New Member Coordinator Connection

Welcoming new Cub Scouts and families into your Pack (30 minutes + Q&A)



Goals for today:

- Make the first meeting feel easy and welcoming
- Reduce confusion in the first 30 days
- Help families build connections fast
- Protect Cubmaster/Den Leaders so meetings stay fun

We'll start with two short role plays, then share best practices you can copy tomorrow.

Role Play #1: “The bottleneck Cubmaster”

Opening activity (2–3 minutes)

Scenario:

A new family arrives for the first time — 2 minutes before a Pack meeting starts.
They have lots of questions and want reassurance.

Roles:

New Parent
Cubmaster

Watch for: what the parent feels, and what it does to the meeting start.



Reflection

After Role Play #1 (60–90 seconds)

What did the new parent experience?

What did the Cubmaster experience?

What's the risk if this happens repeatedly in your Pack?

What would have prevented the bottleneck?



Role Play #2: “The NMC intercept”

Opening activity (3–5 minutes)

Scenario:

Same moment at the door — first time family arrives just before the meeting.
The New Member Coordinator is ready and owns the welcome flow.

Roles:

New Parent
New Member Coordinator (NMC)
Den Leader (and Den) — optional

Watch for: connection, clarity, and protecting the program leaders.



Reflection

After Role Play #2 (60–90 seconds)

What changed for the parent?

What changed for the Cubmaster & Den Leader?

With or without an NMC, what could you do to greet new parents at your next meeting?



What the NMC role is really for

Three outcomes (2 minutes)

Three outcomes:

- Reduce confusion in the first 30 days
- Increase connection and belonging fast
- Protect program leaders so meetings stay fun

If families feel welcomed + informed + connected, they come back.



Best Practice #1: Welcome at the door + introduce to the Den

Make it impossible for a new family to feel lost.

- NMC (or backup) is at check-in for the first 10 minutes.
- Confirm grade → den assignment → walk them to the den.
- Introduce parents to Den Leader + 1–2 other parents.
- Introduce the Scout to kids their age immediately.

Tip: Use name tags for new families (and leaders).





Best Practice #2: Buddy family system

Pair each new family with a returning family in the same den for 30 days.

- Buddy family sits with them and makes introductions.
- Buddy answers quick questions (uniform, where to go, what's next).
- Buddy sends 1–2 reminders before the next meeting/event.

Example: "We're your go-to for the first month — text us anytime."



Best Practice #3: Checklist + 24-hour follow-up

Before they leave night one, ensure clarity on the basics:

- Den assignment + Den Leader contact
- Calendar link + how you communicate
- What to bring / wear next time (keep it simple)
- Next fun event they should attend
- Set a follow-up touch in 24 hours

24-hour message: “Great meeting you — here are links + next steps.”



Welcome to Pack 123!

Quick guide for your first few weeks — who’s who, what’s next, and where to find answers.

Welcome

How Pack 123 works (quickly)

- Dens meet twice per month (grade-based groups).
- Pack meeting once per month (games + recognition + all dens together).
- Usually one extra fun event/outdoor/service activity each month.
- Cub Scouting is a family program — parents are encouraged to stay involved.

Welcome Guide (online)

Scan to open the Welcome Guide:
pack123.example/welcome

Common questions (quick answers)

What do we need to buy?
Start simple: shirt if you have one; handbook optional at first.

What if we miss meetings?
No problem — tell your Den Leader and we’ll help you catch up.

How do we know what’s coming up?
Rolling 90-day calendar + monthly “What’s Next” email.

How much time is this for parents?
Plan to attend meetings; each family helps in small ways.

How does advancement work?
Adventures all year; leaders record progress; recognition at pack meetings.

Who do I contact with questions?
Start with your Den Leader or the New Member Coordinator.

Before you leave tonight

- Den assignment + Den Leader contact
- Calendar link + how we communicate
- What to bring / wear next time (keep it simple)
- Next fun event you should attend
- A follow-up touch within 24 hours

24-hour follow-up message

“Great meeting you — here are links + next steps.”

Next steps (recommended)

- Meet your Den Leader and exchange contact info before you go.
- Add the calendar (QR/link) and watch for the monthly “What’s Next” email.
- Try one fun event in your first month — it’s the fastest way to make friends.

Need help?

