



**MILITARY OFFICERS
ASSOCIATION OF AMERICA
Arizona Council of Chapters**

MINUTES OF THE ARIZONA COUNCIL OF CHAPTERS

1000 Hours, Friday, 8 November 2019

HOSTED BY THE GREEN VALLEY CHAPTER MOAA

IN ATTENDANCE:

Arizona Council of Chapters:

President: Col Peter Kloeber
Vice President: Col Tom Owens
Secretary: Mrs. Pam Wojtas
Treasurer: Col Charles Bitner
Legislative Affairs: Col Lee Lange
**Immediate Past President and Chapter
Development:** Lt Col Richard Jonas
Personal Affairs: CDR John Chernoski

Arizona Chapter:

President: MAJ Pete Berger

Coronado Chapter:

President: COL Tom Day

Grand Canyon Chapter:

President: LTC Steve Jarvis

Green Valley Chapter:

President: 1LT Joseph Longo

1st Vice President: 1LT Elliott Jones

Luke Chapter:

President: LTC Bob Nelson

Member: COL Jerry Wojtas

Northern Arizona Chapter:

Newsletter Editor: Mrs. Mary Jonas

Superstition Mountain Chapter:

1st Vice President: CW4 Arlan Allen

Secretary: Mrs. Peggy Allen

Tucson Chapter:

President: Col William Wojciehowski

Webmaster: CDR Rusty Orvik

Yuma Chapter:

President: Lt Col Nicholas Knight

Cataline Mountains Satellite:

President: COL Bill Nagy

Guest Speaker: Kelly Anne Wilde, Assistant Program Manager, Be Connected

Administration

Call to Order: Col Peter Kloeber called the meeting to order at 1012.

Pledge of Allegiance: Mrs. Pam Wojtas led the attendees in the Pledge of Allegiance.

Invocation: The invocation was given by Chaplain (COL) Thomas Day, Coronado Chapter President.

Welcome: 1LT Joseph Longo welcomed everyone to Green Valley. 1LT Longo stated that there is coffee and donuts available. He also pointed out the location of the restrooms.

President's Opening Comments / Intro of Guests: Col Pete Kloeber welcomed everyone and thanked them for coming. He also thanked 1LT Joe Longo for hosting the AZCOC meeting.

Speaker: Ms. Kelly Anne Wilde, Assistant Director of Programs - Ms. Kelly Anne Wilde presented a slide presentation on the Be Connected program. Ms. Wilde stated that the "Be Connected" program has exploded in the last few months. She also stated that the program has the attention of President Donald Trump.

Program Partners

Arizona Coalition for Military Families, Arizona National Guard, Department of Veterans Affairs, AHCCS, TriWest, Crisis Response Network, La Frontera Arizona.

Risk of Suicide

General population – 1
For Arizona Veterans 3x 4x

The Statistics: Looking Deeper

For every 1 suicide 9 people are treated in hospital emergency rooms for self-harm injuries, 27 people make a suicide attempt, 227 people report thoughts of suicide

Arizona Veterans

393 known suicides
3,537 veterans treated in hospital emergency rooms
10,611 suicide attempts
89,211 thoughts of suicide

Upstream Intervention

Green Zone Ready – No crisis and stress is manageable
Yellow Zone Stress Reaction – Increased signs of distress

Orange Zone Stress Injury – Urgent situation requiring support
Red Zone Stress Illness – Immediate danger or threat to life
Goal = earlier intervention to positively impact social determinants of health

Executive Order – Veteran Suicide

Executive order signed March 5, 2019 focuses on how federal agencies work with states and communities on suicide prevention.

Program Components

Call – Help and support available 24/7

Fielded **5** calls in the first two weeks of operation in April 2017

After 18 months – **5,000th** call

After 6 more months – **10,000th** call

Almost **15,000** calls total

Match – Personalized Resource Matching & Navigation

12,000+ encounters

8 navigators statewide

Developing and piloting a closed loop referral system to better track connections and impact on social determinants of health

Learn – Training and skills to equip yourself to help

Online & in-person training

Navigator / Peer Support

ASIST / Military Culture

Be Connected e-course

4,000+ Navigators Trained

Call

Exercise:

Program the Be Connected Support Line into your phone – 1-866-429-8387

Match

Be Connected offers tools and help to find the right resource at the right time

Online – Explore & be matched to over 1000 resources at: www.ResourceCommand.org

Navigators – Connect to a navigator; 1-866-429-8387 or www.ResourceCommand.org

Learn

Be Connected offers training statewide to equip everyone in our community to help.

In Person – Resource Navigation / ASIST / Peer Support / Military Culture / Employer Training

Annual Symposium

Online – Be Connected Overview Course – 100+ other courses, all through PsychArmor

Contact Information

Presentation of LOE Awards – Col Pete Kloeber

MOAA-Wide

- 5-Star
 - Councils = 14 (41%)
 - Chapters = 122 (32%)

- 4-Star
 - Councils = 1 (3%)
 - Chapters = 21 (6%)

- Assumes 34 Councils and 375 Chapters according to MOAA Locator; MOAA reports >400

Arizona

- Council of Chapters 5-Star
- Arizona Chapter 5-Star
- Coronado Chapter 5-Star
- Grand Canyon Chapter 5-Star
- Green Valley Chapter 5-Star
- Luke Chapter 5-Star
- Northern Arizona Chapter 5-Star
- Superstition Mountain Chapter 5-Star
- Tucson Chapter 5-Star
- Yuma Chapter 5-Star

- Ten Affiliates = Ten 5-Star LOE Awards
- 5-Star Clean Sweep = 7th Consecutive Year
- Many Chapters have earned a 5-Star LOE for even more years

Reports of Officers

Secretary – Mrs. Pam Wojtas

- Attendance Roster and Roster Update – Mrs. Wojtas passed around the attendance roster for all attendees to sign. She also passed around the master roster and asked everyone to make any needed updates to the roster.
- Minutes of Meeting 3 May 2019 (for Approval) – Mrs. Wojtas stated that there were no corrections to the minutes and asked for a motion to approve the minutes as written. Motion was made by Chaplain, COL Tom Day to approve the minutes and seconded by COL William Wojciechowski. Motion passed.

