the following:

- Creation of assistant area and region commissioners
- Development of the Commissioner Award of Excellence in Unit Service
- Creation of the *Unit Performance Guide*
- Development of Commissioner Tools
- Simple and unified approach to commissioner service
- Redefinition of the Unit Service Plan
- Development of the collaborative unit assessment concept
- Enhancements to commissioner training
- Standardization of commissioner college course curriculum
- Revision of awards and recognition
- Implementation of a communications plan that includes social media
- Redesign of *The Commissioner* newsletter and the Commissioners website



Charles W. Dahlquist II
National Commissioner

- Change of roundtable staff to assistant roundtable commissioner and adding the roundtable support staff to the commissioner staff, thus allowing them to be recognized and trained as commissioners
- Creation of the concept of Big Rock Topics for the roundtable guides
- Commissioner support for Exploring units
- Creation of the Dean's Retreat at the Westlake Training Center
- Creation of the Commissioner Training – What You Need to Know! course at Westlake Training Center
- Creation of the commissioner history for the 100th anniversary
- LDS Unit Commissioner Training
- Second Century commissioner patches
- New Commissioner College of Science patches
- Creation of position-specific Basic Training to replace the old six-hour course

And what is most unbelievable is that in 2010 he was named the chair of the 24th World Scout Jamboree, to be held at the Summit in 2019—and retained his role as chair of the national commissioner service team. In his new role, he went to Sweden for the world Scout jamboree in 2011; to the Summit for the BSA national jamboree in 2013; and to Yamaguchi, Japan, for the world Scout jamboree in 2015. He will be all around the 2017 National Scout Jamboree this summer, as he and his team prepare for the world Scout jamboree in 2019, which will be co-sponsored by the BSA, Scouts Canada, and the Scout Association of Mexico. As national commissioner and on behalf of the national commissioner service team and commissioners throughout the BSA, I express my heartfelt thanks to Scott and to his wonderful wife, Tina, for their devotion to Scouting and to building commissioner service. Well done, Scott. Well done!



In the same breath, we welcome Ellie Morrison as our new chair of the national commissioner service team. Ellie, who describes herself as “a little housewife from Waco, Texas,” has quietly touched the lives of Scouts and Scouters across America through the Cub Scouting program, for which she’s served as national editor of the *Cub Scout Leader How-To Book*, chaired the Cub Scout Themes Task Force, and co-chaired Cub Scouting’s 75th Anniversary. Ellie was a key member of the committee that designed Wood Badge for the 21st Century and served on the pilot course staff. In her previous role with the national commissioner support staff, she helped set a record for commissioner recruitment as the national commissioner service recruitment and retention chair. More recently, she was instrumental in the development of the *Unit Performance Guide* to help develop best practices for organizing new units throughout the BSA and in working with the Membership Team of

the BSA to build and strengthen membership throughout Scouting. Additionally, she and her Scouter husband, Eddie, have served the First United Methodist Church in Waco in many roles, including Ellie’s service as director of Christian education and children’s ministries and Eddie’s service as Scoutmaster of Troop 308. Ellie brings an unbelievable amount of talent and energy to her new position as chair of the national commissioner service team. Welcome, Ellie! We’re glad you’re back on the team!



Returning to Commissioner Service

Returning home to commissioner service after several years in membership feels great. The time spent in membership has brought me fresh insights to commissioner service. Truly, they are two sides of the Scout coin: Membership reaches out with the invitation to join while commissioner service, through support of units, keeps the youth in Scouting.

Stepping into Scott Sorrels' position is both an honor and a humbling experience. It is also overwhelming. Consider all that the support staff has accomplished under Scott's leadership. In the past nine years, commissioner service has made great strides in our ability to serve units. Scott's shoes are big ones to fill.

This is an exciting time to be in commissioner service. We have so many tools—and their continued enhancements—to help us fulfill our mission. We have new training to guide us in better ways to serve. They support what we have always been about—building relationships with unit leaders and finding ways to help them be successful in providing strong programs for youth.

Our relationships with unit leaders are at the heart of everything we do. Experts tell us all relationships need constancy, counterbalance, and joint narrative. For us in commissioner service:

Constancy = frequent and regular meaningful contacts with unit leadership recorded in Commissioner Tools

Counterbalance = *collaborative* Detailed Assessments resulting in a jointly developed and executed Unit Service Plan

Joint narrative = teaming with the Membership Committee and others in support of units

While keeping these things in mind and with each of us fulfilling our roles to our best ability, the future of America's youth looks bright. Thank you for your continued dedication to commissioner service and the Boy Scouts of America.

