



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

**0800 Hours, Thursday, 6 November 2020**

**VIRTUAL MEETING DUE TO THE COVID-19 VIRUS**

**IN ATTENDANCE:**

**Arizona Council of Chapters:**

**President and National MOAA BOD:**

Col Peter Kloeber

**Secretary and Membership:** 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 Dick Jonas

**Past President, Chapter Development, and**

**Website:** Col Ron Perkins

**Past President:** CAPT Dan Conway

**Past President:** Col Gary Fredricks

**Newsletter Editor and President Yuma Chapter:**

Lt Col Nicholas Knight

**Arizona Chapter:**

**President:** MAJ Pete Berger

**Coronado Chapter:**

**President:** Chaplain (COL) Tom Day

**1<sup>st</sup> Vice President:** LCDR Jim Clenney

**Grand Canyon Chapter:**

**President:** LTC Steve Jarvis

**Personal Affairs:** CAPT Judith Maeda

**Surviving Spouse Liaison and Assistant**

**Membership Chair:** Lt Col Joyce Kloeber

**Green Valley Chapter:**

**President:** 1LT Joseph Longo

**1<sup>st</sup> Vice President:** 1LT Elliott Jones

**Luke Chapter:**

**President:** LTC Dennis DeFrain

**Superstition Mountain Chapter:**

**President:** Lt Col John Bushko

**1<sup>st</sup> Vice President:** CW4 Arlan Allen

**Tucson Chapter:**

**President:** Col William Wojciechowski

**Catalina Mountains Satellite:**

**President:** COL Bill Nagy

**Guest Speakers:** John Scott, Deputy Director, ADVS and Jennifer Harris, Legislative Liaison, ADVS

## **Administration**

**Call to Order:** Col Peter Kloeber called the meeting to order at 0806.

**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.

## **President's Opening Comments / Into of Guests**

- Welcome
  - Col Pete Kloeber welcomed everyone to our virtual meeting and thanked them for attending. He mentioned that the early start time was so it would end early and still have time left in the day.
  - Col Kloeber thanked Chaplain Day for giving the invocation and stated the council is fortunate to have him. He also asked Chaplain Day to continue as the Council Chaplain when he was no longer the Coronado Chapter President.
  - Col Kloeber stated he hoped everyone attending would feel the meeting was worthwhile and would leave with some good information from the meeting.
  - Col Kloeber stated that at the Spring Council Meeting, he talks about “Storming the Hill” and presents the communications awards. At the Fall Council Meeting, he presents the LOE awards and the budget for the following year gets approved.
  - Col Kloeber also stated that he tries to rotate speakers with one meeting focusing on National MOAA and the other on local / state issues.
- Voting – 5 different Votes during the meeting.
  - Council officers, Chapter President or their Representative, and Past Council Presidents are eligible to vote.
  - Zoom Poll – Let’s everyone eligible to vote check yes or no and then tallies the percentage.
- Zoom Meeting
  - Mute / Unmute
    - Col Kloeber asked that unless you’re speaking to please mute your microphone.
  - Advancing Slides
    - Col Kloeber stated that as each presentation is given, he would be advancing the slides for that presentation.
  - May Want to Hide Gallery / Thumbnail Views
- Introductions
  - Col Kloeber introduced John Scott, Deputy Director, ADVS and Jennifer Harris, Legislative Liaison, ADVS.

**Speaker:** John Scott, Deputy Director, ADVS

Deputy Director, John Scott, had a few comments before his slide presentation (see slide presentation below comments).

Deputy Director Scott stated that the Arizona Department of Veterans' Service is a state agency which serves and provides advocacy to service members, Veterans and their families.

He mentioned that there are two new Veteran Homes under construction and that construction is ahead of schedule. He stated that both homes will need volunteers for the new homes once completed and that with COVID it is very difficult to recruit volunteers.

Deputy Director Scott stated that because of the pandemic that VBCs have been doing Zoom Meetings instead of meeting in person which has helped cut the claims processing time. The VBCs processed \$56 million in claims in one month. The VA has granted about 90% of the claims submitted by the VBCs. The VBCs are starting to look at locations where they can have in-person meetings, such as VFW or American Legion locations.

Deputy Director Scott stated that ADVS takes very seriously the homeless Vet situation. He stated that for every Vet who finds housing another Vet becomes homeless. As of September 2020, there were 775 homeless Vets. He also stated that StandDowns have helped in the past with homelessness but with the pandemic it has been difficult to have StandDowns.

Deputy Director Scott also mentioned that Military Family Relief Fund requests have slowed down during COVID, but expects them to start picking up again in a couple of months.

Deputy Director Scott stated the time is now to apply for large grants as the period to apply closes on December 18, 2020.

### **About ADVS**

- The Arizona Department of Veterans' Services is a state agency that serves and provides advocacy to service members, Veterans and their families.
- Our Mission: To be the catalyst in response to the evolving needs of Arizona's Veterans and their families.

### **Arizona State Veteran Homes**

- Arizona State Veteran Homes serve the long-term care and rehabilitative needs of the Veterans of Arizona with energetic and caring staff who provide
  - Nursing
  - Therapeutic Recreation
  - Social Services
  - Rehabilitative, Physical, Occupational and Speech Therapy
- Allows residents to enjoy an independent lifestyle with services customized to fit their needs.

- Locations
  - **Phoenix** – 200-bed facility
    - 4141 North S. Herrera Way / (602) 248-1550
  - **Tucson** – 120-bed facility
    - 520 E. Ajo Way / (520) 638-2150
  - **Flagstaff** – 80-bed facility (under construction)
    - 2100 N. Gemini Dr. (N. Gemini Rd. and E. Cedar Ave.)
  - **Yuma** – 80-bed facility (under construction)
    - 6051 E. 34<sup>th</sup> St. (E. 32<sup>nd</sup> St. and S. Ave. 6E)

### **New State Veteran Homes**

- In 2019, we broke ground on new State Veteran Homes in Yuma and Flagstaff
- Estimated construction completion: Summer 2021
- Each resident room will be furnished and private
- We will hire 125 employees to staff each home, including registered nurses, licensed practical nurses, dietitians and aides, housekeeping and administrative services
- Each home will be on 10 acres of land donated by the cities of Flagstaff and Yuma
- The homes will offer services and amenities similar to those at the current homes, like housekeeping, laundry services, a meditation room, a gift shop, a barber / beauty shop and more

### **Veteran Benefits Counselors (VBCs)**

- VBCs are accredited by the U.S. Department of Veterans Affairs and advocate for Arizona’s service members, Veterans and their families with receiving federal and state Veteran benefits. VBCs also advocate for American Legion clients.
- VBCs assist claimants by:
  - Educating them on eligibility requirements for benefits
  - Processing VA compensation and pension applications
  - Appealing VA decisions
  - Representing claimants at VA hearings
  - Filing for survivor’s benefits
  - Referring claimants to other agencies for potential benefits
  - Requesting military service records and certifying DD-214s (discharge paperwork)
  - Discussing State Veterans Benefits
- Virtual VBC
  - Phone, email and video appointments
  - Began in 2017
- Completed transition to remote work in October 2020
  - Post COVID-19, VBCs will set-up itinerant sites to conduct appointments where there’s need
- \$650 million tax free dollars annually from compensation, pension and survivor benefits to Arizona Veteran families
- 3,000 Veterans served each month
  - Since July 2020, 400 new clients per month

