

NEW HAMPSHIRE CHAPTER
BOARD OF DIRECTORS MEETING MINUTES
8 July 2021

Call to Order: President Bob Jaffin called the meeting to order at 1808 hours. The Pledge of Allegiance was recited by those assembled followed by the invocation delivered by Jim LeFebvre.

Attending: Balcom, Breuder, Burdett, Coulter, J. Day, S. Day, Jaffin, LeFebvre, Lull, Luti, McLean, Miller, Spotts.

Opening Remarks: President Bob Jaffin commented that he had no opening remarks.

Immediate Past President Remarks: Warren Coulter had no remarks.

Secretary's Report: Michael McLean said he had received one comment on the minutes of the May Board meeting. Under "Transition Liaison", I should have said "dated" rather than "obsolete". Michael said that, unless anyone had any comments on the May meeting, he asked for a motion to approve the May 2021 minutes. Motion made and seconded. Motion passed, minutes accepted. Michael added that we do have a quorum

Financial status: Roby Day said we have money.

Trustees of the Trust Fund: Andrew Breuder said that, based on what Roby reported in March, we are in good shape.

OLD BUSINESS:

SIC: Jim Spotts began his slide presentation (**Attached**) by giving an overview of the Strategic Initiatives Committee. He went on to cover an S-W-O-T (Strengths-Weaknesses- Opportunities-Threats) analysis of MOAA-NH. He added that they decided to include the Scholarship Program in the SIC. He covered the "Study Construct" slide. He then went into detail on the SWOT slide. This created much discussion on a number of the items on the slide. Jim went on to discuss "Core 'Whys'", "Five-Year Objectives" and "This Year's Objectives" slides. Jim turned over the floor to Ken Lull for a discussion of the Scholarship Program issue. Ken began by covering the "Background info on MOAA National" slide. He then covered the next two slides. Ken finished up with the "CoA Summary" slide. Jim Spotts then called for a vote on each of the options listed in the "CoA Summary" slide. The votes were as follows: Option #1 – 1, Option #2 – 2, Option #3 – 8, Option #3A – 0. Jim announced that Options #3 and #2 will be put forward to the general membership in November. He asked where we get the money for our Scholarship Program and suggested advertising to include the Scholarship Program in people's estates. There was follow-on discussion to include the tax implications of Scholarship donations. Peter Burdett brought up that he does not believe there is enough detail in Option #3. He mentioned the percentage of money given as a grant. Option #3 calls for 100% in grants. Peter suggested we do as national does and give part of the money as grants (32%) and work up to 100% over time. Jim Spotts replied that this would put a burden on the person collecting the loan portion of the money awarded. Jim summarized what we have covered. He said

that the Scholarship Committee needs to come up with details for implementing the plan of options such as standards for student selection.

BOD Nominating Committee: Sharon Day began by saying that she created a couple of brief sheets that people can read (**Attached**). She covered how she came up with her numbers. There followed a discussion as to how to solve the Director problem. One suggestion was to change the chapter by-laws. Sharon said that people need to talk to other people at luncheons or events to try to convince them to become a Director. A blast email and letter were suggested. A motion was made that Sharon would do both and the chapter would pay for them. Bob Jaffin asked how many people are on the blast email list. Michael McLean said he thought it is about 200. The motion was made and seconded. Motion passed.

Roby Day brought up that with all the discussion, we have not brought up the most important issue – that of leadership. He said if we don't nail that down, we have no organization. There was heated discussion on the subject. Jim LeFebvre brought up that he approached four individuals at the last luncheon to think about the concept of creating a group of "wise men" to run the chapter for a year while we try to regroup. Peter Burdett commented that we need labels (President, Vice President, etc.) to satisfy MOAA national. Bob Jaffin agreed that a formal group was a good idea, but he thought it should be outside the formal structure. Bob said he thought we need to come up with "value propositions" to attract people to the chapter and within the chapter to take on leadership roles. Jim Spotts replied that we need to get the word out as to what we do. Warren Coulter said he feels that we have lost our cohesiveness as a group primarily because of the lack of luncheons.

