

NEW HAMPSHIRE CHAPTER

BOARD OF DIRECTORS MEETING MINUTES 18 October 2018

Call to Order: President Warren Coulter called the meeting to order at 1832 hours. The Pledge of Allegiance was recited by those assembled followed by the invocation delivered by Gary Terhune.

Attending: Balcom, Breuder, Burdett, Burdo, Coulter, D'Amante, Day, Ikstrums, Jaffin, McKittrick, McLean, Spotts, Terhune. A quorum was present for the meeting.

Opening Remarks: None.

Immediate Past President Remarks: Peter Burdett began by talking about a card he had passed out titled "NH 211". He said that more people now are contacting NH 211 via their web site than by phone. He said people could go to www.211nh.org (not to be confused with *nh211.org* which is a web site for Nissan Airways). Peter went on to announce that the US Army Recruiting Command failed to meet their recruiting goals. He reported that around 71% are disqualified for various reasons. He added that many of them don't want to serve in the military. Peter said that people are not taking the time to talk to the youth about the good things with the military.

Secretary's Report: Michael McLean reported that he received a couple of comments on the September minutes but no corrections. He announced that we do have a quorum. He said he was still missing four inputs for the annual reports. Three of the individuals are not present and he had already harassed the fourth. If no one had any other comments, Michael asked for a motion to approve the minutes. A motion was made and seconded to accept the September minutes. Motion passed and minutes accepted.

Treasurer's Report: Roby Day began by saying that we are still solvent. Roby went on to discuss the 2019 budget in the annual report to include the Life Membership Trust Fund. The funds there are calculated by Michael McLean to indicate how much could be transferred to the operating accounts. Roby said that since he has been Treasurer, we have not had to transfer any funds from that Trust Fund. Roby commented that the Chapter Directory that will be published next January has already been paid for. Roby went on to say that the Grantham Luncheon was a financial success. Bruce Avery did an outstanding job in negotiating a good price for the luncheon to the point of realizing a \$350 profit. Andrew Breuder commented that there was an article in the *Union Leader* about the luncheon with a small picture. Well done to Kent Whitman (PAO) for that. Last item was the Nashua Country Club Luncheon. Roby said the USAF was doing the 50/50 Raffle. Michael McLean said that Terry Bobseine had told him she was planning on attending the luncheon and would volunteer to do the Raffle. A motion was made and seconded to accept the Treasurer's Report. Motion passed.

Trustees of the Trust Fund: Andrew Breuder reported that our investments have been up and down. Life Membership Fund was slightly higher and the Scholarship Fund was down a bit.

OLD BUSINESS:

