



WINGS Foundation 2019 Board of Directors Meeting  
February 19-21, 2019

**OFFICERS IN ATTENDANCE (\*) denotes absence**

Kazumi Chapa	<i>President</i>	Krichelle Zuniga	<i>FADR Advisor</i>
Anne Elfant	<i>Vice President</i>	Dominic Anaya	<i>Webmaster</i>
Sharon Gambrell	<i>Secretary</i>	Danny Cabrera	<i>Recycling Coordinator</i>
Juliana Ruggiero	<i>Treasurer</i>	Geoff Stafford	<i>Growth and Development</i>
Nicki Kirkeby	<i>AD Hoc</i>	Susan Henry	<i>Communications Director</i>
Stephanie Oxford	<i>Fundraising Advisor</i>	Patti Baskin Palmer	<i>Past President</i>
Sam Gooch	<i>Kiwi Liaison</i>	Marie Lockbaum	<i>Past President</i>

**TERM DIRECTORS IN ATTENDANCE**

**(\*) denotes absence**

Cliff Fleming	DFW
Roxanna Liwanag-Kelley	DFW
Kim Tuck	STL
Rich Henderson	PHX
Sarah Bly	PHL
China Hernandez	SFO
Kim Putman	CLT
Nicki Kirkeby	PHX
*Daniel Smotherman	PHX
Michelle Soto-de Carvalho	LAX
Aaron Azevedo	LAX
Lauren Murphy	DCU
*Jenny Quick	DCU
Paul Anstine Jr.	NYC
*Bridget Glassman	NYC
*Val Stansbry	ORD
*Trisha Alferman	ORD

**VOLUNTEERS IN ATTENDANCE**

**(\*) denotes absence**

David Arnette
Susing Asing
Scott Brown
Alex Bermea
Onafre Chapa
Kyle Costa
Jane Dineen
Rhonda Dawson
Sharon Dunn
Michael Engler
Leslie Feltner
Jill Fenley
Roasheen Huffman
Leonard Irving
Brenda Jacobson
Penny Mather
Amy Olsen
Jocelyn Pena
Margaret Roysten
Louis Salinas
Susie Wallace

**February 19, 2019- Meeting began at 12:00 p.m.**

A quorum of the Directors being in attendance, the meeting was called to order at 12:00 pm

Reading of the Mission Statement: Amy Olsen

Welcome by the President: Kazumi Chapa

**Presidents Report: Kazumi Chapa**

May 2019 marks the Wings Foundation's 30th anniversary. It is truly amazing how much we have grown from the "grass roots" organization founded by Marie Lockbaum, Patti Baskin Palmer and Ada Asher so many years ago.

During the last decade, Wing Foundation has provided 9.6 million dollars in assistance to American Airlines Flight Attendants in financial distress due to illness, injury, disability or natural disaster. I'm sure that Marie, Patti and Ada are amazed and delighted by the level of generosity and compassion exhibited by our wonderful group of volunteers.

Last year, WINGS provided AA Flight Attendants over \$800,000 in financial grants. We raised over \$957,185,000 through recurring monthly donations, fundraisers, inflight aluminum can recycling, and an amazing \$100,000 corporate donation from Barclays.

I am deeply grateful to the WINGS Executive Committee for their drive and dedication throughout 2018. It has been a tumultuous year due to the resignation of the former Treasurer, but I am confident that we have made decisions in the best interest of our beloved charity and our recipients.

Thank you, Krichelle Zuniga for assisting us with the planning of the 2019 WINGS Board of Directors Meeting in DFW. Your devotion and attention to detail has made this meeting successful and memorable.

Volunteers are the driving force behind this charity, and I welcome you to share your ideas, concerns and your time.

Kazumi Chapa

President, Wings Foundation, Inc.

**2018 Secretary Report: Sharon Gambrell**

**Executive Meetings held by the Officer/Advisor Committee in 2018**

-January 18, 2018: Coinciding with the Annual Board of Directors Meeting that was held in DCA last year.

-July 18th: The Executive and Advisor Committee met and attended the 2<sup>nd</sup> annual PHL Lip Sync.

-October 2nd -3<sup>rd</sup>: We held a two- day meeting in Phoenix where we discussed and made the needed changes to the WINGS Policy Manual. We as well, assisted in Phoenix for their 1<sup>st</sup> Annual Lip Sync.

**501C donations**

-Please remember that anyone making a \$250 donation or more, must be sent a Written Tax Letter signed by me. Keep in mind, if this is money made from an auction item, the amount paid must be at least over the \$250 valued for the item. Your Base is then responsible to send out all other Thank You letters to any volunteer who assisted or provided gifts for the auction.

#### May 21, 2018- Conference Call

The Executive Directors held a Conference call to discuss the resignation of Karla Litch, WINGS National Treasure. A vote to accept the resignation and a temporary replacement was required by the Executive Committee. Kazumi Chapa, Anne Elfant, Sharon Gambrell and Nicki Kirkeby voted yes to accept the resignation of Karla Litch.

On May 21, 2018 Karla Litch resigned as the WINGS National Treasurer.

On May 21, 2018 A position came open for the now vacant WINGS National Treasurer

E Vote: 16 of the 17 Term Directors and all the Executive Officers voted yes to accept Juliana Ruggiero as the temporary replacement of Treasurer for the year of 2018.

E Vote: With the vote to name of Juliana Ruggiero as National Treasurer, WINGS had a Term Director Opening to in SFO. The voting was unanimous to fill the Term Director Position in SFO with China Hernandez.

E VOTE: February 17, 2018 - Extension of Funds requested for a recipient in LAX. This request was presented by Michelle De Soto -Carvalho, Term Director for LAX. The Vote was unanimous -Yes.

E VOTE: September 22, 2018, - Extension of Funds requested for a recipient in LAX. This request was presented by Michelle De Soto-Carvalho, Term Director for LAX. The Vote was unanimous -Yes.

E Vote: May 2018- The Executive Committee voted to hire a Bookkeeper to assist us with the books.

E Vote: September 14, 2018, Resignation of Penny Mather as Term Director at DFW. Cliff Fleming was voted in unanimously by the Officer Directors and the Term Directors. Vote was unanimous.

In 2018-Memorial Donations- 33  
NATIONAL FOUNDERS AWARD

Sharon Gambrell  
WINGS National Secretary

## **BASE REPORTS:**

### **DCA REPORT 2018:**

DCA Term Director's Report

DCA has 13 volunteers and DCU has 3 volunteers,

DCA participated in FA Appreciation Week, with 3 volunteers, Amy Olson, Susan Henry and Missy Flood representing Wings in the DCA Operations.

DCA held a fundraiser on October 28, 2018. The theme for the Fall Festival this year was Oktoberfest, featuring "Beer, Brats and Bingo". The event was from 2-6 PM and there was a silent auction and live auction, with German beer and wine available and brats, potato salad, pretzels and mustard. Dessert included home made apple treats made by Debbie Roland. Bingo ran concurrent with the silent auction and prior to the live auction. Live auction items were six Disney Park Hopper tickets, a Longines watch, a beverage cart, Kennedy Center tickets to the opera Tosca, and a hotel stay at National Harbor and a week condo stay in Honolulu.

