



MARYLAND FEDERATION NEWSLETTER SPRING 2013



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Ted Jensen

As I draft this last message as your state president and review the newsletter articles, I am struck by the constant theme of service to others that runs throughout our organization. In the end, that's what counts for all of us. We served the Nation while we were working, and we don't stop when we retire. There are many examples of extraordinary service in this edition. Sadly, two of the finest exemplars of service to others are no longer with us. See the Remembrance of Frank Chase elsewhere in the paper. As we were going to press, we received the sad news of the death of Stan Jacobs, long-time President of Glen Burnie Chapter #1519. Stan worked many hours at the local service center in addition to his duties as President and active member of the Federation Resolutions Committee. Many of us relied on Stan for advice and counsel over the years. Stan believed in doing things right and in helping others. We will miss him whenever we gather to do business.

We remain very active on many fronts as you will see, both here and in Headquarters. Those who are not active in the organization are urged to show their appreciation for the 10% or so of our members who are engaged every day doing something for NARFE. It is not by accident that

Federal retirees have so far not been hurt in the on-going budget fights. I wish we could say the same for active employees who are taking a beating. We need to support them in any way we can.

Speaking of opportunities to serve, we still need a few more good candidates for Federation officer positions. Dick Strombotne has agreed to stay on as Federation Treasurer, but the other positions will be open: President, 2 Vice Presidents and Secretary. These are good jobs with great benefits, which include challenging work, many learning opportunities, and the chance to meet really great people. Anyone who takes on one of these jobs will have some learning to do, but the Executive Committee will include several past Federation officers who will be happy to help the new leaders with whatever they need. In my case, I went from Chapter President to Federation President with no stops in between. A whole bunch of people helped me, including the Executive Committee, chapter leaders and members and Headquarters officers and staff. To all who so graciously helped the rookie, THANK YOU! So you can do this if you are willing. If you are interested or want more information, please get in touch with Jim Cowie, Chair, Nominating Committee, 301-598-3595, jimcowie36@gmail.com. Now would be a good time because the elections take place at the Mary-

(continued on page 3)

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|------|----------------------------------|-------------------|
| 126 | Western Charles/Indian Head | Ed Rice |
| 251 | Annapolis | Meg Clarke |
| 258 | Bethesda/Chevy Chase | Gordon Brown |
| 264 | Hyattsville | Thomas LoJacono |
| 306 | Hagerstown | Ed Wurmb |
| 357 | Takoma Park | Minnedore Green |
| 409 | Frederick | Mary Lou Blessing |
| 410 | West-Mar | Donnie Gibson |
| 422 | Laurel | Bill Anderson |
| 581 | Gaithersburg, Co-President..... | John Padan |
| 581 | Gaithersburg, Co-President | Larry Lange |
| 969 | St. Mary's County | Joe Luskus |
| 1122 | Northern P.G. County | Richard Bennof |
| 1127 | Rockville | Jennifer Ramsey |
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| 1261 | Delmarva | Eleanor Kaul |
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| 1466 | Calvert County | Shelly Ziman |
| 1519 | Glen Burnie Acting | Beverly Warren |
| 1522 | Susquehanna | Harold Forst |
| 1734 | Howard County | Burdelle Dowdell |
| 1747 | Greater Bowie/Crofton | Dorothy Campbell |
| 1770 | Bel Air | Wayne Whiting |
| 1887 | Wheaton/Glenmont | Jim Priestley |
| 1888 | White Oak | Marcia Swanson |
| 1892 | Aspen Hill | Saj Durrani |
| 1936 | N.W. Baltimore Metro | Barbara Cuffie |
| 1972 | Waldorf/La Plata | Richard Campbell |
| 1990 | Catonsville | Lou Brocato |
| 2166 | Eastern Baltimore Area | John Carduner |
| 2262 | Upper Marlboro | Bob Jacobs |
| 2274 | Ocean Area | Arlene Page |
| 2306 | Carroll County | Gary Buchman |

The Maryland Federation Newsletter

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land Convention in Ocean City, April 29- May 1.

The Convention Committee has done a great job, and I hope many of our members and leaders will attend. The content will be good, the fellowship will be fine, and I have it on good authority that it will be warm and sunny “down the ocean” on these dates. Come early and stay late.

Looking forward, I am excited about the work and vision of our Electronic Communications Committee (ECC). There is a brief report from the ECC in this issue, and there will be a good discussion at the Convention on their work to date and future plans for the

Federation. By that time also we will have more to report about Maryland’s new status as an eNARFE eDivision. I believe that as long as we can continue to honor our past and keep our minds open to the future, we will be okay.

I will close with more “thanks.” Producing this newsletter is a big job. Erma Pellant helped get it done for years, Linda Adams has stepped up and has been continually making the paper better. Jeanette Green has been there to help all of us get it right.

LEGISLATIVE



Dan McGrath
1st Vice President
Legislative Director

Dan McGrath

Protect America’s Heartbeat Revitalized

As this is my first article since being appointed to the position of 1st Vice President/Legislative Director, I would like to take this opportunity to thank all the Federation Board Members who voted to approve my interim selection. I also appreciate those of you who have indicated that you will continue to support the Federation in providing the services that our NARFE members deserve. I hope you and your chapter members are energized over the success we had in stopping attacks on our earned benefits in the last several years. I think that without NARFE’s aggressive defense, things could be much worse. However, as indicated in a recent NARFE quarterly publication, we need to keep making contact to let our legislators know we are following the happenings on the Hill, and making sure they have correct unbiased information before voting on proposals.

