

# THE VOLUNTEER

A NEWSLETTER FOR RCRV MEMBERS

June 2015  
Volume 15, Issue 2

## Rockwell Collins Retiree Volunteers

If you can dream it,  
we can do it.

## Mission

Rockwell Collins retirees connecting to identify and support volunteer needs in our community and beyond, while enriching the lives of the volunteers.

## Officers

Terry Lamb - President  
Phil White - Vice  
President  
Chuck Wehage - Secretary /  
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John McDonough -  
Community Projects Team  
Kayla Paulson - Membership  
Keith Sutherland - Communications  
Jim Klein - Data Base

## Contact RCRV

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John McDonough (left) receives HAVE award for the St. Luke's SHIIP team. Also pictured: three other award recipients from other states, and (right) Jim Skogsbergh, President of the American Hospital Association, who, coincidentally, was born at St. Luke's Hospital.

## RCRV Members Win Prestigious National Award

By Keith Sutherland  
with material from St. Luke's *Images*

John McDonough, 80, has worked for St. Luke's Hospital's Senior Health Insurance Information Program (SHIIP) for about 20 years. Lots of people spend decades at organizations. What makes McDonough's situation significantly different is that he is a volunteer.

McDonough has spent the last two decades helping thousands of area seniors sort through information on Medicare and related health insurance issues so they can make informed decisions and access resources to address their needs.

McDonough is one of 29 volunteers at St. Luke's SHIIP office who received the prestigious American Hospital Association's (AHA) Hospital Awards for Volunteer Excellence (HAVE).

St. Luke's SHIIP is one of only four organizations, of 130 nominees, that received the award in Washington, DC on May 4. As one of the group's long time volunteers, McDonough accepted the award, along with Ted Townsend, St. Luke's president and CEO, at the ceremony.

"It's an honor to represent the entire SHIIP team," said McDonough. "I am grateful for the opportunity."

The Senior Health Insurance Information Program was created in 1990 by the Iowa Insurance Division. Since it started, SHIIP has provided free, confidential, and objective counseling to Medicare patients and caregivers about Medicare, Medicare prescription drug plans, Medicare Advantage Plans, Medicare supplement plans, billings and claims issues and long-term care insurance.

When asked what makes the St. Luke's SHIIP program award-worthy, McDonough said that it serves more clients, and saves them more money, than any other SHIIP program in Iowa. And Iowa is one of the five largest SHIIP programs in the nation.

“In 2014 our volunteer team saved 2,345 individuals \$703,853.00 on prescription drugs,” said Angela Berns, St. Luke’s Volunteer Services manager.

What has allowed the St. Luke’s SHIIP program to help so many area seniors? According to McDonough, they do three things unique among SHIIP organizations. The St. Luke’s SHIIP office follows written procedures, which are reviewed and updated every summer by a team of a dozen volunteers. This allows them to divide the work and specialize, so the highly-trained insurance counselors can spend all their time on counselling, and others can answer phones and handle most of the voluminous paperwork.

The St. Luke’s SHIIP program is so well organized that they can be proactive in helping their clients. Year-round, they hold “Welcome to Medicare” seminars for new retirees. Each fall, the SHIIP team really gets busy and triples its activity for two months. It holds meetings for Rockwell Retirees, to brief them and answer questions about changes in the Rockwell insurance program. 2,000 people typically attend these sessions. They also screen the prescription drug lists of all past clients against the new insurance-company drug lists, looking for opportunities for clients to save money, and send their client a letter to let them know what they found. Last year, they identified a simple insurance change that saved one of their clients \$20,000 in drug co-pays.

Another initiative by the SHIIP team that allows it to work efficiently and handle so many clients is that it uses a customized computer client-scheduling system. The system allows anyone on the team to effectively schedule appointments for insurance counselors, and for counselors to change their available time, from anywhere, in the office or

at home. It also automates some of the routine steps in the client-handling process. This scheduling tool was written by team member Bob Ocken, and is now being looked at for possible state-wide use.

Why has St. Luke’s SHIIP office done these things, when other SHIIP offices have not? McDonough credits that mostly to the old Collins culture, engrained in so many team members, of just getting organized and making things better. It has just seemed to the team like the things that should be done. But when your reporter talked to several SHIIP team members, all of them pointed to John’s enthusiasm and leadership as key ingredients in the program’s growth and success.