Recruiting – Jim Spotts and team: President Warren Coulter announced that he was continuing what Vice President Bob Jaffin did last meeting by moving the business part of the meeting up toward the beginning and the reports later. To begin Jim Spotts began by presenting his update to the recruiting groups' slide presentation. Jim said this evening he wanted a decision, yea or nea, on the recommendations he presented at the September meeting. He reviewed the initiatives for consideration (**see attached slides**) and asked for a vote on each. It was pointed out that Ray D'Amante had "ponyed up" one time \$2,500 to cover these initiatives. A motion was made and seconded to approve Initiative #1 (Quarterly Recognition of Recruiting Efforts). Roby Day asked how we would recognize the recruiter. Jim replied that it would be at a luncheon. The motion was called and the vote (by a show of hands) was Yea 10, Nea 0. Motion carried. Moving on to Initiative #2 (Annual Recognition of Recruiting Efforts), motion made and seconded to accept this initiative. Roby Day again had questions as to where the dollar amount came from. The answer was that these are approximate amounts. The motion was called and the vote was Yea 10, Nea 0. Motion carried. Jim admitted that the next Initiative #3 (Free One-Year MOAA-NH Membership) would probably cause the most discussion. He proposed a system similar to that of MOAA's Basic Membership category where the new member receives only electronic distribution of information for the first year. After that year, the member pays full dues and receives printed material. A motion was made and seconded to approve Initiative #3. Michael McLean began the discussion by pointing out that, in the chapter by-laws, only the membership, not the Board of Directors, can change the membership dues amounts. He stated that the earliest the membership could be notified of this change and vote on it would be the January 2019 luncheon. Secondly, this proposal would do away with the new program of joining online via MOAA's web page because that program bills the member's credit card. So with nothing to pay there would be no reason to use that program. He said people would have to send in their application via snail mail. Third, Michael stated that he was not going to maintain a separate database of those people who only receive electronic information. He said he has enough to do now. Jim Spotts countered Michael's first point by saying we could call it something different like an introduction membership, to get around the membership definition problem. Jim said he would maintain the list of those electronic members for that first year. Michael asked if Jim would provide him with the application information so he could enter it into the database. Warren Coulter commented that it sounds like a bookkeeping nightmare. Jim replied that this is 2018 and it is possible to do it. Janis Ikstrums asked how many people might have joined if it weren't for the \$19.00 dues. Jim replied that no one had. He did say that a number of people had said they would join, but Jim has had to bug them to do so. Roby Day added that the recruiting program has a budget line item and the dues amounts could be charged to that. Jim replied that there is no money associated with this program. There was further discussion on this point. Jim commented that perhaps this is not worth the aggravation. He called for a vote up or down. The motion was called and the vote was Yea 0, Nea 10. Motion defeated. The next item, Initiative #4 (Luncheon Tickets for Potential Members) was brought up. It provides for four tickets for potential members for each luncheon and Clambake. Jim said that those people he has brought to a luncheon has joined the chapter. A motion was made and seconded to approve Initiative #4.

There was discussion on how many tickets would be available. Peter Burdett made a motion to amend the original motion to change the number of free tickets to 24 per year. Motion seconded. A vote was called for the amendment and the vote was Yea 10, Nea 0. A vote was then called for the motion as amended and the vote was Yea 11, Nea 0. Motion carried. The final item was Initiative #5 (Recruiting Business Cards). Jim requested \$60.00 to purchase recruiting business cards for members to hand out to potential members. The second card is recruiter guidelines that cover who is eligible and what we do. People would take one guidelines card and a handful of recruiter business cards at the November luncheon. A motion was made and seconded to approve Initiative #5. Roby Day reminded Jim that there is a budget line item for recruiting. The motion was called and the vote was Yea 13, Nea 0. Motion carried. Warren Coulter thanked Jim for an excellent presentation.

Clambake gear storage: Jim Spotts reported that both the Shipyard and Pease are out – the Shipyard is out of space and Pease will not store anything for us. He asked members if they would be willing to have a shed built on their property – no takers. He said the final option was to buy a trailer (12' x 18'). A used one would cost between \$1,500 and \$2,500 unless someone would be willing to donate one as a tax write-off. He recommended that we go out to the members asking if someone had a trailer or to look on line. He added that there would be some reoccurring costs, such as licensing. Jim asked for approval in principle to proceed. The Board concurred.

BREAK FOR DINNER

Reconvened Meeting at 1948

NEW BUSINESS:

Annual Meeting – any issues?: Jim Spotts said he was going to fill in for Hunt Kerrigan for the Dental/Vision brief for the Spouses and Friends program. Warren Coulter said he was going to open up the luncheon for questions about the new program. Jim said this was not his area of expertise.

Cancel November BoD meeting?: Warren Coulter brought up the fact that the November Board meeting is two days before the annual meeting and asked whether we should cancel it. Roby Day pointed out that the reports submitting for the monthly Board meeting are different from the annual reports. Michael McLean commented that some people have to drive a long distance. Bob Jaffin added comments about the December Board meeting, perhaps moving it up a week. Bancroft McKittrick left to check with the Red Blazer staff to see if they would be available on December 6th. He returned and said the 6th was available if we acted quickly. Peter Burdett suggested having the November BoD meeting as planned and cancelling the December meeting. Michael pointed out that at last year's December meeting we did not have a quorum. Tony Burdo made a motion that we cancel the December Board meeting but hold the November one as scheduled. Motion seconded. Motion carried.