Ellie Morrison
Incoming National Commissioner Service Chair



Ellie Morrison
Incoming National Commissioner
Service Chair



Volunteer Paydays

It has been a remarkable nine years working with the commissioner corps. We are proud to announce that Ellie Morrison of Waco, Texas, will assume leadership of the Commissioner Service Task Force at the National Annual Meeting in Orlando, since I will be devoting my time to preparing for the 24th World Scout Jamboree in 2019. I have every confidence that Charles Dahlquist, Ellie, and the team will continue to support our commissioners in providing exceptional unit service at the local level.

When we started this journey together, regional and area commissioners were a new concept and we had no national support staff. Tico Perez, our national commissioner at the time, had a vision of building an infrastructure to unlock one of the strengths of the Boy Scouts of America, namely the passionate and committed service of thousands of commissioners who live and breathe Scouting and who provide resources, support, and leadership to drive unit retention. We hope that we have achieved our goal of making your volunteer experience easier and more rewarding. Nine years later, and thanks to each of you, we are experiencing some of the best unit and youth retention rates in our history. However, we all need to continue working together with the entire Scouting family to drive membership growth. We need and want to retain a growing Scouting population that is increasingly relevant to American life.

We have learned so many lessons along the way. One of those lessons is that Scouting is local, and the best ideas are most often found in our councils. Thousands of you responded to our quest to improve commissioner service by providing your best ideas. Hundreds of you have served on project committees, which allowed us to build an entirely new level of support and resources. Your selfless service is the embodiment of the Scouting spirit, and you have made an incredible difference.

We also learned that we have to keep our mission and methodology simple in order to be effective. Our mission statement and four methods of delivering unit service are built around that goal:

Retention Mission Statement

The retention mission of the commissioner corps is best achieved by providing an adequate number of trained unit commissioners who provide a link to district committee resources in support of a quality unit program.

Unit commissioners will focus on the following four primary areas:

- 1. Supporting unit growth through the Journey to Excellence*
- 2. Contacting units and capturing their strengths and needs in Commissioner Tools*
- 3. Linking unit needs to district operating committee resources*
- 4. Supporting timely charter renewal*

I continue to believe that a simple and unified approach of building on these elements is how we can best achieve our retention mission. The most important opportunity we have today is to hold each other accountable for increasing the number of units that we personally contact and, in doing so, to work our four methods for each unit served.



Scott Sorrels
National Commissioner Service Chair
scott.sorrels@sutherland.com

I am blessed to have met and worked with so many remarkable Scouters. Tico Perez deserves a special note of thanks for his vision and leadership. Our regional and area commissioners led the way in building an infrastructure of support from the national commissioner and national task force level to the unit commissioner. Our national support staff worked with you and other Scout teams to develop new platforms for training, roundtables, recruiting and retention, technology, underserved markets, and communications. The *Unit Performance Guide*, which was based upon local council best methods for starting and retaining units, is a lasting legacy. Our administrative commissioners, particularly our council and district commissioners, took their place at the Key 3 table and provided the leadership needed to support our most impactful positions—those of you who serve as unit commissioners.

One of the remarkable things about serving as a commissioner is that you serve youth whom you will probably never meet. Perhaps that is why volunteer paydays are my favorite part of Scouting. You meet a Cub Scout at the Philmont Training Center whose poise and intelligence gives you hope for future generations. You hear the story of the Eagle Scout who, despite all odds, pushed through every obstacle and is on his way to Stanford, or you hear how a young girl matured into a young woman in a matter of days while on the trail at a high-adventure base. Every Scouter you meet has dozens of these volunteer paydays tucked away in his or her memories. Scouting is a remarkable movement, and you make it possible.

It has been my honor to serve with each and every one of you. Thanks for all you do for Scouting.

Scott Sorrels
National Commissioner Service Chair



Delivering Commissioner Service to Diverse Communities

Targeting diverse communities is a national membership initiative in support of growing the Scouting program in all markets. Commissioners provide a pivotal role in serving units in many of Scouting's diverse markets. Upon Ponce Duran's retirement, the BSA appointed Ron Oats to replace Ponce as Scouting's national chief diversity officer, in addition to his role as Southern Region director. Ron will team up with Tico Perez, the BSA's vice president for diversity who stepped down from his position as our national commissioner last year. Tico will be on our Philmont staff for the course *Serving Diverse Communities* June 11–17. Those who register for the course will have an opportunity to hear Tico share his thoughts regarding his new position as well as his goals for the future. In addition, you will be able to share your thoughts and ideas with Tico regarding how we, as commissioners, can better serve these markets.

