



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

0900 Hours, Friday, 17 November 2023

MEETING HELD AT THE HILTON PHOENIX RESORT AT THE PEAK

IN ATTENDANCE:

Arizona Council of Chapters:

President and Newsletter Editor:

Lt Col Nicholas Knight

Vice President and President Catalina

Mountains Chapter: CAPT Charles Vaughan

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

Chaplain and President Coronado Chapter:

LCDR James Clenney

Past President & Chapter Development:

Col Ron Perkins

Arizona Chapter:

President: Col Tom Sheets

Coronado Chapter:

1st Vice President: LTC Ed Wozniak

Director, Public Relations:

Mrs. Kaylee Nix-Wozniak

Grand Canyon Chapter:

President: Col Rebecca Seeger

Surviving Spouse Liaison: Mrs. Brigitte Bradley

Assistant Membership Chair:

Lt Col Joyce Kloeber

Green Valley Chapter:

Guest: Mrs. Sharise Waddell

President: 1LT Elliot Jones

1st Vice President & Membership Chair:

CW03 Jack Bundy

Luke Chapter:

President: Maj Gene Wikle

Secretary and Compliance: Col Mike Kramer

Surviving Spouse Liaison: Mrs. Susan Bergstrom

Director At Large: COL Jerry Wojtas

Tucson Chapter:

President: Col Tom Owens

Yuma Chapter:

President: Mrs. Linda Matthias

Treasurer: COL Robert Filbey

Administration

Call to Order: Lt Col Nicholas Knight called the meeting to order at 0910.

Invocation: The invocation was given by LCDR Jim Clenney, AZCOC Chaplain and 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 Spring 2023 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 Col Tom Waddell and seconded by 1LT Elliott Jones. Motion passed. **(Vote #1)**

Opening Comments/Introduction of Guests – Lt Col Nicholas Knight

- Lt Col Knight welcomed everyone to our Fall Meeting. He stated that the Fall meeting is our meeting for the chapters to update everyone on their chapters. He also stated that in the interest of time, we would not go around the table and introduce ourselves.
- 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

Treasurer – Col Charlie Bitner

Col Bitner presented several documents – Budget Recap, Banking Summary 1/1/23 – 8/11/23, Register Report 10/10/2023 – 11/16/2023 and Chase Statement. All documents are included with minutes and included with presentations emailed to council officers and staff, chapter presidents and past council presidents.

Col Bitner stated that the Council didn't spend as much as had been anticipated and that the amounts received from National MOAA and dues were more than anticipated. Overall, the Council is in good shape.

Col Bitner commented that there has not been a financial review for several years and stated that Col Rebecca Seeger had stated that she would participate in the review. Col Bitner is going to be in touch with Col Seeger to arrange for the financial review.

2024 Budget (Vote #2)

Col Bitner presented the budget for 2024. He stated that the income is almost always the same as the expenses even though the budget presented shows more for expenses than for income. He also stated that the amounts for the meeting venues and travel could change depending upon the location of the council meetings and the amount of travel done by Council Officers to visit Chapters. Budget document is included with minutes and included with presentations emailed to council officers and staff, chapter presidents and past council presidents.

Motion was made by Col Tom Waddell to approve the budget and seconded by Col Tom Owens. Motion passed.

Presentations

Arizona Chapter (AZ01)

Leadership Succession

- President – Tom Sheets
 - Completing second year in December 2023
 - Will begin 6th year on the BOD as Immediate Past President January 1, 2024
- First Vice President – Bob Fiegl
 - Completing second year in December 2023
 - Will remain for a third year beginning January 1, 2024
- Second Vice President – Bruce Kosaveach
 - Completing first year December 2023
 - Will begin first year as President January 1, 2024
 - Has been on BOD for 7+ years and served as Programs Director

Membership

- 2022 vs 2023
- Numbers – Total 170/170
 - Regular – 142/145
 - Surviving Spouse – 24/23
 - Other – 2/2
 - Honorary 1/1 (does not count in total numbers)
- Year over year analysis
 - Replaced our losses
 - Would like to grow, but given our member demographics and actuarial tables not shrinking is good
- Number of delinquent members significantly higher this year

CM Knowledge/Use

- Bob Fiegl – First VP and Membership Chair
 - Very strong in knowledge and use
- Tom Sheets – President
 - Less use but very knowledgeable
 - New President in January will begin access and use

