



Through the Bay Window

Volume X, Issue 3

San Diego Chapter

October 2009

The Tao of Everest

Wednesday, October 7, 2009
The Butcher Shop
5255 Kearny Villa Road
San Diego, CA 92123
Self or Valet Parking
6:00 pm Networking
6:00 pm Dinner
7:00 pm Program

Put These on Your Calendar!

- October 3 – Multi-Chapter Symposium
Pacific Palms Hotel & CC, City of Industry
- October 7 – Dinner Meeting:
The Butcher Shop
- October 13 – Bosses Day: Pizza Wings N’
Things & Petco Park Tour
- November 4 – Dinner Meeting: The
Butcher Shop

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Message from the Board

By: Tessa Wright, Corresponding Secretary

Communication. Correspondence. The exchange of information. That’s my role this year as the Corresponding Secretary for our Chapter. My first instinct when I decided to run for office last year was to run for Recording Secretary. It seemed easy, not too much time commitment, didn’t really have to interact with other members, just the role for me. I’ve never been a good networker and don’t even understand the meaning of small talk. I’m that person at the party who hangs around the food table and actually starts cleaning up – at a stranger’s house no less – so that I don’t have to interact with others. You know when you go out to lunch and you notice that person sitting alone, eating, and ignoring those around her while concentrating on a book in her hand? That’s me. You get the picture. Needless to say exchange of information is not one of my strong suits. But when I was deciding which position to run for, my little inner voice kicked in and said “Self, what are you thinking? You need to challenge yourself, improve your ability to communicate and get over your fear. Show a little courage woman and run for a position that will force you outside your comfort zone to become a better you.” Of course at first I told that voice to Be Quiet – what did it know anyway! But I am happy to say that I listened to that little inner voice of mine and ran for the Corresponding Secretary position, and I am very proud of myself for taking that giant leap.

But, you ask, what else am I getting out of this other than potentially more work? I am a regular attendee of the monthly dinner meetings. In past years, I showed up, sat with the same people, and pretty much kept to myself. Now, as a Board member, we each sit at different tables. I have the opportunity to meet 4 or 5 new people each month. And I make it a point during networking to introduce myself to a couple of people that I have not met. I am challenging myself to ask a few questions about each new person and to share a few things about me. With each new opportunity I feel the borders of my world stretching a little bit more.

I am a natural planner; who, what, when, where, and why. I am a Girl Scout Leader for a troop of 11-12 year old girls. I have been leading my troop for over 4 years now. For the first few years, I planned. The exchange of information with my girls consisted of where to be, when, and what we were doing, just the details. I relied on my co-leaders for the real communication. They led the girls during meetings, listened, and had an easy rapport. With the new skills I am developing as the Corresponding Secretary for IAAP, I am learning to open up more with my troop. I don’t just give them information anymore, I exchange information with them. What a huge difference, and what an improvement in my relationship with each girl. I know them as individuals now not just as my troop.

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Julie Lichtenberger | Roxane Sandoval

JoAnne Rasmussen

Michelle Sisti (returning member)

Total Membership - 102

Professional Members - 86

Professional Merited Members - 9

Student Members - 5

Associate Members - 2

Welcome New Members

Nicoline "Nicki" Jensen is a Native Californian raised on the East Coast. Most of her professional experience is in purchasing and finance. Nicki is a certified Applied Purchasing Practitioner (APA) and was involved with the San Diego Chapter of the National Association of Purchasing Managers (NAPM) for several years. She started at the Port of San Diego in 2006 as an Executive Assistant for the Director of Communications and now works in the Real Estate department as an Administrative Assistant to the South Bay Team. Nicki has a Bachelors of Science in Business Administration from San Diego State and a Masters in Environmental Management from National University. She lives at the beach, plays at the beach and works on the Bay – could it get any better than that?

Gretchen Holder is an Executive Assistant at the San Diego North Convention and Visitors Bureau, where she has worked for nearly a year. The San Diego North CVB's mission is to help planners locate hotels and non-hotel venues, specializing in the region from La Jolla north to Oceanside, and inland from Mira Mesa north to Escondido and beyond. Please feel free to contact her for help placing your next company event (gholder@sandiegonoorth.com). Gretchen's previous experience was as an Executive Assistant for Intuit and for the mountain resort Cordillera near Vail, Colorado. She has other work experience in technology, but prefers administrative work. Gretchen attended July's open house and her name was drawn to play a game and the prize she won was a year's membership...thanks IAAP! Gretchen looks forward to learning new things from her peers, at the meetings, and from the newsletters.

Lisette Campo-Luciano has been a member of the San Diego community since 1986. She holds a degree as a trained legal professional and spent the first 15 years of her administrative career working with attorneys and private investigators. Lisette refocused her career in 1999 and has spent the ensuing years working in the aerospace industry. She currently works for Northrop Grumman Corporation supporting the Global Hawk program and holds an active Secret Clearance.

