



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

MINUTES OF THE ARIZONA COUNCIL OF CHAPTERS

0800 Hours, Friday, 1 May 2020

VIRTUAL MEETING BECAUSE OF THE COVID-19 VIRUS

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
**Surviving Spouse Advisory Council and
President Northern Arizona Chapter:**
Mrs. Sharon Douglas
**Immediate Past President and Chapter
Development:** Lt Col Richard Jonas
**Past President, Chapter Development, and
Website:** Col Ron Perkins
President: MAJ Pete Berger
President: Chaplain (COL) Tom Day
1st Vice President: LCDR James Clenney
President: LTC Steve Jarvis
President: 1LT Joseph Longo
1st Vice President: 1LT Elliott Jones
President: LTC Dennis DeFrain
Immediate Past President: Col Mike Kramer
1st Vice President: MAJ Marci Smith
Treasurer: COL Bob Couthie
President: Lt Col John Bushko
President: Col William Wojciehowski
President: Lt Col Nicholas Knight
President: COL Bill Nagy

Arizona Chapter:

Coronado Chapter:

Grand Canyon Chapter:

Green Valley Chapter:

Luke Chapter:

Superstition Mountain Chapter:

Tucson Chapter:

Yuma Chapter:

Cataline Mountains Satellite:

Guest Speaker: CAPT Erin Stone, Program Director, MOAA Councils and Chapters

Administration

Call to Order: Col Peter Kloeber called the meeting to order at 0805.

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

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

President's Opening Comments / Intro of Guests: Col Pete Kloeber welcomed everyone to our virtual meeting. He said he hoped that everyone, including family members are staying safe.

Col Kloeber mentioned that we would be voting three times and reminded everyone that only council officers, chapter presidents and past council presidents were eligible to vote.

Col Kloeber stated that as each presentation was presented, he would be advancing the slides so that they would appear on everyone's computer or electronic device being used.

Col Kloeber first played a recorded message from Lt Gen Atkins, MOAA President and CEO. He then introduced the guest speaker, CAPT Erin Stone, Program Director MOAA Council and Chapter Affairs.

Speaker: CAPT Stone gave an update on the Council & Chapter Leadership.

Her presentation slides appear below, but she did give some summarization of the slides. CAPT Stone stated that since March 18th they have been working from home. The working from home will be until the end of June. They do have a Duty Officer who is working at MOAA Headquarters every day. The Member Service Center transitioned to teleworking but are maintaining the same hours. Some finance people and some mail people do go in once or twice a week.

CAPT Stone stated that because of the pandemic, Storming the Hill was cancelled, but MOAA will hold a virtual Storming the Hill in May. She stated that MOAA cancelled the Council Presidents' Seminar and will be reimbursed for any travel expenses incurred.

CAPT Stone stated that MOAA held a virtual board meeting in March and the July meeting will also be virtual. Depending upon what is happening, October may also be virtual.

Regional Leadership Workshops have been cancelled through the end of June. Possibly something in July; will remain flexible.

CAPT Stone stated this Arizona Council is their first virtual meeting and they will likely continue virtual meetings with councils, but none with chapters yet.

CAPT Stone said to continue sending them your council and chapter newsletters, stories, photos, how you're staying safe, what your chapter members are doing.

Regarding the USAA sponsorship money, CAPT Stone said do not return it if your event has been cancelled due to COVID-19. MOAA prefers that you use this money for another qualified event. She also stated that there is still some money left.

Regarding the Community Outreach Grants; voting took place this week and the recipients will be notified shortly.

MOAA also has a COVID-19 Relief Fund Grant. They raised \$200,000 in two days. One member said they would match the first \$25,000 raised for the fund.

CAPT Stone stated that liability insurance is required to be eligible for either the Community Outreach Grant or the Relief Fund Grant.

CAPT Stone stated that MOAA is working with chapters to strengthen membership. She stated that when they asked non-chapter members to opt-in to receive emails from chapters, 2,000 MOAA members opted in.

She also stated that new MOAA members receive a voucher for one free year of membership in a local chapter. Watch for these vouchers.

CAPT Stone stated that sales training should articulate your chapter's mission. Tell why a person should join your chapter.

CAPT Stone said to take advantage of some of the tools and resources available from MOAA. One way is to take advantage of their messaging ability to send an email blast to non-chapter MOAA members in your catchment area.

CAPT Stone commented on an improved MOAA Store. They are now able to offer chapter labeled items. All they need is your chapter logo.

CAPT Stone stated that there are ways to generate revenue from MOAA. They include Mercer insurance ad program, USAA – chapter grants, MOAA vacation rebates, recruiting incentives; \$50 for any chapter with 100% of their chapter members who are MOAA members.

CAPT Stone's Slide Presentation

MOAA Today

- Remote Work Environment
 - Since March 18
 - Member Service Center
 - Exceptions
 - Duty Officer

- Mail
 - Finance
- Cancellations / Adaptations
 - Storming the Hill
 - Council Presidents' Seminar
 - Board Meetings
 - Regional Leadership Workshops
 - Future?

Council Chapter Affairs Today

- Innovations
 - Chapter Visit Programs
 - Virtual Meeting Support
 - USAA Sponsorships
 - Community Grants
- What You Can Do
 - Submit Stories, Photos, Newsletters
 - Email Us About Member Health, Needs, Your Innovations

MOAA Foundation Community Outreach Grants

- 49 Applications Submitted in 2020
- 23 Community Outreach Grants Approved
 - Notification Underway
 - \$84,800 Total
 - Scoring Emphasis
 - What is the Community Impact?
 - How involved is The Council / Chapter in the Project?
 - What is the MOAA Brand Potential?
- In Progress: COVID-19 Relief Fund Grants

Liability Insurance Considerations – Required for Community Outreach and Likely COVID-19 Relief Funds

Comparison Shop; Check with Local Agent

Mercer Premium Overview

- Cost for coverage depends on member count and state where the chapter is located; price per member varies by state
- Price per member ranges from **\$0.70** to **\$3.00** depending on state
- Recommend getting estimates from local brokers
- For more info – contact Michele Armesto at mercer
 - (michele.armesto@mercercorp.com)

See Leaders Workbook Appendix for More Information

Working Together to Strengthen Membership

- President's Messages / Common Join Form
- New member vouchers
- Member engagement – virtual shift
- Sales training
- Tools and resources