Successes

- Leadership Recruiting & Succession
 - Pete Berger will complete seven years on the BOD
 - Cycled through succession of 2nd VP, 1st VP, President
 - Completing additional two years as Immediate Past President in December
 - Tom Sheets
 - Cycled through succession of 2nd VP, 1st VP, President (6 years)
 - Will begin BOD duties as Immediate Past President in January
 - Bob Fiegl
 - Will begin third year as 1st VP
 - Will begin fourth year as Membership Chair in January
- Will expand Board of Directors from 9 to 11 in January
 - Will add four new directors this year including two recently retired Women Officers; one Army, the other Air Force
 - Expands the “bench” for future leadership positions

Challenges

- Only about 25% of our members regularly participate in our monthly meeting/luncheon and other events.
- Increasing our engagement was the one goal I briefed last year. We did not achieve our goal of increasing engagement by 20%.
- Increasing engagement will remain a priority goal in 2024.

Programs/Activities

- Annual Army-Navy Game
 - Second Saturday every December; Partner with SWVCC
 - Held at Famous 48 Grill in Scottsdale
 - Sold “Four Boards” of 100 squares each last year; \$5 a square
 - \$2,000 income; shared profit 50/50 with SWVCC
 - Give away one \$50 winner per board at end of each quarter (\$800)
 - Beyond \$, great energy, enthusiasm, and interservice rivalry; we manage to recruit one or two new members every year
 - *You are all invited to join us – in person or by buying “squares”*

Legislative Activities

- Aggressively encouraged registration Legislative Action Center
 - Demonstrated online registration & login at Monthly luncheon
 - Created & distributed instructions in person and in newsletter (shared with CoC)
 - 84 members registered (49% – 288% MOAA Average)
- Supported 2023 Advocacy in Action March – May 2023 by urging Members to contact legislators on the two campaign issues
 - Full housing allowance for servicemembers
 - TRICARE pharmacy network
- Lee Lange kept members informed of Federal and State issues in monthly newsletter and urged them to support MOAA calls for action and designated issues

Goals

- One 2023 Goal: Increase Member Engagement by 20%
 - 6% increase in members at events
 - Would raise average number from 53 to 63
 - Have not made any significant improvement
- One 2024 Goal: Will encourage 2024 BOD to retain this as our priority #1 goal

Other

- Fundraising – Putting the “Fun” in Fundraising
 - Online auctions with Southwest Veterans Foundation (\$2,333)
 - Silent auctions at Member meetings and events
 - Annual Service Academy Football Games
 - 2022 Army-Navy Game Party - \$718
 - 2023 Air Force-Navy Pool (no physical event) - \$40
 - Fantasy Golf
 - Matching Fund Campaigns for our Scholarship Fund
 - \$2,975 plus
 - 3rd party Match up to \$2,500

Catalina Mountains Chapter (AZ12)

Leadership Succession

- Election of chapter officers currently in progress
- 2024-2025 officers
 - President – Charles Vaughan
 - 1st VP – Kurt McMillen
 - 2nd VP – Bruce Huffman
- All chapter officer positions will be filled

Membership

- Numbers
 - Members – 67
 - Surviving Spouses – 5
 - Non-MOAA – 0
 - Total – 72
- Recruitment
 - 10 new members added this year
- Retention
 - 97% retention from 2022 – 2023

CM Knowledge/Use

- Knowledge – strong
- Position/Person responsible for CM use: Membership Chair (President also routinely uses CM)

Successes

- Obtained a \$2,500 grant from the MOAA Foundation to purchase four laptops to present to low-income veterans.
- Grant helped two of the four veterans move out of low-income housing and one veteran get a job.

Challenges

- Finding a newsletter editor so we can begin publishing our own chapter newsletter (currently publishing a joint newsletter with the Tucson Chapter).

Programs/Activities

- Raised \$2,050 to support a summer camp for children of Esperanza En Escalante residents, a local non-profit that provides housing and social services for low-income veterans
- 22 children and 3 adults participated in a 5 day fall camp
 - Visited two museums and Flandrau Science & Space Planetarium
 - Provided lunch and breakfast for children
 - Provided water bottles for children
 - Children enjoyed crafts, camp songs, water balloons and sidewalk chalk art

Legislative Activities

- Provided explicit instructions to members on how to access MOAA's Advocacy page online in order to send letters to U.S. Senators and Representatives on MOAA-backed initiatives.
- Added Catalina Mountains Chapter to Advocacy page.

