

Membership Applications – Processes

Review/approve membership applications – within 30 days of application submitted

- Forward online or hard copy applications to Chapter Board for review and approval.
 - Individual is automatically entered as PENDING into the NEWH database to allow for including in email broadcasts.
 - If an application is received at an event or in the mail, fax or scan/email the application to Kathy at the NEWH Office.
- Review online applications with Chapter Board and submit approvals to NEWH, Inc. within 30 days of application. At every Chapter Board Meeting or in ad hoc meetings made by the Chapter Board by email/calls (requires 100% reply with unanimous approval) to meet the 30 days requirement.
- Review hard copy applications with Chapter Board and submit approvals along with payments to NEWH, Inc. within 30 days of application. At every Chapter Board Meeting or in ad hoc meetings made by the Chapter Board by email/calls (requires 100% reply with unanimous approval) to meet the 30 days requirement.
- If application has not been reviewed within 30 days, the NEWH CEO will review application for approval. If waiting for Chapter Board discussion for a certain applicant and it will be longer than 30 days, please contact the NEWH Office.

Approved membership applications

- The membership committee should reach out to welcome all new members within 30 days of application approval. Preferably this should be done in person or on the phone – not by email.
- Email Kathy in NEWH Office to notify approval of new members or fax application with 'Approved' indicated at the top of the application.
- NEWH Office sends email to new members notifying of approved membership.
- NEWH Office mails packet (welcome letter, certificate of membership, Chapter Board member contact list, and other useful membership information) and member badge to new members.

Dues Reports

- Dues reports are sent to each Chapter Board member once a month, showing those members whose dues are due that month, as well as those whose dues have lapsed within the past 5 months.
- Coordinate / assign who on the Chapter Board would be best to leverage to make calls to those on the Dues report. These calls should remind them that their dues are upcoming or have lapsed and encourage them to continue their membership. This is also a great time to confirm their contact information to ensure their member listing is correct. Remember: personal phone calls are always more effective than emails from the NEWH Office.
- This is a good time to ask member why they are not renewing. You may find that it is a small problem that can be quickly resolved and may save future memberships.

Renewing memberships

- Encourage members to sign up with auto-renew. This is the simplest way to retain members, but please be aware that it does not work for everyone's specific situation.
- For those not on auto-renew, NEWH Office sends a renewal reminder postcard in the mail 1-2 months prior to due date.
- For those not on auto-renew, NEWH Office sends 3 reminder emails to members:
 - 2-3 months prior to due date
 - 1 month prior to due date
 - final reminder sent 1-2 weeks prior to due date
- Coordinate with Chapter Board and/or Membership Committee to make personal contact with a telephone call to current and recently lapsed members urging them to renew their membership.
- If member does not renew, their status is changed to "past member". The NEWH Office does not contact past members but does send a "why did you not renew" survey.