



DCUC
DEFENSE CREDIT UNION COUNCIL

ALERT

MEMBER SPOTLIGHT

NSWC FCU Receives Award from Captain Michael O'Leary

Randa Hayes, NSWC FCU

NSWC FCU was originally chartered in 1961 by ten employees of Naval Support Facility Dahlgren, a small base located on the Potomac River that includes the largest Research Development Test and Evaluation (RDT&E) Center that has been deemed the “jewel of the Navy.” Since 1961, NSWC FCU has been committed to supporting the base and its military and civilian personnel. Captain Michael O’Leary recognized the Credit Union for their continued efforts.

Over the last year, NSWC FCU has provided MWR sponsorship for events such as relay races and 5Ks, intramural sports, Mother’s and Father’s Day family events, after school STEM clubs, Crafternoons, library activities, holiday festivals,

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Captain Michael O'Leary awarding NSWC FCU CEO, Bruce Six. Official Navy Photo

CEO UPDATE



Anthony Hernandez, DCUC President/CEO

2018 is finally here! We are excited about the changes we have made coupled with those that are on the horizon! For instance, many of you have seen our new micro-video campaigns on our social media pages and website. These have garnered many comments and an unprecedented amount of traffic to our website. Overall, the DCUC re-branding campaign is going exceptionally well.

We have also streamlined our registration process, resulting in more registrations than last year at this time. It has reduced the DCUC staff’s burden by 90% allowing us to focus on member concerns.

Finally, we have implemented policies to better manage our funds, our partnerships, and our operations with an eye toward increasing member value.

Next month we hold our first major event—our re-branded DCUC Defense Matters Forum on February 25, 2018. We are very excited about this event. We will start with a breakfast social before hearing from an entirely new line-up of speakers. These speakers hail from a few of the many strategic partnerships DCUC has established since our annual conference. The presentations, format, and fellowship will be well worth the price of admission.

There will also be a DCUC update presented at the Defense Matters Forum that will highlight many of the innovations, programs, and ventures we are implementing as part of our Strategic Plan. This will include a legislative outlook, our advocacy plan, our transition to an independent trade association status, our new communication strategy, a progress report on long-standing issues, and our ongoing educational efforts. Plus, there are some exciting initiatives on the horizon from the Armed Forces Financial Network (AFFN) that will benefit our military members even more. We just returned from the AFFN board meeting and are excited about the possibilities.

In addition, look for our new motion-graphic video (a 90-second “explainer” video) that will be hosted on our site. Essentially, this video will introduce DCUC and its member credit unions as an enduring Public-Private Partnership and a core part of the fabric that keeps our military strong and our defense communities vibrant. It will highlight why defense credit unions are important, where we make an impact, and that our collective interests require special attention. In fact, with more than 23 million members and over 220 billion dollars in assets, our premier defense trade association is larger than Northrop Grumman, Boeing, and Lockheed Martin COMBINED. There is power in these numbers. We are very excited about this project! Video production is currently underway, and we look forward to its debut in February.

As you can see, we are listening to your feedback and making a host of changes. Again, please join us for our Defense Matters Forum and see where we are headed over the next five years. As always, we value your input and are committed to *Serving Those Who Serve Our Country*.

DEFENSE CREDIT UNION COUNCIL, INC.

is an association of credit unions serving Department of Defense personnel, military and civilian, worldwide.

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Left to right: Charlene Bowlin, assistance vice president of indirect lending, and Derrick Aguilar, senior vice president of member service – Mountain Region for Security Service FCU; Bob McLaughlin, chief operating officer for Mt. Carmel Veterans Service Center; Rebecca Bumgarner, branch manager, Mark Wild, senior vice president of lending – Mountain and Mountain West Regions, and Rebecca Jones, regional operations manager for Security Service FCU. Photo courtesy Security Service Charitable Foundation

Security Service Charitable Foundation Donates \$5,000 to Mt. Carmel Veterans Service Center

Kara Hall, Security Service FCU

Security Service Charitable Foundation presented the Mt. Carmel Veterans Service Center with a \$5,000 donation to support their Veterans Integration Program (VIP). VIP helps members of the military and their family transition to civilian life through employment and education resources. Additionally, this program introduces military members to community groups, workshops and networking opportunities.