The Boat Ride: Bob Jaffin said the flyer is in the mail. On the response section, there is a question about whether you would be interested in a fall foliage train ride. He thought we might try to fit in a luncheon between now and November. He went on to say how impressed he was with Rep. Annie Kuster's support of MOAA's three initiatives this year. Jim Spotts asked if Bob could write it up in 144 characters to get it out on social media. The last item Bob wanted to cover was the Commissary. He said there is a surprisingly large amount of interest in a new Commissary at Pease. Sharon Day asked what would happen to the Commissary at the Shipyard. Bob replied that it would close. There was further discussion on the pros and cons of the present Commissary at the Shipyard. Bob finished by saying that he want to send out two blast emails – one on the boat ride and one on the Commissary issue. A motion was made to approve the two blast emails. Motion seconded and passed.

STANDING COMMITTEE REPORTS:

Government Relations (National/State/SVAC/MLT/Vets Count): Peter Burdett said the SVAC is on summer recess. The next meeting will be in September or October. Peter c commented that he doesn't know why more veterans have not signed up for VA coverage. Andrew Breuder opined that many of them don't meet the requirements.

Personal Affairs: Vacant.

Membership: Michael McLean reported that since the May 2021 BoD meeting:

New members -	2
Deceased members -	4 (Plus 1 w/ spouse)
Dropped members -	26
Current total membership –	600

He sent out dues reminder letters in June to the 45 members who still have not paid their dues for this year. He has received about ten checks so far. He dropped the 23 people who have not paid their 2020 dues; however, he has not yet notified MOAA in case MOAA might redesignate our status.

Recruiting: Michael McLean said that he sent out ten recruiting letters in June and July. Michael added that if any one has not checked their entry in the Directory, to please do so in the binder available. Jim Spotts asked if we have the option of having a password protected page on our web site where we can put our Directory. Michael replied that he did not know enough to know if it is possible or if it would cost. Jim said it would be nice to know who lived near him. Michael replied that a listing by town is included in the Directory now. Jim Spotts reported that he had no changes in recruiting.

Programs: Gerry Boyle not present. Bob Jaffin reminded everyone that we have the Clambake and the Annual Meeting scheduled so far. He is hoping to have a train ride in the fall. Michael McLean said perhaps we should talk about the Clambake. Ken Lull said he saw an email that said there is no restriction at the Shipyard. Ken then went over an overview of what he plans for the Clambake. He suggested raising the price. It was agreed to raise the price to \$25.00. Next it was discussed who will receive the responses. It was agreed that Gary Terhune would do it. Finally, it was agreed that we would do a food drive for VAMC Manchester as we did in the past. There was discussion as to whether to have MOAA national send out emails inviting non-chapter members to the Clambake. Bob Jaffin said he will contact national to discuss.

Web Page: Michael McLean reported the following information:

17 hits in May

39 hits in June

Popular Pages in June:

Hits Page

4	Virtual Store
3	Contacts
3	Membership
3	Newsletter
2	Group Travel
2	Program Notes
1	Chapter News
1	GSWA
1	Hot Items
1	Odds and Ends
1	Transition Assistance
1	TRICARE
7	General

Travel Programs: Tony Burdo not present. He submitted the following report:

No change. We had one inquiry to the Greek Island trips for Sep 2021 but nothing positive to date.

Tom Kyle has agreed to assist me on a full time basis. That will help when things pick up,.hopefully soon.

Also, working with Mary Lavine on points of contacts for various Knight of Columbus organizations. I would like to partner with them and bring some additional income to our Chapter.

Scholarship Loan Program: Wayne Balcom went over their money in the bank and mentioned the eleven students they approved. Michael McLean asked Wayne if he would send Michael a list of those students approved for loans and what college/university they will attend so Michael can put it on the web site.

Granite State Warriors Award: No report. Bob Jaffin said that MOAA national wants to put Alex Ray in for a national award.

SPECIAL COMMITTEE REPORTS:

Awards & NH Veterans Home: No report.

Nominations: Already covered.

PAO: VACANT.

Granite Slate: Marie Chipola asked whether we are going to do a September newsletter. Bob Jaffin replied that we are.

Web Communications - FB: Jennifer Wright not present. She has been able to post on FB and Instagram a variety of upcoming events that have been shared with her.