Although McDonough has been volunteering in the St. Luke’s SHIIP office the longest, 21 of the 29 volunteers are RCRV Members, most of them recruited by McDonough. Thirteen of them have, after extensive training, become SHIIP insurance counselors. The others answer phones and schedule appointments, and manage client records. The RCRV members are Audrey Bradford, Barbara Baird, Bob Clark, Bill Ellis, Wendy Forrester, Don Grimm, Norma Gross, Pat Hall, Ellen Krause, Marj Grimm, John McDonough, Linda Melody, Mary Norton, Bob Ocken, Mike Schmidt, Bunnie Tomes, Jim Vacherlon, Joe Wells, Sharon Wisted, Jim Wolfe, and Claudia Young.

## Receive the Volunteer on-line

If you would prefer to receive this newsletter by email, simply send your name and email address to [contact@rcrv.org](mailto:contact@rcrv.org).

## WRAP Builds Six Ramps in Two Days

By Keith Sutherland

The Wheelchair Ramp Accessibility Program was started in 2004 as an effort to extend the ramp-building done by RCRV for Aging Services clients to the broader community. WRAP became a non-profit corporation in 2009, and has been continuing to grow. For the United Way Day of Caring this year, May 14 and 15, WRAP built six new ramps and removed three old ones no longer needed.

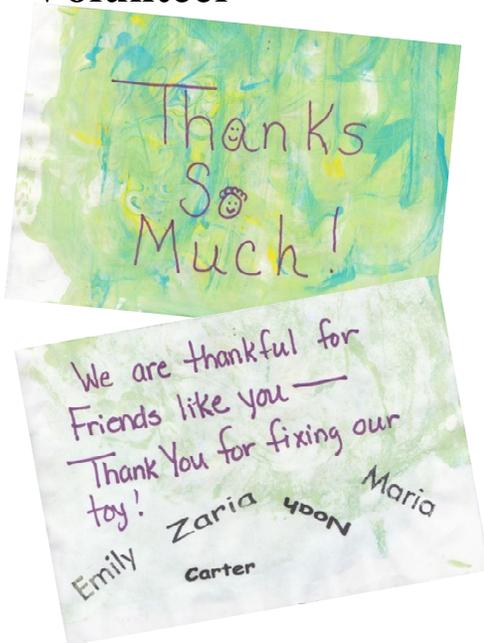
Six members of RCRV – Tom Brennom, Bob Clark, Will Michelson, Jack Murphy, Duane Sands, and Terry Schmidt -- designed the ramps. Twenty-three RCRV members, all experienced ramp builders, led the builds and mentored new volunteers with the construction. Sixty-six volunteers from Rockwell Collins, TransAmerica, and Wells Fargo, some of whom had never built anything before, did much of the work.



More than numerous landings and 208 feet of sloped sidewalk, the six new ramps are the way six people can continue to live in their homes.

Although the number of ramps built by WRAP continues to grow, so does the need. Civic groups are volunteering to help build ramps with WRAP, but there is still a need for people who can design a ramp and lead the construction by inexperienced builders. If you would like to help others in your community in this way, come to the Thursday RCRV meeting, and introduce yourself to the ramp experts who are there.

## One Reason We Volunteer



## Rockwell Collins Trivia

Arthur A Collins derived early fame, and, later, substantial business growth, by developing reliable single-sideband radio transmitters and receivers. When was single-sideband modulation invented, and who invented it?

If you know an interesting and obscure fact for this column, please email it to [RCRVnews@outlook.com](mailto:RCRVnews@outlook.com). And please don't tell anyone else.

## ART-13 Autototune® Demo



## The Rockwell Collins History Museum - Planning For the Future

By Terry Lamb

Yes, there are a number of individuals who are actively working to save the history and artifacts in the Rockwell Collins Museum for the future. The idea is to gather and index history of the various aspects of "The Collins Radio" era that will be of interest to future generations. Copies of all of the *Collins Column* and *Collins Signal* Issues and indexes have been uploaded to the museum website, <http://rockwellcollinsmuseum.org> already. The next publication being worked on is the *Collins Pulse*. Go to the website and take a look. **It will blow your mind!!!**

*The museum is open to the public and to employees each Wednesday at 11:30 AM to 1:00PM or by appointment. It is located in Building 120 on the East side of C Avenue. Meet at the 120 south entrance. There are docents available to escort visitors through the Museum. It is a great experience for those interested in Collins and Aviation / Space.*

There are currently two organizations relating to the history of the Company:

- The Arthur A. Collins Legacy Association. This is a 501(c)3 not-for-profit organization. Being a not-for-profit, it has a bank account and can accept donations and can buy or receive free artifacts. These donated artifacts become the property of the association and are tax deductible.
- The Rockwell Collins Museum Club. This club is sponsored by Rockwell Collins as a means to help sustain the important legacy of the Company. As such, all of the artifacts in the current museum are the property of Rockwell Collins.

