



August/September 2005  
Volume 6, Issue 1

# DIVISION DIALOGUE

*The official newsletter of the Delaware-Maryland-District of Columbia Division*

## Annual Division Training Camp

On Saturday, August 27 from 9:00 a.m. – 4:00 p.m., the division officers will be hosting an officer training workshop. All members and guests are welcome to attend. This will be held at the American Medical Colleges offices, 2450 N. Street NW in Washington, DC. This will provide chapter presidents with information and tips to take back to their respective chapters to help them plan the upcoming year.

One of the highlights of the training will be a panel discussion on how to host a successful IMPACT – Open House in your chapter. The panel members are past chapter presidents who have a proven track record. Get those notepads ready to jot down all the ideas that will be shared. The second panel discussion will be how to host an Executive Night.

There will also be breakouts for all offices and some committee chairs. The day is packed with good information to help your chapter run smoothly. Come and do some networking with your division colleagues! Contact Debbie Higgs CPS to attend at [dhiggs@co.ba.md.us](mailto:dhiggs@co.ba.md.us).

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## President Roberta Miller CAP Announces the Division Theme

President Miller announced her theme for the division for the 2005-06 IAAP year. You can see the logo to the right. Since communication is vital to the success of our division, Roberta will hold a monthly conference call with the chapter presidents and another monthly call with chapter membership chairs. This will keep the lines of communication strong. They will discuss upcoming events, any issues that may arise and conduct training. There is also time for Q & A.

In President Miller's acceptance speech, she encouraged the chapters to join together for a chapter meeting or an educational seminar or even form a joint certification study group. This will encourage leadership skills, teamwork and networking.

The division officers will seek to learn the member's needs. They want to assure that the members receive the value from their IAAP membership that they desire.

There will be a Fall education event on Saturday, October 1st at Hunt Valley, MD. Watch your email for more information.

(continued on page 2)



# DESTINATION SUCCESS

Roberta outlined several division goals for chapters to meet:

1. Provide a minimum of one chapter meeting with recertification points.
2. Hold at least one chapter meeting jointly with another chapter .
3. Hold an Executive/Corporate Appreciation Night.
4. Hold at least one Impact meeting and invite Human Resource professionals from various companies represented in your chapter.

President Miller challenges everyone this year, to set your goals -- be they professional or personal, to venture down the road, and together reach your DESTINATION...SUCCESS.

“Success is a continuing thing. It is growth and development. It is achieving one thing and using that as a stepping stone to achieve something else.”  
John C. Maxwell



## DIVISION DIALOGUE PRODUCTION SCHEDULE

All submissions to be published in the Division Dialogue are due to Laurie Cozens CAP no later than:

October 15  
January 15  
March 15  
May 15

Send to: [laurie.cozens@pepcoholdings.com](mailto:laurie.cozens@pepcoholdings.com)

The newsletter will be issued by the end of the month the submission is due.



### Delaware-Maryland-District of Columbia Division

#### **Congratulations to:**

Cassandra Gilliard from the Delaware Chapter on the adoption of baby girl Chloe Jaelyn.

Kim Wilkins from the Small Wonder Chapter on the birth of baby girl Ashlyn, born 8/5 at 4:05 pm, 7 lb 7 oz.

#### **Sympathies to:**

Dianna Travers from the Tidewater Chapter on the death of her sister.

Donna Knight CPS from the Delaware Chapter on the passing of her sister.

Cindy Herbert CPS from the Chesapeake Chapter on the passing of her father.

Karen Winters from the Chesapeake Chapter on the passing of her mother recently.

#### **Get Well Wishes to:**

Crystal Murphy's husband from Prince George's Chapter who recently had heart surgery.

