



**TEAMWORK ...**  
*Working towards  
a Brighter Future!*



# VISIONS



DECEMBER 2009 / JANUARY 2010

SHERRY CRASS CPS/CAP, EDITOR

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## A PERSONAL MESSAGE FROM YOUR PRESIDENT

New beginnings! How many times will we hear “Happy New Year” this month? What does a “new year” mean to you? To some, it is a chance to begin fresh with their bills, relationships, health, or maybe even a new career. To others, it’s just a change in the date. Let’s reflect, for a moment, on some of the things that our Chapter has done this past year, remembering our Chapter year begins in the middle of the year. In July, we had a very educating Chapter meeting entitled “Landing Your Next Job in a Tough Economy;” and eight of our members attended the International Conference in Minneapolis. In August, we learned what “Emotional Intelligence” was and how to better control our daily lives (green/red day scenario), eight of our members took advantage of the “free” Leadership Development Conference in Murfreesboro, and our Chapter members donated \$280 towards the Alzheimer’s Walk. September was the month of our Recognition Banquet, which is always a wonderful time to recognize those who have attained their CPS/CAP or recertification. In October, we had an eye opening Chapter meeting learning about what it means to be healthy with our “Women’s Wellness--Healthy Lifestyle” program. That same month, we had 72 attendees at our second annual M-O-R-K Educational Seminar with our speaker Paula Harriss. In November, Pat Row brought us up to date with the

ins and outs of our Retirement Trust Foundation (RTF); 16 members came together in Gatlinburg for our Chapter retreat; and we decorated and donated a tree to Girls, Inc. This all brings us to December and our Christmas Social, Chapter donations of \$410 to RTF, 39 sweat suits donated to NHC and Briarcliff residents, and a submission to International Headquarters nominating ORAU for the International Award of Excellence (wish us luck)!

In reflection, we can see that our members are strong, hard working, caring and have a thirst for knowledge. Therefore, what does the “new year” mean to us? Well, with all we accomplished thus far, I think it means that we have much to look forward to in the coming months.

Now, what does it mean to you and your plans for 2010? Sit back and reflect on your past year. Hopefully, you will see a year full of accomplishments, realize just how fortunate you are, and how much you mean to your friends and family.

Hope you have a green month!



Rita Ayers CPS

*Rita* 😊

## Making Career Resolutions You Can Keep

Most people view January as an opportunity to reflect on the past few months and set resolutions for the new year. When identifying upcoming goals, however, don't forget career-related resolutions. Here is some advice for setting new objectives — and sticking with them:

**Don't bite off more than you can chew.** Be sure to identify goals that challenge you to stretch your abilities but won't require near-impossible amounts of time and effort to achieve. After all, making an unrealistic resolution can prove more frustrating than motivating. Consider your schedule and available resources. Given these factors, what can you realistically accomplish?

**Break it up.** Break your goals into smaller "mini-goals" to help you stay on track. If you want to take on more responsibility within your department, for example, your mini-goals may be to talk to your manager about your plan, determine the skills you need to develop, identify the appropriate professional development options, then complete the training.

**Set deadlines.** To improve your chances of success, establish a

timeline for accomplishing each step along the way to your larger objective. This will give you something to work toward and allow you to better track your progress.

**Acknowledge your success.** No matter how small the accomplishment, give yourself a pat on the back each time you reach one of your objectives. You might treat yourself to a nice lunch, for instance. By doing so, you will maintain your momentum.

**Maintain perspective.** Be dedicated to your career, but don't overdo it. Piling too many goals on your proverbial plate can set you up for failure. At the same time, don't lose sight of any personal resolutions you've set this year. Keeping space for other objectives, like eating healthier or taking a dance class, is important.

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**CONGRATULATIONS**  
To Newly Certified Members!

**Sherry Tipton CPS**  
**Brenda Lee CPS/CAP**  
**Eileen Shea CPS/CAP**

# The Joy of Celebrating

Christmas is a time of sharing and caring for others. As always, our Chapter has stepped up to the plate! Once again our Chapter donated a Christmas tree to Girls, Inc. This year, the ornaments were paid for by proceeds from our Leadership Conference Chapter table; and, as always, Jean Norris was instrumental in creating our theme and purchasing the ornaments. With the help of several of our Chapter members, the tree turned out beautifully and brought in \$250 for Girls, Inc.!