## **Arizona Veterans' Memorial Cemeteries**

- Arizona Veterans' Memorial Cemeteries offer burials to all eligible members of the Armed Forces. For a fee, the Veteran's spouse and qualifying dependents are also eligible.
  - For more on eligibility, visit [www.azdvs.gov](http://www.azdvs.gov)
- Due to COVID-19, all family members, attendees, funeral home personnel, military honors providers, and cemetery staff must wear a face mask while on cemetery grounds.
- Locations
  - Camp Navajo (Bellemont) / (928) 214-3473
  - Marana / (520) 638-4869
  - Sierra Vista / (520) 458-7144

## **Arizona Military Family Relief Fund**

- The Military Family Relief Fund (MFRF) was established by the Arizona Legislature to provide financial assistance to families of currently deployed service members, as well as military and Veteran families that have experienced a hardship caused by a deployment.
  - For separated service members, this includes, but is not limited to, hardships caused by service-connected disabilities
- The lifetime financial assistance limit is \$20,000 per family
- Over \$1 million awarded to Arizona Veteran families in 2019

## **Veteran Toolkit**

- The Veteran Toolkit Program funds expenses associated with beginning employment for Veterans
  - For example, if a Veteran is getting a job in the medical field and needs scrubs before they start, the toolkit will buy the scrubs to make sure there are no barriers standing between the Veteran and their new job
- Over \$135,000 granted in FY20, assisting 372 Veterans
- Qualifying Veterans must:
  - Live in Arizona
  - Have a job offer and are in need of tangible items to start employment
  - Visit any ARIZONA@WORK office to apply

## **Arizona Veterans' Donation Fund**

- The Arizona Veterans' Donation Fund (VDF) assists programs and initiatives that benefit Veterans and their families. The VDF supports Arizona's Veteran community through small grants (\$4,999 or less) and large grants (\$5,000 - \$75,000), each with their own application process
  - VDF Large Grant Cycle open through December 18, 2020
- More than \$1 million granted yearly to support the Veteran community
  - Organizations can find the application process on our website

- Funds come from tax-deductible charitable donations and the purchasing of Veteran, Women Veterans or Freedom Arizona license plates
  - Purchase at [www.ServiceArizona.com](http://www.ServiceArizona.com)

### **Arizona Action Plan to End Homelessness Among Veterans**

- We take seriously the challenge of assisting homeless Veterans to find safe shelter where possible
- The Arizona Action Plan to End Homelessness Among Veterans began in 2010 – we’ve seen success, but there’s still work to be done
- ADVS and the Arizona Housing Coalition are collaborating to institute three key goals and 26 regionalized objectives to sustain efforts to end homelessness among Veterans in Arizona
- As of Sept 2020, the “By Name List” showed 775 homeless Veterans
- Goals
  - End street / shelter homelessness among Veterans
  - Transform the temporary help system
  - Ensure ongoing system functionality for all Veterans experiencing homelessness
- StandDown Events
  - ADVS assists in funding StandDown events hosted by the Arizona Veterans StandDown Alliance.
  - StandDowns provide benefits and services to thousands of Veterans a year

### **Important Contacts**

- Arizona Department of Veterans’ Services
  - [www.azdvs.gov](http://www.azdvs.gov) or (602) 255-3373
- Be Connected
  - [www.BeConnectedAZ.org](http://www.BeConnectedAZ.org) or 1-866-4AZ-VETS (429-8387)
- U.S. Department of Veterans Affairs
  - [www.va.gov](http://www.va.gov)
- VA Call Center for Benefits
  - 1-800-827-1000
- VA Health Care
  - 1-877-222-VETS (8387)
- VA Inspector General
  - 1-800-488-8244
- Veterans Crisis Line
  - 1-800-273-8255, Opt. 1

**Speaker:** Jennifer Harris, Legislative Liaison, ADVS

Jennifer Harris gave a comprehensive update on State Legislative issues a couple of which were to acquire more VBCs and increase the state tax exemption, but then COVID happened and nothing happened. A few specific items included:

- There were a lot of Vet Bills on the House and Senate floors, but when COVID hit, the gallery closed on March 15<sup>th</sup>. The Legislation started working again on March 23<sup>rd</sup> and passed a skinny budget which was just enough to keep the state going
- The legislature came back again May 26<sup>th</sup> but adjourned without conducting any business; no budget for 2021, no Defense Authorization Bill
- There was a Veteran suicide bill which was to go to the governor but with COVID that never happened
- The FY22 budget development will be a cautious use of money; baseline needs, structured use
- There was a Stakeholder Meeting on September 14<sup>th</sup>
- She does a Legislative update every week and always looks for Military and Veteran Bills to include. The update is on the ADVS website

### Levels of Excellence Awards – Col Pete Kloeber

Col Kloeber stated that he was very proud of all of the Arizona Chapters for obtaining 5-star awards.

Col Kloeber stated he has the Communication Awards and the LOE Awards. He said he was optimistic and told MOAA to mail both to him, hoping we would be meeting in person. Since that did not happen, he will mail the Awards to the Chapters.

Col Koeber’s presentation slides follows below.

### MOAA-Wide

- 5-Star
  - Councils = 19 (58%) +5 **AZ**
  - Chapters = 96 (26%) -26 **AZ = 9 (100%)**
- 4-Star
  - Councils = 2 (6%) +1
  - Chapters = 53 (14%) +32
- Total 170 +12  
(174 submissions = +4 from previous year)
- Assumes 33 Councils and 383 Chapters

### 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

**Arizona**

- Ten Affiliates                                = Ten 5-Star LOE Awards
- 5-Star Clean Sweep    = 8<sup>th</sup> Consecutive Year
- Many of our chapters have earned a 5-Star LOE for even more years
- Arizona represents 2% of all chapters and **9% of 5-Stars**
- Certificates and Streamer Pins

**Reports of Officers**

**Secretary – Mrs. Pam Wojtas**

- Approval of Meeting Minutes 1 May 2020 (**Vote #1**) – Mrs. Wojtas stated that she received no corrections or additions to the minutes and asked for a motion to approve the minutes as written. Motion was made by COL Tom Day to approve the minutes and seconded by Col Gary Fredricks. Motion passed 16 – 0.
- Confirm Meeting Attendance – Mrs. Wojtas took the attendance roster virtually. A copy of attendees is filed with the meeting minutes. A quorum was confirmed.
- Chapter Officers Roster Update – Prior to the council meeting, Mrs. Wojtas distributed to each Chapter President their portion of the master roster and asked for updates. Mrs. Wojtas stated that the updated master roster will be distributed to the Council Staff and Members, Chapter Presidents, Satellite Presidents and Past Council Presidents after the council meeting.

**Treasurer – Col Charlie Bitner**

Col Bitner presented the 2020 budget recap, the banking summary and the council account balance (copies attached with the minutes). One slide showed the income and expense and the ending balance. Another slide was a copy of the actual balances printed directly from the Chase Bank account. Col Bitner stated that by showing both slides, it was a mini audit.

