



International Association of
Administrative Professionals®
CO-WY-MT Division

C-W-M Connection

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CWM Division Board Officers from left to right: Eileen Verosko, CAP, President; Carol Hardin, CAP-OM, President-elect; Andrea Latine, Vice President; Mary Lenhart, Secretary; and Elizabeth Harms, CAP-OM, Treas-

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CWM President's Message

December 2011

To all of our Remarkable CWM Division Members,

The last few months have really shown what great "Leaps" our chapters, and you as members, have been taking in making IAAP the most "Remarkable" organizations around.

It is so rewarding to see our chapter presidents growing in their leadership skills and sharing that knowledge with their members.

Chapter of Excellence criteria has been achieved, CAP exams have taken place with members anxiously awaiting their results, membership events have been held by several of our chapters with new members recruited, and many great educational programs have been hosted by our chapters and the CWM Division.

This month seems to be our time for fun and socializing as most chapters do some kind of a social event at their December meeting. I hope everyone is able to share time with fellow members and enjoy this wonderful season.

We have lots of things to look forward to in the coming year – More awesome educational programs, APW Events, Spring Conference in Las Vegas, our CWM Annual Meeting in Fort Collins and EFAM in Grapevine, TX. I hope you are able to attend as many of these as possible. I know that we can tell you over and over again how wonderful it is to attend any one of these conferences, but once you do, you know the magic and will want to attend year after year. The knowledge, networking and friendships you make are invaluable.

I wish you all a Remarkable Christmas and wonderful New Year.

CWM Division President



Eileen Verosko, CAP
2011-2012 Colorado-Wyoming-
Montana Division President



Colorado-Wyoming-Montana Division

www.iaap-co-wy-mt.org

The Trust Retirement Trust Foundation



Happy Holidays! Here we are at the hustle bustle time of year when we celebrate with family and friends, sharing gifts from the heart to those who mean so much to us.

Many of us also remember those who struggle for resources this time of year with gifts of financial support. If your giving includes remembering your favorite charities, consider adding the Retirement Trust Foundation to your list.

If you are planning your end-of-year giving, please consider a tax deductible donation to the RTF. Go to www.iaap-rtf.org for more information or to complete an online donation.

Your contribution will not only help to provide housing assistance for administrative professionals, age 55 and older, who are in need, but will also be used for the maintenance and upkeep of Vista Grande, the world's first – and only – retirement community for administrative professionals!

Parliamentary Updates

In September of this year, the 11th edition of *Robert's Rules of Order Newly Revised* was released at the 2011 National Association of Parliamentarian's Convention. If the bylaws of an organization state that the organization's parliamentary authority is "the current edition of *Robert's*, then the 11th edition is now that organization's parliamentary authority.

One of the changes in the new edition relates to changes to the minutes of the meeting. More emphasis is being placed on minutes being distributed in advance and not read at the meeting. Directions are given on the order in which minutes are taken up if there is more than one set of minutes to be approved --that order is from earliest to latest. Also, no formal motion to approve the minutes is necessary. After the chair asks for corrections and any corrections that are made are taken care of, then the chair simply states: "There being no corrections [or further corrections] to the minutes, the minutes are approved [as corrected]."

If corrections to minutes are made at the time when those minutes are originally submitted for approval, such corrections are made in the text of the minutes being approved. The minutes of the meeting at which the corrections are made should indicate that the minutes were approved "as corrected," without specifying what the correction was.

Carla L. Hall CAP-OM

Research & Educational Foundation

R&E Offering New Scholarship

The Research and Educational Foundation wants to help you grow your career!

We're going to do that with the R&E's new [2012 EFAM Scholarship Program](#). The program helps cover the cost of attendance for temporarily unemployed admins or those who have never been to EFAM before. It's part of the foundation's commitment to helping admins reach and maintain their professional edge. Scholarship applications will be accepted starting **Oct. 1, 2011 through Jan. 31, 2012**.



Visit the [updated R&E Web page](#) to learn more about the EFAM scholarships, the foundation and how to help the R&E reach its goals. The page includes an FAQ about the R&E, PowerPoint presentation and script, scholarship information and donation forms. It's the go-to source for the R&E.

Please join the R&E as we advance the careers of administrative professionals.

