



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

**0830 Hours, Thursday, 7 May 2021**

**IN-PERSON MEETING HELD AT THE COLONNADE IN SURPRISE, AZ  
& VIRTUAL MEETING FOR THOSE UNABLE TO ATTEND**

**IN ATTENDANCE:**

**Arizona Council of Chapters:**

**President and National MOAA BOD:**

Col Peter Kloeber

**Vice President & Newsletter Editor:**

Lt Col Nicholas Knight

**Secretary and Membership:** Mrs. Pam Wojtas

**Treasurer:** Col Charles Bitner

**Legislative Affairs:** Col Lee Lange

**Personal Affairs & ESGR:**

CDR John Chernowski

**Surviving Spouse Advisory Council and**

**President Northern Arizona Chapter:**

Mrs. Sharon Douglas (virtually)

**Immediate Past President and Chapter**

**Development:** Lt Col Dick Jonas (virtually)

**Past President, Chapter Development, and**

**Website:** Col Ron Perkins

**Past President:** Col Gary Fredricks

**Past President:** COL Ken Yamanouchi

**President:** MAJ Pete Berger (virtually)

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

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

**President:** LTC Steve Jarvis

**Surviving Spouse Liaison and Assistant**

**Membership Chair:** Lt Col Joyce Kloeber

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

**President:** LTC Dennis DeFrain

**Director At Large:** COL Jerry Wojtas

**President:** Lt Col John Bushko (virtually)

**President:** Col William Wojciechowski

**President:** James Alder (virtually)

**Arizona Chapter:**

**Coronado Chapter:**

**Grand Canyon Chapter:**

**Green Valley Chapter:**

**Luke Chapter:**

**Superstition Mountain Chapter:**

**Tucson Chapter:**

**Yuma Chapter:**

**Catalina Mountains Satellite:**

**1<sup>st</sup> Vice President:** CAPT Chuck Vaughan  
(virtually)

**Guests:**

**Membership Chair:** LTJG Dave Bull (virtually)

**MOAA Vice President for Development:**

Ms. Amanda Centers (virtually)

**MOAA Executive Director, Development:**

Ms. Andrea Rand (virtually)

## **Administration**

**Call to Order:** Col Peter Kloeber called the meeting to order at 0837.

**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 – Col Pete Kloeber**

- Welcome
  - Col Pete Kloeber welcomed those attendees who were in-person and also those attending virtually.
  - Col Kloeber thanked Lt Col Dick Jonas and Lt Col Nicholas Knight for coordinating the meeting and Mrs. Pam Wojtas for her help with the location.
  - Col Kloeber stated that the past three council meetings were focused on chapters with presentations from the chapters, legislation, the surviving spouse liaison and treasurer. He stated that today's meeting would also include presentations from the committees, i.e., personal affairs, ESGR, transition and chapter development.
  - Col Kloeber stated that he is very proud of the Arizona Chapters. Not every state is like Arizona. He stated that CAPT Erin Stone has told him that several councils cannot even get ahold of chapters that make up their council.
  - Col Kloeber stated that he tries to rotate the council meetings with someone from National MOAA and someone speaking on local / state issues.
  - Col Kloeber stated that he hopes everyone attending either in-person or virtually would feel the meeting was worthwhile and would leave with some good information from the meeting.
- Introductions
  - Col Pete Kloeber introduced our quest speaker, Amada Centers, MOAA Vice President for Development (more information on Ms. Centers below).
- Agenda
  - Col Pete Kloeber stated that everyone had received the agenda prior to the meeting.
- Remember
  - Here to help...*proven results*
    - Col Pete Kloeber reminded everyone that the council is here to help. He stated that only 15% of independent chapters (without a council) received a Levels of Excellence award and 41% of chapters with a council received the award.

- Please share
  - Col Pete Kloeber asked that Chapter Presidents take back the information from this meeting and share it with the members of their board and their membership. He stated that Mrs. Pam Wojtas would be sending out the presentation slides and to please share these as well.
- Voting – 2 votes today
  - Col Pete Kloeber reminded everyone that those eligible to vote are the Council Officers, Chapter President or their Rep and Council Immediate Past President.
- Online Attendees
  - Mute / Unmute – Col Pete Kloeber reminded those attending virtually to please stay muted unless speaking.
  - Advancing Slides – Col Pete Kloeber told those attending virtually that he would be advancing the slides so they would be able to follow along.
- Housekeeping
  - Col Pete Kloeber reminded the in-person attendees that they must wear their masks if they leave the room.

### **Guest Speaker – Ms. Amanda Centers, MOAA Vice President for Development**

Ms. Amanda Centers was introduced by Col Pete Kloeber who gave a brief overview on Ms. Centers.

- Ms. Centers has over 10 years of association management experience centered on fundraising and professional development services for service members, veterans, and military spouses.
- To date, she has helped secure over \$3.5 million in donor contributions in support of military family programs.
- She was part of the MOAA team awarded a Summit Award from the American Society of Association Executives.
- Ms. Centers is a native of Denver, CO, and a graduate of George Mason University with a BA in Communications. She is a Certified Fundraising Executive (CFRE) and holds a certificate in Fundraising Management from Indiana University’s Lilly Family School of Philanthropy.
- She has served on the Executive Ordered Interagency Task Force on Veterans Small Business Development, as well as the Board of Directors for the D.C. International Live Events Association, and is currently a volunteer mentor for military spouses with American Corporate Partners.

Ms. Amanda Centers stated that she has been with MOAA for 13 years and that one month before the pandemic she became the Vice President for Development.

She stated that last year, MOAA gave 33 grants totaling \$80,000; \$55,000 of which was for COVID. This year they have grants going to 17 chapters for a total of \$25,000.

Ms. Centers stated that MOAA will disperse over \$8.5M in scholarships to 1100+ students this year. MAJ Peter Berger asked if the \$8.5M is at the National level or does that include what

Chapters give? Ms. Centers stated that the \$8.5M is just the National amount and does not include dollars which Chapters donate.

She also stated that the COVID Relief Fund will become the Enduring Relief Fund.

Col Pete Kloeber stated that Arizona Chapters submitted 11 COVID requests and it was never more than eleven calendar days to receive the money.

Col Gary Fredricks commented that one colleague received a small grant, but that the form to fill out asks for a lot of information and was wondering if it couldn't be streamlined.

Col William Wojciechowski stated that the amount of information asked for on the grant form is unreasonable. He stated he has written many grants and never had to fill out this much information. He asked what this information is used for?

Ms. Centers stated that MOAA wants to play it safe when distributing the money donated and that their auditors also want to know where the money is going and how it will be used; the reason for so much information.

Ms. Centers said maybe it is time to look at the form again, but stated that the more data MOAA has, it protects MOAA's reputation.

Ms. Amanda Centers Presentation follows:

## **The Military Officers Association *of* America: Charitable Giving**

### **Meet the Team**

- Vice President of Development: Amanda Centers
- Executive Director, Development: Andrea Rand
- Program Manager, Development: Cathy Artino
- Development Associate: Rebecca Culhane
- Development Associate: Daniel Slattery
- Contractor: Jennifer Goodale

### **TMF BOD**

- Chair: Gen. Gary North, USAF (Ret)
- RADM Richard Buchanan, USN (Ret)
- Scott Eshom
- Val Hawkins
- Gail Joyce
- David Kaplan
- LTC Bruce E. Kasold, USA (Ret)
- Katherine Ponds

- Capt Peter Troedsson, USCG (Ret)
- Jordan Wilhelm

## **SF BOD**

- Capt Peter Troedsson, USCG (Ret)
- RADM Richard Buchanan, USN (Ret)
- Gail Joyce
- COL Lucretia M. McClenney, USA (Ret)
- Col Rojan J. Robotham, USAF

## **About MOAA's Charities**

- **The Scholarship Fund**
  - The MOAA Scholarship Fund was established in 1948 to provide educational assistance benefits to children of military families. It supports one of the association's founding principles: education is the cornerstone of a strong democracy. It is funded by donations from MOAA members, Councils and Chapters, corporations, and others with a desire to help military families.
- **The MOAA Foundation**
  - MOAA, as an organization of officers, past and present, understands supporting the entire military and veteran community is a top priority. The MOAA Foundation, a 501 (c) 3 charitable subsidiary of MOAA, exists to deliver on our organization's promise to Never Stop Serving. Our programs offer professional development and education support to more than 100,000 currently serving and veterans of all ranks, their families and their survivors each year.

