



The Retiree

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Administrator

Tel: (202) 303-7184
Betty.Wagner@redcross.org

In lieu of a President's letter here's an update and a look toward 2013...

Although the scheduled November ARCRA Board Meeting had to be rescheduled to the spring because of Hurricane Sandy, a November 1st conference call reviewed accomplishments and focused direction for the future. Three of the participants—Jo Anne Jones, Don Stephens, Helen Dubois and Bob Howard—were participating while working with FEMA on the disaster operation.

Two ARC senior managers joined the conference call. Melissa Hurst, SVP, Human Resources, noted that Red Cross leadership finds it easy to want to support the Retiree Association because of the great work we are doing. One example of additional Red Cross support will be providing new retirees an option of choosing a gift of ARCRA Life Membership upon their retirement. Anna Shearer, VP, HR Enterprise Services, briefly discussed several current benefits and retirement issues, providing updates and answering questions.

Past concerns with Aon Hewitt Navigators assistance with health benefits for retirees have been addressed and their service has improved, as measured by appointments and enrollments.

The Red Cross Retirement System annual funding notice was mailed and stressed that recent major changes will not affect current retirees. The funding notice disclosure statement wording was as required by law and the Red Cross could not change it. The U.S. economy and lower interest rates have caused many pension plans to become significantly underfunded, driving new laws and regulations, allowing contributions to be spread out over longer time. The American Red Cross

funding ratio has improved from 73% of pension liabilities to 90%.

CrossNet to Become the Exchange

Because of increased audit and security sensitivity, the current Red Cross internal Web site will become available only to Red Cross paid and volunteer staff members. Any retirees (such as ARCRA leaders) who need access to the new site—called Exchange—will need to be registered as chapter or national volunteers. The current ARC public Web site will be expanded and may provide information previously found on CrossNet.

Communications—Newsletters, Web Site

The Retiree newsletter continues to be published three times a year,

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supplemented by ARCRA input in HR communications to retirees. To save mailing costs, The Retiree is sent only to ARCRA members. Any retirees concerned about missing newsletter issues are encouraged to contact the ARCRA national office.

The Retiree Association Web site, www.arcretireeassoc.org, is being redesigned with a new content management system. Bob Howard is chairing the effort, which will include many enhancements.

Sincere thanks go to Tim Sartorius, who with his son began the ARCRA Web site, which has tens of thousands of visits already this year.

Survey Results and Follow-up

Efforts continue regarding feedback from this year's two surveys (health benefits and general retirement concerns). One retired senior manager's comment reflected some of the responses when he said he is glad for all the Association does and hopes it will continue to be a resource, especially for those who need a voice to current leadership.

Retiree Connection Program

The Retiree Associations telephone program—1-888-738-2724—"retiree helping retiree"—is continuing, chaired by Helen Dubois and staffed by volunteer retiree Links. Most of the recent calls have been related to health care and other benefits. Some involve very elderly people and require considerable follow-up.

New ARCRA Leadership

ARCRA leaders look forward to continued and new efforts in 2013. Note the ballot in this newsletter for officers to be elected by ARCRA membership. Other new leaders have been appointed or elected by local ARCRA groups and will be introduced in the calendar year.

Volunteers are still needed to help with Retiree Association projects. Many volunteers can telework; others can help in offices. For more information, please contact your local ARCRA group or the national ARCRA office at (202) 303-7184 or betty.wagner@redcross.org or check the Web site at www.arcretireeassoc.org.

ARCRA Membership Renewals/ Contributions

Most of the operating costs of the Retiree Association are funded by membership dues. The Association operates on a calendar-year basis. Please use the application in this newsletter (page 7) to renew your membership if necessary—or consider adding a voluntary contribution. Encourage your former colleagues to join or renew.

Your Retiree Association represents and serves all Red Cross retirees. We will continue to send newsletters and other correspondence to any interested retiree with need who asks for a complimentary membership.

American Red Cross Benefits Service Center

The American Red Cross provides one toll-free number and Web site for Red Cross Retirement and Life and Health Benefits information

1-877-860-7526

**Pension Information:
Life and Health Benefits
Information:**

<http://resources.hewit.com/redcross>

American Red Cross Retiree Association

Headquarters Office

202-303-7184

betty.wagner@redcross.org

ARCRA Web Site

www.arcretireeassoc.org

Retiree Connection

◆
A toll-free program of your American Red Cross Retiree Association

◆
1-888-738-2724

◆
Help in taking advantage of services, products and other benefits.