Goals

- November 2022 goal: Conduct at least one Microsoft Windows class and one Improving Your Financial Literacy class at Esperanza En Escalante before 1 January 2023
- Progress: Conducted a Your Financial Literacy class at Esperanza En Escalante in late November 2022
- No request from Esperanza En Escalante for a Microsoft Windows class
- New goal: Complete two work projects at Esperanza En Escalante by the end of 2024

Other

- Chapter luncheons, held October through April, are well attended by 35-40 members and spouses. Programs Chair does a great job lining up speakers for our luncheons.

Coronado Chapter (AZ02)

Leadership Succession

- The Leadership Succession is ongoing, up-to-date, and effective
 - President, 1st Vice President and Officer positions are filled
 - President's position is planned to be refilled after December 2023
 - 1st Vice President (per tradition) is encouraged, and is prepared, to stand the position of President at the end of the current President's term
 - This may leave 1st VP open. The chapter will identify a good candidate soon

- The Immediate Past President's role is critical in leading the Nominating Committee as they identify interested members
- All LOE positions are currently filled

Membership

- Numbers = 202
 - 167 Regular Members (81 Life/86 Regular)
 - 31 Surviving Spouses Members
 - 4 Honorary Members serving as Board Directors
- Recruitment
 - Membership Director revived, expanded, and focused activities including; acquiring (at last count) 11 new members through chapter presence at the Farmer's Market in the last 3 months. He has made himself available at many appropriate community activities.
 - Thus far this year, we gained 21 Premium Members with the support of MOAA's Distinguished Honor Graduate program.
- Retention
 - Our decision to offer Life Membership has had a significant impact on our retention numbers. These members are regularly involved with activities and are our core leaders.
 - Our recently identified Public Relations Director has leapt into action to advise the chapter in social media, web presence, and through organized campaigns to increase retention and boost recruitment.
 - Each Heliogram newsletter has a membership renewal form to make renewing easier. We have joined the online dues paying program on moaa.org. We will get better at getting the "how-to" word out.

CM Knowledge/Use

- Our Membership Chair has learned CM administration well. He is now well experienced and accesses it often.

Successes

- The Military Intelligence Officer DHG Recognition Program continues to serve as our number one opportunity to reach active officers.
- Over 500 young officers are addressed by a senior member of the chapter every year. That audience number does not include the guests and officials attending the ceremony.
- Annually producing ½ of all graduate program gains for National MOAA.

Challenges

- Costs
 - The costs of doing our mission's business are rising

- Dinner costs, insurance costs, chapter administrative costs, and community affiliation costs are a few of the issues we have faced this year
- The complexities of doing our mission's business are rising
 - We increased our outreach expenditures by approving a grant to help the Cochise Serving Veterans organization support their clientele
 - We increased our chapter's budgeted fund by an additional \$2,000 for the Scholarship Program
 - Newly acquired Costs of PR supported outreach activities from our various Program Directors
 - Newly identified avenues of communication with our members and the world come at a cost

Programs/Activities

- Our Student Support Programs are our flagship programs
 - Our Scholarship Program
 - Board approved another boost in our scholarship funds to \$12K
 - Kathy Youngblood, Scholarship Director, is pressing hard for additional sources of donations
 - Our First Annual Navy – Army game is on 9 December at a local watering hole. Stepping into new territory
- Members have stepped up to the plate to provide targeted scholarships
 - 2024 will see a significant grant for a local nursing student
 - The member has asked the chapter to administer this award

Legislative Activities

- Our Legislative Affairs Director, CDR Merle Kilpatrick, USN (Ret), sends “action” email blasts every week that contain legislative alert information and requests for members to send MOAA-suggested messages to their Legislators.
- His list of over 650 valid recipients of his weekly update includes Active Chapter members, potential Chapter members, retirees, and other veterans' organizations.
- Many recipients inform us that they forward the information on to their friends and colleagues for action. Thus increasing our audience for this information.

