

# South County Chronicle

Volume 13, Issue 9

MAY 2010

## 2009-2010

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International Association of  
Administrative Professionals®  
South County Chapter

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## MEETING NOTICE

**Tuesday, May 18, 2010**

6:15 p.m.

Program:

**"IF FISH MONGERS CAN SUCCEED,  
YOU CAN TOO!"**

By: Paula West, CPS



**Drury Inn & Suites St. Louis Southwest**

**5 Lambert Drury Place (Hwy 141 at  
I-44) Conference Room**

**St. Louis, MO 63088**

RSVP to [scountyiaap@aol.com](mailto:scountyiaap@aol.com)

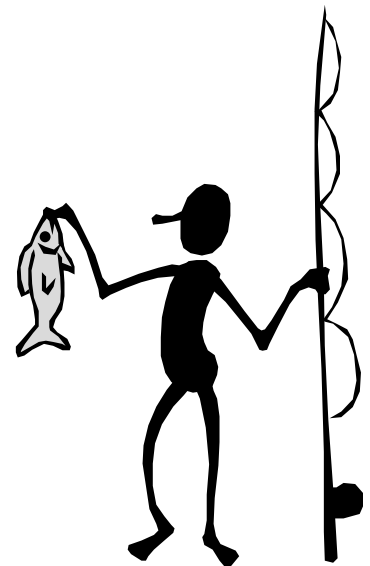


Informal dinner following meeting; feel free to join us. Contact Lisa Ashley if you would like to have dinner prior:

[lmdashley1@gmail.com](mailto:lmdashley1@gmail.com)

## "If Fish Mongers Can Succeed, You Can Too!"

After viewing the video "FISH! Catch the Energy, Release the Potential," participants will learn how we can apply the "Fish Philosophy," which are the four philosophies that made the Pike Fish Market a fun and engaging place to work and visit and World Famous, to our current professional and personal lives and even in our chapter, including exercises for implementing each.



## President's Message

### By Patty Thompson CAP



I considered writing about this last month, but it didn't seem like the right time or it just didn't feel right. Now it does.

I drove to Springfield on March 18<sup>th</sup> to attend Hawthorn Chapter's Spring Seminar. I had the radio on but I wasn't really paying attention. I heard the words "Live Like You're Dying." I thought the singer sounded like the lead singer from Maroon Five but thought no more about it. Just a short time later, I heard "If Today Was Your Last Day" by Nickelback. I had that CD but hadn't listened to it lately. I arrived a little early so I relaxed in the sun in my car for a few minutes, with the radio still playing. I heard "Live for Today", but I didn't recognize the band.

The seminar was wonderful with a great doubleheader of programs. Melynda Porgés CPS/CAP presented "Energize Your Life Despite Your Life." Then, "Caring For Yourself in Chaos" by Cal LeMon. Some of you may be familiar with him. His company is Executive Enrichment in Springfield. I was taking notes madly on the handout he provided. During the section on procrastination Cal talked about 10 techniques to break that bad habit. It was the seventh one I really heard and the only one I remembered: Ask yourself this question, "Would I procrastinate if I had six months to live?"

While I drove back home I pondered whether the three songs, plus Cal's technique, were a sign or just coincidence. Maybe a sign like in "Field of Dreams" where Kevin Costner's character hears a voice saying, "If you build it; He will come." Was it a sign for me or someone else? I did think of our two chapter members who are fighting cancer and wondered if they felt some kind of urgency in their life now.

Flash forward three weeks. My brother-in-law, Ed, is suddenly in treatment for Stage IV cancer. After my initial reaction of alarm, panic and despair, I looked to those songs again. The first song I mentioned was by Chris Allen, the 2009 **American Idol** winner. The song was recorded on his first self-titled CD and released in 2009. The second song was from Nickelback's 2008 album "Dark Horse", and "Live for Today" was from Three Doors Down 2005 album "Seventeen Days." All three songs have a similar message: don't waste time on petty stuff; make the most of each day. The songs are on my playlist now and I listen to them every few days to remind myself what's important.

So, was what happened to me on March 18<sup>th</sup> a sign or just coincidence? What do you think? Let me know.

