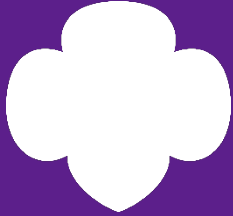


# Service Team January Overview 2026



The purpose of this resource is to provide you with an overview of each volunteer position within the service unit so that you can stay updated with what everyone is focusing on during this month. This overview should be used in conjunction with your service unit annual plan so that you can customize resources and ideas to meet the specific needs of your service unit.

## TIP OF THE MONTH

Volunteer support starts with connection. When Service Unit team members regularly check in, provide clear guidance, and follow through on questions or concerns, volunteers feel supported and confident in their roles—strengthening trust and belonging across the Service Unit. Support isn't just responding when questions arise; it's reaching out before volunteers feel stuck or overwhelmed. This month, try one intentional touchpoint with each troop—a quick email, text, or call asking, "What's going well, and where do you need support right now?"

## SERVICE UNIT MEETING

- Welcome new leaders to the service unit meeting. Service Unit Team should invite at least one new leader personally to the Service Unit meeting. Introduce them to the Service Unit.
- Provide networking opportunities at the service unit meeting.
- Finalize World Thinking Day Event (February 22, 2026) and promote Girl Scout Week (March 8-14, 2026) activities.
- Promote GSWO Camps and upcoming registration (January 28, 2026: Overnight Camp registration opens; February 11, 2026: Day Camp registration opens; February 18, 2026: Troop Adventure Camp registration opens).
- Allow time for Q&A and check in with new leaders about cookies.
- Treasurer provides update on service unit finances.

## SERVICE UNIT CHAIR

- Identify volunteers to nominate for Volunteer of the Quarter.
- Volunteer Award Nominations are open, and the deadline is fast approaching on January 15, 2026.
  - Discuss the various awards and nomination process. Refer to the Volunteer Awards Nomination Packet for more details.
  - Identify volunteers to nominate for GSUSA National Awards and Girl Scouts of Western Ohio Volunteer Awards.
  - Share that Membership Year Pins and Years of Service Pins are only able to be submitted online. Encourage volunteers to complete the online forms. Pins are awarded in five-year increments.
  - Refer to our [Awards and Recognitions Page](#) for more information.
- Review Service Unit Looker Reports on a regular basis and discuss with the service team.
- Submit something amazing the Service Unit did this Fall (girl-led event, recruitment, leader event) <https://www.gswo.org/en/for-volunteers/for-service-teams/spotlight.html>.
- Continue to work with the GSLE chair to follow up with the New Volunteer Support Process and check in with new volunteers.

- RSVP to join us for our January Virtual Roundtable Harvesting Highlights: Service Unit Success and support on January 27, 2026, at 6:30 p.m. <https://www.gsw.org/roundtable>

## GSLE CHAIR

- Review service unit Looker reports and discuss them with the service team.
- Add new leaders to all service unit communications.
- Encourage new troop leaders to attend the upcoming New Leader Fair on January 24, 2026, at 10 am.. They can register here: <https://www.gsw.org/en/discover/activities/events.html?q=New%20Leader%20Fair>
- Connect troops with a mentor or “sister troop”; consider having age level breakout groups during service unit meetings.
- Inform leaders of the Grade Level Guidance resources on gsLearn.
- Identify bridging girls/troops. Offer support, resources, and requirements.
- Encourage participation in Summer Overnight and Day Camp opportunities.
- RSVP to join us for our January Virtual Roundtable Harvesting Highlights: Service Unit Success and support on January 27, 2026, at 6:30 p.m. <https://www.gsw.org/roundtable>

## DATA CHAIR

- Review reports on Looker to make sure information is correct and troop rosters are complete for the upcoming cookie program.
- Use looker report gsLearn Summary to ensure your service unit Youth Protection Training is complete for new leaders. All Troop Cookie Managers must have Youth Protection Complete.
- Provide an updated list of registered troops to the cookie coordinator.
- Connect individual girls with the cookie coordinator or GSWO staff to encourage participation in the cookie program.
- Continue to encourage Troop Leaders to update their meeting information such as meeting days, times, and how many girls they are accepting. <https://form.jotform.com/81915189999177>.
- RSVP to join us for our January Virtual Roundtable Harvesting Highlights: Service Unit Success and support on January 27, 2026, at 6:30 p.m. <https://www.gsw.org/roundtable>

## RECRUITMENT CHAIR

- Check in with your Recruitment Specialist to discuss gaps, where to target recruitment and ensure all parties are on the same page with recruitment strategies moving forward.
- Connect with school districts about kindergarten registration, see if we can have a table there or how Girl Scout information can be sent out.
- Leverage relationships with faith-based organizations for upcoming Girl Scout week celebrations. Will they honor the girls during a service or celebrate Girl Scout Week?
- Girl Scouts is the most visible in our communities during the Girl Scout Cookie Program. We want our troops to be prepared when asked, “Can my girl join your troop?” While we want every girl to have an opportunity to join Girl Scouts, we understand not every troop can welcome new girls. Troop leaders should direct families to [gsw.org/join](https://www.gsw.org/join) to get more information about Girl Scouts. GSWO will work with the family to find the best opportunity for them.
- RSVP to join us for our January Virtual Roundtable Harvesting Highlights: Service Unit Success and support on January 27, 2026, at 6:30 p.m. <https://www.gsw.org/roundtable>

## SERVICE UNIT COOKIE COORDINATOR

- Recap/Promote the SU Cookie Rally
- This year, Troops will not be uploaded into Smart Cookies unless they meet all requirements. Check each of your troops against the most recent TCM report to ensure:
  - They have two active troop leaders.
  - They have a registered troop cookie manager.
  - They have completed their agreement form online.
  - Youth Protection Training is completed for leaders/TCMs.
  - Troops have completed their ACH form at [www.gsw.org/bankform](http://www.gsw.org/bankform).
- Make sure your troop cookie managers know where to find cookie resources ([www.gsw.org/cookieresources](http://www.gsw.org/cookieresources)) and ensure all troop cookie managers have received training and are in Smart Cookies.
- Remind troops to log in to Smart Cookies starting January 2, 2026.
- Have TCM verify their roster in MYGS or with their Volunteer Experience Specialist, and if anyone is missing, contact Customer Care at 888.350.5090.
- Encourage troops to use Digital Cookie for simpler money management and order tracking, remind them that DC will take Venmo and Paypal this year!
- Remind troops that they can begin to solicit and request troop secured booths through Smart Cookies on January 12, 2026.
- Communicate with troops the initial order deadline of February 2, 2026, at 11:59 p.m.
- Promote the Initial Order phase webinar on January 22, 2026, Cookies-In-Hand Webinar February 26, 2026, and the Finishing Out the Program webinar on March 19, 2026. Even if troop cookie managers cannot attend, they can still register and receive an email with the recording the next day.

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