

Passing the Gavel

INDIANA CHAPTER

July 1, 2025



As pictured left, Past President of the Indiana UPMA Chapter, Jeff Jarrett closes his remarkable chapter of leadership, he proudly passes the gavel to incoming President, Cynthia Reinhart. With deep gratitude for Jeff's dedication and a warm welcome to Cynthia's inspiring vision, we look forward to a future of continued growth and unity.

Incoming Leadership Indiana Chapter July 1, 2025

**President, Cynthia Reinhart
Executive Vice President,
Jim Temple**





INDIANA HOOSIER

MEET YOUR BOARD MEMBERS - EFFECTIVE JULY 1, 2025

<https://IndianaUPMA.org>



INCOMING



Cynthia Reinhart
President
Postmaster Berne
cynthiareinhart@hotmail.com

INCOMING



Jim Temple
Excutive Vice President
Postmaster Mishawaka
jtempl42000@gmail.com



Rob Briney
Secretary / Treasurer
Manager, South Bend
Treasurer@IndianaUPMA.org

INCOMING



June Harrington
VP Conventions
Postmaster Fishers
jcapp007@icloud.com

INCOMING



Angie Crowel
VP Chapter Member Representation
Manager, South Bend Chippewa

INCOMING



Jason Scholten
VP Membership
Postmaster Elkhart
Conventions@IndianaUPMA.org



Shasta Higgins
Chapter Editor
Supervisor, Logistics
Operations Indianapolis RPDC
Editor@IndianaUPMA.org

Malissa "Missy" Maggard
VP Legislative/PAC
Postmaster Logansport

INCOMING



Indiana UPMA
PO Box 6842 South Bend, IN 46660



INDIANA HOOSIER

MEET YOUR BOARD MEMBERS - EFFECTIVE JULY 1, 2025



Jeff Jarrett
Immediate Past President
Postmaster Carmel
jarrettj55@gmail.com



Karen Wolf
Retiree President
fergie_42@hotmail.com

United Postmasters and Managers of America (UPMA) exists to assist, mentor, and guide all Postmasters, Managers, Supervisors, and other EAS Professionals—as well as anyone aspiring to these positions—toward achieving their professional goals. We are an avenue through which all United States Postal Service employees can help one another and themselves in matters concerning their careers. We provide the essential training and networking necessary for every member to be successful.

As an organization, we always strive to improve the conditions under which our members work and the compensation they receive. Our organization's leadership regularly consults with Postal Service management on policies affecting our members' welfare, happiness, and morale.

Our leaders at the chapter and national levels are current USPS employees. We believe this is fundamental for staying in touch with the priorities and concerns of our members. After all, who is better equipped to represent you than your fellow Managers, living and working in the same conditions you do every day?

2025 UPMA Retiree Fall Meeting

October 6-8, 2025
Holiday Inn Express & Suites
12225 North Executive Dr.
Edinburgh, IN 46124

Reserve your room for \$126/night by
September 5, 2025!
Use Group Code "Retired Postmasters Group"
@ (812) 526-4919

Send Registration to: Janice Boettcher
52357 Crimson Maple Drive
Granger IN, 46530

Make checks payable to: UPMA Indiana RETIRED

We look forward to seeing you!



Embracing New Changes in **LEADERSHIP**



SHASTA HIGGINS - EDITOR INDIANA UPMA CHAPTER - EDITOR@INDIANAUPMA.ORG

As I overstep a decade serving as Supervisor, Customer Services in both retail and delivery with the United States Postal Service, I've taken an exciting step forward in my career. I recently transitioned into the role of Supervisor, Logistics Operations at the Indianapolis Regional Processing and Distribution Center (RPDC)—a move that opens new opportunities to lead in a fast-paced, complex, and highly collaborative environment.

As I reflect on this change, I'm reminded of a quote by Simon Sinek that has guided my leadership journey:

*"Leadership is not about being in charge.
Leadership is about taking care of those in our charge."*

That quote captures the heart of how I've always approached leadership. Whether supporting carriers, clerks and other EAS Professionals or guiding customer service teams through daily challenges, I've learned that when we care for our people—when we listen, support, and empower them—they rise to meet every challenge. This philosophy remains central as I enter the world of logistics, where timing, precision, and teamwork are everything.

