

Commissioner College of Science: PhD Project

Sponsor: Randall A. Bishop

Process Improvements for Rechartering LDS Units

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Executive Summary

The Boy Scouts of America uses the charter concept to work with local community organizations to provide the Scouting program to the youth in the area. Each year, this charter agreement must be renewed through a recharter process. The recharter process is critical to maintaining a high-quality scouting program and volunteer leaders who support the scouting program. The process of rechartering a local community organization helps to maintain the youth membership and trained volunteers required to provide a quality Scouting program. The recharter process ensures that the local council and the chartered organization have a common agreement on what each party should provide for the youth in the area.

The recharter process is not an overly complex process. However, every year it seems to take longer and can be a stressful process for many of the units. Local volunteer leaders, Unit Commissioners, and District Executives seem to generally have some units that struggle to recharter their existing units in a timely manner.

This project focuses on identifying areas where the recharter process can be improved, how it can be easier and more efficient for the volunteer leaders involved, and how the deadlines set by the local council can be met. Reducing the amount time that is spent by volunteer leaders during the recharter process will allow the local volunteer leaders more time to provide a higher quality Scouting program for their units.

The findings and results of this project will outline what is working well, will show that there are improvements that can be made, and include some suggestions that could possibly help other volunteer leaders be more successful in their recharter process.

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Project Proposal

The project proposal below is separated into two proposals. This was due to me completing the initial portion of the project (2014 recharter) by leading the recharter process for my units. Then, seeing how much of an improvement was made for the 2014 recharter, I decided to try and replicate the same growth in the following two years (2015 recharter and 2016 recharter).

Initial Proposal

My project will be to analyze the current recharter process from beginning to end to see how we can improve and simplify the process, identify areas that could be improved, and implement the improvements during the recharter to measure the success. I will be focusing on the 48 LDS units that I have responsibility for in the Denver North Stake. I will work with my other 6 Unit Commissioners to implement and lead this project.

The target result I am aiming to achieve will be to have more units successfully complete their recharter earlier in the cycle and with fewer errors than we have had in previous years. To accomplish these results, I will focus on the following areas and try to improve the success of the recharter process:

- Analyze and determine the success level that the council has had over the past few years so I can baseline my results. This will be done by working with District Executives and council personnel to gather data from the last two years. Additionally, I will gather information from the units and volunteer leaders (current and previous) to determine the success level.
- Identify ways in which I can better work with the unit volunteers to help them be more successful in their recharter efforts.
- Set stretch goals and have recharter help sessions to help volunteer leaders recharter their units successfully.

- Survey the current volunteer leaders during and after the recharter process to determine what could have done better from their perspective.
- Determine better communication methodologies and tools that could be used with the District Executives and the volunteer leaders to increase their effectiveness throughout the process.
- Perform a follow-up analysis to determine if the project was successful and if there are ideas that can be shared with others.

After the completion of the project, meet with the District Executives for the Valley District to review what I found and determine what can be done to make things better in the coming years.

Updated Proposal

After completing the initial portion of the project, the improvement was such a significant change that I determined that I would extend the project while I still had all the process changes fresh in my mind. I wanted to see if I could replicate the process again for the next one or two recharter periods. I will follow the same project suggestions from the initial project proposal with the addition of some of the suggestions that were received from the volunteer leaders, District Executives, and some of my own observations.

Here are some of those suggestions and additions:

- Invite the District Executives to a Bishopric Training meeting where they could meet with all the Unit Executives (the Bishops of the wards). At this meeting, the District Executives could have a face-to-face visit with the Unit Executives and get the Annual Charter Agreement signed and completed. Also at the meeting, I will provide an overview of the recharter process and set the expectations for what the Chartered Organization Representative and Committee Chairs would need to do during the recharter process.

- Refine the communication emails that were used in the previous year to inform people of upcoming items in the recharter process.
- Identify issues with units that are struggling based on key indicators or lack of response from the communications. Identifying issues early on is essential to success. Otherwise, the process can be overwhelming.

These few additions along with the experience gained from the previous recharter experiences should help to further increase the success in the process.

Project Description

As I started this project, I felt that I had some attributes and experience that would greatly benefit me in the completion of this project. These strengths are as follows:

- First, as an engineer by education and trade, I am constantly looking at ways that processes or products can be optimized or improved. This has been the case in all that I do, including my volunteer work in scouting organizations. For many years, I have been part of the recharter process in some aspect with many different perspectives.
- Second, my extensive volunteer experience in the Scouting organizations will provide experiences and history that I can draw upon when analyzing the processes. I have been a volunteer leader for over 28 years with the Boy Scouts of America. I have served in most every position within the Troop, Team, Crew, and District units or levels. This includes multiple years each position as a Scoutmaster, Varsity Coach, Venturing Crew Advisor, Committee Chair, Chartered Organization Representative, Unit Commissioner, and Assistant District Commissioner. The last nine years of my volunteer service has been as a Unit Commissioner or Assistant District Commissioner at the District level. This has provided a much different perspective on the recharter process. The broad and varied perspective of these roles has provided me with lots of ideas on what has been done during the recharter process.
- Third, I tend to be creative in finding ways to get things done. Looking at a problem from various perspectives will generally shed some light on how we can make things better.

These attributes have proven to be a great resource as I have worked on and have completed this project.

Project Preparation and Planning

In preparing for this project, I needed to analyze what has happened over the past few years (2013 and earlier) with respect to recharter process. This could be a difficult task but I needed to establish a baseline metric and find out what has and has not worked in the past.

