

THE COMMISSIONER

A PUBLICATION FOR COMMISSIONERS AND PROFESSIONALS



www.scouting.org/commissioners



The role of the unit commissioner is to help every unit be successful. Unit success is defined by the unit achieving Centennial Quality Unit status and demonstrating an improvement in the retention of its members.

National Commissioner Minute



My fellow commissioners:

This newsletter will prove to be a very helpful resource for you in your efforts to help the Scouting movement across America.

For the last 12 months, I have had the privilege of traveling across America, meeting and working with an amazing group of volunteers. Together we have braved sub-zero temperatures in Flint, Michigan, and monsoons in San Francisco. I have seen the renewal of Commissioner's Colleges in great councils like the Middle Tennessee Council, and long-standing traditional programs like that in the Baltimore Area Council. Across America, one thing remains the same—we all love Scouting.

As commissioners, you have chosen to involve yourself in the not-so-glamorous role of being a friend to the unit, making sure that leaders are trained, and that the program is delivered to our youth. Nothing is more important than unit service, and the passion with which all of you serve is humbling.

As we near our 100th year and continue to develop the new BSA, we still have much work to do. No matter what happens at the national office—no matter the reorganization, the structure, the publications and training programs—if Scouting is not happening at the unit level, we are all wasting our time. Thank you for being on the front lines of Scouting and making a difference in the lives of millions of kids.

You are the finest corps I have ever had the privilege to work with, so let's keep moving together and remember, "No man has ever stood so tall as when he stooped to help a child."

God bless you all.

Tico A. Perez

Introduction of New National Commissioner Service Support Organization

On Sept. 1, 2008, the national office finalized and implemented its research findings from a national study conducted by The McKenzie Group. Part of this new study recommended the formulation and streamlining of the current national BSA organizational structure into a more collaborative and highly efficient workplace, with its major focus on supporting local councils. Under the "new BSA," the former divisions were dissolved, and new teams, departments, and groups were created.

Commissioner service used to be administered by Leadership Support Service. It has been integrated into the new Community Alliances Team, part of the Membership Impact Department in the Council Solutions Group. Community Alliances also focuses on Relationships and New Unit Organizational Growth. To expand direct support and communication even more effectively to the field and local councils, a volunteer organizational structure was developed for commissioner service.

National Commissioner Service Organization

One exciting aspect of the new BSA is the Commissioner Service Task Force, a part of the Membership Impact Department. Just as the name suggests, the goal is to positively impact the quality of commissioner service that we provide to our units across America by providing support and resources to our regional commissioners, and in turn, our area, council, unit, and roundtable commissioners. You might say that the task force provides an "operations" component to the commissioner corps. Every task is designed to make the commissioner function easier for our volunteers, and in turn, help our commissioner corps and national volunteer base deliver a quality program.

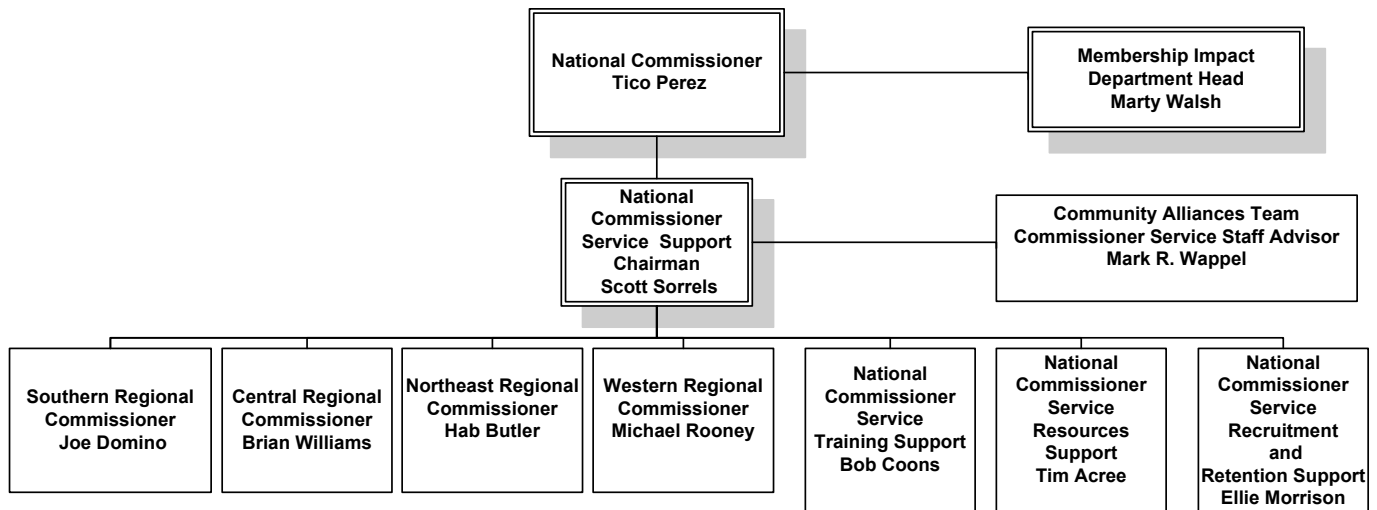


Working under the direction of National Commissioner Tico Perez, the task force is chaired by National Commissioner Service Chairman Scott Sorrels, and is supported by three new national volunteer positions. Bob Coons will lead the effort to develop and coordinate commissioner training. Tim Acree will coordinate the various resources that either exist today or need to be developed to support our commissioner corps. Ellie Morrison will focus on the critical need to identify, recruit, and retain quality commissioners as we drive toward the national standard of three commissioners per unit. This group will provide leadership and support efforts to improve how we “go to market” in support of our commissioners.

