



## HQ MEMBERSHIP NEWS

### Get Ready ... Set ... Recruit! The 2015 Membership Drive Starts September 1!

**B**uilding on the outstanding success of the 2014 Membership Recruitment Drive, Headquarters is again challenging all members to put on their recruiting hats and take advantage of the \$10 incentive for every new member – active or retired – recruited September 1 through December 31, 2015.

Recruiters will be entered into a drawing for the Grand Prize of an *Apple iPad Air 2* – not just once, but once for every member you have recruited.

To keep things exciting and recruiters motivated, Headquarters will be sweetening the pot by selecting a winner in September, October and November for a *\$25 Amazon Gift card*. Again, recruiters will be entered once for



every member they have recruited. Winners of the monthly drawings remain eligible for the Grand Prize.

Don't forget! Credit for recruitment can only be given if the recruiter's ID number is provided when the new member joins!

We're looking forward to beating our 2014 recruiting record! Good luck! ■



Grand Prize:  
Apple iPad Air 2

## Meet Membership Goals the SMART Way

— By *Monica Williams, Deputy Director, Membership Marketing, [mwilliams@narfe.org](mailto:mwilliams@narfe.org)*

**G**oal-setting is key to any chapter action plan and sometimes overlooked in the planning phase. Setting goals helps you to define your mission, give volunteers direction and set the program up for success.

Goal-setting is a collaborative process that helps leaders and volunteers determine what to focus on in the short and long term. Specifically for membership, you will be focused on retention, recruitment and engagement activities.

As you think about what you want to accomplish, begin with the end in mind. A vision of what success looks like will help you shape the overall plan to achieve your membership goals.

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**Defined goals:**

- Give direction to chapter and volunteers;
- Direct planning and preparation;
- Provide a basis for recognizing successes and accomplishments;
- Motivate members;
- Help to delegate responsibility;
- Make evaluation easier and more valid.

Identifying goals is a necessary first step to developing tactics, which are the actions you take to achieve the goals.

In order to make sure that you have not created a list of tactics that are masquerading as goals, put them through the “SMART” test. Do your goals meet each of the following criteria?

**Specific** – Goals should pinpoint specific things.

**Measurable** – You should be able to know when you reach a goal.

**Action-oriented** – You should be able to break the goal down into discrete tasks.

**Realistic** – You should have the resources, time and manpower you’ll need to achieve the goal.

**Timely** – You should set timelines/deadlines for goals to be met and hold the group accountable.

The “ART” of SMART goals are sometimes defined as “Attainable, Relevant and Time-Based,” which are good to keep in mind as you move forward with your plan.

**Steps to effective goal-setting**

- 1) **Brainstorm** – What does your chapter want to accomplish?
- 2) **Prioritize** – What is most important for your chapter to accomplish?
- 3) **Action Plan** – What CAN your chapter accomplish?
- 4) **Evaluate** – What did your chapter accomplish?

**The first step is a brainstorming session.**

(See [April 2015 R&R Journal](#) for an article on

holding a brainstorming meeting.) This is an “idea development” opportunity. Focus on a single subject and take down as many ideas as are generated. Ideas become goals.

**Next, set priorities.**

Narrow down your list of ideas to those you will adopt as goals for the chapter. Stay focused on the “SMART” test as you prioritize. You will want to make sure that you don’t end up being overwhelmed by too many goals.

No more than three goals each for recruitment and retention are recommended.

**Next, create an action plan.**

Start working out the steps you need to take to reach each goal. Some goals may have only a few steps, others may be more complex. The important thing is to be as specific as possible. Then under each step, list the tasks you need to complete in order to accomplish that step.

**Consider:**

- The steps you must take to accomplish your goal;
- The resources (people, money, materials) needed to accomplish each step;
- Assign a responsible person to complete the tasks;
- Set deadlines;
- Define outcomes of each step.