In addition to improving your skills as a commissioner, the course will provide you with information regarding service to those of various ethnic and cultural backgrounds. It will also introduce you to information regarding units chartered by various religious faith groups and the various religious awards available for those units.

If you have not yet signed up, I encourage you to register for this weeklong course and the opportunity to share your ideas regarding how we can better serve these underserved markets. To register, click [here](#) and then click "Register for PTC 2017."

The Philmont Training Center provides an excellent learning atmosphere with access to faculty who are knowledgeable and willing to assist you with any questions you may have. The curriculum allows for free time for you to spend with your family and offers fun programs for the entire family. The fee for the course is reasonable, and scholarships are available if needed. I cannot think of a more enjoyable and fun way to improve your skills as a commissioner.



Joe Domino
National Commissioner Service
Underserved Markets Chair
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Questions and Answers

How do I get my College of Commissioner Science posted to the Commissioners website?

The Colleges of Commissioner Science Across the Nation is updated only three times a year. The updates coincide with the publishing of *The Commissioner* newsletter. Deadlines are the fifth of the month in September (for publication in mid-October), January (for mid-February), and April (for mid-May).

Send the information to Darlene Sprague at darsprague@roadrunner.com. Include: council name; council city and state; date; time; location; website or PDF document where more information can be found; and contact information.

Why the deadlines?

While the national commissioner support staff creates the content for the Commissioners website, there is another group that actually updates the website. Each area of the BSA is on a production schedule with this group and updating the colleges is part of that production schedule.

Where can I find out more about commissioner service to Exploring units?

For information about this topic, please check out the [Commissioner Service to Exploring FAQs](#).



*Darlene Sprague
National Commissioner Service
Resources Chair
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Commissioner College Schedule

The College of Commissioner Science program is a great way to get additional training. The Commissioners website provides a listing of colleges of commissioner science that we receive information about.

Please check the list, found on the [Upcoming Commissioner Colleges page](#), if you would like to experience a college outside of your area or if your council does not currently run a college.

Note: To have your council's college listed, please send information to Darlene Sprague at darsprague@roadrunner.com.



National Commissioner Charles Dahlquist, left, and Dr. Randy Rizor, a board member of the Atlanta Area Council, entertain attendees at the College of Commissioner Science in Atlanta in March.



National Commissioner Charles Dahlquist, right, was a guest at the Northeast Region Area 3 College of Commissioner Science in April.



Communications

As commissioners, one of our greatest tasks is to communicate, yet communication itself has so many facets.

If I were to prioritize what it is we need to know about communicating as commissioners, I would start with “share what you know.”

How often do you get some information that should be shared with others but you don’t? Or at least not in a timely fashion, such as news about the camporee, popcorn, or other information that will make the lives of fellow Scouters and the units they serve easier?

HOW we communicate is a function of the importance and urgency of the communication. For example, the last-minute cancellation of a troop car wash needs to be disseminated NOW and as widely as possible. In a life-or-death situation, like when you need an ambulance, would you hand-write a letter and give it to the post office or would you make a “real-time” communication (of which there are several options)?

Personal communications don’t routinely have the urgency of an ambulance call, but for a typical communication, how long is too long to respond? Years ago (before the advent of email), I was taught that under no circumstances should it take more than 24 hours to return a phone call. I think that rule is still valid—for phone calls. But what about emails—you know, those “time suckers” that fill up your day? I remember once when working in the Pentagon as an action officer that my boss told me that ALL emails had to be answered in 24 hours. Generally I try to answer all emails as soon as possible, “handling” the email only once for efficiency reasons (and so I don’t forget) and within a 24-hour period—yet it is neither always appropriate nor always possible to respond within 24 hours.

With some issues, such as which state the battleship USS Missouri was going to end up in as a donation vessel, the possibility that I could receive an email that required answering within the same 24 hours from every resident of the state of Missouri was calculable—even if the probability of it happening was extremely small. So these days, I do realize that sometimes it may take longer than 24 hours to respond. But how long is too long for a communication to go unanswered, and what do you do (on both sides of the process) when that happens? Some would say a quick 30-second response to the effect of “I’m working on it” would be the courteous thing to do, but what if after doing your triage of answering the urgent and important emails you still have more than 100 left (not unrealistic if you are a council commissioner in a very large council)? Taking 30 seconds each means using almost an hour to respond to what you’ve already deemed neither important nor urgent. Worse—it’s your day off or you are on a family holiday. I know, it’s a volunteer “job” so it’s really full pay (zero) with a 24/7 expectation.