Top Ergonomic Tools to Reduce Stress

When I am stressed at work, I often find my shoulders and neck ache at the end of the day. Some people feel pain in their back, or they experience eye strain and headaches. Physical pain as a reaction to stress is a good indication for me that I am not using good ergonomics or good posture at work. While there are many elements at work that create stress, poor body posture can make your stress much worse than it otherwise would be. Here are some great ergonomic tools that can help reduce stress and the pain that often results.



Ergonomic Keyboards – A good ergonomic keyboard will assist you in keeping your hands and wrists straight while typing; it can also encourage you to relax your shoulders and arms while sitting at your computer. Relaxing your muscles can greatly reduce the stress you feel in your physical body. There are a wide variety of sizes and designs for ergonomic keyboards. Find one that comfortably fits your hands, and use it for a while to determine if it helps relax your arms and shoulders. For me, the more standard split keyboard design, with the gentle curved to fit your hands, relaxes my shoulders and reduces stress the most.

Ergonomic Mouse – It may seem strange to suggest that your mouse can create or reduce stress for you. But if you use your mouse frequently, your shoulders and back can start to ache from stretching to read it, or your hand and wrists hurt from pressure. This may seem a small inconvenience, but your body will magnify this discomfort when you add it to high stress levels. An ergonomic mouse should fit your hand size and your usage. If your mouse is too small, it will strain your hand. As with your keyboard, give your mouse a test run to assure that it is a good fit. If you find that mousing seems to be a stressing activity, try a left-handed keyboard and a mini keyboard; they both move the number pad from the right side of the keyboard. This allows your mouse to be closer to the center of your body and reduces the strain of reaching and stretching during mouse use.

Ergonomic Chair – Your chair is one of your most important tools for relaxing your body and reducing feelings of stress. Ergonomic chairs are designed to evenly support every part of your body, helping you maintain good posture. Back pain is one of the first indications that your chair is not supporting you. Add a rolled towel or adjustable lumbar support to help in a hurry. If you find your stress increasing, lean your chair back a little to help loosen up your muscles and create a perception of rest and relaxation. Adjust your chair slightly throughout the day to create a feeling of freshness to your posture and position.

If you feel stressed at work and find that you are physically sore at the end of the day, it is time to consider some tools to help reduce your stress. A good, ergonomic chair is your most important tool to help you remain relaxed throughout the day. A well-fit ergonomic keyboard or mouse can also reduce physical stress in your shoulders, arms and hands. You may not be able to eliminate all the stressful elements at work, but keeping good body posture can keep your stress from escalating and reduce the physical pain that often results from stress.

Keith Osborne
HSE Site Specialist
Honeywell Technology Solutions Inc

Relocating for Work: What Would It Take?

Uprooting your life for a position in a new city is a huge endeavor. Whether you've accepted a job offer with a new company, or a position within your current organization, it's important to consider what factors would make a move worth the effort.

These include:

- Compensation for the new position
- Cost of living in the new city
- Status of the new position
- Distance of the move
- Family considerations



What else should professionals consider before making a move for their career? Start by looking at the big picture. Make sure you're aware of all factors involved in relocating, rather than focusing on a single element of the job. For example, though a company may provide a solid benefits and compensation package, would you be comfortable living in the new city? Thirty-one percent of executives polled in a survey by our company said the quality of life in a new city would be the most influential factor in their decision to move. You may want to examine elements of the proposed geographic area, such as crime, school rankings and cultural events.

Other questions include: Does the employer offer moving assistance or job-placement services for spouses? Will you be needing a car or does the city have a good public transportation system? If you do need a car, will you have to pay for parking, or will your company cover this expense? Are there opportunities for further growth with the firm? Will you be able to work on the types of projects you enjoy? Will you be given the resources you need to succeed?

Even if relocating is a smart professional move, you also must determine if it's right for you personally. Does relocating come at a good time for you and your family? Are family members going to enjoy the new location, or will they resent losing friends, changing schools or having to find new employment? Can you afford the move and the cost of living in the new location?

Relocation can be a beneficial career move, as long as you examine all the factors associated with pulling up roots. While a move to a new city can be exciting, it's important to remember that for some the best choice is to stay put and wait for the next opportunity.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has 315 locations worldwide, and offers online job search services at www.officeteam.com.