Goals

- **Progress of Measurable goal from last meeting = Give added support to local Veteran's groups and projects by coordinating MOAA Foundation grants and other Chapter assistance**
 - The chapter provided a grant to a very active Cochise County veteran support organization
 - Chapter leadership continues to serve as the chapter representative at United Veterans Council, Cochise Serving Veterans, and many other community VSOs
- **Planned Measurable goal for the next 6-12 months = Fully develop member's access to online communication and service**

- Chapter is completing a thorough evaluation of resources that are available to further the goal
- Focused educational efforts will be developed to increase Director abilities to use new systems
- Focused educational and informational campaigns will be developed to spread the word

Other

- Input from Directors: What did the chapter/you do that should be mentioned?
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Grand Canyon Chapter (AZ11)

Leadership Succession

- President – term expires January 2025
- No elected 1st VP – have acting volunteer
- 2nd VP filled
- Working the membership to identify someone to fill the 1st VP slot
- Working the membership to identify potential candidates for President

Membership

- Numbers
 - Regular – 111
 - Surviving Spouse – 15
 - Honorary – 1
- Recruitment
 - Recruited 5 new members as of 1 November 2023
 - Anticipate at least one more in November
- Retention
 - Retained
 - 98.4% for 2023
 - 88% since chartered
 - Quit
 - 2 for 2023
 - 27 since chartered
 - Moved out of area
 - 52 since chartered
 - Passed Away
 - 18 since chartered

CM Knowledge/Use

- President knowledge – OK
- Responsible Person: Pete Kloeber/Membership Chair

Successes

- Meeting attendance has almost returned to pre-pandemic levels
 - Pre-pandemic average – 39
 - August – 35
 - September – 32
 - October 38

Challenges

- Succession
 - Large catchment area so many members not in vicinity of Flagstaff where meetings are held
 - Several members part-time Flagstaff residents
 - Aging population – but working on the younger set
 - Some apathy

Programs/Activities

- The Grand Canyon Chapter supported three Stand Downs in Northern Arizona
 - Lance Davison Memorial High Country Stand Down – Flagstaff
 - George Willie Sr Stand Down – Navajo Nation
 - Matthew J. Broehm Memoria Williams Stand Down
- Purchased, assembled, and distributed over 50 food bags to homeless/at risk veterans

Legislative Activities

- Tom Waddell, AZCOC & GCC LL
- Engaged in year-long educational campaign to advocate for MOAA's legislative quorum
 - Addresses during meetings
 - Sends out targeted emails
 - Includes links and instructions in the Canyon Echo

Goals

- Grand Canyon Chapter 2023 Goals
 - Fill all board positions
 - Increase membership by 3%
 - Retain 98% of current membership
 - Return meeting attendance to pre-pandemic levels
 - Capture what members doing in the community

- Publicize MOAA in community
- Progress – increase membership by 3%/Retain 98% of membership
 - Increased by over 3%
 - Retained 98%
- Infuse Officer/Committee Chairs with new blood!

Other

- Debuted at the Williams Stand Down (trifold board displayed on slide)
- Provides visual to tell the MOAA story
 - Who we are
 - What we do
 - Why we do it
 - Features community actions
 - Highlights members

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 continue 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 have added to the back of our application a questionnaire where new members can indicate their interest in volunteering.

Membership

● Numbers	<u>As of Sep. 1, 2023</u>
○ National Members (former & retired)	75
○ Surviving Spouses	8
○ TOTAL MEMBERS	83
○ Aux Spouses	30
● Recruitment	
○ New Members in last year	12
● Retention	
○ Losses in this past year	
▪ Moves	
▪ Drops for those no longer interested	

- Health problems, nursing home, inability to attend
 - Deaths

4

NOTES

- Viable, but declining/aging population in retirement community
- Very few young, eligible candidates
- 10-15 very active, dependable members
- **Upcoming Mix & Mingle will produce 5 or more new members in November 4, 2023**

CM Knowledge/Use

- OK

Successes

- We've had a good year for recruitment, 5 new members over last six months. The NRT has been very useful

Challenges

- Gaining more members to participate on the board

Programs/Activities

- Our most significant program is the support we give the JROTC Units at local High Schools with our scholarship program, with \$7,500 given this spring. We continue a major effort to attract corporate sponsors to support our scholarship efforts and support of the military community.

Legislative Activities

- Green Valley Chapter member Lt Col Darren Venters continues to work with state legislators. Additionally, we have become more active in contacting our State and National Congress members via emails. Also, Nora Durham, our Surviving Spouse Rep, participated in Advocacy in Action this year.

