



International Association of
Administrative Professionals®
Pennsylvania Division

Your Division Connection

Division Board

Carol Lundgren, CAP-OM
President

Juanita Mort, CAP-OM
President Elect

Maria Carney, CAP, AIS
Vice President

Deb Feinberg, CAP-OM
Secretary

Leslie Piro, CAP
Treasurer

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Pennsylvania Division IAAP®

March 2012

President's Message



Greetings,

Celebrate good times, come on! This has been a very busy year for the Pennsylvania Division, with much celebration. On December 15, I traveled to Moon Township (Pittsburgh area) to install the newest chapter in our division, the 376 Airport Chapter. Division Treasurer Leslie Piro, CAP, was also on hand to join in the celebration. The 376 Airport Chapter chartered with 21 members, 13 of whom were new to IAAP. Congratulations and welcome to the Pennsylvania Division of IAAP®.

In the fall, Presque Isle Chapter, Harrisburg Chapter, Altoona Chapter and Pittsburgh Chapter all celebrated their 65th anniversary. Congratulations to these chapters and to Liberty Bell Chapter who celebrated its 5th anniversary in February, and to Allegheny Valley Chapter on their upcoming 60th anniversary celebration in April, and to Lehigh Valley for 55 years also in April. This year marks the 70th anniversary of IAAP. It says a lot about an organization that can sustain for this length of time. Headquarters has developed a 70th anniversary logo, which all chapters should be using on their websites and in their publications. The link to the logo can be found on the home page of the IAAP web community. Also, international is giving us an anniversary gift – the 70th Anniversary Membership Campaign – 70/70. Until December 31, 2012, the fee for any new professional member has been reduced to just \$70 for international, division, and chapter dues, plus the \$15 one-time processing fee – a total of \$85. Instead of their usual dues, chapters and the division will each receive \$5 per new member. In order to participate in this membership fee reduction, chapters and the division need to enroll, and it's mandatory that divisions participate in order for chapters to also participate. To support our chapters, the division has enrolled in this campaign. There has been some discussion on the eGroups and in some chapters that the \$5 dues might cause a hardship; however, this reduction is only for new members and your division officers believe the prospect of new members outweighs the loss of revenue. In addition to IAAP's 70th anniversary, we can celebrate the potential for new members. Additional information including a question and answer document can be found on pages 18 and 19.

President's Message continued

The February 1, 2012 membership report indicates that the Pennsylvania Division has a net gain of 10. WOW, another great reason to celebrate! Congratulations to those individuals and chapters who recruited new members since the beginning of this IAAP year.

Congratulations to those who are celebrating the receipt of their certification. Eleven people from Pennsylvania passed the certification exam in November, receiving the CAP, OM, or CAP-OM. This number includes six chapter members, three Northeast District members-at-large, and two non-members. In addition, four members recertified between July 1 and December 31, 2011. This is a great accomplishment, both personally and professionally. You have much to celebrate.

On April 25, 2012 we will be celebrating the 60th anniversary of Administrative Professionals Day. The division APD/ADW committee has sent information to chapter presidents to help plan their events. This year's theme is "Admins, the Pulse of the Office." Please share your chapter's plans for APD/APW on the PA Division eGroup.

In June, we will be celebrating the 60th Division Annual Meeting in Lehigh Valley. Registration forms will be emailed the first of April. The Lehigh Valley Chapter has worked hard to ensure that everyone has an enjoyable weekend. Please join them and the division board in "Celebrating Our Roots."

A big "thank you" to everyone for your contributions to your chapters and the division. We have much to celebrate, but we aren't done yet. There is still a lot of IAAP year left – membership drives, Administrative Professionals Day/Week, Pennsylvania Division Annual Meeting, and EFAM. The accomplishments we have made so far this year have proven that the Pennsylvania Division is on the right track to ***Making the Leap to Remarkable.***

With regards,



Carol Lundgren, CAP-OM



Officer's Message

Leslie Pioro, CAP
Division Treasurer

One of the many privileges, opportunities for growth, and responsibilities that come with membership in IAAP is the option to serve on, co-chair or chair a committee, or run for an office at the chapter, division or international level. A member's interest in a committee or office may not be known by those who set-up the committee or by the nominations committee unless the member expresses the interest to those who are currently serving on the committee or an officer of that unit. Don't wait to be asked; take the first step and make the inquiry.

Before making the decision to accept the position with a committee in order to let your creative juices flow and share ideas with the committee members or learn new skills, be aware of the responsibilities that come with the role on the committee or serving as an officer. There are specific responsibilities or duties for all committees and officers, but there are general responsibilities for serving on any committee or office. One responsibility or requirement is to maintain your membership in IAAP at the unit level (chapter, division, or member-at-large) where serving.

Sometimes interests wane, careers change, or a member relocates. If for any reason the membership expires, the member must notify the committee members and/or officers of the change of status and resign the position. The same responsibilities are required if a member decides to notify IAAP-HQ of the intention to drop their membership. Continuing to act on the committee after the membership expires is not only unfair to the paid members, but is also unethical. This former member would be using a privilege of the membership that a paid member could be using. In some respects, the scenario also depletes the credibility of the association by giving the impression that positions could be obtained by persons outside the association. This impression devalues the purpose of being a member in IAAP.

During the interim period, the position must be filled and the duties of that position carried out. Succession planning is a key factor in determining how the position is covered until the replacement is found.

