



## **Wings Foundation, Inc.**

*Board of Directors Meeting  
Embassy Suites South  
Dallas/Fort Worth, Texas  
February 25-27, 2020*

### **Officer Directors**

President:	Kazumi Chapa
Vice President:	Anne Elfant
Secretary:	Mary Jo Brown
Treasurer:	Juliana Ruggiero
AdHoc:	Lora Cruzan

### **Advisory Directors**

Communications:	Susan Henry
FADR:	Krichelle Zúñiga
Fundraising:	Stephanie Oxford
Growth & Development:	Geoff Stafford
KIWI-Liaison:	Sam Gooch
Recycling:	Jill Fenley
Webmaster:	Dominic Anaya

### **Term Directors** (\*) denotes absent

BOS: Lora Cruzan	NYC: Natalie Adamowicz
CLT: Andrea Sission	NYC: Paul Anstine, Jr
CLT: Kim Putman	ORD: Trisha Alfermann
DCA: Lauran Murphy	ORD: *Valerie Stansberry
DFW: Cliff Fleming	PHL: Sarah Bly
DFW: Mary Jo Brown	PHX: Jordan Thostenson
LAX: Aaron Azevedo	SFO: Cynthia Hernandez
LAX: Michelle Soto de Carvalho	STL: *Forrest Blake
MIA: Alex Bermea	

### **Attendees**

Amy Olson, DCA	Louie Salinas, DFW
Brenda Jacobson, LAX	Marsha Douglass, DFW
Daniel Sinclair, CLT	Melissa Flood, DCA
Danny Cabrera, DFW	Penny Mather, DFW
David Arnette, DFW	Rhonda Dawson, DFW
Debbie Dent, ORD	Roasheen Huffman, DFW
Desiree Reinarz, PHL	Roberto Jimenez-Curiel, PHL
Doug Miller, LAX	Roxanna Liwanag-Kelley, DFW
Greg Grauter, NYC	Rylee Brown, DFW
Heather Wilson, ORD	Scott Brown, DFW
Jane Dineen, LAX	Steve Hunter, LAX
Jocelyn Pena, LAX	Susie Asing, DFW
Kim Phillips, CLT	Veronica Alvarez, LAX
Kyle Costa, DFW	



**February 25, 2020**

**Lunch 11:30-12:30**

A quorum of the Directors being in attendance, the meeting was called to order at 12:25 pm  
The Wings Foundation mission statement was read  
President Kazumi Chapa gave welcome and an overview of the next 3 Days  
Presidents report was read and Welcomed the newly trained caseworkers

**Presidents Report: Kazumi Chapa**

Thank you volunteers for joining together during our 30th anniversary year of the incorporation of Wings Foundation. It is truly amazing how much we have grown from the “grass roots” organization founded by Marie Lockbaum, Patti Baskin Palmer and Ada Asher into a nonprofit that generates 1 million dollars of donations annually.

During the last decade, Wing Foundation has provided over 10 million dollars in assistance to American Airlines Flight Attendants in financial distress due to illness, injury, disability or natural disaster.

Last year, WINGS provided AA Flight Attendants over \$800,000 in financial grants. We raised over \$900,000 through recurring monthly donations, fundraisers, inflight aluminum can recycling, and over in \$100,000 corporate donation from Barclays.

I am deeply grateful to the WINGS Executive Committee for their drive and dedication throughout 2019, especially Juliana Ruggiero and Anne Elfant. It has been a tumultuous year due to the changes in guidelines concerning fundraising and developing a Wings Foundation Volunteer Policy Manual.

Thank you, Krichelle Zúñiga for planning of the 2020 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.

**Secretary report: Sharon Gambrell**

Memorial /Retirement/In Honor of/Donations: 42

501 C Charity Tax Letters: 54

Executive Committee Meetings were held 2 times this year.

Date: February 2019, Coincided with our scheduled Board Meeting in Dallas.  
Executive and Advisory Meeting led by Kazumi Chapa.  
Discussions of what to expect and challenges to work on for 2019.



Date: October 24-25, 2019 Executive Meeting. Embassy Suites-Dallas

Meeting Called by Kazumi Chapa, President

ATTENDEES: Kazumi Chapa, Anne Elfant, Juliana Ruggiero, Sharon Gambrell, Susan Henry, Stephanie Oxford, Geoff Stafford, Krichelle Zuniga, Sam Gooch, Dominic Anaya, Lo Cruzan, Jill Fenley

Meeting Discussions:

- Treasury – Juliana Ruggiero (Budget, Audit and Taxes, Operating Expenses)
- Casework – Anne Elfant (Casework updates, Assignments process, Database, Casework Training and Manual)
- Fundraising – Stephanie Oxford (Updates on our AAdvantage Cash/Barclays, Kiwi Convention gifts, Aprons)
- AA Giving Platform – (Guest) Vickie Yakunin, Manager Community Relations.
- Discussion was Global engagement, WINGS Policy Manual,
- Flight Attendant Disaster Relief – Krichelle Zúñiga
- Recycling – Jill Fenley
- Kiwi Liaison – Sam Gooch
- Communications – Susan Henry, (Guest) Stephanie Maxwell, SENIOR COMMUNICATIONS Specialists, and (Guest) Keith McCarty, Senior Manager, Communications and engagement.
- Webmaster – Dominic Anaya (Future plans for uploads and new WINGS Website.)
- Growth and Development – Geoff Stafford (Updates on Growth)
- Meeting Adjourned Day 2, 3:30 PM

7/24/2019 - Wings Foundation President Kazumi Chapa requested a Board of Directors Conference Call. Purpose of Call: Presentation by Wings Foundation legal Counsel Katie Gerber, and Craig Carpenter, Thompson and Knight, LLP "Fiduciary Duties and intellectual Property Protection for Non -Profits and approval of Wings Foundation Volunteer Policy Manual."

Conference Call E Vote: A motion was put forth by Kazumi Chapa and properly seconded by Anne Elfant to adopt and implement the Wings Foundation Volunteer Policy Manual.

Yes – 15, No – 0, Abstain – 2

**E VOTES:**

March 23, 2019: An E Vote was sent to all voting board members for Natalie Adamowicz to fill the open Term Director Position in New York.