Joint Military Task Force (SUD committee): Andrew Breuder reported that the JMTF met on 17 June remotely and approved three quarters of minutes because they did not have a quorum before. He said the Purple Star Program that was implemented at Londonderry H. S. has expanded to fifteen high schools. The next meeting will be in September and probably be remotely.

Blast Email: Geoff Corson not present.

LIAISONS:

ESGR: Sandy Way not present. Peter Burdett reported that almost the total ESGR got together for a training session. He announced that there still is no Space A on the KC-46A.

Transition Liaison: Jim LeFebvre reported that there was a Transition Webinar by MOAA yesterday. The next one will be in November. Jim gave Michael McLean a copy of the slides for his consideration.

VAMC Manchester: Bernie Satterfield not present. He submitted the following report and slide presentation (**Attached**):

- 6/28/2021 VSO Quarterly Meeting Manchester VA Medical Center
- The iBOT is a powered wheelchair. 25 went to eligible veteran and the other 25 went to spinal cord injury centers.
- Acting Secretary of Health charged VAs with as Safety standdown. This was in conjunction with OIG requirements in a Zoom meeting with staff discussing the safety culture with a real-time survey.
- REACT Presentation on MH focusing on awareness of destigmatizing. By destigmatizing mental health, people will be more willing to seek treatment. People are scared to be perceived as “crazy” or “unstable” because of the way society looks at mental illness.

- Podiatry clinic now has 4 doctors on staff. This allow Podiatry clinic to deploy doctors out to the CEBOCs.
- Hosted the Zero Suicide Institute back in May where the VA teamed up with 7 community partners, CFC, Elliott, etc.

Martins Point: Bob Jaffin reported that Martins Point is looking for a date to hold their meeting.

Auxiliary: Gwen Devoe not present.

Next Meeting: The next meeting is scheduled for Thursday, 9 September, 2021 at 1800 at the Red Blazer in Concord, NH. Peter Burdett suggested that we move the meeting to 1700. There was some discussion. Bob Jaffin made a command decision and said 1700 for the next meeting.

Adjournment: The meeting was adjourned at 2019 hours.

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



Strategic Initiatives Committee

Presentation to the Board of Directors

New Hampshire Chapter
of the
Military Officers Association of America



SIC Objectives

Examine what we're doing;
How we're doing it; and
Why we're doing it...
Then come up with ideas on how to get MOAA-NH out of an organizational nosedive.



Study Construct

- Conduct a S-W-O-T analysis of MOAA-NH
- Roll Scholarship Study Group into SIC
- Identify the core "whys" MOAA-NH
- What do we do to support those "whys"
- How are those functions performed
- Develop long (five-year) and short (one-year) term objectives



SWOT Analysis

Strengths	Weaknesses
<ul style="list-style-type: none"> •600+ members state-wide •Esprit de Corps / Pride in Service •Members have unique skills, relationships, and experiences •Disciplined organization with well know national organization 	<ul style="list-style-type: none"> •Demographics (Age) •Recruiting "New Blood" and individuals with those unique skills, relationships, and experiences •Internal and External Communications •Lack of Focus / Self Awareness •Leadership
Opportunities	Threats
<ul style="list-style-type: none"> •130K Veterans in NH, est. 20K eligible to be members •Community Service / Projects (Potential and Actual) 	<ul style="list-style-type: none"> •Competing Veterans Organizations that offer more than MOAA-NH (e.g. job networking) •MOAA is perceived as an "elitist" organization that doesn't do much •Force Structure...no large bases in the area



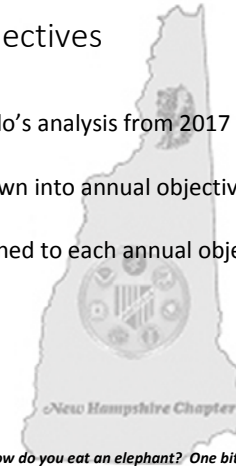
Core “Whys”

- Fellowship
 - Clambake; Luncheons; and New Event Types
- Community Service
 - Scholarship Program;
 - Granite State Warrior’s Award (GSWA); and
 - Potential to engage in Community Projects (Veteran Funerals; Ice Cream Socials at Veteran’s Home; Bells of Peace; Food Drive (@Clam Bake?)
- Advocacy
 - State Veterans’ Advisory Committee; and
 - Directly with Federal Officials (Senators and Congressmen) ISO MOAA National



Five-Year Objectives

- We dusted of Tony Burdo’s analysis from 2017 and found most items were still relevant.
- These will be broken down into annual objectives where we can measure success.
- Champions will be assigned to each annual objective.



