

## ***NARFE Duties and Responsibilities:***

# ***Membership Chair***

### **Basic Responsibilities**

- Create, implement, monitor, document and manage membership development plans and materials for your chapter to recruit and retain members, and encourage former members to rejoin.
- Publicize NARFE's presence and services to federal employees, retirees and survivors in your area. Increase the general public's awareness of NARFE.
- Work with other chapter officers to ensure that chapter activities and programs are informative and varied to include programs of interest to all members.
- Engage chapter members in recruitment plans and foster greater involvement.
- Communicate between chapter and federation membership chairs and NARFE Headquarters staff (Member Records, Federation & Chapter Services, and Recruitment & Retention).
- Forward names and addresses of prospective members to the Recruitment & Retention Section.

### **What a Membership Chair Should Know**

#### **Who can join?**

Membership is open to civilians who are or will be eligible to receive an annuity or survivor annuity from the federal retirement programs of any agency of the United States government or the District of Columbia\*, including:

- Retirees
- Active employees
- Spouses and surviving spouses of those eligible to join NARFE
- Former employees
- Former spouses legally entitled to a federal survivor annuity.

Enrollment in NARFE, includes the National Association and a chapter assigned by ZIP code or member preference. Members may transfer to a different chapter at any time.

### **NARFE membership benefits include:**

- Assertive legislative representation on federal and state levels;
- Liaison with the Office of Personnel Management (OPM) to help retirees and survivors with their benefits;
- Informative monthly magazine, *NARFE*, the prime source for information about federal retirement and health care issues; up-to-date information through [www.narfe.org](http://www.narfe.org) and NARFE e-mail;
- United network of support with other federal employees and retirees;
- Opportunities for leadership, political action and community service;
- Eligibility for college scholarships for your children and grandchildren; and disaster-relief grants;
- NARFE "Perks," including, but not limited to: insurance programs available through our affinity partners, discounts on moving, and travel services, etc.

### **Membership application process:**

Special promotions and incentive offers to increase membership are often available at NARFE Headquarters. One of the membership chair's responsibilities is to provide chapter members and prospects the most current information on incentive programs.

There are several ways to join. Prospective members may complete one of several applications and mail with payment information to NARFE National or hand in the material at a chapter meeting. An easier way to join is to call NARFE's toll-free Recruitment & Retention line, open Monday through Friday, 8:15 a.m. - 4:45 p.m., at 1-800-627-3394. Yet another way to join is by visiting us online at [www.narfe.org](http://www.narfe.org).

To obtain chapter dues information, prospective members can phone NARFE Recruitment & Retention, toll-free, at 1-800-627-3394, or contact a local NARFE chapter.

NARFE's mailing address is:  
606 North Washington Street  
Alexandria, VA 22314-1914

\* Prior to October 1, 1987.

Allow two to four weeks for processing membership applications. New members receive a “Welcome Package” from National containing a welcome letter, a NARFE membership card and other useful information. Their first issue of *NARFE* magazine arrives shortly thereafter.

### Various membership options

- **Dues Withholding (Form DW-3):** This payment option allows new members to have dues automatically deducted from their monthly annuity. Applicants are required to complete Form DW-3, authorizing OPM to withhold dues at a rate of 1/12 the total annual fee. *Active federal employees cannot have dues deducted from their annuity.*

Existing members can use

- **Form DW-2:** Form F-86 provides detailed information about NARFE’s dues-withholding program. Allow 90 days for the Office of Personnel Management to place a member on dues withholding. Applications and brochures can be ordered on form F-18, Requisition for Printed Supplies. Printed and electronic versions are available. Orders can also be submitted directly by e-mail to [mailorder@narfe.org](mailto:mailorder@narfe.org). Allow three weeks minimum for delivery.
- **National Life Membership (Form F-53):** Life Members pay national dues only once and chapter dues annually. They may opt for the quarterly payment schedule, which allows the member four quarterly installments during the first year to pay for National Life Membership. Life Members avoid national dues increases and are perpetual members of NARFE. Enrollment fees in this program vary based on the applicant’s age.
- **Annual Annuitant/Survivor and Active Federal Employee Membership (Form F-14C or H140A):** Annually renewing members are enrolled for one fee that includes national plus chapter dues. The F-14C (self-mailer) and H140A (brochure) applications offer both “bill me” and credit card options for the first year’s membership fee.