Col Bitner stated that the Council did not spend much money due to COVID.

**2021 Budget (Vote #2)**

Col Bitner presented the budget for 2021. He stated that with COVID still continuing it is very hard to determine what exactly will be spent. He has budgeted for in-person Council meetings and travel reimbursement, but may not happen if COVID continues.

Motion was made by Col Bill Wojciechowski to approve the budget and seconded by MAJ Pete Berger. Motion passed 16 – 0.



Copy of the budget is filed with the minutes.

### **President – Col Pete Kloeber**

A summation of some of Col Kloeber’s slides. His presentation slides follow this summation.

Col Kloeber stated he is very proud of the Chapters who received MOAA Grants. MOAA awarded 108; Arizona has 8. The grants awarded to Arizona amounted to over \$28,000.

Col Kloeber commented on the COVID-19 Relief Grants. He stated that if there is a Veteran in your area in need of help because of COVID, apply for the Relief Grant. MOAA turns around these requests in 8 – 9 days.

Col Kloeber commented on “Be Connected”. He stated that six months ago, only one Chapter was a “Be Connected” partner. Today all nine Chapters and the Council are partners. Col Kloeber stated he sent Thomas Winkle all Chapter Presidents names. All Chapters have been invited to join their respective Community Network (Northern, Central or Southern).

Col Kloeber commented on the MOAA Grant and said it was often just a band-aid for the Veteran. Give the Veteran money needed, but also ask if his / her name can be given to “Be Connected”. LTC Steve Jarvis stated that giving the name to “Be Connected” is not any additional work for your Chapter because “Be Connected” Navigators do all the work.

Col Kloeber commented that there will be a new system for the Committee Module which will come out sometime in November / December. The name will remain the same.

Col Kloeber also stated that Arizona is known at MOAA as the Premier Group of Chapters when it comes to using the Committee Module. Nationwide, 322 Chapters use the Committee Module.

Col Kloeber commented on the new Virtual Chapter for USPHS officers. The Chapter was approved on October 23<sup>rd</sup> and at that time had 39 members. As of today, they have 72 members. Col Kloeber is an advisor to the Chapter; cannot be a member because he is not USPHS.

### **MOAA 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
- Lead... **but not direct member chapters**

### **AZCOC History Lesson**

- 22 Oct 1956 – Oldest Chapter – Arizona
- 6 Jun 1975 – Council Chartered (TROA) – 31st Anniversary of D-Day
- 1991 = 10 Chapters
  - Sun City West Chapter changed to Luke Chapter – 1988
  - Phoenix Chapter (AZ05) – inactive 1991 / 92
  - Colorado River Chapter (AZ09) – inactive 2008
- 30 Jun 1992 – Council Incorporated (TROA)
- 16 Jan 2003 – Changed to MOAA
- 6 Nov 2012 – Newest Chapter – Grand Canyon
- 6 Jun 2020 – Council’s 46<sup>th</sup> Anniversary

### **AZCOC Vision and Mission**

- Vision – MOAA is recognized as Arizona’s most committed and effective advocate for the rights and benefits of – and service to – active duty, retired, and former members of the United States military and their families.
- Mission – To provide a unified voice and support for all MOAA members and chapters in Arizona in promoting and supporting National MOAA’s goals, objectives, and advocacy for the rights, benefits, interests of – and service to – active duty, retired, and former members of the uniformed services of the United States and their families.

### **AZ Chapters – Membership**

- Charts are included with minutes and included with presentations emailed to council staff and members, chapter presidents and satellite presidents.

### **AZ Chapters – Metrics**

- Charts are included with minutes and included with presentations emailed to council staff and members, chapter presidents and satellite presidents.

### **Chapter Catchment Area (Zip Code) Review**

- Zip codes and Assigned Legislative Districts
  - Jul 2020 – Reviewed / approved by all chapters / satellites (last Nov 2016)
- Changes
  - Northern Arizona Chapter transferred 26 zip codes
    - 25 to Grand Canyon Chapter (White Mountains area)
    - 1 to Superstition Mountain Chapter (Roosevelt)
- MOAA updated Zip Code Table

- Accuracy critical for MOAA and chapters
  - Recruitment Lists (NRT)
  - Potential members in given area
  - Chapter congressional districts
  - Chapter locator


## MOAA Grants

- Community Outreach (4 of 23)
  - Arizona Chapter \$3,749
  - Grand Canyon Chapter \$2,869
  - Luke Chapter \$5,000
  - Tucson Chapter \$2,500
- COVID-19 Relief (2 of 11)
  - Grand Canyon Chapter \$4,065
  - Luke Chapter \$4,139
- COVID-19 Emergency Relief (12 of 108)
  - Grand Canyon Chapter \$ 500 (1)
  - Arizona Council \$5,500 (11)
- **Total** **\$28,322**

## MOAA COVID-19 Relief Grant Through a Chapter

- Eligibility
  - Currently serving and spouses of currently serving (incl Guard & Reserve)
  - Veterans (honorable discharge)
  - Caregivers of the above
- Qualifying Need
  - Rent / mortgage
  - Auto loan / lease
  - Utilities / internet / cell phone payments
  - Additional categories will be considered case-by-case
- Requirements
  - Proof of negative financial impact because of COVID-19 – (NOT prior to March 2020)
  - Not to exceed equivalent of three months of delinquent payments
  - Up to \$500 per household

## “Be Connected” Partner Organizations

- Last Council meeting – one chapter (Grand Canyon)
- Today – ALL nine chapters and Council 
- Be Connected Community Networks (BCCN)
  - Northern, Central, and Southern
  - Each have two co-chairs

- Thomas Winkle (Director AZ Coalition of Military Families) plus area representative
- Each Meet Quarterly
- One “All BCCN” annual meeting
- AZ MOAA chapters have received invites
  - North: Northern Arizona, Grand Canyon (already received)
  - Central: Arizona, Luke, Superstition Mountain
  - South: Coronado, Green Valley, Tucson, Yuma
- New Initiative – “Grant + Referral” (Upstream Intervention)

### **“Be Connected” Navigators**

- Total 21 (some specialize in substance abuse)
  - Flagstaff
  - Mohave County
  - Payson
  - Phoenix
  - Prescott
  - Show Low
  - Sierra Vista
  - Tucson
  - Yuma
- Coming soon – Names, locations, contact info

### **Committee Module**

- Transition to new Automated Management System (AMS)
- Switch over in November – December
  - Probably won’t be seamless
  - May be a period where the CM is “dark” as data is migrated
  - IT team is working hard to minimize disruptions

### **Committee Module Reminders**

- ALL “Eligible” members **MUST** be shown as a “Member” (ONLY once)
- DO NOT show “Ineligible” members as a “Member”
  - Only show for leader position
- Non-MOAA Members
  - “View All” then Click on “Membership” – puts all “Blanks” at top
  - “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

- If submit Common Join Form for new member / or member joins online
  - Still need to add to CM
- <https://www.moaa.org/content/chapters-and-councils/committee-module>

