

Sketches

AN AWARD-WINNING NEWSLETTER PUBLISHED BY THE HARRISBURG CHAPTER

www.iaap-harrisburg-pa.org



Deb Feinberg, CAP, Editor

June 2010

President's Message

Congratulations to the 2010-2011 Harrisburg Chapter Officers! Your newly elected officers are wonderful and I have no doubt that they will lead us with enthusiasm, passion and competence. We are in for a great year under their leadership.

Thank you for allowing me to serve as your President this year and for the guidance, support and patience you all have shown me. It has given me the opportunity to grow professionally and personally. Without your support, my years as a chapter officer would not have been as enriching as they were. I encourage each of you to seek out the leadership opportunities available through this association. There is no better place to gain the confidence needed to lead. I promise that the rewards you reap will be priceless.

I look forward to continuing my Power of Commitment and in Making a Difference - to myself, to IAAP, and to the Harrisburg Chapter under Deb's leadership and guidance.

Thank you all for a great year!

Power of Commitment
Making a Difference!

Annette Newcomb, CPS
President - Harrisburg Chapter, IAAP



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2009-2010 Officers

President
Annette Newcomb, CPS

President-Elect
Deb Feinberg, CAP

Vice President
Jena Creter, CAP

Secretary
Diane Kunkle, CPS/CAP

Treasurer
Gloria Gordon, CAP

Important Dates

July 2010

- 12 Organizational Board Meeting
- 18-21 International Education Forum & Annual Meeting

September 2010

- 13 Board Meeting
- 20 Harrisburg Chapter Membership Meeting

October 2010

- 11 Board Meeting
- 18 Executive Night Celebration

November 2010

- 8 Board Meeting
- 15 Harrisburg Chapter Membership Meeting

December 2010

- 13 Board Meeting
- 20 Harrisburg Chapter Membership Meeting

January 2011

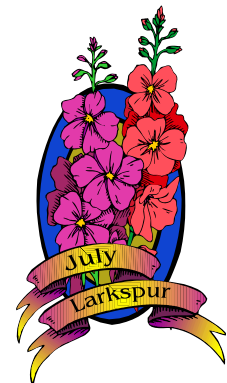
- 10 Board Meeting
- 17 Harrisburg Chapter Membership Meeting



Anniversaries & Birthdays

July Anniversaries	Anniversaries
	Kim Bloom 19 years

July Birthdays	Birthdays
	1 Lori Masonis, CPS 4 Angie Grove 8 Nadine Poorman, CPS/CAP 17 Judy Gross, CPS 25 Georgia Kreiser, CAP 26 Jeanne Spitler 30 Vicki Matteson, CPS



August Anniversaries	Anniversaries
	Lynn Farina, CPS/CAP 5 years Traci Fulton, CPS 4 years Abbey Coburn, CPS 4 years Stacy Shugar, CPS/CAP 4 years Paulette Krewson 4 years Diane Kunkle, CPS/CAP 4 years Judy Gross, CPS 4 years Michelle Auman, CPS 2 years Meagan Bair 1 year Heather Eagleson 1 year Melissa Morris 1 year

August Birthdays	Birthdays
	1 Sherry Hoover, CAP 5 Wendy Cuiffo 8 Carm Urich 13 Nancy Deibler, CAP 16 Sandy Mundy 16 Pam Neubaum, CAP 17 Sylvia Patrick, CAP 22 Kim Bloom 27 Jena Creter, CAP 31 Wendy Snavelly, CAP



International News



Susan Shamali, CPS/CAP
Power of Commitment
2009-2010 International President
International Association of Administrative Professionals®

It's June, and that means the 2009-10 IAAP year is in its last stretch. While most of you are coming off your division meetings and finished installing your new officers, we at the International level are ramping up for our busiest time of year. In the next few weeks, we'll be approving the 2010-2011 budget, finishing all our speeches and sessions for EFAM and tying up every loose end so that we can start the whole process over again.

Speaking of EFAM, I want to remind everyone that if you haven't registered yet, there's still time! This is one you won't want to miss. With an extra hour of educational sessions, we're offering more opportunities for learning than ever before. What I am most excited about this year are our keynoters. That's right, **two** keynote speakers to get you motivated for the coming year. First we have [Vernice Armour](#), the United States' first African-American woman combat pilot. She's been featured on Oprah, CNN and NPR, and we're excited to have her with us to tell us about overcoming obstacles!

Any other year, that would be fantastic... this year, we've got even more! On Tuesday evening, [Erin Brockovich](#), perhaps the most famous admin in history, will be on hand to give our second keynote of the meeting. I don't know about you, but I can't wait to hear about what this admin-turned consumer advocate has to say!

I'd also like to let everyone who's used to seeing IAAP's annual report around the same time as EFAM about a change we've made. Beginning this year, IAAP's annual report will be available in October. Why the change? It's because we know how much our leaders and members value accurate information, especially in these challenging economic times. Putting our annual report out in October will allow us to publicize our audited figures, which means that there are no adjustments we will need to make between the publication of the annual report and then the audited financials, which is what we've done in the past.

Have you checked out the free podcasts on the IAAP web community yet? Our education department has been busy interviewing our EFAM speakers for short, bite-size talks packed with real information and education you can use. And you don't need an iPod to listen... you can hear it right on your computer.

On a more personal (but still IAAP) note, I want to thank all the divisions and chapters I have had the privilege to visit not only during annual meeting season this year, but throughout the IAAP year. You've all welcomed me with open arms, and it's been one of the best experiences of my term as International President this year. I've enjoyed getting to meet so many members and leaders in IAAP, and I'm consistently amazed by the level of professionalism and warmth out there in our association. I'd be remiss, too, if I didn't say thank you specifically to all the 2009-10 Division Presidents. Your Power of Commitment has shone this year, and I'm thrilled to have been a part of it.

