



# DE-MD-DC Division Newsletter

JANUARY 2012

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## Presidents Corner



It is hard to believe - it really is winter. As the cold winds blow and the snow and ice come, I am sure many of us are looking forward to the advent of spring and summer. Now is a good time to review our progress thus far in our 2011-2012 program year. The Division had a wonderful turnout for the Fall Conference, which all went very well indeed (see story on page 2). I hope everyone has been and will be visiting and working with chapters other than your own, to share the offerings of networking, professional development and making new friends. The Division Board members will continue to make a special effort to attend your chapter events.

Moving forward into 2012, please check out our schedule of events, mark your calendars and plan to join us at the upcoming planned Division events, and to take advantage of those education and networking opportunities. Our Spring Education and Certification Conference will be held in St. Michaels this March. The Division is working on a special event for everyone to celebrate Administrative Professional Week together, and make special note that Tamra Goodall, CAP-OM, IAAP International President, will be the guest speaker at the Frederick Chapter APW event on April 14<sup>th</sup>. I hope all of you will take the opportunity to attend this special occasion within our Division. The Division Annual Meeting Committee is also working very hard to plan and arrange a successful meeting scheduled for June, 2012 (see flyer on page 8).

I hope each of you had joyous holidays. Additionally, I wish you success as you continue to work for your Pathways to Excellence recognition, and continuing successes during the remainder of our program year.

*Susi Benson, CAP-OM  
President  
DE-MD-DC Division*



# Fall Education Conference

The DE-MD-DC Division Fall Conference held in Dover, Delaware on October 8, 2011 was a tremendous success. First, 118 members signed up for the conference with 111 the final actual day attendance. Thirty vendors also attended, which delighted the attendees. First State Chapter deserves many congratulations on a well run, attended, and excellent program.

When asked why you made the decision to attend the Fall Conference, the majority of attendees reported it was the Conference content – the course offerings (65%), followed by location (49%), conference cost (48%) and the tote bag (38%). Over 50% of the conferees travelled to the meeting on meeting day. Although 45% of the attendees were CAP or CAP-OM certified, only 29% indicated that the recertification points were a drawing point.

While the location was a drawing point, there were several comments regarding the Dover Downs meeting site. One of the major draw backs were the sounds of the race cars practicing on the Dover Downs racetrack, just outside the meeting room. The noise put a strain on being able to clearly hear the presentations. The meeting room was set up for lunch as well as a conference room. This was satisfactory for the first speaker and Open Board meeting, but was less than satisfactory for the Tips & Tricks for Microsoft Word and Excel. Most attendees felt that the computer demonstration needed better lighting for the display and perhaps a more hands on activity. Given the number of attendees, providing a hands-on demonstration probably would not be possible. However, better display of the computer screen and a different seating arrangement, could have made the experience better for the attendees.

The Open Board Meeting, though started late, did keep to the hour given it on the conference agenda. Comments concerning the Open Board meeting noted that there was no agenda for that meeting, which may have been helpful. Others commented perhaps the Board meeting should have been the first order of business or at least the first order of business after lunch. Others commented that the business meeting should be more business-like and not entertaining. Most agreed that the business meeting was better with having committees and chapters submitting reports ahead of time.

Speaking of time, several comments were made that the conference did not follow its scheduled time allocations. Many noted that breaks should be scheduled into the agenda, and that attendees should keep to those times.

With the large number of vendors, attendees indicated that they wished they had more time to spend in the vendor area. Overall, the conference ended only about ½ hour later than the scheduled end time.