The MOAA Store

- Go to website to see what is available

Revenue Generation

- MOAA Insurance – Ad Program
- USAA – Chapter Grants
- MOAA Vacations
- Recruiting Incentives

Key Dates 2020

- May 1 – Levels of Excellence Awards Submissions Date
- May – Virtual Storming
- May 31 – Mercer Campaign Ends
- June 1 – Steve Strobridge Legislative Liaison Awards Submissions Due
- June 1 – Surviving Spouse Liaison Awards Submissions Due
- June 1 – Mid-year Recruiting Bonus Determined
- July 1 – Deadline for October Military Officer Magazine Input
- Oct – Chapters Feature in Military Officer Magazine
- Oct 21 – 24 – Annual Meeting, Kansas City, MO (subject to change)
- Nov 1 – Scholarship Application Period Begins

Leader Training Workshops – 2020 Dates and Locations

- Jan 10 – 11, Orlando, FL – AL, FL, GA
- May 1 – 2, Kansas City, MO – Canceled, AR, IA, IL, KS, MO, NE, OK
- Sep 25 – 26, Colorado Springs, CO – CO, NM, UT, WY, AR, NE
- Nov 13 – 14, Louisville, KY – AL, AR, GA, IL, IN, KY, LA, MS, OH, TN

Resources: Tools and Information

- Online at www.moaa.org
 - C&C Policies and Procedures Guide

- Leaders Workbook
- Webinar Library
- Electronic Newsletter
- Dues Platform
- chapters@moaa.org
- 1-800-234-MOAA

Communications Awards – Col Pete Kloeber has the communication awards and will get them to the chapters.

MOAA-Wide

- 112 Affiliates (8 Councils, 103 Chapters and 1 Virtual Chapter)
- 77 Websites
 - 5-Star = 75 (Council = 7; Chapter = 67; Virtual Chapter = 1)
 - 4-Star = 2 (Chapter = 2)
- 90 Print Newsletters
 - 5-Star = 83 (Council = 3; Chapter = 79; Virtual Chapter = 1)
 - 4-Star = 7 (Chapter = 7)
- 3 E-Newsletters
 - 5-Star = 3 (Chapter = 3)

Arizona

- 4 Websites = 5-Star
 - Arizona
 - Coronado
 - Luke
 - Superstition Mountain
- 6 Print Newsletters = all 5-Star
 - Arizona
 - Coronado
 - Grand Canyon
 - Luke
 - Northern Arizona
 - Superstition Mountain

Reports of Officers

Secretary – Mrs. Pam Wojtas

- Attendance Roster and Roster Update – Mrs. Wojtas took the attendance roster virtually. A copy of attendees is filed with the meeting minutes. Prior to the council meeting, Mrs. Wojtas distributed to each chapter president their portion of the master roster and asked for updates. The updated master roster was distributed to the council members, chapter presidents and satellite presidents prior to the council meeting.

AZ Chapters – MOAA Membership

- Charts are included with minutes and included with presentations emailed to council members, chapter presidents and satellite presidents. Col Kloeber congratulated all chapters on their hard and successful efforts to increase the percentage of chapter members who are also members of national MOAA.

Opted-In for MOAA Newsletter

- Chart is included with minutes and included with presentations emailed to council members, chapter presidents and satellite presidents. The term “Other Officers” refers to any position other than “member” and president, vice president and legislative chair. It is very easy to “opt-in” for the newsletter by going to the following site and entering an email address:

http://moaa.highroadsolution.com/moaa_preference_page/EmailSearch.aspx

AZ Chapter – Metrics

- Chart is included with minutes and included with presentations emailed to council members, chapter presidents and satellite presidents. Col Kloeber thanked chapter presidents for providing the information and asked them to please review and provide corrections, changes, etc. Chapter presidents again agreed his information is very helpful.

Did You Know?

- MOAA Chapter Recruiting Program Guide (download)
 - Moaa.org/content/chapters-and-councils/chapter-recruiting/
- Recruiting Incentives
 - Incentive Qualified: Basic, Premium, Life, and Not member in past 3 years
 - \$10 Basic, \$15 Premium, \$30 Life
 - \$50 if 100% MOAA eligible are national MOAA members as of 1 June
- MOAA Recruitment Tracker Updates Weekly (download)
 - Moaa.org/content/chapters-and-councils/chapter-recruiting/
- Near Real Time (NRT) Recruitment List – new 1st of each month
 - CM: “Details for xxxxx Chapter”, “Monthly Recruiting List”
 - New to MOAA, moved to catchment area, opted in for emails
- Retention Incentives
 - \$150 for retaining 90% or more of members (31 Dec compared to 1 Jan same year)

MOAA Council & Chapter Affairs – 800-234-6622

- COL Terri Coles, USA (Ret)
 - Senior Director, ext. 108; terric@moaa.org
- CAPT Erin Stone, USN (Ret)
 - Program Director, ext. 818; erins@moaa.org
- Victoria Twyne

- Program Manager, ext. 118; victoriat@moaa.org
- Candice Young (new)
 - Chapter Affairs Specialist, ext. 120; candicey@moaa.org
- Jonathan Woodruff (new)
 - Chapter Affairs Specialist, ext. 168; jonw@moaa.org

Staff/Committee Reports

Legislative Chair – Col Lee Lange

Col Lange stated that since the last council meeting, the SBP / DIC was passed. He also stated that the military pay raise is 3.1%. He commented that since so many people are unemployed due to the virus, the military might be a way for some people to gain employment.

He stated that even though Governor Ducey had indicated in his state of the state address that veterans would not have to pay taxes on their retirement pay, due to the pandemic, there was nothing in the March 23rd legislation. Also, nothing for more Veteran Benefit Counselors (VBC's).