New Member Coordinator:
Jamie Scouter
pack123welcome@example.org
(555) 123-4567

Pack 123 • We’re glad you’re here • Scan the Welcome Guide QR for links + next steps

Best Practice #4: New parent huddle (8 minutes during the meeting)

While dens start, NMC gives parents the quick orientation:

- Dens vs pack meetings
- Advancement basics: adventures all year → rank
- Calendar + where updates live
- Parent expectations + how to help
- Who to contact for questions

Keep it friendly. Offer follow-up for deeper questions.

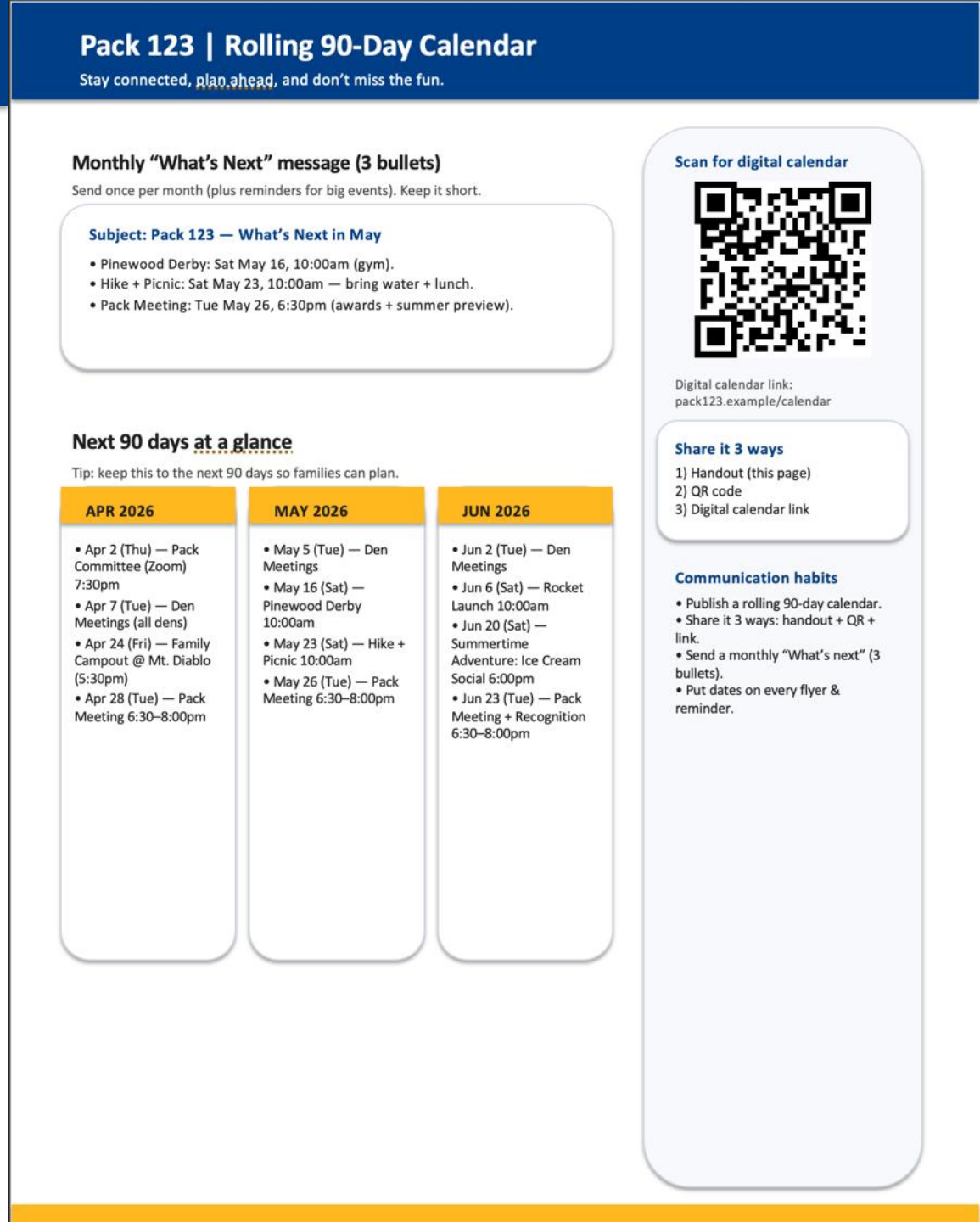


Best Practice #5: Make the calendar unavoidable

Busy families stay when they can plan ahead.