The addition of regional and area commissioners presents an important new dimension to how we support the nation’s

councils. As a result, a primary mission of the task force will be to provide new resources and vastly increase the flow of information that will be useful to our regional commissioners and professional staff in the execution of their respective plans. Enhanced technology, such as the new Unit Visit Tracking System, Tico’s podcasts, the national Web site, e-mails, distribution lists, and other forms of electronic communication will transmit needed information to our commissioners and professional staff faster than ever before. Just as important, the commissioners will solicit feedback on what can be done to improve commissioner service. Working together, we will deliver quality commissioner service to our units. It is an exciting time to be a member of the commissioner corps!

National Commissioner Service Organization



Introduction of Regional Commissioners

Hab Butler

Northeast Region Commissioner

Hab Butler is the regional commissioner for the Northeast Region. He also serves as the chairman of the National Court of Honor and the Council and District Task Force. He is also a member of the National Advisory Council, Finance and Investment Support, Program Impact Support, Talent Management Support and the 2010 National Scout Jamboree Executive committees, as well as the 2010 Boy Scout Handbook Task Force. He has been a member of the Fieldbook Task Force, 21st Century Wood Badge Design Team, Supply Committee, and conference chairman for the fall Boy Scout Week at Philmont Training Center. Hab and his wife, Barbara, were the host couple for the 2002 Report to the Nation contingent.



In the Northeast Region, he is a member of the Regional Board and serves on the Executive, Nominating, Human Resources, Trust, Program, and Strategic Planning committees. He was chairman of the regional Trust Committee for 10 years and the team which recently rewrote the process for conducting charter reviews. At the national Scout jamborees, he has been the regional camp chief, regional commissioner, and regional hospitality officer. He has served as the regional volunteer liaison for several council merger opportunities and was the conference chairman for three regional Wood Badge course director conferences.

He is a past area and council president; a commissioner at the council, district, and unit levels; Wood Badge course director; and has served on his council board and executive committee for more than 25 years. While his sons were in Scouting, he also served as pack and troop committee chairman.

Joe Domino

Southern Region Commissioner

Joe Domino is the regional commissioner for the Southern Region. He serves on many boards, including the Foundation for Southeast Texas, Three Rivers Council, and the Boy Scouts of America Southern Region.



Joe has been honored by the Boy Scouts of America for many years of dedicated service, receiving the Silver Beaver Award, the Silver Antelope Award, and the Distinguished Citizen Award. He has held numerous positions in Scouting, including Webelos den leader, assistant Scoutmaster, unit commissioner, council commissioner, council president, area president, and dean of the College of Commissioner Science.

He has also served as a Wood Badge course director and staffed two Walking Wood Badge courses at Philmont.

Joe and his wife are the proud parents of two adult children, Frank, an Eagle Scout, and daughter, Jennifer.

Brian Williams

Central Region Commissioner

Brian P. Williams is the regional commissioner for the Central Region. He has been active in Boy Scouting throughout his life, having earned the rank of Eagle Scout and earning the God and Country Award. He canoed the boundary waters and attended the World Jamboree in Japan.



Brian has been active in Scouting as a father and adult leader. He served as Cubmaster, among other positions. Both of his sons earned the rank of Eagle Scout and the Silver Award in Venturing. Brian's adult leadership further includes service as the Central Region commissioner, Central Region vice president, area president, council president, council commissioner, and district chairman. He has served on staff for a number of Wood Badge courses,

on two staffs for the national jamboree, and as a vigil member of the Order of the Arrow. Brian has also received the Silver Antelope and Silver Beaver awards. He is a James E. West Fellow and a member of the 1910 Society.

Michael Rooney

Western Region Commissioner

Michael Rooney is the regional commissioner for the Western Region. He is the past president of the Grand Canyon Council. He has earned the Silver Beaver and Silver Antelope awards, and is a James E. West Fellow.



Because of his work with the homeless in Arizona, he was awarded the Distinguished Eagle Award. He is a Vigil member of the Order of the Arrow. He served as a member of the Grand Canyon Council Executive Board and Executive Committee for more than 15 years as vice president of Finance, Strategic Planning, and as a United Way coordinator.

He served on the National Cub Scout Committee and is currently metro area president of the Western Region. He was a merit badge counselor, Cubmaster, and assistant Scoutmaster. He also has attended a world jamboree and a national jamboree.



The Important Role of a Regional Commissioner

The regional commissioner is an officer of the region and a member of the regional board, whose duties are set forth in the bylaws of the National Council. The regional commissioner provides leadership to all area commissioners in the areas of membership, unit charter renewal, and training. The regional commissioner is appointed annually by the regional president for a one-year term, not to exceed three consecutive terms, with the concurrence of the regional director.

