



Kalamazoo Chapter of International Association of Administrative Professionals®, Kalamazoo, Michigan

IAAP® Kalamazoo Chapter • P.O. Box 2556 • Kalamazoo, MI 49003
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IAAP® Headquarters Website: www.iaap-hq.org
Michigan Division Website: www.iaapmichigan.org

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Step Up Your Professional Game in 2009

We are well into the new year, and like many professionals, you're probably looking for a leg up. But knowing how to advance your career or simply prove your value to your employer can be difficult. Here are several easy tips to help you stand out in 2009.

Be prepared. Change can come with little notice, especially in today's economy. What would happen if you got a new boss tomorrow? If a colleague left, and you were asked to assume an expanded role? Considering how you would handle these scenarios will help you prepare for them. It could also help you identify skills that would aid you in the transition.

Take advantage of technology. Stay up-to-date on the latest software applications in your industry. One of the easiest ways to do so is to enroll in an online course. Training is available through several websites at modest rates and sometimes at no cost. Once you've completed a class, offer to teach colleagues what you've learned.

Join an industry association. Professional organizations provide opportunities for members to update their

knowledge of business and industry fundamentals and acquire new skills through seminars and workshops. And often these services are available at a discount. Joining a local association is also a great way to network and meet other professionals in your line of work.

Find a mentor. Identify someone whose career path you admire, either at your current company or another organization, and approach him or her about becoming your mentor. Having a workplace hero can help you set goals, develop new skills, and tackle professional challenges.

~Reprinted courtesy of Office Team.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at www.officeteam.com. For more information, call the Kalamazoo office at .

Featured Sponsor



Kalamazoo Chapter of IAAP

Newsletter Editor: **Karen Shultz CPS**
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President's Corner

~Jana Stermer

With spring just around the corner and the chapter year half over, we are busy completing and starting new projects. At home it may be cleaning out the closet, putting away winter attire and boots, washing windows, and planning your summertime garden and vacation spots. The morning and evening commute home from work is light and sunny for many. People are eager to welcome spring after a long cold winter. At many jobs, the first quarter of the year is the beginning of new budgets and projects that consume our days.

The Chapter is also filled with activities this time of year. The Seminar Team is putting together a wonderful venue of topics to help Administrative Professionals sharpen their technical skills in Microsoft, as a Virtual Assistant, and enhancing soft skills to find the right job through Networking, Interviewing, & Resume Writing. This seminar is April 17, 2009. I hope the Kalamazoo Chapter members show their support by attending this Seminar.

The Nominations Committee is working on ensuring that our Chapter has candidates for all Board positions. Having a full slate of officers is vital in the success of the Chapter. Thank you for considering a position and to this committee for volunteering to call the membership. These candidates will be introduced in April and voted for at the May Chapter meeting.

We have been reviewing the Chapter By-laws & Standing Rules and have proposed changes to be more in line with how the Chapter has conducted business in recent years. These Bylaws are the foundation for the success and professionalism all members uphold.

Each piece of the Chapter, through all volunteers, membership, communications, programs, website, fund raising, community outreach, publicity, student sponsorship, & meeting attendees, makes our Chapter unique.

Conversation with members about times past, current and the possibilities for the future is really exciting. Our group is full of hope, promise, and a continued support system to all professionals. We are an elite association and strive for excellence.

As spring approaches, stop and smell the flowers and hear the birds sing. Think about your goals, values, & expertise. Continue to help our Chapter shine! Together we do make a difference!

Sincerely,

Jana Stermer

March 2009 Issue

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2009 Administrative Professionals Seminar

“Advancing Your Future”

You can't afford to miss these topics!

Virtual Administrative Assistant — Learn about managing your career from home!

Microsoft 2003 & 2007 — Get great tips on Microsoft!

Interviewing and Resume Writing — How to get your resume noticed and ace the interview!

The Power of Networking - Take a look at all you stand to gain from the secrets of charismatic networking!

April 17, 2009

10:00 a.m. – 3:00 p.m.

