



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

**0800 Hours, Friday, 12 May 2023**

**IN-PERSON MEETING HELD AT THE COLONNADE IN SURPRISE, AZ**

**IN ATTENDANCE:**

**Arizona Council of Chapters:**

**President and Newsletter Editor:**

Lt Col Nicholas Knight

**Immediate Past President and National**

**MOAA BOD:** Col Peter Kloeber

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

**Treasurer:** Col Charles Bitner

**Legislative Affairs:** Col Tom Waddell

**Surviving Spouse Advisory Council and**

**President Northern Arizona Chapter:**

Mrs. Sharon Douglas

**Past President & Chapter Development:**

Lt Col Dick Jonas

**Past President & Chapter Development:**

Col Ron Perkins

**Arizona Chapter:**

**President:** Col Tom Sheets

**Catalina Mountains Chapter:**

**Board Member:** COL Rett Benedict

**Coronado Chapter:**

**President:** LCDR Jim Clenney

**1<sup>st</sup> Vice President:** LTC Ed Wozniak

**Guest:** Mrs. Kaylee Nix-Wozniak

**Grand Canyon Chapter:**

**President:** Col Rebecca Seeger

**Green Valley Chapter:**

**President:** 1LT Elliot Jones

**1<sup>st</sup> V.P. and Membership Chair:**

CW03 Jack Bundy

**Luke Chapter:**

**President:** Maj Gene Wikle

**Secretary and Compliance:** Col Mike Kramer

**Surviving Spouse Liaison:** Mrs. Linda Wolverton

**Director At Large:** COL Jerry Wojtas

**Superstition Mountain Chapter:**

**President:** COL Robert Grierson

**Guest:** Dawn Grierson

**Tucson Chapter:**

**President:** Col Tom Owens

**Guest Speaker:**

**Senior Director, Council & Chapter Affairs,  
MOAA: CAPT Erin Stone**

### **Administration**

**Call to Order:** Lt Col Nicholas Knight called the meeting to order at 0805.

**Invocation:** The invocation was given by LCDR Jim Clenney, Coronado Chapter President.

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

### **Attendance/AZCOC Master Roster Update – Mrs. Pam Wojtas**

- Mrs. Wojtas confirmed that there was a quorum. She also stated that she is passing around an attendance roster for attendees to sign.
- Chapter Officers Roster Update – Prior to the Council meeting, Mrs. Wojtas emailed a copy of the AZCOC Master Roster to the Council Officers and Staff, Chapter Presidents and Past Council Presidents and asked them to look over the roster for any changes or corrections. At the meeting, Mrs. Wojtas passed around the roster and asked those in attendance to check the roster for any additions or corrections. Once all additions/changes have been made, Mrs. Wojtas stated that she would distribute the updated master roster to everyone.

### **Approval of Minutes for Fall 2022 AZCOC Meeting – Mrs. Pam Wojtas**

- Mrs. Wojtas stated that she had not received any additions or corrections to the minutes. She asked the attendees if they had any additions or corrections. Hearing none, Mrs. Wojtas asked for a motion to approve the minutes. A motion was made by LCDR Jim Clenney and seconded by Col Tom Waddell. Motion passed. **(Vote #1)**

### **Opening Comments/Introduction of Guests – Lt Col Nicholas Knight**

- Housekeeping
  - Lt Col Knight asked that cell phones be turned off or placed on vibrate.
  - He told attendees that if they needed to get up any time during the meeting to please do so.
- Voting Members
  - Council Officers (4)
  - Chapter Presidents/Representative
  - Immediate Past Council President
- Guests
  - Jack Bundy – Green Valley Chapter
  - Ed Wozniak & Kaylee Nix-Wozniak – Coronado Chapter
  - Dawn Grierson – Superstition Mountain Chapter
  - Linda Wolverson – Luke Chapter
  - Mike Kramer – Luke Chapter

## **Presentations**

### **Guest Speaker – CAPT Erin Stone, JAGC, USN, Retired, Senior Director, Council & Chapter Affairs**

CAPT Stone had a few comments before her slide presentation (see slide presentation below comments).

CAPT Stone said that this is the third time in a month that she has been in Arizona. She kidded that maybe MOAA should open an office in Arizona and station her here.

CAPT Stone thanked everyone for all they do for MOAA and their local chapter. She stated that chapters are very important and National MOAA relies on them.

CAPT Stone stated that she is part of a team of five involved with Council and Chapters. She also stated that their focus is on chapter health. CAPT Stone stated that the Levels of Excellence award ties into chapter health. She said that a 3-star LOE had been added to hopefully get more chapters to submit an LOE, but that didn't happen.

CAPT Stone stated that one of the criteria on the LOE is a chapter visit and that visit can be by a representative from National MOAA or it can be a Council President.

CAPT Stone stated that MOAA has looked at where they are spending money and how they can cut back. She said that one way they will save is by cutting the live in person workshops down to two. They will replace two of the live workshops with virtual workshops. The virtual workshops will not be regional based which means anyone may join the workshop. The virtual workshops may be one for new leaders and one for experienced leaders.

CAPT Stone stated that recruiting is always a topic of discussion. She was asked about recruiting Guard and Reserve members. She said that New Mexico regularly holds joint meetings with the Guard/Reserve.

Other recruiting CAPT Stone suggested was try colleges and recruit the juniors/seniors. She said use the NRT report and invite the members on the list to a chapter meeting and add them to your newsletter distribution list. Also forward them the MOAA Thursday newsletter. She said the council/chapter news is in the first Thursday of the month newsletter. CAPT Stone also commented that younger people are not joining social only organizations. They might join if your chapter does something good, i.e., place flags on the graves of veterans for memorial/veteran's day.

MOAA recruits by sending targeted emails, i.e., letting perspective members know about the MOAA scholarship programs for their children, letting them know about MOAA fighting for active duty and retired benefits. CAPT Stone stated that MOAA ran commercials during the Army/Navy game and also the Super Bowl.

Mrs. Kaylee Nix-Wozniak suggested that MOAA and/or chapters send out birthday cards to perspective members. CAPT Stone said MOAA may already do that, but she would check. CAPT Stone did say that MOAA sends out cards when a spouse passes. Mrs. Sharon Douglas suggested that MOAA send out a card on the anniversary of the spouse's passing because you are so involved with paperwork, etc. at the time of the spouse's passing you may not even realize MOAA sent a card shortly after the passing of the spouse. Mrs. Douglas also said it would be nice if MOAA would send the cards for a couple of years.

Col Tom Sheets said that his chapter has recruited new members when they hold their Army/Navy football game party on the second Saturday in December.

CAPT Stone stated that MOAA has discounts and benefits with GE on appliances and with Chewy. She also stated that MOAA Vacations is a great way for a chapter to earn money. MOAA Vacations will give 1% back to chapters on cruises booked through them.

