

# Service Unit Planning Guide

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# Welcome!

Welcome to Girl Scouts Spirit of Nebraska and **congratulations on your appointment to the Service Unit Team!** Service Units and the volunteers who make up the Service Unit Team play an important role in delivering the Girl Scout Leadership Experience (GSLE) throughout our great state.

As a Service Unit Team Member, you will support, assist, and encourage adult and girl members within your assigned service area. You have been selected for this role because we believe you have the necessary skills, enthusiasm, and commitment to represent Girl Scouts Spirit of Nebraska in your community.

## Girl Scout Basics

### **GIRL SCOUT MISSION**

Girl Scouting builds girls of courage, confidence, and character, who make the world a better place.

### **GIRL SCOUT PROMISE**

On my honor, I will try:  
To serve God\* and my country,  
To help people at all times, and To live by the Girl Scout Law.

### **GIRL SCOUT LAW**

I will do my best to be  
honest and fair,  
friendly and helpful,  
considerate and caring,  
courageous and strong  
and responsible for what I say and do  
and to  
respect myself and others,  
respect authority,  
use resources wisely,  
make the world a better place,  
and be a sister to every Girl Scout.

*\*Members may substitute for the word God in accordance with their own spiritual beliefs.*

# Service Units at Girl Scouts Spirit of Nebraska

## What is the Service Unit?

A Service Unit (SU) consists of all Girl Scout members including troops, girls, volunteers, parents, and community members who live in a geographic area. Service units play an integral role in advancing the Girl Scout Mission and are critical to sustaining and expanding the Girl Scout Leadership Experience throughout our council. Service units are the local representation of Girl Scouts in the community. The teams' overall goal is to foster the promotion, growth, and progression of Girl Scouting in their area. They should strive to deliver innovative, inclusive, and responsive experiences for all members and prospective members.

## What Do Service Units Do?

- Recruit, engage, and retain volunteers and girls reflective of the diversity of their community.
- Assist troop co-leaders and other troop volunteers in promoting the delivery of the Girl Scout Leadership Experience (GSLE):
  - Mentor and guide troop leaders and other volunteers.
  - Provide conflict management assistance.
  - Plan Service Unit meetings and other opportunities for training, networking, and discussion.
  - Maintain open lines of communication with troop co-leaders.
  - Support girl-led Service Unit events.
  - Encourage participation in council-sponsored and community events.
- Participate in and encourage volunteer recognition throughout the Girl Scout year.
- Communicate and work in collaboration with Girl Scouts Spirit of Nebraska staff. Relaying council information to volunteers in the area.

## What is the Service Unit Planning Guide?

The Service Unit Planning Guide (SUPG) is a planning tool for the Service Unit Team to track goals, keep records year over year, to track progress, and keep historical data. The SUPG contains a fillable worksheets plus information and resources to help as you plan.

*What are the benefits of using the Service Unit Planning Guide each year?*

- ✓ Service Unit activities, meetings, membership information, and more all in one place.
- ✓ Keep records of events and activities to evaluate and make improvements each year.
- ✓ Documents the work of your Service Unit for historical year over year information. This is especially helpful for new members of the Service Unit Team.
- ✓ Planning allows council staff and the Service Unit Team to collaborate to provide a variety of experiences for the girls. Council staff can provide intentional support based on your SUs activities and needs.

# Service Unit Structure

Successful Service Units are engaged with troops in their community. We encourage you to reach out to nearby and neighboring Service Units and build relationships with them as it seems appropriate. The following are the suggested best practices for Service Units based on size:

<b>SMALL (2-5 TROOPS)</b>	<b>MEDIUM (6-10 TROOPS)</b>	<b>LARGE (10+ TROOPS)</b>
<p><i>Requirements:</i></p> <ul style="list-style-type: none"> <li>• Support all troops, especially new troops.</li> <li>• Meet as a Service Unit at least three times per year.</li> <li>• Hold at least two gatherings/ events per year.</li> <li>• Establish a communication space where info can be shared with troops and parents/care-givers.</li> <li>• Consider partnering with other Service Units nearby or check out what is going on regionally that could be a good opportunity for girls and troops in your Service Unit.</li> </ul>	<p><i>Requirements:</i></p> <ul style="list-style-type: none"> <li>• Support all troops, especially new troops by assigning a New Leader Mentor.</li> <li>• Meet as a Service Unit four or more times per year.</li> <li>• Hold at least three gatherings/ events per year.</li> <li>• Hold one recruitment event per year; back-to-school bash.</li> <li>• Establish a communication space where info can be shared with troops and parents/care-givers.</li> </ul>	<p><i>Requirements:</i></p> <ul style="list-style-type: none"> <li>• Support all troops, especially new troops by assigning a New Leader Mentor.</li> <li>• Meet as a Service Unit five times per year.</li> <li>• Hold at least four gatherings/ events per year.</li> <li>• Hold two recruitment events per year.</li> <li>• Establish a communication space where info can be shared with troops and parents/care-givers.</li> </ul>
<p><i>Roles:*</i></p> <ol style="list-style-type: none"> <li>1. SU Manager</li> </ol>	<p><i>Roles:*</i></p> <ol style="list-style-type: none"> <li>1. SU Manager</li> <li>2. New Leader Mentor</li> </ol>	<p><i>Roles:*</i></p> <ol style="list-style-type: none"> <li>1. SU Manager</li> <li>2. New Leader Mentor</li> <li>3. Recruitment Coordinator</li> </ol>

If a Service Unit has only one troop, then the above roles are not required. Though you can consider inviting non-Girl Scouts to meetings and events in your area. We encourage you to work with staff in your area to grow the GS community.

*\*Roles may be split between multiple people and tailored to the number of interested volunteers.*

# Service Unit Roles

## Primary Roles

### **1. SERVICE UNIT MANAGER**

Lead and support the Service Unit Team and ensure team members have completed council training and are prepared their role. Increase awareness of the Girl Scout Mission and program through communication with schools, places of worship, and local businesses. Have a working knowledge of membership campaigns and promotions. Assist with placing girls in troops that match their preferences and needs, ensure troops properly disbanded and remaining girls find continued Girl Scout opportunities in the Service Unit, and remind co-leaders to keep their troop information accurate by updating their troop information in the Troop Catalog.

### **2. NEW LEADER MENTOR**

Welcome, support, and empower new troop co-leaders as they get started in their Girl Scout Leadership Experience. Mentor them throughout their first year by helping to plan their first meetings and attend when possible. Foster a positive experience for first-year troop co-leaders and to equip them with the tools to deliver the GS experience year after year.

### **3. EVENT COORDINATOR**

Collaborate with volunteers across the Service Unit to enthusiastically plan, coordinate, and execute Service Unit events. With input from the girls, choose the exciting, hands-on activities that interest them the most and are focused around the GSLE four pillars: outdoors, STEM, life skills, and entrepreneurship.

### **4. RECRUITMENT COORDINATOR**

Work with council staff to plan events to recruit new girls and adult co-leaders. Identify schools in the Service Unit area that have few/no troops and work to set up start up troops there. Be aware of any roadblocks in the community and work with the area Recruitment Specialist to address them. Identify any community events that could be used to increase GS visibility. Appoint school liaisons to improve communication with schools.

## Additional Roles

### **5. FALL/COOKIE PRODUCT COORDINATOR**

Oversee all aspects of the Girl Scout Cookie Program and Fall Product Program. Ensure all troop co-leaders complete appropriate training and have access to necessary materials. Coordinate any logistics with product delivery and rewards distribution.

### **6. SERVICE UNIT TREASURER**

Serve as Service Unit Bank Account Manager to track and distribute Service Unit funds, maintain access to account details, and ensure all troops have a bank account with two unrelated signers. Communicate training opportunities and policy changes to volunteers.

