

Your Division Connection



President's Message

Dear Members of the PA Division,

As I write this message, I've decided that I'm not a big fan of Punxsutawney Phil these days...six more weeks of winter?!?! We all made it through the Blizzard of 2010 - come on Spring!

We are at the crossroads of this IAAP year...how are you doing with the goals that you set for yourself in this **Power of Commitment** year? Our Division is well on track to repeat as a Division of Excellence this year! Remember, we really want to add to the number of members that achieve Member of Excellence this year and the number of chapters that achieve Chapter of Excellence! Please remember that your Division Board is here to assist you, please don't hesitate to contact your Board Mentor for any assistance or questions you may have.



Diana Comber CMP, President Pennsylvania Division

The Division Board met in January at the host hotel for the upcoming Annual Meeting – The Wyndham Gettysburg. Members, the property is just lovely. The staff is gracious, the rooms are comfortable, and I know that you will all enjoy your time when we gather together in May! The Southcentral Council is working hard to plan your “Gateway to Success” that will enhance your Power of Commitment, grow your network, and have the type of fun that only our Division members can have! I hope that you will all plan to join us from May 14 through 16, 2010, as we “Make History with IAAP.”

This newsletter contains information on the 2010 Pennsylvania Division Annual Meeting, Nominations received to date for the Division Board, and other interesting and educational articles for your enjoyment. You will also find an article on our Retirement Trust Foundation from Division Chair Lyndee Long CPS/CAP.

March 2010 is once again RTF Month. This is a second chance this year to make your donation to The Trust. The Division Board will be sending “RTF Bingo” to all Chapter Presidents for distribution to help inspire our members to make a donation. The Board is also asking all Chapters in our Division to do a fundraiser, 50/50, or a \$1.00 donation per member to The Trust in March 2010. Donation forms will be sent to Chapter Presidents with the bingo game next month. Let's make our Division a star when it comes to the RTF!

I've always been a person who likes to inspire people with words of wisdom. Years ago, I used to coach cheerleading. These young ladies have all grown into beautiful, strong women. I found a quote that I shared with them years ago from Sam Parker and posted it on Facebook. To my surprise, some of these ladies who are on my friends list recognized it and make a point to tell me what those words meant to them. I'd like to close with that quote and hope that you find some inspiration in it as well:

*“There are no real secrets to success. Success in anything has one fundamental aspect – effort... Take action with **commitment**.” ~ Sam Parker*

A handwritten signature in cursive that reads 'Diana Comber'.

Diana Comber CMP
PA Division President

POWER
of
Commitment
Pennsylvania Division

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PA Division IAAP Recruiters July 1, 2009 through January 31, 2010

NAME	CHAPTER
Lyndee Long CPS/CAP	Altoona
Andrea Ryba	Altoona
Mildred Bilski cPS	Altoona
Carol Adams	Altoona
Doris Moroskie-Blewitt CPS/CAP	Pfizer Collegeville
Diana Comber CMP	Montgomery County
Wendy Snavelly CAP	Harrisburg
Helen Wallace CAP	Harrisburg
Katherine Hook CPS/CAP	Harrisburg
Sheri Hoffman CPS	Susquehanna Valley
Pat Clark	Liberty Bell
Charlotte Wlodkowski	Pittsburgh
Jodi Allison CPS/CAP	Pittsburgh

*Information received from IAAP HQ as of January 31, 2010.

Did you know that if you recruit a new member before June 30, 2010, that it counts as a point toward your Member of Excellence criteria?

POWER
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COMMUNITY SERVICE

Vice President Donna Huntington CPS had an idea for a community service project. She wasn't sure if the members of the Susquehanna Valley Chapter would go for it, but she decided to pitch her idea anyway. Her idea was to make chemo hats in support of cancer patient care during chemotherapy treatments. Pictured below are the chemo hats that chapter members and friends made and presented to the Union County Cancer Society at the Chapter's October 15, 2009, meeting.



Ann Auman, Theresa Miller of Union County Cancer Society, Beth Strausser, Barb Gonsar, Donna Huntington CPS, Sheri Hoffman CPS, and Laura Seward

WHO IS YOUR OFFICE MVP?

Is there a person in your workplace who is the team player that gives extra, that works harder, smarter and helps the company shine? That's your office Most Valuable Person, and we'd like to honor them.

In celebration of Administrative Professionals Week, The International Association of Administrative Professionals invites the public to nominate their Office MVP. The winner will receive two tickets to the July 17 Red Sox game and also one registration to this year's Education Forum and Annual Meeting, airfare for one (up to \$300) and one hotel room for five nights. Find out more at www.administrativeprofessionalsweek.org.



IS YOUR CHAPTER BEING HEARD?

If your chapter is unable to be personally represented at the International Education Forum & Annual Meeting (EFAM) by your Chapter Delegate, it is critical that your chapter is represented by proxy. You may assign your proxy to any Delegate who is attending — either Division Delegate Catherine Hoke CPS/CAP or a Chapter Delegate.

Why is it important for our chapter to be represented?

Your chapter's vote at the International Annual Meeting is very important. While candidate information is provided in the EFAM promotional material, Delegates have an opportunity to pose questions of the candidates during the Delegate Meet and Greet session to learn more about their platforms. If your chapter is unable to send a Delegate, the only way your chapter's vote can be cast is by proxy vote.

How does a chapter submit a proxy form?