We'll have the chance to talk one more time in July... I can't wait!

Pathways to Excellence

Were you a Member of Excellence last year? Are you working toward becoming a Member of Excellence again this year? How about your Chapter and Division – are you doing all you can to help them meet their goals? [Click here](#) for more information on the Pathways to Excellence program.

PENNSYLVANIA DIVISION NEWS

The 2010 Pennsylvania Division Meeting was a great success and a good time was had by all. [Click here](#) to read outgoing President Diana Comber's 2009-2010 State of the PA Division address and to read incoming President Catherine Hoke, CPS/CAP's Incoming President's Speech. You'll also find a listing of the 2009-2010 Division award winners.

Also, don't miss the Harrisburg Chapter Delegate and Alternate Reports from the PA Division Meeting on Pages 8 through 11.

Since June 2008, Membership and Scoreboard Reports from International have been unavailable. Therefore, no Northeast District Scoreboard information has been reported to you in previous editions of Sketches. Membership reports are once again available; however, the Scoreboard information is not yet up-to-date (still showing information from June 30, 2008). Below is a Northeast District Membership Report utilizing information from International's web site. Once the Scoreboard information is available, I will resume reporting the Northeast District Scoreboard.

Northeast District Membership Report Reporting Period June 30, 2009 – June 30, 2010

Division	Number of Members (includes Members At-Large)		Net Gain (loss)
	6/30/09	6/30/10	
New Jersey	889	784	(105)
Greater New England Division	817	745	(72)
Pennsylvania	601	525	(76)
New York State	547	492	(55)
NE Member At-Large/Member At-Large	488	464	(24)
Northeast District totals	3,342	3,010	(332)

Harrisburg Chapter News

Committee Happenings

Parliamentarian News

It is with regret that I inform you that Maggie Ruff, CPS has decided not to continue as Parliamentarian for the 2010-2011 chapter year. A **HUGE THANK YOU** to Maggie for her service and for a job well done.

I am pleased to announce that Melissa Wandell, CAP has agreed to step back in as Parliamentarian for the 2010-2011 Chapter Year. Melissa was Parliamentarian before moving to Texas a few years ago. Melissa remained a member of our Chapter even while living in Texas and, happily she and her husband have returned to the area. We are happy to have her back.

Retirement Trust Foundation Committee

Your dimes and dollars, quarters and raffle tickets resulted in a grand total of \$387.00 donated to the Trust this Chapter year.

Thanks to all who participate in our fund raising efforts every month.

Kathie Hook, CPS/CAP, Chair

2010-2011 Committee Assignments

Committee assignments for the 2010-2011 chapter will be sent to you all sometime in the next few weeks. Whatever committee you serve on, please be sure to give it your all. Committees are what make this Chapter successful and everyone working together will ensure a successful year.

Member Information

At the June Membership meeting, it was voted on by membership to hold our meetings, beginning in September, 2010, at the Holiday Inn, Harrisburg East on Lindle Road in Harrisburg. Below is a complete summary of the results of the Survey conducted to determine member satisfaction with our current meeting location.

As we began to focus on next year's Chapter meetings, the incoming officers conducted a 6-question survey of the Harrisburg Chapter members to determine the level of satisfaction with the current location of our monthly Membership meetings, as well as seek input on program topics and speakers for next year. As of June 7, we received 36 responses to the survey. A complete summary of the results follows:

QUESTION #1 – Are you satisfied with the current location of the Harrisburg Chapter's monthly Membership meetings (the Four Points by Sheraton)?

YES – 68.8% NO – 31.4%

QUESTION #2 – If you answered "NO" above, in what areas are you not satisfied? (Check all that apply)

LOCATION – 12.5%
FOOD – 75%
SERVICE – 43.8%
FACILITY / CLEANLINESS – 31.3%
FACILITY / SET UP – 37.5%
FACILITY / SUPPORT – 6.3%

QUESTION #3 – As long as we keep the dinner price at \$20, would you be amenable to moving our monthly Chapter Membership meetings to another location in the Harrisburg area?

YES – 94.4%

NO – 5.6%

QUESTION #4 – Do you have any suggestions for other potential sites/facilities?

- Not sure what is available in the area
- Wildwood Conference Center, go back to Holiday Inn or try a local restaurant that has a large meeting room
- I think the location seems to be ok. The food quality could be a little better
- Sheraton or Holiday Inn on Lindle Road
- Susquehanna Club on New Cumberland Base if they have meetings there. Food is great
- Holiday Inn Harrisburg East
- Should be easily located in the Harrisburg area for travel for all members from both the east & west shore
- No, I don't
- No suggestions at this time, but would prefer not to drive downtown
- Needs to be convenient. The Radisson Penn Harris has always been helpful
- Hershey
- Radisson Penn Harris, Camp Hill, or Holiday Inn, Carlisle Pike, Mechanicsburg
- As long as it stays in the Harrisburg or West Shore area. Please keep members' work and home locations in mind when selecting a meeting site
- I wouldn't mind moving to Hershey
- Maybe the Sheraton on Lindle Road or some other place in that area
- Hershey Lodge
- No
- Holiday Inn Harrisburg East or Sheraton, Harrisburg-Hershey – NO Downtown Harrisburg, please!