Yes – 16, Non-voting – 5

Resignations:

Efrain Cooper as PHX Term Director

Natalia Labuttis as MIA Term Director



## Wings Foundation Treasury Report 2019

Presented by Juliana Ruggiero

- MONEY GIVEN TO FLIGHT ATTENDANTS SINCE 2005 \$10,481,576
- PROGRAM SERVICES 2019
  - BOS \$1,500
  - CLT \$65,035
  - DCA \$9,968
  - DFW \$160,107
  - LAX \$82,967
  - MIA \$87,142
  - NYC \$87,454
  - ORD \$170,849
  - PHX \$58,825
  - RDU \$36,710
  - SFO \$37,274
  - PHL \$53,187
  - **TOTAL \$818,000**

### PROGRAM ASSISTANCE

- TOTAL FADR (7 Cases) - \$21,700
- GRAND TOTAL OF - \$839,700
- INCOME PAYROLL - \$453,491
- 30 4 30 - \$8,476
- INTEREST INCOME - \$7,259
- GENERAL DONATIONS - \$130,617 \*INCLUDES ADVANTAGE/BARCLAY
- RECYCLING - \$25,163
- KIWI DONATIONS - \$41,110
- FUNDRAISING INCOME - \$101,092
- LOCKERS - \$40,530
- F/A APPRECIATION DAY - \$4,639
- N4G - \$44,259
- CARTS - \$16,800
- TUESDAY GIVING - \$2,338
- AMAZON SMILE - \$965
- **TOTAL - \$868,083**

### EXPENSES

- Admin/Misc - \$110,340 Total
  - Thompson & Knight LLC - \$33,125 vs 2018 \$4,882
  - Philadelphia Insurance - \$2,331
  - Cpa/ Accounting/2018 AUDIT - \$20,395.40
  - Lodging/Mtg/Food - \$41,776
  - Fundraising Expenses - \$22,283
  - Logo items - \$1,200
  - Fund exp misc - \$21,083

Program SVC - \$817,999

FADR - \$21,700

**TOTAL \$962,840**

**Since 2005 Wings has assisted 2455 Flight Attendants**



#### FLIGHT ATTENDANTS HELPED

- 2005: 174 F/A's
- 2006: 176 F/A's
- 2007: 220 F/A's
- 2008: 202 F/A's
- 2009: 177 F/A's
- 2010: 153 F/A's
- 2011: 146 F/A's
- 2012: 142 F/A's
- 2013: 138 F/A's
- 2014: 145 F/A's
- 2015: 157 F/A's
- 2016: 174 F/A's
- 2017: 155 F/A's
- 2018: 146 F/A's
- 2019: 150 F/A's

#### PROGRAM SERVICES INSURANCE VS EXPENSES

- MEDICAL INSURANCE \$163,000
- RECIPIENT EXPENSES \$655,000
- ISSUED 554 CHECKS
- AVERAGE OF 46 CHECKS OR ACH'S A MONTH
- WINGS \$\$\$ BY THE YEARS
- 2009 \$1,084,317
- 2010 \$1,262,625
- 2011 \$1,482,674
- 2012 \$1,553,746
- 2013 \$1,656,518
- 2014 \$1,575,117
- 2015 \$1,484,713
- 2016 \$1,234,001
- 2017 \$1,185,912
- 2018 \$1,171,591
- 2019 \$1,077,475

#### The FINAL Numbers 2019:

Started the year with: \$1,171,591  
Ended the year with: \$1,077,475  
\*(Operating deficit of \$) **-\$98, 642**

**KIWI-Liaison Report:**

By Sam Gooch

Two-year Kiwi Donations to WINGS	\$85,256.40
Lifetime Kiwi Donations to WINGS	\$592,267.41
2019 Thank you notes totaled	982

**Endeavor Year:**

Every two years THE KIWI CLUB have the month of November that they raise and donate funds to The Wings Foundation. This is the only designated time that the Kiwis have on their calendars that donations are to be given to WINGS, however, as you can see, the Kiwis are a very generous Charity to WINGS. Most Kiwi chapters donate monthly year round. They donate 50/50 raffle monies. Special events held by a chapter and individual donations. WINGS is the recipient of several bequeathment's.

Please remember that we do work every hard at keeping the relationship active. The West coast WINGS volunteers attend many if not all the West Coast Kiwi Chapter events.

Every two years The Kiwi Club has a convention. WINGS volunteers are invited to have a boutique table to offer a gift to each Kiwi member attending the convention. This years WINGS will be giving each Kiwi in attendance at the Kiwi Convention the WINGS luggage grippers.

You may notice on some of your flights there are non-revs that support a Kiwi of some kind on the collar or jacket. Please take the time to engage them in conversation. Find out if they are indeed a Kiwi. Thank them for their generous donations. It is that simple. Acknowledge them.

**Communication Report: (See Report on the Wings Foundation's Website)**

By Susan Henry

**Growth & Development: (See Report on the Wings Foundation's Website)**

By Geoff Stafford

**Fundraising Report: (See Report on the Wings Foundation's Website)**

By Stephanie Oxford

**Recycling Report: (See Report on the Wings Foundation's Website)**

By Jill Fenley

**Webmaster Report: (See Report on the Wings Foundation's Website)**

By Dominic Anaya





## **Base Reports**

### **NYC Report:**

Presented by Natalie Adamowicz

The NYC Base assisted 22 of our fellow Flight Attendants in 2019 with over \$87,000.00 in financial assistance. Over \$25,000.00 of that amount granted outside the NY Base. Payroll Deductions totaled over \$50,000.

Wings was present at all 3 NY Base airports- Newark, La Guardia and JFK during Flight Attendant Appreciation Day. We took in over \$500.00 in Wings products sold, sign ups for the Wings Newsletter, promoted the Recycling program, etc.

Wings had been present at past JFK Christmas Holiday Bazaars, but when we inquired the Bazaar was not held for the year of 2019.