P.S. If you suffer from procrastination check out Cal LeMon's website for "Ten Strategies to End the Procrastination Game" and other free resources. <http://www.execenrichment.com/free-articles/procrastination.php>

**POWER**  
of  
**Commitment**  
South County Chapter

## Finding A Job — Keeping A Job

*By: Susan Fenner—IAAP Headquarters*

Finding a job and keeping a job are two sides of the same coin. To be successful, it requires the same approach. Here are eight must-dos.

1. **Know your worth.** Top notch individuals know their areas of strength and where they need to bolster their skills. Your deficits may not be obvious to you, but they are to everyone around you. Take an honest appraisal and work on any identified weakness.
2. **Sell yourself.** Positioning your assets is just as important after you've landed a job as it is during the interview stage. No one pays attention to your achievements as closely as you do. Note them and share them with your exec. Don't wait for others to recognize your potential...or you'll be waiting a long time.
3. **Document your contributions.** It's not enough to say that you are great or that your work is making an impact. Prove it. File letters of commendation, note savings or sales you've made for the company, do periodic updates to your supervisor that highlight your value-added work.
4. **Look the part.** Everyone knows to dress for the interview. But many of us fail to maintain a professional image after we have the job. Don't fool yourself – image is important. You'll never be considered for more responsibility if you don't act and look the upgraded role.
5. **Be gracious.** Everyone watches his/her language and responses when they are looking for a job. But how many of us “let go” and revert back to inappropriate behaviors when we start to feel comfortable in the workplace. The persona you displayed as a job seeker is the same one you need to show every day once you are on the job. This requires patience, empathy, biting your tongue at times, and letting small slights pass without comment. More people are fired because they can't get along than they are for not having the skills to do the job. Skills can be taught, but a bad attitude and a lack of civility are almost impossible to change.
6. **Be willing to compromise.** During the hiring negotiations, most candidates are open for give and take. However, once ingrained in a job, many workers dig in and refuse to adapt as processes, situations, and tactics evolve. This is just as big a deal breaker for the hired employee as it is for the candidate. In today's job market, a rigid approach is unacceptable. As things change, so must our responses to them. And in a volatile economy, everyone is required to adjust, take on more, increase productivity with fewer resources, and come up with new and innovative solutions. One-way Wally doesn't stand a chance.
7. **Realize it's not all about you.** When applying for a job, you can't focus on what you've done in the past. You have to highlight what you can do in the future – for the new company. That's also true when you have the job. Your job isn't all about you; it's about the company, making profits, offering superior products and services, satisfying customers. If you lose sight of that, you can expect trouble.
8. **Demonstrate that you are a team player.** In today's business world, few of us have “a job”. Rather, we are responsible for job components. Companies are moving away from generalists who can do it all and instead, are looking for people who can add to the work team. Find a niche for yourself and keep honing your skills. Be prepared to expand your skills as new technologies become available and new work models come into play. Show that you can function on many different teams and be picked as the “most valuable player” on all of them.