The event had just over 50 people attending, with many of those being retired flight attendants enjoying the opportunity to see old friends. Debbie Roland chose to cover the \$10 event entrance fee for the first 42 attendees to celebrate her 42 years of service with AA before retiring in September. DCA also had a generous donation of \$700 from Kiwis, and two \$1000 checks from former DCA F/As. A number of Wings DCA volunteers were on hand to help out at the event, and even had a former DCA and now LAX based F/A, Dana James, come in to help and see old friends. We are happy to see friends new and old at our fundraiser!

DCA has been working to recruit new volunteers and get them involved. Several new volunteers have joined from both the LUS and LAA side. We hope to see more volunteering in the new year and put those who had joined to work on new fundraising and social media projects.

### **NYC Base Report 2018:**

Slow, but steady. WINGS NYC took in over \$10,000 in LGA locker Rentals. The square processing of Credit Cards kept the NSF checks down to One this year.

Flight Attendant Appreciation Day, we hosted a table at JFK manned by Paul Anstine and Greg Krauter. A great time for meeting other co-workers and going over the process of recycling and what we do as a WINGS Organization. That event alone brought in close to \$2,000.00

WINGS NYC Caseworkers assisted over 40 Flight Attendants around the system during 2018

### **St Louis Base Report 1018:**

St Louis did not have a recipient this past year. It was a rather quiet time with St. Louis undergoing many changes as a base. Kim Tuck from DFW has been the Term Director for the past three years. Forrest Blake will be taking on that position in 2019.

### **CLT BASE REPORT 2018:**

2018 was a year for INTRODUCTIONS in CLT base! We created an active presence in our crew room:

We had our first official base blitz hosted by our newest volunteers and sponsor! ID90 Travel loves Wings Foundation and donated 200 lunch bags for this event. We raised over \$1,300 in donation funds!

Our display case provides information on not only who we are and what we do, but how our fellow FAs are contributing by keeping the cans in the cart, setting up monthly donations, signing up for the monthly newsletter, and even wearing a Wings apron.

We worked with ID90 Travel to create these base brochures telling about Wings assistance, disaster relief, and BAGS program. BAGS stands for Baggage Assistance, Giving Support. Flight attendants can donate their gently used bag for their peers to rent until they can receive a replacement bag. We're currently looking for volunteers to head up this program as we already have some luggage ready to be used.

It was a year for CASE WORK TRAINING and SOCIAL MEDIA! We have a couple new active case workers, and our goal is to train more case work volunteers. Please join our Facebook group: Wings Foundation CLT that was created by Andrea Sisson. And last but not least, I'm proud to introduce...

Queen City Lip Sync presents: Wings Nation: Unity through Diversity! I'm going to need everybody's support! I'm very excited about this and will be working closely with Stephanie to put on the biggest and best show in Charlotte!

#### PHILADELPHIA BASE REPORT:

Philadelphia's Lip Sync Revue has been a successful fundraiser. In 2007 we raised \$12,297. In 2018, we raised \$15,738. Our goal is to increase the number of flight attendant attendees as well as Philadelphia residents. With Philadelphia as the 6<sup>th</sup> largest city we believe that we can attract more benefactors.

We have several goals for 2019: increase our volunteer numbers, create an additional fundraiser, raise awareness about the Wings Foundation and who we serve, and continue to develop a bigger better lip sync. Our theme this year is Studio 54. Paula Hultgren Randall and Sarah Bly will co-chair this event.

#### NEW YORK BASE REPORT:

Slow but steady. WINGS NYC took in over \$10,000 in JFK and LGA Locker Rentals. The Square processing of Credit Cards kept the NSF checks down to one this year.

Flight Attendant Appreciation Day allowed us to have a table at JFK manned by Paul Anstine and Greg Krater. This gave us time to explain WINGS and Recycling to those who were able to stop by. This event alone earned WINGS close to \$2,000.00

NYC Caseworkers assisted over 40 flight attendants systemwide during the year 2018.

#### PHX 2018 Base Report:

Casework: In 2018 Daniel Smotherman and Nicki Kirkeby worked 20 cases assisting flight attendants from primarily PHX, but also CLT, PHL, MIA and DFW.

**During Flight Attendant Appreciation Week** (May 29<sup>th</sup> – June 1<sup>st</sup>) volunteers spent 45 hours in the Inflight area raising awareness for WINGS, signing up flight attendants for the E-newsletter, enrolling flight attendants in Donate Now and offering WINGS merchandise.

**On August 29<sup>th</sup> and 30<sup>th</sup> a KIWI & Lip Sync Idol Awareness event was held in the Phoenix Inflight area** . We had the great pleasure of having K-Lynn Yelvington, the KIWI National Vice President in our Inflight area raising awareness about the KIWI's. Her enthusiasm and shared history of the KIWI was very exciting for our flight attendants. Both Daniel and Nicki have joined the KIWI's and word is getting out to the base about this very fun group of former and current flight attendants!

We were also joined by Jordon Thostenson (PHX), Efrain Cooper (LAX) and Steven Cooper (Jet Blue flight attendant), who were all an integral part of the PHX Lip Sync Idol Committee. Efrain created amazing video teasers and beautiful artwork for Phoenix's first fundraising event, Lip Sync Idol! Tickets went on sale and the VIP seating was sold out almost immediately!

PHX first "official" fundraiser, WINGS Lip Sync Idol, took place on November 3, 2018. The event took place in downtown Phoenix at The Park, a beautifully suited venue with a great stage, lighting and sound system! Eleven flight attendants from various bases strutted their stuff to the pleasure of a cheering crowd. All tips were generously donated to WINGS. There were special guest performances by PHX's Debby Campbell, Rockin Rod, Strawberry Corncakes, Ada Vox and Chad Michaels! Auction items included Ted Bedwell's 3-night stay at the Sand Castle on the Beach, Jawad Talpur's 3-night stay at the Amazing Grace in the Smokey Mountains, AA beverage cart. 1 case open and closed

3 MIA cases

Robert Amaya long time wings volunteer has decided to retire from Wings. Robert has a long history as a volunteer

with Wings. He took over recycling from Heather Belle, MIA wings treasurer, SFO wings treasurer, as well as many other roles he has had influence on. We wish him well in his next chapter of his career and life. He will be missed greatly.

ted by renowned artist Michelle Montpetit (PHX FA), a framed Lip Sync Idol poster and 50/50 raffle that raised \$500 with the winner donating their portion back to WINGS.

The WINGS Executive Committee were all on deck to help with this event and were a tremendous help! The event raised over \$15,000 for WINGS and best of all...a great time was had by all!!

**On November 27<sup>th</sup>, Giving Tuesday and Nov. 28<sup>th</sup> Barclay Advantage Day volunteers** were on hand to raise awareness for WINGS and, also raise awareness for Barclay Advantage's \$100,000.00 matching donation to WINGS! During the two days over 25 flight attendants were enrolled in Donate Now and signed up for the E-newsletter. WINGS merchandise was also available at the event.

Respectfully Submitted by

Daniel Smotherman – PHX Term Director

Nicki Kirkeby – PHX Term Director

#### CHICAGO 2018 BASE REPORT:

Jan--annual Base meeting

May--FA Appreciation Event in Ops with very successful raffle

May--Dine for Wings at The Flower Flat (I'm pretty sure it was May) 😊

Sept--Advantage Cash Event in Ops

Oct--Cocktails and Conversation Event

Casework wrap up--closed cases 10

open cases 7

Working with Flight Service for mailbox stuffing of Wings flyer

January 2019 Chicago base meeting

#### LAX BASE REPORT

I AM PROUD ... I MEAN MORE THAN PROUD TO SHARE OUR WINGS LAX TEAM ENDEAVORS WITH YOU.

