

Girl Scouts – North Carolina Coastal Pines Service Unit Reflection and Support Program

Service units are integral parts to the development, facilitation, and implementation of the Girl Scout Leadership Experience. Service units provide resources for groups and troops at the local level and are accessible to volunteers within their communities. In order to better understand how Girl Scouts – North Carolina Coastal Pines can better support volunteers, council staff and Girl Scout volunteers evaluate and assess the status of each service unit every membership year through the Service Unit Reflection and Support Program.

The program evaluation consists of an assessment of the service unit and an annual self-reflection for select administrative team members. The assessment measures troop ratios, number of trained volunteers, number of planned community events, interaction with council staff, communication with troop leaders and planned activities or events for girls. The annual self-reflection provides select volunteers an opportunity to review the Girl Scout year in order to identify personal growth, measurable success within their role, and areas where additional support is needed. The service unit assessment and annual self-reflection provide a “snapshot” of the status of a service unit based on GS-NCCP volunteer policies.

In effort to better support Girl Scout volunteers, service unit’s status will be categorized using the following indicators: Pioneer, Voyager, and Climber. The status is determined utilizing service unit manager and membership director input and various departmental reporting. Service unit managers and membership directors will receive service unit status results by July 1 of the current membership year in addition to any needed supplemental resources. The status will go into effect from June 1 of the current calendar year to May 31 of the next calendar year (for example: June 1, 2021 – May 31, 2022). A service unit’s status will remain enforce during the year and is eligible for re-evaluation for the next membership year.

Indicated Status: Pioneer

Standing: High functioning; Excellent

- The following service unit administrative team positions are filled: Service Unit Manager, Area Fall Product Coordinator, Area Cookie Coordinator, Area Treasurer and Area Event Director.
- Holds regular meetings - (minimum of four times per year)
- Completed calendar of events
- Regularly participates in community events - (two community service events; two Reach More Girls events)
- Area financial account is in good standing - (end of year annual area financial report is properly completed, submitted by due date and no debt is owed to the council)
- Communicates regularly with council staff - (the service unit accurately directs volunteers to the designated department to support troop needs and is responsive to volunteers and staff requests)
- Actively participates in council offered trainings and updates - (regularly promotes training dates and training opportunities, majority of troop co-leaders have completed the required onboarding training, majority of troops have a designated First Aid/CPR certified adult on file, all service unit team members have completed position training in the last 5 years, majority of service unit team members are registered on Rallyhood)
- Significant representation of administrative team at Administrative Team Conference (ATC) - (50% of the service unit team attends)
- Attends Annual Meeting – (all required number of delegates attend)
- Has proper troop ratios – (all troops have at least 2 registered troop co-leaders in addition to the required number of registered adults based on troop size)
- All participating adults serving in roles that require a Girl Scout membership and background check have updated their membership annually and their background check every 3 years according to our policy.
- Committed to meeting Mission delivery goals set forth by the GS-NCCP Council – (completes Service Unit Planning Packet Mid-Year Assessment and Service Unit Reflection and Support Program Annual Self-Reflection form with continual improvement)

Indicated Status: Voyager

Standing: Needs Improvement; Good

- Partially filled service unit administrative team positions filled: Service Unit Manager, Area Fall Product Coordinator, Area Cookie Coordinator, Area Treasurer and Area Event Director - (one or more of the above positions are vacant)
- Irregular meeting pattern - (meetings have low attendance/participation from troops/leaders and less than 4 meetings are scheduled per year)
- Incomplete calendar of events
- Minimal participation in community events - (less than two community service events and/or two Reach More Girls events are planned and completed per year)
- Area financial accounts in average standing – (financial report was inaccurately completed, has a negative balance, or a debt is owed to council)
- Communicates irregularly with council staff – (service unit volunteers are often unresponsive; service unit team members are unable to direct volunteers to the appropriate staff member for support)
- Minimal attendance at council offered trainings and updates - (minimal promotion of training dates and training opportunities, troop co-leaders leading troops without required onboarding training, troops lacking a designated First Aid/CPR certified adult on file, some service unit team members lack position training, only some service unit team members are registered on Rallyhood)
- Average representation of administrative team at Administrative Team Conference (ATC) - (less than 50% of the service unit team attends)
- Average Annual Meeting Representation – (less than the required number of delegates attend Annual Meeting)
- Improper troop ratios – (5% or more of the troops in the area/service unit do not have a minimum of two registered adults on file for each troop)
- Some participating adults serving in roles that require a Girl Scout membership and background check have not updated their membership annually and their background check every 3 years according to our policy.
- Disinterest in meeting Mission delivery goals set forth by the GS-NCCP Council (Mid-Year or Service Unit Reflection and Support Program Annual Self-Reflection form were partially completed or incomplete)

Indicated Status: Climber

Standing: Non-functioning; Out of Compliance with Council Volunteer Policies and Procedures

- Partially filled service unit administrative team positions filled: Service Unit Manager, Area Fall Product Coordinator, Area Cookie Coordinator, Area Treasurer and Area Event Director. (two or more of the above positions are vacant)
- Does not meet regularly (inconsistent, low attendance and unorganized)
- No calendar of events
- No participation in community or Reach More Girl events
- Area financial account is in poor standing (no record of Financial Report)
- Does not communicate regularly with council staff
- Does not participate in council offered trainings and updates
- Minimal representation of administrative team at Administrative Team Conference (ATC) - (less than 20% of the service unit team attends)
- Does not attend Annual Meeting
- Improper troop ratios
- Has less than 5 active troops
- Adults serving in roles that require a Girl Scout membership and background check have not updated their membership annually and their background check every 3 years according to our policy.
- Lack of commitment to meeting Mission delivery goals set forth by the GS-NCCP Council

Service units designated in Climber status, having additive support and resources, will be given one provisional year to improve their status. The service unit will be re-evaluated at the conclusion of the provisional year. If there is little to no improvement of the status of the service unit during the provisional year and as a last resort, the GS-NCCP Council may dismiss service unit team volunteers, disband the service unit (including closing

service unit bank accounts) or merge active service unit members with a neighboring service unit.

Service units in Climber status are **highly encouraged** to complete a Service Unit Planning Packet and the Service Unit Action Plan in addition to working in partnership with the area membership director to establish service unit and area growth and stability. The Service Unit Planning Packet establishes a pathway for success and is to be completed prior to the beginning of each membership year preferably during the spring or summer area planning meeting and no later than July 31. The plan provides a framework to assist administrative teams with delivering the Girl Scout Leadership Experience to girls in their communities, training volunteers to take part in the Girl Scout Program and establishing ways to engage the community in Girl Scouting. The Service Unit Action Plan is provided by council staff and offers an easy-to-follow road map that outlines two or three areas of focus and steps for progression in order to improve service unit status.

If you have questions regarding the Service Unit Reflection and Support Program, please reach out to Carolyn Carroll, Senior Learning and Development Director with Girl Scouts – North Carolina Coastal Pines, at ccarroll@nccoastalpines.org.