

**DIVISION OF EXCELLENCE**  
**2008-2009**  
**2009-2010**  
**2010-2011**

# Great News Electronically Delivered

*The Newsletter of the IAAP Greater New England Division (GNED)*

NOVEMBER 2011

VOLUME 3, NUMBER 4

## IN THIS ISSUE

President's Message  
Treasurer's Message  
Upcoming Events  
Chapter News  
Chapter Anniversaries  
GNED Welcomes New Members  
Member Spotlight  
Pathways to Excellence Program

## 2010-2011 GNED BOARD

President: Liana L Marston, CPS  
Portland Maine Chapter  
president@iaap-gned.org

President-Elect: Susan Walsh, CPS/CAP  
Greater Boston Chapter  
presidenelect@iaap-gned.org

Vice President: Patty Patterson, CPS/CAP  
Bangor Area Chapter  
vicepresident@iaap-gned.org

Secretary: Peggy Ficano  
Southwestern CT Chapter  
secretary@iaap-gned.org

Treasurer: Karen Gunther, CPS/CAP  
Crossroads Chapter  
treasurer@iaap-gned.org

## *Message from the President*

*Liana L. Marston, CPS*

### **"One Team – One Goal"**

What is your goal? What was your personal goal to achieve when you joined IAAP? Have you reached it? Many members join IAAP to become certified, some to have the association membership listed on their resume, and some to become part of a network of peers. What was your goal? Is your chapter helping you reach your goals? Are **you** helping your chapter become successful, so collectively the chapter members can help you reach your goal?

### **With talent, commitment and unity a strong team can be built.**

Are you waiting for your chapter to become a strong unified team? What are you doing to help make it a better chapter? In order to achieve our own goals through our chapter and division we need to become part of the team.

How? Attend your chapter meetings, become involved, and volunteer to help. Each chapter has many tasks; small and large that needs to be done each month. Join a committee; committee work is a great way to really get to know your chapter peers.

It is through our ability to reach beyond our own potential that will help chapters achieve the most important goal "Success." Leading to your own personal success; whatever that might be.

Think about your personal goals and why you joined IAAP and really join in.

I would like to wish each of you a wonderful Thanksgiving holiday. Enjoy your family and friends; after all they are the most important part of any holiday season.

*Happy Thanksgiving*



2010-2011

**GNED COMMITTEE MEMBERS**

Bylaws and Standing Rules

Rose Staples, CPS/CAP - Chair  
Portland Chapter

Certification Committee

Catherine Scribner, CPS/CAP - Chair  
Portland Chapter

Communication, Marketing and Public Relations

Celina Kesack - Chair

Carol Richards, CPS/CAP - Newsletter Editor  
Profile Chapter

Finance/Fundraising

Financial Review

Lynn Flibbert, CPS/CAP - Chair  
Seacoast Chapter

Membership

Michelle Bagley, CPS - Chair  
Bangor Area Chapter

Betty Coleman, CPS/CAP  
MetroWest-MA Chapter

Cynthia Lango, CPS  
CT River Valley Chapter

New Chapter Builder

Linda Lorden, CPS/CAP - Chair  
Profile Chapter

Nominations

Susan Powell, CAP - Chair  
Route 128 Chapter

Felecia Healey  
MetroWest-MA Chapter

Peggy Rose, CAP  
Cape Cod Chapter

Programs

Liana Marston, CPS and  
Susan Walsh CPS/CAP

Wendy Beauchene, CAP  
Southeast CT Shoreline Chapter

Pathways to Excellence

Jean Coco, CPS/CAP - Chair  
Route 128 Chapter

Retirement Trust Foundation

Sharon McPherson, CAP - Chair  
Cape Cod Chapter

---

*Message from the Treasurer*  
*Karen Gunther, CPS/CAP*

As your GNED Treasurer, it was suggested that I write an article as to "why we do what we do and why we need to" from a treasurer/financial standpoint. Well, to be honest, I was really perplexed about what to write.

The reason I first became a treasurer was to help my chapter. I figured that I should be able to handle keeping a checkbook. I soon found out that being a treasurer actually involved a lot more. Not only did I need to keep the checkbook up-to-date but I also needed to keep/write a budget and make sure it balanced. I think that was the hardest for me. I mean really, "What did I know about creating a budget?" But, I did it.