PLEASE LET ME INTRODUCE YOU TO OUR VERY, GIVING, LOVING GROUP OF FRIENDS....

PATTI BASKIN PALMER

MICHELLE SOTO

AARON CHIKLET AZEVEDO

JANE DINEEN

ANNE ELWELL

VERONICE ALVAREZ

SHERRI GIRON

SHERI NAPEAR

LEN IRVING

JOCELYN PENA

GRANT NICHOL

BRENDA JACOBSON

OUR CORE CASE WORKERS ... ASSISTED 23 MONTHLY RECIPIENTS DURING THE YEAR 2018. 19 FLIGHT ATTENDANTS WERE BASED IN LAX.... THEY WERE GRATEFUL TO BE ASKED TO TAKE 3 CASES FROM ORD.. AND 1 CASE FROM DFW.

WE WERE INVITED TO THE KAREN KODER LUNCHEON IN MAY AND RECEIVED ABOUT \$1,200.... FROM A 50/50 RAFFLE THAT WAS ORGANIZED FOR WINGS.

IN MAY WE HELD OUR ANNUAL LIP SYNC EVENT... AND HAD LOTS OF FUN WHILE RECEIVING A TOTAL OF \$20,597 FOR WINGS.

IN JUNE ... WE ATTENDED THE SAN DIEGO KIWI LUNCHEON HELD AT CAMILLE DOSES HOME AND RECEIVED \$6,930.00 FROM THEIR WINGS FUNDRAISER.

IN SEPTEMBER THE SOUTH BAY KIWI CHAPTER DONATED \$2,700 TO WINGS.

WE HAVE AN ONGOING DRAG QUEEN BINGO EVENING THAT DONATED \$1,600 IN SEPTEMBER.

IN NOVEMBER THE LOS ANGELES KIWIS HAD A FUNDRAISER AT THE AHMANSON THEATRE WHERE THE PLAY COME FROM AWAY WAS PRESENTED. WINGS RECEIVED \$18,308.40.

ALL YEAR LONG WE RECEIVE HEART FILLED DONATIONS.... IN EVERY FORM... FOR EVERY REASON.

THE LOS ANGELES KIWIS GAVE MEMORIAL DONATIONS OF \$1,450.

BERTIE FERRELL DONATED \$50.00

DON PASCALE DONATED \$500.00

LEE BOTHWELL DONATED \$100.00

LINDA ROMEIS DONATED \$200.00

SADLY, WE RECEIVED DONATIONS IN ABUNDANCE FOR MEMORIAL REMEMBRANCES ....

OUR DEAR LOSSES INCLUDE:

ANNIE HUDSONS HUSBAND ... ROGER DANIELS.

SANDY SIMMONS

JENNIECE PARIS

LUCKY FOR US ... WE HAVE FRIENDS WHO DO THEIR OWN FUNDRAISING EFFORTS AND GIVE PART OR ALL OF THEIR PROFITS TO WINGS....

I AM PLEASED TO TELL YOU WHO THEY ARE!

SCHALAWN WARREN... LAX BASEBOOK EDITOR

TOM BALDWIN AND STEVE YOUNG ...THE SILVER LINING WALLET MANUFACTURERS.

DURING THE COURSE OF 2018 OUR PRESIDENT KAZUMI WAS NOTIFIED BY A SEATTLE LAW FIRM THAT OUR GENEROUS FRIEND KATHY MUELLER WHO PASSED AWAY LEFT HER ENTIRE ESTATE TO THE WINGS FOUNDATION. THE ATTORNEYS FOR KATHYS ESTATE ARE GIVING WINGS THIS INFORMATION IN ADVANCE WITH THE BELIEF HER SETTLEMENT WILL BE COMPLETED IN THE SPRING OF 2019.

I AM BORROWING A QUOTE THAT OUR MICHELLE SOTO USES THAT PLACES EVERYTHING IN PERSPECTIVE.

VOLUNTEERS DONT GET PAID ...

NOT BECAUSE THEY ARE WORTHLESS

BUT BECAUSE THEY ARE PRICELESS...

#### DFW Base Report:

In February, DFW had a majority of our Committee at the National Board of Directors Meeting in Washington D.C. The year of 2018 was a good year for DFW. We had volunteers present at our new hire classes and shared The Wings Foundation with them and what we do. They were sent out on the line knowing all about us and ready to recycle those cans!

DFW had volunteers in operations during Earth Day as well as the Flight Attendant Appreciation Day. We also received checks and donations during Giving Tuesday. The Afghans and Cookbooks were a hit!

During the Month of December, we enjoyed some holiday spirit along with a meeting to recap 2018 and the coming year of 2019.

We held a meeting in January to discuss Lip Sync and all the changes. This year Kyle Costa will take over Danny's duties as our Designer and Host.

DFW averaged working five to 7 cases per month.

We look forward to the Gold Tournament April 15<sup>th</sup> and all 2019 will bring.

FUNDRAISING REPORT: Stephanie Oxford: See PowerPoint Presentation

Wings Kiwi Liaison Office Report: Sam Gooch

First of I am sorry that I could not be with you all at this Wings Meeting. It has been a very emotional year and as most of you know a very trying year. October 1<sup>st</sup> would have been my son's 40<sup>th</sup> Birthday. I have plans to be with my Granddaughter and my Great Granddaughter this week. Again, sorry. If you have questions or need my input on anything, feel free to text/email me and I will get back as soon as possible.

As Wings Kiwi Liaison has been busy trying to get the Kiwi's to sign up for NFG. Most of you know the changes with payroll deductions, United way and pushing NFG right now. I am hoping that the Kiwi personal donations along with the Kiwi Chapter donations will help fill in the gap with all these money issues. I have noticed some individual Kiwi donations which is quite a change. Most Kiwi monies are donated through Kiwi Chapters.

Explaining to the Kiwi why American Airlines Flight Attendants are not donating at 100% to help each other remains my biggest obstacle. I remind them that not all Retired Flight Attendants become Kiwi's and for now that is a good enough explanation. Not everyone supports WINGS and Not everyone will become a Kiwi.

With that being said, The Kiwi National Board came out to show their support to the WINGS DFW Lip Sync last month. The Kiwi President, Kathy Kridel, VP, K-Lynn Hoffmann Yelvington, Past President, Jo Sharp McFadden, Past President and Current Kiwi Advisor, Jane Fullen Haag, Current National Secretary, Shirlee Albrecht, Kiwi Kaleidoscope Co-Editor. Mary Thrasher and I, Current Kiwi Club National Treasurer, were guests of the Wings Foundation and had a prime VIP Table. The next day at the Kiwi National Board Meeting, the morning coffee and first two hours of the meeting were a recap for those in the meeting that could not attend. They were so happy to see the money flowing to the performers and so happy to be part of the large turnout for the fundraiser. It put back into their mind that we, the WINGS Volunteers, give of our time and energy to help our friends and fellow Flight Attendants in need. It really impressed the Kiwi National Board and made them proud to be a part of us and our fundraising endeavors.

I can say again, that I am very happy to be the WINGS~Kiwi Liaison. In so enjoy working with the Kiwis. I am pulled in every direction imaginable to be at both WINGS and Kiwi events, but that is my choice. I will attend and help at as many events and meeting that I can possibly make. You can always fall back on me for WINGS history and I will give you what I know. Change is hard for most. But WINGS must make the changes for the good of our Charity. Growth is good in our Volunteering. Staying the same only makes us and our Charity of choice, stale.

