

# A PUBLICATION FOR COMMISSIONERS AND PROFESSIONALS

# THE COMMISSIONER



[www.scouting.org/scoutsource/commissioners](http://www.scouting.org/scoutsource/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:

As I travel across the country to attend various Commissioner's Colleges, council training courses, camp-wide activities, and national events, I am continually impressed with the support commissioners provide to their local councils and districts. Your efforts are greatly appreciated!

For those of you who are trying to schedule my attendance at your event, please send an e-mail to Marty Walsh, Department Manager-Membership Impact (Martin.Walsh@scouting.org), to check my availability. I am invited to council commissioner events held at the same time quite often, and I do my best to attend those that my schedule will allow.

It is truly an exciting time as we draw nearer to the BSA's 100th Anniversary Celebration on February 8, 2010! What a great time to be part of the Scouting movement. To coincide with the 100th anniversary, we are also celebrating 100 years of commissioner service. To commemorate this special occasion, I have received permission from the National Council to introduce the first and only centennial commissioner patch!

This patch will be available for purchase from National Supply Division beginning in 2010 for all commissioner positions. And your patch can only be ordered if you are a *registered commissioner* in 2010.



It is our way to say thank you for a century of service to youth. Keep up the good work for the next 100 years!

God bless you all.

Tico A. Perez

## It is a Great Time to be a Commissioner

By Scott Sorrels, National Commissioner Service Chairman

It is a great time to be a commissioner in the Boy Scouts of America!

Our numbers are growing. The quality of our training is improving. The number of councils using the Unit Visit Tracking System is increasing. Our regional and area commissioners are building their communications and support networks to help local councils. Without question, you can feel the momentum. We have much to be proud of as a commissioner corps.

Throughout this *Commissioner* newsletter, you will find many stories outlining the initiatives that we started earlier this year with the formation of the Commissioner Service Task Force. Every step is designed to improve the quality and amount of commissioner service and to increase the number of unit visits.

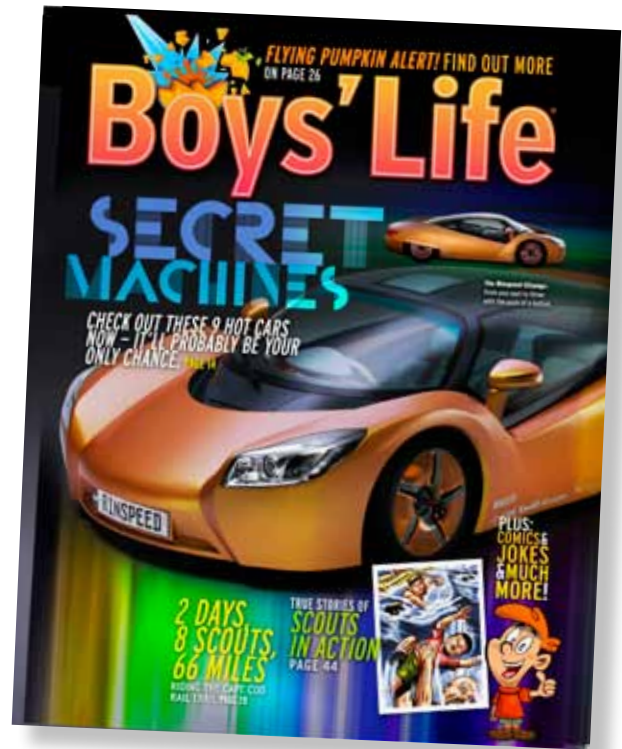
### Highlights and Success Stories

- The Boy Scouts of America needs more commissioners to ensure quality program in its units. As of September 31, 2009, we had nearly 3,000 more unit commissioners than in 2008. That is a 14 percent increase in one year. We added more than 650 registered commissioners this summer. We are well on our way!
- Our progress in achieving a 3-to-1 ratio of units to unit commissioners reflects a dramatic improvement, dropping from 4.8 at the beginning of the summer to 4.5 at the end of September. That is the best ratio we have recorded.
- While still early in its development, we are beginning to see more useful data from the Unit Visit Tracking System. There are 186 councils now entering unit visit reports, an increase of 45 percent since March 2009. More than 11,000 total unit visits have been logged. This newsletter features several articles on UVTS, including efforts to continue to enhance the value of the system.