Once a member reinstates their membership, they do not automatically assume the previous position on the committee or office. The member is required to step through the same motions they initially went through to re-qualify for the position on the committee or office. This act of re-qualifying may mean waiting until the next term or fiscal year.

This is not to discourage anyone from chairing or co-chairing a committee or running for office. On the contrary. IAAP is always looking for new faces to fill positions by qualified volunteers and not by assignment. Pursue the position, but be informed of the duties and responsibilities before accepting the role.



Winter Board Report

Debra Feinberg, CAP-OM
Division Secretary

The Pennsylvania Division winter board meeting was held in Breinigsville, Pennsylvania, on January 13, 14, and 15, 2012 with all officers of the board in attendance. Since there was much work to be done, the board gathered early and President Lundgren called the meeting to order before noon on Friday. Treasurer Leslie Piro, CAP presented the division financials. We reviewed the division's current budget and discussed a proposed budget for the 2012-2013 year, which will be presented at the Division Annual Meeting.

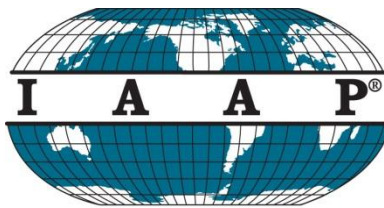
The Division Business Plan and Council Meeting Guidelines were reviewed and revised. These revised documents will be posted on the division's website. Council meetings, which are held in the fall, were discussed and recommendations were made on ways to improve next year's meetings. The board reviewed the division's Avery Award submission, which President-elect Mort will be submitting on the division's behalf. Keep your fingers crossed – maybe the division will win again this year.

We continue to focus on the Pathways to Excellence program and the officers reviewed the progress of the division and each chapter. Currently the division and 11 of the 18 chapters are on track to meet the goals of this program for this year. Are you on track to become a Member of Excellence? It's not too late to start.

The bylaws and standing rules were reviewed in detail and suggested changes will be sent to the chair of the Bylaws and Standing Rules Committee. Most of the suggested changes were made to bring our bylaws in line with the model division bylaws proposed by international. These suggested changes will be discussed and voted on at the annual meeting.

Preparations for the 2012 Division Annual Meeting are well underway and the structure of the weekend was discussed in detail. On Saturday morning we met with the host committee to go over the details of the weekend. The Lehigh Valley Chapter has been hard at work for close to two years planning the event and we encourage you all to attend. Mark your calendars now for June 22, 23 and 24, 2012 at the Holiday Inn in Breinigsville, Pennsylvania. You'll get education (Friday seminar), entertainment (both Friday and Saturday evenings) and information (business sessions). You'll also get to meet International President-elect Karlana Rannals, CAP-OM. It is a great opportunity to network and meet other members from around Pennsylvania. Plan to attend - you won't be disappointed.

Once again, we had a very productive board meeting and I can't believe the year is already half over. One last thing I'd like to note – as of December 31, 2011, the Pennsylvania Division is the only division in the Northeast District that had a net gain in membership – the number may be small (4) but it isn't a negative and in these tough economic times, that is really something to celebrate. I applaud you all and encourage you to keep up the good work as we continue ***Making the Leap to Remarkable.***



International Association of
Administrative Professionals®

Pennsylvania Division

PENNSYLVANIA DIVISION COMMUNICATION

To: Members of the Pennsylvania Division (Through Chapter Presidents)
Pennsylvania Division Members-at-Large

From: Debra S. Feinberg, CAP-OM
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 June 22, 23 and 24, 2012, at the Holiday Inn Conference Center Lehigh Valley, 7736 Adrienne Drive, Breinigsville, Pennsylvania. The business session is scheduled to begin on June 23, 2012 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/Adoption
Report of Committee on Nominations
Introduction of Candidates for Office
Voting for Officers
Report of Teller's Committee
Declaration of Duly Elected Officers for 2012-2013
Selection of 2014 Meeting Site
Unfinished Business
Good of the Order (time permitting)
Announcements
Recess





IAAP PA DIVISION LADIES SPORT SHIRTS

*Just in time for the
PA Division Meeting
The Lehigh Valley
Chapter of IAAP is
offering these quality
Ladies Sport Shirts
for sale.*

Ladies 5.6 oz , soft, light blue,
short sleeved polo shirt.
Fabric is stain resistant/release and
50/50 cotton/polyester.

Call or email Maryann with any
questions 484-695-2817 or
mmuschlitz@lantabus.com.

MAKE CHECK PAYABLE TO: PA DIVISION IAAP

MAIL ORDER FORM & CASH/CHECK TO: MARYANN MUSCHLITZ, IAAP LEHIGH
VALLEY, 940 HILL CREST LANE, DANIELSVILLE, PA 18038

***ORDER BY APRIL 15TH 2012**

**NOT ATTENDING? DON'T MISS OUT ON THIS. ASK SOMEONE TO PICK IT UP FOR
YOU. NO SHIRTS WILL BE MAILED**

Women's Shirts – Please indicate quantity and sizes below:			
Size	Quantity	Price	Total
Small 6-8		\$25.00	
Medium 10-12		\$25.00	
Large 14-18		\$25.00	
XLarge 18-20		\$25.00	
XXLarge 22-24		\$28.00	
XXXLarge 26-28		\$28.00	
Total of Order			
Name: _____ Chapter: _____			
Street : _____ City: _____ State: _____ Zip: _____			
Phone Number: _____		email: _____	
Total Enclosed: _____			
If not attending provide the name of who will be pick up your shirt: _____			

