



## HQ MEMBERSHIP NEWS

### Meet NARFE's New Marketing Team Member

— By Bridget Boel, Membership Director, [bboel@narfe.org](mailto:bboel@narfe.org)

**K**ee your eye out for an additional byline in the *Journal* and welcome Monica Williams, deputy director, membership marketing.

With the Headquarters reorganization late last year, this new position was created to provide additional membership resources, enhance our efforts to recruit and retain members, and add additional expertise to NARFE's fundraising campaigns. Monica directly oversees the Recruitment and Retention staff and provides hands-on management of our direct mail, electronic and online promotions.

Monica brings a great deal of direct response expertise and a wide range of acquisition, reten-

tion and fundraising experience as both a consultant and staff member with nonprofit associations. Having served as NARFE's account supervisor with our marketing consulting firm, MGI, Monica joins us with a wealth of knowledge about NARFE's programs and an existing strong relationship with Headquarters' staff. This has allowed her to "hit the ground running" and add great value to the team from day one.

Monica's strength in analysis, database marketing, copy writing and creative problem solving have already served NARFE well. The Marketing Department is pleased to have added such a strong member to the team. ■■■■■

### The Rule of Seven and How It Relates to NARFE Chapters

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

**R**ecruiting new members should be simple, right? Surely, most of our members can find among their many connections one person who is like-minded and interested enough in the organization to join.

The truth is, recruiting is a challenge. Cultivating members takes time and perseverance – and not everyone is comfortable with that task. However, all of our members can contribute to the membership process by sowing seeds.

Marketing expert Jeffery Lant is known in marketing/sales circles for the "Rule of Seven," which suggests that it takes a *minimum* of seven touches of a marketing message in order for someone to make a decision. There is wiggle room both up and down in this "rule," but the takeaway for us is that convincing someone to join NARFE is not a "one and done" effort.

With that in mind, members are our best marketing tools. They can provide many of the

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touches that eventually can turn a prospect into a member.

- Conversations are a touch. We all have a story to tell. “I joined NARFE because...” is a personal testimonial to the value of the organization.
- Copies are a touch. Share articles from *narfe* magazine with your friends. “I thought you’d find this interesting. I belong to NARFE and find the magazine invaluable.”
- News is a touch. “Did you know that NARFE got Congress to back down on XYZ? Without NARFE’s intervention, we would be (paying more, taking home less, etc...).”
- Email is a touch. Forward a meeting announcement. “Thought you might be interested in our speaker this month. Can you join us?”

- Social media is a touch. Anyone active in social media can post, share, like or tweet messages about meetings, important legislation, interesting articles or even personal “why I am a member of NARFE” messages.

Prospects also see online advertising and direct mail pieces from the national office. These efforts are all the more powerful when supported by ongoing support from the membership. “Oh yes, NARFE. I heard about them from (your name here).”

Raising awareness by regularly reminding prospects of NARFE’s value, touting NARFE’s accomplishments and demonstrating pride in the organization will go a long way toward helping a prospective member make the decision – when the time is right for them – to join. ■

## Recruiters Rally for a Successful Membership Drive

— By Bridget Boel, Membership Director, [bboel@narfe.org](mailto:bboel@narfe.org)

The 2014 Membership Drive, originally planned for the month of September, was extended through December 31, 2014, as enthusiasm built among NARFE members. A new incentive was offered by Headquarters for that time period only – \$10 per new recruitment of an active or retired federal employee. A number of federations chose to sweeten the pot by offering to match the Headquarters incentive.

With results now in, it is clear that the Membership Drive was a great success. Nationally, NARFE saw a 13 percent increase in field recruitment when compared to the same time period in 2013. While this increase is impressive, it does not accurately reflect the impact of the incentive on new member recruitment. Since the six-months-free membership offer was available to recruiters during the fourth quarter of 2013, we cannot get a clear picture of increased recruitment success. For this, we need to look back to 2012.

When September 1 through December 31, 2014, field recruitment is compared to the same time period in 2012, we see a full 50 percent increase in the number of new recruits attributed to activity among our members.

Kudos and many thanks to all those who made the effort to increase our ranks! By the time this news greets you, the lucky winner of a new Kindle Fire tablet will have been randomly chosen from among you. ■



### 1,395 Thank You's!

In 2014, 1,395 outstanding recruiters went out of their way to each recruit one or more new members for NARFE! A complimentary lapel pin has been mailed to each recruiter in appreciation for his/her ardent support and faith in this great organization!



## Dues: The Driving Force Behind Renewals

— Adapted from an article by Evelyn Kirby, Region II Vice President, as featured in the Winter 2014 issues of the Region II newsletters.

