



**Council name:** \_\_\_\_\_  
(One per camp)

**Camp property name:** \_\_\_\_\_ **Camp name:** \_\_\_\_\_  
(If camp occurs off council property, use "off property" for camp property name.)

**Camp type:**  
\_\_\_\_ Cub Scout resident \_\_\_\_ Boy Scout resident \_\_\_\_ Venturing resident \_\_\_\_ Trek camp  
\_\_\_\_ Specialty-adventure camp \_\_\_\_ High-adventure camp \_\_\_\_ COPE/climbing property

## NCAP Application Section E: Continuous Camp Improvement Plan

For each camp & facility that is part of the authorization process, complete this structured approach of reviewing the areas of strength and areas for improvement, and build a plan for improvements to all areas. This is an annual process and should be developed as a continuous process that will be monitored and adjusted when needed. Develop benchmarks for achieving goals yearly.

**Guidance:** The council commits to conduct an Annual Camp Continuous Improvement process, for each camp, which minimally complies with Standard AO-810:

**"STANDARD:** The camp participates in the BSA Continuous Camp Improvement Program that addresses improvements in: Staff, Program, Program equipment, Facilities, Sustainability, Marketing / communication, and Attendees / participation."

### "Specific Requirements of the Standard:

- A. The council has performed an analysis to identify its stakeholders and involved them in gathering information on areas of possible improvement and areas of strength.
- B. The camp has a camp strategic improvement plan that identifies one or more areas of improvement and one or more areas of strength that the council will address over the next four to seven years, which collectively address at least five of the continuous camp improvement categories. For each identified area, the plan sets forth:
1. Camp Improvement category;
  2. improvement measures in that category (if any);
  3. An approximate time for initiation and completion of the measure(s);
  4. How the camp will determine the success of its measure(s).
- C. Each year, the council will develop an annual camp improvement program that collectively addresses at least four of the continuous camp improvement categories. Improvements shall include:
1. Those set forth in the camp strategic improvement plan, if applicable;
  2. Additional planned improvements based on postcamp/pre-camp inspection, camp staff reports, customer satisfaction surveys, or other feedback; and
  3. The camp determines a goal, a quantitative metric, and success criteria for each improvement in the annual program.
- D. Annually, the council and camp collect data that indicates progress on the annual camp improvement program measures, and at the start of the following season includes in the Declaration of Readiness a report on the goals, their success criteria, and whether the goals were achieved.

**"INTERPRETATION:** The continuous camp improvement program is the heart of Scouting's effort to provide a better

experience to each camper each year. Detailed guidance on the continuous improvement process is provided in the Guide to the Continuous Camp Improvement Program. The standard requires that the council and camp participate in the process contemplated by the standard and does not require the camp to successfully complete each goal. It is the process of identifying goals, measures, and metrics, and completing them that will elevate camp performance. Specifically, Requirement A emphasizes that all stakeholders should have a role in the process. The best program is a collaboration of the council professionals, volunteers, camp staff, and camp users.

Requirement B, effective in 2018, is the multiyear camp strategic improvement plan. It is intended that this plan ultimately work in concert with the Application and Authorization to Operate process, where the plan is prepared and submitted with the application and then updated during the Interim Progress Report.

Requirement C is the annual or seasonal improvement program. These are the specific steps that the council will take during the year. Some of these may come from the camp strategic improvement plan identified in Requirement B, while others will be items that come up from camp staff, customer satisfaction surveys, or the work of council professionals or committees.

It is intended that the annual improvement program in Requirement C be outlined at the beginning of the season, but the council and camp are free to change the annual program during the course of the camping season to implement those measures that will most improve the camping experience during the season. The annual improvement program is intended to be a living document. For assessment purposes, the assessment team should look to see that an annual program is in place and underway for the current year and that the prior year's program included efforts to achieve improvements in at least four categories, consistent with the standard. In both Requirements B and C, the goals should be specific, measurable, attainable, realistic, and have a targeted metric that can be tracked to show progress.

Camps that operate off camp property should review the existing facilities for adequacy and may propose steps (such as negotiating for improvements or relocating), but are not expected to provide for physical improvements to noncouncil property."

#### **"VERIFICATION:**

- The authorization writer will review the camp strategic improvement plan for consistency with BSA standards and continuous camp improvement goals. The approved plan will be attached to the Authorization to Operate.
- The camp assessment team should review the Authorization to Operate and any attached camp strategic improvement plan, and comment on whether steps called for in the camp strategic plan were implemented timely in the report. However, an explained failure or delay is not the basis for a noncompliant or deviation finding if the council has made other improvements.
- On the annual plan, the camp assessment team should review the Declaration of Readiness to ensure it includes: 1. the prior year's goals, metrics, and success criteria, and whether the goals were successfully achieved and, if not, any lessons learned; and 2. the current year's goals, metrics, and success criteria. Failure to have prepared and measured goals in the prior year reported in the Declaration of Readiness or failure to have prepared and be measuring goals in the current year by the date of assessment warrants a noncompliant finding. Partial or late compliance should be noted with a deviation."