The regional commissioner's role:

- Serve as a member of the Regional Key 3.
 - Work closely with the national commissioner, regional president, and regional director in providing quality commissioner service throughout the region and areas in support of local councils.
 - Supervise the activities of commissioner service, give leadership to area commissioners, and preside at any meetings of area commissioners. All meetings of the regional commissioners are held in conjunction with existing meetings within the region. The regional commissioners are to support council or joint-council commissioner training courses, but are not to conduct region/area courses.
 - Support efforts to recruit area commissioners to provide continuing and effective commissioner service in support of each council.
 - Encourage communication between the area and council commissioners to ensure that councils provide opportunities for immediate commissioner orientation, frequent basic training, and monthly learning experiences for all commissioners.
 - Support councils in improving unit-to-commissioner ratios, monthly unit visits, retention of youth and units, and progress toward achieving Centennial Quality status.
- Maintain the standards of the Boy Scouts of America and uphold all national policies.
 - Provide direction and support to area commissioners working with local councils, especially related to the membership validation process; unit charter renewal; conducting and tracking unit visits; counseling support related to how to handle particular situations; recruiting and training a full staff of commissioners; and supporting the annual commitment and achievement of the Centennial Quality Award by the region, areas, and councils.
 - Work with the regional president to secure the help of regional and area committees in meeting local council needs.
 - The regional commissioner reports on the status of commissioner service to the regional executive board regularly by doing the following:
 - Sharing inspirational stories about successes in local councils.
 - Checking the status of each council in qualifying as a Centennial Quality Council, as it relates to unit visits by commissioners, and the recruiting and training of more commissioners.
 - Rechartering a percentage of units to date, by council and area.
 - Checking the retention percentage of youth and units, by council and area.
 - Checking the current ratio of units to registered unit commissioners by council.
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Introduction of National Commissioner Service Support Staff

Scott Sorrels

National Commissioner Service Chairman

Scott Sorrels serves as National Commissioner Service Chairman. He brings a wealth of experience to the operations side of the commissioner corps, having most recently served as vice chair for the National Venturing Committee, where he led the efforts to establish a council support structure. He is also currently the Area 9 president for the Southern Region.



Scott has held numerous leadership positions at the unit, council, area, and regional levels, including Venturing chair for the Southern Region, past council president and current chair of the trustees for the Northeast Georgia Council, and the executive boards of the Atlanta Area and the Northeast Georgia councils. As a youth, Scott was a national youth officer in the Exploring program.

An Eagle Scout and Vigil member of the Order of the Arrow, he has earned the Silver Antelope and Silver Beaver awards, the Venturing leadership award, the Spurgeon Award, and the District Award of Merit.



As National Commissioner Service Chairman, Scott:

- Works with the national commissioner to provide support of commissioner service operations in the Northeast, Central, Southern, and Western regions.
- Works closely with regional commissioners to support their prospecting recruitment efforts of area commissioners.
- Manages the national commissioner for training, national commissioner for recruitment and retention, and national commissioner for resources positions.
- Provides support to the national commissioner during meetings.
- Supports the national commissioner at national meetings, related seminars, electives, presentations, and events.
- Supports the national commissioner by also serving as an active participant on Speakers Bureau for local council Colleges of Commissioner Science, podcasts, and Webinars, when needed.
- Works closely with the staff adviser for commissioner service on the national BSA Community Alliances Team.

Tim Acree

National Commissioner Service Resources Chairman

An Eagle Scout, Tim served in the Middle Tennessee Council as an assistant council commissioner and as their Commissioner College dean.

In the Dan Beard Council, he served as district commissioner, attended Wood Badge C-32-06, and was a merit badge counselor.



He has earned the Commissioner Arrowhead Honor, District Award of Merit, Silver Beaver Award, and Meritorious Service Award.

He is a NESA lifetime member and received the National Council 35-Year Veterans Award.

He earned the Eagle Scout Award and Three Palms in the Alleghany Trails Council. He was a Philmont contingent leader for the Dan Beard Council.

He attended Sea Base in 1998 and 2000, and was the crew leader for Northern Tier Canoe Base in 1999. He was district advancement chairman for three years.



He attended District Key 3 in 2005, Commissioner Administration for Quality Scouting in 2006, and Advanced Commissioner Service in 2007.

He earned a doctorate in commissioner science.

As National Commissioner Service Resources Chairman, Tim:

- Works with the commissioner service chairman to provide resource support of commissioner service operations in the Northeast, Central, Southern, and Western regions.
- Oversees the commissioner Web site, working closely with the commissioner service chairman through the regional and area commissioners to support their efforts in the local council by online resources and materials.
- Attends national commissioner meetings in February, May, and November.
- Attends council College of Commissioner Science-related seminars, electives, presentations, and events, when needed. He also works with local councils to develop course syllabi and presentations for conducting colleges.
- Coordinates commissioner courses at Philmont Scout Ranch, develops and revises commissioner training syllabi and course content with the national commissioner service training chairman.
- Coordinates the development of *The Commissioner* Newsletter for distribution.
- Works with the commissioner service training chairman and commissioner service recruitment and retention chairman to develop commissioner resource training and recruitment materials, electronic resources, and new publications to support their efforts.
- Works closely with the staff adviser for commissioner service on the national BSA Community Alliances Team.

Bob Coons

National Commissioner Service Training Chairman

Bob has a long history with Scouting. He was a Cub Scout, Boy Scout, and Explorer, and obtained the rank of Eagle Scout. He is a member of the Order of the Arrow and is a merit badge counselor. As an adult, he served as an assistant Scoutmaster. Both of his sons are Eagle Scouts.

Bob has been a member of the Milwaukee County Council Executive Board since 1999 and has served as council commissioner for five years. He teaches regularly at the Regional 5 Star University of Scouting and was dean in 2004. He received the Silver Beaver Award in 2006. He currently serves on the executive committee of the Milwaukee County Council Board as assistant treasurer.



On the national level, he has served on the Boy Scouts of America's National Finance Support Committee and has been a member of the National Council since 2002. He served on the 1997 Jamboree staff and was the chairman of Special Needs Scouting, Jamboree 2001 Operations Group.