Federal Legislation

- FY 2020 NDAA signed December 20, 2019
- Approves \$738B for Defense
- 3.1% pay raise for troops – largest in 10 years
- End of SBP – DIC Offset – 47-year fight for 65,000 surviving spouses
- FY 2021 NDAA – DoD Funding request - \$740B
- President's Budget includes 3% pay raise for troops. Keeps pace with ECI
- Top goal is to stop reduction of 18K DoD medical billets and closure / reduction of 48 MTF's

2020 State Legislative Session

- Session kick-off January 13
- Narrow majorities continue in House and Senate
- UAV Top 2 Goals
 - Increase Veteran's Benefits Counselors (VBC's) by asking for 6
 - Full state tax exemption of military retired pay. Pushed by Gov Ducey in state of the state
- In March, Legislature focus shifts to countering coronavirus
- Slimmed down state budget passed March 23. Legislature then adjourned
- Budget includes \$50M economic relief package
- No significant veteran's issues in budget
- Legislature to reconvene May to formally adjourn. Special Session expected starting in June

“Virtual” Storming the Hill

- Same Outreach Goal as Previous “Storms”
 - Meet with all Arizona Senators, Representatives, or their staffs – Virtually
- 30 April – 31 May
 - Each state decides its own team(s)
 - Suggest Max of 2 – 3 per call
- Issue
 - Stop Medical Billet Reductions and End MTF Downsizing
- Training Webinar
 - 30 Apr at 1530 hrs. EDT
 - Posted on MOAA microsite (login): <https://www.moaa.org/2020participants>
 - Take Action: <http://takeaction.moaa.org/?0>

U.S. Congressional Districts / Assigned Chapters

- Chart is included with the minutes and included with presentation emailed to council members, chapter presidents and satellite presidents

Col Pete Kloeber stated that he, LTC Steve Jarvis, and Col Lee Lange participated in the “Storming the Hill” training webinar on 30 April. COL Bill Wojciechowski stated he also participated. Col Kloeber asked Chapters to get involved and have members look at the webinar. Col Lange stated that the webinar is a good start. He also stated that Chapters should have their Legislative Liaison keep in touch with their Legislators. Contact each office to talk about Military Treatment Facility (MTF) cuts. He stated that most AZ offices have linked their local office to their DC office. If possible, talk to the principal person, but if not, talk to their staff. Col Kloeber stated he had sent a list to Chapters of the schedulers for each District. Col Kloeber asked that he and Col Lange be kept in the loop.

Chapter/Satellite Development – Lt Col Dick Jonas

- Show Low – Eastern NAC
 - Under development
 - 9 Members
 - On-hold awaiting virus resolution

Lt Col Jonas stated that the Rim Satellite is no more. They have retained 5 or 6 members from that satellite and they are part of the Northern Arizona Chapter. He mentioned that there is a lot of potential in the Show Low, Pinetop, Lakeside area. Lt Col Jonas stated that there are a lot of public health officers in that area and they may lose 30-40 officers in Show Low. Dave Lee is the contact in Show Low. Once the pandemic is over, more attention in trying to develop Show Low; more meetings.

Surviving Spouse Program – Mrs. Sharon Douglas

SBP – DIC Offset Phased Elimination News From DFAS

- Based on the NDAA, **Spouse SBP annuitants who are subject to the DIC offset may see the first change in the SBP payment they receive on February 1, 2021.** You do not need to notify us that your SBP payment is affected by this change in the law.
- The most important action SBP annuitants can take at this time is to **ensure your annuity account information is up-to-date** and includes your correct mailing address so we can contact you, if needed. Also, if you're not using MyPay, **set up a profile now** and add your email address. Please note: only annuitants who are currently receiving an SPB or SSIA payment from DFAS can access MyPay.

When Will I See an Increase in My Survivor Benefit Plan (SBP) Payments?

- Section 622 of the National Defense Authorization Act for Fiscal Year 2020 phases in the elimination of the SBP – DIC offset in the following way:
 - In 2020, surviving spouses will continue to have their SBP offset by the full amount of Dependency and Indemnity Compensation (DIC) they receive from the Department of Veterans Affairs
 - In 2021, SBP will be reduced by no more than two-thirds of the amount of DIC rather than by the entire amount of DIC, even though eligible surviving spouses will continue to receive the full amount of DIC
 - In 2022, SBP will be reduced by no more than one-third of the amount of DIC received
 - In 2023, the SBP – DIC offset will be eliminated in total, so that surviving spouses eligible for both programs will receive both SBP and DIC in full, effective January 1 (paid as of February 1)
 - Eligible survivors will start receiving Survivor Benefit Plan (SBP) payments in full, without offset, beginning with their January 2023 entitlement, which will be paid on February 1, 2023

Surviving Spouse Virtual Chapter

- The latest Virtual Chapter teleconference was held on April 21st
- Topics included: Remarriage Penalty, Educational Opportunities, Bermuda Cruise, and Surviving Spouse Excellence Award
- Minutes will be posted and shared with chapter representatives in 1 – 2 weeks
- Next meeting: July 21st 2020
- An application can be found at the following link, it's found under Surviving Spouse Community tab
 - <https://www.moaa.org/Content/Personas/Family/Surviving-Spouses.aspx>

Facebook Page

- Another way to stay up-to-date with the latest Surviving Spouse information is to visit our website. There are over 200 members
- Join us at – Surviving Spouses of MOAA

T*A*P*S® - Tragedy Assistance Program for Survivors

- The Tragedy Assistance Program for Survivors (TAPS) is the national nonprofit organization providing compassionate care for the families of America's fallen military heroes
- TAPS provides peer-based emotional support, grief and trauma resources, grief seminars and retreats for adults; Good Grief Camps for children; and casework assistance, connections to community-based care, online and in-person support groups, and a 24/7 resource and information helpline for all who have been affected by a death in the Armed Forces
- During this time of social distancing, TAPS is offering a number of additional online amenities for keeping in touch and finding help
- They are offering several online chat rooms to connect directly with others in the group
 - Services are provided free of charge
- For more information, please visit [TAPS.org](https://www.taps.org)

TAPS Magazine

- TAPS Magazine is dedicated to America's fallen heroes and their surviving families and friends
- This quarterly magazine is sent free of charge to anyone interested in receiving it, including survivors, service members, supporters, and grief professionals. **Subscribe to the TAPS Magazine**
- **FIND INSPIRATION WITHIN THE TAPS MAGAZINE**
- The articles in each edition are written by military survivors, grief professionals, and TAPS staff. Find inspiration, comfort, support, resources, and a sense of belonging within these pages

Summation

- I hope you found some of this information helpful. I tried to include items of support as well as ways to get involved and promote MOAA and our Surviving Spouse Community
- I send out an information update / newsletter approximately 4 times a year. I email the information to each chapters' Surviving Spouse Representative and to those members who have an email on file
- If you would like to be added to the email list, please let me know
- Also, if you have any ideas, comments, or something to add to future Surviving Spouse Newsletters, please let me know