**References:** NCAP Circular #3, #6 & #8

[http://www.scouting.org/filestore/youthprotection/pdf/NCAP\\_Circular\\_3.pdf](http://www.scouting.org/filestore/youthprotection/pdf/NCAP_Circular_3.pdf)

**NCAP Standard A0-810** (standard requiring Continuous Camp Improvement Plan)



### Examples of CCIP Goals:

Category	Goal	Measure	PLAN	Timeline
Program Equipment	Customer Satisfaction avg is 3.93 or higher	Survey results for Program equipment avg 3.93 on 5 pt scale  Current average rating for all program areas is 3.52.	1. Camp Directors monitor camper/leader surveys throughout the summer for opportunities to improve equipment in-season 2. Survey ratings and responses are reviewed by Camp Directors, Council Staff and Camping Committee to identify opportunities for improvement 3. CFET review with Council Staff, Reservation Staff and appropriate Board Committees to prioritize equipment purchases/ improvements.	Wkly  Annually in fall  Annually in January
Staff	Customer Satisfaction for Program Staff is at least 4.29	Survey results for Program Staff satisfaction, measured on 5 pt scale.  Current average rating for all program areas is 4.48.	1. Camp Directors and Program Directors monitor camper/leader surveys throughout the summer for opportunities to improve staff in-season 2. Camp Directors and Camping Committee review staff ratings and comments and identify opportunities to improve staff	Weekly  Annually in fall
Participation	Attendees would return & recommend to others	90% surveyed would recommend to other scouts and would like to attend again  Current scores: 94% recommend & 92% return	1. Ensure evening and lunch programs are dynamic and physical 2. Ensure Trading Post is well stocked with treats and board games. Make sure staff are in this area to interact with scouts. 3. Monitor comments regarding class times and free time to make sure Scouts feel adequately engaged. 4. Continue to offer new and challenging experiences	Annual Review
Facilities	Renovate Staff showers, resulting in change of CFET score for the building from a "D" to at least a "B"	CFET facility scoring definitions	1. Gather input from Camp staff, Camping & Facilities Committees on needed changes. 2. Develop plan for renovations 3. Secure funding 4. Renovate the building	By 12/2019  By 7/2020 By 2021 By 2022
Participation	Increase winter camp attendance to 104 participants  Avg attendance last 4 yrs: 83 Breakeven attendance: 61	Paid registrations for Winter Camp	1. Camp needs to be rebranded with a new focus on STEM and Eagle Required merit badges. 2. Marketing Materials should be ready to distribute by summer camp 3. An information session should be conducted at each summer camp session	Annual review  By 6/10, annually Weekly
Program	Increase the capacity for the Welding MB program	Purchase 4 more welders & develop 4 more welding bays	1. Purchase 4 welding machines 2. Construct 4 more Welding bays. 3. Re-evaluate the syllabus for the course 4. Promote expansion in 2018 Guides	Spring 2019 2020 2021
Marketing/ Communications	Publication of Leader & Program Guides by Nov 1	Date of posting on council website	Camping Committee reviews summer Surveys for user feedback Camping Committee develops &	Aug/ Sept, annually Oct,

			publishes guides	annually
Sustainability	Increase Trading Posts sales each year	Sales growth from year-to-year	With TP Manager, review inventory at end of camp. Compile 80/20 report of sales, review report with Camping Committee. Review comments and suggestions from campers. Contact current & potential supplier in early inter to receive information on current trends and bids for best pricing, with orders placed in late winter/ early spring.	Annually
Staff	Utilize mentors to work with camp staff to develop lesson plans	Develop new lesson plans for camp classes	1. Prog Dir & Adv Committee determine which MB lesson plans require expert input 2. Adv committee develops list of experts & begins recruitment 3. Experts work with Area Directors & MB Counselors during staff training to develop lesson plans 4. Experts check-in with Area Directors to review lesson plans and coach MB Counselors on delivery during staff week.	Sept 2019  Mar 2020  May 2021  June 2019
Sustainability	Achieve a 20% net revenue from each camp's operations	Net revenue from each camp	1. Camp Dir shares Net Revenue performance with the Boy Scout Camping & Council Camping Committees	Annually in fall
Program	Annual incremental enhancement & expansion of the mountain bike trails to a length of 5 miles by 2019	Length of Bike trails at end of each camp season	1. Camp Dir & BS Camping Committee develop master plan for the Bike trails with annual expansion milestones 2. Obtain Facilities Committee approval for the trail plan. 3. Camp Dir & Prog Dir work with camp staff & BS Camping Committee to construct the trail expansion. 4. Each fall, Dir & BS Camping Committee assess expansion progress & develop plan for next milestone	2019  2020  Annually, beginning 2020 Annually

**Facilities Expectation.** As part of the commitment to continuous improvement, councils are expected to improve or maintain the quality of their camp over the term of the Authorization to Operate. General expectations are as follows, subject to modification upon demonstration to the region that different expectations are appropriate for the council and/or camp:

**Camp Overall Score Presumptive Improvement**

< 1.0, Poor + 0.5 over three- to-five-year period

< 2.0, Fair + 0.3 over three- to five-year period

< 3.0, Acceptable + 0.2 over three- to five-year period

< 3.75, Good + 0.1 over three- to five-year period

3.75+, Good to Very Good Maintain level over authorization period

The region, after discussion with the area, has discretion to treat a camp property in the bottom half of an overall score category as if it were in the next lower category. The region is not obligated to approve a camp with an overall score below 2.0.

The council's Facilities Improvement Goal for this camp is: \_\_\_\_\_ This camp's current CFET score is: \_\_\_\_\_