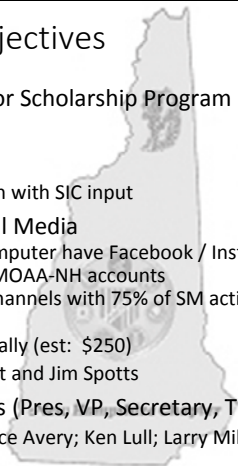
“How do you eat an elephant? One bite at a time.”



This Year’s Objectives

- Decision on way forward for Scholarship Program
 - Champion: Ken Lull
- Revise MOAA-NH Bylaws
 - Champion: Michael McLean with SIC input
- Increase presence on Social Media
 - (1) 90% of members with a computer have Facebook / Instagram; Twitter; and LinkedIn Accounts and like / follow the MOAA-NH accounts
 - (2) Monthly posts on all four channels with 75% of SM active members liking and sharing posts
 - (3) One Targeted Ad-Buy Annually (est: \$250)
 - Champions: Jennifer Wright and Jim Spotts
- Fill key leadership positions (Pres, VP, Secretary, Treasurer)
 - Champions: Bob Jaffin; Bruce Avery; Ken Lull; Larry Miller; Wayne Balcom; Jim Spotts

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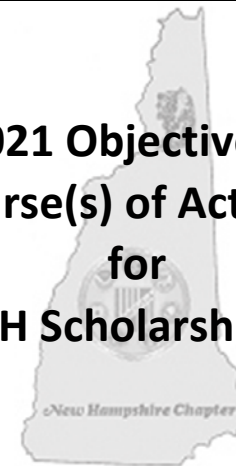


2021 Objective #1

Select Course(s) of Action (CoA(s))

for

MOAA-NH Scholarship Program





Background Info on MOAA National

- Started in 1948; has provided \$140 million to date
- Eligibility for National Selection:
 - Applicants must have one parent eligible for MOAA membership OR be the children of active duty, Reserve, or National Guard, OR RETIRED enlisted military personnel.
 - Under 24 years old
 - No graduate programs (i.e. MS or PhD)
 - High School GPA of 3.0 or higher
- MOAA National Scholarship Program falls under 501C(3); all contributions are tax deductible without proof of service
- MOAA National Awards about \$8 million a year
- 32% as Grants / 68% as Loans



Follow-Up with MOAA National (cont)

• RFIs to National

- Are scholarships awarded only to children or grandchildren of MOAA members?
 - **NO**- see eligibility requirements on previous slide
- Can we designate NH Chapter money donated to only be used for students from NH?
 - **YES**
- Will MOAA- National honor scholarships already in place
 - **YES** if they meet MOAA national eligibility
 - If they do not meet national requirements a special exemption would be required

POC at National is Ms. Andrea Rand



MOAA-NH Background Information

- **Total scholarship assets - \$381,745.00**
 - **\$133,245 in outstanding loans**
- **19 total students in the program...approximately \$10K each withing four years**
 - **15 that are currently paying**
 - **4 currently in enrolled in the program (in school)...repayment starts after graduation**
- **NH Scholarship is 100% interest free loan**
 - **NO grants...~20 hours a month to collect and record payments**

Amount account could make on annual dividend-yield

	1 Percent	2 Percent	3 Percent	4 Percent	5 Percent
Total Amount: \$ 382,000.00	\$ 3,820.00	\$ 7,640.00	\$ 11,460.00	\$ 15,280.00	\$ 19,100.00
On-Hand: \$ 219,000.00	\$ 2,190.00	\$ 4,380.00	\$ 6,570.00	\$ 8,760.00	\$ 11,450.00
Outstanding Loans: \$ 133,000.00	\$ 1,330.00	\$ 2,660.00	\$ 3,990.00	\$ 5,320.00	\$ 6,650.00



