



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

0800 Hours, Friday, 3 May 2024

**IN-PERSON MEETING HELD AT THE COLONNADE
LOCATED IN SURPRISE, ARIZONA**

IN ATTENDANCE:

Arizona Council of Chapters:

**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
Personal Affairs: Mrs. Polly Parks
Chaplain: LCDR Jim Clenney
Past President & Chapter Development:
Col Ron Perkins

**Arizona Chapter:
Coronado Chapter:**

Guest: Ms. Jan Christian
President: CAPT Bruce Kosaveach
President: LTC Ed Wozniak
Director, Public Relations:
Mrs. Kaylee Nix
Director, Membership: CW2 Allen Goodman
Director – Scholarships: Mrs. Kathy Youngblood
Director – Surviving Spouses: Mrs. Jane Strain
Guest: Mrs. Donna Goodman

Grand Canyon Chapter:

President: Col Rebecca Seeger
**Assistant Membership Chair and Surviving
Spouse Liaison:** Lt Col Joyce Kloeber

Green Valley Chapter:

President: CW3 Jack Bundy
**Immediate Past President and Membership
Chair:** 1LT Elliott Jones

Luke Chapter:

President: Major Gene Wikle
Surviving Spouse Liaison: Mrs. Linda Wolverton
Director At Large: COL Jerry Wojtas

Northern Arizona Chapter

President: LCDR Clyde Meade

Superstition Mountain Chapter:
Tucson Chapter:

President: 1LT Greg Moore
President: Col Tom Owens

Guest Speaker:

Senior Director, Council & Chapter Affairs,
MOAA: CAPT Frank Michael

Administration

Call to Order: CAPT Charles Vaughan called the meeting to order at 0802.

Invocation: The invocation was given by Chaplain LCDR Jim Clenney.

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 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 Pete Kloeber and seconded by Col Tom Waddell. Motion passed. **(Vote #1)**

Opening Comments/Introduction of Guests – CAPT Vaughan

- Housekeeping
 - CAPT Vaughan 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
 - Ms. Jan Christian

- CAPT Vaughan welcomed Lt Gen John Regni, past MOAA Board member and acknowledged Col Pete Kloeber, current MOAA Board member. He also thanked CAPT Frank Michael for accepting our invitation to be our guest speaker.

Presentations

Guest Speaker – CAPT Frank Michael, USN, Retired, Senior Director, Council & Chapter Affairs

CAPT Michael had a few comments before his slide presentation (see slide presentation below comments).

- His presentation would touch on several items; program updates, training schedule, annual awards, copyright infringement issues and chapter and MOAA membership.
- The new AMS has serious issues and currently there is not a date that it will be operational. It is being worked on and as soon as they have information or a date when it will be operational, we will be notified.
- The chapter dues portal (Glimmernet) has been down for a couple of months, but as of today it is up and running.
- He and National MOAA realized that it was a surprise when it was announced that all the National Award nomination packets would be due at the same time. He said this was done because some of the awards were distributed very late in the year and that they should be awarded sooner.
- MOAA has been considering changes to the 2024 awards cycle. One consideration is combining the LOE, communication awards, the Strobridge award and the surviving spouse award in a single nomination package. That is still to be determined. If it does happen, there will be one link and you can give the link to the person who would normally do the award packet for their specific category. It does not have to be done by one person.
- Another consideration is combining the LOE and Harris to a single award. CAPT Michael said there has been a lot of discussion and that chapters are not in favor of this happening.
- CAPT Michael spent time explaining the copyright infringement policy. He said there is a legal firm which is searching websites to find companies/organizations who are using information/photos which are copyrighted. They then are contacting people who are doing this and fining them. A fine can cost \$3,000 or more. There have been four chapters who have been contacted. CAPT Michael said if you have any doubts about using something in one of your publications to contact MOAA and they can advise you if it is okay to use.

- Currently there are 395 councils and chapters. MOAA lost five chapters but soon will gain one chapter in Greenville, SC. He stated that the Piedmont Chapter took the initiative to get the Greenville Chapter up and running again.
- There will be a Western Leader Workshop in Reno, NV on November 15 and 16. Those being invited will be the President, Legislative Chair, Membership Chair and Surviving Spouse Liaison for councils and chapters.
- There are 16,825 registered for the Legislative Action Center (LAC). This number includes 7,644-chapter members. He said that you need a separate login and password for the LAC.
- The USAA Grants is now called the Community Grant Program. Councils can apply for \$800 and chapters \$300. This money is to be used to do something in your community.
- The average age of chapter members is 75 years old. CAPT Michael said the target for new members should be the 40-60-year-olds. He said that active-duty members will never be the solution to a chapter. They have families that require their time and they get orders to another location.

Slide Presentation – CAPT Michael

Agenda

- Program Updates
- Training Schedule
- National Awards Process
- National Metrics
- Strategy Driven Priorities
- Other Topics for Discussion

Program Updates

- AMS Transition
 - Progressing smoothly, serious issues remain
- Chapter Dues Portal (Glimmernet)
 - Restored, please advise of issues
- Annual Awards Complete
- Copyright Infringement Issue
- BK Video Recognizing National Volunteer Week – April 21-27

2024 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.

