

# NATIONAL GUARD ASSOCIATION OF ARKANSAS SUMMER NEWSLETTER



August 2020

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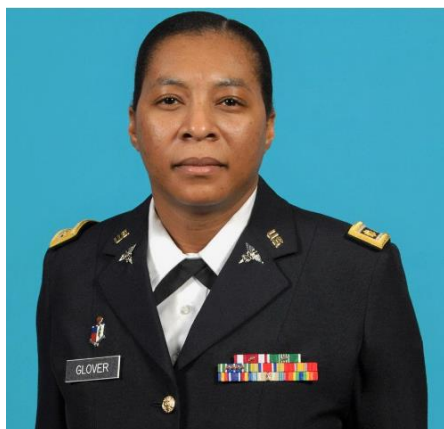
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## *Meet the 2020 - 2021 President*

**Major Sharetta N. Glover**

Major Sharetta Glover serves as the Personnel Services Branch Chief for the Deputy Chief of Staff Personnel (DCSPER) at Camp Robinson North Little Rock, AR.

She recently assumed the position on 1 June 2020 after spending nearly two years as the Deputy Commander for the 61<sup>st</sup> Civil Support Team. Major Glover began her military career by enlisting in the Arkansas Army National Guard in Alpha Company of 212th Signal Battalion. In August of 2002, she became a ROTC SMP cadet at Henderson State University ROTC program where she received her commission upon graduating with a BS in Biology and minors in Military Science and Chemistry. She has a Master's in Public Health from the American Military University. Major Glover has worked as a full-time member of the Arkansas National Guard in the Active Guard Reserve Program since January 2009. While in the Arkansas Army National Guard, Major Glover has served in positions within the 212th Signal Battalion, Medical Command, 61<sup>st</sup> Civil Support Team, 87th Troop Command Brigade, 213<sup>th</sup> Medical Company, and Deputy Chief of Staff Personnel. Major Glover's awards include Meritorious service Medal (2<sup>nd</sup> Award), Army Commendation Medal (2<sup>nd</sup> Award), Army Achievement Medal (5<sup>th</sup> Award) Army Reserve Component Achievement Medal, National Defense Service Medal, Global War on Terrorism Medal, Armed Forces Reserve Medal, Army Service Ribbon, Arkansas Service Ribbon (3<sup>rd</sup> Award), Arkansas Emergency Service Ribbon, Tennessee National Guard Commendation Medal, and Texas Adjutant General Individual Award. Major Glover resides in Jacksonville and was installed as 2020-2021 NGAA president in April by the Association's board members during a virtual meeting.



Left: Major Sharetta Glover  
NGAA President 2020-2021

Right: Major Seana Eason (2019-2020) passes on the NGAA President's Gavel to the newly-elected Major Sharetta Glover during the April 2020 Board of Directors' meeting.



## Presidentially Speaking

I would like to thank Major Seana Eason for her leadership this past year as NGAA President. Even though she spent a fair amount of her tenure deployed, she was still there to provide guidance and I thank her for her tremendous input. The 2020 state conference was cancelled due to the COVID-19 Pandemic so there was not an opportunity for the membership to meet in public. The Board of Directors did meet via conference call and were able to conduct the association business after invoking the newly passed War, State, or National Emergency Clause in the NGAA Bylaws.

This has been a roller coaster year so far with all of the changes and challenges going on around the world. This creates new opportunities for us as an Association to communicate with each other now more than ever. As President, my plan is to focus on improving communication to the membership whether that is via hard copy items or virtually, increase the participation of the membership, and build our corporate sponsorship. We have created new committees to help the Association more efficiently accomplish these goals. I ask that you get involved and don't be afraid to ask questions. If you are already involved, I ask that you seek out others and get them involved as well. I implore our junior officers, retirees, and warrant officers to get more involved with the Association and let us know how we can help facilitate this process.

