



International Association of
Administrative Professionals®
Pennsylvania Division

www.iaap-pennsylvania.org

Your Division Connection

VOLUME 1 ISSUE 3

MARCH 2009

OFFICERS

President:
Jean Bohinski CPS/CAP

President Elect:
Diana Comber

Vice President:
Catherine Hoke CPS/CAP

Treasurer:
Carol Lundgren CPS/CAP

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A Message from the President...

The more "mature" I become, the faster the years fly by; can you believe it is 2009??? As the new year rolls around, it is a time to contemplate the past, to learn from our challenges, and to move forward with renewed vigor.

I am excited about 2009. It is a new year, we have a new president, and many of us have made some new year's resolutions. One of my resolutions is to help make the Pennsylvania Division an even stronger division than it already is! The Board has focused on leadership growth and will continue to do so. For the Board, leadership growth is for all members, not just the current officers. Prudent succession planning calls for grooming others to fill our current roles. Share your knowledge; it can only make your chapter and its members stronger.

Another resolution I made is to get my life back in balance again. Sometimes we lose sight of the things that really matter to us. We need to take a step back and rethink our priorities. I encourage all of you to do the same. With that in mind, I would like to leave you with this thought from "Suzanne's Diary for Nicholas," a novel by James Patterson.

"Imagine life is a game in which you are juggling five balls.



And you're keeping all of them in the air.

But one day you finally come to understand work is a rubber ball.

If you drop it, it will bounce back.

The other four balls – family, friends, integrity – are made of glass. If you drop one of these, it will be irrevocably scuffed, nicked, perhaps even shattered. And once you truly understand the lesson of the five balls, you will have the beginnings of balance in your life."

Jean

Jean Bohinski CPS/CAP
Pennsylvania Division President

Creativity - Excellence in Action

Wikipedia defines creativity as a mental and social process involving the generation of new ideas or concepts; the act of making something new. Recently I had the opportunity to view a video by Dewitt Jones, who is a freelance photographer for National Geographic, author, and director. In Mr. Jones' words, "Creativity is the ability to look at the ordinary, and see the extraordinary." I would like to share some of Mr. Jones' ideas on creativity and how they can relate to IAAP.

- "Creativity is a matter of perspective." Being a photographer, Mr. Jones suggested that we "change our lens." In other words, look at things differently. If we come to IAAP meetings thinking this is going to be just another boring meeting, it probably will be. But if we change our lens, look at each meeting as a new opportunity, it could change our perspective. Do you find yourself sitting in the same seat each month, talking to the same people? Try moving. Sit with someone new, someone you've never sat beside. You might just find yourself engage in interesting conversation. Do you look at the speaker's topic and think, "We've heard that before," or "This has nothing to do with me.?" Try changing your attitude. Go into the meeting with the attitude that you are going to learning just one new thing. You might be pleasantly surprised.
- "There's always more than one right answer." Maybe you've become bored with meetings because your chapter always does the same thing. Or maybe when someone suggests change, there tends to be opposition. Sometimes we need to look at a different point of view. Just because we've always done it that way, doesn't mean there isn't another way of doing something. Be creative. Embrace new ideas rather than fear them. They could add new life to your IAAP experience.
- "Reframe problems into opportunities." Spring is election time at all our chapters. Many chapters have the same problem year after year – finding candidates for office. The same members who have served in office for years are burned out. No one is willing to step in. Instead of sitting there contemplating this problem, think of it as an opportunity. Be creative. Think about co-officers. Or what about a newer member. She might not have experience, but she could bring energy and new life to your chapter. Or maybe it's finally your time to step up to the plate, to take that leadership role. Be comfortable finding another angle to the problem and confident knowing that the solution will be there.
- "Don't be afraid to make mistakes." Mr. Jones noted that there are times when he has used 400 rolls of film, or 14,000 shots, to produce 30 photographs for an article. Don't let the thought of making a mistake keep you from trying. You **can** serve on a committee. You **can** serve as a committee chair. You **can** serve as an officer. You will be working as a team. Everyone will be working together, using their creativity. Mistakes might be made, but don't be afraid to make them.
- "Break the pattern." Every month you attend chapters meeting, but you are bored. You need something different – something more. You recently received a registration form for the Pennsylvania Division Annual Meeting and soon you will be receiving information for the International Education Forum and Annual Meeting. Break the pattern of only attending your chapter's meetings. Attend one or both of these meetings, if at all possible. In addition to educational opportunities, you will learn so much about IAAP. You will meet new people. You will gain a whole new perspective. And you are sure to have fun!
- "Every act can be a creative one." Whether you're at IAAP, at work, or at home, every act can be a creative one. You need to look at things differently, learn to change your lens. You have the potential to transform all acts. Just let your creativity flow and show your Excellence in Action.