Report of Committee on Nominations

The Committee on Nominations submits the following candidates for officers of the Pennsylvania Division of International Association of Administrative Professionals for the 2012-2013 year:

President

Juanita Mort, CAP-OM – Harrisburg Chapter

President-Elect

Maria Carney, CAP, AIS – Presque Isle Chapter

Vice President

Debra Feinberg, CAP-OM – Harrisburg Chapter

Secretary

Charlotte Wlodkowski – Pittsburgh Chapter

Treasurer

Leslie Pioro, CAP – White Rose Chapter

Submitted by:

Peggy Rhone, CAP

Marilynne Donnelly

Committee on Nominations



Candidate for the Office of President
 PA Division - 2012-2013
Juanita Mort, CAP-OM
 1012 Scenery Drive
 Harrisburg, PA 17109

(717) 780-2621 ☎

(717) 221-1775 📠

jmmort@hacc.edu 📧

IAAP® Involvement

Pennsylvania Division	2011-2012.....President-Elect 2010-2011..... Vice President 2009-2010..... Secretary 2008-2009.....APD/APW Chair
Harrisburg Chapter	2011-2012.....Certification Review Class Facilitator 2010-2011.....Chair, Nominations Committee 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 2006-2007Vice President Program Committee Chair Certification Committee Member & Facilitator 2005-2006 Certification Committee Member & Facilitator 2006 PA Division Ad Hoc Committee <i>Friday Night Dinner Dance Committee Member</i> 2004Joined 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 2010 PA Division Annual Meeting, Gettysburg, PA 2010 International Education Forum and Annual Meeting, Boston, MA 2011 PA Division Annual Meeting, Clarion, PA Attended chapter and board meetings and South Central Council Meetings

Education

2010.....Recertified CAP Rating
 2005Attained CAP Rating
 1978Business Curriculum Graduate – Middletown Area High School

Employment

2011-Present.....Executive Assistant – Vice President, College and Community Development, Harrisburg Area Community College
 2010 – 2011..... Administrative Office Specialist - Harrisburg Area Community College
 1997-2010Executive Assistant - Brenner Family of Dealerships — Office of the President
 1992 - 1997Employment Recruiter/Training Center Administrator – Sheetz, Inc.
 1990-1992.....Secretary - AMP, Inc. – Real Estate Department, Facilities Division
 1985-1990.....Records Management Assistant - AMP, Inc.

Candidate for the President-Elect
 Pennsylvania Division
 2012-2013

Maria C. Carney CAP, AIS
 1131 Fair Avenue
 Erie, PA 16511

(814) 870-2145 ☎

(814) 602-1601 📠

mcarney0219@gmail.com 📧

IAAP® Involvement

Pennsylvania Division	2011-2012Vice President
	2010-2011Treasurer
	2009-2010Treasurer
Presque Isle Chapter	2008 - 2009President – Presque Isle Chapter
	2007 - 2009Presque Isle Chapter Webmaster
	2007 - 2008President – Presque Isle Chapter
	2006 - 2007President – Presque Isle Chapter
	2004 - 2005Treasurer – Presque Isle Chapter
	2003Joined Presque Isle Chapter
Events	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 PA Division Annual Meeting, King of Prussia, PA
	2009 International Education and Annual Meeting, Minneapolis, MN
	2010 PA Division Annual Meeting, Gettysburg, PA
	2010 International Education and Annual Meeting, Boston, MA
	2011 PA Division Annual Meeting, Clarion, PA
	2011 International Education and Annual Meeting, Montreal
	Attended chapter and board meetings and Western Council Meetings

Education

- 2009 PresentBachelor 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 Vice President
 Pennsylvania Division
 2012-2013

Debra S. Feinberg, CAP-OM

IAAP

Pennsylvania Division	2011-12	Division Secretary
	2009-10	Certification Committee Co-Chair
	2008-09	APW/APD Committee Co-Chair
Harrisburg Chapter	2011-12	Chapter Archivist
	2011-12	Ad hoc 65 th Anniversary Celebration Committee Member
	2010-11	President
	2009-10	President-Elect
	2008-09	Vice President
		Certification Committee Facilitator – CAP Portion
	2007-08	Vice President (½ year)
		Community Service Chair
		Ad Hoc Strategic Planning Committee Co-Chair
		Certification Committee Facilitator – CAP Portion
		By-laws & Standing Rules Committee Member
	2006-07	Education Committee Co-Chair
		Certification Committee Facilitator
		Administrative Professionals Week/Day Committee Member
	2005-06	Education Committee Member
		CAP Classes and Exam
	2004	Joined Harrisburg Chapter
IAAP Conferences	2011	EFAM – Montreal, Quebec – Chapter Delegate & Volunteer
	2011	PA Division Annual Meeting, Clarion, PA – Chapter Delegate
	2010	EFAM – Boston, Massachusetts – Chapter Delegate & Volunteer
	2010	PA Division Annual Meeting, Gettysburg, PA – Chapter Alternate
	2009	EFAM – Minneapolis, Minnesota – Chapter Alternate
	2009	PA Division Annual Meeting, Valley Forge, PA
	2006	Certification Conference, Rancho Mirage, California
Education	2011	Recertified CAP Rating
	2006	Attained CAP Rating
	1982	Graduate – Huntington Institute – Legal Secretary Certification
	1979	Graduate – Windham High School – Business Curriculum