Here are the major areas that I looked into while trying to improve the process:

- Current Status and Previous Years Results(2012 and 2013) – During my investigation and analysis, I found that only about 50% – 55% units completely rechartered by January 31st and about 85% – 90% of the units completely rechartered by February 28th. The District Executives would then have to make special efforts to finalize the recharter of the few remaining units. Many of these units last minute recharter units would get the paperwork turned in but there would still be a few remaining items that needed to be corrected before the unit could be completely chartered.
- Timeline – I will work on creating and refining a timeline of when meetings, communications (emails, phone calls, and text messages) should be sent and to whom. The balance of communication is important. Too much information can overwhelm people while too little communication leaves the receiver in a confused state. Additionally, I need to identify the purpose of the communication or meeting and who the target audience should be.
(The timeline is included in Appendix A of this report.)
- Communications – I reflected on the various communications and recharter kickoff meetings that I have attended over the years. I found the communications were generally just meeting reminders. As I reflected on this information, I found myself thinking that I would have liked to have known how I could have been more prepared when attending those meetings so that they could have been as productive as possible. During this project, I have tried to provide better

communications with more details regarding what the expectations of each meeting would be and what will be accomplished at each meeting. (Sample email communications are included in “Appendix B – Sample Recharter Emails” section of this report.)

- Productive and Targeted Meetings – Based on my experience as an adult volunteer leader, I would have liked to have the meetings be more specific to what I needed to know and not just rechartering information in general. During the recharter kick off meeting, recharter help sessions, and recharter paperwork turn in party, I have focused on trying to have the appropriate material and information available for those who I have invited to attend that meeting.
- Better Commissioner Visits – I have worked with the Unit Commissioners for my scouting units to help them be more effective in their visits and to be more aware of any needs regarding the recharter process for the units.

Project Execution

Using the information gathered in the Project Planning and Investigation stage of the project, I planned out the meetings and communications items that needed to be addressed at specific times throughout the recharter process. Additionally, I decided to focus more on the stretch goal of having everything complete by January 31st and not focusing on the actual deadline of February 28th. The timeline that was used as a guideline for this project is included in the “Appendix A – Recharter Timeline” section of this document.

Below, are the major areas that I focused on and a quick explanation of what was accomplished during that event:

- Unit Executive (Bishopric Training) Recharter Kickoff Meeting – This meeting would be part of the larger Bishopric Training meeting that happens on a regular basis. The recharter portion of this meeting would take about 10 minutes and would be very high-level. The purpose of this meeting was to inform the unit executives of the upcoming recharter, set the proper expectations of what their leaders would need to be doing during the recharter process, get their support for the recharter process, and get the signature on the Annual Charter Agreement form. The district executives would be invited to this meeting as well to share their thoughts and be more familiar with the various unit leaders within their district.
- Email Communications with Chartered Organization Representatives (COR) and Committee Chairs – Compose and send out detailed information about the upcoming recharter kick off meeting. Include items that the COR and Committee Chair should be focusing on in preparation for this meeting. I will use this opportunity for this COR and the Committee Chairs to work with their unit leaders to complete and turn in their Journey to Excellence (JTE) forms. Being prepared for and having an assignment to turn in at the meeting will help these individuals be more prepared when they attend the meeting. I sent a follow-up reminder email just a few days before the meeting as a reminder.
- Recharter Kickoff Meeting – I prepared a well-planned and organized meeting. I included the following segments in my meeting:

 - Opening and Introductions – Opened the meeting in the manner appropriate chartered organization. Quickly introduce the other leaders that others may not know.
 - District Executive Minute – At the beginning of the meeting, I had the District Executives introduce themselves and express their appreciation for all the work that the volunteers do in serving the youth in our area.

- Journey To Excellence (JTE) Forms – I spoke about the importance of the JTE forms and how they should be used as a tool to help us provide better quality programs for our youth. We then quickly collected the completed JTE forms. If leaders did not have completed JTE forms, I would quickly get a commitment of when the forms will be completed and turned in.
- Recharter Packets – Prior to the meeting, I would print out the current rosters (adult leaders and youth) for each unit and the training records for each unit. These would be included in a packet that was distributed to each COR or Committee Chair. Also, included in the packet would be any materials from the council that could be helpful in completing the recharter process.
- Recharter Timeline and Expectations – Briefly discussed the recharter timeline and what items need to be completed and at what point the process. I added notes about issues that people had experienced in the past and ways to avoid these issues. I reviewed who the Unit Commissioners were so that the unit leaders were aware of who they can reach out to for help during the recharter process.
- Questions and Concerns – At the end of the meeting, I left time for a question and answer session. This always became the best part of the meeting where everyone could share any questions and/or concerns that they might have. The best part of this time is that the other experienced of leaders, who have already gone through the recharter process, can help answer questions for some of the leaders doing the recharter process for the first time.
- Closing – I closed on a positive note expressing my appreciation for all that the leaders do in serving the youth in the area. I assured the leaders that we can complete recharter in a timely manner by working together.