◆
Assistance in renewing relationships or contacts with former Red Cross colleagues.

◆
Advocacy in navigating the system and resolving retirement-related problems.

Life After the Red Cross

Many Red Cross retirees enjoy remaining in the workforce long after their retirement dates. While some find full-time employment, others do freelance, consulting or intermittent work. There are numerous opportunities out there for people with extensive Red Cross experience. We thought it might be beneficial for our readers if we explored some of those opportunities in future issues. We wanted to begin with Federal Emergency Management Administration (FEMA) Reservists. A Reservist is an employee who works on an on-call, intermittent basis in times of emergency or disaster. FEMA recently established a Private Sector Division within the Office of External Affairs which is an especially good fit for retired Red Cross CEOs or Executive Directors or for Fundraisers. The goals of this division include improving information sharing and coordination between FEMA and the private sector during disaster planning, response and recovery efforts. American Red Cross Retiree Association Life Member Lucianne Phillips is the Private Sector Liaison for FEMA Region X. We asked Lucianne if she thought Red Cross retirees would be a good fit for the Private Sector DAE positions. Her response was: “There are so many parallels between the Red Cross and FEMA when it comes to disaster relief and recovery—it is a natural fit!” She also provided us with much of the information for this article.

Before a disaster, FEMA full-time staff work with private companies to encourage them to prepare for disasters through continuity of operations plans, shelter-in-place plans and employee family preparedness plans. Companies are also asked to consider how they will bring assistance to their communities. Some companies provide free products or services to disaster survivors while others form work teams to render assistance. During a recent flood in Iowa, a company work team filled sandbags and saved the town’s water treatment plant.

After a disaster, Private Sector Reservists gather information on the impact of the disaster on local businesses and on what it would take to get them open again. This information is then presented to the decision makers to see what resources could be brought to bear. For example, it might make more sense to clear debris from an access road so the store could reopen than to bring supplies from outside the region.

Private Sector Reservists have performed a wide variety of tasks while on disaster assignments. For example, after the tornadoes in Alabama last year, FEMA Private Sector staff worked with chambers of commerce to gather information on the needs of the businesses, as well as to

Keeping in Touch

The American Red Cross Retiree Association plans to publish another directory of members and list of money-saving benefits in 2013. Please make sure your contact information is current in our database, which is separate from that of the Red Cross itself.

If you are a retiree who opted in to the list of retirees maintained by Red Cross Human Resources (or to opt in at this time), you may get information either on-line on Your Benefits Resources at <http://resources.hewitt.com/redcross/> or by phoning the Benefits Service Center at 1-877-860-7526. Say “representative” to the automated system to connect direct to a representative, or use your User ID and password to secure the call right away. You may request a paper copy of the directory or ask for specific information available.

For additional help in keeping in touch with former colleagues, you may contact the national ARCRA office or the Retiree Connection Program: 1-888-738-2724. We maintain careful confidentiality but may be able to ask someone to contact you if desired.

ask businesses to disseminate important information to disaster survivors, such as where to apply for assistance, etc. Reservists also worked with the billboard companies to display public messages, as well as with sports stars to make personal appearances or public service announcements to offer encouragement to survivors. Private Sector Reservists helped to organize a meeting with insurance brokers and FEMA to share important information to improve the delivery of assistance to the survivors.

The Private Sector Division is relatively new within FEMA and there are varieties of skillsets necessary, but most of all, Private Sector Reservists need to get out and speak with company or professional association representatives. Reservists need to be creative in discovering areas of need within the private sector companies and finding solutions. These are all of the skills you might have used as a chapter CEO or fund raiser. As with Red Cross disaster reserve work, this is not a full-time job and you would be called-up on short notice.

Lucianne Phillips suggested that Red Cross retirees should “come on in, the water is fine!” We know that a number of our retirees already enjoy working as FEMA Reservists. For those readers who are interested in Private Sector or other Reservist opportunities, we suggest monitoring the fema.gov Web site. There will be a new round of hiring which will offer opportunities to Red Cross retirees.

Welcoming New Retirees Glenda Overbeck and Michael Carroll to the Retiree Association

by Joan Parente



Executive Director for the Metro Columbus American Cancer Society. In 2002, she began devoting full time to volunteering and subsequently became active in electoral politics. She currently serves as an elected member of the Franklin County Central Committee for the Democratic Party.