## **The Scholarship Fund**

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## **Landscape: College Tuition**

- Since 2008, in-state tuition prices have increased by 63%
  - Source: US News & World Report
- 40% of students turned down their first-choice college in 2017 because of financial concerns
  - Source: US News & World Report
- Average tuition in 2019: \$41,426 at private colleges; \$11,260 in-state at public colleges; \$27,120 out-of-state

## **Landscape: Military Family Finances**

- 34% of military families are unable to pay their monthly bills on time (double the number reported in 2014)
  - Source: 2019 Military Financial Readiness Survey, The National Foundation for Credit Counseling (NFCC) and Wells Fargo
- 1/10 active duty servicemembers reported having debts in collection
  - Source: 2019 National Foundation for Credit Counseling

## **How We Help**

- Interest-free loans – \$7K per student per year
- Scholarships – American Patriot Scholarship, \$7K
- **Grants – Designate Scholarships, Senior Grants, and Gen John Paul Ratay Grants**
- We will disperse over \$8.5M to 1,100+ students this year
- Assisted 16,000+ students with over \$160M
- 100% of every dollar donated will be given to a student
- 100% of every dollar donated will go to students in the form of grants or interest free loans
- Annual Contributions
  - 2017: \$4,772,383
  - 2018: \$12,920,724
  - 2019: \$2,593,216
  - 2020: \$4,821,401

## **The MOAA Foundation**

- “Before you are a leader, success is all about growing yourself. When you become a leader, success is all about growing others.” – Jack Welch
  - The MOAA Foundation, a 501 (c) 3 charitable subsidiary of MOAA, exists on our organization’s promise to Never Stop Serving. Our programs offer professional development, education support, and emergency relief to more than 100,000 currently serving and veterans of all ranks, their families and their survivors each year

## **Landscape: Employment**

- 44% of veterans left their first post-military job within 1 year
  - Source: US Chamber of Commerce
- 26% of military spouses are unemployed
  - Source: DoD

## **Landscape: Military Family Finances**

- **59% of veterans 35 – 44 years old had credit card debt in 2017 compared to nonveterans at 47%**

- Source: 2017 census
- 9 / 10 active servicemembers are concerned about personal finances
  - Source: 2019 National Foundation for Credit Counseling

## **Who We Serve**

- Servicemembers
- Military Spouses
- Veterans
- All ranks and branches of service

## **How We Help: Programs**

- Career Transition
  - Webinars
  - Networking Events
  - Virtual Career Fairs
  - Marketing Yourself Lectures
  - Job Board – Powered by Indeed.com
- Military Spouse Professional Development
  - Keeping a Career on the Move Symposium – Military Spouse Employment Guide
- Professional Education Outreach
  - Financial Education Lecture Series – Benefits and Disability Claim Info / Resources
- Community Outreach and Emergency Relief
  - Caregiver Guide – Community Outreach Grants, Chapter Grants, COVID-19 Emergency Relief Grants

## **How Our Charities Benefit MOAA**

- MOAA Motto
  - Deliver on our promise to Never Stop Serving
- Programs
  - Sustain Signature Programs
  - Branding and Partnerships
  - Audience Interaction
  - Chapter Support
- Internal Support
  - Membership
  - Government Relations
  - Career Transition
  - Chapters
- Financial
  - Additional Revenue Source
  - Potential for Growth

## Ways to Give

- Cash Gifts
  - Credit Card (online or over the phone)
  - Check
  - Recurring Donations
- Planned Gifts
  - Bequests
  - Annuities
  - Trusts
- Other
  - Qualified Charitable Distributions
  - Amazon Smile
  - CFC (SF Only)
  - Securities
- Societies
  - Heritage Society
  - Corporate Society
  - Legacy Circle
  - Patriot Society (\$500K+)
  - Eagle Society (\$100 – 499K)
  - Designated Scholar (\$25 – 99K)
  - Chairman’s Club (\$5 – 25K)
  - President’s Club (\$1K – 4,999)
  - Leadership Circle

[MOAA.org/donate](https://MOAA.org/donate)

## Opportunities for Support

- Consider donating to both charities annually and encourage your chapter members to do the same
- Attend an event
- Spread the word
  - About programs: Share our program information with transitioning servicemembers, military spouses looking for employment, families in need of emergency financial assistance, military or veteran families with college-bound children, companies looking to hire spouses or veterans etc.
  - Opportunities to support: Share donation opportunities with friends, family, philanthropists in your network, corporate responsibility teams, foundations who support military and veteran initiatives, etc.

## 2021 Key Fundraising Dates

- Business Reply Envelopes in MOM:
  - SF: April and November (with Scholarship Report)



- TMF: May and December
- July 4<sup>th</sup>, Day of Giving
- May MOM – Annual Report
- End of Year, October – 31 December
- Giving Tuesday
- December MOM – Impact Report

### **Communication Awards – Col Pete Kloeber**

Col Pete Kloeber presented the communication awards to those who were present and said he would get the awards to those who were not present. He also stated that he did not have the pins, but would have them sent to the individual chapters. He reminded everyone that the award goes on the streamer first and that the year follows the awards.

### **MOAA – Wide**

- 128 Affiliates (12 Councils, 114 Chapters and 2 Virtual Chapters)
- 100 Websites
  - 5-Star = 98 (Council = 11; Chapter = 85; Virtual Chapter = 2)
  - 4-Star = 2 (Chapter = 2)
- 114 Print Newsletters
  - 5-Star = 109 (Council = 5; Chapter = 103; Virtual Chapter = 1)
  - 4-Star = 5 (Chapter = 5)
- 3 E-Newsletters
  - 5-Star = 3 (Chapter = 2; Virtual Chapter = 1)

### **Arizona**

- 6 Websites = **all 5-Star**
  - Council (new) Col Ron Perkins (Jill Shepherd)
  - Arizona Mr. Carl Ulbrich
  - Coronado Mrs. Kathryn Covalucci
  - Green Valley (new) Ms. Marianne Cobarrubias
  - Luke Lt Col Robert Nelson
  - Superstition Mountain 2LT Virginia Ferguson
- 8 Print Newsletters = **all 5-Star**
  - Council (new) Lt Col Nicholas Knight
  - Arizona Mrs. Janet Lange
  - Coronado Mr. Harry Mallory
  - Grand Canyon Col Rebecca Seeger
  - Green Valley (new) Ms. Marianne Cobarrubias
  - Luke Lt Col W. Scott Phillips
  - Northern Arizona Mrs. Mary Jonas
  - Superstition Mountain Mrs. Marlene Fox

<https://www.moaa.org/communicationawards/>

## Reports of Officers

### Secretary – Mrs. Pam Wojtas

- Minutes of Meeting 6 Nov 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 Ken Yamanouchi to approve the minutes and seconded by Col Gary Fredricks. Motion passed
- Attendance Roster and Roster Update – Prior to the Council meeting, Mrs. Wojtas distributed to each Chapter President who would not be attending the meeting in-person, their portion of the AZCOC Master Roster and asked them for updates. At the meeting, Mrs. Wojtas passed around the Roster and asked that the attendees check it for any additions or corrections. Once all additions / changes have been made, Mrs. Wojtas stated that she would distributed the updated master roster to everyone.

Col Pete Kloeber asked that when you send roster updates to Mrs. Wojtas to also send them to him.

### Treasurer – Col Charlie Bitner

Col Bitner presented the treasurer's report (copy attached to minutes).

• Beginning Balance (11/01/2020)	\$10,962.12
• Income to Date	\$1,981.00
• Expenses to Date	\$420.51
• Current Balance (05/07/2021)	\$12,522.61

Col Bitner stated that the above totals were correct until today when he wrote a check for \$111.17 to renew the Council Zoom account.

Col Bitner also stated that the Council is in good shape dollarwise, but with conditions improving there may be more travel which did not happen last year and that will deplete some of the funds available.

Col Pete Kloeber stated that the \$400 received from National will be applied to today's meeting and that all attendees who paid would get their checks back. He also stated that \$200 would be given to the Colonnade Employee Appreciation Fund because of the Colonnade's no tipping policy. Col Kloeber stated that he would be giving a Certificate of Appreciation to Nina Louis, Executive Director.

**President – Col Pete Kloeber**

**2020 End of Year Recruitment Program**

- 2020 Recruitment Payout
    - Arizona \$ 25
    - Coronado \$445
    - Grand Canyon \$100
    - Green Valley \$160
    - Luke \$260
    - Northern Arizona \$120
    - Superstition Mountain \$ 55
    - Tucson \$175
  - 2020 Retention Bonus - \$150\*
    - Arizona
    - Grand Canyon
    - Green Valley
    - Northern Arizona
    - Superstition Mountain
    - Yuma
- \*90% Retention (only 74 chapters earned)

**MOAA Grants – 2021**

- Community Outreach (4 of 33)
    - Arizona \$2,500
    - Grand Canyon \$2,500
    - Luke \$5,000
    - Tucson \$2,500
  - \*COVID Relief (3 of 17)
    - Grand Canyon \$1,250
    - Luke \$2,500
    - Tucson \$1,250
- Total \$12,500                      Total \$5,000
- Grand Total                      \$17,500**

**AZ Chapters – Membership**

- Chart is included with minutes and included with presentations emailed to council officers and staff, chapter presidents and satellite presidents, past council presidents and all other attendees.