2024 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.

National Awards Process

- Changes executed for 2023 Cycle:
 - Streamlined the CCA awards page
 - Moved timeline forward with February deadline for April completion
 - Codified virtual council and chapter criteria
- Considerations for 2024 Cycle:
 - LOE, Comm, Strobridge, Surviving Spouse in a single nomination package
 - Combining LOE and Harris Communications to a single award

Metrics

Scale of Councils and 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.

National Membership

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MOAA National Members Who Belong to a Chapter

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Chapter Leaders Trained

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Strategy Driven Priorities

CCA Strategic Priority

- Grow and strengthen affiliate system
- Influence legislation
- Serve communities in impactful ways
- Increase MOAA brand awareness

Grow and Strengthen

- Increase Prospective Member Information
- Florida Council Virtual Network Initiative
 - Engage 37,000 non-chapter members
- Understanding chapter health and targeting at-risk affiliates
- Expanded use of Electronic Support Messages and postcard mailings
- Chapter Visit Program – Speaker Support
- Ease administrative burden on affiliates
- Encourage chapter elevation of 6,464 Basic Members to paid membership

Influence Legislation

- Chapter members are our most engaged advocates
 - 80 members of councils and chapters supporting AiA
 - 7,644 self-reported chapter members registered in LAC out of 16,825 total (engaged)
 - Growing participation and influence in the State Legislative Exchange Forum
- Strengthen, leverage and recognize continued growth in Federal and State advocacy

Impactful Community Service

- Community Grant Program
 - 101 grants totaling \$35,500 in 2023
- Foundation Community Outreach Grants
 - 49 grants totaling \$103,000 in 2024
- Understanding Council and Chapter Value
 - Conduct survey of all affiliates
- Our Community Salutes

Additional Topics for Discussion

2024 Foundation Community Outreach Grants

- Arizona Chapter
- Luke Chapter MOAA
- Tucson Chapter MOAA
- Tucson Chapter MOAA
- Grand Canyon Chapter
- Catalina Mountains Chapter

Strobridge and SSL Selections (Embargoed Until Notifications are Complete)

- **2023 Col Steve Strobridge Legislative Awards**
 - Council Legislative Chair: CAPT Lynn Nash, USPHS (Ret.), Maryland Council of Chapters; Montgomery County Chapter (MD)
 - Chapter Legislative Liaison: Col Thomas Waddell, USAF (Ret.), Grand Canyon Chapter (AZ)
- **2023 Surviving Spouse Liaison Excellence Awards**
 - Council Level: John Glenn, Greater St. Louis Chapter (MO)
 - Chapter Level: Linda Wolverton, Luke Chapter (AZ)

Presentations

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

- Arizona has a very good reputation outside of the state. He said he hears this every time he goes back to MOAA.
- There are 84 staff members at MOAA who are very dedicated. He always knew this, but since being on the board, he realizes it even more.
- Mercer insurance is now AMBA. He found that Tatum is cheaper than AMBA.
- There is going to be more focus on chapters in the Military Officer Magazine and if you have items for the magazine send them in; do not have to wait for the October issue which use to focus on chapters.
- AMBA will again be paying \$100 for including their advertisement in your newsletters. Affiliates can show the advertisement as often as they desire, but only need to show it once to qualify for the \$100.
- MOAA Vacations will provide councils and chapters a check for \$100 to run their ad at least one time, but may run it as often as they desire. The program has not yet launched. Once launched, councils and chapters will be notified.

- Col Kloeber stressed open your emails from MOAA; otherwise they will stop sending them to you. They have ways of knowing if you open them.
- If you leave with only one item today, it should be “You Make a Difference”.

Slide Presentation – Col Pete Kloeber

MOAA AWARDS for 2023 – **Arizona Shines Bright ‘AGAIN’** – Col Pete Kloeber

MOAA Individual Awards

- Surviving Spouse Liaison of the Year Chapter 2023
 - Linda Wolverton – *Luke Chapter*
- Legislative Liaison of the Year Chapter 2023
 - Col Tom Waddell, USAF (Ret) – *Grand Canyon Chapter*

MOAA Levels of Excellence Awards for 2023

MOAA-Wide

- 5-Star
 - Councils = 15 (50%) **AZ**
 - Chapters = 129 (37%) Includes 1 VC **AZ = 9 (90%)**
- 4-Star
 - Councils = 2 (3%) Includes 1 VC
 - Chapters = 20 (3%) Includes 1 VC
- 3-Star
 - Councils = 0
 - Chapters = 2 (3%)
- Total = 168 (41%)

Total affiliates: 34 Councils and 351 Chapters (345 Geo and 6 VC)