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- Area commissioners are a key component of our ability to support local councils. Learn about the role of the area commissioner and see the current list of volunteers who are performing this critical role in this issue.
- New methods of recruiting commissioners are important. National Commissioner Tico Perez, along with Staff Advisor Mark Wappel, led efforts to recruit new commissioners at the recent National Order of the Arrow Conference. More than 100 new commissioners were added in just a few days. Our partnership with the Order of the Arrow is one of many outreach efforts led by Ellie Morrison, our Recruitment and Retention chair. Learn more about the OA recruitment effort in this newsletter.
- Would you like to learn how to run a College of Commissioner Science at the Philmont Training Center? Or how about earning a Commissioner Science College degree that you can bring home from Cimarron, New Mexico? Read about how we have improved the curriculum for the Philmont Training Center in 2010.
- Council commissioners are critically important to our mission. Bob Coons, our Training chair, is leading an effort to develop training materials. A new Philmont Training Center course for council commissioners and assistant council commissioners has been added for 2010.
- Feedback indicates that we need to improve the content and support available to our roundtables. How can we make them more effective? A roundtable study group consisting of experienced roundtable volunteers from each region is engaged in a short-term analysis of how we can improve the roundtable experience.
- Print and electronic resources, our *Commissioner* Web site, national commissioner podcasts, and how we communicate with one another are critically important to our future success. Tim Acree, our Resources chair, is leading the effort to deliver improved resources. This newsletter is just one example.
- Did you know that if the unit commissioner can help a new unit reach its second rechartering anniversary, that it is much more likely to be a long-term contributor to the local community? We can improve the unit's chances for success if we focus on the special talents that a unit commissioner should have in working with new units.
- The New BSA is full of new initiatives and programs. Our Commissioner Service Task Force must help communicate these new programs to our commissioners. Cub Scouts 2010 is a great example. It is a piloted and successful method of delivering the existing Cub Scout program that is handbook-based and focuses on den activities leading to youth advancement and higher retention. Read about Cub Scouts 2010 in our newsletter. Everything you need to know about Cub Scouts 2010 is located on the national Web site (<http://www.scouting.org/cubscouts2010>).
- Our commissioners need a stronger relationship with district and council committees. There is good news there, as well, as we added nearly 3,000 registered volunteer commissioners over September 2008, up more than 1,000 just since June 2009.



- The National Annual Meeting in Orlando, Florida, featured a new Commissioners Reception, thanks to support from *Boys' Life*, and commissioners were encouraged to wear their Scout uniforms. It was great to see them in uniforms proudly wearing the commissioner's wreath of service.
- *Boys' Life* is an important retention tool for Cub Scout and Boy Scout units, and the commissioners are big supporters of the magazine. We've partnered with the publication's group to promote 100% *Boys' Life* councils.
- The Commissioner Service Task Force is reaching out to other national task forces to understand and support their efforts, and to ensure that the role of the commissioner is appropriately reflected throughout the New BSA. Whether it is relationships, new unit growth, or volunteer development, we are excited about the opportunity to coordinate efforts with these and other task forces.