- Mrs. Wojtas also asked that attendees not take the name cards with them, that she would be collecting them at the end of the meeting.

President – Col Pete Kloeber

- **AZ Chapter Membership** – Col Kloeber had a chart showing the Chapter’s membership comparison for April 2019 as compared to November 2019. (Copy of chart filed with the minutes.)
- **Value of Councils**
 - Lead and coordinate efforts in state legislative advocacy
 - Support national MOAA legislative objectives
 - Identify / negotiate chapter geographical boundaries
 - Help form new chapters or satellites
 - Help established chapters become stronger / more effective
 - Help revitalize ailing chapters
 - Disseminate items of interest / importance to member chapters
 - Provide forum for exchange of ideas among member chapters
 - Conduct / sponsor state conventions
 - Consolidated communication link with national MOAA
 - Represent a consensus of member chapters
 - May lead...but not direct member chapters
- **Value of Chapter System**
 - One of MOAA’s “Six Major Strategic Areas”
 - Grassroots advocacy support
 - Lead advocacy success for MOAA
 - Impactful Community Engagement
 - Local MOAA branding
 - National membership feed
 - Additional member communication channel
 - Serve local members’ needs and preferences
 - Significant contribution to local scholarships (\$300-400K/Year; AZ = \$62K+)
 - Camaraderie and networking for members
- **Chapters**
 - “Affiliated” with MOAA
 - Separate Organization Structure
 - Charter = Use of MOAA Name & Brand
 - Legal issues / questions – 95% in *Policy & Procedure Guide*
 - <http://www.moaa.org/Content/Publications-and-Media/MOAA-Publications/Council-and-Chapters-Policy-and-Procedure-Guide-Details.aspx>
 - “Chapters should have liability insurance”
 - Maj Gen Joseph Lynch, USAF (Ret), MOAA General Counsel
 - AZ = 3 of 9
 - Required for MOAA Community Grants

- **MOAA has two “Virtual Chapters”**
 - MOAA Uniformed Services Nurse Advocates Virtual Chapter (MUSNAVC) – (VC01)
 - Must be MOAA members
 - <https://www.musnavc.org>
 - MOAA Surviving Spouse Virtual Chapter (MSSVC) – (VC02)
 - Chartered March 2018
 - Surviving Spouse or Surviving Spouse Liaison
 - Surviving Spouses became MOAA members in 2013

- **Did You Know?**
 - Life Membership converts to Surviving Spouse
 - Premium Membership converts to Surviving Spouse
 - One year free or remaining time on multi-year...whichever is greater
 - Basic Membership does NOT expire
 - Dual Military Couple Life Membership
 - One pays listed amount; the other pays only \$100
 - If member joins chapter via MOAA online – still need to add to CM
 - If you send new member add to MOAA – still need to add to CM

- **MOAA Councils & Chapters** – 800-234-6622
 - COL Terri Coles, USA (Ret)
 - Senior Director, ext. 108
 - CAPT Erin Stone, USN (Ret)
 - Program Director, ext. 818
 - Victoria Twyne
 - Program Manager, ext. 118
 - Rebecca Culhane
 - Chapter Affairs Specialist, ext. 120
 - Daniel Slattery
 - Chapter Affairs Specialist, ext. 168

- **MOAA Communications**
 - Website – Redesigned and Launched
 - Newsletter
 - Important that all members select “OPT IN” and “OPT OUT” options
 - ❖ Easy:
 - http://moaa.highroadsolution.com/moaa_preference_page/EmailSearch.aspx
 - ❖ Enter Email and select desired frequency and topics
 - *Military Officer* Magazine – 230K members
 - October 2019 – Expanded “Chapter” edition
 - ❖ AZCOC President
 - ❖ Grand Canyon Chapter
 - ❖ Luke Chapter

- **Marketing / Affiliates**
 - USAA Grants
 - Councils - \$800
 - Chapters - \$300
 - Mercer Insurance
 - \$100 for Newsletter Ad / Chapter / Year (2020 deadline 31 May)
 - ❖ Call: 800-247-2192 – Michele Armesto (michele.armesto@mercer.com)
 - ❖ <https://www.moaainsurance.com/Council-and-Chapter-Ad>
 - Chapter Liability Insurance – Base rate \$330 (approx. \$3.50/mbr)
 - MOAA Vacations
 - Chapters receive “small” percent of revenue from member trips

Treasurer – Col Lee Lange

Col Lange stated that the council finances are in good shape. The council did not receive a MOAA grant this year. The council will apply again this year for the grant. Col Lange submitted the Financial Statement covering the period 11/1/2018 – 11/8/2019. Next Col Lange presented the Projected Budget for 11/2019 – 11/2020.

