

**PENNSYLVANIA  
DIVISION OFFICERS**

*President:*  
Jean Bohinski CPS/CAP

*President-Elect:*  
Diana Comber

*Vice President:*  
Catherine Hoke CPS/CAP

*Treasurer:*  
Carol Lundgren CPS/CAP

# Your Division Connection

Pennsylvania Division, IAAP Newsletter

VOLUME 1, ISSUE 1

SEPTEMBER 2008

## 2008 – 2009 Pennsylvania Division – A Year to put “Excellence into Action!”

What an exciting year this is going to be for the Pennsylvania Division. Your Division Board, Diana Comber, President-Elect; Catherine Hoke CPS/CAP, Vice President; Carol Lundgren CPS/CAP, Treasurer; and I are proud and anxious to serve and help educate the Division members. We will conduct council meetings, official visits, and other educational experiences throughout the year, working with the theme, “Excellence in Action.”

It is our belief that if we strengthen the members, we will strengthen our chapters and our division. By giving you the tools that you need to develop strong leaders, you will build the framework for a strong chapter. We encourage all members to

participate in the programs offered this year. International has also developed the “Pathways to Excellence” program. This values-based recognition is attainable at all levels: individual, chapter, and division. The Board will be working with the chapter presidents to roll the program out to all members.

The Board is here to assist you in any way possible. Please don’t hesitate to contact your Board mentor or me with any questions or concerns. We want to this year to be an “Excellence in Action” year!

Regards,  
Jean Bohinski CPS/CAP  
Pennsylvania Division President

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## Report on PA Division Summer Board Meeting

The Pennsylvania Division Summer Board Meeting was held in Mechanicsburg on June 20, 21 and 22. President Jean Bohinski CPS/CAP, President-Elect Diana Comber, Vice President Catherine Hoke CPS/CAP and Treasurer Carol Lundgren CPS/CAP met for lunch and began the business session at 2:30 p.m.

President Bohinski distributed binders with information that was reviewed throughout the weekend. The Officers Handbook was updated and officers were assigned

chapters and committees that they will mentor for the 2008-2009 year, and given newsletter assignments. President Bohinski reported on the Incoming Division Presidents’ Conference and distributed a CD with information from the conference. Goals for the 2008-2009 were reviewed. The focus this year will be on leadership training; education; and the newly

instituted awards program, “Pathways to Excellence.” These topics will be discussed in detail at council meetings in the fall.

Continued on page 2



2007-2008 PA Division Board

## Report on PA Division Summer Board Meeting (Continued)

Council Meetings and possible topics were discussed. The Northeast Council will be hosted by Lehigh Valley on October 4, 2008. Western Council will be hosted by Beaver Valley Chapter, with date to be determined. South-central Council will be hosted by Toll Gate on September 27, 2008. No host or date was available for Southeast Council.

The Division Annual meeting was discussed. The guidelines were reviewed and a new section on Attire was added, that will be especially helpful to first time attendees. A profit was realized, mainly due to corporate sponsors/contributions and will be divided between the host chapter and the PA Division. The Evaluation Sheets were reviewed and the majority of the responses fell into the "excellent" and "good" categories. Other Comments will be taken into consideration and used as opportunities for improvement. Awards were discussed. Under the Professional Development Award, a section was added that grants will be approved for the PA Division Annual Meeting prior to attending; however, if the recipient is unable to attend the event, the grant becomes a repayable loan.

Treasurer Carol Lundgren CPS/CAP presented the Division financials. A proposed budget was presented and discussed. Minor changes were made and the budget was approved.

The Division Bylaws and Standing Rules were reviewed. Suggestions will be forwarded to the Bylaws and Standing Rules Committee for presentation at the 2009 Division Annual Meeting.

The International Convention and Education Forum in New Orleans was discussed. President Bohinski will be attending as the Division Delegate, with President-Elect Comber as Alternate. Candidates for office were reviewed, as well as proposed bylaws amendments.