Cityscape Events Center

125 S. Kalamazoo Mall

Kalamazoo, MI 49007

Registration Deadline April 3, 2009

Only \$65 for IAAP Members and \$75 for Non-Members!

Full-Time Students and IAAP Retirees can register for only \$55!

Continental Breakfast & Lunch included

Questions: Jana Stermer – 269.216.2116

Jana_m_stermer@uhc.com

Presented by the Kalamazoo Chapter IAAP®




Post Office Box 2556, Kalamazoo, MI 49003-2556

www.laap-kalamazoo.org



M-TEC Offers March Training Opportunities

Classes will be held in The Groves business park at M-TEC, 7107 Elm Valley Drive, Kalamazoo 49009 (I-94/Exit 72). Call 269/353-1253. M-TEC has convenient, free parking. For more information, download a flyer to view or print, or register on-line, visit their website at www.mteckvcc.com under TRAINING and then CURRENT OFFERINGS to find the course titles. Discount pricing is available if more than two from the same company sign up for any one program.

-  *Fundamentals of Front Line Leadership*; March 10-April 15; \$650/550; register by March 3
-  *Win-Win Communication*; March 18; \$295; register by March 12
-  *Introduction to MS PowerPoint 2007*; March 24; \$200; register by March 18

Tip Box

(This works for Microsoft Excel '97, 2000, 2002, 2003, and 2007)

Place an ampersand into the text of a page header or footer, and you might be surprised to see it missing in your printout. This is due to the way Excel interprets the ampersand.

The ampersand character (&) is commonly used in company names (such as Burns & Foster, Inc.) or in standard business phrases (such as Mergers & Acquisitions). If you are creating a report in Excel, you may notice that the ampersand characters don't show up properly if you add them to headers or footers for your worksheet.

The reason ampersands don't show up is because the character is used as a "marker" that indicates a special formatting code is to follow. If you want to actually use an ampersand, then you need to double it—use two ampersands, such as "Burns && Foster, Inc." Even though you enter two ampersands in the header or footer, Excel only displays one ampersand in the resulting header or footer.

"Reprinted courtesy of ExcelTips, <http://excel.tips.net>"

Success from the Inside Out ~ by Mark Sincevich

As I walked past the Barnes & Noble in Bethesda this morning there were posters in nearly every window advertising the latest diet or exercise book. One especially caught my eye, the *90-Second Workout*. Immediately my rational mind wanted to 'prove' the book wrong, because the premise is so ridiculous. There has to be some sort of fine print or better yet a disclaimer of which I am not aware. The focus on diet and exercise books is tapping into the time of year when most people's New Years resolutions contain the desire to loose weight. In a society where 'we are often what we eat,' now is the time to undo the excess and overeating of the holidays.

What if this emphasis on what goes into our bodies is only half of the story? In Marc David's book, *Nourishing Wisdom*, he talks about the importance of recognizing, 'we eat what we are.' This means your state of mind will often determine what you eat, the amount of time you spend at a meal, how well you enjoy your food, and to a large extent the amount of nutrients you are able to absorb. Excess stress produces hormones such as cortisol, which block the absorption of nutrients. A prolonged, 'fight or flight' response also weakens the immune system. And when there is an emphasis on 'grabbing lunch' quickly or eating at ones desk, many people don't pay attention to what they put into their bodies.

Even the food many of us have access to puts an emphasis on convenience over quality. Have you really thought about the types of packaged food available in your company's vending machine? Even some of the places where we can eat have names not congruent with what we really long to be, think Fatz Café or Potbelly Restaurant. Marc David goes on to further state that some people who get ahead in their careers

often do so at the expense of their health. It's a matter of choices and where to spend your time. It might be an easy decision to grab something in the vending machine so you can 'close' one more deal, but this ignores the long-term consequences of this action. It creates an internal reinforcement whereby food is seen as a distraction and less important. If you get the 'reward' of an extra business deal now, then you are more likely to repeat this behavior.