**AZ Chapters – MOAA Membership**

- Chart is included with minutes and included with presentations emailed to council officers and staff, chapter presidents and satellite presidents, past council presidents and all other attendees.

**AZ Chapters – Metrics**

- Charts are included with minutes and included with presentations emailed to council officers and staff, chapter presidents and satellite presidents, past council presidents and all other attendees.

Col Pete Kloeber asked Chapter Presidents to update both Metrics charts and get them back to him. **Action Item**

### **Opted-In for MOAA Newsletter**

- Chart is included with minutes and included with presentations emailed to council officers and staff, chapter presidents and satellite presidents, past council presidents and all other attendees.

### **Info / Reminders**

- Quarterly Incentives – \$50
  - Q2: Chapter website or MOAA web presence. Self-report URL to [chapters@moaa.org](mailto:chapters@moaa.org) by 30 Jun
  - Q3: Use new AMS Implementation (launch details TBD)
  - Q4: Chapter community event during year (virtual OK) AND report on LOE in 2022
- MOAA Chapter Recruiting Program Guide and Recruitment Tracker (downloads)
  - <https://www.moaa.org/content/chapters-and-councils/chapters-and-councils/council-and-chapter-recruiting-and-membership/>
- Near Real Time (NRT) Recruitment List – new 1<sup>st</sup> of each month
  - CM: “Details for xxxxx Chapter”, “Monthly Recruiting List”
  - Reason on list: (1) New to MOAA; (2) moved to catchment area; (3) opted in for emails
- Recruitment Incentives
  - \$15 for every incentive-qualified PREMIUM member (new or upgrade)
  - \$30 for every incentive-qualified LIFE member (new or upgrade)
  - Incentive-qualified: NOT National MOAA member preceding three years (except upgrades)
- Chapter Recruiting Email Template
- Retention Incentives – Eliminated
- MOAA Store – Closed
  - Terminated contract with Target Marketing – cyber security issues
  - Expect store to open in Fall 2021
  - No ROTC / JROTC medals / custom certificates – DIY digital certificates available
- DoD and Military Seals (*Military Service Marks*)
  - May not be used without permission
  - Implies endorsement of organization / entity
- Surviving Spouse – NOT Auxiliary
- Send newsletters to MOAA ([blaird@moaa.org](mailto:blaird@moaa.org) )
- Opt-in TMN – just enter email
  - [https://moaa.highroadsolution.com/moaa\\_preference\\_page/EmailSearch.aspx](https://moaa.highroadsolution.com/moaa_preference_page/EmailSearch.aspx)
- MOAA Visits – Request online
  - <https://www.moaa.org/content/chapters-and-councils/council-and-chapter-management/initial-chapter-visit-request/>
- MOAA I.D. vs. Customer I.D.
  - Everyone who is added to MOAA database receives identifiable “Customer I.D.”

- People are added as “Prospect” in multiple ways
  - Inquire about MOAA on the website, then join later
  - Attend our MOAA events such as Networking/job fairs, annual meeting, etc.
  - Be recruited at one of our recruitment events
  - Fill out cards or correspondence, but haven’t joined
- MOAA (and chapters) will reach out to prospects to attempt to get them to join under one of the membership models
- When a Prospect joins MOAA, the Customer I.D. can then be referred to as their MOAA I.D.

### **Council Communications**

- Semi-annual Meetings
- Website – <https://www.azcouncilofchapters.org>
- Facebook – <https://www.facebook.com/AZCOCMOAA/>
  - Chapter self-posting
- Newsletter – Semi-annual...following Council meetings
- Emails – Maybe more than you want...
- Round Tables – 3<sup>rd</sup> Fridays @ 1000 hrs. (Renewed Council Zoom account)
- Chapter Newsletter – sharing

### **MOAA Board Perspective**

- 2021 – Year of the Chapter
  - Board Members in Chapters – 24 of 36
  - Virtual Chapters
- Assessment Review
  - Membership: **YELLOW** – Paid membership (64%)
  - Councils and Chapters: **YELLOW** – Chapter membership & percentage of national members (12%)
- Strategic Plan 2022 – 2026
  - Pillars -> Strategic Priorities (Membership, Councils and Chapters, Philanthropy)
  - True priorities (e.g., Membership) vs. Support (e.g., Resources)
- Values
  - Service, Leadership, Professionalism, **Diversity and Inclusion**
- Membership – Top Priority
  - Membership vs. Revenue – Dues Study
  - Total members vs. Paid members
  - Benefits for paid memberships – Marketing focus

### **MOAA Council and Chapter Affairs Goals / Strategies**

- Increase overall chapter membership
  - Emphasize younger members (40 – 60) attrition and leader succession
  - Increase percentage of national members

- Encourage virtual chapters
  - 4<sup>th</sup> – Chaplains
  - Virtual Council
- Increase the role and influence of councils
  - Training, recruiting, and communications
  - Incentivize council involvement in chapters & chapter participation in councils
- Expand HQ support – recruit / retention, leader succession / development, technology
  - Leadership workshops – specialized training tracks
  - MOAA visits to councils annually
  - MOAA visits to chapter every three years → goal every two years
- Strengthen legislative advocacy – influence in every state

### Key Dates

- May 1 – 31 – **Advocacy in Action Campaign**
- May 31 – Mercer advertising campaign ends (only 65 chapters 2020)
- Jun 1 – Strobridge Legislative Chair / Liaison Nomination Deadline
- Jun 1 – Surviving Spouse Liaison Nomination Deadline
- Jul 1 – Deadline for October Military Officer Magazine Input
- Oct – Military Officer Magazine Chapter Edition
- October 21 – 23 – MOAA Annual Meeting (dates tentative)
- Nov 1 – Scholarship application period begins
- Nov 19 – 20 – **Southwest Leaders' Workshop (Southern California)**

### MOAA Council & Chapter Affairs Team 800-234-MOAA (6622)

- CAPT Erin Stone, USN (Ret)
  - Senior Director, ext. 108; [erins@moaa.org](mailto:erins@moaa.org)
- CAPT Frank Michael, USN (Ret)
  - Program Director, ext. 818; [frankm@moaa.org](mailto:frankm@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)
    - (Chapter visits & awards)
- Jonathan Woodruff
  - Chapter Affairs Specialist, ext. 168; [jonw@moaa.org](mailto:jonw@moaa.org)
    - (Organizational Analysis, CM)
- Bria Lee
  - Administrative Assistant, ext. 120; [brial@moaa.org](mailto:brial@moaa.org)
    - (Temp – Until July 2021)

## **Reports of Staff / Committees**

### **Legislative Affairs – Col Lee Lange**

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

Col Lange stated that the Federal Legislation budget was not yet released, should have been in February, but this is not unusual with a new administration.

There has been no announcement yet on the amount of the pay raise for troops, but anticipate 1.7%.

Col Lange commented that MOAA thinks it’s a positive sign when the White House says DoD budget will “support servicemembers and their families”.

He commented on Payday Lending which does not go away, just comes back as a new name. Is now “Rent a Bank”. Col Lange stated that state has laws; Federal did have law but let it expire. Veterans, family members and retirees are not protected.

Col Lange commented that at the time he prepared his slides, the adjournment date for the State Legislative Session to end was May 24, but has been extended to May 31<sup>st</sup>.

He stated that some of the successes are money for more Veterans Benefits Counselors; maybe 12. Also money for a State Veterans Home in Mohave County. There is also money to hire a fulltime administrative assistant for the Military Family Relief Fund.

Col Lange said that the biggest surprise was SB1331 which would provide full exemption for military retiree pay. Could be up to \$1,000 in retirees’ pocket if passed. Col Lange stated that Senator David Gowan believes the bill still has a chance to be included in the FY 2022 budget.

Col Pete Kloeber stated that there will be a virtual meeting with Senator Gowan on May 17<sup>th</sup> at 4 p.m.

### **Legislative Update – Federal / State**

#### **Federal Legislation**

- Full FY 2022 budget not yet released
- FY 2022 Defense Budget Topline – \$715B
- Size of pay raise for troops not announced
- White House says DoD budget will “support servicemembers and their families”
- AZCOC continues work with local / national community and faith-based organizations to defeat financial industry “rent a bank” schemes allowing high interest rates
  - Now partnering with MOAA to support Senate resolution to force the federal government to retain “True Lender” rule protecting consumers at state level.