### Virtual Meetings Best Practices

- All are using latest version of virtual software with most current updates
- Use the waiting room feature
- Enable password protection
- Do not share links to virtual meetings via social media posts
- Send links to participants close to event start to minimize sharing
- Host should manage screen sharing – do not allow others to share as default
- Ask all participants to mute microphones when not speaking; use chat
- Lock meeting once all participants have joined
- Have security settings on by default

### Did You Know?

- Council and Chapter Policies and Procedures Guide
  - <https://www.moaa.org/content/publications-and-media/moaa-publications/moaa-publications/#chapters>
  - Paid members can call MSC
- Leaders Workbook
  - <https://www.moaa.org/content/publications-and-media/moaa-publications/moaa-publications/#chapters>
- Near Real Time (NRT) Recruitment List – new 1<sup>st</sup> of each month
  - CM: “Details for xxxxx Chapter”, “Monthly Recruiting List”
  - New to MOAA / moved to catchment area / opted in for emails
  - Satellite NRT – same as host chapter – examine closely
- Recruiting Incentives – 2021?
  - 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 Jun
- Retention Incentives – 2021?
  - \$150 for retaining 90% or more of members (31 Dec compared to 1 Jan same year)
- MOAA Visits – can request online (new)
  - Council and Chapter leader resources – Administration

### MOAA USPHS Virtual Chapter

- MOAA Board approved 23 Oct 2020
- Third MOAA Virtual Chapter – VC03
- MPHSVC / website = [mphsvc.org](http://mphsvc.org)

- Number of members
  - Date approved = 39 from 16 states
  - Now = 72 (joining via website)
- MOAA USPHS members
  - Total = 4,548
    - Only 300 (<7%) belong to a chapter
  - Prospects / lapsed = 2,661
- President, VP, Secretary/Treasurer, 2 Directors
- Advisor

### **MOAA C & C Multifunctional Working Group**

- Conduct Member Survey to Determine Barriers to Chapter Membership
- Explore Common Web Platform for Chapter Use
- Expand Virtual Platform Usage
- Improve Brand Awareness / Update and Promote Brand Kit
- Provide Some MOAA Gear to Chapter Leaders
- Flexible Use of USAA Sponsorship Funds
- Create Collaborative Platform for Leaders

### **Key Dates**

- Nov 2 – MOAA Scholarships (applications open)
- Dec 1 – USAA Sponsorship Grant (applications open)
- Dec 1 – Community Outreach Grant (applications open)
- Feb 1 – Communications Award Deadline (applications open)
- Mar 1 – Scholarship Application Deadline
- Apr 10 – 22 – Storm the Hill / Council Presidents Seminar
- May 1 – LOE Deadline (applications not yet open)

### **MOAA Council & Chapter Affairs**

- COL Terri Coles, USA (Ret)
  - Senior Director, ext. 108; [terric@moaa.org](mailto:terric@moaa.org)
- CAPT Erin Stone, USN (Ret)
  - Program Director, ext. 818; [erins@moaa.org](mailto:erins@moaa.org)
- Victoria Twyne
  - Program Manager, ext. 118; [victoriat@moaa.org](mailto:victoriat@moaa.org)
- Candice Young
  - Chapter Affairs Specialist, ext. 120; [candicey@moaa.org](mailto:candicey@moaa.org)
- Jonathan Woodruff
  - Chapter Affairs Specialist, ext. 168; [jonw@moaa.org](mailto:jonw@moaa.org)

## Numbers to Ponder

- 66,700 \$ of scholarships awarded by Arizona Chapters
- 65,300 \$ of contributions communities / veterans
- 9,215 MOAA members in Arizona
- 1,079 Chapter members in Arizona (12%)
- 596 Zip codes in chapter catchment areas
- 106 MOAA chapter members in AZVHOF (25%)
- 16 Spouses in leader positions
- 10 Surviving Spouses in leader positions
- 8 Consecutive years for clean-sweep of 5-star LOE
- 1 Number of AZ VSOs with 100% BC Partners – MOAA

## Staff / Committee Reports

### Storming the Hill

- Scheduled 25 Mar – Cancelled 10 Mar ... Changed to Virtual
- Issue
  - Request Congress include a provision in the FY 2021 National Defense Authorization Act (NDAA) to stop DoD medical billet reductions and Military Treatment Facility (MTF) downsizing amid COVID-19 uncertainty
- Arizona actions: Met with 6 of 11 legislators
  - SEN Sinema (staff) – 21 Apr and 2 Jun: Council and Arizona Chapter
  - CM O’Halloran – 19 May: Council and Grand Canyon Chapter
  - CW Lesko – 29 May: Council and Luke Chapter
  - CM Gallego (staff) – 4 Jun: Arizona Chapter
  - CW Kirkpatrick – 11 Jun: Council and Coronado Chapter
- Result
  - House version of FY 2021 NDAA requires DoD to conduct additional analysis and mitigation planning on MTF restricting and medical billet cuts

### Summer Storm

- Purpose
  - Visit with Senators
- Issue
  - Support Sections 715 and 716 in the House version of the FY 2021 NDAA requiring DoD to conduct additional analysis and mitigation planning on MTF restricting and medical billet cuts
  - Ensure military families maintain access to high quality health care and are not sent into civilian health care markets lacking capacity to meet their needs
- Arizona Actions
  - SEN Sinema (staff) – 3 Sep: Council and Arizona Chapter
  - SEN McSally (staff) – 15 Sep: Council

## **Legislative Chair – Col Lee Lange**

This is a summation of some of Col Lange’s slides. His presentation slides follow this summation.

Col Lange commented that due to COVID there were no successes; no progress on VBCs and no progress on increasing the state tax exemption. He also stated that there is no budget for 2021 and no Defense Authorization Bill.

Col Lange stated that there is a consortium which will bring together all legislative members in the country to exchange ideas on how to attack state issues. One issue will be the state tax exemption.

Col Lange stated that the state desperately needs more VBCs.

Col Lange said that either the Chapter Legislative Chair or other members of your Chapter need to reach out to their Representative at least one time a year. He stated a good time to reach them is when they are home on summer recess.

## **AZ Council of Chapters**

- Track federal legislation and encourage chapter support for MOAA alerts
- Supported MOAA 2020 “Summer Storm” effort with focus on U.S. Senators – medical billets cuts / MTF closures – downsizing
- Work State Issues w/UAV, Veterans Caucus
- DoD State Liaison Office Coordination
- MOAA State Legislative Consortium

## **Federal Legislation**

- FY 2021 NDAA Conference Committee delayed until “Lame Duck” session
- 3.0 Percent pay raise for troops
- House version of NDAA would
  - Delay cuts to 18K medical billets and changes to 48 MTF’s
- Continuing Resolution ends Dec 11

## **2020 State Legislative Session**

- Successes – None
- Failed
  - No progress on more veteran’s benefits counselors (VBC’s) for ADVS
  - No progress on increasing state tax exemption



## Next Steps

- Develop Issues for 2021 – UAV Lead
- Stakeholder Meeting Sept 14
  - COVID-19 impacts = uncertainty
  - Election outcomes may change state legislative majorities
  - Only clear priority is more VBC's for ADVS
- First Veterans Caucus Meeting TBD

## U.S. Congressional Districts / Assigned Chapters

- Chart is included with minutes and included with presentations emailed to council staff and members, chapter presidents and satellite presidents and past council presidents.