Contact Information

- Sharon Douglas
- 928-632-5939
- Sharon.Douglas.NACMOAA@gmail.com

AZCOC Website – Col Ron Perkin

AZCOC (www.azcouncilofchapters.org)

- Chock full of useful information
 - About Us
 - Chapter Info
 - Legislative
 - Personal Affairs
 - Transition Liaison
 - Newsletters
 - Links
- New
 - AZ MOAA Members selected for the AVHOF Summary
 - AZ MOAA Chapter Position Responsibilities Guide
 - Satellite Link to Host Chapter
 - Several Links Updated
 - Coming – Individual Chapter News Articles
 - Governance Documents – Bylaws, Corporation Documents, Council Minutes

AZ MOAA Members in the AVHOF (By Chapter)

- Grand Canyon Chapter – 1
 - Peter “Pete” Kloeber, Col, USAF (Ret) 2018
- Luke Chapter – 14
 - Dennis DeFrain, LTC, USA (Ret) 2013
 - Lloyd Kilmer, CPT, USA* 2004
 - James Lay, CPT, USA* 2005
 - Phil Hanson, COL, USA (Ret) 2004
 - Robert Madden, CPT, USA 2010
 - Michael Mahoney, CPT, USA* 2003
 - Bruce McDonald, LTJG, USN* 2008
 - Ray Rodes, Capt, USAF (Ret)* 2010
 - Tony Saputo, LTC, USA (Ret) 2007
 - Tom Schaefer, Col, USAF (Ret)* 2005
 - Joe Schoggen, RADM, USN (Ret)* 2009
 - Robert Williams, BG, USA (Ret)* 2004
 - Jerry Wojtas, COL, USA (Ret) 2011
 - Kenneth Yamanouchi, COL, USA (Ret) 2011

*Deceased

About Us

- Governance Documents
 - Bylaws
 - Corporation Documents
 - Council Minutes
- Examples of other Useful Documents
 - MOAA Council & Chapters Policy & Procedures Guide
 - AZ MOAA Chapter Position Responsibilities Guide

Col Perkins stated that he, Col Kloeber and Lt Col Nicholas Knight spent a lot of time going through each tab on the website. He stated they checked all the links to make sure each link worked.

Col Perkins stated that new is the addition of the AVHOF members which were added. He stated that there have been 432 selected to the AVHOF and of those 432, 106 are members of MOAA, slightly less than 25%. He stated that the deadline to submit applications for the AVHOF ended on 30 April. He also stated that for his presentation slide he only used two of the Chapters, but all Chapters with members in the AVHOF are listed on the website.

Col Perkins stated that under the Chapter Info tab, all the Chapter websites are listed. Also added the Host Chapter for all three Satellites.

Col Perkins stated that the links have a lot of valuable information – check them out.

Col Perkins stated that there will be a new section highlighting the Chapters. He asked Chapters to send him information if they have done something unique. Col Kloeber added to brag about your Chapter. Send articles and photos (JPEG).

Personal Affairs – CDR John Chernoski

- Presentation is included with minutes and emailed to council members, chapter presidents and satellite presidents

Transition Liaison – CW3 Harry Bowen

- Presentation is included with minutes and emailed to council members, chapter presidents and satellite presidents

Old Business – Col Pete Kloeber

Old Business

- Chapter Metrics – Update / Changes: ✓
- Chapter Meeting Dates - ✓

- Share Speaker Lists: Luke, Coronado
- MOAA Visits to Chapters in 202
 - Grand Canyon Last = Apr 2016 Sched = Aug 2020
 - Superstition Mountain Last = Nov 2016 Sched = ~~19 Apr 2020~~

At the November 2019 council meeting, a request was made by Col Pete Kloeber to share speakers. As shown above, only Luke and Coronado have provided their speakers. Please send speakers to Mrs. Pam Wojtas so she can then distribute them to the chapters and satellites.

Action Item

Superstition Mountain sent a request to MOAA to reschedule their MOAA visit which had to be cancelled. This will take place first part of 2021, February, March or April.

Feasibility of Centralized Council Meetings

- Proposal – Centralize AZCOC semiannual meetings
- Objective
 - Frees chapters of responsibility for hosting and coordinating meetings and associated socials and lodging
 - Reduce travel time and distances to attend AZCOC meetings at 9 different locations throughout the state
 - Examples: Flagstaff – Sierra Vista 332 miles; Sierra Vista – Yuma 312; Prescott – Tucson 213; Yuma – Flagstaff 320
 - Centralizing would reduce average miles from 150 to 113 (no chapter > 190 miles)
 - Reduce lodging requirements
 - Standardize meeting and lodging venues and amenities
- Con’s
 - Some chapters may not view the current situation as burdensome
 - Some chapter representatives may enjoy traveling to different parts of the state
 - Council staff and chapter presidents would no longer visit all chapters on rotating basis
- Council Action
 - Nov 2019 meeting – voted to pursue feasibility of centralizing meetings
 - LTC Steve Jarvis offered to lead the effort
- Criteria
 - Easy access, preferably off or near a main artery (I-10, I-17, L-101, L-303, etc.)
 - Agree to a contract that will accommodate 2 meetings a year and willing to block 12-15 rooms (preferably a military rate) with breakfast included
 - Room / area for a social the evening prior to meeting. Provisions for light appetizers, soft drinks, wine and beer (to include permission for us to provide these items, if preferable)
 - Conference room (min 750 sf) with tables that will seat 40 people
 - A/V support not required
 - Provisions for lunch with either a restaurant on-site, permission to cater, or a restaurant within short walking distance from the hotel

- Possibility of some fees with waived (e.g., social & meeting rooms)
- Action Taken
 - Researched hotels in Phoenix / Valley area
 - East Valley: Called eight and visited four
 - Tempe: Called two
 - Continue search via phone (visits postponed due to COVID-19)
- Findings
 - Reluctance to block rooms without guarantee – May and November are high seasons
 - Meeting rooms too small or large
 - No comps on either rooms or A/V equipment
 - Breakfast not included; pastries and beverages can be arranged
 - No restaurant on-site; catering is a possibility
 - Room for social possible at a cost
 - None of the challenges are a show-stopper – Confident can find a location
- One “proven” location identified
 - Colonnade (Surprise, AZ – same venue as June 2018 meeting)
 - Resident offered to sponsor
- Recommendation
 - Change Council meetings from chapter-hosted to centralized venue
 - Council staff responsible for coordination and management
 - Vice President and Immediate Past President
 - Past experience and vested interest

A motion to change to a centralized location was made by Col William Wojciechowski and seconded by COL Tom Day. Col Pete Kloeber called for a vote. Motion passed 13-2.