Employment History

2011	Executive Assistant – Feinberg Shopp Associates, Harrisburg, PA
2007 – 2007	Executive Administrative Assistant – Hershey Entertainment & Resorts Company, Hershey, PA
2005 – 2006	Administrative Manager – Sellers Feinberg & Associates, Harrisburg/Philadelphia, PA
2004 – 2005	Executive Assistant – Triad Strategies, LLC, Harrisburg, PA
1999 – 2004	Executive Secretary – Pennsylvania Health Care Cost Containment Counsel, Harrisburg, PA
1993 – 1999	Executive Secretary – S.R. Wojdak & Associates, Harrisburg, PA
1991 – 1992	Legal Secretary – Pierce, Atwood, Scribner, Allen, Smith & Lancaster, Portland, ME
1989 – 1991	Legal Secretary – White & Morse Attorneys, Gulfport, MS
1985 – 1986	Legal Secretary – Ronald K. Machtley, Esq., Newport, RI
1982 – 1983	Legal Secretary – Norwich Savings Society, Norwich, CT

2012-2013 Candidate for the Office of Treasurer for Pennsylvania Division IAAP®

Leslie B. Piore, CAP

541 South Franklin Street, Hanover, PA 17331

☎ 717-637-9968

✉ lesandjohn@embarqmail.com

📞 717-542-1169

IAAP® Involvement**White Rose Chapter**

2010-2011 President
 2009-2010 President
 2008-2009 Treasurer
 2007 - 2008 Membership Committee Chair
 2006-2007 Membership Committee Chair

Pennsylvania Division

2011-Present Treasurer
 2010-2011 Membership Committee Member
 2009-2010 Membership Committee Member
 2009-2010 Trips & Tours Committee Co-Chair for
 2010 PA Division Annual Meeting
 2008-2009 Membership Committee Member

Events

2011 Southcentral Council Meeting in York, PA
 2011 Pennsylvania Division Annual Meeting, Clarion, PA
 2010 Southcentral Council Meeting in Lewisburg, PA
 2010 EFAM in Boston, MA
 2010 Pennsylvania Division Annual Meeting in Gettysburg, PA
 2009 Southcentral Council Meeting, Harrisburg, PA
 2009 Pennsylvania Division Annual Meeting in King of Prussia, PA
 2009 Professional Education Conference in Nashville, TN
 2008 Pennsylvania Division Annual Meeting in Wilkes-Barre, PA
 2008 Professional Education Conference in Charleston, SC
 2007 Southcentral Council Meeting in Gettysburg, PA
 2007 Harrisburg Chapter Educational Seminar in Harrisburg, PA
 2006 - 2007 CPS & CAP Review classes facilitated by Harrisburg Chapter, in Harrisburg, PA
 2006 Southcentral Council Meeting in York, PA
 2006 Harrisburg Chapter Educational Seminar in Harrisburg, PA
 Attended most White Rose Chapter member and board meetings since joining in 2006

Education

2007 Attained CPS Rating
 2000 – 2001 Attended York College MBA Program, York, PA
 1991 Received B.S. Degree Business Management from University of South Alabama, Mobile, AL

Software Experience

General	Accounting
Microsoft Office Suite	Deltek – Vision
QA Database	Wind2 Financial Management Systems
WordPerfect	Peachtree Complete
Lotus 1-2-3	Acc Pac
Quattro Pro	OSAS Open Systems Accounting Software

Employment

1994 –Present	Office Manager/Accountant	The Test Connection, Inc.	Owings Mills, MD
1992-1993	Office Manager/Bookkeeper	Pyrcon Insulation, Inc.	Mobile, AL
1989-1990	Bookkeeper/Computer Operator	Bill's Accounting	Robertsdale, AL
1971-1989	Bookkeeper/Office Clerk	Various small businesses in the service industry	Camden, AL

CANDIDATE FOR THE OFFICE OF SECRETARY

Charlotte Wlodkowski, 3106 Hemlock Drive, Allison Park, PA 15101

Phone: 412.234.0251 (W) 412.487.5305 (H)

E-mail: charlotte.wlodkowski@bnymellon.com

IAAP Experience:Chapter Level

Joined the Pittsburgh Chapter in 1990
 Chaired/served on the following committees:
 Administrative Professionals Week/Day®, Community Services/RTF,
 Membership, Newsletter, Program, Publicity, Rules & Bylaws, and Ways & Means
 Coordinated and conducted Impact meetings, and Orientation Sessions.
 Presented several chapter programs

Served as Vice President and Secretary numerous times.

1994-1995 President of the Pittsburgh Chapter

1995-1996 President of the Pittsburgh Chapter

1998-1999 President of the Pittsburgh

2010 Chaired Western Council Meeting

Represented the chapter as delegate and alternate numerous times.

PA Division Level

May 1998 Outstanding Contribution to PA Division award

May 2002 Flame award

2003-2004 Chaired PA Division Annual Meeting

May 2004 Serviced as Parliamentarian at PA Division Annual Meeting

May 2011 Special Recognition award

Chaired/served on the Professional Development , and Nominations Committees

Work Experience

2006 to present BNY Mellon, Sr. Administrative Assistant
 Internal Audit Department

1999 to 2006 Seagate Technology, Assistant to VP & Deputy Director
 Operations

1984 to 1999 Allegheny General Hospital, Assistant to Sr. Director
 Quality Resource Center

Education

Some college courses. Continuous attendance at chapter, division, EFAM, and workplace seminars, workshops, and webinars.