- Publish a rolling 90-day calendar (minimum).
- Share it 3 ways: handout + QR code + digital calendar link.
- Send a simple monthly “What’s next” message (3 bullets).
- Put dates on every flyer and every reminder.

Goal: parents never have to guess what’s happening next.



Pack 123 | Rolling 90-Day Calendar

Stay connected, plan ahead, and don’t miss the fun.

Monthly “What’s Next” message (3 bullets)

Send once per month (plus reminders for big events). Keep it short.

Subject: Pack 123 — What’s Next in May

- Pinewood Derby: Sat May 16, 10:00am (gym).
- Hike + Picnic: Sat May 23, 10:00am — bring water + lunch.
- Pack Meeting: Tue May 26, 6:30pm (awards + summer preview).

Next 90 days at a glance

Tip: keep this to the next 90 days so families can plan.

APR 2026

- Apr 2 (Thu) — Pack Committee (Zoom) 7:30pm
- Apr 7 (Tue) — Den Meetings (all dens)
- Apr 24 (Fri) — Family Campout @ Mt. Diablo (5:30pm)
- Apr 28 (Tue) — Pack Meeting 6:30–8:00pm

MAY 2026

- May 5 (Tue) — Den Meetings
- May 16 (Sat) — Pinewood Derby 10:00am
- May 23 (Sat) — Hike + Picnic 10:00am
- May 26 (Tue) — Pack Meeting 6:30–8:00pm

JUN 2026

- Jun 2 (Tue) — Den Meetings
- Jun 6 (Sat) — Rocket Launch 10:00am
- Jun 20 (Sat) — Summertime Adventure: Ice Cream Social 6:00pm
- Jun 23 (Tue) — Pack Meeting + Recognition 6:30–8:00pm

Scan for digital calendar

Digital calendar link: pack123.example/calendar

Share it 3 ways

1) Handout (this page)
2) QR code
3) Digital calendar link

Communication habits

- Publish a rolling 90-day calendar.
- Share it 3 ways: handout + QR + link.
- Send a monthly “What’s next” (3 bullets).
- Put dates on every flyer & reminder.

Best Practice #6: Recognition + momentum + first event attendance

Families stay when they see progress and fun.

- Do a short recognition moment at every Pack meeting.
- Personally invite new families to one “hook” event in the first month.
- Make it an easy yes: low gear, low cost, high fun.

Examples: hike, rocket launch, campout, pinewood derby



Best Practice #7: Missed-meeting outreach + 30/60/90 touches

Don’t let new families quietly disappear.

- If a new family misses two meetings, someone reaches out.
- Friendly script: “We missed you, everything OK? Here’s what’s next.”
- 30/60/90 touches: quick check-ins to invite them back.

Assign this to NMC + buddy family (shared load).



Common parent questions (prepare quick answers)

Dens vs Pack meetings	How advancement works (adventures all year → rank)	What if we miss meetings? (how to catch up)
Parent time expectations + “every family helps”	Costs: what’s required vs optional	Where updates live (email/text/app + calendar)

Pack 202
Troop 808

Welcome Guide

Welcome to Scouting 4
- Pack 202's History 4
- Troop 808's History 5
- Adventure is out there! 6
- What makes our Pack and Troop special? 6
- We're glad to have you join our Scouting family! 7

General Information 8
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- Email Communications 9
- Calendar 11
- Camping 11

Pack 202 12
- Attendance Policy 12
- Dens 12
- Pack Meetings 13
- Role of Adults 13
  - Adult Leaders 14
    - Assistant Cubmaster 14
    - Den Leader 14
    - Assistant Den Leader 14
- Rank Advancement 15
  - Adventure Belt Loops 15
  - Adventure Pins 15
  - Rank 17

Minimum viable NMC vs. Gold standard

Minimum viable (small Packs):

- Welcome at the door
- Den introduction
- 24-hour follow-up + calendar link

Gold standard (larger Packs):

- Buddy family system
- New parent huddle
- 30/60/90 touches + missed meeting outreach
- First event attendance goal

Iterate to success!



Discussion + one commitment (then Q&A)

Quick share (2–3 people):

- What's your Pack's biggest drop-off moment?
- What's one onboarding change you could adopt this month?
- What template/resource would help most?

Pick one commitment:

- □ Welcome at the door coverage
- □ 24-hour follow-up message
- □ Buddy family system
- □ New parent huddle