If you are looking for some “iron-clad” etiquette rule of thumb on how long is too long to respond to an email, I’m sorry that I cannot provide one. After reading dozens of current treatises on the topic, I found that not one author ventured an answer to that question. What I can tell you is that if you are the author of an email and you want a response, there are some unwritten email rules that you might want to look at, such as <https://www.themuse.com/advice/finally-the-23-unwritten-rules-of-email>.



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Communications Chair
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My best suggestion if you are the author and you really, really want or need a response: Write about only one issue—identified in the subject line—and keep it concise (unlike this article).

One method the National Commissioner Task Force and Support Staff uses to communicate with commissioners is social media. We routinely use three Facebook accounts, LinkedIn, and a Yahoo Group—yet with these five methods of communicating, we don’t know what percentage of the intended audience we are reaching. The problem with some of these methods of real-time communications is that they are one-way, i.e., you don’t know if the message was received, and in some cases you don’t even know who received the message.

So quite by accident we’ve already introduced the two broad categories into which every form of communication can be grouped—“real time” and not. Within each broad category there are several options. For example, a face-to-face, or video/ telephonic, verbal conversation is clearly “real time”—as are Morse code by flashing light and, more realistically, a text message or tweet. And then there are sub-options, such as Facebook’s Messenger or WhatsApp, which also has a voice option using VOIP (Voice Over Internet Protocol). Further, we’ve discovered that some *potentially* “real-time” communications can inadvertently become “non-real-time” communications—which actually can become an advantage. One major advantage of non-real-time communications is that they generally are “permanent” and they can be easily referenced when a point needs to be reviewed or confirmed.

Have you discovered that the people you need to communicate with have different personal preferences, with some using regular text messaging, while others avoid traditional text messaging but use WhatsApp or Messenger? When dealing with large groups of people, I have never found one single method of communicating to be 100 percent effective. The



larger the group, the greater the likelihood that in order to maximize the probability of your communication being received you will have to use a greater number of methods simultaneously to disseminate your message.

The most common non-real-time communication form that I think I can say all of us are familiar with has already been discussed—emails. One major advantage of email is that you can include attachments. Those attachments can be anything from a Commissioner Tools Power Pivot table .xlsm file to photographs and documents with both text and photos. One suggestion when sending text documents, including fliers for events, is to try sending them as PDF files because it is the one file type that most people have the ability to open on their computer, tablet, or handheld device. (If you can't open these types of files, a quick internet search will find several versions of free software that will allow you to both create and edit PDF files.)

But even in 2017, not everyone uses email, so occasionally we need to use other means to communicate, such as “snail mail.” Today snail mail has some distinct advantages, such as the excitement it generates when we receive it (with the possible exception of junk mail). The old suggestion to send postcards inviting unit leaders to roundtables is still effective, especially if you can time them to arrive 24 to 48 hours in advance of the roundtable so they can also serve as reminders. Have you ever had a difficult time confirming that someone received your communication? They won't return your phone calls or emails, and perhaps you've even stopped by their house and, as in a scene from a movie, the lights are on inside and you see a curtain being pulled back slightly yet nobody answers the door? This is when the U.S. Postal Service can help with multiple solutions, with everything from registered and certified mail to restricted delivery and return receipt mail.

Finally, this article would not be complete if I didn't acknowledge the fact that we can also communicate with the written word in non-real time through the use of various periodicals and newsletters such as *The Commissioner*.

Summarizing, as a commissioner, one of our greatest tasks and responsibilities is communicating, but depending on a number of variables, deciding HOW we communicate requires us to weigh:

1. The urgency of the message against the size of the audience
2. The importance of the topic along with whether we need to confirm receipt of the message
3. The necessary reach (how many people need to receive this message)
4. The desired response to the message

While I was doing research to write this article, I thought I would look to see if there was a “communication matrix” that summarized the various forms of communications discussed in this article. I couldn't find what I needed so I created my own matrix (at the right), which is just a summary of the types of communications discussed in this article.