Established in 2014 by former members of the military, the Mt. Carmel Veterans Service Center is home to nearly 30 veteran-focused organizations. Having a consolidated location for these services provides a team environment and helps people in need know exactly where to turn to meet a diverse array of challenges. They provide a wide range of services to assist military, veterans and their families, including behavioral health counseling, employment and transition support, job placement and internships, benefits support, non-clinical case management and resource navigation, housing assistance, financial coaching, legal assistance, education assistance, and more.

“There is no question that we can make a difference in this world,” said Bob McLaughlin, chief operating officer for Mt. Carmel Veterans Service Center. “At the Mt. Carmel Veterans Service Center, we have the privilege of witnessing people’s lives being positively impacted every day. This donation from Security Service Federal Credit Union is going to help our military members and veterans navigate the many challenges that arise as they transition out of the military. There’s no better way to say thank you for your service than to walk with them when they are in need of our help.”

“At Security Service, we believe it is of critical importance to serve those who have served our country,” said Derrick Aguilar, senior vice president of member service for Security Service FCU – Mountain Region. “The Mt. Carmel Veterans Service Center has created a fantastic, service-based platform to unite various veteran-focused organizations under one roof and provide a liaison to help military, veterans and their families navigate available resources. We’re honored to be able to serve them through this donation and are grateful for the impact they are making in the lives of our service members.”



The December 4 groundbreaking launched the expansion to serve hundreds of Wounded Warriors, families and caregivers each year at Virginia retreat. Photo courtesy PenFed CU

PenFed Foundation Donates \$300,000 to Construct Home for Wounded Warriors

Alex Thompson, PenFed

PenFed CU announced its charitable arm, the PenFed Foundation, donated \$300,000 to Serve Our Willing Warriors (SOWW) to construct a home that will provide a week-long respite in the Virginia countryside for hundreds of Wounded Warriors undergoing long-term medical treatment.

“Many of these Wounded Warriors spend 365 days per year in the hospital recovering from service-related injuries. This donation from PenFed will allow twice as many Wounded Warriors, along with their families and caregivers, to get out of the hospital, reconnect, refresh, and experience a sense of normalcy through SOWW’s Warrior Retreat at Bull Run,” said the Honorable Frederick F.Y. Pang, Chairman of the Board of the PenFed Foundation.

“Wounded Warriors and military families are great Americans who willingly go without the comforts that many of us take for granted. At PenFed we are humbled to have the opportunity to partner with Serve Our Willing Warriors to show our appreciation for the services and sacrifices of the men and women who fight and win our nation’s wars,” said PenFed CU President & CEO James Schenk.

During their stay, recovering Warriors and their families are able to participate in more than 65 different activities and programs offered through local service partners, including helicopter tours, fishing, hiking, amusement park visits and a 5-star chef-prepared meal. Warriors and their families can also partake in physical and canine therapy, and family counseling.

The Warrior Retreat at Bull Run is currently able to house one family at a time. The construction of the PenFed Foundation Home will allow SOWW to host two families at a time, thus doubling their capacity and enabling them to serve more than 500 Wounded Warriors and their guests per year.

“The PenFed Foundation grant will have a profound long-term impact on our ability to offer encouragement and non-medical programs that influence the recovery and lives of wounded, ill, or injured warriors, their families and caregivers,” said SOWW’s Executive Director, Jeffrey Kendall Sapp. A 30-year Navy Veteran, Sapp understands the challenges confronting warriors. “We see family bonds strengthened, breakthroughs in PTSD and TBI treatment, and a renewed sense of purpose through this alternative form of treatment and healing. The program has quite literally saved the lives of Warriors who had contemplated suicide and inspires hope. The PenFed Foundation Home will help us do more.”