**H**ow many times have we heard the lament, “NARFE dues are too high for what you get”? Do your members understand the full benefits of membership? They may need to be reminded every now and then.

Dues drive our mission by allowing us to have topnotch lobbyists at Headquarters who know the ropes on Capitol Hill and which legislators to approach. They give us funds to develop media campaigns and legislative tool-kits. They help finance member benefits services, information sharing and technical support. Dues help fund federation-wide support of chapter needs for training, information support, recruitment drives and more that advance our mission.

Dues fund chapter and federation mission actions such as publishing and distributing newsletters; hosting events with members of, or candidates for, Congress; supporting NARFE members who do mission-based business for office supplies, travel, mission success planning, and/or training and related expenses; recruiting at health fairs, community activities, senior expos, local media and otherwise. Periodic third-party audits plus audits when the president and/or treasurer change are necessary.

Dues pay for the monthly award-winning [narfe magazine](#). Remember: If you and your spouse are both members, please continue to receive a magazine in each name. The number of copies sold determines advertising rates. The distribution numbers determine the income NARFE gets from ads and the percentage discount you get from our affinity partners.

Take the extra copy to the library, your doctor’s office, the community hall, the local congressional office, or to your neighbors or friends. The magazine is a fantastic public relations and recruitment tool for getting the value, message and brand name of NARFE recognized.

So, counter these dues-related questions with confidence.

- What other organization can you belong to that works to protect your federal annuity and

### Define How You Measure NARFE’s Worth

#### ... in legislative representation

Remind members that for mere cents a day, NARFE represents them on Capitol Hill through a team of highly skilled lobbyists.

#### ...in the event of an annuitant’s death

What is it worth having a professional assist you, your spouse or your family when an annuitant passes away? NARFE has service officers who provide this invaluable service to members in their time of need.

#### ...in having someone assist you with your annuity

NARFE’s service officers and federal benefits staff at Headquarters have assisted members with many problems they face when dealing with the Office of Personnel Management.

health insurance program?

- Explain how dues are structured. Emphasize the savings NARFE offers with [dues withholding](#) where retired members automatically enjoy a 15 percent discount off national dues.
- Compare NARFE costs with other lobbying groups in DC. Many other organizations charge more for far less in return.
- Mention that *narfe* magazine is worth more than the cost of membership. In addition, members get online information and updates from National.

You also may want to publicize [NARFE’s legislative priorities](#) and [accomplishments](#) throughout the year. Set up a timetable where you can monitor how often you disseminate information that may come in the form of breaking news from the NARFE website or periodic reminders of NARFE member benefits. Your assurance will be more credible than if you state them only at the time of renewal. ■

## How to Convey Value to Your Members

How do you show the value of membership to your members? Your members can't see what happens behind the scenes at Headquarters. They can't see NARFE lobbyists hard at work for them. They don't have a picture of how our federal benefits staff work diligently to field calls and messages from prospects and members on retirement benefits. There is a need to assure them that NARFE works hard, works for them and that NARFE protects their retirement benefits!

### 1. Relay relevant information.

Familiarize yourself with legislative updates on the NARFE website and start a healthy discussion at meetings among your members. Keep them informed and updated on the progress NARFE is making in protecting their retirement and health benefits. Frequently list our [legislative accomplishments](#).

### 2. Maintain a chapter newsletter.

Mail copies to members and prospects in your area. Fill it with news from both your local chapter and NARFE HQ. Check [www.narfe.org](http://www.narfe.org) every month for the latest news. Upon logging in, the website is conveniently divided into tabs: "[Federal Benefits](#)," "[Legislation](#)," "[Member Perks](#)," "[NARFE Publications](#)" and "[Press Room](#)," where you can easily find the information you need. Clearly mention your meeting date in the next chapter newsletter and list items of interest for the upcoming meeting. Expressly invite all current, lapsed and prospective members to attend.

### 3. Design and maintain a chapter website.

A great web page can create a virtual community for your members and is an invaluable resource for prospective members. NARFE HQ has a webhosting feature that allows chapter members with limited technical expertise to create their own NARFE chapter web pages via the [Online Activities Module \(OAM\)](#). Whether you use NARFE templates or build your own site, be sure to update content regularly. Nothing is more frustrating to members and prospects than to find outdated meeting dates and information.

### 4. Publicize NARFE!

Join local community programs and activities where you are likely to meet federal employees and retirees. Public relations chairs and NARFE leaders can get a lot of advice on how to advertise NARFE in the FH-9, the Public Relations handbook. Look for it on the [F-18 \(Requisition for Printed Supplies\)](#).

### 5. Leave something tangible in their hands.

Check the [F-18 \(Requisition for Printed Supplies\)](#) regularly for new literature from NARFE Headquarters that your prospects and members will appreciate. Also check out the NARFE white papers available on our website.