Goals

- Membership Retention
 - Getting younger members involved
- Maintaining adequate funding/donor base
- Add at least 5 new members in the next six months

Other – One Last Thing

Community Partner Definition

- A Community Partner (CP) is an individual or business that commits to financially support the MOAA Green Valley Chapter by donating a sum of money to the Chapter's Scholarship/Military Assistance Fund. The annual minimum determined by the Chapter Board is \$2,500. This donation can be split between two individuals or businesses. Because we are a 501 (c) 3 organization, this donation is tax deductible.
 - In return, the CP will receive a plaque, a business ad in the Chapter Newsletter, which is published a minimum of six times a year, company logo or individual picture on Community Partner Story Board, complimentary tickets to Chapter special functions. A Story Board will be displayed at all Chapter events.
 - Currently, we have two Corporate Sponsors each donating \$2,500 each, **Guaranteed Rate and Re Max Select**
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Luke Chapter (AZ06)

Major Gene Wikle had a few comments before his slide presentation (see slide presentation below comments).

He said this information was not on his slides, but Luke Chapter awarded 24 scholarships to high school seniors and continuing college students totaling \$35,000. He also stated that Luke Chapter provided \$36,000 helping 18 veterans. Also Luke Chapter again participated in "Turkeys for Troops" at Luke AFB donating 64 - \$25 commissary cards and 750 canned good items donated by Luke Chapter members.

Leadership Succession

- Gene Wikle, Chapter President, July 2022 – June 2024
 - Have announced that I will not seek another term. Have begun search for a new president.

Membership

- Numbers – 188 total
 - Regular – 148
 - Surviving Spouse – 34
 - Non-MOAA – 4
- Recruitment
 - Ongoing through the newsletter, local radio announcements, Luke AFB Retiree Affairs Office, letter of invitation to join the chapter and personal contact

- Retention
 - Contact any member who does not renew membership

CM Knowledge/Use

- Membership Chairman – uses CM on a monthly basis

Successes

- Chapter Surviving Spouse Program – a strong, vibrant program with 34 members. Surviving Spouse assistance is provided to a surviving spouse when needed. Quarterly luncheons with a guest speaker and other special activities.

Challenges

- Recruiting members to serve as chapter officers and committee chairs
- Ongoing recruiting effort

Programs/Activities

- Surviving Spouse Committee actively promoting the veterans' oral history program in cooperation with the Arizona Veterans History Project
- Surviving Spouse Committee and the JROTC Committee are working with local high school JROTC students to assist with conducting oral history interviews of chapter members
- Their stories will be recorded and shared with the Library of Congress

Legislative Activities

- None to report. Do not have a Legislative Liaison
- Chapter President is the interim liaison
- Relying on AZCOC Legislative Liaison for any updates to share with the members through the chapter newsletter

Goals

- Successfully implemented a new chapter program activity – Veterans Oral History Project
- Recruit and train in the next six months new chapter officers (President, Legislative Liaison, Personal Affairs) and a Secretary for the Chapter Community Fund Board

Northern Arizona Chapter (AZ04)

Leadership Succession

- Two-year succession cycle. May serve two terms. Nominating Committee identifies candidates, membership input is encouraged. Election and installation of new officers is held in December
 - President – Mrs. Sharon Douglas, Surviving Spouse
 - Vice President – Lt Col Alex Torrance, USMC
 - Secretary – Mrs. Roberta Rice, Spouse
 - Treasurer – Lt Col Dick Jonas, USAF
 - Legislative Affairs – COL Steve Woods, USA
 - Personal Affairs – Lt Col Bob Wallace, USMC
 - Membership Chair – LCDR Spencer O’Neal, USN

Membership

- Numbers
 - 44 – Regular Members
 - 09 – Surviving Spouses
 - 53 – Total Members
 - 0 – Non MOAA
- Recruitment
 - Chapter members are encouraged to be on the lookout for potential members from among friends, acquaintances, and while interacting in the community
 - NRT List is used for contacting potential members. An information letter is followed up by a personal phone call. A copy of our latest newsletter is sent to interested parties, and they are invited to join us for a complimentary luncheon meeting.
 - NAC has a meeting notice published in the local newspaper and three smaller area publications.
 - We participate in local community events to get the MOAA & NAC brand in public view. Distribute MOAA Military Officer magazines.
 - Increased our social media presence with an upgraded website: nacmoaa.org and Facebook page at NACMOSS.
- Retention
 - We try to offer a variety of projects and community involvement opportunities to keep our members involved in the chapter.
 - The NAC Ladies Luncheon is bi-monthly. A chance for small group conversation and projects like the annual Holiday Card Campaign.
 - Keep the dues and luncheon prices reasonable.
 - Offer a Welcome Get Together prior to the luncheons where members can mingle and chat while enjoying appetizers and beverages.
 - Reach out to members who are ill or alone via call or greeting cards.
 - Recognize members’ achievements including awards, community service and milestone birthdays.

