



The Official Newsletter of the Society of Government Meeting Professionals
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Inside this issue

- What is New in the Society of Government Meeting Professionals, page 2
- Upcoming in *Advantage Magazine*, page 3
- A Great Loss to SGMP, page 3
- SGMP Chapters Share Their Vision for the Next Year:
 - ▶ Arizona Chapter, 4
 - ▶ Buckeye Chapter, 4
 - ▶ Central Florida, 4
 - ▶ Chicago Chapter, 4
 - ▶ Crossroads of America Chapter, 5
 - ▶ Florida Capital Chapter, 5
 - ▶ Great Lakes Chapter, 5
 - ▶ Greater Oregon SGMP Chapter, 5
 - ▶ Heart of America Chapter, 6
 - ▶ Heart of Illinois Chapter, 6
 - ▶ Minnesota Northern Lights Chapter, 6
 - ▶ Missouri State Capital Chapter, 6
 - ▶ NATCAP, 6
 - ▶ North Texas Chapter, 6
 - ▶ Old Dominion Chapter, 7
 - ▶ Pacific Northwest Chapter, 7
 - ▶ Rock Mountain Chapter, 7
 - ▶ Sacramento Chapter, 7
 - ▶ San Diego Chapter, 7
 - ▶ San Francisco Bay Area Chapter, 7
 - ▶ SGMP North Carolina Chapter, 8
 - ▶ St. Louis Gateway Chapter, 8
 - ▶ Texas Lone Star Capital Chapter, 8
 - ▶ Wild West Chapter, 8

SGMP Announces National and Chapter Goals

Donna Carey, National President

Achieve Excellence was one of the six books reviewed by the National Capital Chapter Leadership Study Group. I had the opportunity to meet with this group this past June, and what I found was excellence achieved! I was extremely proud to see the following members focused, committed, and becoming true leaders: Tecumseh Deloney, Jill Vanderweit, Shelia Edwards, Cornellia Goode, Marsha Brown, Terry Snider, Nancy Nett, and their group leader Melody Kebe, CMP. Their certificate study group includes an in depth discussion and review of books that entail making decisions, delegating, managing teams, motivating people, and managing change. In fact, I was so impressed with their session that at the joint meeting this September, the chapter presidents, second vice presidents, Educational Foundation, and the National Board will start the same leadership program together.

For the first board meeting of our term, excitement and enthusiasm was in the air as we commenced in Atlantic City, a perfect host. Everyone was ready and raring to go! We conducted an array of quality business, looked at our strengths and weaknesses, and prepared long and short-term goals for the organization. Some of the goals include expanding SGMP to reach all 50 states; creating a substantial library containing reference material available for all of our chapters to use; and committing to compliance of the 50/50 ratio for all of our chapters. The National Board is dedicated to rejuvenating the chapters who are in a freeze by assisting with education programs, National Board visits, and chapter board leadership. To those chapters who are in compliance, we will continue to provide infinite applauds of support. We are also pursuing the opportunity for Continuing Education Units (CEUs) to be used for chapter meetings and local conferences, and to develop a brochure to show the return on investment (ROI) with an SGMP membership.

Speaking of membership, I am very pleased to announce the appointment of Ms. Jan Thor, CMP, Pacific Northwest Chapter, as the new National Membership Chair. I am delighted to hear of her enthusiasm and new membership ideas. Kristi Griffith, with her vibrant excitement of SGMP will take center stage on a new, very visible, and extremely important role, as SGMP's Ambassador to Membership Retention.

Significant changes have been made to the Rance R. Willis Educational Foundation. Lynette Schick, CMP, past national president, will be the chair. There will be two additional program components: Chapter Education and SGMP Professional Development. A new position, Director of Industry Certifications, has been established, and I have asked Stacy Janeka, CMP to oversee. This position will administer three programs and provide guidance to the assistant directors (formerly vice-chairs) of the CMP Study Course, CHSP Study Course, and our newest course the CVB Sales Academy, which will preview at the national conference in Nashville. As new criteria is written for these positions and courses, I have recommended that all volunteer committee and directorship positions be posted on our Members Only portion of the Web site for those members who would like to participate and prepare for a leadership role in our SGMP organization. We have re-directed the silent auction from the Educational Foundation to a position on the National Board that will be called, Director of Fundraising, which will be chaired by Sal Bonello, CMP. This

move is to increase the visibility and expand the purpose of the silent auction, which will now include raising funds to provide planner scholarships to attend our national conferences. An on-line silent auction may just be the key.