CoA Summary

CoA	Summary	Pros	Cons
1	No Change. MOAA-NH Scholarship Program remains an "Educational Loan" program. Loans ~\$10 to four students annually. Loans are paid back after graduation.	*MOAA-NH Maintains Control *Can be used for members' Grandchildren *No loss in principal	*Not true scholarship program *Management Challenges
2	Turn MOAA Scholarship Funds (~\$248K) over to MOAA National and forgive (~\$133K) outstanding loans.	*No more management of funds, no collection activities *Competitive with other "scholarship" programs *Focus will change to fundraising for MOAA National	*Lose some control (can still designate funds be used for NH students) *Cannot be used for grandchildren
3	Use annual dividend/yield and interested to provide "scholarships" the next fiscal year. Continue to collect \$133K outstanding loans.	*MOAA-NH Maintains Control *Can be used for members' Grandchildren *No loss of principal *No collection activities *Competitive with other "scholarship" programs	*Reduction of potential scholarship amounts *Should request members consider us in their estates *Continue collection activities for ~six more years
3A	CoA 3, but forgive \$133K in outstanding loans	*No more collection activities	*Significant reduction in scholarship amounts

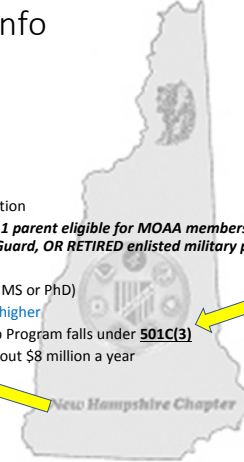


Questions?



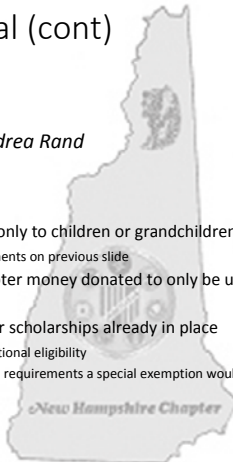
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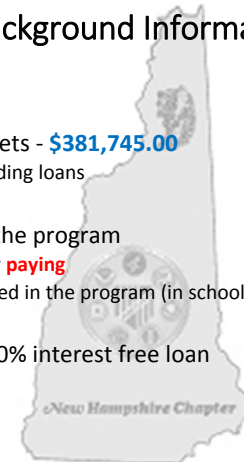
MOAA National (cont)

- POC at National is *Ms. Andrea Rand*
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 - **NO** grants



Status of Director Nominations for 2021

- There are four Directors whose terms expire in November 2021. They are:

Wayne E. Balcom, Lt Col, USAF (Ret.)
Gerald J. Boyle, Col, USMC (Ret.)
Andrew J. Breuder, Col, USAF (Ret.)
Jennifer L. Wright, CDR, USNR (Ret.)

In accordance with Annex C of MOAA-NH's By-Laws, Wayne E. Balcom, Gerald J. Boyle, and Andrew J. Breuder are restricted from serving a third consecutive term.

- Additionally, David B. Frye, CAPT, USN (Ret.) resigned his directorship, leaving a current vacancy. His term was to expire 2022.
- CDR Wright has agreed to another term. This time it will be a full three year term.
- William E. DuVall, MAJ, USA has agreed to being nominated for Director for a 3-year term.
- To date this leaves three vacancies to be filled in November 2021: two 3-year terms and one 1-year term.

Discussion

Please see the attached "Director Declines" for people starting in 2019 who have declined an invitation to become a Director.

I routinely look at luncheon attendance as an indicator of someone's interest in our organization and who might accept a Director nomination. This year I also decided to look at members' Year of Birth (YoB) because of numerous discussions at the BOD meetings about getting younger members involved. I chose 1960 and later. Thanks to Michael McLean's record keeping I could compare members' luncheon attendance (not including clambakes) from 2018-2021 to their YoB.

The result:

- 60 people total (YoB 1960+)
 - 15 cannot be counted
 - 8 live out of state
 - 2 already declined being nominated in 2021
 - 3 very doubtful
 - 2 are presently Directors
- 45 members remaining for possible consideration**

Of the people in this group of 45:

One person who attended a luncheon in 2019 joined MOAA in 2012.

Seventeen people joined MOAA from 2018-2021. Of those, only 3 attended a luncheon 2018-2021. Two already declined which leaves only one person possible for consideration within these parameters. I emailed him on 1 July, but have yet to hear back.