## FUNNY QUOTES

'There's more to life than cheekbones.' Kate Winslet

'Paradise is where I happen to be.' Voltaire

'The whole point of living is to believe the best is yet to come.' Peter Ustinov

# NEWS FROM PRESIDENT ENLOW

## “Creating Excellence”

The following is an excerpt of *International President, Kay Enlow's* speech at the International Convention. You can read the full speech at the following webpage <https://iaap-hq.org> in the Member's Place.

**“Believe that you have it, my friend, and you shall have it.”** Old Farmer's Almanac

My theme for the 2005-2006 IAAP year: **“Creating Excellence!”** and THIS is my logo!



WHY, you ask, do I use a paint palette for my logo? ... Well allow me to explain:

FIRST, you'll remember that I needed something *DIFFERENT* ... something, I thought, that would have people asking questions when they saw my president's pin or the theme logo! And to those questions, our members could offer this simple response ... “Why, thank you for asking ... I belong to a professional association called the International Association of Administrative Professionals (or IAAP) ... *WE* ‘Turn Jobs into Careers!’” And then the member could expand upon the benefits he or she, personally, receives through membership! What better way to market our association than through our own personal testimonials!

Second, I wanted my logo to be *SYMBOLIC* ... I'm big on symbolism and I love stories ... and I wanted my president's pin to tell a story ... and to represent *ALL* members (and *FUTURE* members) of our Association, so that *everyone* would feel a part of my team. You see, this isn't *MY* year – it's *OUR* year ... and how better to convey that to *ALL* of our members than to develop a theme and logo that's all-inclusive! So, based upon the location in which individuals reside, *everyone* is represented right here! So here's my story:

The palette itself represents our association's rich history – a strong foundation on which we can build a positive future! I believe the primary reason for looking at our past is to identify our successes ... so we can build upon them. It's time to stop looking back at problems or dredging up *OLD* issues and wasting energy on things that didn't work ... we need to identify our mistakes, but only so we can learn from them ... and then let's move forward by building upon our strengths and those things that we really *can* impact during the 2005-2006 IAAP year.

Continuing with the symbolism, note that *RED* represents the red maple leaf of our Canada District members ... *BLUE* is for the vivid blue waters of the Great Lakes District ... *GREEN* reminds me of a beautiful drive through the green forests in the Northeast District, and *PURPLE* represents the purple mountains majesty in the Northwest. When I think of the Southeast, I think sunshine, so **YELLOW represents those residing in the Southeast District** ... and *ORANGE* reminds me of the deserts of the great Southwest. And that leaves *NAVY*, which represents our members overseas -- those residing outside the U.S., U.S. Territories, and Canada – both IAAP members *AND* our Affiliate Associations.

So you see, *EVERYONE* is a part of the 2005-2006 IAAP theme ... and I hope each and every one of you *FEELS* a part of *OUR* year!

And, while every member of the International Board is represented as the *individuals*, they are by their respective geographic locations, I'm using *BLACK* to represent your International Board of Directors, *collectively* – and they're symbolized in my logo by the bristles on the paintbrush – a necessary element to painting a positive image of our Association. *BLACK* is the absence of all color, which is another point of symbolism ... while we are each linked to our respective geographic area, as members of the International Board, we must be void of all color as we represent the *ENTIRE* association, making decisions for the betterment and advancement of the whole!

You'll also note the *SHADOW* coming down from the paintbrush ... this represents the leadership and mentoring role your International Board of Directors should be casting down for the members of our association ... and, through open communication and an approachable spirit, your International Board will strive to meet your expectations in this area.



# CHAPTER PRESIDENTS

Note from the Editor: I asked each chapter president to answer a few questions. Their response is what follows:

## **Black-Eyed Susan Chapter**

Krissy Anderson, President

[KEAJAA@COMCAST.NET](mailto:KEAJAA@COMCAST.NET)

Theme: Take a Chance-Make a Change in 2006

Krissy works in Public Affairs for the National Security Agency. Her hobbies are playing golf and watching NASCAR. BESC is going to do their best and it is their goal to host a great 2006 Division Annual Meeting.

