



Department of Ohio Plan of Action



LEADERSHIP

CHAIRMAN

Pam Bates
 2122 Willow Run Circle
 Enon, Ohio 45323
 (937) 974-2316 (cell)
 Email – pamelabates9@gmail.com (preferred communication)
Report & Narrative can be emailed
NARRATIVES DUE: April 15, 2020

Department Report Form					
This Form should be attached to each narrative that is submitted for information, Citation of Merit requirements and possible Department award. Please fill out the information as completely and accurately as possible. If a Unit only completes this form and does not do a narrative, they will still receive credit as having completed a report. However, if the report shows all zero's or blank information this will not qualify as an actual report. Please complete the following. Be sure to give the complete name of your Unit: _____					
District _____	Unit # _____	Membership Goal _____	Membership Total As of Report _____		
Name of Person Completing Report:			Unit Chair.		Unit Pres.
Phone # _____	Email _____	Membership ID (if available)			
Specific Award Name(if applicable)					

Answer the following Questions and fill in the boxes at the bottom and include details in your narrative.

- Did the unit conduct meetings in accordance with the Auxiliary Handbook. YES _____ NO _____
 If YES, please explain what you did. _____

- At Unit meetings, were members engaged and encouraged to participate. YES _____ NO _____
 If YES, please explain how. _____

- Did you share the following at the Unit meeting?

Buckeye Messenger	Bulk Mailing	District Newsletter	Constitution & Bylaws	Policies and Procedures	Plan of Action

Average Number of Members attending a Unit Meeting	Number of Members attending District Meetings	Number of Members Attending School of Instruction (SOI)	Number of Members Attending SOI Leadership Workshop	Number of Members Attending Mid-Winter (MW) Conference	Number of Members Attending MW Leadership Workshop

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American Legion Auxiliary National Report and Award Cover Sheet

See the Annual Supplement to the Programs Action Plan to determine where to send this form.
Please note, your report will also be viewed as an award entry if this cover sheet is attached.

Complete the following if you are applying for a member award.

Unit #: _____ Full official unit name: _____

Name of state where you are a member: _____

Member's Full Name: _____ ALA member ID#: _____

Nominating Member (if different from above): _____

Nominator's Phone number: (____) _____

Nominator's Email address: _____

National committee sponsoring award: _____

Name of the award you are applying for: _____

For a unit award or to submit a year-end unit narrative report, please complete this section.
Be sure to give the complete name of your unit. The award certificate will be prepared using the information you include below.

Unit #: _____ Full official unit name: _____

Name of department: _____

Unit president/chairman (**circle one**) name: _____

Above listed person's ALA member ID#: _____ Phone number: (____) _____

Email address: _____

For a department award or to submit a year-end department narrative report, please complete this section:

Name of department: _____

Name of department chairman: _____

Chairman's phone number: (____) _____ ALA member ID#: _____

Chairman's email address: _____

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NATIONAL & DEPARTMENT NARRATIVE INFORMATION

To qualify for the Department Citation of Merit the Unit must submit a program Narrative. Additionally Program Award Narratives must include an Award Cover Sheet page 2 & 3. Follow all criteria when composing your Unit Program Narratives.

Criteria for ALL narratives are as follows unless specifically stated in the criteria:

Narrative must be typed written in narrative form.

Narrative must not exceed 1,000 words. (Can be fewer words if program dictates)

Narrative may include photographs, examples and news articles.

Criteria for ALL narratives are as follows unless specifically stated in the criteria:

- ✓ The front page report form must be included and answered completely.
- ✓ Narrative must be typed written in narrative form.
- ✓ Narrative must not exceed 1,000 words. (Can be fewer words if program dictates)
- ✓ Narrative may include photographs, examples and news articles. LEADERSHIP

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Narrative Deadline: April 15, 2020

EMAIL OR MAIL TO DEPARTMENT LEADERSHIP CHAIRMAN

Pam Bates: pamelabates9@gmail.com 2122 Willow Run Circle, Enon, OH 45323

What is this program, and why do we have it?

The Leadership program raises awareness of ALA leadership development opportunities.

What Can You Do?

1. Learn about and promote participation in the ALA Leadership Academy, which is being developed as a result of the ALA Centennial Strategic Plan.