## Tips From the Field

### Update Your Local Libraries!

If you have a new chapter president or local contact person, please contact your local libraries (within your chapter area) to provide them the updated information. Federal employees and retirees are more mobile today; if they need to locate a local NARFE chapter, they may contact their local library to get the information they need. We have had people find us with information received from a local library, and have gained new members. — *Adapted from an article by Peggy Johnson, as featured in the January-March 2015 issue of the Wisconsin Federation newsletter.*

### Play a Part in Boosting Membership!

I have addressed the topic of gaining prospects by asking members to submit to Headquarters the names, addresses and (if possible) the email addresses of potential members. Who are they? They are the friends, peers, neighbors and federal workers we encounter every day. Send this information to Headquarters so they can generate targeted correspondence with these potential members. As with any organization or business, it takes an effective marketing program to gain members. NARFE has such a successful program, and you are encouraged to help by providing this information. The [Prospect Information Cards](#) (M-2) may be obtained from Headquarters or downloaded from the NARFE website, [www.narfe.org](http://www.narfe.org). Contact Headquarters: (800) 627-3394; email: [rr@narfe.org](mailto:rr@narfe.org) — *Adapted from an article by Frank Impinna, as featured in the October/November 2014 issue of the Arizona Federation newsletter.*

### When and How to Contact OPM

Lately, I have had several calls on what to do when there is a death of an annuitant. There are several ways to contact OPM — the Office of Personnel Management. You may call OPM on its toll-free number (888)767-6738. Lately, it has been difficult to get through. You also may go online to [www.opm.gov](http://www.opm.gov) and complete the information under life events/death/report of a death; complete the information and then click send. You also may send an email message to OPM at [retire@OPM.gov](mailto:retire@OPM.gov) and provide the information about the deceased annuitant. — *Adapted from an article by Robert Sarnoski, as featured in the November/December 2014 issue of the Chapter 103 Reading/Berks, PA, newsletter.* ■

#### Find Out What NARFE Is Currently Working On

- Visit the NARFE Legislative Action Center <http://capwiz.com/narfe/home>. Click on “Issues and Legislation” under “Policy Tools.”
- Visit the [Legislation Page](#) on [www.NARFE.org](http://www.NARFE.org). Click on the “[114th Legislative Program](#)” on the left panel.
- Every issue of *narfe* magazine includes the NARFE Bill Tracker in the Washington Watch section of the magazine. The NARFE Bill Tracker is your monthly guide to the congressional legislation that NARFE is keeping an eye on. Check back each issue for updates.

## New-Member Integration

— Adapted from an article from *Strategic Membership Solutions* by Belinda Moore, [www.smonline.net.au](http://www.smonline.net.au)

**T**he key to effectively retain members is a leader's ability to create and maintain the perception that they are better off as a member than a non-member. Therefore, when a prospect becomes a member, there must be a very noticeable difference in the perceived benefits they receive and the level of contact they have with you.

A prospect may have been used to receiving a certain amount of information from Headquarters as well as your chapter. That level of contact must now be higher once they convert to paid memberships. Therefore, great care must be taken in designing a membership relationship process for your new members.

Member retention is crucial and should be part of an ongoing process. The more engaged a member is, the more likely they are to renew. Some new members are lost in the first year or two of membership. There are a number of factors that cause this to happen, including:

- Lower commitment – New members are less committed as they have little experience and knowledge of your services.
- The “gym” phenomenon – Many new members have all the good intentions of getting involved, but other things take priority and, before they know it, it is the end of the year and they didn't really use the membership.
- The “fear factor” – As with any newcomer entering into a group, there is always a “settling-in” process. The first step in that process is for the new member to get to know new, unfamiliar people. Walking into a room full of strangers at their first chapter meeting can be scary. Therefore, many never take that first step.

To prevent these factors from having a negative impact on your retention levels, it may be a good idea to develop a special program geared toward first-year members. A good program can have an impressive effect on renewal rates as it increases their loyalty and perceived value of their memberships.

A range of member engagement strategies carefully engineered into a well-structured chapter meeting can fulfill or exceed new-member expectations, ensuring their continued renewal year after year.

### Talk to current members

Find out the five most common activities of your new chapter members in their first six months, e.g., logging in to the organization's website, reading their first magazine article, calling a specific department at Headquarters, etc. This would serve as a benchmark against which to monitor new-member activity. If you find that a new member has done only one of those things in the first six months, then you know you need to approach them personally. You may also consider providing incentives to encourage your new members to participate in these informal research sessions.