*Norma Wagner*  
DE-MD-DC Division Treasurer

## Fall Education Conference Financial Statement - Saturday, October 8, 2011

### INCOME

|                                   |                   |
|-----------------------------------|-------------------|
| Registration Fees                 |                   |
| 118 Paying Registrants            | \$5,975.00        |
| Vendors                           | \$ 150.00         |
| NSF Check Bank Fees Reimbursement | \$ 40.00          |
| Sale of Conference Totes          | \$ 315.00         |
| <b>Revenue</b>                    | <b>\$6,480.00</b> |

### EXPENSES

|                                |                   |
|--------------------------------|-------------------|
| Contract: Lunch for 119 people | \$4,296.00        |
| Conference Totes               | \$1,327.06        |
| NSF Ck Fees                    | \$ 40.00          |
| Additional 25 Totes            | \$ 252.02         |
| Conference Refunds             | \$ 120.00         |
| <b>TOTAL</b>                   | <b>\$6,035.12</b> |
| <b>Net Profit/(Loss)</b>       | <b>\$444.88</b>   |

# Tidewater Informational Meeting

October 19, 2011, Tidewater Chapter held their annual Informational Impact Meeting at Talbot Hospice in Easton, Maryland. Two guests were in attendance - Terry Simmons from the Talbot County Health Department and Lynette Wongus from MTS Broadcasting in Dorchester County, along with two dynamic speakers - Carol G. Moore, MS, RNC, Education Specialist at PMRC in Salisbury, MD and Mary Lee Seaman, CAP, Membership Chair, Delaware-Maryland-District of Columbia Division.

Carol's presentation was titled **Communication During Stressful Times**. It was an interactive exercise filled with unforgettable humor and entertainment which helped each of us figure out



Carol G. Moore, MS, RNC

*what color we were.* The purpose was to show that we all work differently and how to build on our differences. She also shared some causes of ineffective communication: talking among distractions, lack of time, too much attitude in the voice, misreading nonverbal messages, being vague versus being specific, one way communication, and not addressing issues as they occur or discussing them with inappropriate person(s). Six steps to communicating more effectively: (1) validate before you communicate, (2) keep it simple, (3) speak to others the way you would like to be

spoken to, (4) remain positive – keep the situation in perspective and avoid the words “always” and “never”, (5) use humor when appropriate and (6) listen and clarify – be an active listener and try to remain impartial while listening. We enjoyed her presentation so much that we have already scheduled her annual visit to our Chapter for October 2012, so mark your calendar!

Next on the agenda was Mary Lee Seaman, CAP. Her presentation **Tune in to WIIFM at IAAP** sounded a little bit like a radio station. Mary Lee shared nationwide poll statistics gathered by Office Team stating that Fortune 500 executives believe administrative professionals have more responsibility now than five years ago and now focus on project management. She briefly touched on IAAP's core values of integrity, respect, adaptability, communication and commitment and then went on to explain opportunities that were available through IAAP. Mary Lee encouraged each of us to visit the international and division websites and become a real player in the professional field we have chosen.



Mary Lee Seaman, CAP

The evening continued with our normal monthly business meeting we gave away two of the leather IAAP bags from the Division Fall Education Conference filled with office supplies. At each monthly meeting we normally have a RTF raffle to raise money for international, but since they no longer require funds; we decided that we would use this as a monthly opportunity to raise money for the Division. The gift for the October raffle was a basket containing various Halloween items and we raised \$44.00. This was followed by our monthly 50/50 raffle where that winner received \$30.00.

This meeting ended on a very positive note for the two guests in attendance – Terry Williams was very interested in obtaining more knowledge about the organization and Lynette Wongus has decided to rejoin. Thanks Carol and Mary Lee for your positive presentations.

Bonnie P. Hirt, CAP-OM  
Immediate Past President  
Tidewater Chapter

*“It was an interactive experience filled with unforgettable humor and entertainment.”*

# Scholarships –Strict Guidelines Are Required by IRS Rules and Regulations

*“Divisions/ chapters would not be in violation of IRS rules concerning inurement, if divisions/ chapters donate funds to the R&E Foundation.”*

During the IAAP 2010-2011 fiscal year several discussions were held by IAAP headquarters and its various divisions and chapters, concerning the Internal Revenue Service’s Rules and Regulations regarding 501(c) 6 tax exempt Business Association designation. These rules revolved around the issue of inurement (to become beneficial or advantageous to a select few). This issue has been very difficult to understand and to support. However, it is essential to the retention of IAAP’s status as a not-for-profit business association. This status means that the association is not taxable and is recognized by the IRS as a charitable organization for tax purposes for those wishing to donate funds to the organization (per IRS website: IAAP is a public charity with a 50% deductibility limitation). If the IRS determines that the association has violated IRS Rules and Regulations, the IRS can withdraw the association’s tax exempt status.

