



The Federation Reporter

Washington State Federation of Chapters

National Active & Retired Federal Employees Association

November-December 2011
January 2012

NARFE Quick References

- Toll-Free Legislative Hotline: 877.217.8234 (24 hours)
- Legislative Action Center: www.narfe.org
- NARFE Toll-Free Number: 800.627.3994
- NARFE Service Officers: 800.456.8410
- NARFE is on Facebook (Go to "NARFE National Headquarters" then "Like.")
- NARFE: www.narfe.org
- WSFC: www.narfewa.net

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From the WSFC President – Sandy Cagle

"They're coming to take **US** away, ha, ha!" Feel we're in the Mad Hatter's world? With our benefits in the hands of the "super committee," there is an important deadline approaching that could impact all Washingtonians, especially the federal workforce and retirees.

Washington Senator Patty Murray is this committee's co-chair. Therefore, through its **PROTECT America's Heartbeat** campaign, NARFE is focusing on Washington State. Coordination is through M+R Strategic Services.

M+R has hired Jackie O'Ryan of Seattle as its state coordinator. Initially she has focused on getting as many NARFE members as she can to sign letters for delivery to Senator Murray during the expected late October recess. Then, Jackie will work with the Federation and chapters to continue gathering letters, and providing local news outlets with letters to the editor and media releases. **Watch for e-mails, GEMS notices and other notifications as the campaign proceeds.**

Please encourage your chapter members, spouses, and **all** federal employees in your chapter's area to be part of this letter campaign. A template is available through your chapter leadership or on

the Federation web site, www.narfewa.net. Then, add personal stories indicating your years of federal service, what you did, along with any comments. **Remember – the personalized letters carry more weight.**

Looking back – I had a busy "NARFE" summer. In June, several Federation meetings. Then in July, Federation presidents and the NARFE Executive Board (NEB) met in Reno. We heard recommendations from NARFE's special Recruiting and Retention Committee on how to decrease membership losses. Also, the Bylaws Revision Committee presented its recommendations for revising the national bylaws. Primary focus – move many provisions from bylaws to standing rules and a new section on NARFE e-chapters. The final version will be presented to the NEB in November. Also, NARFE's Information Technology Advisory Committee presented extensive recommendations on improving the NARFE web site and databases, and for making on-line reports real time and compatible. There are electronic versions of some presentations; contact me if you want them.

In August, Sam and I were in South Sioux City, Neb., for Region V's College of NARFE



Knowledge. This training session was an excellent example of format and topics to consider as we plan our 2013 training initiative. Dan Adcock, NARFE's outgoing legislative director, updated us on the latest legislative issues, which are not encouraging. We received an excellent presentation on contacting congressional members with many outstanding recommendations and helpful hints. Sam videotaped the presentations, which we hope to share at the Federation November EB meeting.

Finally, a reminder – we cannot afford to slow down on contacting our legislators, even after the "super committee's" recommendations.

Sandy

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**Keep letters and
calls flowing!**



VICE PRESIDENT — Richard Wilson

As many of you may remember, earlier this year I began serving on the “retention” side of a NARFE national recruiting and retention committee. We met at NARFE headquarters in February, had several telecons and prepared a report that includes recommendations.

Then in July, we were in Reno for a Federation presidents’ meeting to make a presentation to them, and to NARFE’s resident officers and its 10 regional vice presidents. I believe our recommendations plan was very well received. In fact, for those of you who regularly use the NARFE web site, you

will already have noticed some changes resulting from the recommendations. Many other recommendations were made by both committees. These are

**Pull out the stops!
Recruit and retain members!**

currently being reviewed for cost and implementation.

Recruiting and retaining members continues to be an issue. When I retired from the Postal Service, I remained friends with many people

throughout the country, both working and retired. I created an e-mail list of those friends. Now, whenever I come across some insightful information about congressional proposals, I forward it to them. This has resulted in three new NARFE members in New York, Georgia and here in Washington State. Every one of us needs to be a recruiter, and chapter officers need to pull out all the stops to retain all the members we currently have. This is called “retention!”