**Evaluate and critique.**

Evaluation is crucial in figuring out whether you have met your goals. Evaluation also allows your chapter to revisit the original goals to see if they still are achievable. If reaching the goals you set has proven challenging, evaluation is also a time to recognize the obstacles that have gotten in the way and revise the action plan as necessary.

*Note from HQ. This article, along with a “SMART Goal Template,” will be available in Officer Resources under Tips, Tools & Templates/ Recruitment & Retention/SMART Goals. ■*



## Developing a SMART Goal

**To be SPECIFIC, you need to be “not vague.”** As you create your goals, avoid generalities and fill in the blanks with as many specifics as possible:

“Attend Health Fairs” = “Attend health fairs at XYZ building, ABC facility and PDQ base.”

**To be MEASURABLE, you must attach numbers and values to the goal.**

“Attend health fairs at XYZ building, ABC facility and PDQ base, and **distribute 150 NARFE brochures** at each show and **collect 200 prospect names.**”

**To be ACTION-ORIENTED, you must DO something.**

“Attend health fairs at XYZ building, ABC facility and PDQ base, and **educate** active federal employees (AFEs) on the value of NARFE by **handing out NARFE brochures to at least 150 potential members** at each show and **encouraging 200 attendees to fully complete the M-2 card.**”

**To be REALISTIC, the goal must be attainable.**

“Attend health fairs at XYZ building, ABC facility, and PDQ base with **five volunteers**. Each volunteer will educate AFEs on the value of NARFE by **handing out NARFE brochures to 30 potential members** at each show and **encouraging 40 attendees** to fully complete the M-2 card.”

**To be TIMELY, the goal must be scheduled.**

“Attend health fairs at XYZ building **on September 1**, ABC facility **on September 15** and PDQ base **on October 5** with five volunteers at each site. Each volunteer will educate AFEs on the value of NARFE by handing out NARFE brochures to 30 potential members at each show and **encouraging 40 attendees to fully complete the M-2 card.**”

## FC FEDERATION AND CHAPTER NEWS

### Tips From the Field

#### Four Recent NARFE Achievements to Tell Prospects

— Adapted from an article by John Gray, Chapter 133 Secretary, featured in the July 2015 issue of the Chapter 133, Cedar Rapids, IA newsletter.

- 1** NARFE opposed the switch to the Chained CPI to calculate annual cost-of-living adjustments (COLAs). This is a change that would reduce our pensions in the future. NARFE was successful on this issue this year, and it did not receive congressional consideration.
- 2** NARFE stopped misguided postal reform legislation from passing. This would have decreased benefits for not only postal employees and retirees, but all federal employees and retirees.
- 3** NARFE advocated for the addition of “Self Plus One” coverage to FEHBP. This option will lower health insurance premiums for two-person families and will be available in 2016.
- 4** NARFE lobbied successfully to defeat pro-

posals to increase retirement contributions for current federal employees. This was a major

victory. NARFE continues to fight numerous attacks against the federal community. ■

*Note from HQ: Issues change frequently. Stay current on legislative hot button issues through [narfe magazine](#), the Legislative Department's weekly [Hotline](#), and on [www.narfe.org](http://www.narfe.org). Refer to the article "Legislative Advocacy and NARFE Recruitment" in the [February 2015 issue of R&R Journal](#) for suggestions on how to work advocacy into your recruiting efforts.*

### Tell your prospects...

**Have you heard?** NARFE is a driving force in what happens to our retirement and health care benefits.

**FACT:** NARFE consistently lobbies on our behalf to ensure we maintain our standard of living and continue to enjoy the benefits we were promised when we accepted federal employment.

**However,** NARFE can't do it alone, and we shouldn't expect them to. We have to assume some responsibility and be our own advocate.

**How can we do that?** It's simple, join NARFE and support their efforts of lobbying on our behalf.

— Adapted from an article by Verona McLeod featured in the July/August 2015 issue of the Chapter 2265, Midlothian, VA newsletter.