Other upcoming events for discussion were Winter Board Meeting, scheduled for January 16, 17 and 18, 2009, with snow dates of January 23, 24 and 25; Incoming Division Presidents' Workshop, which will be attend by President-Elect Comber in March 2009; and Administrative Professionals Week plans.

This was a very productive Board Meeting; we are off to a great start. With continued support and dedication of all members, we will achieve our goals and the Pennsylvania Division will be a shining example of "Excellence in Action."

Respectfully submitted,

Carol Lundgren CPS/CAP  
PA Division Treasurer

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PA Division Members

## CERTIFICATION CORNER

Welcome to the Pennsylvania Division Certification Corner. We will provide you with information in each of the four Division Newsletters.

The most important item right now is the deadline to register for the November CPS® and CAP® exams. Your application must be postmarked by August 15, 2008. The CPS exam will be held all day on the first Saturday of November while the CAP exam is held the first Friday afternoon.

If you are going to take either one of these exams, we wish you the best of luck. If you have no idea what I am talking about, here is some brief information regarding the Certified Professional Secretary® (CPS) and Certified Administrative Professional® (CAP) exams.

The CPS Examination is a one-day exam consisting of three parts.

The CAP Examination is a one and one-half day exam consisting of four parts.

The exams are administered the first Friday and Saturday of May and November each year at over 250 locations.

Deadlines for exams: March 1 for the May exam (postmarked by February 15); September 1 for the November exam (postmarked by August 15).

Parts 1-3 of the CPS and CAP exams cover the following curriculum:

- Office Systems & Technology
- Office Administration
- Management

President Bohinski receiving International Board of Trustees Award for the Pennsylvania Division Northeast District

Part 4 of the CAP exam covers Advanced Organizational Planning.

Current CPS holders are required to take only Part 4 of the CAP exam to achieve the CAP designation.

Once you have achieved your certification, you are required to recertify every five years.

A Certification Review Guide is available from IAAP. It contains the examination outline, bibliography, sample questions and other tips. The certification application packet can be downloaded at [www.iaap-hq.org](http://www.iaap-hq.org) or contact IAAP Headquarters at: email - [service@iaap-hq.org](mailto:service@iaap-hq.org); voice - 816-891-6600. Some of our local chapters offer classes to assist you in taking the exams.

The PA Division Certification Committee is available for questions or information regarding certification and recertification.

Pennsylvania Division Certification Committee  
 Dawn Hall CAP, Chair ([dmariehall@verizon.net](mailto:dmariehall@verizon.net))  
 Sheran Springer CPS/CAP  
 ([sspringer@eveyblack.com](mailto:sspringer@eveyblack.com))

*The most important item right now is the deadline to register for the November CPS® and CAP® exams.*



## 2008 – 2009 PENNSYLVANIA DIVISION COMMITTEES



### Pennsylvania Division

<b>Administrative Professional Week:</b>	Juanita Mort CAP, Chair Debra Feinberg CAP
<b>Audit:</b>	Peggy Rhone, Chair Missy Billotte Mary Syktich CPS
<b>Bylaws:</b>	Myrna Jessell CAP, Chair Debbie Fairchild CPS/CAP Linda D. Schroeder, MS CPS/CAP
<b>Certification:</b>	Dawn Hall CPS/CAP, Chair Sheran Springer CPS/CAP
<b>Nominations:</b>	Marion Hidlay CPS/CAP, Chair Helenanne M. Bendik CPS
<b>Historian:</b>	Kathleen Kemp
<b>Membership:</b>	Catherine Hoke CPS/CAP, Chair Leslie Piro CPS Kimberly Arthur CPS
<b>New Chapter Builder:</b>	Diana Comber, Chair Sheila M. Lidwell CPS/CAP
<b>Newsletter:</b>	Rebecca DeLuca CPS, Co-Chair Tanya Fuhrmeister, Co-Chair
<b>Retirement Trust Foundation:</b>	Lyndee Long CPS, Chair
<b>Student Chapters:</b>	Jessie Grove CPS/CAP, Co-Chair Amy Sisko, Co-Chair
<b>Professional Development:</b>	Kathy O'Connor CAP, Chair Sue Sipe CPS/CAP
<b>Webmaster:</b>	Diana Comber
<b>2009 Division Meeting Liaison:</b>	Diana Comber

