Troop Mentor



A Guide for Troop Mentors 2025-2026



Table of Contents

Troop Mentor Program – New Leaders on the Block	3
Troop Mentor Coordinator	3
Troop Mentors	3
New Leaders on the Block: Year-at-a-Glance	4
Customizing New Leaders on the Block in Your Area	5
Considering Generation Gap Approaches	6
Troop Mentor Role	7
Troop Mentor: Year-at-a-Glance	8
Who to Contact	8
Engaging Leaders	8
Troop Mentor Initial Touchpoints	9
Troop Mentor Quarterly Touchpoints	9
First Quarter Touchpoints - Month Two	10
First Quarter Touchpoints - Month Three	10
Second and Third Quarter Touchpoints	10
Fourth Quarter Touchpoints	11
Appendix A	12
Appendix B	13
Volunteer Position Description and Agreement	13
Troop Mentor	13
Appendix C	14
New Leaders on the Block and Program Map	14
New Leaders on the Block Programs and Contact Information	15

Troop Mentor Program – New Leaders on the Block

Girl Scouts - North Carolina Coastal Pines' Troop Mentor Program (a.k.a. New Leaders on the Block) is a council-wide initiative that serves to welcome, engage, and advise new troop leaders through various forms of support and guidance. A troop leader's first year or two is crucial! Troop leaders play an integral role in Girl Scouting; it is through their leadership and service that girls have the opportunity to experience the world of Girl Scouting. With the proper support network and resources, troop leaders will be better equipped to provide a more meaningful experience for girls. In support of providing a comprehensive leader experience, there are three main goals of the Troop Mentor Program:

- ENGAGE new leaders to participate in and embrace their Girl Scout network
- CONNECT new leaders to programs, resources, and opportunities
- EMPOWER new leaders to provide exceptional leadership to girls

While the structure of New Leaders on the Block (NLOTB) can be customized based on the needs of each area and service unit, the success of the program relies on the efforts of the troop mentor coordinator, troop mentors, and the commitment of the service unit team to support their work and the mentoring program. There are three components that all area or regional New Leaders on the Block programs should have:

- Troop Mentor Coordinator
- Team of active troop mentors
- Guidelines and approaches for new leader support

Troop Mentor Coordinator

The success of the Troop Mentor Program is dependent on the work of our troop mentor coordinators. To be successful, each area or service unit should select and appoint a coordinator to facilitate the program for their area. The troop mentor coordinator, in collaboration with the service unit team, membership director/manager, and the Learning and Development Team, identifies the needs of the area or service unit, coordinates the logistics, implements a mentoring system, and helps evaluate the program.

Troop Mentors

Troop mentors serve as council ambassadors to new leaders. Troop mentors are active within service units, passionate about Girl Scouts, and have a deep desire to help new volunteers. As Girl Scout Troop Mentors, volunteers make a positive difference, watch their Girl Scout network expand, learn by teaching, and leave a legacy all while having fun! Troop mentors are Girl Scout volunteers who understand that need of initial support and how to be a good friend. Whether it's making a quick friendly phone call with words of encouragement, sharing advice and tips, or passing on valuable Girl Scout knowledge and traditions, troop mentors give leaders valuable support, which helps create a positive experience for new troop leaders.

T205a/7-2025 Page 3 of 15

New Leaders on the Block: Year-at-a-Glance

There are many ways to maximize the New Leaders on the Block (NLOTB) program in your service unit throughout the year. As we look at the Troop Mentor Program's Year-at-a-Glance, take note of both quarterly and year-round efforts.