The 2020 NGAUS conference will be virtual this year, which is the perfect opportunity to get involved and see how your Association is working for you at the state and national level. I encourage you all to attend the virtual NGAUS where we will be voting on several issues as well as supporting some great Company Grades as they participate in the state roll call. I challenge our membership to continue to stay involved, stay informed, and stay safe.

*Major Sharetta Glover*

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## From the Desk of the Executive Director

Colonel (ret) Damon N. Cluck

Change! What a nasty, brutish, and uncomfortable word! Most humans are desperate to avoid it. Change can happen in various ways. Some changes are driven by external forces, others by self-reflection and vision.

There are those slow inexorable steps along the evolutionary path. In nature these steps are generally positive and result in stronger, more survivable species. In human beings and institutions, they can, if not monitored and controlled, lead instead to complacency, decay, and decline. Our reliance on the Army Physical Health Assessment (PHA) as a means of interacting with Soldiers to update insurance coverage means that we have lost the relationships that used to develop as a result of our Association Officers and staff visiting armories each year to give unit benefits briefings.

Some changes are forced on us by sudden external events, like the COVID-19 crisis that we are all currently enduring. These forces can cause inflection points that literally bend the arch of history. September 11, 2001, Hurricane Katrina, and the current crisis have all shaped our nation and its institutions in ways that historians will debate for years to come. The increased demand for National Guard forces in the wake of 9-11, changed the Guard's role from a strategic reserve,

to an operational force, based upon requirements driven by the Global War on Terrorism. This change drove our Associations to press for new benefits to help the force meet these new readiness requirements, like Tricare Reserve Select and pre-deployment dental coverage.

Evolution and external forces drive reactionary change. But every once in a while, change is accomplished in a much more intentional and proactive process. Thoughtful leaders contemplate their environment and envision what a new reality would look like. They identify the goals and objectives necessary to move the institution from its current state to the desired future state. For our Association, these moments include a group of WWI veterans who recognized that for the National Guard to become what they wanted it to be, they needed an Association to engage with the state political leaders to increase state support, including the building of Armories for the Guard. In 1967, during the Vietnam era, Guard leaders realized that the Association, in addition to lobbying for support and providing for social interaction and camaraderie, needed to be in the business of providing services to Guardsmen. Guardsmen weren't eligible for the same life insurance as the Active Duty Soldier but had the disability of having to pay higher rates due to "war clauses" common to life insurance policies of the time, so the Association was reincorporated with an additional purpose to offer life insurance to our members. In 2013, in an era of relative prosperity for the Association, leaders realized that we needed a better mechanism to utilize the financial resources that were available, to do charitable work, and provide financial services to our allied organizations like the ARNG Museum, Survivor Outreach Services, and the Minuteman Youth Camp, so a new strategic plan drove the creation of the Arkansas National Guard Foundation to meet these needs.

As we look at our Arkansas National Guard and its supporting institutions and Associations, what is the future that we in vision for them? How does our Association help achieve those end states?

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Join Guardsmen from all 54 states and territories as we come together virtually for the 142nd National Guard Association of the United States Conference, August 28th & 29th, 2020.

To register visit <http://ngaa.org/ngaus-conference>

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### **How to Pay Dues Online**

We are frequently asked about paying membership dues online instead of in person; the website for all things membership-related, including paying dues, is below.

[www.ngaa.org/membership/](http://www.ngaa.org/membership/)

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Many thanks to our 2020 Partners in Patriotism!  
*Headline Member*



*Gold Members*



*Joint Member*



## Corporate Members



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### How to Update Your Information with the Association

Are you not getting your NGAUS magazine or NGAA news? Have you moved recently?

There are three ways to update your information with NGAA for the sake of keeping your membership up to date and staying informed of NGAUS and NGAA news.

- 1) Call the NGAA Staff during operating hours: M-F 8:00 AM - 5:00 PM at (501) 758-6422
- 2) Contact your Unit Representative with the information
- 3) Or leave a message for the Staff 24/7/365 at [www.ngaa.org/contact](http://www.ngaa.org/contact)

We are always happy to assist you and help you make the most out of your NGAA and NGAUS membership!