## **Capital Chapter**

Lydia Ford, President

[LBFORD@DBP.COM](mailto:LBFORD@DBP.COM)

Theme: Success Begins With the First Step

Chapter Goals:

- To continue to produce informative programs and innovative learning opportunities.
- To continue to give support to our Associate members because they have supported us so well through the years.
- To connect with the other 80% of our membership that has eluded us.
- To communicate the benefits Capital and IAAP has for its members.
- To ensure that our members get the most out of their membership, but you need to stay active.
- To equip our new members with tools (a guidebook, guidance, mentoring) that will enable them to become more aware of the IAAP environment.
- To encourage the membership to reach a little further, to shake things up and make positive things happen on the job, in our communities, and more importantly in their chapter
- To empower the members to achieve their personal and professional successes, whether it is to obtain their certification (CPS/CAP), a promotion, a coveted position, or to accomplish a personal goal
- To encourage our members to take a more active leadership role in their endeavors, personal and professional
- To support community service projects throughout the year.

## **Chesapeake Chapter**

Joan Tucker, President

[JOAN.TUCKER@RECALL.COM](mailto:JOAN.TUCKER@RECALL.COM)

Theme: Work Toward Success

Joan is the manager of the data entry department of her company. She does reports for clients, searches the database for clients when they need information, as well as various administrative work projects.

When asked what she wanted everyone to know about the Chesapeake Chapter, she replied, "We are located in LaPlata, MD, not Waldorf, MD."

## **Delaware Chapter**

Anne Powell CAP, President

[ANNE.POWELL@ASTRAZENECA.COM](mailto:ANNE.POWELL@ASTRAZENECA.COM)

Chapter Goals:

- Retain our current members
- Augment the number of current members involved in the Chapter's standing committees
- Increase the number of Delaware Chapter members attending Division events.

Anne's job entails the support of two physicians and a PhD. I help them in their research writing and departmental administrative tasks. I am part of two product brand teams, Toprol-XL<sup>®</sup> and Atacand<sup>®</sup> which is one team and Crestor<sup>™</sup> is the other team. I have only been in the pharmaceutical industry for three and half years so it is great fun learning a new industry.

## **District Of Columbia Chapter**

Vivian Harriday, President

[VHARRIDAY@AAMC.ORG](mailto:VHARRIDAY@AAMC.ORG)

## **Dupont Chapter**

Doris Duffy, President

[DORIS.W.DUFFY-1@USA.DUPONT.COM](mailto:DORIS.W.DUFFY-1@USA.DUPONT.COM)

Theme: Targeted Development for Personal and Professional Growth

When asked what does IAAP mean to you? Doris replied, "IAAP is an organization that provides tools to help me learn to be a leader. From education, to networking, to chairing a committee or being an officer, I've found that I am always learning something new about myself. I have found that IAAP provides a supportive environment so that my journeys are not so scary. When I step out of my comfort zone, I find that I am willing to take more risks and continue growing because I know that IAAP is part of my support network."

## **Embassy Square Chapter**

Teresa Gonzales, President

[TERESA\\_IAAP@COMCAST.NET](mailto:TERESA_IAAP@COMCAST.NET)

Theme: Success Begins with YOU

When asked, "What has being involved in IAAP done for you and/or your career?", she replied, "Being involved has taught me great leadership and initiative skills that I have been able to transfer into my day to day. It has helped further my career through advancement and new opportunities."

Chapter Goals:

- Increase our membership by 10%
- Offer top notch educational and professional development programs for our members

# CHAPTER PRESIDENTS (cont.)

## First State Chapter

Karen Garrison, President

[GARRISON@EZOL.COM](mailto:GARRISON@EZOL.COM)

Theme: Growing to New Heights

When asked, "What has being involved in IAAP done for you and/or your career?", she answered, "IAAP has broadened my horizons, helped me with a "fear" of public speaking (although I'm not quite over it yet), opportunity for professional certification, networking with professionals, opportunities for education forums, and so much more. Karen is married, two daughters and sons-in-law, granddaughter in 10<sup>th</sup> grade and a new grandson expected to arrive on November 28. Our "girls" and their families live less than 6 miles from us, so we enjoy lots of family gatherings and events. My husband has birthday and Christmas presents planned for quite some time; he can hardly wait for his arrival – Grandpa has "plans" for his new grandson.