Future possible recruiting actions

- Work down the membership list by YoB.
- Mail a flyer to the membership stating the grim future of MOAA-NH and soliciting volunteers.
- Get the BOD to engage members at functions about being a Director.

Director Declines2019

<u>Name</u>	<u>Rank/Status</u>	<u>Reason</u>	<u>DOB</u>	<u>Location</u>
WILBER, Harold B.	Col, USMC (Ret.)	overly committed	1942	Dover
SCHROEDER, Robert C.	Lt Col, USAF (Ret.)	wife ill	1932	Hooksett
CARTY, John R.	LCDR, USN (Ret.)	none given	1941	Meredith
RAYMOND, Christopher D.	Capt, USMC (Ret.)	“too new to MOAA”	1950	Troy
ANDERSON, Emile R.	LCDR, USN (Ret.)	maybe in 2021	1960	Nashua

2020

GRAHAM, John	LTC, USA (Ret.)	“not at this time”	1949	Bedford
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2021

DIGGLE, William	CW4, USA (Ret.)	Eighty-eight and “not physically able”	1933	Hampton Falls
ANDERSON, Emile	See above in 2019	“getting 2 college daughters through their senior year and helping them find jobs”		
WAGNER, Thomas W.	CDR, USN (Ret.)	heavy work load	1962	Henniker



Welcome to the Manchester VA Medical Center

VSO Quarterly Meeting
Manchester VA Medical Center



Items of Interest

Children allowed back into facility accompanying adults

Shuttle Service restored-WRJ, Manchester and Boston VA Centers

VFW Auxiliary donated nearly \$12,000 in support of the VA

New England Center for Innovation Excellence kicked off its Mobius Mobility donations of 50 iBots on May 27th in New Jersey.

Staff Safety Standdowns

REACT Presentation focused on Mental Health



Clinical Services Update

Currently working back to 75% face to face care; 20% Virtual Care; 5% Telephone Care telehealth still being offered and given if that is the Veterans preference

Mental Health- EST 3, New 13

Primary Care- EST 16, New 26
Enrolled 85 new patients at Bike Week

Specialty Care- EST 8, New 19



Personnel Updates

Erin Paquin was selected as the Chief of Sensory and Rehabilitation Service

We thank Dr. Glen Gechlik for his time serving as the acting COS and welcome Dr. Robert Zwolak assumed the acting role as of June 12 while the Chief of Staff recruitment continues.

Dr. Scott Yates joins Team Manchester's Podiatry clinic



Manchester VA Construction Updates

Clinical Services Building

New Urgent Care and Mental Health spaces
Estimated Opening – Fall 2021

Mountain Entrance

Upgraded entrance with elevator
Estimated Opening – Fall 2021

Women's Health Clinic

New spaces for compliant women's healthcare
Currently under design, construction projected 2023

Dental Services

Air handling modification; expected October 2021

Specialty Care Building

Upgraded spaces for Ophthalmology, Optometry, and Audiology
Currently under design, construction projected 2023



Suicide Prevention

Manchester VA has been working with the Zero Suicide Institute on system-wide improvement related to suicide prevention.

This work has been aligned under our High Reliability Organization journey and is referred to locally as Designing for Zero.

Suicide Prevention is VA's #1 clinical priority, and we are working to operationalize what it means when we say that *Suicide Prevention is Everyone's Business*.

In May, Manchester VA hosted a Zero Suicide Academy, with teams from 7 community partners and representatives from twenty service lines and departments within our VA in attendance.



Clinical Services Building Progress



Clinical Services Building Progress



Clinical Services Building Progress



Clinical Services Building Progress



Resources for Help – Make the Call



IT'S YOUR CALL

Confidential help for Veterans and their families



..... Confidential chat at [VeteransCrisisLine.net](https://www.VeteransCrisisLine.net) or text to 838255

VA Manchester Suicide Prevention Team:

Beth Alves, Suicide Prevention Coordinator
603-624-4366 x2150

Amy Frechette, Suicide Prevention Coordinator
603-624-4366 x3271



U.S. Department of Veterans Affairs



www.va.gov/coachingintocare



Need support helping a Veteran get into care? Call us.