Headquarters will send proxy forms to Chapter Presidents in April. This is a two-part form that does require submissions to be mailed — not emailed or faxed. The submission deadline is typically the first week in July. Any submissions after the designated date will not be accepted.

If you have misplaced your form or if you do not receive a form by June 1, 2010, please contact Pennsylvania Division Delegate Catherine Hoke CPS/CAP.

If you have any questions regarding chapter proxies, please contact your Division Board Mentor.

Juanita M. Mort CAP
PA Division Secretary



RETIREMENT TRUST FOUNDATION UPDATE

As most of you are aware, IAAP, through the Retirement Trust Foundation, developed the Financial Assistance Program to provide financial assistance to all administrative professionals living in a retirement community, in addition to providing assistance to residents living at the Trust's retirement center, Vista Grande, located in Rio Rancho, New Mexico. Both Vista Grande and the Financial Assistance Program are funded through Division, Chapter and member contributions.

The RTF Board of Directors has targeted the months of November and March for chapters to submit donations in support of the Trust. I would encourage each chapter to conduct a fundraising event at your March chapter meeting in support of the Trust – possibly hold a 50/50 raffle or take chances on a “basket of goodies.” Individual donations can also be made to the Trust through the recently developed Family of Givers program. Details on the Family of Givers program is available on the Trust web site – www.iaap-rtf.org. In addition, patio pavers can be purchased at a cost of \$100.00 per patio paver. Patio pavers are a wonderful way to honor outgoing chapter officers or to pay tribute to a recently deceased chapter member.

At the PA Division Meeting in May, I will also be conducting a 50/50 raffle in the Hospitality Room. Tickets will be 3 for \$2.00 or \$5.00 for an arm's length of tickets – half of the proceeds from the 50/50 raffle will be submitted as a PA Division donation to the Trust.

Let's work together to keep Della Herring's dream “alive” and support the Trust. Thank you in advance for your continued support of the Trust – it is greatly appreciated.

Lyndee Long CPS/CAP
PA Division RTF Chair





To: Members of the Pennsylvania Division
Pennsylvania Division Members-at-Large

From: Juanita M. Mort CAP
Pennsylvania Division Secretary

Subject: Notice of Pennsylvania Division Annual Meeting

PLEASE TAKE NOTICE that the Annual Meeting of the Pennsylvania Division, International Association of Administrative Professionals, will take place May 14, 15 and 16, 2010, at the Wyndham Conference Center in Gettysburg, Pennsylvania. The Business Session is scheduled to begin on May 15, 2010, at 8:30 a.m. for the purpose of conducting any business that may properly come before the meeting.

PROPOSED AGENDA

Business Meeting

Presentation of Annual Meeting Rules
Adoption of Agenda
Report of Division Treasurer
Report of Division Officers
Committee Reports
Bylaws and Standing Rules Report
Report of Committee on Nominations
Introduction of Candidates for Office
Voting for Officers
Report of Teller's Committee
Declaration of Duly Elected Officers for 2010-2011
Selection of 2012 Meeting Site
Unfinished Business
Good of the Order (time permitting)
Announcements
Recess

WINTER BOARD REPORT

The Pennsylvania Division Winter Board meeting was held in Gettysburg January 15, 16 and 17. All officers of the PA Division were in attendance. President Comber called the meeting to order at 3:35 p.m.

President Comber distributed binders containing the information that would be reviewed throughout the weekend. Minutes from the June 26-28 Summer Board Meeting were reviewed and approved. Final review of the revisions made to the Officers Handbook at Summer Board were discussed and approved.

The officers discussed the State of the Division. While our membership is slightly down, we are having a good year overall. As part of the discussion, Chapter and Division Committee Mid-Year reports, 2009-2010 Financial Mid-Year Report and 2010-2011 PA Division Board Nominations were reviewed.

The Board had a special guest in attendance for a part of the weekend. Northeast District Director Judith Yannarelli CPS/CAP joined the board Friday evening for a dinner meeting and stayed through Saturday to attend the meeting with the 2010 PAD Annual Meeting Coordinators and Committee Chairs.

Saturday was spent with the 2010 Pennsylvania Annual Division Meeting Coordinators and Committee Members reviewing plans for the upcoming meeting. The meeting was opened by Katherine Hook CPS/CAP and started with a group tour of the hotel. Everyone in attendance was very pleased with both the hotel staff and the accommodations. After the tour, the meeting continued with each Committee Chair present giving update reports to the board and the other committees. I am happy to report that the committee is hard at work and that plans are coming together nicely. The committees have planned great seminars, wonderful tours and fantastic entertainment – all surrounded by history! I encourage everyone to attend the meeting – you will not be disappointed.

After the Division Meeting Planning meeting, the board continued their meeting with NED Yannarelli in attendance. Among the topics discussed were the importance of communication at all levels of the organization, the importance of chapter membership and what it offers, the importance of encouraging chapter members to utilize the web community.

After NED Yannarelli left the meeting, the board reviewed the agenda and scripts for the annual meeting. Among topics discussed were the Incoming Division Presidents Conference, which will be attended by President-Elect Hoke in April; and Administrative Professionals Day/Week plans.

The last item of business was a Strategic Planning Session during which the Division's current plan was reviewed and revised.

This meeting was very productive, and we are on track to meet the goals we've set for the 2009-2010 year. We continue to strive for excellence and to show our Power of Commitment through the dedication and support of our members!