Submitted by
Carol Lundgren CPS/CAP
PA Division Treasurer





PA DIVISION COMMUNICATION

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

From: Catherine Hoke CPS/CAP
Pennsylvania Division Vice President

Subject: Notice of PENNSLVANIA Division Annual Meeting

PLEASE TAKE NOTICE that the Annual Meeting of the Pennsylvania Division, International Association of Administrative Professionals, will take place on May 15, 16, and 17, 2009, at the Park Ridge Hotel & Conference Center at Valley Forge in King of Prussia, Pennsylvania. The Business Session is scheduled to begin on May 16, 2009, at 8:30 a.m. for the purpose of conducting any business that may properly come before the meeting.

*“When a team
outgrows
individual
performance and
learns team
confidence,
excellence
becomes a
reality.”*

Joe Paterno

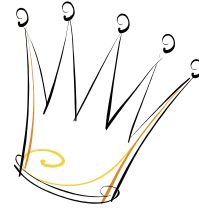
PROPOSED AGENDA

Business Meeting

- Presentation of Annual Meeting Rules
- Adoption of Agenda
- Report of Division Treasurer
- Report of Division Officers
- Committee Reports
- Bylaws and Standing Rules Report
- Report of Committee on Nominations
- Introduction of Candidates for Office
- Voting of Officers
- Report of Teller's Committee
- Declaration of Duly Elected Officers for 2009-2010
- Selection of 2011 Meeting Site
- Unfinished Business
- Good of the Order (time permitting)
- Announcements
- Recess



Royal Decree



Here ye, here ye....calling all members of the Pennsylvania Division of the International Association of Administrative Professionals!

As Royal Event Planners for the Pennsylvania Division for 2009, we hereby decree that everyone **"JOIN US!"** for the upcoming Pennsylvania Division Annual Meeting! Mark your calendars for May 15 through 17, 2009, for the "Royal Treatment" in King of Prussia, PA!

Plans include the following:

- Take a tour of beautiful **Longwood Gardens** – only \$40.00 per person.
- A **Vendor Expo** featuring office products and a few surprises!
- **Friday Seminar:** Making the Most of Your Investment in Microsoft 2007!
- **Shopping** – King of Prussia Mall is less than one mile away *and* a shuttle is available to take you back and forth from the hotel!
- Valley Forge National Park is a 10 minute drive from the hotel – see one of the many places that helped to shape our history!
- QVC Studio Park is only a 25 minute car trip for anyone that wants to see how the merchandising giant does business!
- Philadelphia Premium Outlets – the newest jewel in the crown of this shopping Mecca is only 20 minutes away for bargains galore!
- **Dance** the night away at the **Friday Open House** - 80's style! We're having a "Wedding Singer" style party!
- Enjoy the "Crowning Glory" of the Saturday night **Presidents' Banquet and Evening of Entertainment!**
- **AND** much more!

While you're thinking about May...

Why not take a chance on a \$50 gift card for the King of Prussia Mall **OR**

Buy a ticket to win a free trip to Longwood Gardens!

Interested? Contact Kathy O'Connor at koconnor@rohmmaas.com to get in on the prizes!

Tickets are on sale through March 30, 2009

Remember....May 15 through 17, 2009!

Where: The Park Ridge Hotel, 480 N. Gulph Road, King of Prussia, PA - *Reservations are going quickly!*

Duly signed and sealed this day in March 2009...

*The Southeast Council of the Pennsylvania Division
Bucks County Chapter; Cephalon Chapter;
Liberty Bell Chapter; Montgomery County Chapter;
Rohm and Haas Delaware Valley Chapter; and Wyeth Chapter
Your Hosts for "The Royal Treatment"*

2009 Pennsylvania Division Annual Meeting

Park Ridge Hotel, King of Prussia, PA

May 15, 16, and 17, 2009

Only one registration per form – copy for additional registrants or guests.

Last Name _____ First Name _____ CPS CAP CPS/CAP
 Chapter Name _____ IAAP # _____ Guest of: _____
 Mailing Address: _____
 Employer _____
 Phone _____ E-mail: _____
 Badge Name _____
 Please check if First Timer Want a Mentor Want to be a Mentor
 International Representative List Title _____
 Division Officer/Chair List Title _____
 Chapter Officer _____ Chapter Name _____
 Past International Officer _____ Past Division Officer _____
 Banquet Selection Chicken _____ Salmon _____ Vegetarian _____