CAPT Stone talked about the Associate Management System which will replace the Committee Module sometime this year. One of the new features will be that members will automatically be opted-in to receive communications from MOAA. If they do not want to receive them, they will have to opt-out.

CAPT Stone stated MOAA emailed MOAA members who were not chapter members to try to get them to join a chapter and to also get them to upgrade from basic to premium or life membership if they were not already. The Florida Council had MOAA send out an email to MOAA members who were not chapter members trying to get them to join a Florida chapter. This hasn't gained the results they wanted, but did result in some new chapter members. MOAA will replicate this in some other states and will eventually do it for all councils.

## **Chapter Management – April 2023**

### **The Big Picture – Why MOAA Needs Chapters**

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

### **Where Does YOUR Chapter Fit?**

- **The healthy chapter**
  - Articulate (and articulated!) chapter purpose/mission
  - Legislative Advocacy/Engagement
  - Impactful Community Service
  - Membership Growth
- **How we can measure accomplishment and sustainability**
  - Use of committee module/other electronic tools
  - Up-to-date leadership roster
  - Recruiting and retention statistics

- Use of sponsorship and grant programs
- National and Council engagement
- Training involvement and collaborative engagement

### **Levels of Excellence Awards**

- **New for 2022 program year\***
  - 3-star award
  - Council President Input
  - Visit Reports
  - Greater weight to chapter input than data (because our data is limited)

\*Activity before August 1, 2022 will not hurt the chapter.

### **New Leader's Checklist**

- Review the Policies and Procedures Guide in its entirety
- Familiarize yourself with the contents of the council and chapter page of the moaa.org website
- Be a National MOAA member (or the spouse of a National MOAA member)
- Be opted-in to receive communications from National MOAA, to include the Electronic Newsletter and C&C content
- Ensure the electronic roster is updated with new officers upon installation
- Ask for a New President's package from National MOAA if you haven't received one
- Watch the recordings of the last Leaders Workshop, Round Tables and other leader training opportunities

### **Affiliate Checklist**

- Have a stated and known mission
- Officer familiarity with the MOAA website and P&P Guide
- Subscribe to the MOAA newsletter
- Proactively address renewals
- Have a succession plan
- Regularly submit awards nominations
- Update CM roster and check NRT monthly
- Use existing technology/tools
- Publish a printed and/or electronic newsletter
- Have a well-maintained website and social media presence
- Regularly engage with Council and National CCA
- Regularly attend offered training
- Engage in community service and advocacy activities
- Engage with other MSO's/VSO's/Coalitions/Chamber of Commerce

## **Recruiting Best Practices**

- Every member is a recruiter
- Establish recruiting budget line
- Create internal recruiting competition
- Use Common Join Form
- Build a recruiting package (invitation letter, current newsletter, membership application)
- Always carry recruiting info
- Business cards with QR code to website; chapter meeting information
- Provide online join option; use online dues program
- Have a website or web presence
- Use social media
- Conduct meetings at different venues and times
- Connect with base retirement services office or transition center
- Utilize Sales Training techniques
- Follow-up after initial contact and/or first meeting

Why does the prospect want to join MOAA?

Vs

Why did you join MOAA?

## **Generational Recruiting and Retention**

- Relevant, accessible programming
- Relatable, welcoming chapter members
- Younger generation wants to DO something; make a difference
- Consult with target demographic
- Former officers often join for camaraderie

## **Tools and Resources**

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

## **Retention Key Points – Inclusion**

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

## **Leadership Succession Tips**

- Review present bylaws/fill critical positions first
- Review current term limits
- Consider “fleet up” model with a deep bench
- Generate interest in leadership positions well before nominations

- Identify potential candidates during normal course of business
- Groom and mentor potential leaders and get them involved in a chapter committee
- Be inclusive and proactive in including surviving spouse members and spouses
- Develop a chapter operations handbook
- Have an active awards/recognition program

### **Chapter Communications**

- *Military Officer Magazine*
- MOAA.org
  - I am a > Chapter Leader
- The MOAA Electronic Newsletter
- White Label Newsletter
- Social Media

### **Crisis Relief Fund**

- Based on COVID-19 Relief Program's success
- Offered to those experiencing financial hardships due to a catastrophic event or crisis
  - Program administered under The MOAA Foundation
  - Grants are not guaranteed
- Eligibility: Service members, spouses, veterans, caregivers, and survivors
- Eligible individual works with local chapter member to submit application (moaa.org/CrisisReliefApp)
- Chapter member fills out verification form

### **Community Outreach Chapter Grants**

- Chart is included with minutes and included with presentations emailed to council officers and staff, chapter presidents, past council presidents, and all other attendees.
- Entering its 6<sup>th</sup> year
- Excellent council/chapter community engagement resource
- For more details: [moaa\\_foundation@moaa.org](mailto:moaa_foundation@moaa.org)

### **Revenue Generation**

- Recruiting Incentives
- Community Grants and Sponsorships
- MOAA Vacations Rebate
- AMBA Advertising
- Newsletter Advertising
- Local Retail Sponsors
- Auctions
- Golf Tournaments

## Legislative Action Center

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

## Key Dates 2023

- |  |                    |
|--|--------------------|
| • AMBA (Mercer) Ad Program Applications                      | January 1 – May 31 |
| • Quarterly CP/ICP Meeting                                   | February           |
| • Harris Communications Award Applications Due               | February 1         |
| • Advocacy in Action   | April 24 – 26      |
| • Council Presidents Seminar                                 | April 27           |
| • Levels of Excellence Applications Due                      | May 1              |
| • Strobridge Legislative Chair/Liaison Award Nominations Due | June 1             |
| • Surviving Spouse Liaison Excellence Award Nominations Due  | June 1             |
| • Input due for October <i>Military Officer</i> Magazine     | July 1             |
| • Quarterly CP/ICP Meeting                                   | August             |

Please note, some of the above-mentioned dates are in the past.

## 2023 Leader Training Workshops

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

## 2023 Roundtable Schedule

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

## Resources

- [www.moaa.org](http://www.moaa.org)
  - C&C Policies and Procedures Guide
  - Leaders Workbook
  - Training Resources
  - Electronic Newsletter
- [chapters@moaa.org](mailto:chapters@moaa.org)
- 1-800-234-MOAA

## Colonel Marvin J. Harris Communications Awards – Lt Col Nicholas Knight & CAPT Erin Stone

- Arizona Websites/Webmasters
  - Arizona Council of Chapters/Ron Perkins (Jill Shephard) 5-Star



- Arizona/Jireh Communications (Carl Ulbrich) 5-Star
- Catalina Mountains/Charles Vaughan 4-Star
- Coronado/Joe Puett 5-Star
- Green Valley/Marianne Cobarrublas 5-Star
- Luke/Bob Nelson 5-Star
- Superstition Mountain/Virginia Ferguson 4-Star
- Tucson/Charles Vaughan 4-Star
  