- I have a collection of Star Trek ornaments on my Christmas tree.
- I took three years of ballroom dancing.
- I have attended all five of my high school reunions.
- No matter how hard I tried, I could never learn to roller skate.
- I owned and operated a daycare in the late 70s and early 80s.

Briarcliff and NHC residential housing was pleased to have our Chapter purchase and gift wrap 39 sweat suits for Santa to hand out to residents at their Christmas party. This year, it was made possible by proceeds from our M-O-R-K Seminar; and a small portion was paid for by our members.

- I play guitar and write songs.
- I used to DJ for an online radio station.
- I was a majorette in high school.
- I was a tom boy growing up.
- I was Peppermint Patty in "You're a Good Man Charlie Brown."
- My secret desire is to be a storm chaser.
- I used to be a good bass fisherwoman; I attended a KISS concert.

Our December Chapter Meeting and Christmas Social was held at the Sagebrush Restaurant. Our very talented Sherry Crass opened up our meeting with a beautiful song. After the business was taken care of and all ordered their meals, we began our gift exchange. During our "dirty Santa" gift exchange, we learned some interesting things about each other such as:

Some of us think no one else could know anything else about us, but I think all were stumped when we tried to match up the members with the sayings. What fun we had sharing the Christmas spirit!

~Submitted by: Rita Ayers CPS

**The  
future  
belongs  
to those  
who  
believe  
in the  
beauty of  
their  
dreams.**

~Eleanor

Roosevelt



Pictured at the left are Brenda Lee CPS/CAP and Ellen Queener CPS, who along with several other Chapter members, attended the Oak Ridge Chamber of Commerce Holiday Reception and Annual Meeting on December 1. New board members were elected and honor was given to outgoing Chairman of the Board Tom Hilton. Lynn Chrisman, Chapter member and employee of the Chamber, hosted the festivities. The Breakfast Rotary Club's also sponsored a drive for new, unwrapped toy donations.

~Submitted by: Rita Ayers CPS

## Better Business Bureau 2010 Census Tips for the Public

### How to Identify a Census Field Representative

If a U.S. Census Bureau employee knocks on your door, here are some recognition tips to ensure the validity of the field representative:

1. The field representative must present an ID badge that contains: photograph of the field representative, Department of Commerce watermark, and expiration date.
2. The field representative will provide you with supervisor contact information and/or the Regional Office phone number for verification, if asked.
3. The field representative will provide you with a letter from the Census Bureau Director on official letterhead.
4. The field representative may be carrying a laptop and/or bag with a Census Bureau logo.

### What the 2010 Census DOES NOT Ask

Field representatives will never ask you for your social security number, bank account number, or credit card number. Census workers also never solicit for donations and will never contact you by email.

### The Census is Safe

1. The 2010 Census will ask for name, gender, age, race, ethnicity, relationship, and whether you own or rent your home – just 10 simple questions that will take about 10 minutes to answer.
2. Your answers are protected by law and are not shared with anyone.
3. The Census Bureau safeguards all census responses to the highest security standards available.

~Submitted by: Rita Ayers CPS

**A wise man  
will make  
more  
opportunities  
than  
he finds.**

~Francis Bacon

## 2010 Tennessee Division Education Seminar

Make plans now to attend the 2010 Tennessee Division Education Seminar, *Polishing Careers 'Til They Sparkle*, scheduled for Saturday, February 20, at the Hyatt Place Nashville Northeast.

The seminar will be held with a morning and afternoon session. During the morning session, Jesse

Wimberly will be presenting a topic related to SharePoint workflow and its use by corporations and government to automate office functions. He will focus on its use and impact to office managers and administrative executives. He will also answer any technical questions you may have on software that you are using today.

(Continued on page 5)

In the afternoon, Dale Smith Thomas will challenge you to make winning choices in all areas of your life. She will focus on the importance of a good attitude and how it relates to being successful.

Cost of the seminar is \$80 and includes the morning and afternoon sessions, lunch, and recertification points. Seminar registration must be received by February 10. Please make your check payable to the

Tennessee Division IAAP and send to Trudy Baker CPS/CAP, 237 Grandview Drive, Kodak, Tennessee 37764.

Hotel accommodations can be made directly with the Hyatt Place at a cost of \$79 if made by January 19. Please ask for Heather Cook, (615) 826-4301, Extension 5, and mention the IAAP function.