### Plan the first year of communications

Look at the membership year from the perspective of a new member and picture the nature and depth of contact your new member will be receiving. Plan contact throughout the year that would make a new member eager to renew. Test it. Get feedback from seasoned members as well as new members to gauge what is working and what isn't.

### 'Drip feed' new members

Often, the welcome information sent to new



members will not be read, especially if the material is lengthy. People simply don't have time. Consider putting together a "drip feed" program of information. Schedule to send emails or hard-copy material (in addition to your newsletters) at different intervals throughout the year. By distributing information in smaller doses, new members are more likely to absorb all of the information.

### Run a six-month survey

Six months into their membership, call the new members to ask if they are fully utilizing the benefits of their memberships and if they are satisfied. If they aren't, you have six months to change their minds. This is a preemptive way of identifying those most likely not to renew and taking proactive action.

### Make it easy for new members to communicate with you

It is important to have available as many channels as possible through which members may interact with you. Examples of contact channels include telephone, mail, web, email or in person. Note that members may display unique comfort levels with each contact channel, i.e., one member may choose to communicate via telephone while another may feel more comfortable with email.

## Engage, Engage, Engage

### Use member ambassadors

At every chapter meeting, there should be members there whose only role is to ensure that other members and prospects are comfortable and have a good time. They should be quick to spot those who are by themselves and introduce them to others.

### Get members to volunteer at meetings and events

Have a structured process in place to encourage members to volunteer. Don't just ask for volunteers without any additional explanation. You simply won't get a response. Instead, invite people to fill specific roles, such as speaking at events, serving as photographer, reviewing your chapter programs, inviting guest speakers, reviewing chapter newsletters, etc.

### Get members to volunteer building an online community

Not all your members may want to attend events. So, encourage members to become online community facilitators where they can introduce the organization into forums targeted toward federal employees and retirees. Online activity begets more online activity and more publicity for our organization. ■

## Top Recruiters

State	Chptr	Recruiter	Count	State	Chptr	Recruiter	Count	State	Chptr	Recruiter	Count
WA	0032	Margie Dennis	44	OR	0136	Linda Silverio	9	WA	1192	Donald A Binder	6
WA	1192	Johanna Caylor	18	WV	0166	Anna M Boggs	9	MD	1892	Linda Lee Cohen	6
OK	0184	James R Olden	13	CO	1085	Gregory Kann	8	CA	0050	Dee Shallenberger	5
VA	0682	Marie B Collins	13	VA	0066	Betty B Mitchell	7	CO	0081	Frank C Impinna	5
CA	0061	Yoggi Riley	12	MO	1229	Kenneth P Lubber	7	IA	0148	Larry Moore	5
TX	1375	Philip R Kraus	12	WA	0043	Robert J Rust	6	IL	0399	W Ilene McQuality	5
MO	2071	Linda Kurz	12	WV	0171	Deborah L Hoback	6				
TX	1281	Stanley E Sartain	10	OH	0310	Sondra K Gartner	6				

# RR Recruitment Credit to Members

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

## Alabama

0318 Martha C Hatch	1
0443 Barbara E Boomershine	1
0443 Cheryl W Patterson	1
0942 Willie R Ingram	2
1901 Evelyn R Kennamer	3
1901 Eddra J Jones	1
1901 Patricia E Warren	1

## Alaska

2076 Betsy Bonnell	2
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## Arizona

0055 Dianne Williams	1
0321 Don R Howell	1
1235 Beverly Disbrow	1
1395 Debby L Maendl	2
1395 Thaddeus J Andreski	1
1395 Ruth Fowler	1
1400 Jerome M Goebel	1
1400 Billie Holloway	1
1469 Walter L Mohler	1
1686 Virginia J Ginter	1
1686 Richard Yee	1
2106 Laurie Carr	1
2106 Martha O'Marah	1

## Arkansas

0966 Dwight M Rimmer	1
1156 Sarah A Carter	1
1156 James Kuzilik	1
2061 Thomas M Horne	1

## California

0003 Doris R Mitchell	2
0004 Kenneth Anderson	2
0004 Jeanette C Castor	1
0004 William B Doll	1
0016 Howard K Fitzpatrick	2
0016 Robin L C Leong	1
0016 Melanie McCrossin	1
0016 Shirley J Morton	1
0016 Margaret J Regan	1
0016 Helen L Zajac	1
0016 Lea D Zajac	1
0046 Gladyce E Nelson	1
0050 Dee Shallenberger	5
0053 Kenneth Markham	1
0061 Yoggi Riley	12
0061 Norman L McCracken	1