Simmie Zacker has over 25 years experience as an Administrative Professional holding positions as Administrative and Executive Assistants. She worked in the Aerospace and Defense industry for AlliedSignal for 15 years, ending only when the Aerospace industry had a severe downturn in 1997. Since then, Simmie has moved around and seen more parts of California (San Luis Obispo is the prettiest!). Since leaving the Aerospace and Defense industry in 1997, she has done some temp work and worked for CPA firms, a publishing company, and a construction company. When IAAP was called PSI, Simmie served in several capacities at the chapter level for the San Fernando Valley Chapter of PSI and also at the state level, serving as a California Division Board member. She is not a native San Diegan, but is a native Californian, hailing from the San Fernando Valley area of Los Angeles. Her husband, Mike (a 30-year retired Marine) is a native San Diegan and knows lots of history about the area that he loves to share.

Julia Lichtenberger has 21 years experience in the executive assistant field. She worked 8 years with Blockbuster Video Corporate, starting as a Regional Admin. Assistant, working up to Executive Assistant to the

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Message from the Board from page 1

Communication is all about finding your voice and exchanging your knowledge and wisdom with others. As Corresponding Secretary I am learning to find my voice and exchange information in so many ways. The exchange of information can take many forms: writing, speaking, sign language, or even our behavior. Knowledge is powerful and can give us the strength we need to stretch or even jump outside our boundaries and do things we never

dreamed ourselves capable of – simply because with knowledge we know what to expect. If we have the right information, we can make the right choices. If we all take the time to communicate with others, pass on our collective wisdom, and get involved, we all grow and each of you will eventually find your own voice as well.

Thank you for the opportunity to be the Chapter's voice this year.

Birthdays | IAAP Anniversaries

Birthdays

Bridget Bunning
Denise Buth CPS
Janie Dillard CPS
Kristine Hilly
Velva "Lee" Hodge CPS
Michelle Posada
Anita Tindall CPS

October

*Best wishes
to everyone
celebrating a
birthday or an
anniversary!*

Anniversaries

Bridget Bunning
Tina Claridge
Robin Davis
Heather Farr
Ryan Harris
Patricia Johnson
Kim Madigan
Ron Valles

New Members from page 2

Regional Vice President and then finally was promoted to Store Opening Coordinator for the West Coast. Although her final position wasn't an "admin" position, the administrative skills she'd learned over the years greatly benefited her in the coordination of getting stores to completion. From there, Julia moved to Enterprise Partners Venture Capital for eight years and supported two of the firm's partners. Her most recent position (2 years) is as the Executive Assistant to the General Manager of the San Diego County Water Authority.

One of Julia's favorite job responsibilities over the past several years has been extensive worldwide travel planning.

Julia moved to San Diego 19 years ago from Rockford, Illinois, where she attended Kishwaukee Community College, Malta and Rockford Business College. She has been married for 10 years. She and her husband love cruising to exotic places, playing with and training her two dogs, working out, attending wine tasting events, and attending light-jazz concerts. Julia is looking forward to networking with a dynamic group of women to share ideas and camaraderie.

Chapter Attendance Contests

How can you win cash and/or a chance to go to an IAAP conference? There are two ways to win:

Perfect Attendance

Cash awards of \$25 each will be given to up to six Chapter members with perfect attendance at the Chapter meetings from August 2009 through April 2010. These awards will be presented at the May Chapter meeting.

2010 Annual Educational Forum & California Division Meeting

Each time you attend a Chapter meeting from August 2009 through April 2010, your name gets put into a hat for a chance to win a trip to this event to be held in Pleasanton, CA, June 11-13, 2010 (up to a \$1,000 value!). A name will be drawn at the May Chapter meeting. To be eligible to win this trip, the person whose name is picked must be in attendance at the May Chapter meeting and be willing to attend this conference.

OPT for Success!

The Office Professional Training (OPT) program at Grossmont College provides job training, counseling, and placement services to unemployed adults. Students are trained for positions in Accounting, Insurance, Banking, and/or Office/Administrative Support. In the current economy, this program is especially important. One semester of job training is provided free to California residents.

The instructional portion of the program is supported by the College, but the support services--tuition, fees, textbooks, personal/crisis counseling, and job placement--must be supported by donations. OPT has graduated more than 2,000 students since it began at Grossmont College in 1985.

Every year, the San Diego Chapter of IAAP provides scholarships to a fall graduate and a spring graduate. Many of our chapter members have served as mentors to OPT students. Contact Anne Stalmer astalmer@yahoo.com if you are interested in being a mentor and helping one or more OPT students to succeed.