- MOAA concerned over impacts to NOAA, USPHS, and all reserve components, veterans, retirees, survivors, and their families.

## 2021 State Legislative Session

- Projected April 24 adjournment extended to May 24
- Successes
  - HB2706: Veterans Benefits Counselors
    - \$1M expected in FY 2022 budget
  - SB1172: State Veterans Home Mohave County
    - Provides \$25M state share of costs. Expected in FY 2022 budget
  - SB1443: Military Family Relief Fund
    - Fine tunes eligibility and enhances administration
    - **Governor signed 18 Mar 21**
- Issue Still in Play
  - SB1331: Veterans Income Tax Exemption. Full exemption retroactive to January 2021. Priced at \$45M
    - Passed Senate but no action in House committees
    - Sponsor, Sen David Gowan, believes bill still has a chance to be included in the FY 2022 budget being negotiated now
    - Message sent to chapters May 2, asking for help in contacting House leaders. Also picked up by UAV

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

Col Lange stated that there are three issues which MOAA has taken up for Advocacy in Action. Those are Toxic Exposure Reform, Parity for TRICARE Young Adults and Basic Needs Allowance.

He stated that toxic exposure is kind of like agent orange, you have to prove it.

Tricare young adults would cover young adults to age 26.

Basic needs allowance would give \$400 per month for service personnel who are making about \$10,000, usually happens when service personnel initially enter the service.

Col Pete Kloeber stated that there are still eight meetings to set-up with state legislators to make them aware of these issues. He stated that Arizona Chapter met with Senator Sinema on April 29<sup>th</sup> and will meet with Representative Schweitzer on May 11<sup>th</sup>. Col Bill Wojciechowski stated that Tucson Chapter will be meeting with Senator Kelly's staff Monday.

## MOAA Advocacy in Action

- MOAA canceled Storming the Hill for second year.
- Asking Councils / Chapters to set virtual meetings with legislators.



- Three issues for discussion
  - Toxic Exposure Reform
  - Parity for TRICARE Young Adults
  - Basic Needs Allowance

### **U.S. Congressional Districts / Assigned Chapters**

- Chart is included with minutes and included with presentations emailed to council officers and staff, chapter presidents and satellite presidents, past council presidents and all other attendees.

### **U.S. Senators / Assigned Chapters**

- Chart is included with minutes and included with presentations emailed to council officers and staff, chapter presidents and satellite presidents, past council presidents and all other attendees.

### **MOAA Advocacy in Action (continued)**

- Virtual Meetings Complete
  - Rep Lesko: Luke Chapter, March 31
  - Sen Sinema: Arizona Chapter, April 29
- Virtual Meetings Scheduled
  - Rep Schweikert: Arizona Chapter, May 11

### **Surviving Spouse Advisory Council – Mrs. Sharon Douglas**

#### **Timetable for SBP Phase In**

- The timetable for the phase in of benefits is:
  - 2021 – SBP will be reduced by no more than two-thirds of DIC, rather than the whole amount. \*\*The first of these payments appeared on the Feb 2021 pay statements.
  - 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 recipients can take is to make sure your annuity account information, including email address is current.
  - \*\* This is also a good time to update your DEERS information.

#### **SBP – DIC Offset Elimination Process**

- SBP – DIC Offset Elimination Process
  - The DIC offset amount will be phased-out over three years.
    - Nothing happened in 2020
    - DIC offset will be reduced by 1/3<sup>rd</sup> over three years (chart included with minutes).

## **Surviving Spouse Virtual Meeting Update**

- Recap from 16 March meeting
- Membership has reached 157 from 32 states.
- Meetings are the 3<sup>rd</sup> Tuesday of each month.
- West Coast Surviving Spouse Liaison training sessions will be in-person Nov 19-20 in Southern CA. More details to follow.
- A new version of “Guide to When Your Veteran Dies” will be coming out soon. A good reference for Chaplains, S.S. Liaisons and widows.
- If you are in doubt about what benefits you are eligible for, contact the VA, before you find yourself in need.

## **VA Assistance**

- The number to call when you don't know who to call: 800-MyVA411 (800) 698-2411 (chart included with minutes).

## **Military I.D. Cards Update**

- In an effort to reduce crowds at the I.D. card facilities, military dependents and retirees will now have until the end of June 2021 to renew I.D. cards that expired in 2020.
- The guidelines allow for the expired cards to be used for base access and for medical care thru 30 June 2021.
- For the first time in 3 decades, military families and retirees are going to be issued a new more durable I.D. card. They are replacing the old flimsy laminated cards with a card that more closely resembles cards used by active-duty troops.
- Luke AFB is currently issued the new cards with color photo.

## **Veterans Expedited TSA Screening (VETS) Safe Travel Act**

- Washington, D.C. – Today, U.S. Representative Paul Gosar, D.D.S. (AZ-04) released the following statement after introducing the bipartisan Veterans Expedited TSA Screening (VETS) Safe Travel Act. This legislation would provide expedited security screening under the Transportation Security Administration's (TSA) PreCheck® program to severely injured or disabled veterans.
- Supported by the Wounded Warrior Project, Paralyzed Veterans of America, Disabled American Veterans & The Honor Flight Network.
- Background:
  - There are approximately 70,000 veterans with an amputation and over 130,000 veterans who are legally blind in the United States. When many veterans travel through airport security with their wheelchair, prosthetics, or other assistive devices, it can be challenging. Under this legislation, the Department of Veterans Affairs would certify that a veteran is severely injured and therefore eligible to apply for TSA PreCheck® free of charge. TSA would process the veteran's application, granting access to TSA PreCheck® provided they successfully pass the background check and

interview process. This benefit is similar to what is already offered to Active Duty, Reserves, and National Guard service members.

### **The Military Coalition (TMC) Survivor Programs Committee Goals 2021**

- MOAA & the Military Coalition, a group of military and veteran's service organizations representing a combined 5.5 million plus membership, continue to advocate for the survivor community and seek to address existing inequalities.
- Survivors Programs Committee Goals:
  - Recognizing the sacrifices Survivors have endured, this committee works to improve and protect existing survivor benefits issued by the Department of Defense (DoD) and the Department of Veterans Affairs (VA) and to eliminate benefit inequities.
  - Improve Post-9/11 GI Bill benefits. Provide eligibility for the Fry Scholarship to children and spouses of Guard and Reserve families whose loved ones' death was service connected while still serving in the Guard or Reserve.

### **Improve Dependency and Indemnity Compensation (DIC)**

- Establish DIC equity with other federal survivor benefits. Currently, 2020 DIC is set at \$1,340 monthly (approximately 40% of a 100% disabled retiree's compensation). Survivors of federal civilian workers have their annuity set at 55% of their Disabled Retiree's Compensation. TMC supports raising DIC payments to 55% of VA Disability Compensation for a 100% disabled veteran.
- Increase DIC payable to survivors of catastrophically disabled veterans to match other Federal survivor benefit plans. Catastrophically disabled veterans, whose spouses serve as primary care givers, receive additional allowances due to the severity of their service-connected multiple disabilities. These spouses perform full-time duty which precludes them from working towards a retirement or Social Security benefits in their own right. When the veteran dies, the surviving spouse's income is reduced to the same Dependency and Indemnity Compensation (DIC) payment that other surviving spouses of veterans receive, whose death was service connected. The percentage of replacement income can be as little as 15%. The income replacement of other Federal survivor benefit plans is close to 50% of the benefit upon which they are based. Congress should provide for survivors of catastrophically disabled veterans on a similar basis.
- Improve the speed of adjudicating and granting DIC to survivors of deaths caused by service-connected disability.

### **Update to Increase in DIC**

- S-976 was introduced in Senate 3/25/21
- It has been read twice and sent to the Committee on Veterans Affairs.
- Next committee meeting is 4/28/21
  - \*\*Update – Hearing was held on 4/28/21 but no details published yet.
- Purpose of bill:
  - Increase in the amount of Dependency and Indemnity Compensation for Surviving Spouses.

- Modify requirements for DIC compensation for Veterans rated totally disabled at time of death.

### **Improve the Death Gratuity**

- Change the name of the Death Gratuity to more accurately reflect intent and sensitivity.
- Secure a minimum of 50% of the Death Gratuity for Defense Enrollment Eligibility Reporting System (DEERS) eligible spouses.
- The longstanding purpose of the Death Gratuity has been to provide immediate cash payment to assist eligible survivors of deceased members of the Armed Forces to meet their financial needs and obligations during the period immediately following a service member's death when the paycheck stops and before other survivor benefits become available.
- Eligible family members often incur substantial out-of-pocket funeral expenses since the government can only reimburse a travel voucher and cannot authorize a travel advance.