New Business – Col Pete Kloeber

Future Council Meetings / Hosts

- This was not discussed based upon the vote to centralize council meetings.

Council Bylaws Amendment (for Approval)

- Corrects grammatical errors
- Inserts reserve component to be inclusive of Guard
- Rewords purpose statement concerning state legislative advocacy
- Increases uniformed services to eight to include Space Force
- Establishes CM as method of determining number of chapter members
- Clarifies eligibility for secretary and treasurer
- Changes commencement of term for officers
- Changes responsibility for collecting dues from secretary to treasurer
- Clarifies standing committees and establishes audit committee

A motion was made by LTC Dennis DeFrain and seconded by LTC Steve Jarvis to approve the amendments to the bylaws. Motion passed 15-0.

Be Connected Partner Organizations

Before presenting his slide, Col Pete Kloeber stated that there was some new information listed on the slide, not just the same old stuff from the previous meeting. Col Kloeber stated that Chapters can become a partner in the Be Connected Program. Grand Canyon Chapter already is a partner. Col Kloeber stated that Col Mike Kramer and LTC Dennis DeFrain are working on the Luke Chapter becoming a partner.

- Your chapter becomes part of a nationally recognized, best practice effort
- Be Connected helps maximize utilization of your chapter's programs and services
- Training, technical assistance, and support provided to your chapter at no cost
- Extends the BC program's sphere of influence and care
- No additional costs, hidden responsibilities or expectations
- Please consider submitting a pre-application – easy and painless
- Grand Canyon Chapter is a “Partner” – Luke Chapter started the process
- **Just go to:** <https://form.jotform.com/32102974991155>
- Questions:
 - 602-753-8802 – Arizona Coalition of Military Families (ACMF)
 - Courtney Smythe, ext. 706 – courtney@arizonacoalition.org
 - Aimee Backus, ext. 712 – aimee@arizonacoalition.org

Committee Module

Recommendations to MOAA

- Make default screen “View All”
- Provide ability to update members' contact info
- Provide ability to distinguish between host and satellite chapter members
- Show member's service (Army, Navy, etc.)
- Provide link from the CM to Membership Gains form to enter non-MOAA members and then return to the CM
- Provide a “Help” link to CM instruction manual (indexed and searchable)
- Provide telephonic contact information for problems (chat option hit / miss)
- Provide sort ability to group council and chapter officers together
- Include column for opt in / opt out preference for chapter Emails
- Consider changing the name of the CM

Critical for Councils, Chapters... and MOAA

- Official Roster – MOAA's Only Visibility
- Council President (MOAA Communications)
- Other Officers, Board, Staff and Committee Positions
- Level of Excellence (LOE)
- Recruitment Bonus

- Retention Bonus
- Percent MOAA Members
- Lapsed Membership / Non-MOAA Members
- Contact Information

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
- Help / Instructions
 - Other AZ chapters or Council staff
- Committee Module Instructional Guide Version 2.0
 - MOAA.ORG / Councils & Chapters / Committee Module / Committee Module 2.0 Instructional Guide
 - [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 Jonathan Woodruff (new)
 - 800-234-6622, ext. 168
 - jonw@moaa.org

Nominating Committee

- Bylaws:

“At the spring meeting of even-numbered years, the President may appoint a nomination committee of two or three persons, each of whom shall be a member of a member Chapter, but not currently an elected officer of the Council, to nominate candidates for the elective offices. At least 60 days before the date of the annual meeting, the committee shall notify the President and the Secretary in writing or electronically of the names of the candidates it proposes. The Secretary shall include the proposed slate in the notice of the annual meeting”.

Col Pete Kloeber stated he will appoint individuals for the nomination committee. He told Col Ron Perkins and Lt Col Dick Jonas to expect a call. Both spoke up and said they would be on the nominating committee.

Round Table / Items from the Floor

- Nothing brought up from attendees.

Chapters & Satellite Semiannual Updates

Arizona

Leadership Succession

- Nominating committee starts work in May – 2nd VP Chair
- Focus on elected officers (5 Officers and 5 Directors)
- Committee polls Committee Chairs for further service / initiates recruiting effort for new Chairs
- Nominations approved by Board in September and published to members in October
- Officers / Directors voted on by members in November
- Officers installed in December for following year

Membership

- Numbers
 - Regular Members – 135
 - Surviving Spouses - 24
 - Total 159
- Recruitment
 - Mail out campaign – 100 letters to Premium / Life MOAA members from potentials list provided by MOAA National – June-August
 - 5 new members this year-to-date
- Retention
 - Annual renewal effort led by Membership Chair via email / newsletters. Emphasis on online renewal

CM Knowledge / Use

- Ok

Success

- Excellent programs / new activities

Challenges

- Recruiting new members / finding volunteers to serve

Programs / Activities

- Online auction of items donated for canceled April golf tournament

Legislative Activities

- No noteworthy events this period, but planning underway to contact assigned U.S. Representatives Gallego and Schweitzer as part of MOAA's Virtual Storming Campaign. Will also contact Senator Sinema's staff

Goals

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

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. Our current 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 – 159 regular members and 30 surviving spouses
- 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 make the Join Form available at each dinner meeting and put it in our newsletter every few months
- Retention – Each Newsletter has a membership renewal form to make renewing easier. We send out a reminder in January to members who have not yet renewed and later assign Chapter Officers to call each overdue member

Committee Module – Knowledge / Use

- Our Membership Chair and I are both well versed with 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.

Challenges

- **Retiring Directors and Officers** – Our longest-standing officers have served for 14 to 16 years in several positions and it has been a challenge to replace them, but as of April we have replaced all except our Director of Membership. Bob Covalucci has stepped up to assist our Membership Chair, Jim Clenney, and make sure we keep up the great work our chapter has done over the years.