La Guardia Operations will be relocating within the next 2 months or so to a temporary location for a minimum of 1-2 years due to airport construction. We were given a deadline of March 15th to vacate the Baggage Room. Unfortunately, the temporary location is much smaller and Operations will be unable to accommodate the Wings Display Case and Lockers. The Lending Library and Lockbox will, however be transferred to the temporary location. JFK Locker Program cannot use or accommodate the LGA Lockers, and moving and extra storage fees are luxuries Wings cannot afford. As a result, the La Guardia Locker Program has been disbanded. 2019 occupancy rate for LGA lockers was around 20%. 2019 occupancy rate for JFK lockers was around 63%. JFK Locker Program averages around \$17,000.00 annually. NYC Base will market the JFK Locker Program to fill as many of the unoccupied lockers as possible. Currently, NY is in possession of 2 sets of narrowbody First Class aircraft seats. We will work this year on fundraising ideas for the seats.

### **PHX Base Report**

Presented by Jordan Thostenson

This year I was fortunate to be in operations for both Flight Attendant Appreciation day (roughly \$800) & Giving Tuesday (\$713). These donations were graciously from fellow flight attendants and donations from other workgroups that passed through operations. Through these we continued to update our colleagues on the importance of the Wings Foundation while keeping flight attendants involved, engaged, and informed about monthly donations, direct donations, as well as the meaning of Wings Turns 30.

It's been an Interesting year for the Phoenix Base with the announcement of the unfortunate downsizing announcement that we received last April. Luckily, due to enthusiastic volunteers. We will continue to brain storm multiple avenues to generate more volunteers with new invigorating ideas to keep people excited about the great foundation we have built.

Last fall Volunteer Nicki Kirkby and I had the opportunity to tour our new LSG SkyChef tour facility in Phoenix, where we had the opportunity take an overview of the facility as well as how recycling of cans are processed. We were told that expenses for recycling in PHX were so much higher than other stations, however I'm still in the process to find out if these numbers have improved or any changes that have been made to make a difference in WINGS receiving more monies.



My two caseworkers in Phoenix; Daniel and Nicki have also had a busy year with numerous cases which they handled magnificently. Including cases from PHX, CLT, SFO, MIA, PHL, & DFW.

With the help of our amazing volunteers, including Efrain & Steven Cooper, Daniel Smotherman, Nicki Kirkby, Rosie Ivy, and Adrenis Washington

Through some of our non sanctioned fundraising events we totaled a donation amount of \$8,500 through, raffles, ticket sales, and direct dedicated donations directly to WINGS.

Due to the severity of the shirking base I've found that this has been a crucial part of fundraising to do community outreach. Through non sanctioned events, It's brought more knowledge about what our goal is at the Wings Foundation around the community, which has been an important part of reciprocal donations & support in the future.

### **DCA Base Report**

Presented by Lauran Murphy

DCA has 15 volunteers on it's roster.

DCA participated in Giving Tuesday at the Washington Reagan National Airport. Unfortunately there are fewer flight attendants passing through operations now, so interaction was limited. Effective outreach is a concern for the new payroll conversion in May. Social media may be a more effective method of reaching Washington based flight attendants, particularly as many flight attendants also fly exclusively from IAD and BWI and may not utilize the operations area. We may look at a one to one outreach, particularly to those already giving to Wings.

Volunteer Frances Gosline reported that about \$2000 was raised through her work offering donated corks for sale.

DCA is not planning a fundraiser this year is willing to support other bases' fundraisers. Disney park hopper tickets and DVDs were recently secured for the CLT fundraiser, and we are working on Kennedy Center tickets and a hotel stay to contribute as well.

DCA will continue to look for a new and affordable venue for a fundraiser for 2021, and would like to consider a new format for the fundraiser.

### **LAX Base Report**

Presented By Michelle Soto de Carvalho

LAX is all in on what will be a very challenging year as we prepare to start the payroll deduction from scratch!! Our fundraising season will begin with our Lip Sync Fiesta May 13th in Long Beach followed by our presence in LAX ops later in the month for flight attendant appreciation week. It was great to see so many new volunteers this year at the WINGS annual BOD meeting!! LAX brought along two of our own, welcome Doug Miller and Steve Hunter from LAX and ever grateful for the continuing appearance of Michelle Soto and Aaron Azevedo, LAX Term Directors, Jane Dineen and Brenda Jacobson, Retired, and Jocelyn Pena and Veronica Alvarez, volunteers.  
2020 Bring it on!!





### **CLT Base Report**

Presented by Andrea Sission and Kim Putman

It's been a great year for WINGS in Charlotte!

We continue to see our base grow both in size and WINGS participation and awareness. New volunteers have energetically stepped up to help with a variety of projects including tabling events and increasing our online social media presence through our Facebook page: Wings Foundation CLT.

Flight Attendant Appreciation Week in May was a huge event for us. We were present in the crew room for all three days of celebrations and raised over \$1,400 in donations.

We also debuted our flight attendant resource cards during appreciation week. These cards were designed by Andrea Sisson and generously sponsored by Kim Putman. Each card features information for a variety of resources helpful to our workgroup, including numbers for the EAP, APFA, CIRT, and of course- the WINGS website. On the backside of the card we printed Charlotte specific information including the local APFA union rep phone number, FSM office number, and the Atrium Health Clinic located in the airport.

They are designed to be added to our American Airlines lanyard, or placed in a wallet for quick reference. We would be happy to forward the template to any term directors that may want to replicate these cards for their base.

In October, Andrea Sisson assisted Anne Elfant in organizing a caseworker training class. We welcomed 6 fantastic new caseworkers to our ranks.

In December, we were present in the crew room for Giving Tuesday. In addition to raising \$350 in donations, we began spreading the word for the new payroll deduction option that will debut next year.

Looking ahead to 2020, we are thrilled to be hosting our first full scale fundraising event- "Wings Nation" will be held April 23 at Heist Brewery in Charlotte. This lip sync performance will highlight the diversity and talent of our flight attendant workgroup. Join us in April for an unforgettable event!

### **ORD Base Report**

Presented by Trisha Alfermann

Chicago has been and continues to be a transitional and shrinking base. Our local Wings organization has persevered despite these challenges!