- Arizona Newsletters/Newsletter Editors
  - Arizona Council of Chapters/Nicholas Knight 5-Star
  - Arizona/Stephen MacDonald 5-Star
  - Coronado/Harry Mallory 5-Star
  - Grand Canyon/Rebecca Seeger 5-Star
  - Green Valley/Marianne Cobarrublas 5-Star
  - Luke/W. Scott Phillips 5-Star
  - Northern Arizona/Roberta Rice 5-Star
  - Superstition Mountain/Paula Anderer 5-Star
  - Yuma/Nicholas Knight 5-Star
  
- Overall Council/Chapter Statistics
  - 145 Affiliates – ↑ 6 (11 Councils, 133 Chapters & 1 Virtual Chapter)
  - 99 Websites – ↓ 1
    - 5-Star = 63 – ↓ 20 (Council = 6; Chapter = 56; Virtual Chapter = 1)
    - 4-Star = 36 – ↑ 19 (Council = 4; Chapter = 32)
  - 123 Newsletters – ↑ 3
    - 5-Star = 86 – ↓ 7 (Council = 4; Chapter = 81; Virtual Chapter = 1)
    - 4-Star = 37 – ↑ 10 (Council = 1; Chapter = 26)

↑↓ = increase/decrease from last year's totals

## Reports

### National MOAA Board Update – Col Pete Kloeber

Col Pete Kloeber had a few comments before his slide presentation (see slide presentation below comments).

Col Kloeber stated that since he has been a board member, his perspective on MOAA is even better than he thought it would be. He stated that it is a pleasure knowing how well run MOAA is and that the new CEO & President, Lt Gen Brian Kelly has quickly come up to speed. Lt Gen Kelly understands the association and the challenges.

Col Kloeber stated that some of MOAA's challenges include making sure that MOAA is viable 10, 20, 50 years from now. He also stated that investments have hurt MOAA with the market being down. MOAA does get royalties and advertising revenue.

Col Kloeber stated that the MOAA Foundation is the new kid on the block and that it is pretty much self-supporting.

Col Kloeber stated that membership is up, but paid members are down. He did say that on the hill, numbers talk, so it's good that membership is up. He stated that the Board voted to leave basic membership alone. Col Kloeber also stated that the average age of MOAA members is 76.

Col Kloeber stated he's bias, but Arizona is well respected at MOAA. He said he is very proud of Arizona. He mentioned that only one state, Florida, submitted more LOE's than Arizona, but Florida has 42 chapters, and he was very appreciative that all Arizona Chapters submitted.

### **MOAA's Top Challenges**

- MOAA Long-Term Financial Stability
- MOAA Foundation Stability
  - Need donations or endowment to help cover program costs
- Sustaining and Increasing MOAA Membership
  - Overall membership is growing (basic) – up 10% since 2019
    - 360,608 (highest since 2015)
  - Paid membership is declining – down 12% since 2019
- Chapter System Viability
  - Chapter members are our most involved advocates, yet chapter membership is declining
  - Goal: 1% growth per year above attrition
    - 2023 accessions: 681 (cover attrition of 308 + 1%)
- Strengthening MOAA's Brand and Reach
  - Synchronizing and maximizing MOAA engagement is essential to meeting advocacy, revenue, membership and philanthropic goals
  - Engagement Score
    - Number of members who connect, take-action or interact with at least four different touch points: publications, digital engagements, purchase or connect with benefits, utilize services, transition experiences and member service center contacts
- Maintaining Key Advocacy Positions & Mission Focus
  - Key earned benefits in health care and compensation continually under budget pressure and non-mission centric distractions

### **Legislative Focus**

- BAH Restoration Act
- Reversing Pharmacy Network Cuts
- Richard Star Act
- Arlington National Cemetery
- Military Spouse Hiring Act
- Advancing Full Funding of Impact Aid
- Caring for Survivors Act (DIC)

- Veterans' COLA Increase

## **MOAA Legislative Action Center**

### **Scholarship Fund – 2023 – 2024 School Year**

- \$10,084,500
  - Loans = \$6,545,500
  - Grants = \$3,539,000
- 1,083 Students

### **The MOAA Foundation Crisis Relief Fund**

- 2022
  - Awarded \$65K+ in three months to 105 awardees
  - 89% approval rate
  - 85% enlisted/48% junior enlisted
  - 97% FEMA-declared disasters
  - Average household income is below \$50K
- 2023
  - 49 applications received; 43 approved, \$28K awarded

### **Late Breaking**

- A MOONSHOT – “People Conference”
  - Preserving the “All-Volunteer Force”

### **More Stuff**

- MOAA Store – Gold Bar Sets, Blank Certificates, Neck Ties

### **Key Takeaways**

- Stabilizing MOAA long term financial position is staff’s top priority
  - Measured approach key to controlling risk
  - Multiple lines of effort required and ongoing
- Foundation and Scholarship are integral to MOAA mission success and vice versa
  - Central to long term membership inclusivity
- Stabilizing and growing membership is key to many areas – and contributes but IS NOT a standalone fix for revenue shortfalls
  - Chapter/Council membership replenishment also important
- **Main mission** “preserve and protect earned benefits” depends on getting all the “pillars” right

### **MOAA ... and You – Make A Difference!**

## **Advocacy in Action (AiA) 2023 – Col Pete Kloeber**

### **Scope/Logistics**

- All 50 states
  - >170 MOAA chapter members and board members
- AZ Team
  - Lt Col Nicholas Knight, USMC (Ret) – Yuma – Team Lead
  - Col Pete Kloeber, USAF (Ret) – Flagstaff – MOAA Board Member
  - Nora Durham – Green Valley – Surviving Spouse Advisory Council
- Scheduling
  - Challenging as always ... but very successful

### **Two Issues**

- Basic Allowance for Housing (BAH) – Restore to 100%
- TRICARE Pharmacy Network – Preserving Access
- Plus ... Leave Behind – All-Volunteer Force

### **Restore BAH to 100%**

- DoD started reducing BAH – 1% per year 2015 – 2019
- Today – BAH = 95%
  - E5 with family = \$433 short each month
- HR 2537 introduced 6 April – BAH Restoration Act
  - Day of AiA visits – 23 cosponsors
  - Next day – 35
- **Ask:** Support/Co-sponsor HR 2537

### **Preserve Access to TRICARE Pharmacies**

- Network cuts have slashed TRICARE retail pharmacy options by nearly 25%
  - 55,000 to 42,000 as of February 2023
  - Now <38,000
- Benchmark: FEHB more than 55,000
- Most impact
  - Elderly
  - Rural areas
  - Complex medical conditions/drug needs
- Legislators receiving numerous calls from constituents
- **Ask:** Language in NDAA directing study/analysis – why and impact

## All-Volunteer Force

- All-volunteer force in trouble
- All services missed recruiting goal
- 2020: 77% of young people in the U.S. would not be able to join the military if they wanted to
- Shrinking pool of recruits: 17 – 24-year-olds
  - Pool: 31.8M
  - Meet standards – health, fitness: 9.1M (28.6%)
  - Meet academic requirements: 4.4M (13.8%)
  - Propensity to serve: 465K (1.5%)
- Continued erosion of benefits sending wrong message
  - Examples: BAH (direct) and TRICARE Pharmacies (indirect)
- **Ask:** Support the All-volunteer force