- Email Communications with Chartered Organization Representatives (COR) and Committee Chairs – I composed an email thanking all who participated in the recent kickoff meeting. The email also assured them that we are all in this together and we can get it done in that timeframe allotted.
- Recharter Assistance Day – Along with the other Unit Commissioners, we provided an open meeting for all of the unit leaders to come and simply get help with any issues that they might be facing at the time. This included completing the online portion of recharter, leader training concerns, paperwork concerns (adult applications or youth applications), or any other issues that they might be facing. This was staffed by the Unit Commissioners and was an excellent opportunity to just help the unit leaders express their concerns and get help in anything that they might be struggling with at the time.
- Email Communications with Chartered Organization Representatives (COR) and Committee Chairs – I sent out reminders encouraging leaders to continue working on and completing the portions of the recharter process specific to their unit’s needs.
- Recharter Paperwork Turn-In Meeting – On the last Saturday of January, I held a meeting from 8:00 AM to 12:00 Noon. That meeting was a free-form meeting for Committee Chairs or CORs to come and turn-in their completed paperwork. The council personnel came up to our area and worked with the local leaders to get all the recharter paperwork completed and submitted. The Unit Commissioners would assist in this process but the District Executives and council personnel would complete the final sign-off on the paperwork. This was a huge convenience factor and the willingness of the council personnel to take time out of their busy lives to help with this was greatly appreciated. This was a very, very successful meeting and hopefully will become a permanent part of our process.

At the end of this meeting, we were able to quickly identify where we stood in the recharter

process as well as identify the units that would need more focused attention to complete the recharter process. The results outlined below were significantly better for the three years of this project than the results for the 2012 (50%) and 2013 (55%) recharter years:

- For the 2014 recharter status, we were at 83.33% of our units were complete with their recharter and had no remaining issues as of January 31st. All units were completely rechartered prior to the February 28th deadline.
- For the 2015 recharter status, we were at 91.67% of our units were complete with their recharter and had no remaining issues as of January 31st. All units were completely rechartered prior to the February 28th deadline.
- For the 2016 recharter status, we were at 87.50% of our units were complete with their recharter and had no remaining issues as of January 31st. All units were completely rechartered prior to the February 28th deadline.
- Email Communications with Chartered Organization Representatives (COR) and Committee Chairs – I sent out individual and personalized emails thanking the unit leaders for helping us have a successful recharter paperwork turn-in meeting. I specifically identified any outstanding items the needed to be completed by these leaders and offer any assistance to the leaders in finalizing these outstanding items.
- Email Communications or Unit Visits with Chartered Organization Representatives (COR) and Committee Chairs – I continued to communicate with or meet with unit leaders to help resolve any outstanding issues. Give specific direction and suggestions on how to best complete the remaining issues.
- Continue Unit Follow-Up Visits – I continued to meet with the unit leaders to ensure that the recharter is completed before the February 28th deadline.

Project Follow-Up

At the conclusion of the project, I did several things to help prepare for future recharter opportunities. Here are a few things that I did to prepare for the next year's recharter while the experience was still fresh in my mind:

- Survey the Committee Chairs and CORs – Just after the leaders had completed their recharter, I would ask them some questions about what the most difficult part of the recharter process was and what the Unit Commissioners could have done differently to make the recharter process be more efficient and easier to complete. The two most common responses were as follows:
 - “There is simply a lot of paperwork and lots of details to address. It is almost impossible to get everything completely done correctly the first time around.”
 - “It would be nice if we had a better way to know that the paperwork being turned in was getting recorded correctly. Too many times, the paperwork simply cannot be found and we have to find our copies get the ball rolling again.”
- Survey the Council Personnel and District Executives – At the conclusion of the Recharter Paperwork Turn-In Meeting, I spoke with the council personnel and District Executives to get their suggestions on what we could have done better and what we should do next time to make the process more efficient. Their comments were that overall it was an extremely efficient process and a lot was accomplished. The two comments or suggestions that they had were as follows:
 - “Is there a way to we more evenly space out when the Committee Chairs or CORs arrived se we did not have any bottlenecks or people waiting?” The thought I had

here was should I add time slots that people would sign up for rather than a “first-come, first served” philosophy.

- “Can we have a couple of Unit Commissioners be better prepared to do an initial screening of the paperwork prior to the Committee Chair or COR meeting with the council personnel?”