## 2008 International Convention and Education Forum Recap

The 2008 International Convention and Education Forum was held on July 27 – July 31, 2008 at the Hilton Riverside in New Orleans, Louisiana. We had 39 Pennsylvania Division members attend the convention. I was honored to serve as the Division Delegate and Diana Comber, President-Elect, served as Division Alternate. Division Board members Catherine Hoke CPS/CAP and Carol Lundgren CPS/CAP also attended convention. The Pennsylvania Division dinner was held on Sunday, July 27 at Mulates. The zydeco music had the attendees tapping their feet.

The Parade of Nations was conducted on Sunday, July 27 and the 2008 International Education Forum and Convention was called to order at 10:10 a.m. Following the introduction of the convention co-coordinators, Kennie Keith, a music instructor in St. Bernard Parish gave the group a rendition of the three stages of a New Orleans' funeral procession.

Doris Voitier, superintendent of schools in St. Bernard Parish, gave the inspirational message. Ms. Voitier is a recipient of the John F. Kennedy Profile in Courage Award for her work in rebuilding the St. Bernard Parish schools in the face of bureaucratic indifference after the devastation of Hurricane Katrina. The Presentation of Colors was conducted by the Marine Corp followed by an outstanding performance of our National Anthem by award winning blues singer Erma Thomas.

The Report of Registration/Credentials was then presented by the International Convention Credentials Chairman, Pennsylvania's own Marilynne Donnelly. The total number of registered attendees was reported as 1,976, up from last year's 1,446 registered attendees. Next on the agenda was the adoption of the convention rules and agenda, followed by the report on Nominations. 7 candidates ran from the floor. Each candidate for the various offices was then given two minutes to present their candidacy speeches.

Executive Director Donald Bretthauer CAE [IAAP Executive Director Don Bretthauer CAE](#) and International President Judy McCoy CPS/CAP [2007-2008 International President Judy McCoy CPS/CAP](#) both provided reports (copies of these reports are attached)...followed by a Retirement Trust Foundation report presented by Janine Riemersma CPS/CAP, Chairman. The Distinguished Chapter Presidents' watches were then presented. Pennsylvania was honored to have a chapter president earn Distinguished Chapter President status in 2007 – 2008: Karen Schlechter from the Montgomery County Chapter, who was present to receive her watch at convention. Congratulations Karen! The Northeast District Caucus was conducted on Sunday afternoon. I am honored to report that the Beaver Valley Chapter won the Colonel Waring

Award for largest contribution for chapters with 1 – 25 members. Congratulations Beaver Valley Chapter!! Pennsylvania Division was also recognized during the caucus for the Division within the Northeast District with the largest monetary contribution to The Trust. The Evening of Welcome was held on Sunday evening.

Monday's business session began with a keynote address by Simon T. Bailey. Simon's presentation was entitled "Kick-It-Up-A-Notch" – and focused taking your career to the next level. Following the keynote address, the Registration/Credentials Report was presented - with a total of 1,783 registered attendees. Following the Registration/Credentials Report, the Bylaws and Standard Rules Committee Report was presented by Chairman Sue Cordier. Proposed Bylaws amendments #1, #3, and #4 passed; proposed Bylaws amendment 2 failed. Proposed Standing Rules amendment #1 failed and #2 passed. Following the Leadership Luncheon, the voting polls were opened. Northeast District delegates participated in a second vote for the office of International Secretary.

Tuesday's Business Session began with the presentation of the Avery Chapter Achievement Awards, followed by the Registration and Credentials Report. The total number of registered attendees was 1,614. The installation of the 2008-2009 International Board of Directors was then conducted, followed by the installation of the Trustees of the Retirement Trust Foundation.