The long term hope is that these two organizations can merge sometime in the future and work together toward preserving not only the history of Arthur Collins, Collins Radio Company but also the great accomplishments of Rockwell International and Rockwell Collins.

In the meantime, the club members are trying to collect data and equipment to fill in the Collins Era history before that knowledge is gone. The Company Museum started in

1983 when the Government Division provided some space and hardware for display. The items in the Company Museum now do a good job of covering early military and space efforts. However, items and information from the commercial side of the business are not well represented.

### WHAT YOU CAN DO

There a couple of things all of our retirees and persons interested in the Museum can do to help find artifacts and stories for the museum.

1. If you know of any commercial avionics equipment that is available for the museum, we would like to know about it. We are particularly interested in the flight deck hardware: controllers, displays, or items that illustrate the technology advances made, e.g. AP-101 autopilot controller, FD-101 displays, NC-101 controllers, Doppler R/T and NAV controllers, FD-108/AP-105 controls, mag amps out of the AP-101 or AP-103 equipments, etc.
2. There have been many events that have occurred during the “Collins Days” that contributed to the great success of the company. Even though there have been a number of books and articles published about Arthur and the Company, they do NOT cover many of the interesting and important events that made the culture of Collins Radio Company what it was. You can relate your personal story or get a couple of retirees together and come up with some information that would be good to document. Go to the “Collecting Stories” location on the Museum Club website shown above and fill out the form there and read existing stories.

Information content should be:

- As factual as possible. Keep rumors and gossip to a minimum. Relate personal experiences.
- It should be of general interest; as historical/reference information, for present and former employees and for the general public.
- Information should be Collins based, e.g. programs, systems, customers, contribution of individuals, etc.
- When writing the account, make it as concise as possible while still relating the story, e.g. we are not looking for a book.
- You may include relevant photos or documents. If you want these back, we will scan and return the originals.
- You may want to collaborate between multiple individuals to come up with a story. This approach sometimes has the advantage of getting a more accurate story as well as a way to bring to mind other stories as multiple individuals discuss the past.
- Did you meet Art and some of the other execs? When, Where, and circumstances?
- Multiple submissions are acceptable.

If you have questions or want to share information or know the location of hardware for the Museum, you may send an Email to [rod@rockwellcollinsmuseum.org](mailto:rod@rockwellcollinsmuseum.org) or to [trlamb5@q.com](mailto:trlamb5@q.com)

## RCRV Meetings

The Community Projects Team meets to discuss current and future projects every Thursday at 10AM at the REACT Center, 927 N. Compton Dr., Hiawatha.

Informational meetings for new retirees or anyone interested in becoming an active member of RCRV are held at 9 AM on the third Thursday of each month at the REACT Center.

The RCRV Board of Directors meets at 1:30 PM on the third Wednesday of every month except July and December. The location is generally announced in the minutes of the Community Project Team meetings. In June, the board will meet in the lower level of the Hills Bank at 3905 Blairs Ferry Rd NE.

You are always welcome at any of these meetings.

## Volunteer Hours Reporting

Through April, 112 RCRV members reported volunteering for 8132 hours at over 20 agencies. But 77 active members have not reported any volunteering yet this year.

RCRV tracks the volunteer hours of our members to demonstrate the impact that we collectively make, and to support funding for the supported non-profits and for the RSVP program.

Please report your volunteer time by on the [www.rcrv.org](http://www.rcrv.org) website. Or you may send an email to Kayla Paulson of RSVP at [kpaulson@uweci.org](mailto:kpaulson@uweci.org), or call Kayla at 319-398-5372, x37.

And don't forget: Noah's Ark was built by volunteers, and the Titanic was built by professionals.

