



# GREATER BALTIMORE COMMUNIQUE

A Publication of the  
Greater Baltimore Chapter IAAP



July 2010

## From the Desk of Patti Ernst, Chapter President

How exciting to begin a new IAAP year!

Our chapter theme for 2010/2011 is "Excellence... Your Key to Success". The idea for this theme came from the Pathways to Excellence program introduced by International a couple years ago. The Pathways to Excellence program is really gaining some energy across the association and I'm hoping to help our members to learn about what this program is about and how all of us can work toward a "Member of Excellence" designation for 2010/2011.

At our installation and awards dinner last month, I asked members to join me in working toward the following goals for 2010/2011. The goals introduced at the installation dinner are:

- Educate members on how to create a profile on the international web community.
- Have all chapter members aware and knowledgeable about what the Member of Excellence program is about.
- Increase the number of chapter members who attain their "Member of Excellence" status. We'd like to at least double this number from those who attained this status for 2010 (at this writing we had 5 members achieve this in 2009/2010).
- Work together to attain the Chapter of Excellence designation for 2010/2011.

Part of the plan will be to spend a little time at our program each month to introduce something regarding the web community or the Pathways to Excellence Program.

At our first chapter meeting in September, Stephen Lutz, CAP will spend a little time walking members through the process of establishing a profile on the web community. If you haven't created your profile, this would be a great opportunity to learn how. Members can add as much or as little to the profile that they would like to share. Within the profile you can also establish a blog, make connections with other IAAP members with the same experiences and interests that you share.

We have some excellent programs lined up for the coming year. Our website is a good source to check out upcoming Chapter Programs and Division sponsored events. Check us out at [www.gbc-iaap.com](http://www.gbc-iaap.com).

**From the Vice President, Julie Smith:** I am looking forward to serving the Greater Baltimore Chapter as Vice President this year. Patti has been planning a year filled with fun events. As Vice President, my to do list has shrunk compared to Treasurer. Basically I just have to be there to help Patti out in any way needed. I will be collecting points for the points schedule and completing the Avery Award application for the chapter. Be on the lookout for my points schedule please!



## IRIS REY INSTALLED AS DIVISION TREASURER

Congratulations to Iris Rey on her appointment as Treasurer for the Delaware-Maryland-District of Columbia Division.

Iris was installed to her new position on Saturday, June 26, 2010 during the Division's Leadership Development Training Camp held in Washington, D.C. The installation ceremony was conducted by Past Division President Roberta Miller, CPS/CAP.

Shown in the photo to the right are Roberta Miller, CPS/CAP, Division Treasurer Iris Rey, and Division President Diana Worley CPS/CAP.

Thank you, Iris, for stepping forward to offer your talents to the Division. We're proud of you!



Note: On behalf of the Chapter, a flower arrangement was sent to Iris. Her response is below.

*June 30, 2010*

*Dear Greater Baltimore Chapter IAAP Members,*

*I wanted to express my thanks to Patti, Julie, Arlene and Deidre for attending the Division Leadership Conference on June 26 and for supporting me as I was installed as Division Treasurer.*

*In addition, my thanks to all members of Greater Baltimore Chapter for the lovely basket of flowers sent to congratulate me on my installation. I have attached pictures of the basket below so that you can see how lovely they were (and still are).*

*In Appreciation,*

*Iris*

*Iris F. Rey*





## CERTIFICATION NEWS ... AND IT'S GOOD!

Congratulations to Angela Hammond, CAP and Dierdre Crowl, CPS for obtaining their certification in May 2010. All the time they put into their studies has now paid off. They are now eligible to become an IAAP Academy member and also join the CPS Associates. The Academy is from IAAP Headquarter and the CPS Associates is a group that formed over twenty-five years ago and meets twice a year in difference locations around the Maryland, District of Columbia and Virginia area. Each group assesses dues at \$15.00 per year.

It is important to continue learning and acquiring certification points because every five years recertification is required in order to keep the CPS/CAP designation.

The next exam dates are November 5-6, 2010, the deadline to register is August 15, 2010 and May 6-7, 2011, the deadline to register is February 15, 2011.

There are four parts to the exam. Part 4 is the CAP part of the exam and is administered on Friday afternoon. Parts 1-3 is the CPS part of the exam and is administered on Saturday. Each part is proctored and timed.

For more information go to [www.iaap-hq.org](http://www.iaap-hq.org) and under the Professional Development tab check out the side bar Certification – Exams, then scroll down to the links for applying to take the exams, forms to be submitted and information about the review materials and courses. While I am at EFAM in Boston, I hope to learn more about certification and recertification. If you have any questions, please let me know.

