



Great Southwest Council **Council Commissioner**



Communicator



May 30th, 2020

VOLUME 3, ISSUE 5

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"Social distancing protects us; Scouting connects us."

Council Commissioner Corner

- The most recent National Commissioner Newsletter was released last week. It can be found at:
[https://filestore.scouting.org/filestore/commissioner/newsletter/2020_spring/522-033\(20\)_Spring_Comm_Newsletter_Final.pdf](https://filestore.scouting.org/filestore/commissioner/newsletter/2020_spring/522-033(20)_Spring_Comm_Newsletter_Final.pdf). It includes some parting thoughts by the outgoing National Commissioner, Ellie Morrison, and also the incoming National Commissioner, Scott Sorrels. Check it out!
- Late-breaking commissioner-related news can be found at:
<https://www.scouting.org/commissioners/news-for-commissioners/>
- The latest Commissioner Technology Focus Group Status Report #48, May 2020, has been released. A copy is at the end of the newsletter. It has lots of info on updates to Commissioner Tools, and other commissioner resources that are now available.
- With the slight relaxing of pandemic-related restrictions on businesses beginning May 1st, significant progress was made in processing charters! Almost 30 charters were posted in the first three weeks of May. These units are now available in Commissioner Tools if you have any contacts to enter for them.
- The information for units on the **Headlines** pages is being sent directly to Unit Commissioners this month. District Commissioners will be 'cc'-d on the email.

Yours in Scouting,

Dale

Dale Balmer

Council Commissioner

HEADLINES!!!!

Key information for units in the Great Southwest Council!

- **Latest Pandemic-Related News**
 - Beginning June 1st, the Great Southwest Council will be back to operating on normal business hours Monday, Wednesday and Friday through July 31. Appointments can be made to visit on Tuesdays and Thursdays. Schedule an appointment by calling 505-345-8603 and leaving a message. Office visitors will be asked to wear a mask and use hand sanitizer.
 - The Scout Shop has also reopened! You can contact them at 505-345-3256 for hours, safety precautions, etc
 - Summer camp at Gorham Scout Ranch, and Cub Scout Day Camps, have been cancelled. Plans for virtual or other activities to replace them are being developed, and will be circulated to units when finalized.
 - Check out the Council's Scouting At Home webpage for other information and ideas for Virtual Scouting: <http://www.gswcbsa.org/scouting-at-home/72913>
 - Latest BSA National guidance on COVID-19 and Scouting, including advancement waivers, etc: <https://www.scouting.org/coronavirus/covid-19-faq/>
- **Recruiting can continue despite the pandemic!** One way is to make sure your units' Be A Scout 'pin' is updated. The location for updating the pin has been moved within my.scouting from under Legacy Web Tools to Organization Manager (there's a link on the left side of the Org Manager page that says "Unit Pin"). Unit Key 3 and Key 3 delegates can access Org Manager. More information on updating your 'pin', and other ideas for recruiting are available in this article from Bryan on Scouting:
 - https://blog.scoutingmagazine.org/2020/05/20/beascout-org-the-smart-and-simple-way-to-recruit-scouts-during-covid-19/?utm_source=scoutingwire&utm_campaign=swemployee5272020&utm_medium=email&utm_content&fbclid=IwAR36R5HDGdUR9qNTk_FG5fTZJYZ7PrA11GBSa5kasQhf9k_Qa0lIQWj-f4c

And wait, there's more unit-important information on the next page!

"Social distancing protects us; Scouting connects us."

HEADLINES!!!!

Key information for units in the Great Southwest Council!