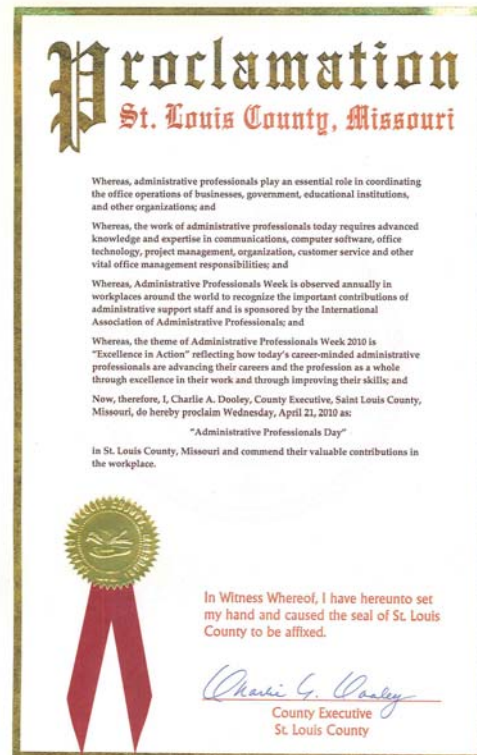
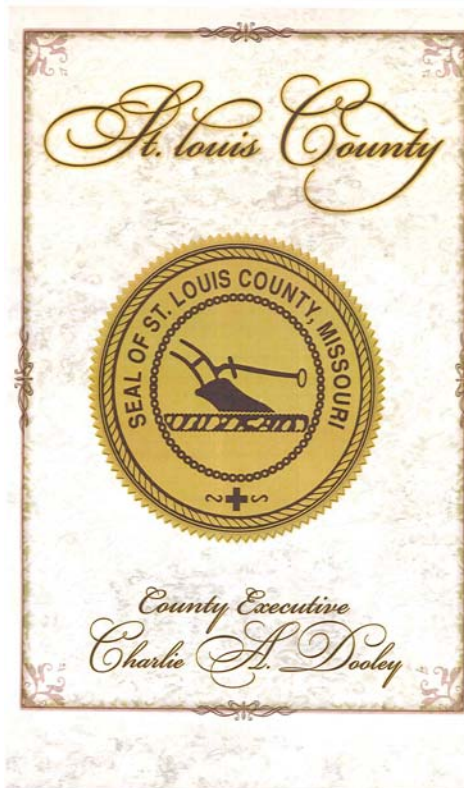
Most of us know what to do to get noticed by a new employer and how to outshine the competition. But many of us fail to apply these same tenets once we have been hired. Treat every day as if you are applying for your job. Because, you really are!

*A special thank you to Susan Fenner for supplying this information to the Newsletter Editors. You will see more articles from Susan in future issues that will cover everything from leadership to how-to-tips.*

## Administrative Professional's Day Proclamation Signing

The Proclamation signing was held on Wednesday, April 21, 2010. Those in attendance (from left to right): Marsha Bright CPS/CAP (Lindbergh Chapter), Patty Thompson CAP (South County), Linda Lenceski CPS (South County), Carole Howell (Lindbergh Chapter) and, of course, Charlie Dooley, St Louis County Executive. A copy of the proclamation is at the bottom of the page.

Mr. Dooley was running a little late that morning, having gone out to buy his administrative team some APW gifts; so he didn't get to spend as much time with us as usual, but it was a very enjoyable experience and it was a pretty day to be out of the office.



## Why Invite Someone To May's Meeting?

Paula West, CPS will present an educational, non pretentious program that is also entertaining (more information about the program is elsewhere). Your guest will be warmly welcomed and have the opportunity to network with peers. Membership in the premier association for administrative professionals will be extended to your guest.

Promoting high professional standards for administrative specialists and enhancing the image of the profession are the goals of the International Association of Administrative Professionals.

IAAP provides information and resources to help administrative professionals gain additional skills and contribute more effectively in their organizations. It also works to educate the public about the value of the profession and the advantages of an office/administrative career.

A few more reasons to recruit a member are listed below.

- **Education and Training.** IAAP and its local chapters host a variety of seminars, workshops and conferences featuring internationally recognized speakers. IAAP's largest training event is the International Education Forum and Annual Meeting held each summer.
- **Networking.** Members build professional networks by attending chapter meetings and serving in chapter leadership positions. Members also can serve as division, district and international officers.
- **Website.** IAAP's web community offers many resources and networking opportunities.

These are all good reasons so reach out and invite a co-worker or friend to our chapter meeting. If I can help in anyway with your invite and recruitment, please let me know.

Mary B Wilson CPS  
Membership Chair



## Coffee Filters: Not Just For Making Coffee



Coffee filters ..who knew! And you can buy 1,000 at the Dollar Tree for almost nothing.