### **Retain Survivor Benefits Upon Remarriage**

- Retain survivor benefits upon remarriage.
- Seek legislation to allow surviving spouses to remarry at any age and retain benefits, to include Dependency and Indemnity Compensation (DIC), Survivor Benefit Plan (SBP), education benefits, and medical military I.D. cards.
- Update the definition of surviving spouse in 38 USC § 101 Paragraph 3 by removing the "hold yourself out to be married" clause and term "opposite sex". (VFW)
- Ensure surviving spouses' access to electronic medical records and referrals for their children.
- Allow surviving spouses to maintain education benefits after remarriage.
- Consistent with the Federal Employee Health Benefit Plan (FEHBP) and CHAMPVA, allow surviving spouses to retain TRICARE with remarriage at age 55.
- Seek legislation to reinstate TRICARE benefits for remarried survivors when the second marriage ends. (Joint goal with Health Care Committee.)
- Retain DIC upon remarriage at age 55. Current law allows retention of DIC on remarriage at age 57. TMC goal remains age 55 in order to bring this benefit in line with SBP rules and other federal survivor benefits. It would also bring it in line with the present rule allowing retention of CHAMPVA on remarriage at age 55.

### **Additional Goals for 2021**

- Authorize survivors of retirees to draw full month's retired pay for the month in which retirees die. (Joint goal with Retired Affairs Committee.)
- Increase VA Survivors' Death Pension linking death pension benefits to the Federal poverty level determined each year by the Department of Health & Human Services.
- Increase lending protections for uniformed service members, veterans, survivors and family members. (Joint goal with Veterans Committee.)
- Authorize an open enrollment period for the Survivor Benefit Plan. COVID-19 Related.

- Guarantee surviving families of National Guardsman who are activated during the Coronavirus Pandemic and die of COVID-19 are considered on active duty and it's ruled in the line of duty at the time of death.
- Ensure that the VA takes a closer look at death certificates when the cause of death is COVID-19 to ensure the deceased veteran does not have an underlying service-connected health condition that could have been exacerbated by COVID-19.
- \*\*Senator Sinema has introduced a bill, S-4166, to address this – 7/2/20.
- Reduce the amount of time for a veteran to be totally disabled from 10 years to 5 for the surviving spouse to receive DIC.
- \*\*These are just a few of the items MOAA is working on to improve the quality of life for our surviving spouses.

### **Property Tax Relief**

- Seniors in Arizona are entitled to several types of relief.
- First, there is an exemption for widows, widowers and totally disable persons. For qualified people, the exemption has effect of reducing the assessed value of the real property by up to \$3,000 with a corresponding reduction in property tax.
- Second, there is a program of tax deferral. Under the deferral program, payment of property taxes is not required until the real property is sold or the person dies or the property becomes income producing.
- Third, under Proposition 104, which passed in 2000, qualified individuals are granted a property tax freeze.
- The amount of relief and requirements are different for each county.
- For the most up-to-date information for your county and where and how to apply, contact your County Assessor's Office.
- For reference, in Yavapai County, I receive approximately a 25% discount on my property tax bill annually.

### **FEMA COVID-19 Funeral Assistance Program**

- COVID-19 Funeral Assistance will pay up to \$9,000 to assist with expenses for funeral services and interment or cremation.
- The American Rescue Plan Act of 2021 makes it possible for these benefits to be paid for deaths occurring in 2021 and beyond, in addition to deaths occurring in 2020.
- No online applications are accepted.
- Contact the COVID-19 Funeral Assistance Hotline to apply.
- Applications accepted after April 12, 2021
- 1-844-684-6333
- BEWARE OF SCAMS

### **Pre-need Eligibility for Burial in a VA Cemetery**

- You can apply to find out in advance if you or your spouse can be buried in a VA National Cemetery. This is called a pre-need determination of eligibility – and it can help

make the burial planning process easier for your family members in their time of need. Follow the steps below to apply.

- Find out if you're eligible.
- Choose the VA National Cemetery where you'd prefer to be buried.
- Gather the supporting documents and information you'll need to fill out the application.
- Apply on line, fax or by mail.
- Toll-free hotline at 800-535-1117.

### **How to Become an Effective Advocate and Do Your Part in Advocacy in Action 2021**

- Find your passion. Choose an issue that directly affects you. This will have more of an impact when telling your story.
- Gather information. Find fact sheets from MOAA's Surviving Spouses and Friends Facebook page, MOAA.org, your local MOAA chapter (legislative committee), and the Surviving Spouses Virtual Chapter.
- Determine whether the issue is local, state, or federal.
- Cultivate relationships with staffers. This is important because staffers are the ones who will make a difference to move the effort forward.
- Establish a meeting. During COVID-19, meetings will be held via a virtual platform.
- Continue to call and write your legislators and let your voice be heard.

### **Helpful MOAA Publications**

- MOAA Publications offer a number of booklets including:
  - Help Your Survivors Now – a Guide to Planning Ahead
  - Survivors' Checklist
  - Estate Planning
  - Financial Planning Guide
  - Understanding Long Term Care
  - Guide to Military Burials
- Order on line @ MOAA.org or 800-234-6622
- You can order a package of 10 at a time

### **Questions & Contact Information**

- If you have questions, suggestions or information you would like to see in future presentations, please contact me.
- Sharon Douglas
- Arizona State Surviving Spouse Liaison
- 928-632-5939
- [Sharon.douglas.NACMOAA@gmail.com](mailto:Sharon.douglas.NACMOAA@gmail.com)

## Personal Affairs – CDR John Chernoski

### Chained CPI and You

- If you're familiar with [MOAA's COLA Watch](#) you know that military retirement, Social Security, and other benefits are indexed to a variant of the Consumer Price Index (CPI), which measures the cost of a variety of goods and services. Adjusting how this index works could cost retirees and others receiving benefits a significant amount of the income they've earned and rely upon.

### Now You Seek It...Now You Don't

- The CBO report lays out the case for...suggesting an expansion in the use of “chained CPI” in these calculations. Chained CPI calculates user spending patterns differently than the traditional model and – not surprisingly, given the goal of the CBO report – **traditionally results in a lower growth rate leading to smaller COLA increases.**

### Beware

- MOAA has taken action on previous chained-CPI recommendations, **calling them out for what they are:** A benefit cut that unfairly targets many members of the uniformed services community, particularly retirees and disabled veterans. These individuals access inflation-adjusted benefits at an earlier age than most, meaning any reductions in their benefit would have a longer lasting, more devastating effect on their bottom line.

## ESGR – CDR John Chernoski

### Federal Courts Weigh into USERRA Meaning

- In [White v. United Airlines](#) the federal Seventh Circuit (IL, IN, & WI) reversed the lower court (Northern District of Illinois) which had determined in 2019 that paid short-time military leave was not comparable to other forms of leave offered by United. The circuit court reversed and determined that paid leaves fall within “rights and benefits” defined by USERRA.
- The Third Circuit (PA, NJ, DE & VI) on March 16, 2021 heard argument on a case from Eastern District of PA, [Travers v. Federal Express](#), which had dismissed a similar case ruling that the words of USERRA did not include paying the reservist his regular ways while he was on short term military leave.
- If the two Circuit Courts reach differing conclusions there is strong possibility that there will be a request to the US Supreme Court to hear the case and decide the issues.

## Transition Liaison – Col Pete Kloeber for CW3 Harry Bowen

### Announcements

- Former Process – Active

- Sent email every time announcing job or job fair
  - Proactive to the moment
  - No Record of activity
  - Not conducive to Educational Inputs
- Current Process – Passive
  - Links for employment are added as they change...but no email
    - Allow members to access when desired – most links remain valid
    - Listed under Transition Listings
  - Added / New Categories
    - Job Fairs – virtual and in-person
    - Important Information – information of importance to Transitioning Members and Veterans
    - Employment Resources – various resources for preparing for better jobs, new locations, etc.
- Desire Process?

## Networkers

- Arizona Transition Liaison Website – MOAATLAZ
  - <https://sites.google.com/site/moaatopsaz>
- “TLAZ Networkers” tab on the website
  - Networkers serve as informal “Advisors” to the TL Coordination Team
- Current “TL AZ Networkers”
  - Darren Venters
  - Jim Clenney
  - Roger Gorres
  - Scott Westley
  - Eugene Wikle
- Interested?
  - Send your info to Harry Bowen ([harrybowen@aol.com](mailto:harrybowen@aol.com) )

Col Kloeber asked attendees if they want to stay with the current process for notifying jobs or job fairs or go back to the former process of CW3 Bowen sending emails for notification of jobs or job fairs. The attendees voted to go back to the former process. **Action Item** – Contact CW3 Bowen and ask him to send notifications for job and job fairs to Chapter Transition Officers.

