

# Commissioner Support

Join today.  
[BeAScout.org](http://BeAScout.org)



# Commissioner Service

Commissioners are the heart and soul of the BSA's volunteer movement and have been involved in Scouting since its very beginning in 1910. They were the first commissioned volunteers, and later became our professional Scouters. That is why both commissioners and professionals still wear the wreath of service position patch on their field uniforms, even today. This strong bond continues as district executive/district commissioner and Scout executive/council commissioner serve together as members of their district Key 3 and council Key 3.

## ***The Role of the Commissioner in Unit Service***

The most important role of the commissioner is to provide unit service to Cub Scout packs, Boy Scout troops, Venturing crews, and Sea Scout ships by:

- Serving as a consultant in unit and youth recruitment and retention
- Serving as a program specialist
- Serving as a resource person
- Serving as a liaison to the district and council
- Assisting units in new mandatory training (basic and online)
- Working with chartered organization representatives

## ***The Role of the Commissioner in Membership***

- Support units to achieve the Journey of Excellence performance recognition.
- Work closely with district executives to help organize all new units.
- Support spring and fall unit membership recruitment programs.
- Promote the full Scouting family with chartered organizations (pack, troop, crew, and ship).

## ***The Role of the Professional in Membership***

- Work closely with DC/ADCs in the recruitment of unit commissioners to serve all units.
- Monitor progress in the Journey of Excellence performance recognition program.
- Help recruit new-unit organizers (volunteers) on the district membership committee.
- Work closely with commissioners to help organize and serve all new units.

## ***The Role of the Commissioner***

## ***in Unit Retention***

- Provide needed support for proper unit rechartering (Internet rechartering as well).
- Make regular monthly unit visits.
- Input unit visit reports in Unit Visit Tracking System 2.0.
- Assign experienced commissioners to all new units (minimum service two to three years).

## ***The Role of the Council Commissioner in Unit Retention***

- The **council commissioner**, vice president of operations/vice president of membership, director of field service, and Scout executive meet together to discuss the new-unit organization plan to be introduced at the annual membership growth conference.
- The **council commissioner** provides leadership by encouraging collaboration between the district Key 3's, the district membership committees, and commissioner staff. Together, all make commitments to support and serve new units for a minimum of 24 to 36 months.
- The **council commissioner** appoints an **assistant council commissioner of new-unit service (ACC)** (see *Administration of Commissioner Service Manual*, No. 34501, pages 53 and 54, for a position description) to work closely with the vice president of membership to provide guidance and resources to new-unit organization at the council and district levels.
- The **assistant council commissioner of new-unit service** introduces the new-unit service plan at the council administrative commissioner cabinet meeting, explains the need for unit retention, and strongly encourages district **commissioners** to begin recruiting new **ADCs of new-unit service** in every district.
- The **assistant council commissioner of new-unit service** and all **district commissioners** review the status of new units organized through

monthly reports, and also through viewed unit visits on UTVS 2.0.

- The **council commissioner and district commissioners** can maintain volunteer accountability for newly organized units through needed checkpoints at regular intervals for 24 to 36 months, and recognize districts that successfully rechartered their new units on time.
- Before the spring and fall membership campaigns begin, evaluate the council new-unit organization plan and identify improvements if needed.

## ***The Role of the District Commissioner in Unit Retention***

- The **district commissioner** creates a new district position called **ADC of new-unit service**. This individual will meet with the district Key 3 and district membership chair to understand the new-unit organization plan to start new units within each district. The new-unit focus would be on the full Scouting family in each chartered organization and in neighborhoods underserved by Scouting.
- Work closely with the **ADC of new-unit service** in identifying experienced Scouters within the district in each of our different programs and **recruiting them as unit commissioners**, matching their expertise with the needed assignments. These unit commissioners could be experienced Cub Scout, Boy Scout, or Venturing leaders. Each will serve as a unit commissioner and mentor a new unit for a minimum six months from the existence of a new unit.
- Conduct an introductory orientation session for new-unit commissioners who have not served as commissioners before. Encourage them to take Fast Start Training online and attend Commissioner Basic Training, earn their Arrowhead Award and Commissioner Key, and attend a College of Commissioner Science in their council or area.
- Identify a unit commissioner to be assigned to each new unit after the minimum six-month mentoring period.
- Monitor the progress of the **ADC of new-unit service**, and all new-unit commissioners as well. Facilitate the transition from new-unit commissioner to unit commissioner in each new unit. Working with the **ADC of new-unit service** and new-unit commissioners, evaluate the progress of new units to determine the best time to transfer service to a unit commissioner.
- Recognize the accomplishments of the **ADC of new-unit service**, new-unit commissioners, and unit commissioners at intervals through two complete rechartering cycles (24 to 36 months).
- Evaluate the success of the new-unit service support program within your district and discuss possible improvements if needed. Communicate

results to the council commissioner.

