



Membership Retention Team (MRT) Guidance

I. PURPOSE

The purpose of the Detachment MRT is to maintain contact your entire membership at least quarterly. Every member should feel part of the Detachment and not just be a name on some roster. Personal contact encourages members to keep their membership dues current, participate in Detachment activities and supports recruiting new members.

II. OUTLINE

The MRT shall consist of a minimum of three (3) members. The Detachment Junior Vice shall be appointed as the Chairperson. The Detachment Paymaster shall be appointed as the Co-Chairperson. The Detachment Commandant shall appoint at least one other member to the MRT. The number of committee members shall be in proportion to the size of the Detachment. The MRT will keep in contact with every detachment member, maintain an updated roster, remind members when their membership expires and to recruit new members.

The Detachment MRT shall report regularly to the Department MRT.

III. RESPONSIBILITIES

A. Junior Vice Commandant, MRT Chairperson

1. Lead the MRT in such a way that the purpose of the MRT is satisfied
2. Receive and process status updates from the members of the MRT
3. Report MRT activity to the Department MRT Chair on a monthly basis
4. Ensure MRT Co-Chair and Tertiary are fulfilling their obligations as a MRT member

B. Detachment Paymaster, MRT Co-Chairperson

1. Develop and maintain a membership roster
2. Review the monthly reports before they are sent to the Department MRT Chair and update any information that may not be reflected on the National Roster. (e.g. dues/membership transmittals that were not processed before National roster was published)
3. Perform any other duties the Chair see fit in order to fulfill the purpose of the MRT
4. Act on behalf of the Chair in his/her absence



C. Committee Member(s)

1. Assist Chair and Co-Chair in all of their duties on the MRT
2. Perform any other duties Chair sees fit in order to fulfill the purpose of the MRT
3. Act on behalf of the Chair and Co-Chair in their absence

IV. PROCEDURE

A. The Co-Chair will develop a spreadsheet which will be shared with the members of the MRT. This spreadsheet should include, but is not limited to, the following information:

1. Members' Names
2. Member's Addresses
3. Members' Current Phone Numbers
4. Members' Current Email Addresses (if applicable)
5. Members' MCL and Permanent Life (if applicable) numbers
6. Month and Year in which current dues expire for non-life members

B. Spreadsheet should be highlighted in such a way that non-paid members are easy to pinpoint, such as having them as the top section, or coded in a specific color.

C. Spreadsheet will be shared with the MRT. The Chair will determine which MRT member will be responsible for contacting non-paid members, which will contact members whose dues are set to expire in the next month and which will contact all members to update on detachment activities

D. When status changes are made, MRT members will inform the Co-Chair so that he/she can update the spreadsheet

E. When dues are received by the Co-Chair, he/she will update the spreadsheet and inform the members of the MRT

F. The Chair will ensure that contact is made with EVERY detachment member at least once a quarter. This can be via phone, email or writing

G. The Chair will ensure that any information received regarding illnesses, deaths or hardships is forwarded to the proper Detachment Officer for action to be taken

H. The MRT will develop a plan to encourage recruitment among Detachment members



V. ACCOUNTABILITY

- A. The MRT Chairperson shall be responsible for accounting to the Detachment membership, as well as the Department MRT Chair. It is recommended that the MRT be added to the Detachment Business meeting agenda
- B. The names of the Detachment MRT members will be forwarded to the Department MRT Chair, including current contact information
- C. Reports will be submitted to the Department MRT Chair by the 30th of each month. These report will include:
 - a. Current number of paid members
 - b. Current number of non-paid members
 - c. Number of new members
 - d. Number of increase/decrease in membership since the previous report
 - e. Reasons for decrease in membership (e.g. death, relocation)
 - f. Actions being taken by the MRT to retain and recruit members
- D. The Department MRT Chair will report total Department MRT findings to the Department Commandant and staff monthly, as well as to the Department membership at each Quarterly Department meeting
- E. The Department MRT will encourage and assist all Detachment MRT members in order to ensure the success of the MRT
- F. If it is found that the Detachment or Department MRT members are not fulfilling their duties, they may be replaced upon the discretion of the Detachment/Department Commandant, at will