1. Cover bowls or dishes when cooking in the microwave. Coffee filters make excellent covers.
2. Clean windows and mirrors. Coffee filters are lint-free so they'll leave windows sparkling.
3. Protect China . Separate your good dishes by putting a coffee filter between each dish.
4. Filter broken cork from wine. If you break the cork when opening a wine bottle, filter the wine through a coffee filter.
5. Protect a cast-iron skillet. Place a coffee filter in the skillet to absorb moisture and prevent rust.
6. Apply shoe polish. Ball up a lint-free coffee filter.
7. Recycle frying oil. After frying, strain oil through a sieve lined with a coffee filter.
8. Weigh chopped foods. Place chopped ingredients in a coffee filter on a kitchen scale.
9. Hold tacos. Coffee filters make convenient wrappers for messy foods.
10. Stop the soil from leaking out of a plant pot. Line a plant pot with a coffee filter to prevent the soil from going through the drainage holes.
11. Prevent a Popsicle from dripping. Poke one or two holes as needed in a coffee filter.
12. Do you think we used expensive strips to wax eyebrows? Use strips of coffee filters.
13. Put a few in a plate and put your fried bacon, french fries, chicken fingers, etc on them. Soaks out all the grease.
14. Keep in the bathroom. They make great "razor nick fixers."

## Epworth Children's Home Community Service Project

*By: Paula West, CPS*

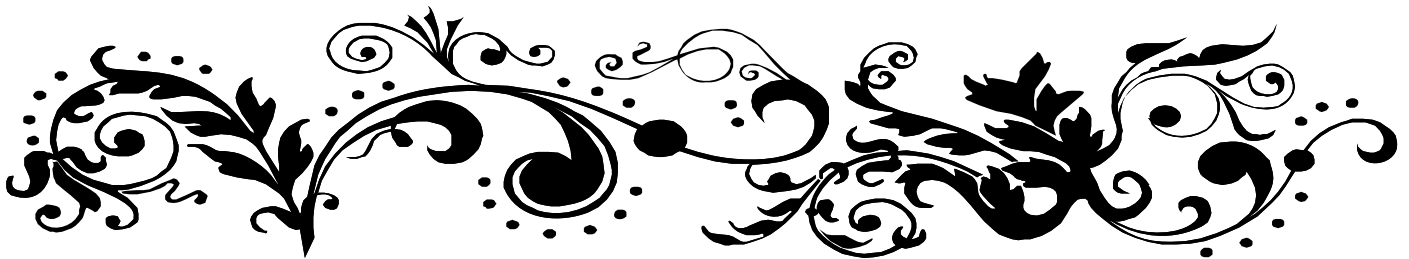
The residents (girls ages 13-16) of the Hudson Dorm at Epworth Children's Home in Webster Groves have been enjoying monthly visits by some of our chapter members. Three of us (Patty Thompson CAP, Joanie Villar, and Paula West CPS) are registered volunteers representing our chapter; and many other chapter members have supported in some way with cash donations or contributions of items for the visits and gifts given during the visits. Thank you to all.

During our one hour visits, we have planned different activities each month, among them include making Valentine cards and playing games. During our visit on Monday, May 10<sup>th</sup>, we will have a Memorial Day theme and make thank you or get well cards for the residents of the Jefferson Barracks Veterans Hospital. Each of the girls will receive a sparkly star studded desk top item (kind of like what's used for balloon holders) in red, white, and blue and a battery operated handheld fan in red, white, and blue.

The big event coming up that will benefit all of Epworth is the 15<sup>th</sup> Annual Charity Polo Match on Saturday, June 5<sup>th</sup>, at Blue Heron Farms in Defiance, Missouri. You will find information about this event elsewhere in the newsletter. Signed up to volunteer for the event representing our chapter are Lisa Dinan-Ashley, Julie Goede, Valerie Scherrer, Patty Thompson CAP, Vicki Weingand, and myself. If you want to volunteer for the event and have not yet responded, please contact me at [paula\\_west@sbcglobal.net](mailto:paula_west@sbcglobal.net). It promises to be a fun and rewarding time while we support a very worth while cause.

Epworth's mission is to offer a wide array of services to children, youth and families in need, strengthening the capacity of each to thrive in society. I recently read about a 20-year old who said she didn't have any parents and the people at Epworth had been parents to her. She is now only a few weeks from graduating with an associate's degree in fashion merchandising with a 3.5 grade point average and has her sights set on completing a bachelor's degree in retail management. She credits Epworth with providing guidance and helping to build a strong foundation from which to succeed.