Mark your calendar for the following dates:

- Mentor Night, Grossmont College Student Center, **Tuesday, October 27, 5 - 9 p.m.**
- OPT Clothing Boutique*, Grossmont College Griffin Gate, **Saturday, November 7, 9 - 11 a.m.**

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2010 International EFAM Scholarship Application

The San Diego Chapter of IAAP is offering a scholarship to attend the 2010 IAAP International Convention in Boston, Massachusetts, July 18-21, Hynes Convention Center. The Chapter's Board of Directors feels that attendance at this event would be an outstanding educational and motivational opportunity for a member to progress into and enhance their leadership roles of the chapter.

To qualify for this scholarship you must meet the established criteria and complete the application (available on the website). A panel of judges will

consider all applications and recommend a winner to the Chapter's Board of Directors, who will make the final decision. The Chapter will award the winner up to \$2,000 to attend the conference.

Criteria:

- Applicant must be a San Diego member in good standing
- Applicant must regularly attend chapter functions
- Applicant must have a desire to progress into leadership roles in the Chapter

Deadline for scholarship application is Monday, March 15, 2010.

Chair for Mentor Program Needed

As discussed at our August meeting one important volunteer position is the Mentor Program Chair – and we need someone to fill it! The position actually takes less time than being a mentor. As members join our Chapter, the Mentor Program Chair would identify a current member and ask her/him to be a Mentor for the new member and facilitate the exchange of contact information. That's it! Really. Why not volunteer right?

Marge Suess CPS will work closely to assist you with any member welcome information and whatever other resources you might need. This is a great opportunity to get involved, to Chair a committee which is one step toward being on the Board, and to network not only with new members but with current members as well.

So what's stopping you? **Call Marge today!** (858) 272-1028

Silent Auction Donations Needed

At the December meeting, members are encouraged to bring unique auction items. Suggested items are: holiday decorations, gift certificates, baskets, homemade goodies, hobby items, jewelry, bath products, skin products, fishing items, or sport memorabilia. We will have blank sheets available for you to include a description of your auction item, its value, and the suggested opening bid.

G

Get your CPS/CAP certification. Exam dates are November 6-7, 2009 and May 7-8, 2010. Call Marion Phelps CPS/CAP, Education Chair, for more information (619) 400-2784 or mphelps@san.org.

R

Recruit new members: both CA Division and International have recruiting awards. Check it out on our website – www.iaap-sandiego.com.

O

Opportunity for members to win a scholarship to the 2010 International EFAM in Boston, MA. The deadline is March 15, 2010. Application available on our website.

W

Win a trip to 2010 CA Division Annual Meeting just by attending Chapter meetings.

T

Track your Member of Excellence information – worksheet available on our website.

H

How to keep track of recertification points – worksheet available on our website.

A Chapter of Excellence

will attain a minimum of 14 of the following 19 criteria:

1. Sixty percent of the chapter meetings offer recertification points. **We have seven Chapter meetings scheduled to offer recertification points!**
2. At least one member of the chapter obtain their CPS and/or CAP certification during the current IAAP fiscal year. **If any members have signed up to take the CPS/CAP exams in November or May, please let me know – and good luck!**
3. Sign the online Chapter of Excellence Commitment agreement. **This has been accomplished!**
4. Publish at least six newsletters/e-newsletters. **We publish 11 newsletters a year, so this will be accomplished!**
5. Participate in the IAAP Web Community. **Since we have our own website, we will not meet this criteria.**
6. Publish annual meeting calendar with education and/or training topics by September 1 and establish marketing plan to encourage members to attend chapter, division and international meetings

Continued on page 6

Chapter of Excellence from page 5

6. and events. We have published our annual meeting calendar in our newsletter. We have several contests to encourage our members to attend IAAP events/conferences.
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer. We have approved an annual budget, and provide monthly financial statements to the membership. The audit report has been submitted to the Division Treasurer – criteria accomplished!
8. Maintain a full slate of officers (minimum four offices); maintain committee chairmen for the By-laws, Certification, Education and Membership Committees; and submit new officers and committee chairmen listing to HQ by July 1 deadline. We have four Board officers and chairs of the required committees and submitted this information to IAAP HQ by the deadline.
9. A minimum of four officers and chairmen of the Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event We are planning a Chapter program on Succession Planning at the March 3, 2010, meeting.
10. Send a delegate to the division annual meeting and a delegate or submit a proxy to the International Convention and Education Forum. We have been able to do this on a regular basis – will be accomplished.
11. At least one member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee. Gloria Rossiter CAP is the California Division Treasurer.
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event. We have scheduled a Bosses Day lunch in October 2009 and an Administrative Professionals Day lunch in April 2010.
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence program. I will complete an application for the Avery Chapter Achievement Awards Program; let me know if any of you are interested in submitting a nomination of your company for the Award for Excellence program.
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80 percent I'm pretty sure we will have at least 15 members, and we are working on the 80 percent retention rate – all of you can help that by renewing your membership!
15. Conduct at least one IMPACT meeting. We had our Open House in July that served as our Impact (new member) meeting. We obtained four new members as a result.
16. Conduct new member orientation program. We had our Open House in July that served as our Impact (new member) meeting. Plus, we have our mentoring program to assist new members.
17. Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase). All of you can help by bringing in new members!
18. Sponsor a new IAAP Professional Chapter or Student Chapter. We don't have any plans to sponsor a new chapter or student chapter at this time – anyone willing to take this on?
19. Create an annual Business (Strategic) Plan; review/update annually; submit a copy to the Division President by December 31 and conduct an annual member interest/satisfaction survey. We reviewed, discussed, and approved our Strategic Plan at the August Chapter meeting. I submitted our Strategic Plan as required. We conducted a member interest/satisfaction survey earlier in August.