Col Lange asked for a motion to approve the Projected Budget. The motion was made by COL William Wojciechowski and seconded by COL Tom Owens. Motion passed.

AZCOC Budget Summary – Nov. 8, 2019

• Beginning Balance Nov. 1, 2018	\$8,992.86
• Annual Income	\$2,053.50
• Annual Expenses	\$2,369.43
• Current Balance	\$8,676.93

Staff/Committee Reports

Legislative Liaison – Col Lee Lange

Col Lange stated that two more states have passed full exemption for military retiree pay – North Dakota and Indiana. He also stated that 38 VB Counselors in the state. Wanted 12 more but did not get; even 6 would help. Col Lange said that “Storming the Hill” would take place in March 2020.

Federal Legislation

- FY 2020 NDAA Conference Committee Continues
- 3.1 Percent pay raise for troops
- House version of NDAA would
 - Delay cuts to 18K medical billets
 - End SBP – DIC Offset – “widows’ tax”
 - GAO review of commissary / exchange consolidation
- Continuing Resolution ends Nov 21

2019 State Legislative Session

- Successes – Limited
 - HB 2747: General Appropriations
 - ❖ Includes \$1.2M for Veterans Suicide Prevention including Be Connected
 - HB 2488: Annual Report, Veteran Suicides
 - SB 1388: Veteran Special Plates, Branch Seal
- Failed
 - \$10,000 Goal for State Tax Exemption not met
 - No progress on more veterans' benefits counselors (VBC's) for ADVS

AZ Council of Chapters

- Track federal legislation and encourage chapter support for MOAA alerts
- Support chapter legislative liaison visits to legislators during August recess – 2019 “Summer Storm” Effort
- Council President Storms the Hill – April
- Work State Issues with UAV, Veterans Caucus
- DoD State Liaison Office Coordination
- New – MOAA State Legislative Consortium

Next Steps

- Develop Issues for 2020 – UAV Lead
- Seeking inputs from MOAA Chapters
 - Lflange48@gmail.com / (703) 232-3609
- Stakeholder Meeting Oct 11
 - Priority is more VBC's for ADVS
 - Address Sexual Trauma in Military
 - Tax Exemption on Military Retired Pay
- First Veterans Caucus Meeting in November – Date TBD

Arizonans for Fair Lending

- Arizona Fair Lending Act
- 2020 Ballot Initiative
- Limit Interest on Title Loans to 36% - same as Federal Law. Can charge 204% now
- Requires 237K signatures by July 1, 2020
- Opposition Constitutional Amendment – No Caps on Interest in Arizona
- AZCOC Supporting Organization

Surviving Spouse – Mrs. Sharon Douglas

Report was submitted and distributed via email to the council members and chapter & satellite presidents. A copy is filed with the minutes.

Personal Affairs – CDR John Chernoski

Report was submitted and distributed via email to the council members and chapter & satellite presidents. A copy is filed with the minutes.

Old Business – Col Pete Kloeber

- **AZCOC Meeting May 2019**
 - Q: Breakout of the 21% MOAA members who are currently serving?
 - A: From MOAA – sent out 7 May 2019:
 - Active – 77%
 - Guard – 13%
 - Reserve – 10%
 - Q: Success Rate from job postings, job fairs, available resources?
 - A: From Harry Bowen, Transition Chair:
 - Jobs in database – only statistic is based on when a particular position is removed – that is not particularly accurate as some do not remove them
 - Job Fairs – Job fairs where the employers have to have a position open with required qualifications, the success rate has been very high
 - Bottom line – Cannot provide statistics due to incomplete data

- **Presidents' Session May 2019**
 - Chapter Position Responsibilities Guide – Update and Distribute ✓
 - Chapter Metrics – Update and Distribute ✓
 - Committee Module Webinar ✓
 - Completed 11 June 2019
 - ❖ 12 Attendees
 - ❖ Included two new chapter presidents
 - Chapters Using Committee Module – How many are 4 or 5 Star?
 - Over 60%
 - Six of ten objective questions on LOE directly from CM
 - Speakers – Consider MOAA, ADVS, VA, “Be Connected” ✓

New Business – Col Pete Kloeber

MOAA & Arizona

- **MOAA Support – State Legislative Advocacy**
 - Legislative Advisor Function
 - Techniques and Strategies – Not Legislation or Priorities
 - Pat Williams, CAPT, USN (Ret)
 - ❖ 800-234-6622, x176; 703-838-8176; patw@moaa.org
 - State Legislative Consortium
 - Community of practice for council and chapter leaders
 - Share best practices / information
 - Two members to champion the initiative
 - ❖ Col Tom Robillard, USAF (Ret) – South Carolina
803-730-6109; Thomas.robillard47@gmail.com