Please note any dietary restrictions: _____

Full Registration	Member		Non-Member		TOTAL
	Before	After	Before	After	
	4/15/09	4/16/09	4/15/09	4/16/09	
Includes: Education Forum, Evening of Welcome, Opening Business Session, Recognition Lunch, Banquet, Closing Business Session	\$200.00	\$225.00	\$225.00	\$250.00	
	Before	After	Before	After	
Individual Events	4/15/09	4/16/09	4/15/09	4/16/09	
Education Forum	\$80.00	\$90.00	\$85.00	\$95.00	
Evening of Welcome	\$45.00	\$50.00	\$50.00	\$60.00	
Opening Business Session	\$45.00	\$50.00	\$50.00	\$55.00	
Saturday Recognition Lunch	\$35.00	\$40.00	\$40.00	\$45.00	
Presidents' Banquet	\$45.00	\$50.00	\$50.00	\$55.00	
Closing Business Session	\$25.00	\$30.00	\$30.00	\$35.00	
Total Amount Enclosed					

REGISTRATION MONEY DUE APRIL 15-NO CANCELLATIONS / REFUNDS AFTER APRIL 30, 2009

Mail registration form and check payable to 2009 DIVISION ANNUAL MEETING to:
 Kathy O'Connor CAP, Rohm and Haas Company, PO Box 904, Spring House, PA 19477-0904
 Phone 215-619-5771 Fax 215-619-1654 Email: koconnor@rohmmaas.com

You may download extra registration forms at <http://www.iaap-pennsylvania.org>

2009 Pennsylvania Division Annual Meeting Trip Registration

Tour of Longwood Gardens

Friday, May 15, 2009
8:00 am - Noon



Join us for a trip to Longwood Gardens. This horticultural wonder is sure to delight anyone who loves exquisite flowers, majestic trees, and opulent architecture. Here, amid 1,050 acres with 20 indoor and 20 outdoor gardens, you'll find beauty at every turn. Longwood's Conservatory is one of the world's great greenhouse structures. It shelters 20 indoor gardens and 5,500 types of plants. The Conservatory was built in 1919 and has been periodically expanded and renovated. At present, there are 195,668 square feet—or 4.5 acres—of covered display, production, and research greenhouses.

Charge: \$40 Includes bus and admission to Longwood Gardens

Please return the bottom of this form along with a check for \$40 payable to: *2009 PA DAM* to Kathy O'Connor CAP, Rohm and Haas Company, PO Box 904, Spring House, PA 19477-0904 by Friday, April 24, 2009.

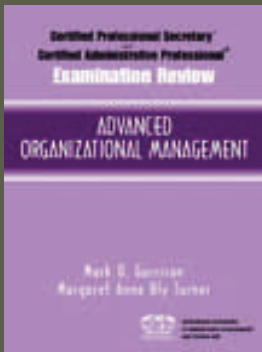
LONGWOOD GARDENS TOUR – FRIDAY, MAY 15, 2009

Name: _____

Address: _____

e-mail address (for confirmation): _____

Number of Reservations _____ Check enclosed for: \$ _____



CERTIFICATION UPDATE

Congratulations Certification Chairs on your efforts the first quarter of the 2008-2009 year. More than 1500 candidates sat for the CPS and CAP exams on November 7-8, and others are preparing for the May 2009 exams. In this issue of the **Certification Update**, you will find updated information regarding deadlines and recertification procedures and preliminary information on the 2009 Certification Conference.

November Exam Results

CPS Recipients	CAP Recipients
Lyndee M. Long CPS	Deborah J. Mayberry CPS/CAP
Laura L. Bowser CPS	Maryann Muschlitz CAP
Nancy L. Price CPS	Doris A. Moroskie-Blewitt CPS/CAP
Rosemarie E. Brennen CPS	Anne M. Hansell CPS/CAP
Judith A. Gross CPS	Tammy L. Sinclair CPS/CAP
Jere E. Williamson CPS	Christine Brocco CAP
Donna R. Huntington CPS	Judith L. Klinger CAP
Elizabeth A. Griffin CPS	Linda D. Kopf CAP
Barbara T. Choma CPS	Cynthia L. Rineer CPS/CAP
Janet E. Anderson CPS	
Kim M. Washel CPS	
Deidre A. Morrison CPS	
Marcy L. Gates CPS	

The following individuals recertified between July 1 and December 31, 2008.

Carol Lundgren CPS/CAP	Cheryl Ann Kelleher CAP
Anita F. Joslyn CPS/CAP	Jan Z. Lang CPS/CAP
Sandra E. Moritz CPS/CAP	Kathryn O'Connor CPS/CAP

Certification News From Action/Direction – Fall 2008

The Board reviewed the current policy of the Certification Department regarding late applications. The Board approved a \$50 late fee for accepting exam applications between February 16 and February 28 and August 16 and August 31 for the May and November exam, respectively. No applications will be accepted after those dates.

The Board reviewed the current policy of the Certification Department regarding exam withdrawals and transfer to future exams. The Board approved changing withdrawal deadlines to April 1 and October 1 for receiving a refund of one-half of the exam fees paid. The Board also approved a one-time transfer (with a \$50 fee) for exam transfers by April 1 or October 1. Transfers are permitted in limited circumstances and individuals should review the exam application for details.