### **7. SCHOOL LIAISON**

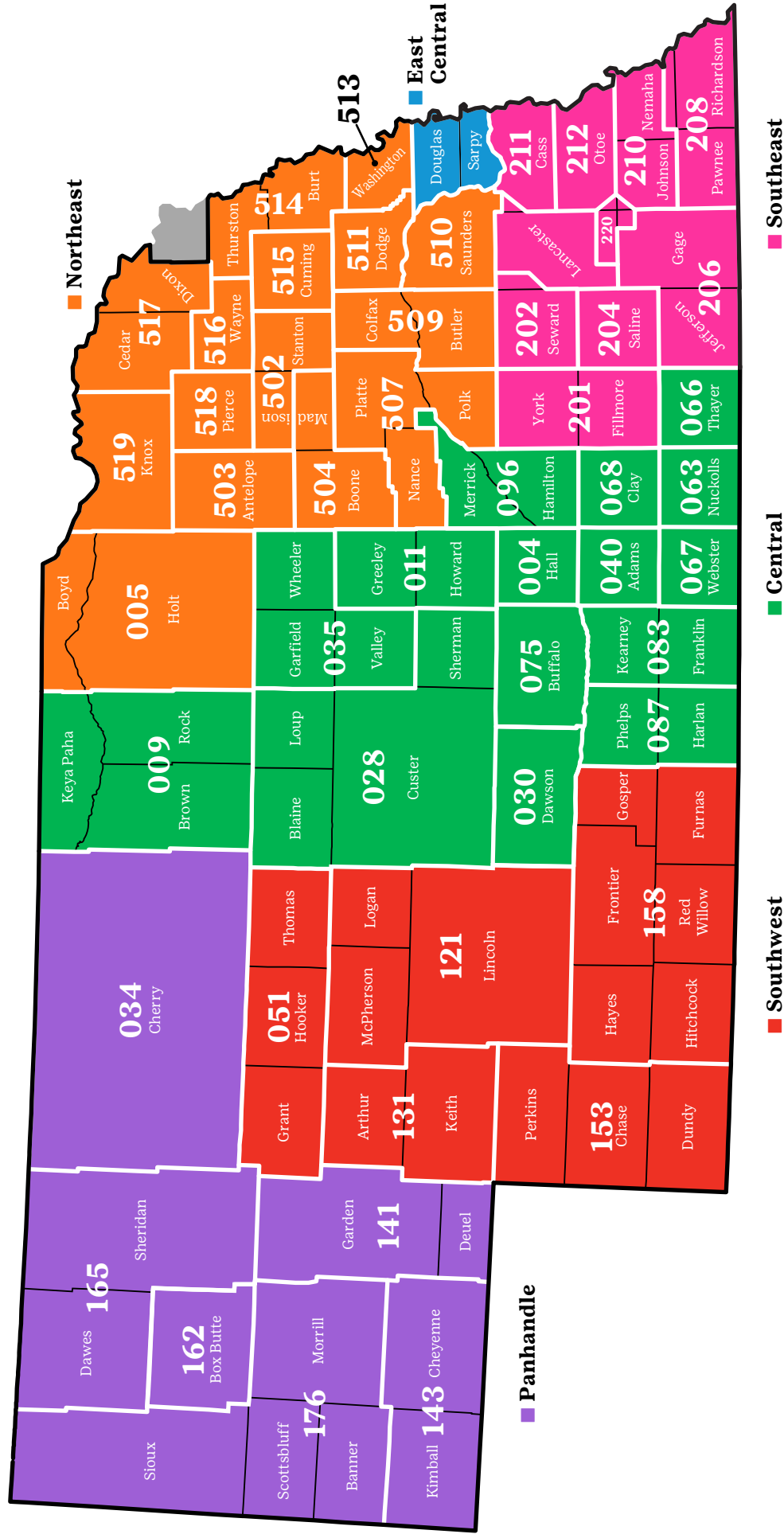
Serves as the liaison and advocate for Girl Scouts at the assigned school(s). This includes partnering with council staff and volunteers to increase visibility and knowledge of the Girl Scout program with girls and parents/caregivers at the school.

### **8. SERVICE UNIT DELEGATE**

Serves to represent the membership of the corporation, by Service Unit, to the Board of Directors. They attend the Annual Meeting.



# Service Unit Map



For counties that are split between multiple Service Units, please see the Service Unit Map Appendix.