He wrote and co-taught the course, *Administration of Commissioner Service*, at Philmont Training Center in 1999.

In 2006, he initiated the idea for and wrote a position paper on a National Internet-Based Commissioner Visit Reporting System. He championed the

idea at the national level and presented a prototype of this system in a session at the Commissioners Elective at the BSA National Annual Meeting in Atlanta in 2007.



As National Commissioner Service Training Chairman, Bob:

- Works with the commissioner service chairman to provide training support of commissioner service operations in the Northeast, Central, Southern, and Western regions.
- Works closely with commissioner service chairman through the regional and area commissioners to support their training efforts in the local council by promoting attendance at commissioner courses in the four regions.
- Attends national commissioner meetings in February, May, and November.
- Attends council College of Commissioner Science-related training seminars, electives, presentations, and events, when needed.
- Coordinates commissioner courses at Philmont Scout Ranch, selects and approves trainers, and develops and revises commissioner training syllabi and course content with national commissioner service resources chairman.
- Coordinates and provides training support to local councils for the Unit Visit Tracking System.
- Develops fast start training materials and online courses for new unit, district, and council commissioners, as well as Administration of Commissioner Service Fast Start online training.
- Works closely with the staff adviser for commissioner service on the national BSA Community Alliances Team.

Ellie Morrison

National Commissioner Service Recruitment and Retention Chair

Ellie served 17 years in Cub Scouting as assistant den leader, assistant Cubmaster, Cub Scout Trainer Wood Badge, and the National Cub Committee, where she edited a How-To book and chaired the Themes Committee.

She served eight years in Boy Scouting as assistant Scoutmaster, Boy Scout Leader Wood Badge, was on the staff of two pilot courses for 21st Century Wood Badge, served as course director of 21st Century Wood Badge for the Longhorn Council, has been a district chairwoman and served on the National Training Task Force. She was vice president of council membership in 2005.



She served as a council commissioner of the Longhorn Council in 2007 and then spent two years as an area commissioner.

She was the regional Wood Badge chairwoman and served on two national jamboree staffs and the 2007 World Jamboree staff.

She has earned the District Award of Merit and is a James E. West Fellow. She has received the Silver Beaver and Silver Antelope awards, and is an Order of the Arrow Vigil Honor recipient.

Ellie is married to an Eagle Scout, and has a daughter and a son, who is also an Eagle Scout.

As National Commissioner Service Recruitment and Retention Chairwoman, Ellie:

- Works with the commissioner service chairman to provide support of commissioner service operations in the Northeast, Central, Southern, and Western regions.
- Works closely with the commissioner service chairman through the regional and area commissioners to support their prospecting recruitment efforts of local council, district, and unit commissioners.
- Attends national commissioner meetings in February, May, and November.
- Attends council College of Commissioner Science-related seminars, electives, presentations, and events, when needed, promoting commissioner recruitment.
- Works closely with regional commissioners to support their prospecting recruitment efforts of area commissioners.
- Develops commissioner recruitment plans and presentations for local councils.
- Works with national organizations interesting in providing commissioner prospects to local councils.
- Supports the commissioner service chairman by participating in Webinars, when needed.
- Works closely with the staff adviser for commissioner service on the national BSA Community Alliances Team.

Centennial Quality Awards Program

"To improve the QUALITY of program in every unit in America!"

Best Methods—Commissioner Service



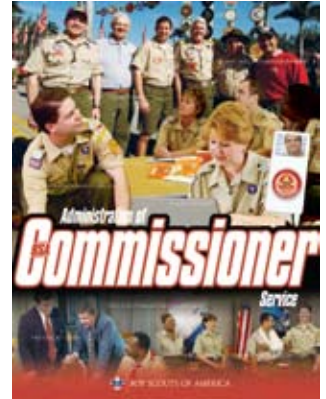
Part of the role of the national commissioner support staff—resources is to facilitate better communication among commissioners nationwide. One of their first efforts will be to compile some of the best methods used by commissioners in the function of their role. These methods can range from organization of the commissioner staff at the council level to

letters introducing new unit commissioners to the unit and just about anything in between. A special area of interest to almost everyone would be good recruiting methods. If you have practices that work well for you, please send them to Tim Acree and he will share them in a future issue of *The Commissioner* newsletter. Send your best methods to: commissioner.ideas@comcast.net.

Administration of Commissioner Service Manual—Now Available!

The revised 200-page administration manual, No. 34501, is currently available through BSA Supply Group or by download from the BSA National Web site at: www.scouting.org/Commissioners/Manuals.aspx.

This manual has combined the previous editions of the *Administration of Commissioner Service*, *Basic Commissioner Training*, and *Continuing Education of Commissioners*. Some great additions have been made to the manual to support council-level commissioners and their support to districts, as well as some new sessions to be offered in the training of commissioners at all levels.



Unit Visit Tracking System

The Origin of the Unit Visit Tracking System

In his four years as the Milwaukee County Council commissioner, Bob Coons experienced personally, and encountered many other council commissioners from around the country who admitted that they had little or no valid and current information about the performance of their unit commissioners. It wasn't known whether commissioners actually made unit visits, or what took place during those visits.

Candid comments from council commissioners indicated that the percentage of unit commissioners actually completing the visits was very low. A number of councils had paper-based reporting systems for unit visits, but these were cumbersome, slow, and retrospective. Coons noticed that the only thing being measured by the old Quality Unit metric measure system was how many commissioners there were, not if they actually made unit visits. This gave little support to the goal of council commissioner service—helping units provide a quality program to youth.