As you can see, education will be our focus over these next two years. Our national conference will have three dedicated co-chairs in making our education the very best. Charles Sadler, CHSP; Lynette Schick, CMP; and Anna Murphy round out our education team, with Claudette Ferris, CPS, in charge of Honors and Awards and Policy and Procedures. Ruth Harris, CMP, will continue as Bylaws and CEU Chair and Melody Kebe, CMP, will be the liaison between the chapter presidents roundtable (CPR), second vice presidents roundtable (VPR), and group leadership development.

My personal commitment to you, the membership, will be to continue to market the value and professionalism of our organization and to implement the goals to achieve SGMP excellence.

What is New in the Society of Government Meeting Professionals

SGMP Headquarters

SGMP Headquarters has received 25 bids for the 2006-2007 Annual Educational Conference. After careful review by the Board, finalists will be notified by October 1, 2003. Site visits will be arranged and a decision will be rendered by the end of October.

InterContinental Hotels Group

InterContinental Hotels Group, the world's leading global hotel company, has named **Judy Silcox** key account director for government transient business within its global sales organization. Based in the Washington, D.C., metropolitan area, Silcox will have responsibility for developing business in the transient and Cost Reimbursable Contractor (CRC) markets from government agencies and government travel agencies. Silcox is a Certified Travel Consultant (CTC) and a member of the National

Defense Transportation Association and the Society of Government Travel Professionals.

InterContinental Hotels Group has also named **Michael Corral** key account director for government groups and meetings within its global sales organization. In his new position, Corral will be responsible for securing government groups and meetings business from government agencies, government travel agencies, and third-party meeting planners. His office is located in the Washington, D.C., metropolitan area. Corral is a member of SGMP and the Georgia Society of Association Executives.

Missouri State Capital Chapter

by Michele Burrows

On Friday, June 27, 2003 the Missouri State Capital Chapter celebrated their 10th Anniversary at the Tan-Tan-a Resort in Osage Beach, Missouri. It

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was a fabulous event! Tan-Tan-A did an awesome job showcasing their property and hospitality. The evening began with a hosted beer and wine reception. Terry Bolt, chapter president, welcomed the group as they were seated for dinner. Terry recognized all of the charter members: Jan Bickel, Minda Dow, Denise Howard, Larry Kloud, Mark Maly, Elaine Patterson, Lil Pfaff, Cindy Taber-Reed, Gloria Schmitz, and Roxanne Bax-Schnieders. Also recognized were members who have belonged since the chapter's inception. The following were honored for their years of service: Marla Asley, Bev Cunningham, John Heckemeyer, Gloria Schmitz, Becky Steur.

Cindy Reed with Springfield John Q. Hammons Hotels came forward and talked about the relationships built between chapter members. Debbie Burns

with the Missouri Department of Natural Resources came forward and spoke about *Through the Years of Our Chapter*. Past presidents were recognized: Elaine Patterson (1993-1995); Larry Kloud (1995); Debbie Burns (1996-1999); Debbie Alderson (1999-2000); Max Foresman (2000-2001); and Terry Bolt (2001-2002).

Awards were distributed for commitments to committees and sponsorship. Special congratulations to Tan-Tan-A Resort, which received the Diamond Level Award. The Planner of the Year Award went to Debbie Alderson. The Supplier of the Year Award went to Carrie Spicer. Debbie and Carrie both have been very actively involved with the chapter throughout most of the 10 years. Congratulations Missouri State Capital Chapter!

Message from the Editor: Upcoming in *Advantage Magazine*

By Carl C. Thompson, Executive Director, SGMP

It seems like only yesterday we were all together in Orlando for the SGMP Annual Education Conference. Renewing of old acquaintances and catching up with old friends, it reminded me more of a family reunion. After all, SGMP is a family!