Sam Gooch

WINGS-Kiwi Liaison -The Kiwi Club National Treasurer 2018-2020

Webmaster Report- Dominic Anaya: See PowerPoint Presentation

**COMMUNICATION REPORT: Susan Henry**

Susan Henry, Advisory Director

#### **SLIDE 1 - COMMUNICATIONS 2018)**

It's been another busy and productive year for Communications. The number of e-Posts (whether eNewsletters or individual blasts promoting FADR or fundraising events) has more than doubled, with 28 items created in 2018. Our eNewsletter membership list has grown by more than 1,000 subscribers at the beginning of 2018 to a current count of 4,375! Of that total, 1,877 (43%) are considered "active subscribers" who have given permission for us to send them emails; i.e., they signed up voluntarily from our website or other weblinks. The overall total includes those added manually from new hire classes and event sign-up sheets; the majority of email bounces is to aa.com email addresses. It is possible that some of those email addies are no longer valid, as nearly 600 aa.com email addresses are used by our subscribers. Many of the current contacts are likely outdated, as the recent "Logo Contest" blast was successfully sent to 3,829 individuals. Much of the increase is due to new hire classes last year; however, there is a significant number of individuals who sign up for the eNewsletters having seen them posted social media or when visiting our website. The numbers will fluctuate from month to month as bounced email addies are removed and some individuals decide to unsubscribe from the list, but the trend remains upward.



Numbers don't always tell the tale, but they do reflect a level of growing interest ... slow but sure. New hire classes for 2019 will no doubt grow our list even more, but whether they choose to remain engaged, volunteer for donate to the Wings Foundation remains to be seen.

#### (SLIDES 2/3 - MONTHLY STATISTICS)

There is still concern about further engaging those to whom the email is sent with the vast majority of the eNewsletters and blasts going unopened. Many of our emails are likely deleted as people are overwhelmed with email to begin with, and it's easier to overlook something rather than dive in to see what it's about. Our most popular news last year was when our online application went live, followed by the August eNewsletter (DFW Golf photos and PHX LipSync video trailer), the delayed May eNewsletter (coverage of the Kiwis annual meeting in OKC), the March eBlast about APFA elections last spring (generated in response to negative publicity by a candidate), and the December eNewsletter which included coverage of the LAX Kiwis theater event. Our Kiwi supporters enjoy receiving our communications, and their support is so appreciated! There has been some interest in the specific blasts for certain fundraising events, as those are likely shared by volunteers and other individuals in the locations of the events themselves. When FADR news is posted, we have noted a definite uptick in online donations. I experimented earlier this year by sending a few communications only to whom our online platform, WIX, deems "active subscribers." It puts some severe limits on the number of emails sent, and the amount of interest on a percentage basis remains largely the same.

#### (SLIDE 4 - ONLINE IMAGES)

Our outreach to social media is critical, as Dominic will let you know. Facebook remains our most popular venue, and it is easy to share posts and events on other FB pages with large audiences such as AA Flight Service Official and AAll of US FAs. Individual base pages see some sharing of local events as well. Twitter is a frontier requiring some getting used to for those of us who don't visit that platform often, if at all! But there remains a loyal audience where tweets can spread like wildfire, and we have seen a slow growth in our Twitter feed. Instagram is the other platform more popular with our younger colleagues, as photographs and images displayed there put a more personal face on places and events.

#### (SLIDE 5 - WEBSITE)

I must give a shout-out to Dominic Anaya for the redesign of our website ... What a monumental task he undertook, and with a measured pace he has created an easy-to-navigate site with clear links to important information and documents. His enthusiasm for doing all this work in addition to creating graphics, flyers and important online forms such as the application and A12 travel requests has made the tasks we have as volunteers that much easier. (SLIDE 6 - GRAPHICS) Rich Henderson must also be recognized for his creative talents with graphic arts + social media, and when coupled with his imagination have resulted in beautiful flyers for our various events. His familiarity with all things social media is key in promoting the Wings Foundation. My heartfelt thanks to you both for your dedication as well as your quick response to any questions that come up in our daily monitoring of all communications.

As for contacts to WINGS on social media, an auto-response was created by Rich, and inquiries are normally answered within 24 hours, if not much less. Most of the inquiries have to do with aprons or donations which I normally answer. There have been some negative remarks which have been nipped in the bud ... Usually, such remarks have to do with someone's dissatisfaction with WINGS assistance, either for themselves or someone they know. Without the specifics, we have no idea; however, it is interesting that other Flight Attendants come to WINGS' defense in such threads and if the unhappy party is asked to contact us privately to further investigate their concerns, all we hear are crickets!

#### (SLIDE 7 - SCREENSHOTS OF SITES IN PARAGRAPH)

Jill Surdek (AA VP of Flight Service) and her department communications team are wholeheartedly behind the Wings Foundation. They understand and share in the challenges we face in connecting to our colleagues and are willing to share some "real estate" on the Flight Service website (which contained a direct link to the logo design contest). In addition, the Wings Foundation link in the SotiSurf app on the FA tablet is now fully functional with a direct display of our website homepage rather than defaulting to JetNet. We have discussed utilizing Mobile CCI as

a communications platform by including quarterly updates on WINGS activities as a low priority email ... a setting which might actually work in our favor as there are very few low priority communications! We also talked about connecting with FAs at their annual CQ training (Comply365), and we will draft Wings Foundation talking points which can easily be addressed by individuals outside our organization who take part in the weekly brown bag lunch breaks offered at a number of CQ classes. The Facebook page "AA Flight Service Official" has more than 8,000 followers who often look there first for information on all things touching our responsibilities as Flight Attendants. The SA staff which monitors those posts is always very welcoming and supportive of WINGS news which is a refreshing change from the business of putting out various "fires" we encounter while out on the line.

#### SLIDE 8 – WE NEED YOU!

Moving forward, we must look to enlarge our contact nets, and that is where ALL Wings Foundation volunteers come into play: We need you as individuals to be sure you promote WINGS events posted on social media, whether by a tweet, a Facebook share or an Instagram feed. Extending our reach is dependent on this, and I am grateful to many of you in this room right now who are diligent about "liking" posts and sharing them widely. Can WINGS be out there too much? I don't think so! With every post, the chance of engaging a new individual in our efforts is that much greater ... it really does take a village! We welcome the new volunteers attending this meeting, and hope that many of you take a particular interest in a facet of the WINGS' diamond (heart-shaped, of course!) There is much to choose from, and we are counting on you — the next generation — to help move our organization forward. Feel free to reach out to any of us if you have questions about what it is we do in our various positions: We are happy to share, and hopeful that one of you may be "The One!" to take over our duties as some of us retire or move on to other volunteer opportunities.

#### SLIDE 9 – THANK YOU

Thank you as always for your support and dedication!  
Respectfully submitted,  
Susan Henry

GROWTH AND DEVELOPMENT- Geoff Stafford- See PowerPoint Presentation

**WINGS FOUNDATION RECEPTION AND PRESENTATION OF "FOUNDERS AWARD:**  
**NOMINATION FOR AWARD: Essays written below:**

**TERESA MCCALL, NOMINEE**

Selflessly give of their time to the Wings Foundation, Inc

Teresa was a Chicago caseworker when our Term Director member left the organization and she stepped in the lead role in Chicago and continued for many years. She also became The National Secretary and also served as Ad Hoc member all while flying full time and having a job as a lawyer. She worked tirelessly to help the Foundation grow, both locally and nationally. She led our local base and continued to do casework. She worked very hard in helping our organization when dealing with legal issues and was a valuable resource both locally and nationally. She continued to be present even while dealing with her ailing parents that she continued to travel to and aid.