0065 Gerald Hall	3
0065 Michael P Crahan	2
0065 Leslie J Ching	1
0065 Michael T Radke	1
0065 Alihandra Totor	1
0068 Marsha A Catlett-Weimer	1
0352 Harold Ray Harrington	3
0397 Vivian K Nathanson	1
0397 Rose Wilkins	1
0455 Weldon Trott	2
0455 Robert N Davidson	1
0478 Nicholas Shestople	2
0579 Mary Ellen Harris	1
0608 Christine L Latorra	2
0608 George C Thode	1
0706 Samuel R Curiale	1
0877 Linda Ingram	1
1087 Julie A Hall	1
1087 Sylvia Morales	1
1317 Judy L Lynn	1
1324 Norman Overbay	1
1335 Jeanette L Schmidt	1
1496 Deborah A Weaver	3
1496 Forney A Lundy	1
1496 Richard C Ostergren	1
1539 Nancy Young	1
1596 Daniel H Mahoney	1
1689 Linda Grimm	1
1982 Margaret L Day	1
2323 Velma S Ashford	1

## Colorado

0081 Frank C Impinna	5
0081 Hortense R Haney	3
0081 Eva Heller	2
0256 Philip C Leathery	1
0355 Marjorie A Hines	1
0355 Gilda Gene Schelly	1
0821 Lois G Kemerer	1
0821 Robert Krull	1
1040 Paula H Simmons	3
1040 Terrel Agy	1
1072 Ruth Harvey	2
1072 Sandra L Schlesier	1
1076 Ralph J Ellis	1
1085 Gregory Kann	8
1085 Emily M Hofstra	1
1085 Suzanne W Stewart	1
1085 Jean E Waite	1
2339 Mary J Bleacher	1

## Connecticut

2069 Gerald J Naves	1
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## Delaware

0085 Patricia G Schweinegruber	1
1174 Kathleen A Propsner	1
1690 Walter T Berwick	1
1690 Richard Morgante	1

## District of Columbia

1795 Mischa E Carter	1
2052 Sheila A Traynham	2
2052 Linwood N Watson	1

## eNARFE

2363 Sheryl P Christina	1
2363 William T Coakley	1
2363 Daniel Croucher	1
2363 Jean B Ember	1
2363 Marilyn P Hamilton	1
2363 Alma E Horvath	1
2363 Kyle Rockett	1
2363 Leonard E Smith	1
2363 David Snell	1

## Florida

0033 Donzleigh Dowie	2
0033 Mary F Perry	2
0086 Kenneth A Carter	1
0086 Donald W Nyman	1
0086 Mary Jane Yarrington	1
0095 Caroljoy Reeves	1
0109 Terry Zitek	2
0162 Marilyn Babok	1
0717 Steven L Shoub	1
0776 Charles Lutz	2
0776 Stephen Moran	1
0837 Sydney Bennett	1
1018 Janet M Russo	1
1107 Cynthia S Place	1
1140 Dawn Johnson	2
1140 Philip Noto	1
1154 Jack I Davis	1
1154 David A Galgani	1
1414 Suzanne W Tower	1
1557 Brian C Mertz	1
1671 Gwen P Cordes	1
1713 Robert A Miller	1
1979 Anne F Gold	1
1984 Sue C Stringer	1