In the fall issue of *Advantage* magazine, we have concentrated on our CVB branch of the SGMP family. On the front cover is one of our distinguished professionals, Mr. Michael Gehrisch, president and CEO of the International Association of Convention and Visitor Bureaus (IACVB). Inside, his article covers the purpose and the many services our CVB members offer to the membership.

I am extremely happy to announce that the IACVB will be partnering with SGMP during our 2004 Annual Education Conference in Nashville, Tennessee to offer for the first time the CVB Sales Academy study course. This is another step in the right direction for SGMP in offering continued educational opportunities for our members. Education is our main purpose in SGMP. With our CMP study

course, the CHSP study course, the CVB Sales Academy, and our concurrent workshops during the annual conference, we are truly second to none in offering superior educational opportunities to any and all of our members.

This past July, at the SGMP National Board meeting, we proudly announced that the national membership ratio was now 50/50. Thank you to all of our chapters and the chapter membership chairs; our numbers are back in line with our national by-laws. Over the past two years it has not been easy, however, when a challenge is presented to our membership, everyone steps up to the plate.

The winter issue of *Advantage* magazine will highlight themed meetings. We are looking for interesting and creative ideas from our members. Do you have extreme schemes or penny pinching tips that the entire membership would benefit from? Please e-mail your fabulous suggestions to our associate editor at LynnetteSimpson@starpower.net.

A Great Loss to SGMP

By Carl C. Thompson, Executive Director, SGMP

On August 23, 2003 Carole Anne Nelson, from the Washington, D.C. area, died from cancer. Carole Anne was a freelance writer and graphic designer who worked closely with the National Capitol Chapter of SGMP in assisting with the lay-

out preparation of the *NATCAP News and Views* monthly newsletter.

Almost three years ago, when I was appointed the managing director of SGMP prior to the appoint-

ment of executive director, I outsourced Carole Anne to assist in the graphics and layout of the SGMP national newsletter. I knew that she had done a fabulous job with NATCAP's newsletter, so whom could I contract better than Carole Anne to help me in putting together the national publication.

For those of you who did not know Carole Anne, I can describe her as an excellent communicator, extremely versatile, and tremendously talented. She fit the mix in our industry, and loved learning every-

thing she could about what makes us tick. I must admit, she was a real stickler on deadlines; and I missed a few, but when I did I knew I'd get a call from Carole Anne reminding me about how important it was to get things in on time because the members were looking for their newsletter. She took her job seriously!

Carole Anne was "one in a million" and for those of us who knew her, we will greatly miss this talented lady; for those of you who did not, you missed a driving force in what is called communication.

SGMP Chapters Share Their Vision for the Next Year

Arizona Chapter

The Arizona Chapter goals are the following:

- ▶ Double membership.
- ▶ Provide educational programs that benefit both the planner and the supplier.
- ▶ Increase participation by members.

Atlanta Chapter

The Atlanta Chapter has the following goals and priorities:

- ▶ Increase membership by 10 percent annually.
- ▶ Sustain and improve educational focus at monthly meetings and regional conference.
- ▶ Maintain financial stability.
- ▶ Increase leadership development.
- ▶ Improve communication (Web site, newsletter, meeting notification, and awareness).
- ▶ Increase participation in community service activities.

Buckeye Chapter

The Buckeye Chapter has the following goals:

- ▶ Increase membership.
- ▶ Retain current members.
- ▶ Provide CEUs for chapter meetings.
- ▶ Partner with other meeting planning organizations in our area.
- ▶ Publish the chapter newsletter on a quarterly basis.
- ▶ Increase fundraising in order to offer additional educational scholarships.
- ▶ Have submissions for Program of the Year, Newsletter of the Year, and Chapter of the Year competitions.

Central Florida Chapter

The following goals are for the Central Florida Chapter:

- ▶ Produce a newsletter.
- ▶ Increase scholarship funds for members.
- ▶ Submit to Program of the Year competition.
- ▶ Update chapter Web page.