- **Upcoming Virtual Training Opportunities!**
 - Tuesday, June 9th, 7pm: Chartered Organization Representative training
 - Wednesday, June 10th, 7pm: Committee Training (all type units and all committee positions)
 - Contact Mary Mazza-Andersen to be invited to the Zoom meeting for either course; mary.mazza-andersen@scouting.org, or 575-209-9004
- **MAJOR changes to service hour reporting!**
 - “Service Hour Reporting” accessed via the my.Scouting <https://my.scouting.org/> ‘Legacy Web Tools’ section (or directly using the legacy “Good Turn for America (GTFA)” site <https://servicehours.scouting.org/1>) was shut down for unit entries on May 6.
 - Units should log service hours via the Scoutbook redirect when they click “Activity Logs” (under either the individual or ‘Quick Entry’) or directly in Internet Advancement 2.0.
 - For the time being, units can still enter Exploring Service Hours, report Eagle Service projects and view previously recorded projects in the GTFA portal.
 - Lodgemaster should be used for entering Order of the Arrow service hours. This data (which is stored in the Scoutbook database but is not User visible in Internet Advancement 2.0) feeds JTE directly.
 - Legacy Scoutbook activities that were ported into Internet Advancement 2.0 on May 6, 2020 do not feed into JTE.
 - Any service activities that were imported from GTFA show in Internet Advancement 2.0 and continue to feed into JTE.
 - Any service activities approved in Internet Advancement will feed into JTE.
 - As always, more information is available from Bryan on Scouting at this link: <https://blog.scoutingmagazine.org/2020/05/28/scoutbook-introduces-a-faster-way-to-track-your-scouts-progress/>
- The impact of the pandemic on 2020’s Journey to Excellence (JTE) criteria is being discussed at BSA National; the Council is reviewing the Partnership for Scouting criteria as well. More info to follow when available!

"Social distancing protects us; Scouting connects us."

Commissioner-Related Strategic Plan Goals

This page summarizes the commissioner-focus areas outlined in Section 5, *Unit Service*, of the Council's 2020 Strategic Plan, dated March 26th, 2020. Subsequent pages in the newsletter look at each of these areas. All data is as of **May 28th, 2020**, unless otherwise noted. Results are normally shown for last month and this month; however, many goals were not tracked last month due to the number of charters pending posting.

2019 Council Strat Plan Area	Goal	JTE Area	Last Month	Current Snapshot	Page
5.1.1	80% of unit rechartrers to Council by 12/31/20	N/A	N/A	88%	7
5.1.2	80% of unit charters posted by 1/31/21	N/A	N/A	84%	8-9
5.2.1	45% of units have six contacts, including one DA (Gold criteria)	Council #15	N/A	3%	10
5.2.2	75% of units have Bronze JTE or higher (Gold criteria)	District #14	N/A	65.6%	11
5.3.1	Maintain ratio of one UC per three units	N/A	N/A	2.8	12
5.3.2	80% of commissioners complete basic training	N/A	N/A	84.9%	13
5.3.3	100% of Cub Scout packs have a commissioner assigned	N/A	N/A	53.1%	14
5.4.1	50% of units achieve Partner status by 1/31/21, under the Partnership for Scouting (PFS) program	N/A	N/A %	Too early to measure	15-16
5.4.2	Report PFS status periodically; propose changes to PFS by 6/30/20	N/A	N/A	Too early to measure	15-16
5.4.3	Produce a new PFS brochure by 1/31/21	N/A	N/A	Too early to measure	15-16
N/A	Units without commissioners	N/A	N/A	48.5%	17

Strat Plan Area: 5.1.1

Recharterers to Council

(Goal is to have 80% of recharterers submitted to the Council by 12/31/2021)

Recharter data current as of 5/18/2020

District	Total Units	Units Dropping	Units Rechartering	Charters @ Office	Pct @ Office
Rio Grande	60	6	54	47	87%
San Juan Mountains	27	3	24	22	92%
Sandia	52	5	47	41	87%
Sangre de Cristo	24	2	22	20	91%
Council Total	163	16	147	130	88%

Having achieved our 2019 Strategic Plan goal of 80% of charters received in the Office, we'll stop tracking this until the 2021 recharter process starts this Fall.

Strat Plan Area 5.1.2

Rechartering Process-Charters Posted

(Goal is to have 100% of recharterers posted by 1/31/2021)

Recharter data current as of 5/28/2020

District	Units Rechartering	Charters @ Office	Pct @ Office	Charters Posted	Pct Posted
Rio Grande	54	47	87%	47	87%
San Juan Mountains	24	22	92%	21	88%
Sandia	47	41	87%	38	81%
Sangre de Cristo	22	20	91%	17	77%
Council Total	147	130	88%	123	84%

Having achieved our 2019 Strategic Plan goal of 80% of charters posted, we'll stop tracking this until the 2021 recharter process starts this Fall. The units that still need to have their recharter processed are identified on the next page. District Executives and the Council Registrar are working with these units to resolve any remaining issues so that the charters can be posted.