As a result of this, Coons came up with the idea in February 2006, and proposed to the National Council of the Boy Scouts of America, a management information tracking system to show

which units were being visited. The system would be similar to measurement systems used by large sales forces or for employees who provide community service in order to measure performance and compliance with assigned tasks. The data gathered by these tracking systems is invaluable for management purposes.

The unit visit is the basic building block of all commissioner service. It is the basis by which commissioners assist the units—the commissioner's main purpose for existing!

Therefore, he wrote a concept paper in February 2006 and proposed development, by the National Council of the Boy Scouts of America, of software to be titled "The Commissioner Unit Visiting Tracking System." Coons proposed that this would be "data gathering" software that could be added to council Web sites and to run from a national data gathering system, like the successful and new BSA Internet Rechartering System. The software could be accessed by unit commissioners following each unit visit. They would click on a certain spot on a Web site and a simple screen with data fields would open. An example of how it would work follows:



The Unit Visit Tracking System overview video shows how to add a unit visit report and unit visit focus.

Section one, Demographic Information—commissioners would report who they are, the date, the unit they visited, and other simple identifying demographic information.

Section two, Purpose of the Visit—this section would provide fields to gather information on the purpose of the visit, i.e., each of the 12 unit commissioner Annual Service Plan items would be options.

Section three, Rate the Unit's Functioning—this would be an assessment of the unit's functioning by issuing a rating in several different categories, i.e., was there a program taking place at the meeting, was the attendance adequate, etc.?

Section four, Types of Service Offered to the Unit—the Commissioner would list the types of services that were offered to or engaged in with unit leaders, such as counseling, making them aware of council activities, uniform inspection, etc.

Section five, Add Comments Here—this section would allow commissioners to briefly comment about the visit, including the nature of the unit and relevant information that should be passed up through the chain of command to administrative commissioners.

Unit commissioners would click “submit” and all this information would be submitted to a database that would compile “roll-ups,” or reports by the district, and be accessible to the commissioner administrative hierarchy (assistant district commissioners, district commissioners, council commissioners, and the Scouting professional staff in the council). They could print them to use as management information. The database could total these visits monthly, quarterly, and annually. It was his dream that this information would compile nationally and that all councils would be utilizing it. Then the UVTS would have national significance.

The point of the UVTS is to ask the unit commissioner and the commissioner administrative hierarchy to be accountable for their responsibility of visiting units. Without this accountability, there is no assurance about whether the important task of commissioners is being accomplished.

The technical development of this system by the Boy Scouts of America National Council shows national leadership on this important issue of commissioning. The idea was that there would be a national system to avoid duplication and proliferation of different and incompatible systems at the council level that did not integrate and create national information. If there was a national system, there could be meaningful national reports and statistics about how all commissioners are functioning. For the first time, this would give an accurate idea of what is really happening with commissioners throughout the country.

“It took less than a year for this idea to work its way up through the National Council of the Boy Scouts of America,” Coons said. “This idea rose through Scouting in a very rapid period of time because it was endorsed by the national commissioner, championed by key Scouting staff, and developed by the BSA's Information Technology staff. Also, it was developed with input from unit commissioners all the way up through council commissioners. We will continue to seek input in order to make the UVTS even better.”

As you know, there was an earlier rollout of the system in 2008. This system became overloaded because it was quickly adopted by about a third of the councils in the country. The system crashed and was taken offline for a time. Version 2.0 of the UVTS has been greatly improved since then and was reintroduced in December 2008. The BSA national office has continued to make technical improvements of this new system.

It has been interesting to see how a simple suggestion and initial concept paper has been endorsed and promoted by the National Council of the Boy Scouts of America. Bob Coons has been called “The Father of the Unit Visit Tracking System.” It was his way of making a contribution to Scouting.

How the UVTS Benefits the Scouting Program

One of the great learning experiences for a boy and his Boy Scout leader is the conducting of a Scoutmaster's conference. This is when a Scout really gets to know his adult mentor and leader, where they both agree on a plan of action for the boy's progress through Scouting so he can fully benefit from the program and build on future advancement successes. Knowledgeable and experienced Scoutmasters will prepare a long-range plan for each Scout from these sessions and will refer to them regularly to ensure the Scout achieves success through his Scouting experience. It's that simple.

The UVTS is also intended to help document the consistent high quality of support from the district and council for the unit leader and the unit. It allows the commissioners to plan and schedule necessary visits when needed with the unit leader or unit committee. It documents past visits and helps track a progression of areas needing improvement, and identifies areas to be accomplished in the next meeting. Understanding what the unit needs and how it can be supported is a proactive way to provide quality commissioner service.

An additional benefit of the UVTS is that if one of the five indicators is weak, then a plan for improvement can be discussed with the unit leadership, securing the survival of the unit. If all indicators are strong, the Scouts, unit, district, and council will benefit. The UVTS can also serve as an important early warning signal that a unit needs help before it drops or lapses, or ceases to exist. It can be an acknowledgement of a unit that operates well with quality trained leaders and program. The ultimate test of the UVTS is ensuring that every Scout has a quality Scouting experience.

WE may think that the Scouting movement and unit service is getting too technical and that personal communication is slowly fading away, but the opposite is true! The UVTS disciplines commissioners to make personal visits to their units and then document their visits—on their honor. This helps keep a useful progress record should the unit be reassigned to another commissioner, and it saves a tremendous amount of time for the newly assigned commissioner who is unacquainted with the history or status of the unit.