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

Col Pete Kloeber notified CW3 Harry Bowen that the attendees voted to go back to receiving email notifications of jobs or job fairs. CW3 Bowen has already sent out an announcement.

## Chapter Development – Lt Col Dick Jonas

### Chapter Development – How to do it

- Goal is to form new chapters



- New satellite chapter must be initiated by a host chapter in the catchment area
- Prospective satellite needs a strong nucleus of energetic and dedicated people
  - GCC classic example
  - Cataline Mountains and Mohave Satellites
- Support and nurturing for new satellites
- Recovering from the pandemic
  - In-person meetings
  - Recouping meeting attendance
  - Recruiting new members
    - NRT
    - Word of mouth by members
- MOAA Affiliate Operational Matrix
  - <https://www.moaa.org/content/search-results/?keyword=matrix>

### **MOAA Affiliate Operational Matrix**

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

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

- Send Surviving Spouse presentations to chapters: ✓
- Are MOAA virtual visits official visits: YES ✓
- Will MOAA modify LOE Criteria for COVID-19: YES ✓
- Should chapter fiscal year correlate to officer elections: NO ✓
- Note: Status / completion of all above action items reflected in meeting minutes

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

#### **Chapter Officer / Leader Training**

- MOAA Policies and Procedures Guide
- MOAA Regional Leader Workshops
- AZCOC Chapter Position Responsibilities Guide
- 2020 – 9 new individuals in chapter leader positions
  - 3 Legislative; 5 Membership; 1 Surviving Spouse
- 2021 – 3 new individuals in chapter leader positions
  - 1 President; 3 Legislative
- LOE Criteria for Councils: *“Training for new chapter officers”*
- **Develop training plan / program – take advantage of virtual capability**

Col Kloeber asked the Chapter Presidents if they would like him to develop a training plan for new Chapter Officers. Consensus was yes, Chapter Presidents would like to have this training plan. **Action Item**

### **New Association Management System Committee Module**

- Timing, differences, capabilities, education & training

**TBD**

- In the meantime – some reminders for the Committee Module (CM)...

### **CM – Critical for Councils and Chapters**

- **Official Roster** – MOAA’s Only Visibility
- **Level of Excellence (LOE)**
- Council President (MOAA Communications)
- Other Officers, Board, Staff, and Leader / Committee Positions
- Recruitment Lists – NRT
- Recruitment Bonus
- Percent MOAA Members
- Lapsed Membership / Non-MOAA Members
- Contact Information

### **CM – A Few Basics**

- ALL individuals MUST be shown as a “Member”
- Leader Succession
  - **Do NOT Forget to assign new leader positions in CM**
  - 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 % 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
- NRT – Satellite’s same as chapter’s

## Round Table #1 – Items from the Floor

Col Bill Wojciechowski stated that some members of Tucson’s satellite (Catalina Mountains) hold a dual position on the Tucson Board. He stated that membership in the Tucson Chapter is interchangeable between the Chapter and the Satellite.

Col Pete Kloeber stated that the Council renewed the Zoom account and that it can be used by Chapters if they let him know.

Col Pete Kloeber said MOAA will be mailing the communication pins directly to the Chapters. He reminded the Chapter Presidents that the communication pin goes first, followed by the LOE pin and then the year pin.

Col Pete Kloeber reminded Chapters that as a 501 (c) 19, a minimum of 75% of members must be a veteran in their own right and 25% of membership can be surviving spouse. He mentioned that some Chapters are getting close to the 25% of surviving spouses and just be aware of the numbers.

## Chapters & Satellites Semiannual Updates

### Luke Chapter (AZ06)

#### Leadership Succession

- Col (Dr.) Steve Pohl, Leadership Succession Committee Chair
- All Luke Chapter elected officer positions currently filled
- Recent changes for 2021 – 2022 program year
  - 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, USN, F – Director Scholarship Program
  - Treasurer – David Chase, CPT, USA, F
  - Secretary – Mike Kramer, Col, USAF, Ret.
- All appointed positions are filled

#### Membership

- Numbers 1 January 2021\*
  - Members 167
  - Surviving Spouses 44
  - 211
  - Associate Members (Canadians – not counted) 0
  - Honorary (not counted) 4
- Recruitment
  - New members in 2020 – 16
- Retention
  - Losses in 2020 (\*Taken out on January 15, 2021) – 17

Reasons for losses: 10 died, 2 moved; remainder resigned

### **CM Knowledge / Use**

- MAJ Marci Smith, Membership Chair – excellent knowledge of CM.
- Lt Col Robert Nelson, our website manager (now in Florida) is also very knowledgeable.
- Have watched the online training. I am OK.

### **Successes**

- Member donations \$25,940 last year; \$42,500+ so far this year.
- Corporate donations \$7,425 last year; \$6,550 so far this year.
- Charitable Fund (Scholarships)
  - Awarded twenty-two scholarships in May 2020, totaling \$34,000.
  - Will award fourteen scholarships in May 2021, totaling \$30,000.
  - Pursuing local businesses successfully, corporate donors usually repeat.
- Charitable Fund (Grants to Needy Veterans and Families)
  - MOAA grants - \$5,000 and also \$5,000 COVID grant
  - ADVS grant – awarded \$4,999 in May 2020
  - Additional Income from Amazon, Fry's, Interest
  - Committee of members – Identifies needy veterans (Board approves)
  - Established separate Board for Community Fund

### **Challenges**

- **Recruiting (Members and Officers)**
  - 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
  - Very difficult to get members to take leadership role

### **Programs / Activities**

- Thanksgiving food drive for low-ranking airmen
- Nearly 1,000 items (new record); Last year 670 items

### **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 increase military retirement income to be exempt AZ income tax from state income tax; many calls by members to state representatives.

- Met with US Representative Debbie Lesko (June 2020 by phone). Captain Denny Bash (on her Veteran and Military Advisory Council) met in-person with her in April 2021.

## Goals

- Measurable Goal
  - Increase chapter membership by five percent to 203 members
    - Increasing member involvement
    - Stressing importance of member recruiting
    - Maintain continuity in Membership Chair
    - Keeping contact with ALL members
  - AND
  - Achieve Five Star LOE rating for Luke Chapter for 2020

## 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 (111 – Ave Don: \$383)
- Encourage legacy / memorial giving
- Write news release with pictures for local newspapers

## 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.
- As we add new members, we encourage them to take on leadership goals. We were able to add a Chaplain to our Board in the past six months.

### Membership

- Numbers
 

	May 2021
○ National Members	75
○ Surviving Spouses	<u>7</u>
○ <b>Total</b>	<b>82</b>
○ Aux	14
- Recruitment
  - New members since Nov 2020: 2

- Retention
  - Losses since Nov 2020: 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, 2 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, with \$4,500 given this spring.

### **Legislative Activities**

- Green Valley Chapter members, CDR John Chernoski and Lt Col Darren Venters, have been working with Senator Dave Gowan and Rep Gail Griffin on legislation to raise the deduction for pension exclusion of military pensions from taxable income or complete elimination of military pensions from taxable income computations.

### **Goals**

- Membership Retention
  - Getting younger members involved
- Maintaining adequate funding / donor base
- Add at least 3 new members in the next six months

### **Other**

- One Last Thing
  - Jadine Hilt, Secretary of the Green Valley Military Officers Association of America (MOAA) Chapter and seamstress extraordinaire, started making masks for COVID

protection. She gathered material containing the insignia for all five military services and set her sewing machine in motion. Although Jadine did not charge for the masks, she gratefully accepted donations for the Chapter's Scholarship and Military Assistance (S&MA) Fund that provides scholarships for members of the three JROTC Units in Southern Arizona which we support. Each donor was provided a written receipt documenting their donation. When the "smoke" cleared, her sales contributed over \$3,400 net to our Scholarship Fund.

## **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. Not having in-person dinner meetings has made it more difficult to fill a couple of our positions, but they are being covered by other officers / directors.
- Now that spouses can serve, we have two 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
  - 152 Regular Members and 29 Surviving Spouses
- Recruitment
  - We recruited 11 new members in the last year that were not Honor Graduates. In partnership with MOAA, the Coronado Chapter recognized the Honor Graduates of four Intelligence Officer Courses at Fort Huachuca. We added 24 Premium members to MOAA this year with the Honor Graduate program and use this opportunity to publicize MOAA.
- 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.), continues 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 was an opportunity to add about 24 new premium members to MOAA last year and expose young officers and warrant officers to the MOAA Organization, Programs and Goals.