## MI MARKETING INSIGHTS

### The Recruiter Role at Large Events

— Adapted from *Membership Marketing* by Susan Nicolais, CAE. Copyright ASAE, Washington, DC, [www.asaecenter.org/bookstore](http://www.asaecenter.org/bookstore)

If your members comprise a substantial number of active federal employees or retirees who belong to other associations, ask them to help get NARFE's name and mission out there. Ask them to put in a plug for NARFE and its mission as they go about their day-to-day responsibilities at meetings in their offices or at other associations. Ask them to do so positively and with enthusiasm. One never knows who may be listening or whom someone knows.

If eligible prospects are attending a seminar, find out what sessions they are more likely to attend. Some of the best networking takes

place in the hallways between sessions. Have on hand some general information packets and business cards. At a minimum, try getting a listing or roster of attendees and follow up with letters and telephone calls. Remember, your recruiters already have something in common with these individuals — the meeting they just attended together.

When talking to prospects, recruiters should make notes on the back of business cards or index cards. Do not rely on memory alone. Make a point of writing down positive comments you hear as well as objections to



joining NARFE. When following up with these individuals, personalize each letter, especially if your recruiters have had particularly brief meetings with their prospect. Consider enclosing an article or reference brochure that highlights one of the subjects you talked about with that person.

The more personal a recruiter's appeal, the greater the results. A creative and proactive approach such as the one mentioned above will make your recruiter more memorable in your prospects' minds. Prospects are more likely to join NARFE and your chapter if they feel they will get personalized service and special attention each time they call.

### Event Recruitment Tips

- Don't use your booth as a crutch. Leaning or slouching against pedestals, columns or other parts of the exhibit tells attendees that you are tired or bored.
- Don't put up an invisible wall. Don't sit with your back to approaching attendees. People will think you don't want to be bothered.
- Don't wait for people to come to you. It's your responsibility to seize the opportunity, not the attendees'. Make eye contact, smile and extend a hand in greeting. Introduce yourself and follow up by asking an open-ended, leading question.
- Don't think you can just "wing it." Without rehearsal, presenters tend to ramble, repeat themselves and waste people's time.
- Don't assume you know what your prospects want. Probe for specifics and clarify remarks before offering any quick solutions to a prospect's concern. Repeat their statements to ensure that you are both talking on the same wavelength.
- Don't talk more than your prospects. Ideal scenario: You talk 30 percent; they talk 70 percent. This is to help you find out more about your prospects' needs.
- Don't do the same demonstration every time. Keep updating your information and improving your recruitment pitch by incorporating new observations with each successive prospective member you meet. ■

## Retention Is Much More Than Just the Renewal Check

If you believe the retention process primarily involves invoicing, mailing cycles and expiration dates, you may not be particularly concerned as long as the retention rate does not fall below a certain percentage.

Processing renewal checks is an important administrative function. However, members rarely base their decision to renew on how well the renewal form is designed, how many notices are mailed or how far in advance it is mailed. Instead, the member's whole membership experience that year is carefully weighed and evaluated the minute the invoice is pulled from the mailbox: First words of welcome, smiles directed her way as she stepped into her first meeting, the first thing he said when he partici-

pated in his first discussion, the first time she approached a leader for help with her benefit concern, the first time he was asked to help in a volunteer capacity — they all factor in to our members' decision to renew – or not.

Retention means continually anticipating member needs and directing them to appropriate NARFE resources, effectively communicating NARFE's resources and benefits, and effectively integrating members in the community of the chapter and federation.

We are all involved! NARFE Headquarters, federations, chapters, recruiters and members alike need to work together as membership advocates to keep NARFE a strong, viable association. We need to be consistent in our message

and professional in our interactions with prospective and existing members at every level and every stage of their relationship with NARFE.

Delivering exceptional service to members at every stage is the foundation of a healthy member relationship and is critical to increasing NARFE membership and ensuring the future of NARFE.

### Meet Your Members Expectations

Encourage your members to ask questions. Keep up with the news from NARFE and stay current on the issues we face so that you can provide answers. If you don't know the answer, offer to find it for them.