Other new business: A slate has been proposed for the Granite State Warriors Award (GSWA) by the committee. The nominees are HALO Maritime Defense Systems, Newton, NH and Norman Langlois, Dover, NH. A motion was made and seconded to accept the nominees presented. Motion passed. Sharon Day brought up that we normally give Kim, our loyal waitperson, a card with some cash at the December meeting. It was agreed to do it at the November meeting. Sharon volunteered to bring a card.

STANDING COMMITTEE REPORTS:

Government Relations (National/State/SVAC/MLT/Vets Count): Peter Burdett reported that the SVAC met on October 2nd. He said they talked about veteran housing to be built around the Plymouth area next door to a Wal-Mart distribution center. Peter then touched on overtaxing disability severance pay. He then mentioned that Concord is preparing to do some hometown hero banners. The SVAC "Spirit Award" was given to Patti Fowler, the SVAC Secretary. Peter mentioned that they are moving the November meeting to the 13th because the original date is Election Day. Peter covered low unemployment figures for veterans versus everyone else. He then went on to talk about the Military Leadership Team (MLT). He touched on a group out of UNH called Northeast Passage. He listed a number of new people and their jobs in connection with the MLT. He covered several areas in which the MLT is getting involved. Peter shifted focus to report that he attended a get together/fundraiser last evening of a group called Children of Fallen Patriots. He went into some detail concerning the event and who was in attendance. Peter said he is having lunch with the Governor tomorrow along with a couple of other MOAA-NH chapter members. The Governor wants to have a listening session with veterans.

Personal Affairs: Russ Register not present. Michael McLean reported that Russ had sent out a blast email covering the topics on this month's Personal Affairs report. (**Read the attached email**)

Membership: Michael McLean presented the following membership numbers:

New members -	11
Deceased members -	1 (plus 1 w/ spouse)
Dropped members -	1
Current total membership –	696

Recruiting: Jim Spotts reported that we wouldn't have the new members if it weren't for the recruiting committee, especially Bancroft McKittrick. Jim said he would hound those who haven't made their phone calls yet. Michael McLean brought up the broadcast letters he has sent out in the past asking if Jim had any problem with him doing it for the latest list he got from MOAA. Jim said fine and he had some AUSA names he would like to add to the list. Michael and Jim will coordinate.

Programs: Gerry Boyle not present. Michael McLean said he had not yet received Gerry's input for the annual reports and Roby Day said he had not received a list of the dates and locations for next year's luncheons. There was discussion of next year's June luncheon. Michael reported that the head count for this November's luncheon is 47.

Web Page: Michael McLean reported there were 422 hits in September, up from 394 in August.

Popular Pages in September:

Hits	Page
36	Membership
32	Program Notes
18	Odds and Ends
16	Chapter News
14	Newsletter
14	Tricare
9	Transition Assistance
5	Virtual Store
3	Group Travel
2	UNK
245	General

Travel Programs: Tony Burdo reported we have six passengers departing for the Spain/Portugal trip on 23 October. To date, we have no bookings for 2019. Our estimated commission for 2018 will be \$2700.00.

Scholarship Loan Program: Joe DiChiaro not present. He had no report.

Strategic Initiatives (SIC): Bruce Avery not present.

Granite State Warriors Award: Bruce Avery not present. The GSWA nominees already covered.

SPECIAL COMMITTEE REPORTS:

Awards: Joe DiChiaro not present. He had no report.

NH Veterans Home: Joe DiChiaro not present. He had no report.

Nominations (Directors): No report.

Nominations (Officers): No report.

PAO: Kent Whitman not present.

Granite Slate: Marie Chipola not present.

Web Communications - FB: Jon VanGuilder not present.

SUD (Substance Use Disorders) Committee: Andrew Breuder reported that they had their bimonthly meeting this morning. He commented that he was impressed by the TAG's presence at the meetings. The TAG gave a brief overview of how the Governor's Executive Order on veterans services. He went on to discuss the distribution of Federal grant money to fight opioids. The next meeting is in December.