Richard

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C: 425.736.6899

NEWS IN BRIEF

**November 2
Call Congress Day!**
Details:
www.narfe.org
**Save the date!
Spread the word!**

**2013 Calendar Photo
Contest**
Entry Deadline:
February 10, 2012.
Details: www.narfe.org,
or call:
703.838.7760, Ext. 268.

**2012
WSFC Convention**
May 14-16
Red Lion Hotel
Vancouver at the Quay,
Wash.

**2012
NARFE National Convention**
August 26-30
Reno, Nev.



SECRETARY — Paul Shell

As we wind down these last couple of months for 2011, many of our NARFE federation chapters will be electing new officers and appointing committee chairs. Please ensure you file your F-7, *Chapter Officer Roster*, reports – preferably on line with a copy to me, and as soon as you can after your elections but no later than December 31. I will continue to issue quarterly updates to

WSFC *Directory of Chapter Officers and Committee Chairs*, and will need updated information for the edition to be issued early in January.

Also, I will need officer and committee chair e-mail addresses. If they are not on your current M-114 membership report, or not correct, please let me know of any changes. Having this information will help keep both me and NARFE head

quarter up to date with chapter points of contact.

Looking ahead, starting in January, I will be sending out via e-mail periodic information about the May state convention. Watch for the updates. Meanwhile, I hope you have a healthy and happy holiday season.

Paul

phshell@aol.com

H: 253.475.0089



Recruitment and Retention Nonagenarians ... You're Never Too Old

Tri-Cities Chapter 1192 recently celebrated its 40th anniversary. Honored guests, left to right: Marie Delsing, the only known surviving chapter charter member; Helen Speers, a chapter member and widow of charter member Lee Speers; and District V VP Steve Anderson. Thinking she was now too old to be a NARFE member, Marie had let her membership lapse. At the celebration, she committed to rejoining!

Photo courtesy of Leon Bennett

TREASURER — Arlene L. Patton

As previously discussed, NARFE is going paperless as much as possible. Chapters can go on line to get reports or continue having them mailed; but, it does cost the chapter. Therefore, I encourage the remaining five Washington chapters that have not switched to do so – and save funds. At least one chapter member could be

designated to go on line and print the required reports.

Earlier this year, the Federation streamlined the process of calculating, billing and receiving chapter per capita tax payments. Many chapters have indicated they much prefer the new process, and the reduced rate charge. All our chapters have paid their 2011 per capita tax.

Using the same procedures, chapters will receive their 2012 per capita tax bills during January, with the first installment due in April.

Arlene
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 C: 509.954.0382

*January – look for
 2012 per capita tax bills .*



TREASURER REPORT SYNOPSIS AS OF SEPTEMBER 30, 2011			
Budget Balances		Bank Balances	
Approved Annual Budget	\$ 35,075.00	US Bank – Checking	\$14,732.78
Year-to-Date Expenditures	\$ 5,738.70	STCU – Savings/MM	\$ 8,560.01
Budget Remaining	\$ 29,336.30	CD (Matures 05/10/13)	\$25,489.50
		Total Bank Balances	\$48,782.29

FINANCE — Michael S. Ferri

The WSFC 2012-2013 budget process continues. Executive Board members provided input at the Board’s August meeting. I’m expecting

more input at the Board’s November meeting.

If you have any specific requests for consideration, please submit them to

WSFC President Sandy Cagle, or to me.

Michael
michael_ferri@msn.com
 H: 360.653.2342

PRE-RETIREMENT SEMINARS

Yes!
 NARFE is still in the Pre-Retirement Counseling business.
Yes!
 I am still the Region IX coordinator. Please continue to forward referrals.
Yes!
 NARFE may be making changes.
Yes!
 Watch for updates.