- ❖ LTC Don Wolfinger, USA (Ret) – Missouri
6360484-0248; don17609@yahoo.com
 - Initial Call 14 Nov, 8 PM (EST) – Please send contact info
- **New MOAA Website**
 - Launched 1st Phase of redesign – www.moaa.org
 - Improved organization
 - New landing pages
 - More robust explanations of benefits
 - Easier access to guides and forms
 - Welcoming chapter section
 - Stronger search function
 - Easier sharing of articles with social media platforms
- **MOAA Common Join Form**
 - Incorporates the enrollment requirements for MOAA membership and chapter membership
 - Detailed instructions on how to add your chapter’s name and logo on a Fillable PDF or Word Document
 - Access the instructions for both of these formats
 - <https://www.moaa.org/content/chapters-and-councils/chapter-recruiting>
 - Remember – Still need to add member to CM
- **Near Real Time (NRT) Reports**
 - Monthly recruiting list – Effective 1 Aug 2019
 - Displays names and contact information for previous month
 - For one month
 - Not cumulative
 - Contains potential members
 - Brand new MOAA members
 - MOAA members who move into the area
 - MOAA members who opt in to chapter messages
 - On Committee Module
 - “Details for: Chapter Name”
 - “Monthly Recruiting List”
- **2020 LOE Changes**
 - Question #2: Percentage of members who are members of national MOAA
 - 95 – 100% = 15 Points (Previous = 80% and above)
 - 80 – 94% = 5 Points
 - 0 – 79% = 0 Points
 - Question #3: CM updates completed between Jan 1, 2019 and Mar 31, 2020
- **MOAA Guide to Basic Membership**
 - Eligibility
 - Retired, Active Duty, Former, and Surviving Spouse
 - Prospects – never joined MOAA before

- Lapsed – joined previously, but allowed membership to lapse / expire
 - Chapter Members – Non-MOAA (Must be MOAA eligible)
 - Must have an email address
 - Each eligible person must consent to “Basic Membership” in writing
 - Common Join Form or consent initiated by chapter (maintain copy)
 - Can submit Excel spreadsheet to MOAA – multiple names
 - List of eligible prospects, lapsed members, current members
 - Prefix, First, MI, Last, Rank, Service, Status, Email, Address, Phone, DOB, Spouse
 - Include consent type and date
 - Send to msc@moaa.org with copy to chapters@moaa.org
- **Voices for America’s Troops (Voices)**
 - Voices = 501(c)(4) nonprofit subsidiary of MOAA
 - The MOAA Foundation (TMF) 501(c)(3) has now assumed full responsibility for Voices’ mission
 - Voices – Dissolved
 - Donations now fully tax deductible
 - **Key Dates 2019**
 - 1 Nov – 1 Mar Scholarship application period
 - 5 Nov 2019 Annual meeting and ribbon cutting
 - 14 Nov First meeting of MOAA State Legislative Consortium
 - 21 Nov Council Presidents Webinar
 - 1 Dec 2020 USAA Sponsorship Program Opens
 - 1 Dec – 29 Feb Community Grant Application window
 - 4 Dec MOAA Networking Conference call
 - **Key Dates 2020**
 - 1 Feb Communications Award submission deadline
 - 22 – 26 Mar Storming the Hill / Council President Seminar
 - 1 May Levels of Excellence Award submission deadline
 - 1 Jun Nomination deadline, Surviving Spouse Liaison Award
 - 1 Jun Nomination deadline, Strobridge Legislative Award
 - 25 Oct 2020 Annual meeting, Kansas City, MO (LOE Awards)
 - **MOAA Visits to Arizona**

Affiliate	Last Visit
Arizona Council of Chapters	06/02/2018
Arizona Chapter	04/02/2019
Coronado Chapter	02/28/2019
Grand Canyon Chapter	04/19/2016
Green Valley Chapter	11/28/2018
Luke Chapter	01/10/2019
Northern Arizona Chapter	06/06/2019

Superstition Mountain Chapter	11/05/2016
Tucson Chapter	04/24/2019
Yuma Chapter	11/03/2017

*Councils = 3 Years

*Chapters = 4 Years

- **Arizona Veteran Survey**
 - First conducted 2017 – First ever comprehensive survey of our military, veteran and family community
 - Summary of results: <http://azveteransurvey.org/2018summary>
 - Focus on strengthening the care, services and support provided to service members, veterans and their families throughout Arizona
 - 2019 Arizona Veteran Survey now open through 19 Dec
 - Open to all service members, veterans, family members, helpers
 - <http://azveteransurvey.org>
- **ADVS Grant Program**
 - 2019 Veterans Donation Fund (VDF) Grant Cycle \$5,000 - \$75,000
 - Proposals will be accepted 17 Oct – 17 Dec 2019
 - Detailed instructions: <https://grants.az.gov> (link is external)
 - VDF Grants of \$4,999.99 or less (Small Grant)
 - Request for Grant Proposal can be downloaded
 - <https://dvs.az.gov/sites/default/files/files/VDF-Grant-Proposal-Less-than-4999-2019-08.pdf>
 - Accepted throughout the year, dependent on availability of funding
 - Contact: Jennifer Harris: (602) 234-8413; vdf@azdvs.gov

Committee Module

- **Critical for Councils, Chapters... and MOAA**
 - Official Roster – MOAA’s Only Visibility
 - Officers, Board, Staff and Committee Positions
 - Levels of Excellence (LOE)
 - Recruitment Bonus
 - (\$10 per “Incentive Eligible” new member)
 - Retention Bonus
 - (\$250 for ≥95%)
 - Percent MOAA Members
 - Lapsed Membership / Non-MOAA Members)
 - Contact Information (MOAA, Council and other chapters)
- **A Few Hints**
 - ALL individuals MUST be shown as a “Member”
 - Leader Succession
 - If entered “End Date” for leader... enter “Start Date” for successor
 - Non-MOAA Members