## Challenges

- Member Dinner Meetings
  - We have missed having in-person Member Dinner meetings. We started having Zoom Member meetings in February with some success. Many members are not able to use Zoom so we look forward to resuming in-person Dinner meetings in September 2021.

## Programs / Activities

- Noteworthy Program
  - Our Scholarship Program is our premiere program. Even with few in-person classes and no Scholarship Night, we had six quality Seniors apply and receive \$9,600 in scholarships. Susan Atchison-Day, our Scholarship Director, prepared an excellent Zoom program to honor our graduates, with short videos prepared by each of the students and many parents there with them on Zoom.
  - Our Public Relations Director quarterly organizes a clean-up of one of the more visible streets in Sierra Vista and the city has placed a sign recognizing our efforts.

## 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 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 maintain our current membership total in the next six months**
  - 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: Give added support to local Veterans groups and projects by expending funds from our Trust Account**
  - Our recent financial audit produced an opportunity for the Board to increase our membership's impact, while reducing the Chapter's holding in the Trust Fund. The Board considered advice and standards regarding trust fund accounts as a reasonable multiple of normal operating funds expenditures. As a result, we will draw the balance down over a period of seven years. This will result in increased support to the local Veteran and Veteran group needs. It will also reduce the size of our funds to a more reasonable amount.

## **Other**

- **Additional Item: Cochise Serving Veterans**
  - Our local Veteran Support Organization, Cochise Serving Veterans, was in need of funds to help support the needs of local Veterans. We voted to support them with a \$2,000 donation and, using saved Trust Funds, plan to increase our support of local Veteran and Veteran Support Organizations.

## **Yuma Chapter (AZ10)**

### **Leadership Succession**

- Our current 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
  - 22 Regular & 7 Surviving Spouses on CM.
- Recruitment
  - Considering email template provided by MOAA for new recruitment.
- Retention
  - Most members attending pre-COVID are still attending now and are renewing chapter membership.

### **CM Knowledge / Use**

- Strong / Strong
- The current Membership Chair is used to working with CM and updates changes to membership and leadership almost instantaneously.

### **Successes**

- Last meeting we presented our 2021 Graduating Senior Scholarship to a very bright and energetic senior.

## **Challenges**

- Recruitment, getting members to commit to meetings.

## **Programs / Activities**

- Programs included Linda Morgan (Visit Yuma), CAPT Erin Stone (MOAA), Yuma Regional Medical Center (COVID). We were able to solicit applications for our Graduation Senior Scholarship and hold an “in-person” selection committee and award presentation.

## **Legislative Activities**

- Advocates in Action.

## **Goals**

- *Recruit an equal or greater number of young members than we loss to attrition.* Recruitment is difficult during COVID and young prospective members have little interest.
- Increase chapter meeting attendance: 12 attendees at the Oct meeting is our initial benchmark. We are staying steady on that number.

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

### **Leadership Succession**

- Two-year succession cycle. May serve 2 terms. Nominating Committee identifies candidates, membership input is encouraged. Election and installation of new board members is held in December.
  - President – Mrs. Sharon Douglas, Surviving Spouse
  - Vice President – Lt Col Alex Torrance, USMC
  - Secretary – Col George Weil, USAF
  - Treasurer – Mrs. Heather Weil, S.S.
  - Legislative Affairs – Col George Weil, USAF
  - Personal Affairs – Lt Col Bob Wallace, USMC
  - Membership Chair – Lt Col Dick Jonas, USAF
  - Mohave President – Lt Col Gerald Hietpas, USAF

### **Membership**

- Numbers
- Northern Arizona Chapter
  - 50 Regular Members
  - 11 Surviving Spouses
  - 14 Aux (Spouses)

- 75 Total
- Mohave Chapter
  - 13 Regular Members
  - 2 Surviving Spouses
  - 4 Aux (Spouses)
  - 19 Total.
- Recruitment
  - Recently gained 2 regular members
  - NRT List is used for contacting potential members. Recent prospect list showed increased numbers. An information letter is followed up by a personal phone call. A copy of our latest newsletter is sent to interested parties.
  - NAC has a meeting notice published in the local newspaper and two small area publications.
  - NAC has an advertisement in the Marine Corps Ad Book.
  - Participate in local community events by having a MOAA information table set up. Members staff the table, answer questions, have membership forms available, and hand out past issues of Military Officers Magazine.
  - Increasing our social media presence with an upgrade to website.
- Retention
  - Lost 4 members, 3 by personal request and 1 moved out of area.
  - Pandemic had an adverse effect on interaction with members.
  - Ways we tried to stay in touch with membership and keep them engaged:
    - Bi-monthly NAC Ladies lunches.
    - Requests to share how members were thriving not just surviving during pandemic. Published many photos and text in our newsletter.
    - Offers to do shopping or errands for less mobile or at-risk members.
    - Requested members call or email to check on each other.
    - Chapter newsletter published bi-monthly, Surviving Spouse information sheet sent out quarterly, Groupworks information platform updated weekly with NACMOAA and veteran related items.
    - Held outside picnic and 100<sup>th</sup> birthday party for NAC member in Oct.

### **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**

- Our successes

- Co-sponsor (with Luke Chapter) – The ERAU AROTC Cadets in the 2021 Bataan Memorial Death March
- Ladies of NACMOAA
  - Bi-monthly lunches
- Veterans Day Parade
- Chapter Donations
- Scholarships to 2 ROTC and 1 JROTC programs
- Donation to U.S. Vets & Toys for Tots Christmas Programs
- Sponsored a JROTC family in need at Christmas. Provided Dinner catered by U.S. Vets and gift cards for the entire family.

### **Challenges**

- Volunteerism
  - Limited to a very small group.
  - Participation in upcoming activities remains low.
  - Looking to add a wider variety of activities to engage a larger number of our members.
  - Recruitment & Retention.

### **Programs / Activities**

- NACMOAA sponsored a JROTC family in need over the holidays.
- Dinner was catered by U.S. Vets and gift cards were given to the entire family.

### **Legislative Activities**

- Legislative Issues
  - Our 4<sup>th</sup> District Congressman Paul Gosar made a formal request to the Navy requesting to name a warship after the Granite Mountain 19 Fire Fighter Hot Shot Crew. They all perished battling a wildfire just outside of Prescott, AZ. Our members were asked in our Jan. newsletter to support this effort with letters and phone calls to Rear Admiral in charge of Naval History and Heritage Command. Contact information was provided with the request.

### **Goals**

- **Progress on goals since last COC meeting:**
  - Continued to support the newest JROTC Chapter at Bradshaw High School. NAC will present the second annual scholarship on 05 May.
- **Projected goals for 2021:**
  - Look into applying for grants and sponsorship programs.

## Other

- NACMOAA member Clyde Meade was accepted for induction into the Arizona Veterans Hall of Fame class of 2020.
- Historically, MOAA members have made up 24% of inductees.

## Mohave Satellite (AZ04S02)

### Membership

- Regular members – 13, loss 1
- Finances
  - General Fund - \$962
  - Scholarship Fund - \$600
- Held in-person meeting in Jan & March 2021
- Presenting a \$500 Scholarship to ROTC Cadet in April 2021
- Main concern – increasing membership and attendance at meetings. Also concerned most members are in LHC and may not want to travel to BHC for alternating meeting locations.

## Arizona Chapter (AZ01)

### Leadership Succession

- Nominating Committee formed May 6
- Full slate including 5 Officers and 5 Directors plus Committee Chairs for 2022
- Nominations Approved by Board in September and published to members in October newsletter
- Officers / Directors voted on by members at chapter November meeting
- Officers to be installed in December for 2022

### Membership

- Numbers as of May 1
  - Regular Members 141
  - Surviving Spouses 22
  - Total 163
- Recruitment
  - Mail out campaign – 50+ letters to MOAA members from potentials list updates provided by MOAA National – summer 2020.
  - 11 new members in 2021 to date.
- Retention
  - Annual renewal effort led by Membership Chair via email / newsletter. Letters to non-renewing members.

## **CM Knowledge / Use**

- OK

## **Successes**

- Hybrid virtual / in-person chapter meetings

## **Challenges**

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

## **Programs / Activities**

- Online auctions of donated items very successful. MOAA Grant approved for \$2,500.

## **Legislative Activities**

- MOAA Advocacy in Action virtual meeting set with U.S. Representative Schweitzer May 11. Meeting requested with U.S. Representative Gallego.
- Virtual meeting with Senator Sinema staff April 29 (AZCOC President also in attendance).