The RPDC brings a new rhythm and scale to postal operations. It's a space where leadership is tested in real time, and where success depends on a commitment to both process and people. I look forward to bringing my experience and heart for service into this new role, and to continuing to grow as a leader who lifts others up.

Outside of work, my commitment to our postal family remains strong. I am honored to continue serving as Editor for the Indiana UPMA Chapter, helping share the voices and stories that define who we are. This role allows me to stay connected to the broader mission of UPMA—building leadership, fostering connection, and promoting excellence throughout our organization.

Equally important to me is maintaining balance. Leadership isn't just about the workplace—it's about showing up at home, too. My family keeps me grounded, and I strive every day to make space for both personal and professional growth.

Thank you to everyone who has supported me on this journey. I'm excited for what lies ahead and grateful to be part of such a resilient, forward-thinking postal community. Not only has my career path changed, I am looking forward to the changes in our UPMA Chapter and the vision of our incoming presidency. Here is to growth, service and the people who make the journey worthwhile.



PASSING THE GAVEL

A President's FAREWELL



As I prepare to step down as the President of the UPMA Indiana Chapter, I find myself reflecting on the incredible journey we have shared together. Serving as your president has been one of the most rewarding experiences of my life, and I want to take this opportunity to express my heartfelt gratitude to each and every one of you.

First and foremost, I want to thank our dedicated members.

Your commitment, enthusiasm, and willingness to engage have been the driving force behind our successes. It has been inspiring to witness how each of you has contributed your unique talents and perspectives to our chapter. Our collective efforts have not only strengthened our organization but have also fostered a sense of community that I will cherish forever.

I would also like to extend my deepest appreciation to the executive board and committee chairs. Your support, guidance, and hard work have been invaluable. Together, we have tackled challenges, celebrated achievements, and navigated through the complexities of our responsibilities.

The teamwork and camaraderie we have developed are a testament to the strength of our chapter. I am proud of what we have accomplished together, and I am confident that you will continue to lead with integrity and passion.

Throughout my tenure, we have faced various challenges, but we have always stood together, united by our shared goals and values. From organizing successful events to advocating for UPMA members regarding postal issues, our commitment to serving our members and the community has remained unwavering. I am proud of the initiatives we have launched and the relationships we have built with district leaders and sister organizations. These connections will serve as a strong foundation for the future of our chapter.

As I reflect on the past years, I am reminded of the many memorable moments we have shared. From our annual conventions to local 3-digit meetings, each event has been filled with laughter, learning, and a sense of belonging. I will always cherish the friendships I have formed and the stories we have created together. These memories will stay with me as I move forward as your immediate past-president, and I hope they will inspire you as well.

Looking ahead, I am excited about the future of the UPMA Indiana Chapter. I have no doubt that our next chapter president and the incoming leadership will bring fresh ideas and perspectives that will continue to elevate our organization. Change can be daunting, but it also presents opportunities for growth and innovation. I encourage each of you to support the new leadership as you have supported me. Embrace the changes and remain active participants in our chapter's journey.

As I say goodbye, I want to emphasize the importance of staying connected. Though I may be stepping down, I will always be a member of the UPMA Indiana Chapter. I look forward to seeing all of you at future events and continuing to support our mission. Please reach out to me anytime; I value the relationships we have built, and I am eager to hear about the great things you will accomplish in the coming years.

Thank you once again for the honor of serving as your president. It has been an incredible experience, one filled with growth, learning, and unforgettable connections. I am proud of what we have achieved together and excited for what lies ahead.

LET US CONTINUE TO UPHOLD THE VALUES OF OUR CHAPTER AND
STRIVE FOR EXCELLENCE IN ALL THAT WE DO.



REJOICE

A message from Indiana Chapter
Incoming President, Cynthia Reinhart
July 1, 2025



“God first, family second, and job third,” a quote from Acting District Manager Le Gretta Goodwin at our Indiana Chapter Convention, resonates deeply with me.