The NARFE website makes this extremely easy to do so; links are scattered throughout <http://>

www.narfe.org/legislation , where you can contact your representatives directly. Log in as a member, click on **Legislative Action Center**, then click on **Issues and Legislation**. You can view **Current Legislation** or **Key Votes** (already acted on by the House or Senate). Also on that website are links to short summaries of bills involved. You can enter your ZIP Code to send an e-mail about an individual bill to your legislator or see how your representative voted.

In response to the recent and anticipated attacks on our benefits NARFE has revitalized the *Protect America’s Heartbeat* effort. The new campaign was kicked off with an article titled *Protect America’s Heartbeat Revitalized*, appearing on page 10 of the February issue of *narfe*. The *Protect America’s Heartbeat* Toolkit has been updated and the narfe.org website has been refreshed.

At the February 5 Federation Board meeting we were lucky to have a presentation by Sarah Holstine, NARFE Grassroots Program Manager. As part of the re-launch each NARFE member is being asked to send letters to his/her Congressman and two Senators. Sarah handed out form letters that would be appropriate for signing at chapter meetings. She encouraged the members to add a note on the bottom to personalize the letter: share their stories on how various proposals might impact them directly. It is recommended that the letters signed at a chapter meeting be collected and hand-delivered or mailed as soon as possible to the appropriate Congressman or

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Senator's **local office**. A steady stream of letters emphasizes our message.

Additionally, all members, if they have not already done so, should be encouraged to share their story online at <http://www.narfe.org/heartbeat/stories.cfm#storyform>. Sharing our stories is important for two reasons: first, they help our National Office Staff personalize their messages when they meet with members of Congress and second, they help them reach out to members of the media. To the first, you often will hear from the Staff that a personal story helps when reaching out to members of Congress. The Staff tries to do the same by talking about Federal agencies in their district, or NARFE members. Members of the media will sometimes reach out to NARFE Staff and try to speak with somebody local about their Federal service or how the proposal would impact them. The more stories in the NARFE database, the easier it is for NARFE Staff to work with members of the media.

While at times we may feel Congress is not listening to us, it is clear that our continued reminders, and those of the NARFE Staff to our elected representatives, do in fact keep those who wish to attack our earned benefits under more control than if we did nothing.



Jim Cowie

*Jim Cowie, Chair
Federal Legislative Committee*

NARFE LOBBY DAY WITH CONGRESSMAN VAN HOLLEN

A delegation representing several chapters from Maryland had a productive meeting with Congressman Chris Van Hollen, MD8th, during NARFE Lobby Day. We appreciate the fact that Congressman Van Hollen made time to meet with us during a very busy day on the Hill. We asked about the prospects for a more balanced solution to the Nation's budget problems, given the current polarized political environment, which would be fairer and not focused so



L-R: George Donovan, James Cowie, Stu Sklamm, Congressman Van Hollen, Kathy Siggins, Rosie Engman, Ray Lucerio and Paul Beatty

heavily on the discretionary side and decisions that would also hurt Federal employees. Of course we asked what NARFE could contribute that would be most helpful to that end. Congressman Van Hollen replied that he did not expect much change, if any, from the House, but thought there could be more hope for progress for a more balanced and fairer solution in the Senate. He suggested that NARFE could best contribute by publicizing the negative effects of sequestration which are most likely to resonate with the public. An example might be a VA nurse who could not provide services to a soldier recuperating from battlefield injuries.



Ed Bice

*Ed Bice, Chair
State Legislative Committee*

STATE LEGISLATIVE COMMITTEE (SLC)) REPORT

The State Legislative Committee (SLC) priority issue in the 2013 General Assembly session has resulted in the introduction of SB 23 and HB 578 Income Tax - Credit for Long Term Care Premiums. SB 23 was heard by the Senate Budget and Tax Committee on January 30. As of this date, no committee vote has

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been taken. HB 578 is sponsored by Delegate Jim Hubbard (District 23) and is scheduled to be heard by the House Ways and Means Committee on March 15. The companion bills would replace the present one time \$500 tax credit with an annual \$200 credit for the payment of Long Term Care insurance premiums beginning in 2014 and thereafter on new policies purchased.

Both bills have strong support among committee members based on the results from our 2010 questionnaire and the number of cosponsors on the bills especially on the House bill. I believe the votes are there to get the bills passed if a full floor vote was taken. The fact remains that getting money bills out of committees is a persistent problem especially in the Ways and Means Committee. On February 7, Bill Ferguson, Former Chair, SLC and I met with Delegate Sheila Hixson (District 20-Montgomery County) Chair, Ways and Means Committee to discuss HB 578. It was a good informative meeting.

Below are some bills that the SLC is supporting with a brief summary of some bill provisions.

HB 422 Income Tax - Subtraction Modification

Allows a subtraction modification of up to \$8,000 under State income tax for retirement income from an IRA retirement account or annuity.

HB 509 Maryland False Claims Act of 2013

Among the provisions are prohibiting specified actions against a governmental entity, providing specified penalties for making false claims; authorizing a person or government entity to file a civil action against a person who makes a specified false claim.