We hosted several successful fundraisers in 2019-from the Red Barn event to FA Appreciation Day. We had 2 new volunteers assist with FA Appreciation Day and we are excited to have 3 new volunteers attend the convention. Lynette Baker, Debbie Dent and Susan Thulin. Heather Wilson is a longtime volunteer but this is her first convention.

We have new volunteers who are working on an event this fall—Lip Sync or something along that line. Stay Tuned!!



Chicago has been very active with casework in 2019. We closed 16 cases and we sent 3 cases out of base. Heather Wilson and I are currently managing 9 cases and have 5 cases that are being managed out of base—January proved to be a very challenging month. Thank you to the caseworkers that stepped in to help us. Debbie Dent was trained yesterday so we will be able to manage all of our cases in the future—we hope.

Valery Stansberry and I are the current TDs. We speak frequently about Wings and our main topic has been the new payroll system. Chicago is very diverse in seniority. We have been brainstorming on ways to include and engage the most senior, the most junior and the middle of the pack seniority holders. What works for a 72 year old may not work for a 22 year old. We are excited to learn about ideas and plans from the Board as well as from the other bases.

Chicago is diligent in our recycling efforts. Heather had a polite conversation with a FA who was very vocal and very misinformed—she is still very vocal but now very informed.

Chicago Wings is incredibly thankful for the co-operation we receive from Flight Service. We are able to host events in Ops with their OK and logistical support. We have also attended kiwi luncheon and silver stripes luncheon to speak about wings and payroll Changes and that we have talked about how they can donate through donate now, memorial and bequeath donations. Chicago Wings may be a small group but we are all very passionate about helping our FAs!

#### **DFW Base Report**

Presented by Cliff Fleming & Mary Jo Brown

Golf tournament April 15th raised \$19,700

Plant sell \$1,822

DFW LIP Sync \$41,085

DFW lockers terminals A, C & D \$10,00 2019

Committee meetings on August 6th 2019 and January 7th 2020

Meeting on January 7th was also a preliminary meeting to discuss LipSync 20/20

#### **PHL Base Report**

Presented by Sarah Bly

"Philadelphia produced their most successful Lip Sync Revue with the Studio 54 theme raising \$20,000 for the Wings Foundation. There is a small solid group of lip sync volunteers who love to help every year. However for 2020 to 2021 we would like to train more caseworkers, increase our volunteer base, continue to inform and educate flight attendants on Wings and produce another fundraiser, and make a strong connection with the Philadelphia area Kiwis."



## **MIA Base Report**

Presented by Alex Bermea

Miami had 17 cases active in 2019 with assistance totaling over \$60,000

There are currently 7 Active Cases

Miami payroll deductions were over \$6000

Presence in Miami for wings was limited to flight attendant appreciation day and One recycling demonstration by Alex Bermea.

A planned meeting was scheduled in early march attended by Geoff Stafford, Natalia L., and Alex Bermea

Lockers in Miami brought in over \$15,000

Alex Bermea became case work trained 2/24/2020 Miami Lipsync was announced for March 2021

## **Additional Topics**

- LAX shares an opportunity they had to make a “Plug for Wings”. Members of the LAX volunteers participated in a game show with any monies won will be donated to The Wings Foundation. Program to be aired in late March or April
- Brenda Jacobson and Danny Cabrera discussed the retired carts and gave an update. The company (AA) has agreed to donate ALL carts to The Wings Foundation. It will be a local event and available to all American Airlines Employees. Donation amount is still pending
- Krichelle Zuniga spoke about general information about the hotel and this evenings reception for our guests. Barkley's and American Airlines management

**WINGS FOUNDATION RECEPTION & PRESENTATION OF “FOUNDERS AWARD” 6:00 PM  
CONGRATULATIONS ANNE ELFANT, RECIPIENT OF 2020 WINGS FOUNDATION  
FOUNDERS AWARD**



## **FEBRUARY 26<sup>th</sup>**

6:00-8:45 EMBASSY SUITES BREAKFAST BUFFET

### 2020 WINGS FOUNDATION BOARD OF DIRECTORS-VOTE

#### Officer Directors

President:	Kazumi Chapa	22 Yes/ 0 No
Vice President:	Anne Elfant	22 Yes/ 0 No
Secretary:	Mary Jo Brown	22 Yes/ 0 No
Treasurer:	Roberto Jimenez-Curiel	22 Yes/ 0 No

#### Advisory Directors

Communications:	Susan Henry	22 Yes/ 0 No
FADR:	Krichelle Zúñiga	22 Yes/ 0 No
Fundraising:	Stephanie Oxford	21 Yes/ 1 No
Growth & Development:	Geoff Stafford	22 Yes/ 0 No
Kiwi-Liaison:	Sam Gooch	22 Yes/ 0 No
Recycling:	Jill Fenely	22 Yes/ 0 No
Webmaster:	Dominic Anaya	22 Yes/ 0 No

#### Term Directors

CLT:	Paul Anstine, Jr	22 Yes/ 0 No
DFW:	Cliff Fleming	22 Yes/ 0 No
DFW:	Danny Cabrera	21 Yes/ 1 No
LAX:	Aaron Azevedo	20 Yes/ 2 No
MIA:	Kim Putman	22 Yes/ 0 No
NYC:	Bridget Glassman	22 Yes/ 0 No
PHL:	Sarah Bly	22 Yes/ 0 No
RDU:	Sharon Gambrell	22 Yes/ 0 No
SFO:	Juliana Ruggiero	22 Yes/ 0 No

### **NEW PAYROLL DEDUCTION DONATION PLATFORM®**

Stephanie Oxford, Geoff Stafford, Susan Henry and Kazumi Chapa

Payroll deductions will cease May 15, 2020 and All AA employees can log onto JetNet to sign up for payroll deductions on JetNet starting May 16, 2020

#### **FADR Report:**

Presented by Krichelle Zúñiga

- 7 cases
- 12,700 total payout for year
- 3 apt fires
- 3 Texas tornado
- 2 apartments damaged from crane in Dallas



### **Vice Presidents Report: Anne Elfant**

I add my welcome with the rest of the EC to the 2020 Board of Directors meeting. Great to see so many new faces. Thank you again Krichelle for an amazing job putting this all together. as Vice President, I focused this past year on updating the database (post on screen and explain). With the help of Daniel, Sam, Julianna, and Dominic I am trying to redo the check request form.