Respectfully submitted,

Juanita M. Mort CAP
PA Division Secretary



THE FUTURE—COMMITMENT

Have you made a decision about what you want from life? Do you have a clear vision? Are you committed? Are you taking **bold action** to bring your vision into reality?

According to Wikipedia, **Commitment** means to show loyalty, duty or pledge to something or someone, and can refer to. There are three kinds of people:

People who make things happen people; who watch someone else make it happen; and people who don't know what is happening.

A recorded fact, Thomas Edison persisted through 4,999 different attempts to invent and perfect the incandescent lamp. He finally succeeded on his 5,000th attempt. What do you suppose he had that others didn't have? Successful people keep moving. They make mistakes, but they don't quit. Success seems to be largely a matter of hanging on after others have let go.

Dedication:

As administrative professionals, we are *dedicated* in what we do. We provide the best service possible to our bosses and co-workers as well as within our chapters.

Retention:

Membership is more than collecting applications and checks. Once recruited, members expect and deserve service from our chapters. Communicate frequently with members and offer top-quality meetings. Encourage them to get involved in chapter activities and provide opportunities for members to grow into chapter leadership positions.

Education:

Professional education provides up to date information on trends and technical skills in the administrative field. Educational activities include *OfficePRO* magazine, seminars, books, videotapes, chapter meetings and virtual seminars. You can earn recertification points for the training you take through IAAP.

Continuing education is important in today's society. Strive this year to get your CPS and CAP designations! You will be glad you did!!

Attitude:

Joining a professional association demonstrates your commitment to your career. Work is most rewarding when we do it with enthusiasm and give it our best. Through IAAP, you will gain knowledge and contacts that will help you advance professionally. IAAP works to build a professional image of administrative professionals in the workplace. Have a positive attitude! We are not "just secretaries!!"

Continue to build on your Power of Commitment! Have a Magical Day!

Maria Carney CPS, AIS
PA Division Treasurer

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DO YOU HAVE SOMETHING TO TALK ABOUT?

Headquarters has brought us many wonderful communication tools within the past few years. We're on Facebook, LinkedIn, and even Twitter. Even more importantly, we have our own Web Community and many eGroups to communicate with members, officers, chapters, etc. It's apparent that Headquarters and the International Board believe that communication is essential in making us a remarkable association.

During the Division Council meetings this past fall, your Division Officers presented "The Web Community . . . One Click at a Time." This program provided attendees with a lot of useful information to help them better navigate through the Web Community as well as provide instructions on how to use the eGroups. This program was made available to Division members because the Division Board believes in the value of communication at all levels.

It's hard to believe that 95% of the PA Division do not believe communication is important. Currently, only 27 of 495 PA Division members have subscribed to the PA Division eGroup. We know you have many great things to share about your chapters, great accomplishments that your members have achieved, questions that you want to ask, etc. If you're not comfortable posting any of this information on the eGroup, please send an email to your chapter's Board Mentor.

Here's the benefit to selecting the "Daily Digest" option when subscribing to the eGroups – you don't even need to log in to the Web Community and access all of your subscribed eGroups to see if there were any postings. By selecting the Daily Digest subscription option, you will receive a digest of all the postings to that eGroup for that day in one email! The email is sent to the "preferred" email that you identified in your member profile. *Note: You will receive a separate email for each eGroup that you have selected to receive Daily Digest notifications.*

Communication is essential for any relationship to be successful. Let's enhance our communications within the Division and increase the eGroup subscription rate. We know you have something to talk about!

Catherine Hoke CPS
PA Division President-Elect

If you need more information on how to enhance your eGroup experience, download the [Web Community User Guide](#) or contact your Chapter's Board Mentor.

2010 EDUCATION FORUM & ANNUAL MEETING—BOSTON, MA

The Greater New England Division invites you to Boston for the 2010 Education Forum and Annual Meeting on July 18-21. This international meeting will be held at the Hynes Convention Center in the heart of "Bean Town." Don't miss this opportunity to network with administrative professionals from around the world. The schedule includes more education, an additional keynote speaker and continues to offer the same fun aspect such as the Evening of Welcome and Evening of Entertainment.

The hotels are both attached to the convention center via skywalks. The hotels are as follows:

Sheraton Boston Hotel: \$179 per night plus taxes—call 800-325-3535 to make reservations

Boston Marriot Copley Place Hotel: \$182 per night plus taxes—call 800-228-9290 to make reservations

Early registration will be open the first week in April and the early registration fee is \$495 for IAAP members.

We look forward to seeing you there!





Making Career Resolutions You Can Keep

Most people view January as an opportunity to reflect on the past few months and set resolutions for the new year. When identifying upcoming goals, however, don't forget career-related resolutions. Here is some advice for setting new objectives – and sticking with them:

Don't bite off more than you can chew. Be sure to identify goals that challenge you to stretch your abilities but won't require near-impossible amounts of time and effort to achieve. After all, making an unrealistic resolution can prove more frustrating than motivating. Consider your schedule and available resources. Given these factors, what can you realistically accomplish?

Break it up. Break your goals into smaller "mini-goals" to help you stay on track. If you want to take on more responsibility within your department, for example, your mini-goals may be to talk to your manager about your plan, determine the skills you need to develop, identify the appropriate professional development options, then complete the training.