Thank you again to all our members who have helped in any way to make our 2009-2010 community service project successful.



*Your ability to discipline yourself to set clear goals, and then to work toward them every day, will do more to guarantee your success than any other single factor. ~Brian Tracy*



## 15th Annual Polo Match

Saturday, June 5, 2010

Stifel Nicolaus vs. Blue Heron Farms

Blue Heron Farms • 4020 Benne Rd. • Defiance, MO 63341

*Bar - B - Que available, no reservations required*

*Gate opens at 3 pm*

*\$25 per car*

Hosted by St. Louis Benefit Polo

Honorary Co-Chairs: Christi & Billy Busch

Proceeds benefit Epworth Children & Family Services



For event information, contact Epworth at  
314.961.5718 or [www.epworth.org](http://www.epworth.org)

## EPWORTH

Where Kids Find Strength

### *Volunteers Needed*



### *15<sup>th</sup> Annual Polo Match*

Saturday, June 5, 2010, 3 PM

Blue Heron Farms  
4020 Benne Rd  
Defiance, MO 63341

Fifteen years ago, St. Louis Benefit Polo presented Epworth with a unique opportunity to host a Charity Polo Match featuring internationally renowned polo players that would raise funds and awareness for the agency. The success of the event has grown over the years and now attracts a crowd of over 600 supporters and polo aficionados!

The Polo Match would not be successful without the thoughtful commitment of our dedicated volunteers. Our goal is to offer volunteers of all ages a fun and rewarding experience while working with a team of individuals for a worthy cause. Each Polo volunteer receives a Charity Polo volunteer t-shirt; free BBQ and beverages; free admission to the Polo Match; and the pleasure of knowing that volunteer service makes a big difference in the lives of the kids that Epworth serves.

Please check your calendar for Saturday, June 5th. If you are available, please contact Tonya Courtois at 314/918-3318 or [tcourtois@epworth.org](mailto:tcourtois@epworth.org). We would love to have you join us and over 50 other volunteers as we present this fun and exciting event! There are several shift times available, and no experience is necessary. Volunteers must be at least 16-years-old or accompanied by an adult.

**Friday 6/4 Set Up (8 volunteers) Afternoon, or time that is mutually agreeable**  
**Saturday 6/5 Set Up (12 volunteers) 10:30 – 2:30**  
**Event 6/5 (36 volunteers) 2:30 – 6**  
**Clean-Up 6/5 (6 volunteers) 6 - ?**

## In Honor of MOTHER'S DAY

### WHY GOD MADE MOMS

Answers given by 2nd grade school children to the following questions:

Why did God make mothers?

1. She's the only one who knows where the scotch tape is.
2. Mostly to clean the house.
3. To help us out of there when we were getting born.

How did God make mothers?

1. He used dirt, just like for the rest of us.
2. Magic plus super powers and a lot of stirring.
3. God made my mom just the same like he made me. He just used bigger parts.

What ingredients are mothers made of?

1. God makes mothers out of clouds and angel hair and everything nice in the world and one dab of mean.
2. They had to get their start from men's bones. Then they mostly use string, I think.

Why did God give you your mother and not some other mom?

1. We're related.
2. God knew she likes me a lot more than other people's mom like me.

What kind of a little girl was your mom?

1. My mom has always been my mom and none of that other stuff..
2. I don't know because I wasn't there, but my guess would be pretty bossy.
3. They say she used to be nice.

What did mom need to know about dad before she married him?

1. His last name.
2. She had to know his background. Like is he a crook? Does he get drunk on beer?
3. Does he make at least \$800 a year? Did he say NO to drugs and YES to chores?

Why did your mom marry your dad?

1. My dad makes the best spaghetti in the world. And my mom eats a lot.
2. She got too old to do anything else with him.
3. My grandma says that mom didn't have her thinking cap on.

Who's the boss at your house?

1. Mom doesn't want to be boss, but she has to because dad's such a goof ball.
2. Mom. You can tell by room inspection. She sees the stuff under the bed.
3. I guess mom is, but only because she has a lot more to do than dad.