2273 Merle Joy	2	2181 Richard A Mackey	4	2229 Linda F Taylor	1
2364 Jane Hart	1	2181 Gordon Garcia	1		
		2181 Frank Walker	1		
<b>Georgia</b>		<b>Indiana</b>		<b>Louisiana</b>	
0101 Susan L Evans	1	0151 Ella M Johnson	2	0041 Patricia Ashton	3
0219 Earnestine Bridgeman	1	0151 Philip J Link	1	0041 Charles Matthews	1
0380 Ingrid Dove	2	0330 James Dewitt	2	0099 Kathryn B Michon	1
0548 Alva C Rawles	2	0503 Nelson Hayes	1	1398 Kim E Janneck	1
0548 William Walinow	2	0562 Tonia L Sherrod	1	1398 Sylvia E Keller	1
0548 Ben E Tuggle	1	0847 Larry E Dent	1		
1020 William Berry	1	1777 Donald Savage	4	<b>Maine</b>	
1033 William A Sewell	1	1777 Sylvia B Savage	2	1796 Betty Hahn	1
1419 Fred A Martich	3	1777 Roger A Dannenfelser	1	1804 Claire R Breton	2
1435 Charles E Hasty	3	1777 Rebecca L Giles	1	2132 David W DeMerchant	2
1750 Bonnie J Herndon	1	1777 Callie Potts	1		
		<b>Iowa</b>		<b>Maryland</b>	
<b>Hawaii</b>		0148 Larry Moore	5	0258 Marilyn A Hayden	1
0311 James M Tamura	1	0148 Joseph A Dygas	1	0258 Bernard T Resnick	1
1518 Satsuye Tanaka	2	0207 Bruce A Coleman	1	0409 William I Gay	1
1657 Lindamary Kaneshiro	1	0791 Beverly K Woodside	1	0409 Sheila Nichols	1
1657 Gloria A Samala	1	1864 Earl E Carroll	1	0422 Elizabeth J Dorsey	1
1681 Lucy M Ige	1			0422 David Walser	1
		<b>Kansas</b>		0581 Nancy B Gallo	2
<b>Idaho</b>		0027 Bonita J Lages	1	0581 Lawrence E Lange	1
0083 Morris W Davis	1	0027 William Lages	1	0969 Bernard J Goldsborough	4
0763 Donald Shadley	2	0280 John F Ourada	3	0969 Sandra T Simmons	3
		0280 William C Vinyard	1	0969 Carole A Romary	2
<b>Illinois</b>		0383 Joan A Martin	1	0969 Thomas K Wood	2
0006 Lenore Rayborn	1	0537 Kenneth H Rose	1	0969 Patricia A Beavan	1
0338 Merton I Sachs	1	0621 Beverly E Montgomery	1	0969 Joel L Ekhaus	1
0348 Dale A Benz	1	1162 Louise A Lloyd	1	0969 Mary R Horton	1
0361 Kenneth Laaker	4	1794 Janice Neuschafer	1	0969 Florence B Lanham	1
0361 Carlene L O'Brien	2	2032 Ron Katt	1	0969 Mary Geneva Leon	1
0361 Bernard Koch	1	2098 Tommy Darrell Williams	1	0969 Paula M Luskus	1
0399 W Ilene McQuality	5	2231 Daryl M Ford	1	0969 William A Pilkerton	1
0399 Mary S Beckmeier	1	2231 Sharon K Stevens	1	1143 Richard Rothstein	2
0399 Kirk D Edgecombe	1			1143 Samuel I Girson	1
0399 E John O'Brien	1	<b>Kentucky</b>		1260 Mary A Washington	1
0402 James A Baker	1	0097 Ethel V Hanna	3	1372 Evelyn M Kirby	1
0441 Michael Wynn	1	0097 Juanita M Monaghan	2	1372 Sally Nichols	1
0604 Robert Rothenberg	1	0097 Paula G Bayer	1	1372 Helen C Wallace	1
1019 Barbara V Bodnar	1	0097 Linda M Heaton	1	1466 Grace L Palmer	1
1019 Dean D Hemmer	1	0097 Kenneth W Overhults	1	1734 Barbara M Welsh	1
1019 Sabia M Hinkle	1	0262 Judy G Fletcher	1	1734 Maurice Zeitler	1
1019 Bernadine Richter	1	1050 Sally L Watkins	1	1887 Margaret M Evans	1
1067 Ida Fay Churovich	1	1050 Lela Williams	1	1887 H Klein	1
1067 Linda Glasgow	1	1512 Lisa M Flaherty	1	1888 Paul B Hudes	1
1097 Malcolm J Todd	1	1587 Joseph Horcher	1	1888 Raymond Johnson	1
1106 John Altar	1	1760 Norma Moore	1	1892 Linda Lee Cohen	6
1309 James H Glover	3	1760 Carol E Steffen	1	1892 Nina M Chace	1
1771 Norman I Barber	1	1828 Janice Taulbee	1	2166 Jerry Kerner	2
1771 John J Byrne	1	2229 Reva Lathrem	1	2262 P A Jeffries	1
1771 Lida J Nicholson	1			2262 Carrie A Johnson	1
2177 Carl R Ekena	1			2274 Ruby G Hale	1

## Massachusetts

0189 George Manoogian	1
0343 Charles J Daley	1
0360 W Gene Holt	1
0430 Edward M Dzengeleski	1
0484 Bernice C Ellis	1

## Michigan

0089 Jewel D Hale	1
0173 Arthur E Roberts	2
0285 James L Kimmerly	1
0572 Jean E Rowe	1
1593 Mamie Cokley	2
1593 Kathleen Bailie	1
1673 Tina M Freeman	1

## Minnesota

0150 Michelle Mary Benson	2
0391 Jim Anderson	1
2213 Dennis L Barnack	1
2328 Karen Thygeson	1

## Mississippi

0209 Donald Peterson	1
0670 Thomas L Price	1
1501 Jack Fowler	1
1572 Nancy L Yonkers	1
2345 Rhett Hamiter	1

## Missouri

0011 Laura N Cowart	2
0011 Clifford B Rawley	1
0011 Linda L Shelton	1
0020 Marion L Gray	1
0112 Elbert G Williams	1
1229 Kenneth P Luber	7
1229 Mary M Hixson	1
1240 Jeanette M Rosenkoetter	4
1240 Thresa Ann Wilson	1
1944 Janell E Coleman	1
2071 Linda Kurz	12