## Results

- Meetings – GREAT!
- All 11 AZ legislators – 1 Principal (Rep Lesko) and 10 Staffers
  - Two Defense Fellows
    - Sen Kelly: Ashley Daniel (USAF)
    - Rep Gallego: Maggie McGuire (USMC)

## Essential Topics & Reminders – Col Pete Kloeber

### MOAA Community Outreach Grants – 2023

- Arizona received 4 of 47 awarded grants (59 applications)

Luke	\$5,000
Green Valley	\$2,640
Catalina Mountains	\$2,500
Arizona	\$2,250
Total	\$12,390

- Since 2017
  - \$508,126 (\$427,951 Community + \$80.175 COVID)
  - 210 Grants (182 Community + 28 COVID)
  - 69% Approval

## Info/Reminders

- Find C&C on website – moaa.org
  - “About MOAA”
  - “Councils and Chapters”

- Pay Chapter Dues Online – <https://chapterdues.moaa.org/ChapterTools/default.aspx>
  - “Council and Chapter Recruiting and Membership”
  - “Online Chapter Membership Dues (Join and Renewal)”
- 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 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)
- AMBA (former “Mercer”) Ad Campaign – \$100
  - Enroll 1 Jan – 31 May
  - Contact [michele.armesto@mercer.com](mailto:michele.armesto@mercer.com) (1-202-251-9488)
  - 2023: Only 45 chapters
  - 2022: 81 chapters – only 21%
- Liability Insurance
  - Arizona: 7 of 10 chapters
  - MOAA: 64 chapters – 18%
  - Contact [michele.armesto@mercer.com](mailto:michele.armesto@mercer.com) (1-202-251-9488)

### **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
- Duplicate Records
  - “View All” then click on “Last/First Name” – sorts by name
- 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/>
- Transition to new Membership Database – Launch 2023

## MOAA Councils

- **Lead and Coordinate efforts in state legislative advocacy**
- Support National MOAA legislative objectives
- Identify/negotiate chapter geographical boundaries
- Help form new chapters and 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**

## 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 – only when beneficial ...
- Round Tables – 3<sup>rd</sup> Fridays @ 1000 hours
- Chapter Newsletters – sharing

## Treasurer – Col Charlie Bitner

Col Charlie Bitner presented the treasurer’s report. He stated that income comes from MOAA and dues. He also stated that there is more money than usual in the account because of COVID and no travel by Council Officers to Chapters. Col Bitner stated that will probably change and more travel will happen reducing the balance.

Col Bitner said he was trying to file the Council’s 990N and it wasn’t working. He stated that a new page had been added to the form with an edit box. He said he finally found what the IRS wanted and was able to file the 990N. He said if any chapter is having trouble filing their 990N, give him a call. Col Bitner did say that you have 5 months + 15 days grace period. After 3 years of not filing you are delinquent.

Beginning Balance (10/23/2022)	\$12,679.14
Income to Date	\$3,514.00

Expenses to Date	\$2,258.36
Current Balance (05/10/2023)	\$13,934.78

**NOTE:** Please note that the corrected figures for the Financial Summary Slide appear above. These numbers are different from what was on the slide shown at the meeting.

### **Legislative Affairs – Col Tom Waddell**

Col Waddell had a few comments before his slide presentation (see slide presentation below comments).

Col Waddell stated that SB 1375 is sitting in committee. The bill would allow NOAA and Public Health Service military retirement pay to be exempt. This exemption would affect 375 military individuals. The language in the bill would be changed from Armed Forces to Uniformed Services.

Col Waddell also stated that all the bills presented are dead.

Col Waddell stated that you need to go to the Capitol to sign up for “request to speak”. There is a kiosk where you sign up. He stated that this is the best way to talk with the Arizona Legislators.

### **AZCOC Legislative Chair**

- Track state legislation and encourage chapter support through Chapter LLs
- Monitor MOAA National legislative priorities
  - Encourage chapter support via MOAA Legislative Action Center (<https://moaa.quorum.us/>)
- Develop relationships with AZDVS
- Understand the AZ legislative process to produce effective actions by AZCOC members

### **MOAA Advocacy in Action 2023**

- Fight cuts to the TRICARE Pharmacy Network
- Restore 100% BHA
- Promote continued support for the All-Volunteer Force
- AZCOC Role
  - Actively support MOAA’s priorities through grassroots advocacy by AZCOC members using the AZCOC Legislative Liaison Team

### **2023 AZ State Legislative Session**

- Successes
  - SB 1230 and HB 2064: disabled veterans’ property tax exemptions
  - Others TBD by time of AZCOC meeting in May



- Lessons to be learned: AZ legislative process is convoluted at best and must be thoroughly understood in order to be an effective advocate for AZ Veterans

### **Surviving Spouse – Mrs. Sharon Douglas/Mrs. Linda Wolverton**

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

### **Caring for Survivors Act of 2023 – S 414/HR 1083**

- Introduced on 2/17/23
- Latest Action
  - House – 03/20/2023 – Referred to the Subcommittee on Disability Assistance and Memorial Affairs
- These bills would increase Dependency and Indemnity Compensation paid by the Veteran’s Administration to surviving spouses from 43% of 100% disability compensation to 55% to equal other survivor programs. If you are a disabled veteran, this bill could help your own spouse
- In urgent need of co-sponsors. Please contact your legislators. Due to the cost involved, it will most likely be a prolonged effort much like the widow’s tax offset repeal

### **Comprehensive Assistance for Family Caregivers Program**

- As of **October 1, 2022**, this program is now open to family caregivers of eligible Veterans of all eras
- Family caregivers of eligible Veterans of all eras can now apply
- The Veteran has a VA disability rating (individual or combined) of **70% or higher, and**
- The Veteran needs at least 6 months of continuous, in-person personal care services
- **Eligible Primary and Secondary Family Caregivers can receive:**
  - Caregiver education and training
  - Mental health counseling
  - A monthly stipend (payment)
  - At least 30 days per year of respite care for the Veteran
- Contact the Caregiver Support Line at [855-260-3274](tel:855-260-3274)

### **Program of General Caregiver Support Services (PGCSS)**

- Family caregivers of Veterans who aren’t eligible for the previous program may still be able to get support and resources through the Program of General Caregiver Support Services (PGCSS)
- Call the Caregiver Support Line at [855-260-3274](tel:855-260-3274)

### **Elizabeth Dole Home Care Act HR 542/S141**

- The Elizabeth Dole Home Care Act legislation would enhance the VA’s program of long-term services and supports, and increase timely access to both institutional and noninstitutional long-term services to meet increasing demand