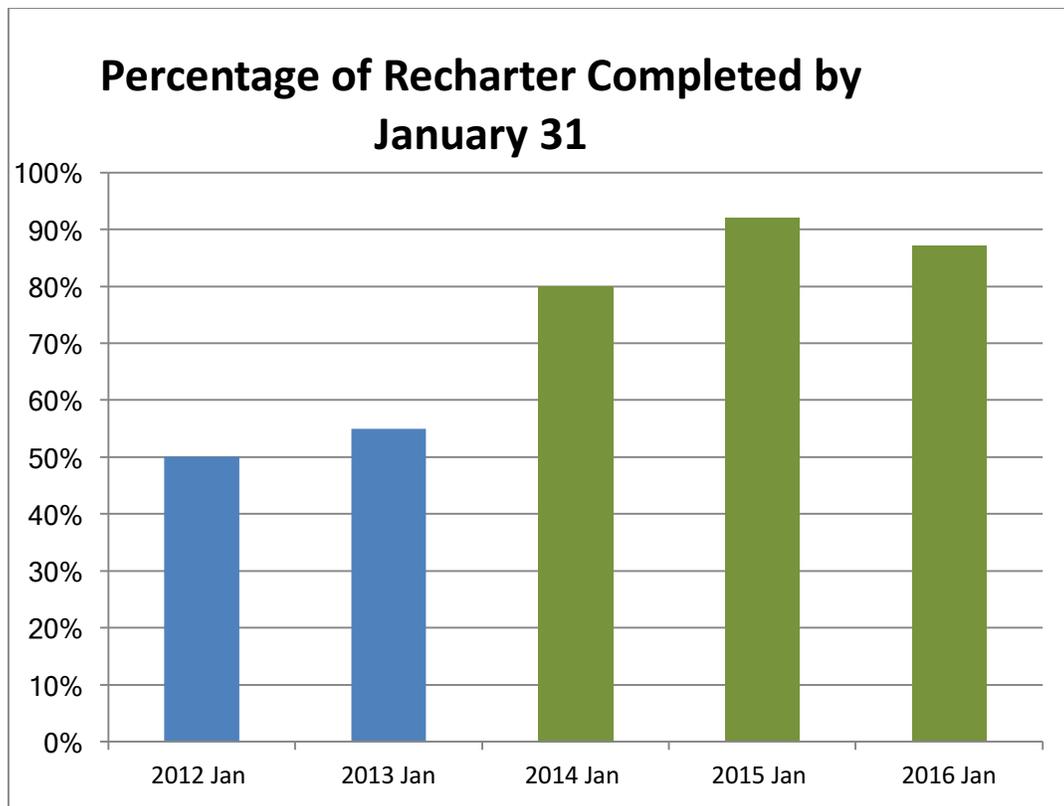
We did have Unit Commissioners looking at paperwork when volunteers first arrived, but we could have prepared them better on what to look for on the paperwork.

- Email Communications – Each time an email communication was sent, it was refined and archived so they can be used in future recharterers. Then, each year I can use the same communications and continue to refine the emails to make them better and customize them for the units that I am working with at the time. Typically, I should only need to change the dates, times, and locations of the meetings.
- General Notes and Comments – Here are just a few notes that I made after each recharter meeting:
 - Food and Refreshments – I tried having food and refreshments at some of the meetings but not at others. This added a nice touch to the meetings and was something that I tried in the 2016 recharter process. I do not have any hard metrics to show that it was of benefit, but I do believe it is something that I should do.
 - Unit Packets and Preparation – I generally asked the CORs and Committee Chairs if the information that was presented at the Recharter Kickoff Meeting was valuable and if the packets were useful. This was a unanimous “Yes.” A few comments that I received were as follows:

- “When we have something physically in our hands to look at and review, the recharter process and what is being discussed becomes more tangible.”
- “When you are prepared, it sends a message that this is important and we should pay attention.”
- “Scouting paperwork and jumping through all these hoops can be overwhelming. But knowing that we have you guys as resources makes recharter seem doable and not insurmountable.”

Project Recommendations and Conclusions

Overall, I think this project was a huge success. I was able to find various areas where the recharter process could be improved specific to our units. The results that were achieved illustrated that the project was successful. The graph below shows the drastic improvement that we experienced. The 2012 and 2013 recharter results are in blue below. The 2014, 2015, and 2016 recharter results (the scope of this project) are in green below.



One interesting note is that with the growth and success from 2013 to 2014 and then to 2015, I was very confident that I could get 100% recharter success by January 31 in 2016. However, not only did I not get the desired 100% recharter completion by January 31st, my success rate dropped slightly. This was due to one of my most diligent Committee Chairs having a personal issue that required her to go

out of town for an extended period of time to assist her daughter with a pregnancy-related issue. This was a great reminder that unknown things will occur and we need to account for the “priorities of life” during our well-planned intentions.

During each of the subsequent years of the project, I worked with the current District Executives to see how we could expand this project (originally focused on the Brighton LDS Stake) and make this process available to the whole district. As we increased the scope, we did see an increase in the two other LDS stakes (Denver North Stake and Westminster Stake) in the Valley District. We invited all Valley District units to join our meetings. We also sent copies of the email communications to the other Unit Commissioners over scouting units so they could communicate this invitation specifically to their units to invite them to participate in our recharter activities. We did have most of the LDS units and a few traditional units that did join the recharter kickoff meeting and take advantage of the recharter paperwork turning meeting. So, we still have some work that can be done here to make these process improvements more universal.

Final Thoughts

After completing this project, I have found and shown that we can make things better. However, the best processes and the best intentions alone are no replacement for a good Unit Commissioner who follows best practices learned in the various commissioner training courses and handbooks.

Ultimately, successful recharter experiences and successful units will generally have a diligent and commissioner helping them to succeed. It still comes down to good people serving diligently with the right tools and processes in place to make our programs successful for the youth.

Appendix A: Recharter Timeline

The following schedule outlines the proposed event or communication that should occur. The target goal is to be fully rechartered by January 31st.

- November 14th, 2015 – Send initial email to have leaders start focusing on the recharter process
- November 28th, 2015 – Send email to remind leaders of the upcoming Recharter Kickoff Meeting
- December 1st, 2015 – Recharter Kickoff Meeting
- December 1st, 2015 – Send email thanking those who attended the Recharter Kickoff Meeting and add any comments specific to what was discussed at the meeting
- December 12th, 2015 – Send email with a reminder that leaders should be making sure the unit leaders are registered and have the appropriate training completed
- January 1st, 2016 – Online recharter opens
- January 1st, 2016 – Send email reminder to have Committee Chairs log into the website and start the online recharter process
- January 9th, 2016 – Send email to remind leaders of the upcoming Recharter Assistance Meeting
- January 16th, 2016 – Recharter Assistance Meeting
- January 23rd, 2016 – Send email to follow-up with units and see if they are ready for the Recharter Paperwork Turn-In Meeting on January 30th
- January 30th, 2016 – Recharter Paperwork Turn-In Meeting
- January 30th, 2016 – Send email thanking those who attended the Recharter Paperwork Turn-In Meeting and add any comments specific to what is still need for their units to be fully rechartered
- January 31st, 2016 – Quick status on recharter completion of units