### ***Please Let Us Hear from You***

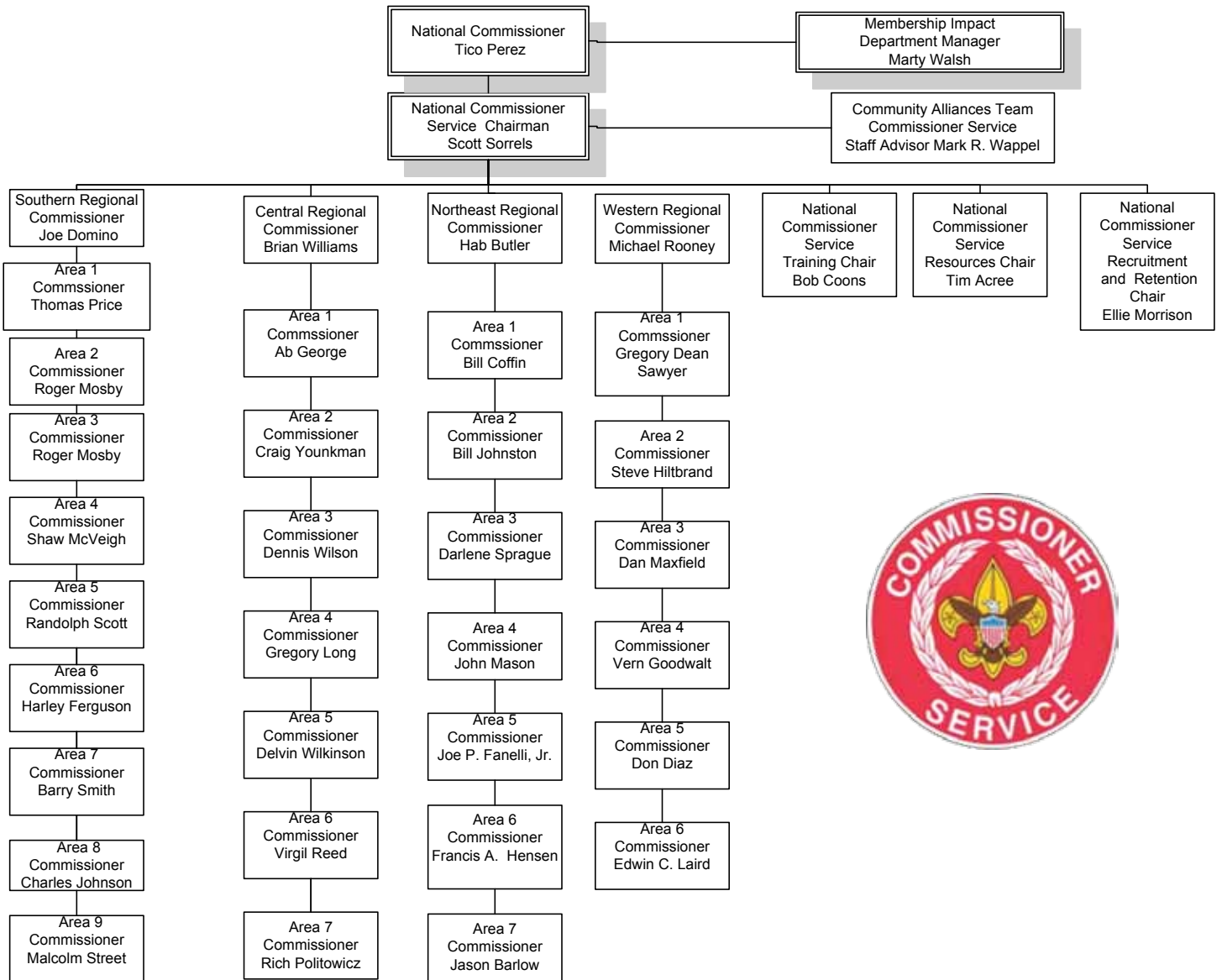
We hope that you enjoy this edition of *The Commissioner*. We welcome your thoughts, comments, best methods, success stories, and suggestions. You can submit your items to Tim Acree, National Commissioner Service Resources Chairman, at [tim.acree@comcast.net](mailto:tim.acree@comcast.net)

We must always focus on our most important function: to increase the number and quality of unit visits. That is where we deliver quality service to our units and ensure a quality program. That is how we impact the retention of youth and units.

Thank you for your efforts in supporting the units and youth of the Boy Scouts of America.



# National Commissioner Service Support Organization





# The Important Role of an Area Commissioner

The area commissioner, whose duties are set forth in the *Charter and Bylaws of the Boy Scouts of America*, provides support to all council commissioners in the areas of membership, unit charter renewal, and training in support of commissioner service.

The area commissioner is appointed annually for a one-year term—not to exceed three consecutive terms—by the regional president upon recommendation of the area president and regional commissioner. The area commissioner reports to the area president while working closely with the regional commissioner.

The area commissioner shall:

1. Serve as a member of the area Key 3.
2. Work closely with the regional commissioner, area president, and area director to provide quality commissioner service throughout his or her area in support of local councils.
3. Supervise the activities of commissioner service and preside at any area meetings where council commissioners are in attendance. All meetings of the area commissioners will be held in conjunction with existing meetings within the region/areas. The area commissioners are to support council or joint-council commissioner training courses but are not to conduct separate area courses.

4. 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.
5. Support councils in improving unit-to-commissioner ratios, monthly unit visits, retention of youth and units, and progress toward achieving Centennial Quality status.
6. Maintain the standards of the Boy Scouts of America and uphold all national policies.
7. Provide direction and support to council commissioners, 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 Council Award.
8. Work with the area president to secure the help of area committees in meeting local council needs.

The area commissioner reports on the status of commissioner service to the area regularly:

- Inspirational stories about successes in local councils.
- 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 percentage of units to date, by council and area.
- Retention percentage of youth and units, by council and area.
- Current ratio of units to registered unit commissioners by council.

## How to Contact Your Area Commissioner

Region	Area	Name	E-mail
Southern	1	Thomas Price	tpicedds@aol.com
Southern	2, 3	Roger Mosby	roger_mosby@kindermorgan.com
Southern	4	Shaw McVeigh	shawmcveigh@hotmail.com
Southern	5	Randolph Scott	rscott@scottmcelveen.com
Southern	6	Harley Ferguson	hdfergusonjr@msn.com
Southern	7	Barry Smith	bsmith1707@aol.com
Southern	8	Charles Johnson	cjohnson@investrust.com
Southern	9	Malcolm Street	mstreetjr@hotmail.com
Southern	R*	Joseph Domino	jdomino@entergy.com
Northeast	1	William Coffin	coffin.bill@dol.gov
Northeast	2	William Johnston	wjohnsbear@aol.com
Northeast	3	Darlene Sprague	darsprague@roadrunner.com
Northeast	4	John Mason	johnmason@usachoice.net
Northeast	5	Joseph P. Fanelli Jr.	qcmjpf@aol.com
Northeast	6	Frances A. Hensen	fghensen@verzion.net
Northeast	7	Jason Barlow	barlowj@optonline.net
Northeast	R*	Hab A. Butler	butlerha@epix.net