Michael Ferri



NOMINATING COMMITTEE — Nancy Crosby

WSFC officers will be elected at the May 2012 convention in Vancouver. Terms are for 2 years. Present officers and committee chairs have submitted position descriptions so applicants can be more informed about responsibilities and requirements. Look for these “PDs” on the WSFC website: www.narfewa.net.

The convention information forwarded to all chapters will have: more details; the

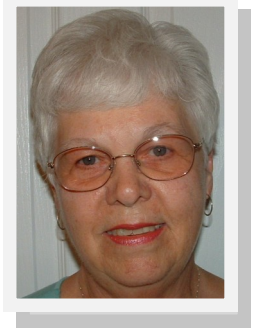
Executive Officer Nominee form; and, applications for committee positions. For executive officer positions, the Nominating Committee will examine the candidates’ eligibility and qualifications to serve, if elected, and report its nominations results to our chapters not later than 60 days before the convention, as required by the WSFC standing rules. Applications for committee positions, which are appointed, will be

given to the newly elected board for its review and decision.

The 2012 Nominating Committee members are: Chair Nancy Crosby; Autie Bergman; Karol Kusunose; David Seesholtz; and Rhonda Sluys. Frances Titus and Ida Sevier are alternates.

Nancy
ncrosby2b@charter.net
 H: 509.735.3288

May 2012 – officer elections.



DISTRICT I VP — Teri Sannar



One of the more unique activities for District I, and possibly the Federation, is Spokane Chapter 32's annual rest stop fundraiser. While not all chapters are in locations to be at an interstate's rest stop that provides coffee, cookies, etc., it can be a fundraiser and an opportunity to

talk about/promote NARFE.

Like other chapters, our district's chapters have been involved in the fall health fairs – including Colville and Walla Walla giving out gift memberships to those signing up at the fairs. And, we also have letters for Senator Patty Murray for the NARFE

PROTECT America's Heartbeat campaign.

Finally, something other chapters should consider – periodically reviewing their bylaws. Chapter 32 just did this and updated theirs.

Teri

katielove@pocketinet.com

H: 541.938.7657

DISTRICT II VP — Quentin Gates



Autumn is the time of year when many NARFE chapters hold their “annual meeting” – the meeting when the most members attend and the most important chapter activities get done. Elections are held, changes to chapter constitutions and bylaws may be ratified, plans for holiday activities are proposed ... in general, **business** gets done.

Then, we tend to slide

back into the same rut for another year. So, consider adding one more activity – **a chapter survey**.

While you have the most members present, offer them an opportunity to suggest better ways to function. Don't have a survey on hand? There are lots of samples available, including free on-line options, that will tell your chapter's leadership team what they need to

know to help your chapter succeed and yes, even to grow!

It's easy to assume we know what members want, but when was the last time you asked them? If you need a sample survey, or have other questions, let me know.

Quentin

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H: 360.527.3142

Consider a chapter survey!

DISTRICT III VP — Bonnie Seesholtz



District III members have made great efforts over the past several months to be in touch and meet with several of our national and state congressional representatives. The focus and efforts have been a lot of work, but also productive, I believe.

Examples of meetings and contacts: in August, a meeting with an aide for 3rd District U.S. Representative Jaime Herrera Beutler, and meetings with aides for our U.S. Senators Maria Cantwell and Patty Murray. I believe we were well received at these meetings.

Then In September at the Wenatchee chapter's picnic – yes, we had representation at this picnic – we heard from and talked to aides for 12th District State Senator Linda Evans-Parlette and Representative Cary Condotta. Next, at the end of September, my husband, Dave, and I were invited and attended one of Representative Herrera Beutler's coffee meetings.

Again, coordinating these meetings is a lot of work, but I believe they were productive. And, thanks to Mike Teefy, our Federation's legislative chairman, we had

a lot of handout material.