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### 2021 National Guard Association State Conference

The Board of Directors voted to approve the dates and location of the next NGAA State Conference at their meeting 4 August. The 2021 Conference will be February 26-28 in Fort Smith, AR. They have approved a contingency date of May 14-16 in case the pandemic continues to cancel large gatherings and events.

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## **NGAA Insurance Program Update**

We are excited to announce major changes in our Insurance Program. On August 4<sup>th</sup>, the NGAA Board of Directors accepted the recommendation of our Insurance Committee and voted to accept an offer from the Armed Forces Benefit Association (AFBA) and its subsidiary, 5Star Life Insurance Company, to become the underwriter for the State-Sponsored Life Insurance Program (SSLIP), effective **October 1, 2020**.

The Insurance Committee reviewed the historical performance of the program over the last 10 years, received presentations from both AFBA and Lifeshield, and compared the presentations.

There are a number of advantages to the NGAA in the AFBA offer, namely:

- A more advantageous formula for determining experience refund; an end of insurance year refund based on how well the pool, or group, performed in the year.
- Provision of a free \$1,000.00 death benefit available to all members of the Arkansas National Guard.
  - This coverage will apply to everyone, regardless if they pay for the minimum SSLIP insurance. This will enable us to provide an immediate benefit to all members, but does require that all Guardsmen complete an application to designate a beneficiary.
- Payment of claims within 24-48 hours.
  - AFBA will overnight a check to either the Association or directly to the beneficiary upon notification of a claim. This will free the Association from having to pay claims and wait for reimbursement. Average reimbursement times with LifeShield, after receiving the death certificate have been about 3-4 weeks.
- Better Options for additional coverage.
  - AFBA has the Better Alternative Plan which provides extended coverage amounts up to \$250,000 based on the same pool. They have products that provide alternatives to VSGLI and Survivor Benefit Plan.

Another great benefit to this partnership is that AFBA has agreed to become a member of the NGAA Partners in Patriotism corporate sponsorship program at the Gold level.

Overall, the Board of Directors, Insurance Committee, and the NGAA staff believe that this change is in the best interest of the SSLI program, the Association, and most importantly, all Arkansas National Guardsmen.

# NGAA Life Insurance program updates

At the National Guard Association of Arkansas (NGAA), we are committed to promoting your best interests as soldiers, airmen, and veterans, and today we are happy to share an update on one of the programs helping us to accomplish that goal. Effective October 1st, we will partner with the Armed Forces Benefit Association (AFBA) and their underwriter, 5Star Life Insurance Company (5Star Life), to provide coverage for our members. We're pleased about the financial protection you can provide for yourself and your family.

## The best program in the National Guard market

Founded in 1947 with the support of General Dwight Eisenhower, AFBA has stood by our country's armed forces in both war and peace. It has paid death benefits to families of members who have lost their lives in every major military conflict from Korea through present day Iraq and Afghanistan. AFBA's commitment and support to the National Guard is unwavering. Death benefits are funded by life insurance underwritten by 5Star Life.



## How the program benefits you

We want to make sure you take full advantage of the benefits offered.

### Highlights include

-  \$10,000 death benefit at no-cost to you for one year to new enlistments (paid for by the NGAA) and \$50,000 coverage available to all service members
-  No added premium for flight status
-  Can be payroll deducted from drill pay
-  Member-focused claims and underwriting philosophy
-  Coverage may be extended at the same rate, after retirement or separation
-  Coverage 24/7, 365 days a year with no combat, terrorism, or geographical exclusions
-  Death benefit mailed within 24 business hours of notification, subject to contestability
-  Conversion privilege upon termination, regardless of health
-  Coverage available for spouse and children

## Always ready, always there for the National Guard

AFBA is the largest provider to the National Guard proudly serving 54 state and territory associations with \$17.5 billion of coverage in force, more than 220,000 Guard and family members covered nationwide, and over \$121 million paid in death benefits including more than \$15 million in combat claims. To learn more, contact NGAA at 501-758-6422 or [www.ngaa.org](http://www.ngaa.org).