Set deadlines. To improve your chances of success, establish a timeline for accomplishing each step along the way to your larger objective. This will give you something to work toward and allow you to better track your progress.

Acknowledge your success. No matter how small the accomplishment, give yourself a pat on the back each time you reach one of your objectives. You might treat yourself to a nice lunch, for instance. By doing so, you will maintain your momentum.

Maintain perspective. Be dedicated to your career, but don't overdo it. Piling too many goals on your proverbial plate can set you up for failure. At the same time, don't lose sight of any personal resolutions you've set this year. Keeping space for other objectives, like eating healthier or taking a dance class, is important.

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 325 locations worldwide, and offers online job search services at www.officeteam.com.

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International President
Susan Shamali CPS/CAP

FEBRUARY INTERNATIONAL PRESIDENT'S MESSAGE

It's February and in the accounting world, busy season is in full swing! In fact, between work and IAAP responsibilities, things have become downright crazy! Did I mention totally stressed? It's what we refer to as feast or famine. Everything's due at the same time or there's nothing to do! Preparation for the Spring Board Meeting is also in full swing. We've been busy working on the agendas and it's taken about ten days to get the agendas laid out, with bringing forward topics or assignments from the prior meeting, making sure we've covered all the agenda topics that occur specifically at this meeting, and ensuring we have all reporting subcommittees listed. And just when you think it's complete, there are revisions and more revisions! Thankfully, we've gone green with our board books, and everything is electronic.

Flying out Thursday after putting in the equivalent of a full day at the office means arriving exhausted at the Reno/Tahoe International Airport, assuming one doesn't miss any connections! You may even see me chasing down the shuttle bus driver at the airport so I don't have to wait another thirty minutes for the next shuttle to arrive. Then, as I'm dragging my luggage through the hotel door and thinking about the time difference, unpacking and sleep- familiar faces appear! In that split second my face is all smiles, and my pace picks up. Forget the check in desk! Hugs, hellos, more hugs, catching up on arrival times and what everyone has already checked out is most important. One minute I'm ready for bed and the next we're making plans to meet up before calling it a day. What an adrenaline rush!

Once the board meeting starts, it's non-stop from morning until evening. We are planning some fun on Sunday evening. If everything comes together, we'll be dining at the burger and shake joint in the resort, followed by bowling! A few board members will be cheering on the bowlers and a couple more said they would be taking pictures. Hmm... wonder where those might pop up! Hopefully in March's communication!

What's best about the Spring Board Meeting is that it's followed by the Spring Conference (formerly Professional Education Conference or PEC). The conference always provides great speakers, which means going home with a new book or two to read. It offers professional development on current issues as well as 15 recertification points. Have you been thinking of attending a Spring Conference? Well, now's the time to attend! With room rates at only \$89, this may be the most affordable event ever! For more information and to register, go to <http://www.iaap-hq.org/events/pec/registration.html>.

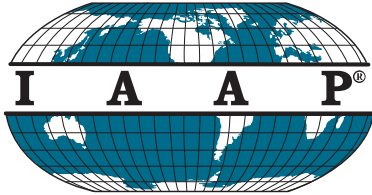
Remember the Compliments/Suggestions/Complaints database which was rolled out in 2008? I'm thinking probably not because it's not being utilized to the extent that it could be. The database is used to track trends, issues, etc., and help us figure out what we need to focus on or communicate on a mass scale. Most recently, a trend or issue that could have been communicated better is the speed of the web community. I read the postings and raised the question, "What's going on with the web community?" only to find out that while we were communicating in the community itself, we should have been communicating our efforts to speed things up on a larger scale. Had everyone utilized the database, that issue would have tracked sooner for a broader communication. And, yes, we are in the process of upgrades that will increase the capabilities of the web community, increasing the speed. So when 5,000 of us all get online at the same time during our lunch hour, access will be much faster. The Compliments/Suggestions/Complaints may be found by going to the Members Resources section drop down menu or <http://community.iaap-hq.org/IAAPHQ/IAAPHQ/MemberResources/Feedback/Default.aspx>.

Another way to keep abreast of what's happening with the web community is to subscribe to the Sitebuilders eGroup, which is where Ben McClanahan, Internet Communications Coordinator, provides updates on what's happening as well as responds to webmaster questions.

December 2009 was the end of another financial quarter for IAAP. The Financial Oversight Subcommittee has reviewed the fiscal year-to-date information and updated the Financial Plan, which may be found [here](#). You will note that IAAP continues to maximize its resources to help get us through a very lean time in this tough economy.

Have you heard about the two (yes, **two** keynoters) we'll have this year in Boston? **Vernice Armour**, the U.S.'s first woman combat pilot will kick the day off by showing us how to "create breakthrough," and then **Erin Brockovich**, one of the most famous admins in the world, will be on hand to close out the day.

Hopefully I'll get to see all of you there for a great EFAM... be on the lookout for registration information soon!



**International Association of
Administrative Professionals®**
Pennsylvania Division

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We're on the web:

www.iaap-pennsylvania.org

The Pennsylvania Division of the International Association of Administrative Professionals consists of 19 chapters and over 600 members throughout the state.

The PA Division is represented by a board of five volunteer members who serve in various positions on the board. These officers mentor local chapters and members, provide educational opportunities and administer the business of the Division.