CM Knowledge/Use

- Membership Chair is relatively new to the position and has adequate knowledge of the Committee Module and accesses it several times a month
- President is familiar with 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

- Honor Flight
- NAC was able to send one of our members, Major Wade Rutt and his escort, Col John Berry on this once in a lifetime trip in April of 2023

Challenges

- Retention and Recruitment
- Volunteerism
 - Limited to a very small group
 - Participation in upcoming activities remains low

Programs/Activities

- NACMOAA MEMBERS GIVING BACK TO OUR COMMUNITY
 - Members Clyde and Deborah Meade share their beloved Golden Retriever, Bos'n, with residents of Granite Gate. Clyde provided the background information on Golden Retrievers as therapy dogs. (Faces are not shown for privacy reasons in the presentation slide.)
 - Golden Retrievers are often used as therapy dogs due to their calm demeanor, gentle disposition and friendliness to strangers.

Legislative Activities

- Our Legislative Affairs Liaison, Steve Woods, was appointed to our local Mayor Phil Goode's Veterans Commission
- This appointment gives our chapter insight to local veteran projects and proposed legislation of interest to state and local veteran issues
- Steve keeps the chapter informed via newsletter, emails, and speaks at our BOD meetings

Goals

- Progress on goal since last COC meeting
 - Sent member on Honor Flight April 2023
- Goals for 2024

- Increase advertising in our newsletter
- Apply for Community Grants

Other

- NAC was in charge of the registration table at the Prescott Stand Down for the fifth year in a row. We had a very successful year helping nearly 200 local veterans. Thank you to the NAC members who participated.
-

Superstition Mountain Chapter (AZ07)

Leadership Succession

- Robert Grierson is completing his first year as President and has indicated he will not continue
- We are searching for his successor

Membership

- Numbers
 - Regular – 94
 - Surviving Spouses – 17
- Recruitment
 - Using the near-real-time list from National and personal contact to find new members
- Retention
 - Email reminder to all members in Oct/Nov, newsletter articles by 2nd Vice, and follow-up letter in March to those who have still not renewed
 - Waived dues for any member over the age of 90

CM Knowledge/Use

- Additional CM Training Needed
- Norm Poole – 2nd VP/Membership

Successes

- Toys-for-Tots Drive – members donated \$750 for the drive

Challenges

- Recruiting new members and chapter leaders

Programs/Activities

- Our Auxiliary/SS group continues to build hygiene kits for the VA Service Center to distribute to needy vets. Additionally, they made more heart pillows and donated them to Hospice of the Valley to use in their children's grief groups

Legislative Activities

- Our Legislative Chair continues to update the chapter on all state and national issues

Goals

- Membership retention of 95% or more

Other

- We continue to use Free Conference Call for Board of Director meetings
-

Tucson Chapter (AZ08)

Membership

- Numbers
 - 27 – Regular Members
 - 14 – Surviving Spouses
 - 01 – Non-MOAA Member
 - 42 – Total
- Recruitment
 - Need to fill key leadership positions
 - Treasurer
 - Membership

CM Knowledge/Use

- Weak

Successes

- Held May meeting at PIMA Air and Space Museum with 3 chapters participating
 - Tucson
 - Green Valley
 - Catalina Mountains

- Participated in two veterans' parades
 - Tucson Estates – Memorial Day Parade
 - City of Tucson – Veterans Day Parade

Challenges

- Need to fill leadership positions
 - Treasurer
 - Membership
- Recruitment
 - Vail area (southeast of Tucson) has over 100 MOAA members
 - Target January for recruiting meeting
 - Send MOAA notice ahead

Other

Noteworthy Program

- Esperanza En Escalante – veterans' home
 - Tucson has a seat on the Board since 2019
 - MOAA Grant for 4 laptop computers to selected individuals
 - Periodic donations by members (e.g.; clothing, books, etc.)
- MOAA Magazine Article (July 2023)
 - Teacher Connect Program
 - MOAA Grant
 - Hire tutors

Yuma Chapter (AZ10)

Leadership Succession

- We are in our off-year for elections and are nearing the midterm of Linda Matthias serving as President and Jim Adler as Vice President. Our long-range forecast for the 2025-26 term has Jim Adler serving as President and either Nicolas Knight or our newest member, Mike Hernandez, as Vice President.