Finally, on a special note, Martha Winiecki celebrated her 100th birthday recently! Martha is a member of Vancouver Chapter 131, attends the chapter's monthly meetings, and is a very sharp person! Happy 100th Birthday, Martha, and thank you for your ongoing support.

Bonnie

(Note: Phone only)

H: 360.694.6356

C: 360.609.0130

Congressional contacts ... much work, but productive.

DISTRICT IV VP — Bill Powers

I have distributed the F-100, *Be Prepared for Life's Events*, supplemental DVD we prepared to those who have requested a copy. [Editor's note: For background details, see the August/September/October 2011 Federation Reporter.] If you are completing an F-100 and would like an item-by-item commentary, the DVD may help you. Send me an e-mail or call for a copy. Cost is \$3.00, including

the handling and mailing.

As with other chapters, we in District IV are supporting Jackie O'Ryan from M+R Strategic Services and NARFE's **PROTECT America's Heartbeat** campaign. Ongoing — we are trying to arrange meetings with our elected leaders.

For example, we have been working for several months to arrange a meeting to discuss NARFE and our

issues with U.S. Congressman Norm Dicks, representing Washington's 6th district. While I believe such a meeting would be advantageous, the arranging has been challenging considering the congressman's schedule. Sound familiar? I'm sure it is. So, stay tuned.

Bill

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DISTRICT V VP — Steve Anderson

As we all struggle with enticing new members and invigorating NARFE's **PROTECT America's Heartbeat** campaign, I will discuss the Wenatchee chapter's approach to health fairs. No intent to claim this approach is best, but it has worked well for the chapter and is what I know. However, I'd like to hear innovative ideas from others, too!

First, the usual set up: chapter banner; NARFE tablecloth; **PROTECT America's Heartbeat** and NARFE posters; recruitment packets; and promotional brochures.

Then, **WE BRIBE THEM** for contact information! If prospective, or current, members fill out a NARFE contact card, they are entered in our drawing to win a gift basket. We've had winners from both categories. Then, while we have their attention, we talk to prospective members about the benefits of NARFE.

This year's basket had two donated bottles of wine, plus chocolates and nuts, which the chapter purchased along with the basket. Cost to the chapter: \$27.

With their contact infor-

mation, after the health fairs, we follow up and encourage prospective members to join. And new this year, we are using our "active employee chairman" and the fairs to get current members to sign the **PROTECT America's Heartbeat** letter to Senator Murray.

Finally, we'll be compiling and evaluating the results of these efforts after the health fairs. More on this to follow, or feel free to contact me.

Steve

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REGION IX VP — Lanny Ross

[Editor's note: Lanny continues his busy "on-the-road-again" schedule for Region IX and our Washington Federation. Recently, he sent the following e-mail regarding Dan Adcock, NARFE's outgoing legislative director. Dan will be the new director of government relations and policy, National Committee

to Preserve Social Security and Medicare.]

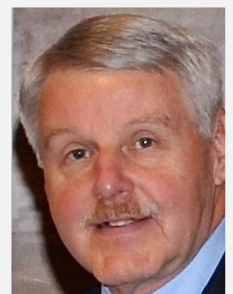
This news [Dan's resignation] comes as a real shock. Dan's leaving is a real loss, especially at this time. He has been with NARFE for 18 years and leaves with a great deal of knowledge about the history of NARFE's legislative

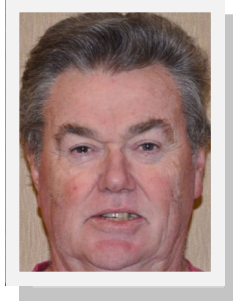
efforts. [However], his new position may provide NARFE some much needed support.

Lanny

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C: 360.731.6145

Dan Adcock departs NARFE.





OPM NEWS FOR NARFE MEMBERS

2012 COLA CSRS and FERS annuities

CSRS = 3.6%
FERS = 2.6%

Annuity COLA adjustments are discussed in Chapter 2, CSRS and FERS Handbook.