Year-end Cleanup by Elizabeth Harms, CAP-OM

The holidays are a perfect time to clean up and get organized (in my case, generally before family shows up!). Please take a few minutes to make sure that you're ready for year-end cleanup for your chapter.

If your chapter paid a vendor more than \$599 in the last fiscal year, you have a little work to do. You need to send the vendor an IRS 1099 form by **January 31** and you need to file a 1096 form by **February 28**. You can find information on both forms on the Treasurers e-group on the IAAP website or feel free to drop me an email with questions (elizabeth.harms@us.gt.com). Please make sure to subscribe to the Treasurers e-group on the IAAP website if you haven't already!

We have identified and will be launching at least one division-wide fundraiser early in 2012. If you have any fantastic ideas for something that sounds great, please let me know!

Happy holidays and I hope the new year brings relaxation and delight.

**Confront issues
and
challenges—
Not each other.**

Elizabeth Harms, CAP-OM
CWM Division Treasurer

Pathways to Excellence

**By Suzanne
Mayo Frindt**

Well the Christmas season is upon us weather we are ready or not. This is one more reminder for the deadline date for Criteria #2 (Chapter's approved budget and annual financial review) is December 31st at 11:59 pm. When you submit your information to Elizabeth Harms, CAP-OM and me. Please send to both of my emails carol.hardin@honeywell.com and quiltbuilder@comcast.net.

Here is an update of our Chapter's so far this year:

Boulder Chapter	Achieved three criterions
Pikes Peak Chapter	Achieved four criterions
Denver Chapter	Achieved two criterions
Denver Downtown	Achieved five criterions
HP Northern Colorado	Achieved two criterions
Mountain View Chapter	Achieved two criterions
Book Cliff Chapter	Achieved four criterions
Rim Rock Chapter	Achieved two criterion
Old West Chapter	Achieved three criterions
Cutting Edge Chapter	Achieved two criterions



The CWM Division Board would like to thank each and every one of you for the great work and commitment you demonstrate. We are very proud of you!

Carol L Hardin, CAP-OM
CWM Division President-elect

Changes to the IAAP Certification Program

Effective November 2011



One Rating

IAAP has moved from a two rating system to a one rating system, with areas of specialty. The one rating is our Certified Administrative Professional, or CAP. We are also offering specialties, starting with Organizational Management, which will be followed by others in the future.

All active CPS ratings have been changed to CAP, and all active CAP ratings have been changed to CAP-OM. You don't need to do anything to your IAAP record; Headquarters has made the changes automatically.

Active ratings include individuals who have recertified as required every five years. In the case of CPS holders who certified prior to January 1988, your rating is considered active and will be changed. Your certification status has nothing to do with your status as an active member of IAAP.

For candidates who tested in November 2011, any appropriate changes to your records will be made automatically after exam results are available in December.

Recertification

All CAP holders are required to recertify. This is based on the date of your initial rating, or when you last recertified. Passing the Organizational Management exam does not change your recertification date, as this is a specialty exam and not a certification.

These changes do not impact your recertification deadline. Those who previously held a CPS rating will need to recertify five years after they either attained their rating or last recertified. Those who had both the CPS and CAP rating will be expected to recertify five years after they attained or recertified their CAP.

If you have additional questions about recertification, please refer to the Recertification Application.

Proper Usage

Examples of the only proper usage of the CAP rating and Organizational Management specialty are:

- Pat Masters, CAP
- Susan Jones, CAP-OM

Replacement certificates are available, if you choose to purchase one. The cost is \$15 per certificate. CAP plaques are also available. The cost is \$40 if mailed in the US address, or \$45 if mailed to a Canadian address. For those living outside the U.S. and Canada, add an additional \$25 for air mail, or an additional \$80 for courier service.

To order a replacement certificate or plaque if you are within the U.S. or Canada, please go to Headquarters website and under the certification click on replacement-certificate-plaque. Please allow 4-6 weeks for processing for replacement certificates, and 6-8 weeks for plaques. If you already have a CAP certificate or plaque, you do not need to order a new one.

If you have questions about the change to your personal certification record, you can contact Headquarters at certification@iaap-hq.org.

