



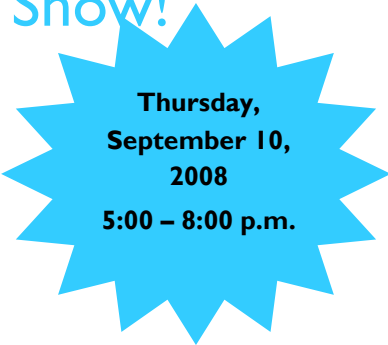
# The Charter



THE OFFICIAL NEWSLETTER OF THE TWINCITIES WEST CHAPTER OF IAAP

## Annual IAAP Expo & Vendor Show!

Special Guest Speaker:  
Nan DeMars “Office Ethics: Now  
More Important than Ever”



Nan believes that, “all administrative professionals, by virtue of their responsibilities, find themselves from time to time in the ethical crossfire of business activities.” You will come away from her presentation with a new awareness of ethics in the workplace of the 21st Century!



Nan DeMars is an internationally recognized Office Ethics seminar leader, keynote speaker, author, columnist, media talk-show guest and trainer. She is the author of the book, “*You Want Me to Do WHAT? When, Where and How to Draw the Line at Work*”. She is a graduate of the University of Minnesota with a BA degree in Business Administration, and has also earned her Certified Professional Secretary (CPS) rating.

Thanks to our event sponsor, the Radisson Hotel & Conference Center, the cost will be \$10.00 for both Members and Guests!



Radisson Hotel and Conference Center, 3131 Campus Drive  
Plymouth, MN 55441 (763.559.6600)

*Application has been made for recertification points for this program.*

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## CAPTAIN'S CORNER by Katie Feldman

Hello Chapter Members!

September is here – it's time to send the kids back to school and get ready for the new IAAP year to begin.

Our first "official" meeting will be on September 10. This is our Annual IAAP Expo and Vendor Show plus we are honored to have past IAAP International President and author Nan DeMars CPS speaking at our meeting. The registration fee is only \$10 for members and guests, so please make every effort to attend and represent our chapter.

The theme for the 2009-10 year for the International Association of Administrative Professionals is **Power of Commitment**. It is our combined commitment to our chapter that makes us great. Whether you commit to attending all the chapter meetings, or joining a committee team, we all benefit from our commitment. I am personally committed to all of you when I decided to run for the office of president, as have the board, committee chairs, and committee members. Our combined commitment is to keep our chapter moving forward by offering education and networking opportunities each month.

What's your commitment? Will you add your active involvement in IAAP to your professional development in your job? Will

you be an active member of your chapter, attend meetings, and help with a committee?

Trust me; I did not fully understand the value of this organization before I started attending Division conferences and being part of a team! It is absolutely amazing how much planning goes into just one of our monthly meetings. But I can guarantee you that none of us will have to put a whole lot of time in if we each do a small part. Help us share the work and help introduce new ideas into our committees.

Each month the newsletter will be highlighting a different committee. It will be written by the chair or a committee member in the hopes that you might learn more about the committees to find one that interests you. Let's see what the **Power of Commitment** can really accomplish.

See you at the TCW Expo on September 10!



## Employment Network

If you are interested in receiving a copy of job postings sent to our chapter, please contact me at yvette.kanzler@blackbox-vs.com. Be sure to include the email address you want postings sent to. Once your name is on the list, you will automatically receive any employment-related emails that I receive. This is a handy network for people actively seeking employment or just "keeping their eyes open."

Likewise, if you know any openings or have a job posting you would like to share with other IAAP members, please let me know and I will route only to

those interested.

If you are a chapter member, your name will remain on this routing list until you ask to have it removed. If you are a nonmember, your name will remain on the list for a two-month "trial membership" period. Please note that the number of routings varies depending on what I receive. Sometimes I don't have anything to share for several weeks and other times, I will send out a few a day. The more postings I receive, the more you will receive!