I’d like to take a moment to introduce myself and share my journey. God truly blessed me with a wonderfully intelligent and spirited husband, Tim, and our three children, ages 23, 16, and 13. Together, we manage a small family farm that complements Tim’s generational farming legacy, while he also pursues his career as an engineer. I find peace and inspiration in our time spent at the lake, a place where I feel close to my faith. Tim is always there to help me navigate my various challenges—please keep him in your prayers.

My career with USPS began at the plant, and I’ve had the privilege of advancing to the role of Honorable Postmaster of Berne. Along the way, I’ve engaged in a variety of fascinating projects, including positions such as RCI Team Lead, Function 4s teams, PME TTT Facilitator, A/MDO at MPA, and A/MCS level 22. It was during this journey that I discovered UPMA, which has become both my passion and my hobby.

I am excited about our new executive board and have every confidence that we can leave a positive impact on our organization. A key focus of mine is to grow our membership. I often hear questions about this emphasis, but I believe that increasing our numbers strengthens our chapter and enhances the resources available to us all. UPMA has been a tremendous blessing in my life, and I want to share its benefits with others to improve our work experience. The challenges we face in our work culture can sometimes make us feel isolated, but I see UPMA as a vital support system—a lifeline that can help us navigate those tough times. I encourage you to share information about our association with 204b’s or any EAS members.

I also want to remind everyone of the importance of treating our coworkers with dignity and respect, as outlined in ELM 673.61. Dignity is about recognizing the worth of ourselves and others, while respect stems from a genuine admiration for the abilities and achievements of those around us. We should all strive to treat others as we would like to be treated. If there are moments when boundaries are crossed, I encourage you to address the situation with kindness and professionalism.

UPMA has recently launched the KSA program, which I urge you to explore under the Career Development tab on our national website, Unitedpma.org. Familiarizing yourself with this resource can greatly benefit your professional growth. Additionally, IndianaUPMA.org, created by our newly appointed Executive VP, Jim Temple, is another valuable resource for our chapter.

The Indiana Executive Board and I have many exciting plans to support our chapter, and we are eager to serve you. Please remember that this work requires significant time away from our families, and we are committed to it with great dedication. Your prayers and support mean the world to us.



HONORING OUR PAST EMBRACING OUR FUTURE



I am deeply honored to share with you that, effective July 1, 2025, I will be stepping into the role of Executive Vice President. This is both a tremendous privilege and a responsibility I embrace with gratitude and commitment to our collective mission.

My journey with our executive board has been shaped by two extraordinary roles that have allowed me to witness and contribute to the strength and vision of our organization. As your past Vice President of Conventions and Education, I had the unique opportunity to build upon the solid foundation laid by those who came before us. In this role I planned and hosted the largest Chapter Convention in the nation, a milestone that demonstrated the commitment and engagement of our chapter members. I also planned the Central Area Offices Summit (CAOS), that the Indiana Chapter hosted, which became one of the most successful and engaging CAOS gatherings to date.

Transitioning to the role of past Vice President of Legislative PAC, I focused on advancing our chapters' legislative efforts throughout the state of Indiana. This work brought me face to face with our elected officials, both in Washington, D.C., and locally, advocating for policies that truly matter to our members. One particular meeting stands out: joining Jason Scholten and Zack Delaruelle in discussion with Congressman Yakym about the impact of WEP/GPO on our retirees. It was in that moment, through open dialogue and heartfelt stories, that we were able to help Congressman Yakym understand the significance of this issue, ultimately influencing his vote in favor of eliminating WEP/GPO.

As we move forward, we will be closing one chapter and beginning a new and promising one. Several executive board members will see their areas of responsibility change, and we will be welcoming two new executive board members to our leadership team. This transition marks not only a time of growth but also of renewed energy and fresh perspectives.

I AM TRULY LOOKING FORWARD TO THE FUTURE

I am excited and energized to begin my new role as Executive Vice President, I am looking forward to supporting our new President, Cynthia Reinhart and to collaborate with both the continuing and new members of our executive board. Together, we will continue pushing our chapter to new and greater heights, while also strengthening our relationship with our district leadership.