Then there were the things that needed to be done so that we complied with IRS regulations. Since IAAP is a 501(c) (6) association, each chapter must have a tax identification number and be sure to file appropriately. First, I had to make sure that the 990 EZ was filed by November 15<sup>th</sup>. 990 EZ, what is that? Well, I was able to get my answer from the former treasurer and found that it wasn't as bad as I thought. I just had to go to IRS.gov and file electronically that the chapter didn't make more than \$25,000 for the year. There were other items that came up as the year went by but I learned and adjusted as needed.

When I was first asked to move to the Division level as treasurer I said no. I didn't think I could handle it. I was finally convinced otherwise and agreed. I have to say I am glad that I did. Being at the division level has allowed me to visit my mentor chapters and meet more members I otherwise wouldn't have met. I admit a lot of times I became overwhelmed when it came time for processing registrations for the various workshops and the annual conference but it all worked out.

It is in this position that I learned about other IRS forms; W-9 and 1099. When you make payment to an individual for services of more than \$600, you need to issue a 1099 form to that person who, in turn, must declare the amount as income. In order to get the information required to complete the form, you must request that the person fill out a W-9. It is a good practice to have all speakers, presenters and others providing services to your chapter or division fill out a W-9 form at the time you contract with them.

I will admit that even after serving at the division level for a year, I still have things to learn. For anyone who is thinking of being a treasurer either at the chapter or division level, I would say to accept the challenge. If you have questions, someone is always willing to help you either within the GNED or you can sign up for the various e-groups that are available. This allows you to reach out to all IAAP members cross the country and beyond.

Thanks for allowing me to be your treasurer.



## **Our Favorite Things....The [Amazon.com](#) Affiliate Program**

We hope everyone has been enjoying the webinars that your GNED board has been providing this year. As a reminder, all money raised through the profit of our fundraising through Amazon goes directly to fund the webinars.

So with the holiday season coming and the shopping we all will be doing, don't forget if you can to order through Amazon to support the GNED webinars. We are speaking about possibly holding a 2-hour webinar on a Saturday if the funds are there. Below is the link you will need to use.

[http://www.amazon.com/?\\_encoding=UTF8&tag=grenwengdivg-20](http://www.amazon.com/?_encoding=UTF8&tag=grenwengdivg-20)

All you need to do is use the link and then login as you normally would do when shopping on Amazon. It's that easy.

Happy Shopping!

**Have you checked out the free Podcasts available on the IAAP Web Community?**

**There are several available on a wide variety of topics.**

**Be sure to check them out by clicking [here](#).**

**ALSO:**

**IAAP members can access free weekly podcasts from The Office Professional.**

**Simply visit the web community home page for a link to access.**

---

## *Upcoming Events*

### **Division-Sponsored Webinars**

#### **Tuesday, November 15**

#### **Leadership (Building Trust)**

**Bianca Constance**

**International Northeast District Director**

#### **Thursday, December 8**

#### **Seven Skills You Need to Keep Your Career Moving Forward**

**Kemetia Foley, CPS/CAP**

**American Staffing Association**

**Staff Assistant to Assistant VP for Finance and Administration**

**President, Old Towne Alexandria Chapter**

#### **Thursday, January 12, 7:30pm**

#### **Digital Photography Manipulation in Microsoft Office**

**Marie Herman, CIWD, ATM-S**

**With 20 years of experience as an administrative professional, Marie was the charter president of the Golden Corridor Chapter and currently is a member of the Two Rivers Chapter. Marie is the 2011-2012 Illinois Division President-Elect.**

**All will be submitted for recertification points  
More information to come**

**Let Us Know What's  
Happening In your  
Chapter**

**The GNED Newsletter is a  
great way to stay in touch  
with other chapters  
within the Division.**

**We want to know what  
you're doing. Tell us  
about your triumphs, your  
ideas, your celebrations.**

**Support Liana's message  
of  
"One Team – One Goal"**

**Deadline for submissions to the  
newsletter is the 3<sup>rd</sup> Friday of each  
month.**

---

**Great News  
Electronically  
Delivered**

*The Newsletter of the IAAP Greater New  
England Division (GNED)*

---

---

**Save the Date As  
The Greater Boston Chapter Celebrates 10 Years**

**Wednesday, December 7, 2011  
5:30 to 7:30 pm**

**Making Magic in the Workplace**

Join us at the UMASS Club (225 Franklin Street in Boston) for a **magical** evening of socializing, networking and reminiscing about the Chapter's successes over the last 10 years. We're planning some **charming** surprise guests, feats of prestidigitation (entertainment), door prizes and wonderful refreshments. You don't want to miss this! More information and your chance to purchase tickets (\$30 per person) to this **spell-binding** event will be provided within the next few weeks, as we get a bit closer to "**showtime**"!