HB 1044 Public Funding and Small Donor Act for General Assembly Elections

Creates a public financing system for General Assembly candidates, repealing the Public Financing Act for gubernatorial candidates. Creates a commission to study public financing of elections in Maryland. Authorizes the governing body of a county to enact laws to regulate public campaign finance activity for certain county elective offices. ●●

NARFE LOBBY DAY WITH CONGRESSMAN HARRIS

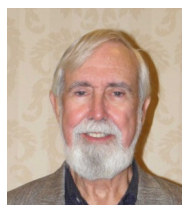
Chris Spain, Legislative Chair, Chapter 251

As part of NARFE Lobby Day, we had a nearly one hour meeting with K. Jane Williams, Legislative Assistant to Congressman Andy Harris, MD 1st. Region II



L-R: K. Jane Williams, Legislative Assistant to Congressman Andy Harris, Maryland; Chris Spain, Legislative Chair, Chapter 251; Federation 1st Vice-President Dan McGrath; and II Regional Vice-President Evelyn Kirby,

Vice President Evelyn Kirby, Federation 1st Vice President Dan McGrath and I represented NARFE. We noted that there are about 60,000 active and retired Federal employees in the First District. Our message was that the entire community will suffer if Federal employees are singled out as targets during budget deliberations. We highlighted the impacts of changes to the CPI, sequestration, and furloughs. ●●



Chuck Thomas

Chuck Thomas
USM Federation Representative

UNITED SENIORS OF MARYLAND

The Board of Directors, United Seniors of Maryland (USM) cancelled the Annual Legislative Forum scheduled for March 19, 2013 at St. Johns College in Annapolis. The Forum had originally been scheduled for January, but was postponed due to scheduling problems. The delay exacerbated this problem. The leaders in the General Assembly and other legislators who normally meet with the attendees from their dis-

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tricts were unable to commit to a specific schedule because of the uncertainty of events that are prevalent at the end of the legislative session. Rather than run the risk of attendees not having access to their legislators, the board opted to cancel the Forum for the 2013 session.

The USM Legislative Committee has been very active in reviewing and testifying on a wide variety of proposed legislation that impact seniors. A listing of

these bills and USM's position can be viewed on the USM website, www.unitedseniors.net. When the home page appears, click on Legislation.

USM General Meetings are held at 10:00 am on the third Monday of each month in the Chesapeake Room, 2664 Riva Road, Annapolis, MD. The next meeting will be on April 15. USM meetings are open to the public. ●●

MEMBERSHIP



Barry Grier

*Barry Grier
2nd Vice President
Membership Director*

Recruiting : A serious matter. Seriously.

Out of all of the chapter newsletters I receive on occasion, very few encourage chapter members to recruit new members. In fact, very few chapter meetings I have attended even mention or encourage recruitment of new members. So with this in mind, we shouldn't be surprised that our membership rolls have languished in the negative, locally and statewide. It's getting so bad that we almost expect our membership numbers to show a decrease. That's crazy.

There are several ways to increase a chapter's recruitment efforts, and one important ingredient to a successful recruitment program is to make it fun, not a job. If we could develop the kind of energy that is spent on 50/50 at the end of our chapter meetings, we would have new members pounding on our doors to get membership applications.

At a recent chapter meeting I asked how many had a membership application in the glove compartment of their car or a membership application within reach. *Nobody raised a hand.* When asked if any chapter meeting ended with the request for new members after the 50/50 drawing, *nobody raised a hand.* It seems recruiting, for some, is not a serious matter.

I think a lot of us leave recruiting up to a select

group of folks in our chapter to beat the bushes for new members. We expect our Membership Chairs to work some kind of miracle and bring in new members, or we depend on new members with the kind of enthusiasm that some of us no longer possess to recruit. There's a big difference between being retired and being just tired. Recruiting takes a level of energy and belief in the organization to make a difference. Recruiting requires a plan chapter-wise and individually.

A PLAN – Every chapter should have a recruitment plan period. Such plans should be periodically reviewed on their results and whether there is a need to redesign the process. Each member should be encouraged to design his/her own individual plan to recruit new members and pass on some of these suggestions to other members.

SUCCESS STORIES --Why not discuss the success stories in the NARFE *Recruiter's Journal* at your next chapter meeting? If it works for other chapters within our organization why not yours? Why not go over success stories within our own chapters, which may give encouragement to others to give it the old college try? The next meeting agenda you develop why not make recruitment a regular topic to be discussed? Put it just before the 50/50 announcement, then at least you know everyone will be in the room!

MISSED OPPORTUNITIES – How many times have we missed opportunities to recruit? For instance, during health benefit fairs and pre-retirement seminars, which attract hundreds of active and retired federal employees, the opportunity to recruit is tremendous. These types of activities give us an opportunity to set up exhibit tables to display our brochures and meet potential NARFE members face-to-

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face.

ACCEPT THE CHALLENGE—Most recently, NARFE President Joe Beaudoin challenged all members to recruit at least one member for the year. Can you imagine what that means? We're talking about the possibility of increasing our national membership by over 200,000. That would be incredible!! What's more it's not difficult. It takes only one word - **COMMITMENT**

LEADERSHIP -- Most of our chapter meetings begin with our officers seated at a head table or within sight of the membership. Members look to this group for leadership and guidance. So, officers who have accepted the mantle of leadership, it is imperative that you lead and develop recruitment strategies during your executive meetings that will be enthusiastically presented at the next chapter meeting. I repeat. *Enthusiastically*. Enthusiasm is infectious and can make the difference in a successful recruitment campaign.