## Surviving Spouse Program – Mrs. Sharon Douglas

See below comments and questions which followed Mrs. Douglas' presentation. Her slide presentation follows the comments and questions.

Lt Col Dick Jonas asked Mrs. Douglas how many members belong to the Surviving Spouse Virtual Chapter. Mrs. Douglas stated that there are 200 Nationwide.

Col Pete Kloeber received Mrs. Douglas' presentation on Surviving Spouse and Personal Affairs which she presented to the Yuma Chapter. Col Kloeber stated that the presentation contained a lot of good information on both and suggested that Chapters contact Mrs. Douglas to get a copy. Mrs. Douglas said she will send a copy to the Chapter Presidents. **Action Item**

(Action completed following the meeting and prior to publishing minutes.)

CW4 Arlan Allen asked Mrs. Douglas the percentage of surviving spouses covered under DIC versus SBP. Mrs. Douglas stated she was not sure. CW4 Allen also asked if surviving spouses are having to payback money. Mrs. Douglas stated it depends on the circumstances and individual cases.

Mrs. Douglas thanked everyone for all their hard work to get the repeal of the Widows' Tax (SBP / DIC) passed.

## SBP – DIC Offset Phased Elimination Timetable

- The National Defense Authorization Act (NDAA) for the year 2020 modified the law and allows for surviving spouses to receive both dependency and indemnity compensation (DIC) and survivor benefits plan (SBP) payments without penalty
- 2021 – SBP will be reduced by no more than two-thirds of DIC, rather than the whole amount
- 2022 – SBP will be reduced by no more than one-third of the amount of DIC received

- 2023 – SBP – DIC offset will be eliminated in total, allowing for full payments of both. This will be effective Jan of 2023 and paid Feb 2023
- 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 you can be contacted, 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 SBP or SSIA payment from DFAS can access myPay

### **Surviving Spouse Virtual Chapter**

- The latest Virtual Chapter teleconference was held on October 20<sup>th</sup>
- Topics included: Covid-19 Relief Grants, Regional Leadership Meeting update, Legislative items affecting Surviving Spouses
- Minutes will be posted and shared with chapter representatives in 1-2 weeks
- 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 Facebook
- Join us at – MOAA S. S. & Friends
- DIC Surviving Spouses & Friends
- Military Survivor DFAS / SBP Issues

### **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 provide 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

## **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 chapter 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
- 928-632-5959
- [Sharon.Douglas.NACMOAA@gmail.com](mailto:Sharon.Douglas.NACMOAA@gmail.com)

## **ESGR – CDR John Chernoski**

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

## **Personal Affairs – CDR John Chernoski**

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

## **Old Business – Col Pete Kloeber**

A summation of some of Col Kloeber's slides. His presentation slides follow this summation.

Col Kloeber commented on sharing speakers among the Chapters. He stated that there is no need to send your whole list, just those you think would be good speakers for other Chapters. He also stated that with COVID continuing and most Chapters not having in-person meetings now

would be a good time to contact speakers who do not live in your vicinity to have them do Zoom presentations to your Chapter.

Col Kloeber commented on the deferring of dues by the Council. He stated that Chapters probably have not deferred their dues. CW4 Arlan Allen stated that the Superstition Mountain Chapter deferred dues for all members in good standing for 2020 – 2021. CW4 Allen also stated that he doesn't believe the Council should defer dues for 2021.

Lt Col Nicholas Knight asked Col Kloeber if Virtual Meetings by National Reps to Chapters would count as a visit by National. Col Kloeber said he would check. He also stated that he cannot travel as a BOD, only as the Council President. **Action Item**

**Action Item** (Reflects action/status following the meeting and prior to publishing minutes.)

**Question:** Will a virtual visit by MOAA with a chapter during a virtual meeting count as an official visit by MOAA:

**Answer:** YES

**Comment:** As a reminder, MOAA is not scheduling their staff/directors for in-person visits to chapters for at least the rest of 2020. Here are the three chapters that may want to contact MOAA Council and Chapter Affairs to schedule a MOAA representative for a future virtual chapter meeting.

- Grand Canyon Chapter (AZ11) – last MOAA visit April 2016; originally scheduled August 20, but canned due to COVID-19.
- Superstition Mountain Chapter (AZ07) – last MOAA visit November 2016; originally scheduled for April 2020, but canned due to COVID-19.
- Yuma Chapter (AZ10) – last MOAA visit November 2017.
  
- Share Speaker Lists
  - Only two chapters submitted (Luke and Coronado)
- Consider Waiving Council Dues
  - Discussion deferred to “normal” times
- MOAA Visits to Chapters in 2020
  - Grand Canyon                      Last = Apr 2016                      **Sched = Aug-2020**
  - Superstition Mountain              Last = Nov 2016                      **Sched = 19-Apr-2020**
  - Yuma                                      Last = Nov 2017

### **New Business – Col Pete Kloeber**

A summation of some of Col Kloeber's slides. His presentation slides follow this summation.

Col Kloeber presented proposed amendments to the Bylaws to bring them in-line with National MOAA. The proposed amendments were sent to all Council members ahead of the meeting. A

motion to approve the amendments was made by Col Bill Wojciechowski and seconded by MAJ Pete Berger. Motion passed 16 – 0.

Col Kloeber commented that he has been getting costs from Mercer and Tatum for insurance for the Council. He stated he is getting the costs just for information. He also stated that, per MOAA, no other councils have insurance. Col Gary Fredricks commented that the Council should think about insurance since it is one of the reasonable ways to mitigate financial liabilities and help protect officers and directors.

Col Kloeber included the Chapter Governance information for Chapters to think about. Col Kloeber stated that Luke Chapter has done an excellent job on their Strategic Plan and Operations Plan / Manuel and if you would like a copy to contact LTC Dennis DeFrain. LTC DeFrain stated that both are on the Luke Chapter website ([www.lukemoaa.org](http://www.lukemoaa.org)).

Col Kloeber commented that the Nominating Committee consisted of Lt Col Dick Jonas and Col Ron Perkins. Col Kloeber commented that a few months back Col Tom Owens had resigned as the VP after serving for many years in various capacities with his Chapter.

Lt Col Dick Jonas stated the nominations for President and Vice President and asked if there were any nominations from the floor. Being none, he asked for a motion to approve Col Pete Kloeber as President and Lt Col Nicholas Knight as Vice President. A motion was made by Col Bill Wojciechowski and seconded by Mrs. Sharon Douglas. Motion passed 15 – 0.

Col Kloeber then stated that Mrs. Pam Wojtas would continue as Secretary and Col Charlie Bittner would continue as Treasurer.

Col Kloeber stated he is honored to continue as President and is looking forward to working with Lt Col Knight.

Col Kloeber's presentation follows.