Go to:

www.opm.gov/retire/pubs/handbook/CO02.pdf

Keep PINs Current

Retiree Personal Identification Numbers

must be used at least once every 15 months to stay current.

Go to www.opm.gov, to use the PIN.

For expired PINs, call: 888.767.6738.



NATIONAL LEGISLATIVE CHAIRMAN — Mike Teefy

I wish to thank all the chapters and those members who participated in contacting their U.S. representative and senators offices during the August recess and/or since then. It remains critical to continue to make our voices heard, and bring attention to the important and critical work federal employees perform each day to protect and provide essential services to the American public. The only way we will preserve and protect our jobs, retirement and benefits is to be **vigilant and vocal**.

NARFE's **PROTECT America's Heartbeat** campaign in Washington State currently is focusing on having members send letters to Senator Patty Murray in her

role as co-chair of the "super committee." Besides the template letter that has been developed, members are encouraged to personalize the letters with information about their federal employee experience, and by adding their contact information – something good for any letter to elected officials.

Having letters available for members to complete at chapter meetings does help. We've seen an example with Jackie O'Ryan's recent efforts for M+R Strategic Services and NARFE'S **PROTECT America's Heartbeat** campaign. So, consider using this approach as issues arise.

Writing letters, attending meetings, making our voices heard are all important,

especially when issues arise. Therefore, I ask that each chapter legislative chair have systems in place to be able to quickly respond to and address issues when they occur. An example of an issue that needed and got responses from a number of members – the *USA Today* article in late September on federal employee pay and benefits.

Everyone must join the fight. We can no longer just visit our legislators annually to say hi; we must be presenting our issues, defending them and demanding that our rights and benefits be protected.

Mike

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H: 360.892.9410

NARFE LEGISLATIVE HOTLINE

Updated weekly with legislative messages.

To access: call 703.838.7780 or toll free, 877.217.8234; for NARFE-Net Coordinators, go to www.narfe.org; also, sent to over 67,000 GEMS e-mail addresses.

ADDITIONAL IMPORTANT UPDATES

[Editor's note: Following is good-to-know information received as this Federation Reporter was going to press.]

From Sarah Holstine, NARFE legislative specialist: As you may be aware, NARFE is making some adjustments to its **PROTECT America's Heartbeat** (PAH) campaign. First, we are shifting the focus of heightened organizing and advocacy efforts from the originally selected target states to states represented by members of the "super committee" (in Region

IX, that includes Washington with co-chair Senator Patty Murray and Montana Senator Max Baucus).

Second, we are expanding our efforts to develop a longer-term sustained nationwide grassroots advocacy program coordinated by the legislative staff at the NARFE office. We are doing region by region conference calls regarding this second part. [A Region IX call was scheduled for October 25.]

WSFC President Sandy Cagle said, "We are encouraging people in our state to

join in on the calls ... these will be occurring every two weeks, probably through the fall." Watch for updates for dates and times of future calls, and calling in or online access instructions.

Also, from President Sandy, NARFE and its PAH team have revised the letter to Senator Murray. There is a footnote saying to write on the back if you do not have sufficient room for your personal comments. The new version is posted on the WSFC web site: www.narfewa.net.

STATE LEGISLATIVE CHAIRMAN — John Thurber

While the following scenario regarding Regence Blue Shield applies to Washington State employees/retirees, and I do not believe it impacts federal personnel, one has to be vigilant. The issue was a primary topic at the Washington State Senior Citizens Lobby's (WSSCL) September 20 meeting. Our NARFE federation is a WSSCL member; I attend the meetings as your state legislative chairman.

Regence Blue Shield, the state's largest health insurer, has been ordered to correct what the Washington State

Insurance Commissioner says is an ongoing pattern of errors and problems. This has affected thousands of consumers and caused difficulties for Regence's subsidiaries.