Blast Email: Geoff Corson not present. He submitted the following report:

Below is October recipient report as extracted from iCONTACT. Initial Blast e-mail errors (attributable to turnover/ inexperience of current incumbent) have largely been

remedied. Please let me know if there are still subscribers who are not being reached; if there are additional errors in content; or other comments/suggestions as warranted.

BLAST E-MAIL SUBJECT	DATE SENT	NUMBER SENT TO	NUMBER OPENED %	BOUNCES/ UNSUBSCRIBES	MANNER OF OPENINGS %: BY COMPUTER	MANNER OF OPENINGS %: BY MOBILE	MANNER OF OPENINGS %: BY TABLET
OCT PA RPT	10/7	304	51.6%	1 BOUNCES/0 UNSUBSCRIBES	49%	30%	22%
MOAA NH TRAVEL TOUR OF THE MONTH	9/30	303	40.6%	1 BOUNCE/0 UNSUBSCRIBES	46%	34%	20%
MOAA NH FALL LUNCHEON	9/26	300	48%	4 BOUNCES/0 UNSUBSCRIBES	50%	31%	19%

LIAISONS:

ESGR: Sandy Way not present.

Transition Liaison: Jim LeFebvre not present.

VAMC Manchester: Bernie Satterfield not present. Warren Coulter commented that Bernie sends out emails about the VAMC religiously.

Martins Point: Bob Jaffin reported that they had a meeting this week. The next meeting will be in May. He commented that Martins Point received high praise from Medicare. He brought the idea of two meetings a year with our Congressional delegation. Martins Point picked up on that and said they would push for the meetings with both Congressional delegations from NH and ME. Bob will send the minutes for inclusion in these minutes (**see attached**). Bob went on to mention that Brenda Pennels, from Martins Point, was at our Clambake and told everyone at the meeting that they should attend our Clambake! Bob also mentioned that the Southern Maine chapter of MOAA was starting some kind of recognition program and he suggested they look into our GSWA for possible ideas.

Auxiliary: Gwen Devoe not present.

Other New Business: Peter Burdett brought up the subject of flu shots which led to a discussion of those shots as well as the new Shingles vaccine. Warren Coulter reminded everyone to carry applications with them at all times. Sharon Day brought up that Andrew Breuder had seen an article and picture in the *Union Leader*, on their military page, about our September luncheon. Tony Burdo commented that notwithstanding the recruiting committee's work, the majority of the recruiting effort has been done by Jim Spotts.

Next Meeting: The next meeting will begin at 1830 on Thursday, 8 November, 2018 at the Red Blazer in Concord, NH.

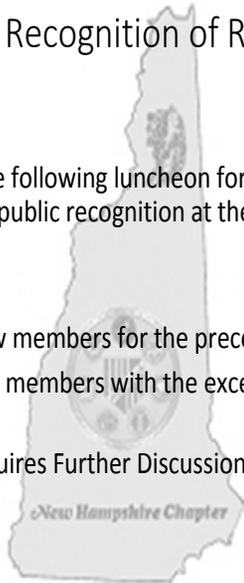
Adjournment: The meeting was adjourned at 2035 hours.

Michael A. McLean
 CDR, USN (Ret.)
 Secretary
 New Hampshire Chapter
 (ATTACHMENTS: 3)



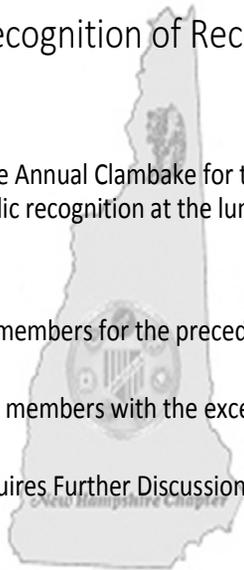
#1: Quarterly Recognition of Recruiting Efforts

- Two free tickets to the following luncheon for the top recruiter and the member receives public recognition at the luncheon (printed certificate)
- Cost: \$240 annually
- Minimum is three new members for the preceding quarter
- Open to all MOAA-NH members with the exception of the Recruiting Coordinator
- Yea ___ / Nea ___ / Requires Further Discussion ___