July –	Quarterly Efforts:	Year-Round Efforts:
August	Service Unit Manager/Membership Staff:	Encourage fellow
	Appoint Troop Mentor Coordinator	volunteers to serve
	Troop Mentor Coordinator:	as Troop Mentors
	Complete mentor program training via gsLearn	 For local programs,
	Contact membership staff or previous Troop	pair/group new
	Mentor Coordinator for previous mentor records	troop leaders with
	Collaborate with membership staff and service unit	troop mentors
	team to determine best practices	Maintain a list of
	Create system for maintaining mentor records	pairings and
	Partner with membership staff and service unit	participating
	manager to develop system to collect new	contacts; use an
	leader information	Excel file, Google
September	Troop Mentor Coordinator:	Docs or other
– October	Encourage established volunteers to serve as Troop	preferred system
	Mentors	Reference resources
	Conduct first quarter check-in with Troop Mentors	on the Service Unit
November	Troop Mentor Coordinator:	Teams page on the
- January	Conduct 2 nd quarter check-in with Troop Mentors	council website and
Junuary	Complete NLOTB - Troop Mentor Coordinator	the Troop Mentor
	Survey by 11/1	Coordinators/Troop Mentors rally on
F 1		Rallyhood
February –	Troop Mentor Coordinator:	Collaborate with
April	Conduct 3 rd quarter check-in with Troop Mentors Constitute NH OTTP. Traces Mentors Constitutes.	fellow members of
	Complete <u>NLOTB - Troop Mentor Coordinator</u> Surrous by 2/1	the Troop Mentor
	Survey by 2/1	Program from
May - July	Troop Mentor Coordinator	across the council
	Conduct 4 th quarter check-in with Troop Mentors	footprint through
	Complete final <u>NLOTB - Troop Mentor</u> Troop Mentor	the Troop Mentor
	Coordinator Survey by 5/1	Coordinators/Troop
	Direct troop leaders and troop mentors to program	Mentors rally on
	surveys on the council website	Rallyhood
	Encourage troop mentors to continue mentoring NLOTE Troop Loader (O Day Survey)	
	NLOTB - Troop Leader 60 Day Survey	
	NLOTB - New Troop Leader Survey	
	NLOTB - Troop Mentor Survey NLOTB - Troop Mentor Coordinator Survey	
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T205a/7-2025 Page 4 of 15

Customizing New Leaders on the Block in Your Area

There are several components of the New Leaders on the Block program that keep it consistent council-wide: a troop mentor coordinator, troop mentors, support for troop leaders, and partnership and communication between the troop mentor coordinator, service unit manager, and membership director/manager. While these elements are the cornerstones of the GS-NCCP mentor program initiative, the program can look very different from service unit to service unit or region to region. Below are some examples of how each service unit can customize the program to meet the needs of their area and their volunteers:

- By Girl Scout Grade Level This system pairs mentors with mentees based on Girl Scout grade level, allowing the troop mentor to provide grade level specific support to small groups of new troop leaders. This structure works well for smaller service unit teams.
- By Geographical Area Troop mentors are appointed to a geographical area to offer support, share ideas, and provide information about local opportunities. This system works well for large areas that are separated by smaller geographical units.
- By Group This approach offers the opportunity for groups of new troop leaders to meet in a centralized location or virtually with a local troop mentor. During this meeting, the troop mentor could offer an enrichment, share a SWAP idea or craft, discuss badgework, and answer questions.
- With Troop Mentor "Office Hours" In this program customization, troop mentors have the flexibility to offer a structured meeting time or something that is more casual. Office hours can be offered in-person or virtually and can be more like the group approach or simply be a time for volunteers to connect, engage in a team building exercise, or have time for Q&A.
- **By Region** This model follows the group and "office hours" where troop mentors from an area offer either in-person or virtual meeting time as a group or office hours to troop leaders that could be from their service unit or from an outside county or service unit. This initiative is in place to provide support to volunteers that may not have a troop mentor program in their area and would like to participate. Please see Appendix D for a list of New Leaders on the Block programs and who to contact.

For all New Leaders on the Block programs, we recommend that the program has the following:

- Troop Mentor Coordinator/s
- Troop Mentors
- A support system for new troop leaders
- Partnership and communication between the troop mentor coordinator, service unit manager, and membership director/manager
- Local level and regional level contact information Troop Mentor Coordinators, Service Unit Managers, and Membership Directors/Managers.