Among the findings: medical claims of 90,000 retirees have gone unpaid for months, totaling as many as 300,000 claims; computer problems that resulted in the company withdrawing money, at times, totaling thousands of dollars, from more than 200 bank accounts of people not insured by Regence; also, accidentally disclosing to

strangers names and ID numbers of some Regence members. The list continues.

Again, this issue applies to Washington State employees/retirees with Regence Blue Shield, and not federal employees/retirees. But, it is an example of the importance of remaining vigilant – whether with our insurance coverage or other important paperwork.

John

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Vigilance ... always important!



NARFE-PAC

“Congressional Terms” and the “PAC Cycle”

NARFE-PAC operates on a two-year, eight-quarter cycle, following the congressional two-year terms.

January 2011 began the two-year 112th Congress; it ends December 31, 2012.

NARFE-PAC contributions are summarized quarterly. The period ending September 30 concluded the third of the eight quarterly cycles.

What is NARFE-PAC?

... a separate, segregated NARFE fund

comprised only of voluntary contributions from NARFE members specifically for political purposes.

There can be no commingling of monies for NARFE-PAC and other NARFE monies. NARFE's four national officers are its Political Action Committee, responsible for the final decision on which House and Senate candidates NARFE-PAC contributions.

NARFE-PAC CHAIRMAN — Don Binder

“The third of eight laps around the congressional term.”

Yes, it is true. The “super committee’s” agenda has the potential to significantly impact federal employees, annuitants and survivors. Thus, continuing to support NARFE's **PROTECT America's Heartbeat** campaign's request for action remains important.

Equally important though, are member contributions to NARFE-PAC, which help NARFE have a voice with our elected federal officials.

To date in the 112th Congress, the only member of Congress from our state requesting a contribution is Rep. Norm Dicks. However, once the new congressional

district alignment is finalized and we have our primary elections, I expect to receive additional requests.

As I reported in the last *Federation Reporter*, the WSFC had 252 members contribute \$8,720 to NARFE-PAC. At the end of the 3rd quarter of this eight-quarter cycle, the numbers increased to \$9,630 and 285 members; but, our average contribution statewide decreased from \$37.13 for 1st quarter to \$34.60 for the 2nd quarter to \$33.79 for the 3rd quarter.

While those are still impressive numbers, we had 1,168 contributors and more than \$45,000 in contributions during the eight quarterly cycles for the 111th Congress, January 1, 2009 to December

31, 2010. So, we have a great deal of work to do if we expect to impact the 2012 national elections.

Specific chapter information for the quarter ending September 30 is on the Federation's web site: www.narfewa.net. Also, if you are a chapter NARFE-PAC coordinator and need PAC pins for those who contribute \$20 or more, or if you need forms to record donations or want to discuss NARFE-PAC, feel free to call or send me an e-mail.

Don

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C: 509.378.1013

PAC ... a voice for NARFE!



ALZHEIMER'S CHAIRMAN — Ray Patterson



A big thank you to all participating chapters for the contributions and continued support.

Something new – the National Alzheimer's Association now has a NARFE information page on its web site. Please visit the site for updated information

on Alzheimer's research: http://www.alz.org/join_the_cause_narfe.asp.

In addition, chapters can obtain information on the NARFE program at the following web site: <http://www.narfewa.net/alzheimers.html>. Finally, a couple of reminders: we have

the latest *Chapter Alzheimer's Coordinator's Manual* available on the web site; and, **please continue to make checks payable to "NARFE Alzheimer's Research," as instructed in the manual.**

Ray
rallen927@frontier.com
H: 360.653.5357



Wenatchee Chapter 239, had this month-long Alzheimer's display, August 22 through September 16, at the Wenatchee Public Library's entrance. It was a tribute to the Alzheimer's Association and NARFE's 25-year collaboration with that organization.