Region	Area	Name	E-mail
Central	1	Abe George	abgeorge@libertycarton.com
Central	2	Craig Younkman	cay@charter.net
Central	3	Dennis Wilson	denniswilson4@mchsi.com
Central	4	Gregory Long	greg@lcs-cpa.com
Central	5	Delvin L. Wilkinson	deljoanne5480@sbcglobal.net
Central	6	Virgil Reed	vreed@cinci.rr.com
Central	7	Rich Politowicz	richphs@aol.com
Central	R*	Brian P. Williams	bwilliams@kddk.com
Western	1	Gregory D. Sawyer	greg.sawyer@ymh.org
Western	2	Steve Hiltbrand	sclaus@ida.net
Western	3	Dan Maxfield	dmaxfil@yahoo.com
Western	4	Vern G. Goodwalt	the3pointgroup@aol.com
Western	5	Don Diaz	dgdiaz1@comcast.net
Western	6	Bob Johnston	robert_johnston@nvd.uscourts.gov
Western	6	Bob Longoria (Asst. AC)	rjlongo3@comcast.net
Western	R*	Michael R. Rooney	michael.rooney@sackstierney.com

\*R=Regional

# The Unit Visit Tracking System (UVTS) Update

## How are we doing?

The Unit Visit Tracking System continues to be well received by councils throughout the country. It is currently being utilized by 186 councils that have registered and entered reports. That is more than half of all councils. Councils that have not adopted UVTS are encouraged to do so.

In the councils that have adopted UVTS, more than 3,000 units have had reports filed about visits to them. The total number of reports filed to date is more than 11,000. Once all councils are using the system on all units, there will truly be a national reporting system that will show the effectiveness of the commissioner service.

According to UVTS founder Bob Coons, “The UVTS system was not created to record a comprehensive, detailed report on everything going on in a unit—but to simply document that the all important unit visits have been made.”

## UVTS Refinements

Refinements are continually being examined and made to the system. A work in progress is for administrative commissioners to be able to add comments to the Unit Visit Tracking System visit reports that were originally created by their unit commissioners. This has been the most frequently requested enhancement to UVTS, and has been endorsed by commissioners who serve on both the council and the national/regional levels.

This project will require modification to the existing processes of the UVTS. It will be implemented by delivering a utility to append comments that are role-based for people with access to UVTS in a local council—excepting those who have the single role of unit commissioner only. These administrative comments will be viewable by the unit commissioner who entered the original unit visit report, all roles with access to visit report data on district and regional council levels, and all roles with access to visit report data on area regional and national levels. There will be more to come about this change when it is finally implemented.

## UVTS Training

All districts and councils have been supplied with training materials and/or tutorials to be utilized by any commissioner at any time. Training is also available at MyBSA, on the My Training page. A unit commissioner with a question should first contact a district commissioner or council commissioner. If unsuccessful, he or she can contact the National Service Desk through a council employee—such as the district executive. The National Service Desk has been trained to support UVTS questions from council employees.

## “Shorthand”/Codes

Due to the restriction in UVTS of not being able to record remarks/comments in excess of 250 characters, some councils have begun utilizing a shorthand or code system that incorporates abbreviations to report on what they see as the most common areas of observation made by unit commissioners during their unit visits. Such systems have not been adopted and endorsed at the national level.

## Unit Visit Tracking System Statistics

	3/23/2009	5/15/2009	7/21/2009	9/10/2009	10/2/2009
Councils with unit visit reports entered	122	148	164	177	186
Total visit reports entered by unit commissioners	2,596	5,757	7,981	9,669	11,194
Distinct number of units with unit visit reports	1,264	2,389	2,901	3,332	3,712



BOY SCOUTS OF AMERICA®

One of the main purposes of the Unit Visit Tracking System is to create a national database. Individual councils are strongly discouraged from developing their own shorthand or code to use in this section. UVTS was developed to increase the accountability of unit commissioners and to demonstrate that they are making their unit visits. The data that it collects is to be kept simple and straightforward:

Visit date

Attendees

Type of visit

Units and district

Five quality program indicators: planning, program, leadership, tone, attendance

It is possible that such a system will be adopted nationally at a later date, and councils should wait to see if this takes place before training all of their commissioners on individual council-specific systems. Until that time, all unit commissioners should make their comments fit within the 250-character limit.