## **Goals**

- Recruit 24 new members in 2021.
- Retain 10 more members in 2021 over 2020.

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

### **Leadership Succession**

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

### **Membership**

- Numbers
  - Regular – 102
  - Surviving Spouses – 21
- 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.
  - Waived 2021 dues for paid-up members for 2020.

## **CM Knowledge / Use**

- OK
- John Bushko – President
- John Marsh – 2<sup>nd</sup> VP / Membership

## **Successes**

- Toys for Tots drive and continue support of the Homeless Vets in the Phoenix area. Members donated \$750 for the drive. Over 100 hygiene kits donated since December 2020.
- During the Toys for Tots drive, we asked each member to donate a backpack for our Homeless Vets. The results were overwhelming. We received 50 backpacks to deliver to the VA Service Center. To date, we have taken over 90 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 group.

## **Challenges**

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

## **Programs / Activities**

- Excellent participation by members to ensure we could still support all 21 ROTC / JROTC units with a flag, medal, certificates and \$100 award to deserving cadets. This year we will have presenters for the units that have an open ceremony and will mail the awards to the Senior Instructors who have private ceremonies for them to present individually.

## **Legislative Activities**

- Requests in to Rep Biggs and Stanton to schedule Advocacy in Action meetings.

## **Goals**

- Membership retention of 95% or more.
- Find new location for membership meetings.

## **Other**

- Used Free Conference Call for Board of Director meeting until Feb.
- Established a Zoom account for chapter and use it for BOD meetings since.
- Hope to resume in-person BOD meetings in May.

## **Central Arizona Satellite (AZ07S01)**

- No Report

## **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 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
  - 127 members
    - 118 Regular; 9 Surviving Spouses
    - 72 Life; 27 Premium; 28 Basic
- Recruitment
  - 3 (since fall 2020 AZCOC meeting)
- Retention
  - 100%

### **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; support of VA Supportive Housing Program).

### **Challenges**

- Jump-starting the chapter; recruiting new members and chapter leaders

### **Programs / Activities**

- MOAA Grants awarded in support of local veterans and their families.
  - MOAA Community Outreach Grant: \$5,000 (actual assistance provided in 2020: \$8,175).
  - MOAA COVID-19 Relief Grant: \$5,000 (actual assistance provided in 2020: \$5,309).



## **Legislative Activity**

- Chapter Level: Contact with CD1 Representative and LD6 State Representative.
- National Level: Col (R) Pete Kloeber named AZ Team Leader for MOAA's "Advocacy in Action".
  - Chapter member elected to AZ State Senate (Lt Col (R) Wendy Rogers).

## **Goals**

- Recruit new members from newly aligned zip codes and MOAA's Near Real Time (NRT) Report.
- Continue to identify and apply for grants to sustain our VA Formerly Homeless Program (awarded \$2,500 MOAA 2021 Community Outreach Grant and \$1,250 COVID-19 Relief Grant).

## **Other**

- Four \$500 scholarships (NAU Air Force Cadet, NAU Student-Veteran, 2 CCC Student-Veterans).

## **Tucson Chapter (AZ08)**

### **Leadership Succession**

- Longevity Range = 3-10 years
- Vacant Positions (as of May 2021)
  - Secretary
  - VP/Programs
  - VP/Membership
  - Legislative Liaison
- Voluntary dual positions (thru May 2021)
  - President/Legislative Liaison/Secretary/Programs

### **Membership**

- Numbers – January-May

Regular	41
SSAC	18
New	3
Loss	1
Total	61

### **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
- MOAA COVID 19 Grant for \$1,250
- Dept. of Veterans Services Grant for \$4,950

### **Challenges**

- Filling vacant Board positions

### **Programs / Activities**

- Increased our involvement with Esperanza en Escalante, a program dedicated to provide assistance to homeless veterans and families.
- Fundraising to increase donation levels.
- Interactivity with other veterans' groups.

### **Legislative Activities**

- Ongoing frequent email and letter communications with Senator Sinema, Senator Kelly and Representative Ann Kirkpatrick on pending legislation and MOAA priorities.
- Will participate in virtual "storming the hill"
- Participating in MOAA State Legislative Forum

### **Goals**

- Recruit members to fill all vacant Board positions.
- 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 2021 – Chapter currently has no Vice President.

## Membership

- Numbers
  - 43 (41 Regular and 2 Surviving Spouses)
- Recruitment
  - MOAA NRT / Recruitment List and Personal Contact, Veterans Events, and Community Events
- Retention
  - 98% (Nov 2020 to April 2021)

## CM Knowledge / Use

- **Total success:** Direct Communications with MOAA National
- **98% Retention / 100% MOAA Members**

## Successes

- **In-person** meetings conducted since October 2020
- **Guest Speakers** booked through April 2022
  - MOAA Certificate of Appreciation and MOAA Challenge Coin given to each guest speaker and ensure visibility through articles in community newspapers

## Challenges

- Recruitment, Retention & Succession

## Programs / Activities

- Elected Officers and membership interactive with other local Veterans Groups

## Legislative Activities

- Bring current National and State Legislative Actions to our membership

## Goals

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

## Other

- **102-Year-old WWII Veteran** Col Chuck GuteKunst, USAF (Retired) Member of CMSC passed away 13 March 2021 (TAPS – MOAA National Magazine)
- **COL Bill Nagy (Current CMSC President)** received MOAA's Outstanding Leadership Award 20 February 2021

## Round Table #2

- Col Pete Kloeber told everyone that there would not be a virtual Round Table on May 21 since we just had the Council meeting. He stated that the Round Tables have helped him as Council President.
- Col Gary Fredricks made a few comments:
  - The problems most Chapters' encounter are the same problems encountered for years, that nothing has changed in 18 years that he has been around.
  - The Arizona Chapters are the best in the Nation by far.
  - The Arizona Chapter was the first chapter to get a 5-star LOE award. He stated that CAPT Dan Conway shared his write-up to the other chapters so they too would receive a 5-star LOE.
  - Lt Col Dick Jonas started the satellite chapter and became the how to do it “Father of the Satellite System”.
  - Arizona has had someone on the National Board for 15-20 years.

## Wrap Up / Good of the Order

- Col Pete Kloeber thanked Lt Col Nicholas Knight for all of his work putting together the needed equipment to Zoom the meeting to those attending virtually.
- Col Kloeber stated that all the Chapters have good plans for leadership succession but executing the plans are tough and sometimes a real issue.
- Col Kloeber stated that recruitment is a common theme among all the Chapters.
- Col Kloeber commented that community support is a real plus and that all the Chapters are doing a great job and really increasing the MOAA brand in the community.
- Col Kloeber commented to Lt Col John Bushko that within the next six months a decision on the Central Arizona Satellite needs to be made if they are viable to continue or not. **Action Item**
- MAJ Pete Berger stated that this year will be the 20<sup>th</sup> anniversary of 9/11. He said that the Army / Navy football game will be played on 9/11 and that his Chapter is looking to do something on that date to show patriotism.
- Col Pete Kloeber reminded chapters that they need to get scheduled their meetings with representatives to talk about Advocacy in Action. He said he and Col Lee Lange will help if needed. Col Kloeber stated you have to be persistent when making calls to schedule, that sometimes it takes several calls.
- Lt Col Nicholas Knight stated that the Council Newsletter follows the Council meeting and that he will be sending those involved their past portion of the newsletter, probably on Monday, so they can do their writeup and get it back to him.
- Col Pete Kloeber asked that Chapters look at the Council website to see if their information is outdated. If it is, please let him or Col Ron Perkins know.
- Col Ron Perkins stated that most of the section on Chapter activities on the website goes back to November. He said he would appreciate getting current activities done by the Chapters; articles and photos, so he can post it on the Council website. Col Pete Kloeber said to take one of your successes or activities and give it to Col Perkins to post on the website, that he knows all of the Chapters are doing good work.

- Mrs. Sharon Douglas asked Col Pete Kloeber if he was going to order more challenge coins. Col Kloeber said for Chapters to send him the number they want and he would place an order. He stated that the more purchased, the cheaper the cost per coin. **Action item**

**Adjourn (Vote #2)**

- A motion to adjourn was made by Lt Col Nicholas Knight and seconded by LTC Dennis DeFrain. Motion passed. Meeting adjourned at 1455.

Respectfully submitted.

Pam Wojtas  
AZCOC Secretary  
Phone Number: 623-544-4477  
Email: [jp7wojtas@gmail.com](mailto:jp7wojtas@gmail.com)

**NEXT AZCOC MEETING – 5 November 2021 – location TBD**