# Service Unit Map Appendix

MEMBERSHIP AREA	SU	COUNTY	ZIP CODE(S)
■ Northeast	502	Madison	68701, 68702, 68715, 68748
	503	Madison	68752, 68781
	504	Madison	68758
	511	Dodge	Remaining Dodge County
	514	Dodge	68019, 68031, 68057, 68063
	516	Dixon	68733
	517	Dixon	Remaining Dixon County
	518	Knox	68729, 68786
	519	Knox	Remaining Knox County
	■ Southeast	202	Lancaster
206		Gage	Remaining Gage County
208		Nemaha	68348, 68376
210		Johnson	Remaining Johnson County
210		Nemaha	68305, 68320, 68321, 68378, 68379, 68414, 68421, 68442, 68448
211		Cass	Remaining Cass County
212		Otoe	Remaining Otoe County
215		Lancaster	68521, 68524, 68528, 68529, 68531, 68504, 68505, 68507, 68520
216		Cass	68347, 68366
		Lancaster	68462, 68514, 68517, 68527
218		Lancaster	68461, 68501, 68503, 68506, 68509, 68510, 68516, 68526, 68542
220		Gage	68301, 68331
		Johnson	68443
		Lancaster	68317, 68358, 68368, 68372, 68404, 68419, 68430, 68438
		Otoe	68344
	Lancaster	68512, 68532, 68339, 68502, 68508, 68522, 68523, 68583, 68588	
■ East Central	413	Douglas	68118, 68130
	414	Douglas	68117, 68127
	417	Douglas	68114, 68124, 68144
	421	Douglas	68116, 68142, 68164
	425	Sarpy	68123, 68133, 68147, 68157
	426	Douglas	68007, 68022, 68064, 68069
	427	Douglas	68010, 68154
	433	Douglas	68137, 68145
		Sarpy	68138
	434	Sarpy	68046, 68128
	435	Sarpy	68005, 68113
	436	Sarpy	68028
	441	Douglas	68112, 68152
	442	Douglas	68104, 68109, 68111
	443	Douglas	68135
		Sarpy	68059, 68136
	444	Douglas	68107
	452	Douglas	68105, 68106
	454	Douglas	68102, 68108, 68110, 68120, 68155, 68181, 68197
	Pottawattamie	51510	
461	Douglas	68122, 68134	
464	Douglas	68131, 68132, 68178, 68182	



# Girl Scout Year Calendar

## OCTOBER

- Girl Scout Year Begins 10/1
- **Celebrate Juliette Gordon Low's Birthday 10/31**
- Participate in Girl Scout Spirit Week
- Support membership renewal and recruitment of new volunteers and girls
- Support Fall Product Program
- Volunteer Meetings

## NOVEMBER

- Submit Volunteer Award Nominations
- Distribute Fall Products and Rewards
- **Give thanks and give back! The holiday season is a great time to have a SU community service project**
- Volunteer Meetings

## DECEMBER

- Submit Volunteer Award Nominations
- End-of-year check-in
- **Host a Cookie Rally for the Service Unit**
- Remind troops how they can earn Honor Troop or Honor Girl Scout status
- The Girl's Guide to Summer Fun is mailed to all active GSSN member households

## JANUARY

- Host Cookie Program Troop Training for volunteers
- **Host Cookie Rally for girls**
- Elect Delegates for Annual Meeting
- Ensure all participating girls are registered prior to cookie sales
- Volunteer Award Nominations Due 1/15

## FEBRUARY

- Girl Award applications due
- Support the Girl Scout Cookie Program
- Distribute Cookie Initial Orders
- **Celebrate World Thinking Day 2/22**

## MARCH

- Wrap up the Girl Scout Cookie Program
- **Celebrate Girl Scout Week and Girl Scouts' Birthday 3/12**
- Cookie Program ends
- Volunteer Meetings

## APRIL

- Celebrate Volunteer Appreciation Month and Girl Scout Leader's Day 4/22
- Support Early Bird Renewal 4/1
- Delegates attend Annual Meeting
- Volunteer Meetings
- Review school calendars