For more information about this event, contact:

Denise Bafti, CPS/CAP  
Chair – 10<sup>th</sup> Anniversary Celebration Committee  
Greater Boston Chapter  
International Association of Administrative Professionals (IAAP)  
[Denise.bafti@fmr.com](mailto:Denise.bafti@fmr.com)  
617-378-1426

---

**Chapter News**

**Meeting Programs**

**Appleseed Chapter**

**November 16, 2011**

**Fitting In, Standing Out, and Building Remarkable Teams**

**December 21, 2011**

**Holiday Social**

Meetings are held on the Third Wednesday of each month

Please contact Jill Connors at [jillw59@aol.com](mailto:jillw59@aol.com) for more information

**Bangor Area Chapter ([www.iaap-bangorarea.org](http://www.iaap-bangorarea.org))**

**November 9, 2011**

**Little Ways to Save Money**

**Presentation by Jan Byard**

**December 14, 2011**

**Continuity in Operations Planning**

**Presentation by Shannon Flavin**

Meetings are held on the Second Wednesday of each month from 5 p.m. – 7:30pm

Please RSVP to Darlene Beat at 207-973-7725 or [bac.iaap@gmail.com](mailto:bac.iaap@gmail.com)

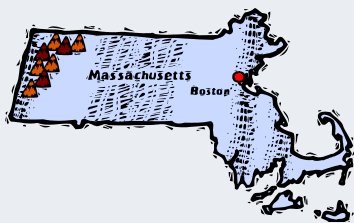
**Cape Cod Chapter (<http://www.iaap-capecod.org>)**

**November 10, 2011**

**Open House – Fitting In & Standing Out in the Workplace**

**December 8, 2011**

**Office Productivity/Avery**



## All About Massachusetts

### Chapters

**Appleseed**  
**Berkshire County**  
**Cape Cod**  
**Crossroads**  
**Greater Boston**  
**Metrowest**  
**Route 128**  
**Springfield**

**254 members strong**

### Facts & Trivia

Boston built the first subway system in the United States in 1897.

Norfolk County is the birthplace of four United States presidents: John Adams, John Quincy Adams, John Fitzgerald Kennedy and George Herbert Walker Bush.

There is a house in Rockport built entirely of newspaper.

The Fig Newton was named after Newton, Massachusetts.

1634: Boston Common became the first public park in America.

Massachusetts holds the two largest cities in New England, Boston, the largest, and Worcester.

The 3rd Monday in April is a legal holiday in Massachusetts called Patriot's Day.

The fourteen counties in Massachusetts are made up of 43 cities and 308 towns.

The official state dessert of Massachusetts is Boston cream pie.

For more facts about Massachusetts, go to:  
<http://www.50states.com/facts/mass.htm>



## Crossroads Chapter (<http://www.crossroads-iaap.org>)

**November 21, 2011**

**Mastery of Leadership**

**Presentation by Bill Napolitano, Founder of The Institute for Business Excellence**

**December 19, 2011**

**Records & Retention, Why Is It Important**

**Presentation by Rosemarie Kingsbury, CPS/CAP**

**Holiday Social**

## CT River Valley Chapter (<http://www.iaap-ctrivervalley.org>)

**November 16, 2011**

**Email Etiquette**

**December 21, 2011**

**Holiday Celebration**

## Greater Boston Chapter ([www.greaterbostoniaap.org](http://www.greaterbostoniaap.org))

**November 7, 2011**

**Business Writing and Grammar Skills Made Easy and Fun**

**December 5, 2011**

**Small Talk is Real Talk**

Meetings are held on the first non-holiday Monday of the month

## MetroWest MA Chapter

**November 3, 2011**

**Technology/Social Media**

**December 5, 2011**

**Holiday Social**

Meetings are held the first Thursday of the month

## Profile Chapter ([www.profile-iaap.org](http://www.profile-iaap.org))

**November 2, 2011**

**IAAP Information Night**

**December 7, 2011**

**Avery Dennison**

Meetings are held on the First Wednesday of each month from 6 pm – 8 pm.