Their son Brennan is currently in his junior year at Baldwin Wallace University where he is majoring in Broadcasting and Mass Communication and writing and recording his own rock music.

Michael and Glenda are currently looking for a home in Asheville, NC, where they plan to pursue their love for hiking along the Blue Ridge and into the Smokies and reconnect with the many Red Crossers living in the area.

Glenda joined the American Red Cross Retirees Association a year before Michael retired in hopes that she could reconnect with former Red Cross colleagues. “During my Red Cross career, I was fortunate to have some wonderful colleagues and mentors who assisted me to move forward in the Red Cross. Many of them were women who supported other women, new to the organization, to move forward and helped with career development. I’d like to re-connect with them,” said Glenda.

Michael also would like to reconnect with Red Cross colleagues with whom he has lost contact. He shared a similar sentiment: “The American Red Cross afforded me many opportunities to develop and grow professionally. I had some wonderful colleagues and friends who helped me during my career and I’d like to be in touch with them.”

Both Glenda and Michael also believe in the need for a strong advocacy group for our retiree family. “There is a strong American Red Cross Retirees Association board and I am feeling good about their ability to advocate for retiree benefits,” continued Michael. Glenda agreed wholeheartedly.

While not ready to assume a leadership role in the association, both Glenda and Michael are looking forward to hearing more about the work

Michael Carroll joined his wife Glenda Overbeck in retirement on July 6, after a career that spanned nearly 34 years, including the last 17 as CEO of the American Red Cross of Greater Columbus and the Central-SE Ohio Region.

Michael began his Red Cross career in 1979 supporting military families and local disaster victims in Annapolis, MD, which was part of the Baltimore Regional Chapter. He accepted deployment to numerous major disaster relief operations and, in 1983, became Chief of Damage Assessment at Eastern Operations HQ. In 1985, he was promoted to Assistant Director for Operations and became a Level V Job Director. In 1987, Michael became Executive Director of the Greater Miami (FL) chapter and supported the Red Cross response to Hurricane Andrew, one of the worst disasters in U.S. history, in 1992. He has served in leadership roles on more than 20 major disaster operations in 12 states serving as Job Director for Hurricane Hugo (Carolinas) and Hurricane Katrina (Texas) when he led Red Cross relief efforts to shelter and support many thousands of Louisiana evacuees in Houston and other communities in a four-state operation.

Glenda served 19 years with the American Red Cross, beginning as a Program Professional at the Greater Houston Area Chapter in 1971 and was promoted to Assistant Executive Director in 1976. In 1984, she joined Eastern Operations Headquarters as Managing Director for Florida, Georgia, Alabama and Mississippi. Following their marriage in 1990, she joined Michael in Miami and quickly became VP for the YMCA of Greater Miami and, in 1991, they welcomed their son Brennan into the world. Following their move to Columbus in 1995, Glenda became the

continued on the next page

Local ARCRA Group Activities

Throughout the country, a number of local Retiree Association groups meet several times a year, letting retirees keep up with former colleagues, current retiree issues and relevant Red Cross and community activities. To get in touch with a local group near you or to suggest local areas of interest, contact the national ARCRA office, (202) 303-7184, or see www.arcretireeassoc.org.

Here are some examples:

New England Group met at a local restaurant on September 11 and observed a moment of silence as they recalled their 2001 September 11 meeting. They heard Philip Chapman talk about his June trip to Belize with 10 teenagers from his church, hearing of their exciting daily adventures, such as exploring, cave tubing, snorkeling....

Connecticut Group also met at a restaurant and suggested that attendees expect a surprise or two!

Greater Washington/Baltimore Group held their November meeting at Normandie Farms, an historic Maryland location. Being so close to national headquarters lets this group hear direct from representatives of the Retirement System national office and from an Aon Hewitt representative.

Gulf Coast Group attendees, during the time of welcome and introductions, recounted great memories from their shared Red Cross experiences. Leisle Mims, Gulf Coast Chapter executive director, talked about Red Cross structural changes in the state. She acknowledged the tremendous advantages available during disaster situations due to the gift of the Red Cross building by the government of Kuwait.

Carroll, continued from the previous page

of the board and what is offered to association members and to being members of the association as they begin their retirement. They are excited to learn about what their former colleagues are doing now, and where they are doing it.

