



BOY SCOUTS OF AMERICA®
PATRIOTS' PATH COUNCIL

Mt. Allamuchy

Camp Somers

Camp Continuous Improvement Plan

Prepared. For Life.™

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Stakeholders

In order to create a plan for continuous improvement Camp Somers has identified the following groups as stakeholders.

- Scouts
- Unit leaders
- Council committees (Shooting Sports, Aquatics, COPE/Climbing, Risk Management etc.)
- Seasonal camp staff
- Council executive staff (Council president, Scout executive, chief financial officer etc.)

Feedback was solicited from these groups on the following occasions: daily visitations from commissioner staff, Tuesday and Thursday adult leader meetings, Monday and Wednesday Senior Patrol leader meetings, an end of the week paper evaluation, an online survey, and meetings with council staff.

Camp Improvement Committee

The Camp Continuous Improvement Plan was put together by the following team:

Keith Dlugosz – Properties Director, Reservation Director MASR

Bob Morris – Assistant Scout Executive

Russ Jenkins – Council Vice-President for Outdoor Program

James Hitchings – Program Director, Camp Somers

George Pantos – Year-round Commissioner, Camp Somers. Shooting Sports Committee Chair

With additional input from the following:

Amanda Landwehrle – Aquatics Committee Chair

David Gallagher – Outdoor Skills Director, Camp Somers

Rich Hawkins – COPE Climbing Committee Chair

Tony DeCaro – Troop 112 Scoutmaster

Mike Palante – Troop 34 Scoutmaster

Keith Hawkins – Troop 72 Scoutmaster

Rick Locke – Troop 73 Scoutmaster

Erik Dlugosz – Crew 120 Advisor

Continuous Improvement Plan: Areas of Strength

Using feedback from key staff, council staff and volunteers and our customers the following areas of strength were identified.

Pre-camp unit leader contact: The Scouts that attend Camp Somers are members of our family, before each week of camp a member of the senior staff contacts each Scoutmaster to ensure that their troops are prepared and to ask if they need any more information. We also encourage all Scoutmasters to provide us with a roster or their Annual Medical and Health Reviews to expedite the check-in process on Sunday. All Scoutmasters are called before arrival asking to provide rosters.

Camp staff return rate: In order to provide a consistent and strong program for the Scouts we serve the camp administration tries each year to maintain at least a 50% return rate for camp staff each year.

Unit Retention: We strive to provide a program that is both exciting and interesting to the units that attend our camp. Each year we keep a whiteboard in the office of units that have paid a deposit for camp next year. As troop sign up for the next year of camp we update the whiteboard. Members of the council staff and the camping committee visit each unit during the week. We also aim to recruit 5 new troops per summer.

Campsite Improvement: To provide Scouts with a sense that Camp Somers is their second home we continuously work to improve the campsites. An example from the 2014 season was an upgrade to site 3B by adding 1,000 yds³ of fill that was leveled and seeded. The site received 16 brand new tent platforms and outriggers and the previous port-a-johns were replaced with a 'sweet smelling' latrine.

Continuous Improvement Plan: Areas to Improve

Using feedback from key staff, council staff and volunteers and our customers we identified the following areas that needed improvement after the 2015 camp season.

Latrines: The latrines in camp are very old and are starting to fall into disrepair. Scouts do not like using the latrines and this causes a large amount of usage for the shower house and Turkey Lodge. We are also prevented from replacing existing latrines because of the wetlands legislation. In the fall of 2013 the council purchased and installed a new “sweet smelling” vault latrine. We plan to continue purchasing and installing these new latrines to replace the older pit latrines in camp sites.

Expendables budget: After reviewing the 2015 budget we had spent over \$1,283 on expendable program supplies. The camp administration plans to focus on purchasing reusable items for the theme and reducing the amount spent on expendable items.

Senior Staff Retention: Long serving senior staff is a key to continued excellent program at camp. In previous years we have had much turn over in area directors and other senior staff positions. We have made it a goal to both try to retain senior staff members, and to continuously include 17 and 18 year old staff members in senior staff duties to prepare them for senior staff positions.