- “View All” then click on “Membership” – puts all “Blanks” at top
 - Number or % of membership categories (Life, Premium, Basic)
 - “View All” then click on “Membership” – sorts by membership category
 - Duplicate Records
 - “View All” then click on “Last/First Name” – sorts by name
 - Members Who Move
 - Tell MSC new address BEFORE entering “End Date”
 - DO NOT
 - Include “End Date” for “Member” unless deceased or removed from Chapter
 - Delete/Replace Officer or Committee positions
- **Satellite Chapters**
 - Satellite Chapters have own CM
 - Must identify President and Membership (or 2nd Administrator)
 - Host President and Membership Chair can have access
 - Contact MOAA C&C to request
- **Access to CM in Addition to President & Membership (e.g., future president)**
 - MOAA already has capability for officers to access CM as read-only on a case-by-case basis
 - Succession plan in place and knowledge of next President or Membership Chair
 - Contact MOAA Councils and Chapters
 - Will grant access to incoming president and/or membership chair
 - MOAA policy: Two administrators per chapter (primary & backup)
 - Default is Membership Chair and President
 - Chapter can substitute any other combination by contacting MOAA Councils and Chapters
- **Creating a Position Not Shown in the CM**
 - MOAA has received such requests and extended titles to the max
 - Difficult to cover all unique titles for over 400 chapters
 - Currently 30 position titles available
 - For positions with titles not in the CM
 - e.g., Historian, ESGR, Recording Secretary, Asst Treasurer, Co-secretary, etc.
 - Use one of the available “Vice Chair” positions
 - Contact MOAA Councils and Chapters
 - Give member name and specific title desired
 - MOAA will add to the members’ “note” section of his/her record
- **Adding Spouses in Leader Positions**
 - Enter spouse email in “Add Chapter Member or Officer”
 - Handle like adding any member to leader position
 - Add ONLY to desired leader position – DO NOT add spouse as “Member”
 - Spouse must have email (different from member spouse)
 - If spouse email is NOT in system
 - Contact MOAA Councils and Chapters (call or email chapters@moaa.org)

- Will add spouse email to system
 - Proceed with handling as any other member
- **Adding Non-MOAA Members**
 - MOAA.ORG / Councils & Chapters / Committee Module / Add non-MOAA members to Your Roster
 - <https://fs20.formsite.com/moaaweb/ChapterRecruiting/index.html>
- **Help / Instructions**
 - Committee Module Instructional Guide Version 2.0
 - [http://www.moaa.org/uploadedfiles/content/chapters_and_councils/committee%20module%202.0%20instructional%20guide\(1\).pdf](http://www.moaa.org/uploadedfiles/content/chapters_and_councils/committee%20module%202.0%20instructional%20guide(1).pdf)
 - Questions / Assistance
 - Contact Daniel Slattery
 - ❖ 800-234-6622, ext. 168
 - ❖ daniels@moaa.org

Chapters & Satellite Semiannual Updates

Arizona Chapter

Leadership Succession

- Nominating Committee starts work in May
- Focus on elected officers (5 Officers and 5 Directors)
- Committee also polls Committee Chairs for further service initiates recruiting effort for new Chairs
- Nominations Approved by Board and published to members in October
- Officers / Directors voted on by members in November
- Officers installed in December for following year

Membership

- Numbers as of November 1
 - Regular Members - 132
 - Surviving Spouses - 24
 - Total 156
- Recruitment
 - Mail out campaign – 100 letters to Premium / Life MOAA members from potentials list provided by MOAA national
 - 9 new members this year-to-date
- Retention
 - Annual renewal effort led by Membership Chair via email / newsletter. Emphasis on online renewal

CM Knowledge

- Committee Module Knowledge / Use Strong

Successes

- Success – Excellent Programs / New Activities

Challenges

- Challenge – Recruiting new members / finding volunteers to serve on leadership team

Programs / Activities

- Annual Golf Tournament – April. Primary fundraiser for chapter scholarship program. Approximately \$6,500 raised in 2019

Legislative Activities

- Communicated with assigned U.S. Representative Gallego and Schweitzer as part of MOAA Summer Storm Campaign. Also met with Senator Sinema staff with conference call link to Washington, D.C. office

Goals / Other

- Recruit 15 new members in 2019 / 2020
- Retain 10 more members in 2019 / 2020 over 2018

Coronado Chapter

Leadership Succession

- The Leadership Succession plan for the Coronado Chapter has been successful since 1973.
- We elect a president and a 1st and 2nd vice president. In the past the 1st vice president is elected to the position of president at the end of the president's term. The person running for 1st vice president has agreed to become president, if so chosen.
- Now that spouses can serve, we have three couples serving on the BOD and we are successfully replacing officers who are retiring after 13 to 15 years of service in key positions.

Membership

- Numbers
 - 172 Regular members, 28 Surviving Spouses and 1 non-MOAA
- Recruitment

- In partnership with MOAA, the Coronado Chapter recognizes the Honor Graduates of Intelligence Officer Courses at Fort Huachuca; this allows us to add about 30 members to MOAA each year and publicize MOAA. A couple of our members have faithfully been finding prospects and adding members. We found one new member and three good prospects when we made the new Joint Membership form available on Scholarship Night.
- Retention
 - When we send out our Newsletter through email, we include a short message indicating the date their local membership expires. Each Newsletter has a membership renewal form to make renewing easier. We send out a reminder in February to members who have not yet renewed and later assign Chapter Officers to call each overdue member.