I held two casework training classes one in CLT thank you Andrea for a great job setting it up for me.

The other at DFW as usual Kazumi was there to lend her support. From both classes we added some very strong case workers to our case work team. The hunt continues. Myself, Kazumi and Sam also worked on a draft for the new casework manual. The cover was designed by my daughter in law Michelle. With added help with other graphics from Krichelle and her husband.

The year started out with a great ebb and flow each month. Unfortunately, that was short lived. Blessed with social media we learned of applicants with go fund me accounts. Also, an applicant that received \$10,000 from his parents and chose to buy a second car. As well as a lot of very entitled flight attendants. Reminding us just how many years they have contributed to the Wings Foundation. One recipient even wanted to know what they had left in their WINGS bank. As you can see this year WINGS case workers faced many extraordinary challenges and handled each one with care and savvy in exploring the truth behind the applications.

I want to take a few minutes to explain just what it takes for an applicant to become a recipient. Applications are received either by mail, FedEx, and online. Lo than assigns a lead and second case worker to each case. They upload it from OneDrive and follow the process to determine the amount of the award. The check requests are then sent to the VP, their second and if bill.com to the bill.com email. The VP acknowledges the request via email and creates a monthly spreadsheet that will be checked by the second once corrected play with Sam and Juliana it is then sent to the treasurer who issues the check. Once the checks are issued the VP compares the amounts to the request, and begins the process of adding the requests to the yearly database and the new recipients to the master.

### **Casework Discussion & Resolutions**

There were 11 proposals brought forth for discussion. Changes needed to be made for final vote. 2 proposals were tabled for further discussion in 2021

**7:00 PM**

**Group Dinner at Capistrano's Trattoria Restaurant at Embassy Suites**



**8:30 PM**

**EC BOD meeting in President Kazumi Chapa's room**

**Officer Directors**

President:	Kazumi Chapa
Vice President:	Anne Elfant
Secretary:	Mary Jo Brown
Treasurer:	Roberto Jimenez-Curiel
AdHoc:	Lora Cruzan

**Advisory Directors**

Communications:	Susan Henry
FADR:	Krichelle Zúñiga
Fundraising:	Stephanie Oxford
Growth & Development:	Geoff Stafford
KIWI-Liaison:	Sam Gooch
Recycling:	Jill Fenley
Webmaster:	Dominic Anaya
Assistant Treasurer:	Juliana Ruggiero

**Discussion:**

Kazumi Chapa welcomed board members and thanked new and returning members for dedication and service.

Discussed officer Directors needing assistants.

For the 2021 BOD Meeting Krichelle Zúñiga will take over more responsibility and delegation of duties.





**February 27, 2020**

**6:00 AM-8:45 AM Embassy Suites Breakfast Buffet**

**9:00 AM Meeting called to Order**

**Reading of the Mission Statement**

Mr. Phelps, manager of the Embassy Suites hotel thanked The Wings Foundation for being their guests and that they look forward to seeing Wings at next years BOD

**9:30 AM Proposals & Resolutions with recorded votes**

Submitted By: Cliff Fleming, DFW/Paul Anstine, Jr, CLT 2nd

Background: Currently, there is no language in the Casework Manual referencing the number of times a Flight Attendant is eligible to apply and receive assistance. There is a reference to the financial caps for both annual and lifetime maximums.

Over the past two years, Caseworkers have noticed an increased amount of applicant's who have previously received WINGS assistance. Some Flight Attendant's have received WINGS assistance two, three, or even four times.

Proposed Motion: We move to update the Casework manual to reflect this change. "An applicant is only eligible to receive WINGS assistance a maximum of three (3) times in a rolling five (5) year period."

*Passed by vote 15 yes/ 7 No*

Submitted By: Cliff Fleming, DFW/Sharon Gambrell, RDU 2nd

Background: Per the WINGS Casework Manual the language currently reads a Flight Attendant must be "almost or out of sick time." This is extremely subjective based on the Caseworkers. There are multiple references to "almost out of sick time" throughout the manual.

Below is an excerpt from page 3:

3) AA Flight Attendants who are almost or out of available of sick time.

Proposed Motion: We move to change the language in the Casework Manual in any section referencing sick time as follows, "AA Flight Attendants who have five (5) hours or less of sick time." This number is derived from the JCBA Section 9.C.1.a., "A Flight Attendant who is available for fifteen (15) or more days in a month will accrue sick leave for such month as follows." \*As of 1/1/2018 both legacy Flight Attendants accrue 4.5 hours/month\*

*Passed 22 Yes/ 0 No*

Submitted By: Cliff Fleming, DFW/Kazumi Chapa, President 2nd

Background: The Casework Manual states on page 5/5 from Revision 3/2018:

"D). Applications and documentation must be updated every 3-6 months. Medical documentation must be up to date at all times."

We have experienced multiple cases where an applicant received alternate income (social security, second job, vacation pay, retro payments from Sedgwick, etc.) yet failed to advise the Caseworker. With the current requirements, Caseworkers can forgo requesting updated financial documentation for up to six (6) months.

Proposed Motion: We move to update the language in the Casework Manual to require a recipient to provide detailed checking/savings statements every sixty (60) days. Any references to the previous timeframe of 3-6 months, be reflective of this resolution.

*Passed 22 Yes/ 0 No*



Submitted By: Cliff Fleming, DFW/Anne Elfant, VP 2nd

Background: Caseworkers frequently receive only the cover page, or summary, of a Flight Attendant's checking/savings account. We are often missing the totality of the bank statements. Number 4 on the checklist from the Application states: Copies of your last three (3) checking and savings statements.

Proposed Motion: We move to change the wording to "ALL page's front/back of your last three (3) months checking and savings statements."

*Passed 22 Yes/ 0 No*

Submitted By: Sharon Gambrell, RDU (*Tabled for 2021*)

Background: WINGS sends out several E-Votes that need to be voted on per year. Looking back over my last 3 years as Secretary, I see we have recorded voting by Yes, No and Abstain. It is the responsibility of the Base Term Director as well as an Executive Officer to vote. As a Term Director, you represent and vote for your Base. As a member of the Executive Committee, it is imperative that you vote for the wellbeing of the Organization.