DEFENSE CREDIT UNIONS IN THE NEWS

ABERDEEN, MD—**APGFCU**, a community credit union serving Harford and Cecil counties, has announced it will open two new branches in early 2018: one in Chesapeake City, Cecil County and one in Riverside, Harford County... SLIDELL, LA—**Keesler FCU** has opened its new Crossgates branch. This is Keesler’s second location in Slidell.

Andrews FCU Sponsors Christmas Party for Boys Home in Belgium

Scott Bolden, Andrews FCU

Andrews FCU sponsored a Christmas party for the Don Bosco Boys Home in Petite Hornu, Belgium. Don Bosco is a network of homes, supported by the Catholic Church, that exist to take care of orphans. This home is located close to Chievres Air Base and has been adopted by organizations and members of the U.S. Military who work with the home throughout the year.

Fifteen boys from Belgium and a few other countries, ranging in age from four to eighteen, live at the home. The boys are all very athletic, and like to put on plays and productions in their multi-purpose room. With that in mind, Andrews FCU donated gift cards to a local sports store for them to purchase sports equipment. The boys put on a play for those in attendance, followed by a pizza dinner.

“The boys were so excited to see Americans and share what they have with us,” said branch manager Joshua Barrett. “It is a humbling experience to visit the Boys Home; to see how grateful they are for us to visit and see their faces light up when they receive their gifts.”

American Heritage CU Commits \$60,000 to the Doylestown Hospital’s Neo Natal Intensive Care Nursery

Adam Remshifski, American Heritage CU

American Heritage CU committed \$60,000 over a five-year period to Doylestown Hospital’s Neo Natal Intensive Care Nursery. The Intensive Care Nursery offers level 2 neonatal intensive care for infants who require additional care due to illness or prematurity. Bruce Foulke, American Heritage President/CEO presented the check to James L. Brexler, President and Chief Executive Officer of Doylestown Health.

Hanscom FCU Members Receive 2% Loyalty Dividend for 2017

MaryJo Kurtz, Hanscom FCU

Hanscom FCU announced a membership payout for 2017. The special payment, known as a Loyalty Dividend, returns 2% of most consumer loan finance charges as well as 2% of dividends earned on savings. The Loyalty Dividend payment will be posted to member accounts on December 31, 2017. This is the 21st consecutive year the credit union paid such dividends, returning more than \$8 million directly to its members since 1996.

“The Loyalty Dividend is the result of a successful year,” said Hanscom FCU Chairman of the Board Paul Marotta. “I am proud that we are able to provide this gesture of gratitude to our members. The confidence they place in us makes this possible.”

Army Aviation Center FCU Donates to Local Organizations

Margaret Donald, Army Aviation Center FCU

Army Aviation Center FCU employees donated Christmas trees to local nursing home residents this holiday season. The Christmas trees were the result of a decorating contest with 26 branches and departments participating. In addition, employees donated gifts for families and individuals in need this holiday season by partnering with seven local organizations throughout its service areas.



Left to right: Brian Posten (Business Development Officer at Air Force FCU), Dwayne Hopkins (Executive Director of Fisher House Inc.) Photo courtesy Air Force FCU

Air Force FCU Makes Donations To Help JBSA-Lackland AFB Fisher House “Fill’er-Up” For The Holidays

Danny Sanchez, Air Force FCU

Air Force FCU presented a check in the amount of \$2,500.00 and donated over 500 pounds of food and non-perishable items as part of the “Fill’er Up for the Fisher House” food drive for the Lackland Air Force Base Fisher House.

Each year Air Force FCU has a month-long food drive that encourages members and employees to bring canned goods, paper products and non-perishable food items to any Air Force FCU branch. The items donated are for the families staying at any one of the three Fisher Houses on JBSA-Lackland AFB during the holidays to make their stay as comforting as possible.

“We are very appreciative to all those who contributed,” said Dwayne Hopkins, Executive Director of Fisher House, Inc. “It’s a reminder during this holiday season of the deep caring this community and the credit union has for the military and their families. There is full confidence that every dollar spent on donations and all donated food or paper goods will go to directly to the military families staying at our Fisher Houses.”