Thank you,

IAAP Certification Department

Pikes Peak Chapter—Bobbie Pratts, CAP-OM, President

What Advice Has Served Me Best In My Career

In my many years of working outside of the home (while still working inside of the home!), I think I have heard most of the “work advice clichés” – *Work hard and you will get ahead; Keep your nose to the grindstone; Don't report a problem without including a solution*, etc., but the one I think worked best for me was, Don't wait for someone to give you something to do, go out and ask for work.

Since I am basically a shy person, this advice helped me in many ways. It “forced” me to put myself out there; to meet new people; to learn new opportunities; to learn new skills; to make myself known to others. Of course, this will only work in your favor if you hold up your end by completing the tasks you asked for in a professional, accurate and timely manner.



Rim Rock Chapter—Cynthia Hanson, CAP-OM, President

The “best” advice I ever received would be hard to define, as I have received some very great wisdom throughout the years from people of all walks of life. But I do try to live by something my mother always said. “Have Plan A- the goal you strive to accomplish: Have Plan B- this is how things will probably turn out because you are not in total control of accomplishing your goal and there was a variable you did not consider: Plan C- is what you will settle for and will take some time to accept and hope to God you never have to implement Plan D. Plan D was never defined.

Administrative Professionals are goal oriented and strategic planning is part of our skill set. My mother's advice was just a more informal guide for Strategic planning. The bottom line is- have goals, be flexible and make the best of what eventually makes you who you are as a person.

Denver Downtown Chapter—Sheri Kelly, President

If you don't know the answer to a question, it's okay to say, “I don't know.” Seek out the answer, and you will be respected for not only admitting that you didn't know the answer in the first place, but that you are willing to go the extra step it takes to learn something new!

Old West Chapter—Karen Schroeder, CAP , President

Do more than is required of you and you'll go a long way. Also have a sense of humor and don't take yourself too seriously.

Boulder Chapter—Jen Svitaks, CAP-OM, President

Figure out what you want then learn how to ask for it. People who get what they want tend to be the ones who make the effort to know what they want. The ability to soar often depends on pushing back against something you don't want. The more specific you are about it and why, the clearer you can make your desires known. Release that energy and find ways to play out possibilities. No limits. Notice that you feel a bit light, curious, energized. Allow this to come into your thoughts. Visualize. It will become clear enough to describe in words. It lets everything around you know what you want.

2011/2012

C-W-M

Division

Chapter

Presidents



Virtual Assistants (VA) by Kyle Sheldon-Chandler

**Celebrate the
success of
others. Bring
people up—not
down!**

Thousands of business owners are turning over administrative tasks to virtual assistants (VAs). These professionals are self-employed, home-based workers who provide services ranging from word processing, bookkeeping, market research, database management, and meeting-planning for clients who live far away, travel frequently or simply cannot run their business by themselves any more.

VAs charge anywhere from \$25 to \$100 an hour, depending on their skills and the complexity of the tasks they do. Most give clients the option of paying a monthly retainer or an hourly rate. A retainer guarantees the client the same amount of time each month, while the hourly are usually fit in around the retainer clients. When determining an hourly rate, it is important to factor in business costs such as insurance, vacation, education, travel, and taxes.

Who might hire a VA? Typically, "people in the coaching industry, writers and authors, real estate professionals, all sorts of consultants -- especially people who are working solo from home," says Stacy Brice, the founder of [AssistU](#), an organization that offers training courses for virtual assistants. AssistU has just launched a self-study program that is cost-effective and offers the same high-quality training. Often, clients' businesses are growing faster than they can manage alone.

A VA should be able to figure how to get everything done for a client. For example, if you wanted to purchase a home in England, a VA should be able to provide their client the details on what is necessary to complete the purchase. If not, they need to be able to figure 'how to get the information' – usually by finding an expert who can handle the details. A VA does not have to be an expert in everything, simply an expert in figuring out how to get something done.

Most work is done by e-mail, telephone, and by web collaboration tools. There is really nothing that cannot be done in a virtual relationship that is not done in a brick and mortar relationship. Even filing! It may be a bit more logistically challenged – but that is what can be so fun!