Arizona

- 11 Affiliates = 10 each 5-Star LOE Awards
- 5-Star Clean Sweep = Ended at 12 Consecutive Years
- Many of our chapters have earned a 5-Star for even more years
 - 18 = Luke
 - 15 = Arizona, Coronado, Green Valley, Tucson
 - 14 = Yuma
 - 13 = Northern Arizona, Superstition Mountain
- Arizona represents 2.9% of all geo affiliates and **7% of 5-Stars**

Arizona

- 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
- Tucson Chapter 5-Star
- Yuma Chapter 5-Star

MOAA Colonel Marvin J. Harris Communications Awards for 2023

- 142 Affiliates (10 Councils, 131 Chapters, 1 Virtual Chapter)
- 95 Websites
 - 5-Star = 85 (Council = 9; Chapter = 15; Virtual Chapter = 1) **AZ = 8**
 - 4-Star = 10 (Chapter = 10)
- 128 Newsletters
 - 5-Star = 109 (Council = 4; Chapter = 104; Virtual Chapter = 1) **AZ = 10**
 - 4-Star = 19 (Council = 2; Chapter = 17)
- Arizona represents 2.9% of all affiliates and **9% of 5-Stars**

Arizona

- 8 Websites
 - **Council** Col (R) Ron Perkins (Jill Shepherd)
 - **Arizona** Carl Ulbrich, Jireh Communications
 - **Catalina Mountains** CAPT (R) Chuck Vaughan
 - **Coronado** Pauline Hart
 - **Green Valley** Marianne Cobarrubias
 - **Luke** Lt Col (R) Robert Nelson
 - **Superstition Mountain** 2LT (R) Virginia Ferguson
 - **Tucson** CAPT (R) Chuck Vaughan
- 10 Newsletters
 - **Council** Lt Col (R) Nicholas Knight
 - **Arizona** CAPT (Fmr) Stephen MacDonald
 - **Coronado** Harry Mallory
 - **Grand Canyon** LT Col (R) Chuck Coffman
 - **Green Valley** COL (R) Peggy McGee
 - **Luke** Lt Col (R) W. Scott Philips
 - **Northern Arizona** Roberta Rice
 - **Superstition Mountain** Paula Anderer

- Tucson
- Yuma

Polly Parks
Lt Col (R) Nicholas Knight

MOAA Community Outreach Grants – 2024

- 49 Applications (42 affiliates)
- 49 Awarded \$102.6K
- Arizona received 4 (3 x fair share)

Arizona	\$ 5,000
Grand Canyon	\$ 5,000
Luke	\$ 3,250
Catalina Mountains	<u>\$ 1,600</u>
Tucson	<u>\$ 1,080</u>
Tucson	<u>\$ 1,000</u>

Total \$15,180

- Since 2017 – MOAA has issued nearly 250 Grants for over \$650K

Essential Topics & Reminders (Council Metrics) – 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 – Percent of MOAA Members

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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

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Info/Reminders

- Find C&C on website – moaa.org
 - “About MOAA”
 - “Councils and Chapters”
- Pay Chapter Dues Online – <https://chapterdues.moa.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.moa.org/content/chapters-and-councils/council-and-chapter-management/initial-chapter-visit-request/>
- MOAA Chapter Recruiting Program Guide and Recruitment Tracker (downloads)
 - <https://www.moa.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 Jan – 31 May
 - Contact davidshidler@getamba.info (515-721-7034)
- Liability Insurance
 - Arizona: 8 of 10 chapters
 - AMBA working with two additional companies
- MOAA Community Grants
 - Councils = \$800
 - Chapters = \$300
- OPEN MOAA emails

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
- New Membership Database (AMS) – **Launched**

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 – **here for you**
- **Help** revitalize ailing chapters – **here for you**
- **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 – Col Pete Kloeber

MOAA’s Top Challenges

- MOAA Long-Term Financial Stability
 - Currently strong
 - Net Assets ↑ \$19.6M
 - Portfolio \$150M

- MOAA Foundation Stability
 - Need donations or endowment to help cover program costs
- Sustaining and Increasing MOAA Membership
 - End March 2024 = 353,121
 - Includes results of “death” audit (Net Loss 12,668)
- Overall membership is growing
- Paid membership continues to decline
 - Encourage 6,464 “Basic” chapter members to convert to paid membership
 - One trip to Starbucks per month
- Chapter System Viability
 - Chapter members are our most involved advocates
 - Process of closing 5 chapters
 - One new chapter – Greenville, SC
 - Chapter membership is declining
 - Goal: 1% growth per year above attrition
 - 2023 EOY 35,325
 - 2024 Goal 35,678 (accessions 353 [cover attrition of 1,079+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 CONTACT MOAA, READ MOAA communication, FACE 2 FACE, WEB ACCESS, ADVOCACY, PARTICIPATION
 - PLEASE – OPEN MOAA EMAILS
- Maintaining Key Advocacy Positions & Mission Focus
 - Key earned benefits in health care and compensation continually under budget pressure and non-mission centric distractions.