## Future UVTS Enhancements

The Unit Visit Tracking System (UVTS) became available on December 1, 2008, and improvements have been made during the first nine months of use. Feedback from users at conferences and webinars, and by other communication, has been helpful. Some changes are not visible to users but important to the system.

Enhancements made to UVTS include the following: implemented a significant increase in speed of loading visit data; added the “Role Selection” control, where multiple commissioner positions are available for selection; expanded the positions able to view UVTS data; improved the Visits screen display and data entry response in Add Visit; and provided better messages to assist users.

In June 2009, a major improvement to MyScouting was launched to enhance overall navigation and upgrade the user experience. Since MyScouting is the portal to Unit Visit Tracking System and many other applications, it has contributed to increased utilization, with nearly three-quarters of a million existing accounts.

### For commissioners to access the Unit Visit Tracking System:

1. You must be a registered commissioner either in a multiple or primary role.
2. To access MyScouting, go to [www.scouting.org](http://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.

### Commissioner Support and Assistance for the UVTS

Phase One: Launch and pilot testing  
(Dec. 1, 2008–May 30, 2009)

Phase Two: Enhancements, reports from the field  
(June 1–Dec. 31, 2009)

UVTS webinars available from the National Council  
BSA Help Desk support: Send an e-mail to  
[myscouting@netbsa.org](mailto:myscouting@netbsa.org).

## Earn a Commissioner College Degree at Philmont in 2010



You can earn a degree from a College of Commissioner Science at Philmont in the year of the BSA's 100th Anniversary as we add an innovative course to the PTC lineup. Prospective college "deans" will spend three days in classes (Monday, Tuesday, and Thursday), and then on Friday, the students and faculty will teach a College of Commissioner Science. Course participants in the Unit Commissioner, Council Commissioner, and Effective Leadership of Commissioner Service classes will form the "student body" for the college. This concept will allow us to draw on the strength of having so many commissioners from different paths come together to share a common experience to end their training week.

We have been working with the Volunteer Development task force to improve our other offerings. A new course for council commissioners and assistant council commissioners will focus on the unique role of these positions and their delivery of quality commissioner service. The unit commissioner course, which in the past has featured two courses (basic and advanced), will instead function as one class with an expanded faculty and breakouts based on experience levels.

Similarly, the two former commissioner administration courses, now restyled as the Effective Leadership of Commissioner Service, will also feature basic and advanced levels. And finally, the Cub Scout, Boy Scout, and Venturing roundtable class will feature an expanded breakout for each of the traditional programs. Mark your calendars now to participate in this exceptional training experience—there is no place like Philmont and the Philmont Training Center!

**The course descriptions are on Page 7.**

### Philmont Training Center Schedule

#### Week 2: June 13–19

- The Unit Commissioner—Supporting Unit Needs
- Council Commissioners—NEW!
- Council Key 3—Leadership for the 100th Anniversary
- District Key 3—Key Leadership for the Future
- How to Conduct a College of Commissioner Science—NEW!
- Effective Leadership of Commissioner Service

#### Week 7: July 18–24

- Cub Scout, Boy Scout, and Venturing Roundtables

#### Week 9: August 1–7

- Advanced Communication and Counseling Skills for Highly Effective Leadership
- District Key 3—Key Leadership for the Future

### Policy Changes for Volunteer Scouters attending the Philmont Training Center

Brian Gray, director of the PTC, announced during the 2009 season that participants will not need a local council or Scout executive code to attend courses at the Philmont Training Center in 2010. Philmont training used to be by council invitation only. Also, there is a health form change—no doctor's signature is required in some cases.

A volunteer can sign up early for PTC 2010 by e-mailing [Brian.Gray@scouting.org](mailto:Brian.Gray@scouting.org) to get on the manual attendance list before the Philmont Web site link is activated.

For more information on Philmont courses, see [www.scouting.org/highadventure/philmont](http://www.scouting.org/highadventure/philmont).