Proposal Motion: When the Secretary sends out the result of any voting item, those who do not vote will be listed by Name and Base.

Submitted By: Sharon Gambrell, RDU (*Tabled for 2021*)

Background: Every Volunteer must be actively involved with WINGS for 6 months to gain a working and correct knowledge of what we do as an Organization and how WINGS operates as a 501 C Charity. It is unfair for a new Volunteer to be expected to vote on issues they are not familiar with or to make decisions regarding the Organization without proper knowledge.

Submitted By: Kazumi Chapa, President/Alex Bermea, MIA 2nd

Background: One of the current qualifications for Wings Foundation financial assistance is a required thirty (30) days removed from service due to illness, injury or disability. In light of the increase of multiple requests for WINGS financial assistance from individual flight attendants and WINGS budget shortfall, I propose that Wings Foundation increases the required days removed from service and is on unpaid sick status from thirty (30) days to forty-five (45) days.

Proposal Motion: Caseworkers assigned to work such cases will handle the review process in the same timely manner as other cases; however, they will not be expected to complete reviews and submit grant requests in this same 30-day timeframe. Once the application is approved, there will be a one-time financial assistance check issued.

Flight Attendants who have been or will be medically documented (45) days ."

Flight Attendants who have come back to work after an absence of a minimum of (45) days, find themselves in financial need due to their illness, injury, or disability and who have not filled out an application will have thirty (30) days from returning to active status to submit a completed application.

*Passed 22 Yes/ 0 No*

Submitted By: Trisha Alfermann, ORD/Michelle Soto, LAX 2nd

Background: To verify FAs flying record

Proposed Motion: Require copy of applying FAs HISK and HISK/L

*Passed 22 Yes/ 0 No*

Submitted By: Trisha Alfermann, ORD/Kim Putnam, MIA 2nd

Background: Verify FAs income and number of dependents



Proposed Motion: Require copy of applying FAs page 1 and 2 of current 1040 federal tax return form-SSN redacted

*Passed 22 Yes/ 0 No*

Submitted By: Trisha Alfermann, ORD/ Roberto Jimenez-Curiel, Treasurer 2nd

Background: Keep running total of YTD grant requests Proposed Motion: Add YTD total on Grant Request form

*Passed 22 Yes/ 0 No*

Submitted By: Trisha Alfermann, ORD/Juliana Ruggiero, SFO 2nd

Background: to help preserve the financial stability and viability of the Wings Foundation going forward.

Proposed Motion: maximum grant amount of \$2000.00 per month-including both expenses (\$1500.00) and insurance with the exception of a single check request that can exceed \$2000.00 for the sole purpose of benefit catch up.

*Passed 22 Yes/0 No*

### **Fundraising Guidelines:**

- Stephanie Oxford, Fundraiser Advisor, went over approved event flyers and and logos to be used on event flyers (ie. Barkley's & Wings)
- Each base participating in fundraising events must register in their State with the Attorney General as a Large Non-Profit organization by May 15<sup>th</sup>
- Stephanie Oxford introduced a proposed logo item to be added. After discussion, it was voted to not introduce new items in 2020. Possibly in 2021. Aprons and Corkscrews will continue to be our only logo items.
  - Juliana Ruggiero motioned to discuss adding new logo items in 2021
  - Cliff Fleming 2nd that motion. Went to vote with 22 Yes/ 0 No

### **11:30AM – 12:30 Working lunch buffet**

More discussion of ideas for New Payroll Deduction PostCard and JetNet instructions. Gaining everyone's understanding so volunteers can assist in this changeover on May 16th 2020. Emphasized using DueCrew on JetNet to record volunteer hours

### **2020 WINGS Budget presented by Juliana Ruggiero**

Roberto Jimenez-Curiel motioned to approve budget, Kazumi Chapa, second the motion  
*Sent to Vote: Passed 22 Yes/ 0 No*

### **New Business:**

- Jill Surdec would like to have the "less than perfect" carts to be considered in the Beverage Cart fundraiser. Suggested donation of \$400 great condition/ \$200 fair condition
- Stephanie Oxford will look into getting new Wings banners for each base to have at their events
- Kazumi Chapa proposed 2021 BOD Meeting to stay in DFW for February 23-25, 2021
  - Juliana Ruggiero, second the motion
  - Vote passed 22 Yes/ 0 No

### **Meeting adjourned 3:00**



## **FOUNDERS AWARD NOMINEES**

### **KAZUMI CHAPA, NOMINEE**

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

Kazumi has been a WINGS volunteer since 2008. I would say this is a full-time unpaid volunteer job for Kazumi. She deals with all aspects professionally and tirelessly. She spends endless amounts of time working and dealing with the volunteers, applicants, attorneys, accountants, flight service, American management, the APFA, the EAP and I am sure there are more people that I am unaware of. She has a sincere and engaging way in dealing with all of these groups. She also seems to remember their names, how?

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

Nationally she does a spectacular job at facilitating the executive committee meeting and the board of directors meeting. She keeps things on track, not an easy task with the plethora of personalities flight attendants have. She works cases at her base and other bases. She is available to answer questions from volunteers and caseworkers all over the system. I also see her attending and participating in events all over the system including the Kiwi's national convention. She is always available for the people chairing these functions and assists during these events wherever she is needed. She is very active at the local level. I believe she has participated in all of the DFW events (Lip Sync, committee meetings, golf fundraiser, Giving Tuesday, etc.). She was especially helpful during this last Giving Tuesday when she came from the terminal where she was working to assist the volunteers with a flight attendant in crisis

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

Always one to pursue the most ethical manner of conducting business within Wings and other entities that work with The Wings Foundation. Pushing to get the Volunteer Policy confirmed was a huge responsibility. To get this done she worked closely with Wing's attorneys to get the policies in writing. To have it confirmed she facilitated a conference call with the BOD that lasted over three hours. Not an easy task with the number of us on the call.