National Guard of Arkansas photos courtesy of National Guard Flickr account. Credits left to right: 2nd Lt. Kayla K. Edwards, Pentagon National Guard corridor project, Lt. Col. Keith Moore.

Member death benefits provided through NGAA and AFBA are underwritten by 5Star Life Insurance Company (a Lincoln, Nebraska company), with an administrative office at: 909 N. Washington Street, Alexandria, VA 22314. Member death benefits not available in all states and U.S. Territories.



Policy forms: MAT POL, GNG-DB0103 and L1050197 (Rev)  
NGAA Newsletter 0820

8/20

# Balderdash or Good Comms - Your Choice as a Leader

first published Aug 26, 2019

by Colonel (Ret) Cary Shillcutt

*“Balderdash - Senseless talk or writing; nonsense communication.”*

I've learned the hard way that as a leader I have to watch what I say. When I've been unclear with my guidance, the results can look like my people were trying to navigate with a broken compass. When I really thought about what happened, it was my fault, not theirs that we didn't hit the mark. How can the simple exchange of information and ideas get off course? It happens when we are not responsible with managing what we say and reactive with our communication. It's balderdash!

On the flip side, when I am on my game and provide effective communication, my subordinates amaze me with their focus, ingenuity, and most importantly, the results! In the military we call it “good comms” (communications) when we have a clear signal and are understood. Here are a few things I have learned over the years that can help to trade balderdash for good comms and keep you and your people on course.

First, own your thoughts and take responsibility for your intent and purpose. This requires the act of preparing your message, words and thoughts proactively in advance of a speaking opportunity. There have been times I regretted not preparing my opening comments for a meeting or conversation, whether that is actually writing down my comments, or taking a short pause to collect my thoughts. However, when I planned out my message with short, clear phrases and ideas it helped me open strong or respond with focus. Communication for a leader requires clarity of thought, direction, and planning.

Next, engage in person-centered communication – be mindful of the effect of what you are saying, because words matter. An important step in effective communication is ensuring your language use and content is appropriate for the audience and situation. For example, some phrases or humor I use with my fellow Soldiers may not necessarily work for someone, let's say, in my church study group. In this situation it would probably be better to choose more neutral words and a tone that can make the difference between mutual understanding or mutual frustration. Person-centered communication is clear, concise, and reflects the tone and values shared by the audience.

Another choice is being conscious of levels of abstraction in your content and words – determine a common level of understanding. As military members we use our own “jargon” especially when using acronyms and common phrases. Every professional has them. Effective communication requires an analysis of these words or comments that may make sense to our inside band of brothers and sisters but are not clear to those outside our professional circle. Your choice of words and phrases play a big part in others receiving your desired message.

Finally, use inclusive language – avoid generalizations that may describe, evaluate or insult groups of people. When I served in a multi-national task force in Kosovo, I found myself constantly adjusting my words and communication to include all members of our unit, no matter what nation, affiliation, or status. One wrong word could definitely offend or turn off a member of my team. If a member of your audience feels insulted by an off-hand comment, they will ignore or miss key elements of your message. Be inclusive!

The overarching theme for effective communication is truly thoughtfulness and preparation as a leader. Balderdash occurs when you think you can just ‘wing it’ or communicate whatever pops into your head, and big surprises come from balderdash. However, good comms come from forward thinking and being mindful of appropriate words and phrases. As a leader the responsibility and choices are yours to ensure your message is on course and is received loud and clear.



