

Volunteer Services Department Accomplishments for 2010

The National Military Family Association Volunteer Corps is made up of service members, spouses, parents, retirees, survivors, veterans, and concerned citizens who want to support their local military communities. Volunteers and Volunteer Representatives provide organizational strength, expand the Association's resources, and provide valuable input from identifying and monitoring local issues and concerns in their communities. Over 200 Volunteers and Representatives support the mission of the Association. Our Volunteers and Representatives are an integral part of programs, services, and needs in every department.

Executive Department: Volunteers and Representatives

- Provided an additional 200 people worldwide to expand the Association's resources and outreach into military communities
- Hired six Volunteers to employee positions
- Five employees transitioned to the Volunteer Corps
- Served as Board of Governor members proving leadership
- Served on Advisory committees advising and mentoring
- A Volunteer Representative is a Board of Governors member, the only position on the board which represents a constituency (Volunteer Corps)
- Supported all phases of special events (pre, during, and post) such as the Military Family Summit, White House seminar strengthening fatherhood and healthy families event, and Congressional Reception
- Supported the Historical committee by converting past President's/Chairmen interviews into short story articles

Development Department: Volunteers and Representatives

- Participated in Ford Drive One® events at Miramar, Fort Bliss, Fort Hood, Fort Gordon, Fort Bragg, MCAS Cherry Point, and NAS Norfolk resulting in \$42,000 donation to the Association
- Participated in the Carry the Flame event resulting in \$5,500 donation to **Operation Purple**®
- Participated in the Randall M. & Nancy M. Dana Family Foundation Golf Tournament/Dinner resulting in \$10,000 donation to **Operation Purple** and Joanne H. Patton Spouse Scholarships
- Participated as review judges for Joanne H. Patton Spouse Scholarship applications
- Provided administrative support for the Joanne H. Patton Spouse Scholarship program

Government Relations Department: Volunteers and Representatives

Our Volunteers and Representatives provide the link between military families and our Association. Volunteers promote the mission and provide communication between the Association and local communities and Representatives identify and monitor issues and concerns which affect military families. This home town advocacy plays a very important role within our Government Relations department by providing real stories, best practices, and concerns from military families to our Nation's leader.

Home Town Advocacy - Testimony and working issues reflect the following information provided by our Volunteer Corps who submit reports and concerns from their local communities.

- Child care
 - Concerns about the need for availability of after hour care and quality child care
 - Reports of lack of child care availability for those attending medical appointments
- Housing
 - Inadequacy of basic housing allowance rates and increases
- Medical
 - Access to medical care both on and off installations
 - Express the need for behavior health civilian providers to be educated about military culture
 - Need for expansion access and availability of mental health care
 - Concerns over TRICARE reimbursements rates
- Transitions
 - Offering a warm hand off for personnel leaving the service and the lack of attention to the needs of Veterans and Retirees
 - Support for spouses of wounded warriors
- Children
 - Concern about the deployment operational tempo and the effect on children
 - Help for school personnel who are unfamiliar with military children to understand military life
 - Reports of state budget cuts and the drastic effects on the education system
 - Provided testimony to state representatives to support the passing of the ***Interstate Compact for the Educational Opportunity for Military Children***
- Base Relocation And Closures (BRAC)
 - Stories about school overcrowding due to flow of incoming personnel into the community
 - Reports of challenges of combining services on joint based installations and lack of information to families
- Spouse education

- Notification from a Volunteer about the immediate suspension of the MyCAA program
- Stories of the concern of and impact of the suspension of the MyCAA program and the new implementation guidelines
- Reports from Coast Guard and NOAA families about the lack of access to the MyCAA program
- National Guard & Reserve
 - Provide support for Yellow Ribbon services to be consistent across the nation and allow non-ID card holders to participate

Other important related issues and concerns which Government Relations utilized stories and concerns from military families as reported from our Volunteer Corps

- Relocation – As DOD looked for ways to improve military moves, this summer’s challenges were with the contractors utilized by the Services. Movers not showing up, reschedule weeks later, property not arriving on time, etc.
- Implementation by state of the Military Spouse Residency Relief Act
- Participated in review selection of the AFCPE Financial Counselor program applications
- Participated in survey test groups to measure the effectiveness of the questions
- Promoted Association surveys (housing, relocation)
- Volunteer Representative provided a slot for the Association as a panelist on the Alaska Military Family Summit. This opportunity provided a best practice on a child care example used in testimony.

Youth Initiatives Department

- 25 Volunteers supported **Operation Purple** camps by conducting Observation visits
- Supported for Family Retreats with collage clippings
- Provided photo collection database for **Operation Purple**
- Employee support at Army Wounded Warrior day camp

Communications Department

- Participated as review judges for the applications for the Military Family of the Year award
- Volunteer support by writing articles for **The Voice**
- Participated in photo shoot for Teen Toolkits
- Volunteer support for web site review

Volunteer Services Department: Volunteers and Representatives

- Supported recruitment campaigns, provide valuable contact information, and promote the growth of the Volunteer Corps

- Conducted initial interviews with new applicants so the first touch point with our Association is from a Volunteer
- 22 participated in the Volunteer Corps Training Conference (April)
- Volunteers and Representatives provided staff travel support by providing lodging, hosting training, and arranging meetings with local leaders, military families, and support organizations

Thank you so much for your hard work, your volunteer spirit, and your support of the Association and military families. I look forward to working with you in 2011!