MOAA Government Relations

- Vice President
 - Dan Merry, Col, USAF (Ret) – Retiring 3 May
 - Moving to AZ (Luke Chapter)
 - April Vogel, Maj Gen, ANG (Ret) – Assuming position June

Legislative Focus

- Compensation and Service Earned Benefits
 - Richard Star Act (S 344/HR 1282)
 - BAH Restoration Act (S 1823/HR 2537)
 - Basic Needs Allowance (HR 1764)
- Service Families
 - Military Spouse Hiring Act (S 596/HR 1277)
 - READINESS Act (S 3530/HR 6462)
- Survivors
 - Caring For Survivors Act (DIC) (S 414)

- Gold Star and Surviving Spouse Career Services Act (S 3746)
- Respect For Grieving Military Families Act (S 1588/HR 3232)
- Love Lives on Act (S 1266/HR3651)
- Other Legislative Priorities
 - Military Housing and Barracks (HR 3165)
 - Arlington National Cemetery (HR 1413)
 - Guard VA Benefits Act (S 740/HR 1139)

MOAA Legislative Action Center

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 all other attendees.

Scholarship Fund – 2024 – 2025 School Year

- \$13,386.00
 - Loans - \$8,422,500 (1,152 students)
 - Grants - \$4,963,500 (2,098 students)
- Incoming Students 2024
 - Officer – 81%
 - Enlisted – 19%

The MOAA Foundation Crisis Relief Program

- 2023
 - Approved 250 of 298 applications (84%)
 - Awarded \$136,250
 - 16 states
 - Average household income \$38,750
- 2024 YTD
 - Approved 11 of 14 applications (79%)
 - Awarded \$8,350
 - 7 states
 - Average household income \$43,304

COPYRIGHT INFRINGEMENT

- Photo Usage Guidelines for Councils & Chapters
 - *These guidelines have been compiled by the MOAA staff based on best practices. They are not official legal advice.*

Why This Matters

- If your chapter is found to have used an image without having the copyright or license to use the photo, you might need to pay damages to the copyright owner – which can run into the thousands of dollars.
 - 4 chapters affected to date - \$\$\$
- Sophisticated software (AI) crawls websites looking for copyright infringement. It's an income-generating practice ... one that could really hurt your chapter.

Copyright Is Key

- To run a photo on your chapter newsletter or website, you **must** have a copyright to the image or license to use the image (or the image must not be protected by copyright).
 - A copyright is the legal right of the owner of intellectual property. In the case of photography and video, copyrights are usually owned by a photographer and/or a business, and can be sold or transferred. If a chapter member takes a photo, they own the copyright.
 - Certain photos and videos have no copyright, such as some produced by the federal government. Anything that isn't protected by copyright is considered *public domain*: Image usage rights aren't an issue, and you can use them anywhere – provided there isn't language specifying limited commercial use. These images are free to use.

Read The Fine Print

- What is commercial use and why does it matter?
 - Some public domain images, including some produced by the federal government, have specific language regarding commercial rights. If you want to use an image or video to promote the MOAA brand, commercial rights may be needed.
 - Military service seals and symbols may not be used in council & chapter materials.
 - Read supplied guidelines for websites where you find images to find out whether you need commercial rights.

Where To Find Free Photos

- Search online for “public domain photography” and you'll find a pretty extensive list, with everything from AI-driven image search engines like picryl.com and pexels.com to public entities and institutions such as the Smithsonian, National Gallery of Art, and other museums that have moved portions of their collections into the public domain by applying a Creative Commons (CC) license to various works.
- Any material on [Flickr.com](https://www.flickr.com) marked with a CC license is fair game but may have some attributions rules. Flickr requires a user to login. Its search function allows users to limit results to those with a CC license.
- Library of Congress: <https://www.loc.gov/free-to-use/>
- Unsplash: <http://unsplash.com/license> (Free-to-use repository of public domain images)
- Wikimedia: https://commons.wikimedia.org/wiki/Main_Page

How To Purchase Photos

- If you choose to work directly with a freelance photographer to commission photos, you will need to enter into a written agreement with the photographer. This agreement should grant you copyright to the images or license to use them. All uses of the image should also be spelled out in the agreement.
- Gettyimages: You can buy images and video from this photo agency, which has a vast library of historic, news and creative images. The purchase gives you rights to use images and video as spelled out in the individual agreement. [gettyimages.com](https://www.gettyimages.com)

Questions To Ask & Answer

- Did I take this photo? – **You can use the photo.**
- Did I hire a photographer to take this photo? – **You can use the photo if you:**
 - Have license to use it or bought the copyright
 - Have license to use it this particular way and place
 - Have this spelled out in writing from the photographer
- Did I grab this photo from a website? – **Do NOT use this photo.**
- Did I grab this photo from a website without clear public domain labeling? – **Do NOT use this photo.**
- Did I grab this photo from the MOAA website? – **Do NOT use this photo without permission from MOAA HQ.** [chapters @moaa.org](mailto:chapters@moaa.org)

Best Practice for Events

- If you are taking photos at a chapter event, you should include language in any registration or sign-up information letting participants know they might be captured on film.
- For example only:
 - Please be aware that participants attending the event may be photographed or recorded for MOAA chapter products.