The current officers are:

President	Diana Comber
President-Elect	Cathie Hoke CPS/CAP
Vice President	Carol Lundgren CPS/CAP
Treasurer	Maria Carney CPS
Secretary	Juanita Mort CAP

ETIQUETTE TIPS

In this time of technology, we forget the simple, everyday courtesies we should show each other.

The following is a list of business and personal etiquette tips you might find useful.

MEETINGS:

Do not hold side bar conversations when someone is at the podium. If you do make comments to a neighbor, keep them brief and quiet. Talking during a presentation is disrespectful to the presenter.

Do not interrupt the speaker. Wait for the appropriate time to make comments.

For IAAP meetings, go to the microphone and wait to be recognized; or if less formal, raise your hand and wait to be recognized.



Candidate for the Office of President
Pennsylvania Division
2010-2011

Catherine S. Hoke CPS/CAP

667 Railroad Street
Millersburg, PA 17061-1169

(717) 302-4294 *work*

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cshoke@comcast.net

IAAP® Involvement

Pennsylvania Division	2009-2010.....	President-Elect	
	2008-2009.....	Vice President	
	2007-2008.....	Secretary	
	2005-2007.....	Certification Committee Chair	
Harrisburg Chapter	2006-2007.....	60th Anniversary Co-Chair Publications Committee Co-Chair	
	2005-2006.....	Certification Committee Chair Publicity Committee Member Newsletter Editor 2006 PA Division Ad Hoc Committee <i>Printing & Signs Committee Chair</i> 2006 PA Division Ad Hoc Committee <i>Presidents' Banquet Committee Member</i>	
	2001-2005.....	Harrisburg Chapter Recording Secretary, Vice President, President-Elect, and President	
	1999-2001.....	Education Committee Co-Chair	
	1992.....	Joined Harrisburg Chapter	
	Future Secretaries Association® Millersburg Area High School	1977-1978.....	Vice President
		1976-1977.....	Member
Events	Attended countless chapter and board meetings, six Southcentral Council Meetings, seven Pennsylvania Division Annual Meetings, one Northeast District Conference, and seven International Education Forum & Annual Meetings.		

Education

2002.....Attained CAP Rating
1998.....Associate Arts Degree – Executive Secretarial Science – Harrisburg Area Community College
1994.....Attained CPS Rating
1978.....Business Curriculum Graduate – Millersburg Area High School

Employment

2003-Present.....Executive Assistant
Highmark, Inc. — Office of the President *and* Operations
2001-2003.....Division Secretary
Highmark, Inc. — Mid-Atlantic Customer Service
1995-2003.....Secretary
Highmark, Inc. — Customer and Professional Service Support
1989-1995.....Secretary
Highmark, Inc. — Central Region Professional Service and Review
1987-1989.....Clerk
Highmark, Inc. — Central Region Professional Service and Review

Management position held in the food service industry from 1985-1987.

Candidate for the Office of President-Elect
 Pennsylvania Division
 2010-2011

Carol Lundgren CPS/CAP
 44 Lumberjack Lane, PO Box 147
 Sigel, PA 15860

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 814-849-1205 (W)
clundgren@windstream.net (H)
clundgren@wrc.org (W)

IAAP® Involvement		
Pennsylvania Division	2009-2010	Vice President
	2007-2009	Treasurer
Clear-Penn Chapter	2005-2007	President
	2004-2005	Vice President
	2002-2004	Treasurer
	2001-2002	Advisor
	1999-2001	President
	1998-1999	Vice President
	1997-1998	Recording Secretary
	1996-1997	Corresponding Secretary
Events	In addition to attending almost all chapter meetings, I have served on numerous chapter committees and chaired many; I have attended seven Western Council meetings, twelve Pennsylvania Division Annual Meetings, one Northeast District Conference, and five International Education Forum & Annual Meetings	
Education		
	2008 - Recertified	
	2004 – Attained CAP Rating	
	1995 – Attained CPS Rating	
	ITEC Computer Training, Ridgway, PA	
	Kane Area High School, Kane, PA	
Employment		
	1992 – Present	Executive Assistant WRC Senior Services, Brookville, PA
	1990 – 1992	Administrative Assistant Pennsylvania Memorial Home, Brookville, PA
	1978 – Present	Bookkeeper LaVern E. Lundgren Logging, Sigel, PA

Candidate for the Office of Vice President

PA Division

2010-2011

Juanita Mort

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Harrisburg, PA 17109

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jmmort@hacc.edu 📧

IAAP® Involvement

Pennsylvania Division Harrisburg Chapter

2009-2010..... Secretary
2008-2009..... APD/APW Chair
2008-2009..... President
2008 Certification Review Class Facilitator
2010 PA Division Planning Committee Chapter Coordinator
2007-2008..... President-Elect
Professional Development Committee Chair
Publications Co-Chair, Sketches Editor
Ad Hoc Strategic Planning Committee member
2010 PA Division Planning Committee Chapter Coordinator
2006-2007..... Vice President
Program Committee Chair
Certification Committee Member & Facilitator
2005-2006
Certification Committee Member & Facilitator
2006 PA Division Ad Hoc Committee
Friday Night Dinner Dance Committee Member
2004 Joined Harrisburg Chapter
2002..... Joined IAAP