## In Honor of MOTHER'S DAY *(continued)*

What's the difference between moms and dads?

1. Moms know how to talk to teachers without scaring them.
2. Dads are taller and stronger, but moms have all the real power 'cause that's who you got to ask if you want to sleep over at your friends.
3. Moms have magic, they make you feel better without medicine.

What does your mom do in her spare time?

1. Mothers don't do spare time
2. To hear her tell it, she pays bills all day long.

What would it take to make your mom perfect?

1. On the inside she's already perfect. Outside, I think some kind of plastic surgery.
2. Diet. You know, her hair. I'd diet, maybe blue.

If you could change one thing about your mom, what would it be?

1. She has this weird thing about me keeping my room clean. I'd get rid of that.
2. I'd make my mom smarter. Then she would know it was my sister who did it not me.
3. I would like for her to get rid of those invisible eyes on the back of her head.

*It doesn't matter where you have been, it only matters where you are going. ~ Brian Tracy*

## Where's Tigger?

We're looking for our Traveling Tigger.

Check out the blogs on Web Community.

See if we receive comments, share your own comments, rate the blogs, have some fun with it!



## Getting the Most Out of Your Performance Review

Although the downturn has been tough for all workers, some professionals have found that they have benefitted from the experience. Seventy-seven percent of individuals surveyed by our company cited at least one positive effect the recession has had on their jobs, including the ability to tackle new projects, assume additional responsibility and take on more challenging work.

But have you been rewarded for your hard work? If not, your performance review could be a good opportunity to earn the recognition you deserve. These meetings allow you to discuss your accomplishments with your manager, as well as work with your boss to map out further professional development opportunities.

Preparation is key to getting the most out of your review. Here are a few tips:

- **Do your homework.** Before your review, make a list of your accomplishments and how your efforts have benefitted your department or company. Your manager may not be able to recall all of your contributions, especially if he or she oversees a large group of people.
- **Think outside the bucks.** Concentrating on compensation during a review can be a mistake, especially if your employer can't offer you a pay hike. Changes in job duties or your schedule, though, could have an impact on your overall job satisfaction and may be easier for your manager to implement.
- **Create a dialogue.** Think of the meeting as an opportunity to work with your supervisor to develop a plan to move your career forward. Ask for constructive criticism and advice on how you can continue to advance professionally.
- **Give feedback.** You should use the review as an opportunity to provide your manager with feedback. This also is your chance to tell your manager where you could use more support or resources. Just don't forget to temper the negative with the positive. Everyone, including the boss, needs a kind word now and then.
- **Have goals in mind.** Your supervisor will likely ask you what you hope to achieve in the coming year. Carefully consider what professional objectives — to lead a project team or earn a certification, for instance — you'd like to set for yourself and the support you might need to meet them.

*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](http://www.officeteam.com).*

## IAAP WEB COMMUNITY

The following is taken from the IAAP website:

“Welcome to the IAAP Web Community, an interactive website designed to keep IAAP's members connecting with each other and sharing ideas through online discussions, blogs, document libraries and much more. If you're new to the community, you can [access the IAAP Web Community User Guide](#) to learn how to get started.”

Visit the following to get started: <http://community.iaap-hq.org/>

*Success doesn't come to you—you go to it. ~ Marva Collins*

## Spring Cleaning Your file Cabinet

Spring cleaning isn't just for home -- and it isn't just for spring, either! Your home or office filing system needs an occasional deep-clean, just like your kitchen cabinets and closets. So let's get to the spring cleaning!

### Clear Out the Clutter

Your filing system is a lot like your junk drawer. Every time you find something that you think might be useful, you stick it in the drawer. Some of those things have come in handy later on and others just take up space. But every once in a while, you have to clear the decks and start fresh with your storage. This is why office spring cleaning is so important.