### What is NARFE's role in the federal community?

NARFE is the only organization solely dedicated to protecting and preserving the pay and benefits of all federal workers and retirees.

### How is NARFE relevant to me, and is it really necessary today?

NARFE was created in 1921 to persuade public policy makers that federal workers ought to have economic security in retirement as compensation for devoting their careers to public service. NARFE's primary mission and purpose remains: protecting the retirement and health benefits on behalf of federal employees, retirees and their families.

### What is NARFE's legislative track record?

During the [113th Congress](#) (2013-2014), NARFE ...

- Prevented any damaging alterations to current retirees' annuities.
- Prevented passage of legislation adverse to the federal workforce.
- Prevented damaging alterations to, and worked to improve, federal employees' and retirees' health benefits.
- Worked to improve pay and benefits for active and retired federal employees.

- Worked for enactment of civil service and Thrift Savings Plan improvements.
- Helped ensure Capitol Hill staffers maintained benefits in the Health Insurance Marketplace.

"Who are we kidding?  
Membership cannot be boiled down to a transaction. It has to be treated as an experience. The only way to get and keep members in this marketplace is to manage that experience."

– Mark Levin, Professional Speaker, (CAE, CSP)

### Why should I renew?

Every member makes a difference in NARFE's mission. There is strength in numbers! The number of federal retirees and employees who join add credibility to NARFE's voice and boosts NARFE's legislative outreach.

NARFE members have access to federal benefit specialists who are a reliable resource for questions about their benefits.

### What if I don't renew?

You risk being out of the loop and missing critical information about legislative actions that affect your benefits. Long-term repercussions include the fact that each member lost translates into a decrease in NARFE's political clout.

### How urgent is NARFE's mission, and how does it affect my future?

Congress is looking for ways to bridge our nation's widening deficit. Federal benefits are eyed as easy pickings and regularly targeted for cuts. Once taken, more federal benefits will be scrutinized and susceptible to cuts. NARFE's vigi-



### Get your new members involved right away

New members come in with unique personalities and interests. How do you plug them into NARFE? Talk to them to find out what interests them. Find out what their strengths are and nurture them! Would they feel more comfortable representing NARFE at a booth in a health fair or learning the ropes to take on a chapter leadership position in the future? Would they prefer engaging the chapter online rather than attending regular chapter meetings? Take note of each individual's growing or changing preferences. Remember, it is harder to reel them back in once they slip away.

As chapter leader you are in a unique position to contact new members. Study the online membership reports monthly and watch for new members who get assigned to your chapter. Make it a point to reach out to them. Match their personalities and interests to NARFE activities they find meaningful to ensure they stay members of your chapter and NARFE.

lance preserves the benefits you were promised when you became a federal employee.

### Nothing has happened to my benefits. So why should I join?

As long as our earned annuities and health benefits can be changed at the whim of Congress, we need a strong voice to represent us. Because of NARFE's vigilance and lobbying, many threats to your benefits have been stopped. Without NARFE, you would be asking, "Where have my benefits gone?"

### Why should I join now? (for active federal employees)

The benefits of current federal employees are at risk right along with the benefits of retirees. When Congress looks for savings, federal benefits are easy targets.

NARFE is a trusted source for reliable information and guidance for retirement planning. Because of downsizing, federal human resource departments can be unreliable. NARFE is here to support the current employee. We are both an advocate and information resource!

### How do you convey the value of belonging to NARFE?

Your members can't see what happens behind the scenes at Headquarters. They can't see

NARFE's legislative team and lobbyists working for them. They don't have a picture of how our federal benefits staff diligently field calls and messages from prospects and members on retirement benefits. Remind members that NARFE is working hard to help protect their hard-earned retirement benefits.

#### 1. Convey relevant information

Familiarize yourself with legislative updates on the NARFE website, [www.NARFE.org](http://www.NARFE.org), and start a healthy discussion among your members at your meetings. Keep them informed and updated on progress NARFE is making in protecting their retirement and health benefits. Review our legislative accomplishments regularly at meetings, on your chapter website and in your newsletters.