Chicago Chapter

The Chicago Chapter Board has chosen the theme of "Outreach" to unify our goals for the year. To summarize, membership drives will engage our chapter in projects that reach out to new members, fellow chapters, remote supplier properties, and related meeting planning associations. Annual community outreach programs and charity fundraisers will be integrated into chapter programming and the Chicago Chapter will publicize our strong local programming through a renewed dedication to regular newsletter production and the development of a chapter Web site. Our specific chapter goals fall under the five categories of membership, programming, exposure, by-laws update, and community service.

The Chicago Chapter goals are as follows:

- ▶ Membership:
 - Increase membership by 25 percent by August 31, 2004.
 - Infuse Membership Committee with executive-level attention and resources. Committee will include the membership director, current chapter president, and two past chapter presidents.
 - Continue membership buddy list, pairing a board member with each segment of the

chapter membership to encourage renewal and participation.

- Secure attendee/membership lists from local tradeshows/associations.
- Staff recruiting tables.
- Plan and hold a membership drive contest.

▶ Programming:

- Continue program momentum from 2002/2003 and feature highly compelling speakers on key topics such as managing diversity, serving customers with special needs, and calculating ROI.
- Invite at least one national board member to speak at a monthly meeting.
- Extend invitations to Heart of Illinois Chapter for the Tradeshaw/Silent Auction event (March '04).
- Feature a Bring Your Boss Day. Invite planner and supplier members' supervisors to attend an SGMP meeting to observe and participate in an educational program first-hand.

▶ Exposure:

- Raise the profile of Chicago Chapter successes at both the national and local levels.
- Produce a chapter newsletter on an established publication schedule three times per year.
- Send detailed monthly chapter reports to the national office.
- Insure chapter representation at all national meetings, especially the National Education Conference.
- Develop a chapter Web site.
- Include meeting schedule, board contacts, and program feedback surveys.
- Invite at least one national board member to speak to the chapter.

▶ By-Laws Update:

- Continue the process of aligning chapter by-laws with national by-laws.
- Use the template provided from national.

▶ Community Service:

- Link annual charity choice to chapter programming.

Crossroads of America Chapter

The Crossroads of America Chapter has the following goals:

- ▶ Gain new planner members.
- ▶ Establish fund raising and membership committees.
- ▶ Add a chat room or discussion board on our Web site.
- ▶ Complete three to four community projects.
- ▶ Publish a newsletter every quarter.
- ▶ Honor our suppliers with an awards banquet.

Florida Capital Chapter

The goals for the Florida Capital Chapter are as follows:

- ▶ Enhance member involvement.
- ▶ Improve membership.
- ▶ Support policy and procedure.
- ▶ Promote professional development.
- ▶ Encourage leadership.

Great Lakes Chapter

No information available.

Greater Oregon SGMP Chapter

The Greater Oregon Chapter's new board met in July to plan for the 2003 – 2004 year and to recap the previous year. We outlined goals for the coming year as follows:

- ▶ Increase planner membership to relieve the freeze.
- ▶ Focus on activities and promotional opportunities that identify federal and local government planners.
- ▶ Develop better communication process and board involvement to retain current planner members.
- ▶ Create a membership kit that would include testimonials, a letter from the chapter president, tourism info, chapter newsletter, and other pertinent information.
- ▶ Update our chapter logo to re-brand the chapter's letterhead and other marketing information.
- ▶ Look into creating a membership directory that would include pictures and be available from our Web page as a members only tool.
- ▶ Create a planner profile book for our member suppliers.
- ▶ Update the strategic plan the 2002 – 2003 board worked on in January 2003.
- ▶ Identify priorities for chapter activities for the next couple of years.

Heart of America Chapter

The Heart of America Chapter has set the following goals for 2003-2004:

- ▶ Continue the high quality of educational programs at our monthly meetings.
- ▶ Increase membership through better marketing of SGMP to the government planner.
- ▶ Increase attendance at our chapter's annual educational conference. Continue to build on last year's success to make the 2004 conference the most educational and beneficial one yet to both the planner and supplier.
- ▶ Redesign and improve our chapter newsletter.
- ▶ Increase the chapter's involvement with our community by adopting a charity for a year.
- ▶ Continue to raise funds for scholarships to the national conference. Conduct a satellite meeting in Omaha for our chapter members who cannot attend our monthly meetings in Kansas City.
- ▶ Celebrate our chapter's 15th anniversary during the Heart of America's Bosses' Day Luncheon and Awards Ceremony.
- ▶ Increase member involvement in the chapter committees.