This is the 11th year that the credit union has held the “Fill’er-Up for the Fisher House” donation drive. Each year the participation in the donation drive from the Air Force FCU family has increased, and has spread to involve the credit union’s community partners.

“The Fisher House is a pillar in the military community and Lackland AFB,” said Bob Glenn, Air Force FCU President and CEO. “They provide unique support to the military and their families during their most trying times. It is our way of supporting their mission. We have for many years and we will continue to do so in the future.”



Mark Your Calendars
Defense Matters 2018

February 25, 2018

Navy Federal's 2017 Toys for Tots Collects More Than 18,000 Gifts

Bill Pearson, Navy FCU

The holiday season is a time for giving, and Navy Federal members and employees collected more than 18,000 gifts for the Marine Corps Reserve's annual "Toys for Tots" campaign.

Navy Federal has been participating in this well-known drive for 20 years. Navy Federal's branch network led the way, collecting 14,941 toys, while Navy Federal's headquarters in Vienna, VA collected 2,000 toys; the operations center in Pensacola, FL collected 1,500 toys. Additional work sites contributed another 250 toys and Navy Federal donated more \$3,000 to the cause.

Navy Federal teams from around the credit union also participated in local adopt-a-family programs, helping make a real difference in the military communities where the credit union serves.



Left to right: Ability Center Development Director Kathleen Petersen, Langley Corporate Relations AVP Gary Hunter, Ability Center representatives Josiah Baker, Ashley Bruno, Kyle Diddio, Langley Collections VP Jose Iregui, Ability Center Executive Director Michelle Prendergast, and Program Director Anna Bellars. Photo courtesy Langley FCU

Langley for Families Foundation Donates Over \$156,000 to Local Organizations

Sue Thrash, Langley FCU

The Langley for Families Foundation awarded 26 grants to local organizations that focus on children and family issues in Hampton Roads. The Foundation addresses four specific areas of need in the community—healthcare, housing and human services, safety and security, and financial education. Monies are raised through various fundraising activities during the year. Eligibility for funds are determined in part by a non-profit's impact on families in the local community, and whether the non-profit fits the mission of the Foundation.

"The volunteers worked very hard to raise money this year and the results enabled the Foundation to select local agencies who feed, house and support thousands of people in Hampton Roads," stated Foundation Chairman Fred Hagerman. "Langley for Families is encouraged by the support of sponsors and individual donors who made the fundraising events a success."

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www.d cuc.org
for the latest credit
union news.

Cell Phones for Soldiers Provides Critical Social Support for Troops Serving Overseas

Allan Switalski, Credit Union West

As a community, much gratitude is owed to our active military and veteran neighbors for securing our nation and allowing us to live free. Service members who are deployed overseas make an even greater sacrifice as they serve our nation away from the love and support of their families.

Cell Phones for Soldiers provides troops much-needed lifelines to the love and support of stateside family and friends. Remaining socially connected to their community can help our service members remain emotionally healthy.

To contribute to this important cause, Credit Union West has partnered with Sun City West Computer Club to recycle donated cell phones in exchange for calling minutes. Each phone donated at a Credit Union West location equates to 100 calling minutes that are distributed to our overseas service members.

In 2017, there were 587 phones donated by Credit Union West members and staff that were turned over to the computer club, equating to 58,700 donated calling minutes. Since the program began in 2010, 5,032 phones and more than half a million calling minutes have been donated.

"Credit Union West honors our military roots by giving back to active service members and veterans," explains Bob MacGregor, President/CEO at Credit Union West. "We are proud of our military heritage and encourage our members and neighbors to pledge their support by donating out-of-date, unused cell phones to help military members stay connected to their families."



DCUC
DEFENSE CREDIT UNION COUNCIL

Join us August 12–15, 2018 for the
55th Annual DCUC Conference



*Compliments of
Colonial Williamsburg
Foundation*

Explore Colonial Williamsburg

Colonial Williamsburg is the only place that takes you back in time to the dawn of America.

This isn't just a place where things once happened. They're happening, right now, here in the 18th century. We're the place where the idea of our country is being born; the place where the ideals we stand for as Americans are being defined. We are the 18th century "live," filled with the stories of the women, men, and children—free and enslaved—whose values and visions gave us a new world.