Type	Urgent	Major Pros	Major Cons
Voice	Y and N	The best way to communicate when urgent. Can provide instant confirmation and feedback.	Hard to document.
Email	N	Can send to many at once. Can include attachments.	Hard to confirm receipt.
Social media	Y and N	Can reach huge audiences rapidly.	Hard to confirm receipt.
Text and other “instant” messaging	Y	FAST	Best if limited to very short messages.
Twitter	Y	Fast, short messages.	One-way communication that may be ambiguous due to brevity.
“Snail mail”	N	Usually not ignored.	Slow.
Print media	N	Can reach a very large audience at once. Has “permanence.”	Slow. Cost can become a factor.



Commissioners and Sea Scouting

By Rick Hillenbrand and National Sea Scout Commodore Charles Wurster

Q. What type of units do commissioners serve?

A. Packs and troops, teams and crews, posts and clubs, and SHIPS ... oh my. And ships? And ships. Perhaps because they can be few and far between in some parts of the country, Sea Scout ships have frequently (to use a nautical term) “fallen off the radar” for some commissioners. In theory, commissioners at all levels are supposed to serve ALL* units, and while there are many examples of how commissioners in some councils DO serve their Sea Scout ships, even in the best of councils ships may get lost in the process.

(* Ideally, Exploring units (posts and clubs) are provided unit service by Exploring Service Team members, but commissioners have been asked to provide interim unit service for Exploring units until such time that there are sufficient Service Team members to adequately execute this responsibility.)

Some Scouters have no knowledge of Sea Scouting, but Sea Scouting has been around for more than 100 years. Lord Baden-Powell wrote a booklet titled *Sea Scouting for Boys* in 1911, and a year later Sea Scouting was founded in America.

Sea Scout ships (units) provide opportunities in character development, teamwork, leadership, and seamanship in a high-adventure maritime environment. Sea Scouts are involved in all sorts of activities in, on, under, and around the water—sailing, motor boating, paddle sports, swimming and lifesaving, scuba diving, nautical traditions, STEM, service projects, and more. Sea Scouting is a coed program for youth who are 14 years old, or 13 and have completed the eighth grade.

The Sea Scout program incorporates three main elements—the advancement emphasis of Boy Scouts, the high-adventure aspects of Venturing, and the career investigation of Exploring—all in one package. Sea Scouting is founded on the Scout Oath and Law and the Sea Promise.

Because of the program Sea Scouting offers, there are some unique challenges when it comes to providing commissioner services. Some councils have only a few Sea Scout ships, or none at all. In many councils, the chair of the Sea Scout Committee, who holds the traditional title of Commodore, provides commissioner-like services.



National Commissioner Charles Dahlquist and his staff have decided to formally enable the assistance of Sea Scout Commodores. Accordingly, Sea Scout Commodores are encouraged to dual-register as assistant commissioners at the appropriate level—national, regional, area, or council. This registration will empower their work and provide them access to Commissioner Tools. As an administrative task, ANYONE who registers as a commissioner NEEDS to get trained as a commissioner (if they have not already done so); see the Commissioner Position Trained Requirements found on pages 3 and 4 of this issue of *The Commissioner*.

For those not certain where to find Sea Scout ships (units) in the Organization Navigator (the vertical list of units on the left-hand side in the suite of *my.Scouting* tools that includes Commissioner Tools, Member Manager, Training Manager, and more), have no fear; you don't need to know how to operate a sextant or use a compass. Sea Scout units are found at the bottom of the list, or you can search on “ship” in the search box. (Units are listed in the following order: packs, troops, teams, crews, posts and clubs, and ships).



Commissioners, field professionals, and Service Team members can now make entries into Commissioner Tools.

Learn more about Sea Scouts in the *Sea Scout Manual*, No. 33239, and at SeaScout.org.



Commissioner Recruiting: Work the Plan

It's an old saying: "Plan the work and work the plan."

And it's one worth considering when thinking about recruiting commissioners. We know the tools and techniques that work best, but too often they don't deliver what is needed: "an adequate number of trained commissioners who provide a link to district committees in support of a quality unit program." The reason? Too often, there isn't a plan to put those tools and techniques to work, or we don't put the plan to work. We're seeing encouraging news about membership growth and creation of new units, which makes recruiting new commissioners more important than ever.

So, what does a commissioner recruiting plan look like?

Consider these elements:

- **It starts with a vision.**

It's impossible to determine the resources needed without knowing the objective. A clear, concise vision defines success and enables identification of the resources needed to achieve it.

- **It's data-based.**

The necessary research has been done to identify how many of what types of units must be served today *and* how many new units are planned to be added during the coming year. Equally important, the number of *active, engaged* commissioners is known.

- **It's SMART.**

It includes goals that are **S**pecific, **M**easurable, **A**chievable, **R**esource based, and **T**ime oriented.