#### 2. Provide copies of your newsletter to members and prospects

Fill your newsletter with news from both NARFE Headquarters and your local chapter. Check the NARFE website, [www.NARFE.org](http://www.NARFE.org), every month for updates on legislation, member benefits and FAQs. Clearly mention your meeting date in the next issue of your newsletter and all items of interest for the upcoming meeting. Expressly invite all current, lapsed and prospective members to attend.

### 3. Maintain a chapter website

A chapter website creates a virtual community for chapter members and is an indispensable resource to those who cannot attend meetings. NARFE Headquarters has made available a Web-hosting feature that lets leaders with even limited technical expertise create their own chapter website. Check it out on [www.narfe.org/guide](http://www.narfe.org/guide). If you already have a website, update content regularly.

### 4. Gain publicity for NARFE

NARFE has created [ads](#) that can be placed in local newspapers, newsletters and on websites. Find them in Officer Resources under Tips, Tools & Templates. Public Relations chairs and NARFE leaders should become familiar with NARFE's Public Relations handbook, FH-9.

### 5. Remind your members why they need NARFE

**Retirees:** Before you retired from the federal government, you had access to any number of resources to answer your benefits questions. The minute you retired, that support system disappeared — but your need for information hasn't.

**Active employees:** Don't wait until you retire... it may be too late. Mistakes are costly! Decisions you make now will impact your lifestyle in retirement. NARFE has the information you need to make the best pre- and post-retirement choices.

**Lapsed members:** As a former NARFE member, you know that the National Active and Retired Federal Employees Association is the only organization solely dedicated to protecting and preserving the pay and benefits of all federal workers and retirees. And as an informed member of the federal community, you know that with each legislative session, there are new attacks aimed directly at federal employee and retiree compensation, annuities, health insurance and more.

**All:** Your decisions on health benefits, full- or part-time employment, divorce, drawing Social Security — even where you live — have a resounding impact on your financial future and security. How can you be sure that you do not end up with a reduced annuity or inadequate health coverage, or leave your loved ones unprotected? NARFE's influential and hard-hitting Legislative Department leads the charge when your benefits are threatened.

As a member of NARFE, you have the backing of a respected, influential organization that can help you maintain the retirement you planned.

### 5. Leave something tangible in their hands

Check the [Requisition for Printed Supplies, F-18](#), regularly for new literature from NARFE Headquarters that your prospects and members would appreciate. ■

## Top Recruiters This issue covers recruitment statistics for the months of April, May and June 2015

State	Chptr	Recruiter	Count	State	Chptr	Recruiter	Count	State	Chptr	Recruiter	Count
CO	1085	Mark Ely	19	TX	1281	Stanley E Sartain	4	VA	0682	Marie B Collins	3
CO	1085	Gregory Kann	9	IN	1777	Kasandra A Ramsey	4	VA	0737	William Shackelford	3
TX	1375	Philip R Kraus	9	MO	0020	Ronny Lenzy	3	WV	1579	David Nicholson	3
IA	0148	James R Gearhart	6	CA	0061	Yoggi Riley	3	NY	1758	Charles Newkirk	3
IN	1777	Donald Savage	6	NY	0267	Marie A Couchman	3	PA	1782	Robert Deloe	3
IN	1777	Sylvia B Savage	5	IN	0330	James DeWitt	3	NY	2340	Peggy Germano	3
IA	0148	Joseph A Dygas	4	GA	0380	Marilyn F Benson	3				
MD	0969	Mary Geneva Leon	4	TX	0672	Dorothy A Creswell	3				





# RR Recruitment Credit to Members

This issue covers recruitment statistics for the months of April, May and June 2015

**Note:** The list below was aggregated from membership applications submitted to NARFE HQ that contained Recruiter ID numbers.

