**COLUMBIA RIVER CHAPTER**

**MEMBER SERVICES COMMITTEE**

**ANNUAL REPORT FOR CALENDAR YEAR 2020**

**Committee Overview:**

1. Committee Mission: Develop and support activities which encourage active participation and long-term membership in the Chapter.
2. Committee Members:

* Chairman—also serves as the Chapter’s Personal Affairs representative.
* Service Representatives
* Surviving Spouse Representative
* Immediate Past President

**Special Comment:** The Committee was mostly inactive the past year due to:

* The protocols, restrictions, and safe practices required during the COVID-19 pandemic.
* Resignation of the Committee Chairman due to personal health issues.
* Insufficient number of active Service Representatives.

**Responsibility: Establish and maintain a program for welcoming new members and their spouses.**

1. The Chapter’s New Member Sponsor Program was implemented during 2017.
2. Program Objectives:

* Introduce a new member to other Chapter members.
* Help the new member become familiar with the primary functions of the Chapter.
* Encourage participation in Chapter activities and events.
* Build a relationship with the new member and the Chapter which encourages long-term retention and involvement.

1. There was no new member “Welcome Luncheon” was hosted by the Executive Board this past year.

**Responsibility: Support a system to keep contact with members—designated as the “Keeping Connected” Program.**

1. Program Objectives:

* Maintain at least semi-annual contact with members and spouses—particularly those unable to regularly attend Chapter meetings and activities.
* Keep records current on members’ contact information.
* Provide information about Chapter programs, activities, and initiatives.
* Determine needs and support which the Chapter might provide to individual members.
* Survey members and spouses on matters of significant interest to the Chapter’s Executive Board.

1. Phone calls to Chapter members were made during December 2020.

* Contact success rate was 76%.
* E-mail follow-ups were made when unable to make phone contact.
* Thirty-six (36) Action Items were identified with action completed on almost all Items at the time of this report.

**Responsibility: Provide Personal Affairs (PA) services.**

1. Provided casualty assistance for families of one (1) deceased member, and action pending for a second Surviving Spouse.
2. Sent sympathy, “get well,” or “thinking of you” cards to six (6) members and spouses.
3. Provided personal affairs planning pamphlets, checklists, documentation assistance, and other support for one member’s family.
4. Completed action in conjunction with the Inspector General of the Department of Defense to assist one Surviving Spouse in resolving timely payment issues of the Survivor Benefit Plan (SBP) annuity.
5. Regularly published articles in Chapter’s newsletter about personal affair’s planning and as well as Membership Services Committee activities.

**Responsibility: Coordinate with Membership and Program Committees.**

1. Membership Committee Coordination: None this year.
2. Program Committee Coordination: Participated regularly in planning Chapter programs.

**Other Activities Arising from the Performance of Committee Responsibilities:** None during the past year.

**Special Notes/Comments:**

1. A Chairman for the Committee is needed.
2. A Call Coordinator for the Keeping Connected Program is needed.

Submitted by: Terry Babin, Member, Membership Services Committee on January 18, 2021.