### Materials You Will Need

- **The Membership Development Manual (FH-19)** provides guidance in all areas of membership development including planning, recruitment, retention, leadership, member services and more.
- **The NARFE LetterBook** contains a compilation of sample letters to assist in prospect and member communications. The *LetterBook* is updated periodically

with contributions submitted by NARFE members and is available online on our Forms page at [www.narfe.org](http://www.narfe.org).

- **Requisition for Printed Supplies (F-18)** is an order form that contains the titles and assigned publication numbers for materials published by the National Office. Chapter leaders, including membership chairs, use the F-18 to order supplies for special events, general chapter use and guidance or “how to” manuals. Orders placed using the F-18 should be mailed to NARFE’s Support Services at Headquarters, faxed to 703-838-7781, or e-mailed to [mailorder@narfe.org](mailto:mailorder@narfe.org). It can also be accessed through [www.narfe.org](http://www.narfe.org). Please allow three to four weeks for delivery. Photocopies of the F-18 are acceptable. Note: Orders for prospect kits must always be phoned in to 1-800-627-3394.
- **The Chapter Monthly Activity Report (M-112)** National sends one copy of the M-112 to the chapter president, and one copy to the membership chair or another designated officer or chair. The M-112 is also posted on the NARFE Web site at [www.narfe.org](http://www.narfe.org). To gain access, chapter presidents should visit the NARFE Reports page, click on state reports, and follow instructions on how to enter a username and password. The chapter president can then give the username and password to designated chapter officers. The M-112 lists chapter membership activities, including:
  - ♦ Prospective members
  - ♦ Reinstatements
  - ♦ New members recruited by National
  - ♦ New members recruited by the chapter
  - ♦ Chapter transfers (into or out of the chapter)
  - ♦ Payment status changes
  - ♦ Members who are sent second notices
  - ♦ Voluntary cancellations
  - ♦ Nonrenewals
  - ♦ Deceased members
  - ♦ Change of address
- **The M-110 Report** is a monthly federation report tracking chapter membership demographics by state, chapter and other relevant information.
- **The M-114 Semi-annual Roster** is mailed to each chapter in April and October. Corrections should be made as needed and a copy returned to National.

# The Membership Program

## Forming a Membership Committee

The committee is comprised of members who assist in recruitment and retention. The larger the chapter, the more important it is to form a committee and recruit more members to serve. The team approach is an integral part of successful recruitment. Designate specific members of the committee to:

- Compile and update prospective member lists.
- Maintain contact with chapter members. Communication is vital to both the retention of current members and recruitment of new members.
- Contact and follow up prospect leads by phone, letter and personal contact. You may find it cost-effective and time-saving to create an introductory letter.
- Set specific chapter goals for membership development. Delegating various responsibilities to committee members will help to achieve these goals. These should be part of the membership plan, an annually developed planning tool.

## Establishing challenging, yet attainable, recruitment and retention goals.

### *Examples:*

- Chapter members agree to a percentage increase in membership within a given time frame.
- Each member pledges to recruit a certain number of new members within a given time frame.
- Members agree to bring a minimum number of potential members to every chapter meeting.
- The chapter offers incentives in the form of prizes or monetary awards to encourage all members to participate in membership-development activities.
- The chair keeps the committee informed and energized.

## Recruitment Ideas to Help Achieve Chapter Goals

NARFE offers valuable retirement and legislative information important to every federal employee and retiree.

- Exhibits increase public awareness of NARFE. Set up a NARFE table and distribute NARFE literature at malls, pre-retirement seminars, conferences, agencies, health fairs and other community events. A NARFE tabletop display with supplies may be borrowed or purchased from the National Office or your federation.