To start spring cleaning your office, empty every folder out of your file drawer and start by asking yourself if that category is still meaningful and relevant to your life. Completed projects, old client files, and obsolete reference topics may be able to go away. You can then sort through each "keeper" folder and clean out unnecessary and outdated paperwork. Remember that this is spring cleaning! Only current and relevant documents should reside in your active files. If you don't use it all the time but may possibly need to refer to that information again in the future, place the item in your archive files. If not, and there is no legal reason for you to keep it, toss or shred. Phew! Step 1 of your office spring cleaning is done.

### A New Coat of Paint

While you've got your file system emptied, take a minute to look at your supplies and see if they pass muster. Are your folders getting old and raggedy? Take a second to replace them with new, clean files. Are your labels a mess? Too many cross-outs and write-overs make it hard to find the folder you need. Get some fresh labels and neatly type or print the correct title for each file. Are your filing cabinets dysfunctional, with dented and hard-to-open drawers? If you have to fight with your cabinet every time you need a document, it's time to consider a replacement. Your spring cleaning project provides the perfect opportunity to start fresh with fully functioning equipment.

Also examine your naming convention and make sure that your files are labeled in a way that makes sense. The goal is to start each file with the name of the larger category to which it belongs (ex: utilities), then add on the descriptor that lets you know exactly what paperwork that folder contains (ex: utilities:water or utilities:electric). The key is moving from general to more specific. Color-coding your files and/or labels is another great way to distinguish categories of files from one another.

### Put It All Back In Order

Finally, it's time to get each document back in its home. Once you have all of your file folders labeled and placed in the drawer, look around and see if there are any loose piles of paper sitting out -- on a desk, shelf, or credenza. Go through each stack and clear out any junk (following the guidelines in step 1 above), then file those papers in your existing categories. By the time you are done, every piece of paper in your office should have a home and be easy to locate whenever you need it.

If you missed office spring cleaning this year, don't worry -- you can clean up your paper management act any time you need to. Don't put it off until next spring!

Article taken from Smead Organomics; [www.smead.com](http://www.smead.com)



### MAY BIRTHDAYS

Brenda Wohlschlaeger, CPS/CAP	5/16
Joan M. Villar	5/22
Mary K. Byers, CPS	5/28
Kathryn Robinett Davis	5/28



### MAY ANNIVERSARIES

Mary E. Biehl  
Gina Ivanovic  
Cynthia Luster  
Barbara Sapienza



Chapter meetings are the  
3rd Tuesday of each month

### 2009-2010 Mark Your Calendar

**May 18—If Fish Mongers Can Succeed,  
You Can Too!, Paula West CPS**

**June 15—New Board Installation**

**Chapter website:**

**<http://www.iaap-southcounty.org>**

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#### 2009-10 Board

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Treasurer Mary Madick CPS/CAP Heart of America Chapter

### Future IAAP International Education Forum & Annual Meeting (EFAM)

**2010:** Boston, MA, July 18-21, Hynes Convention Center

**2011:** Montreal, Quebec, July 24-27 Montreal Convention Center

**2012:** Grapevine, TX, July 22-25, Gaylord Texan Resort

**2013:** Anaheim, CA, July 28-31, Anaheim Convention Center

**2014:** Milwaukee, WI, July 27-30, Milwaukee Convention Center

**2015:** Louisville, KY, July 26-29, Kentucky International Convention Center

**IAAP Home Page: [www.iaap-hq.org](http://www.iaap-hq.org)**



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Into Careers®*

### You are investing in your future

Membership in the International Association of Administrative Professionals® (IAAP) provides outstanding benefits and services to meet your professional and personal needs. IAAP is a great resource to help you advance in your career.

Benefits of Membership:

- Learn from your peers through local and international networking opportunities
- Educational and professional development
- Improve productivity with time management training
- Gain experience in meeting and special events planning
- Enhance your public speaking skills
- Improve your professional image
- Opportunities for leadership training
- Certified Professional Secretary (CPS)
- Certified Administrative Professional (CAP)
- Office Pro magazine
- IAAP Connections bi-monthly eNewsletter
- Earn Continuing Education Units (CEU) and CPS/CAP Re-certification Credits
- IAAP Headquarters support including research on trends, education and training publications, and website with membership discussion board
- International Convention with a unique educational format
- Develop international alliances and friendships
- Credit card
- Retirement Center

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