Recharter Tracking

“What’s Left...”

The table below provides a summary of which units still need to post their charters, as of 5/18/2020.

District	Unit Type	Unit Number	Location
RGD	Crew	0017	Office
RGD	Pack	0106	With Unit
RGD	Pack	0584	With Unit
RGD	Pack	0611	Office
RGD	Pack	1572	Office
RGD	Post	0429	With Unit
RGD	Post	0911	With Unit
SA	Crew	0001	With Unit
SA	Crew	0395	Office
SA	Pack	0003	Office
SA	Pack	0185	Office
SA	Pack	0395	With Unit
SA	Pack	0396	With Unit
SA	Pack	0463	Office
SA	Pack	1172	Office
SA	Troop	0409	Office
SDC	Pack	0022	Office
SDC	Pack	0034	Office
SDC	Pack	0045	With Unit
SDC	Pack	0073	Office
SDC	Troop	0129	With Unit
SJM	Pack	0302	With Unit
SJM	Pack	0325	With Unit
SJM	Pack	0807	Office

These are the units left to finish rechartering. Those in the Scout Office have issues that need to be resolved before the charter can be posted. Units should contact the Council Registrar to resolve any issues.

Strat Plan Area: 5.2.1

Unit Contacts

(Goal: 45% of units have 6 or more contacts, including one DA [Council JTE Gold])

This page looks at the critical unit-service area of unit contacts, which falls under Council JTE Criteria #16. The JTE criteria requires at least six contacts per year, with one a Detailed Assessment. This chart helps determine how a district is doing on both contacts, detailed assessments, and the combination of the two which determines the success in meeting the JTE criteria. Data is from a Council-level "District_Contact_Stats" report. In 2018, 40% of our units met this criteria, which equates to a Silver rating for JTE in this area. In 2019, 51% of the units met the criteria, which earned Gold. The challenge for 2020 is to continue the trend!

District	# Units	Total Contacts	# of Units with any contacts	Pct of units with any contacts	# of Units w/6 or more contacts	Pct of units with 6 or more contacts	# of Units with a DA	Pct of Units with a DA	# with 6 or more visits AND a DA	2020 Pct w/6 or more AND a DA
Rio Grande	49	236	47	95.9%	15	30.6%	5	10.2%	4	8.2%
San Juan Mountains	26	76	25	96.2%	3	11.5%	1	3.8%	0	0%
Sandia	41	279	41	100%	29	70.7%	0	0%	0	0%
Sangre de Cristo	18	45	18	100%	0	0%	0	0%	0	0%
Total	134	636	131	97.8%	47	35.1%	6	4.5%	4	3.0%
Bronze Goal (10%)									14	
Silver Goal (25%)									34	
Gold Goal (45%)									61	
Needed to reach Bronze goal									10	
Needed to reach Silver goal								To-Go to Silver	30	
Needed to reach Gold goal								To-Go to Gold	57	

Here's the to-date info on unit contacts so far in 2020. The number of units increased significantly from last month, with 27 charters posted in May. Ass additional charters are posted, numbers will be updated.

Strat Plan Area: 5.2.2

Units with JTE Bronze or Higher

(Goal: 75% of Units achieve Bronze or Higher
[District JTE Gold])

This page looks at the how many units achieve JTE level Bronze or higher, which falls under District JTE Criteria #14. Districts that achieve 50% earn Bronze; 60% are Silver, and 75% are Gold. JTE forms are normally collected at the end of the calendar year, as part of the recharter process.