OPT for Success! from page 4

- Fall Graduation, Grossmont College, Room 220, **Thursday, January 21, 6:30 p.m.**

*Donations of gently worn professional clothing are being accepted, and volunteers to provide "clothing advice" the day of the Boutique are always welcome. Contact Mary Leslie (619 644-7533) for more information.

You can help the OPT team continue to provide comprehensive job training and support services for its students. Here's how:

Shop for OPT at Ralphs, Food4Less, or Albertsons. If you register, all stores will donate a percentage of your purchases to OPT.

- If you have a Ralphs Community Partners card, register it at Ralphs.com. ****Everyone must re-register beginning September 1.**** The non-profit organization (NPO) number is 82387.
- **If you shop at Food4Less**, contact Mary Leslie (619 644-7533 or Mary.Leslie@gcccd.edu) to register.
- **If you are an Albertsons shopper, please register at Albertsonscp.com.** You'll need to fill in your name, preferred card number, and the organization ID (49001002111).

Purchase an OPT Cookbook. For just \$10, you can enjoy recipes from OPT graduates, staff, and friends. For a limited time, you may purchase two cookbooks for the bargain price of \$15. The cookbook makes an excellent gift for birthdays and other special occasions.

Fill a piggy bank. Please contact the OPT Office (619 644-7533) to exchange a full piggy bank and/or request an empty one. Help the OPT team as we start a new semester!

Recycle your plastic bottles, aluminum cans, and old cell phones. Bring your bottles and cans (CA-CRV) and old cell phones to the OPT Office at Grossmont College, 512B, or call Mary Leslie (619 644-7533) to arrange for a pick-up.

On behalf of the OPT faculty, staff, alumni, and students, thank you for all you have done and continue to do to support this life-changing program. For additional information, please contact Mary Leslie (619 644-7533 or Mary.Leslie@gcccd.edu).

Dr. Mary Leslie, OPT Director
Luanne Stalmer, Scholarship Program/OPT Mentor Chair

Editor's Place

Do you have an article you would like to have published?

Send it to Tessa Wright by the 15th of any month and it will be published in the next available newsletter.

Do you have any comments, edits, complaints? Is there something you would like to see (or maybe not see) in your, yes this is YOUR, newsletter?

Email it to Tessa Wright at twr@sandag.org.

IAAP's Core Values...

Integrity

We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

Respect

We create respect within our profession and association through listening, understanding and acknowledging member feedback.

Adaptability

We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

Communication

We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

Commitment

We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

IAAP's Mission...

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.



DATES TO REMEMBER!

2009

October 3	Multi-Chapter Symposium (see information on last page)
October 7	Chapter Meeting: <i>The Tao of Everest</i> , The Butcher Shop, Kearny Mesa
October 13	Bosses Day Event: <i>Lunch & Petco Park Tour, Pizza Wings N' Things</i>
October 18-21	Certification Conference, Marriott Waterfront, Portland, OR
October 27	OPT Mentor Night, Grossmont College Student Center (cafeteria)
November 4	Chapter Meeting: <i>The San Diego Job Market</i> , The Butcher Shop, Kearny Mesa
November 6-7	CPS/CAP exam
December 2	Chapter Meeting: <i>Holiday Entertainment & Silent Auction</i> , Mission Valley Marriott

2010

January 6	Chapter Meeting: <i>Certification Information</i> , The Butcher Shop, Kearny Mesa
January 21	OPT Winter Graduation, Grossmont College, Room 220
February 3	Chapter Meeting: <i>Avery Presentation</i> , Location to be Determined
March 3	Chapter Meeting: <i>Leadership & Succession</i> , The Butcher Shop, Kearny Mesa
March 8-10	Spring Professional Education Conference, Grand Sierra Resort, Reno, Nevada
Mid-March	Professional Development Seminar, Location TBD
April 7	Chapter Meeting: <i>Social Media</i> , The Butcher Shop, Kearny Mesa
April 21	APD Luncheon, Location TBD
May 5	Chapter Meeting: <i>Mini Expo</i> , Port of San Diego – Annual Meeting
June 2	Chapter Meeting, Location TBD – Installation of 2010-2011 Officers & 2009-10 Chapter Awards
June 11-13	Annual Educational Forum & 58th California Division Meeting, Hilton Pleasanton at the Club, Pleasanton, CA
July	2010 Open House
August 4	Chapter Meeting, Location TBD
September 1	Chapter Meeting, Location TBD
October 6	Chapter Meeting, Location TBD
Oct. 17-20	Certification Conference, Hilton Seelbach Hotel, Louisville, KY

Chapter Meeting Minutes – Wednesday, September 2, 2009

The regular monthly business meeting of the San Diego Chapter was held at The Butcher Shop in San Diego, California, the evening of Wednesday, September 2, 2009.