## Montana

0459 Janice J Erfle	1
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## Nebraska

0144 Sandra J Nee	1
0144 George Swanson	1
0199 Jessie E O'Neil	1
1239 Dixie Lederer	1
1239 James R Pryor	1
1370 Thomas Sanders	2
1370 Susan K Dorland	1

## Nevada

0142 Eileen R Way	3
2031 Susan K Harper	1

## New Hampshire

0408 Christine O'Neal	2
0408 Diane E Bielizna	1
1055 Leisa Legg	1
1694 James P Crawford	2

## New Jersey

0858 Joseph Murone	1
1000 Arnie Endick	1
1533 Thomas Rule	1
1664 John Williamson	1

## New Mexico

0080 Elizabeth Moorhead	1
0080 Florence L Pugh	1
0182 Carol Main	1
0698 Dennis Clark	1
0698 C Dee Gragg	1
1179 Wanda J Krause	2
1381 Juan A Garcia	1
1387 Thomas J Anderson	2

## New York

0124 Timothy R Montroy	2
0124 Diane Allocco	1
0124 W A Cooper	1
0124 Christine T Eggleston	1
0124 Suzanne M Jenks	1
0124 Joni L Montroy	1
0153 Sandra M Delphard	3
0153 Dennis C Gawron	3
0153 Lorraine D Gervasi Maciuba	2
0153 Joseph Pasek	2
0200 Donald J Nicholson	1
0267 Arnold Zdrojewski	1
0339 Gerald J Docteur	1
0421 Joseph M Harnedy	1
0439 Ann Converso	1
0439 Kathleen A McHugh	1
0439 Patricia Sheridan	1
0444 Carl J DiSalvatore	4
0471 Mark J Bernstein	1
1264 Angela M Johnson	1
1264 Mary F Licker	1
1294 Barbara Fowler	1
1620 Kenneth L Bogart	1
1696 Michael Dugan	1
1712 Beverly K Gilbert	1
1712 Geraldine L Kearse	1
1712 Gertrude L Odell	1

1914 Charles Newkirk	1
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## North Carolina

0337 Sharrill Jennings	1
0566 Carolyn London	1
1005 Carol C Smothers	1
1830 Thomas Jordan	1
1894 George W Mercer	1
2107 Evelyn A Ellis	1
2266 Donald A Snow	1

## North Dakota

0119 Francis Gross	1
0119 Devon C Johnson	1
0195 De Layne M Brown	1
0195 Beverly Eng	1
2168 Curtis Loucks	1

## Ohio

0226 Dorothy Rollins	1
0265 Don Beam	1
0265 Norma Fite	1
0310 Sondra K Gartner	6
0315 Esther N Seitz	1
0470 Bernice Clouden	1
1030 David O Baldwin	1
1927 Michael D Webb	1
2232 Loretta O Brandon	1
2232 Jo Frances Reed	1
2232 Annie M Stacey	1
2264 Karen Kupchik	1

## Oklahoma

0183 Anita Kinyon	2
0183 Lanelda J McDaniel	1
0184 James R Olden	13
0577 William Freeman	1
0946 Joyce M Woodring	3
0946 Dorothy R Branson	2
0946 Ronald J Cannefax	1
0946 Marilyn A Componation	1
0947 Barbara J Loruse	1
1176 Robert W Edwards	1
1346 Laura S McCormick	1
1722 Marvin Resnick	1
2184 Elizabeth Inman	1

## Oregon

0079 Ruthann C Couch	1
0079 Darlene Rae Raish	1
0134 Evan C Shriner	1
0136 Linda Silverio	9
0261 Dwight Bolen	1
0987 Gary Hartinger	1



1113 James T Finlayson 1

## Pennsylvania

0031 Crescida R Cox 1  
0031 Leslie N Powell 1  
0114 Kenneth Askew 1  
0143 Joseph Wasiulewski 1  
0377 William J Staarman 1  
0404 Neil Dougherty 1  
0412 Janice M Odell-Winter 1  
0413 Charles E Griffiths 1  
0458 David Sheffield 1  
0664 Priscilla Drumgoole 2  
1063 Bennett R Bard 2  
1063 William J Lennartz 2  
1063 Janice W Holbrook 1  
1063 Martha L Smith 1  
1102 Nancy M Turha 2  
1130 Marilyn B Sandusky 1  
1465 Terree A Goldstein 2  
1723 Elizabeth Tighe 1  
1782 Diane M Caldwell 1  
1782 William E Hurrle 1  
1816 Barbara Baughman 1  
1816 Linda M Shiley 1  
1997 Dixie L Hetrick 1  
2093 Ronald Hott 2  
2124 William F Runco 1  
2259 L F Cuevas 2