Data current as of 3/25/2020

District	# Non-LDS Units	NO JTE Form Submitted	Form Submitted	Pct w/ Form	None	Bronze	Silver	Gold	Total Bronze or Higher	Pct Bronze or Higher	District JTE #14
Rio Grande	57	13	44	77.2%	2	4	2	36	42	73.7%	Silver
Sandia	52	19	33	63.5%	0	1	3	29	33	63.5%	Silver
SdC	24	8	16	66.7%	3	5	0	8	13	54.2%	Bronze
San Juan Mtns	27	7	20	74.1%	3	2	0	15	17	63.0%	Bronze
Total	160	47	113	70.6%	8	12	5	88	105	65.6%	Silver

There was no change in the data from March. One the Council Office is open, any charters posted in May will be reviewed to see if there are any JTE forms to be processed.

Strat Plan Area: 5.3.1

Ratio of Units per UC

(Goal: 3.0 or less)

Having enough UCs to cover all units, without overburdening the UC with too many units to provide effective service, requires that we look at that ratio. This metric does just that! The data on number of units for the report is from looking at the number of units in the District_Contact_Stats report, and commissioner assignments from those shown as registered as UCs in the “TrainedLeader_Great_Southwest_Council_412” training report.

District	# Units	Goal # UCs	Actual # UCs	Ratio	# UCs to Meet Goal
Rio Grande	49	16.3	22	2.2	-5.7
San Juan Mountains	26	8.7	9	2.9	-.03
Sandia	41	13.7	13	3.2	0.7
Sangre de Cristo	18	6.0	4	4.5	2.0
Total	134	44.7	48	2.8	-3.3

The ratio for units per commissioner increased in May from 2.2 to the current 2.8. This is due to 27 unit charters being posted, increasing the number of units, while the number of commissioners remained about the same.

Strat Plan Area: 5.3.2

UCs are Trained!

(Goal: 80% or more of UCs have completed basic training)

A key component of providing quality unit service is having UCs that are trained in their role. This table looks at commissioner training data. Data is compiled from a Council-level Trained Leaders Report (“TrainedLeader_Great_Southwest_Council_412”) produced from Training Manager in my.scouting.

District	# DCs	# Trained DCs	# ADCs	# Trained ADCs	# UCs	# Trained UCs	# RTCs	# Trained RTCs	Total Comm	Trained	Pct Trained
RG	1	1	6	6	31	29	3	3	41	39	95.1%
SJM	1	1	1	1	13	6	0	0	15	8	53.3%
SA	1	1	4	4	16	16	3	2	24	23	95.8%
SDC	1	0	1	1	4	2	0	0	6	3	50.0
Total	4	3	12	12	64	53	6	5	86	73	84.9%
Pct Trained		75.0%		100.0%		82.8%		83.3%			

To Goal	0.2	-2.4	-1.8	-0.2	-4.2
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With district charters posted, we should have a stable number of commissioners. Almost 85% are trained, exceeding our goal of 80%!

Strat Plan Area: 5.3.3

Packs have a UC

(Goal: 100% of Packs have a UC assigned)

Having strong packs that excite youth about Scouting is critical to retaining the youth as they age-up to become eligible for Scouts BSA, Venturing, and Exploring. Having commissioners assigned to the unit helps to ensure strong packs. The data is from the Assigned_Units and Unassigned_Units reports in Commissioner Tools.

District	Packs	Packs Assigned a UC	Packs Not Assigned a UC	Pct Packs Assigned
Rio Grande	21	14	7	66.7%
San Juan Mountains	9	3	6	33.3%
Sandia	13	9	4	69.2%
Sangre de Cristo	6	0	6	0.0%
Total	49	26	23	53.1%

This is an updated look at 2020 data for this goal, after 11 pack charters were posted in May. Many of the units without commissioners had UCs assigned before, so it may be just an administrative matter to re-assign the UCs in Commissioner Tools.

Strat Plan Areas 5.4

Partnership for Scouting (PFS)

The Council's Scouting Partnership initiative, started in 2017, is an effort to recognize those units that meet certain goals for program, camping, and financial support of the Council.