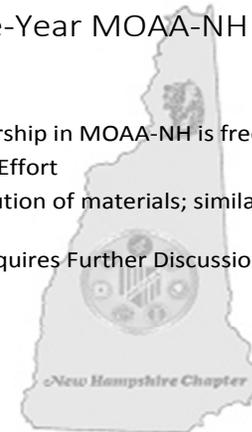
#2: Annual Recognition of Recruiting Efforts

- Four free tickets to the Annual Clambake for the top recruiter; the member receives public recognition at the luncheon (printed certificate)
- Cost: \$100 annually
- Minimum is five new members for the preceding year (July 1st to June 30th)
- Open to all MOAA-NH members with the exception of the Recruiting Coordinator
- Yea ___ / Nea ___ / Requires Further Discussion ___



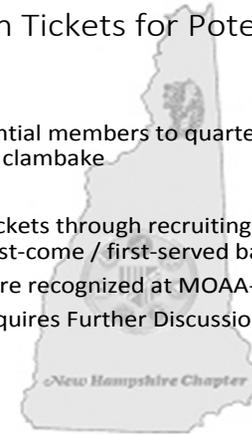
#3: Free One-Year MOAA-NH Membership

- First Year of Membership in MOAA-NH is free of charge
- Cost: \$0 / Time and Effort
- All electronic distribution of materials; similar to MOAA National's Basic Membership
- Yea ___ / Nea ___ / Requires Further Discussion ___



#4: Luncheon Tickets for Potential Members

- Four tickets for potential members to quarterly luncheons, annual meeting, and annual clambake
- Cost: \$500 / year
- Recruiters request tickets through recruiting coordinator; they receive them on a first-come / first-served basis
- Potential members are recognized at MOAA-NH events
- Yea ___ / Nea ___ / Requires Further Discussion ___



#5: Recruiting Business Cards

- Recruiting Business Cards (Draft Below)
- Cost: \$30 for 500 – or - \$50 for 1000
- Yea ___ / Nea ___ / Requires Further Discussion ___

Front

NH Chapter of MOAA
 Become a Member Today!

Networking / Camaraderie
 Veteran Advocacy / Giving Back

Facebook: "MOAA-NH"
 Linked In: "MOAA-NH"
 Email: recruiting@moaa-nh.org
 Web: http://www.moaa-nh.org/



Back

WHO IS ELIGIBLE
 Membership in the New Hampshire Chapter is open to all who are or have been commissioned officers and warrant officers of the uniformed services and of the Reserve, National Guard and other components of these Services. That includes retired, former and current officers. Surviving spouses are also eligible.

WHAT WE DO
 Our programs include six meetings per year, usually on a Saturday at noontime, and involve a short business meeting, a timely speaker, or various social activities. The meetings are held around the state so members can share the short or long drives to get to functions. We also produce a newsletter four times a year.



October Personal Affairs Report

The TRICARE Retiree Dental Program (TRDP) ends on December 31st, 2018. Anyone who is in TRDP this year needs to choose a dental insurance plan from among 10 dental carriers in the Federal Employees Dental and Vision Insurance Program (FEDVIP) to retain dental insurance coverage next year.

You can learn how to shop for your FEDVIP Dental and Vision Insurance Plans and prepare to make a decision on the best Dental and/or Vision insurance plan for you and your family. On Tuesday, October 9th, at 2 pm to 3 pm, MOAA will conduct a webinar on "How to shop for a FEDVIP Dental and Vision Plan". If you are unable to attend, the webinar will be recorded and archived on the MOAA website for Premium and Life members at <https://www.moaa.org/transitionwebinars>.