The 2008 – 2009 International Board of Directors are as follows:  
 President Barb Horton CAP  
 President-Elect Susan Shamali CPS/CAP  
 Vice President Mary Ramsay-Drow CPS/CAP  
 Secretary Janine Riemersma CPS/CAP  
 Treasurer Karlana Rannals CPS/CAP

The RTF Trustees are as follows: Chairman Barb Horton CAP (by virtue of office), Karlana Rannals CPS/CAP (by virtue of office), Kathyne Hampton CPS/CAP, C. Joyce Hawkins CPS/CAP, Kelly Reggio CAP, and Patricia Rose.

We are honored to have Judith Yannarelli CPS/CAP serve as our Northeast District Director.

Two motions from the floor were voted on:

1) "I move that the International Board of Directors compile behavioral guidelines that define/describe "misconduct" as applies to any IAAP officer at any level of the association. These guidelines should include the wording, "including, but not limited to," and should also define appropriate levels of sanction up to removal from office for violation of the guidelines. This should be accomplished in time for submission to the delegates for their approval at the 2009 international convention." Maker: Brenda Shaw CPS/CAP

**Carried**

2) "I move that all chapters of IAAP be given online membership registration capability with implementation no later than January 1, 2009." Maker: Debra Brown

**Carried**

A presentation was conducted for the 2009 International Convention to be held July 26 – 29, 2009, at the Minneapolis Convention Center, Minneapolis, MN. The sites for upcoming conventions were then reviewed:

July 26 – 29, 2009	Minneapolis, MN
July 18 – 21, 2010	Boston, MA
July 24 – 27, 2011	Montreal, Quebec
July 22 – 25, 2012	Grapevine, TX
July 28 – 31, 2013	Anaheim, CA
July 27 – 30, 2014	Milwaukee, WI

The Evening of Entertainment was held on Tuesday evening and featured Andy Childs. This was Andy's third appearance for IAAP. Andy's band, **Sixwire**, was first runner up in American Idol's *The Next Generation American Band*. By the reaction from the audience for a solid two hours, it seems that everyone enjoyed Andy's performance.

Tuesday afternoon and all day Wednesday included workshops on a wide variety of topics. Wednesday evening ended with the Presidents' Banquet [2008-2009 International President Barb Horton CAP](#). We were honored to have Immediate Past Division Lyndee Long receive the Outstanding Division President in New Chapter Development award. 2008 – 2009 International President Barb Horton CAP presented her keynote address via video due to medical reasons.

Joy Johnston, International Membership Manager, welcomed attendees to the Post-Convention Leadership Workshop on Thursday morning. Mary Ramsey-Drow presented the Pathways to Excellence program and the Avery Dennison representative spoke on Chapter Marketing. Dr. Cal LeMon, President of Executive Enrichment, Inc. presented the leadership workshop.

It was a pleasure and honor to serve as the Pennsylvania Division

### 2008-2009 International Board Installed



Election results were announced during Tuesday's business session. The 2008-2009 International Board of Directors are as follow (listed from left to right):

(seated) **Secretary:** Janine J. Riemersma CPS/CAP, **Vice President:** Mary A. Ramsay-Drow CPS/CAP, **President:** Barb Horton CAP, **President-Elect:** Susan K. Shamali CPS/CAP, **Treasurer:** Karlena Rannals CPS/CAP. (standing) **Northwest District Director:** Valerie S. King CPS/CAP, **Affiliate Representative:** Jennifer Sandra Hinkson CMP, **Southeast District Director:** Tamra L. Goodall CPS/CAP, **Great Lakes District Director:** Sam Gill CPS, **Canada District Director:** Katherine Ann Fogal CPS/CAP, **Southwest District Director:** Antoinette Smith CPS/CAP, **Northeast District Director:** Judith A. Yannarelli CPS/CAP.



## “What Were You Thinking!” (Skills to Respond to Someone Who Makes Foolish Decisions)

**Dr. Cal LeMon, President  
Executive Enrichment, Inc.**

You cannot believe what you just heard!

Someone, you respect, made an openly sexist remark in a team meeting. A friend of yours at work got into a knock-down, drag-out verbal fight with the general manager and...lost...his job. A member of your immediate family came home and told her spouse and children she was leaving for greener marital pastures.