2020 Partnership Status Criteria

- \$175 per registered youth, via FOS contributions, beef jerky or popcorn sales, Gondola Patrol, or other donations to the Council
- Attend a Council-sponsored day camp (packs) or attend Gorham for scout camp (troops) at least once every three years; Crews need to achieve Bronze or higher for Crew JTE Criteria #4, Adventure
 - Note: How to apply this criteria since summer camp and day camps have been cancelled due to the pandemic is being discussed**
- Earn overall JTE Bronze or higher
 - Note: BSA National has indicated that revisions will probably be made to JTE criteria once the impact of the pandemic is better understood**

Partnership Status Recognition

- Rebate of \$25 insurance fee
- 10% rebate for day camps and Gorham Scout Ranch fees
- Free Eagle Scout/Summit Award presentation kits
- Free cloth and card for rank advancement
- Free use of Gorham Scout Ranch in the off-season
- 10% off camping gear at High Desert Scout Shop
- Free basic training for all adult leaders
- 10% off Wood Badge, Brownsea and NYLT training
- 5% bonus commission for take order popcorn sales
- Free Journey to Excellence patches
- Free Pinewood Derby Cars for packs

Strat Plan Areas 5.4

Partnership for Scouting (PFS)

There are three goals in this area:

- 5.4.1-PFS Unit Percentage
 - Goal: Achieve 50% of units qualifying as Partner Units
 - Deadline: 1/31/2021
- 5.4.2-PFS Report
 - Goal: Prepare report on Partnership for Scouting status and proposed changes to PFS requirements to Council Executive Committee
 - Deadline: 6/30/2020
- 5.4.3-Promotion of PFS
 - Goal: Produce a new brochure promoting PFS
 - Deadline: 1/31/2021

Reporting on PFS-related goals will begin once recharter is completed, unit youth membership totals have been established for all units, and initial Friends of Scouting (FOS) data is available.

Strat Plan Area: N/A

Units without Commissioners

(Goal: minimize the number of units without a UC assigned)

To have effective unit-level commissioner service, there needs to be 'ownership' of a unit (or units) by a UC. While not a Strategic Plan goal, tracking units without a commissioner assigned provides feedback on either making sure a commissioner has been assigned administratively, or show the need to recruit additional commissioners. Data is from the Unassigned_Units report in Commissioner Tools.

District	# Units	# Not Assigned a UC	Pct Unassigned
Rio Grande	49	17	35%
San Juan Mountains	26	16	62%
Sandia	41	17	41%
Sangre de Cristo	18	15	83%
Total	134	65	48.5%

With district rechartering completed, the number of UCs is fairly stable. However, unit recharterers are still being processed. During recharter, commissioner assignments in Commissioner Tools often get dropped, so the numbers shown could improve based on administrative actions.

GSWC District and Council Commissioners

as of 5/29/2020

District	Name	Email	Phone
Rio Grande	Felipe Rael	frael@outlook.com	505-980-5922-c
Sandia	Jerry Brenden	jabrenden@gmail.com	505-239-7656-c
Sangre de Cristo	David Jones	dciones59@gmail.com	505-662-5289-h
San Juan Mountains	Matthew Griffis	matthewgriffis@gmail.com	510-427-3843-c
Assistant Council Commissioner for Older Youth Programs	Brian Tolson	briantolson99@yahoo.com	505-967-6139
Council Commissioner	Dale Balmer	dbalmer8@comcast.net	505-898-9076-h 505-554-8545-c



Commissioner Technology Focus Group (CTFG) Status Report

May 15, 2020

Updated Distribution List

Please continue to send updates to the distribution list for this periodic status report to rick_hillenbrand@alum.mit.edu.

Communications reminders

This status report is a collection of recent technology news of interest to commissioners. Many of the items included in this Status Report are reported as they develop in either or both:

- The [BSA Commissioners](#) group within the [BSA Forums](#) (scroll to the bottom of the page to find it).
- News for Commissioner <https://www.scouting.org/commissioners/news-for-commissioners/#>

Communicating during the Pandemic

Because of COVID-19 many of us are looking for new ways to communicate, including the use of video conferencing. In collaboration with national staff members, your service team's Commissioner Technology Group went to work and developed a Zoom quick reference guide. While it doesn't cover all the functionality available, it does cover the basics and address common questions. It's available in both PPT and PDF formats so it can be used for training or personal reference. You can expect periodic updates as well as other virtual Scouting reference guides in the future.