- February 1st – 28th – Send emails or visit units to help the unit leaders finalize any outstanding recharter issues
- February 28th – Verify with District Executives that the units under my stewardship are fully rechartered

In addition to all events above, regular Unit Commissioner visits should be occurring and this information can be reiterated

Appendix B: Sample Recharter Emails

The following email samples provide a framework and some suggestions as to what could be included in your communications with your unit leaders. Each email builds on the previous emails and should present a flow of information that provides value to the unit leaders. The specific information in the emails will change depending on the year and who is serving as Unit Commissioners.

The emails are in the order specified in the timeline in the “Appendix A – Recharter Timeline” section.

Sample Email Message 1

Subject:

Scouting Items (Recharter Prep, Training, Journey To Excellence Forms, Communication to Leaders)

Body:

Brighton Stake Scout Leaders,

We are coming to the end of the year which means we have several items that need our attention. Outlined below are the areas that will need our immediate attention.

Recharter Preparation – (Charter Executive, Chartered Organization Representative, and Scout Committee Chairs)

- Now is the time to make sure we are fully staffed in our scouting leadership positions. The three individuals identified above should verify that all positions are filled or are in the process of being filled prior to the end of the year.

Training – (Scout Committee Chair, Chartered Organization Representative, and Charter Executive)

- Access the <http://my.scouting.org> website and verify that the scout leaders for the various units have the appropriate training for their position.
- Identify those leaders that do not have to proper training and help them actively seek to get trained. (There will be a lot of training offered at the Valley District Merit Badge College being held on November 14th at Front Range Community College.) You should have received an email about a week ago with this training information.
- Identify those leaders or committee members who can complete their training online and have them complete this training as soon as possible.
- Please let me know where you stand from your initial assessment of the training and what needs to be done to get this training completed.

Journey To Excellence – (Scout Committee Chairs)

- We need to get these forms completed, signed, and turned in as soon as possible. Our goal is to have them completed and ready to turn in at the Recharter Kickoff Meeting that will be held on December 1st at 6:30 PM in the Summit Grove Building. (More information and details will be sent out regarding the Recharter Kickoff Meeting.)
- These forms should be turned into Rusty Nelson, a member of the Stake Young Mens Presidency (Layne Bracy, Clif Larsen, Brandon Fordham, or Mark Lee), or a member of the Stake Primary Presidency (Aubony Olson, Abbi Sala, or Tina Loomis).
- Most of you should have been working on this already and may have most of it already filled out.
- Attached are the forms just in case you need a new copy.
- The forms and other tools can also be found at the following website:
<http://www.denverboyscouts.org/resources/journey-to-excellence/49978>

Communication to Leaders

- Please look at the list of people that this email has been sent to and verify that the appropriate people are included in the email for your Ward/Units. Specifically, I would like to have the Chartered Organization Representative respond to this email verifying that I have the appropriate contact email and person for the following positions:
 - Charter Executive (Bishop)
 - Chartered Organization Representative (Bishopric Counselor)
 - YM Presidency Members
 - Scout Committee Chair
 - Primary Presidency Member over Cub Scouts
 - Pack Committee Chair

I will continue to send out emails with the upcoming events, specific tasks, and items that need to be addressed as soon as possible. Please take prompt action on the items in the emails and respond as quickly as you can.

Please feel free to contact me, a member of the Stake Young Mens Presidency, or a member of the Stake Primary Presidency if you need any help with any scouting items.

Yours in scouting,

Rusty Nelson

Brighton Stake High Council - Young Men/Scouting
Assistant District Commissioner – Valley District

Sample Email Message 2

Subject:

Recharter 2016 Kickoff Meeting - Reminder

Body:

RECHARTER KICKOFF
Tuesday, December 1st
6:30pm at Summit Grove

BISHOPRIC MEMBERS – PLEASE FORWARD THIS MESSAGE TO THE COMMITTEE CHAIRS IN YOUR WARDS IF THEY ARE NOT ON THE ‘TO’ LIST!

Greetings,

With the arrival of the holidays comes the preparation for a new year and the beginning of the Recharter program for the scouting units in our stake. We will be holding the Recharter Kickoff on Tuesday, December 1st at 6:30pm at the Summit Grove building.

We invite and ask that **all Charter Organization Representatives**, typically a member of the Bishopric, and **all Committee Chairs** attend this meeting.

Attached are a few documents that **should be completed and brought with you that night.**

- Please use the attached '**Recharter-Position-Checklist-2016.xlsx**' sheet to help identify what areas need to be addressed during the Recharter process. Completing this information BEFORE the kickoff meeting will help you to be more successful and fly thru the recharter process! You can also work with your Ward Clerk to get a printout of the people currently serving in Scouting positions within your ward.
- Please also complete the attached **Journey To Excellence forms** and bring them to the meeting. In the past we have reviewed these as part of the meeting, but we have been asked by our leaders to have them completed and turned in that night instead. **These are now required and each unit needs to turn in a completed form that evening.** There is one form for each unit (Cubs, Scouts, Varsity, and Venturing), and you will need to obtain signatures from the unit leader(s) and the Charter Org Rep. You do not have to obtain the 'Unit Commissioner' signature as the stake leaders will provide that signature during the meeting. You have probably already been contacted by a Unit Commissioner (member or the Stake Young Mens Presidency or member of the Stake Primary Presidency) to start working on these forms.
- Please get a listing of all the young men from your Ward Clerk who are of Scouting age. Have the Ward Clerk pull a report of all males ages 8-18. This will give you a great start regarding the young men that should be enrolled in Scouting. Work with your Bishop to identify any that should not be re-registered during the Recharter process.