Ideas:

Member

- Work with a mentor to develop/enhance interest, skills and knowledge of the ALA.
- Become familiar with the different types of leadership training available through your Department, the national organization and your community. Pick one that appeals to you and participate wholeheartedly.
- Build your leadership skills by volunteering to chair a short-term project.
- Give a short presentation on ALA training opportunities to the unit.

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Unit

- Get to know the members of your unit. Help them identify the skills they can put to use in service to our veterans. Not all leaders have titles.
- Survey members to identify their interests and skills. Match projects based on individual member's strengths.
- Develop a plan to incorporate at least one aspect of leadership learning, monthly or quarterly, at meetings.
- Hold a workshop/brunch focusing on preparation of reports and applying for awards.
- Provide the ALA pin to new members.
- Purchase a Unit Guidebook to share among members at meetings and encourage them to go online to download information.
- Identify individuals willing to assist members who wish to acquire or strengthen computer skills in order to communicate via the internet.
- Identify individuals who lack the ability to communicate via the internet and ensure their inclusion in all unit and Department communications.
- Participate in the ALA Leadership Academy as a unit.

2. Enhance leaders' knowledge about ALA history, programs and organization.

Ideas:

Member

- Take *Welcome to the American Legion Auxiliary Senior Auxiliary Basics, A Course on our History and Legacy* at www.ALAforVeterans.org under the Leadership tab.
- Attend district/Department training sessions/workshops.
- Volunteer to be a trainer/course leader.
- Ask questions.
- Share past experiences.
- Prepare a personal history of your involvement in the organization; refer to *Welcome to the American Legion Auxiliary Senior Auxiliary Basics, A Course on our History and Legacy* at www.ALAforVeterans.org under the Leadership tab, to discover how national endeavors may have influenced your personal history.
- Attend a Mission Training session or other national event.

Unit

- Initiate new members. Offer every new member an orientation packet.
- Offer an ALA information refresher course for all members.
- Encourage members to take *Welcome to the American Legion Auxiliary Senior Auxiliary Basics, A Course on our History and Legacy* at www.ALAforVeterans.org under the Leadership tab.
- Recognize members who have completed the course either in a meeting or via public relations.
- Encourage members to participate in Mission Training or other national event.

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3. Encourage the use of ALA reference documents and materials, such as the Unit Guide Book, Unit, Department, and National Constitution & Bylaws, Department Operations Guide, ALA Girls State Program Guide, and the national website listing of previous annual reports, to include the Centennial Strategic Plan initiatives.

Ideas:

Member

- Download/purchase the referenced documents and become familiar with them.
- Volunteer to assist a Junior member in learning about the documents of the ALA.
- Ask questions about any programs or terminology you don't fully understand.
- Ask members to review the Unit Guide Book, Unit Constitution & Bylaws, Department Constitution & Bylaws and National Constitution & Bylaws, noting things found puzzling or not understood. Bring these questions to your Leadership chairman for clarification.
- Participate in the ALA Innovative Leadership Video Contest Challenge. If chosen, your video will be playing on the ALA YouTube channel. Go to www.ALAforVeterans.org or your Department Leadership chairman for specific information.

Unit

- Set aside a time to discuss important ALA documents at unit meetings and develop a committee to address changes in procedures based upon a review of the referenced documents.
- Develop a plan to assist Junior members in learning about the referenced documents.
- Utilizing available materials, collectively develop a unit plan for projects on which your unit wishes to work.
- Hold a workshop to explain unit Constitution & Bylaws, Standing Rules, how the unit finances are structured, how the budget is planned, and how to write meeting minutes.
- Set aside a "show me where it's printed" at meetings where members can ask why something is done the way it is or where in the governing documents it says we have to do it this way.
- Ask members to review the Unit Guide Book, Unit Constitution & Bylaws, Department Constitution & Bylaws and National Constitution & Bylaws noting things they don't understand or find puzzling and address what comes from the discussion by documenting the results. Set aside time to answer any questions that arise from any discussions on ALA documents. Follow guidelines on www.ALAforVeterans.org. Submit, to the national organization, the name of any member who demonstrates an innovative leadership recruitment or development practice, for a National President "Shout out." Follow guidelines on www.ALAforVeterans.org.