By Yvette Kanzler, CAP

# Committee Spotlight - Hospitality Team

## TIDBITS FROM YOUR HOSPITALITY TEAM!

By Georgann Bestler Wenisch CAP, Hospitality Committee Chair

Welcome to the 2009-2010 IAAP year from your Hospitality Team – Georgann Wenisch CAP, Gen Crider, Diane Schmidt CPS/CAP and Kim Stuber! We're all anxious to make your meeting experience pleasant and enjoyable and look forward to seeing each and every one of you at our chapter meetings this year!

### Take Advantage of the Permanent Registration Option!

Are you planning on attending all of the meeting this year? Don't want to remember to visit the chapter website to register? Well, we've got just the thing for you! Visit your personal information on the chapter website and put a check in the box for "Permanent Registration." That way you don't have to remind yourself to register. If you previously set yourself up for Permanent Registration, it's still there from last year. This doesn't get written into stone – you can change it if something comes up and you can't make a particular meeting. You just need to go to your personal information and uncheck the box prior to the final day of registration (the Monday before the meeting) – just remember that you need to go back in and check it again to put yourself back on the Permanent Registration list. Remember, if you mark "Permanent Registration" and you don't attend the meeting or cancel by the Monday before, you will be invoiced. If you have any questions, contact Georgann or Diane.

### My Chapter Nametag – Now where did I put it?

We want to encourage all *TwinCities West* members to wear your chapter provided nametag to the chapter meetings. To provide a little incentive if you happen to forget your nametag, have a quarter ready. When you check in at the Registration Table our Registration Team will check to see if you have your nametag. If you forgot it, they'll ask you to contribute 25¢ to our Sunshine Committee Jar. Even though this is a small amount by today's standards, it helps out the chapter in two ways. First, we won't need to prepare as many "stick on" nametags for members, thus saving the chapter some money; and second, we'll be raising some funds for our Sunshine Committee – you know them – the one's that remember your birthday even when your children don't? In addition, if you see someone with a "stick on" nametag that you don't recognize, you can bet they are a guest! Walk over and introduce yourself and let them know you're glad they came to visit *TwinCities West*! Now, where did I put my nametag???

## Meet Your Board Members

### Yvette Kanzler, CAP

I am an Executive Assistant at Black Box Network Services. I have been at Black Box Network Services for 9 ½ years. I support 4 VP's and their staff. My position is never boring and I have a wide range of duties.

I am a Naval Veteran. I served for 10 years and loved every minute of it. I have seen Japan, Philippines, Hawaii (hasn't everyone), Parts of Canada, Korea and many other interesting places. I was stationed on the USS Cape Cod (AD-43) for 4 ½ years and then I was station at Naval Air Station Moffett Field, where the Navy and NASA shared the base. I worked in communication during my 10 years.

After departing the Navy, I came back to Minnesota to be near my parents. I went to Rasmussen Business College for 2 years. I have a Certificate in Administrative Assistant and Accounting.

I joined IAAP in 2004. I wasn't very active when I first joined. Last year I wanted to do something to participate in the chapter, so I helped create the New Member Orientation. It has been a really great experience for me. I have learned to speak in front of people, even though I am still nervous about it. I manage to get through it without any problems. IAAP has provided me with a lot of good experiences.

## SEPTEMBER BIRTHDAYS

- 3 Shannon Noll
- 8 Shaun Freeburg, CPS
- 19 Carolyn Nelson, CPS/  
CAP
- 29 Ruth Fernandez

*If we missed your birthday or anniversary, we apologize and ask that you enter your info into the "Members Only" area of our website for inclusion in the future issues of "The Charter."*

