

NOW & Then

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Summer 2014

Paul R. Christen National High Adventure Base to open at Summit Bechtel Reserve

High adventure in the West Virginia mountains awaits Boy Scout troops and Venturing crews on June 8, when council contingents will start arriving at the newest BSA high adventure base.

The Paul R. Christen National High Adventure Base, located at the Summit Bechtel Family National Scout Reserve near Beckley, W.Va., offers an exciting range of adventure venues and life experiences that are different from those at Philmont, the Florida Sea Base, or the Northern Tier operations.

Contingents from local councils can choose either the Summit Experience—learning skills at all nine Summit adventure sports venues—or the Specialized Adventure Program, where they experience three days focused on the action sport category of their choice and then select from three half-day adventures in any of the nine Summit Experience activity areas. If a Scout or Venturer is unable to be part of a regular council contingent, there is an opportunity to join a provisional unit during the weeks of June 29–July 5, July 27–August 2, August 3–9, or August 10–16.

Scouts, Venturers, and leaders will find a high adventure program that is among the largest in the nation. Only the Summit offers such diverse adventure sports in one location.

The seven-day, six-night experience runs from Sunday to Saturday. It includes a half-day service project and the chance for the thrill of a lifetime riding the Big Zip three-quarter-mile zip line. Tents, cots, and all program equipment are provided, as well as breakfast and dinner served in the Summit dining hall.



Shelf-stable lunches are given to participants to enjoy while on their daily activities.

Program features include challenge courses; climbing and rappelling at the largest man-made climbing venue in the world; skateboarding and BMX sport facilities that rank second in the country for the most square footage; mountain biking through 36 miles of cross-country and downhill trails; long-distance archery with new sporting arrows; pistol, trap, and long-distance rifle shooting sports; kayaking and some of the best whitewater rafting in the world in the New River Gorge; and canopy tours that zip you through the forest treetops for breathtaking adventure.

Finally, the Scott Summit Center will be open Monday through Friday evenings for activities and socializing with fellow Scouts and Venturers.

The high adventure program is open to registered Scouts and Venturers who are at least age 13 by September 1 of the year they attend and their registered leaders. Put it all together and you have both an unrivaled field sports and outdoor extravaganza and an opportunity to experience the Scout Oath and Scout Law in action!



BOY SCOUTS OF AMERICA®

Dr. Robert M. Gates Begins Role as BSA's Top Volunteer

The BSA's tradition of strong and visionary volunteer leaders continued when the BSA National Executive Board elected Dr. Robert M. Gates, former Secretary of Defense and former director of the CIA, to a two-year term as BSA national president at the National Annual Meeting in Nashville. This move carries on the legacy of leadership shown by our BSA immediate past president, Wayne Perry, who was instrumental in opening The Summit Bechtel Family National Scout Reserve, which will serve Scouts for generations to come.

As our top volunteer, Dr. Gates will work to grow and strengthen the BSA by focusing on recruiting and retaining new Scouts—especially those in traditionally underserved areas who may not have been introduced to the life-changing experiences Scouting has to offer.

Dr. Gates credits his leadership skills to Scouting and his real-life, hands-on experiences at Philmont Scout Ranch. Those skills have been put to solid and consistent use. Over the course of his remarkable career, Dr. Gates has served eight U.S. presidents, and was the only Secretary of Defense to be asked to remain in that office by a newly elected president. Prior to his time leading the Department of Defense, Dr. Gates served as president of Texas A&M University and as director of the CIA. Currently, he serves as chancellor of the College of William and Mary.



Service and leadership in the Scouting movement is nothing new to Dr. Gates, who has a long history as a BSA volunteer. He is a past member of the national Executive Board; past president of the National Eagle Scout Association; a Distinguished Eagle Scout; a Vigil Honor member of the Order of the Arrow; and a recipient of the Silver Buffalo Award—the highest recognition by the BSA for extraordinary service to youth. His commitment and personal devotion to bring Scouting to America's youth and give young people experiences they can't get anywhere else will serve us well into the future—and will continue to be an inspiration to volunteers across the country.

On behalf of all BSA retirees across the nation, we offer our sincere gratitude to Wayne Perry, our national president for the past two years. Wayne has provided extraordinary and positive leadership for the movement, with deep commitment focusing on the future and keeping us moving forward in Scouting and service to youth. He truly exemplified his profound belief that the most important role in Scouting is working with boys and he continues to remain an active volunteer doing just that. Thank you, Wayne Perry, for your inspired service. Welcome Dr. Gates! We appreciate your leadership. You can count on our support.