Membership

- Numbers
 - We currently have 18 Regular and 4 Surviving Spouse members
- Recruitment
 - Facebook continues to be our best tool for recruiting. We will be sending out a mass email for December Holiday Dinner Meeting

- Retention
 - Our losses over the last two years are primarily attributed to death or health issues and we haven't had a member simply quit in over three years

CM Knowledge/Use

- CM knowledge is strong as is CM use. The Membership Chair is accustomed to working with CM, downloading monthly reports, and updating changes to membership and leadership.

Successes

- In May we presented our 2023 Graduating Senior Scholarship to a very bright and confident senior who is now attending Point Loma Nazarene University, in San Diego, CA
- Yuma Chapter is now incorporated and submitting for 501 (c) 19 status

Challenges

- Recruitment and aging membership are still our biggest concerns

Programs/Activities

- We completed our annual Young American Awards and Graduating Senior Scholarship programs for the 2022-23 school year
- Earlier this week, we conducted our annual veteran visits at local rehab centers and nursing homes

Legislative Activities

- Based on anecdotal evidence, our Legislative Action Center enrollment increased after sign-up instructions were provided, but we have no tools to measure actual enrollment or their use of it

Goals

- Progress on Previous Goal – Make our meeting programs/speakers more attractive to current and prospective members: Little progress, despite having arguably the best lineup of speakers we have ever had in a single year
- New Measurable Goal – Find external funding sources for both our veteran assistance and scholarship programs

Reports

Legislative Affairs – Col Tom Waddell

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

The assessed value will be \$230,000 when the Vets Property Tax becomes effective. He also stated that you have to apply for the assessment annually.

SB1375 stalled in the house. He stated that if we get two bills a year passed, we're doing good. Col Waddell also stated that advocacy really works.

When you send the MOAA suggested letters, personalize them instead of just sending.

Arizona Legislative Actions 2023

- Success
 - HB2670: Burial Rights for Guard and Reserve
 - SB1230 and HB2064: Property Tax Exemptions for Vets
- Near Miss
 - SB1375: Income Tax Parity for USPHS and NOAA
- Future Plans
 - Revisit SB1375
 - Coordinate actions with ADVS
 - Continue National and State Grassroots Advocacy

National MOAA Board Update – Col Pete Kloeber

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

He reviewed all council and a few chapter submissions for the Levels of Excellence Awards. He said that Council Presidents were asked to add some comments to the chapter's submissions, but very few Council Presidents did so. He said National is doing away with the Council President endorsements.

No other states have the kind of record that Arizona has with the awarding of 5-Star Levels of Excellence Awards; 12th year for Arizona. Col Kloeber stated he is very proud of Arizona. He also said he is very proud of the community work being done by the chapters and it's not true of all chapters.

Chapter Membership numbers have gone up from a total of 1,015 in November 2022 to 1,041 in November 2023.

MOAA AWARDS for 2022 – *Arizona Shines Bright* “AGAIN”

MOAA Levels of Excellence Awards

MOAA – Wide

- 5-Star
 - Councils = 17 (50%) -1 AZ
 - Chapters = 121 (37%) -11 AZ = 10 (100%)
- 4-Star
 - Councils = 1 (3%) +1
 - Chapters = 28 (3%) +17 (1VC)
- 3-Star
 - Councils = 0
 - Chapters = 4 (3%) +4 (New)
- Total 171 (41%) -1
(172 submissions = +11 from previous year)

Total affiliates: 34 Councils and 353 Chapters

Arizona

- 11 Affiliates = 11 each 5-Star LOE Awards
- 5-Star Clean Sweep = 12th Consecutive Year
- Many of our chapters have earned a 5-Star for even more years
 - 17 = Luke
 - 14 = Arizona, Coronado, Green Valley, Tucson
 - 13 = Superstition Mountain, Yuma
- Arizona represents of 2.8% of all affiliates and 8% of 5-Stars
- Council of Chapters 5-Star
- Arizona Chapter 5-Star
- Catalina Mountains Chapter 5-Star
- Coronado Chapter 5-Star
- Grand Canyon Chapter 5-Star
- Green Valley Chapter 5-Star
- Luke Chapter 5-Star
- Northern Arizona Chapter 5-Star
- Superstition Mountain Chapter 5-Star
- Tucson Chapter 5-Star
- Yuma Chapter 5-Star