CERTIFICATION UPDATE (Continued)

Recertification deadlines were also reviewed by the Board. Individuals must recertify within five years of their initial certification or five years after the month of the last recertification. The Board approved a 120-day grace period for individuals to submit their recertification paperwork, for those who recertify after January 1, 2009. The Board also approved a \$100 late fee for those individuals who submit their paperwork after the five-year deadline. Recertification points will still need to be within the original timeline (five years) and recertification will be backdated to that time.

Certification Review Guide

The IAAP **Certification Review Guide** is not copyrighted, and each person interested in the CPS or CAP exams should download and print their own copy from the main IAAP web site (www.iaap-hq.org/examrevw.pdf). This **Guide** provides the content outline of all exam parts, gives suggestions on how to study, includes sample questions, and contains the complete bibliography of all recommended study materials – both the college textbooks used to write the exams and review materials that can be used in conjunction with those college texts.

Old Review Materials

Some chapters have libraries of materials members can borrow to study for the CPS or CAP exams. Please remember to keep those libraries current. Having old college textbooks and review materials on your shelves are not helpful to candidates who are preparing for a current exam.

Recertification

CPS and CAP holders are required to recertify every five years. Those who do not remain current through recertification have their rating marked inactive on the IAAP database and are no longer afforded the privileges of certification.

To assist members and guests to attain these needed points, make sure to work with your program chairman to request recertification points for your chapter educational programs. The educational programs must be at least one-hour in length and must cover topics relevant to the exam outline; (business meetings are not eligible for recertification points).

Details on requesting recertification points for chapter and division educational programs can be found on the IAAP main web site under Professional Certification and then Recertification, at www.iaap-hq.org/Cert/recertification_prog_app_dir.htm, or requested from the Certification Department at certification@iaap-hq.org. Please submit the request 2-4 weeks prior to the program. Programs cannot be approved after the fact.

PowerPoint and script, handout masters, and step-by-step directions on presenting these particular programs. Even though these programs are pre-approved for recertification, you will still need to submit the Recertification Program Application at least two weeks prior to the program date to receive the official recertification certificate.

2009 Certification Conference

Mark your calendars now for the annual Certification Conference to be held in Portland OR, October 18-21, 2009. Complete Conference details will be available in the spring of 2009 and Conference registration will open June 1 for those who hold an active CPS or CAP rating. Watch the main IAAP web site (www.iaap-hq.org) under Events for details.

Hotel reservations are open now at the Portland Marriott Downtown Waterfront; room rate \$189 single or double occupancy plus applicable taxes. For online reservations, simply cut and paste the link below. You will be directed to the property's home page with the code already entered in the appropriate field on the right hand side of the website for reservations.

<http://www.marriott.com/hotels/travel/pdxor?groupCode=iaaiaa&app=resvlink&fromDate=10/16/09&toDate=10/22/09>

To book hotel reservations over the phone, contact the worldwide reservations line at 1.800.228-9290. When calling, mention the code we have been given by the hotel (iaaiaa&), the name of the program (2009 Certification Conference), or the dates of the program (October 18-21, 2009).

Use of IAAP Logo

When promoting the IAAP certification programs in a chapter bulletin or flyer use the IAAP logo. Do not use the CPS and CAP jewelry designs. Using the IAAP logo is more consistent with the promotional materials coming from the Certification Department, and consistency is important in the recognition of our programs.

Feel free to contact you Division Certification Committee with any questions. You may also contact IAAP Headquarters at 816.891.6600 x2225, 2227, 2248, or e-mail certification@iaap-hq.org.

Dawn Hall CAP, Chair
dmariehall@verizon.net

Sheran Springer CPS
sspringer@eveyblack.com



Can you believe it's February already? We know that everyone is hard at work planning their APD/APW event and we would like to help. Our committee is preparing an APD/APW Toolbox to help you plan your event, and we need your help. Please let us know what you have planned for APD/APW so we can include it in the toolbox.

What's in the toolbox?

- APD 2009 Briefing
- Press Releases
- Fast and Fun Facts About APD
- Information On What Other Chapters Are Planning
- And Much More

Please e-mail your APD/APW plans to me at jmort@brennerfamily.com by February 15, 2009, so we can include it in the APD/APW Toolbox. We plan to distribute the toolbox by February 28, 2009.