## Alabama

0051 Violet Townsend	1
0443 Barbara E Boomershine	1
1480 Linda E Watson	2
1511 Junior D Wallace	1
1901 Evelyn R Kenamer	1
1960 Argusta Bell	1

## Arizona

0055 Etta H Bryant	1
1234 Dee Price	1
1467 Delbert Brisco	1
1789 Doris Dana Robinson	1

## Arkansas

0287 Waymond C Meins	1
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## California

0004 Connie Vickers	1
0016 Rose Utterback	1
0040 Robert A Ulikowski	1
0049 Luis P Barboza	1
0053 Barbara E Markham	1
0059 Frances C Corridon	1
0061 Yoggi Riley	3
0065 Gerald Hall	2
0065 Michael P Crahan	1
0065 Patricia S Reischl	1
0531 Leland G Elster	1
0587 Andrew C Morgen	1
0877 Linda Ingram	1
0877 Roxie Lyn Patterson	1
1028 Sandra Mathias	1
1087 Marie C Slater	1
1245 Ronald H Griffin	1
1658 Elsie M Holmes	1
1680 Juanita L Hobbs	1

## Colorado

0081 Frank C Impinna	1
0081 Darlene Waldron	1

0118 Paula Moore	1
0256 Marshall Flug	1
1076 Ralph J Ellis	1
1085 Mark Ely	19
1085 Gregory Kann	9
1085 Charles W Carter	1

## Connecticut

0158 Robert Gay	1
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## District of Columbia

1795 Jacqueline Voorhees	1
2052 Glorious L Broughton	1
2058 Jacquelyn A Lowe	1

## eNARFE

2363 Dave Barada	1
2363 Nicholas Buccino	1
2363 Janet K Drake	1
2363 Pamela Green	1
2363 David Snell	1
2363 Jill Stuart	1
2363 Nancy Whitney	1
2363 Phyllis Winkler	1

## Florida

0086 Wallace F Goss	2
0109 Terry Zitek	1
0662 Evelyn J Seabrook	1
0817 Anthony F Falanga	1
0845 Mary E Clark	1
1107 Cynthia S Place	1
1140 Felicia Bradley	1
1140 Daniel Moran	1
1140 Linda Moran	1
1414 Susan A Parkins	1
1525 Ruth W Blackwell	1
1548 Bill Jr Lock	1
1979 Arthur H Greenwald	1
1984 Richard A Carroll	1
2194 Lois W Todd	1

## Georgia

0101 Ralph R Angelo	2
0101 Carolyn F Garner	1
0219 Annie G Carlisle	1
0316 Marsha T Hogan	1
0380 Marilyn F Benson	3
0380 Ingrid Dove	1
0380 Vera O Reed	1
0380 Calvin Stevens	1
0545 Carol Winkle	1
1348 Luci Johnson	1
1417 G L Blancett	1
1649 Donna Dobrindt	1

## Idaho

1959 Thomas R Burnikel	1
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## Illinois

0006 Elaine W Bass	1
0006 Betty S Pride	1
0332 Phyllis Roth	1
0399 Kenneth W Minton	2
0399 Nancy Conway	1
0399 W Ilene McQuality	1
0402 C S Warner	1
0415 Alan R Ekberg	1
0441 Michael Wynn	2
0852 Stephen R Sulpor	1
1019 Gerardine C Hoeffken	1
1019 Bernadine Richter	1
1344 Donna Cascio	1

## Indiana

0151 Mary E Hahn	1
0151 Ella M Johnson	1
0223 Allen R Lauer	2
0326 Beverly E Henzman	1
0327 John W Smith	1
0330 James DeWitt	3
0330 Sandra J White	1
0503 Nelson Hayes	1

0562 Ralph H Halley	1
0562 Darrell G Sherrod	1
0578 Barbara S Terry	1
0580 Mary G Hawkins	1
1777 Donald Savage	6
1777 Sylvia B Savage	5
1777 Kasandra A Ramsey	4
1777 Susan R Marshall	2
1777 Vickie Fessel	1
1777 Phillip B Miller	1
2197 Dennis P Danielson	2