The following officers were present:

Deborah Gunn CPS/CAP, President
 Marge Suess CPS, Vice President/Membership Chair
 Tessa Wright, Corresponding Secretary
 Lori Poore CAP/Treasurer
 EvE' Bond CPS, Acting Recording Secretary

Business Meeting:

The meeting was called to order by President Deborah Gunn at 6:00 p.m.

Introduction of Guests:

President Gunn recognized and introduced the following three guests and thanked them for attending:

Susan Moreau, Trisha Markham (former member) and Josie Clark.

Introduction of New Members

Vice President/Membership Chair, Marge Suess, welcomed and read brief bios of five new members:

Marie (Lisette) Campo-Luciano with Northrup Grumman Corp.; Nicolene (Nicki) Jensen with the Port of San Diego; Gretchen Holder with San Diego North Convention & Visitors Bureau; Julia Lichtenberger with the San Diego County Water Authority; and Simmie Zacker, currently unemployed.

Renewal of Membership:

Marge Suess presented a renewal membership card to Simmie Zacker along with a gift card from the chapter, and thanked her for continued membership.

Networking:

Tessa Wright led the attendees in a scavenger hunt/networking exercise to get everyone better acquainted with each other.

Approval of Minutes:

Having been previously printed and distributed, President Gunn asked if there were any corrections to the August 2009 business meeting minutes. Hearing none, the minutes were approved.

Approval of Treasurer's Report:

The Treasurer's report for the month ending August 31, 2009, previously printed and distributed, was accepted and will be filed.

The meeting was adjourned for dinner and reconvened at 7:15 p.m.

Program:

President Gunn introduced the guest speaker for the evening, Gillian Ware, National Sales Manager, San Diego Convention & Visitors Bureau. Ms. Ware presented information on how the Bureau's free services can save San Diego chapter meeting and event planners time and money. Ms. Ware presented attendees with copies of the 2009 Official Meeting & Convention Planner's Guide and a San Diego Official Visitor Planning Guide. Further, Ms. Ware held a drawing of a bathrobe from previously collected attendees' business cards, won by Cynthia Day. Ms. Ware further indicated that another drawing will be held for a \$100 gift card from the names of those who send her a Request for Proposal for their future San Diego events. This presentation was approved for one (1) IAAP Recertification point. (See Exhibit, attached)

Board Succession Planning:

Corresponding Secretary Tessa Wright distributed information on her board position and its responsibilities and time involved. (See Exhibit, attached)

Committee Reports:

Community Service Committee: Yolanda Sevilla provided information and distributed flyers regarding this committee's current project, Yoplait Yogurt's "Lids for Lives" campaign, to benefit the Susan G. Komen Foundation. Members are being asked to save clean pink container lids and turn them in at the San Diego Chapter meetings or events, from now through December 20, 2009.

Professional Development Committee: Gloria Rossiter CAP, Coordinator, reminded the attendees of the Breakfast and Educational Seminar being held at the Radisson Hotel in Rancho Bernardo on Saturday, September 19, 2009.

Announcements:

President Gunn announced that the next Board Meeting will be held on Thursday, September 10, 2009 at 5:30 p.m., at the Port of San Diego. She asked that any member who is planning to attend, contact her.

Further, President Gunn announced that the next dinner meeting will be held on Wednesday, October 7, 2009 at the Butcher Shop. The guest-speaker will be Ian Woodall, speaking on, "The Tao of Everest." This presentation has been approved for one (1) IAAP Recertification point.

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Meeting Minutes from page 10

President Gunn further advised that all other announcements can be found on the reverse side of the meeting agenda, on the chapter website or in the chapter newsletter.

Drawings:

The Ways & Means raffle prizes were won by Cindy Garofalo CPS and Julia Lichtenberger.

The Board Door Prize, a Hornblower's Cruise for Two, donated by Vice President Sues, was won by Lisette Campo-Luciano

There being no further business, the meeting was adjourned by President Gunn at 7:58 p.m.

Submitted by: EvE' Bond
CPS, Acting Recording Secretary

Recruitment Incentive

If you sponsor a new member, you will get \$10 off the cost of your next dinner meeting (up to 15 new members Chapter-wide).

AEF/CDM Stimulus Plan

A \$50 down payment is due on October 15, and **MUST** be received by October 31 in order for the plan to be in effect. A payment of \$50 will be due on the 15th of November, December, January, February, March and April. The final payment will be less than or equal to \$50, and will be due on May 15.