This is a very serious situation and hence the yearlong and on-going discussions between IAAP headquarters and its member divisions and chapters. This article will try to explain why offering scholarships may not be possible at the division or chapter level, unless divisions/chapters adhere to very strict guidelines. Perhaps there may be other ways to promote IAAP and its certification program.

According to IRS Rules and Regulations, a business association cannot assign funds for a scholarship program within its own bank accounts. All funds in the division or chapter bank accounts must be used for all division/chapter members except in very select special occasions, such as the payment of leadership training for the leaders of the division/chapter. A business association can raise scholarship funds, but those funds must be immediately sent to a valid institution and cannot be held within the association’s bank account. In other words, IAAP divisions or chapters cannot have a scholarship fund within any bank account that it owns, as that money represents a use of division/chapter funds for a select few – the issue of inurement.

So what are the options for divisions/chapters, who want to sponsor students to focus on the field of Administrative Professional?

1. The division/chapter scholarship cannot be for the benefit of any division/chapter member or IAAP member. Again that would represent inurement.
2. IAAP headquarters has recommended that a relationship be established with a college to handle such a scholarship program. The college would select the eligible student and administer the funds not the division/chapter, thus eliminating any possibility of inurement.
3. As with any funds collected for charitable purposes, those scholarship funds must be collected and immediately sent to the outside scholarship agency. Keeping such funds within the division/chapter bank account runs the risk that the division/chapter may be in violation of IRS Rules and Regulations.

Why then can Research and Education Foundation of IAAP offer scholarships to IAAP members?

1. The R&E Foundation is a 501(c) 3 foundation and they operate under different guidelines. IAAP is a business association (501(c) 6). These are two different forms of organization.
2. The mission statement of the R&E Foundation is “To advance the careers of administrative professionals through research and education initiatives that enhance their professional development.” Clearly, R&E Foundation is established to promote and assist in educational development of IAAP members.
3. R&E Foundation relies on donations not dues paying members. As such it can, following strict guidelines, provide scholarships to IAAP members for educational purposes.

Divisions/chapters would not be in violation of IRS rules concerning inurement, if divisions/

Continued on page 5

## Scholarships (cont.)

chapters donate funds to the R&E Foundation. True, divisions/chapters would not be in the selection process for their 'scholarship funds' which forms the major sense of a loss of control of division/chapter funds. However, IRS Rules and Regulations prohibit such control by a business association.

Divisions/chapters would be supporting education development of the IAAP professional through their donations to R&E Foundation. The next step will be for divisions/chapters to be able to tap into the R&E Foundation to find support at the division/chapter level for the continuing educational opportunities, educational materials and research, as stated in the goals of the R&E Foundation.

Another option for Divisions/chapters would be to utilize those funds for the educational benefit of their members. Divisions/chapters could set up a CAP Certification study group to provide training for all members, whether or not they choose to sit for the exam. Divisions/chapters could enhance their programs by bringing in guest speakers, who require a speaker fee; or funds could be used to send Division/chapter delegates to the Division Annual Meeting and/or EFAM.

These are all options to encourage IAAP membership to enhance and advance their education in the administrative professional field. Unlike scholarships these options do not violate IRS Rules and Regulations regarding inurement or not-for-profit status.

*Norma Wagner*  
DE-MD-DC Division Treasurer

## Deadlines for Newsletter Submissions

| Deadline Date     | Issue Date      |
|-------------------|-----------------|
| February 17, 2012 | March 1, 2012   |
| April 20, 2012    | May 1, 2012     |
| June 15, 2012     | ✱ June 22, 2012 |

✱ Final Edition, includes 2012 Division Annual Meeting

Send submissions prior to the deadline date to:

**Sandy Ratke, CAP-OM** at [sratke@gmail.com](mailto:sratke@gmail.com)

Submissions to meet the MOE criteria will be accepted on a first come, first basis. Please submit items in Word.