Heart of Illinois Chapter

The Heart of Illinois SGMP Chapter has delineated the following goals for the upcoming year:

- ▶ Continue the emphasis on increasing and retaining membership.
- ▶ Stress the educational benefits of the organization.
- ▶ Concentrate on giving both planners and suppliers a return on their membership investment (ROI).
- ▶ Assure that members have an increased voice in the chapter, and seek additional means to boost their participation on committees and chapter activities.
- ▶ Establish innovative and efficient means of electronically communicating with members.

Minnesota Northern Lights Chapter

The Minnesota Northern Lights Chapter has identified goals we would like to work on in the coming year. In no particular order, because we think they are all important, they are:

- ▶ Actively pursue city and county offices to increase awareness of SGMP with all segments of government and encourage their membership.

- ▶ Increase chapter attendance at the Annual National Conference.
- ▶ Achieve 100 percent member retention.
- ▶ Achieve and maintain 50/50 ratio in chapter membership.
- ▶ Actively pursue and work on promoting chapter activities and membership benefits with local media contacts.
- ▶ Strive to win national awards for our chapter.

Missouri State Capital Chapter

The following are the goals for the Missouri State Capital Chapter:

- ▶ Increase chapter memberships.
- ▶ Create a mentoring program for new members.
- ▶ Continue to give back to the community through our donations to charitable organizations.
- ▶ Increase communications to chapter members through e-mails and newsletters.
- ▶ Encourage the entire membership to participate on a chapter committee.
- ▶ Maintain the level of scholarships we provide for the annual conference.

NATCAP Chapter

No information available.

North Texas Chapter

Seventeen members of the North Texas Chapter (formerly Dallas) met on July 12, 2003, to establish our vision for the year ahead and to confirm our commitment to our local chapter and to the national organization. Based on the primary goal of increasing membership to over 100 active members by June 2004, the committee chairs each came forward with their individual objectives to accomplish the increase in new memberships and encourage retention of present members.

The North Texas Chapter will:

- ▶ Pair established, active members with new and potential members to help acclimate them to all the benefits of SGMP membership.
- ▶ Motivate and encourage members and non-members to become involved in chapter and national activities by presenting outstanding educational programs.
- ▶ Create meaningful and relevant articles in our bi-monthly newsletter to keep members informed of chapter activities and meeting planning issues.

- ▶ Increase participation and visibility in community service activities.
- ▶ Increase involvement and participation in the nominations and elections process by presenting an organized and timely election and by advertising the benefits of board service.
- ▶ Acknowledge and award as many members as possible for the contributions to the growth and success of the chapter.
- ▶ Offer full or partial scholarships to each qualified application to attend the national conference by reevaluation of our silent auction program and other fundraisers.

Old Dominion Chapter

The Old Dominion Chapter has the following goals for next year:

- ▶ Increase planner members; get out of freeze.
- ▶ Increase planner attendance at monthly meetings by experimenting with meeting times; see which times attract the most planners.
- ▶ Move the monthly meeting to a different city where we have strong membership at least once during the year.
- ▶ Look for new fundraising opportunities.
- ▶ Have the monthly newsletter go out in the month it covers.

Pacific Northwest Chapter

The Pacific Northwest Chapter has the following goals:

- ▶ Establish a buddy system (call a member) to encourage better attendance.
- ▶ Market upcoming meetings in the newsletter to encourage better attendance.
- ▶ Purchase new chapter shirts.
- ▶ Use a goal tracking form to help follow through with commitments.
- ▶ Provide quality education for both planners and suppliers.
- ▶ Compile and maintain chapter handbook.
- ▶ Give timely meeting notices.

Rocky Mountain Chapter

The following goals are for the Rocky Mountain Chapter:

- ▶ Increase membership to 145.
- ▶ Maintain a 53 percent planner to 47 percent supplier ratio.