4. Offer a mentoring program, utilizing the knowledge and experiences of members that have served as leaders beyond the unit level.

Ideas:

Member

- Complete a (member/leader data) unit survey for your unit. Refer to www.ALAforVeterans.org, Leadership page, and How To sheet found at the end of this program Plan.
- Volunteer to be a mentor for a member or Junior member on the unit/Department level.

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- Learn the process and apply for a unit, Department and/or national appointment.
- Seek election to a unit, Department or national office.
- Apply for a unit, Department or national committee appointment.

Unit

- Use positive, experienced members to train and guide new members.
- Encourage members to volunteer to train/guide new members.
- Encourage members to become “experts” in some areas so that they can become the unit mentor in that area.
- Discover potential leaders and talent within your unit by collecting a unit survey form from every member.

5. Nurture a culture of goodwill at all levels of the organization.

Ideas:

Member

- Resolve to consider your own behavior before evaluating others.’ Expect the best of people.
- Participate in discussions or debates while demonstrating respect for opinions that are different from your own. When you disagree, extend the olive branch of friendship since we all share a common mission.
- Speak privately with another member directly, rather than involving others with your concerns.

Unit

- Invite new members to participate in meetings and events.
- Always greet new members and offer a new member packet.
- Provide unit officers/board of directors contact information.
- Unit leaders should encourage members to work their issues out directly with the parties involved rather than attempting to fix the situation by intervening.
- Listen to what members have to say and thank them for their ideas.
- Be open, rather than critical, of the ideas of others.
- Assist in positive solutions to conflicts by focusing on the desired outcome.
- Give praise and recognition when members do what is asked or go beyond what was expected.

Additional Resources You Can Use

1. www.ALAforVeterans.org:

- a. *ALA Senior Basics Course: A Course on our History and Legacy*
- b. *Junior Leadership Course: “The ALA: My Organization and What I Need to Know to Grow as a Member”*
- c. PowerPoint: “Officer Duties and Responsibilities”
- d. How to sheets
- e. Unit Guide Book
- f. National Constitution & Bylaws
- g. New Member Packet, refer to Membership Programs Action Plan How To sheets

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- h. Members Only section - filled with valuable information for all members: Membership and new members suggestions and sample information; Member resources and Benefits; Department and Unit Resources for Support Tools
2. Robert's Rules of Order
3. Basic Parliamentary Procedure
4. Your national committee members (see front page of this program Plan)
5. American Legion Flag & Emblem Sales: 1-888-4LEGION, emblem.legion.org
P.O. Box 36460, Indianapolis, IN 46236-0460
6. www.alaohio.org
 - a. Ohio Senior & Junior On-line Courses
 - b. *Mission Training Slide Shows: Unit, District, Conduct & Protocol, Leadership, Department & Miscellaneous*

National Leadership Awards Deadlines and Submission Requirements:

Taking the time to share a favorite story about the positive impact you or someone you know has had on our mission is worth doing! It helps us tell the world who we are, what we do, and why we matter. Just three simple steps to add your part to our national success story:

- 1) Please follow instructions as you fill out the National Report and Awards Cover Sheet.
- 2) Provide details/examples about the activity as outlined in the award's materials and guidelines section.

As part of your narrative report, please include:

1. Detailed information when YES was your answer on the Front Page Report
2. Using the "WHAT CAN YOU DO" section of the Plan of Action as a guide provide details from the Unit and Member sections under the Five Initiatives listed.

A. Unit Award: Most Outstanding Unit Leadership Program

Deadline: April 15, 2020

Award: Citation Plaque

Presented to: One unit in each division (5) that best demonstrates innovative methods to help members develop the leader within.

Materials and Guidelines:

- Types of training provided
- Number of members attending leadership skills workshops/trainings
- Must have participation in American Legion Auxiliary Senior Auxiliary Basics, A Course on our History and Legacy
- Must show increased participation in Mission Training
- Pictures and examples are encouraged
- Send to: Department Chairman (see page 1 for email and address) Department Chairman will forward all narratives to the Central Division Chairman.
- Enhance your Program Narrative by checking out the What Can I Do ideas.