Limit will be maximum of 250 words.

Delaware-Maryland-District of Columbia Division  
International Association of Administrative Professionals  
6112 84th Avenue, New Carrollton, MD 20784  
Home: 301.459.4674; Cell: 301.325.0175; Email: [sratke@gmail.com](mailto:sratke@gmail.com)

# Making the Leap to Remarkable, the Power of Communication

**2012 Spring Certification Conference and Division Board Meeting  
March 9-10, 2012**

Looking for a way to establish a connection that will leave a powerful impression?? Then this conference is for you! Enhance your communication skills – interpersonal and written.

The cost for the conference is \$100 per person, starting at 6 pm on Friday and concluding at 4 pm on Saturday. The conference rate includes dinner on Friday and lunch on Saturday. Breakfast is on your own. Harbortowne Golf Resort & Conference Center in St. Michael's, Maryland will again be our host for this opportunity to network and learn with others. The room rate for the weekend is \$119.99 per night. Reservations can be made directly with the hotel via telephone to (410)745-9066 or (800)446-9066. Be sure to identify IAAP when making your reservation. Their website is [www.harbourtowne.com](http://www.harbourtowne.com).

On Friday evening there will be time for chapters to conduct fundraising and, if you are not certified, an opportunity to take a mock CAP exam. After dinner, back by popular demand will be Rick Drish from Esselte, guaranteed to be a fun time. After a full day of interactive education with Dave Yunghans, Philadelphia Regional Development Director from Constant Contact (since Dave is in the education arm of Constant Contact, there will be NO selling during or after these sessions) the weekend will conclude with the spring open division board meeting. 7-8 recertification points are pending.

Registration information can be found on the Division website [www.demddc-iaap.org](http://www.demddc-iaap.org). Payment options will be available. For additional information or questions, please contact Roberta Miller at [rmiller\\_iaap@comcast.net](mailto:rmiller_iaap@comcast.net).

**We're on the web at  
<http://www.demddc-iaap.org>**

## IAAP Mission Statement

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

# *Presidents & Vice Presidents*

*January 21, 2012*

*Hold the date!*

*This is your day!*

*Meet with fellow*

*Chapter Presidents/Vice Presidents*

*To*

*Exchange ideas, concerns,  
resolve problems & share tips*



Registration details to follow soon



Location: Crofton Public Library  
1681 Riedel Road,  
Crofton, MD 21114



## Save The Date

Registration will open February 1, 2012  
via the Division website: [www.demddc-iaap.org](http://www.demddc-iaap.org)  
An installment payment option will be available

The Delaware-Maryland-District of Columbia Division  
Presents their 58th Annual Meeting and Education Forum  
June 8-10, 2012



Join us as we make the leap to remarkable with  
members of our division and division members at large for  
two days of networking, learning and camaraderie!

### Featuring:

Keynote presentation by IAAP President-elect Karlena Rannals, CAP-OM

Education seminar presented by Rhonda Scharf, CSP of  
On The Right Track Training & Consulting

Re-certification points will be awarded for the education seminar.

Friday Awards Luncheon, Saturday Division Business Meeting and  
Evening Installation Banquet, Chapter Fundraising and Vendor Showcase

Free time is built in to the schedule so you can take in local offerings and  
enjoy networking time with your fellow members.

Questions?:  
contact Shanthi Srinivasachar, CAP-OM  
301-219-6256; email: [shanthi4@verizon.net](mailto:shanthi4@verizon.net)



Our mascot will be your guide.  
Come join in the fun!



**Location: Sheraton Columbia Town Center Hotel  
10207 Wincopin Circle; Columbia, MD 21044**

**Sheraton Columbia Town Center Hotel provides  
the comforts of home with endless excitement  
nearby. The hotel is conveniently located near  
fine dining, museums, theaters, and the Charm  
City of Baltimore. It is within walking distance  
to Merriweather Post Pavilion, Toby's Dinner  
Theatre and The Mall in Columbia.**

**Book your reservations early and take  
advantage of the local flavor!**