Noteworthy Program

- 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 had 18 members and family members in our 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 cleanup 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

- Our Legislative Affairs Director, CDR Merle Kilpatrick, USN (Ret), sends “action” email blasts to Chapter Members, potential Chapter Members, retirees, and other veterans each week. He partners with State Veteran Advisory Commission and local and state-level United Veterans Councils to keep them informed. He also emails chapter newsletters to elected political leaders
- CDR Kilpatrick also provides our chapter newsletters and emails that contain legislative-alert information and 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

- **Progress on last meeting’s measurable goal: to increase membership by 5% in the next year.** Our Membership Director had health problems last year so our numbers on

the National MOAA Committee Module where not accurate until Jim Clenney worked hard to correct them in the fall. But looking at our chapter roster and not considering the Honor Graduates, I believe we have at least 10 members more than we had at this time last year. We have emailed or mailed out invitations to all those on MOAA's Monthly Recruitment List with some success and our members are making use of the application form in our monthly newsletter. We have been adding at least one or two each month for several months now, in addition to the Military Honor Graduates. Our Membership Chair is renewing our quest for new ideas

- **Measurable goal:** To enlist a motivated Membership Director

Other – Notable Speakers

- Our Program Director planned exceptional monthly speakers in November 2019 to February 2020. We all have become more aware of programs and actions being taken in our community for our health, well-being and veteran issues
- **Mr. Jeff Jennings**, Deputy to the Command General of the U.S. Army Intelligence Center of Excellence, shared that the Army is in the middle of its biggest change in history. That change has begun with reform in shortening the acquisition time or the way we develop and put in use new equipment and vehicles. By 2022, modernization of the Force will be in full swing, a phase scheduled to be accomplished by 2028. Part of the change is relooking our mission and doctrine. He spoke of 17 critical gaps that need to be addressed to ably meet the current and future threats. He concluded his remarks with a history and recounting of the importance of the mission and location of Fort Huachuca
- The **Sierra Vista Community Chorus** gave a wonderful concert at our December meeting. Last years was fantastic and this year was even better
- **Mayor Rick Mueller** updated us on many things the city is doing or planning to do. He emphasized the importance of an accurate count for the Census and what it means for areas such as road repair. Along with many other things, he discussed how we are informing DoD on how medical cutbacks for the military will affect our Active Duty and retired military health care in our community, the Fry Cemetery Project and the Schneider Electric Energy Initiative
- **Mr. Dave Santor**, former Sierra Vista Police Chief and now City Historian, spoke about the Miracle Valley Shootout in 1982. His presentation included photographs of the event and was an interesting, valuable, and a rich history lesson. Dave provided a lot of personal insight regarding the events. He shared a great deal of background supplementary details; many of which are not generally known. His vignettes helped us visualize the environment

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 – 123 members (116 regular; 7 surviving spouses) (Lost 8: 3 moved, 4 died, 1 health)
- Recruitment – 2 (1 regular; 1 surviving spouse)
- Retention – 97% (100% MOAA members / 54% life)

Committee Module Knowledge / Use

- President, O.K.; Membership Chair, outstanding!

Successes

- Community Involvement
 - (Northern Arizona Veterans Coalition; JROTC/ROTC awards and scholarships; Veterans Court mentors; High Country Stand Down; Representation at community veterans-related activities)

Challenges

- Recruiting! Potential members base is leveling; we've hit a plateau

Programs / Activities

- Support of VA formerly homeless veterans and their families through VA Supportive Housing Program (\$11,934.56 in financial assistance from Jan 2019 – Mar 2020)

Legislative Activity

- Chapter Level: Personal contact with CD1 Representative and LD6 State Representative.
- National Level: Col (R) Pete Kloeber named Leader of AZ Delegation for MOAA's "Storming the Hill"

Goals

- Continue to publicize MOAA and identify potential members
- Continue to identify and apply for grants to sustain our VA formerly homeless program

Other

- Four \$500 scholarships (NAU Air Force Cadet, NAU Army ROTC Cadet, NAU Student-Veteran, CCC Student-Veteran)

Green Valley

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 incoming President
- We try to expose upcoming Presidents to the AZCOC and MOAA Regional Meetings

Membership

- Numbers Apr 2020
 - National Members 70
 - Surviving Spouses 5
 - Total 75**
 - Aux 13
- Recruitment
 - New members since Nov 2019: 6
- Retention
 - Losses since Nov 2019: 1
 - 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 / Use

- OK

Successes

- We've had a good year for recruitment; 6 new members over last six months

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 frequently

Goals

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

Luke Chapter

Leadership Succession

- COL (Dr.) Steve Pohl, Leadership Succession Committee Chair
- All Luke Chapter elected officer positions currently filled
- Recent changes for 2020-2021 program year
 - President – Dennis Defrain, LTC, USA, Ret – Programs Committee Director
 - 1st Vice President – Marci Smith, MAJ, USAF, Ret – Membership Committee Director
 - 2nd Vice President – Don Fordney, CW03, USN, F – Director Scholarship Program
 - Treasurer – Robert Coutchie, COL, USA, Ret
 - Secretary – Ed McAvoy, LTC, USA, Ret
- All appointed positions are filled

Membership

- Numbers

	<u>January 2019</u>	<u>January 2020</u>
Members	163	163
Surviving Spouses	39	38
Total	202	201
Associate Members (Canadians)	3	2
Honorary (not counted)	3	3
- Recruitment – new members in 2019 – 22
- Retention
 - Net losses in 2019 – 23
 - Reasons for losses include moving from area, death, health problems, nursing home, losing interest and ability to attend

Committee Module Knowledge / Use

- MAJ Marci Smith, Membership Chair – excellent knowledge of CM
- Have watched the online training. I am **OK**, learning more every day!