Payments are to be sent to California Division Treasurer Gloria Rossiter at the address below. Gloria will keep a spreadsheet with each attendee's name and the check number they paid with.

In order to take advantage of this offer, the first monthly installment must be received by October 31. If the first monthly installment is received by October 31, we will honor the lowest fee. Each monthly payment must be paid for by check and mailed as shown above. If monthly payments are not made, the fee structure will be based on the postmark date of the final payment as indicated in the brochure. All checks will be processed upon receipt.

Cancellations/Refunds

To cancel a reservation and request a refund prior to May 1, 2010, please send a written request to Gloria Rossiter at treasurer@iaap-ca.org. A cancellation fee of \$50 will apply. Refund will be sent via check. No refund requests will be honored after May 1, 2010 - no exception

Mail all payments to:

Gloria Rossiter CAP
CA Division Treasurer
3573 Mt. Acomita Avenue
San Diego, CA 92111-4057

Retirement Trust Foundation Q&A

Q. How is the Trust organized?

- A. The Trust is overseen by the Retirement Trust Foundation Board of Trustees. The Board consists of a Chairman, Vice Chairman, Secretary, RTFC Liaison, the IAAP International President, and the IAAP International Treasurer. With the exception of the International President the Treasurer, who are Trustees by virtue of their offices on the IAAP Board, Trustees are elected by delegates at the International Convention to serve two-year terms; a maximum of two consecutive terms is allowed.

RTF Trustees are elected officials. To serve as a member of the Board of Trustees, one must have served at least one year as:

- A member of the IAAP International or Division RTF Committee; or
- A An IAAP Division or International Officer; or
- B A member of an IAAP International Department or International Standing Committee

Q. How is the Trust supported?

- A. The Trust receives monetary support from the generosity of IAAP members. There are a number of ways to help support the Trust.

Q. Is the Trust a 501(c)(3) organization under U.S. IRS guidelines?

- A. Yes. The Trust is a publicly supported organization and not a private foundation and donations are tax deductible as long as no consideration is received. For example, you cannot declare a deduction for purchase of any item sold by the Trust.

Q. Does the Trust receive funding from other organizations?

- A. No. Funding of the Trust comes solely from IAAP members, families, and friends.

RTF Contributions

The Trust's **Family of Givers** program recognizes donors in a number of ways. Go to <http://www.iaap-rtf.org/aboutcontributions.html> to read all about this program and how you can help with all The Trust's programs.

Suggestion to raise money for The Trust:

One of the best pieces of advice when it comes to fundraising is this: Keep people active! How about a race? Sell ping-pong balls and have each participant mark them in permanent ink. At the count of three, everyone drop your ping-pong ball from above your head, and the ball that crosses the finish line first wins! Half the money goes to the RTF.

**COME AND PLAY
REVERSE BINGO**



for IAAP's RTF*

**Wednesday, November 4, 2009
at The Butcher Shop**

**Bingo Cards will be offered,
two for \$5.00.**

**Two games will be played.
The more cards sold...
the bigger the cash prizes!**

**If you want to play, please include an additional \$5 (for each two cards)
with your dinner meeting check.**



**One-half of all proceeds benefit the
*Retirement Trust Foundation**

North vs. South — It's All Out War!

On November 19, 1863, Abraham Lincoln stated, "Now we are engaged in a great civil war..." In that war, the North defeated the South and our country united as one. On August 15, 2009, the North again challenged the South and the South has accepted the challenge. We want you to be part of our glorious victory!

Last year, only six chapters and 50 members of California Division achieved the status of "Excellence." This number is very low, considering the size and quality of California Division.

Here's the first challenge:

How many members in the South are Members of Excellence vs. how many members in the North and the prize for this is **bragging rights** for a whole year! I can't emphasize enough how easy it is for every member to achieve the status of "Member of Excellence." Take a

moment right now and check out the "Member of Excellence" worksheet. It lists 11 criteria and you only have to attain eight to become a "Member of Excellence." If you are an active chapter member, you almost can't avoid it!

The second challenge is:

How many chapters in the South are "Chapters of Excellence" vs. how many chapters in the North, and again, the prize is **bragging rights**. Our Division's chapter liaison/contact, Angie LaCarte, will be working with the chapter board on making our chapter one of the Few, the Proud, the Excellent!

If everyone works toward this, the South can be victorious in this war! Please contact your chapter board or your Division board if you have any questions. Good luck!

Deborah Gunn CPS/CAP, Chapter President

One Member's Networking Experience

My husband, Todd and I had made a decision to become foster parents. After three years of classes, training, and final approval to adopt, we were put on a wait list. To my surprise the Thursday afternoon following our August chapter dinner meeting, I received a telephone call from the County of San Diego Child Protective Services asking me if my husband and I were still interested in Foster Care. Our case worker, Karen, asked if we would consider siblings; if not she would have to separate them. Karen told me some basic information about the children and also said that they had to be picked up by 6:30 p.m. that same day. It was now 2:00 p.m. I told Karen that I needed to call my husband, Todd and discuss her request. When I called Todd I told him about the call and about the children we had been asked to foster: a boy, age five and a girl age three.