T205a/7-2025 Page 5 of 15

Although these components are the cornerstone of the program, we encourage you to explore new opportunities and bring fresh ideas to the program. However, if you are unsure of where to begin, we recommend utilizing the New Leaders on the Block: Year-at-a Glance (see page 4) quarterly and annual timeline. The month-to-month timeline offers a structured support system to help get you started. As you connect with troop mentors and complete the touchpoints, you will be able to observe the success of the program. Troop mentors will share the positive impact they have made in the Girl Scout experience of a new troop leader. You will also be able to learn more about the additional areas of support needed for new troop leaders in your area/s. Through online resources like the council website and Rallyhood, your membership director/manager, and our learning and development team, you will be able to offer guidance to troop mentors and ensure the delivery of a quality mentor program in your Girl Scout community.

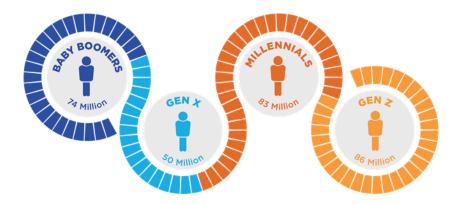
If you have questions related to New Leaders on the Block, please reach out to the learning and development team at learning@nccoastalpines.org.

Considering Generation Gap Approaches

At Girl Scouts, we are fortunate to have volunteers that are from numerous generations – from Baby Boomers to Gen Z and many generations in between! When thinking about generations, there are different learning styles, communication preferences, communication patterns, and leadership approaches. This does not mean that any one generation is superior. It just means that what works for some volunteers may not work for others. Troop leaders use this same approach with our girls. Each girl is unique and that is what makes Girl Scouting and our Movement special! When considering generation gaps, we encourage troop mentors to:

- **Welcome diversity** and generational differences
- Avoid stereotypes and focus on working to understand and value differences
- Communicate openly and respect boundaries
- Discover and **expand on commonalties**
- Consider various learning styles and be willing to share information in multiple ways

If you have questions about generation gap approaches, please reach out to the learning and development team at learning@nccoastalpines.org.



T205a/7-2025 Page 6 of 15

Troop Mentor Role and Responsibilities

Troop mentors are more than just ambassadors for new leaders; they can be a friend! They welcome new troop leaders and introduce them to the world of Girl Scouting and familiarize them with support systems and available resources. Troop leaders are paired or grouped with troop mentors throughout the year. To ensure success, troop mentors are asked to commit to the program for a full year.

Troop Mentor Role

Do you remember your first few months as a troop leader? You probably had many questions and might have even felt confused. Below are important ways troop mentors support new leaders:

ENGAGE new leaders to participate in and embrace their Girl Scout network	 Welcome new troop leaders to the Girl Scout community Connect new troop leaders to the area/service unit team by making introductions at a meeting and ensuring they understand the role of the service unit and the administrative team positions Invite troop leaders to attend your or a fellow volunteer's troop inperson or virtual meeting to get firsthand experience Invite troop leaders to join social media outlets like Facebook or the service unit Rallyhood page for area and service unit updates Introduce them to the "Who to Contact" list (see Appendix)
connect new leaders to programs, resources, and opportunities	 Encourage them to participate in leader trainings and explore online resources: Volunteer Toolkit (VTK) Tutorials Troop Banking: Getting Started and Making Changes Leadership Launchpad (Register through Activities) Diversity, Equity, Inclusion and Belonging Training Don't forget to utilize other helpful new leader resources like Volunteer Essentials and Lead On! A Go-To Guide for Co-Leaders Encourage them to attend leader events and activities Council and service unit events
EMPOWER new leaders to provide exceptional leadership to girls	 Share past experiences and best practices Offer guidance regarding the first troop and parent meeting Share tips on how to incorporate the GSLE (Girl Scout Leadership Experience) into troop meetings Offer secondary support during council sponsored product sale programs (Fall Product Program and Cookie Sale) Schedule regular time to meet informally and face-to-face

T205a/7-2025 Page 7 of 15

Troop Mentor: Year-at-a-Glance

Below is an overview of what troop mentors can expect throughout the year. This timeline will vary depending on the start date of the new troop mentor.