## SEPTEMBER ANNIVERSARIES

- Jo Tynen, CPS/CAP  
8 Years
- Ruth Etienne  
7 Years
- Rhonda Yeager  
4 Years

## Unemployment tips and guidelines:

By Kris Swedberg

### **Unemployment benefits:**

1. If you are involuntarily terminated from a job - due to layoff or being fired, etc. – you are most likely eligible for unemployment. If you are still employed by your hours were greatly reduced you may also be eligible but these tips/guidelines will focus on the employed.
2. If you worked for a company that did not pay unemployment insurance (most do), you are probably not eligible for unemployment, but apply anyway - let the State of Minnesota decide/confirm your eligibility.
3. Apply for unemployment the first day that you are not being paid. Severance pay or payment for unused vacation is considered payment - you must wait until the time period has expired. Apply for unemployment insurance benefits using the Applicant Self-Service System available online and by phone available Monday through Friday, 6 a.m. to 6.p.m.:
  - a. Online at [www.uimn.org](http://www.uimn.org) > Apply for UI Benefits
  - b. By phone using the automated phone option at 651.296.3644
4. After you apply, it can take up to 4-6 weeks before you receive the first payment. In the interim, you will receive a Determination of Benefit Account. This is also available online. You will also receive an Information Handbook that gives you details of the process.
5. Your weekly benefit amount will be about 50% of your average weekly salary, up to a state maximum of \$566, which can be set up as direct deposit. You will be paid for all of the prior weeks except the first week following your termination. No one is paid for the first week immediately following termination.
6. **To continue receiving payments, you need to request payment every week at [www.uimn.org](http://www.uimn.org) > Applicant Login.**
7. When your initial 26 weeks expires, there is an opportunity to receive extensions of 20 weeks and then 13 weeks through the State as well as through Obama's stimulus package. Your uimn online account will keep you informed.

### **Search for jobs, brush up on your skills, or get your MBA!**

Separate from the above unemployment insurance, The Minnesota WorkForce Center offers a variety of assistance to help you get your next job. They are located at ~5-8 major locations throughout the Twin Cities. Check out [www.mnwfc.org](http://www.mnwfc.org) for a wealth of information:

1. Dislocated Workers Program application – complete this form to find out if you are eligible for State funds to work with a counselor, further your education, take a few classes; e.g. MS Office 2007, **all at no cost to you!** **Do this right away** – it takes ~3 weeks to get assigned a counselor and then perhaps another week or two before their schedule is open.  
[http://www.mnwfc.org/hennepinsouth/Eligibility Questionnaire 03-06.doc](http://www.mnwfc.org/hennepinsouth/Eligibility%20Questionnaire%2003-06.doc)
  - a. Counselors – You will be assigned a counselor (many former corporate HR personnel) to work with you as follows:
    - i. Frequent emails with information on workshops (perhaps at a satellite location different than what the WorkForce offers), job fairs, etc.
    - ii. Classes at selected public learning centers; e.g. New Horizons, Science Museum, etc. reimbursed
    - iii. CPS/CAP certification fees reimbursed
    - iv. Some have received their \$40K MBA through the funds
  2. Office equipment – computers, faxes, etc. available for you to use
  3. WorkForce Classes – job searching, resume building, mock interviews, etc. at the WorkForce center closest to you.
  4. Job postings – flyers are dropped off by employers and available in a magazine-type stand
  5. 2 masters volumes of job openings – depending on your location

## 2009-10 Committees

If you are interested in joining a committee, please join at any time! Please contact the committee chair or chapter President, Katie (Lecy) Feldman

**Annual Impact Event** – Chairs: Debi Cain-Rivord CPS/CAP and Kaye Park CAP  
Members: Yvette Kanzler CAP, DJ Herbert

**ACFCAP Committee** – Kaye Park CAP  
Members: Ron Park

**Bylaws & Standing Rules** – Yvette Kanzler CAP

**Certification** - Jo Tynen CPS/CAP  
Members: Open

**Community Service** – Ruth Fernandez  
Members: Genista Crider

**Historian** - Open

**Hospitality & Registration** – Chair – Georgann Bestler-Wenisch  
Members: Diane Schmidt CPS/CAP, Kim Stuber, Genista Crider

**Membership** – Yvette Kanzler  
Members: Kaye Park CAP, Debi Cain Rivord CPS/CAP, Diane McNeill

**Newsletter** - Genista Crider  
Proofreaders - Joan Gatzmeyer CPS/CAP, Michelle Van Stone, Diane Schmidt CPS/CAP, Janice Paulson CPS/CAP