### **Council Bylaws – Amendment (Vote #3)**

- Incorporates wording from MOAA Council and Chapter Policies and Procedures Guide (Aug 2020)
- Article I – Name: Adds / clarifies MOAA affiliate status
- Article II – Purpose: Minor change to intro sentence
- Article V – Voting: Reworded
- Article XIV – Non-Discrimination: Added

### **Council Insurance**

- General Liability
  - Mercer \$323 (estimate only)
  - Tatum \$

- Event
  - Mercer     \$
  - Tatum     \$

**Chapter Governance**

- Ensure the Future
- Ensure the Mission
- Ensure Effective Operations
- Ensure Effective Governance
  - State and IRS Founding Documents
  - Bylaws
  - Vision and Mission Statements
  - Strategic Plan
  - Operations Plan / Manual

**Future Council Meetings**

- Spring 2021 (May 7<sup>th</sup>)
  - Hopefully will be in-person
  - Planned venue is the Colonnade (Surprise, AZ)
  - Coordinators
    - Council IPP
    - Council VP

**Council Officer Election (Vote #4) – Lt Col Dick Jonas**

- President           Pete Kloeber
- Vice President     Nicholas Knight

**Council Officer Appointments**

- Secretary           Pam Wojtas
- Treasurer           Charlie Bitner

**Installation of Officers – Lt Col Dick Jonas**

- President           Pete Kloeber
- Vice President     Nicholas Knight
- Secretary           Pam Wojtas
- Treasurer           Charlie Bitner

**Round Table / Items from the Floor**

Lt Col Nicholas Knight asked if there had been any guidance from National regarding the LOE. Will they be modified or changes due to COVID? Col Kloeber stated that he has not received

anything. He also stated to keep in mind that all Chapters are in this together and that the Arizona Chapters will not be affected more than or any differently than other Chapters. Col Kloeber stated he will find out from National if there will be any changes. **Action Item**

**Action Item** (Reflects action/status following the meeting and prior to publishing minutes.)

**Question: Is MOAA considering any modifications to the LOE criteria for 2020 as a result of COVID-19?**

**Answer: YES – MOAA Council and Chapter Affairs will be providing guidance to the field in the near future.**

Col Kloeber talked about the Multifunctional Working Group. He stated that the number one issue is leadership succession and how to make it easier for Presidents. He stated that National may have changes on the leadership question.

Mrs. Sharon Douglas asked if Col Kloeber had heard anything on insurance coverage for satellites. Col Kloeber said he had heard back and did not get the answer he wanted. Was told that the insurance would be handled on a case by case basis. Col Bill Wojciechowski stated Catalina Mountains Satellite has a couple of lawyers and they are not satisfied with the answer regarding insurance coverage for the satellite. Col Wojciechowski stated that the satellite needs to be put in the original request for insurance by the chapter. Col Kloeber stated that he would like to see Mercer include in their policy questions / information about satellite chapters.

## **Chapters & Satellites Semiannual Updates**

### **Arizona Chapter (AZ01)**

#### **Leadership Succession**

- Nominating Committee work completed in September
- Full slate including 5 Officers and 5 Directors plus Committee Chairs for 2021
- Nominations approved by Board in September and published to members in October newsletter
- Officers / Directors voted on by members at November 18 Annual Meeting via Zoom
- Officers to be installed in December for 2021

#### **Membership**

- Numbers
  - Regular Members 131
  - Surviving Spouses 20
  - Total 151
- Recruitment
  - Mail out campaign – 40 letters to MOAA members from potentials list updates provided by MOAA National

- 6 new members this year-to-date
- Retention
  - Annual renewal effort led by Membership Chair via email / newsletter. Chapter President called all non-renewing members.

### **Successes**

- Received MOAA Grant and completed three events with Youth for Troops supporting veteran's groups and deployed troops.

### **Challenges**

- Recruiting new members / finding volunteers to serve in leadership positions.

### **Programs / Activities**

- Online auction of items donated for canceled April golf tournament very successful.

### **Legislative Activities**

- Contacted assigned U.S. Representatives Gallego and Schweitzer as part of MOAA's Virtual Storming Campaign
- Contacted Senator Sinema and Senator McSally staff as part of MOAA Summer Storm

### **Goals**

- Recruit 15 new members in 2021
- Retain 10 more members in 2021 over 2020
- Apply for MOAA Grant in 2021

### **Coronado Chapter (AZ02)**

#### **Leadership Succession**

- The leadership succession plan for the Coronado Chapter has been successful since 1973.
- We elect a President and a 1<sup>st</sup> and 2<sup>nd</sup> Vice President. In the past, the 1<sup>st</sup> Vice president is elected to the position of President at the end of the President's term. Our current 1<sup>st</sup> 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 – 165 Regular members and 29 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 publicizes 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 February to members who have not yet renewed and later assign Chapter Officers to call each overdue member.

### **CM Knowledge / Use**

- 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 Office 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**

- Membership
  - Not having our monthly Dinner Meeting has slowed down our membership drive, but we have added a few. 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**

- Noteworthy Program
  - We continue to increase our visibility in Sierra Vista in several ways. Unfortunately, the annual Veterans Day Celebration will not take place due to COVID-19. In the past, we furnished 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 2019 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.

## Legislative Activities

- 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 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**
  - Our Membership Chair, LCDR Jim Clenney, USN, (Ret.), has 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. Before COVID-19, we were adding at least one or two each month for several months. Our Membership Chair is renewing our quest for new ideas.
- **New Measurable Goal: Support the UAV in supporting more resources for “Be Connected”, a Veteran resource network sponsored by ADVS and the Arizona Coalition for Military Families**
  - We have achieved becoming “Partners” with “Be Connected” and have at least three members who have completed the Military / Veteran Resource Navigation Training.

## Other

- **Additional Item: JROTC Practice Range**
  - The Tombstone High School JROTC qualified for the National JROTC Tournament, the National Junior Olympic Championship, and then CMP National Championship this year, but did not get to compete due to COVID-19. To improve their excellent shooting program, they proposed putting electronic targets into their range. Coronado Chapter donated \$1,500 towards the total price of \$15,000. The rest of our Veteran community raised the funds for the remaining amount.

## Green Valley Chapter (AZ03)

### 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 oncoming President.
- We try to expose upcoming Presidents to the AZCOC and MOAA Regional Meetings.

## Membership

- Numbers
  - National Members 74
  - Surviving Spouses 7
  - **Total** **81**
  - Aux 13
- Recruitment
  - New members since May 2020 – 6
- Retention
  - Losses since May 2020 – 2
  - 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. The NRT has been very useful.

## Challenges

- Scholarship funding is becoming harder to get.

## Programs / Activities

- 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 has taken part in Storming the Hill in Washington D.C. and keeps us advised in legislative matters.