Has made significant contributions on both a Local (Base) and National level Casework, Term Director, Ad Hoc member, National Secretary, Legal Expertise

Has worked tirelessly for the betterment of the Wings Foundation, Inc.

Teresa gave her heart, soul, and expertise to our organization that helped streamline our stations and grow our organization in the right direction. She was instrumental in many aspects and changes within the organization.

Considers the fiduciary responsibility of the Wings Foundation, Inc. in all decisions.

Instrumental locally and nationally in this area. She was an expert in the fiduciary area and understood many aspects most of us were unaware of regarding the legal side and tax implications, etc. She was responsible for overseeing our local budget and worked closely with our treasurer. When the treasurer left the organization, she took on yet another role locally. She was the foundation of our local committee and we relied on her immensely. She had so many hats, I really don't know how she did it!

Is an innovative thinker, has a sensitivity to the needs of others and exhibits the qualities of a natural leader.

Teresa leads with knowledge, compassion and with the Foundation's best interest in mind always. She is admired by her local and national team members that she had worked with. The F/A's that she has guided as a caseworker have been thankful and grateful for her compassion, help and knowledge in not only the aid from Wings but also from the other areas that they are able to get help and support from. She helped so many that weren't even getting aid from the Wings Foundation. She is always willing to help anyone who needs something. She reaches out, touches so many and is such a valuable tool for all of us. She is so knowledgeable not only with the organization but with the company and so many other things, that she has a very wide range of knowledge to help like no one else I have known.

Upholds the high standards set in place by our three National Founders; Marie Lockbaum, Patti Baskin Palmer, and Ada Asher.

If anyone upholds the high standards our founders have put in place, it's Teresa. She exemplifies High standards. She is calm, level headed, a hard worker for not only our F/A's but for the community. Her drive is beyond any drive I have seen to help others. She selflessly gives her time because she cares not only for our core but for all. What she has done in her time with the Wings Foundation has made leaps and strides for our organization and she has taught us all many things in the process of how to accomplish goals, how to serve our organization, but how to love from the depths of our hearts for our flight attendants in need of our love.

Is there anything else you would like to add about this Volunteer?

She was a very treasured and valued volunteer and we relied on her expertise with the law in many of the decision and changes made locally and nationally. Her hard work impacted Wings, locally and nationally for the good. She left a footprint that will remain with this organization always. She is admired and respected for all she has done for our organization and our flight attendants. She deserves recognition for all of her contributions to Wings. I know our founders would agree.

Nomination submitted by Valorie Stansberry, ORD Term Director

### **STEPHANIE OXFORD, NOMINEE**

Selflessly give of their time to the Wings Foundation, Inc

I have had the pleasure to work alongside Stephanie Oxford over the past 5 years on many Wings Foundation Fundraisers and Events. This woman selflessly gives more than her time to this organization she also gives her HEART. When we have events like Giving Tuesday or Flight Attendant Appreciation Day Stephanie is in operations areas and at the training center for hours on her days off. She is one of the Wings Foundations biggest advocates. I have witnessed Stephanie spend hours and days away from her family to better the organization. Last year alone she went to almost, if not ALL of the Wings Foundation fundraisers around the system to help raise thousands of dollars to assist the American Airlines Flight Attendants. She works year-round to organize the DFW Lip Sync Extravaganza which she helped bring back to life in 2014. Stephanie always puts others first sometimes at the sacrifice of her own to benefit the Wings Foundation.

Has made significant contributions on both a Local (Base) and National level

Stephanie has played a huge role on the Local Level at DFW where she is based. She has had many positions within the Wings DFW Committee. Her last position on the local level was the Wings DFW Term Director. Her leadership role as Term Director has helped secure the foundation for the DFW committee here for years. Stephanie continues to volunteer and organize many of the local events here at DFW. In 2018 alone, she was the co-chair of the Lip Sync Extravaganza 2018, She organized the very first Golf Tournament, she organized Flight Attendant Appreciation Day at DFW and the Training Center, she organized and gathered volunteers for Giving Tuesday at DFW. Stephanie also continues to attend the Wings DFW committee meetings so she can assist in any way she can. On the National Level Stephanie holds a position on the Executive Committee as the Wings Foundation National Fundraising Advisory Director. She over sees the Fundraising with in the entire Wings Foundation Organization. This includes Local Fundraisers at each base, Payroll deductions, Lockers, Sponsorships, Grants, Advantage Cash powered by Barclay Sponsorship. She attends meetings at the National Level in Feb during our Business Meeting as well as all EC meetings. I have witnessed Stephanie conducting meetings with Advantage Cash at American Airlines Headquarters, Conference Calls, and other meetings that specifically relate to fundraising. Stephanie has contributed countless hours to help organize and put together guidelines for Fundraising with the Wings Foundation and for Lip Sync Events.

Has worked tirelessly for the betterment of the Wings Foundation, Inc.

Stephanie has worked tirelessly for the betterment of the Wings Foundation. I wish I had a log book documenting how many hours, days, weeks, and months she has volunteered to help better this organization. I know she has spent days on my couch working to better the Wings Foundation. She is constantly documenting Payroll Deduction Sheets, Organizing Lip Sync Extravaganza, Answering Emails, calling people to help volunteer, Etc, Etc.... She is one of the hardest working volunteers I have witnessed within the Wings Foundation.

Considers the fiduciary responsibility of the Wings Foundation, Inc. in all decisions.

Stephanie's number one priority is raising money for the Wings Foundation. She does this with Integrity, Professionalism, and Trust. She has been behind raising Millions of dollars for this organization. With her heart and pride she has helped so many Flight Attendants in need. Her #1 priority is the fiduciary responsibility of the Wings Foundation.

She is an innovative thinker, has a sensitivity to the needs of others and exhibits the qualities of a natural leader.

I have spent many nights brainstorming with Stephanie about new creative ways we can raise money for the Wings Foundation. I can't tell you how many times she has paved the way for our fundraising efforts within our organization. She is always sensitive to the needs of others. Many changes have taken place over the years one of them being payroll deductions. Stephanie has always been one of the leaders that have come up with creative ways to allow our Flight Attendants to donate money to the Wings Foundation while these changes have taken place. She is a quick thinker while exhibiting the qualities of a natural leader.

Upholds the high standards set in place by our three National Founders; Marie Lockbaum, Patti Baskin Palmer, and Ada Asher.

Marie Lockbaum, Patti Baskin Palmer, and Ada Asher Founded Wings Foundation. An organization to help our fellow colleagues in need 30 years ago. Founded during a time when we were losing Flight Attendants daily to AIDS. These courageous women were able to help and assist so many of our colleagues by volunteering to raise money. They were able to assist with medical bills and other financial needs during a time of crisis. Over the years this organization has grown into a nonprofit that has assisted so many of our American Airlines Flight Attendants. They have set the Highest Standards when it comes to our volunteers and committee members. Stephanie Oxford Upholds the High Standards set in place by our three National Founders. She spends countless hours helping others while continuing to better the organization. Whenever she is called on to do ANYTHING she is ALWAYS right there. Our fellow colleagues now and respect her around the system for the hard work she has done for the Wings Foundation. Stephanie is the definition of Integrity, Professionalism, Humanitarian, and Selfless. I can only imagine how proud Marie, Patti, and Ada are to have Stephanie carry on the legacy they have created for the Wings Foundation.