## Greater Baltimore Chapter

Susi Benson CAP, President

[SBENSON@IMERYS.COM](mailto:SBENSON@IMERYS.COM)

Theme: Use What Talents You Possess

When asked, "What does IAAP mean to you?", Susie replied IAAP is the portal to professionalism for Administrative Professionals. Involvement is the best investment I can make in my future. Being active is the best way to reap the benefits of your membership." Susie has an interesting hobby. It seems that my hobby has momentarily been diverted. My passion is horseback riding and ownership. Having five horses, including one who is 38 years old, they are more than a hobby. But, the horses have taken second place to the completion of my college education, which should be May 2006. I enjoy all the time I can spend with family and friends and my involvement in IAAP and my church.

## Harford Chapter

Shirley Lucas, President

[TOMNSHIRLEY@COMCAST.NET](mailto:TOMNSHIRLEY@COMCAST.NET)

## Hager Chapter

Gerry Reid, President

[GREID@WCHSYS.ORG](mailto:GREID@WCHSYS.ORG)

Goals: Our main goal this year is to work on membership by contacting major companies in the Tri-State area and presenting programs on IAAP. When asked, is there something you want everyone to know about your chapter? Gerry responded, "Hager Chapter is one of the warmest groups of people you would ever want to meet. It is just like a second family." Gerry has some interesting hobbies. In my spare time, I volunteer for Hospice in their office. I have also completed the Patient Care Volunteer program and have now been assigned a patient. My family is my biggest hobby, and I

love spending time with them and in our second home in the Deep Creek Lake area in Garrett County.

## Montgomery County

Ethelyn DeStefano, President

[EDESTEFANO@FBW.COM](mailto:EDESTEFANO@FBW.COM)

Theme: Road Map to Success

Goals: Develop consistent, proactive and powerful steps of action to strengthen our self-esteem and confidence. Ethelyn has been married for 49 years. They have 4 children (two girls, two boys) and 5 grandchildren. Ethelyn enjoys traveling, reading and going to movies. Ethelyn has been to France and India recently.

## Monument Chapter

Fran Cariaga, President

[FCARIAGA@FTC.GOV](mailto:FCARIAGA@FTC.GOV)

Theme: Your Success Is Up To You

When asked, "What has being involved in IAAP done for you and/or your career?", she said, "It has changed my life. I am nearing the end of my professional career. (I am planning to retire in January, 2006). I needed something to get involved in and channel my energies into. IAAP has certainly done that. It has forced me to change myself and to attempt and succeed at things I never thought I would be able to do. It has also greatly increased my self-esteem." Fran's hobbies include reading and studying archaeology, specifically Egyptology and Mayan.

## Prince George's Chapter

Sharon Dawes CPS/CAP, President

[SDAWES@UMD.EDU](mailto:SDAWES@UMD.EDU)

Theme: Get Involved...Stay Involved

When asked, "What has being involved in IAAP done for you and/or your career?", Sharon replied, "It has helped me to take bolder steps towards achieving my career goals. I have found that I have become more confident about speaking roles, more confident about approaching my supervisors with ideas to enhance my work assignments." Sharon is the Manager for Administrative Services in the Residential Facilities Department of the University of Maryland. Basically, she is the Office Manager for her Department. This position keeps her extremely busy, especially between the months of May – August. PG Chapter will celebrate its 25<sup>th</sup> anniversary on September 16 with a dinner.

## *Interesting Quote*

'You can not live a perfect day without doing something for someone who will never be able to repay you.'