Photo courtesy
of Marilyn Sexton

MEMBERSHIP CHAIRMAN — Frances Titus



Questions – Did you know each WSFC chapter is required annually to prepare a Membership Action Plan? Did you know only a few have been doing so?

Why prepare a MAP? Simple answer – to increase recruiting, retention, spousal membership and dues withholding. Some larger chapters have loftier goals than the smaller ones; but all should have a defined goal.

So, to encourage chapters to prepare and submit a MAP, Federation President Sandy Cagle, Treasurer Arlene Patton and I have been working to hopefully make the process clearer and more

user friendly, including creating a re-designed submittal form.

I believe these plans can be great planning tools. Our Federation provides lots of advice, guidance, encouragement, and some monetary support, if a chapter requests it in its MAP.

The monetary support would be based on receipts from budgeted funds spent and the chapter's proof of results in its annual written report about the success of its event or events. For example, did it meet the objective stated in the MAP? No more than 50% of a chapter's cost would be

matched by WSFC funds.

At the November WSFC Executive Board meeting, I'll present the results of my work with Sandy and Arlene. Watch for more guidance after that meeting.

This is a team effort – the Federation is willing to provide the help, but chapters must put in the effort, do the work and provide the results back to the Federation. I believe if chapters do pre-planning, then success will be theirs.

Frances
titus2u@hotmail.com
H: 509.667.704

MAPs – a team effort!

PUBLIC RELATIONS CHAIRMAN/WEBMASTER — Sam Cagle

First, some reminders and requests for health fairs, or other outreach activities. I **still have ball point pens**; contact me if you need some. **Use the new NARFE tablecloths** whenever possible. **Collect names** of federal employees who show an interest in NARFE for future reference.

Ensure your recruiters, and chapter membership chairs, **are engaged** in the health fairs, and in the **follow up** with prospective members whose names are collected.

Take photos of chapter members interacting with federal employees. Submit them to me for possible use at NARFE and for other promotional efforts.

Then, I would appreciate **your feedback** on the health fairs, e.g., do you think your outreach activities were successful, were there lessons learned? Also, I recommend continue working with agency contacts to develop other opportunities to interact with their employees.

OPM health plan rates are currently linked on www.narfe.org. These are excellent to have at the health fairs since NARFE probably will be the only group to provide comparative rates. Here are some other sites: HMO Rates for Washington (Aetna Health Fund, Group Health Cooperative, KPS and Kaiser Foundation), <http://www.opm.gov/insure/health/rates/nonpostalhmo2012.pdf>. Fee-for-service plans (Blue Cross/Blue Shield, GEHA, etc.), <http://www.opm.gov/insure/health/rates/nonpostalffs2012.pdf>.

PROTECT America's Heartbeat – look for updates on our WSFC web site, www.narfewa.net. We have added sample letters to go to Senator Murray, and related items for use at health fairs. The importance of continuing to contact our legislators is highlighted throughout the newsletter. If you have questions on how best to do this, please contact me.

Remember, the campaign's "toolkit" is on our Federation web site. It has great "what" and "how-to" information. Also, continue to monitor NARFE's web site. Frequent updates are posted, especially if significant statements are made or positions established.

Downloadable posters – there are now two for **PROTECT America's Heartbeat** on NARFE's web site. Both can be used at health fairs, for other displays, or possibly posted at your various local federal agencies.

Finally, public relations guidance – on the Federation web site under "Public Relations;" and, the NARFE handbook, FH-9, *NARFE Public Relations Handbook*, can be downloaded from NARFE's "Downloadable Forms" section on its web site or ordered from NARFE.

As always, if you have questions, please call or e-mail me.

Sam

caglels@comcast.net

H: 360.456.8509



WEBMASTER NEWS

www.narfewa.net

Keep an eye on
"What's New."

Information is being added regularly.