AZ Chapters – Membership

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

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)
- Opt-in TMN – just enter email
 - 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 1st 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 January – 31 May
 - Contact: michele.armesto@AMBA.com (1-202-251-9488)
- Liability Insurance
 - Arizona: 7 of 10 chapters
 - Contact: michele.armesto@AMBA.com (1-202-251-9488)

Committee Module Reminders

- ALL “MOAA Eligible” members MUST be shown as a “Member” (ONLY once)
- DO NOT show “Ineligible” members as a “Member”
 - Only show for leader position
 - Contact MOAA to ensure in database
- 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
- **Notify MSC of deceased members, moves, contact info changes**
- **Update CM for changes in leader positions**
- Transition to new Membership Database (AMS) – **Launch 31 March 2024**

MOAA Councils

- **Lead and coordinate efforts in state legislative advocacy**
- Support National MOAA legislative objectives
- Identify/negotiate chapter geographical boundaries
- Help form new chapters or satellites
- **Help established chapters become stronger/more effective**
- Help revitalize ailing chapters
- **Disseminate items of interest/importance to member chapters**
- **Provide forum for exchange of ideas among member chapters**
- Conduct/sponsor state conventions
- **Consolidated communication link with National MOAA**
- Represent a consensus of member chapters
- Lead...but **not direct member chapters**

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 – 1st Fridays @ 1000 hours
- Chapter Newsletters – sharing

MOAA/Board Perspective

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)
 - 363,146 (highest since 2015)
 - Paid membership continues to decline
- Chapter System Viability
 - Chapter members are our most involved advocates
 - 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
- Retain Skilled Veterans Act
- Military Spouse Hiring Act
- Respect for Grieving Military Families Act
- Caring for Survivors Act (DIC)
- Basic Needs Allowance Improvements

MOAA Legislative Action Center

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

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 Program

- 2022
 - Awarded \$65K+ in three months to 105 awardees
 - 89% approval rate
 - 85% enlisted/48% junior enlisted
 - 97% FEMA-declared disasters
 - Average household income <\$50K
- 2023
 - 221 applications approved, \$121K awarded
 - 21 upgraded due to extreme circumstances
 - 12 states – 80% enlisted
 - Average household income <\$40K

MOAA Moonshot

- Military Community “People” Conference – Fall of 2025
 - Focus on People vice Equipment
 - Preserving the “All-Volunteer Force”

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 Affiliate Awards

- Consolidate Awards to Single Submission Deadline
 - Levels of Excellence
 - Communications Awards

- Strobridge Legislative Advocacy
- Surviving Spouse Liaison Excellence
- Align Dates for Earlier Processing
 - December/January Nomination Windows Open
 - February/March Judging Windows
 - April Announcement and Beginning of Presentation Period

Awards Process Timeline

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

Key Dates – 2024

- February 15 – Award Nominations Due
 - Levels of Excellence Award
 - Strobridge Legislative Advocacy Award
 - Surviving Spouse Liaison Award
 - Communications Award
- Input due for October Military Officer Magazine
- November 15-16 **West Regional Leader Training Workshop – 11 States**
 - (Location TBD)
- Monthly: MOAA Roundtables – Last Thursday, 7 pm (Eastern)

Old Business

- Due to time constraints the Action Items were not covered in the meeting, but will be discussed at the December 1, 2023 Round Table.
- **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](https://www.azleg.gov) website.
 - **Complete**
- **Action Item #3** – Col Pete Kloeber to send names of those not Opted-In for MOAA communications to Chapter Presidents.
 - **Complete**
- **Action Item #4** – Col Tom Sheets to send link for DoJiggy online auction to Council and Chapter Presidents.
 - **Complete**

Action Item From 17 November 2023 Meeting

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

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

Adjourn (Vote #3)

- A motion to adjourn was made by COL Robert Filbey and seconded by Col Tom Waddell. Motion passed. Meeting adjourned at 1145.

Respectfully submitted.

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

NEXT AZCOC Meeting – 3 May 2024 (Location TBD)