Arlene Trapp, CPS/CAP  
Education and Certification Chair

## FOCUS ON COMMUNITY SERVICE

This year the Greater Baltimore Chapter has selected two worthy community service projects. The first is the Southwest Men's Homeless Shelter which is operated by the Lazarus Caucus. The shelter is in need of new/packaged, white, men's briefs, t-shirts and socks, all sizes. This will be an ongoing project and donations can be brought to the monthly chapter meetings.

The second project is The Reverend Joan Stiles Homeless Outreach in Fells Point. Reverend Stiles collects men's ponchos and delivers them to homeless men in the Fells Point area of Baltimore. Since the needs of this outreach are more seasonal, we will make a special call for collections as the need warrants.

Patti Ernst will be the liaison for both of these outreach projects. Please support as you can.

## CHAPTER MEETING FEES — WHAT ARE THEY USED FOR?

For the past several years, the chapter has been fortunate to have System/Source as our meeting sponsor. They have generously donated meeting space, provided use of audio/visual equipment, and furnished beverages for our monthly chapter meetings.

So, you wonder why the \$5.00 cover charge for chapter meetings? Well, here's an explanation. The cover charges are used to supplement the chapter's budget to cover meeting expenses such as snacks, speaker gifts, and guest give-a-ways.

However, we want our members to know that if you're going through a financial hardship, are between jobs and just can't afford that extra expense right now, please let us know. Don't let the cover charges preclude your attendance. Just speak with the Chapter Treasurer, and other arrangements can be made so you can continue to participate.

We value your membership and participation in chapter activities.













## Opening Doors to Chapter of Excellence Status

Criteria Attained: **Criteria (must attain at least 14 of the 19 criteria, with #7 and #15 being mandatory)**

1. Sixty percent (60%) of the chapter meetings offer recertification points.
2. At least one (1) member of the chapter obtains their CPS and/or CAP certification during the current IAAP fiscal year.
-  3. Download the Chapter of Excellence form; sign and date the form.
4. Publish at least six (6) newsletters/e-newsletters. 
5. Participate in the IAAP Web Community by hosting chapter's web site on the IAAP Web Community.
6. Publish annual meeting calendar with education and/or training topics by October 1st and establish marketing plan to encourage members to attend chapter, division and international meetings and events.
7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the Division Treasurer.
-  8. Maintain a full slate of officers (minimum four offices); maintain committee chairs for the Bylaws, Certification, Education and Membership Committees; and submit new officers and committee chair listing to HQ by July 1 deadline.
9. A minimum of four (4) officers and chairs of Bylaws, Certification, Education and Membership Committees; participate in at least one IAAP Leadership/Succession Planning training event.
10. Send a delegate to the Division Annual Meeting and send a delegate or submit a proxy to the International Convention & Ed. Forum. 
-   11. At least one (1) member serve in a division office or committee; or serve on an international committee; or as an international officer or as an RTF Trustee.
12. Sponsor or co-sponsor a professional development seminar or sponsor/co-sponsor an APW/APD and/or annual executives' event.
13. Submit a completed application for the Avery Chapter/Division Achievement Awards Program and/or submit a nomination in the Award for Excellence Program.
14. Maintain a minimum of 15 members and achieve an annual retention rate of at least 80%.
15. Conduct at least one Member Recruitment Meeting.
16. Conduct new member orientation program.
17. Achieve a net membership increase of at least 12 percent (minimum required is a net 3 member increase).
18. Sponsor a new IAAP Professional Chapter or Student Chapter.
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.

## Members of Excellence



Your name will be listed here when you achieve "Member of Excellence" status in the 2010-2011 program year.





**2010-2011 Program Schedule**

September 7, 2010  
"Managing Stress, Part II"  
Dr. Anne Wotring, Sponsored by  
Cabot Creamery

October 5, 2010  
"Maximizing Human Potential"  
Umar Hameed, Productivity Cubed

November 9, 2010 (note 2nd Tuesday)  
"Non-Verbal Communications"  
Hap Cooper

December 7, 2010  
Holiday Dinner & Auction  
Baltimore Marriott Hunt Valley Inn

January 4, 2011  
Connie Cooney, Certified Laughter Leader

February 1, 2011  
"Financial Literacy"  
Ken Venick & Kevin Bultman

March 1, 2011  
"Office Ergonomics"  
Kirsten Beck of Expressway Office Solutions  
& Brian Doherty, ADMA

April 5, 2011  
Dave VanStone, Dale Carnegie

May 3, 2011—Closed Business Meeting

June 7, 2011—Installation & Awards Dinner

**2010-2011 Chapter Officers & Committee Chairs**

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