Events

2006 PA Division Annual Meeting, Hershey, PA
2007 International Convention and Education Forum, Tampa FL
2008 PEC Meeting, Charleston, SC
2008 PA Division Annual Meeting, Wilkes-Barre, PA
2008 International Convention and Education Forum, New Orleans, LA
2009 PA Division Annual Meeting, King of Prussia, PA
Attended chapter and board meetings and South Central Council Meetings

Education

2005 Attained CAP Rating

1978 Business Curriculum Graduate – Middletown Area High School

Employment

2010 – Present.....Administrative Office Specialist
Harrisburg Area Community College

1997-2010..... Executive Assistant
Brenner Family of Dealerships — Office of the President

1992 - 1997..... Employment Recruiter/Training Center Administrator
Sheetz, Inc. — Harrisburg/Lancaster/York Region

1990-1992.....Secretary
AMP, Inc. – Real Estate Department, Facilities Division

1985-1990.....Records Management Assistant
AMP, Inc. – Records Management/Retention Department, General Services Division

Awards/Community Activities

2007 YWCA Woman of Excellence Award Winner

2007 – Present Steering Committee Member, Harrisburg Regional Chamber Business Women's Forum

2006 – 2008 Board Member and Fundraising Chairperson, Estamos Unidos de Pennsylvania

2005 – Present Advisory Board Member, Newsletter Editor and Alumni Coordinator – Harrisburg High School,
School of Business and Industry Prep (SBI) Program

Candidate for the Office of Treasurer
Pennsylvania Division
2010-2011

Maria C. Carney CPS, AIS
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Erie, PA 16511

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(814) 899-5847 📠

maria.carney@erieinsurance.com 📧

IAAP® Involvement

<i>Pennsylvania Division</i>	2009-2010.....Treasurer
<i>Presque Isle Chapter</i>	2008 - 2009.....President – Presque Isle Chapter 2007 - Present.....Presque Isle Chapter Webmaster 2007 - 2008.....President – Presque Isle Chapter 2006 - 2007.....President – Presque Isle Chapter 2004 - 2005.....Treasurer – Presque Isle Chapter 2003.....Joined Presque Isle Chapter
<i>Events</i>	2004 PA Division Annual Meeting, Pittsburgh, PA 2004 International Convention and Educational Forum, Washington, DC 2005 PA Division Annual Meeting, Valley Forge, PA 2006 International Convention and Education Forum, Reno, NV 2007 International Convention and Education Forum, Tampa FL 2008 PA Division Annual Meeting, Wilkes-Barre, PA 2008 International Convention and Education Forum, New Orleans, LA 2009 International Convention and Education Forum, Boston, MA 2009 PA Division Annual Meeting, King of Prussia, PA Attended chapter and board meetings and Western Council Meetings

Education

2009 - Present	Bachelor of Science – Business Administration - Franklin University, Columbus, OH
2009	Recertification for CPS
2008	Associate Degree – Administrative Assistant - Madison Area Technical College, Madison, WI
2004	Attained CPS Rating
2000	Associate in Insurance Services (AIS)
2000	Certificate in General Insurance
1984	Associate Degree, Legal Secretarial Science – Erie Business Center, Erie, PA

Employment

1996 – Present	Erie Insurance Group, Erie, PA -	Administrative Assistant
1990 – 1996	Quinn Law Firm, Erie, PA -	Legal Assistant
1986 – 1989	Know Law Firm, Erie, PA -	Word Processor
1984 – 1986	Ohio Casualty Insurance, Erie, PA -	Secretary

CANDIDATE FOR THE OFFICE OF SECRETARY

Patricia Clark
P.O. Box 40333
Philadelphia, PA 19106
(215) 763-8865 (H) / (215) 351-1424 (W)
Email: pat.clark58@gmail.com (H)
patriciac@ecs1870.org (W)

IAAP® Experience

Chapter Level	2009 - 2010 Chapter President / Membership Chair 2008 - 2009 Chapter President / Membership Chair 2007 - 2008 Chapter Vice President / Programs Chair 2006 - 2007 Chapter Vice President / Programs Chair
Division Level	2009 – 2010 Certification Committee 2008 – 2009 Registration Committee

Work Experience

2001 - Present Sr. Administrative Assistant/Supervisor Database Coordinator	Episcopal Community Services Philadelphia, PA
1998-2000 Studio Administrator/Supervisor	Interspace Incorporated Philadelphia, PA
1997-1998 Executive Administrator	Pennsylvania Prison Society Philadelphia, PA
1996-1997 Office Assistant	Classic Management Philadelphia, PA
1994 – 1997 Office Assistant	Manchester International Philadelphia, PA
1990 – 1994 Drug & Alcohol Counselor	North Philadelphia Health Systems Philadelphia, PA

Affiliations

1995 – Present Executive Administrator	Greater St. John’s Rescue Church Philadelphia, PA
2004 – Present District Administrative Assistant	Full Gospel Baptist Church Fellowship of PA Philadelphia, PA
2008 – Present PA State Administrator (<i>Virtual Assistant</i>)	Full Gospel Baptist Church Fellowship of PA Headquartered in Meadville, PA

Education

Certificate, Behavioral Health Program - Community College of Philadelphia
Certificate, Microsoft Office User Specialist - ETI International
Diploma, Biblical Studies - Faith Bible Institute
Certified CPR/First Aid/AED Instructor

IAAP Involvement: I have been an active member of IAAP since joining in 2004. I originally joined the Montgomery County Chapter until 2006 when the Liberty Bell Chapter was chartered. I was instrumental in bringing IAAP to my place of employment where eight administrative professionals joined the organization. Because of my IAAP involvement my employer made changes in our job titles from secretaries to administrative assistants. I have attended Division Annual Meetings, Southeast Council Meetings, and Chapter Meetings missing 2 since the chapter chartered. I am the recipient of the Pa Division Special Recognition Award and the Northeast District G.E.M. Award.