Please RSVP to Pat Levy at [patlevy720@gmail.com](mailto:patlevy720@gmail.com)

## Providence Chapter ([www.iaap-providence.org](http://www.iaap-providence.org))

**November 16, 2011**

**Touchstone Crystal Jewelry Fundraiser**

**December 7, 2011**

**Holiday Party**

## Pfizer Groton/New London Chapter

**November 15, 2011**

**WebEx, Tips and Tricks on How to Put on Great Webinars**

**Presentation by Melanie Diamanti and Helga Tolles**

**December 13, 2011**

**Grace Under Pressure (Keep Calm and Carry On)**

## Route 128 Chapter ([www.iaap-route128.org](http://www.iaap-route128.org))

**November 9, 2011**

**Outlook 2007 Tips & Tricks (Part 2)**

**Presentation by Jacquelynne Millinor, CAP**

**December 14, 2011**

**Holiday Gathering**

Meetings are held on the Second Wednesday of each month from September - June

**Providence Chapter  
Celebrates 60 Years**



**Charlotte Lee, Recording Secretary  
Pat Ervin, Corresponding Secretary  
Celina Kesak, President  
Margaret Batting, Speaker  
Tanya Nieves, Treasurer**



**Bianca Constance, Northeast District  
Director presenting the Chapter of  
Excellence banner to Chapter President,  
Celina Kesak**

**Southwestern Connecticut Chapter**

**November 12, 2011**

**Mohegan Sun Bus Trip and Chapter Fundraiser**

**December 8, 2011**

**Holiday Celebration**

**Springfield Chapter (www.iaap-springfield.org)**

**November 16, 2011**

**Long-Term Care Insurance**

**Presentation by Debbra Gorczynski, Ameriprise Financial**

**New Member Drive**

---

**Chapter Anniversaries**

**November**

**Downeast**

**24 years**

---

**Providence Chapter's 60<sup>th</sup> Anniversary Celebration**

On October 26, 2011, the Providence Chapter celebrated their 60<sup>th</sup> anniversary, and it was a wonderful and memorable event for everyone who attended.

The Chapter was honored to have Liana Marston, GNED President; Susan Walsh, GNED President-Elect; Karen Gunther, GNED Treasurer, and Sharon McPherson, Past GNED President, share in celebrating this milestone.

Almost three years ago, the Providence Chapter was on the verge of disbanding, but the chapter has turned around and for the first time, received recognition for earning Chapter of Excellence for 2010 - 2011. Bianca Constance, the International Northeast District Director presented the Chapter of Excellence banner to Chapter President, Celina Kesak.

The evening's speaker was Margaret Batting, Image Consultant and owner of Eleve, whose presentation was "Personal Branding."

In addition to Margaret's presentation, five long-standing chapter members shared stories about the beginning of their administrative careers. Joan Bradbury, CPS/CAP, talked about the first time she used an electric typewriter. When she hit the "return" button, her finger was holding the paper's left edge. She didn't move her finger in time and told everyone it not only hurt, it swelled up so much she had to soak her finger in cold water to ease the pain and swelling. Mary Ann Lund also shared her beginning days as a secretary, when she was taking dictation, and as she heard the word "innuendo," she typed out "in your window," which had the attendees laughing.

Several former board members attended, including:

- Laurie LaRoche (Vice President & President of SEMA Chapter)
- Sharon Marsden (Vice President & President of SEMA Chapter)
- Kathy Bednarz (Treasurer of SEMA Chapter)
- Debbie Cole (Past President)
- Mary Ann Lund (Treasurer)
- Sandy Hogan (Corresponding Secretary)
- Joan Bradbury (President & Treasurer)
- Donna Gallo (Treasurer & President)
- Carol Romano-Luton (President & Treasurer)
- Linda Butler (Treasurer)
- Patricia Cinq-Mars (Past President)

## **R&E Scholarship Program**

From its earliest days during World War II, IAAP has been dedicated to helping admins reach and remain on the professional cutting edge by increasing their skills with the best techniques and technology. That mission is even more important today.

During this uncertain economy, jobs have been slashed and companies are spending less to train employees. At the same time, administrative professionals are taking on more work and having to learn an ever evolving array of new office tools and techniques. Professional development is essential if admins are going to stay viable in the workplace.

IAAP wants to ensure that every admin has the opportunity to get the professional training they need. That's why the Research and Educational Foundation has established a new scholarship program to help new or unemployed administrative professionals attend the association's Education Forum and Annual Meeting.