First Quarter The goal for the initial contact and the first three months with the new leader(s) is to establish yourself as a reliable resource who they can feel comfortable contacting.	 Complete Troop Mentor Program training via gsLearn Meet with or make initial contact with assigned new leader(s) Check-in with assigned leader(s) monthly
Second and Third Quarters The goal for the second quarter is to maintain consistent contact with the leader(s), offering continued support and guidance.	 Conduct second quarter check-in with assigned leader(s) Conduct third quarter check-in with assigned leader(s)
Fourth Quarter The goals for the fourth quarter are to assist leader(s) with wrapping up the year, transitioning to the next program year, and evaluating their Girl Scout experience.	 Conduct fourth quarter check-in with assigned leader(s) Complete and submit troop mentor survey to troop mentor coordinator

Who to Contact

New troop leaders will have many questions and you, as their mentor, may have questions yourself. No worries! We are always happy to help! For a list of who to contact and where to look when you need answers or help, check out the "Who to Contact" page in the Appendix.

Engaging Leaders

Every troop leader is unique, and as a troop mentor, you will want to meet the individual needs of each leader. The Girl Scout Law offers some things to remember when working with your assigned troop leader(s):

- **Friendly and helpful** © Whether it is on the phone or in person, smiles are contagious. If you are smiling, the new troop leaders will be smiling, too!
- Considerate and caring New volunteers often do not know the questions they should be asking. Troubleshoot unasked questions by providing leaders with helpful suggestions, ideas, and pointers.
- Use resources wisely Our Girl Scout network is huge! If you are not sure how to
 answer a question, rely on our network by visiting our website at
 www.nccoastalpines.org, contacting your area's membership director/manager, or the
 Learning and Development team at learning@nccoastalpines.org.
- **Be a sister (or brother) to every Girl Scout** Do your best to make them feel comfortable and welcome!

T205a/7-2025 Page 8 of 15

Troop Mentor Initial Touchpoints

We have made it super easy to be a troop mentor! With the use of touchpoints, you will be able to help new volunteers successfully navigate the Girl Scout year. Although these touchpoints are based on an August start date, they can be modified to accommodate different start dates throughout the year.

After a new troop leader onboards and you have been notified of a new leader in your area from the area troop mentor coordinator, we encourage mentors to reach out to the new leader within 48 hours. Making contact early is key for making new volunteers feel welcome and supported. The purpose of the first contact is to welcome them, briefly introduce yourself, and let them know you are available as an additional resource.

Here are some of the main points you will want to cover when contacting your mentee(s) the first month:

Ш	Welcome/Introduction – welcome the new volunteer to Girl Scouts and get to know one
	another
	Introduce them to the Troop Mentor Program
	Ask if they have completed their onboarding gsLearn trainings and if they have
	questions about how to access them
	Assure them you are there to help and provide support and guidance
	Offer to answer questions they may have now or in the future
	Arrange a date and time for your next meeting or phone call (this follow-up connection
	should happen within the first two weeks of your initial contact)
	Ask if they have completed Leadership Launchpad training in person or on gsLearn
	(this training is to be completed in their first 60 days as a new troop leader)
	If you are a troop leader yourself, invite your mentee(s) to attend one of your troop
	meetings to provide first-hand experience
	Invite them to the area's service unit meeting

Troop Mentor Quarterly Touchpoints

The first three months for new troop leaders are crucial. New volunteers receive a lot of information, and they might feel overwhelmed and confused. As their mentor/friend, your role during this time is to help ensure a smooth transition into a leadership role in Girl Scouts. At this point, you have already made a connection and welcomed them to Girl Scouts. Your next few touchpoints or meetings will be more informational. Be ready to answer questions and connect them with information that will set them up for success! By the end of the third month, the goal is to establish that you, as the troop mentor, are a reliable resource. Here is a suggested timeline and touchpoints for the first three months:

T205a/7-2025 Page 9 of 15

First Quarter Touchpoints - Month One Have the new troop leaders... ☐ Completed required online gsLearn trainings and Leadership Launchpad training (in person or online)? New troop leaders are required to complete onboarding trainings in the first 60 days. ☐ Secured a meeting location/date/time for their new troop? ☐ Become a FA/CPR Certified Adult (if they are not already) and/or completed the <u>Troop</u> First Aider Self-Reporting Form? □ Scheduled a troop parent meeting? Do they need additional tools or support? □ Scheduled the first meeting with the girls? Do they need additional tools or support to help them be prepared for the first meeting with the girls? ☐ Ensured all girls and adults have registered and paid their membership dues? □ Collected health history forms (TP-105) from the caregivers of all participating girls? □ Began preparations for a troop investiture ceremony? (Visit GSUSA's website for more information about **Girl Scout Ceremonies**.) First Quarter Touchpoints - Month Two Have the new troop leaders... ☐ Opened a troop bank account? Visit <u>Troop Banking</u> for more information. ☐ Attended or have plans to attend a local service unit/area meeting? ☐ Been introduced to the council-sponsored product sale programs? (<u>Product Program</u> -Fall Product Program or Cookie Sale) ☐ Completed training for upcoming council-sponsored product program? (if applicable) ☐ Received council updates and information via email? First Quarter Touchpoints - Month Three Have the new troop leaders... □ Looked through and familiarized themselves with other council resources? (Refer to "Who to Contact" in the Troop Mentor Guide) ☐ Utilized the Volunteer Toolkit (VTK)? (Access the VTK through My GS on the council website) ☐ Completed training for upcoming council-sponsored product program? (if applicable) ☐ Registered for local upcoming events? (if applicable) **Second and Third Quarter Touchpoints** Thanks to your guidance the new troop leader(s) have successfully navigated the first three months of Girl Scout leadership! At this point, you have established yourself as a reliable resource and hopefully your mentees feel comfortable reaching out to you with questions. As the new troop leaders continue their Girl Scout journey, consistent reassurance, support, and engagement is the focus of your role as their mentor for the remainder of the Girl Scout year. Have the troop leaders...

T205a/7-2025 Page 10 of 15

☐ Attended an area/service unit meeting?

Been introduced at an area/service unit meeting?
Explored recommended gsLearn trainings?
Attended cookie informational meeting? (if applicable)
Signed up for local events?
Signed up for summer camp? (Summer Fun Guides come out around January)
Completed available Girl Scout Bridging trainings on gsLearn?

Fourth Quarter Touchpoints

Congratulations! You did it!! You have helped new troop leader(s) successfully navigate their first Girl Scout year! Now, it is time to help them transition to the next year.

Have the troop leaders...

Taken advantage of Spring Renewal council offered incentives and renewed their Girl
Scout membership for the upcoming year?
Reached out to the members in their troop to confirm which current members are
returning for another year of Girl Scout fun?
Considered being a troop mentor to a new leader? Mentees can become the mentor and
make a difference in the Girl Scout leadership experience of a future troop leader! Share
your story and encourage other volunteers to become a part of this rewarding
experience!

Troop Leader and Assistant Troop Leader Onboarding Training Path

Troop Leader Onboarding Training Content and Timeline (5hrs 12mins)

To be completed within the first **30-days** of onboarding (1 hour 22 mins)

- GSUSA New Leader Onboarding: What Girl Scouts Do (by Program Level) (10 mins)
- GSUSA New Leader Onboarding: Your First Troop Meeting (20 mins)
- GSUSA New Leader Onboarding: Troop Safety (20 mins)
- GSUSA New Leader Onboarding: Delivering Inclusive Program (20 mins)
- 367 Troop Banking: Getting Started and Making Changes (12 mins)

To be completed within the first **60-days** of onboarding (3 hours 50 mins)

- 367 Leadership Launchpad (1.5 hours) (Live Training Session)**
- GSUSA Girl Scout Child Abuse and Neglect Prevention Training (50 mins)
- 367 Diversity, Equity, Inclusion, and Belonging Training (1.5 hours)

Recognition for Completion of Onboarding:

\$40 Troop Start-Up Funds: Troop Leader must complete the first 30-days assignments within 30 days \$30 Council Shop Credit: Troop Leader must complete the first 60-days assignments within 60 days

Assistant Troop Leader Onboarding Training Content and Timeline

To be completed within the first **30-days** of onboarding (**1 hour 30 mins total**)

- GSUSA New Leader Onboarding: Troop Safety (20 mins)
- GSUSA New Leader Onboarding: Delivering Inclusive Program (20 mins)
- GSUSA Girl Scout Child Abuse and Neglect Prevention Training (50 mins)

Thank you for being a valuable part of the New Leaders on the Block program!