John Wooden, College Basketball Coach

# CHAPTER PRESIDENTS (cont.)

## Small Wonder Chapter

Kim Wilkins, President

[EXPLORER1@PRODIGY.NET](mailto:EXPLORER1@PRODIGY.NET) (VP, Wendy Herman's email)

Theme: Big Things Come in Small Packages

Goals: -Increase division participation by chapter officers and members

-Membership Retention – Reach and maintain 65 members by June 30, 2006.

-Each member bring at least 2 guests to a meeting sometime during the year.

-Support and promote our associate members and the services they offer.

-Attend one job or career fair to promote IAAP and our chapter

## Tidewater Chapter

Sandra Sanford, President

[SSTANFORD@TALBGOV.ORG](mailto:SSTANFORD@TALBGOV.ORG)

Theme: Believe and Succeed

Goals: Provide a refuge of support to all members, increase confidence levels, and retain membership. Her hobbies include jewelry making, reading and modeling for charity. She has been married for 25 years with (2) sons ages 24 and 21.

## Tri-County Chapter

Dottie Fleet-Wyatt, President

[DOROTHY.FLEET-WYATT@PENINSULA.ORG](mailto:DOROTHY.FLEET-WYATT@PENINSULA.ORG)

Theme: No Boundaries

Goals: Recruitment, get more involved within the community, Future Goal – Student Chapter. When asked, “What has being involved in IAAP done for you and/or your career?”, Dottie replied, “It has given me a social outlet – as well as a circle of friends. It also has taught me how to be a better speaker. It has strengthened me – letting me know my job is not just a job - it is a career.” Dottie works for two directors: Community Relations/Marketing & Planning & Business Development – she does arrangements for events (i.e., symposiums, healthfest, etc.) and performs a variety of administrative duties.

## Wye Oak Chapter

Linda Semmel, President

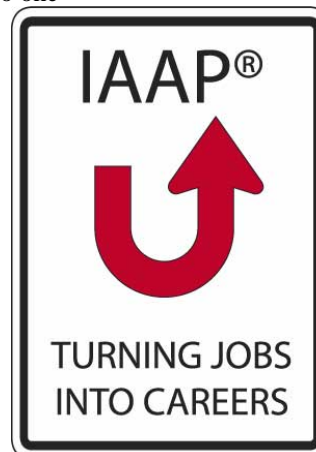
[SEMPELLM@TCOMLP.COM](mailto:SEMPELLM@TCOMLP.COM)

Linda is president of one of the division's newest chapters, so they are still thinking about their theme and goals. When

asked, “What does IAAP mean to you?”. Linda replied, since becoming the President in January, my confidence level is growing; however, I always know I can call on any member of any chapter for help! It's nice to know we have such a great networking system with one another.”



BLACK-EYED SUSAN: Kimberlee McIntyre  
CAPITAL: Adel Dukes Stewart  
CHESAPEAKE: No one  
DELAWARE: Pat Wilkes  
DISTRICT OF COLUMBIA: ?  
DUPONT CORPORATE: No one  
EMBASSY SQUARE: No one  
FIRST STATE: Julie Brown  
GREATER BALTIMORE: Debbie Higgs CPS  
HARFORD: ?  
HAGER: Board of Directors  
MONTGOMERY COUNTY: Della Sanders  
MONUMENT: Barbara Clark & Millie Taylor  
PRINCE GEORGE'S: Doreen Dixon CPS  
SMALL WONDER: Wendy Herman  
TIDEWATER: Linda Bradford CAP  
TRI-COUNTY: Ruth Ann Smith  
WYE OAK: No one



## Writing Tips

### JUST FOR FUN

Do not put statements in the negative form.  
And don't start sentences with a conjunction.  
If you reread your work, you will find on rereading that a great deal of repetition can be avoided by rereading and editing.  
Never use a long word when a diminutive one will do.  
Unqualified superlatives are the worst of all.  
If any word is improper at the end of a sentence, a linking verb is.  
Avoid trendy locutions that sound flaky.  
Last, but not least, avoid clichés like the plague.