If you've never attended EFAM, this is a great chance to jump start your career and take advantage of all that IAAP has to offer over the course of several days during the association's premier annual event.

If you've suffered a job loss, this scholarship will ensure that you stay sharp as an admin and could make a real difference as you search for a new position.

Finally, IAAP needs help getting the word out about this new scholarship program. Consider making it the subject of a monthly chapter meeting, order and distribute R&E brochures or write about the scholarship in your newsletter. If you need materials or ideas, headquarters staff will be happy to assist. And if you know any new or unemployed members who you think would benefit from this scholarship, don't hesitate to refer them to our Web page.

Please take the time to learn more and apply for an EFAM scholarship. It'll pay off in the long run.

### **EFAM Scholarship Calendar:**

Oct. 1, 2011 — Begin taking applications

**Jan. 31, 2012 — Application deadline**

March 31, 2012 — Scholarship award recipients chosen

July 22-25, 2012 — 2012 EFAM, Grapevine, Tex.

It was a pleasure to have the past leaders of the chapter on hand to celebrate.

The chapter would like to thank Patricia Mitchell, Executive Assistant to the President of Swarovski, a long-standing IAAP member, for donating three beautiful pieces of jewelry, for the evening's raffle.

In addition, we would like to thank Pat Ervin for her donation of the anniversary cake (see sidebar) and her company, AIPSO, for donating the venue for the celebration.

The Providence Chapter is deeply grateful for all of the generous donations and for everyone who attended and helped make this a wonderful and memorable event that the Providence Chapter members will remember for many years to come.

---

---

## **Welcome to Our New Members**

### **Appleseed Chapter**

**Kathryn M. Dockham  
Deborah Gifford**

### **Bangor Area Chapter**

**Amy S. Ludwig**

### **Crossroads Chapter**

**Eileen J. Appel**

### **Greater Boston Chapter**

**Susan Delaney  
Jason W. Dornhofer  
Sonja Grage**

### **Portland Chapter**

**Karen A. Fischer**

### **Profile Chapter**

**Barbara J. Bartlett**

### **Prudential Hartford Chapter**

**Rebeca Montanez**

### **Southwestern CT Chapter**

**Catherine L. Karas**

### **Springfield Chapter**

**Anne M. Hassin  
Lisa E. Murray  
Christy M. Spafford**

### **Member-At-Large**

**Ruth Cintron**

## Certification Changes

IAAP's Certification Program will be changing effective November 2011. We're excited about the upcoming changes, and we hope that you will be too. Our goal, as always, is to maintain a vibrant program that's marketable to the professional community. These changes will help us achieve a much simpler system of expansion with an understandable and easier to explain certification program.

IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional, the CAP rating. We will also offer a specialty in Organizational Management, the OM.

After November 2011, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP-OM.

In the future, there could be a specialty in technology and software, or in medical administration, and more. At least one year's advance notice will be given prior to each specialty designation being available.

There is an FAQ located on the certification home page at

[www.iaap-hq.org/certification](http://www.iaap-hq.org/certification)

If you still have questions after reviewing the FAQs, email

[certification@iaap-hq.org](mailto:certification@iaap-hq.org)

## Member Spotlight



*From an article in the L.L. Bean company newsletter, GNEED President, Liana Marston, CPS, shares her thoughts on our profession, her passion for her career and the benefits of IAAP.*

### **When in Doubt, Ask An Admin.**



Liana Marston is passionate about her work as an Executive Administrative Assistant in Information Services. When she was recently elected President of the Greater New England Division of the International Association of Administrative Professionals (IAAP), we asked her to talk about her role, both at L.L.Bean and with the professional group.

#### **Q. How has the administrative assistant role evolved?**

**A.** Today's administrative assistant has a more strategic role than when I started working in 1973. At that time, the job was more task-oriented and we used manual typewriters. Now, we're really partners or personal assistants.

The job is also much more varied now. Each admin's job is different, depending on the boss's needs. Some executives rely more heavily on their admins and give them more responsibilities than others.

#### **Q. What do you enjoy most about your job?**

**A.** I enjoy being an integral part of whatever my boss, IS Vice President

## **Retirement Trust Fund**

### **The Housing Subsidies Program for Admins in Need of the Retirement Trust Foundation**

The Retirement Trust Foundation was created in 2000 from the Retirement Centers Trust of the International Association of Administrative Professionals. This independent, non-profit organization is administered by a six-member Board of Trustees, four of whom are elected at large from the membership of IAAP and serve with the IAAP International Vice President and IAAP Treasurer.