Most of those terms are probably familiar, although "resource based" may not be. The point is that our plan needs to identify how many of what type of commissioners with what skills are needed. Recruiting volunteers with strong administrative skills who aren't very comfortable building relationships and working in teams may not be the best approach to finding new unit commissioners. A volunteer with a servant's heart and knowledge and experience with Cub Scouting probably isn't the best candidate to serve a ship.

"Time oriented" is critical. Hitting that goal ensures we're adding the commissioners needed because the plan includes specific dates for doing so.

- **It's dynamic.**

Things change. Some volunteers will move on to other opportunities and will need to be replaced. Additional new units may be created (a good thing!). A recruiting plan must respond to changing needs.

- **It's integrated.**

Good recruiting plans require leadership; for commissioners, that means they start with a council commissioner who establishes an overall plan.

Each district should have a plan that responds to its specific needs *and* supports the council plan and ensures its success.

- **It's written.**

It doesn't matter whether it's on paper or in an electronic format, but the plan must be put in writing.



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- **It's public.**

Recruiting commissioners is a shared responsibility. Every commissioner should know the plan and contribute to it. Engaged unit commissioners, for example, are in their units and can identify volunteers who might be great candidates; effective roundtable commissioners work with leaders from throughout the district and may also have recommendations. Both build relationships that may be valuable in asking a qualified candidate to serve.

But at the end of the day, the best possible recruiting plan is still only a plan.

Successful recruiting of commissioners requires that we create a plan, but it also requires that we work it!



Commissioner Recognition: Questions and Answers

It's been over a year since revisions to commissioner recognitions were implemented effective May 1, 2016. There have been some questions in regard to those changes.

Why are commissioners no longer able to apply for the Distinguished Commissioner Service Award?

The team that worked on revising requirements believed the highest award available to recognize commissioner service should be given in recognition of impact rather than for completion of specific tasks. They also concluded the process should be similar to that used for other awards in recognition of volunteer impact, such as the District Award of Merit, Silver Beaver Award, etc. Too, their focus on impact led them to eliminate any prerequisite for time served as a commissioner. Instead, the requirements now stipulate only that a candidate is currently registered as a commissioner or has served as a commissioner within the last five years.

Can a roundtable commissioner still earn the Scouter's Training Award?

No. Several years ago, roundtable positions were restructured so that there were unit service positions for all volunteers involved with roundtable (previously, "roundtable staff," for which there was a position code and badge of office, was not part of the unit service organization). The revisions to our commissioner recognitions were completed later and the team made sure the new requirements covered all roundtable positions. As a result, the Scouter's Training Award for commissioners (including roundtable commissioners) was declared obsolete.

Why are there separate codes available for Commissioner's Key awards but not for the Arrowhead Honor?

There have long been both separate codes available for Commissioner's Key awards while serving in different unit service positions and separate devices available to be worn on a field uniform to provide an element of identification for the type of key earned. In the past, while there were separate requirements to earn the Arrowhead Honor in different unit service positions, separate codes had not been established and there was only a single uniform option available. The team elected not to expand uniform options. As a result, continuing the use of a single code was consistent with past practice and reduced the risk of confusion or error.

Some requirements appear to lack specific deadlines and others appear to leave room for interpretation; was that intentional?

Yes. The team's focus on impact was a factor in these decisions, too. While the value of timely completion of requirements was recognized (for example, the Arrowhead Honor recognizes completion of training and development of core skills that enable success in a position), achievement of those goals, rather than meeting an arbitrary completion date, was considered more important. Also, the team recognized situations in which administrative commissioners, who are responsible for administering and approving awards, would benefit from flexibility that enabled them to be most responsive to local needs.



College of Commissioner Science (CCS) Curriculum Update

A National CCS Curriculum Update Task Force is busy working on a project to complete an update of national CCS course materials by the end of the year. These updated course materials are also expected to include alternative training methods to help reach the next generation of commissioners. To kick off this project, a survey was sent to all councils in January to determine which of the Bachelor (BCS), Master (MCS), Doctorate (DCS), and Continuing Education (CED) national courses are being used and which are not. (Note: BCS Roundtable course materials are part of a separate project.) Thank you to Daniel Warren, team lead for BSA Research and Evaluation, for his help in conducting the survey and compiling the February survey report with results from the 117 participating councils (CR-33, NE-20, SR-35, WR-29). Survey results showed that 100 percent of the councils responding to the survey use the national commissioner college course materials. In addition to indicating how often a course is being offered, survey results also provided comments with suggestions for specific course materials to update, consolidate, retire, etc.