A Few More Items (This slide was not presented at the meeting but is included in the slide presentations emailed to council officers & staff, chapter presidents, past chapter presidents and all other attendees.)

- MOAA MOONSHOT – “People Conference” – October 27 – 30, 2025
 - Preserving the “All-Volunteer Force”
- The Military Officer Magazine
 - Beginning with May issue – expanded coverage of councils and chapters
 - Submit stories and photos to editor@moaa.org whenever you have them available so they can publish them in a more “timely manner”
- MOAA Bylaws
 - Membership vote
- Election Year
 - MOAA will remain focused – postured and effective

- Affiliates must remain focused
 - Remember – “**BIPARTISAN**”

Key Takeaways – (This slide was not presented at the meeting but is included in the slide presentations emailed to council officers & staff, chapter presidents, past chapter presidents and all other attendees.)

- 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

Key Dates – 2024 (This slide was not presented at the meeting but is included in the slide presentations emailed to council officers & staff, chapter presidents, past chapter presidents and all other attendees.)

- August 14 – Virtual Leader Training Workshop (Experienced Leaders)
- November 15-16 – **West Regional Leader Training Workshop – 11 states**
 - Reno, NV
- Monthly – MOAA Chapter Leader Virtual Roundtables
 - Last Thursday, 7 pm (Eastern)

2024 Roundtable Schedule (This slide was not presented at the meeting but is included in the slide presentations emailed to council officers & staff, chapter presidents, past chapter presidents and all other attendees.)

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MOAA... and You Make a Difference!

Treasurer – Col Charlie Bitner

Col Charlie Bitner presented the treasurer’s report. He stated that income comes from MOAA and dues. He said he has filed the 990-form for the council. He thanked Col Rebecca Seeger for doing the financial review. He said he is happy to report that the balance with Chase agrees with him figures.

2024 YTD Financial Summary

Beginning Balance	\$11,580.52
Income to Date	\$2,531.51
Expenses to Date	\$468.69
Current Balance	\$13,643.34

2024 YTD Balance (per Chase)

BUS COMPLETE CHK (...7911)

ARIZONA COUNCIL OF CHAPTERS (MOAA)

\$13,643.34	\$0.00	\$13,643.34
Available balance	Available credit	Available plus credit

\$13,643.34
Present balance

Uncollected funds Total \$0.00

Legislative Affairs – Col Tom Waddell

AZCOC Legislative Chair

- Track state legislation and encourage chapter support through Chapter LLs
 - Forward a copy of monthly legislative update
 - Forward timely updates on priority legislation
- Monitor MOAA National legislative priorities
 - Encourage chapter support via MOAA Legislative Action Center – (<https://moaa.quorum.us/>)
- Monitor AZDVS legislative updates

2024 AZ State Legislative Session

- Senate Bill 1413: pay parity for USPHS and NOAA
- Passed the Senate and stalled in the House
 - Senate submitted a “strike all” amendment to House Bill 2135
 - Designed to reengage bill and pass the house
 - Asking LLs to urge members to contact representatives and committee chairs

MOAA Advocacy in Action 2024

- Each Spring, MOAA Councils and Chapters, with support from the National Headquarters, bring specific, high priority legislative actions to every member of Congress
- This year's campaign is focused on the overarching theme to **“Keeping our Nation's Promises”**
 - The Major Star Act (HR 1282/S 344)
 - BAH Restoration Act (HR 2537/S 1823)
 - Protect TRICARE for Life (no legislation required – keep your promise)

Surviving Spouse Presentations – Mrs. Sharon Douglas/Mrs. Linda Wolverton

Surviving Spouse – Mrs. Sharon Douglas (Slides presented by Mrs. Linda Wolverton.)

Surviving Spouse Corner

Our Lost and Forgotten Heroes

- I love the term “Lost and Forgotten Heroes”. That is certainly an appropriate description. I was certainly lost when my husband Lt Col USMC (Retired) Doyle Douglas passed unexpectedly in 2016. I think we were more prepared than most, but all that turned out to be just the tip of what needed to be done. Then as time goes on there is a possibility of being kind of forgotten. All of our friends and family who had drawn near to help console us in the beginning, go back to their lives. They are well intentioned but have their own obligations and as Surviving Spouses (SS) we may be reluctant to “reach out”. Mrs. Sharon Douglas (SS) President Northern Arizona, MOAA.