QUESTION #5 – What types of educational programs/topics are you interested in? (Check all that apply)

- LEADERSHIP / MANAGEMENT – 61.8%
- ORGANIZATIONAL TIPS – 58.8%
- SOCIAL NETWORKING / BLOGGING / TWEETING – 38.2%
- GOING GREEN / ENVIRONMENTAL ISSUES – 23.5%
- MEETING PLANNING – 41.2%
- ROBERTS' RULES OF ORDER – 50%
- CREATIVITY / INNOVATION IN THE WORKPLACE – 58.8%
- PUBLIC SPEAKING / CONVERSATION STRATEGIES – 64.7%
- BUDGETING / UNDERSTANDING FINANCIAL STATEMENTS – 41.2%
- OFFICE ETHICS – 47.1%
- NEGOTIATING SKILLS – 26.5%
- TECHNOLOGY / SOFTWARE – 58.8%
- OTHER - (See Below)

Responses to "OTHER" –

- Roberts' Rules of Order – if done the same as at Division – way too funny, but helpful
- Note taking – Since everything seems to now be discoverable, I'd like a session on note taking so that what I capture does not come back and cause problems for my company
- Retired and not interested in office/work topics
- Adding polish to your professional image (dress for success/image consultant)
- More programs that earn education points vs. elective points

QUESTION #6 – Do you have any suggestions or additional comments to assist the Program Committee as we plan for 2010-11?

- Not at this time
- I think we need to consider bringing in new and different speakers. While I think things like the tutorial on our IAAP website and the Certification presentation are nice to have, I don't believe they are beneficial to all and may have an impact on attendance/membership. I think we need to think out of the box and get creative with topics and presenters.....which may in turn stir some interest in the chapter and increase membership and monthly meeting attendance. We may want to consider spending a little bit of money on a speaker once in awhile so we can bring new, exciting topics to the group.

- Since I retired, it takes me a half hour to get to the meetings and with other commitments I do not make too many meetings, so whatever you have, I adapt to. Thanks.
- A small increase
- None that come to mind at the moment
- I did not answer questions 1 and 2 as I do not think I could give a good answer. I am fine with the location and the facility. However, I am unable to eat certain foods, spices, etc., and I will have this situation no matter where the meeting/dinner is held.
- I gave a suggestion for last year and it wasn't used – didn't understand why. Would like to see recognition of new CPS, CAPs at the September meeting while it is still new news. IF I understand this....if you pass the test in May 2010, you get recognized in June 2011, why not September 2010 for recognition? Do you really want input?
- Don't rely on only one source, i.e., Hershey, for speakers. Seek speakers from other areas – HACC, Harrisburg University, our membership, other chapters.
- Thank you for checking! Whatever you do will be awesome, I'm sure
- Keep those Recertification Points coming!

The above is a complete summary of the survey responses; comments and answers have not been edited, and are shown above exactly as they were received.

The Program Committee and the 2010-11 Chapter Officers thank all those members who took a few minutes to complete the survey. Your time and honesty are very much appreciated. We will continually review your suggestions and work to improve our membership offerings in the coming year. The Harrisburg Chapter is YOUR chapter – we can only get out of it what we put into it, and your 2010-11 Board is committed to providing quality educational programs.

Given that we have committed an additional \$600 to the 2010-11 Program Committee budget to assist with speakers' fees, we feel certain we can provide timely, information-packed programs that are of specific interest to you – our members – in the coming year. Again, we thank you all for your participation in the survey.

Vicki Gesford CPS/CAP
2010-11 Vice President & Chair, Program Committee

Name Badges



NEED A NAME BADGE?

New or updated?

You can now order one by visiting the Recognition Specialties website at:

http://nicebadge.com/cart/gi-iaap-harrisburg-chapter-c-2_234_1955.html

You can order and pay on-line, and the badge will be shipped directly to you.

Roster Update

If any of the following information has changed for you within the past year, then you need to complete a **Roster Update Form** (page 20).

- | | |
|------------------------|---|
| ■ Name | ■ Employer |
| ■ Home or Work Address | ■ Position Title |
| ■ Home or Work Phone | ■ Executive |
| ■ Home or Work Email | ■ Home or Work Preference for Phone, Email |
| ■ Fax | ■ Committee Participation (Chapter/Div./Int.) |

If you are a new or newer member and have not completed a **Roster Update Form**, please complete one so that we can ensure that we have accurate information.

Harrisburg Chapter Contacts

Annette Newcomb CPS, President

309 Short Street
 Harrisburg, PA 17112
h: 717.566.0385
w: 717.534.8941
w: anewcomb@hersheypa.com

Deb S. Feinberg CAP, President-Elect

19 Cherish Drive
 Camp Hill, PA 17011
h: 717.737.3504
c: 717.265.4573
h: deb.s.feinberg@gmail.com

**2010 PA Division Annual Meeting
Gettysburg, PA
May 14 – 16, 2010**

Delegate's Report

"Make History with IAAP – Your Gateway to Success" was the theme this year at the 2010 PA Division Annual Meeting hosted by the Conestoga, Harrisburg, Susquehanna Valley and White Rose Chapters, and the Southcentral Council Division Members-at-Large at the Wyndham Gettysburg, in one our country's 10 most historic places! Although I did not participate in any of the tours, I heard many good comments.

After the vendor expo, the next item on the agenda was Friday's seminar titled "Wild and Productive Thinking" by David A. Berger, Learning Solutions Project Consultant for Highmark. David presented enlightening guidelines and techniques to be creative using some fun, interactive tools. He wrapped up his informative seminar by asking the thought-provoking question of "Are you who you were born to be?" We also enjoyed a presentation from our special guest, International President Susan Shamali, CPS/CAP, entitled "The Power of Commitment."

Friday's Evening of Welcome was dinner and a pleasant visit with "Abraham Lincoln" portrayed by James Getty, who gave us more of a history lesson on his life and family than any history books ever could!