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

She stepped in when one of the Treasurers did not work out. I am sure it was an enormous task while continuing her duties as the president of The Wings Foundation. She made it very clear during the executive committee meeting that it is important that things be done ethically and within necessary guidelines as it is her name on the state registrations and IRS forms that are filed from The Wings Foundation.

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

She is an impeccable speaker and never loses her composure even when up against a very compassionate group of volunteers with conflicting opinions. She maintains a fair and open forum for communication when conducting meetings within the foundation. She is always open to hear everyone's opinions. Always has a professional appearance and demeanor. Inspired us at the BOD meeting last year to focus on fundraising smarter, not harder. Excellent point.



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

I have seen her handle many situations with many of the different groups involved within the foundation as well groups outside of The Wings Foundation. I have never seen a negative side of her when dealing with many challenging situations and/or people. Not many people would be able to maintain such a professional and kind composure.

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

Just an overall great person, with a great family and always nicely dressed!

Nomination submitted by: Lo Cruz, BOS Term Director & AD HOC

### STEPHANIE OXFORD, NOMINEE

Selflessly give of their time to the Wings Foundation, Inc

Over the years I have witnessed many volunteers selflessly give of their time to the Wings Foundation. One volunteer that comes to mind is Stephanie Oxford. If she isn't flying or taking care of her family, she is forever volunteering her time for the Wings Foundation. She has the biggest heart and will drop everything she is doing to help others especially her coworkers. I have seen Stephanie sacrifice her own needs to volunteer for events and fundraisers. Stephanie has planned and organized several of the Wings Foundations most successful fundraising events. Spending sleepless nights and waking up extremely early to make sure everything is ready to go. She has also worked with many other volunteers at all of our bases to make sure their fundraising efforts are following the Wings Foundation guidelines.

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

Stephanie has been nominated and elected on the Local and National level for several positions. She has been the DFW Term Director where she led the DFW volunteers for fundraisers, casework, and blitzes at the airport. She has assisted or organized many DFW fundraisers such as Lip Sync Extravaganza, DFW Golf Tournament, Holiday Bazaar, Wings from the Heart, A Day at the CR Smith Museum, A Day at the Vineyard, and many more. Stephanie has most recently been the National Fundraising Advisory Director for the Wings Foundation. She has worked very hard assisting all of our bases with fundraising. On the national level she has also worked on our payroll deduction program. Stephanie played a huge role in our Lip Sync Guidelines, Event Flyer Guidelines, Fundraising Budget Proposal, Live Auction Item Sheet, and many more changes to better our fundraising efforts. Stephanie makes a lot of suggestions on our Wings Logo Items. Once we decide on these items Stephanie spends her free time researching the items and ordering what we need. Stephanie is also our key player with Barclay's to help secure sponsorship for our upcoming fundraisers.

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

Stephanie has worked around the clock for the betterment of the Wings Foundation. I have witnessed first-hand how hard she works to make sure the Wings Foundation is doing whatever it can to help our fellow flight attendants. She has spent countless hours working on fundraisers and documents for our volunteers to understand the guidelines we have to follow per our 501c3. Stephanie ALWAYS steps up to the plate to make sure the Wings Foundation is successful, and our colleagues have assistance when needed.





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

Stephanie always holds a high regard to the fiduciary responsibility of the Wings Foundation. She is the first one to make sure that anyone that donates to the Wings Foundation knows we will do whatever it takes to make sure their donations are used to the best of our abilities. She is a trustee of the Wings Foundation and is always looking for ways we can better our trust with our donors. Stephanie is very well respected at the DFW Base when representing the Wings Foundation.

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

We are constantly looking for ways to raise money for the Wings Foundation. Stephanie is one of the most innovative thinkers and always has fresh and new ideas to throw around the table. She was one of the key players in bringing back the Lip Sync fundraisers in 2014. The Lip Sync's around the system have raised hundreds of thousands of dollars for the Wings Foundation since 2014. Stephanie was also the one that created the DFW Golf Tournament that has raised thousands of dollars. This fundraiser was thinking outside the box to reach people that normally wouldn't donate to the Wings Foundation. Working with several departments to make this fundraiser successful. She is a natural leader and isn't afraid to ask others for help. Some of the qualities she exhibits are patience, great admin skills, networking, and organizing.

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

Stephanie Oxford upholds very high standards. Whenever I mention the Wings Foundation to other flight attendants Stephanie's name is one of the first names that is mentioned. She is a very well-respected volunteer and takes a lot of pride in her humanitarian efforts for the Wings Foundation. She is a class act and I am positive that the National Founders are very proud of all the work Stephanie has done for this organization.

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

I have learned a lot volunteering for the Wings Foundation. One of the leaders I look up to the most is Stephanie Oxford. She sets a very high standard and is very passionate about the work she does for this organization. I have witnessed first-hand the blood, sweat, and tears this beautiful lady has sacrificed for this nonprofit. I hope that one day I can be half the volunteer that Stephanie has been. I know for a fact that she is the most deserving nominee for the 2020 Wings Foundation Founders Award.

Submitted by Cliff Fleming





## ANNE ELFANT, NOMINEE

### Selflessly give of their time to the Wings Foundation, INC.

Anne is a devoted volunteer to the Wings Foundation Inc. She dedicates countless hours to the organization and always makes herself available to her fellow volunteers. As the organization's primary casework trainer, she has streamlined the process and has even conducted classes on her layovers. By doing this Anne has ensured our case workers are trained and ready for all incoming cases. She resides in two separate states and never complains about always having to carry her computer with her so that she is never out of touch for any great length of time.

Thru her tenure as a volunteer, Anne has had to face her own losses and challenges. Her home was demolished by Hurricane Sandy on the east coast. After relocating to the Florida Key's, it wasn't long after that her home was hit by Hurricane Irma. This resulted in significant damage and loss. These are major life changing events and thru all of this Anne continued to volunteer and gave her time selflessly to the Wings Foundation Inc., and its recipients.