## MAY

- Support Early Bird Renewal
- **Host Recognition Event/ Bridging Ceremony**

## JUNE

- Support Early Bird Renewal, incentives end 6/30
- Submit Service Unit Annual Finance Report by 6/30
- Attend Volunteer Retreat Weekend
- **Plan a summer overnight camp for the Service Unit**

## JULY

- Hold SU Team planning session with your Service Unit Support Specialist or Troop Support Specialist
- Support back-to-school and fall recruitment
- The Annual Program Book is mailed to all active GSSN member households

## AUGUST

- Update Service Unit Planning Guide with Service Unit meeting dates and events for the year
- Encourage co-leaders to utilize VTK and create their year plan
- Support back-to-school and fall recruitment
- Volunteer Meetings

## SEPTEMBER

- Support membership renewal and recruitment of new volunteers/girls
- Plan meeting with council staff
- Welcome new volunteers and invite to meetings
- Host Fall Product Program troop training
- Membership year ends 9/30
- Fall Product Program begins; incentives end 9/30
- Volunteer Meetings
- **World Cleanup Day: 3rd Saturday**

# Engaging the Service Unit

## Deliver the Mission

One goal of a thriving Service Unit is to improve steadily, to prosper, and to grow vigorously:

1. Is girl membership in your Service Unit increasing year after year across all grade levels? Is the Service Unit supporting and encouraging older girl members to take on increasing levels of responsibility as they grow in Girl Scouting?
2. Does your girl and adult membership accurately reflect the level of diversity within your community? Is everyone being reached with information about Girl Scouting in a way that is meaningful and accessible to them?
3. Are girls being given opportunities to grow and learn as a result of the GSLE throughout the year? Are all adult members in the Service Unit aware of how to implement the GSLE and aware of the fact that the Journey books have the GSLE already built into the activities?
4. Do partners within your community believe in what Girl Scouting does for girls and support Girl Scouts financially and with their time?
5. Are the girls' schedules, interests and feedback considered in the planning of Service Unit events and activities? Is the Service Unit Team updating its methods to match the needs of the girls?
6. Are all the girls in your community given the opportunity to participate in Girl Scouting? Are events open and publicized to non-members? Is the Service Unit Team making an effort to reach girls during all seasons, throughout the Girl Scout year?

## Communication is Key

Providing timely and respectful communications and responses to inquiries encourages people to communicate openly and increases collaboration. Be sure someone on the Service Unit Team is dedicated to sending and responding to communications. It is important to establish a consistent form of communication within the Service Unit.

Consider what methods might work best for your group and ask volunteers in your area how they would like to receive information. Many service units use a combination of the communication methods below:

- Website
- Facebook Page/Group
- Texting
- Phone Calls
- Email
- US Mail
- Newsletter

## Welcome New Volunteers

Once a new troop co-leader has been approved as a volunteer, they will begin new co-leader onboarding and will be connected to their Service Unit by the Service Unit Support Specialist. The Service Unit New Leader Mentor or other designated Service Unit Team members should reach out to welcome them right away! Be sure they are connected to your communication channels and invite them to upcoming service unit meetings and events.

# Service Unit Events

The focus of your Service Unit events should be giving the girls opportunities to Discover, Connect, and Take Action in an age-appropriate manner. When the activities are girl-led, it allows girls to learn by doing and engage the group in cooperative learning, the girls enjoy a true leadership experience.

This worksheet is a great place to start is brainstorming as a team! Get a good feel for how you want your event to look. Gather inspiration from girl input, community program partners, and interested facilitators/presenters. Ask yourself what the girls are looking for in an event? What type of event is needed in your area for the girls?

Print extra copies of this page if you need additional worksheets.