## Iowa

0148 James R Gearhart	6
0148 Joseph A Dygas	4
0198 Eugene V Baker	1
0207 Bruce A Coleman	1
0277 Mitchell Sabin	1
1865 Carol Van Aernam	1
2157 Valda G Johnson	1

## Kansas

0280 Kayla D Ascher	2
0280 John F Ourada	2
0383 Etta J Buckles	1
1948 Gerard P Ketter	1

## Kentucky

0097 Paula G Bayer	1
0097 Ethel V Hanna	1
0097 Kenneth W Overhults	1
1262 Willie F Todd	1
1643 Noreene Morgan	1

## Louisiana

0041 Nancy O Winker	2
1398 Kim E Janneck	2

## Maine

0248 William Kiely	1
1796 Cheryl L Parker	1
2132 David W DeMerchant	1

## Maryland

0409 William I Gay	1
0969 Mary Geneva Leon	4

0969 Carl Raley	1
1260 Vernia T Coleman	1
1260 Charles H Pate	1
1363 Bernice McGuire	1
1466 Sudha Haley	2
1466 Millard Munger	1
1519 Frances Hays	1
1522 Joan I Cook	1
1734 Burdelle Dowdell	1
1887 Margaret M Evans	1
1887 Sandra J Weiss	1
1888 Martha T Conway	1
1888 Marcia Swanson	1
1892 Cathy Hobbs	1
1892 Paul K Schwartz	1
1936 Gary Roundtree	1
1936 Margaret Sherman	1

## Massachusetts

0479 Robert L Pierce	1
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## Michigan

0012 Joan B Morrison	1
0285 James L Kimmerly	1
1163 Regina M Owens	1
1163 Robert E Soper	1
2179 Evelyn Maglinger	1

## Minnesota

1049 John H Hurlbert	1
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## Mississippi

1208 Nicki Yeager	2
1501 Jack Fowler	1
1600 Mary Sharp	1
1659 Gerald M Janci	1

## Missouri

0020 Ronny Lenzy	3
0683 Richard L Daggett	1
1240 Margaret Lee Gorden	1
1944 Donna J Edwards	1
2041 Bill R Beemont	1

## Montana

0459 Janice J Erfle	2
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## Nevada

0142 Rebecca A Miller	2
0423 Alan Dunbar	1
1854 Jerry Craig Reed	1

## New Hampshire

1693 Glenna R Rossi	1
1694 Marjorie Bonneville	1

## New Jersey

0424 Edward D Gabel	1
0424 Andrew J Zaycer	1
0476 Louis H Katz	1
0988 Mary C Marcopul	1

## New Mexico

0182 Marlene Mayfield	2
1341 Marian Thornton	1

## New York

0124 Joni L Montroy	1
0124 Timothy R Montroy	1
0124 Albert R Orsini	1
0153 Lorraine D Gervasi Maciuba	2
0153 Sandra M Delphard	1
0153 Kenneth R Levan	1
0153 Jeanne Shagott	1
0267 Marie A Couchman	3
0444 Carl J DiSalvatore	2
0471 Ann Mancuso	1
1264 Diane L Hakam	1
1355 Jean M Senglaub	1
1712 Beverly K Gilbert	1
1758 Charles Newkirk	3
2334 James Forsythe	1
2340 Peggy Germano	3
2340 Paul F Bascom	1

## North Carolina

0105 Gwen S Austin	2
0105 Willie L Alston	1
0192 Charles L Fischer	1
0211 Carolyn M Moore	1
0566 William G Schrum	1
0781 Gertie Lewis	2
1530 James Wallace	1



1830 Cathleen Senatz 1  
 2289 William Henry West 1  
 2295 Millard C Thacker 1

## Ohio

0187 Dorothy Minor 1  
 0265 George T Reinert 1  
 0265 Lois Romans 1  
 0310 Clarence B Santos 1  
 0470 Therease Blumena 1  
 0624 William H Asuma 1  
 1927 Clarice Brown 1  
 2217 James Mills 1  
 2232 Earlie B Edwards 1