HAVE FUN -- One way to inject a little enthusiasm is to design recruitment programs that are fun to implement. One way in particular to add a little fun and still increase membership would be to promote a recruitment contest among chapter members. With promotion posters, fliers and email alerts on the progress of the contest you can instill the kind of energy and enthusiasm that will pay off in new memberships. And, of course, prizes available i.e. cash bonuses, gift certificates, etc. will add to the incentive among members for a little friendly competition. And above all, be creative in designing your recruitment contest and set up a committee, involving new members, to oversee the production.

SPRING INTO ACTION -- With Spring around the corner, it will be a great time to shake our chapters out of their winter doldrums with a new infusion of energetic recruitment proposals and incentives. ***Recruiting is not seasonal but is a constant and is a serious matter. Seriously.*** ●●



Dick Strombotne

*Dick Strombotne
Membership Retention Committee
Chair*

Lapsed Members Mailings

Starting in February 2011, Maryland NARFE has been sending monthly mailings to members who have not renewed their membership in NARFE. The mailings are sent about nine months after the member's expiration date. This is after they have received the full suite of dues renewal notices from NARFE headquarters. They are invitations from Federation President Ted Jensen for the lapsed member to renew his/her membership in NARFE for one-year, two-years, or three-years paying either by check or credit card. The mailing includes a personal letter, a partially completed application form to rejoin, and a NARFE business reply envelope. The mailings go only to lapsed members living in Maryland with a Member ID number exceeding 10 000 000.

As of February 10, 2013, some 217 lapsed members have rejoined NARFE after receiving one of 3,033 letters mailed through January 2013. This is a success rate of 7.2% which compares favorably with the success rates of other recruitment efforts by NARFE. The 217 members have signed up for 306 years of membership, taking advantage of the discounted national dues for multi-year memberships.

Dues Withholding Incentive Program (DWIP) Mailings

Maryland NARFE has offered first-time retiree members a dues rebate if they sign up for dues withholding in monthly mailings since February 2011. The personalized letters are signed by Federation President Ted Jensen. They include a partially completed dues withholding application form, a request form for the rebate, and a return envelope addressed to the Treasurer. Initially the rebate offers were for \$5; they were increased to \$10 after several months of experience with the smaller offer and approval of the increased rebate by the Federation Board. This program has been modeled after the successful DWIP offered by the Colorado Federation of Chapter, initiated by then-President Frank Impinna. The initial

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mailings were sent to coincide with the first dues renewal notice sent by NARFE HQ, two to three months before the expiration date. About a year ago, the timing of the mailings was changed so that they arrived several months before the first dues renewal notice. In recent months the timing of the mailings has been restored so that they once again are sent to coincide with the first dues renewal notice.

For expiration dates through December 1, 2012 and results as of February 10, 2013, we have a total of 1,968 rebate offers mailed and 86 members who signed up for dues withholding, a 4.4% success rate. Starting in February 2012 and concluding in December 2012, rebate offers of \$10 to retiree members were sent to members living in Maryland who joined NARFE between April 2007 and April 2010. These mailings totaled 934 for members with expiration dates up to February 1, 2013. Of these members, 38 have signed up for dues withholding as of February 10, 2013. This is a 4.1% success rate; it is not significantly different than the success rate for first-time members. For both types of mailings we have a total of 124 members on dues withholding out of 2,902 letters; a rate of 4.3%.

Monthly mailings have now started to retiree members living in Maryland who joined after the July 2004 dues increase and before April 2007. It is too early to report on the results of these mailings.

One result of this DWIP is that last year the change in number of members on dues withholding for Maryland NARFE was 3.0 percentage points greater than the same rate of change for the rest of NARFE. Maryland NARFE was one of the few federations that had an increase in the number of members on dues withholding in 2012.

This program supplements the efforts of chapters to inform their members of the benefits of dues withholding in membership meetings and newsletters. It is not a substitute, so it is important that chapters maintain their dues withholding information campaigns.

Membership Retention

A side benefit of tracking the records of the many members who have received the several DWIP mailings is that it provides insight into the membership retention rate of first-time members. It turns out

that the retention rate for first-time two-year members was considerably higher than for first-time one-year members; 67% vs. 35% respectively for the members with expiration dates up to March 1, 2012. This illustrates the high importance of offering and promoting multi-year memberships.

eNARFE data affecting Maryland NARFE

In January 2013, the membership of the national enarfe chapter (#2363) increased by 1,171 to 9,714 with 874 of them being Maryland residents. The latest issue of the *Recruiting & Retention Journal* reports on successful efforts by NARFE headquarters to get inactive members with dues in arrears by more than a year to reactivate their membership by joining eNARFE. Since January 2012 through 5 March 2013 the Online Activity Module (OAM) reports that HQ recruited and transferred into eNARFE 329 former members who were in Maryland NARFE chapters. Of these, 293 live in Maryland; 127 of the 293 (43%) have given their email addresses to HQ. It is notable that 57% of the enarfe transferee members living in Maryland have NOT reported email addresses to HQ.

••

2013 Maryland Service Officer of the Year *Ted Jensen*

The Maryland Federation is proud to announce the selection of Helen Wallace as Service Officer of the Year for 2013. Helen is a very caring person and dedi-



Helen Wallace

cated NARFE Life Member. Following 30 years of service in Defense Department agencies, she joined NARFE in May 1987 as a member of North Carolina Chapter 808, and then relocated to Maryland and Chapter 1372 in July 1995. Her NARFE tenure of 26 years

is marked by commitment to NARFE's mission at all levels and in all functions, and certainly by her recent skilled performance as Service Officer since May 2007

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when she volunteered that post for the Tidewater Chapter.