The RTF is a 501(c)(3) tax-exempt charitable organization. Contributions made to the Foundation are deductible as provided in Section 170 of the IRS code. Bequests, legacies, devises, transfers or gifts to or for use of the RTF are deductible for Federal estate and gift tax purposes.

Since its inception for charitable purposes in 1947, the RTF mission has been simple: to provide housing assistance for administrative professionals, age 55 and older, who are in need. The demand for comfortable, affordable housing for retired administrative professionals is growing, and along with the grants from the Housing Subsidies for Admins in Need (HSAN) Program, the RTF helps fill that need with Vista Grande.

IAAP, through the RTF, has been able to do something that very few associations have ever done: build and maintain its own retirement center. What's more, Vista Grande (the world's only retirement center for administrative professionals) was built entirely through donations to the RTF by the IAAP membership, with no corporate or association sponsorship.

However, the RTF realizes that not every administrative professional age 55 and older can (or wants to) live at Vista Grande. As a result, in 2003 the Foundation's Board of Trustees began a new program: the Housing Subsidy

Jean Wilson, is working on. I'm attuned to what she's doing and what's going on in the department, and I support her with whatever she needs. When Jean is busy in meeting after meeting, I smooth the way so she can stay on schedule and has what she needs for each meeting. Every day is different.

I'm one of the go-to people in IS for help with Windows 7 and Office 2010. I enjoy learning new technology and love to share what I know, so I volunteered to be one of the first to upgrade my desktop tools. If someone needs a table of contents added to a Word document, I can show them how to do it.

I've been in IS for a long time, and I love the people here. Serving on our building's Goodheart team is another way I enjoy helping them.

### **Q. Why did you become active in the IAAP?**

**A.** For me, being an executive administrative assistant isn't just a job, it's a career. If you're serious about your career, joining a professional organization is important. I first joined the IAAP in 1997 when I came to work in IS, because I wanted to improve my skills. The organization regularly offers workshops and webinars.

I've been an active member, serving in a number of capacities over the years, because I enjoy helping other people become good administrative assistants. I encourage my colleagues to keep up their skills and show their bosses how much value they can offer.

Networking is another key advantage. It's so valuable to have peers to compare notes with or go to for help. If I have a question about Office 2010, I can call a friend in the IAAP for the answer. It makes me look brilliant!

### **An Executive's View:**

We asked Information Services Vice President Jean Wilson her view on the value of the executive administrative assistant. This is what she says: "I consider a trusted and experienced executive administrative assistant as absolutely essential to my effectiveness and productivity as a leader. I value Liana's talents enormously. She anticipates what I may need throughout the day, and helps to keep me organized and informed. On top of that, she gives me excellent advice. There isn't a day that goes by when I am not grateful for her support and contribution."

for Admins in Need Program. The cornerstone of the program is providing rental subsidies for those individuals who qualify for the program. Through this service, a retired administrative professional living in a retirement community can receive financial assistance to be used toward housing costs. To qualify, applicants must meet HUD financial guidelines. Assistance can be a part of or all of rent (depending on funds available and need). The Retirement Trust Foundation Housing Assistance and Vista Grande Grant policies were adopted March 20, 2010. To apply for HSAN one needs to download and fill out the Financial Assistance Application and follow the directions for submitting the form.

The Housing Assistance Policy which outlines the program parameters can be viewed by visiting the Trust website at [www.iaaprtf.org/programs/ain.html](http://www.iaaprtf.org/programs/ain.html)

If you feel you are qualified for program consideration (or know someone who is qualified), please complete the **Financial Assistance** Application form located on the same webpage and return it to the Retirement Trust Foundation at the address on the bottom of the application no later than November 15, 2011.

When Della Herring stood up at a meeting of NSA in 1947, she thought it was deplorable that secretaries had no retirement home to call their own. She contributed the first dollar toward such a cause, and today, the RTF has built and maintains just such a center. Through the HSAN Program, the RTF can ensure that Della Herring's dream lives on. Were she here with us today, certainly her vision would encompass helping retired admins live in retirement facilities where they choose. Della Herring was a visionary who gave the first dollar toward the dream of housing assistance for retired admins. Like Vista Grande, the HSAN Program has been funded through contributions.

