

Delinquent Member Call-A-Thon

Dates of Call-A-Thon:

Duties:

- **TESA Vice Presidents** will coordinate with Lodges in their District. TESA VP's should track progress of Lodges in their District during the initiative and report to the TESA Membership Chair and TESA President. TESA VPs should participate in these calls at Lodges with the highest number of delinquents in their District. TESA VPs will receive results from their lodges and send a copy to the TESA membership chair.
- **Lodge Exalted Rulers** are responsible for ensuring that all delinquent members are contacted in person or by phone in their Lodge. This can include the membership committee or a team of Officers to assist but the Lodge Exalted Ruler should personally participate for this to be successful.
- **Lodge Secretaries** are responsible for creating a CLMS list of the delinquent members of their Lodge and providing a copy to the Lodge's ER, TESA VP, and State Membership Chair. Lodges secretaries should tabulate the results of the calls and provide a copy to the TESA Vice President.
- **Lodge Membership Committee chairs**, with the assistance of the Lodge ER, Secretary, and membership committee members, are responsible for calling all delinquent members and inviting them to pay their dues.
- **Lodge Membership Committee members** will work with the membership committee chair to call delinquent members and invite them to pay their dues.
- Suggested format for tabulating the results and suggested questions for delinquent members are attached.

Delinquent Call-A-Thon Summary

Lodge: _____

Dates of Calls: _____

Status	Number
Optimistic Dues Will Be Paid	
Member In Distress – Illness, Lost Job, Limited Income (Refer to Relief Committee)	
Doubtful Dues Will Be Paid	
No Longer Wish to Be An Elk Member	
Unable To Contact	
Requests for A Transfer	
Requests for Absolute Demit	
Total	

Member's Name: _____

Suggested Speaking Points

1. Introduce yourself and explain you understand the member has not paid his/her dues. Explain that their membership is important to you and that you are concerned that they have not been participating in Lodge programs.
 - Have information as to how long they have been a member
 - Have information about recent AND upcoming Lodge events.
2. Make notes of the call so that the information can be relayed to the Exalted Ruler, Secretary, and Lodge Officers.
3. Ask why they have not paid their dues.
4. Be prepared to hear frank opinions about the Lodge, officers, or difficulty with other members.
 - Try not to be argumentative
5. Be knowledgeable about any issues going on at the Lodge:
 - If the issue has been solved, relay the information to the delinquent member
 - If the issue is still on going, explain the progress the Lodge is making to resolve the issue
 - Ask if there is anything that could be done that would address concerns that are expressed.
6. If the member indicates that they meant to pay their dues but have forgotten to do so explain that they may mail their dues to the Lodge Secretary or come by the Lodge and pay. Have the address handy and amount of dues owed in case you are asked. **Better yet: process their credit card at that moment.**
7. If the member indicates they are having health problems/loss of job/financial problems, express concern and get details of their status. If they are in a hospital or nursing home find out where. Tell them about the Lodge's assistance program and ask if they would like some help from the Lodge in paying their dues. This information should be provided to the Relief Committee. Remember that we are a benevolent organization.
8. If the member expresses problems with the Lodge, Officers, or other members; get details of the issues. This is important information for the Exalted Ruler and Officers to have should they wish to follow-up with the member to see if they can address their concerns. Also, refer to list item #5.

9. If the member says they joined the Lodge but have not been asked to do anything, find out what they would like to do. Commit to provide this information to the Exalted Ruler and Officers who should get this member involved on a Committee.
10. If the member says they no longer wish to be an Elk, find out why and see if there is anything that the Lodge can do to interest them in going to the Lodge or participating in programs.
 - Focus on the good works the Lodge is doing for veterans, scholarship, youth activities, the kids' camp in Ottine, ENF grants, local charities, and local needy.
 - The delinquent member may not be able to participate fiscally, but they can participate financially.