To access the Unit Visit Tracking System

- 1) You will need to be a registered commissioner either in a multiple or primary position.
- 2) To access MyScouting, go to www.scouting.org and create an account. Use your registration membership ID in your MyScouting account.
- 3) Unit commissioners must be assigned to units in ScoutNET by the local council.

UVTS Operation

Phase One: Launch and pilot testing (Dec. 1, 2008–May 30, 2009)
Phase Two: Enhancements (June 1–Dec. 31, 2009) Reports from the field

Commissioner Support for the UVTS

Webinars available at the BSA national office. For Help Desk support, send an e-mail to myscouting@netbsa.org.

What is a College of Commissioner Science?

A commissioner conference should be held on an annual basis and it should be the highlight of the year. The conference should be a highly informative, morale enhancing, and team-building event. However, there are several types of commissioner conferences. According to the *Administration of Commissioner Service* manual, about half of the councils run a traditional conference and the other half use a College of Commissioner Science program formatted after college courses and degrees.

Highlights of the College of Commissioners Science Program

This program uses the terminology of college courses of study. There are bachelor's, masters, and doctorate programs and the degrees are awarded at those levels. A diploma is awarded to each participant who completes the requirements of these degrees.

- Bachelor of Commissioner Science
- Masters of Commissioner Science
- Doctor of Commissioner Science

This format encourages a continuing education experience for all commissioners by offering a number of classes of instruction at each level. Throughout the day, a commissioner may attend and/or teach a number of classes. The college may be held in a single day or over a weekend. The reason for offering a number of courses is to provide ongoing practical training for all commissioners—administrative, roundtable, and unit commissioners.

The Six Elements of Commissioner Training

For review, the Six Elements of Commissioner Training are:

- Orientation Video
- Personal Coaching/Orientation
- Commissioner Basic Training
- Arrowhead Honor
- Commissioner's Key
- Continuing Education Training

The College of Commissioner Science is discussed in Continuing Education. Also included are the traditional commissioner conferences and summer conferences at Philmont. For more detailed reviews of the six elements, please refer to Appendix A—the Six Elements of Commissioner Threatening problems. This should be a regular agenda item to discuss the progress during the council commissioner's cabinet.

Doctoral Thesis—College of Commissioner Science

Something that has been discussed by Commissioner College deans for a long time is a central repository of doctoral theses. There are a number of excellent theses with valuable information that are stored at local council offices and generally not distributed to other councils. We need to make these available so all commissioners can benefit from them.

We would like to put together a central repository of doctoral theses written by those who have completed the doctoral program of the College of Commissioner Science. Eventually, we hope to have them posted and available on the commissioner pages of the BSA National Web site.

If interested, please send your thesis to commissioner.ideas@comcast.net and put "Doctoral Thesis" in the subject line of the e-mail.

If you have any questions about these initiatives, or have other ideas you would like to see implemented for commissioner service, please contact tim.acree@comcast.net.





Which Council in America will be the first 100% *Boys' Life* Council?

Boys' Life®

If boys who read *Boys' Life* stay in Scouting longer... why can't we offer it to every boy in Scouting?

Boys' Life is the official publication of the Boy Scouts of America. Published 12 times a year with a rate base of 1,100,000 and 8,690,000 readers, it is entertaining, educational, and informative. It's available to registered Scouts for only \$1 per month for 12 issues (\$12 annually).

Potential Sources of Funding for *Boys' Life*

- 1) Unit budget plan: Achieve 100% *Boys' Life* through money earning projects
 - 2) Parents
 - 3) Relatives
 - 4) Boys earn their own money
 - 5) School funding
 - 6) Corporate sponsorships
 - 7) Older Eagle Scouts
 - 7) Chartered organizations support
 - 8) Alpha Phi Omega—college fraternity
 - 9) Order of the Arrow chapters
 - 10) Scouters, alumni, or friends
 - 11) Private, community, corporate, state, and federal foundations that focus on literacy
 - 12) Adopt a Scout with a *Boys' Life* subscription
 - 13) Council Endowment for *Boys' Life*
 - 14) Literacy organizations
 - 15) Can you think of other potential sources?
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Summer 2009 Philmont Training Center Courses Offered in Support of Quality Commissioner Service

Council Key 3—Leadership for the 100th Anniversary

This is a great team-building experience for council presidents, council commissioners, and Scout executives. Topics include board management, building effective districts, quality program, membership growth, volunteer/professional relationships, strategic planning, council and district operations, commissioner service, endowment, council fund-raising, and asset management. Breakout sessions for council presidents, council commissioners, and Scout executives are provided. (July 12-18, Aug. 9-15)

District Key 3—Key Leadership for the Future

This is a great team-building opportunity for district chair, district commissioner, and district executive teams. Through idea sharing and problem solving, you will explore the role of the district Key 3 and how they relate in operating a successful district. This course also covers successful district operation techniques, recruiting district volunteers, and other topics of interest. Key 3s will develop personal action plans. A scholarship is available for district executives attending this conference with both their district chair and district commissioner. (June 21-27, July 12-18, Aug. 9-15)

Advanced Administration of Commissioner Service

Experienced commissioners will learn more about serving the needs of units in providing a quality program. Also discussed are the college of commissioner science program, advanced strategies for quality unit service, implementation of a strong commissioner's program in your district or council, strategic planning objectives, and other topics of interest. (June 14-20, Aug. 16-22)