- Please contact your Representatives and urge them to co-sponsor and support HR 542, the Elizabeth Dole Home Care Act

### **The PACT ACT Surviving Spouse Information**

- The PACT ACT has added more than 20 presumptive diseases to the initial list
- Surviving spouses may now submit claims for DIC if their spouses had any of the conditions on the expanded list. Go on [www.va.gov](http://www.va.gov) for other presumptive conditions from Agent Orange and other exposures
- More than 20 burn pit and other toxic exposure presumptive conditions were added based on the PACT ACT
- This change expands benefits for Gulf War era and post 9/11 Veterans

### **Information on VA Survivor Benefits – By: Kathy Soliozy Prout in MOAA Surviving Spouses and Friends**

- DIC: Dependency and Indemnity Compensation paid to surviving spouses of veterans who die of service connected or on active duty in the line of duty. DIC is a monthly tax-free payment. In 2023, DIC is \$1,562.47 a month. [www.va.gov](http://www.va.gov) has the requirements and the application form
- If your spouse is 100% disabled and receives Disability Compensation for 8 years or more, the surviving spouse is eligible for DIC, Dependency and Indemnity Compensation regardless of the cause of death
- \*\*\*\*\* if the veteran or military retiree is 100% disabled for less than 10 years, the VA disability illness or condition must be on the death certificate as the cause or that it contributed to the death in order for the surviving spouse to be eligible for DIC
- If your veteran spouse dies of one of the VA presumptive conditions and has never been to the VA, the surviving spouse can still be eligible for DIC
- There are additional “add on” benefits in addition to the base amount of DIC. Read in the comments
- \*\*\*\*\* go to the VFW or DAV in your local area for assistance with filling out the forms. They have VA trained volunteers. TAPS, the Tragedy Assistance Program for Survivors also has people who can help with information

### **TRICARE Pharmacy Cuts – From MOAA Advocacy Center**

- The TRICARE pharmacy network was cut nearly 25% with the elimination of thousands of independent pharmacies. This cost-cutting measure, directed by the Defense Health Agency, creates barriers to accessing prescription medications with a disproportionate impact on rural beneficiaries, the elderly, and those with serious, complex medical conditions
- The pharmacy network reduction is just the latest in a series of cuts that have eroded the TRICARE benefit, including an unprecedented TRICARE Select enrollment fee, a higher catastrophic cap, and copays that have doubled in many instances. At the same time, TRICARE has failed to keep up with evolving technologies, treatment protocols, and commercial benchmarks

- TRICARE beneficiaries are paying more and getting less
- The TRICARE benefit is an obligation our nation has incurred to sustain the All-volunteer force
- Cutting the TRICARE benefit for those who have served for decades not only betrays uniformed services retirees, it also risks reducing their likelihood of recommending service to the next generation
- Please contact your legislative representatives

### **Major Richard Star Act**

- Major Richard Star Act for concurrent receipt of vested longevity pay and VA disability pay. Currently Veterans are subject to an offset. Retirement pay is reduced for every dollar of VA disability pay received
- S 344, the Major Richard Star Act for concurrent relief was reintroduced in the Senate with broad bipartisan support. Currently, there are 62 co-sponsors, including Senator Mark Kelly and Senator Krysten Sinema
- HR 1282 was reintroduced in the House on 1 March and currently has 293 co-sponsors including Arizona Representatives Ruben Gallego (AZ-3), Raul Grijalva (AZ-7), Debbie Lesko (AZ-8), Juan Ciscomani (AZ-6), and Paul Gosar (AZ-9)

### **The Love Lives on Act – By Polly Parks, Surviving Spouse Liaison**

- The Love Lives on Act will be reintroduced by Senators Warnock and Moran and Representatives Dean and Hudson. This bill will allow surviving spouses who remarry to maintain access to VA scholarship programs, retain access to the Commissary and Exchange benefits, retain SBP and DIC at any age, re-access TRICARE if the remarriage ends in death, divorce or annulment, and remove the “Hold Themselves Out to Be Married” clause
- Keep abreast and weigh in on these developments at MOAA’s Legislative Action Center

### **Please contact your legislators to make your voice heard and make a difference.**

- To wish for change will change nothing. To make the decision to take action right now will change everything!

### **General Information**

#### **Gold Star Spouse Day**

- Manchin, Budd, Boozman reintroduce bipartisan resolution to honor gold star spouses
  - Washington, DC – U.S. Senators Joe Manchin (D-WV), Ted Budd (R-NC) and John Boozman (R-AR) reintroduced a bipartisan resolution to designate April 5<sup>th</sup>, 2023 as Gold Star Wives Day. The resolution honors the sacrifices made by the spouses and families of fallen members of the United States Armed Forces.
  - On April 5, 1945, First Lady Eleonore Roosevelt convened the first meeting of the Gold Star Wives of America, a congressionally chartered non-profit to acknowledge

the incredible sacrifices of the families of those who died in service during World War II

### **Veterans Affairs Life Insurance (VALife)**

- Veterans Affairs Life Insurance (VALife) provides low-cost coverage to Veterans with service-connected disabilities
- **Eligibility for VALife – If you're age 80 or younger**
  - You have a VA service-connected disability rating – even if your rating is 0%
  - There's no time limit to apply after getting your disability rating
- **If you're age 81 or older**
  - You may be eligible for VALife if you meet these requirements
  - You applied for VA disability compensation before you turned 81 years old, **and**
  - You got your service-connected disability rating after you turned 81, **and**
  - You apply for VALife within **2 years** of getting notification of your disability rating
  - Call the VA Life Insurance Center at 800-669-8477

### **Property Tax Exemption for Surviving Spouses**

- **Arizona Property Tax Exemptions for Disabled Veterans and Surviving Spouses:** The property of a resident disabled Veteran, or their Surviving Spouse may be exempt from taxation up to \$4,375 of the assessed value
- **Eligibility:** All applicants must be Arizona residents. Veterans must have received an honorable discharge from service in an active or reserve component of the U.S. Armed Forces and received a disability rating from the VA (may be service-connected or non-service-connected)
- \*\*\*\*\* Contact your County Assessor for details
- Applicants must provide the following documentation when they apply
  - **Veterans** – DD214, proof of residency, VA Disability Rating Letter and proof of meeting income limitations
  - **Surviving Spouse** – Death certificate, proof of residency, and proof of meeting income limitations

### **Expansion of Commissary Doorstep Delivery Program Put on Hold**

- Officials are trying to find a way to make the program financially viable while keeping customers' cost as low as possible. This is a valuable program for our elderly and surviving spouses
- The pilot program continues at eight commissaries in the continental U.S., at least through June, but the delivery fee has more than quadrupled
- The commissary website notes that the pricing is determined by the delivery service provider, not by the Defense Commissary Agency
- The commissary cannot markup pricing for groceries to cover or subsidize the cost of delivery. DECA has statutory pricing and savings requirements that commercial grocery outlets do not have