Affiliations

Served on Advisory Board of Community College of Allegheny College

Served on Advisory Board of ICM School of Business

Coordinated an Open House with Sawyer Business School

1998 received the Recognition for Excellence in Administrative Support award

From the Hospital Council of Western PA

Is Your Chapter Being Heard?

The importance of designating a proxy for EFAM

If your chapter is unable to be personally represented at the International Education Forum & Annual Meeting (EFAM) by a chapter delegate, it is critical that your chapter is represented by proxy. You may assign your proxy to any delegate who is attending — Division Delegate Juanita Mort, CAP-OM or a chapter delegate.

Why is it important for your chapter to be represented?

The most important right that we are afforded as citizens of the United States of America is the right to vote. As members of the International Association of Administrative Professionals, it is equally important for your chapter's voice to be heard at the International Annual Meeting. While candidate information is provided in the EFAM promotional material, delegates have the added 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^{1 2}.

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 requires 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 do not receive a form by June 1, 2012, please contact Pennsylvania Division Delegate Juanita Mort, CAP-OM (juanita.m@verizon.net).

If you have any questions regarding chapter proxies, please contact your division board mentor.

Debra S. Feinberg, CAP-OM
PA Division Secretary

¹ Beginning in 2011, sending a delegate or proxy to EFAM became a requirement of chapters and divisions in fulfilling the goals of the Pathways to Excellence program.

² It is important to note that a proxy is only valid in voting for candidates for office; it cannot be used during the business sessions to vote for bylaw changes or other motions that come before the members.

Professional Development Award - 2012

Sue Sipe, CAP-OM
Professional Development Chair

As you may recall, last year changes were made to the Professional Development program that enabled the PA Division Board to offer financial aid for attendance at the division meeting. We are again extending the offer this year to all members of the PA Division who wish to attend the 2012 Division Annual Meeting, by paying a portion of the registration fee not to exceed 50% of the total registration cost. The total amount of the grant is \$1,500.

The budgeted amount of \$1,500 will be divided equally among those members who apply for the grant. It will then be the responsibility of the member to forward the remaining amount of the registration fee with their completed application to the registration chair.

Members interested in accepting this offer must submit their name **no later than end of day April 2, 2012.** Please forward your request via email to Sue Sipe, professional development chair, ssipe@bonton.com.

Notification will be sent to all recipients the day following the deadline announcing the amount of the grant to ensure you have plenty of time to send in the remaining registration fee with your application.

Please only submit your name if you are seriously planning to attend. If members submit their name and then decide not to participate in this opportunity after the grant amount has been communicated, the distribution amount will not be recalculated.

Certification News

Sheila M. Lidwell, CAP-OM – Chair
Tanya Fuhrmeister, CAP
Amy Sisko Malso

The November 2011 results are in. Congratulations certification chairs for your efforts in the 2011-2012 IAAP® year. Please join us in congratulating the following women who attained the CAP or CAP-OM, CAP holders who passed the OM specialty examination, and CAP holders who have attained recertification from July 1, 2011 through December 31, 2011.

CAP Designation

Evelyn Y. Getz, CAP – Altoona Chapter
Andrea B. Ryba, CAP – Altoona Chapter
Sharon L. Griggs, CAP – Harrisburg Chapter
Cecile Knott, CAP –NED MAL
Elizabeth Musick, CAP – NED MAL
Kim Stefanik, CAP – non-member

CAP-OM Designation

April M. Stapleton, CAP-OM – White Rose Chapter
Holly J. Widzon, CAP-OM – Wyoming Valley Chapter
Norma J. Toms, CAP-OM – NED MAL

CAP Holders Who Passed the OM Specialty Examination

Jayme R. Holloway, CAP-OM – Pittsburgh Chapter
Lisa M. Sturges, CAP-OM – non-member

Recertified (July 1, 2011 – December 31, 2011)

Jodi L. Allison, CAP-OM – 376 Airport Chapter
Carol Lundgren, CAP-OM – Clear-Penn Chapter
Karen M. Repino, CAP-OM – Montgomery County Chapter
Jill H. Trostle, CAP-OM – White Rose Chapter

Again, congratulations to those members who attained the CAP or CAP-OM designation, CAP holders who passed the OM specialty examination, and to those who recertified. Attaining professional certification shows you are ***Making the Leap to Remarkable*** both personally and professionally.

Good luck to those who are sitting for the May 2012 examination!

IAAP Certification Department News

IAAP announces a new specialty for its Certified Administrative Professional program – Technology Applications (TA) specialty. The specialty recognizes that technology is integral for every admin. Earning the specialty demonstrates your commitment to continuing technology education. Take the first step to making a difference in your career by earning the TA specialty.

To earn the TA specialty, you must complete three of the Options Technology modules, which cover the Microsoft Office Suite (Word, Outlook, Excel, Access, PowerPoint, and Project). Second, pass the test and receive a Microsoft certification in at least one of the Options Technology modules and submit the application and fees for the Technology Applications specialty.

To learn more about the Options Technology training modules and the TA specialty program, please click the following links to access additional information.