Advanced Communication and Counseling Skills for Highly Effective Leadership

Council and district volunteers or professionals will learn and develop those advanced communication and counseling skills that distinguish the highly effective leader, and will create a culture wherein people and the aims of Scouting—at all levels—will thrive. The highly effective leader possesses communication and counseling skills, which brings people and the elements of Scouting together in ways that create tremendous opportunities for all assets of Scouting to maximize their potential and, ultimately, achieve unparalleled results. (June 14-20, Aug. 16-22)

Advanced Unit Commissioner Service

This course is for the experienced commissioner who wants to learn more about how to provide better unit service to the units assigned. Learn about strategic planning, techniques in helping your assigned units to become great, and more about mentoring skills. Learn about the latest enhancements for commissioner service. (June 14-20, Aug. 16-22)

Administration of Quality Commissioner Service

Council and district commissioners and their assistants will explore the role of key volunteers in building and operating a successful commissioner staff dedicated to helping units succeed. They also will learn about identifying, recruiting, and engaging all commissioners, and discuss ideas on techniques for commissioner lifesaving and other strategic topics. (June 14-20, Aug. 16-22)

The Unit Commissioner—Supporting Unit Needs

This course is for unit commissioners prepared to set a positive example in quality service to chartered organizations and Scouting units. Among the topics are effective monthly unit visits, unit self-assessment and action planning, coaching skills, charter renewal, annual service plan, commissioner priorities, unit problem-solving, leader development, the National Centennial Quality Unit Award program, and commissioner lifesaving techniques. (June 14-20, Aug. 16-22)

Boy Scout Roundtables

When you think you know all you need to know to conduct high-quality Boy Scout roundtables, it is time to attend this conference. The program is built around a forum of experienced roundtable commissioners who address roundtable ideas and lead discussions about problem-solving techniques. (Aug. 2-8)

Cub Scout Roundtables

This enlightening and entertaining conference for roundtable commissioners and staff members will provide keys to success and fun. You will participate in roundtable planning, resource identification, trying out teaching methods, and promotion ideas. Discussions and the exchange of ideas will provide a rich repository of ideas for successful and fun year-round roundtables. (Aug. 2-8)



For more information on Philmont courses, see www.scouting.org/highadventure/philmont.

Successful Methods for Recruiting Commissioners

- Elevate the position of commissioner
- Offer recognition in front of non-commissioners.
- Visible Key 3's everywhere—walk that talk!
- Ask commissioner core to present awards, be judges.
- Present them as the authority in Scouting.
- Choose highly respected people.

Know What You Are Looking For

- Recruit only those who are equal to or better than current commissioners
- Recruit someone NOT in that unit!
- Qualities you are looking for—mentors, highly respected people who are dedicated to Scouting
- Need not be long-term Scouters—we can teach them Scouting
- Preferably hold just one position—commissioner

Where to Find Commissioner Prospects

- Within units—parents/grandparents who aren't busy with unit activities
- Check out lists of Eagles, parents that didn't move along to Boy Scouts
- Organizations/jobs that appeal to mentors
- Teachers, church members, Rotary clubs, veterans

Once You Find a Viable Commissioner Prospect

- Don't ask them YET.
- Build a relationship.
- Discover what they like best about Scouting.
- Discover their connection points with Scouting.
- Discover what they want their legacy to be.
- Find out what others think about them serving as a commissioner.
- What kind of time do they have? You could ask them for a 6-month term.
- What will they get out of being a commissioner?

Prepare to Ask

- Choose three talking points—remember that people do things for achievement, fellowship, influence and for what they can get out of it for themselves. Couch your “ask” in these terms. Put ALL of them in—they will hook onto the one that interests them and the others will just fly by.
- Think about some backup points to be able to pull out of your pocket as the conversation goes along. Have plan B, and even plan C, conversation questions ready.



- Think about the usual reasons why someone can't do it—not enough knowledge, not enough time, not interested. Plan for arguments to combat those excuses.

Preparing to Make the Ask for a New Commissioner

- Make an appointment—do it in person.
- Take plenty of time.
- Focus on them—why you think they will like this, why you think they will be effective.
- Be flexible and go with the flow of the conversation.
- Be honest and specific about the job and time commitment.

If Your Prospect Says “No”

- Keep the relationship alive—send a note, e-mail, or make a follow-up call.
- Consider—is this the right job, just the wrong time? Is this the wrong job? If so, recommend them to someone else.

If Your Prospect Says “Yes” Or “Maybe”

- Begin the “go along”—assign them to a mentor, visit a couple of units, invite them to a commissioner meeting, get some training.
- Get the mentor to take him/her to a meeting of the unit you have in mind.
- Ask again if they said “maybe.” For a specific unit, for a specific amount of time.

Plan to Get Together if Your Prospect Says “Yes”

- Encourage the unit leader (CM, SM, EA, VC, unit committee chairperson, and the newly recruited unit commissioner) to do a unit self-assessment.
- Invite the chartered organization representative to attend as well. Be sure he/she knows they have the authority as a commissioner to get the job done.

Get Your New Commissioner Trained

- As time goes on, you'll encourage more training. Ask him/her to take on additional units. Find ways to recognize him/her in public.
- Make it FUN—make it look like a club that everyone wants to join.
- Celebrate success at every opportunity.
- Assist with challenges.

Prospect and Recruit More New Commissioners, As Needed

Recruit, recruit, recruit!