~Submitted by: Sherry Crass CPS/CAP



## A Living Promise of Hope Again

**Mission Statement:** Alpha House seeks to break the cycle of incarceration by providing a transitional home in a safe and positive environment, accompanied by services to assist residents in making a new start in life. Alpha House will focus on the whole person by addressing their physical, mental, and spiritual needs.

Alpha House is a transitional home for women. It is a faith-based ministry that seeks to break the cycle of incarceration by providing a transitional home and reentry services in a safe and positive environment. It equips these women with the moral standards that allow them to live healthy, productive, law-abiding lives when they return to their communities.

Alpha House Program is a three-month, in-resident program broken into three phases using a multi-level approach with each successive phase building on the previous. Phase I is designed to accurately assess the individual's needs and establish appropriate and realistic goals. Phase II includes

fulfilling their legal requirements such as parole/probationary hearings and court appearances. Phase III is the transition period when employment and housing assistance is pursued. Weekly evaluations for progress, church attendance, discipleship training, and random drug testing are incorporated into all three phases. The measureable benefit will be a lower rate of recidivism and the restoration of families.

Alpha House goes across all cultures, all traditions, and across racial barriers to minister to all people and offers a new beginning for those who are truly seeking a life change.

Alpha House, Inc., is a 501 (c) 3 non-profit organization. All donations are tax deductible.

Representatives from Alpha House presented the January 2010 program for the Oak Ridge Chapter.

~Submitted by: Patsy Williams CPS

## Haitian Earthquake Relief Fraud Alert

The following information was issued by the FBI National Press Office in Washington, D.C., on July 13, 2010:

The FBI today reminds Internet users who receive appeals to donate money in the aftermath of Tuesday's earthquake in Haiti to apply a critical eye and do their due diligence before responding to those requests. Past tragedies and natural disasters have prompted individuals with criminal intent to solicit contributions purportedly for a charitable organization and/or a good cause.

Therefore, before making a donation of any kind, consumers should adhere to certain guidelines, to include the following:

- Do not respond to any unsolicited (spam) incoming e-mails, including clicking links contained within those messages.
- Be skeptical of individuals representing themselves as surviving victims or officials asking for donations via e-mail or social networking sites.
- Verify the legitimacy of nonprofit organizations by utilizing various Internet-based resources that may assist in confirming the group's existence and its nonprofit status rather than following a purported link to the site.
- Be cautious of e-mails that claim to show pictures of the disaster areas in attached files because the files may contain viruses. Only open attachments from known senders.
- Make contributions directly to known organizations rather than relying on others to make the donation on your behalf to ensure contributions are received and used for intended purposes.
- Do not give your personal or financial information to anyone who solicits contributions. Providing such information may compromise your identity and make you vulnerable to identity theft.

~Submitted by: Linda Spitzer CPS

### Plan to attend our February Chapter Meeting!

Monday, February 8, 2010, at 5:30 p.m.  
Roane State Community College - City Room, Oak Ridge Campus

*The Ins and Outs of Newsletters* presented by Mark Longmire

Mark Longmire is a graphic designer with over 30 years experience in the industry. Mark has experience in a wide range of print media including logos, illustration, brochures, newsletters, displays, report and document design, advertising, presentations, and web design. Mark's discussion will cover good graphic design practices, common mistakes to avoid in document layout and typography, and examples of printed pieces and how to improve them.

**CHAPTER OFFICERS**

**PRESIDENT**  
Rita Ayers CPS

**TREASURER**  
Betty Williams

**PRESIDENT-ELECT**  
Brenda Lee CPS/CAP

**BOARD MEMBERS**  
Sandra Solands  
Janise Humphreys

**VICE PRESIDENT**  
Daisy Mullins

**ADVISOR**  
Cristal Case CPS

**SECRETARY (Acting)**  
Jean Norris CPS/CAP

**EXECUTIVE  
ADVISORY BOARD**

**MONNIE CHAMPION**

**BETH JINKERSON**

## Upcoming Events

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### FEBRUARY

- February 1— Avery Dennison Report Due
- February 1— Board Meeting
- February 8—Chapter Meeting: Producing A Newsletter
- February 19-20—Chapter President's Forum and Educational Seminar

### MARCH

- March 1— Board Meeting
- March 8—Chapter Meeting Open House (Membership Retention)

### APRIL

- April 5— Board Meeting
- April 12—Chapter Meeting
- April 18 to 24—Administrative Professionals Week