## South Carolina

0087 Annie L Gilchrist Settles 1  
0121 Joe A McCarty 1  
0934 Jay D Bilyeu 1  
0960 Sally M Depreker 1  
1013 Susan Cox 1  
1013 Patricia C Painter 1  
1013 William Frank Painter 1  
1082 Sarah H Cain 2  
1082 Barbara Bryan 1  
1180 Virginia N Pratt 1  
2258 Robert Chase 1  
2258 Paul Russo 1

## South Dakota

0201 Jeffrey K Oltman 1  
0336 Nancy L Dowding 1  
0336 Beverly S Gollnick 1  
0584 Janice R Bohling 2  
0584 Roger E Youngman 1  
0872 Rose M Stee 1  
1635 Jan Hines 1  
1753 Thomas Schumacher 1  
2200 Linda G Young 1

## Tennessee

0108 Larry Minniear 1  
1382 Leila M Johnson 2  
1382 Carolyn J Cribbis 1  
1382 Doris M Landerman 1  
1382 Julia Metcalfe 1  
1678 Glenda Huff 1  
1719 Chester L Bush 1  
2018 Tania Fak 1

## Texas

0244 Audrey S Smith 1  
0300 Jo A Hatfield 1  
0349 William S Mecay 1  
0586 Nancy M Marek 1  
0586 Mary F Wenberg 1  
0672 John Creswell 2  
0672 Dorothy A Creswell 1  
0672 Lynn Geyer 1  
0981 Sheila Bellows 1  
1191 Steve Armstrong 1  
1201 Ben Weiger 1  
1248 Betty F Wilkie 2  
1248 Terry Bigham 1  
1281 Stanley E Sartain 10  
1281 Lucy Martinez 1  
1290 Diane S Geer 1  
1375 Philip R Kraus 12  
1430 Jeanne M Krumrey 2  
1583 Dale Abram 1  
2111 Peggy Jander 1  
2308 Roscoe Lynn 1

## Utah

0973 Barbara Carey 1

## Vermont

1913 Mary E Nadeau 3  
1913 Francene Ellis 1

## Virginia

0005 Lynne B Pipis 1  
0007 Deborah K Balducci 1  
0028 Marjorie Dixon 1  
0028 Shirley M Shands 1  
0066 Betty B Mitchell 7  
0110 Laura K Perryman 1  
0111 James Bono 1  
0111 Samuel R Stevens 1  
0180 Joseph A Beaudoin 1  
0356 Merritt Robertson 1  
0595 Stanleigh W Palen 1  
0595 Dolores Schuchart 1  
0682 Marie B Collins 13

0682 Charlotte W Tyeryar 1  
0737 Constance T Bails 2  
0737 Thomas R Burger 1  
0737 Donna J Shackelford 1  
0737 William Shackelford 1  
0974 Betty L Warren 2  
0974 Cathy A Stubblefield 1  
1116 Kathy R Arpa 1  
1116 Margarite C Dvorscak 1  
1116 Margaret J Murphy 1  
1241 Jerry B Carpenter 1  
1241 David H Leroy 1  
1241 Cheryl M White 1  
1270 Tamara S Flanagan 1  
1270 James R Little 1  
1270 Doris McAdams 1  
1293 Ronald Hitt 1  
1293 James S Jones 1  
1472 Barbara M Nugent 1  
1472 Carolyn Wilson 1  
1549 Raymond G Brandenburg 1  
1823 Beverly Thomas 3  
1885 Clifton Wilks 1  
2265 Betty Gamble 1  
2343 Jackie Richards 2  
2343 Sandra R Reed 1

## Washington

0032 Margie Dennis 44  
0043 Robert J Rust 6  
0131 David H Seesholtz 1  
0163 Joan Rodrigues 1  
0181 Lanny Ross 3  
0196 Nona J Carter 1  
0237 Anna B Good 1  
0239 Frances E Titus 1  
1192 Johanna Caylor 18  
1192 Donald A Binder 6  
1192 Nancy C Crosby 4  
1247 Elizabeth L Parazoo 1

## West Virginia

0166 Anna M Boggs 9  
0171 Deborah L Hoback 6  
0171 Geneva A Lares 2  
1236 William C Ritchie 1  
1579 Cloudia E Metts 2  
1579 Patricia Rummel 1  
1614 John Mark Hobday 1  
2263 Iris J Duckwall 1

## Wisconsin

0120 Melanie J Miller 1  
0120 Kathleen Vos 1



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