Guide to Successful District Operations

Where to Find Valuable Resources for Commissioners

National Supply Group 800-323-0732

Program Impact Department (Council Solutions Group)

1. Council Administration and Board Development Team (includes District Operations)

- *The District*, No. 33070
- District Committee Responsibility Cards, No. 34266
- *A Plan for Functioning Districts*, No. 14-622
- *A Handbook for District Operations*, No. 34739
- District Key 3, No. 14-630
- *Selecting District People*, No. 34512
- District Nominating Committee Worksheet, No. 14-33157
- *Good Volunteer-Professional Relationships*, No. 14-145
- *Council and District Plan Book*, No. 33032
- Analysis of Unit Progress — Charts That Talk, No. 34818
- Progress Chart Insert, No. 34200
- Progress Chart, No. 34847
- *A Self-Evaluation Guide for Successful District Operation*, No. 34207
- Centennial Quality Commitment and Achievement Form for Unit Award, No. 14-190
- Centennial Quality Commitment and Achievement Form for Council Award, No. 14-390
- Centennial Quality Commitment and Achievement Form for District Award, No. 14-290

2. Volunteer Development Team

- *Leadership Training Committee Guide*, No. 34169
- *District Roundtables*, No. 14-633
- *District Committee Training Workshop*, No. 34160

3. Youth Development Team

- *Activities and Civic Service Committee Guide*, No. 33082
- *Advancement Committee Policies and Procedures*, No. 33088

Membership Impact Department (Council Solutions Group)

4. Community Alliances Team

- *Administration of Commissioner Service*, No. 34501 (Replaced the following three manuals, April 2009: *Commissioner Administration of Unit Service*, 34501; *Commissioner Basic Training Manual*, 33613; *Continuing Education for Commissioners*, 33615.)
- *Commissioner Fieldbook for Unit Service*, No. 33621
- *Commissioner Helps for Packs, Troops, and Crews*, No. 33618
- Commissioner Staff Roster, No. 34127
- Commissioner Responsibility Cards, No. 34265

5. Membership Resources Team

- *Membership Committee Guide*, No. 33080
- *Council and District Growth Plan Workbook — 2009*, No. 14-943
- District New-Unit Chart, No. 14-904

Finance Impact Department (Council Solutions Group)

6. Council Funding Team

- *District Finance Committee Guide*, No. 33779

Outdoor Adventures Group

7. Outdoor Program Team

- *Camping Committee Guide*, No. 33083

Unit Commissioner Box Score

As of April 30, 2009

Region	Traditional Units*		Unit Commissioners Needed		Unit Commissioners Registered		Need to Recruit		Percent of Need Filled		Commissioner Ratio	
	Last Year	This Year	Last Year	This Year	Last Year	This Year	Last Year	This Year	Last Year	This Year	Last Year	This Year
Northeast	17,989	17,371	6,000	5,792	3,720	3,835	2,280	1,957	62.0%	66.2%	4.8	4.5
Southern	27,573	27,205	9,189	9,067	4,772	5,707	4,417	3,360	51.9%	62.9%	5.8	4.8
Central	25,001	24,517	8,331	8,171	5,036	5,580	3,295	2,591	60.4%	68.3%	5.0	4.4
Western	42,808	42,261	14,267	14,087	7,538	7,985	6,729	6,102	52.8%	56.7%	5.7	5.3
National	113,371	111,354	37,787	37,117	21,066	23,107	16,721	14,010	55.7%	62.3%	5.4	4.8

* Does not include Explorer posts or Learning for Life groups

Commissioner Honor Roll

Councils with Commissioner Ratio of less than 3.0

Council	City, State	Last Year	This Year	Council	City, State	Last Year	This Year
326	Omaha, Nebraska	2.0	2.0	194	Garden City, Kansas	0.0	2.7
225	Norton, Massachusetts	2.2	2.0	177	Des Moines, Iowa	3.0	2.7
4	Mobile, Alabama	2.4	2.3	702	Morris, Illinois	4.3	2.7
69	Derby, Connecticut	3.5	2.4	145	Bloomington, Indiana	2.5	2.7
538	Warren, Pennsylvania	0.0	2.4	763	Waynesboro, Virginia	3.8	2.8
560	Nashville, Tennessee	3.0	2.4	386	Massapequa, New York	4.1	2.8
64	Grand Junction, Colorado	3.0	2.4	31	Foster City, California	3.2	2.8
559	Jackson, Tennessee	3.0	2.5	88	Fort Myers, Florida	2.5	2.9
497	Reedsville, Pennsylvania	2.6	2.5	777	Doylestown, Pennsylvania	3.2	2.9
492	Portland, Oregon	3.0	2.5	615	Fairmont, West Virginia	2.4	2.9
368	Binghamton, New York	2.9	2.6	83	Orlando, Florida	2.9	2.9
551	Greenville, South Carolina	15.6	2.6	141	Quincy, Illinois	3.6	2.9
311	St. Joseph, Missouri	2.9	2.7	374	Newburgh, New York	9.6	2.9
341	Toms River, New Jersey	2.9	2.7	634	Racine, Wisconsin	11.7	2.9
				16	Fort Smith, Arkansas	3.9	2.9

Congratulations to these councils

2009 Calendar Dates of Interest

May 20-22, 2009

National Annual Meeting, Grand Lakes Marriott, Orlando, Florida

For all council commissioners—plan on attending and being part of the commissioner electives, UVTS mini sessions in the exhibit hall, and the commissioner reception.

Summer 2009

Philmont Training Center, Cimarron, New Mexico

Commissioner Staff, Commissioner Service Training, and District Operations and Key 3 Conferences are offered. Make plans to attend! Make it a family vacation—bring a group from your council or district. For more information on Philmont courses, see www.scouting.org/highadventure/philmont.

For comments or more information:

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Thank you to the commissioners who submitted articles for this edition of *The Commissioner*.

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