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DEPARTMENT AWARD INFORMATION & DEADLINE

Leadership Reporting:

Mid-Year Reports

Mid-Year reports reflect the program work of units in the department, and are intended as an opportunity for mid-year correction. UNITS should submit this report to the **Department Leadership Chairman by December 15, 2019**. Use the “What Can I You Do” as a guide as well as a memory jogger.

Year-End Reports

Annual reports reflect the program work of units in the department, and may result in a national award for participants if award requirements are met. UNITS should submit this report to the **Department Leadership Chairman by April 15, 2020**. Use the “What Can I You Do” as a guide as well as a memory jogger.

DEPARTMENT AWARD INFORMATION

DEADLINE TO DEPARTMENT CHAIRMAN – APRIL 15, 2020

A. Unit Award: Most Outstanding Unit Leadership Program

Deadline: April 15, 2020

Award: Citation Plaque

Presented to: One unit in each division (5) that best demonstrates innovative methods to help members develop the leader within.

Materials and Guidelines:

- Types of training provided
- Number of members attending leadership skills workshops/trainings
- Must have participation in American Legion Auxiliary Senior Auxiliary Basics, A Course on our History and Legacy
- Must show increased participation in Mission Training
- Pictures and examples are encouraged
- Send to: Department Chairman (see page 1 for email and address) Department Chairman will forward all narratives to the Central Division Chairman.
- Enhance your Program Narrative by checking out the What Can I Do ideas.

B. Unit Award: Unit Member Goodwill Ambassador Award

Deadline: March 1, 2020 (THIS DEADLINE IS DIFFERENT**)**

Award: Certificate

Presented to: A member of your Unit that best demonstrates the Goodwill Ambassador Model

Materials & Criteria:

See attached Model, Rules and Entry Form.

500 words or less why this member is nominated.

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DEADLINE: APRIL 15, 2020 FOR CERTIFICATES

- Certificate of Completion & Leadership Pin: Goes to members who complete a 2-4 hour training workshop given by the Department Chairman or District Leadership Trainers. A Registration fee of \$5 is charged for this training.
- Certificate of Participation: Goes to Units that complete a Leadership Report.
- Certificate of Excellence & gift: Goes to Units that complete the Leadership Report and provide a narrative 1000 words or less that reflect what the unit accomplished in Leadership using the POA “What You Can Do” section. *Note: This could be a candidate for submittal for the Most Outstanding Unit Leadership Program at both National and Department Level so make sure you attach the “Award Cover Sheet” provided at end of the Plan of Action Supplement.
- Certificate of Excellence & gift: Goes to members who complete the National ALA Academy (1) Culture of Goodwill and (2) Leadership – Living our Motto of Service Not Self. A hard or soft copy should be sent to the Department Chairman.
- Certificate of Excellence & gift: Goes to the Unit Junior Chairman that writes a narrative on how she promoted leadership activities for the juniors using the POA ideas.

DISTRICT LEADERSHIP TRAINERS

DIST		DIST	
1	GWEN SCHROEDER gweniesue@yahoo.com	8	TAMMY DILLON tomtammy49@columbus.rr.com
2	DEBORAH MEYER Debmeyer69@gmail.com	9	MICHELLE ZAYAKOSKY post214michellez@gmail.com
3	CAROL T ROBINSON abernia@aol.com	10	BETH TOALSTON batoalstonrx@hotmail.com
4	DONNA RAY rrayent@aol.com	11	PAM JACKSON beverlyvillage@midohio.twcbc.com
5	DEBORAH SUTTERLIN d5alapresident@gmail.com	12	JUDY LEDDY jal85@aol.com
6	BRENDA MORSE 419-560-1866	13	RENE REESE rqr21@sbcglobal.net
7	KATHI JO ZORNES katjo74@juno.com	14	Karen Peel karen.peel@svindustries.com

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GOODWILL AMBASSADOR AWARD RULES

HOW TO APPLY:

Each unit has a special, hardworking, dedicated Auxiliary member who goes above and beyond expectations to represent her unit well at all events. She is a true example of goodwill to her peers. Show appreciation by nominating her for the Goodwill Ambassador Award during the current administrative year.