CM Knowledge

- Our Membership Chair and I are both well versed with the Committee Module

Successes

- The Military Intelligence Officer Recognition Program – Our Past President, COL Bob Covalucci, USA (Ret.), began a program in which MOAA awards three-year premium memberships to Distinguished Leaders and Honor Graduates of Fort Huachuca’s Military Intelligence Officer and Warrant Officer Courses. This program is supported by MOAA national and is an opportunity to add about 30 new members to MOAA and expose several hundred officers and warrant officers to the MOAA organization, programs, and goals each year. Additionally, we are on track to raise more than \$11,000 for scholarships again.

Challenges

- Membership – We have lost as many members to death and aging as we have been able to add in the past year. We have mailed out invitations to all those on MOAA’s Monthly Recruitment List. Our Membership Chair is renewing our quest for new ideas.

Programs / Activities

- We continue to increase our visibility in Sierra Vista in several ways. We furnish the cake for the Sierra Vista Veterans Day Celebration each November, which is cohosted by the city and Fort Huachuca. We also have a float and Allen Rossow’s vintage jeep in the Veterans Day Parade with MOAA banners displayed for all to see.
- Our Public Relations Director quarterly organizes a clean up of one of the more visible streets in Sierra Vista and the city has placed a sign recognizing our efforts.
- This year we had two members inducted into the Arizona Veterans Hall of Fame and five honored on the Veterans Wall at our local hospital, giving visibility.

Legislative Activity

- Legislative Affairs Director, Colonel Gene Fenstermacher, USAF (Ret), retired after almost 15 years of fantastic service. Our new Legislative Affairs Director, CDR Merle Kilpatrick, USN (Ret), sends “action” email blasts to chapter members, potential chapter members, retirees, and other veterans. He partners with State Veteran Advisory Commission and local and state-level United Veterans Councils to keep them informed. He sends or emails chapter newsletters to elected political leaders.
- CDR Kilpatrick also provides our chapter newsletters and emails that contain legislative-alert information and also requests for members to send in MOAA-suggested messages.
- Weekly he provides copies of MOAA’s *Legislative Update* and *News Exchange* to state and federal legislators to educate them on issues that affect the military.

Goals

- Measurable goal: to increase membership by 5% in the next year

Other

- Our Program Director planned exceptional monthly speakers in 2019. We all have become aware of programs and actions being taken in our community for our health, well-being and veteran issues.
- **Col Wanda Wright**, USAF (Ret), Director of the Arizona Department of Veteran Services, in January. We learned she works for Governor Ducey to make sure the 600,000 veterans in Arizona, which includes 57,000 retirees, are properly served.
- **Major General Kay C. McClain**, USAF (Ret), from national MOAA, in February dinner. She spoke of at least eight advocacy issues that MOAA helped get through congress recently and MOAA’s key results in the FY 2019 Defense Budget.
- **Jan Cole** led our dinner meeting surviving spouse program in March. She gave surviving pins to those who did not have one. She took a trip down memory lane with a fun, and moving, narration and song. Nancy Butke accompanied her with tunes that brought back memories for all of us.
- **Bob Gomes**, Chief Executive Officer at Canyon Vista Medical Center, in April. Mr. Gomes shared some of the recent improvements in the hospital, such as, much fewer negative comments and a shorter wait time in the emergency room.
- **Joe Wood**, Executive Director, Boulder Crest Retreat, in September. We learned how they are helping our veterans and first responders learn Post Traumatic Growth, growing stronger than before the trauma in their lives. They help more than 1,500 people each year, with 72 going through the very successful program, Warrior PATH.
- **Dr. Tim Kirk**, Colonel, USAF (Ret), founder and president of the Warrior Healing Center, Sierra Vista, AZ, in October. Their goal is to unify, coordinate and mobilize over 40 veteran and community support organizations under one roof to better serve the 25,000 plus veterans in our community.

Grand Canyon Chapter

Leadership Succession

- Elected Positions: president, 1st vice president, 2nd vice president (2-year terms) and three directors (3-year staggered terms), all MOAA members
- Appointed Positions: secretary, treasurer (2-year terms) and committee chairs are appointed by the president with approval of the board of directors

Membership

- Numbers – 129 (123 regular members; 6 surviving spouses)
- Recruitment – 12 since 1 January (lost 11; 8 moved or deceased)
- Retention: 97.7% (100% MOAA members / 54% Life)

CM Knowledge

- President, O.K.; membership chair, outstanding!

Successes

- Guest speaker program. Diverse speakers from military, civilian, and political communities.

Challenges

- Broadening the “chosen few”. 80% of the work accomplished by 20% of the active members.

Programs / Activities

- Support of formerly homeless veterans and their families through VA supported housing program (\$7,200 last holiday season; \$2,000+ since January).

Legislative Activities

- Chapter Level: Personal contact with CD1 representative and LD6 state representative.
National Level: Col (R) Pete Kloeber leader of Arizona delegation for “Storming the Hill”.

Goals

- Continue the recruit! Educate prospective members about the value of being a MOAA member, especially at the chapter level.

Other

- Four \$750 scholarships (NAU Air Force Cadet, NAU Army ROTC Cadet, NAU Student-Veteran, CCC Student-Veteran)

Green Valley Chapter

Leadership Succession

- The Green Valley leadership succession is as stated in our bylaws, revised last year to include spouses holding board positions.
- We hold annual elections, but expect most presidents to hold that position for 2 years.
- The past president goes to the 501 (c) 3 director and is available to help on coming president.
- We try to expose upcoming presidents to the AZCOC and MOAA regional meetings.