Juanita M. Mort CAP
APD/APW Chair
Harrisburg Chapter

Debra S. Feinberg CAP
APD/APW Co-Chair
Harrisburg Chapter

COMMITTEE ON NOMINATIONS

The Committee on Nominations submits the following candidates for officers for the 2009-2010 year of the Pennsylvania Division of International Association of Administrative Professionals:

President

Diana Comber – Montgomery County Chapter

President-Elect

Catherine Hoke CPS/CAP – Harrisburg Chapter

Vice President

Carol Lundgren CPS/CAP – Clear-Penn Chapter

Secretary

Juanita M. Mort CAP – Harrisburg Chapter

Treasurer

Maria Carney CPS – Presque Isle Chapter

Submitted by:

Marion Hidlay CPS/CAP
Helenanne Bendik CPS
Committee on Nominations



**CANDIDATE FOR THE OFFICE OF PRESIDENT
PENNSYLVANIA DIVISION 2009-2010**

**Diana Comber
422 Pleasant Valley Drive
Conshohocken, PA 19428**

(484)362-0314 ☎

(484) 362-0415 ☎

dcomber@catalystusa.com ✉

IAAP® Experience

Chapter Level

2005 - 2006	Chapter President (acting)
1998 - 2001	Chapter President
2004 - 2006	Chapter Vice President
1997 - 1998	Chapter Vice President

Division Level

2008 - Present	Pennsylvania Division President-Elect
2007 - 2008	Pennsylvania Division Vice President
2006 - 2007	Pennsylvania Division Treasurer
2003 - 2005	Membership Committee Chair
2005 - 2006	Membership Committee
2003 - Present	Webmaster
2006 - Present	New Chapter Building Committee Chair
2004 - 2005	New Chapter Building Committee Chair

Work Experience

2007 - Present Office Manager	Catalyst East LLC Conshohocken, PA
1995 - Present Religious Education Teacher	Epiphany of Our Lord Catholic School Plymouth Meeting, PA
2006 - 2007 Office Services Assistant	IKEA North America Services, LLC Conshohocken, PA
2004 - 2005 Corporate Administration Manager	Wilmington Finance Plymouth Meeting, PA
2000 - 2004 Area Administrative Supervisor	Johnson Controls, Inc. Plymouth Meeting, PA
1999 - 2000 Executive Administrative Assistant	Jacobs Constructors, Inc. Conshohocken, PA
1995 - 1999 Sr. Administrative Assistant	The PQ Corporation Conshohocken, PA

Education

Certificate, Religious Education – Villanova University, Villanova, PA
University of Miami, Coral Gables, FL.

IAAP Involvement:

I have been an active member of IAAP since joining Montgomery County Chapter in 1995. I have served on numerous Chapter and Division committees and built 2 new chapters for the Pennsylvania Division – Liberty Bell and Cephalon Chapters. I have attended Northeast District Meetings, Southeast Council Meetings, Chapter Meetings, and International Conventions. I have been recognized as an Outstanding Chapter President 3 times and received the International “Spark” Award in 2000.

Candidate for the Office of President-Elect
 Pennsylvania Division
 2009-2010

Catherine S. Hoke CPS/CAP
 667 Railroad Street
 Millersburg, PA 17061-1169

(717) 302-4294 ☎

(717) 302-4345 📠

cshoke@comcast.net 📧

IAAP® Involvement

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

Education

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

Employment

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

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

**CANDIDATE FOR VICE-PRESIDENT
PENNSYLVANIA DIVISION
2009-2010**

**Carol Lundgren CPS/CAP
44 Lumberjack Lane, PO Box 147
Sigel, PA 15860
814-752-6251 (H)
814-849-1205 (W)**

**Email: clundgren@windstream.net (H)
clundgren@wrc.org (W)**

IAAP® Experience

Chapter Level

2005 – 2007	Chapter President
2004 – 2005	Chapter Vice President
2002 – 2004	Chapter Treasurer
2001 – 2002	Chapter Advisor
1999 – 2001	Chapter President
1998 – 1999	Chapter Vice President
1997 – 1998	Recording Secretary
1996 – 1997	Corresponding Secretary

Division Level

2007 - Present	Pennsylvania Division Treasurer
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Certification

2008 - Recertified
2004 – CAP
1995 – CPS

Work Experience

1992 – Present Executive Assistant	WRC Senior Services	Brookville, PA
1990 – 1992 Administrative Assistant	Pennsylvania Memorial Home	Brookville, PA
1978 – Present Bookkeeper	Lavern E. Lundgren Logging	Sigel, PA

Education

Kane Area High School, Kane, PA
ITEC Computer Training, Ridgway, PA

IAAP Involvement: I joined IAAP as a member-at-large in 1995 and transferred to the Clear-Penn Chapter that same year. I have served on numerous Chapter committees and chaired many and served on a Division committee. I have attended almost every Chapter meeting, six Western Council meetings, co-presenter in 2007; 11 PA Division Annual meetings; one Northeast District meeting; and four International conventions.