What do you do when craziness abounds? What strategy should you adopt with an adult who is acting like a teenager or third grader?

It happens every day. Mature people regress into selfishness, naiveté or massive doses of stupidity. What should you do?

First, you have to admit we are all one thoughtless moment away from the Land of Dumbdom. If you have ever said to yourself after a moment devoid of rationality, “Why did you say that!”...join the club. You will be no good to anyone else unless you can admit that your feet are made of clay.

Second, ask yourself this question, “Is there a pattern here?” If we all can have a moment when our brain goes to Jell-O, you may want to cut this person some slack. Becoming the Goody-two-shoes of your block at home or your modular office walls at work will not endear you to anyone.

We probably all know a “Nellie” (Little House on the Prairie) who could not wait to find Laura doing something wrong. If you get turned on by uncovering the peccadilloes of others, get a job with TSA at your local airport. When you uncover a pair of tweezers or scissors with five inch blades...well, life does not get much better!

Third, assuming the other person is not prone to profundity, do a little “reality-testing.”

Reality-testing is a verbal art form. This is a non-invasive method of letting the other person know he/she just suspended normal brain activity, without the accompanying “put down.”

It works this way.

Begin your conversation by asking a non-threatening question like, “What result were you expecting?” Notice, that question is much different than, “Tell me, when you made that decision, did you think other rational human beings would actually endorse what you did?”

The question, “What result were you expecting?” will generate further discussion like, “No, I cannot believe I did that,” or “Yes, what happened is exactly what I wanted,” or “Maybe I should have thought that through.”

Now, any of those statements will give you a positive platform for your next interrogatory. If you heard, “No, I cannot believe I did that”... you can respond with “We all disengage our brains from our mouths every once in a while, what have you learned for the next time?”

If you heard, “Yes, what happened is exactly what I wanted,” follow with this question, “How did your action (words) benefit you?” Please notice the word “benefit.” It is not whether or not the person “felt good” or “it was the right thing because he had it coming.” The salient issue is “benefit”: did the action (words) do something positive?

Finally, if you heard, “Maybe I should have thought that through,” do not say anything. That’s right, silence. This is no time to be preachy or parental. After a few minutes become remedial with a statement like, “How can I help you the next time you need to think it through?”

We have to plan on bumping into people like us: the finite human beings who make a fool of themselves with foolish words and foolish behaviors. Regardless of our age, we all have the potential of stumbling backwards and ending up with a foot in our mouth.

Remember that before screaming, “What were you thinking!”

Dr. Cal LeMon, President, Executive Enrichment<sup>®</sup>, is a corporate educator and organizational consultant who can be reached at 800-373-4040 or [www.execenrichment.com](http://www.execenrichment.com).

Submitted by:  
Diana Comber  
PA Division President-Elect



Evening of Welcome: Lehigh Valley



Lyndee Long with her  
“Division President P Award”



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## 2008-2009 Criteria for Reimbursement Request for Professional Development Activities