President Diana Comber CMP called the business session to order on Saturday, May 15, 2010. Welcome and Introductions were provided by Annual Meeting Coordinator, Katherine Hook CPS/CAP, with the Moment of Reflection provided by Maggie Ruff CPS. The Presentation of Colors was to be provided by an outside group, who backed out at the last moment. In their place, it was decided to have 3 IAAP members who have been touched by family members serving their country present the colors – it was an emotional and very powerful moment. In the future, it was decided to have our member present the colors from now on. The National Anthem was sung by Hillary Miller. Welcome remarks were given by Susan Shamali CPS/CAP, International President, Lisa Morena, Adams County Commissioner, and a representative of The Wyndham Gettysburg.

Saturday's keynote speaker was Col. Cole C. Kingseed, US Army, Retired who presented "Leaders of Character and Competence."

Chapter roll call was taken and the registration report was given. Registration as of 8:30 AM on Saturday, May 15, 2010 was:

International Officers	1
Division Officers	5
Parliamentary Advisor	1
Chapter Delegates	17
Chapter Alternates	10
Members at Large	5
Members	62
Guests	<u>6</u>
Total Registration	107

The report of credentials was presented by Sue Palmer CPS, Credential Committee Chair, and approved. The annual meeting rules, presented by Juanita Mort CAP, were adopted; the Audit Committee found the Treasurer's books in good standing and their report was adopted. The following Division Committee Reports were given:

Bylaws & Standing Rules	Catherine Hoke CPS/CAP
Retirement Trust Foundation	Lyndee Long CPS/CAP
New Chapter Builder	Catherine Hoke CPS/CAP
Membership Committee	Carol Lundgren CPS/CAP
Committee on Nominations	Kathy O'Connor CAP
Professional Development Committee	Sue Sipe CAP

Voting was held and the following officers were elected for the 2010-2011 year:

President	Catherine Hoke CPS/CAP
President-Elect	Carol Lundgren CPS/CAP
Vice President	Juanita Mort CAP
Secretary	Patricia Clark
Treasurer	Maria Carney CPS/AIS

President Comber presented her State of the Division where she reported on the Division's accomplishments for the past year.

The Lehigh Valley Chapter presented their bid to the Board, Delegates, and the Alternates to host the 2012 PA Division Meeting. A motion was made and carried for the Lehigh Valley Chapter to host the 2012 PA Division Meeting in Lehigh Valley, PA from June 22 – 24, 2012. Invitations were then presented to the 2011 PA Division Meeting, May 20-22, 2011 in Clarion, PA and the 2010 Educational Forum and Annual Meeting July 18 – 21, 2010 in Boston, MA. Recess was then declared to allow time for the Recognition Luncheon setup.

High Tea was the theme for the Recognition Luncheon. Opening remarks were given by Charlotte Mallonee CPS/CAP, Recognition Luncheon Chair, and the Moment of Reflection was given by Sue Sipe CAP, Recognition Luncheon Co-Chair. Following lunch, President Comber called the meeting to order. Individuals recently certified or recertified were recognized. Among those recognized, the following were from the Harrisburg Chapter:

Attaining certification in 2009 were:

Debra Klock CPS
Michelle Auman CPS
Candace White CPS
Jena Creter CAP
Stacy Shugar CPS/CAP
Wendy Snavelly CAP
Kelly Ferrara CAP

Those that recertified in 2009 were:

Jessie Grove CPS/CAP
Lou Ann Pelletier CPS/CAP
Karen Folk CAP
Pam Neubaum CAP

Following recognition of the newest CPS, CAP and recertified holders, it was the Chapters' turn to be recognized. Harrisburg had a fine showing. We received the following awards:

Professional Development
Certification Award (most members sitting for the exam)
Certification Award (greatest percentage of members with CPS/CAP rating)
Membership Award (largest numerical increase) – Honorable Mention
Sketches
Recruiting Chapter of the Year Award
Recruiter of the Year Award – Wendy Snavelly CAP

The Presidents' Blue/Grey Ball was a lovely affair. The 2009-2010 PA Division Officers and the new elected 2010-2011 PA Division Officers were introduced as they entered the banquet room. President Comber then introduced all 2009-2010 Chapter Presidents as they entered the banquet room. All past division officers present received a special introduction by President Comber. After all special guests were introduced, the 2010-2011 PA Division Officers were installed. Susan Shamali CPS/CAP, International President, officiated at the installation ceremony.

Incoming President Cathie Hoke CPS/CAP delivered her message. Passion and Purpose is the International theme for this year. President Comber then declared recess. Dawn Hall CAP gave the Moment of Reflection which was followed by dinner. The Civil War Dance Foundation was the evening's entertainment. It was quite civilized and delightful to observe.

The PA Division Meeting was called to order again on Sunday, May 16, 2010. Introductions and the Moment of Reflection were made by Pam Rehm, Sunday Business Session Co-Chair. Carol Lundgren CPS/CAP, 2009-2010 PA Division Vice President, and 2010-2011 PA Division President Elect, officiated at the Memorial Service remembering those of the organization who have preceded us into the Omega Chapter.

Registration as of 8 AM, Sunday, May 16, 2010 was:

International Officers	1
Division Officers	5
Parliamentary Advisor	1
Chapter Delegates	15
Chapter Alternates	11
Members at Large	3
Members	66
Guests	<u>6</u>
Total Registration	108

The report of credentials was presented by Sue Palmer CPS, Credentials Committee Chair, and approved. A Retirement Trust Foundation Update was given by Lynda Boulay CPS/CAP, Trustee, Retirement Trust Foundation. An International update was given by Susan Shamali, CPS/CAP, International President.

The 2009-2010 Division Officers and some very heavenly special guests presented a workshop called "Let Rob Do It." This was a skit to educate the attendee's on Roberts Rules of Order. This presentation was well done in that it showed a very humorous side to what some might consider a very dry subject. It was entertaining, hilarious and educational for all!