Changing the BSA to Better Meet the Needs of Today's Youth

By Gary Butler

Deputy Chief
Scout Executive



During the past few months, you may have heard some talk about our new, experience-focused approach and how we're changing our organization to better deliver the life-changing experiences we know that young people can't get anywhere else.

For the movement, that means focusing on **four core ways to experience Scouting: the unit experience, activity experience, community experience, and digital experience.** Instead of making members fit today's Scouting experience, it means aligning our organization structure with the experiences our members want and expect.

With a new, focused National Council organizational structure, we believe this not only energizes us around a common purpose—*providing life-changing Scouting experiences for our members and their families*—but also gives us better resources to reduce inefficiencies and duplication of efforts.

It will bring added opportunity for employees to increase their skills and apply their strengths in new ways to keep Scouting relevant today and tomorrow. We've also introduced a continuous improvement process to help us identify new programs, ideas, methods, services, approaches, or processes—anything that can help us to better serve our members.

Here's a quick look at each of the new centers of excellence and what their roles will be in our transformation to Experience-Oriented Scouting:

- **Marketing Group**—Use market intelligence, organization-wide collaboration, and targeted communications and promotion to drive an ideal Scouting experience across all audiences.

- **Scouting Design and Development Center**—Will serve as the innovation and testing hub for Scouting, where multiple teams focus on new products, services, and methods with the ability to test and develop them in unit, council, and other program delivery models.
- **Scouting University**—Deliver learning in a variety of ways—getting the right experiences to the right people at the right time—for the more than 950,000 volunteers and 10,000 employees across the BSA.
- **Scouting Interactive**—Build BSA's portfolio of ideal digital experiences to suit member needs and expectations across multiple digital platforms through the latest devices and channels.
- **Member Care Center and Shared Services**—Create a “world-class service” environment by using a centralized and standardized approach for member satisfaction, and build common processes and attitudes toward the delivery of member care.
- **Strategic Performance Office**—Develop, coordinate, and facilitate the BSA's performance measurement and management system by sharing meaningful performance measurement and best practices.

It's important to note that the current National Council staff advisor support and relationship with volunteers serving on national committees is not affected at this time and will continue as usual.

In the near future, we will assemble a task force to discuss the structure of national committees to focus and support the core Scouting experiences outlined. Volunteer feedback will play a critical and vital role in the assessment and design of any proposed future changes.

Additional information about Experience-Oriented Scouting will be available in future issues of *Now & Then*, as we move forward with positive action to provide more effective delivery of the highest quality Scouting experience possible for the youth of this great nation.

Your Questions and Comments



Question

Allen, Now & Then used to publish the national membership figures. I'm wondering why that was discontinued? I always liked to see the results—even if it wasn't a positive picture. It would also be nice to hear about new national initiatives in process for addressing membership issues. Even as a retiree, the first thing I get asked when meeting someone who discovers that I worked professionally for the Boy Scouts is, "How's enrollment doing in the BSA?"

Don Reinhardt, NEI 7213

Answer

Dropping the membership data was not intentional; it was just an oversight that happened along the way as we concentrated on bringing you features about new program developments, stories of retiree adventures after a lifetime career, and helpful tips for retiree health and well-being. You will be pleased to see membership information is listed on page 8 of this issue, and we'll try not to omit it in the future. Also note the article on page 3 of this issue about the Experience-Oriented Scouting national initiative. Thanks for sharing your thoughts and comments.

Question

Allen, I noticed last year that my veteran status was not listed, and I sent a note to the BSA office, but apparently it didn't get to you. I am in possession of a 50-year vet card dated 01/2001 and have been registered every year since, which should make me a 63-year vet.

Richard F. "Dick" Miller, 147 NTS

Answer

I took your email up with Lynn Adcock in the national office, who handles the veteran status records for retirees. The Annual Recognition Status for retirees is published in *Now & Then* at five-year intervals, and you should reach continued registered service for 65 years in 2016. I also learned something else in the process: The retiree registration file is separate from other registration records, and that can cause problems for some retirees whose primary registration is with their local council and they are listed in dual capacity. This does not assure registration for the retiree. For retirees to be sure they are properly registered and recognized, their primary registration must be with the national office as a retired professional, using the Retiree Registration Form. If you have further questions on your registration or veteran status, contact Lynn Adcock via email at Lynn.Adcock@scouting.org or by phone at 972-580-2513.

Thank you for the follow-up email to me on your veteran status concern.

Food for Thought

Don't regret knowing the people who have entered your life. Good people give you happiness. Bad ones give you experience. The worst ones give you lessons and the best ones give you memories.