Candidate for Secretary
 Pennsylvania Division
 2009-2010

Juanita M. Mort CAP
 1012 Scenery Drive
 Harrisburg, PA 17109

(717) 238-2553 x3217 ☎

(717) 238-5848 📠

jmort@brennerfamily.com 📧

IAAP® Involvement

Pennsylvania Division	2008 - 2009 APD/APW Committee Chair 2010 PA Division Meeting Chapter Coordinator
Harrisburg Chapter	2008-2009 President 2007-2008 President-Elect Publications Committee Co-Chair Newsletter Editor Strategic Planning Committee 2005-2006 Vice President 2006 PA Division Ad Hoc Committee <i>Friday Night Open House Committee Member</i> Certification Committee Member CPS/CAP Review Course Facilitator Program Chair Publications Co-Chair Newsletter Editor 2004 Joined Harrisburg Chapter 2002 Joined IAAP (MAL)
Events	2008 Southcentral Council Meeting 2008 International Convention and Education Forum, New Orleans, LA 2008 PA Division Meeting, Wilkes-Barre/Scranton, PA 2008 PEC Meeting, Charleston, SC 2007 International Convention and Education Forum, Tampa FL 2006 PA Division Meeting, Hershey, PA Attended countless chapter and board meetings

Education

- 2005 Attained CAP Rating
- 1978 Business Curriculum Graduate – Middletown Area High School

Employment

- 1997-Present Executive Assistant
Brenner Management Group — Office of the President and CEO
*2008 – present also serve as Benefits Administrator
- 1992 - 1997 Employment Recruiter/Training Center Administrator
Sheetz, Inc. — Harrisburg/Lancaster/York Region
- 1990-1992 Secretary
AMP, Inc. — Real Estate Department, Facilities Division
- 1985-1990 Records Management Assistant
AMP, Inc. — Records Management/Retention Department, General Services Division

**CANDIDATE FOR TREASURER – PA DIVISION
2009-2010**

MARIA CARNEY CPS, AIS
658 Eldred Street • Erie, PA 16511
Tel: (814) 899-5847 • Email: tigger0219@roadrunner.com

Summary of qualifications: Over 20 years of secretarial experience in the insurance industry and law background; strong organizational skills with attention to detail and confidentiality; extensive computer skills; excellent written and oral communication; ability to handle multiple projects and meet deadlines.

IAAP Involvement:

2008 – 2009 - President

2007 – 2008 - President

2006 – 2007 - President

2004 – 2005 – Treasurer

2003 – Joined Presque Isle Chapter

Events: Attended numerous chapter and board meetings, Pennsylvania Division Annual Meetings, and four International Convention and Education Forums.

EXPERIENCE

Erie Insurance Group, Erie, PA

Administrative Assistant, Actuarial Division, March 1999 to Present

Assist the division officer with special projects including compiling statistical data into various reports. Opens and screens incoming mail, obtain pertinent information for response and initiates follow up action as required. Reviews, requests and schedules appointments, meetings and conference calls for division officer, managers, supervisors, etc. Schedules meeting space, provide required audio visual and other equipment necessary; and arranges for hospitality services. Make travel arrangements, prepares itineraries and completes expense reports for division officer, managers, supervisors, etc. Inventoried and purchased all office supplies.

Erie Insurance Group, Erie, PA

Administrative Coordinator, Corporate Security Department, March 1997 – March 1999

Organize and support the Vice President & Manager of Corporate Security all administrative/clerical duties. Preparation and typing of documents (presentations, itineraries, expense reports, dictation and transcription of memos, letters, reports and related material. Responsible for compiling all statistical data into comprehensive reports utilizing Microsoft Excel for distribution to Management. Use of public records information and other resources to provide data. Extensive knowledge of public records information in order to analyze customers' objectives and conduct comprehensive and cost-effective searches. Assist customers in interpreting the information and results of the public records. Promoted to Administrative Assistant to Senior Vice President & Division Officer of the Actuarial Division

Erie Insurance Group, Erie, PA

Correspondence Specialist – Word Processing Department – March 1996 – March 1997

Transcribe dictated & written correspondence for Home Office personnel according to department standards & procedures. Review final copies for accuracy & send to remote printers at branches. Promoted to Administrative Coordinator to the Vice President & Department Manager of Corporate Security

Quinn Law Firm., Erie, PA

Legal Assistant, October 1990 to March 1996

Assist two litigation attorneys specializing in personal injury, medical malpractice, insurance, workers' compensation and domestic relations. Organize and support two litigation attorneys all administrative/clerical duties. Process pleadings at Civil Court and Federal Court and maintain case dockets. Preparation of documents Complaints, Answers, Motions, Petitions, etc. itineraries, expense reports, memos, letters, reports and related material.

Knox Law Firm, Erie, PA

Word Processor, October 1986 – February 1989

Prepared correspondence and documents from oral and taped dictation.