Successes

- Charitable Fund (Scholarships)
 - Donations increased substantially; currently over \$90,000 in account
 - Awarded twenty-two scholarships in May 2019 totaling \$34,000
 - Will award 23 scholarships in May 2020 totaling \$34,000
 - Pursuing local businesses, corporate donors usually repeat
- Charitable Fund (Grants to Needy Veterans and Families)
 - MOAA grant - \$5,000 in April 2019; Members added \$1,250 = \$6,250
 - ADVS grant – awarded \$4,950 in May 2019
 - Realtor (member): \$500 each sale; Amazon; Fry's; Interest; Dr. White
 - Committee of members – Identifies and Vets potential needy veterans, w/Board approval
 - Establishing separate Board for Charitable Fund (Members and Board Members)

Challenges

- Recruiting
 - Maintain continuity in Membership Chair
 - Calling all members – personal touch
 - Getting more members involved in Committees
 - Establish programs that help veterans and families
 - Continue to stress each member get a member
 - Considering sponsor for new members – Productive?
 - Set up a 'meet and greet' reception – Not Productive

Programs / Activities

- Member involvement
 - Calls by Board Members to ALL 209 members – feedback remarkable – some had no prior contact
 - Gently urging members and spouses to indicate our Charitable Fund for legacy gifts and memorial donations (2019 – 2020 received over \$4,000)
 - Getting members to sit on needy veteran interviews and new Charitable Fund Board
 - Get new members a job as soon as they join

Legislative Activities

- COL Phil Hansen, Director, Legislative Liaison (Former Legislator)
 - Provides monthly report to Luke Chapter via NewsGram and BLAST emails on legislative and regulatory actions, bills and laws

- Supported lobbying effort to increase military retirement income to be exempt AZ income tax from state income tax; many calls by members to state representatives
- Meeting with US Representative Debbie Lesko scheduled 15 April postponed until June/July

Goals – One Measurable Goal

- Increase chapter membership by ten percent to 225 members
 - Increasing member involvement
 - Stressing importance of member recruiting
 - Main continuity in Membership Chair
 - Keeping contact with ALL members
- Achieve Five Star LOE rating for Luke Chapter for 2019

Other – Fundraising Methods

- Start early in calendar year with planning
- Cultivate a relationship with local businesses
 - Get to know the executives who make the charitable grant decisions: thank them
 - Invite them to send two reps to the award dinner; display banners, etc.
- Foster climate of generosity in chapter (81 – Ave Don: \$280)
- Unique live and silent auction items (dinners, etc.)
- Encourage legacy / memorial giving
- Calls to ALL members
- Write news release w / pictures for local newspapers

Northern Arizona Chapter

Leadership Succession

- 2-year succession cycle. May serve 2 terms, nominating committee identifies candidates
 - President – Mrs. Sharon Douglas, Surviving Spouse
 - Vice President – Lt Col Alex Torrance, USMC
 - Secretary – Col George Weil, USAF
 - Treasurer – LCDR Peter Groff, USN
 - Legislative Affairs – Col George Weil, USN
 - Personal Affairs – Lt Col Bob Wallace, USMC
 - Membership Chair – Lt Col Dick Jonas, USAF
 - Mohave President – Lt Col Gerald Hietpas
 - Show Low President – LTC David Lee

Membership

- Numbers
- Northern Arizona Chapter
 - Members – 62; Surviving Spouses 22; Total 84

- Mohave Chapter
 - Members – 11; Surviving Spouses 5; Total 16
- Show Low
 - Members – 7; Surviving Spouses 1; Total 8
- Recruitment
- Northern Arizona Chapter
 - 35 members have not paid dues for 2020
- Mohave Chapter
 - Lost 2 Surviving Spouses (1 health reasons, 1 moved out of area)
- Show Low
 - Lost 1 Surviving Spouse (per request)
 - Several members have not paid dues for 2020
 - Recruitment continues with Chapter President and Membership Chair
- **NOTE** – 2020 dues deadline extended 30 days to April 30th in light of current events
- Mohave Satellite
 - Established a Veteran Scholarship. The first Mohave Community College Award was presented in January 2020.
 - Strong Surviving Spouse representation. Mohave Liaison planning to attend the Regional Leadership Workshop in September of 2020 in Colorado Springs
 - 11 Members / 5 Surviving Spouses

Committee Module Knowledge / Use

- Membership Chair and Immediate Past President both have strong knowledge of the Committee Module and how to use it
- New President is familiar with the CM and continues to gain knowledge with use
- The members 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 issues, National's MSC is contacted for resolution

Successes

- GoFundMe campaign to support our scholarship fund
- Groupworks.com-platform to keep our members informed
- Ladies of NACMOAA
 - Bi-monthly lunches
- Veterans Day Parade – 2nd year
- Information table at Wings Out West Air Show
- Chapter Donations / Awards
 - Scholarships to 2 ROTC and 2 JROTC programs
 - Donations to 100 Club of Phoenix & U.S. Vets Christmas Gift Program
 - Food Donations from our luncheon meetings
- LOE – 5-Star Award (6th)
- Winner Marvin J. Harris Communications Award – 5-Star Print / E Newsletter

Challenges

- Volunteerism
 - Limited to a very small group
 - While we had a good recruiting year, participation in activities outside the bi-monthly meetings remains low
 - Looking to add a wider variety of activities to engage a larger number of our members

Programs / Activities

- During this time of social isolation NACMOAA found a way to make a difference in the lives of seniors and veterans at the senior living center where we normally hold our luncheons
- We were able to help our community while still staying safe. Our members also donated blood and made monetary donations to the Yavapai Food Bank

Legislative Activities

- SBP / DIC offset repeal
- Our chapter took part in the nationwide push to repeal the Widow's Tax. Basically, Storming the Hill from our computers
- Efforts included calling and writing our congressional leaders, signing petitions, and sending numerous emails
- During 2019, we were fortunate to have the opportunity for in person meetings and Q & A sessions with Congressman Paul Gosar, Prescott City Councilman Phil Goode and Rear Adm. Richard Buchanan, USN (Ret) from National MOAA
- NACMOAA members, especially the Surviving Spouses and Ladies of NACMOAA Lunch Group were instrumental in these efforts

Goals

- Progress on goals since last COC meeting:
 - Supported new JROTC Chapter at Bradshaw High School by awarding the first annual scholarship
 - NACMOAA Membership Chair continues to work with Show Low President to identify and contact new member leads
- Projected goals for 2020
 - Seek opportunities to further the MOAA Brand and build stronger relationships within the community while serving our veterans and their families

Other

- Honor Flight Fund
- 50 / 50 Raffle Scholarship Fund support

- Six members of our board attended the Be Connected Navigator training session
- Nominated a member of NACMOAA for the Arizona Veterans Hall of Fame
- Tracking what matters in 2020
 - Reviewing and tracking legislation that affects us
 - Storming the Hill from our computers
 - Being part of the process

Mohave Satellite

- Report part of Northern Arizona Chapter presentation

Superstition Mountain Chapter

Leadership Succession

- John Bushko is in his second year as president
- We will be determining his successor later this year

Membership

- Numbers: regular – 102; SS – 23
- Recruitment – using the list from National and personal contact to find new members
- Retention – email remainder 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