Options Technology Brochure

http://www.iaap-hq.org/sites/default/files/pdf/events/options/options_digital.pdf

Options Technology Training Program Signup Form

http://www.iaap-hq.org/sites/default/files/pdf/events/options/options_digital.pdf

Technology Applications Specialty Frequently Asked Questions

http://www.iaap-hq.org/sites/default/files/pdf/certification/TA_Application_FAQ.pdf

Pittsburgh Chapter Receives the Presidential Service Award

On December 3, 2011, the Pittsburgh Chapter members conducted the candy tube wrap project to benefit the Meals on Wheels. Members collect paper towel cardboard centers (cut them in half), fill these with hard candy, wrap with holiday tissue paper, twist and tie the ends with ribbon to look like a giant piece of hard candy. We add holiday stickers and our chapter name and logo. The candy tubes are donated to the Meals on Wheels agencies in the Greater Pittsburgh Area to hand out to its clients as holiday treats with their meals.

This year was the chapter's 29th consecutive year to do the candy tube wrap project. As a result, the Pittsburgh Chapter received the "President's Volunteer Service Award." This award was presented by the President's Council on Service and Civic Participation "in recognition and appreciation of its commitment to strengthening our Nation and for making a difference through volunteer service." At the chapter's 65th anniversary celebration on December 12, the President's Volunteer Service Award was presented to the Pittsburgh Chapter officers by Carol Lundgren, CAP-OM, PA Division President. The Pittsburgh Chapter received a letter from President Barack Obama, a certificate from the President's Council on Service and Civil Participation, and a lapel pin. The award recognizes the Pittsburgh Chapter for achieving a certain standard based on volunteer hours earned over the course of a lifetime. Many members and friends gave their time for this project (over 4,000 hours). Each volunteer with the candy tube wrap project was also recognized with a certificate, a letter from President Obama, and a lifetime service pin. For more information on the President's Volunteer Service Award, please peruse the web site at www.presidentialserviceawards.gov.



Candy tube wrap: Volunteers 12/ 3/11: Charlotte Wlodkowski, Linda Szurszewski, Debbie Douglass, CAP-OM, Lindsey Bradley, Susan Clark, and June Fischerkeller.

Chapter Anniversary



Presentation of the President's Award to the Pittsburgh Chapter officers: Carol Lundgren, CAP-OM, PA Division President; Nancy Bowman, CAP-OM, President; Susan Clark, Treasurer; Virginia Deily, CAP-OM, Vice President (left to right)



65th anniversary: Volunteers recognized for candy tube wrap project over the last 29 years:
Left to Right: Front row: Nancy Bowman, CAP-OM, President; Carol Elek, June Fischerkeller, Charlotte Wlodkowski, Allison Poorman, Sonya Ford, CAP-OM; Lindsey Bradley. Back row: Debbie Douglass, CAP-OM; Virginia Deily, CAP; Darlene Schwab, Linda Schroeder, CAP-OM; Elspeth Wissner, CAP-OM; Joyce Arnold, Susan Clark.





Help celebrate IAAP's anniversary by increasing membership.

As a member of IAAP, we're making it easier for you to recruit new members with our anniversary membership discount.

Through IAAP's new membership recruitment program, 70/70, potential members can join IAAP for just \$70* through Dec. 31, 2012. That price includes international, chapter and division dues**.

Recruit two new members between Feb. 1 and Dec. 31 and earn a special 70th anniversary pin. These pins are not for sale and can only be obtained by recruiting two new members.

Increase membership and introduce those working in the administrative profession to IAAP—the best association for office professionals.

*There is a \$15 processing fee. New members only. Ends Dec. 31. **Only applies to participating chapters/divisions

Questions and Answers on the 70/70 Membership Campaign

Q. Who can take advantage of the \$70 membership?

A. Professional members only. There is no promotional fee for student or merited members.

Q. Why are you reducing chapter and division dues?

A. To give you the tools to entice prospective members to join IAAP and make your local group even stronger. The international board of directors fashioned this program after a common practice of chapters and divisions deeply discounting or even waiving their new member dues for the first year. After the first year's promotional dues, your dues will return to their normal levels. With an average membership of four years, a short-term discount can pay off. And you gain a new member.

Q. So, what exactly is the reimbursement to chapter and divisions?

A. Participating divisions will receive \$5 for each new member. Participating chapters will also receive \$5 for each new member.

Q. Is the \$15 processing fee being waived?

A. No. Since the processing fee represents a one-time cost of processing a new member application, it is not being waived as part of this promotion.

Q. My chapter wants to participate but our division isn't on board at this time. Can chapters participate without a division?

A. Your division must participate in order for your chapter to take advantage of the 70/70 membership recruitment.

Q. Is there anything I can do to ensure my division is participating?

A. Yes! Contact your division president and tell her your chapter wants to participate and encourage the division to sign-up.

Q. Is sign-up online only or can people mail in their application and fee?

A. New members can join online or print out the application and mail it to headquarters.

Q. I know a past member who wants to renew. Can she sign-up under 70/70?

A past member is considered a new member if over two years have passed since she was a member. Under this program, if her membership is lapsed over two years, she can take advantage of the \$70 membership.

Q. I had someone join the week before the 70/70 membership campaign was announced. Can this new member get reimbursed for the difference?

Yes. This membership campaign is retroactive to Jan. 1, 2012. Contact the membership department.



IAAP – Strengthening our Communities

Kathy O'Connor, CAP-OM

IAAP helps our members on so many levels -- providing us with networking, education, and training. In hard economic times, IAAP members know that our continuing membership in IAAP benefits us professionally and personally. Through IAAP, we help our communities on the chapter, division, and international levels.