CANDIDATE FOR THE OFFICE OF SECRETARY

Linda D. Schroeder CPS/CAP
3263 Faronia Street
Pittsburgh, PA 15204

Phone: 412-613-8736 (cell)

E-mail: lindaschroeder@verizon.net (H)

IAAP Experience:

Chapter Level	2009-2010	Webmaster, Newsletter Chair, Nominating Committee Chair
	2008-2009	Certification Chair; Nominating Committee Chair
	2007-2008	Chapter President
	2006-2007	Chapter President
	2005-2006	Chapter Vice President
	2004-2005	Publicity Chair; Rules and Bylaws Chair
	2003-2004	Publicity Chair
	2002-2003	Chapter Secretary; Publicity Chair; Administrative Professionals Day Chair
Division Level	2005-06	Student Chapter Committee Chair
	2008-09	Rules and Bylaws Committee Member

Work Experience:

2008 – Present Administrative Specialist	United Way of Allegheny County Pittsburgh, PA
2007 – 2008 Administrative Assistant	MODIS IT Solutions / Bayer Corporation Pittsburgh, PA
2003 – 2006 Administrative Specialist	Health America Pittsburgh, PA
1998 – 2003 Administrative Grants Coordinator	Center for Victims of Violent Crime Pittsburgh, PA
1995 – 1998 Clinical Secretary	University Orthopedics, Inc. Pittsburgh, PA
1994 – 1998 President & Owner	Administrative Assistance Plus! Pittsburgh, PA

Education:

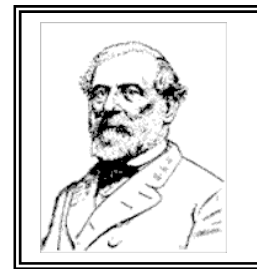
Master of Science in Organizational Leadership, Geneva College
Bachelor of Science in Human Resource Management, Geneva College

IAAP Involvement: I have been an active member of IAAP since joining the Pittsburgh Chapter in 2001. I have served on numerous Chapter and Division committees. I have also developed and implemented several new initiatives for the Pittsburgh Chapter, including the Mentoring Program, Corporate Sponsorship Program, and facilitated the strategic planning process in 2004-05. I have attended several PA Division Annual Meetings. In 2008, I was awarded a Special Recognition Award by the PA Division Board of Directors.



Ulysses S. Grant

**2010 Pennsylvania
 Division Annual Meeting
 Wyndham Conference Center
 95 Presidential Circle, Gettysburg, PA 17325
 May 14, 15 and 16, 2010**



Robert E. Lee

**Only one registration per form – copy for additional registrants or guests
 NO ON-SITE REGISTRATION**

Last Name	First Name			Guest of			
Chapter Name	ID #	CPS	CAP	CPS/CAP			
Mailing Address							
Employer							
Phone		E-mail					
Preferred Name on Badge							
Please check if	First Timer	Want a Mentor	Want to be a Mentor				
International Representative – List Office							
Division Officer - List Office							
Chapter Officer Chapter / Office			Chapter Alternate		Chapter Delegate		
Past International Officer / Office			Past Division Officer / Office				
PLEASE NOTE ANY DIETARY RESTRICTIONS							

FULL REGISTRATION	MEMBER		NON-MEMBER		TOTAL
	Before 04/15/10	After 04/16/10	Before 04/15/10	After 04/16/10	
Includes Education Forum, Evening of Welcome, Opening Business Session, Recognition Lunch, Presidents' Banquet, Closing Business Session	\$200.00	\$225.00	\$225.00	\$250.00	\$
INDIVIDUAL EVENTS	MEMBER		NON-MEMBER		TOTAL
	Before 04/15/10	After 04/16/10	Before 04/15/10	After 04/16/10	
Education Forum	\$80.00	\$90.00	\$85.00	\$95.00	\$
Evening of Welcome	\$45.00	\$50.00	\$50.00	\$60.00	\$
Opening Business Session	\$45.00	\$50.00	\$50.00	\$55.00	\$
Saturday Recognition Lunch	\$35.00	\$40.00	\$40.00	\$45.00	\$
Presidents' Banquet	\$55.00	\$60.00	\$60.00	\$65.00	\$
Closing Business Session	\$25.00	\$30.00	\$30.00	\$35.00	\$
Total Amount Enclosed					\$

***** **NO ON-SITE REGISTRATIONS AND NO WALK-INS WILL BE PERMITTED** *****

REGISTRATION DEADLINE APRIL 15 – NO REFUND IF CANCELED AFTER APRIL 30, 2010
Mail registration form(s) and check payable to 2010 DIVISION ANNUAL MEETING to:

Maggie Ruff CPS, 430 Water Street, New Cumberland, PA 17070

Phone 717-774-4450 (h) 717-761-4540 (w) Fax 717-761-3015 E-mail: mer@jds.w.com
You may download extra registration forms at www.iaap-pennsylvania.org

Badge No.