- [Using Zoom for Virtual Scouting \(PDF\)](#)
- [Using Zoom for Virtual Scouting \(PPT\)](#)

Meet the Commissioner Technology Group Members

If you have ever wondered "Who all makes up the Commissioner Technology Group?" you can now see the members, their areas of emphasis and their home town at:

<https://www.scouting.org/commissioners/commissioner-technology-group/>. In addition to these 18 people the group is led by Commissioner Technology Chair Rick Hillenbrand and assisted by Commissioner Resources Chair Darlene Sprague <https://www.scouting.org/commissioners/your-national-service-team/>.

Commissioner Tools Updates

Check out the new commissioner training on the Commissioner Tools webpage <https://www.scouting.org/commissioners/tools/>. The training for the updated Commissioner Tools is presented in two formats. PowerPoints have been added and content has been updated in the static training, and new video modules have been created.

The topics are:

- Navigation and Simple Assessments
- Detailed Assessments and Unit Service Plan
- Commissioner Tools Reports
- Commissioner Tools for Administrative Commissioners
- Commissioner Tools for Roundtable Commissioners



Static training is presented in PowerPoint and PDF formats and guides the commissioner through the major highlights of Commissioner Tools. Individual commissioners can use the documents to familiarize themselves with the functionality of Commissioner Tools. These documents also can facilitate instructor lead training for newly recruited commissioners, or as a training element in a monthly commissioners meeting. Each PDF document contains the speaker notes for the PowerPoint.

The new video training modules are temporarily being offered on the webpage until the BSA Learn Center is updated. PLEASE NOTE: If the modules are used from the webpage, credit is NOT recorded in training records.

Notable recent enhancements since last month's issue #47.

- The four month "Average Assessment Score" now displays on the Organizational Dashboard.
- The reports now work with 2018 data.
- Reports no longer 'time out' after 20 minutes of being in My.Scouting.

Advanced Commissioner Tools Analytics

- Updates have been made (May 5 & 6) to the Commissioner Tools PowerPivot Table advanced analytical tools <https://www.scouting.org/commissioners/tools/inst-for-creating-advanced-power-pivot-table/4>, and the built-in Unit Contact Visual Analysis tool for the District Contacts Stats report (see attached image)



- All these advanced analytical tools are now functional again.
- If you download and export a Commissioner Tools report and try to run the old Power Pivot table executable files they will not work.

New Service Hour Reporting Process

"Service Hour Reporting" accessed via the my.Scouting <https://my.scouting.org/> 'Legacy Web Tools' section (or directly using the legacy "Good Turn for America (GTFA)" site <https://servicehours.scouting.org/>) was shut down for unit entries on May 6.

- Units should log service hours via the Scoutbook redirect when they click "Activity Logs" (under either the individual or 'Quick Entry') or directly in Internet Advancement 2.0.
- For the time being, units can still enter Exploring Service Hours, report Eagle Service projects and view previously recorded projects.
- Lodgemaster should be used for entering Order of the Arrow service hours. This data (which is stored in the Scoutbook database but is not User visible in Internet Advancement 2.0) feeds JTE directly.

Additional notes:

- Legacy Scoutbook activities that were ported into Internet Advancement 2.0 on May 6, 2020 do not feed into JTE.
- Any service activities that were imported from GTFA show in Internet Advancement 2.0 and continue to feed into JTE.
- Any service activities approved in Internet Advancement will feed into JTE.

BeAScoutPin

Unit Pin Manager is now found in the **Organization Manager** on my.Scouting having been removed from the **Legacy Web Tools** menu. Additionally, for professionals, it has been moved from the MyBSA platform.

New Learning Management System (LMS)

The LMS system has been completely overhauled. As a reminder, an easy way to access LMS is via the BSA Learn Center link on the right-hand side of the My.Scouting homepage.