Service is just what Helen does. In North Carolina she served as Chapter President, Chair of the Federation Convention Committee, and Federation Treasurer (for four years). Then she served on the Maryland Federation Credentials Committee. Helen is also active on a number of church committees and volunteered for Queen Anne's County Hospice for 20 years, including duty at a 'gently used' goods donation fund-raising center and in meal preparation.

There is very little Helen has not done for Chapter 1372. In addition to her current job as Service Officer, she has served as Chapter Secretary, Newsletter Editor and President, and now chairs the Nominating Committee. She attends virtually every member and Executive Board meeting, offering solid ideas to advance the Chapter's and NARFE's goals. Plus, she often provides rides so others can attend meetings held across a five-county area.

As Service Officer for the past six years Helen has been the go-to person helping members and families of members understand and navigate the requirements relating to many situations that arise in employment, retirement, ill health and at life's end. She has sought helpful resources and training in areas where she was unfamiliar and readily shares user friendly information on health and life insurance options, pension and annuity concerns, places where further detailed, expert advice may be received if needed, and other matters, including general Federal employment practices. She is quick to inform Chapter Officers and members of news relating to current members, to meet with and counsel bereaved family as appropriate, to share news within the chapter of those celebrating a special milestone or suffering bad health or other sad happening and in need of a call or card. She helps surviving relatives and, in particular, spouses to understand actions that must be taken relating to options and mandates for pay, annuity, benefit and social security issues and helps them to see the benefit of retaining NARFE membership for their future. Many family members have commended her for her aid in their trying times. She presents focused messages at meetings and in the Chapter newsletter on the full range of Service Officer topics

and on emerging updates, e.g. OPM's recent bulletins regarding electronic 1099R forms, to be sure members are well informed. And, now she is planning for succession by grooming another individual to be able to step into the Service Officer role in the future.

Helen Wallace epitomizes service and giving back, the kind of person every chapter president would like to have. She is very deserving of recognition and sustained applause for her good works, especially her Service Officer contributions from 2007 to the present. ●●

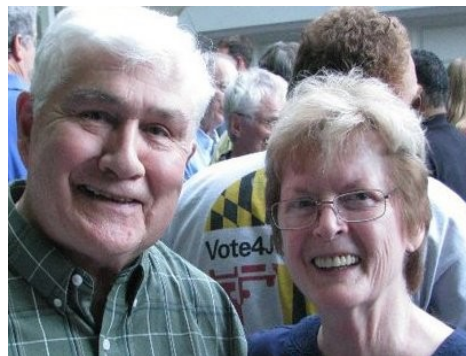
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## REMEMBRANCE OF FRANK CHASE

*Ted Jensen*

We lost a great friend and one of our most active NARFE volunteers on December 11, 2012. Frank Chase was a man who cared about people and his country and never stopped working for the causes and organizations he believed in. He was still planning to do more when illness caught up with him, as he noted in his last message in the December, 2012 Howard County Chapter #1734 newsletter.

The youngest of 9 children, Francis Joseph Chase made his mark on the world through a life-time of hard work and service to others. After graduating from Dartmouth in 1955, Frank joined the U.S. Army,



L-R: Frank and Carole Chase

learned Korean at the Army Language School in Monterey, and served two years in Korea. After the Army, he went to work for the Social Security Administration in Michigan where he met

and married Carole. The story is that Carole was acting in a play, so Frank joined the cast to be with her. They were married for 50 years. Later Frank moved to the Health Care Finance Administration and served there until he "retired" in 1993.

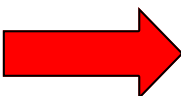
*(continued on page 10)*

In Frank's case, the word "retirement" simply meant devoting his boundless energies to other ventures as a volunteer. The list of his activities and accomplishments is long and impressive, and truthfully I am not sure we even know about all of them. We in NARFE knew and appreciated Frank as a 20-year active member of his chapter, where he served multiple terms as Treasurer and Vice President for Federal Legislation, a post he held until his passing. I remember his passion for that role and his willingness to do whatever it took to get things done. At the Federation level, Frank revitalized the State Legislative Committee, which he chaired for many years. He worked tirelessly on issues important to seniors, often treading the halls of State Capitol to lobby one-on-one. He later became Federation Vice President and Legislative Director. He also represented the Maryland Federation on several organizations including the United Seniors of Maryland and the Maryland Gerontological Association. Frank received the Outstanding Volunteer of the Year Award and was inducted into the Maryland Senior Citizens Hall of Fame in 2001.

Frank loved politics and was active at local, state and Federal levels. His interest however was not merely in the process but in the results for the causes he cared deeply about, the welfare of senior citizens, retirees and people with disabilities. He loved democracy and justice and fought tirelessly for fair election practices so that the voices of all Marylanders could be heard. He volunteered regularly for political candidates and for Common Cause. Frank's death was mourned by the Columbia Democratic Club and the Howard County Democratic Central Committee.

Frank's service to the community through his many volunteer efforts has been praised and recorded in the Congressional Record (Vol. 159, No. 8, January 23, 2013) by U.S. Senator Ben Cardin. The Senator counted Frank as a friend and trusted advisor on his Health Care Policy Advisory Committee for 20 years. The Senator wrote these words which sum up what many of us would say about Frank. "Frank could have led a comfortable, quiet life after retirement, but he chose instead to keep going for many more miles, working for the causes he believed in deeply and the Nation he loved. Like all who were privileged to know him, I

will miss my dear friend Frank Chase and I ask you to join me in celebrating his life." ●●



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DONE TO SUPPORT NARFE'S MISSIONS  
AND GOALS.