Grabbing lunch quickly, eating an excess of processed food or even skipping meals altogether creates excess weight and health problems. This increases insurance costs and puts people, an organizations most important resource, at risk. It also ignores a fundamental theory in psychology called Maslow's Hierarchy of Needs. In Maslow's hierarchy, we need to have good health, ample food, quality social relationships and stable shelter before we can start thinking of complex theories, creating new products and services and even enjoying ourselves. If you want to be more successful, you need to create a baseline of health that can sustain your success for the long term! If nutrition and health are at the base of success, what are some other essential elements up the hierarchy?

In Malcolm Gladwell's book, *Outliers*, he attempts to define the elements of success. It's too easy to say that talented people will be successful as hard work is essential too. For example my favorite group, The Beatles, performed a mind boggling 1,200 times before their initial breakthrough success in America in 1964. Another quality for success is circumstance.

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Success from the Inside Out ~ by Mark Sincevich

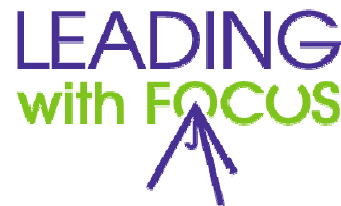
Returning to his hometown on the GI bill after World War II, my father attended the closest college. It was a teacher's college, so got a degree to teach history and geography. Later he became a very good elementary school principal. However, he is much more talented with design and woodworking, and I believe he would have been even more successful if his college offered programs in art and architecture. Nearing 83 years he was able to design and build a beautiful and professional cabinet around my washer and dryer. He knows his success could not have been achieved without his health. He swims three times a week and pays careful attention to his food choices.

In these tough economic times, how much food is 'wasted' by hurrying, grabbing and inhaling the very thing that is essential to our long-term success? And if you are continually stressed when eating, you are not getting the nutritional value out of your meals either. In addition, the budget crises faced by many public school systems has reduced or eliminated physical education programs, so some of our children aren't learning good exercise habits. This lack of exercise isn't helped by the amount of 'sitting' time either. How much more successful could you be if you made better food choices and made time for exercise? It could start by taking the stairs and bringing your lunch to work. When a solid health baseline is present, you can achieve even more success starting from the inside out.

About Mark Sincevich

Mark Sincevich is an executive coach and the chief perspective officer of his company, *Leading with Focus*. Mark also works with organizations to develop leaders with more focus and creativity. He does this through a unique photography angle in his speaking programs and writing. As a result of Mark's programs, his customers gain a fresh perspective, generate new ideas, sharpen the focus and create more business. Mark is a member of the International Coaches Federation (ICF), the National Speakers Association (NSA) and the executive director of the Digital Photography Institute. Mark is also the author of three books including *The Leadership Lens*, and he is frequently quoted in the media. He can be contacted at 301-654-3010 or

www.PresentingWithFocus.com.



~ Reprint permission has been given by Mark Sincevich.



Kalamazoo Chapter of IAAP



IMPACT

A

March has been designated as an Impact Meeting for the Kalamazoo Chapter.

You can meet the Member of Excellence Criteria #10 if you Recruit a New Member.

A

Please invite your co-workers, friends, and relatives that are in support positions.

P

The members bringing guests will have their names included in a drawing for a special prize.















Help our chapter grow our membership.





Kalamazoo Chapter's Lending Library


Through the generosity of some of the Kalamazoo Chapter members we now have a lending library. If you are interested in borrowing books please contact the owner. These will be loaned on the honor system. If you borrow, please be sure to return them.