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4. Applicant must have been a member of IAAP for at least one (1) year prior to making application for the professional development grant or must be a current member of a Student Chapter of IAAP.
2. Applicant must retain their membership in IAAP for two (2) years after receiving the grant or the funds that were provided for the professional development activity will become a re-payable loan upon resignation. (Exception: Current members of Student Chapters at the time of application.)
3. During the 2008-09 fiscal year, a total of \$1,500 will be available for professional development activities, to be apportioned in the amount of \$250 to each of the following areas: Southcentral, Southeastern, Northeastern, Western A & B, and Pennsylvania Division Members-at-Large.
4. Applications are to be submitted on a form provided to Kathy O'Connor CAP, Professional Development Committee, 513 Germantown Court, Warminster, PA 18974. Applicants will be asked to provide the following:
  - a. Name of Activity (e.g. CPS/CAP review courses and/or application fees, CEUs, seminars, college courses, job related training, registration fee for PA Division Meeting, International Convention and Educational Forum, and CPS seminar)
  - b. Date and Location
  - c. Sponsoring Agency
  - d. Total Cost (including registration, tuition, textbooks, materials, fees, and an indication of whether any portion of this cost is being paid by employers, other grants, scholarships, etc.)
  - e. Reason for participation in the professional development activity
5. No more than one-half (1/2) of the total cost of the activity/course will be granted. Depending upon the number of requests received each month, members will be considered for **up to a maximum of \$250** toward their professional development activities in any given year. (The year is considered from **July 1 to June 30**).
6. Applications will be considered each month throughout the year and will be evaluated for awarding at the end of each month as long as there are funds available.
7. Grants may be approved for advanced funding for the Pennsylvania Division Annual Meeting and/or International Convention and Education Forum. If recipient is unable to attend the event, the grant becomes a repayable loan.
8. Upon completion of the professional development activity, the applicant must provide a receipt showing proof of payment as well as proof of completion [must have attended 80% of the class and/or received a passing grade (does not apply to the CPS/CAP exam)]. Receipt must be received within thirty (30) days of the end of the activity. The member will then be reimbursed for the total amount of the award that was approved.
9. No grants will be approved for activities that are funded in total by employers, scholarships, or other grants.
10. Members are limited to two (2) grants in a five-year period, allowing more members the opportunity to receive a grant. This limit includes applicants applying for grants to take the Certification examinations.

**Questions concerning the guidelines, application process, and/or distribution of funds may be directed to Kathy O'Connor CAP at [kayosea@aol.com](mailto:kayosea@aol.com).**



# THE Trust

RETIREMENT TRUST  
FOUNDATION

Believe it or not, The Trust is more than just pins and fundraisers. In 1967, approximately 6.7 acres of land were acquired in Rio Rancho, New Mexico. Soon after, the NSA Retirement Center became the official name of the world's first retirement center for secretaries.

In 1971, the center was completed and the first residents, Jess and Arthur Wignal, moved into their new home. Also in 1971, the name of the retirement center was changed to what we know it as today: Vista Grande.

In 1983, the trust was renamed to Professional Secretaries International Retirement Centers Trust, abbreviated to RCT.

In 2001, the International Convention delegates of IAAP approved dissolving the RCT and created the Retirement Trust Foundation. The Internal Revenue Service approved operation as a 501 (c) 3 charitable foundation one year later.

Today, the RTF's mission statement is forthright: *The mission of the IAAP Retirement Trust Foundation is to assist needy, elderly administrative professionals.* The RTF now has programs in addition to Vista Grande, including a financial assistance program for retired IAAP members, RTF *reVisions*, a quarterly newsletter, and a monthly e-newsletter *reVisions 2.0*. Our programs benefit everyone, retirees and future retirees.

The most important fact to know now is that you do not have to move to Rio Rancho, New Mexico. With the Foundation's financial assistant program, you can stay where you are to retire. You do need to apply each year. The amount provided is capped and dependent on your financial situation. The RTF Trustees make the decision anonymously. They do not know who is applying.

Along with the fundraising we do throughout the year, you can support the trust any time during the year with the Family of Givers program. Any contributions made through this program will be counted toward your Chapter or Division's total contributions for the year. So you are still contributing to the chapter or division possibly winning an award each year.

More information about the programs and fundraising opportunities will be sent throughout the year. Do not hesitate to contact me for information any time.

Dawn Hall CAP  
Northeast District Representative  
RTF Committee  
[dmariehall@verizon.net](mailto:dmariehall@verizon.net)  
800-597-4678 x 12

**2008-2009 International Trustees Installed**



On Tuesday, the 2008-2009 International Trustees of the Retirement Trust Foundation were installed. They are as follows (in order pictured above, from left to right):

- Kathryne A. Hampton CPS/CAP
- C. Joyce Hawkins CPS/CAP
- Kelly A. Reggio CAP
- Patricia D. Row CPS/CAP
- IAAP International President Barb Horton CAP
- IAAP International Treasurer Karlena Rannals CPS/CAP

Congratulations to all of the 2008-2009 RTF Trustees.