Additional details on this topic are available at:

<https://www.moaa.org/Content/Events/Transition/October-2019-FEDVIP-Webinar.aspx>



Military Advisory Council – Portland Meeting Minutes 10/16/2018

Present at Meeting: Tim Gallant (Congressman Bruce Poliquin's office), Bill Hall (MOAA), Bob Jaffin (Military Officers Assoc), Paul Loveless (RAO Brunswick, FRA New England), Wendy Moody (Maine Transition Advisor), Teague Morris (Senator King's Office), Doug Scott (MOAA), David Stevens (Air Force Sergeants' Assoc.), Arthur Wickham (Assoc. of the US Army), Denis Fortier (CMSgt Retired), Joe Reagan (Easter Seals/Veterans Count), Matt Canavan (LTC Partners), Martin's Point: Dan Houchell, Steve Hinds, Paul Tysver, Brenda Pennels, Leslie Chadbourne, Kimberly MacDonald, John Reed, Michelle Mulcahy, Jennifer Soucy, Lindsey Piirainen, Meghan Felton.

Introductions and Pledge of Allegiance

- New Member Joe Reagan from Easter Seals/Veterans Count
- Welcome back to Meghan Felton, Manager Clinical Pharmacy Programs, Martins Point
- Guest Speaker Matt Canavan – LTC Partners

Martin's Point Updates:

Steve Hinds – Director of Health Plan Sales

- Generations Advantage (Medicare Advantage plan) just received a 5 Star rating from CMS for ME and NH. Only plan in Maine to receive this rating.
- USFHP received a rating of "Excellent" for Maine
- Martin's Point received "Great Place to Work" designation for 3 years running.
- Martin's Point is having a strong financial year which as a not-for-profit organization allows for reinvestment of significant dollars into our health plans and delivery system.

Dan Houchell – Vice President, Health Plan Products

- There will be challenges ahead for USFHP in 2019 that we are well prepared to deal with.
- DHA Site Visit on 21-22 August. Very successful visit with extremely positive feedback.

Brenda Pennels – USFHP Strategic Relations Manager

- Attended AUSA Annual Meeting in DC 8-10 October with USFHP Program Manager Leigh-Anne Fortin. Meetings with AUSA Government Affairs Director, Army Retirement Services Director and CEO USFHP Alliance Jim Schweiter.
- Also conducted Congressional Meetings (King, Collins, Poliquin, Shaheen, Hassan) to garner support for an initiative to get information from DEERS for gray area retirees prior to their 60th b-day. Discussed aligning healthcare benefit with retired pay for those gray area service members retiring earlier due to combat deployments.

Paul Tysver – Manager, USFHP Field Sales and Services

- USFHP Open Season will be Nov 12- Dec 10th
- No impact on Tricare For Life
- Must enroll within 90 days of QLE or wait for Open Enrollment

Michelle Mulcahy – Manager, Member Services

- Department is staffed up for Generations Advantage and USFHP open enrollment/season.
- Conducting rigorous Quality Call Monitoring of new team members
- Call drivers are FEDVIP and co-pay increases.

Meghan Felton – Pharmacy Clinical Programs Manager

- Happy to be back with Martins Point. No pharmacy changes since last meeting.

Kimberly MacDonald – Health Benefits Specialist

- Travelling the state since March getting to know key players.
- Has assisted with Tricare needs for multiple Air and Army Guard deployments. Participated in multiple Yellow Ribbon events, Retiree Activity Days and Pre-Retirement briefings with Wendy Moody.

Leslie Chadbourne – Retention Specialist

- Conducted Member Seminars all across service area - face to face contact with over 1,100 members.

Guest Speaker, Matt Canavan, LTC Partners

- Federal Employees Dental and Vision Insurance Program (FEDVIP) will be offered to TRICARE Retiree Dental Program (TRDP) - eligible uniformed service members and their families
- 10 dental and four vision insurance carriers to choose from.
- TRDP ends of 31 December 2018. To have dental and/or vision coverage in 2019 current TRDP members must enroll in FEDVIP during Open Season Nov 12-Dec 10th. No automatic enrollment.

- Learn more and sign up for benefits at www.Tricare.benefeds.com. Can be accessed from a smart phone for those without a computer. Phone support also available.
- Virtual Benefits Fair: **November 12 to midnight (ET) December 10**
- register at **tricare.benefeds.com/events**. Live chat with plan representatives from dental and vision insurance carriers, from 1000 to 1700 (ET), November 13 and December 5

Council Member Roundtable:

Each member gave a 5 minute recap of their organization's activities and events.