Following the final announcements, the 2010 PA Annual Division Meeting was adjourned by President Diana Comber CMP.

I want to give a special shout out to Kathie Hook CPS/CAP Annual Meeting Coordinator, and to all the Harrisburg Chapter Members who worked tirelessly to ensure a productive weekend. I am constantly amazed at how you all rise above the norm and give 150% when you have a job to do. You are a constant source of inspiration to me. Thank you.

I also want to congratulate newly installed PA Division Officers Cathie Hoke CPS/CAP, President, and Juanita Mort CAP, Vice President. Best wishes for a productive year and kudos to you for taking your careers to the next leadership level.

It was my pleasure to represent the Harrisburg Chapter at the 2010 PA Division Annual Meeting.

Thank you for the opportunity.

Sincerely,

Annette Newcomb CPS
2009-2010 President, Harrisburg Chapter IAAP

**Pennsylvania Division Annual Meeting
May 14-16, 2010
Alternate's Report**

If you ever get the opportunity to attend the Division Annual meeting or EFAM as an Alternate, jump on it. It is a great way to learn about IAAP, observe how things are done and absorb a bunch of education without any of the responsibility of being a Delegate (except making sure you're around in case the Delegate needs you for something).

I attended the 2010 Pennsylvania Division Annual Meeting on May 14-16, 2010 in Gettysburg as alternate for the Harrisburg Chapter and I had a ball. The Division was honored to have three special guests in attendance, International President Susan Shamali, CPS/CAP; Retirement Trust Foundation Trustee Lynda Boulay, CPS/CAP; and New York Division President Bianca Constance. I had the pleasure of meeting President Shamali and President Constance. I rode the elevator with President Shamali (alone) which gave me a few minutes with her one-on-one and I sat next to President Constance during Saturday's lunch which gave me the chance to get to know her a little bit.

Here are a few highlights through an Alternate's eyes:

- The Friday afternoon seminar with speaker David Berger was great. I learned that most people have their best ideas – WHILE SITTING ON THE TOILET!
- Friday's evening of welcome was a step back in time as we listened to Abraham Lincoln re-enactor James Getty. He told us stories he "remembered" from his past and he even recited the Gettysburg Address (which, by the way, was NOT written on the back of an envelope as many have been led to believe).
- Saturday's business session began with a very special Color Guard. Three division members carried in the flag – women who have children who served or are serving or have lost their lives in service to their country. It was heart wrenching and inspiring at the same time. I dare say there was not a dry eye in the house. THANK YOU LADIES. Then keynote speaker Colonel Cole Kingseed, US Army, retired, talked to us about being leaders of character, competence and courage. We then took care of the business of the Division including several amendments to the Division By-laws, the most notable of which is the change in the date of the annual meetings which will be held in June beginning in 2012. Our 2010-2011 Division Board was presented – Cathie Hoke, CPS/CAP – President; Carol Lundgren, CPS/CAP – President Elect; Juanita Mort, CAP – Vice President; Patricia Clark – Secretary; Maria Carney, CPS, AIS – Treasurer. The 2011 PA Division Meeting will be held in Clarion, Pennsylvania.
- Saturday evening found us at the President's Banquet and everyone was dressed to the nines. Our 2010-2011 Division Board was installed and President Hoke gave her acceptance speech. After dinner we were entertained by a Civil War dance troupe. They dressed in period costume and showed us the dances of the late 1800s (not exactly dirty dancing if you know what I mean).
- Sunday morning was our final business session and it began with a service for our Omega Chapter members – members who passed away during the past year. After an RTF update and an International update we took a short break and were then treated to a skit put on by our Division Board – it was a fun and irreverent way to teach us some things about Robert's Rules of Order. It was absolutely hilarious and a great way to end the weekend.
- I earned five recertification points by attending all seminars and sessions during the weekend. A huge plus for any CPS and/or CAP holders.

My overall impression of the weekend was one of education, laughter, tears, seeing old friends, meeting new ones. I thoroughly enjoyed myself and thank the members of the Harrisburg Chapter for sending me as Chapter Alternate.

Respectfully submitted,

Deb S. Feinberg, CAP
2009-2010 Harrisburg Chapter President-Elect

Annual Report of the President

The 2009-2010 officers for Harrisburg Chapter were as follows: Annette Newcomb CPS, President, Deb Feinberg CAP, President-Elect, Jena Creter CAP, Vice President, Diane Kunkle CPS/CAP, Secretary, Gloria Gordon CAP, Treasurer.

Programs conducted in 2009-2010 focused on Surfing the Harrisburg Chapter Web Community, Name Recognition, Conflict Resolution, Managing Your Boss, Leadership Starts with You, and Smarter or Harder: How Do You Want to Work.

Chapter members Wendy Snavely CAP and Kelly Ferrara CAP conducted a Certification review course for 11 women, 9 of which sat for the test in May 2010 and 2 taking the test in November 2010. 5 sat for their CPS certification and 6 sat for their CAP.

Community Service events that Harrisburg Chapter members assisted with during 2009-2010 included the Adopt A Family for Christmas through the YWCA Christmas Wish Program, and through generous membership donations, helped a family have a happier holiday. The Chapter members also participated in a local Cystic Fibrosis Great Strides Walk, and the Community Service committee collected unwanted cell phones and chargers for the YWCA and non-perishable food items for the local Food Bank throughout the chapter year.

The chapter held its 60th Annual Executive Night. We had 21 members and 16 Executives and guests in attendance.

The Membership Committee provided a new member orientation at every meeting. Not only was it beneficial to new members, but it was a refresher course for some of our regular members, as well.