For additional information about the Trust, please visit the Trust's website at

[www.iaap-rtf.org](http://www.iaap-rtf.org)

---

## *Pathways to Excellence Program*

Have you ever wondered what the Pathways to Excellence Program is about? The program was conceived to assist members, chapters and divisions "to raise your value as a career-minded administrative professional."

It's easy to become a Member of Excellence. You only need to meet 8 of the 11 criteria listed below. Study these criteria.... How easy is it to just sign a form; work on a committee; and go to a chapter meeting!

Let's all "Make the Leap to Remarkable" by becoming Members of Excellence.

### **Criteria #1**

#### ***Hold CAP Certification (under the new curriculum)***

Take the certification exams under new guidelines implemented in November of 2011. The exams are offered the first weekends in May and November. You can submit your application for the May 2012 exams by February 2012. You are smarter and know more than you think.

### **Criteria #2**

#### ***Commitment – sign Member of Excellence Form***

Download the Commitment Form from IAAP's Web community and sign the form. It is as simple as that.

### **Criteria #3**

#### ***Communications – article / participate in the web community***

Write an article for your chapter or division newsletters. Log into IAAP's Web Community and connect with admins around the globe. Currently, my boss has a time management issue. I went online into the Web Community asked for suggestions and got several great ideas immediately. How cool is that?

### **Criteria #4**

#### ***Education & Training – attend one professional workshop***

Broaden your network and attend a workshop. Write a short paragraph how it relates to your job or your role within IAAP. The event can be an IAAP event or non-IAAP, but cannot be part of criteria # 9 (see below).

### **Criteria #5**

#### ***Education & Training – hold a degree***

Obtain a degree - even a Microsoft certification qualifies. We should all continue to learn.

### **Criteria #6**

#### ***Fiscal Responsibilities – pay dues before anniversary date {mandatory requirement}***

Remember to log into the Web Community to find out when your membership dues are up for renewal. Chapters can help their members by reviewing Membership Reports to remind members of the renewal dates.

### **Criteria #7**

#### ***Leadership Development & Roles – serve as a chapter/division/committee***

The more you put into an organization, the more you get out of it. If you are unable to commit for an entire year, what about working on a short-term committee, such as an APW event? Your chapter and division officers could surely use the help.

Want the latest information  
about IAAP?

Go to

Greater New England  
Website

[www.iaap-gned.org](http://www.iaap-gned.org)

International Website

[www.iaap-hq.org](http://www.iaap-hq.org)

**Criteria # 8**

**Programs & Participation – conduct a public presentation, training, meeting**

You are an expert in MS Office Suite. Your chapter runs programs. Volunteer to conduct a presentation at a chapter meeting. Fear of public speaking; remember you are among friends.

**Criteria #9**

**Programs & Participation – 8 meetings**

Attend a chapter meeting, the division's annual meeting, EFAM or webinars. Yes... webinars count. Between my chapter meetings, webinars and other chapter meetings, I'm already half way there.

**Criteria # 10**

**Recruitment – recruit a new member**

If everyone recruited just 1 (one) member, the division's membership would be well over 1,000 members.

**Criteria # 11**

**Strategic Planning – incorporate IAAP into your employment performance review**

Make your employer aware of how important IAAP is to you. Write down the importance in your performance appraisal.

Below are the deadline dates for chapters and divisions in chronological order.

Chapter

- #7 July 4, 2011
- # 1 October 1, 2011
- #2 December 31, 2011
- #5 April 30, 2012
- #6 Division sets deadline
- #3 June 1, 2012
- #4 June 25, 2012
- #8 June 30, 2012

Division

- #7 July 4, 2011
- # 1 October 15, 2011
- #2a December 31, 2011
- #2b January 15, 2012
- #5a April 30, 2012
- #5b May 15, 2012
- #3 June 15, 2012
- #4 June 30, 2012
- #6 June 30, 2012
- #8 June 30, 2012

By the time you read this article, chapters and the division have met the first criteria # 1 (Chapter Education/Training Evaluations).

I would like to thank Ruth Titelbaum of the Route 128 Chapter and Tanya Nieves of the Providence Chapter for agreeing to serve on this committee. Without their valuable input, I would not be able to assist the chapters and the division in this remarkable program.

*Jean (Cusato) Cocco, CAP  
2011-2012 Greater New England Division  
Pathways to Excellence Chair*