## DFAS Issues

- There have been a number of problems with DFAS including retirement pay, benefits and accounting errors
- I was contacted by three surviving spouses looking for help with DFAS issues they were unable to solve on their own. After doing some research, it appears these are not isolated incidents but part of an ongoing problem
- These issues were brought up at the last S.S. Virtual Meeting. MOAA Director of Government Relations, Mark Belinsky, addressed the concerns. He acknowledged that they did know there had been issues. It now sounds like this is much more widespread. He is requesting anyone having an issue report it to MOAA so they can log and track the complaints to better address a solution

## 988 Suicide & Crisis Lifeline

- National Suicide Prevention Lifeline (now known as the 988 Suicide & Crisis Lifeline) is now active across the United States
- When people call, text, or chat 988, they will be connected to trained counselors that are part of the existing Lifeline network. These trained counselors will listen, understand how their problems are affecting them, provide support, and connect them to resources if necessary
- **The previous Lifeline phone number (1-800-273-8255) will always remain available to people in emotional distress or suicidal crisis**
- **\*\*\*\*\* Please help spread the word, it could save a life**

## Using TRICARE for Urgent Care

- If you are having a health concern and you are unsure of what to do, call the Military Health System Nurse Advice Line at 800-TRICARE (874-2273). Nurses are available 24/7 to assist you in finding the care you need
- Your status and specific TRICARE plan have different rules for getting urgent care. All beneficiaries should use a TRICARE network provider or a TRICARE-authorized (network or non-network) urgent care center to avoid additional expenses which might not count against your catastrophic cap
- Retirees and family members in TRICARE Prime or Select can receive urgent care without a referral. Prime enrollees should notify their primary care managers as soon as possible about the visit

## Travel FYI

- A local Phoenix TV station reported issues with the new AZ Travel Drivers Licenses
- It looked like it should work with the travel star, but at the security check point in Chicago, TSA reported it was not recognized by their system
- In Charlotte, another person was turned away from a car rental agency. The agent said they don't know how to process the AZ license so they are unable to rent

- Complaints have been forwarded to AZDOT from the TV station. It doesn't appear widespread
- If anyone has a problem with their new ID card, they should contact Home | Department of Transportation (azdot.gov).

**THANK YOU for your attention today.**

- If you have any questions or would like a copy of this presentation, please contact me.
- Sharon Douglas, AZCOC Surviving Spouse Liaison
- [Sharon.Douglas.NACMOAA@gmail.com](mailto:Sharon.Douglas.NACMOAA@gmail.com)

**Surviving Spouse – Mrs. Linda Wolverton**

**More than 40 million people served since 1776**

- 22,000,000+/- had spouses (based on 55% today's military census\*)
  - \* Current US census

**Define “Military Spouse”**

- A person who
  - Is duty bound and determined to get the job done
  - Loves without limits
  - Is always cheerful and uplifting when facetimeing our deployed spouse
  - Is a plumber
  - Is a carpenter
  - Is a child psychologist when your child is scared for the deployed parent or, oh no, we are moving again, and can kiss away a child's tears
  - Is patient and adaptable
  - Is never sick, even though they are, because the someone needs dinner
  - Forms lifelong friends who would come at a call for help
  - Stands strong while waiting for the next set of orders
  - We learn how to live life within and outside our spouse's duties
- We are
  - Supportive
  - Loving
  - Loyal
  - Fierce
  - Reliable
- We are strong and focused spouses who do the impossible every single day
- **We are proud to be military spouses!**

**TODAY – May 12, 2023 is**

- **MILITARY SPOUSE APPRECIATION DAY**

- **ARIZONA COUNCIL OF CHAPTERS** SALUTES ALL MILITARY SPOUSES, THOSE OF YESTERDAY, TODAY AND TOMORROW
- **OUR HIDDEN HEROES!**

## **Personal Affairs – Col Tom Owens**

### **Protect & Sustain All-Volunteer Force**

- Ensure safe and affordable housing by restoring the Basic Allowance for Housing to 100%
- Protect the health care benefit by reversing cuts to the TRICARE pharmacy network and resisting calls to shift health care costs to beneficiaries via TRICARE fee increases
- Improve health care for our over-stretched reserve component to support their medical readiness
- Restore childcare availability by doubling family child care providers via provider incentives
- Support spouse employment by passing the Military Spouse Hiring Act (S 596/HR 1277)
- Address out-of-pocket costs for PCS moves with an updated dislocation allowance
- Improve community services, school quality, morale, welfare, and recreation facilities with timely appropriations

### **Major 117<sup>th</sup> Congress (2020-2021) Win: PACT ACT**

- Expands and extends eligibility for VA health care for veterans with toxic exposures and veterans of the Vietnam, Gulf War, and post 9-11 wars and conflicts
- Adds 20+ more presumptive conditions for burn pits, Agent Orange, and other toxic exposures. For Gulf War and post 9/11 conflicts, established initial list of 11 cancers and 12 primarily respiratory-related illnesses
- Adds more presumptive-exposure locations for Agent Orange and radiation
- Requires VA to provide a toxic exposure screening to every veteran enrolled in VA health care
- Requires research, staff education, and treatment related to toxic exposures
- Adds support for caregivers and those able to access survivor benefits will expand
- Lesson learned: Getting ahead of the curve. VA implements baseline toxic exposure screenings for all veterans using VA with 5-year follow-ups

### **118<sup>th</sup> Congress: 2023 – 2024**

- Arlington Cemetery – HR 1413 Expanding America’s National Cemetery Act of 2023 directs the Secretary of Veterans Affairs to expand or otherwise modify an existing national cemetery to ensure that full military honors are provided at such cemetery, to require the Secretary of Defense and the Secretary of Veterans Affairs to jointly submit to Congress a report containing a proposal to increase national cemetery capacity and an assessment of the criteria for interment at Arlington National Cemetery, and for other purposes

- BAH – advocating for 100%
- Other Quality of Life Issues
  - Advancing Toward Impact Aid Full Funding Act ([HR 1591 / S 871](#)). Bipartisan effort to fully fund public schools that teach military-related children. More than 1,100 school districts and over 10 million students are supported by Impact Aid each year, but Congress has not fully funded the program since 1969
  - Bipartisan Senate bill would amend the Fair Credit Reporting Act to expand the definition of those eligible for free credit monitoring to include all in the uniformed services, regardless of duty status, to include members of the National Guard and reserve components. It also would expand the free credit monitoring to their spouses and dependents over 18. House bill is not as expansive
  - HR 1045, The Health Care Fairness for Military Families Act; expand TRICARE coverage for young adults up to 26 to align with commercial plans

### **Retirement Issues**

- Secure Act II changes include
  - Increases the age to start taking required minimum distributions (RMDs) to 73
  - Lowering the penalty for missed RMDs
  - Enhancing the features, benefits, and accessibility of employer plans
  - Increasing catch-up contribution amounts
  - Doing away with RMDs from Roth accounts in employer retirement plans
  - Removed barriers that made annuities an unattractive option as part of a defined contribution plan or IRA
- DFAS
  - Optional Annuity for Dependent Children Elimination/Annuity Reversion to Surviving Spouses
  - Tracking DFAS communication problems