The Recharter Kickoff meeting is prior to Roundtable that same night. We highly encourage you to participate in Roundtable as well.

Some very helpful websites are available to help with any questions that you might have as you serve in Scouting.

- LDS/BSA Scout Website –
 - <http://www.ldsbsa.org/>
 - <https://www.lds.org/callings/aaronic-priesthood/leader-resources/scouting?lang=eng>
- Adult Training Requirements –
 - <http://www.scouting.org/training/adult.aspx>
- my.Scouting Website (Unit Commissioners and Committee Chairs should have accounts and access to this website)
 - <https://my.scouting.org>

Please forward this message to anyone in your ward that needs to be in attendance as I may have missed someone. We look forward to seeing each of you that evening!

Yours in scouting,

Rusty Nelson

Brighton Stake High Council - Young Men/Scouting
Assistant District Commissioner – Valley District

Sample Email Message 3

Subject:

RE: Recharter 2016 Kickoff Meeting - Reminder

Body:

All,

I hope everyone had a safe and Happy Thanksgiving holiday!

Just a reminder of the Recharter Kickoff meeting on Tuesday (December 1st, 6:30 PM at the Summit Grove Building). Please bring the completed **JTE (Journey To Excellence) forms** that night. These need to be signed by the appropriate adult and youth leaders as indicated on the forms, so please get those signatures prior to the meeting. Having the **Recharter-Position-Checklist-2016.xlsx** completed will be extremely useful to getting recharter off to a great start. The printouts from the Ward MLS systems will also be helpful in getting started. (The previously mentioned forms are attached to this message again for your convenience).

Please let me know if I can be of any assistance.

Yours in scouting,

Rusty Nelson

Brighton Stake High Council - Young Men/Scouting
Assistant District Commissioner – Valley District

Sample Email Message 4

Subject:

Recharter 2016 Kickoff Meeting - Thanks for Attending

Body:

Stake Scout Leaders,

Thanks to all who attended the Recharter Kickoff Meeting on Tuesday evening. We had a great turn out and we appreciate all your diligence in you callings. We had a great turn-in of Journey to Excellence forms. If you did not turn in your Journey to Excellence forms, please get them completed as soon as possible and turned into your Unit Commissioners.

Based on our discussion on Tuesday night, here is the link to all the upcoming training being offered within the council:

<http://www.denverboyscouts.org/training/training-sessions/38166>

You are all so amazing!!!! I can't thank you enough for your dedication and never-ending support of the youth within our stakes. Your impact has been seen and will continue to be seen for many years to come.

Thanks,

Rusty Nelson

Brighton Stake High Council - Young Men/Scouting
Assistant District Commissioner – Valley District

Sample Email Message 5

Subject:

Upcoming Scout Training Opportunities

Body:

Scout Leaders,

Just wanted to let you know about some upcoming training opportunities in the north area.

First Training Opportunity

- Classes: Varsity Committee Challenge (WS11) and Venturing Committee Challenge (WS12)
- Date/Time: January 23, 2016 9:00 AM – 11:30 AM
- Location: Brighton LDS Building, 1454 Myrtle Street, Brighton, CO (Primary Room located in northwest corner of building.)
- Signup: Please send me an email (rustynelson@comcast.net) if you plan on attending this training.

Second Training Opportunity

- Classes: Valley District Day of Aquatics (See the attached PDF file.)
- Date / Time: March 5-6, 2016.
- Location: Brighton High School Swimming Pool, 270 S. 8th Avenue, Brighton, CO
- Registration: Denver Area Council webpage (www.denverareacouncil.com)
Click on the Calendar link on the right-hand side of the page and then go to the appropriate class link on March 5th on the calendar.

Third Training Opportunity – ** Fantastic opportunity to get ALL your leaders trained. **

- Classes: Various – Should cover most leader-specific positions. (See attached PDF file.)
- Date / Time: March 12, 2016. Times vary and are noted in the attached PDF file.
- Location: Commerce City LDS Building, 7021 E. 64th Avenue, Commerce City, CO
- Registration: Denver Area Council webpage (www.denverareacouncil.com)
Click on the Calendar link on the right-hand side of the page and then go to the appropriate class link on March 12th on the calendar.
Please register as soon as possible so that the council can have the appropriate training resources available.

Please forward this on to any individuals that you feel might need any of this training.

Yours in Scouting,

Rusty Nelson

Brighton Stake High Council - Young Men/Scouting
Assistant District Commissioner – Valley District

Sample Email Message 6

Subject:

2016 BSA Recharter – Brighton Ward

Body:

Brighton Ward Leaders,

Thank you so much for your dedication in working towards recharter!! You are making fantastic progress.

Here is the current online status for your ward's units.