Attendees at EFAM can reserve a table for ten at the final night's banquet for \$150 per table and the money goes to local food banks or charities. In Montreal, IAAP members donated \$6,000 to local food banks and this year in Grapevine, the host committee hopes to exceed that amount for the benefit of two Dallas area food banks: North Texas Food Bank (in Dallas) and Tarrant Area Food Bank (in Fort Worth). If you plan to attend EFAM this year, please consider participating.

Last year, the Presque Isle Chapter won an international award for their participation in the Box Tops for Education program. Although this too is an international project, it benefits local schools selected by the chapters who participate. When my chapter started to collect the Box Tops, I knew they were on Avery products and General Foods products that I always use such as Cheerios®. I was surprised to turn over my Kleenex box and see Box Tops! Then I checked the lid of my Land O Lakes® butter spread – more Box Tops. The wrapping on our copy paper at work was another source of Box Tops. To find out all the products that have Box Tops you can collect for the chapter, you can go online at: <http://www.boxtops4education.com/earn/clip/Brands.aspx>.

I asked our division chapter presidents to send me information on their chapters' work in their communities. Their responses are below. I know that the list will impress and perhaps inspire you with the many ways we give back to our communities.

The Bucks County Chapter collects Box Tops for Education and participated in the Salvation Army's Adopt a Family at Christmas.

Clear-Penn Chapter collects Avery Box Tops; donates to local food banks; and collects items for Marian House, a shelter for abused women in Clearfield.

The Harrisburg Chapter members have collected and will continue to collect nonperishable food and monetary donations for the Central PA Food Bank at every membership meeting. In December, the chapter sponsored two single parent families in the YWCA's Adopt-A-Family Holiday Giving program. The YWCA's clients supply a need/wish list and our members are very generous in fulfilling those needs and wishes and raised \$259 at United Cerebral Palsy's Gift Wrapping booth at a local mall on Saturday, December 17. Shoppers brought their Christmas gifts in, and chapter did all their wrapping and received a donation!

Harrisburg chapter is planning to participate in a Walk for a Healthy Community in Harrisburg, PA on Saturday, May 19 to raise money for the Ronald McDonald House Charities of Central PA, and collect clothing for the local Dress for Success store in Lebanon, PA, which was hit hardest by the flood.

Strengthening our Communities continued

The Liberty Bell Chapter was the Breakfast Guest Chef of Philadelphia Ronald McDonald House and its family Weekend Breakfast Program at the Chestnut Street House on Sunday, January 15, 2012.

The Montgomery County Chapter collects "Treats for Troops," which ships about 24 TONS of care each year. The chapter is collecting through March and will ship the collection at the end of March.

Pittsburgh Chapter collects Avery Box Tops. The Pittsburgh Chapter members conducted the candy tube wrap project to benefit the Meals on Wheels for the 29th year and received the "President's Volunteer Service Award". (See page 16 for more details on the project and the award.)

Presque Isle Chapter collects the Avery Box Tops (of course!) but they also packed boxes of food at the Second Harvest Food Bank on Saturday, December 3, from 1:00 to 3:30 p.m.

White Rose Chapter collects Avery Box Tops and participated in "Santa for Soldiers" sponsored by Penn State York Alumni Society and the Consolidated School of Business by donating items for U.S. Army Unit the 210th Fires Brigade, 70th Brigade Support Battalion stated at Camp Casey in Korea. One of the members told her daughter's teacher about the project and she had all the students in her class make cards for the soldiers as well.

Wyoming Valley Chapter is involved in many projects: Ruth's Place - A woman's shelter located in Wilkes-Barre, Pennsylvania. Members purchase supplies from a "wish list" provided by the organization, everything from blankets and coffee to office supplies and toiletries, or make a monetary contribution to allow the organization to continue to help women in need. Valley Santa - The Greater Wilkes-Barre Chamber of Commerce and Boscov's partner in this program of giving to help families with limited means receive gifts at Christmas. Members volunteer to read letters, shop for gifts for families who have registered for this program, and wrap gifts for the families. SPCA - Members made a financial contribution or by purchasing supplies for the shelter. MS Walk - A dear member of the chapter is battling MS. In past years, members would financially sponsor her as she walked. This year we hope to take a leap forward by participating in the walk as a team. Geisinger Children's Miracle Network Telethon - Fundraising efforts benefit the Janet Weis Children's Pediatric services. Members will contribute monetarily or purchase toys / prizes, which will be wrapped for children at the hospital.

Omega Chapter

Joanne Marie Dickey joined the Omega Chapter on Sunday, January 8, 2012. Joanne was a member of the Harrisburg Chapter since 1973; she observed her 38th anniversary in December 2011. Joanne was Harrisburg Chapter President 1977-78 and Pennsylvania Division President 1986-87. Joanne was a dedicated and hardworking member of NSA/PSI/IAAP, serving on or chairing almost all committees as well as serving as Parliamentary Advisor for several years. Joanne was a retired secretary, employed by the Commonwealth of Pennsylvania, Department of Health and Welfare, and a retired secretary of Messiah Lutheran Church, Harrisburg, PA.

Ω

SAVE THE DATE

Administrative Professionals Week

April 21, 2012

8:00 am – 12:00 pm

Conestoga Chapter, IAAP

“Cruisin’ Through Life™ at 35 MPH”

Six Strategies to Keep Your Internal Engine Running Smoothly

Presented By



Breakfast Seminar

Held at

Cork Factory Hotel

At Urban Place

480 New Holland Pike, Suite
3000

Lancaster PA 17602



Details coming your way after
March 1, 2012

Conestoga Chapter, IAAP is proud to host this year's event celebrating 65 years of administrative contributions to both the public and private sectors.