**Nominating** – Debi Cain-Rivord CPS/CAP  
Members – Rosanna Hudgins, Linda Verner

**Programs & Education** - Kathy Hinchler CPS and Debi Cain Rivord CPS/CAP

**Public Relations** – OPEN  
Members: Genista Crider

**Retirement and Research** - Shaun M. Freeburg CPS  
Members: Open

**Sunshine** - Gayle Petrie CPS, Sherry Zupin CPS  
Members: Katrina Carlson

**Ways & Means** - DJ Herbert  
Members: Dawn Staycoff, Katrina Carlson CPS, Janice Paulson

**Website** - Melissa Lidberg CPS

## DO YOU HAVE EXTRA “OFFICEPRO” MAGAZINES?

The hospitality committee needs your old IAAP “OfficePro” magazines. We have plans to give them to guests who attend our programs. Please contact Georgann Bestler-Wenisch at [gwenisch@messerlikramer.com](mailto:gwenisch@messerlikramer.com)

## Proof-Readers Needed.

Do you constantly find yourself finding typos and grammatical errors in everything that you read? Then you are needed for the newsletter team. If you are interested in being a proof-reader, please e-mail Genista Crider at [genistacrider@comcast.net](mailto:genistacrider@comcast.net).

### TwinCities West “No Show” Policy

Just a reminder that “no shows” will be billed for the monthly fee unless canceled prior to the reservation deadline stated on the reservation RSVP (usually the Friday prior to the meeting).

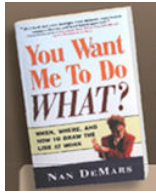
We understand that “life happens”... especially in our line of work! Sometimes registrants are not able to make it at the last minute. However, the hotel still requires payment for your meal, whether or not you are there. For this reason, we must collect from you if you are unable to attend at the last minute. (You will receive a receipt upon request if needed for tax or expense reimbursement purposes.)

Your help and understanding is truly appreciated. If you have any questions, please contact any board member.

## SUBMISSIONS TO “THE CHARTER”

News items and article submissions are welcome from members. Send submissions and/or story ideas to TwinCities West IAAP editor, Genista Crider at [genistacrider@comcast.net](mailto:genistacrider@comcast.net)

## THANK YOU TO OUR SPONSORS



## Upcoming Voyages

**September 3, 2009**

*TwinCities West Board Meeting*

Time: 5:45 p.m.

Location: Davanni's in Plymouth

**September 10, 2009**

*TwinCities West Chapter Meeting*

Time: 5:30 p.m.

Location: Radisson in Plymouth

**September 27, 2009**

*North Star Chapter, Bowling Event*

Time: 12:00 Noon

Location: Park Tavern, 3401 Louisiana Avenue, St. Louis Park, MN

For more information and to RSVP contact

Marlene Rouillard 763-772-5852

[mar\\_rouillard@yahoo.com](mailto:mar_rouillard@yahoo.com)

**October 1, 2009**

*TwinCities West Board Meeting*

Time: 5:30 p.m.

Location: Davanni's in Plymouth

**October 8, 2009**

*TwinCities West Chapter Meeting*

Time: 5:30 p.m.

Location: Radisson in Plymouth

**October 9-11, 2009**

*MN-ND-SD Division Fall Conference*

Location: Riverwood Inn and Conference Center, 10990—95th St. NE, Otsego, MN

Watch for more information at [http://](http://www.iaap-mnndsd-division.org)

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

**October 19-21, 2009**

*Certification Conference*

Sharp Skills in Tough Times

Portland, Oregon

More information at [http://www.iaap-hq.org/](http://www.iaap-hq.org/events/)  
[events/](http://www.iaap-hq.org/events/)

**November 5, 2009**

*TwinCities West Board Meeting*

Time: 5:45 p.m.

Location: Davanni's in Plymouth

**November 6 & 7, 2009**

*CAP/CPS Exams Administered*

Location: various locations

**November 12, 2009**

*TwinCities West Chapter Meeting*

Time: 5:30 p.m.

Location: Radisson Hotel in Plymouth

**December 3, 2009**

*TwinCities West Board Meeting*

Time: 5:45 p.m.

Location: Davanni's in Plymouth

**December 10, 2009**

*TwinCities West Host's Holiday Party*

Time: 5:30 p.m.

Location: Radisson Hotel in Plymouth

**January 7, 2010**

*TwinCities West Board Meeting*

Time: 5:45 p.m.

Location: Davanni's in Plymouth