Some important skills that are a must have or ones that you are willing to cultivate: self control, self motivation, willing to learn, great communication skills, patience, the ability to brainstorm, ability to find the answer, and did I mention – patience? It can be difficult to work from home as you may have to juggle family demands, barking dogs, technology issues, lack of water cooler talk, face-to-face interaction and more. It is important to develop networking opportunities outside of your home office such as IAAP, local networking groups, virtual networking groups, and friends. It is also very important that your family understands that you are operating a business, have business hours, and are supportive of your goals.

VAs come from a wide range of backgrounds. In this economic environment, it can be extremely difficult to find a job after a company has downsized its administrative staff. Lots of administrative professionals will decide to start their own business after exhausting the job search. Or, perhaps due to job and stress burn-out, decide to open a business offering their expertise to entrepreneurs.

It does not mean that owning your own business is stress free! Sometimes clients don't pay you, may have unreasonable demands, have their own cash flow issues and cannot work with you anymore – leaving you dollars short on your income. Maybe it takes a while to build a strong business foundation, including a clientele of ideal clients. Clients don't pay sick time, for equipment, vacations or insurance, which means a VA must factor in those costs when determining rates and business soundness.

Why would someone start their own business as a virtual assistant? There are many reasons! First, a virtual assistant determines her own work load, schedule, client base, and what expertise to offer potential clients.

Technology changes so quickly that being a VA keeps you on the forefront of these changes and, in turn, makes these skills a more valuable service. Brick and mortar administrative assistants often use just the software and computer technology that is provided by the company – never experiencing the newness of technology. The freedom of working from your own office is great if you want to have lunch with friends, go to the doctor, go shopping – you can! As long as your client work doesn't suffer!

There are various virtual assistant training programs available for a professional looking to become a VA and start their own business. IVAA offers certification that is based on skills and issues related to real estate and administrative professional abilities. They also offer an Ethics Check Examination that assesses business ethics for key areas such as billing issues, conflicts of interest, privacy and confidentiality, and ability to perform the necessary work. AssistU offers a Certified Professional Virtual Assistant (CPVA) and Certified Master Virtual Assistant (CMVA). VANetworking offers a variety of materials that will guide the professional through marketing to selling your services by using a variety of training methods – seminars, workshops, eBooks, and more. The most important thing to remember is to do your due diligence in finding a training program that is ethical, reliable and offers value.



Kyle Sheldon-Chandler
2007-2009 CWM Past President
2011 AssistU VA of the Year

Call for Nominations

'Tis the season . . . to start thinking about holding a CWM Division Officer position! Don't be scared; don't be frightened! The CWM Division Board is a place to grow and become a stronger member of IAAP. This is a great stepping stone for all our members. We encourage all qualified members to consider serving in the highest capacity and help shape the future of our organizations. Then ask yourself 'If I were to hold a position, what would I want to be?' Think of stepping out of the comfort zone that many of us have developed. The positions are either a one to two year term in a great team environment that is welcoming, warm and friendly to everyone. If there is something you are not comfortable with, there is always someone there to help out.

Join a committee, apply for an officer position, GROW! Not only will you be able to add this to your resume, you will also have another selection towards the Member of Excellence.

The positions that you can help with are:

President-Elect—one year term
 Vice President—up to a two year term
 Treasurer—up to a two year term
 Secretary—up to a two year term
 Parliamentarian—appointed by President

Committee's
 Bylaws and Standing Rules
 Certification Chair
 Membership Chair
 Webmaster
 Nominating (selected at Division Meeting)

If you have any questions please email me at anthonyjd@hotmail.com. Look for additional information to come out by January 15th as the applications are due back to the Nominating Committee on March 1, 2012.

By Deanna Anthony, CAP-OM

CWM Division Nominating Committee Chair

*Leaders instill in
 their people a
 hope for success
 and a belief in
 themselves.
 Positive leaders
 empower
 people to
 accomplish
 their goals.*

8 Great Proofreading Tips by Business Management Sept 13, 2011

Working quickly is a virtue...unless you're proofreading. You'll likely glide over grammar errors and speed past misspellings. Instead, slow down and follow these readers' tips.