## Oklahoma

0184 Loveta Hammond 1  
 0542 Nancy Greenlee 1  
 0946 Ronald J Cannefax 1  
 0946 Marilyn A Componation 1  
 1176 C Lawrence Vache 1  
 2320 Stan Weese 1  
 2351 Charles Stanphill 1

## Oregon

0079 Ruthann C Couch 2  
 0136 Linda Silverio 1  
 1113 James T Finlayson 1

## Pennsylvania

0031 Leslie N Powell 1  
 0102 Philip Landesberg 1  
 0143 Arthur D Beckerink 1  
 0143 Richard J Cellino 1  
 0331 Mary A Zeigler 1  
 0373 James Yemzow 1  
 0412 Janice M Odell-Winter 2  
 0657 Stanley Sniezek 1  
 0664 Joseph W Littlejohn 1  
 0740 Patricia E DeFeo 2  
 1063 Helen I McDonald 1  
 1063 Linda Mentzer 1  
 1063 Robert J Nakielny 1  
 1130 Lawrence Palecek 1  
 1556 Dorothy J Witcher 1  
 1723 Elizabeth Tighe 1

1782 Robert Deloe 3  
 1816 John Kuntz 1  
 1855 Lawrence L Curran 1  
 1855 Lawrence Kacik 1  
 2259 Jeanette A Carlstedt 1

## Rhode Island

0869 Richard Bianco 1

## South Carolina

0087 Ernest J Williams 1  
 0087 Olivia A Williams 1  
 0825 Jan M Ray 1  
 1021 Edgar Williams 1

## South Dakota

0201 John Bultsma 2  
 0201 Judith A Haushalter 1

## Tennessee

1678 Donald D Utterback 1

## Texas

0228 Barbara A Buchanan 1  
 0229 Thomas M Vogel 1  
 0244 Dana W Robertson 1  
 0344 Bartie T Woods 2  
 0559 Charles A Graffam 1  
 0672 Dorothy A Creswell 3  
 0672 Lynn Geyer 2  
 0672 John Creswell 1  
 0828 Steven Kurtz 1  
 1248 Terry Bigham 1  
 1248 Douglas P Miller 1  
 1273 Dewey H Larochelle 1  
 1281 Stanley E Sartain 4  
 1320 Richard Anderfuren 1  
 1349 Grady Dillard 1  
 1375 Philip R Kraus 9  
 1594 David N Cuellar 1  
 1594 Cruz S Flores 1  
 1594 Robert O Koenig 1  
 1594 Shirley A Swift 1  
 2111 Jo Ann Krauskopf 1  
 2308 Roscoe Lynn 1  
 2354 Ronald Wideman 1

## Vermont

1913 Lois Boemig 1  
 1913 Mary E Nadeau 1

## Virginia

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 0232 Patricia R Jack 1  
 0356 Dennis C Thompson 1  
 0682 Marie B Collins 3  
 0737 William Shackelford 3  
 0737 Hazel Roberts 1  
 0893 Deanna L Shepherd 1  
 0893 Doris Waddick 1  
 1159 Richard Heifner 1  
 1159 Douglas Jones 1  
 1159 Thomas J Pasko 1  
 1241 Richard J Giangerelli 1  
 1270 Tamara S Flanagan 1  
 1885 Clifton Wilks 1  
 2065 William Martin 1

## Washington

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 0043 Anne M Tiernan 1  
 0163 Karol Kusunose 2  
 0181 Harold W Brooks 1  
 0181 Lanny Ross 1  
 0237 Gerald F Owens 1  
 1192 Johanna Caylor 1  
 1192 William L Darke 1  
 1192 Joseph G Sebastian 1  
 1404 Dorothy E Thorson 1

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0166 Anna M Boggs 1  
 1579 David Nicholson 3  
 1579 Brenda S Gill 1

## Wisconsin

0403 Joyous S Bowen 1  
 1386 Cheryl Frantz 1

## Wyoming

0833 Leroy Dockter 1



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