**ADMINISTRATIVE PROFESSIONALS DAY ® SEMINAR
RIVERS CLUB
APRIL 27, 2012**

ENERGIZE YOUR CAREER

PRESENTING OUR SPEAKERS

Denis Rudd, Training Manager, New Horizons Computer Learning Centers
www.nhpittsburgh.com

Elevate to the Cloud
Program Outline

- 1) What Does Cloud Mean?
- 2) How can My Company Benefit by Using the Cloud?
- 3) Who Offers Cloud Services?
- 4) Where Can I Find More Information?

Jennifer Antkowiak, Keynote Speaker
Author, *Jennifer Cares* and *Caregiver at Work*
www.jennifercares.com and www.caregiveratwork.com

Caregiver at Work: Juggling Family & Work Responsibilities
Program Outline

1. Time to reboot
2. Reclaim some of your day
3. Ten minute strategies to organize
4. How to get back to enjoying your life
5. Be inspired and motivated to make healthy change
6. Build physical and mental strength just with moving

Rebecca Christeson, Owner & Creative Director, Christeson & Associates,
training with a twist
www.trainingwithatwist.com

Business Ethics for Admins
Program Outline

- Principles of conduct that govern ones behavior
- Warning signs of illegal/unethical behavior
- Examples of breach of ethics
- Keys in recognizing, confronting and following up with situations relating to unethical issues
- Safeguards in protecting oneself from becoming involved in and/or held responsible for questionable behavior or decisions made by oneself and/or others
- Accountability and outcome
- Mini-break out session/discussion focusing on cause and effect



2012 Education Seminar

Save the Date



International Association of
Administrative Professionals®
Harrisburg Chapter

Tuesday ~ May 8, 2012

8:00 AM until 4:00 PM

Member \$70 ~ Non-Member \$85

**Holiday Inn, Harrisburg East
Amphitheater**

**Speaker: Myles Miller
with LeadUp.Biz**

Four Individual Topic Selections:

Effective E-Mails ~ Taming Your Inbox

Emotional Intelligence ~ Learning How to be More Aware

Generational & Cultural Diversity ~ How to Work Well With Everyone

Assertiveness ~ Working with People and Not Against Them



Grapevine 2012 — Be There!

You talked, we listened. You told us that more education is what you wanted and now you have it. Last year we offered 24-hours of education, this year we've upped that to 28. The **2012 Education Forum and Annual Meeting** not only features more education but also three keynote speakers. If you aren't involved in the business of the association, we're offering two tech sessions to attend instead - all included in the price of your full registration. We have a bit of fun planned, too, with the ever-popular Evening of Welcome. We're also lining up better-than-ever Trips and Tours for those off hours. We are excited about EFAM this year. There are some schedule changes that are summarized below so you can book your flight and secure your room. **If you've already made hotel reservations, you can call and change them if you need an extra night.** Grab your cowboy hat and **meet us in Grapevine July 21-25!**

Saturday: *We've moved all the pre-annual meeting business to the day before the annual meeting.*

8:30 a.m. — Pre-EFAM Educational Session
 1:30 p.m. — Pre-EFAM Educational Session
 2:30 p.m. — Delegate Briefing
 3:30 p.m. — First Timers
 4:30 p.m. — District Caucuses
 6 p.m. — MAL meeting

Sunday: *We now have annual meeting all in one day.*

8 a.m. — Opening Session
 9:30 a.m. — Business Session (Parade of Nations, speeches, candidate speeches, bylaws voting)
 9:30 a.m. — Technology Session for those not involved in IAAP business
 1 p.m. — Candidate Meet and Greets
 3 p.m. — Voting
 3 p.m. — Technology Session for those not involved in IAAP business
 6 p.m. — Evening of Welcome

Monday: *Education and the Leadership Luncheon*

8 a.m. — Election Results, General Session - Keynote
 10:30 a.m. — Education
 1 p.m. — Leadership Luncheon
 3 p.m.–6 p.m. — Education

Tuesday: *The Expo is all in one day*

8 a.m. — General Session - Keynote
 10 a.m.–6 p.m. — Office Expo and Speaker Showcase

Wednesday: *More Education*

8 a.m. — General Session - Keynote
 10:30 a.m. — Education
 1:30 p.m. — Education
 5:30 p.m. — Pre-banquet, Banquet, Post-banquet Reception

Thursday: *Even more education*

8:30 a.m. to noon — Leadership Workshop
 8:30 a.m. to noon — Post EFAM education session

Newsletter Committee:

Kathy O'Connor, CAP-OM
Allison Conway

To submit articles,
chapter events, or
other information for

***Your Division
Connection,***

Please e-mail:
Kayosea1@verizon.net

We're on the Web!

See us at:

<http://www.iaap-pennsylvania.org>

Division Annual Meeting

Celebrating our Roots

Don't miss this opportunity to network
with members and guests from across the state,
and attend valuable educational seminars.

Date: 06/22/2012 - 06/24/2012

Location: Holiday Inn Conference Center
7736 Adrienne Drive
Breinigsville, PA 18031
Details on pages 4 and 5

Pennsylvania Division Events

Administrative Professionals Week

April 21 – Conestoga Chapter – details on page 22

April 27 – Pittsburgh Chapter – details on page 23

May 8 – Professional Development Seminar – Harrisburg Chapter
Details on Page 24