Brighton Stake

2016 BSA Recharter Progress

Ward - Unit #	Unit	Online Stage
Brighton - 185	Pack	2
Brighton - 185	Troop	5
Brighton - 185	Team	5
Brighton - 185	Crew	5

This online portion should be completed by January 16th (this Saturday). We will be having a working session on January 16th from 8:00 AM – 10:00 AM at the Brighton building if you have questions. However, I would not wait until that time to start working on this task. You should have all your leaders and youth identified and either in the online session or ready to be entered online prior to that time.

Yours in scouting,

Rusty Nelson

Brighton Stake High Council - Young Men/Scouting
Assistant District Commissioner – Valley District

Sample Email Message 7

Subject:

2016 BSA Recharter - Brighton Stake

Body:

Brighton Stake Scout Leaders,

You should have received various emails about working on the recharter process for the units within your ward. Some units have made a lot of progress and are complete.

This is just a reminder to work on completing the online portion of the recharter process as soon as possible. As a quick reminder, there will be a Stake Recharter Assistance meeting on Saturday morning in the Brighton building. I have highlighted that section below for your reference.

Deadlines

- January 16th, 2016 - All units and wards must complete the online portion of the process.
- January 30th, 2016 - All unit packets and paperwork must be completed and turned in on this date to the Stake and District.

Process

You will need to login using the access code and password listed below. You will need to complete all steps in the system for each unit, including reviewing existing unit information and any adds/changes/deletes necessary to complete the online portion of the process.

After successfully submitting the recharter information you will need to create a packet for each unit as follows:

1. Renewal Application (finished report) - print, complete and sign (Bishop and Unit Leader)
2. Any registration paperwork for new adults and new scouts added to the charter. If you have a leader in multiple units, photocopy the original application and include the copy in the other unit's packet(s) for reference. Please remember that all leaders submitting a new application must have completed Youth Protection Training and submit a copy of the completed certificate with their application.
3. Verify that the individual has the appropriate training by searching for the training record for each Unit Leader, Assistant Unit Leader, and Committee Chairs. You can search for the individual's training records at the <https://my.scouting.org> website. Click on the 'Home' button in the upper left-hand corner and then the Training Manager link. Continue navigating to the appropriate pages to locate the training for your unit leaders. You can pull reports for the Trained Leaders and YPT training.

January 16th - Stake Recharter Assistance

The system is available on the internet and can be done on your own time. If there are any concerns, it is highly recommended that you attend the Stake Recharter Assistance session to receive assistance with the process as follows:

- Date: Saturday, January 16th
- Time: 8am-10am
- Location: Brighton building

January 30th - Paperwork Submittal

The Valley District leaders, along with the Stake scout leaders, will be available on Saturday, January 30th to review and receive the completed Recharter packets. All packets and paperwork are due at this time. Please be on time to meet with the District leaders. Charter Organization Representatives (typically a member of the Bishopric) should be present to assist with the paperwork review and submittal.

- Date: Saturday, January 30th
- Time: 8:00am – 12:00 Noon-ish (please be on time to meet with the Valley District leaders)
- Location: Stake Offices - DNS Stake Center (Malley Building in Northglenn)

Members of the Stake Young Mens Presidency, the Stake Primary Presidency, and I are available to assist as well at any time. We will also be monitoring the progress of each ward as the Recharter deadline approaches.

Please let me know if there are any questions or concerns, and GOOD LUCK!

Thank you,

Rusty Nelson

Brighton Stake High Council - Young Men/Scouting
Assistant District Commissioner – Valley District

Sample Email Message 8

Subject:

2016 BSA Recharter – Reunion Ward

Body:

Reunion Ward Scout Leaders,

Just a quick reminder that we need to complete the online portion of recharter as soon as possible. I appreciate your diligence and all the hard work to bless the lives of our young men through Scouting. Here is the current status of where your units stand:

Ward - Unit #	Unit	Online Stage
Reunion - 704	Pack	3
Reunion - 704	Troop	3
Reunion - 704	Team	2
Reunion - 704	Crew	2

We should have all units completed through the online stage level 5 as soon as we can. I know that there are some issues that we are working on with respect to the Pack and the online tool. Once the online portion is complete, please continue on in getting the paperwork completed, the appropriate signatures, and everything ready to be turned into the council leaders.

Just a reminder about a few upcoming events.

January 30th - Paperwork Submittal

The Valley District leaders, along with the Stake scout leaders, will be available on Saturday, January 30th to review and receive the completed recharter packets. All packets and paperwork are due at this time. Please be on time to meet with the District leaders. Charter Org Reps (typically members of the Bishopric) should be present to assist with the paperwork review and submittal.

- Date: Saturday, January 30th
- Time: 8:00am – 12:00 Noon-ish (please be on time to meet with the Valley District leaders)
- Location: Stake Offices - DNS Stake Center (Malley Building in Northglenn)

January 23rd – Training Opportunity

- Classes: Varsity Committee Challenge (WS11) and Venturing Committee Challenge (WS12)
- Date/Time: January 23, 2016 9:00 AM – 11:30 AM
- Location: Brighton LDS Building, 1454 Myrtle Street, Brighton, CO (Primary Room located in northwest corner of building.)
- Signup: Please send me an email (rustynelson@comcast.net) if you plan on attending this training.