- Toys-for-Tots Drive and continue support of the Homeless Vets in the Phoenix area. Over 100 toys collected for the drive
- During the Toys-for-Tots drive we asked each member to donate a backpack for our Homeless Vet. The results were overwhelming. We received 45 backpacks to deliver to the VA Service Center. To date, we have taken 85 packs to the Service Center
- 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 Hospice of the Valley to use in their children's grief groups

Challenges

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

Programs / Activities

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

This year we had to mail the awards to the Senior Instructors for them to present individually

Goals

- Membership retention of 95%

Central Arizona Satellite

- No report

Tucson Chapter

Leadership Succession

- Longevity Range = 2-8 years
- Vacant Positions (as of Sept 2020)
 - Personal Affairs
 - Programs
- Voluntary dual positions (thru May 2021)
 - President / Legislative Liaison
 - Secretary / Chaplain
 - Treasurer / Membership

Membership

- | | |
|--------------------|--------------------|
| • Numbers | |
| Tucson | Catalina Mountains |
| Regular = 46 | Regular = 44 |
| SSAC = 18 | SSAC = 2 |
| Total = 64 | Total = 46 |
| • Recruitment = +2 | Recruitment = +* |
| • Retention = 99% | Retention = 100% |

CM Knowledge / Use

- Knowledge OK in terms of what it can do
- Could be more user friendly with some enhancements, e.g., help screens
- Comfortable navigating the CM

Successes

- Exceeded our goal: Raised approximately \$5,000 for scholarships

Challenges

- Increasingly difficult to find replacements for Board positions

Programs / Activities

- Increased involvement with Esperanza en Escalante, a program dedicated to providing assistance to homeless veterans and veterans families in need. Submitted a Foundation grant proposal to support that effort

Legislative Activities

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

Goals

- Progress since Nov 2019: 10% membership growth for Tucson + Catalina Mtns Chapter
- Increased fundraising efforts for 2020 Chapter projects

Other – A Max Effort

- Increase involvement of membership in Chapter activities through improved communications

Cataline Mountains Satellite

Leadership Succession

- Election of new slate of officers by December 2020 – Nominating Committee

Membership

- Numbers – 44 (42 Regular and 2 Surviving Spouses)
- Recruitment – Personal Contact / Veterans Events / Community Events
- Retention – 100% from 2019 – 2020

Committee Module* Knowledge / Use

- Total success: Direct Communications with MOAA National
 - 100% Retention / 100% MOAA Members
- *Committee Module, which is our membership roster with MOAA National

Successes

- Guest Speakers: booked through 2020 and 8 booked for 2021
 - MOAA Certificate of Appreciation and MOAA Challenge Coin given to each guest speaker
 - Ensure visibility through articles in community newspapers

Challenges

- Succession / retention

Programs / Activities

- Elected Officers and membership interactive with other level Veteran Groups

Legislative Activities

- Bring current National legislative actions to our membership

Goals

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

Other

- **101-Year-Old WWII Veteran** (COL Chuck GuteKunst, USAF, Retired) Member of CMSC to be featured in upcoming MOAA National Magazine Edition – “MOAA Salutes WWII Vets”

Yuma Chapter

Leadership Succession

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

Membership

- Numbers – 33 regular, 8 surviving spouses, 1 non-MOAA
- Recruitment – one former chapter member returned
- Retention – our losses this period can be attributed to one member passing away, one moving out-of-state, and two in poor health

Committee Module Knowledge / Use

- Our knowledge is now strong as is its use

Successes

- 60+ percent response to chapter meeting survey; positive feedback to changes made for Jan, Feb, and Mar chapter meetings

Challenges

- Member Participation – just as we were making gains with meeting attendance, the COVID-19 stay-at-home order hit and our biggest concern now is that members will still be reluctant to attend even after our Jul – Aug summer break due to lingering health concerns

Programs / Activities

- Graduating Senior Scholarship (GSS): our GSS winner, Nicholas Johnson, was awarded \$1000 which is pending deposit into his bursar at the university of his choice
- Young American Award (YAA): the top three 7th grade students, chosen from applicants from five* Yuma area schools, were presented monetary awards (1st - \$150, 2nd - \$100, 3rd - \$75) and made eligible to compete for our GSS in five years.
*Far fewer YAA applicants than usual is likely due to early school closures

Legislative Activities

- As recommended by Lee Lange in Feb, chapter members aided Rep Gail Griffin with HB2676 (2020) through calls and emails to Rep Timothy Dunn R (District 13 – Yuma) requesting his support

Goals

- Recruit an equal or greater number than we lose to attrition (We were partially successful at the end of 2019; gained 2 and lost 4 but two of those were due to an out-of-state move and one death.)
- Increase chapter meeting attendance by altering our meetings; weekday, time, location, guest speaker focus, etc. (Positive results so far following survey-based changes beginning in January 2020.)

Wrap up / Good of the Order

- Col Pete Kloeber thanked everyone for attending the virtual council meeting and asked everyone what they thought of the virtual meeting. LTC Dennis DeFrain thanked Col Kloeber for organizing the virtual meeting and stated a lot of great information was

obtained from the meeting. Col Ron Perkins commented that it was well organized, slides were great, voting outstanding feature.

- Col Kloeber thanked CAPT Erin Stone for staying on for the entire virtual meeting.
- COL Bill Nagy stated that once members have not been coming to meetings because of them being cancelled due to COVID-19, they may not feel secure in returning to meetings. Lt Col Nicholas Knight stated that speakers may not want to come either.
- Col Kloeber commented on the Chapter Position Responsibilities Guide which is now available on the website. He stated that the first one was in 2014 and was developed by Lt Col Knight with input from the Chapter Presidents. Lt Col Knight commented that Version VI will be in the works.
- Col Kloeber commented that these council meetings are about the chapters, not the council and said if there is something you would like to hear other than what is on the template, let him know and he will add it.
- Col Perkins stated that the next time the council and chapters would get together it would be in Kansas City for the LOE presentations. CAPT Stone said yes, that is correct, providing the meeting stands because of the current situation with the virus.

Adjourn

- A motion was made by MAJ Pete Berger and seconded by LTC Dennis DeFrain to adjourn the meeting. Motion passed 15-0. Meeting adjourned at 1220

Respectfully submitted:

Pam Wojtas
AZCOC Secretary
Phone: 623-544-4477
Email: jp7wojtas@gmail.com