- ▶ Host a regional CMP study course by June 2004.
- ▶ Get 80 percent or excellent on programs.
- ▶ Bring one planner and one supplier to a luncheon (for each board member).
- ▶ Add at least five new committee members on each committee.
- ▶ Increase monthly luncheon attendance by 15 percent (to offset national conference cost).
- ▶ Win Program of the Year!

Sacramento Chapter

The Sacramento Chapter has the following goals for 2003 – 2004:

- ▶ Continue to strengthen our chapter and all that we have achieved in past years.
- ▶ Enhance communication of information, such as meeting and event notices, and provide new and interesting educational topics.
- ▶ Reinforce growth and increase member participation in an effort to retain the existing members and recruit new members, while providing a rewarding experience both personally and professionally.
- ▶ Streamline our existing procedures and provide additional scholarship opportunities for members.
- ▶ Focus on uniting planners and suppliers by changing the terminology to focus on the government meeting professional vs. planner/supplier.

San Diego Chapter

No information available.

San Francisco Bay Area Chapter

- ▶ VISION: To produce the BEST government planners and suppliers in California through excellent educational and networking programs.
- ▶ MISSION: To support the SGMP mission and objectives, to improve the quality and promote the cost effectiveness of government meeting.
- ▶ GOALS:
 - Create a leadership development program.
 - Improve communication.
 - Improve education and professional development.
 - Nurture membership.
 - Maintain fiscal health.
 - Expand community involvement.
 - Sustain chapter morale.

SGMP North Carolina Chapter

SGMP North Carolina has the following goals for the next year:

- ▶ Increase and retain membership.
- ▶ Follow-up phone calls to remind members of upcoming meeting.
- ▶ Develop comprehensive membership packet.
- ▶ Turn in reports on time.
- ▶ Choose a community outreach project.
- ▶ Increase the number of fundraising activities to build up treasury.
- ▶ Focus on creating a newsworthy on-line newsletter (dates, topics, and locations of meetings, as well as spotlight a new member, board member, guest, or host in every newsletter).
- ▶ Provide certificate of acknowledgement/thank you notes to contributors of silent auction and host for monthly meetings.
- ▶ Give annual award for planner or supplier who brings in the most new members.

St. Louis Gateway Chapter

The St. Louis Gateway Chapter has the following goals:

- ▶ Increase our membership, especially our planner membership. Our chapter is currently at a record low number of members. It is our goal to bring those numbers back up and to maintain a 50/50 ratio.
- ▶ Increase our fund raising efforts to enable us to send more members to the national conference on scholarships. We were able to send five members last year, and since Nashville is closer we hope to send more.
- ▶ Provide a local educational conference again this year.

- ▶ Continue to get members to come to the meetings by offering excellent programs and speakers.

Texas Lone Star Capital Chapter


The Texas Lone Star Capital Chapter has the following goals:

- ▶ Improve professional development by focusing educational programs on CMP topics based on the CIC manual and offer a CMP study course.
- ▶ Increase involvement with other meeting industry organizations.
- ▶ Increase revenue for scholarships.
- ▶ Grow membership and maintain 50/50 ratio.
- ▶ Increase membership involvement in community activities.
- ▶ Hand-in reports on time.
- ▶ E-mail Board minutes or summary to all members.
- ▶ Establish a mentoring program.

Wild West Chapter

The following goals are for the Wild West Chapter:

- ▶ Increase chapter members' involvement in our various committees.
- ▶ Secure supplier members to host one of our meetings over the next year.
- ▶ Increase membership by aggressively pursuing outreach activities.
- ▶ Submit press releases to surrounding newspapers on upcoming meetings.
- ▶ Distribute recruiting packets during membership drive and to guests attending luncheons.
- ▶ Increase efficiency and effectiveness of meetings.
- ▶ Obtain one educational article from each chapter member with the credentials of CMP.



PROJECT ATTRITION

From the desk of the Convention Industry Council: Project Attrition was initiated in April of 2003 ostensibly to assemble the collective intelligence regarding the meetings, conventions, and exhibitions industry's #1 challenge: attrition. The CIC's primary objectives are to become the resource for education on the issue of attrition and to assist the APEX panel on Housing and Registration in creating long-term solutions that benefit everyone in this industry.