Ohio Casualty Insurance, Erie, PA

Secretary, June 1984 – October 1986

Organize and support the Branch Manager and Claims Adjusters of Ohio Casualty Insurance for the Home Office of all administrative/clerical duties. Preparation and typing of documents (dictation and transcription of memos, letters, reports for claim files).

EDUCATION AND TRAINING

Madison Area Technical College, Madison, Wisconsin - Administrative Assistant – Associate Degree December 2008

Certified Professional Secretary (CPS) designation – November 2004

Associate in Insurance Services (AIS) designation – November 2000

Certificate in General Insurance – December 2000

Mercyhurst Adult College, Erie, Pennsylvania - Four classes completed 2000



Proxy:

1) A person authorized to act for another; a substitute.

2) The written authorization to act on behalf of another.

Is your chapter being heard?

If your chapter is unable to be personally represented at the International Education Forum & Annual Meeting, you may assign your proxy to any Delegate who is attending — either Division Delegate Diana Comber or a Chapter Delegate.

Why is it important for our chapter to be represented?

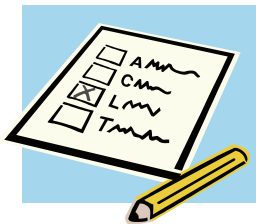
Your chapter's vote at the International Annual Meeting is very important. We are informed of the proposed amendments to the International Bylaws and Standing Rules prior to this meeting as well as the candidates running for office. It is not uncommon for motions to be brought before the assembly during the Annual Meeting that would require voting by the Annual Meeting Delegates. If your chapter is unable to send a Delegate, the only way that your chapter's vote can be cast is by proxy vote.

How does a chapter submit a proxy form?

Headquarters sends proxy forms to Chapter Presidents in April. This is a two-part form that does require submissions to be mailed — not emailed nor faxed. The submission deadline is typically the first week in July. Any submissions after the designated date will not be accepted.

If you have misplaced your form or if you do not receive a form by June 1, 2009, please contact Pennsylvania Division Delegate Diana Comber.

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

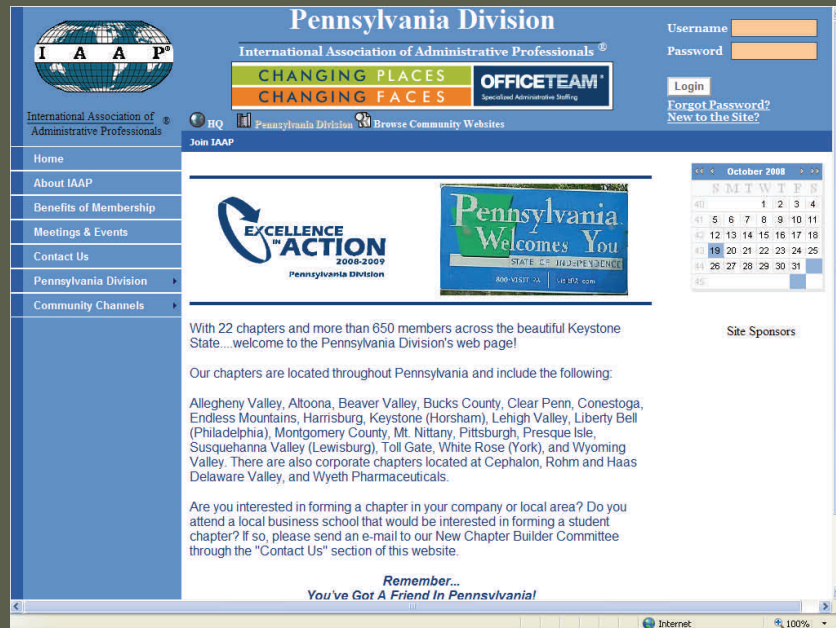


Catherine Hoke CPS/CAP
PA Division Vice President

Pennsylvania Division Website Update!

Have you visited our new site yet???

www.iaap-pennsylvania.org



Did you know that more than 60% of the members of our Division have not accessed the “Members Only Section” of our new website?!?!

It only takes a minute to sign up for access to the Members Section of our International and Division websites.

The Members Section contains information specifically for you, the members of the Pennsylvania Division! Access our newsletters (new and archived), bylaws and standing rules, the PA Division Directory, and more. Won't you stop by and check it out?

COMING SOON....Division Forums to share ideas and gather information!

We're always looking for your input, suggestions, comments, etc.! Please contact Diana Comber with your feedback at dcomber@comcast.net.

Submitted by:
Diana Comber
PA Division President-Elect and Webmaster



Regina McCarthy
IAAP
PA Division Member
for 50 Years!

*“2008
marked
Regina
McCarthy’s
40th
Division
Meeting!”*



Regina McCarthy

Celebrates 50 Years!

In our last newsletter, we profiled a member that celebrated their 50th anniversary as an IAAP member. The Pennsylvania Division can now proudly boast a second member celebrating that milestone...former Division Treasurer Regina McCarthy of Waterville, PA!