Program/Event	
Event Lead/Contact	
Location	
Date	
Details	
Grade Levels	<input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> J <input type="checkbox"/> C <input type="checkbox"/> S <input type="checkbox"/> A
Who Can Attend	<input type="checkbox"/> SU Members Only <input type="checkbox"/> All Members
Post Event Notes	

Program/Event	
Event Lead/Contact	
Location	
Date	
Details	
Grade Levels	<input type="checkbox"/> D <input type="checkbox"/> B <input type="checkbox"/> J <input type="checkbox"/> C <input type="checkbox"/> S <input type="checkbox"/> A
Who Can Attend	<input type="checkbox"/> SU Members Only <input type="checkbox"/> All Members
Post Event Notes	

# Recruitment and Retention in the SU

## The Service Unit's Role in Recruitment

- ✓ Plan overall recruitment strategies of the Service Unit; plan individual recruitment activities, set dates, and assign duties for year-round recruitment.
- ✓ Share membership statistics for the current year, the past year, share troop status, and spring renewal registration statistics.
- ✓ Review the previous year's progress in an end-of-year meeting and work with membership staff to identify areas of growth for the membership year.

## Girl Recruitment and Re-Registration Planning Tips

1. Ask girls of the specific grade level(s) to be available to share what is fun about being a Girl Scout.
2. Have samples of handbooks, uniforms, brochures, and other materials for the girls to see.
3. Display pictures of troop activities that other girls their age have participated in.
4. Create a presentation board, use a tablecloth, or develop other ways of creating an eye-catching registration table.
5. Share information about the different ways girls can participate, including **council-sponsored programs** and **Destinations** travel opportunities.
6. Be prepared with plenty of membership interest forms and an online registration method, such as a laptop or tablet.
7. Work with your Recruitment Specialist to recruit troop co-leaders as needed.
8. Arrange for a specific follow up with girls and adults who complete their registration.

## Steps to Successful Fall Recruitment

1. Review school calendars and school profiles or statistics.
2. Contact the school about having a booth or table at back-to-school/open house.
3. Place an order for fliers from your Recruitment Specialist.
4. Contact the troops at your school and ask when/where they meet and what grade the girls are in.

## At Your Recruitments

- ✓ Tell families how they can sign up for Girl Scouts.
- ✓ Encourage everyone to fill out an interest form or **register online**.
- ✓ Distribute recruitment goodies (pencils, stickers, etc.).
- ✓ Show your belief and enthusiasm for the Girl Scout Promise and Law.
- ✓ Be knowledgeable about all the ways girls can participate.

## After Your Recruitment

- ✓ Find out if the extra fliers can be left in the school office or distributed to girls.
- ✓ Call or email your Recruitment Specialist and tell them how your recruitment went.

✓ Congratulate yourself for helping make Girl Scouts strong in your Service Unit!

## Year-Round Girl Recruitment/Retention Ideas

Here are ideas to help you continually attract new members and retain current members into adulthood:

- Make Girl Scout materials such as the Annual Program Book, the Girl's Guide to Summer Fun, event fliers, and other promotional items available at local libraries, schools, and other community agencies. Visit your local GSSN Service Center or contact your SUSS or TSS if you need extra copies of materials.
- Partner with public and private schools, home school groups, and other agencies that serve youth.
- Ask Girl Scouts ages 11-19 to speak at recruitment events.
- Share Girl Scout information at Kindergarten round-up events, parent/teacher conferences, and other times when parents/caregivers gather.
- Hold targeted recruitment events throughout the year, giving girls many opportunities to join in the fun. Promote the different ways to participate as options for busy girls to join or continue with Girl Scouts despite their demanding schedules.
- Keep in touch with Individual Girl Members (IGMs) on a regular basis to ensure they are invited to events.
- Encourage troops to use cookie proceeds to pay for each girl's membership dues for the next year.
- Promote a bridging plan through the Service Unit.
- Host Invite-a-Friend events.
- Follow up with "no-shows" on troop rosters. Help them find other ways to participate.

# Recruiting Adults

## Ask For Volunteer Support

We know our Service Unit volunteers, like all volunteers, are busy people leading busy lives, and many of our SU volunteers are also troop co-leaders and hold other volunteer roles. Just like our troop volunteers may need support from the Service Unit, SU volunteers may need support from other troop volunteers. There are many opportunities for other volunteers to step forward and help SU volunteers with events, distributing cookie rewards, and planning program experiences.