Pre-camp Area Training: We plan to have more staff area training before the beginning of staff week. This will allow area directors to get to know their staff and to begin physical set up and training which would allow for more time during staff week to focus on lesson plans and learning merit badges.

Camp Website: The camp office receives many similar phone calls throughout the summer. In order to cut down on confusion about certain topics we are planning to create and launch a “Frequently Asked Questions” page on the camp website to assist Scouts, leaders and parents in preparing to come to camp. We will also be working with the council webmaster to update the wording and promotion of the Camp Somers website.

Trailblazer Parent Confusion: One of our largest programs at camp is the Trailblazer Boy Scout day camp. Parents begin signing their sons up for Trailblazers beginning in January and often have many questions. Currently there is little communication before camp with parents.

Areas of Strength: Measurement and Success Criteria

Based on anecdotal interactions with our customers, reviews for senior camp staff and input from council executive staff; Camp Somers has developed the following areas of strength.

Category*	Area	Measurement
P/C	Pre-camp unit leader contact	Unit leaders will be contacted within a certain period before they arrive at camp
S	Camp staff return rate	A percentage of camp staff will return each year
A/P	Unit retention	A percentage of units each summer will choose to return to our camp each year
Fi	Camp budget	Annual camp revenue meets or exceeds camp expenditures
Fa	Campsite improvement	Tent platforms are replaced on a continuing basis
Fa	Troop sleeping quarters	During set up a count of how many 9x9 and 10x12 tents are set up each year
P/C	Shooting Sports approval	5 point scale on end of week evaluations
P/C	Year-round camp programming	Camp attendance for a percentage of weekends

*Program/Communication (P/C), Facilities (Fa), Finances (Fi), Staff (S), Attendees and Participation (A/P)

Category*	Area	Success Criteria
P/C	Pre-camp unit leader contact	1 week before camp 100% of unit leaders receive a phone call from senior camp staff
S	Camp staff return rate	A minimum of 50% of the camp staff returns each year
A/P	Unit retention	At least 70% of units return each summer for another week of camp
Fi	Camp budget	Maintain a balanced budget against all summer camp expenditures
Fa	Campsite improvement	Produce 20 new tent platforms every 2 years to allow for replacement and refurbishment
Fa	Troop sleeping quarters	Phase out 9x9 and 10x12 tents by 2017
P/C	Shooting Sports approval	Integrate Venture pistol program. Score 90% above average on end of week evaluations
P/C	Year-round camp programming	Camp has an event or troops registered to camp 45 out of 52 weekends each year

Areas for Improvement: Measurement and Success Criteria

Based on feedback from end of week evaluations and online surveys the senior camp staff has developed the following as areas that can improve the experience of youth.

Category*	Area	Measurement
Fi	Net income	Percentage of program budget used for expendables
Fi	Buildings and Ground Maintenance	Long range spending plan for buildings and grounds expenditures
Fa	Work order system	Use of maintenance tracking software
P/C	Camp website	Number of complaints and questions year round
Fa	Latrines	Number of renovated latrines
S	Senior staff retention	Percentage of senior staff returns to current position
P/C	Trailblazer Parent Contact	Staff and parent communication
A/P	Trailblazer Program Growth	Each year the Trailblazer program increases in size.
S	Pre-camp area training	Percentage of areas that hold training before summer begins

Category*	Area	Success Criteria
Fi	Net income	20% reduction in expendable program supplies
Fi	Buildings and Ground Maintenance	Produce a long range plan with in coordination with the council properties committee for capital projects involving buildings and maintenance.
Fa	Work order system	Computerize work order system
P/C	Camp website	Frequently Asked Questions page added to camp website.
Fa	Latrines	Erect 3 new "sweet smelling technology" latrines
S	Senior staff retention	60% of senior staff return to previous position or have multiple years of experience in the area
P/C	Trailblazer Parent Contact	All ATV participants are called before camp begins, all Scouts with missing or incomplete schedules are called before they come to camp.
A/P	Trailblazer Program Growth	The number of Trailblazer Scouts registered increases each year.
S	Pre-camp area training	80% of program areas hold a training session before the beginning of staff week

*Program/Communication (P/C), Facilities (Fa), Finances (Fi), Staff (S), Attendees and Participation (A/P)