Critical to CIC's mission is effective distribution of information to the industry professionals and practitioners engaged daily in producing events as well as those who supply products and services to the industry. Visit the project attrition section of the CIC's Web site at: www.conventionindustry.org/project_attrition.htm. This section contains valuable success story information, links to published articles on attrition, and resources to assist the industry in minimizing attrition-related damages.

Education Foundation

- **Chair:** Lynette Schick, CMP (Phone: 303-692-2686)
- **Director of Industry Certification:** Stacy Janecka, CMP (Phone: 512-475-4600)
- **Assistant Director - CHSP Study Course:** Darryl Arancio (Phone: 770-270-0422)
- **Assistant Director - CMP Study Course:** Pamala Corona, CMP (Phone: 916-654-7940)
- **Assistant Director - CVB Sales Academy Study Course:** Martha Little, CMP (Phone: 800-366-2427)

New Per Diem Rates!

Check out the new domestic FY 2004 per diem rates that are effective October 1, 2003, at: <http://www.policyworks.gov/org/main/mt/homepage/mtt/perdiem/perd04d.html>.

CHAPTER MONTHLY MEETINGS CALENDAR

Arizona Chapter

- Sept. 17: Meeting Planning 101, Grace Inn
- Oct. 15: Kevin Hill, Hyatt Regency
- Nov. 21: Silent Auction, TBD

Atlanta Chapter

- Sept. 17: Board of Directors Panel, Crowne Plaza
- Oct. 15: 12 Deadly Sins of RFPs, Holiday Inn Select
- Nov. 19: Ethics, Marriott Marquis

Buckeye Chapter

- Sept. 15: Booth Attendance, Holiday Inn
- Oct. 20: Advantages to SGMP, Crowne Plaza
- Nov. 17: Promotional Materials, Hyatt Regency

Central Florida Chapter

- Sept. 18: TBD, Best Western
- Oct. 16: TBD, Holiday Inn West
- Nov. 20: TBD, Hilton U. Of Fla.

Great Lakes State Chapter

- Sept. 17: TBD, Michigan State
- Oct. 15: DMD Office, Holiday Inn South
- Nov. 19: TBD, Holiday Inn West

Greater Oregon SGMP Chapter

- Sept. 10: Per Diem/Travel Policies, Phoenix Inn
- Oct. 8: Ethics, Spirit Mountain Lodge
- Nov. 12: The Key to SGMP, Monarch Hotel

Heart of America Chapter

- Sept. 17: Protocol, Doubletree
- Oct. 15: Boss' Day, Holiday Inn
- Nov. 19: Reduce Stress, Country Club

Minnesota Northern Lights Chapter

- Sept. 18: NASCAR Speedway, Mall of America
- Oct. 16: TBD, Earle Brown Continuing Ed. Center
- Nov. 20: TBD, Millennium Hotel

Missouri State Capital

- Sept. 11: Lewis & Clark, Governor's Office
- Oct. 9: Motivational Speaker, Holiday Inn
- Nov. 13: Let Your True Colors Shine Through, Ramada Inn

Rocky Mountain Chapter

- Sept. 23: TBD, Doubletree
- Oct. 10-12: Education Conference, Inn at Aspen
- Nov. 25: TBD, Comfort Inn

San Francisco Bay Area Chapter

- Sept. 18: Silent Auction, Crowne Plaza
- Oct. 16: Navigating the Maze of Bureaucracy, The Westin
- Nov. 20: Successfully Working with Internal Customers, Hyatt Regency

St. Louis Gateway Chapter

- Aug. 27: TBD, Marriott West
- Oct. 22: TBD, City of O'Fallon

Texas Lone Star Capital Chapter

- Sept. 11: AV & Copyright, Mercury Hall
- Oct. 9: Haunted Meetings, Holiday Inn
- Nov. 13: F & B Regulations, Doubletree

Wild West Chapter

- Sept. 10: When Things Go Wrong, Holiday Inn

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- **Chair, Chapter President's Roundtable:** Robin Wilson, CMP
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- **Chair, Second Vice President's Roundtable:** Lagina Fitzpatrick, CMP
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2003 - 2005 SGMP National Board of Directors

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