COMPLETE THE FORM BELOW AND SEND  
YOUR CONTRIBUTION TO DAVE ROSE-  
MAN, MD/PAC TREASURER.

**MARYLAND/PAC DONATION (MD/PAC)**

Name \_\_\_\_\_

Address \_\_\_\_\_

Chapter No. \_\_\_\_\_

Amount Enclosed \$ \_\_\_\_\_

Make check payable to MD/PAC (Note on check "Chapter #")

Mail to: Dave Roseman, MD/PAC Treasurer  
6 Thorburn Road  
Gaithersburg, MD 20878



Jeanette Green

*Jeanette Green*  
*Secretary*

**Chapter Presidents and Secretaries** - Be sure to update your chapter F-7 **every time** there is a change, either in chapter information or member officers and chairmen information. Use either the electronic F-7, send as part of an email message, or by post office. A copy is needed by the Federation Secretary and Headquarters.

**Report-Givers** - If you give a report at a Federation Board or other meeting a copy of your report is needed by the Federation Secretary as backup. Thank you. ●●

## REPORTS, NEWS, EVENTS AND INFORMATION



*Evelyn Kirby*  
*Region II Vice President*

Evelyn Kirby

### Region II Update

As of the end of February there were 41,361 NARFE members across Region II in 117 local chapters, plus another 1748 in eNARFE. Here's the breakdown: The District of Columbia, 1875 in eight chapters, plus 117 eNARFE members; Delaware 1142 in five chapters, plus 53 eNARFE members; Maryland 17,733 in 34 chapters, plus 901 eNARFE members; New Jersey 6653 in 22 chapters in four Districts, plus 242 eNARFE members; and Pennsylvania 13,958 in 48 chapters in seven Districts, plus 435 eNARFE members. Would it not be a heck of an outcry if everyone across the Region active in OR retired from the Federal Government were NARFE members and spoke up? Our work is cut out for us. Thanks to all of you who are making noise about the value of and just compensation for Federal civil servants. Thanks for recruiting and retaining members so we 'count' as a force on Capitol Hill and in Annapolis. Thanks for giving to NARFE/PAC and MD/PAC. Thanks for stressing the fine social networks and friendships we gain when we come together. If you are NOT doing the above, and not urging others to do so—start now to reform yourself and inspire others to do what is right. Everybody and every voice are needed.

Here are a few membership notes. (1) Some of the declines you see in statistics above reflect a long-over-due examination of the data base to detect deceased members. Those reductions will continue into next month by which time the catch-up on these losses should be complete. HQ plans to stay on top of these in the future as staff persists in updating the data base which languished for some time. (2) After careful study of best recruitment practices for groups like ours, HQ strongly advises us to limit the materials we

use in marketing NARFE to prospective members. We are urged to use only the NARFE magazine and the new recruitment brochure [F-135, dated 1/2013]. It speaks to: What is NARFE?, What are the Benefits of NARFE Membership?, Who Can Join NARFE?, and What are NARFE's Legislative Accomplishments? It includes a "no postage necessary", pre-addressed mailer and updated application. I feel older application forms should be tossed, as the new F-135 is so attractive, well designed and inclusive of key points. More "tested" advice to us is to recruit via a short 'elevator' speech, not an elaborate, long discussion. A focused talk and use of refined materials are good examples of "less being more" in terms of proven tools which attract new members. (3) Be sure to send to HQ an M-2 Prospect Card for ALL individuals for whom you have secured even faint interest in NARFE. The card calls for their name, address, phone, email, etc., AND, importantly, the local recruiter's ID Number. HQ is having strong results in specialized outreach to these prospects, in concert with YOUR personal outreach to them. When a prospect joins NARFE, the local recruiter gets 'credit' as long as HQ has the prospect's information and recruiter's ID on the M-2 or via an email if you would rather transmit it to HQ that way. These are great forms. Encourage their use, and when they are filled in, DO NOT hold them. Send them to HQ as soon as you can, keeping a copy for yourself, if you like. More on this new approach will be forthcoming.

To help propel forward motion in Region II we have launched a series of candid teleconferences. Participants are the five Federation Presidents, and yours truly. We will keep a semi-set schedule to air important, emerging issues and to cheer ourselves along. Our sharing includes both best practices and concerns on the issues faced by NARFE leaders and the Association. One tidbit from the March 1 telecon was that [www.eyeonwashington.com/few\\_map](http://www.eyeonwashington.com/few_map) offers the best available information on Federal employee and retiree numbers by Congressional Districts. Check it out. (There is an underscore after 'few' and before 'map' that may be hard to see in this

*(continued on page 12)*

newsletter type.) The next telecon is May 3, right after the MD Federation Convention. Feel free to raise issues that merit Region-wide focus to your Federation President. By that date Ted will have stepped down after four years of insightful leadership and future-oriented guidance. My hat is off to him.

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## **ELECTRONIC COMMUNICATIONS COMMITTEE (ECC)**

*Linda Adams, ECC Co-Chair*

The Electronic Communications Committee (ECC) completed their report in February and presented it to the Maryland Federation Executive Committee. After review and consultation with members of the ECC, the Executive Committee approved the recommendations contained within the report. The entire report, which is a vision to improve the Federation's use of electronic communications and social media tools, will be posted on the Maryland Federation website, [www.mdnarfe.com](http://www.mdnarfe.com). Social Media in this report is defined as electronic communications tools used to communicate with the NARFE community; these include electronic venues such as Facebook, LinkedIn, and Twitter. Facebook is viewed as a good tool for communicating with current members. LinkedIn could be a valuable tool for recruiting new members. Twitter has multiple uses, including supporting our legislative efforts.