Contact **Karen Shultz CPS** to borrow the following books:

-  Release Your Brilliance, Simon T. Bailey
-  Does Anal Retentive Have a Hyphen? Todd Hunt
-  Cruisin' Through Life at 35 MPH, Brian Blasko
-  Healthy, Wealthy, and Wise, Derrick R. Sweet
-  7 Measures of Success
-  Cyber Assistant, D.A. Smith-Hemphill Ph.D.
-  Younger by the Day, Victoria Moran
-  7 Habits of Highly Effective People, Stephen R. Covey
-  How to Stop Worrying and Start Living, Dale Carnegie
-  How to Win Friends & Influence People, Dale Carnegie
-  How to Become an Expert on Anything in 2 Hours, Gregory Hartley/Maryann Karinch
-  Common Things, Uncommon Ways-Proven Techniques to Grow any Business Through Your Staff, Sunny Kobe Cook
-  How to Land a Top-Paying Federal Job, Lily Whiteman
-  The 250 Job Interview Questions You'll Most Likely be Asked, Peter Veruki

 Quality at Work, a Personal Guide to Professional Standards, Diane Bone/Rick Griggs (Crisp Publications)

 Professional Excellence for Secretaries, Carolyn Barnes, M.A. / Marilyn Manning, PhD (Crisp)

 Making Humor Work, Take Your Job Seriously & Yourself Lightly, Terry Paulson, PhD (Crisp)

Contact **Betty Gruber CPS** to borrow:

 Become an Inner Circle Assistant

If you have books you would like to lend, please contact Karen Shultz CPS, karen@2shultz.com to have them included in our listing.

For those members planning on sitting for the CPS and/or CAP exams, Karen Shultz has study guides and CDs to loan.

Updates and Announcements

Loaves and Fishes Volunteer Day

The Kalamazoo Chapter of IAAP® enjoyed a wonderful Networking event on Saturday, February 14, at Kalamazoo Loaves & Fishes to show our ♥Heart for the Community♥. We were greeted by Phyllis who gave us an overview of the mission of Loaves & Fishes, and Jennifer who provided a tour of their operations. Anyone that has a need is directed to one of the many local satellite pantries closest to their home. We learned about the coordination that is provided with the Kalamazoo Gospel Mission and Ministry with Community to ensure all donated items are used. In this time of economic hardship, the food bank has learned that the face of hunger is changing.

Kalamazoo Loaves & Fishes works closely with community elementary schools to provide weekend

packs for children. Some of the Chapter members bagged pretzels, trail mix, and cheese for distribution; and other members used their expertise to organize and clean the office for the call center. We really enjoyed seeing first hand how this non-profit organization operates.

The members who networked included Colleen Cook CAP, Sherri Douglas CPS/CAP, Merna Francis CPS, Betty Gruber CPS and husband Joe, Charity Hutchins, Cheryl Jenkins, Rose LaFountain CPS and husband Harold, Therese Malmberg, Sandy Oaks CAP, Marie Ouzoonian CPS/CAP, Karen Shultz CPS, Michelle Stickley, and Carol Todd CPS. Jana Stermer and husband Dennis brought the food donations that the chapter had collected since November.

2008-2009 Fundraising Events

- | | |
|---|-----------------------|
| ✪ Returnable beverage containers -“Feed the Bear” | On-going |
| ✪ Empties4Cash (ink cartridges) | On-going |
| ✪ Harding's eScrip Community Card | On-going |
| ✪ Kalamazoo Chapter Seminar | <i>April 17</i> |
| ✪ SuperBooks | Sales end March 31 |
| ✪ Parade of Homes | June 2009 (Tentative) |

Please contact **Cheryl Jenkins** for your SuperBook. The fundraising team would like to sell at least 20 more books to receive a \$100 bonus. If you haven't yet purchased your SuperBook, contact Cheryl. Price is \$39 per book; you could purchase one with one or two other people!

Feed the Bear donations continue to be accepted at our monthly chapter meetings. April is our Vendor Mart; come prepared to take home some great free samples. **Cheryl Jenkins** will have the Jewelry available at our April meeting. There will be a large selection and Cheryl can accept cash, checks, debit or charge cards.

Please collect your small print cartridges and bring them to the monthly chapter meetings. These will be sent in large shipments by **Trish Kuhn**.

For further information on any of the fundraisers, please contact one of your fundraising team members, **Vicki Fricke CPS, Diane Groh, Cheryl Jenkins, or Trish Kuhn**; or a board member.