March 12th – Training Opportunity – ** Fantastic opportunity to get ALL your leaders trained. **

- Classes: Various – Should cover most leader-specific positions. (See attached PDF file.)
- Date / Time: March 12, 2016. Times vary and are noted in the attached PDF file.
- Location: Commerce City LDS Building, 7021 E. 64th Avenue, Commerce City, CO
- Registration: Denver Area Council webpage (www.denverareacouncil.com)
Click on the Calendar link on the right-hand side of the page and then go to the appropriate class link on March 12th on the calendar.
Please register as soon as possible so that the council can have the appropriate training resources available.

Thank you again for everything you do to help Scouting be successful in our stake.

Yours in scouting,

Rusty Nelson

Brighton Stake High Council - Young Men/Scouting
Assistant District Commissioner – Valley District

Sample Email Message 9

Subject:

RE: REMINDER - Recharter Paperwork Turn-In Day - January 30, 2016

Body:

Scout Leaders,

Just a gentle reminder that the Recharter Paperwork Turn-In Day is fast approaching. I would encourage everyone to get their paperwork completed and take advantage of this opportunity to get everything turned in on Saturday. Let's show everyone how "great" the Great Valley District can be.

Yours in scouting,

Rusty Nelson

Brighton Stake High Council - Young Men/Scouting
Assistant District Commissioner – Valley District

Appendix C – Recharter Status Worksheet

Throughout the recharter process, I used the following spreadsheet to measure where each unit was in the online rechartering process as well as if they had completed and turned in the final paperwork. The “Online Stage” column reflects the current status and uses the other columns to the right for the status. The columns to the right show a “history” of how quickly the units completed the online recharter portion. This is a good indication of how successful the unit will be at completing the entire recharter process.

Since the spreadsheet is very wide, it will be displayed in two parts.

Left-Hand Side of Status Spreadsheet

Brighton Stake

2016 BSA Recharter Progress

Ward - Unit #	Unit	Online Stage	As of 1/9/16	As of 1/16/16	As of 1/23/16	As of 1/24/16	As of 1/27/16	As of 1/30/16	Turned in to Council
Brighton - 185	Pack	5	2	5	5	5	5	5	In
Brighton - 185	Troop	5	5	5	5	5	5	5	In
Brighton - 185	Team	5	5	5	5	5	5	5	In
Brighton - 185	Crew	5	5	5	5	5	5	5	In
Ft Lupton - 188	Pack	5	2	5	5	5	5	5	In
Ft Lupton - 188	Troop	5	5	5	5	5	5	5	In
Ft Lupton - 188	Team	5	5	5	5	5	5	5	In
Ft Lupton - 188	Crew	5	2	5	5	5	5	5	In
Henderson - 916	Pack	5	2	5	5	5	5	5	In
Henderson - 916	Troop	5	2	2	2	2	4	5	In
Henderson - 916	Team	5	2	2	2	3	4	5	In
Henderson - 916	Crew	5	2	2	2	2	4	5	In
Monte Vista 160	Pack	5	2	2	2	5	5	5	In
Monte Vista 160	Troop	5	2	5	5	5	5	5	In
Monte Vista 160	Team	5	2	5	5	5	5	5	In
Monte Vista 160	Crew	5	2	5	5	5	5	5	In
Reunion - 704	Pack	5	2	3	5	5	5	5	In
Reunion - 704	Troop	5	2	3	4	5	5	5	In
Reunion - 704	Team	5	2	2	4	5	5	5	In
Reunion - 704	Crew	5	2	2	4	5	5	5	In
Riverdale - 661	Pack	5	2	5	5	5	5	5	In
Riverdale - 661	Troop	5	2	5	5	5	5	5	In
Riverdale - 661	Team	5	2	5	5	5	5	5	In
Riverdale - 661	Crew	5	2	5	5	5	5	5	In

Online Stage	Total	% Total
1-Start/Upload Roster	0	0.00%
2-Update Roster	0	0.00%
3-Check Roster	0	0.00%
4-Summary	0	0.00%
5-Submit Roster	24	100.00%
Total	24	

Turned in to Council	Total In	% Total In
In	24	100.00%
Not In	0	0.00%
Total	24	

Right-Hand Side of Status Spreadsheet

<https://scoutnet.scouting.org/ucrs/UI/Login/Login.aspx>

1/24/2016

Notes	Keycode	Password
Turned in on 1/30/2016 - Joseph Luna Application - Kevin Kovach to Follow-Up	102078399	
Turned in on 1/30/2016	102075682	
Turned in on 1/30/2016	102075680	
Turned in on 1/30/2016	102075681	
Turned in on 1/30/2016	102077988	
Turned in on 1/30/2016	102075891	
Turned in on 1/30/2016	102075844	
Turned in on 1/30/2016	102075837	
Turned in on 1/30/2016	102078397	
Turned in on 1/30/2016 - Need Signature - Janice Smith to Follow-Up	102081021	
Turned in on 1/30/2016 - Need Signature - Janice Smith to Follow-Up	102081025	
Turned in on 1/30/2016 - Need Signature - Janice Smith to Follow-Up	102081026	
Turned in on 1/30/2016 - Need Signature - Aubony Olson to Follow-Up	102080586	
Turned in on 1/30/2016	102078389	
Turned in on 1/30/2016	102078390	
Turned in on 1/30/2016	102078392	
Turned in on 1/30/2016	102073154	
Turned in on 1/30/2016	102078452	
Turned in on 1/30/2016	102078456	
Turned in on 1/30/2016	102078457	
Turned in on 1/23/2016	102078386	
Turned in on 1/23/2016	102078473	
Turned in on 1/23/2016	102078475	
Turned in on 1/23/2016	102078481	