Rules for selection:

1. Member is at least 18 years old and in good standing.
2. Selection is based on the Goodwill Ambassador model.
3. Your nominee may be a new member.
4. Each unit may submit one entry.
5. The unit will submit their unit member's winning narrative of 500 or fewer words. Consider the following:
 - a. How does the nominee exemplify the mission of *Service Not Self*?
 - b. How does she embrace inclusiveness in her service?
 - c. Describe your nominee's purpose-filled actions, accomplishments, and activities that foster culture of goodwill.
 - d. How does she inspire positive decision-making that grows the organization?
 - e. Include any other pertinent information.
6. Required unit president and secretary signatures appear on the nomination form. If one of those two is the nominee, a past unit president may sign.
7. Complete the Goodwill Ambassador Award Nomination Entry form and attach the narrative.
8. Send to Department Leadership Chairman by **March 1** of the current administrative year.

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GOODWILL AMBASSADOR MODEL

An American Legion Auxiliary Goodwill Ambassador delivers goodwill, promotes ALA ideals, and volunteers their time, talents, and passions to raise awareness of serving veterans.

Definition of Goodwill: Goodwill is a kind, helpful, and positive attitude toward others.

Characteristics of Ambassadors:

- 9. Brand Knowledge and Appreciation** Goodwill Ambassadors appreciate the importance of the ALA brand and grasp the role social media plays in today's world.
- 10. Established Community Presence** Goodwill Ambassadors are needed for word-of-mouth to be successful and reach as many people as possible throughout their communities. The ALA needs a well-established online and social media presence and engaged network.
- 11. High Level of Professionalism** Goodwill Ambassadors represent the ALA, speak well of the organization, and encourage others to check out the Auxiliary's programs and benefits.
- 12. Passion for Growing Relationships** Goodwill Ambassadors strive to be:
 - respected for knowledge in particular areas
 - sought-after for recommendations and opinions
 - builders of strong, loyal relationships among members and our brand
 - passionate about and intimately familiar with where to locate information
 - resourceful
 - skilled at making connections with nonmembers on the Auxiliary's behalf
 - confident and positive—traits that draw you in and make you want to listen

Qualities of a Goodwill Ambassador:

An American Legion Auxiliary Goodwill Ambassador represents the organization in a positive manner to foster good relationships with others. She cares about bringing members, nonmembers, businesses, or other service organizations together. A Goodwill Ambassador demonstrates:

PROFESSIONALISM—represents the ALA in a business-like manner

PASSION / POSITIVE ATTITUDE—is sincere and enthusiastic

KNOWLEDGE—is well-versed in programs, purpose, and policies

INTEGRITY / ETHICS—exhibits trustworthiness and honesty

LEADERSHIP SKILLS—is able to handle various situations, including training, mediation, and/or negotiation for desired results

LOYALTY—is true to the cause

DECISION-MAKING—is making choices through compromise and collaboration

OPENMINDEDNESS / FLEXIBILITY—accepts ideas of others, able to adapt without conflict

MENTORING—shares information and knowledge to increase others' strengths and abilities

COMMITMENT / DEPENDABILITY—can be counted on to see through to completion

EFFECTIVE COMMUNICATION/GOOD LISTENING—is easily understood, uses appropriate language and mannerisms

INTEGRATION OF DIVERSE POPULATIONS—is able to include various cultures, languages, religious affiliations, race, gender, age groups, and education levels

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GOODWILL AMBASSADOR AWARD NOMINATION ENTRY

See Goodwill Ambassador Award Rules for Further Instructions

(PLEASE TYPE OR PRINT LEGIBLY)

Unit # _____

Dept. _____

Nominee Information:

Print Name: _____

Address: _____

City: _____ State _____ Zip _____

Email: _____

Member ID#: _____

Phone: _____

UNIT AND DEPARTMENT VERIFICATION

I verify that the above is a member in good standing.

Unit Secretary (printed) _____ Signature _____

Unit Secretary Email _____ Phone _____

Unit President (printed) _____ Signature _____

Dept. President (printed) _____ Signature _____

Explain in 500 words or less why this member is nominated for the Goodwill Ambassador Award. Attach separate sheet.

Mail completed entry form with essay to Department Leadership Chairman by **March 1** of the current administrative year.