### **MOAA Membership Categories**

- Advantages of upgrading to Prime or Life Membership
  - BASIC Membership: free electronic access to MOAA e-communications about news and support of critical advocacy efforts to protect your military
  - PREMIUM Membership: total access to everything MOAA has to offer, including the full spectrum of career and financial resources, MOAA-exclusive publications, college scholarships for dependents, and countless discounts on products and travel
  - LIFE Membership: all of MOAA's PREMIUM benefits – plus more – for life. Additional benefits include spouse protection and direct access to MOAA staff experts on the dedicated MOAA LIFE Member Hotline

### **Expanded Resources Online**

- MOAA Job Board in partnership with Indeed.com. Includes civilian positions and private sector
- MOAA Webinars/publications



- Virtual Chapters
  - Six currently: the Uniformed Services Nurse Advocates Virtual Chapter, the Surviving Spouse Virtual Chapter, the Public Health Service Virtual Chapter, the Chaplains Virtual Chapter, the Judge Advocate Virtual Chapter, and the Advocacy for Servicewomen and Military Families Virtual Chapter
- Long-Term Care Resources
- Financial Planning Resources

### **Explore All Resources on the MOAA Site Under Member Benefits**

- Finance
- Pay and Benefits
- Health
- Transition and Career
- Education Assistance
- Exclusive Discounts
- Military *Officer Magazine*
- MOAA Newsletters
- MOAA Store

### **President – Lt Col Nicholas Knight**

#### **Presentation Given by Col Pete Kloeber**

#### **AZ Chapters – Membership**

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

#### **Opted-In for Communications**

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

## Chapter Leader Training (Topic: Fundraising) – Col Mike Kramer

### Fundraising for Our Charities

- Luke Chapter MOAA and Luke Chapter Community Fund
- Mission of Community Fund guides fundraising and expenditures
- Historical fundraising sources and expenditures
- Methods of fundraising
- The “Full-Court Press” --- what do we emphasize?
- Technical and tax compliance issues
- Questions and group sharing

### Luke Chapter Organized to Maximize Fundraising Potential

- Luke Chapter MOAA was chartered by MOAA in 1981, and incorporated in Arizona in 1982 as a non-profit corporation
  - Became a tax-exempt IRS 501 (c)(19) ‘veteran’s organization’ in 2009
- Luke Chapter MOAA Community Fund incorporated in 2015 as a non-profit corporation; not chartered by MOAA
  - Tax-exempt and donations deductible as an IRS 501 (c)(3) ‘public charity’
  - Public charity status encourages tax-deductible donations
  - Public charity status confers some assurance of auditable ‘goodness’
- As reorganized in 2020, Luke Chapter is the parent of it’s single-member corporate subsidiary, which is a ‘public charity’
  - They are “related organizations” per IRS; each files Form 990 long-form

### Luke Chapter is Parent

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

### Luke Chapter Organization Facts

- We recruit from West Valley (Surprise south to Goodyear/Buckeye)
- Currently Luke Chapter has 184 Members (once about 350)
  - 147 are “Regular Members” = 81% (must be at least 75%)
  - 33 are “Surviving Spouses Members = 18% (cannot exceed 22.5%)
  - 5 are “Other” Members = 2.5% (cannot exceed 2.5%)
  - 4 are “Honorary” Members (not counted for IRS purposes)
  - We meet IRS criteria for a ‘veteran’s organization’ ... barely
- Community Fund as a public charity is not bound by these percentages
- Separate corporations, bylaws, books of account, boards, etc.
- A majority of CF directors are not directors on the Luke Chapter Board
- Funds in Community Fund are not co-mingled/transferred to Luke Chapter!

## Fundraising Supports the Community Fund Mission Statement in the Bylaws

- “Purposes and objectives of the Corporation shall include but are not limited to the following:
  - To receive, manage, administer and disburse funds to provide scholarship grants to or for the benefit of (i) high-school seniors enrolled in the JROTC program; (ii) the children, grandchildren and siblings of veterans and active duty and reserve service members of all uniformed services and of all ranks; and (iii) continuing college students receiving awards under (i) or (ii)
  - To receive, manage, administer and disburse funds for assistance to United States of America uniformed and military organizations, active duty and reserve military and uniformed service members, and former and retired uniformed and military veterans and their families, who are in financial distress and in need; and
  - To receive, manage, administer and disburse funds for support and assistance to ROTC and JROTC educational programs and students enrolled in those programs”

## Historical Fundraising Success

- Community Fund does not collect dues; only revenue is from fundraising
- Revenue derived from third party grants and donations, member donations, corporate (local business) donations, auction proceeds, monthly raffle income, investment income (minor)
- Historical fundraising revenues
  - FY 2018-19           \$51,242
  - FY 2019-20           \$42,694
  - FY 2020-21           \$56,703
  - FY 2021-22           \$61,789
  - FY 2022-23           \$45,134 (through April 2023)  
                              \$257,572 = \$51,512 annual average
  - CF checking/savings accounts: \$80,250 (through April 2023)

## Breakdown of Donations to Community Fund – FY 2022-2023

• Member donations	\$28,008
• Non-member donations	\$1,025
• Corporate donations	\$9,300
• Memorial & misc.	\$771
• Auction fundraiser	<u>\$6,030</u>
<b>Total</b>	<b>\$45,134</b>

## How Are Charity Funds Disbursed?

- CF Planned Expenditures in FY 2022-23
  - Scholarship grants           \$35,000
  - Veteran hardship grants       \$22,600

○ JROTC support	\$600	
○ Admin/overhead	\$1,676	
		\$59,876
● Luke Chapter grants		
○ Luke Chapter vet grants	\$12,266	
○ Member direct vet gifts	\$1,600	
		\$13,866
<b>Total Charitable Expenditures</b>		<b>\$73,742</b>

### How Were Funds Disbursed – History?

- Over past twenty+ years
  - 253 individual scholarship grants \$364,075
- Over past six years
  - 95 individual veteran grants \$123,700

### Fundraising Messages and Themes

- Get over any reluctance to ask for money!
  - If you believe in the mission, be assertive
- What are the chapter’s core values?
  - Camaraderie yes, but we also serve the military community through charities
- What do all donors expect from us?
  - Gratitude for their generosity
  - A positive impact from their gift, with feedback
  - All donors get a thank-you letter from us with “impact” data
- Studies confirm “... tis better to give than to receive”
  - Dopamine hormone release feels good
  - Enjoy the impact of donations while you are alive!
- Communicate these themes over and over in newsletter articles, emails, blasts, verbally in member meetings
  - Use photos and personal cases to humanize the message
  - Drip Irrigation: Never Stop Selling!
- Establish a Fundraising Committee, headed by the President, with experienced Chapter moms and dads