Member News

Happy Birthday:

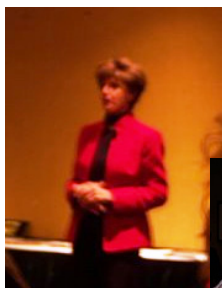
Sandy Oaks CAP	March 1
Lynette Curtis	March 12
Kathy Spackman CPS	March 16
Pat Frohnappel	March 17
Laura Loveland	March 17
Trish Kuhn	March 18
Laurie Andrus	March 24

Chapter Anniversaries:

Sara Dooley	2 years
Cheryl Jenkins	1 year
Kristy Rizzon	1 year
Jennifer Sieber	1 year
Karen Smeltzer	2 years
Linda Tetzloff	2 years

Member Activities

On February 24, 2009, the Grand Rapids Chapter presented a Joan Burge Seminar based on her newest book, "Underneath it All", which was inspired by her husband's battle with Pancreatic Cancer. Joan presented highlights of her book, and tips that she felt were most important as "underneath it all" (or bottom line). Colleen Cook CPS/CAP, Andrea Houseman CPS, Marie Ouzoonian CPS/CAP, Kelly Reggio CAP, Sandy Oaks CAP, Amy Schanz, Jana Stermer, and Carla Thomas CPS, Kalamazoo Chapter members, were in attendance. There was also time for networking with members from Grand Rapids, Holland, Muskegon and other attendees. Joan autographed books for attendees; and said the proceeds will be donated for pancreatic cancer research.









Community Events

<p>International</p> <p>Certification - CPS and CAP Exams May 1 & 2, 2009 and November 6 & 7, 2009 Kalamazoo Valley Community College, 9th Street, Oshtemo, MI</p> <p>For certification packet, visit the IAAP-HQ website</p>	<p>International Conventions</p> <table border="0"> <tr> <td>2009</td> <td>July 26-29</td> <td>Minneapolis, MN</td> <td>Minneapolis Convention Center</td> </tr> <tr> <td>2010</td> <td>July 18-21</td> <td>Boston, MA</td> <td>Hynes Convention Center</td> </tr> <tr> <td>2011</td> <td>July 24-27</td> <td>Montreal, Quebec</td> <td>Montreal Palais de Congress Convention Center</td> </tr> <tr> <td>2012</td> <td>July 20-25</td> <td>Grapevine, TX</td> <td>Gaylord Texan Resort</td> </tr> <tr> <td>2013</td> <td>July 28-31</td> <td>Anaheim, CA</td> <td>Anaheim Convention Center</td> </tr> <tr> <td>2014</td> <td>July 27-30</td> <td>Milwaukee, WI</td> <td>Milwaukee Convention Center</td> </tr> </table>			2009	July 26-29	Minneapolis, MN	Minneapolis Convention Center	2010	July 18-21	Boston, MA	Hynes Convention Center	2011	July 24-27	Montreal, Quebec	Montreal Palais de Congress Convention Center	2012	July 20-25	Grapevine, TX	Gaylord Texan Resort	2013	July 28-31	Anaheim, CA	Anaheim Convention Center	2014	July 27-30	Milwaukee, WI	Milwaukee Convention Center
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<p>Division</p>	<p>2009 Michigan Division Annual Meeting (MDAM) May 15 & 16, 2009 Shanty Creek Resort Bellaire, Michigan</p>	<p>2010 Michigan Division Annual Meeting (MDAM) May 14 & 15, 2010 DoubleTree Bay City-Riverfront Bay City, Michigan</p>																									
<p>Chapter</p>	<p>Executive Board Meeting 5:30 pm March 16, 2009 State Farm Insurance (rear building), 5564 Portage Road</p>	<p>Kalamazoo Chapter Meeting Networking begins at 5 pm, April 6, 2009 Kalamazoo RESA 1819 Milham Road</p>	<p>Kalamazoo Chapter Seminar April 17, 2009 Stay tuned for more updates</p>																								
<p>Community Happenings</p> <p>For more information and events visit http://www.discoverkalamazoo.com/</p>	<p>St. Patrick's Day Parade 11 am March 14, 2009 Downtown Kalamazoo</p>																										
<p>Chamber of Commerce Events</p> <p>For more information visit http://www.kazoochamber.com/</p>	<p>Press Release Success Workshop 10 am to 12 pm, March 13, 2009 and 2 to 5 pm, March 31, 2009 Richland Area Community Center, 9400 East CD Avenue, Richland (269) 629-9430</p>																										
<p>Chapter Networking Events</p>	<p>If you are interested in attending, please contact Sandy Oaks CAP for more information.</p> <ul style="list-style-type: none"> ☛ April 22, 2008: APD (Administrative Professionals Day) Dinner - Olive Garden, South West-nedge, 5:30 pm. Meal cost is the responsibility of each individual. Join us for Networking and recognition of APW. 																										



