



Measuring Contacts in the 2017 and 2018 JTE Scorecards

By Rick Hillenbrand and Darlene Sprague

There are some important changes to the way “contacts” are measured in 2017 for Journey to Excellence scorecard purposes that all commissioners need to know.

On the reverse side of the Council and District JTE scorecards under Unit Service Measures, you will see the following statement: “Number of unique units receiving six or more assessments, as recorded in Commissioner Tools during 2017, divided by total number of packs, troops, teams, crews, ships, clubs, and posts on 12/31/17. **Every unit is required to have a detailed health assessment annually.**” (Bold added for emphasis.) After significant consideration, we have coordinated with the Journey to Excellence team to make the requirement to document a detailed health assessment (aka a “Detailed Contact”) an “aspirational goal” for 2017, i.e., optional. However, the JTE criteria to have six or more assessments (contacts) remains.

Looking toward the future, the wording regarding contacts on the back of the 2018 JTE scorecards is unchanged, but the requirement for a detailed assessment will be enforced. Secondly, after additional consideration, the National Commissioner Task Force has decided that starting in 2018 **contacts logged in Commissioner Tools by professionals will be counted** for JTE purposes. This change accomplishes two key things:

1. It recognizes that both commissioners and professionals provide unit service.
2. It facilitates the recordkeeping aspect of making a detailed assessment, which is how the **Annual Council Charter Renewal and Membership Validation** requirement for an annual unit health assessment for each unit is fulfilled.

IMPORTANT: In 2018, to not provide a false sense of security when looking at the Unit Contact metric on your online district or council JTE dashboard, it’s our intention to have the Unit Contact dial not register for any unit’s contribution to this metric until the unit has at least one detailed assessment.

- **Example 1:** A unit with more than 100 simple assessments logged in Commissioner Tools in 2018 will NOT contribute to the district or council Unit Contact metric until the first detailed assessment is logged.



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- **Example 2:** In 2018 a unit with two detailed assessments and one simple assessment logged in Commissioner Tools WILL contribute to the district or council Unit Contact metric through June (because on a prorated basis they are on track to have the required minimum of six logged contacts), but on July 1, if no additional contacts have been logged in Commissioner Tools, that unit’s contribution to the Unit Contact metric will cease until additional contacts (simple or detailed) are made.

We recognize that keeping track of which units are and are not contributing to your district and council JTE scorecards Unit Contact metric may be challenging; thus, to make your life easier, we have created and posted a very helpful Power Pivot Table called the DC Visual Analysis Tool, which we suggest you have your district or council “data dog” use regularly. Complete instructions on the DC Visual Analysis Tool Power Pivot Table can be found here: <https://tinyurl.com/PowerPivotTables>.

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