Is there anything else you would like to add about this Volunteer?

Stephanie Oxford is an example of EXCELLENCE when it comes to be a Volunteer at the Wings Foundation. I have first-hand witnessed the Blood, Sweat, and Tears she has sacrificed to help others. I can't think of ANYONE worthier of this award than Stephanie. When thinking about who should win this prestigious award please keep in mind the countless hours this woman has given to better the Wings Foundation. I am sure if you take a minute to think about Stephanie and all that she has done over the years for the Wings Foundation and others, you will agree with me that she is one of the reasons this organization has grown to be the Non-Profit it is today.

Nomination submitted by Cliff Fleming, DFW Term Director

## **JULIANA RUGGIERO, NOMINEE**

Selflessly give of their time to the Wings Foundation, Inc

Juliana Ruggiero has been a vibrant member of the WINGS team since 2006. Juliana has served in many roles, starting out as a Volunteer Attendee, then moving on in 2007 as a Term Director. In 2008 she was elected WINGS Vice President and continued in that role till 2010. After that she took on the role as WINGS National Treasurer, she remained a force to be reckoned with in that position till 2014. She took a year off as the WINGS National Treasurer and headed up the WINGS National Fundraising team, another tough job. She returned to the position as WINGS National Treasurer for one more year. Juliana went back to the roll as a WINGS Term Director in SFO and then had to transition back to WINGS National Treasurer. Juliana picked up the many pieces left up in the air due to a WINGS Officer resignation. Juliana located all the needed paperwork to reconcile with the accounting firm and get WINGS back on track. She is still currently the WINGS National Treasurer. Paving a path to keep WINGS and it is bookkeeping, record keeping, assistance check issuing and tax information to a new and modern level.

Has made significant contributions on both a Local (Base) and National level

During her tenure as WINGS National Treasurer, Juliana stayed involved at her base of SFO. She actively worked on cases and participated in Fundraising. ONE of her significant contribution on the WINGS National Level was the creation of the WINGS Recipient Data Base she created in 2008. Juliana back tracked records dating back to 2005. A tedious job as it required her to gather figures from each base checking account from the local base treasurers and the national accounts. The next step was to check the facts with the case workers who had the files. This was to make sure the totals were correct. Did I say tedious? The Data base that Juliana created has now been merged with the updated data base being created by Debbie Roland, Past WINGS President and now being kept updated by Anne Elfant, WINGS Vice President.

Has worked tirelessly for the betterment of the Wings Foundation, Inc.

While Juliana was WNGS Vice President, she took the reins to move the Annual meeting from DFW to MIA. This involved arranging a location, meeting room, food, and transportation. She even went so far as to arrange a tour to the AA Miami base kitchens. Juliana arraigned to have the annual meeting again following year in MIA. This began the rotation of having our Annual Meeting at a different base every two years. It allows each base to strut their stuff. It also helped those WINGS Volunteers on both coasts by alternating meeting locations.

Considers the fiduciary responsibility of the Wings Foundation, Inc. in all decisions.

As WINGS National Treasurer for many years, Juliana has worked hard to move the accounting of WINGS forward despite some resistance. Juliana has worked hard with BOA and AAFUCU in solving WINGS banking issues that arose during her time as WINGS National Treasurer. I for one always looked forward to her presentations at our Annual Meeting as it helped me to understand the financial workings of WINGS.

Juliana Ruggiero Is an innovative thinker, has a sensitivity to the needs of others and exhibits the qualities of a natural leader.

In her role as caseworker Juliana has always looked for resources to help recipients. Even when WINGS was unable to assist an applicant, she has recommended other sources on local and state and federal levels. She is an advocate for what is right and has no trouble voicing her opinion even if it isn't the most popular of ideas.

Upholds the high standards set in place by our three National Founders; Marie Lockbaum, Patti Baskin Palmer, and Ada Asher.

Juliana Ruggiero has no problem rolling up her sleeves and getting involved. One example is how Juliana jumped in and covered for Krichelle during the fires in California a couple of years ago. She covered the FADR cases so Krichelle could deal with her own worries at home. If I remember correctly it even involved getting a generator to Krichelle so she could remain at home. Juliana has also jumped back in the NATIONAL TREASURER position and a very unpopular time. Knowing the work ahead of the project, Juliana gathered the needed information, asked the required questions that needed to be asked, sourced the information she needed and started putting down the numbers to get the WINGS National Treasurer's office back on track. Juliana has been an inspiration to me as she represents all the standards set by the founders of WINGS.

Is there anything else you would like to add about this Volunteer?

Juliana's contributions to the Wings Foundation from past to present continues to be instrumental. Being Treasurer is very challenging and requires a lot of invested time. Juliana continues to expand her knowledge in this role. Her ability to understand tax laws and accounting is one of her greatest strengths. Juliana is always looking to improve the position of Treasurer by implementing new processes and creating a solid foundation for future volunteers. It's not been an easy path trying to find solutions for this Charity while considering costs too. In 2018, after a hiatus and during a time of stress for the Treasurer position, Juliana selflessly volunteered to come back. To step back into this role after a period of time away was not easy. The magnitude of having Juliana in this role is greater than words can describe. Our Charity is very grateful to Juliana's dedication and her passion to OUR Treasury and OUR volunteers at the Wings Foundation.

Nomination submitted by Bridget Glassman, NYC Term Director



WINGS FOUNDATION FOUNDERS AWARD 2019

## **DOMINIC ANAYA, NOMINEE**

### **Selflessly give of their time to the Wings Foundation, Inc**

Anytime I need assistance, Dominic has always answered in a timely manner. I can only imagine the workload he carries with other volunteers aside from just me.

### **Has made significant contributions on both a Local (Base) and National level**

He has taken on revamping our IT organizational system which is no small feat. It's time consuming and requires both organizational and time management skills as well as a high-level working knowledge of unifying our entire organization to a common online program.

### **Has worked tirelessly for the betterment of the Wings Foundation, Inc.**

Not only does he fly full time, but he attends training in other bases to help with case workshop as well as anything and everything!

### **Considers the fiduciary responsibility of the Wings Foundation, Inc. in all decisions.**

He's very knowledgeable about maintaining the security and confidentiality of our peers through his assessments of the new online systems he bringing to our organization. Also, whenever I asked him about working with fundraising, he's very cognizant about what we can and cannot post/advertise due to our fiduciary responsibilities.

### **Is an innovative thinker, has a sensitivity to the needs of others and exhibits the qualities of a natural leader.**

Dominic is a very humble leader. He's always working behind the scenes, never complains, and always has wonderful ideas that help make our organization run more efficiently and smoothly.

### **Upholds the high standards set in place by our three National Founders; Marie Lockbaum, Patti Baskin Palmer, and Ada Asher.**

Dominic Anaya is one of those volunteers that make such an astounding difference right away. His name is everywhere because he's doing everything. I feel very fortunate to serve while he's up and coming!

### **Is there anything else you would like to add about this Volunteer?**

He's definitely the first person that comes to mind! Dominic has really stepped up and helped unify and modernize our organization helping make things run more smoothly and efficiently. I'm honored to call him my friend!