2008-2009 Chapter Meetings

(5 pm networking, 5:30 pm dinner, 6 pm meeting)

DATE	TOPIC	LOCATION
	Excellence in Action / Pathways to Excellence Jana Stermer, President Program Hostesses: Tonya Chartrand CPS/CAP & Kathy Spackman CPS	KRESA Daane's Catering Meal Cost \$10
	Photoshop / Graphics (1 recert point) Anne Goodrich, KRESA Program Hostesses: Charity Hutchins & Kathy Spackman CPS	KRESA Daane's Catering Meal Cost \$10
	Working Across Generations (1 recert point) Duane Hagen Program Hostesses: Charity Hutchins & Billie Blake	KRESA Daane's Catering Meal Cost \$10
	Non-Profit Loaves & Fishes Anne Lipsey Program Hostesses: Sandy Oaks CAP & Colleen Cook CPS/CAP	Beacon Club Meal Cost \$20
	Jump Start Your Financial Future (1 recert point) Kim Foster Program Hostesses: Tonya Chartrand CPS/CAP & Carla Thomas CPS	KRESA Daane's Catering Meal Cost \$10
	Tech Tips & Microsoft Tips (1 recert point) Gina Loveless Program Hostesses: Charity Hutchins & Karen Shultz CPS	KRESA Daane's Catering Meal Cost \$10
March 2 1 Recert Point	Internet Savvy & Navigating the Web (1 recert point) Karen Shultz CPS Program Hostesses: Sandy Oaks CAP & Karen Shultz CPS	KRESA Daane's Catering Meal Cost \$10
April 6	Vendor Mart Program Hostesses: Sue Bos CPS/CAP & Colleen Cook CPS/CAP	KRESA Daane's Catering Meal Cost \$10
May 2 1 Recert Point	Business Meeting & Election of Officers Team Building (1 recert point) Jean Kruegar Program Hostesses: Jana Stermer, Sue Bos CPS/CAP, & Carla Thomas CPS	KRESA Daane's Catering Meal Cost \$10
June 1*	Business Meeting & Installation of Officers *Executive Travel Planning Program Hostesses: Colleen Cook CPS/CAP & Billie Blake	KRESA Daane's Catering Meal Cost \$10
*Recert points are pending.		Total prepay for 2008/2009: \$110.00

2008-2009 Teams

Amendments and Bylaws Committee: *Barb Jagielski CPS/CAP, Geneva Packard, Kelly Reggio CAP, Karen Shultz CPS, Jana Stermer, Linda Tetzloff* Board Contact: *Jana Stermer*

Certification Team: Leader: *Jennifer Mitchell CAP* Member: *Brenda Saylor CPS* Board Contact: *Karen Shultz CPS*

Communications Team: *Joni Frick CPS* Board Contact: *Sherri Douglas CPS/CAP*

Fund Raising Team: Co-Leaders: *Vicki Fricke CPS, Diane Groh, Cheryl Jenkins, Trish Kuhn*
Board Contact: *Betty Gruber CPS*