## Goals

- Membership Retention
  - Getting younger members involved

- Maintaining adequate funding / donor base

## **Northern Arizona Chapter (AZ04)**

### **Leadership Succession**

- 2-year succession cycle. May serve 2 consecutive terms. Nomination Committee identifies candidates. Next election date: December 2021.
- Leadership Team
  - President – Mrs. Sharon Douglass, Surviving Spouse
  - Vice President – Lt Col Alex Torrance, USMC
  - Secretary & Legislative Affairs Officer – Col George Weil, USAF
  - Treasurer – Mrs. Heather Weil
  - Personal Affairs Officer – Lt Col Bob Wallace, USMC
  - Membership Chair – Lt Col Dick Jonas
  - Mohave Satellite President – Lt Col Gerald Hietpas, USAF

### **Membership**

- Numbers
- NACMOAA
  - Regular Members           65
  - Surviving Spouses       13
  - Total                         78
  - Auxiliary                   15
- Mohave Satellite
  - Regular Members       13
  - Surviving Spouses     3
  - Total                     16
  - Auxiliary                3
- Recruitment
  - When COVID-19 began last Spring, we stopped our in-person meetings. I temporarily stopped attempting contacts on the NRT prospect lists from National. Last month I resumed contacts, sending out letters in postal mail. In those letters, I put the usual info about NAC, our activities, and an invitation to join us. I also explained COVID's impact on our activities. I intend to continue sending out the letters each month to the likely prospects. Actually, from the first resumption of the effort, we have recruited two new members, both of whom moved to our area from Flagstaff.
- Retention
  - Retention has held reasonably steady since April. Three moved away and we lost four to GCC through the reallocation of the Show Low area Zip Codes. No losses otherwise. We did regain one April loss who has reupped this month.

## **CM 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**

- 1<sup>st</sup> in-person meeting / lunch since Feb; NACMOAA picnic with 27 members, 2 guests in attendance
- Celebrated the 100<sup>th</sup> birthday of member Al Cheney
- Ladies of NACMOAA resumed in-person bi-monthly lunches in Sept 2020
- Veterans Day Parade – 3<sup>rd</sup> year
- Participate in Veterans StandDown 2020 (cancelled)
- Chapter Donations / Awards
  - \$200.00 donation for hygiene kits – Veterans StandDown 2020
  - Scholarships Programs – 2 ROTC and 2 JROTC Totaling \$2,200.00
  - \$100.00 donation to Fort Veteran
  - Donations planned in Dec – Toys for Tots and U.S. Vets Christmas Gift
  - LOE – 5-Star Award (8<sup>th</sup>)

## **Challenges**

- Keeping our members involved and motivated to participate in meetings and activities.
- Finding an appropriate venue for meetings if our primary location is not available in the future.
- Keeping members engaged in MOAA and NACMOAA activities that can be virtual or done from home. Zoom meetings, phone chain, sending cards to elderly or veterans, contacting their legislators – Virtual Storming the Hill.

## **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.
- On Memorial Day, 13 members and 8 vehicles participated in a Mini Drive-By Memorial Parade.
- Vehicles were decorated in patriotic attire. Flags, NACMOAA banners and bunting. Patriotic music playing.
- As we circled the parking lot, residents watched from their balconies cheering and waving flags.

## Legislative Affairs

- Our Legislative Affairs Officer keeps the members informed about MOAA Advocacy items, “Take Action” items, and Storming the Hill activities.
- NACMOAA did not have any in-person or virtual contact with our local leaders in 2020.

## Goals

- **Progress on goals since last COC meeting – 5/1/20**
  - Seek opportunities to further the MOAA Brand and build stronger relationships within the community, while serving our veterans and their families.
- 11/6/20 – Mini Memorial Day Parade, Veterans StandDown (cancelled), Veterans Day Parade
- **Projected goals for 2021**
  - Resume in-person meetings, expand membership numbers, continue to serve our local Veteran community.

## Other

- Honor Flight Fund – We hope to resume fundraising for this project in 2021 and identify a candidate to send to Washington D.C. when the flights resume.
- Tracking What Matters in 2021
  - Reviewing and tracking legislation that affects us.
  - Storming the Hill from our computers.
  - Being part of the process.

## Mohave Satellite (AZ04S02)

### Membership

- Numbers
  - Regular Members 13
  - Surviving Spouses 3
  - Auxiliary 3
  - Total 19

### Successes

- The Mohave Satellite awarded a \$500.00 Scholarship to JROTC Cadet Jamie Lozoya in September of 2020.

### Programs / Activities

- Participated in the 2020 Lake Havasu City Veterans StandDown

## Other

- Next chapter in-person meeting is scheduled for January 9, 2021.

## Luke Chapter (AZ06)

### Leadership Succession

- Col (Dr.) Steve Pohl, Leadership Succession Committee Chair
- All 18 Luke Chapter officer and appointed positions currently filled
  - President – Dennis DeFrain, LTC, USA, Ret. – Programs Committee Director
  - 1<sup>st</sup> Vice President – Marci Smith, MAJ, Ret. – Membership Committee Director
  - 2<sup>nd</sup> Vice President – Don Fordney, CW03, USA, F, Director Scholarship Program
  - Secretary – Ed McAvoy, LTC, USA, Ret.
  - Treasurer – Robert Couthie, COL, USA, Ret.
- President DeFrain in second year + 1, will move to Past President
- All Community Fund officer and appointed positions filled

### Membership

- |                               | <u>January 2020</u> | <u>October 2020</u> |
|-------------------------------|---------------------|---------------------|
| Numbers                       |                     |                     |
| Members                       | 163                 | 166                 |
| Surviving Spouses             | 38                  | 43                  |
| Total                         | 201                 | 209                 |
| Associate Members (Canadians) | 3                   | 2                   |
| Honorary (not counted)        | 3                   | 3                   |
- Recruitment – new members in 2020 – 9
- Retention
  - Losses – 7 (5 deaths, 2 moves)
  - Converted member to SSP – 5

### CM Knowledge / Use

- MAJ Marci Smith, Membership Chair – Excellent knowledge of CM
- LTC Bob Nelson (Past President) – Excellent
- Have watched the online training – I am OK

### Successes

- In addition to awarding \$34,000 in scholarships to 22 students in May 2020, we have obtained and awarded / are awarding the following grant monies / donations to needy veterans and families
  - National MOAA Grant - \$5,000
  - National MOAA COVID Grant - \$5,000
  - ADVS Grant - \$4,999
  - Member Donations - \$1,250 + Canned Food Drive and Toys for Tots

- TOTAL - \$16,249
- Since July 1, 2020
  - \$12,539 has been expended assisting ELEVEN needy veterans and / or families

### Challenges

- Maintaining Memberships
  - Some members hesitant to pay dues because we are unable to hold dinner meetings
  - Calls to all members in March and again in Sep / Oct, many appreciated calls, many still at summer locations
  - Calling all lapsed members now

### Programs / Activities

- **Member involvement**
  - Calls by ALL Board members to most 210 members – feedback remarkable; some had no prior contact
  - Getting members to sit on needy veteran interviews and new Charitable Fund Board
  - Getting new members jobs as soon as they join

### Legislative Activities

- COL Phil Hanson, 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 exempt more military retirement income from AZ income tax state income tax; many calls by members to state representatives
- Conference call with Col Kloeber to US Representative Debbie Lesko on 29 May 2020. **Representative Lesko is scheduled to speak at March Chapter meeting if conditions permit**

### Goals

- Increase chapter membership by ten percent to 225 members
  - STATUS: Interrupted by COVID-19, major effort to keep members involved. Will know more on January 1!
- One NEW measurable goal in next 6-12 months: Hold in-person meetings ASAP

### Other – Donations and Memorial Giving

- Foster climate of generosity in chapter
  - 90 members – Average Donation: \$280
- Encourage legacy / memorial giving
  - Member / Spouse Deaths over past several years – donations averaged \$4,000 – 5,000 per year



## **Superstition Mountain Chapter (AZ07)**

### **Leadership Succession**

- John Bushko is in his second year as President. Due to COVID, all officers, directors and chairpersons have agreed to continue through 2021.