### ***How to Conduct a College of Commissioner Science—NEW!***

This is a special course for future council “deans” of Colleges of Commissioner Science. The first three days of the course will be spent with new material on how to develop, market, and present the training needed for your council commissioners at a College of Commissioner Science. On the final class day, course participants will actually run a College of Commissioner Science at the Philmont Training Center for other participants from other commissioner courses. They will be able to work on their bachelor’s, Master’s, or doctorates in Commissioner Science degrees. **June 13–19**

### ***Council Commissioners—NEW!***

This course covers the roles and responsibilities of council commissioners and assistant council commissioners. It will be taught by members of the new National Commissioner Service support team, which has been developing materials and publications over past years for council commissioners. Be among the first to be formally trained as council commissioners or assistant council commissioners. Current council commissioners will be given priority registration. **June 13–19**

### ***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. **June 13–19**

### ***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, participants will explore the roles 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 13–19 and August 1–7**

### ***Advanced Communication and Counseling Skills for Highly Effective Leadership***

Council and district volunteers or professionals will learn and develop 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 uses these skills to bring people and the elements of Scouting together in ways that create tremendous opportunities and, ultimately, achieve unparalleled results. **August 1–7**

### ***Effective Leadership of 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 13–19**

### ***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 covered 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 13–19**

### ***Cub Scout, Boy Scout, and Venturing 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 ideas and lead discussions about problem-solving techniques. This enlightening and entertaining conference will provide keys to success and fun. Participants experience 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. **July 18–24**

# Commissioner's Role in the BSA's 100th Anniversary and Beyond

BOY SCOUTS OF AMERICA  
100 YEARS OF SCOUTING



For 100 years, the Boy Scouts of America has been helping youth find—in themselves and the world around them—more than they thought possible. That's why we dedicate time and energy to advancing this great movement.

As we celebrate 100 years of Scouting in America, we look to the future: new member and volunteer recruits, more engagement, enhanced awareness of the value of Scouting—a purpose-driven celebration. Through eight national programs and additional local activities across America, our sights are set on fun and inspiration, while also providing quantifiable benefits for Scouting. How? Learn more about our celebration activities at [www.scouting.org/100years](http://www.scouting.org/100years) and from your own council.

A great example of positive impact for units is our program to re-engage alumni, BSA Alumni Connection. With built-in knowledge of, and passion for, Scouting, can you think of a group better suited to produce new unit commissioners?

Membership recruitment is at the heart of many of our programs. Units can Get in the Game! with Geocaching ... and bring friends. Adventure Base 100 gives a hands-on view of Scouting to youth and parents not currently involved. With kiosks located in Major League Baseball stadiums across America (during prime recruiting season), Pitch for Scouting will be a hit.

And, there's more. With easy-to-implement unit activities, Generations Connection provides a wonderful retention tool and meaningful way to talk about the importance of Scouting in families.

Want to address Scouting values in a fun way? Ask Scouts, volunteers, and alumni to make a nomination to the BSA 100th Anniversary National Hall of Leadership and earn awards through our patch program, "A Year of Celebration, A Century of Making a Difference."

Finally, units can join "A Shining Light Across America." It's the first time in our history that the entire Scouting family, coast to coast, will join together in celebration.

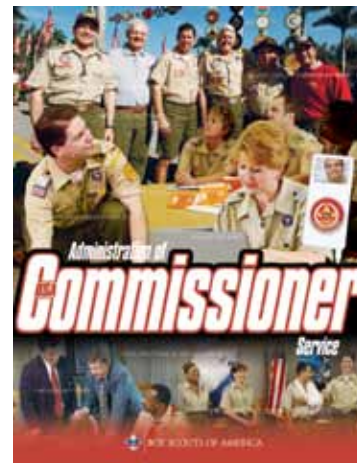
We know that successful units—units that are active, involved, and having fun—are the most likely to recharter. The 100th Anniversary offers incredible programs to get Scouts, and also their family members, your chartered partners, Scouting alumni, volunteers, and community members, active and involved.

As a commissioner, we ask two things. First, make sure you and your units are informed. Talk to them about what's happening in your council, and direct them to [www.scouting.org/100years](http://www.scouting.org/100years).

Second, monitor their engagement. Set objectives, such as how many Scouts fill out their Scouting family trees or the number of youth and adults who earn *Year of Celebration* ribbons. You get the idea.

Our goal should be that every district commissioner report to his or her district committee: "Of the 65 units in our district, 65 are participating in the BSA's 100th Anniversary Celebration."

More members. More volunteers. More donors. More community support. Help us lay the foundation for our next 100 years of service to America's youth.



## Commissioner Recruitment and Retention

In the new *Administration of Commissioner Service* manual published in the spring, there were several assistant council commissioner positions added to support unit service operations in the council and district. (See Appendix I, pages 51-54.) One position—ACC of new unit service—ties the commissioner staff with the Membership committee. This position also monitors the retention of new units and helps see that commissioners are assigned when new units are to be organized. This is a vital step in the health of a new unit!