- Visit federal agencies, offering to:
  - ♦ Provide speakers for pre-retirement seminars
  - ♦ Supply prospect kits
  - ♦ Provide informative handouts for personnel offices
  - ♦ Participate in annual health fairs.
- Plan and publicize chapter meetings, noting speakers, topics, and the meeting place and time. Community calendars, local bulletin boards, radio, television, newspapers and flyers are all good communication tools.
- Make your NARFE chapter visible in your area by attending and participating in community affairs such as mall activities, conventions, fairs, fundraisers, parades, etc.
- Use “attention grabbing” items to increase local awareness of NARFE. Posters and advertising items with name and phone number are quite effective. NARFE posters are available, free of charge, on the F-18, Requisition for Printed Supplies, form.
- Develop a chapter Web site or make use of e-mail.
- Read a city newspaper, neighborhood newspapers, base or post newspapers, etc., looking for federal employees, recent retirees or survivors. Look for agency alumni groups or directories. These are your prospects.

## Retention Ideas to Help Achieve Chapter Goals

To achieve retention goals, you will find it helpful to:

- Employ the help of chapter members to fulfill community needs through volunteerism, providing a service-oriented outlet for members while increasing local public awareness of NARFE.
- Inspire members to become involved in chapter and federation activities. Convey the concept that everyone is important to the success of your chapter. Each member plays a vital role in membership development.
- Maintain personal contact with chapter members, giving particular attention to those who, due to illness or lack of transportation, are unable to attend chapter meetings. This may be achieved through assistance from the membership committee.
- Keep members informed through the chapter newsletter. Newsletters are an important communication tool as well as a member benefit. Chapter newsletter editors can occasionally feature chapter

members, citing their efforts and involvement in chapter recruiting and community activities. Membership chairs should strive to write content for each issue, providing as much information to the newsletter editor as possible.

- Designate specific members to work with the chapter secretary, maintaining retention records and documenting renewals.

### **Creating, implementing, monitoring, documenting and managing chapter or federation membership development plans**

- Coordinate your efforts with those of the chapter public relations chair and newsletter editor. NARFE's message reaches hundreds of thousands of prospects through national media. Use national issues together with state issues to enhance your campaigns.
- Prioritize membership campaign goals and delegate specific tasks to committee members.
- Implement membership campaigns working with your federation membership chair, if applicable, and NARFE's Recruitment & Retention Section, when necessary. National tracks recruitment activities, crediting NARFE chapters and members for their efforts. Coordination, communication and cooperation ensure the success of recruitment and retention activities.
- Inform members of membership campaigns, how they work, and any applicable guidelines and awards they can receive. Periodically deliver a report of campaign results and provide a concluding report at the close of any campaign.

### **Be an informed and a vocal representative on the benefits of NARFE membership and the services NARFE provides to annuitants and current employees. NARFE membership chairs need to know:**

- Current legislation that may have an impact federal employees and annuitants and NARFE's position on those issues.
- The services provided by NARFE's Retirement Benefits Service Department, which provides liaison between members and OPM, the Thrift Savings Plan, and the Federal Employees Health Benefits Program's health insurance plans. The Retirement Benefits Service Department also provides guidance and information to members.

- The role of chapter service officers and regional Service Centers, providing assistance with:
  - ♦ Applications for benefits
  - ♦ Health benefits and Medicare enrollments
  - ♦ Social Security questions
  - ♦ Explaining death benefits
  - ♦ Financial hardship.
- Member benefits offered through NARFE member discounts include:
  - ♦ Insurance programs
  - ♦ Travel accommodations and car rentals
  - ♦ Moving services
  - ♦ NARFE Member Discounts are listed in each *NARFE* magazine.

In addition, NARFE's Pre-Retirement Seminar Program contracts with federal agencies to provide pre-retirement seminars for agency employees approaching retirement age.

### **Provide a monthly membership activity report to your chapter.**

- Use the M-112 Monthly Chapter Activity Report to plan your recruitment and retention activities.
- Set guidelines for retention efforts by encouraging members to maintain their own membership.
- Contact members whose dues have lapsed or have received a second renewal notice. Some may have simply forgotten. If not...
  - ♦ Find out why they did not renew
  - ♦ Attempt to resolve any problems or difficulties
  - ♦ Encourage them to reinstate.
- Finally, thank those who renew.

As membership chair, you know that retaining current members is as important as recruiting new members. Encouraging members to get involved is the key to successful membership development.

**Contact Information:**  
**Recruitment & Retention**  
**1-800-627-3394**  
**rr@narfe.org**

**Member Records**  
**1-800-456-8410**  
**memberrecords@narfe.org**