Membership

- Numbers – November 2019
 - National members 60
 - Aux members 11
 - Surviving spouses (incl. in total members) 5
 - Total 76
- Recruitment
 - New members since May 2019 – 2
- Retention
 - Losses since May 2018 – 0
 - Reasons for losses include moving from area, death, health problems, nursing home, losing interest and ability to attend.
 - Viable, declining membership, but getting older (average age 75+). Not an expanding community.
 - 10 – 15 active members, for BOD, working functions, that we can call upon to do things.

CM Knowledge

- Command module knowledge – use – OK

Successes

- We have a full Board of Directors for the first time in several years

Challenges

- Scholarship funding is becoming harder to get, has fallen by 50% in the last 3 – 4 years, among Corporate donors

Programs / Activities

- We have gained more visibility through local newspaper reporting (our PR person keeps pumping out articles to the newspapers), etc.
- Our most significant program is the support we give the JROTC units at local high schools with our scholarship program.

Legislative Activities

- John Chernoski, former president in Green Valley, took part in Storming the Hill in Washington, and keeps us advised in legislative matters.
- Martha McSally, U.S. Senator – Arizona, is a chapter-dues paying member. We contact her almost monthly.

Goals

- Membership Retention
 - Getting younger members involved
- Maintaining adequate funding / donor base

Luke Chapter

Leadership Succession

- All Luke Chapter elected officer positions currently filled
- Recent changes for 2019-20 program year
 - President and Secretary will resign effective Nov 15, 2019
 - 1st Vice President – Dennis DeFrain, will become President
- Vacant Director positions – JROTC Liaison & Historian

Membership

• Numbers	Dec 2018	April 2019	Oct 2019
Members	225*	174	173
Surviving Spouses	35	38	40
Associate (RCAF)	3	3	3
Honorary	3	3	3
Total	261	218	219

*CM was not accurate in Dec 2018. Corrected in March 2019

- Non-MOAA Nat'l members = 31 (14.5% way too many)
- Recruitment
 - New members since December 2018 – 15 (equal to losses)

CM Knowledge

- Both President Bob Nelson and Membership Chair Marci Smith participated in MOAA webinar and are very familiar with CM

Successes

- Scholarship and Veterans Support Fund 501 (c) (3)
 - Current Fund account balance is \$57,843.70 (as of Oct 31)
 - Awarded 23 scholarships in May 2019, totaling **\$34,000**
- Chapter Mission Priority of Assist Veterans 501 (c) (19)
 - Grants this year: MOAA Foundation \$5,000 and AZ DVS \$4,950
 - Veterans Assistance Committee – membership involvement

Challenges

- Reverse current trend of net loss in MEMBERSHIP
- Increase participation on the board of directors

Programs / Activities

- Veterans Issues – Nov 14th
 - Col Wanda Wright and Senator Sonny Borrelli
- Christmas Party & Dance – Dec 12th
 - Dan Reeves Big Band
- Chapter 40th Anniversary Celebration
 - Jan 23, 2020 with live band

Legislative Activities

- Col Phil Hansen, Director, Legislative Liaison
 - Phil was an Arizona state assembly person
- Provides monthly report in NewsGram on legislative and regulatory actions, bills and laws
- Supported lobbying effort to increase military retirement income exempt from AZ income tax

Goals

- Achieve Five Star LOE rating for Luke Chapter for 2019
 - Five Star Harris Communication awards for both NewsGram and Webpage for calendar 2018 awarded in April 2019
- Increase chapter membership to at least a net 230 members
- Distribute Veterans Assistance Fund grant money appropriately

Northern Arizona Chapter

Leadership Succession

- Succession on two-year cycle
- Nominating Committee

- Current Leaders
 - President: LCDR Clyde Meade
 - Vice Pres: Vacant
 - Sec’y: Col George Weil
 - Treas: Mrs. Sharon Douglas
 - Legis Affairs: Lt Col Bob Wallace
 - Mbrshp: Lt Col Dick Jonas

Membership

- Numbers
 - 79 Regular
 - 38 Surviving Spouses
 - 1 Non-MOAA
- Recruitment
 - 12 New Regulars
 - 4 New SSP
 - 1 Non-MOAA
- Retention (losses – all regular)
 - 6 Mbrshp not renewed
 - 1 Deceased
 - 2 Moved Away

CM Knowledge

- Chapter president and membership chair both have strong knowledge of the Committee Module and how to use it
- The member list is reviewed periodically and compared to the Chapter’s official Excel membership roster
- Corrections are made to the CM as needed
- If there are problems, National’s MSC is contacted for resolution
- NRT Notification

Successes

- Learning how to use the CM and NRT

Challenges

- Growing and strengthening our satellite chapters
 - Mohave Satellite Chapter
 - Rim Country Satellite closed down, however...
 - Establish new satellite in Show Low

Programs / Activities

- Closing down one satellite and opening another
- Vet's Day Parade

Legislative Activities

- Fighting the Widow's Tax

Goals

- Support new Army JROTC at Bshaw Mtn HS
- Establish the Show Low satellite chapter

Other

- Community Involvement
 - Honor Flight
 - NACMOAA Table at Stand Down
 - NACMOAA Table at Airshow
 - Ran clothing drive for Stand Down
 - 2 million coupons for overseas troops

Mohave Satellite

- Report part of Northern Arizona Chapter presentation

Superstition Mountain Chapter

Leadership Succession

- John Bushko is finishing his first year as president and has agreed to continue for 2020. At this point we will determine who will step forward to lead the chapter.