Step back in time and meet the people who made America—sing with them, dance with them, eat with them, and have fun with them. For every person who wants to understand this country, this is your place.

Find out for yourself. Take time to go back.



American Heritage CU's President and CEO, Bruce Foulke (right), along with American Heritage's Vice President of Business Development, Dorian Smith (left), presented a check to Douglas Hock (middle), Chief Operating Officer of the Children's Hospital of Philadelphia. Photo courtesy American Heritage CU

MEMBER SPOTLIGHT
continued from page 1

summer reading programs, and more. During *Military Saves Week*, the CU attended a different base location every day and educated military members and their families on their savings options. During Youth Savings Month, they held a super hero-themed free kids' movie showing at the base theater and offered free concessions along with youth saving tips and prizes. In the fall, they supported the Army vs Navy Blood Drive by attending and giving away prizes to donors. The CU supports the base school every year by hosting a lunch for teachers before school begins, and attending open house with free backpacks and other school supplies. They also supported two food drive initiatives for the military this year. In August, they collected for the Feds Feed Families initiative, helped pack trucks with donations, and offered a chance at a gift card to all donors. In November, they supported the Thanksgiving food drive by collecting over 400 pounds of food and almost \$300 in gift cards from employees and members. Employees also helped collect and organize donation baskets for military families' Thanksgiving meals alongside the base public affairs office and service men and women.

American Heritage CU Donates \$100,000 to The Children's Hospital of Philadelphia

Bill McKenna, AMHFCU

American Heritage's President/CEO, Bruce Foulke, and Vice President of Business Development, Dorian Smith, presented a check to Douglas Hock, Chief Operating Officer of the Children's Hospital of Philadelphia, in the amount of \$110,000. The donation represents the credit union's on-going support of the hospital's Music Therapy Program.

Since its inception in 1996, the American Heritage Kids-N-Hope Foundation has raised over \$1,340,000 for the Children's Hospital of Philadelphia. Through the support of the foundation, the hospital is able to offer a Music Therapy Program to the patients and has allowed the hospital to purchase musical equipment, provide a music therapist and bring in musical performers specially trained in assisting children with developmental disabilities.

Alaska USA FCU Employees Donate \$50,000 to United Way

Article provided by Alaska USA FCU

Alaska USA FCU employees have donated \$50,000 to the United Way. The credit union partnered with United Way to solicit donations from employees through several fundraising events. Events included Jeans Day for United way, which allowed employees to wear jeans to work in exchange for a donation; Coffee for a Cause, where Alaska USA executives served coffee and donuts to employees; Giving for Goodies, an employee bake sale; and Donate for Days Off.

"Alaska USA employees made this fundraising campaign an incredible success," said Geoff Lundfelt, President. "Not only did we completely surpass our original fundraising goal of \$20,000, we had a lot of fun along the way. It shows what we can accomplish as a team, and it makes me proud to be both an employee and a member of Alaska USA."



Alaska USA employees donate \$50,000 to United Way. From left: Craig Miller, Corporate Account Executive, United Way; Elizabeth Miller, Vice President, Resource Development, United Way; Rachel Norman, Senior Vice President, Human Resources, Alaska USA; Geoff Lundfelt, President, Alaska USA; Michele Brown, President/CEO, United Way; Dan McCue, Senior Vice President, Corporate Administration; and Joy Star Lovitt, Corporate Relations Director, United Way. Photo courtesy Alaska USA FCU

Blended Retirement System is Now Operational



Scott CU presented a check recently for \$3,000 to Highland Optimist representatives for sponsorship of the upcoming Highland Shootout. Pictured are, from left, Highland Optimist Club Shootout Co-Chair Kevin Hemann, Scott CU President & CEO Frank Padak, and Shootout Co-Chair Rick Ringwald. Photo courtesy Scott CU

Scott CU Sponsors Annual Highland Optimist Basketball Shootout

Adam Koishor, Scott CU

Representatives from Scott CU presented a check for \$3,000 to Highland Optimist Club representatives Kevin Hemann and Rick Ringwald for sponsorship of the annual Highland Basketball Shootout.