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

Anne started as a NYC volunteer and was able to juggle multiple cases at a time. Either being the lead or second on some of the toughest cases in the system. Anne never backed away from the challenge. After years of being a case worker and term director of NYC, Anne then stepped into Office and role of National Vice President. This encompassed taking over system wide casework training, amongst other job responsibilities. During her term as Vice President, Anne has made the two person process of recording and acknowledging the monthly grant request easier, so that the information flows to the National Treasurer. This resulted in a more stream line process for checks or ACH transactions. Anne recruited the help of her son Brian, (who works fulltime for NYCFD) to take on the daunting task of merging 3 of the previous grant history data bases into one. This entails editing entries, flagging questionable information and then tallying the total for the recipient in question. Not an easy task and also very time consuming.

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

Anne is like the energizer bunny. She never stops. She is available by phone, email, text or computer. If she doesn't have the answer at her fingertips, she will investigate and get back to you. Anne's determination to take the organization to a more current level is a testament to her growth within the organization. Being an innovate thinker she has brought many ideas to the table, as an example, a possible new spreadsheet check request form for case workers along with many other irons in the fire.

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

Anne has become a watchdog of the monies going out to the recipients so that we don't have a runaway train. She is vigilant with case workers to ensure proper amounts of funds are being distributed correctly. She over sees that each case meets the guidelines. Another challenge has been the upcoming loss of payroll deductions. Anne is part of the new transition of re-enrolling payroll deductions for the new AA platform.



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

Anne is a mother of two wonderful adult children. She has raised them both to be kind and thoughtful people and to give help to those in need. Anne's children continue to be her inspiration.

From the beginning to now, Anne continues to take each change that has been thrown at her as an opportunity to learn and move forward.

Again, making sure every qualifying Flight Attendant gets the help they need within the guidelines of the Wings Foundation.

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

Anne offers suggestions and alternatives to help a Flight Attendant in need that may not qualify for Wings Assistance. She never closes the door, she simply suggests another door to be opened. Anne is a team player, as well as a leader and a valuable asset to the Wings Foundation. Anne speaks with conviction, sincerity, and drive. All the while, her heart is filled with passion, sensitivity, and compassion. Anne takes each day with a breath of freshness, she is an inspiration to all and her courage reminds us nothing is impossible.

#### ANDREA SISSON, NOMINEE

Selflessly give of their time to the Wings Foundation, Inc

The time and dedication given by Andrea to WINGS is admirable; Kim Phillips worked our local Flight Attendant Appreciation Day with her. Andrea had a beautiful display set up for all of our flight attendants to see, including our WINGS aprons, logo pins, luggage handle wraps, our CLT base tumbler cups, and so on. She even made helpful cards that explained the importance of donating, recycling of cans, and included resourceful phone numbers. I am very honored to be CLT's first Term Director for Wings Foundation, but I am even more honored to work with Andrea Sisson. It's easy to be overwhelmed at this role, but she has been the one volunteer who has gently nudged me along the way offering her assistance and occasionally asking, "What can I do to help?"

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

The contributions made by Andrea to our local chapter are very impressive. She never fails to return phone calls or texts. Kim Phillips really enjoys brainstorming with Andrea for fundraising projects, and they are working on various ideas for 2020 which we believe will generate money and spark more interest in donations. This will help both locally and on a national level. Her genuine selflessness and willingness to help combined with a proactive nature make her both a fantastic Term Director and growing leader. She has beautiful wings of her own and took off soaring during her first year by coordinating Giving Tuesday, a Case Workshop (which is the heartbeat of our Wings Foundation), FA Appreciation Day Wings table, and "foolishly" accepted working with me on our first fundraiser - ha ha - as I'm not the easiest person to work with! I can't wait to see what she accomplishes over her next 2 years!



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

Andrea constantly stays in high gear for Wings Foundation! Kim Phillips honestly wishes she had her energy level. Andrea and Anne Elfant set up a wonderful training session for the new caseworkers in Charlotte, and they lacked for nothing. The training materials, location, and lunch was at their fingertips, and all they had to do was simply show up and learn! Andrea has done more CLT base in one year than I have in 3 years, and I have learned so much from her in the past year. Her heart for helping our peers and just moving forward has been and still is very inspiring to me. When I first came on board as CLT's first Term Director, it was a clean slate. I know that one of the most exciting and challenging aspects of being a Term Director in any base is the freedom to create awareness for our organization. I just hope that if I'm elected as Term Director in another base, I can emulate at least half the leadership Andrea has shown in CLT.

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

Kim Phillips reiterates that she enjoys brainstorming with her on fundraising ideas. Andrea is great at listening to her ideas and adding her thoughts. They've discussed various ideas for promoting WINGS and her thoughts are genuine. Kim Phillips believes they will be beneficial to the fiduciary aspect of the Wings Foundation. Andrea's quiet strength makes her very approachable and trustworthy. When someone is in financial need, it's a very sensitive subject. I went through this myself many years ago. It's very embarrassing, and I went around wondering if anyone knew. I had nonstop anxiety and always wondered if I would come home to my things out on the curb and locks on my door. It takes a great deal of courage to inquire about financial assistance much less ask for it. As her fellow Term Director, she has never once shared any of our base recipient information with me. For those who have not worked a case, the best thing Andrea can do is maintain confidentiality - especially from me. I have no idea how many cases she's worked or is working as it's supposed to be that way - and I respect her that much more for doing so!

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

Kim Phillips wishes she were as tech savvy as Andrea (and so do I). She is capable of creating printable pieces for WINGS as Kim Phillips feels she cannot. Her cards get the word out for the efforts we are making on behalf of WINGS and are very effective. Our Facebook page in Charlotte is also great, thanks to her! Another thing that Kim Phillips admires is her ability to speak to people in such a manner that she puts them at ease. Her effective listening skills gives her the ability to be a natural leader. Andrea enjoys thinking outside the box and even made business card-sized cards to give out for FA Appreciation Day that included very helpful phone numbers for Charlotte base as well as a recycling reminder. I love it and will definitely adopt her ideas if I become a Term Director for MIA! I'm very much enjoying planning WINGS Nation with Andrea and am really looking forward to our first base fundraiser! She has already done a fantastic job reserving the best venue, and...Oops- I'll be quiet now and just let her surprise you.

**The Award will be presented to Anne Elfant**