Nomination submitted by Kim Putman, CLT Term Director





## WINGS FOUNDATION FOUNDERS AWARD 2019

### **NICKI KIRKEBY, NOMINEE**

#### Selflessly give of their time to the Wings Foundation, Inc

Nicki Kirkeby is a compassionate soul with a selfless heart. She has volunteered her time to the WINGS Foundation because she truly cares about Flight Attendants and their everyday well-being, both financially and mentally. Nicki has devoted her time preparing WINGS cases all while moving to a new house, traveling, vacationing, and dealing with family matters. She has also spent endless hours coordinating with AA PHX Flight Service to set up informational blitzes, and Phoenix base excelled during 2018 fundraising events in May (Flight Attendant Appreciation Day) and November: The PHX "Giving Tuesday" event really put a spotlight on the Wings Foundation and attracted new volunteers, eNewsletter sign-ups as well as a number of "Donate Now" commitments with an available online connection! Prior to that, much of 2018 was consumed with the many details of organizing and pulling off an exceptional first-time LipSync event in Phoenix of which Nicki and her team were justifiably proud.

#### Has made significant contributions on both a Local (Base) and National level

Nicki has been a PHX Term Director for more than four years, in addition to being a caseworker. With the merger, she became the first LUS WINGS Term Director, and excelled at representing not only her PHX base but other LUS bases as well. She then mentored and encouraged newly-elected LUS Term Directors to further help spread awareness of our organization. She has mentored several new caseworkers, giving of her time and patience to insure they understand all the variables involved in properly preparing cases for review while attending to the questions and concerns of applicants along the way. This past year, she has served as AdHoc on the Executive Committee, working closely with VP Anne Elfant in reviewing grant requests submitted by caseworkers from all bases.

#### Has worked tirelessly for the betterment of the Wings Foundation, Inc.

She was instrumental in helping create the "Additional Resources" guide on the Wings Foundation website. Prior to FOI, she assisted former VP Debbie Roland with differences in the case work manual for the LUS Caseworkers. Nicki created the excel spreadsheet that is currently used by caseworkers when figuring grant requests.

#### Considers the fiduciary responsibility of the Wings Foundation, Inc. in all decisions.

It is extremely important to protect the trust of the donors and the recipients of the WINGS Foundation, and Nicki has shown throughout her work with WINGS the integrity to uphold the moral and ethical principles that are required of a leader within the organization.

#### Is an innovative thinker, has a sensitivity to the needs of others and exhibits the qualities of a natural leader.

Nicki thinks outside the box and has brought to the WINGS organization her many years with the non-profit organization Pegasus Project, while always taking into consideration the WINGS business structure. She has been diligent in ensuring the grant monies awarded to WINGS recipients are fair, equitable and appropriate. Her past responsibilities with Pegasus at LUS segued to a perfect fit for her extensive involvement with WINGS financial requirements. Nicki's thinking cap is always "on" when finding ways to best assist WINGS recipients, all the while protecting the organization.

## **SUSAN HENRY, NOMINEE**

Selflessly give of their time to the Wings Foundation, Inc

Susan was initially inspired to get involved with the WINGS Foundation after attending the DCA Fall Festival in October of 2014. She was impressed with how much money was raised, the great time everyone had at the event and the compassion and enthusiasm of our then President, Debbie Roland and the team of volunteers in DCA! Shortly after the Fall Festival she participated in a PHL Blitz and was inspired by the ever-enthusiastic Geoff Stafford, the WINGS Growth and Development Chair. Susan jumped in head first and soon began volunteering her time to help with the WINGS Blitz's that took place to educate legacy US Airways flight attendants about WINGS. In early 2015 she attended the annual WINGS conference and completed the casework training offered at the conference. I was working the LUS cases and welcomed the opportunity to serve as a mentor to Susan. In a very short time...it was Susan who was teaching the mentor ways to improve the grant process. She utilized the "Notes & Questions" on the spreadsheet as a complete overview from month to month, documenting what was happening with the applicant's health, what documents were still needed and what docs had already been provided. The first case that Susan took the lead on dealt with a heart-breaking situation for the flight attendant and a challenging situation of trying to reinstate insurance for the applicant. Susan welcomed the opportunity to take the lead on the call to the applicant and then we got Benefits on the phone. At various times during the call we were placed on hold by Benefits and during this time there were many tears shed by this very fragile flight attendant. Susan was sensitive, assuring, knowledgeable and helped to get this flight attendant through the call. We were on the phone for well over an hour and managed to eventually get her benefits restored and provide hope for a flight attendant who was really alone.

Susan is a caseworker as well as the Communications Advisory Director. She has also significantly helped develop the Wings Foundation in Philadelphia from the beginning. Although she lives in Virginia and commutes to Philly to fly, she has always rearranged her schedule and assisted with the Lip Sync Revue in Philadelphia and crew room blitzes as well as educating our Philly flight attendants about the Wings Foundation.

Has made significant contributions on both a Local (Base) and National level

While Susan was very involved at the local level in both DCA and PHL, she stepped up to a National level at the 2016 Annual WINGS conference. Susan stayed to help clean up after the meeting and stepped out of the room for a moment. The Directors were holding a quick wrap up meeting and when Susan walked back into the room, someone said "light heartedly" that while she was out of the room, we had elected her to serve as the Communications Advisory Director. To our great surprise and pleasure, Susan replied, "I guess I could do that". We were elated, and the outcome could not have been better! Susan has carried on the beautiful imagery of what WINGS is all about through the monthly Communication's newsletter. She has gently encouraged leaders to provide content for the newsletter and has woven a beautiful record of the many events that have taken place through-out the year through pictures and beautiful commentary documenting the amazing work that is being done in every base!

Has worked tirelessly for the betterment of the Wings Foundation, Inc.

With all of her casework, Susan has worked tirelessly on the newsletter and promoting Wings. Also through casework, and fundraising in both Philadelphia and DC.

Has worked tirelessly for the betterment of the Wings Foundation, Inc.

Susan has worked tirelessly for the betterment of the WINGS Foundation through her monthly casework. She ensures there is communication with each applicant and that all documentation is provided that is needed to ensure administration of the casework follows our WINGS guidelines. While she fulfills these necessary items, she

also creates a safe, compassionate and caring relationship with each applicant she serves. Additionally, the time she devotes to the monthly newsletter, is apparent in the final product! She continues to educate, encourage involvement and financial support of the WINGS Foundation through each vibrant, well written newsletter! She finds ways to bring information to all of our flight attendants in interesting ways and shines a light on various volunteers and recipients. When there is a disaster she works closely with our Flight Attendant Disaster Relief Advisory Director, Krichelle Zúniga, to ensure information is shared with the membership, but in a thoughtful and sensitive manner. As an Advisory Director she dedicates a good deal of time to attend the Executive meetings and provides thoughtful and creative ideas which are always delivered in a respectful manner.

Ask any flight attendant that she has helped and they will tell you that she has gone above and beyond. Calling them, emailing them to check in. When a flight attendant didn't have a phone, she found a way to reach them and helped set up a time with their health care provider so they could talk while the flight attendant was in the office for an appointment. That's the kind of person she is. Susan never gives up. If you call or email her, she responds immediately always being helpful with suggestions and great feedback.

Considers the fiduciary responsibility of the Wings Foundation, Inc. in all decisions.

Susan has always kept in the forefront her fiscal responsibility to the WINGS Foundation. While she is kind and considerate to all who apply for assistance, she is steadfast in ensuring that all cases have complete documentation and provides clear direction to the recipients on what is expected of them to continue receiving grants. She truly respects the generous donations made by each and every donor to our organization and ensures their donations are warranted to those who receive grants.