Have a question? Have a concern?
Want information?
Send your comments to ASK ALLEN
c/o Human Resources, Boy Scouts of America
1325 W. Walnut Hill Lane
P.O. Box 152079
Irving, Texas 75015-2079
Email: bsanowandthen@gmail.com



Allen Mossman is a retired BSA professional with nearly 75 years of Scouting in his background. He retired with 30 years of active service on the national executive staff and serves as the editor of *Now & Then*.

Proud Moments

Retiree receives American Camp Association National Recognition Award

Douglas Fullman a graduate of NEI 7005 and was nominated by the New York-New Jersey ACA section for his outstanding service and achievement in camp promotion resulting in profound impact on a national level. The prestigious award was presented at the recent national meeting of the ACA, and Doug was recognized as an outstanding mentor for many younger camp professionals.

Doug had a long and successful BSA professional service career and retired as associate director of program for the Northeast Region. He continues his life commitment as a Scouting volunteer through

deep involvement throughout his region and beyond. Doug is the founder and principal of a management consultant firm, Values to Vision, LLC. He also serves on the board of directors of the New York State Camp Directors Association; the New Jersey-Government Affairs Project; the ACA, New York-New Jersey board, and several other community groups. Congratulations to Doug for service above self and making Scouting proud!



Silver Beaver Award is highlight of Scouting service for retiree

Retired career professional Gale Follett began her 40-year Scouting journey as a volunteer in 1974, when she organized a Scout unit so that her son could be a Scout. Along the Scouting trail, she became the proud mom of two Eagle Scout sons and later joined the professional service upon her graduation from NEI 8313 held at the Mortimer L. Schiff Scout Reservation in New Jersey.

She served at councils in Rhode Island and Texas, and as a national sales representative for the supply division. Gale retired as a senior district executive in the Longhorn Council at Hurst, Texas. However, she did not retire

from continuing to actively volunteer with Troop 509, on district and council committees, and as a docent at the National Scouting Museum. Her Silver Beaver nomination is a tribute of appreciation from the district where she served as senior district executive and continues to faithfully volunteer in addition to a long list of community services.

Hats off and congratulations to Gale, for her gift of service!



Home Instead Senior Care presents State Award to BSA Retiree

The Home Instead Senior Care family network franchise offices conducted a nationwide selection process to recognize active volunteer service by residents in their facilities. Out of thousands of nominations received, only one nominee from each state was selected for special recognition.

Fellow retiree Al Falcone received the honor for the state of Virginia. Al is a graduate of NTS 157 and began his professional service career in 1952, retiring as the Scout executive

at Elmira, N.Y., in 1986. He doesn't make a big deal about the things he does, as a formal volunteer or just to help folks out, but anybody who knows the spry 92-year-old has a story to tell of his kindness, of how he helped them out or made them smile when they most needed a friend.

Congratulations to Al, for outstanding achievement and recognition!



Health and Well-Being

Know Your BSA Benefits Center

Many retirees are not aware of tools available to them at the BSA Benefits Center, so we thought it would be a good time to review that information. The center is managed by Mercer Human Resources Solutions, and you can access it online any time, 24 hours a day, to update your personal information and data.

You can log on at www.bsabenefits.mercerhrs.com to view your profile and make any needed changes to your mailing address, email address, marital status, or telephone number. The changes you make will be instantly applied to your record. It is a terrific way to keep your benefits file up to date. It saves you time, too!

You can also retrieve and print forms on your computer to submit changes for direct deposit of your monthly retirement benefit payment, as well as federal and state tax information forms.

In addition, there is access to a wealth of good and useful health information if you click the tab marked “Resource Center.”

How to Access Your Personal Data

If you have not registered for your account access, you will need to do so in order to go to your personal file. To register as a new user or to log in to your previously registered account, go to www.bsabenefits.mercerhrs.com.

When the BSA Benefits Center screen appears, new users simply need to click on the “Get Started” button in the lower right-hand corner and follow the instructions.

Once you have successfully signed on, you will see a dark blue bar at the top of the computer screen with white lettered tabs for **Wealth, Health, Forms, and Resource Center**. Click on the **Wealth** tab and under **Plans**, click on **BSA Retirement Plan**. A new screen will appear that allows you to change

Personal Information by clicking that tab and then clicking Edit when it appears. Direct deposit and information on federal and state tax changes can be obtained in the same process.