This is the seventh year that Scott CU is the namesake sponsor of the showcase event. “We’re excited about again being the primary sponsor of the Shootout,” said Scott CU President & CEO Frank Padak. “It has always been a premier event and we are happy to support it. We believe in supporting schools and the community and this gives us another chance to do that.”

American Heritage CU Donates Over 3,700 Pounds of Food

Bill McKenna, American Heritage FCU

American Heritage CU staff and members donated over 3,700 pounds of food to various charities this holiday season. The credit union’s Fourth Annual Food Drive was held from October 2, 2017 to November 17, 2017. American Heritage requested members and staff to donate non-perishable food to benefit Philabundance, Manna on Main Street, Family Services of Bucks County, and other local organizations. Donation baskets were placed at all of American Heritage’s 35 branches and were filled to overflowing with contributions. Through the hard work of its members and staff, American Heritage collected over 3,700 pounds of food.

The credit union held an additional food drive during its Grand Illumination event on November 25, 2017. Guests were asked to bring donations of canned or dry foods as admission to the event to support Philabundance. An additional 62.4 pounds of food was collected at the event.



American Heritage CU donates over 3,700 pounds of food to local charities during the months of October and November. The credit union held its Fourth Annual Food Drive to help families in need of food for the holidays. Photo courtesy American Heritage CU



Service CU employees help pack up more than 1,300 pounds of food for the New Hampshire Food Bank. Photo courtesy Service CU

Service CU Donates to the N.H. Food Bank

Lori Holmes, Service CU

Service CU donated \$10,000 and 1,326 pounds of food to the New Hampshire Food Bank, a program of Catholic Charities NH, in order to help the citizens of New Hampshire. Service CU President/CEO David Van Rossum presented the check to New Hampshire Food Bank Executive Director Eileen Groll Liponis to help keep the shelves well stocked. The food bank is expected to distribute close to 13 million pounds of food to more than 400 nonprofit agencies throughout the state this year.

Service CU has made a considerable donation annually since 2005 to assist the agency during its critical times of need. New Hampshire Food Bank officials describe this year's demand for food as one of its most severe in years so SCU's contribution could not have come at a better time.

"We thank Service Credit Union for being a tremendous supporter of the New Hampshire Food Bank for many years," Groll Liponis said. "This donation in particular comes at a time when the people of the state really need it. This has been a remarkable partnership throughout the years."

"Service Credit Union is honored to help the New Hampshire Food Bank fulfill its mission of helping the less fortunate," said Van Rossum. "This donation embodies the credit union philosophy of people helping people."



Military Saves Week
is coming up
February 26–March 3, 2018.

Heritage Trust Launches Innovative L.E.A.D. Program

Dustin Haynes, Heritage Trust FCU

The L.E.A.D. program, which stands for Learn, Excel, Analyze and Develop, is the company's new comprehensive eight-month emerging leaders initiative designed to provide high potential employees with the tools they need to grow into effective leaders within the organization. This internal initiative, facilitated by the credit union's Employee Development & Training division, is designed to challenge employees while helping them learn valuable skills that foster an environment of teamwork and collaboration.

Participants selected engaged in interactive monthly workshops concentrating on desired competencies, which were administered over several weeks, to help maximize their strengths, improve performance, transform behaviors, provide personal mastery, and support the responsibilities of supervision and leadership.

As part of the process, participants also completed individual Extended DISC® assessments. Extended DISC® has been established as a world-leading provider of behavioral analysis in identifying the strengths and development areas of the individual. Extended DISC® Individual Assessments were used as a tool to provide a strong foundation for L.E.A.D. graduates and assist them in making better decisions.

"The motivation behind the design of the L.E.A.D. Program began by assessing the drivers behind training and developing a highly effective workforce. Highly effective workers are engaged in all aspects of their work and inspire others to do the same. These individuals display confidence, competence, and enthusiasm. They L.E.A.D. by example," commented Robin Horlback, Heritage Trust Training Director.