Our Seminar Committee planned a half day of education and provided presenters with expertise from 3 local companies. This educational opportunity gave us tips and tricks to keep our skills intact and provided us with polishing our skills in English, Effective Business Writing and Resume and Interview Skills.

24 members attended the PA Division Meeting in May 2010; and 11 members will be attending the International Education Forum in Boston Massachusetts in July 2010.

2010-2011 officer installation will be conducted as part of the June 2010 meeting.

Respectfully submitted,

Annette Newcomb CPS
2009-2010 Harrisburg Chapter President

Annual Report of the President-Elect

Following are highlights of my year as 2009-2010 Harrisburg Chapter President-Elect:

- Attended EFAM held in July in Minneapolis, Minnesota. Served as Chapter Alternate;
- Served as Co-Chair of the Pennsylvania Certification Committee;
- Served as Chair of the 2009 Southcentral Council Meeting Host Committee;
- Attended the 2009 Southcentral Council Meeting in Harrisburg;
- Attended July, September, October, November, December, January, February, March, April and May Chapter Board Meetings;
- Attended September, October, November, December, January, February, March, April, May and June Chapter Membership Meetings;
- Attended the Harrisburg Chapter Seminar on March
- Served as Treasurer of the 2010 Pennsylvania Division Annual Meeting; and
- Attended the 2010 Pennsylvania Division Annual Meeting held in Gettysburg in May. Served as Chapter Alternate.

Respectfully submitted,
Debra S. Feinberg CAP

Annual Report of the Vice President

During my year as Vice President, I served as Program Chair and the Chapter presented seven programs, of which five offered recertification points, and we enjoyed two nights of entertainment.

I attended all monthly Board and Membership meetings; the Southcentral Council Meeting in Harrisburg on October 24, 2010; and a day at the 2010 Pennsylvania Division Annual Meeting in Gettysburg, PA on May 14, 2010.

I attended the signing of the Proclamation by Harrisburg Mayor Linda Thompson proclaiming April 21, 2010 as Administrative Professional's Day.

By serving as Vice President for a year, I have gained additional knowledge of not only the Harrisburg Chapter of IAAP, but also IAAP as a whole. In addition, this opportunity has provided me with an overall educational experience. I look forward to continuing my educational experience as I move on to President-Elect.

Respectfully submitted,

Jena Creter CAP
Vice President

Annual Report of the Secretary

Minutes were taken for all Board and Membership meetings held during the 2009-2010 Chapter year. The Chapter year began with the organizational Board meeting in July 2009. Board meetings were held each month of the Chapter year, with the exception of December 2009. Membership meetings were held each month with the exception of July, August, October, and December, 2009.

During my year as Secretary, I participated in the South Central Pennsylvania Division meeting held in Harrisburg, Pennsylvania on October 24, 2009 and attended the Harrisburg Chapter Educational Seminar held on March 13, 2010.

I continued to learn more about IAAP, the Harrisburg Chapter, and leadership during my second term as Secretary. The International Association of Administrative Professionals is a great organization to belong to. The year has been rewarding, both personally and professionally, and I have truly enjoyed the experience.

Thank you to the Board and Members of the Harrisburg Chapter for the confidence you showed in me by electing me to serve as secretary for a second term. I also thank you for your patience, guidance, advice, and support during the year, as well as for your friendship since I became a member of IAAP.

Respectfully submitted,

Diane M. Kunkle CPS/CAP

Diane M. Kunkle CPS/CAP
Secretary

Annual Report of the Treasurer

This was the 2nd year of my 2-year term as Treasurer.

The 2009-2010 budget was approved by the Harrisburg Chapter Board and Membership in September 2009.

Financial information was entered in Quick Books. A report was completed each month and presented to Board and Membership for approval.

Monthly bank statements were downloaded from Metro Bank's website for the checking and savings accounts since I signed up for on-line banking.

Books were audited in January for the period of July 1, 2009 to December 31, 2009. There were no findings. Books for period of January 1, 2010 to June 30, 2010 will be audited in early July 2010.

Taking care of the finances for our chapter has been a great experience. I believe it has helped me become more confident as I have worked through the challenges presented to me and I am glad that I volunteered for the position. I recommend that everyone step out of their comfort zone!

Respectfully submitted,

Gloria J. Gordon CAP
Treasurer

Administrative Professionals Week/Day Committee Annual Report

The Chapter's 2010 Administrative Professionals' Day Dinner Celebration was held on Wednesday, April 21st, at the Hershey Lodge.

With 58 administrative professionals and 6 vendors in attendance, the celebration was a success. Our speaker, Betsy Kramer, provided a wonderful presentation and shared great tips to help us all Work Smarter, Not Harder. All CPS/CAP holders received one recertification point for Betsy's presentation. Also, thanks to the Chapter, each attendee walked away with a nice Appreciation Gift – a small Desk Caddy, inscribed with the message "You Make A Difference Every Day".

After all expenses were paid, the 2010 Committee ended up with a **NET PROFIT of \$719.00 for the Chapter!** This large profit is due entirely to the financial support provided by Hershey Entertainment & Resorts. HE&R graciously paid the speaker's fee and travel expenses, covered the cost of the Cocktail Reception, as well as all audio visual charges incurred for our event. In addition, in a very impromptu directive by the General Manager of the Lodge, Mr. Bill Liedholm, the Cash Bar became an Open Bar mid-way through our Cocktail Reception. We expressed our thanks to Mr. Liedholm and his staff at the Lodge for a job well done, and appreciate the Company's continued financial support of the Harrisburg Chapter.