We have been made aware that the National Capital Area Council has been effectively rechartering and retaining a significant percentage of its units while utilizing this new ACC position. The National Council is currently reviewing other councils and their results, in hope of possibly developing a new national retention plan. If your council has a unit retention plan and is producing positive results, please share it with us. E-mail National Commissioner Service Recruitment and Retention chair Ellie Morrison at [emorrison@sbcglobal.net](mailto:emorrison@sbcglobal.net)



## Cub Scouts Program Continues to Evolve

The recent Top Hands meeting featured the introduction of Cub Scouts 2010. It is a piloted and successful method of delivering the existing Cub Scout program that is handbook-based and focuses on den activities leading to youth advancement and higher retention. The Cub Scouts 2010 Overview Brochure includes information on the pilot, its results, what changes with Cub Scouts 2010, and how the changes benefit the Scouting community.

Everything you need to know about Cub Scouts 2010 is located at [www.scouting.org/cubscouts2010](http://www.scouting.org/cubscouts2010).

Cub Scouts 2010 is supported by a new leader resource, the *2010 Den and Pack Meeting Resource Guide*. This resource contains all the information a den leader or Cubmaster needs to deliver the planned program. For more information about Cub Scouts 2010, see the FAQs and the Top Hands presentation, also found on the Web site.

It is important that commissioners understand the Cub Scouts 2010 initiative. Additional promotional material will be added to the *Commissioner* Web site.

## Centennial Quality Unit Forms

The Centennial Quality Unit forms for 2010 are in production. There are no major changes to the program, but the explanations on the back of the forms have been changed to make them more understandable and easier to work with for units and commissioners. As soon the approval and editing process is complete, they will be put online, and councils will be notified. The paper copies will be sent to councils as soon as possible, but don't plan on having them before November. The 2009 order forms for units and councils will come at this time.

The entire program will change for 2011. The four-year Centennial Quality program will have been completed, and we will be starting a new era in the BSA. There are two task forces working on what the new program will look like starting in 2011, but know that it will be substantially different and will be designed to meet the needs of units. For more information on any Centennial Quality Award questions, contact [Stan.Willey@scouting.org](mailto:Stan.Willey@scouting.org) of the Council Management Solutions Team or go to <http://www.scouting.org/scoutsources/Awards/CentennialAwards.aspx>.



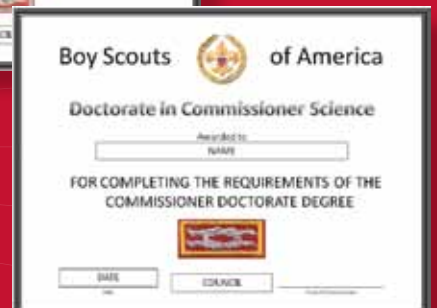
# Commissioner Certificates Available from Supply in 2010

The concept is for these new certificates to be available as bin items. For example, a district commissioner wants to award an Arrowhead Honor. After processing the proper paperwork and approvals, the district commissioner stops by the local Scout office and picks up the signed forms, a certificate, and an Arrowhead Honor patch.

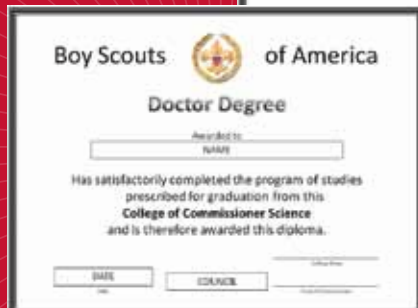
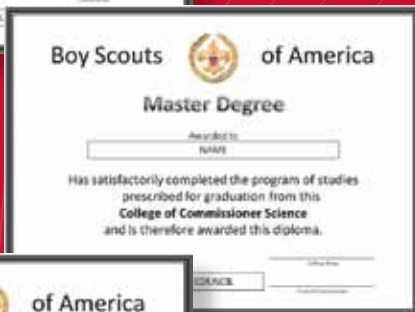
The district commissioner then uses a computer to go to the Commissioner Web site, fills in the proper boxes (name, council, and date), loads the certificate into a printer, and prints it. A professional-looking certificate is created. The district commissioner then awards the applicant with a certificate and the Arrowhead Honor patch at the next district commissioner staff meeting.

Notice that the location of the boxes is the same on all the certificates—even the College certificates. Thus, only one template is required to professionally create any of the certificates. The idea was to have the same orientation for all certificates, to have a distinctive “commissioner look” to all certificates, and to make creating the certificates easy. In addition, there are now certificates for the Distinguished Commissioner Award and the Doctorate in Commissioner Science knot, which did not exist before these designs.

## Commissioner Certificates



## Commissioner College Certificates





## Promoting Your Roundtable

It's roundtable night. The meeting room is set up, the presenter is ready to discuss a great program and provide informative handouts, the pre-meeting activity and opening is well planned—but where is the crowd?

You may have done all the necessary work to plan a great roundtable, but unless you have promoted it to all the potential attendees, you may see poor unit participation. Many of us are busier than ever now and often need to skip meetings or may even forget them.