Starting with BCS, MCS, and DCS courses, task force members worked hard in three teams to create learning maps for each degree program, which includes updating course learning objectives, alternative training methods, and outcomes. On March 25, task force members met at Scouting U-Westlake with Steve Yackel, Scouting U team lead, and further developed the learning maps through a process of team mapping to identify how each course may relate to other courses (i.e., Basic Training and other BCS, MCS, and DCS courses) and to identify courses to be refocused, newly developed, or relocated. While at Scouting U, task force members attended the Developing Commissioners conference, where task force chair Julia Farr, assistant council commissioner in the National Capital Area Council, had the opportunity to share the team process for updating the CCS curriculum, explain the transparency of the task force's work, and invite all commissioners to send their updates on any national course materials and creative alternative training methods to the task force for consideration at farr.scouts@gmail.com.

Upon Scouting U's approval of the learning maps, the task force will begin work on developing the updated course materials (i.e., course outline, teaching notes, alternative training methods, resources, etc.) and by this summer expects to have first drafts of BCS, MCS, and DCS course material updates completed and to begin work on learning maps of CED courses. The target date to launch the updated CCS curriculum is by the end of the year.



Tim Acree
National Commissioner Service Training Chair
tim.acree@comcast.net

Commissioners serving on this task force represent every region and include the following:

Task Force Chair:	Julia Farr
Northeast Region:	Craig Donais and Peter Matrow
Central Region:	Jody Batten and Stephen Meinhardt
Southern Region:	Kresha Alvarado and James Thielen
Western Region:	David Lown and Scott McKenzie
Advisors:	Tim Acree, David Fornadel, and Steve Sawyer

Should you have any questions about CCS curriculum updates, please contact Julia Farr at farr.scouts@gmail.com or Tim Acree at tim.acree@comcast.net.



National Training Opportunities

Several national training opportunities exist for commissioners, including the annual Dean's Retreat and conferences and courses at Philmont and the Summit.

Philmont—Commissioners Week 2017

Commissioners Week will be Week 1: June 11–17. Faculty has been selected. The following conferences will be offered:

- Advanced Leadership Skills for Administrative Commissioners
- The Council Commissioner
- Delivering Commissioner Service to Changing Communities
- District Commissioner and Assistant District Commissioner Training
- Effective Roundtables
- The Unit Commissioner

Click [here](#) for more information.

The Summit—Commissioner Weekend Courses

The following commissioner courses will be held June 23–25 at the John D. Tickle National Training and Leadership Center at the Summit Bechtel Reserve:

- Council Commissioner Retreat
- Commissioner Recruiting Workshop
- Commissioning in Diverse Neighborhoods

These are weekend courses that start on Friday afternoon and finish late Sunday.

Click [here](#) for more information.

Westlake Training Center—Commissioner College Dean's Retreat

The third annual Dean's Retreat will be August 18–20 at the Scouting University Westlake Campus.

Click [here](#) for more information.

If you have any questions about commissioner training, please contact Tim Acree, national commissioner support staff training chair, at tim.acree@comcast.net.



Leadership Opportunities for Young Adults

Northern Tier National High Adventure Bases are constantly looking for the next generation of outdoor leaders to lead Scout groups on an adventure of a lifetime through the rugged Northwoods. Working on staff at Northern Tier is an excellent next step for Scouts seeking to continue serving Scouting after they turn 18. Our staff members serve in a wide variety of positions that are sure to meet the interests of any of Scouting's alumni. Northern Tier hires interpreters who serve as wilderness canoe guides to crews while they are up north. Other positions include food service, retail operations, outfitting, office support staff, maintenance, logistics coordination, and campfire programs with positions available in Minnesota and in Canada as well as internship opportunities.

The following is a testimonial from a former staff member describing the awe-inspiring experience of working at Northern Tier:

"There is a specific moment in my adolescence that was so profound, it fundamentally changed me. When I experienced Northern Tier as a youth, I learned real lessons about who I was and who I could become. As a Northern Tier staff member, I have the distinguished honor and privilege to create in others a defining moment that will live in them forever and may even have the power to fundamentally change them as well."

For more information, visit <http://www.ntier.org/Jobs.aspx>.

Promotional materials are available for use at roundtable or other Scouting events by contacting <http://www.ntier.org/Resources/Promote/PromoRequest.aspx>.

