



# Service Unit Team

## Planning Worksheet

Service Unit Number: \_\_\_\_\_

Service Unit Support Manager: \_\_\_\_\_

Service Unit Manager(s): \_\_\_\_\_

Upcoming Membership Year: \_\_\_\_\_

### MEMBERSHIP:

#### For Reference:

<b>Girl Membership</b>	Service Unit Goals - Number of Girls:	Membership To-Date - Number of Girls:	Membership To-Date - Percent to Goal:
New Girl			
Renewed Girl			
Total Girl			

<p>Was the Service Unit's retention of girls last year at or above 70% (council goal)? Retention is current year renewed girls divided by all of last year's girls. (This tells you the percent of girls who returned.)</p> <p><b>*PRO-TIP:</b> See the Quality Programs section of this Planning Worksheet to create or continue activities that support girl retention.</p>	Retention %:	Yes	No
Did the Service Unit achieve the 30% Spring Renewal goal?		Yes	No
What can the Service Unit do to help achieve upcoming year Spring Renewal goal?			
Did the Service Unit achieve 75% On-Time Membership goal?		Yes	No

What can the Service Unit do to help achieve upcoming year On-time Membership goal?

How does the SU plan to support the recruitment manager's recruiting of new girls and new troop leaders?  
*(host back to troop events, bring a friend events, staffing BTS tables, distributing yard signs/flyers, etc.)*

How does the SU plan to engage Indy Girls (Independently Registered Girls) for SU activities?  
*(invite caregivers to SU meetings, provide annual calendar of SU events, invite older Indy girls to help with younger troops and/or SU events, etc.)*

**VOLUNTEER LEADERSHIP:**

**For Reference:**

	Active Troops (from Looker Membership Analysis)	New Troops (from SUSM)	Total Troop Leaders (from Looker Full Roster, filtered by Troop Leader)	First Year Troop Leaders (from SUSM)
Total Number				

	First Year Leader Percent (from SUSM: previous year new leaders who returned this year):
Council Benchmark	50.5%
Service Unit Results	

**\*PRO-TIP:** Review Last Year's President's Award Nomination Form for other key metrics (if submitted for consideration.)

## 1. Troop Leaders

Describe how the Service Unit plans to engage new Troop Leaders:  
(Welcome specialist orientation, program level mentor, adult networking events, etc.)

## 2. Service Team:

How will the SU allocate their budget in order to spend the majority on Girl Programs and Volunteer Development and Appreciation?

	Dollars:	Recommended Percent:
Girl Programs / Events		40%
Volunteer Development / Appreciation		20%
Assistance to Individuals (i.e., camperships, event fees, etc.)		15%
Resources (new troop welcome kits/start-up money, SU library of materials, etc.)		15%
Administration (photocopies, paper, postage, meeting location rental fees, etc.)		10%
Total		100%

How would you describe the culture on your Service Unit Team? What has the Service Team done to promote a friendly and effective working relationship? (*team building, communication processes, etc.*)

## 3. Communication & Recognition:

Have you surveyed your troop leaders about the guest speakers or adult enrichment activities that they would like offered?

**\*PRO-TIP:** Identify which guest speakers you would like to invite and work with your SUSM to coordinate.

How will you regularly maintain 2 forms of communication with your volunteers?

SU meetings (live or virtual)    Email    Newsletters    Web Community    Other: \_\_\_\_\_

Do you have a process for reviewing your web community pages to ensure all members are current and admins include your SUSM?

**\*PRO-TIP:** Do this 2x per year to keep contacts current.

How will your Service Unit communicate resources to help troop leaders maintain updated troop meeting information in the VTK? (*Opportunity consultant on Service Team? Guest Speaker? Other ideas?*)

Does your Service Unit host a SU Silver & Bronze Ceremony or join one of the multi-SU ceremonies? (*For planning purposes, this is typically scheduled the first Sunday in March*)

Does your Service Unit plan to offer a SU Bridging Ceremony? (*Many troop leaders do their own but if your SU is planning one, they are typically scheduled in May*)

How does your Service Unit plan to recognize troop leaders during Volunteer Appreciation Month (or on 4/22 for Leader Appreciation Day)?

Council Recognition is typically due in February. Throughout the year, keep in mind the volunteers and organizations who demonstrate the following:

- Appreciation Pin – performed role beyond expectations and made an impact in one or more geographic areas in the council
- Honor Pin – performed role beyond expectations and made an impact in two or more geographic areas within the council
- Thanks Badge – outstanding service that resulted in outcomes that benefitted the total council or GSUSA. Contributions are so significant no other award is appropriate
- Thanks Badge II – outstanding service that resulted in outcomes that benefitted the total council or GSUSA. The nominee has already received the Thanks Badge
- President’s Award-Volunteer Committee – met one or more of the council’s mission delivery goals and actively practices the values of inclusive behavior
- Community Partnership Award – a current partnership agreement with a group that makes a significant contribution to the success of Girl Scouts in one or more service units
- Corporate Partnership Award – a corporate partner that has exceeded expectations of the corporate partner relationship, which has benefitted girls throughout the council

Service Unit Recognition is typically presented at a SU end-of-year recognition ceremony. Throughout the year, keep in mind the volunteers and organizations who demonstrate the following:

- SU Volunteer of Excellence – performed role beyond expectations and actively practices the values of inclusive behavior
- SU Community Partnership Award – a current organization that makes a significant contribution to the success of Girl Scouts

How will your Service Team use the Staff and Service Team Selected Awards on the council website (located under Volunteer>Adult Recognition) to nominate an amazing volunteer monthly or quarterly?

How will your Service Team take the time to recognize and appreciate each member of the Service Team?

**\*Pro-tip:** provide opportunities throughout the year to ask yourselves what motivates each other.

## QUALITY PROGRAMS:

How will you actively promote the four areas that form the Foundational Girl Scout Experience?

Activity	Service Team Position or Volunteer Name	Timing	STEM / STEAM	Outdoor	Civic Engagement / Life Skills	Entrepreneurship
Cookie Program	PPM – Cookies	Dec – Mar; May			X	X

What are your plans for any Service Unit Community Service Projects? (*location, timing, etc.*)

Which of the SU events will you incorporate the girl-led model? *Brainstorm how the girls will be involved (which program level girls, decision-making opportunities, leadership development, etc.)*

Thank you for your service to your Service Unit and to your community! Please use this planning worksheet to develop a draft of your Service Unit Annual Calendar to present to troop leaders at your first SU meeting.

~ Mission Delivery Council Staff