---William Safire, "Great Rules of Writing"

## The Value of Making a Difference

By: Embassy Square Chapter Associate Member  
Marsha Lindquist

In the business environment today, competitors are continually coming into your market and, yes, some are leaving every moment. But with over hundreds or thousands of players, you have to distinguish yourself – make a difference. That's your competitive advantage. You must make your competitive advantage obvious so your customers can easily see and feel the difference. Sometimes it happens when other people talk about you or when you demonstrate your distinguishing practices. When others talk about you, it speaks volumes about the value you bring. Showing or delivering results over and above your competition means you have created superior value for your customers – and probably greater profits.

It seems that, as organizations seek to differentiate themselves from one another, there are more things about them that are similar. We constantly struggle to find the competitive edge but in

reality, we are frequently copying one another in our effort to show how different we are. One of the last mainstays of competitive advantage in business today is our relationship with our customers, our own people and our investors or partners. How we interface with these groups in meeting their expectations will have a direct impact on our competitive advantage.

I've given much thought these days to a set of ideals for what we need to do to make a difference today in the way we run our organizations – it's Extraordinary Creative Management Ways and it has its genesis in my background. One of many roles I've served in my career is as a CFO. In an accounting role, we adhered to Generally Accepted Accounting Practices - GAAP. It's a collection of rules, procedures and conventions that define accepted accounting practices including broad guidelines and detailed procedures. So, if we take that thought of Generally Accepted Accounting Practices, break it down, and apply it to the inspired management of business today in Marsha's way of thinking, what would the concept be? Well, it wouldn't be as hum-drum as Generally Accepted Accounting Practices. It would be exciting.

Generally: It means "commonly known to all businesses and practiced by them on a regular basis". We see evidence that different businesses do things differently and some succeed while others fail. Some break the rules and do things that are generally not acceptable. The rule breakers operate outside what's generally acceptable. General means ordinary. Ordinary organizations don't deliver much value; they deliver the usual, the expected, and the plain. Value doesn't happen in an environment of generally acceptable. Value happens in an extraordinary atmosphere.

Acceptable- It means good, adequate, and bearable. We see organizations get by on satisfactory performance. Some even do well – for a time. But then they join the living dead. Just acceptable isn't exceptional, remarkable or

outstanding. Those organizations that deliver exceptional in all aspects of their business (and yes, you are in business even if you are a non-profit organization) will be the ones that people come back to again and again for their solutions because they're exceptional-it's a no brainer! You've made it easy because you've risen above the crowd. You are phenomenal and you are rare indeed.

Practices: The words habits, procedures, and convention come to mind. When I use those words, all I can think about is rules and regulations. Hmmm. While this may give businesses some comfort by knowing how to operate in a prescribed manner, as they are predictable and give a sense of order, does this convey the type of organization you want to be associated with, particularly if your focus is on delivering value? Rather than practices, let's think of what people in the organization may be looking for as a license. A creativity license. Let's foster the environment for their creativity to flourish.

It's critical to differentiate yourself. You can do it by distinguishing yourself in what you deliver or how you deliver it. You can increase the human connection and rely less on automation where humanness is critical. Getting and giving vital information to your customers is paramount. They want you to have a real understanding of their needs and wants, rather than the same canned response every customer gets. Using your resources and abilities to create a competitive advantage will eventually result in superior value creation. It means going beyond Generally Accepted Practices. Go beyond a single focus of the bottom line right now and concentrate on the long term. Go far outside the envelope you operate in now. Make the organic changes that will set you apart.

