

FOCUS

Your National Commissioner Service Team recently completed its annual planning process. That began with listening to feedback received from commissioners and BSA staff to help assess the current strengths and needs of Unit Service.

During discussions, issues common to all aspects of Unit Service were identified, including:

- **Accountability:** our primary focus must be our mission – ensuring that **every** member of the BSA has a great Scouting experience. Metrics can be useful tools, but we're ultimately accountable for ensuring that units serve youth effectively.
- **Awareness:** we're Scouting in the midst of change; timely, effective communication with commissioners will enable them to be aware of the reasons for those changes and how they can help unit leaders adjust and adapt to them.
- **Diversity, Equity, and Inclusion:** we have an obligation to serve all youth; there is strength in diversity. **Anyone** with a servant's heart who represents the values of the Scout Oath and Law and reflects the communities our units serve is a candidate for Unit Service. We must work continually to increase the diversity (from every perspective) of our corps.
- **Key 3:** the partnership of professional staff and volunteers representing operations (Program, Membership, and Finance) and Unit Service is potentially one of our greatest assets. The diversity of knowledge, experience, and perspective it can bring to serving youth is unique. Commissioners serving as Key 3 members must engage fully in creating and maintaining that partnership; all of us must do our best to support every Key 3.
- **Morale:** change is challenging; continuing change is wearing. We're uniquely positioned to help unit leaders focus on the good things that continue – every day – in Scouting and the positive impact they are having through their service.
- **One Team:** regardless of our role or responsibility, we are all members of one movement and one team that is focused on one thing: serving youth.
- **Simple and Unified:** we must eliminate everything that makes the work we do more difficult or less efficient, and we must ensure that what we do is aligned with and supports what others are doing to serve youth through Scouting.
- **Universal Program Support:** we support **every** program that requests Unit Service.
- **Virtual Scouting:** we will return to in-person Scouting as soon as it is safe to do so; in the interim, virtual Scouting enables us to continue serving youth. We've also learned that virtual meeting tools offer new opportunities to do some of our work more efficiently and effectively. They will remain a part of Scouting's future.

Every goal your service team has set for the coming year supports one or more of those issues.

Every one of those issues is important; none of them is more important than supporting Key 3's throughout the BSA and helping maintain high morale among unit leaders – and one another. Throughout this issue, members of your service team will offer insights on both.

Thank you. You have maintained your focus and helped Scouting remain strong and continue to serve youth in challenging times. **All** Scouting is local: what you do in your region, your area, your council, your district, makes a difference in the lives of the youth we all serve. You volunteered to have an impact; maintaining your focus will ensure your success.

On the uptrail...