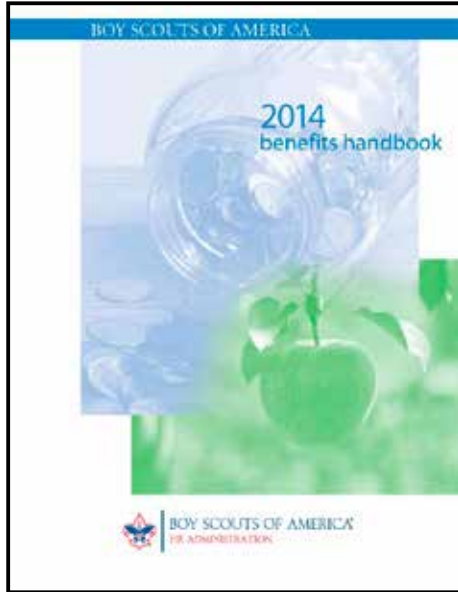
Of course, if you do not have computer or Internet access, you always have direct access for assistance by calling the BSA Benefits Center manned by Mercer service representatives at 1-800-444-4416, Monday-Friday, 9:00 a.m. to 6:00 p.m. Central Time. Online

chat with a service representative is also available for your convenience.

Your BSA Benefits Center is at your service on the Web when you want and need it. Always keep your benefits up to date. It’s important!

A Personal Health Tip

A recent study suggests that walking for an hour or two a day might lower the risk of stroke by as much as one-third, and walking three hours or more daily might cut the risk by two-thirds. Your walking could be for transport (such as errands and going to the store), walking around indoors, or walking for leisure—such as walking in a park. It doesn’t seem to matter how fast a person walks. Just walking does the trick, regardless of pace.



Financial Well-Being

Don't Get Hacked Off

In recent months, we have been reading and hearing a lot about high profile hacks of credit card information. It has reinforced the fears of retirees and others that their personal financial information may not be secure. Too many businesses have failed to meet compliance standards or properly maintain stewardship of the data entrusted to them.

Constant vigilance and speedy response are critical when a hack has occurred. Quick action will minimize damage to your financial well-being.

As a cardholder, you are not responsible for charges if you report your card as stolen before the account has been used. That's a good thing in the case of massive breaches like the one that happened at Target, when card numbers, not the cards themselves, were stolen. However, if the loss of the physical card is reported after fraudulent charges have occurred, the cardholder is responsible for up to \$50 a card.

It's important to know the policies related to any cards you have. For instance, Visa cardholders are not held liable for unauthorized purchases, whether the transaction occurred online or elsewhere. MasterCard holders also pay only for authorized transactions. Discover offers card holders zero-liability and monitoring of all Discover Card purchases. The same goes for American Express.

Be aware of debit card dangers. Recouping any lost cash or emptied accounts can be difficult and time-consuming, with severe long-term consequences. Once card information has been obtained, the thieves may even contact cardholders posing as representatives of their bank's fraud department to gather more information.

Here are some helpful tips:

- Keep a record of your account numbers, expiration dates, and each card issuer's phone number. This way, if a card is stolen, you can report it quickly.

- Guard your account information. Never leave it written down, out in the open.
- Don't give someone your account number over the phone unless you made the call and you're speaking to an authorized representative.
- Save sales receipts to check against your monthly statements, and destroy any duplicate copies. Report immediately any mistakes or discrepancies between the statements and the receipts.
- When disposing of old cards, cut them up with scissors—cutting through the account number—before you throw them away.
- Carry only the cards you need.
- On charge or debit slips, draw a line through blank spaces above the total so the amount can't be changed. Also, don't sign a charge or debit slip that is blank.
- Commit your PIN to memory. DON'T carry it in your wallet, purse, or pocket, and DON'T write it on your card.
- Never write your PIN on any piece of paper that could be lost or looked at by someone else.
- Carefully check your ATM or debit card transactions; the funds are quickly withdrawn from your checking or other account.
- Check your account activity regularly, especially if you bank online. Any discrepancies should be immediately reported to the card issuer.



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Boy Scouts of America
Human Resources Administration Department
P.O. Box 152079
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Spirit of the Eagle Award

The Boy Scouts of America has created the Spirit of the Eagle Award as an honorary, posthumous recognition of a registered youth member who has lost his or her life in an accident or through illness. The award is bestowed by the National Court of Honor as part of the celebration of life with the intention to help heal and comfort family and friends over their loss. The PDF application form is available at http://www.scouting.org/scoutsourc/awards_central/spiritoftheeagle.aspx.



BSA membership as of April 30, 2014

Cub Scouts	925,204
Boy Scouts	747,528
Venturers	127,037
Explorers	71,022
Total Youth	1,870,791
Grand Total Youth & Adults	2,732,789
Packs	38,855
Troops & Teams	43,540
Crews	14,077
Posts	3,951
Total units & Explorer posts	100,423
Learning for Life, Estimated Served	425,868
Local Councils	281

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