T205a/7-2025 Page 11 of 15

Appendix A

Who to Contact

Volunteer Resources, Adult Training & Learning Opportunities	Visit the Volunteer page on the website. Email: learning@nccoastalpines.org
Camp & Outdoor Programs Summer Resident Camp Troop & Group Camping Day Camp	Visit the Camps page on the website. Refer to the Summer Fun Guide Email: outdoorprogram@nccoastalpines.org
Donations Money-Earning Projects	Visit the Donate page on the website. Email: development@nccoastalpines.org For Money Earning Projects, refer to Volunteer Essentials and Troop Finances webpage. Search: SU104 (Troop Money-Earning Guidelines*) Email: helpdesk@nccoastalpines.org
Financial Assistance Wider Opportunity Status & Grants	For questions related to financial aid for girls, troop travel, or Wider Opportunities, contact the Outdoor Program Team. For questions related to financial aid for adults and events, email helpdesk@nccoastalpines.org .
Highest Awards Support Gold, Silver, Bronze	Email: girlawards@nccoastalpines.org
Certificate of Insurance Request	Certificate of Insurance Request Form
Product Sales Programs	Visit the Cookies page on the website. Email: cookies@nccoastalpines.org
Safety	Refer to: Safety Activity Checkpoints and/or Volunteer Essentials Email: outdoorprogram@nccoastalpines.org
Troop Social Media and Websites	Email: social@nccoastalpines.org for guidelines and policies.
Registering for Events & Activities	Email: helpdesk@nccoastalpines.org
Troop Finances & Troop Banking	Search: TP450 (Troop Banking Guidelines*) Email: troopbanking@nccoastalpines.org
Badgework & Programming	Email: programteam@nccoastalpines.org

T205a/7-2025 Page 12 of 15

Appendix B

Volunteer Position Description Troop Mentor

SUMMARY:

The Troop Mentor welcomes and engages new leaders; providing them with ongoing support and resources throughout the program year in an effort to ensure the delivery of a quality Girl Scout program.

TERM OF APPOINTMENT:

The Troop Mentor is appointed for a term of one program year but may be eligible for reappointment.

ACCOUNTABILITY:

The Troop Mentor is accountable to the Troop Mentor Coordinator, Area Service Unit Manager, Membership Director/Manager, and appropriate Learning and Development staff.

RESPONSIBILITIES:

Work in partnership with the Troop Mentor Coordinator, area service unit manager and membership director to welcome and support new leaders to Girl Scouting and the Girl Scout Leadership Experience.

Initiate and maintain contact with new leader(s) - introduce new leaders to local area support structure and administrative team members, invite and encourage new leaders to attend area meetings and remain available to answer questions and provide support as needed.

Share with new leaders local and council programming ideas, resources and best practices to engage girls and have a successful girl-led troop.

Ensure new leaders are aware of online and in-person training opportunities and accurately informed about Girl Scout sponsored program sales (Fall Product Program and Cookie Program), programming opportunities and events offered by council or local area for new leader/troop engagement.

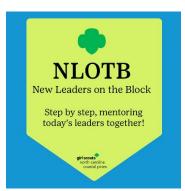
Detail mentor experience with new leaders through interactive document and survey – evaluate experience, share follow ups needed, provide constructive feedback and celebrate successes.

Remain informed about and comply with all current policies, procedures and guidelines (Volunteer Essentials, Safety Activity Checkpoints and Volunteer Policies) of Girl Scouts - North Carolina Coastal Pines and GSUSA.