2010 PA Division Annual Meeting Trip Registration
Friday May 14, 2010 8:00AM – 12:00 Noon



Gettysburg Museum & Visitors Center

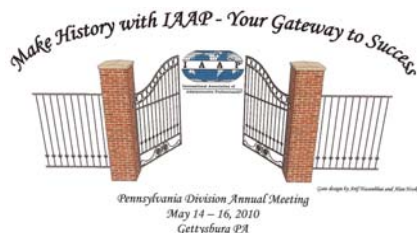
Friday Morning Schedule of Tour

- 7:30 am Gather at Wyndham Entrance F & board Wolf bus
- 7:45 am Depart for VC & Museum
- 8:00 am Arrive at VC & Museum
- 8:15 am 1st viewing of Movie
- 10:00 am Shuttle leaves VC for Farm. Tour Eisenhower home & farm on your own.
- 11:30 am Return shuttle.
- 11:45 am Return to VC & board Wolf Bus
- 12:00 noon Arrive back at Wyndham



Eisenhower Home & Farm

Registration Form



Gettysburg Visitors Center, Museum
& Eisenhower Farm

Name: _____

Address: _____

City, St, Zip: _____

Phone No.: _____

E-mail Address: _____

Make check payable to 2010 PA Division Annual Meeting in the amount of \$35.00 including gratuity by April 15, 2010. Mail to Leslie Pioro CPS, 541 So. Franklin St., Hanover, PA 17331. Please provide your e-mail address above for registration confirmation.

Kick Start Your Weekend of History with a walking Ghost Tour of Gettysburg.
Tour begins Thursday Night May 13, 2010 at 8:30 PM Cost: \$8.50 including gratuity

Make History with IAAP - Your Gateway to Success



*Pennsylvania Division Annual Meeting
May 14 - 16, 2010
Gettysburg PA*

Gate design by Arif Hasanbhai and Alan Hook



Codori House



Dobbin House

Registration Form

Please mail this portion of the registration form with a check in the amount \$8.50 made payable to 2010 PA Division Annual Meeting, by Monday, April 15, 2010. Mail to Leslie Piro CPS, 541 So. Franklin St., Hanover, PA 17331.

Name: _____

Address _____

City, State, Zip: _____

Phone Number _____

E-mail Address for Registration Confirmation: _____

Check Here If you are willing to use your vehicle to carpool from the Wyndham to the Dobbin House where the ghost tour begins and back to the Wyndham. Approximately 6 miles round trip.



Pennsylvania Division Annual Meeting

May 14-16, 2010

Hosted by: Southcentral Council Chapters

Wyndham Gettysburg • 95 Presidential Circle • Gettysburg PA

Brief Agenda

Thursday, May 13, 2010

8:30 PM Ghost Tour of Gettysburg

Friday, May 14, 2010

7:45 AM TOUR OF GETTYSBURG MUSEUM & VISITOR CENTER/EISENHOWER HOME & FARM

11:00 PM VENDOR EXPO

2:00 PM SEMINAR: *Wild and Productive Thinking*★ (Presented by: David Berger, Trainer)

4:15 PM INTERNATIONAL WORKSHOP★ (Presented by: Susan Shamali CPS/CAP, International President)

6:30 PM Evening of Welcome – *An Evening with Abraham Lincoln* (Entertainment by: James Getty, nationally renowned Lincoln impersonator)

Talk with “Honest Abe” & have your photo taken in costume!

Saturday, May 15, 2010

8:30 AM OPENING BUSINESS SESSION

KEYNOTE: *Leaders of Character and Competence*★ (Presented by: Col. Cole Kingseed, US Army Retired)

12:30 PM RECOGNITION LUNCHEON TEA

5:30 PM SOCIAL

6:00 PM Presidents' Banquet – *Blue/Gray Ball*
(Entertainment by: Victorian Dance Ensemble Performing Dance Troupe – Civil War Dance Foundation)

Sunday, May 16, 2010

8:30 AM BREAKFAST

9:30 AM CLOSING BUSINESS SESSION

10:00 AM DIVISION OFFICERS' WORKSHOP★

11:00 AM INTERNATIONAL UPDATE (Presented by: Susan Shamali CPS/CAP, International President)

11:30 AM ADJOURNMENT

David Berger joined Highmark in May 1994. He is currently a Learning Solutions Project Consultant (Team Lead) within the Leadership and Career Development Department. David is a keynote speaker and workshop presenter and has consulted with a variety of organizations throughout the United States. He has designed and presented numerous business-related continuing education courses at Harrisburg Area Community College (HACC), Lebanon Campus, and has developed and instructed contract training programs with local industries through HACC.

Susan Shamali CPS/CAP is IAAP's 2009-2010 International President and a member of the Michigan Division and Grand Rapids Chapter. She is employed by Pricewaterhouse Coopers as an Office Services Coordinator. Susan holds a BAS in Business Management from Davenport University (Grand Rapids, MI) with a minor in Human Resource Management and Leadership.

Col. Cole Kingseed is a thirty-year Army veteran who commanded at the platoon, company, and battalion level. A graduate of the University of Dayton (OH) in 1971, he served in the Infantry in a variety of military assignments, culminating in his tenure as full professor of history and chief of military history at the US Military Academy at West Point. Col. Kingseed holds a Ph.D. from Ohio State University (1983) and an MA in National Security and Strategic Studies from the US Naval War College (1992).