### **TIPS FOR ASKING VOLUNTEERS FOR HELP**

- ✓ Have a clear and specific ask ready—for example, instead of “Would you be willing to help with planning a service unit camp?” ask, “I need someone to plan meals for our camp weekend. Could you help with that?”
- ✓ Identify a potential volunteer’s strengths and match a need to those strengths. For example, you might ask a volunteer who is great at managing their troop’s finances to hold a workshop of best practices and strategies for the Service Unit at a meeting, freeing up the SU Treasurer.
- ✓ When a potential volunteer says they’ll help with a task or in a role, follow up with them immediately while they’ve freshly committed to helping to give them the information they’ll need to be successful.
- ✓ Ask your troop co-leaders if they have parents/caregivers in their troops who might help with Service Unit events and activities or in a SU volunteer role.
- ✓ Recognize volunteers right away. Once someone says they will help, make sure to thank them. Consider giving a handwritten thank you note. For new volunteers coming into Service Unit roles, thank them at Service Unit meetings so others may thank them for stepping up and helping support the Service Unit. The Service Unit Team might also recognize a volunteer’s support through a Volunteer Award nomination with Council or other local recognition.

## Volunteer Appreciation

April is National Volunteer Appreciation Month and the official Girl Scout Leader’s Day is April 22. Consider providing a fun get together or a small gift of appreciation from your service unit in April to celebrate!

# Service Unit or Troop Recruitment Activities

Event/Activity	
Event Lead/Contact	
Location	
Date	
Details	
Post Event Notes	

Event/Activity	
Event Lead/Contact	
Location	
Date	
Details	
Post Event Notes	

Event/Activity	
Event Lead/Contact	
Location	
Date	
Details	
Post Event Notes	

# Planning a Service Unit Meeting

Service Unit meetings provide an opportunity for co-leaders and members of the Service Unit Team to meet on the local level. During the meeting, members bond with fellow volunteers, share both local and council updates, and acquire additional skills and knowledge.

These meetings truly enhance the co-leaders' experience and help them succeed. The Service Unit meeting is facilitated by the Service Unit Team.

## Purpose of SU Meetings

- ✓ Build an atmosphere of teamwork and foster enthusiasm for Girl Scouts
- ✓ Keep area members current on Girl Scout activities and opportunities
- ✓ Share area and troop successes
- ✓ Provide enrichment opportunities, trainings, and support for area adults and co-leaders

Consider including some learning opportunities in your Service Unit meetings. Staff can bring information about any of the topics listed below and more:

- Volunteer Toolkit (VTK)
- CPR/First Aid
- Girl Scout Highest Awards
- Troop Travel
- Troop Finance
- Troop Camping and Outdoors
- Ceremonies and Traditions
- Service Unit Event Planning
- Volunteer Awards and Recognition

## Scheduling SU Meetings

Schedule Service Unit meetings in advance and be sure to share the dates with all volunteers. Send out a reminder a few days prior along with the meeting agenda. Personally inviting volunteers through phone calls or in person is also a great way to increase attendance.

## Tips for Engaging in SU Meetings

- ✓ Plan meeting dates and locations well in advance.
- ✓ Promote upcoming learning opportunities as far in advance as possible.
- ✓ Send out meeting reminders a few days before each meeting.
- ✓ Add a personal touch! If a troop misses a meeting, follow up with a call to one of the co-leaders to let them know what they missed.
- ✓ Aim for a balanced agenda to include time for introducing new faces, learning new things, talking about best practices, and asking questions.



# Service Unit Finances

Service Unit funds are intended to benefit all girls in the Service Unit and should be used to further the Girl Scout Mission. The Service Unit Treasurer and another team lead are signers on the account, and the team leads should collaborate in the preparation of an annual budget in July when they are preparing for the upcoming year.

The annual budget should be used to guide the Service Unit's activities, but the budget may evolve over the course of the program year if priorities and opportunities shift. Team leaders should collaborate throughout the year to ensure that necessary funds are available to meet the Service Unit's goals and may adjust the budget if needed.