A brochure describing available opportunities can be accessed at http://www.scouting.org/filestore/pdf/seasonal_staff_brochure.pdf.

Exploring and Commissioner Service

Do you need information about commissioner service to Exploring units?

Visit these sites:

- Commissioner Service to Exploring Units: <http://www.exploring.org/blog/commissioner-service-exploring-units/>
- FAQs and an introductory PowerPoint presentation are both available at www.exploring.org/training-safety. Check the "Training Resources" section at the bottom of the webpage.

Tour and Activity Plan FAQ

The BSA's tour and activity plan has been terminated effective April 1, 2017. An FAQ addressing a number of likely questions about this is available at <http://www.scouting.org/HealthandSafety/TourPlanFAQ.aspx>.

Are You Scheduling Meetings?

We want you to be aware of areas in which the Research & Strategy, Health & Safety Department can speak as the subject matter expert or can support a volunteer speaker. These include:

- Council Market Analysis: [Grace Stewart/Scott Olson](#)
- Strategic Planning and Execution, BSA Game Plan: [Tom Jansen/Jim Kornegay](#)
- The Tufts Study: [Dan Warren](#)
- Creating a Survey That Will Provide Great Results: [Dan Warren](#)
- Enterprise Risk Management and Incident Reporting: [Richard Bourlon](#)
- Program Hazard Analysis, How to Say No to Bad Ideas, Keeping Kids Safe in Scouting: [Richard Bourlon](#)
- Medical Issues in Scouting: [Richard Bourlon/Bev Singel](#)



Driver Improvement Program

In Scouting, motor vehicle accidents rank as No. 1 in terms of frequency (how many) and severity (cost). What can we do to try to reduce the frequency and severity of accidents?

Posted on Scouting Safely is the [Risk Zone Transporting Scouts Safely program](#).

New for 2017 is the Hartford Insurance Cos. Driver Improvement Program, which can be found on the BSA Learn Center under Expanded Learning. You may self-register for this course. The course will take approximately 35 minutes to complete and is based upon the concepts of defensive driving—recognizing hazards and preventable collisions. Once the course is completed, a certificate will be available and the participant's training record will be updated.

In addition, there is a USI 15-Passenger Van PowerPoint presentation on Scouting Safely for your use. **Please recall that pre-2005 15-passenger vans are not authorized for Scouting activities.**

According to the National Highway Traffic Safety Administration, in 2015 alone 35,092 lives were lost in motor vehicle accidents across the country. Distracted driving contributed to 3,477 deaths. In 2014, drowsy driving claimed 846 lives, while speeding killed 9,262 people. On a positive note, more than 13,000 people were saved in 2014 due to the wearing of seat belts.

Please make the above information available to your volunteers by promoting Scouting Safely, which is accessed via www.scouting.org.

Direct any questions to Mark.Dama@scouting.org.



Regional and Area Commissioners

Updated May 2017

Central Regional Commissioner Reid Christopherson rchristopherson@midco.net	Southern Regional Commissioner William H. Talley IV wht4@whts.com	Western Regional Commissioner Bob Johnston justrunbob@gmail.com	Northeast Regional Commissioner Kenneth King kenking39@yahoo.com
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JTE Key Performance Indicators

The Journey to Excellence Key Performance Indicators from April 2017 can be accessed [here](#).



Coming Events

2017

May 24–26

National Annual Meeting and National Executive Board and Committee Meetings

Orlando World Center Marriott, Orlando, Florida

June 11–17

Commissioners Week

Philmont Training Center, New Mexico

June 23–25

Commissioner Training: Council Commissioner Retreat, Commissioner Recruiting Workshop, Commissioning in Diverse Neighborhoods

Summit Bechtel Family National Scout Reserve, West Virginia

July 19–28

National Scout Jamboree—Visit the Commissioners Corner in Summit Center

Summit Bechtel Family National Scout Reserve, West Virginia

August 18–20

Commissioner College Dean's Retreat

Westlake Training Center, Texas

October 9–11

National Executive Board and Committee Meetings

DFW Marriott North, Irving, Texas (invitation only)

2018

February 12–14

National Executive Board and Committee Meetings

DFW Marriott North, Irving, Texas (invitation only)

May 23–25

National Annual Meeting and National Executive Board and Committee Meetings

Sheraton, Dallas, Texas

October 29–30

National Executive Board and Committee Meetings

DFW Marriott North, Irving, Texas (invitation only)

2019

July 22–August 2

24th World Scout Jamboree

Summit Bechtel Family National Scout Reserve, West Virginia