Membership Team: *Gail McFanin* Board Contact: *Betty Gruber CPS*

Program/Hostess Team: Leader: *Tonya Chartrand CPS/CAP* Members: *Billie Blake, Sue Bos CPS/CAP, Colleen Cook CPS/CAP, Charity Hutchins, Sandy Oaks CAP, Karen Shultz CPS, Kathy Spackman CPS, Jana Stermer, Carla Thomas CPS* Board Contact: *Karen Shultz CPS*

Publicity/Historian Team: *Merna Francis CPS* Board Contact: *Sherri Douglas CPS/CAP*

Nominations Team: *Colleen Cook CPS/CAP, Carol Todd CPS, Charity Hutchins, Barb Jagielski CPS/CAP*
Board Contact: *Jana Stermer*

Seminar Team: Leader: *Open* Board Contact: *Jana Stermer*

Sponsored Membership Team: *Kelly Reggio CAP* Board Contact: *Jana Stermer*

Website Team: Wizard: *Carol Todd CPS* Board Contact: *Sandy Oaks CAP*

The way you get meaning into your life is to
devote yourself to loving others,
devote yourself to your community around you,
and devote yourself to creating something
that gives you purpose and meaning.

~ Mitch Albom



Drinks / Desserts Sign Up Sheet Reminder

Member Name	Soda	Dessert	Month
Gail McFanin	2 Regular Coke		Mar-09
Brenda Saylor	2 Diet Coke	Surprise	
Carla Thomas		Dessert	
Karen Shultz	ICE		
Linda Tetzloff	2 Diet Sodas		Apr-09
Deb Vlieg	2 Regular Coke		
Joni Frick		Dessert	
Sherri Douglas		Dessert	
Linda Tetzloff		Dessert	May-09
Karen Shultz	ICE		
Sherri Douglas	3 sodas	Dessert	
Trish Kuhn	2 Diet Sodas		
Linda Tetzloff	2 Diet Sodas		Jun-09
Karen Shultz	ICE & 2 Sodas	Dessert	
Trish Kuhn		Dessert	

International & Michigan Division Board of Directors

<i>International</i>	<i>Michigan Division</i>
<u>President</u> Barbara Horton CAP	<u>President</u> Diana Kengel CPS/CAP B: (248) 849-5707 deedeek47@yahoo.com
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<u>Vice President</u> Mary Ramsay-Drow CPS/CAP	<u>President-Elect</u> Heather Thomas CAP B: (517) 394-2420 ext.133 thomash@mlcnet.org
<u>Secretary</u> Janine Riemersma CPS/CAP	
<u>Treasurer</u> Karlena Rannals CPS/CAP	<u>Vice-President</u> Marie Ouzoonian CPS/CAP B: (269) 668-3336 ext. 1464 marie.ouzonian@mpiresearch.com
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<u>Director, Northeast District</u> Judith A. Yannarelli CPS/CAP	<u>Recording Secretary</u> Ruth Sorensen B: (231) 777-5233 ruth.sorensen@baker.edu
<u>Director, Northwest District</u> Valerie King CPS/CAP	
<u>Director, Southeast District</u> Tamra L. Goodall CPS/CAP	<u>Communications Secretary</u> Ann Henkel B: (248) 262-1865 amhenkel@hedev.com
<u>Director, Southwest District</u> Antoinette Smith CPS/CAP	
<u>Director, Canada District</u> Kathryne Fogal CPS/CAP	<u>Treasurer</u> Marcia Barrette-Rushton CPS/CAP B: (231) 935-6532 mbarretterushto@mhc.net
<u>Affiliate Representative</u> Jennifer Hinkson CMP	
<u>Trustees, Retirement Trust Foundation</u> Kathryne Hampton CPS/CAP C. Joyce Hawkins CPS/CAP Barbara Horton CAP Karlena Rannals CPS/CAP Kelly Reggio CAP Patricia Row CPS/CAP	
<u>Headquarters Mailing Address</u> P.O. Box 20404 Kansas City, MO 64195-0404 Phone: (816) 891-6600	<u>Courier/Shipping</u> 10502 NW Ambassador Drive Kansas City, MO 64153