Todd was as stunned as I! I told Todd that I was coming home and he could take that time to think about it. If he made the decision either way he could make the call before I got home. Upon my arrival home, Todd greeted me at my car and excitedly said that he decided yes we would take the chance; whether we would ultimately adopt these two children or just be foster parents, he wanted to take the chance.

Todd said he had already called the social worker and told her yes, and told her he had to go to the store to purchase two beds. So he took the truck to the store to purchase two beds and mattresses for our new found family, Meanwhile, I worked on getting my office/sewing/craft room back to bare and empty so he could run in and set up the beds. I ran down to my friend Heidi's house - she is my neighbor who does childcare

Continued on page 13

One Member's from page 12

and I knew she would have extra car seats we could borrow.

I also asked her if she could babysit the children until we had things sorted out; thank the good Lord for my neighbor Heidi. Todd finished putting the beds together and when I came home I put the bedding on the beds. Todd took photographs to prove to the social worker we had beds, emailed them to her and she approved us to pick up the children.

We arrived at Polinski Center around 7:30 pm. The Center is where all children in emergency situations are placed until social workers find placements for them. We sat and wondered what they would look like, what color would their hair and eyes be, what race or nationality. We had not asked for many details with the original call because we were so excited about becoming a family. After a short wait, these two small bundles of joy came running out toward us. We were introduced to Braiden and Nevaeh (heaven spelled backwards), our two beautiful blond-haired foster children. Both children were excited about coming home with us and were hungry so we took them to dinner.

Following dinner we went to the local Wal-Mart to purchase them some shoes, socks, underwear, and enough items to get us through the night. The children came to us with only the filthy, old clothes on their backs and flip flops on their feet. We also purchased them a new outfit to wear the next day.

The first morning both children went to Heidi's for childcare. My husband and I both work. We both had to work that next day but I think we were both a little shell-shocked - our eyes glazed over and we were definitely lacking in sleep. We did not know what we had in store for us or what had just happened to us because it all happened so fast. Once I got to work, my

first clear thought was that we don't have any money to cloth these children or pay for childcare. I work part time and Todd is in the Navy and we have very limited income. The County would send us a check for foster care but that was 4-6 weeks down the road.

My second clear thought was that I had a network of women and men that I could go to and ask for help - IAAP. I had heard many times that one of the benefits of membership is the network of people to go to when you need help or assistance with a problem. I sent an email to the IAAP president and corresponding secretary asking if it would be possible to ask for donations from our Chapter members for clothing for my new foster children. Within hours Deborah and Tessa had been given clothing and accessories for my foster children, even brand new items. I was so proud to be a member of an organization that cared and worked as a team to put in so much effort to help a member like myself. I cried, laughed, smiled, and cried again; my emotions ran deep.

For several days after my first request, Tessa and Deborah were contacting me to pick up more items. Donations came from Tessa's Girl Scout troop and from employees at their work as well. My foster children received donated clothing, toys, books, and many other items. In fact, more items arrived over the next couple of weeks including two car seats, gift cards, and even checks. My husband, foster children and I so greatly appreciate the donations of all these items and I must thank IAAP, Deborah Gunn, Tessa Wright and all their friends and co-workers for assisting our new family with so much. I cannot say with words alone how blessed my family and I are to have this wonderful network to help us. We are truly blessed to have had so many people reach out and help us that all I can say is God works in mysterious ways and IAAP members do too. Thank you from the bottom of our hearts and God bless you.

Todd and Cynthia Day, and Braiden and Nevaeh Deshaw

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Resume Tips

One of the keys to a successful job search is crafting a strong resume. The following tips can help your resume stand out and increase the likelihood that you land the administrative position you seek:

1. **Start with the heading.** Include your name and contact information at the top of your resume. Your e-mail address should be professional; if you haven't already, establish one that includes just your name or combines your name with numbers.
2. **Summarize your skill set.** In a few sentences, explain who you are and what you can offer a prospective employer. Place it directly beneath the heading and customize it to each job for which you apply.
3. **Show your work history.** Information about previous positions will be the main body of your resume. Listing your experience in reverse chronological order is the standard format for job seekers. However, if you have frequent or large gaps in your employment history, or you're hoping to switch careers, you may consider using a combination resume that draws attention to your skills and accomplishments, rather than dates of employment.
4. **Use bullet points.** When describing your previous roles, use bullet points, which are easier to read and tend to stand out more. Keep the content concise.
5. **Highlight your accomplishments.** When writing about past positions, don't just list your responsibilities; describe how you changed a role or made a positive impact on the organization. Quantify your results when possible.
6. **Emphasize your skills.** After your work experience, include a section that details your skills and certifications, such as the Certified Administrative Professional (CAP), Certified Professional Secretary (CPS) or Microsoft Business Certification designations.
7. **Use keywords.** Many employers use resume-scanning software to weed out applicants who don't meet the minimum requirements. Increase your chances of making it through the initial evaluation by including keywords from the job description in your resume as appropriate.
8. **Don't get personal.** Leave off personal information unless it pertains to the position you seek, such as involvement in a professional association.
9. **Use simple formatting.** Resumes with multiple fonts, several types of formatting elements and various colors can be distracting to hiring managers.
10. **Check your spelling.** In a survey by our company, 76 percent of executives polled said that it takes just one or two typographical errors to remove a candidate from contention. Before submitting your resume, use the spell-check function and have someone else review it to make sure it's free of mistakes.
11. **Be honest.** Never stretch the truth. Even small lies uncovered by potential employers may eliminate you from contention.
12. **Customize the content.** There is no such thing as a one-size-fits-all resume. Depending on the position you seek, you may need to alter the document to better highlight the aspects of your background that are most relevant to the job.

For tips on how to conduct an online job search and manage your digital footprint, visit www.officeteam.com/OnlineJobSearch.



THE TAO OF EVEREST*

The gentle art of personal inspiration
and practical leadership

By
Ian Woodall



*One recertification point will be issued for this program.

DINNER MEETING NOTICE
OCTOBER 7, 2009
 5:00 p.m. - Networking
 6:00 p.m. - Dinner
 7:00 p.m. - Program
The Butcher Shop
5255 Kearny Villa Road San Diego, CA
92123
Phone (858) 565-2272
Self or Valet Parking

DINNER MENU
 French Onion Soup
 Prime Rib of Beef or Fillet of Salmon
 Black Forrest Layer Cake
 Coffee, Decaf, Tea, Iced Tea
 Vegetarian: Pesto Pasta
Door Prize

FOR RESERVATIONS, PLEASE RSVP TO: **Janie Dillard CPS, Dinner Chair**

Via E-mail: dillard.janiemelie@scrippshealth.org. All reservations will be confirmed! If you do not receive a confirmed reservation via email, please telephone **Janie at 858/626-7899**.

Via Phone: (858) 626-7899. **Members** may make reservations by phone. Please leave your name and phone number. Reservations must be received by Friday, October 2, 2009.

Via Mail: 8815 Keremeos Way, San Diego, CA 92126

Guest Dinner Reservations MUST Be Received and Paid By Friday, October 2, 2009.

Please Make Checks Payable to: **SAN DIEGO CHAPTER-IAAP & mail with information below.**

MEMBER DINNER RESERVATIONS ONLY may be paid at the door.

ALL CANCELLATIONS RECEIVED AFTER THE RSVP DEADLINE AND NO-SHOWS TO DINNER WILL BE BILLED!

(Please supply all information so that we may put your name on our mailing list.)

My check is enclosed for: _____ reservations(s) at **\$35** each for a total of \$ _____

Name: _____

Home Address: _____

Phone: _____ E-mail Address: _____

Prime Rib of Beef Fillet of Salmon Vegetarian



The San Diego Chapter of IAAP
is sponsoring a

**BOSSSES' DAY LUNCH
AND
BEHIND-THE-SCENES TOUR OF PETCO PARK**

Tuesday, October 13, 2009

11:15 a.m. – 1:00 p.m.

Wings Pizza N Things Sports Bar & Grill
315 10th Avenue, San Diego, CA
(Northeast Corner of Tenth Avenue & K Street)
(619) 288-8177

(Note: At 12:00 p.m., we will walk the one-half block from the restaurant to the Petco Park entrance for the 45-minute tour)

Cost: \$30.00 per person (includes lunch and tour)

Parking in ACE Parking lot at Park Boulevard/K Street is \$3 per day
Carpooling/public transit is encouraged

Please RSVP by Tuesday, October 6, 2009



Yes, I/we would like to attend the Bosses' Day lunch. Entrée choices: a personal size Pepperoni pizza, Plain Ol' Cheeseburger with French fries, Buffalo Chicken Salad, Shrimp Wrap with side salad, or Veggie Sandwich with side salad. Please designate entrée with name(s):

Circle One

Name: _____ (Boss/Admin) Entrée: _____

Name: _____ (Boss/Admin) Entrée: _____

Name: _____ (Boss/Admin) Entrée: _____

Number of attendees _____ at \$30.00 each = \$ _____

To receive RSVP confirmation, please provide your e-mail address: _____

Please make checks payable to **San Diego Chapter IAAP**. Mail this RSVP form and your check to Deborah Gunn CPS/CAP, c/o SANDAG, 401 B Street, Suite 800, San Diego, CA 92101-4231, by **Tuesday, October 6, 2009**. If you have any questions, please contact Deborah at 619/699-1912 or dqu@sandag.org.