## Some Planning Questions to Consider

- What types of activities will be planned for troops in our area?
- What types of activities will be planned for volunteers in our area?
- What are the costs associated with these activities?
- How will the Service Unit fund these activities?

Service Unit funds may be used in many ways, and a few examples of income and expenses for a Service Unit include:

- ✓ Purchasing local adult recognitions
- ✓ Hosting local events/activities
- ✓ Service Unit meeting expenses
- ✓ Income from additional money-earning activities for the Service Unit

Service Units may hold one additional money-earning event per membership year to raise additional money for girl experiences. Finance reports must be submitted to all Service Unit accounts by June 30. Finance reports should reflect a similar starting and ending balance as funds received should be spent on Service Unit opportunities during the year. To promote financial transparency, each Service Unit meeting should have an update delivered by the SU Treasurer to cover Service Unit accounts and upcoming or pending expenses/incomes.

# Trainings

## gsLearn

gsLearn is Girl Scouts' official online and on demand training platform. gsLearn is full of essential volunteer trainings and courses, like how to lead activities the Girl Scout way, safety procedures, and advice for guiding Girl Scouts at every grade level. You'll find gsLearn via the left menu bar of MyGS in *My Account*. It's accessible on any desktop, tablet, or mobile device, and it will be populated with any trainings you should view. All Service Unit Team volunteers are required to complete the Service Unit Volunteer training in gsLearn prior to starting in their role.

## Volunteer Toolkit

The Volunteer Toolkit (VTK) is a web-based digital planning tool for troops and Individual Girl Members (IGM). It contains free program content for all grade levels, suggested year plans, and ready to go meetings with activities, templates, and more! The VTK is accessed through your MyGS account and can be used from any computer, tablet, or smartphone with internet access. For best results, use a VTK-friendly browser such as Chrome or Firefox with a cleared cache.

Learn more about the Volunteer Toolkit with the VTK courses in gsLearn and VTK User Guides available on our website.

## Looker Membership Information

Looker is an online tool for Service Unit volunteers to access real time membership information. We have only enabled SUMs with Looker access > Service Unit Managers, Product Program Managers, secretaries, and recruiters have access to a Looker account. Please refer to the Looker Volunteer Guide for information about setting up your account. There are four reports available in Looker listed below along with a description and ways you may find the report useful. Keep in mind that this information is available to you as you plan your year.

Report Title	Report Description	Uses
Full Roster	A full roster of all members within your assigned SU. Can be filtered by membership year or troop number.	Useful to view all members in your SU, including troop members, IGMs, and Lifetime members.
Membership Analysis	An analysis report showing number of active troops and total girl and adult members for the current and previous year.	Useful to view year-over-year membership totals by girl, adult, and active troops.
Troop Details	A view of troops within the SU, including each troop's grade level(s), meeting information, current number of girls, and openings available.	Useful to view the troops in your SU and number of girl openings in each troop.
New In The Last 2 Weeks	A roster showing new members who joined in the last 2 weeks. Can be filtered by membership year, troop, or volunteer role.	Useful to view new girl and adult members who have joined your SU.

## COUNCIL STAFF SUPPORT TEAM

	Name	Email	Phone
Troop Support Specialist			
SU Support Specialist			
Recruitment Specialist			
Program Specialist			

## SERVICE UNIT AREA

Cities	
Counties	
Public Schools	
Parochial/Private/ Religious Schools	

## ANNUAL MEMBERSHIP GOALS

The council Membership team will provide these numbers and update your Service Unit throughout the year. Service Unit volunteers may also find current membership information [in Looker](#).

	Prior Year Actual	Current Year Goal	Update (date)	Update (date)	Update (date)	Current Year- End (date)
Total Girl Members						
Total Adult Members						
Total # Troops						
Total # IGMs						

# Service Unit Goals

What's the vision for your Service Unit? What would you like to accomplish? Think about what your team does well and what could be improved upon. List your goals here and track progress throughout the year!

	This Year Our Team Will...	To Achieve This Goal We Will...	We Have Achieved...
Goal #1			
Goal #2			
Goal #3			
Goal #4			