Recent examples include:

A request from
WSFC President Sandy Cagle
for those interested in serving on
Federation Standing, Advisory Board
and Special Committees,
including for the State Convention;
an updated

**PROTECT America's
Heartbeat**

toolkit; and

the latest *Federation Reporter*.

SERVICE OFFICER — Charlie Caughlan

Service Officers – did you know there are a lot of resources to help you be a better NARFE service officer? Previously, I've written about resources on our NARFE website, www.narfe.org, and the OPM site, www.opm.gov.

However, here's another free resource with federal handbooks:

www.federalhandbooks.com. How great is that! Once at the site, you will be asked to register. Don't worry about

registering; I've been using the site and downloading information for years with no problems.

After registering, you get the opportunity to either download a PDF file or purchase a handbook for about \$10. But why do this when you can download and save the handbook on your computer, or a disk or thumb drive for FREE?

Handbooks that service officers may find helpful are:

The Federal Personnel Handbook; Federal Benefits Handbook; Children's Scholarship Handbook; Federal Health Benefits Handbook; Long-term Care Handbook; Federal Travel Handbook; and the Federal Retirement Handbook.

I hope this helps you be a better service officer. Good surfing.

Charlie

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This newsletter is mailed or e-mailed to all elected officers and committee chairs listed in the Federation directory, and to a courtesy listing. Notify the editor if you prefer **NOT** to receive this newsletter.



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www.narfe.org

Announcing NARFE Web Site Changes!

Newly streamlined by consolidating pages and condensing information to help ensure members can easily access the member-restricted home pages to get member-restricted information such as action alerts, legislative updates and benefits changes.

- Members Home Page: Click on the Members log-in button just under the banner on the Main Home Page.
- NARFE Officers Home Page: Log in as a member; go to Members Home Page; click on the NARFE Officers Home Page tab under the banner; click Departments.
- For links for online reports, forms — including the F-18, interactive, downloadable and other forms — publications, and other officer resources: Go to the left panel , Officers Home Page.
- For links for member renewal, to update your record, join GEMS, forms and other material: Go to What you Can Do Online in the left panel, Members Home Page.

EDITOR, *FEDERATION REPORTER*— Mary Binder

Write letters, make calls, attend health fairs, recruit, retain ... is your heading spinning? Well, I know mine is! What to do, how to do it, when and where ... the list and challenges go on and on.

Stop! Breathe! Breathe! Let's regroup for a minute or two! I've been doing some thinking — OK, that might be dangerous — but I'm trying to put all this "stuff" into perspective and wrap it up into something I can better grasp.

So first, let's focus on recruiting and retaining members — here is what I've decided. It is a **reaching out, reaching in and reaching around process**. What do I mean?

First, there is the initial contact — the call, the hand shake, the letter, whatever. That is the "reaching out." Then, the "reaching in" — the actual conversations to learn about the prospective member, to share information

about NARFE, including discussing the benefits of joining NARFE. Another way to view this, the what's-in-it-for-me step for the prospective member.

Finally, the "reaching around" — the figurative arm

*Membership –
reaching in, out and
around, an
adoption process.*

around the person to help ensure they feel part of the NARFE family so we can retain them as members.

This is like an adoption process! Prospective parents adopting children. Individuals adopting pets — no, I'm not equating NARFE members to pets, just equating the process! Or, you could think of it as making a new friend or acquaintance. Basically, the same process.

Whew! I've simplified the

process into something I can understand and grasp. Got it. Now, I can work to better attack recruiting and retention challenges. Don't know about you, but I've got to do this type mental processing before effectively being able to move forward.

So, with that said, I'm moving forward. Hope you are, too, and hope the above is helpful.

Switching gears, thanks to all Federation editors who have been sharing their newsletters with me. As always, thanks for all you do to keep your members informed.

Finally, NARFE's **PROTECT America's Heartbeat** campaign. We know what needs to be done. This is our "world series." It is time to step to the plate.

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