Frequently Asked Questions

What is Community Service? As stated in the *Boy Scout Handbook,* some Good Turns are big—saving a life, helping out after floods or other disasters, recycling community trash, or working with others on conservation projects. But Good Turns are often small, thoughtful acts—helping a child cross a busy street, going to the store for an elderly neighbor, cutting back brush that is blocking a sign, doing something special for a brother or sister, or welcoming a new student to your school. Youth and volunteers are looking for ways to serve their communities. At the same time, service organizations need dedicated volunteer help. By working together, we can improve our young people, our communities, and the nation.

Service Projects should be approved by your Unit Leader (Scoutmaster, Packmaster, Crew Advisor, OA Advisor, etc.) Service Project time should include travel time to the event and back home.

How does a Journey to Excellence service project benefit the community?

Meeting the substantial needs of every community is dependent on its citizens to answer the call of volunteerism. There is a natural fit between the Boy Scouts of America and other community organizations, and service learning is an integral part of the Scouting program. As a result, youth and adults seek opportunities to volunteer, and community organizations need volunteers to help them fulfill their missions. Working with these organizations creates a win/win situation for everyone.

Do volunteers have to be a member of the Boy Scouts of America to participate in the service project?

No. In order to fight hunger, provide shelter, teach the habits of healthy living, clean a stream/trail/park and any other service project, we need the assistance of everyone in the community. Reported service hours should include everybody participating in the service project.

How do I report Community Service hours?

To report information about a service project in which your unit/group participated, log-on to the Journey to Excellence (JTE) website: https://servicehours.scouting.org/UI/Security/Login.aspx . For more instructions, see instructions below.

Why should Community Service be reported?

Reporting Community Service projects and service hours into the JTE website helps a unit track their JTE goals. It also helps when a Unit/District/Council reports total service hours spent helping the community and reflects the value Scouting contributes to our community. In 2013, HOAC reported 183,586 total service hours, but it is estimated that less than ½ of all service hours are reported by units.

I helped coordinate a service project for a District, how to I report my volunteer time coordinating the project?

The time should be reported by your home Unit (Troop, Crew, Team, Pact, etc.). Report your total planning/coordinating hours to your home unit JTE coordinator to include your hours within the Units total reported hours. If your home unit did not participate in the service project, your hours should still be recorded by your home unit JTE Coordinator.

Do the hours worked by family members count on an Eagle service project or any Scout sponsored service project?

YES! The Eagle Scout Project instructions tell boys to record "Scouts, Venturers, or Other Individuals" who participate in the project. That can include family members, says **Christopher Hunt**, team leader of advancement at the BSA. Yes, a boy should record the efforts of his siblings just as he would any project volunteer.

Should travel time from and to a service project be included in the total project time?

Yes. Service Project time should include travel time to the event and back home.

If a scout helps at a service organization (Harvesters, etc.) in conjunction with a merit badge, such as Citizenship in the Community, should those service hours be reported as Journey to Excellence service hours?

Yes, this should be counted as a Unit project, even if only one Scout participates. If an adult drove the Scout to the service project, include the driving time of both the Scout and adult in the number of hours reported.

How does an Order of the Arrow lodge record their service hours?

Each local council has an OA lodge ID that can be used to log Order of the Arrow service hours. Anyone from the lodge can create an account and record hours with that lodge ID. All OA units are "Lodge" unit type. The unit number is a 1, 2 or 3 digit number that matches the council number. Council 1 OA unit number is 1, council 212 OA number is 212. If the council has units with the same number as the council number, that is not a problem because the unit ID will help the computer differentiate between the various accounts. Follow the same instructions for units recording their service hours. As an alternative, all OA service hours can be reported through the Scouts/Scouters home Scouting unit.

Entering your unit service projects is a pretty simple process:

1. Get your UNIT ID from your District Activity Chair or District Executive. If you have already entered hours for your unit in the past, you do not need to do this again!
2. Log-on to the Journey to Excellence (JTE) website (https://servicehours.scouting.org/UI/Security/Login.aspx). There is a link to enter your Community Service Projects on this site.
3. If you are going to the JTE website for the first time, enter the UNIT ID; after that, the program will ask you to create a personal User ID and password. From that point forward, you will be able to log-on without the UNIT ID; your User ID and password associated with that UNIT ID will log you on in the future to enter additional projects for your unit. If you have logged on to the JTE website before, enter your User ID and password as prompted.
4. After you have logged-on, a screen will appear with three options under which you can enter or view Community Service Projects. Click the appropriate option for your project. In most cases, you will click the link to "Enter a Service Project."
5. Headings with different types of projects will appear. Click the one most appropriate to your project. A heading doesn't exist to describe your project, no problem! Click "Other" under "Other Services." You can enter any type of project under this heading.
6. Fill in the information it asks for, including the date of the project, how many youth participated, how many adults participated, and total number of hours. You can include all participants in your calculations, Scouts, Scouters and non-Scouters!
7. Click "Submit Report" to log your hours! You can also print a certificate to present at an upcoming event for the unit or the organization for which you did your service project!

Entering an Eagle Scout Service Project?

1. Repeat steps 1-4 above with the exception of selecting "Report an Eagle Scout Service Project."
2. Complete the information requested. Most of this information can come directly from the Eagle Scout's Eagle Scout Application Form, including the date of completion, Scout participation, adult participation, hours, project beneficiary, and a brief description of the project.
3. Click "Submit Report" to log your hours! You can also print a certificate to present at an upcoming event for the unit or the organization for which you did your service project!

What are the requirements for Gold, Silver & Bronze levels in Community Service Projects JTE?

Cub Scout Pack Community Service Hours JTE Requirement (#7):

The pack participates in service projects with one benefiting your chartered organization. The projects and hours are entered on the Journey to Excellence website.

BRONZE: Participate in 2 service projects.
SILVER: Participate in 3 service projects.
GOLD: Participate in 4 service projects.

Boy Scout Troop / Varsity Team Community Service Hours JTE Requirement (#8):

The troop / team participates in service projects with one benefiting your chartered organization. The projects and hours are entered on the Journey to Excellence website.

BRONZE: Participate in 4 service projects.
SILVER: Participate in 5 service projects.
GOLD: Participate in 6 service projects.

Venturing Crew / Sea Scout Ship Community Service Hours JTE Requirement (#5):

The crew / ship participates in service projects with one benefiting your chartered organization. The projects and hours are entered on the Journey to Excellence website.

BRONZE: Participate in 2 service projects.
SILVER: Participate in 3 service projects.
GOLD: Participate in 4 service projects.