Surviving Spouse Update – May 3, 2024

- **National Military Spouse Day – May 10, 2024**
- Support Military Spouses

10 April 2024 Update on Legislative Surviving Spouse Issues

- **Subcommittee on Disability Assistance and Memorial Affairs Legislative Hearing on Pending Legislation**
- **Location:** 360 Cannon House Office Building
- **Subcommittees:** Disability Assistance and Memorial Affairs
- On Wednesday, April 10, 2024 at 1:30 pm EST, the Subcommittee on Disability Assistance and Memorial Affairs held a legislative hearing on “*HR 1083, Caring for Survivors Act of 2023; HR 2911*”
- *Fairness for Servicemembers and their Families Act of 2023; HR 3651*
- *Love Lives on Act of 2023; HR 7100*
- *Prioritizing Veterans’ Survivors Act; HR 7150*
- *Survivor Benefits Delivery Improvement Act of 2024*

- *Veterans' Compensation Cost-of-Living Adjustment Act of 2024*
- *HR 7793, Veterans Appeals Options Expansion Act of 2024*
- *HR 7816, Clear Communication for Veterans Claims Act*
- *HR XXXX, to amend title 38, United States Code, to modify the duty of the Secretary of Veterans Affairs to provide a veteran with a medical examination in connection with certain claims*

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 – **UPDATE: Hearing Date 04-10-24**
- 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 (currently 87). Please contact your legislators. Due to the cost involved, it is a prolonged effort much like the widow's tax offset repeal

Elizabeth Dole Home Care Act HR 542/S 141

- 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
- ****Congressional Status: Elizabeth Dole Home Care Act passed the House** on December 20, 2023 and is **now in the Senate**
- 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 for other presumptive conditions from Agent Orange and other exposures
- ****March 5, 2024, VA expanded health care years earlier than previous**
- Veterans **who served in the Vietnam War, the Gulf War, Iraq, Afghanistan, the Global War on Terror, or any other combat zone after 9/11** and were exposed to toxic substances **will be eligible to enroll in VA health care starting March 5**
- Veterans who **never deployed but were exposed** to toxins or hazards while training or on active duty in the U.S. will also be eligible to enroll
- **Veterans** eligible for VA health care under these authorities **do not have to apply** for VA benefits before enrolling

Miscellaneous Information

- **TRICARE Pharmacy Change**
 - **Effective March 1, 2024**, you can now fill your specialty drugs through TRICARE Home Delivery. You will start to receive expanded specialty pharmacy services from Accredo Health Group, Inc. (Accredo)
- **VA Survivor Benefits Update**
 - **12-2023**, DIC increased to **\$1,612.75** a month. www.va.gov
- **Arizona Property Tax Exemptions for Disabled Veterans and Surviving Spouses:**

The property of an honorably discharged Arizona resident veteran (active or reserve), with a VA disability rating or their Surviving Spouse, may be exempt from taxation **up to \$4,375** of the assessed value

 - *****Contact your County Assessor for details

Surviving Spouse & Veterans Discounts

- **Veterans Affairs Life Insurance (VALife)** provides low-cost coverage to Veterans with service-connected disabilities. VA Life Insurance Center at [800-669-8477](tel:800-669-8477)
- **ID-me** offering discounts to active duty, veterans and their families on travel, electronics, appliances and more. Sign up once online and start shopping. <https://www.id.me>
- **MOAA Vacations** – good prices, concierge service, travel with MOAA members. Bonus benefit – a 1% commission is paid to your local chapter
- **Clear Captions** – phone 1-800-799-3566 or 1-866-209-1412

Surviving Spouse – Mrs. Linda Wolverson

WE ARE ONE – HOW WE COMMUNICATE

- Organized Surviving Spouse Programs
 - Identify
 - Chapter Liaison
 - State Liaison
 - Gather SS membership input, provide program direction, and manage outreach
 - Develop Relationships
 - National MOAA Surviving Spouse Council
 - Virtual National Surviving Spouse Meetings
 - AZ Council of Chapters – SS Representative: **Sharon Douglas**
 - Develop Inter-Chapter Relationships
 - Other – TAPS, Be Connected, RAO's, etc.
 - Identify Membership
 - Identify non-member Officers' Surviving Spouses
 - Magazine articles w/contact info
 - Newspaper articles w/contact info
 - Luke Retirement Days presence/Luke brochures
 - RAO offices relationships w/contact info
 - Membership needs and direction ideas

- Steering Committee for ideas/direction
- Regular Chapter Surviving Spouse meetings

HOW WE ORGANIZE

MEMBERSHIP

- Chapter MOAA member SS's
- Member Spouses caring for incapacitated, or homebound Chapter member
- Provide Care Giving Seminars
 - Handouts may be soft or hard copy

MEMBERSHIP – Out Reach

- Monthly letters, phone calls, homebound visits
- Assisted living, nursing homes to provide Casualty Assistance Information with Administrative Staff
- Maintain easy access – non-password protected Website with pertinent information
- For those members who are unskilled with computers – provide personal contact number and hard copy documents
- **Website** – we can assist with seeking answers
 - Caregivers
 - Dealing with PTSD issues in caring for your loved one
 - Respite Care and Tips
 - Our thinking changes as we age
 - Planning for the loss of your loved one
 - Understanding what documents are important, what passwords are used, what are the ordinary household maintenance bills, what are bills that are unique
 - What are yours and your spouse's wishes for care
 - What are yours and your spouse's wishes for end-of-life matters
 - Wills and Trusts
 - Casualty Assistance Programs for the 8 uniformed services
 - Casualty Assistance documents
 - Tragedy Assistance Program for Survivors (TAPS)
 - IRS tax preparation assistance for new surviving spouses
 - Gold Star information
 - Planning For Your Own Death as widow/er
 - Surviving Spouse Profiles
 - Military Officer Association of America (MOAA) References