### **Membership**

- Numbers
  - Regular 103
  - SS 22
- 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 2<sup>nd</sup> 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 Hospice of the Valley to use in their children's grief groups.

### **Challenges**

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

### **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 (AZ07S01)**

- CAS remains at 12 members.
- They have not had a meeting since March and meeting site not open for groups yet.
- Contemplating a change in leadership.

## **Tucson Chapter (AZ08)**

### **Leadership Succession**

- Longevity Range = 3-10 years
- Vacant Positions (as of Nov 2020)
  - Personal Affairs
  - Programs
- Voluntary Dual Positions (thru May 2021)
  - President / Legislative Liaison
  - Secretary / Chaplain
  - Treasurer / Membership

### **Membership**

- |                    |                    |
|--------------------|--------------------|
| • Numbers          |                    |
| Tucson             | Catalina Mountains |
| Regular = 48       | Regular = 42       |
| SSAC = 19          | SSAC = 2           |
| Total = 67         | Total = 44         |
| • Recruitment = +1 | Recruitment = +2   |
| • 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**

- MOAA Community Outreach Grant for \$2,500

### **Challenges**

- Membership communications during COVID-19

### **Programs / Activities**

- Increase involvement with Esperanza en Escalante, a program dedicated to provide assistance to homeless veterans and families
- Fundraising to increase donation levels

## **Legislative Activities**

- Ongoing frequent email and letter communications with Senators Sinema and McSally and Rep Ann Kirkpatrick on pending legislation and MOAA priorities
- Will participate in virtual “storming the hill”
- Participating in MOAA State Legislative Forum

## **Goals**

- Improve membership communication via the use of technology
- Seek increased member involvement in community outreach projects

## **Other – A Max Effort**

- Increase involvement of membership in Chapter activities through improved communications

## **Catalina Mountains Satellite (AZ08S01)**

### **Leadership Succession**

- Election of new slate of officers by December 2020 – Postponed (current officers to remain through 2021)

### **Membership**

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

### **CM Knowledge / Use**

- Total success: Direct Communications with MOAA National
- 100% Retention / 100% MOAA Members

### **Successes**

- In-Person Meetings resumed October 17, 2020
- Guest Speakers booked through April 2021
  - MOAA Certificate of Appreciation and MOAA Challenge Coin given to each guest speaker and ensure visibility through articles in community newspapers

### **Challenges**

- Succession and Retention, especially retention

## **Programs / Activities**

- Elected Officers and membership interactive with other local Veterans Groups

## **Legislative Activities**

- Bring current National legislative actions to our membership

## **Goals**

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

## **Other**

- 101- Year Old WWII Veteran COL Chuck GuteKunst, USAF (Retired) member of CMSC to turn 102 in Feb 2021
- COL Bill Nagy submitted his Desert Storm story to MOAA National for inclusion in Jan 2021 edition of *Military Officer Magazine*

## **Yuma Chapter (AZ10)**

### **Leadership Succession**

- Barring any changes prior to our chapter elections in Dec, our plan is for Linda Matthias (Surviving Spouse Liaison) to serve as Vice President for 2021/22 and move up to President for 2023/24

### **Membership**

- Numbers: 34 Regular & 8 Surviving Spouses
- Recruitment: One returning member (one-year gap)
- Retention: Four losses (one out-of-state move / three quit with no explanation...one of which was a board member)

### **CM Knowledge / Use**

- Strong / Strong

### **Successes**

- Our community project for *Right Turn for Yuma Veterans* produced two truck-loads of furniture, kitchenware, and bedding/linens

## **Challenges**

- Getting members to return to meetings

## **Programs / Activities**

- No programs / activities this period

## **Legislative Activities**

- No activities this period

## **Goals**

- *Recruit an equal or greater number than we lose to attrition* – We have not yet made offset gains for two of three unexpected losses
- Increase chapter meeting attendance: 12 attendees at the Oct meeting is our initial benchmark

## **Grand Canyon Chapter (AZ11)**

### **Leadership Succession**

- Elected Positions: President, 1<sup>st</sup> Vice President, 2<sup>nd</sup> 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 – 124 members (116 regular; 8 surviving spouses)
- Recruitment – 12 (losses – 2 deaths / 10 moved)
- Retention – 100% (100% MOAA members / 55% Life)

### **CM Knowledge / Use**

- President – OK; Membership Chair – outstanding!

### **Successes**

- Community Involvement
  - (JROTC / ROTC awards and scholarships; Veterans Court mentors; representation at community Veterans-related activities)

## **Challenges**

- Recruiting members and chapter leaders

## **Programs / Activities**

- MOAA Community Outreach Grant - \$2,869
- MOAA COVID-19 Grant - \$4,064

## **Legislative Activity**

- Chapter Level – 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**

- Recruit members from newly aligned zip codes
- 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)

## **Wrap Up / Good of the Order**

- Col Pete Kloeber said he always enjoys the updates from the Chapters. He hopes that the Chapters learn something from the other Chapters and also maybe get ideas from the other Chapters.
- LTC Steve Jarvis mentioned going online to pay chapter dues through MOAA. He stated that MOAA pays the credit card fee. He also stated that you can pay for three years at a time if you want to do so. You can also make donations at the same time.
- Col Pete Kloeber stated that MOAA only had 122 members pay chapter dues online.
- Col Kloeber stated that CDR John Chernoski from the Green Valley Chapter is a lawyer. CDR Chernoski was contacted by the University of Arizona School of Law. CDR Chernoski was told that some of the law students may be able to help or answer questions if chapters needed help or had questions or issues.
- LTC Dennis DeFrain asked how many chapters start their fiscal year on January 1<sup>st</sup> and what chapters have their elections in December with officers taking office in January. Mrs. Pam Wojtas stated that Tucson Chapter holds their election in May so they may also

start their fiscal year other than January. Mrs. Wojtas to check with Tucson Chapter to see when they start their fiscal year. **Action Item**

**Action Item** (Reflects action/status following the meeting and prior to publishing minutes.)

Question: Since Tucson Chapter holds their elections in May, do they start their fiscal year then or on January 1<sup>st</sup>?

Answer: Tucson Chapter's fiscal year is January – December.

**Adjourn (Vote #5)**

- A motion to adjourn was made by Lt Col John Busko and seconded by Lt Col Nicholas Knight. Motion passed 13 – 0. Meeting adjourned at 1240.

Respectfully submitted,

Pam Wojtas  
AZCOC Secretary  
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**NEXT AZCOC MEETING – May 7, 2021 location TBD**