## ***The Role of the Assistant District Commissioner in Unit Retention***

- Meet with the district Key 3 and district membership chair to discuss the new-unit organization plan in each district.
- Work closely with the district commissioner in identifying experienced Scouters within the district in each of our different programs and **recruiting them as unit commissioners**, matching their expertise with the needed assignments. These unit commissioners could be experienced Cub Scout, Boy Scout, or Venturing leaders. Each will serve as a unit commissioner and mentor a new unit for a minimum of six months from the existence of a new unit.
- Discuss with the new-unit commissioners the importance of communication with a new unit. Develop a working collaboration between each new-unit commissioner and the district membership committee. Provide counseling and support to each new-unit commissioner as well.
- Assist in the training of new-unit commissioners and provide mentoring as needed.
- Develop a good working relationship between the new-unit commissioners and the unit commissioners who will transition to serve the unit.
- Assess the viability of each unit and the appropriate time for the transitioning of the new-unit commissioner to transfer service to the unit commissioner. Use the Self-Assessment Form, the Unit Journey of Excellence Form, and Checklist for New-Unit Growth.

## ***The Role of the Unit Commissioner in Unit Retention***

- Meet with the district membership chair and the **assistant district commissioner of new-unit service** to discuss the new-unit organization plan in your area.
- Become accountable for your new unit during its first six months. Then, mentor a unit commissioner to replace you with a commitment of two years of service. Ensure it is properly rechartering on time for two to three years (24 to 36 months).
- Attend ongoing council/district training for your position and be familiar with the latest council “best methods” to serve new units and their chartered organizations.
- Work closely with the new-unit organizer or district membership team member assigned to your new unit. Attend spring and fall membership

- campaigns to promote new members.
- Assist in identifying possible new unit leaders, and promote Fast Start online and Basic Training.
- Make monthly unit visits. Be available to attend leader meetings and unit meetings. Add unit visit reports using the Unit Visit Tracking System, UVTS 2.0.
- Orient new units on the Journey of Excellence performance recognition program.
- Network with leaders in your new unit with other support and resources in the area. Encourage them to attend roundtables, council and district events, and outdoor activities.

### ***The Role of the New-Unit Commissioner in Unit Retention***

- Attend monthly meetings for the district commissioner staff and the new-unit organizer team.
- Attend appropriate trainings such as the new-unit commissioner training, council-coordinated meetings, and commissioner events.
- Report to the district new-unit organizer, assistant district commissioner, and/or district commissioner.
- Serve as a new-unit commissioner for only one new unit for three consecutive years, and focus energy on solving problems that new units typically face.
- Work closely with the new-unit organizer and the membership committee to ensure that newly organized units receive quality unit service from the start in order to increase unit retention and serve more Scouts.
- Make weekly personal calls and monthly unit visits, and report those visits in UVTS 2.0 and back to new-unit organizer and appropriate commissioner.
- Help promote unit responsibility and participation in council and district activities (FOS, roundtable, popcorn, Scout fair participation, etc.).
- Promote the use of Journey to Excellence performance recognition programs for units as a standard of good unit participation, and ensure their submission and completion.
- Have a basic understanding of new-unit development using online and council resources to ensure the long-term success of the unit, Scouting at different levels, and ability to teach the new unit about the new program, as well as a basic understanding of district and council operations.
- Review all new-unit commissioner literature to support assigned unit.
- Encourage and assist all direct contact leaders in the unit to complete basic leader training for their positions.
- Help establish and provide guidance to ensure an effective and active unit committee.
- Set the example (i.e., wear the uniform).
- Work with units to ensure that units have on-time recharter.
- Serve the unit as new-unit commissioner until their second recharter.
- Earn the Commissioner Service Award of Excellence Knot for retention.
- Serve as advisor to unit Key 3.

### ***Resources for Commissioner Service***

- *Administration of Commissioner Service Manual*, No. 34501
- National BSA Commissioner Service website: [www.scouting.org/commissioners](http://www.scouting.org/commissioners)
- Unit Visit Tracking System (UVTS 2.0) help support. The Unit Visit Tracking System online help provides personal assistance from a BSA Help Desk operator. The phone number for commissioners only is 972-672-4389. The operator is on call to answer questions from 8 a.m. to 10 p.m. Monday through Saturday. (Leave a message and they will call you back.)
- UVTS Training Support includes a PowerPoint presentation, a FAQ, instructions, and a video:
  - For professionals, go to MyBSA, click on the Knowledge Base tab, and then go to MyTraining and Unit Visit Tracking System.
  - For volunteers, go to [www.scouting.org/commissioners](http://www.scouting.org/commissioners), and then click on Unit Visit Tracking System 2.0—NEW.
- MyScouting Support. Volunteers who have questions about MyScouting access or UVTS 2.0 access through MyScouting should send an email to [MyScouting@scouting.org](mailto:MyScouting@scouting.org) with their user name, email address, contact information, council name and headquarters city, and question.

