

July 6, 2020

TO: Greg Kimberling, PGM GC, Grand Secretary

RE: 90 Day Evaluation of the Membership Services Representative Program

Per the grant agreement between DeMolay International and the DeMolay Foundation, the following is an evaluation of the first 90 days of the Membership Services Representative program.

### **Background**

In January 2018, the DeMolay Foundation approved a grant to provide for two part-time Membership Services Representatives for one year. Following an interview process that included multiple rounds of interviews, offers were made to Jake Vermeulen of Indiana to work with Region IV and Matt Cordoves of Missouri to work with Region VI. Both started on approximately April 1, 2020, just after many jurisdictions had begun to shut down due to COVID-19.

### **Interaction with Executive Officers**

Both MSRs began by contacting the Executive Officers in their respective Regions. In both Regions, they received positive responses from most EOs.

Both MSRs continue to have weekly phone calls or video conferences with the Executive Officers who are asking for help, and feedback that I have received from the EOs is that the MSRs are responding to specific requests as well as proactively providing information and suggesting resources.

The requests received from EOs has varied by jurisdiction and has been greatly affected by the unique situations encountered due to COVID restrictions and guidelines. In some cases where physical and virtual meetings continue to not be allowed, Jurisdictions are focusing on updating records and locating Senior DeMolays. We are providing as much information and assistance as possible in these areas. We are also helping with pulls of Senior DeMolays and former Advisors in target areas for new or revived Chapters in many Jurisdictions.

In Region IV, several Jurisdictions have been heavily engaging the MSR for specialized training for Advisors. One Jurisdiction has held one training that was open to all of their Advisors, and another session is in the planning stages to be completed later this month. In another Jurisdiction, the MSR is facilitating a bi-weekly meeting of the Jurisdictional membership team to assist in revamping their membership plan and new member training materials.

In Region VI, the Jurisdictions have been mostly shut down in terms of meeting, and the EOs have not allowed for virtual initiations. The MSR has been keeping in touch with them, but the requests for contact lists, etc. has slowed as they are not sure when things will open up. In those