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ABNB staff members show collection efforts to benefit local animal shelters throughout Hampton Roads. Photo courtesy ABNB

ABNB Collections Animal Shelter Donations for the Holidays

Melissa Rose, ABNB FCU

Throughout the holiday season, ABNB supported collection efforts to benefit local non-profit animal shelters throughout Hampton Roads. Shelter wish list donations were collected to support daily facility upkeep. ABNB members and employees donated items via collection boxes at branch and headquarters locations.

“As an owner of two dogs, this initiative is especially close to my heart,” says Mick Vollmer, Vice President and Chief Information Officer. “Animals are members of our families and communities. I am honored to be a part of a caring organization like ABNB where our members and staff come together to help those in need, regardless if they have two legs or four!”

GOT NEWS? Send your credit union news to alert@dcuc.org.



Hanscom FCU Director Ray Phillips (left) joins Hanscom FCU Chairman of the Board Paul Marotta, Fisher House Program Support Assistant Brandon Driscoll, and Hanscom FCU President/CEO David Sprague. Photo courtesy Hanscom FCU

Hanscom FCU Awards \$1,500 to Fisher House Boston

MaryJo Kurtz, Hanscom FCU

Hanscom FCU honored Fisher House Boston with the Board Memorial Award. This \$1,500 grant is awarded annually to recognize organizations that share the same community commitment as the Hanscom FCU Board of Directors, supporting the Credit Union founding principle of “people helping people.”

Fisher House Boston is one of 73 Fisher Houses located on 24 military installations and 29 VA medical centers worldwide. These homes provide military families housing that is close to a loved one during hospitalization. There is no charge for family members to stay at a Fisher House.

“The service that Fisher House Boston provides to military families is immeasurable,” said Hanscom FCU Chairman Paul Marotta. “These families are under considerable stress, so having lodging with a caring and dedicated organization provides needed comfort.”

The Hanscom FCU Board Memorial Award was established twenty years ago and is given in the name of all past and present Directors. This year, the Award is given in honor of two recently deceased Directors, Alan Hart and Fred Ryan.

Supporting Military Who Can't Go Home for Holidays—Operation Holiday Cheer

Joyce Wells, SACFCU

Operation Holiday Cheer is a program initiated by the local Bellevue, Nebraska—Chamber of Commerce that fills sling backpacks with goodies for the service men and women who are living in the dorms at Offutt Air Force Base. These members of our military are not able to make it home for the holidays to be with their families. This initiative and the backpacks (filled with goodies) bring a little holiday cheer and make the holidays just a little “sweeter” for these men and women. SAC employees look forward to this activity each year and see it as a “sweet” way to say “thank you for your service.”



Titus Will Chevrolet Parkland General Manager, Greg Hemenway, ACU President/CEO, Kenneth Leonard, Santa's Castle's VP of Purchasing, Anita Vargo and President Shelly Hinzman, Donna Gotel, AFC (r) CCCR, Arnold Norem, M. Ed AFC, Installation Commander COL Lucas, COL Albrycht and CSM Mulryan. Photo courtesy America's CU

America's CU Raises \$60,000 in Donations for Three JBLM Charities

Amber Young, America's CU

America's CU held its 17th Annual Turkey Shoot Golf Tournament at Eagles Pride Golf Course. Many local businesses and over 170 golfers, including guest soldiers, participated to help raise \$60,000.00 for Santa's Castle, The Holiday Assistance Program and The Madigan Foundation on JBLM.

The tournament originally started to get Santa's Castle off the ground. Santa's Castle is a local charity that assists soldiers in need by providing Christmas presents for them to give to their families. Later, the tournament was expanded to also benefit the JBLM Holiday Assistance Program and the Madigan Foundation which helps to pay soldiers and their families' medical costs not covered through insurance.

Kenneth S. Leonard, President/CEO of America's Credit Union, has been there from the beginning and shared the history and meaning of the tournament as well as his commitment to give back to our soldiers. ACU and Ken are honored to contribute to the morale and welfare of our military.