#### **About the Author**

*Marsha Lindquist, a business strategist for over 15 years, draws on her proven "down in the trenches" experience, creativity, and participative manner to provide real solutions to businesses to assist them in building and growing their businesses. She is an energetic presenter and is*

*also the Chief Executive Officer of The Management Link, Inc. As well as being the author of "Why Are You Still Working Your A\*\* Off?", she has written and published several professional journal articles on business strategy and negotiations. She can be reached by E-mail at [marsha@marshalindquist.com](mailto:marsha@marshalindquist.com)*

## **BONNIE BURKE PRESIDENT, SHORE STAFFING, INC.**

Associate Member of Small Wonder Chapter

Bonnie is an educational speaker who can address any group, about almost any subject, but has a specialty interest in human resources. Many of you may remember Bonnie from presenting to our group, once at a chapter meeting and again at our 2004 APW event. Bonnie is a dynamic speaker, who can present at any company, chapter or division meeting/event. Her topics include:

**What am I going to be when I grow up? I know I can...confidence builders ~ The art of resume writing and cover letters ~You've got the interview...now get the job! ~ Thank you's ~ You got the job...now keep it! ~Maintaining a professional image - no matter what!!! ~Make every day count ~ Putting your best foot forward ~ Women in the Workplace**

Bonnie is also a co-founder of a staffing services business, which specializes in the temporary, contract and permanent placement of various types of healthcare professionals; working with healthcare organizations throughout Maryland, Delaware and Virginia. Please join me in officially welcoming Bonnie to IAAP, as well as the Small Wonder Chapter. For more information about Bonnie and Shore Staffing, please feel free to contact her via email at [burke3109@msn.com](mailto:burke3109@msn.com). As you start planning for your new chapter year programs, be sure to keep Bonnie in mind for all your speaking needs.

# DIVISION EVENTS CALENDAR

DATE	EVENT	LOCATION
August 27, 2005	2 <sup>nd</sup> Annual Division Training Camp	Hosted by: Embassy Square American Medical Colleges Washington, DC
October 1, 2005	Fall Education Conference	Hunt Valley, MD
November 4-5, 2005	CPS/CAP Certification Exams	Various locations
November 19, 2005	Holly Days Auction	Hosted by: Tidewater Chapter
February 25, 2006	Division Board Meeting/ Spring Education	Hosted by: Harford Chapter Harford Community College
April 24 – 28, 2006	Administrative Professionals Week	Various locations
April 26, 2006	Administrative Professionals Day Event	Hosted by: DC area Chapters
May 5-6, 2006	CPS/CAP Certification Exams	Various locations
May 19-21, 2006	52 <sup>nd</sup> Annual Meeting	Annapolis Radisson Annapolis, MD
<b>Chapter Presidents</b>		<b>Membership Chair</b>
<i>Calls</i> <b><u>Time: Noon</u></b> August 18, 2005 September 15, 2005 October 20, 2005 November 17, 2005 December 15, 2005 January 19, 2006 February 16, 2006 March 16, 2006 April 20, 2006 June 8, 2006		<i>Calls</i> <b><u>Time: Noon</u></b> July 8, 2005 August 8, 2005 September 7, 2005 October 7, 2005 November 7, 2005 December 7, 2005 January 6, 2006 February 7, 2006 March 7, 2006 April 7, 2006 May 8, 2006 June 7, 2006

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### Treasurer

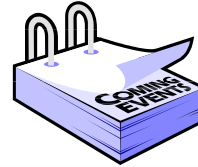
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### Division Web Site:

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### International Web Site:

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



## MARK YOUR CALENDARS

### August 27, 2005

2<sup>nd</sup> Annual Division Training Camp  
American Medical Colleges  
Washington, DC

### October 1, 2005

Fall Education Conference  
MBNA offices  
Hunt Valley, MD

### November 4 & 5, 2005

CPS/CAP Certification Exams

### November 19, 2005

Division Holly Days Auction  
Hosted By: Tidewater Chapter

### February 25, 2006

Division Board Meeting & Spring Education  
Hosted By: Harford Chapter  
Harford Community College



### *Your Division Dialogue Editor:*

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