Our Committee members included: Kim Bloom, Amy Lizza, Sandy Mundy, Carm Urich, Helen Wallace CAP, Candace White, Deb Feinberg CAP, Vicki Gesford CPS/CAP and Georgia Kreiser CAP. Many thanks to the Committee members for all their hard work!

Respectfully submitted,

Vicki & Georgia

Vicki Gesford CPS/CAP & Georgia Kreiser CAP, Co-Chairs

Certification Committee Annual Report

The 2009-2010 Certification Committee had a total of eleven (11) people sign up for the review class this year.

Classes began with orientation on Thursday, September 10th. Snacks were provided and each participant was given a special binder to hold all of the handouts. Study sessions were held at the Hershey Lodge at no cost to the Chapter. Facilitators included IAAP members who currently hold a CPS/CAP certification, as well professionals that specialized in certain areas of the review books such as Accounting, IT, Human Resources and Grammar.

An on-line calendar was created this year, giving attendees easy access to chapters, facilitator information and assignments for each week. An on-line group was also created through Facebook to provide an additional communication outlet for attendees and facilitators to post questions, answers and study tips.

The CPS and CAP Mock Exams were held on April 29, 2010 at the Press Building of Hershey Entertainment and Resorts in Hershey. Both facilitators and participants were provided with food and refreshments as well as a small gift from the Chapter.

The CAP examination was held on May 7, 2010 and the CPS examination was held on May 8, 2010. Out of the eleven (11) Certification Class Review Attendees, four (4) sat for the CAP exams and four (4) sat for the CPS exams. One (1) attendee will be taking the CPS exam in November. Two (2) attendees pulled out of the review course due to personal obligations. Exam results are expected by the end of June 2010.

The annual Certification Recognition Program was held on May 17, 2010 at the Four Points by Sheraton Harrisburg. All members that received their certifications in 2009 were recognized by the group and were presented with a certificate from the Chapter.

Submitted by:

Wendy Snavelly CAP & Kelly Ferrara CAP

Wendy Snavelly CAP & Kelly Ferrara CAP

Co-Chairs - Certification Committee

Community Service Annual Report

This chapter year the Community Service Committee collected old cell phones (and chargers) to be given to the YWCA. The Y reprograms the phones to give to women (and men) in domestic violence and sexual abuse situations.

IAAP also assisted United Cerebral Palsy with their gift wrapping booth at the Capital City Mall on Saturday, December 5. We only had enough volunteers to cover one 3 hour shift but did manage to bring in some money for this group.

Another project was to collect non perishable items to be donated to the area food bank. We started this project in November and will end in June with all donations being delivered to the food bank.

Between Thanksgiving and Christmas we participated in the YWCA's Holiday Giving Program. This is an anonymous program – we were not given any information about the family except their gender and age and they don't know where the gifts came from. Many gifts were received for the family and should have made their holiday special.

The last project we have done is the Great Strides Walk for Cystic Fibrosis. We only had 2 walkers but managed to raise over \$2000 for this great event.

Submitted by:

Lynn

Lynn Farina CPS/CAP

Chair, Community Service Committee

Executive Night Annual Report

Executive Night was held on October 19, 2009, at the Spring Garden Reception and Convention Center. We had 21 members and 16 guests in attendance. We were entertained by *Razzmatazz*, a comedic barber shop quartet from Lancaster.

Our receipts from corporate sponsorships, dinner, 50/50 and the raffle baskets totaled \$2,167.00 and our expenses totaled \$1,743.06, for a profit of \$423.94.

Respectfully submitted,

Jan Lang CPS/CAP, Chair
Maggie Ruff CPS, Chair
Stacy Shugar CPS/CAP, Chair

Membership Committee Annual Report

The membership committee is responsible for promoting membership, contacting potential and new members, welcoming new members and presenting a new member orientation.

The Harrisburg Chapter started the year off with 68 members. We ended on June 30th with 72. During the year, the committee offered new member orientation material during each meeting and in Sketches.

The following new members joined this chapter year:

Meagan Bair
Michelle Darr, CPS
Heather Eagleson
Michelle Gandy
Adele Group
Deedra Hardin
Kathleen Hillyard
Debra Klock, CPS
Nancy Miller
Melissa Morris
Anne Urbansky

Respectfully,

Dawn
Dawn Hall CAP
Chair

Program Committee Annual Report

First, thank you to all who assisted with Membership Meetings either by helping at the registration table, serving as greeters, or providing our Moment of Reflection. Your support has truly been appreciated.

This year we offered seven educational programs, five of which offered recertification points to members with their CPS and/or CAP ratings. We also had one evening of entertainment when the Milton Hershey School New Horizons Choir shared their beautiful voices with us.

I've outlined the monthly programs below.

Month/Year	Program	Recertification Points
September 2009	Surfing the Harrisburg Chapter Web Community Jodi Mattern CPS	-
October 2009	Executive Night Program – Razzmatazz	
November 2009	Name Recognition Tina Tate	1
December 2009	MHS New Horizons Choir	-
January 2010	Conflict Resolution Diane Lamison	1
February 2010	Managing Your Boss Cathie Hoke CPS/CAP	1
March 2010	Leadership Starts With You Lori Buffington	1
April 2010	Administrative Professionals Week/Day Event - Smarter Or Harder: How Do You Want to Work? Betsy Kramer	1
May 2010	Certification is the Power of Commitment Wendy Snavelly CAP	-
June 2010	Welcome New Members and Installation of Officers	-

Respectfully submitted,
Jena Creter CAP

Publicity Committee Annual Report

The Publicity Committee of the Harrisburg Chapter of the International Association of Administrative Professionals® is responsible for promoting the activities of the Chapter in the local media, as well as, creating the President's scrapbook.