1. **Take your time.** You can't proofread a document at the same speed you read a novel, and you definitely can't proofread while talking on the telephone.
2. **Increase the text size.** Slow yourself down and catch more errors by printing out the document and reading through a magnifying ruler one line at a time. If you're proofing on the screen, enlarge the document—say to 130 percent—to make it easier to proof.
3. **Read it backward.** To slow yourself down on short pieces, read the piece word-for-word backward, from end to beginning. This forces you to examine each word. You may not catch grammar mistakes, but you will catch misspellings.
4. **Read it aloud.** Reading aloud helps you hear grammar errors, in particular.
5. **Use different colors.** If several people need to review the same document, use different colors to mark changes, making it easier to track.
6. **Play a mind game.** Each sentence has an error, and it's your job to find it. Find and destroy the error, and you win a trip to Paris!
7. **Use the buddy system.** Team up with a co-worker to "cross-proof." Often, you can't see your own mistakes, but someone else can. When a co-worker catches an error that you missed, don't be defensive or angry. Be thankful that someone caught it.
8. **Use in-house style.** Having your own style guide allows you to customize your rules, and it also provides a concise reference for the most frequently used items. Disperse your in-house style guide throughout the company and customize your computer's spell-check dictionary to reflect the in-house style guide.



Join us for this year's Spring Conference in Las Vegas March 4-7 and let the world of cinema show you how to shine in today's workplace. How would you define your office? Is it a hilarious comedy that makes you laugh and leave feeling rejuvenated? Is it horror—a haunting that leaves you holding your breath and waiting to exhale for fear some psycho will jump out and grab you? Or, is it a soul-wrenching drama where people wring their hands and cry—where hope floats or drowns? It doesn't matter what genre your office falls into. Come to Spring Conference to examine the good, the bad, and the ugly and leave with insights and inspiration on how to return to your workplace with the right skills and the perfect script to improve your daily performance. For more information log into: www.iaap-hq.org/events

New Members

Christine Schemmel CAP-OM, CWM Division Membership Chair

Susan Becker	Denver Chapter	Mary Britton	Pikes Peak Chapter
Esther Colunga	Denver Chapter	Crystal Gorter	Denver Downtown Chapter
Jody Gwin	Pikes Peak Chapter	Reid Hemann	Denver Downtown Chapter
Martha Krenning	HP Northern Colorado Chapter	Vickie Livesay	Denver Downtown Chapter
Haley Maduff	Denver Downtown Chapter	Cindy Nelson	CWM Member-at-Large
Cindy Palmer	Denver Downtown Chapter	Taia Pangburn	Pikes Peak Chapter
Pearl Prudhomme	Denver Downtown Chapter	Kathy Rader	Pikes Peak Chapter
Debbie Roberts	Denver Chapter	Nicole Sippy	Denver Downtown Chapter
Jan Unger	Denver Downtown Chapter	Debi Westlund	HP Northern Colorado Chapter
Linda Williams	Denver Chapter	Jennifer Wright	Pikes Peak Chapter
Tara Novotny	Pikes Peak Chapter	Lori Alvarado	CWM Member-at-Large
Angela Jackson	Pikes Peak Chapter		

Upcoming dates to remember:

Chapter of Excellence Criteria
#2

Deadline Dec 31

CAP Exam applications Feb 15

Spring Conference March 4-7
Las Vegas, NV

CWM Annual Meeting Jun 1&2
Fort Collins, CO

EFAM— July 21—26
Grapevine, TX

CWM Division Chapters

Book Cliff Chapter - Grand Junction, CO: www.iaap-bookcliff.org
Boulder Chapter - Boulder, CO: www.orgsites.com/co/boulderiaap
Cutting Edge Chapter - Virtual Chapter: www.cuttingedgeiaap.org
Denver Chapter - Denver, CO: www.orgsites.com/co/iaap-denver
Denver Downtown Chapter - Denver, CO: www.iaap-denverdowntown.org
HP Northern Colorado Chapter - Ft. Collins, CO
Mountain View Chapter - Ft. Collins, CO: www.orgsites.com/co/mvc-iaap
Old West Chapter - Cheyenne, WY: www.iaap-oldwest.org
Pikes Peak Chapter - Colorado Springs, CO: www.iaap-pikespeak.org
Rim Rock Chapter - Billings, MT: www.iaap-rimrock.org

www.iaap-co-wy-mt.org

To submit an article
for the CWM Con-
nection the deadline
is March 15th. Send
your submission to
Carol Hardin CAP-
OM at
carol.hardin@honeywell.com

2011—2012 IAAP Leadership

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