The ECC will also present the ECC Report at the Maryland convention and hope to answer questions and receive more suggestions at that time. The following four priority recommendations contained in the Executive Summary will help jump-start the Maryland Federation's Electronic Communications' initiative:

1. Contract a Social Media Expert to provide a format for the use of diverse Social Media Tools by the Federation and its chapters, as well as identify pertinent training for a Federation Social Media Coordinator.
2. Create a permanent Social Media Coordinator position at the Federation and Chapter levels. These positions would provide sustained long-range technical support to initiate, develop,

and update information.

3. Hire a Web Designer to revamp the Federation website based upon provisions established by a Requirements Committee to ensure users' wishes are included in the new design. Create an assistant webmaster position to assist with the added demands.
4. Federation President and Executive Committee encourage and support the change management process through ongoing and open communication with chapter leadership and through the creation of a Change Management Group.

The report is broken into four separate sections: 1) Social Media, 2) Websites, 3) Other Communication Tools and Support, and 4) Change Management. Each section contains scenarios that the ECC thinks should be updated using electronic communications tools, and at least one recommendation to update the item using electronic communications tools. The ECC has requested the Chapters to establish Social Media Coordinators to help with the projects to achieve the recommendations contained in the ECC Report. The ECC will also be establishing a Requirements Committee asking for input on updating the Maryland Federation website. ●●

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## **CONFIGURATION ADVISORY BOARD UPDATE**

*Pat Dempsey, Chair*

The Configuration Advisory Board (CAB) has been meeting for a bit over a year. I would like to touch on what we have done and what we will be working on this year. During 2012 we spent the early portion of the year working some internal documents, like the CAB charter. The bulk of the year was spent on two related activities, recommending who can use online the reports and documenting the position codes on the F7 and F7A. The two activities are complementary. National uses the information on the F7/F7A in

*(continued on page 13)*



two ways, to determine access to data and to communicate information. We understand that local by-laws may add new positions or alter the common duties of a position. From a national perspective, there is a need for uniformity for the access and communication requirements. The CAB made a formal recommendation on access to data that extended the ability of most members identified on the F7/F7A to view data. We have also provided headquarters with documentation on the duties of the positions identified on the forms. Our hope is that one day a chapter president can see a "pop up" when filling out the F7 so that they have a better understanding of the various positions. This means that when they put the cursor over the field some text will "pop up" that helps them to properly fill it out.

The CAB has also been reviewing requests for changes to computer related areas. Many of the requests have been submitted by members through the CAB website. If you visit the CAB web page on the national web site you can see most of the items and what the status is for each one. We post most requests. If the item is clearly an error in the existing system we forward it to the IT staff for resolution rather than posting it for review.

For the upcoming year the CAB will focus on two major areas. We will be working with headquarters staff to improve the usability of new releases and existing applications. We will also be looking at long term recommendations for NARFE. In the usability area, we will have a small group of CAB members on standby to review new releases. By usability I mean that people find it easy to use and there are no problems with the software. We also expect to begin a review of existing systems for usability. This will require a much larger commitment of time and we are just beginning to determine what we will attempt for this year.

The CAB was formed based upon the NARFE Information Technology Advisory Committee (NIAC) report, which contained a number of long-term recommendations. The one that you may be familiar with is the recommendation to move from large monthly reports to online functional reports. This was the basis of the Online Activity Module (OAM). Not all of the NIAC recommendations have been implemented. The CAB will review the existing NIAC recommendations, as well as soliciting other ideas. Some of the

ideas will be generated by groups such as the Electronic Communications Committee (ECC) in Maryland. The goal will be to prepare a formal series of major recommendations by the CAB before the national convention in 2014.

I encourage everyone to visit the CAB web page. You can reach it by clicking the CAB Activities link at the lower left of the Officer Resource page or by the following URL, <http://www.narfe.org/cab/member/index.cfm>. Once there you can view the CAB blog to see meeting summaries and what change requests members have submitted to the CAB. Also, you can use the Contact CAB Members link to send me any ideas that you may have for improving NARFE's computer systems. ●●

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## TRIBUTE TO WILLIAM HERNDON

*Ted Jensen and Charles W. Carter*

The year was 1993. All was not well at NARFE Headquarters and the National President was concerned. He asked for help in the person of William "Bill" Herndon from Chapter #264 in Hyattsville, Maryland. Bill had just completed his term as Region II Vice President. Offered the job of Administrative Assistant to the President, he agreed to help, with two conditions: (1) He would not accept the full salary approved for the position. (2) As soon as his review of operational and systems problems was completed and recommendations accepted, he would resign.

Bill went to work and did a thorough review. He found major problems with HQ systems. There were jumbled bundles of cables running everywhere in the building, computers that could not talk to each other, and, critically, no process to back up data. Report processing was taking days and frustrating staff and users alike. Bill took the lead in hiring and working with an IT contractor, who observed that the system was near collapse. Had there been a failure, all the membership data would have been lost which would have set the organization back years. Bill led the successful effort to overhaul and modernize these critical systems.