Southeastern Matches AFFN Grant, Donating Proceeds to MAFB Support Squadron

Brandy Wilkes, Southeastern CU

Southeastern CU, in partnership with Armed Forces Financial Network (AFFN) Matching Grant Program, was proud to donate \$3,000 to the Moody Air Force Base 23d Force Support Squadron. The Armed Forces Financial Network (AFFN) Matching Grant Program designed to reward organizations that support U.S. service members and their families. This is the second consecutive year Southeastern has been recognized by AFFN, which has been awarding grants for more than a decade as part of its overall commitment to the military community.

The 23d Force Support Squadron trains and deploys personnel support forces to build, protect and sustain air bases for worldwide operations. In order to accomplish the Air Force mission and remain resilient, Airmen must maintain high levels of physical, mental, spiritual and social fitness. The squadron provides support in the areas of child development, food service, lodging, recreation, fitness, mortuary affairs, and youth services, as well as promoting individual, unit, family, and community well-being.

The squadron also provides force management support for the 23d Wing and is responsible for resource services to military and civilian personnel and the 19,016 active duty, family members, civilians and retirees. The squadron directs Military and Civilian Personnel programs, Airman Leadership School, Family Support Center, Manpower, and Base Education and Training. The funds were used to sponsor various events for the service personnel and their families including an Easter Egg Hunt, Summer Block Party, Tree Lighting Ceremony and Santa's Winter Wonderland.

DEFENSE CREDIT UNION PEOPLE IN THE NEWS

ANCHORAGE, AK—Alaska USA FCU has appointed five individuals to executive level positions. **Rachel Norman** has been selected for the new position of Chief Administration Officer. Norman has been with Alaska USA for more than 24 years, most recently as Senior Vice President, Human Resources. **Brenda Lind** has been promoted to the position of Vice President, Personnel. Lind has been with Alaska USA for more than 27 years, most recently as Manager, Personnel. **Clinton Hess** has been selected to fill the position of Vice President, Financial Analysis. Hess has been with Alaska USA for more than 12 years, most recently as Manager, Financial Analysis. **Athar Nazir** has been promoted to the new position of Vice President, Special Credits Operations. Nazir has been with Alaska USA for six years, most recently as Manager, Special Credits Operations and Administration. **Leisa DeYarmon** has been selected to fill the new position of Vice President, Special Credits Collections. DeYarmon has been with Alaska USA for five years, most recently as Special Credits Operations Manager... JACKSONVILLE, FL—VyStar CU is pleased to announce the selection of **Brian Wolfburg** as the organization's next President/CEO... RADCLIFF, KY—**J. Marvin Hawk**, Chairman of Fort Knox FCU's Board of Directors, has been selected as the CUES® 2017 Distinguished Director and was recognized at the CUES Directors Conference.

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Lizette Krajnak

Thank You Lizette!

While January 2018 signals the beginning of a new era for DCUC, we are very happy (and very sad) to see Lizette Krajnak take a new position at the end of this month! Lizette started with us in November 2013 and takes a wealth of knowledge and a record of outstanding service with her after four years on the DCUC Staff.

Many of you know her as the voice of DCUC when she answers the main phone line and as the friendly face behind our conference registration tables over the years. Lizette is at her best as our main member liaison when it comes to our events, including mastering our membership database to ensure we capture and maximize membership data. Her expertise in graphic design helped DCUC create brand recognition within our public and private audiences. Those who attend our annual conference may have noted the new look for the badges that she customized for each event. Always making things better, Lizette recommended changes in our processes to eliminate 90% of conference registration workload in addition to reducing our footprint in anticipation of our upcoming move to the Army Navy Building. Behind the scenes, nobody did it better.

On a personal note, Lizette always kept me on time, on schedule, and on message. She never missed a beat or a “smile” when I needed to sign literally hundreds of letters and notecards or when reminding me to approve her hours. Yet, we all found many occasions for lots of laughs, high-fives, and rest in between. We are very proud of you and wish you all the best in your new job and highest hopes for the future! — *Tony Hernandez*