BOY SCOUTS OF AMERICA

HOME PROGRAMS LEARNING PLANS COURSES MY LEARNING

My Courses and Learning Plans

Course
Accessing Commissioner Tools
Completed RE-TAKE

Course
Neglect
Completed RE-TAKE

Course
Exposure to Violence
Completed RE-TAKE

GO TO MY LEARNING

Programs

YOUTH PROTECTION TRAINING
Programs
Youth Protection Training
4 elements

CUB SCOUTS
Programs
Cub Scout Learning Plans - Select your Positions
4 elements

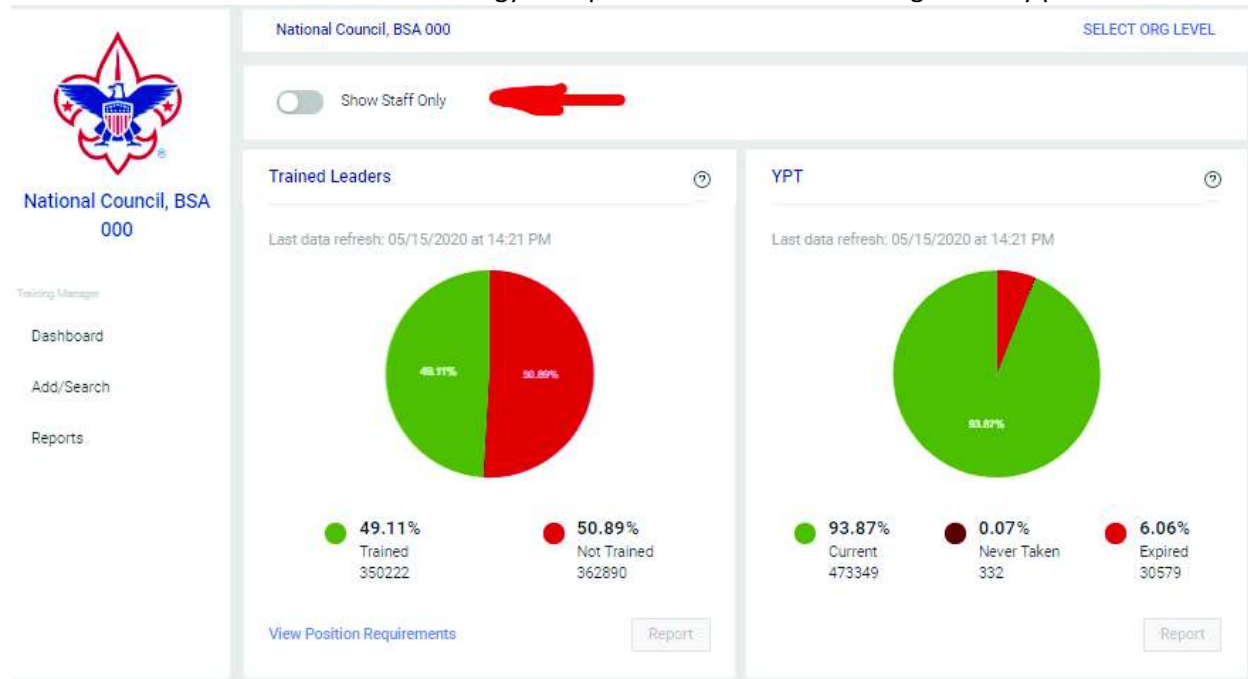
SCOUTS BSA
Programs
Scouts BSA Learning Plans - Select your Positions
3 elements

Save the Date

The Technology Impact Session that will be offered in San Diego Imperial Council in the September/October timeframe is still planned. The exact date has not yet been finalized.

New Training Manager

The My.Scouting **Training Manager** has also been completely overhauled. The 'Show Staff Only' feature displayed in the image below is only displayed when viewing non-units. Initial feedback from the members of the Commissioner Technology Group that assisted in the testing was very positive.



Support

Member Care Contact Center is available to offer support at 972-580-2489 Monday thru Friday between 7 am - 5PM Central time (new times during COVID-19 period), or by sending an email to myscouting@scouting.org. Please provide your name and BSA membership ID number in addition to specific details about your concern so that we can more quickly troubleshoot your issue.

The Commissioner Technology Focus Group