### Member Donations Are Core

- About two-thirds to three-fourths of charitable revenue comes from individual members
- Respect anonymous donations, but otherwise publish names and dollar amounts
  - Annual fundraising dinner in April --- program brochure lists names and amounts
  - Monthly newsletter (NewsGram) list donations
  - Frequent email ‘blasts’ leading up to fundraising event

- Leaders will lead and members will follow their leaders
  - Generous donations motivate others accordingly

### **Corporate Donations**

- All of your members know somebody in local business
  - Ask the members to identify potential civic-minded firms
  - Find people who will solicit coupons and discount offers
- Cultivate a personal relationship with business leader
  - Write a letter each year with personal names
  - Make reference to their loyalty, generosity, and impact
  - Invite business leader to annual meeting to share the joy, meet with scholarship students, veteran testimonials, etc.
- Keep good records of names, contact info, ‘the key person’ and giving history
- Offer the business the incentives of chapter publicity, pop-up display of logos, monthly newsletter notice, etc.
- Follow-up with emails and photos of impact, etc.
- Once we make the firm’s budget, a good chance of making next year’s budget

### **Electronic Auction**

- For many years, CF held a donation auction in April
  - Effective, but a lot of work in solicitation and staging
- Past three years benefited by a local estate and auction house, with large contact list of E-bidders
  - CF members solicit saleable items, e.g., tchotchkes, art, jewelry, and paintings/wall hangings, with value above \$50
  - As a corporate charity, the auction house photographs donated items, stages items in-house, manages the accounting and fund collection
  - We get 100% of selling price, the buyer pays a license fee

### **Third Party Grants**

- For six years, Luke Chapter blessed with grants from MOAA Community Foundation and AZ DVS
  - Webpages state detailed criteria for award; we focus on housing, utilities, food relief, car repair, etc.
  - MOAA application due end of February 28; award in May
  - AZ application allowed one year after last grant awarded
  - Total awards ranged between \$6.5 – 15K; now \$5K each
- Grant application must answer the questions as asked, with discipline; writing skills essential
  - Photos, personal anecdotes and quotes are key

## Other Issues

- IRS requires a donation acknowledgement for gifts of \$250 and above, and for property donated
  - Specific wording is required; check the IRS regulation
- “Veteran’s Charitable Organizations” which “solicit money or support” must file a registration statement with AZ SOS
- There is no apparent basis to seek listing as an eligible charity for AZ tax return credit
  - Must swear by affidavit that at least 50% of expenditures benefit low-income or disadvantaged populations
- Concern about declining chapter membership

## Fundraising Conclusions

- Develop a few dedicated volunteers to fundraise with verbal and writing ability
  - Develop skills, gain experience and seek continuity
- Read and research the fundraising techniques other charities use
- Cultivate a loyal list of corporate donors
- Use stories, articles, photos and quotes in profusion
- Never Stop Selling the fundraising messages

## Old Business – Col Pete Kloeber

- Action Item 1 – Mrs. Pam Wojtas to email copies of all presentations
  - **Complete** – Emailed prior to distribution of minutes
- Action Item 2 – Col Pete Kloeber to get copies of “Community Salutes” for distribution to chapters
  - **Complete** – Sent to Chapter presidents 26 November 2022
- Action Item 3 – Col Pete Kloeber to get copies of “Last Patrol” for distribution to chapters
  - **Complete** – Sent to Chapter presidents 26 November 2022
- Action Item 4 – Col Pete Kloeber to send Col Mike Kramer’s presentation to Lt Gen Dana Atkins
  - **Complete** – Sent prior to distribution of minutes

## New Business – Lt Col Nicholas Knight

- AZCOC Challenge Coin Order
  - Lt Col Nicholas Knight said the Council will be placing an order for challenge coins and for each chapter to let him know how many they need. He stated that the more we order, the cheaper the cost.
- Annual Budget Addition - \$200 for Web Services
  - Lt Col Nicholas Knight asked for a motion to pay our interface (Jill) \$200 for her help with our website. Motion was made by Col Tom Waddell and seconded by Mrs. Sharon Douglas. Motion passed.

- New Council Webmaster Needed
  - Col Ron Perkins has been the Webmaster for the Council. He is stepping down from that role so a new Webmaster is needed. The Webmaster interfaces with Jill who posts items on the Council website. The Webmaster also has to post information on the Council Facebook account. Let Lt Col Nicholas Knight know if you are interested in becoming the Webmaster.
- MOAA Foundation
  - Col Pete Kloeber made a motion for the Council to donate \$500 to the MOAA Foundation. He stated that several of the Arizona Chapters have benefited by grants and it would be nice to give a donation. The motion was seconded by Col Tom Owens. Motion passed.

### **Items From the Floor**

- Col Tom Sheets stated that September is National Suicide Prevention month. He said that the numbers being used by the VA are for 2019 and 2020. Do not have current numbers. He suggested that Arizona chapters give money to organizations who support Veteran Suicide; his chapter gives to these organizations. Col Sheets stated that the Southwest Veterans Chamber of Commerce has had its second suicide.
- Col Tom Waddell stated that the suicide hotline number is 988. You can call or text that number.
- Col Pete Kloeber stated that he and Major Gene Wikle participated in a symposium through the Be Connected Program. There were 675 attendees.
- Col Mike Kramer stated that two-thirds of Luke Chapter grant requests come from Be Connected.
- Col Pete Kloeber stated that Susan from Be Connected contacted him about a Vet in Quartzsite who was having trouble. There is no chapter in Quartzsite, but Yuma Chapter and Luke Chapter are working together to help this Vet.
- Col Tom Sheets commented on fundraising. He said his Arizona Chapter has put the fun back in fundraising. They have Fantasy Golf, Army/Navy game get togethers, Super Bowl get togethers.
- There was discussion on where to hold the November meeting of the Council. It was decided on The Colonnade if renovations are complete. Mrs. Pam Wojtas will check with management. If renovations will not be completed, she will contact Grandview Terrace to see if the Council can again meet there.

**Action Item #1** – Mrs. Pam Wojtas to email copies of all presentations.

- **Complete** – Emailed prior to distribution of minutes.

**Action Item #2** – Col Tom Waddell to distribute information to Council and Chapter Presidents on how to get to the Arizona Legislators using the [AZLeg.gov](http://AZLeg.gov) website.

**Action Item #3** – Col Pete Kloeber to send names of those not Opted-In for MOAA communications to Chapter Presidents.

**Action Item #4** – Col Tom Sheets to send link for DoJiggy online auction to Council and Chapter Presidents.

**Adjourn (Vote #2)**

- A motion to adjourn was made by Col Rebecca Seeger and seconded by Col Charlie Bitner. Motion passed. Meeting adjourned at 1405.

Respectfully submitted.

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

**NEXT AZCOC Meeting – 3 November 2023 – The Colonnade** (if renovations are complete) – otherwise **Grandview Terrace**