Regina joined the National Secretaries Association (NSA) on November 1, 1958, as a member of the Del-Val Chapter in Chester, PA.

Regina was employed as a Corporate Secretary for Scott Paper Company and a small manufacturing company until her retirement in 1990. Upon her retirement she and her husband, Ted, relocated to Waterville, PA in North Central Pennsylvania. Regina would travel at least four times a year to Del-Val to attend meetings) for the next six years until the chapter disbanded in 1996. This is true dedication to a chapter as it is a minimum four hour drive between Waterville and Chester!

Since 1996, Regina has been an active Member-at-Large of the Pennsylvania Division. 2008 marked her 40th...yes 40th...Division Meeting! Her first meeting was in 1964 in York, PA, and Regina says that “it started something.” She went on to Washington, DC for the International Convention that year and never stopped! Regina says “I have been all over this state and most of the Northeast District. I have travelled north, south, east and west over this wonderful country to conventions.”

Regina has served on many Division and Chapter Committees as well as holding all offices. She was the Pennsylvania Division Treasurer from 1979 to 1981.

Regina has lived in Waterville for 19 years and does many things for the local community. She served as the Township Auditor for six years, volunteers at the election polls, and serves as the Treasurer for her husband’s local fire company.

When Regina is not busy with all of those things, she likes to knit and crochet. She’s done that her entire life and can’t tell how many items she has made and given away. She thinks it has to be 1,000 or more!

The Pennsylvania Division is grateful to Regina for maintaining her membership for 50 years, and also for her continued involvement! Regina is always willing to share her experiences with other members!

Congratulations on this milestone in IAAP Regina...no Division Meeting is ever complete with your smile in attendance!

Diana Comber
PA Division President-Elect



PA Division Also on Facebook and LinkedIn!



Do you like to network? Are you taking advantage of two of the most popular sites for networking...Facebook and LinkedIn?

The PA Division has created a Group on each of these sites to keep our members posted on upcoming events.



There is even a place to leave comments, feedback, etc.! To connect with the Division on these two sites, please click the links found in "Breaking News" on the PA Division Website: www.iaap-pennsylvania.org.

Did you know that there are over 14,000,000 people who use Facebook each month?

Join the PA Division in Minneapolis!

Registration for the 2009 International Education Forum and Annual Meeting will open in early April! For the ultimate IAAP experience, an International Convention is a chance to network with administrative professionals from around the globe!

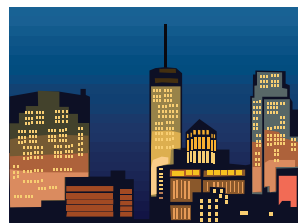
From an education standpoint, the IEFAM offers more than 50 different choices! Topics range

from management skills to leadership development!

Vice President Cathie Hoke CPS/CAP is researching venues in the area to host the annual PA Division Dinner. Be on the lookout for additional information from the Board for this event in late May/June.

The City of Minneapolis is our host

for this year's event. Anyone interested in volunteering at this year's IEFAM should contact Kristi Rotvold, Volunteer Coordinator, at Kristi.Rotvold@meritcare.com.

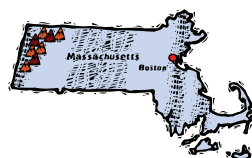


Last Minute News...

Would You Like To Volunteer for the 2010 Business and Education Forum in Boston?

Any members that are interested in working on the Convention Committee in some capacity, please contact Dawn Hall CAP,

dawn@maicltd.com. Please include your name, district, division, and chapter or member-at-large status.



Did you respond to the RTF survey that was e-mailed to all members on February 4th?

If not, please copy the following link into your browser to participate in this survey: <http://www.iaap-hq.org/surveys/rtf20008>.



Pathways to Excellence

Are you a Member of Excellence?

A member of excellence will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder.
2. Sign the online Member of Excellence Commitment Agreement.
3. Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level).
4. Attend non-IAAP professional education workshops, seminars, and conferences.
5. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification.
6. Pay membership dues on or before anniversary date.
7. Serve as a chapter, division or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter Advisory Board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training.
9. Attend a minimum of eight chapter, division, or international sponsored meetings, programs or events (any combination).
10. Recruit at least one member.
11. Integrate IAAP membership

and involvement into annual performance plan or review.



Completed criteria will be submitted through an online process.

Submission forms can be found in the Members section of the IAAP HQ website - www.iaap-hq.org. Select the Pathways To Excellence tab and drill down to the Member of Excellence section.

Do You Know...

Members submission for Pathways to Excellence is a rolling process...You can submit your application as soon as you reach your required criteria to alleviate any backlog at HQ!



Members of the PA Division in attendance at 2008's International Convention in New Orleans.

Will you be joining us in Minneapolis this year?