When someone complained that Wings did not help some of their friends, Susan spoke eloquently about Wings. Never losing her composure. And offering to reopen a case if needed. She always puts Wings first. Susan sets an example by uplifting Wings. Susan is trustworthy.

Is an innovative thinker, has a sensitivity to the needs of others and exhibits the qualities of a natural leader.

I have thoroughly enjoyed working with Susan and have learned a great deal from her. As Susan and I have worked cases we have seen situations that we felt needed to be addressed. We have worked together at our annual meetings to try and bring these issues before the leaders of the WINGS Foundation. She is an innovative thinker and presents her ideas in a manner that is not offensive, but informative and presents the opportunity for discussion to change processes within our organization. I believe that is often not the person who speaks loudly who commands innovation, but the person who speaks gently with wisdom and kindness who moves innovation forward...Susan is this kind of person!

Susan never self-promotes. She always thinks of others first. She has personally assisted flight attendants who needed guidance and has extreme patience and is always trying to find a way to help other flight attendants in need through her knowledge of resources.

Upholds the high standards set in place by our three National Founders; Marie Lockbaum, Patti Baskin Palmer, and Ada Asher.

Marie Lockbaum, Patti Baskin Palmer and Ada Asher ignited a beautiful and caring organization that provided for flight attendants in their time of greatest need. Susan's thoughtful, gentle but strong administration of casework, her masterful and creative production of the monthly newsletter and Critical Incident situations have helped to educate our flight attendants and encouraged them to support the efforts of the WINGS Foundation. She is an inspirational leader, who is articulate, respectful to all who she works with, has a BIG compassionate heart, is detailed oriented, a masterful writer and someone we can all admire and learn from. I hope that you will join me in

acknowledging the tremendous work that Susan has done on behalf of the WINGS Foundation by honoring her with the 2019 WINGS Founders Award.

Susan is responsible, gracious and a true leader and most importantly she can work with anyone. She is diplomatic and wants to solve problems. She is a true team player.

Is there anything else you would like to add about this Volunteer?

Susan is just a great person. She doesn't judge. She takes on more than she should without complaining. Whenever I was having trouble with casework, she always helped me and listen to me vent. And when I made a mistake or forgot to do something, she was never condescending or rude. She has a warmth and kindness that makes people open up to her and she truly cares about all flight attendants in need.

Nomination submitted by Nicki Kirkeby, PHX Term Director & Sarah Bly, PHL Term Director

**JULIANA RUGGIERO** WAS PRESENTED THE WINGS Founders AWARD during our Reception full of guest from Flight Service, Catering, Barclays, APFA. past volunteers, and Juliana's Mother.

The Wings Foundation was pleasantly surprised by a \$100,000 donation from our AAdvantage/Barclays Sponsor.

CONGRATULATIONS JULIANA RUGGIERO, RECIPIENT OF 2019 WINGS FOUNDATION FOUNDERS AWARD.

February 20, 2019

Meeting began at 9:00 am

Vice President's Report: Anne Elfant

Welcome to the board of directors meeting 2019. During the year I held two casework training classes. One in DFW and the other in CLT. An issue I discovered is a volunteer's hearts are in the right place but when offered to work a case they either don't return Lo's calls or they are too busy. So, the search continues. To say this has been a tough year is an understatement. Many of us have lost those that were close to us personally and professionally. In one month, three WINGS recipients lost their battle with cancer. In 2018 we assisted 147 flight attendants

It seems as if the uncertainty with the company changes has added a lot of stress to all of us. Causing more depression and addiction issues. In 2018 we had 14 cases suffering from depression and anxiety and 15 recovering from chemical and alcohol addiction. While recipients recovering from cancer only number 10. Right now we have three recipients at the same rehab facility. Interacting with these flight attendants can prove challenging. It is my hope that during this meeting we can learn from the experiences of our case workers as well as arm them with additional resources.

Moving forward I will be recruiting volunteers to be part of the Vice President Committee. The paperwork is never ending. It would be great to be able to delegate some projects as well as get more volunteers involved in the workings of WINGS. Dominic and I discussed having the check requests go straight to a spread sheet as opposed to entering them by hand. This will free up more time to accomplish other goals.

Caseworkers are now finding themselves working cases from other bases as well as working with caseworkers from different bases. We will continue to offer any new cases to the base of the recipient first. If those caseworkers are not free, we then pass the case on to the next available caseworker.

it has been a great year for me being involved with Wings both Professionally and personally.

Flight Attendant Disaster Relief Report: Krichelle Zuniga

18,500 Total monies given out

9 cases

2 from California Camp Fire

(This includes 1 total loss)

2 from Hurricane

3 from Hurricane Maria

2 misc house fires.

Updated everyone on 6 month time limit from date of disaster to apply for FADR ASSISTANCE.

Election of Officers/Advisors and Term Directors for 2019

**2019 OFFICERS, ADVISORS AND BOARD OF DIRECTORS**

**OFFICERS**

PRESIDENT-Kazumi Chapa

VICE PRESIDENT- Anne Elfant

SECRETARY-Sharon Gambrell

TREASURER- Juliana Ruggiero

AD HOC- Lo Cruzan, Elected by the President

**ADVISORS:**

FLIGHT ATTENDANT DISASTER RELIEF-Krichelle Zuniga

GROWTH AND DEVELOPMENT- Geoff Stafford

WEBMASTER- Dominic Anaya

FUNDRAISING-Stephanie Oxford

COMMUNICATIONS- Susan Henry

KIWI LIAISON- SAM GOOCH

RECYCLING-JILL FENLEY

TERM DIRECTORS:

LAX- Michelle Soto

DFW- Roxanne Liwanag-Kelly Resignation- Mary Jo Brown (2 year)

BOS- Lo Cruzan

ORD-Trisha Alferman

STL- Forrest Blake

PHX-Nicki Kirkeby, Resignation- Jordan Michael Thostenson 1 Year

PHX- Efrain Cooper

CLT- OPEN

PHL-Open

RDU-OPEN

MIA-Natalia Labuttis

MIA-Alex Bermea

Presentation: APFA EAP- Abby Alconcher, Susie Wallace, Bill Ibarra, Sharon Dunn, Heidi Sakacs,  
Optium EAP- Annia Palacios, John Tuttle,

Presentation by the EAP was a discussion of Injury of Duty, Who to call in a time of Crisis.

All of this information will be found on the secure side of our website for future use.

Working Lunch

MS365 & Casework Discussion Administration Team: New team for 2019 will be Dominic Anaya, Lo Cruzan, Amy Olsen, Anne Elfant.

Family Fund- Kim Tuck

The Family Fund allows you to apply once a year. They do not pay you directly but will send a payment in for your specific bills.

February 22, 2019

9:00 a.m.— Opened with photographs at the American Airlines Learning Center. The Foyer Staircase will be torn down for renovations.

Recycling report- Danny Cabrera-

Fundraising-Juliana Ruggiero: See PowerPoint Presentation

Proposal of budget,

Juliana Ruggiero proposed that we vote to accept the proposed budget for 2019.

2<sup>nd</sup> by Mary Jo Brown

Vote was yes unanimous.

**RESOLUTIONS PRESENTED:**

**WINGS POLICY MANUAL:** A copy was given to all volunteers to take home and read. Any suggested edits to be discussed. The deadline for this is March 31<sup>st</sup>.

Meeting adjourned at 2:30 p.m.