RESOURCES

- Chapter Website
- National MOAA
 - SS Virtual Meetings
 - Publications
 - Help Your Survivors Now, a guide to Planning Ahead
 - Estate Planning Guide

- Turning the Corner: Surviving the Loss of a Loved One
- Grief Share Programs – church and other related
- Casualty Assistance Programs Information
 - Be Connected
 - TAPS
 - Military Service Related
 - Army, Air Force, Navy, Marine, Coast Guard, NOAA, USPHS

WHO ARE WE? – Author: Linda Wolverton

- We are strong focused women who do the impossible every single day.
- We married men who were duty bound and determined to get the job done, whether on duty, were honorably discharged, or after military retirement.
- We are more than a label (widows of military men). While you know separation or loss happens, no one can ever prepare you for the hole your spouse leaves in your heart when they're gone. Begin strong women, we learned patience and adaptability. We created memories that last forever. We have learned how to live life outside of our husband's shoes. But we kept the 'shoes', the memories, of our terrific experiences.
- We are supportive, loving, loyal, fierce, and reliable
- **We are military surviving spouses.**

Questions?

- Sharon Douglas, SS – sharon.douglas.NACMOAA@gmail.com
- Linda Wolverton, SS – linda.wolverton@lukemoaa.org

Old Business

- No old business

New Business

Reimbursement for Travel Expenses (Vote #2)

- Applicability – Reimbursement for travel expenses is authorized for attendance at Council of Chapters meetings and attendance at other Military Officers Association of America (MOAA) meetings and functions as authorized by the Council.
- Policy – It is the policy of the Council to reimburse travel expenses for official travel on behalf of the Council as follows:
 - Mileage – Travel mileage will be reimbursed at the federal statutory rate for charitable travel. The 2024 rate is \$0.14/mile. This rate will follow the federal statutory rate without requiring changes to this Operating Instruction (OI).
 - Lodging – Lodging will be reimbursed at cost, including applicable taxes, for stays at hotels or motels designated for the specific Council event. Persons choosing to stay at a non-designated lodging facility will be reimbursed at the actual rate paid or the maximum rate reimbursed at a designated hotel or motel, whichever is less.

- Meals – Meals, including tax and tip, served as part of the official function will be reimbursed at cost.
- MOAA National Annual Meeting – Travel will be reimbursed not to exceed \$500 (to include airfare and automobile mileage).
- All requests for reimbursement under this OI must be submitted to the Treasurer within two weeks following the event.

Unbudgeted Expenses & Approval Authority

- Upon request, the Council may authorize support to veterans' service organizations, financial assistance to support veterans, family members or other veterans' causes, often in collaboration with other veterans' organizations. There may also be internal funding requests requiring immediate attention in support of the administration of the Council. Accordingly, approval authority under these circumstances is delegated as follows:
 - Council president: Not to exceed \$500.
 - Council membership: All other requests exceeding \$500.

Financial Reviews

- A financial review will be conducted of Council funds within 30-days on a minimum two-year cycle, when a new treasurer is appointed, or when requested by any member of the Council after approval by Council vote.
- Financial reviews should be conducted by a disinterested Council member with a written summary prepared for record.
- A motion to approve OI-1 was made by Col Pete Kloeber and seconded by Col Tom Waddell. Motion Passed. Copy of OI 1 filed with minutes.

Challenge Coins

- Last Order June 2023 – 140 coins
- Cost per coin today (same as June 2023)
 - 100 = \$4.85
 - 150 = \$4.80
 - 200 = \$4.75
 - 250 = \$4.50 (50 = save \$17.50; 100 = save \$35; 250 = save \$87.50)
- Plus shipping (140 coins was \$24.63)
- Chapter requirements?

Good of the Order

- Major Gene Wikle commented that he was going to order MOAA folders which cost \$1.81 each but the postage charged by the vendor is a minimum of \$20. He also said he tried to order a shirt and that the inventory is very limited. CAPT Michael said he will look into the postage issue and he will ask the vendor to look into why the shirt inventory is so limited.
- Mrs. Linda Wolverton stated she has made friends at the Navy RAO office at Luke and they are promoting Luke Chapter MOAA. She said there is also a USAF RAO at Luke.

- Mrs. Polly Parks stated she has monthly meetings with the RAO office at Davis Monthan.
- LCDR Clyde Meade asked if the council would consider giving an ongoing scholarship to the Veterans Heritage Project which would be funded by the chapters. The criteria would have to be established for the giving of the scholarship, but it would be a way to get the MOAA name out. Col Jerry Wojtas said that the Arizona Veterans Hall of Fame gives three scholarships for \$2,500 each to students. VHP decides who will get these scholarships. Major Gene Wikle will be in touch with Mrs. Michelle DiMuro to find out the possibility of a scholarship and also how the council and chapters can support VHP.
- Col Pete Kloeber asked the attendees if they prefer a social or dinner the evening before the council meeting. Attendees preferred the dinner.