# 2020 National Guard Association of Arkansas Company Grade Officers of the Year

Air National Guard Company Grade Officer of the Year:

*Captain Brian Hurt, 188th Wing*

Army National Guard Company Grade Officer of the Year:

*Captain Christopher Milum, 871st Troop Command*

Army National Guard Warrant Officer of the Year:

*Chief Warrant Officer 2 Joshua Patterson, 39th Battalion Support Brigade*

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## NGAA Board of Directors

- COL (ret) Damon Cluck, Executive Director
- Maj Seana Eason, Past President
- MAJ Sharetta Glover, President
- Lt Col Ryan Workman, 1<sup>st</sup> Vice President
- MAJ Trey Marable, 2<sup>nd</sup> Vice President
- COL Joel Lynch, JFHQ
- MAJ Melissa Shipman, 39<sup>th</sup> IBCT
- MAJ Clint Leonard, 239<sup>th</sup> BEB
- 1LT Glen Mayle, 39<sup>th</sup> BSB
- 1LT Jason Cline, 1-153<sup>rd</sup> Inf
- 1LT (P) Clinton Hays, 2-153<sup>rd</sup> Inf
- CPT Jacob Allen, 1-206<sup>th</sup> FA
- WO1 Jerry McDowell, 142<sup>nd</sup> FA BDE
- CPT Alex Miller, 1-142<sup>nd</sup> FA
- MAJ Chase Battle-Smith, 2-142<sup>nd</sup> FA
- Vacant, 217<sup>th</sup> BSB
- 1LT Garrett Miller, NGMTC
- LTC Matt Leimberg, ISU
- CPT John Graves, 233<sup>rd</sup> RTI
- MAJ Byron Glass, Title 10
- MAJ Matt Sweeney, 87<sup>th</sup> TC
- CPT Dalton Shannon, 875<sup>th</sup> Engr Bn
- CPT Cibeles Ramirez-Rodriguez, 871<sup>st</sup> TC
- MAJ Lorne Kelley, FCJMTC
- MAJ John Chase, R&R Command
- LTC Brad Massey, MEDCOM
- CPT Michael Roberts, 77<sup>th</sup> TAB
- MAJ Mario Butler, 777<sup>th</sup> Avn Spt Bn
- 1LT Zachary Plumlee, 1-114<sup>th</sup> S&S
- SSgt Melody Daniel, HQ AR ANG
- Capt Phillip Stevens, 184<sup>th</sup> AS
- Maj Johnathon Ferricher, 189<sup>th</sup> OG
- Maj Jason Kulaga, 189<sup>th</sup> AW
- COL (ret) Don Brooks, ARNG Retiree
- Vacant, ANG Retiree

## NGAA Staff and Contact Information

- COL (ret) Damon Cluck, Executive Director
  - [dcluck@ngaa.org](mailto:dcluck@ngaa.org)
- Ms. Barbara Scott, Office Manager
  - [bscott@ngaa.org](mailto:bscott@ngaa.org)
- Maj (ret) James Lamb, Insurance Administrator
  - [jlamb@ngaa.org](mailto:jlamb@ngaa.org)
- Mrs. Elizabeth Jara, Director of Development
  - [ejara@ngaa.org](mailto:ejara@ngaa.org)

**NGAA Phone Number:**  
**(501) 758-6422**

**Mailing Address:**  
**Post Office Box 663**  
**NLR, AR 72115-0663**

Our office is located at Camp Joseph T. Robinson in North Little Rock, AR, Bldg 8100. Business hours are Monday – Friday 8:00 AM – 5:00 PM and closed on all official state holidays.

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### ~ In Memoriam ~

Listed below are those members (and non-members), spouses, and dependent children that have recently passed away. If we have missed someone please contact Maj (ret) James Lamb at [jlamb@ngaa.org](mailto:jlamb@ngaa.org) or call: 501-758-6422.

Earl Duty  
Alma, AR  
December 27, 2019

Jerod Duncan  
Lincoln, AR  
January 14, 2020

Jermillion Daniels  
Magnolia, AR  
March 03, 2020

Richard Lamb  
Dover, AR  
April 27, 2020

Keeven Dodson  
Little Rock, AR  
April 28, 2020

Traone Turner  
Tulsa, OK  
May 14, 2020

Phillip Tyler  
Huntsville, AR  
May 22, 2020

Gerald Schlinker  
Mansfield, AR  
June 24, 2020

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