Bill also identified and corrected a number of poor administrative practices that were creating problems

*(continued on page 14)*

and brought new focus to some neglected areas. He also helped manage the purchase of a new building and the subsequent move of the Headquarters staff and operations. His tasks complete, he resigned as he said he would.

This story comes to us from Past National President Charles W. Carter, 1992-1994. Charles wanted to make sure Bill's contributions were recorded and recognized. We thank Charles for reminding us and for the opportunity to recognize Bill Herndon's outstanding service to our organization. Bill's selfless contributions are an example to all of us and should not be forgotten. There are many who serve and go unrecognized, and we should not let that happen. Today Bill and his wife Phyliss, also a Life Member, reside at Collington, a residential retirement community near Bowie, Maryland. Bill is in poor health and probably could not respond, but Phyliss would welcome a call or card. Her number is 301-541-5110,. Their address is 10450 Lottsford Road, #161, Bowie, MD 20721. ●●

## FINANCIAL



*Dick Strombotne*  
*Representative*

### Treasurer's Report

Dick Strombotne

The accompanying chart lists the revenues and expenditures for Maryland NARFE for FY 2012 through December 31 by budget category. Revenues total about \$79,758 with ten-percent funds contributing \$59,409 and Chapter Per Capita fees contributing \$8,456. Expenditures total \$73,407. Maryland NARFE had a surplus of \$6,351 for the year and total net assets of \$84,149 on December 31.

In the first two months of FY 2013, revenues were \$12,557, including \$10,238 from ten-percent funds direct from NARFE headquarters in compliance with the national Bylaws and \$1,225 from exhibitors at the Maryland convention. Expenditures were \$8,193; the two largest were \$4,991 for the Board meeting and \$1,242 for Executive Committee. As of February 28, 2013, there is a surplus of \$4,364 and net assets total \$88,513.

## MARYLAND FEDERATION OF CHAPTERS

### FINANCIAL REPORT for CY2012

As of December 31, 2012

|                                     | <u><b>TOTAL TO</b></u><br><u><b>12/31/2012</b></u> |
|-------------------------------------|----------------------------------------------------|
| <b>INCOME</b>                       |                                                    |
| National Membership Dues            | \$ 59,409.34                                       |
| Chapter Per Capita Dues             | \$ 8,456.50                                        |
| Interest – B of A Savings           | \$ 123.32                                          |
| Interest – B of A CDs               | \$ 564.00                                          |
| Income - State Convention           | \$ 475.00                                          |
| Income – Mini-Convention            | \$ 5,200.00                                        |
| Matching Funds                      | \$ 3,230.00                                        |
| Other Income                        | \$ 2,300.00                                        |
| <b>TOTAL FUNDS AVAILABLE</b>        | <b>\$ 79,758.16</b>                                |
|                                     |                                                    |
| <b>EXPENDITURES</b>                 |                                                    |
| Ad Hoc Committees                   | \$ 316.27                                          |
| Administration, Gen.                | \$ 3,521.50                                        |
| Alzheimer's/Lupus                   | \$ 77.59                                           |
| Chapter Assistance                  | \$ 3,450.00                                        |
| Convention, Mini                    | \$ 13,276.38                                       |
| Convention, Maryland State          | \$ 2,027.61                                        |
| Convention, NARFE National          | \$ 10,396.10                                       |
| Executive Committee                 | \$ 4,503.54                                        |
| Federation Board Meetings           | \$ 9,460.89                                        |
| Legislation, Federal                | \$ 560.85                                          |
| Legislation, State                  | \$ 5,214.06                                        |
| Membership/Recruitment              | \$ 11,649.27                                       |
| Newsletter                          | \$ 1,868.98                                        |
| Retirement Asst. Ctrs               | \$ 68.85                                           |
| Service Officer                     | \$ 28.35                                           |
| Training                            | \$ 6,698.89                                        |
| Web Site                            | \$ 287.96                                          |
| <b>TOTAL FUNDS DISBURSED</b>        | <b>\$ 73,407.09</b>                                |
| <b>FUNDS SURPLUS/(DEFICIT)</b>      | <b>\$ 6,351.07</b>                                 |
| <b>BEGINNING BALANCE - 1/1/2011</b> | <b>\$ 77,797.86</b>                                |
| <b>ENDING BALANCE (Net Worth)</b>   | <b>\$ 84,148.93</b>                                |

# Around the Federation



Maryland Federation Executive Board Meeting,  
February 2013



Sarah Holstine, NARFE Grass Roots Program  
Manager, from NARFE HQ addressing the Maryland  
Federation Executive Board at their February  
meeting.



L-R: Joe Luskus, President Chapter 969, Ted Jensen, Presi-  
dent, Maryland Federation, Judy Loflin, Bernie Goldsborough,  
Geneva Leon, all from Chapter 969, presenting their Alzhei-  
mer's check at the Maryland Executive Board Meeting.



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**Maryland Federation of Chapters – Chartered April 5, 1956**  
**Maryland Federation Newsletter**

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Dick Strombotne  
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## ***CALENDAR OF EVENTS***

### ***2013***

APRIL 14  
APRIL 29-MAY 1  
JULY 29  
OCTOBER 1  
OCTOBER/NOVEMBER TBD

REGISTRATION DEADLINE FOR MD CONVENTION  
MARYLAND CONVENTION, OCEAN CITY  
FALL NEWSLETTER DEADLINE  
FEDERATION BOARD MEETING, BOWIE  
FEDERATION TRAINING