Members of the North Carolina Retirees Association will warmly welcome Glenda and Michael when they are settled in Asheville as we all welcome them to the American Red Cross Retirees Association.

New Retiree Armond Mascelli

Every Red Cross paid and volunteer staff member who has worked on a disaster operation in the last 40 years knows the name Armond Mascelli. Most of them also know the face.

Armond was a young man just out of college when he worked on his first disaster relief operation. He met his wife, Kathy, when she was a volunteer during the 1977 Johnstown floods in Pennsylvania.



Retiring as Vice President for Disaster Services, Operations, Armond was responsible for initiating and coordinating the American Red Cross response to major domestic disasters, and for managing the organization's Disaster Logistics, Field Technology and Human Resources Systems. He oversaw the national headquarters 24-hour Disaster Operations Center that coordinates with Federal government, private sector and non-government disaster response partners.

Armond represented the American Red Cross in the development of the Federal Response Plan and the Department of Homeland Security's National Response Plan. He also served on the Congressionally Commissioned Task Force on Aviation Disasters and on the Department of Transportation's Rail Passenger Disaster Task Force.

Armond says that no matter what disaster the Red Cross is responding to, he has noticed two common themes. One is that people are compassionate. The second, he says, is that Americans, in particular, really have a desire to help those in need.

Looking back, Armond says, "I just feel fortunate that I was able to do something that I thought was meaningful, that had a lot of purpose. Something that was personally satisfying, professionally satisfying."

We are so pleased that Armond decided, as he was getting ready to retire, to join many of his colleagues as a member of the American Red Cross Retiree Association.

Red Cross Efforts in Superstorm Sandy Recovery

—December 7, 2012, Update

Thanks to the public's generous support, the Red Cross has been able to provide food, shelter, relief supplies and comfort to thousands of people impacted by Sandy. The work includes:

- Serving more than 8.4 million meals and snacks.
- Handing out more than 6.3 million relief items, including cold weather items and clean-up supplies.
- Providing more than 95,000 health services and emotional support contacts for people who have been living in very tough conditions.
- Mobilizing more than 15,500 trained workers to help people affected by Sandy. About 90 percent of them are volunteers from all over the country.

Overall, a range of groups have provided more than 156,000 shelter stays for Sandy, and the Red Cross has provided more than 80,000 of those stays.

More than 2,100 Red Cross workers are now supporting shelters, providing food and water at fixed sites, and driving through neighborhoods to distribute meals and supplies. The Red Cross is still in the emergency relief phase of our response in some areas, and continues to provide food, shelter, supplies and other help to survivors.



You can help people affected by disasters—big or small.

Learn more at redcross.org



In Memoriam

Sharon Ritter Smith—*November 8*—former Executive Director of the Oregon Chapter of the American Red Cross, she went on to serve as Senior VP of the American Red Cross in Washington, DC. Upon her 1996 retirement, employees stated, “Hers was a vision that cared more about customers than convenience, more about promises than convenience, more about promises than politics, and more about fairness than favoritism.” Sharon’s life was guided by love and devotion to family, deep friendships and service to her community. Bringing the community together to complete the Red Cross building in North Portland during one of the state’s worst recessions was among Sharon’s proudest accomplishments. Sharon’s life was guided by love and devotion to family, deep friendships and

Note: Most of the “In Memoriam” information comes from local ARCRA groups, so please keep us informed on a timely basis so no one is overlooked.

ARCRA Life Members

Life Members help support the Retiree Association in a major way.

The following retirees have chosen to join this group since the mid-year publication of the previous list.

Lois G. Barker	Phoenix, AZ
Deborah D. Barnes	Houston, TX
Barbara Brandt	Tallahassee, FL
Rosemary E. Dow	Swansboro, NC
Edward W. Guyette	Milwaukee, WI
Cecelia W. Lacey	Ft. Walton Beach, FL
Bonnie H. Singleton	Glendora, CA
Victoria Lee Smith	Baltimore, MD
Edward W. Guyette	Milwaukee, WI

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ARCRA has made arrangement for our members, supporters, and friends to join for only \$39.00 (regular price \$59.00) and save \$20.00.

Simply visit the Web site (www.golfcard.com) and enter Promotional Code: **ARCRA**.

See the Web site or phone 1-800-321-8269.

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Remember, every membership is supporting ARCRA.

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