Membership

- Numbers
 - Regular – 102
 - SS – 23
- Recruitment
 - Using the list from National and personal contact to find new members
- Retention
 - Email reminder to all members in Oct / Nov, newsletter articles by 2nd Vice, and follow-up letter in Mar to those who have still not renewed

Successes

- Our Auxiliary / SS group continues to build hygiene kits for the VA Service Center to distribute to needy vets. Additionally, they made more heart pillows and donated them to the VA Hospital for surgery patients and Hospice of the Valley to use in their children's grief groups. Finally, they provided Last Call blankets to the VA Hospital as a final tribute to vets who have passed.

Challenges

- Recruiting – list from National has bad addresses and phone numbers

Programs / Activities

- Excellent participation by members to ensure we have a presenter at all of the 21 ROTC / JROTC units to hand out the flag, medal, and \$100 award to deserving cadets

Goals

- Membership Retention of 95%

Central Arizona Satellite

- No Report

Tucson Chapter

Membership

- | | | |
|---------------|--|--------------------|
| • Numbers | | |
| Tucson | | Catalina Mountains |
| Regular = 49 | | Regular = 31 |
| SSAC = 19 | | SSAC = 3 |
| Total = 68 | | Total = 34 |
| • Recruitment | | |
| +3 | | +2 |
| • Retention | | |
| No losses | | No losses |

CM Knowledge

- Knowledge OK in terms of what it can do
- Use is WEAK in terms of navigating the CM

Successes

- Awarded our 13th consecutive LOE

Challenges

- Fundraising for scholarships and other noteworthy projects

Programs / Activities

- Increased involvement with Esperanza en Escalante, a program dedicated to provide assistance to homeless veterans and veterans families in need

Legislative Activities

- Legislative forum in September with updates on key veterans / military retiree legislation at the Federal level by U.S. House of Repr Ann Kirkpatrick's staff and AZ Repr Gail Griffin

Goal

- Grow a new generation of chapter membership via aggressive recruiting

Other – A Max Effort

- Breathing life into the current membership

Catalina Mountains Satellite

Leadership Succession

- Slate of new Satellite officers elected in January 2019

Membership

- Numbers
 - 35 (23 Regular, 9 Former, and 3 Surviving Spouses)
- Recruitment
 - Personal contact / community events
- Retention
 - 20% growth rate in membership numbers since last AZCOC

CM Knowledge

- Some successes / MOAA slow to update

Successes

- Guest speakers tentatively booked through end of 2020
- MOAA Certificate of Appreciation given to each guest speaker and MOAA Certificate of Achievement given to members for special occasions

Challenges

- Succession / retention
- Limited zip codes to recruit
- Not in close proximity to a military base

Programs / Activities

- Elected Officers and membership inter-active with other local Veteran Groups

Legislative Activities

- Bring current National legislative actions to our membership
- Encourage membership to support MOAA national goals

Goals

- Add 2 – 5 new members
- Fill key vacancies
- Solidify succession

Other

- MOAA's new real-time recruitment list

Yuma

Leadership Succession

- Our biannual President / Vice President exchange arrangement is still in place but we will continue to look for leadership succession alternatives between now and our 2020 elections

Membership

- Numbers
 - 38 Regular / 8 Surviving Spouses / 6 Non-MOAA
- Recruitment
 - Our newspaper advertisements produced one new member this period and our recruiting letters now target those national MOAA that renew annually along with lifetime members

- Retention
 - No losses this period

CM Knowledge

- Our CM knowledge is OK but improving and its use is Strong, however, the response to related actions has thus far been Weak

Successes

- Our September guest speaker was “fortunately” not able to attend our meeting...

Challenges

- Finding the sweet-spot (weekday, time, location, guest speaker focus, etc.) for monthly chapter meetings

Programs / Activities

- Graduating Senior Scholarship (GSS): Our GSS winner, Ven Chavez, was awarded \$1000, which was deposited into his bursar account at UCLA where he enrolled this Fall semester
- Young American Award: The top three 7th grade students, chosen from nominations from 12 Yuma area schools, were presented monetary awards (1st - \$150, 2nd - \$100, 3rd - \$75) and made eligible to compete for our GSS in five years

Legislative Activities

- *Pending update*

Goals

- Recruit an equal or greater number than we lose to attrition
- Increase chapter meeting attendance by altering our meetings’ weekday, time, location, guest speaker focus, etc.

Wrap up / Good of the Order

- Col Kloeber will help any chapter who needs help with the CM
- Lessons learned – update bylaws to make 2-year term. General board members – stagger terms
- Be sure to take “Be Connected” cards
- If changes are needed to the metric sheet, let Col Kloeber know so he can make the changes

- Form committee to pursue feasibility of central location for meetings. Committee will consist of LTC Steve Jarvis, Lt Col John Bushko and Lt Col Dick Jonas. LTC Jarvis will take the lead.

Adjourn

- A motion was made by COL William Wojciechowski and seconded by COL Tom Owens. Motion passed. Meeting adjourned at 1527.

Respectively submitted:

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FUTURE STATE COUNCIL MEETINGS HOSTS:

Spring 2020: Coronado

April 30 social, May 1 meeting

Spring 2021: Northern Arizona

Spring 2022: Yuma

Spring 2023: Arizona

Spring 2024: Green Valley

Fall 2020: Tucson

Fall 2021: Superstition Mountain

Fall 2022: Luke

Fall 2023: Grand Canyon