T205a/7-2025 Page 13 of 15

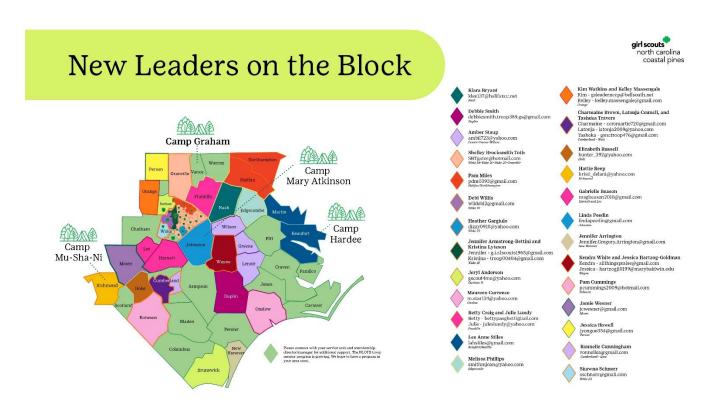
Appendix C

New Leaders on the Block and Program Map



New Leaders on the Block (NLOTB) is a council-wide Troop Mentor Program that focuses on supporting new troop leaders inperson or virtually throughout our council footprint. This program serves volunteers locally and regionally. For volunteers that are in service units that do not have a New Leaders on the Block program, this can be extremely effective and helpful. New Leaders on the Block regional programs offer flexibility – in-person and virtual meetings throughout the year plus time for engaging activities. Mentor programs vary from area to area and are contingent on volunteer leadership and participation. Please see

below for New Leaders on the Block programs and coordinators. To connect with a NLOTB program, please use the contact information below. If a volunteer resides in a county that is light green in color on the map, please encourage them to connect with their service unit for support. To launch a NLOTB program in an area that currently is light green in color, contact Learning and Development – learning@ncoastalpines.org.



T205a/7-2025 Page 14 of 15

New Leaders on the Block Programs and Contact Information

New Leaders of the block I fograms and Contact Information			
County/Service Unit	Volunteer	Email Address	
Beaufort-Martin	Lee Anne Stiles	lahstiles@gmail.com	
Brunswick	Heather Hill	heathershore@hotmail.com	
Cumberland-East	Ronnelle Cunningham	ronnellea@gmail.com	
Cumberland-West	Charmaine Brown	ccromartie720@gmail.com	
Cumberland-West	Latonja Council	latonja2009@yahoo.com	
Cumberland-West	Tasheka Travers	gsnctroop476@gmail.com	
Duplin	Debbie Smith	debbiesmith.troop389.gs@gmail.com	
Durham 11	Jeryl Anderson	gscout4me@yahoo.com	
Edgecombe	Melissa Phillips	smithmjoan@yahoo.com	
Franklin	Betty Craig	bettypasghetti@aol.com	
Franklin	Julie Lundy	juleslundy@yahoo.com	
Halifax-Northampton	Pam Miles	pdm0393@gmail.com	
Harnett/Lee	Gabrielle Beason	msgbeason2010@gmail.com	
Hoke	Elizabeth Russell	hunter_392@yahoo.com	
Johnston	Linda Peedin	lindapeedin@gmail.com	
Lenoir/Greene/Wilson	Amber Staup	ambil723@yahoo.com	
Moore	Jamie Wesner	jcwesner@gmail.com	
Nash	Kiara Bryant	klee137@halifaxcc.net	
New Hanover	Jennifer Arrington	Jennifer.Gregory.Arrington@gmail.com	
Onslow	Maureen Currence	m.star124@yahoo.com	
Orange	Kim Watkins	gsleadernccp@gmail.com	
Orange	Kelley Massengale	kelley.massengale@gmail.com	
Person	Jessica Howell	jyongue354@gmail.com	
Richmond	Hattie Reep	kristi_delani@yahoo.com	
Robeson	Pam Cummings	pcummings2009@hotmail.com	
Wake 13	Rachel Koschatzky	rachelkoschatzky2016@gmail.com	
Wake 14/Wake 16/Wake 20/Granville	Shelley Brocksmith Toth	SBTgator@hotmail.com	
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Wayne	Kendra White	allthingspraise@gmail.com	
Wayne	Jessica Hartzog-Goldman	hartzogjl0199@marybaldwin.edu	
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T205a/7-2025 Page 15 of 15