Photographs were taken at all Chapter functions, as well as, International Convention, Pennsylvania Division and other special events attended by President Newcomb and members of the Harrisburg Chapter. A scrapbook containing memorabilia from the Chapter year, as well as, photographs will be presented to Annette in the near future.

Respectfully submitted,

Jan Lang CPS/CAP

Jan Lang, CPS/CAP
2009 - 2010 Publicity Chairman

Retirement Trust Foundation Committee Annual Report

The Retirement Trust Foundation Committee is charged with the responsibility of raising funds for the chapter's annual donation and with keeping membership informed of the Trust's work throughout the year.

Early in the IAAP year, Division and Chapter RTF Committee Chairs were updated on the Trust's new focus and Mission Statement: "To Provide Housing Assistance to Administrative Professionals, age 55 and older, who are in need". This program, called "HSAN", provides monetary assistance to administrative professionals who live in facilities other than Vista Grande. Any member may apply for assistance and be evaluated on an annual basis.

The Committee continued with its "tax purses" throughout the year, and held a Christmas Surprise Basket raffle in November and a Spring Garden Basket raffle in April.

The combined efforts of the tax purses and the raffles brought a total of \$387.00 for the year. Our contribution was sent to headquarters following the May membership meeting in an effort to meet the June 30 deadline.

The committee would like to thank all members who contributed at our chapter meetings as well as those who have supported the Trust through the Family of Givers Program.

RETIREMENT TRUST FUND COMMITTEE



Kathie Hook CPS/CAP
RTF Committee Chair

Seminar Committee Annual Report

The Harrisburg Chapter's annual education seminar was held on Saturday morning, March 13, 2010, at the Penn State Milton S. Hershey Medical Center East Health Campus-Entrance B on the 2nd Floor. The speakers were:

Kendra Ruhl (Things You Heard in English Class, but Thought You Would Never Use)
Megan Manlove (Effective Business Writing)
Bob Wallace SPHR (Resume Writing and Interview Skills)

Each seminar participant who held the CPS/CAP rating received 3 recertification points.

There were 28 attendees.

Total receipts were \$500, expenses were \$269.64, which resulted in a profit of \$230.36.

Committee members were: Helen Wallace, CAP Gwen Vitale, and Co-Chairs, Angie Grove and Lou Ann Pelletier CPS/CAP.

A special thank you to the committee members for making this event a success!

Submitted by:

Lou Ann

Lou Ann Pelletier, CPS/CAP
Co-Chair
Education Seminar Committee

Ways and Means Annual Report

The following is the breakdown of income from the Ways and Means Committee for 2009-2010:

June 2009 50/50 and Raffle	\$113.00
Monthly Raffle Items (through May, 2010)	\$362.00
Monthly 50/50 (through May, 2010)	<u>\$331.50</u>
	\$806.50

The 50/50 drawing from the June 2010 membership meeting will be included in the accounting for Ways and Means for 2010-2011.

Ways and Means would like to thank the chapter members who donated raffle basket items for use in this year's fund raising activities. We'd also like to thank all the members who participated in the raffles. Your participation helps make this committee a success.

Respectfully submitted,

Abbey J. Coburn, CPS
Chair

Harrisburg Chapter 2009-2010 Roster Update

Name:		Join Date:	Birthday:
Street Address:		Home Phone:	
City, State, Zip		Home Email:	
Employer:		Work Phone:	
Title:		Work Fax:	
Executive:		Work Email:	
Work Address:			

Preferred Phone Contact: Home Work

Preferred Email Contact: Home Work

Preferred Address Contact: Home Work

Please send this information to:

Lynn Farina, CPS/CAP
300 Luther Road
Harrisburg, PA 17111
lfarina@dauphinc.org



Monday, September 20, 2010

Holiday Inn, Harrisburg East
 4751 Lindle Road
 Harrisburg, Pennsylvania
 Cost: **\$20.00**

5:30 PM . Registration/Networking
 6:00 PM . Dinner
 7:00 PM . Program and Business Meeting

Program

**Cyber Security --
 Are You Really Safe Out There?**

Joseph Cannon, Ph.D.
 Associate Professor of Computer
 & Information Sciences
HARRISBURG UNIVERSITY of SCIENCE & TECHNOLOGY
 (recertification points pending approval)

Menu

Soup du Jour
 Grilled Chicken Caesar Salad
 Carrot Cake
 Coffee, Hot Tea & Iced Tea

IMPORTANT RESERVATION INFORMATION:

- ⊙ **Reservation Deadline:** All reservations must be mailed by Monday, September 13, 2010 — Please DO NOT mail checks after this date. Call-in reservations to Vicki Gesford CPS/CAP (717-534-8901) must be received no later than noon on Thursday, September 16, 2010 — payment is required no later than Monday, September 20, 2010.
- ⊙ **Cancellation Deadline:** Cancellations will be accepted until noon on Thursday, September 16, 2010. **Any cancellations or no-shows after the Cancellation Deadline will be charged.**
- ⊙ **Reservations & Payment:** Complete and mail reservation form along with a check made payable to Harrisburg Chapter IAAP to Vicki Gesford CPS/CAP, Hershey Entertainment & Resorts, 27 W. Chocolate Ave., Hershey, PA 17033.

~ Reservations & Payment ~ September 20, 2010

Member Name _____ CPS CAP CPS/CAP

I WILL ATTEND: DINNER & PROGRAM - \$20.00 DINNER ONLY - \$20.00 PROGRAM ONLY

Please list any dietary restrictions _____ Request Vegetarian Entrée

GUEST NAME(S) _____ GUEST PHONE NUMBER(S) _____

GUEST EMPLOYER(S) _____

” Remember to enclose your \$20.00 check payable to **Harrisburg Chapter IAAP** I need a receipt.