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

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

Action Item #2 – Major Gene Wikle to contact Mrs. Michell DiMuro, VHP Executive Director.

- Email sent to Mrs. DiMuro – waiting for her feedback.

Adjourn (Vote #3)

- A motion to adjourn was made by CAPT Bruce Kosaveach and seconded by Col Tom Waddell. Motion passed. Meeting adjourned at 1330.

Respectfully submitted.

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

NEXT AZCOC Meeting – 8 November 2024, Location – The Colonnade

Thursday, 2 May Dinner Speaker: Ms. Michelle DiMuro, Executive Director, Veterans Heritage Project

Ms. DiMuro had a few comments before her slide presentation (see slide presentation below comments). She did not include the videos which she showed with her presentation slides. The links for those videos are below:

<https://vimeo.com/371209841?share=copy> - 1 minute overview of VHP

<https://vimeo.com/345561780?share=copy> - Power of Oral History (veteran speakers)

- The mission of the Veterans Heritage Project is to bring students and veterans together so the veterans can tell their stories. She stated that veterans are reluctant to talk about their military life but after meeting with the student they open up. She said family members have stated that after reading their relatives stories they have found out information about the family member they never knew because they would never share it with a family member.
- Some of the students and veterans form long time bonds. She said several students keep in touch with their veteran even after graduation. She said the student gets as much enjoyment out of the interview as the veteran who is doing the interview.
- The Veterans Heritage Project is starting to expand outside of Arizona and that they currently have schools in Florida and Tennessee. She said they would like to expand further with other schools in other states.
- The veteran is honored at a public book signing. She said that the last book signing on April 28th had over 700 in attendance.

Our Mission

- Our mission is to Connect Students with Veterans™ in order to **honor veterans, preserve America's heritage, and develop future leaders.**
- Our goals are to develop students' **character and civic responsibility**, while recognizing our veterans' **legacy of service.**
- Chart is included with minutes and included with presentations emailed to council officers and staff, chapter presidents, past council presidents, and all other attendees.
- **2023-24 School Partners**
- **Chapters**
 - Arcadia High School
 - Arizona Agribusiness & Equine Center
 - Arizona State University
 - Brophy College Preparatory
 - Cactus Shadows High School
 - Catalina Foothills High School
 - Chandler/Gilbert Community College
 - Chaparral High School
 - Collegiate High School at NWFSC – Florida
 - CommLab ASU
 - Cortez High School
 - Flagstaff High School
 - Hamilton High School
 - Ironwood Ridge High School
 - Kofa High School
 - Mesa Community College
 - Montessori International School
 - Morenci High School

- Notre Dame Preparatory High School
- Oneida High School – Tennessee
- Paradise Valley Community College
- Payson High School
- Shadow Mountain High School
- Shea Middle School
- St. Joseph Academy – Florida
- Sunrise Mountain High School
- Trevor Browne High School
- University of Arizona

Our Program

- **Interviewing**
 - Veteran family members, school staff, or community members
 - Students research their veteran's conflict era before the interview
 - Library of Congress sample questions
 - Conducted in-person and via Zoom
 - Communication & technology skills
- **Archiving with the Library of Congress**
 - Biographical information & interview video
 - Service preserved for future generations
- **Publishing**
 - Each student interviewer writes an essay/story about their veteran
 - Student shares story with veteran for their edits and approval
 - Student Publishing Teams layout the stories in Adobe InDesign
 - Artwork contest
 - *Since You Asked*TM becomes a family heirloom
- **Book Reception**
 - Interviewed veterans publicly honored
 - Sign the front page of their story
 - 100% said book reception EXCEEDED expectations
 - 98% would recommend to another veteran

Our Impact on Students

- 100% of students graduate high school and pursue higher education or military service
- Exclusive scholarships
- Mentoring relationships between students and veterans

Our Impact on Veterans

- **Veterans Say:**
 - “A terrific experience. So impressed with the young youth who take the time to be a part of this project.”
 - Admiral Stan Arthur, US Navy, Ret.

- “The student impressed me with her attention to detail, thoroughness in writing, and tenacity in telling the story accurately.”
 - Deborah Carr, US Air Force veteran
- “Having a forum that allows the veteran to interact with young students and faculty in a non-threatening environment and receiving positive reinforcement to their life experiences is impossible to quantify.”
 - COL James Kelsey, US Army, Ret.

Since You Asked™: 20th Anniversary Edition Celebration of Veteran Legacies

- 100 stories selected from 20 years of interviews
- Kindle e-book – Releases May 27, Memorial Day
- Pre-order Now!

Celebrating 20 Years of Connecting Students with Veterans™ 2004-2024