A roundtable commissioner needs to be part recruiter, part salesman, part manager, and part promoter. You need to promote roundtable attendance and the value derived by attending, so that at least **SOMEONE** from each unit will attend and then return to the unit to share the information and handouts.

But how to promote? The easiest and most sure way to let Scouters know about the next month's program is to announce it at the current roundtable—both verbally and in the calendar portion of your agenda handouts. This will encourage regular attendees to mark their calendars and perhaps even bring someone else from their unit that they know will be interested in, or benefit from, the next program.

Is there a district-wide e-mail distribution that the Scouters subscribe to in order to receive messages and updates? Use this to broadcast a reminder to everyone a few days before the meeting. Use an entertaining tone in the announcement while stressing that the meeting is open to all Scouters in the district.

How about those helpers, also known as unit commissioners? They can also get the word out about upcoming programs. Since they contact the units on a monthly basis, make sure they know about future programs. And specifically ask them to help you preach the value of roundtable turnout. Have some holdouts? Get the UC to pick the leader up and accompany him to the roundtable!

Do you attend the district committee meetings? Make sure those attendees also know about upcoming presentations and are helping to promote roundtables. A specific mailing list to both the commissioners and the district committee can also help to encourage a larger turnout.

What about adjacent districts? Let your fellow roundtable commissioners know about your next program. In Scouting, we improve by sharing with each other. Let's share the opportunity to attend other roundtables and gain new information from another perspective.

Of course, the best promotion is a great program with entertaining presenters who not only encourage Scouters to attend each month, but compel them to tell other leaders about the monthly roundtable and what they miss by not attending.

## Roundtable Study Group Formed

How can we make roundtables more effective? That is the single most frequent question that we hear from commissioners around the United States. In order to answer the question, our regional commissioners have appointed several experienced roundtable commissioners from each region, who will analyze and debate how we can improve the effectiveness of roundtables.

The study group includes specialists from all three traditional programs. Working with our National Commissioner Service support staff, the group will identify new and innovative ways that we can improve the quality of the roundtable experience while providing additional resources to the roundtable commissioners who play such a vital role in commissioner service. We welcome your feedback and suggestions. Send them to the National Commissioner Service Training Chairman at [bcoons@Curative.org](mailto:bcoons@Curative.org).

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## Commissioner's Best Methods

If we could capture the **BEST METHODS** of the great program ideas and activities generated by commissioners and their staffs from across the country, we could share them with other commissioners on the national commissioner Web site, or feature articles in the Commissioner newsletter. Everyone would benefit! To submit your great ideas and best methods, please e-mail the National Commissioner Service Chairman—Resources at [tim.acree@comcast.net](mailto:tim.acree@comcast.net).

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**NOAC-2009  
ARROWMEN!**  
Have you seen the **Arrow**?  
It points towards Commissioner Service  
If you are 21 years or older, you can help your  
Brother Scouts by becoming a volunteer  
Commissioner in Your Local Council

**ORDER OF THE ARROW**  
BROTHERS OF AMERICA

**COMMISSIONER SERVICE**

Contact Your Local Council  
For more Information

## Arrowmen Join Forces with Commissioner Service

During the National Order of the Arrow Conference in Indiana in August, national commissioner Tico Perez addressed OA Arrowmen, asking them to join the ranks of commissioner service. A recruitment booth was set up and coordinated by volunteers. As a result, more than 100 Arrowmen agreed to become commissioners in their local councils across the country.

# Unit Commissioner Box Score

As of September 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	18,214	17,599	6,069	5,868	3,414	3,690	2,655	2,178	56.3%	62.9%	5.3	4.8
Southern	28,129	27,840	9,381	9,280	5,582	6,539	3,799	2,741	59.5%	70.5%	5.0	4.3
Central	25,193	24,735	8,397	8,246	5,400	5,857	2,997	2,389	64.3%	71.0%	4.7	4.2
Western	43,807	43,512	14,602	14,504	8,105	9,314	6,497	5,190	55.5%	64.2%	5.4	4.7
<b>National</b>	<b>115,343</b>	<b>113,686</b>	<b>38,449</b>	<b>37,898</b>	<b>22,501</b>	<b>25,400</b>	<b>15,948</b>	<b>12,498</b>	<b>58.5%</b>	<b>67.0%</b>	<b>5.1</b>	<b>4.5</b>

\* Does not include Explorer posts or Learning for Life groups

## National Commissioner Service Team

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### 2009-10 Calendar Dates of Interest

#### February 8-10, 2010

BSA 100th Anniversary Celebration, Omni Shoreham Hotel, Washington, D.C.

#### May 26-28, 2010

National Annual Meeting, Hilton Anatole, Dallas, Texas



For comments or more information:

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