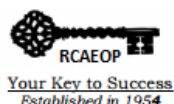


# Riverside County Association of Educational Office Professionals



## RCAEOP Communiqué

Volume 17 | Issue 3 | Summer 2016

**"Unlock Your Professional Excellence With RCAEOP"**

### Mission Statement

The mission of the Riverside County Association of Educational Office Professionals is to encourage professional and personal growth through the Association by sharing of ideas and ideals. To provide in-service education through local, state and national conferences. To promote professional interest in educational institutions in Riverside County and allied groups within the state and provide a clearinghouse for ideas to improve services to the school & the community.

### 2015-2016 RCAEOP President's Message by: Lori Ortell

#### Unlock Your Professional Excellence With RCAEOP



My term as your RCAEOP President has gone by so quickly, I am still trying to figure out where the term went! We have done some great things over this past year.

Our workshops have been very successful and informative. Our last workshop was held at the Corona-Norco District Offices; which is the first time in quite a while that we held an event out that direction. It was well attended and I received several requests for further information about RCAEOP and how they could become members. How

exciting! We are growing in numbers which benefits our organization as a whole.

On Friday, May 13, 2016 we held our annual Bosses' Night at Monteleone Meadows with a theme of "Aloha Spirit." I am very proud to say that RCAEOP has raised enough money this year that we will be able to offer three (3) \$1,000 scholarships to our students as well as one (1) re-entry scholarship of \$500. Our re-entry scholarship is offered to an RCAEOP Member who has returned to college to further their education. We have not had an applicant for several years but with the outstanding job of our Scholarship Chairman, Sarah Rico, we were able to provide this to one of our deserving members.

As most of you know, Xochitl Trujillo will be your President for the 2016-2017 school year. Her installation date has been selected; June 22, 2016. It will be held at the Corporate Room in Wildomar. I know she will be providing more information as the date gets closer. I hope you will mark your calendars and plan on attending.

As a matter of information, the 2017 CAEOP Annual Conference will be held at the beautiful Lake Arrowhead Resort and Spa on March 9-11, 2017. A Save-the-Date flier has been sent out via e-mail and I am certain you will not regret putting this on your calendar and attending. I want to publically thank my Executive Board and Committee Chairmen for all their hard work this past year. A good leader can only become a better leader when they have the support, encouragement, and loyalty of a well put together, intelligent, and knowledgeable team behind them. I was blessed to have such a team this past year. Thank you!

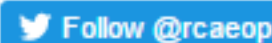
It has been my pleasure to serve as President of RCAEOP and I look forward to enjoying many more years as a member of this beneficial organization!

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**Website:** [www.rcaeop.org](http://www.rcaeop.org)

**Follow us on Twitter**



# CAEOP Conference

The CAEOP Conference 2016 was held at The Queen Mary in Long Beach, CA.

RCAEOP members along with their fellow affiliates engaged in meaningful workshops and networking with other office professionals.



**Left: Kenton Miller CAEOP President 15-16**



**Right: Lori Ortell RCAEOP President**

# Workshop photos of CAEOP



**The vendors at the conference**



**Rhonda Scharf**



**Various attendees of the workshops**



**Tiffany Jacobs**



**Beth Heyden - PUHSD**

**Presenting Google for Everyday Life**



## ANNUAL BOSSES' NIGHT "Aloha Spirit"



*May 13, 2015*

Aloha! This year, the guests of the RCAEOP Annual Bosses' Night wore their best Hawaiian shirts and grass skirts for this year's theme of "Aloha Spirit". The fun-filled night at the luau, set the stage for our office professionals to honor the support that our bosses' provide towards our professional growth and also to provide scholarships to well deserving students that we serve in the Riverside County.

The Riverside County Association Educational Administrator of the Year was awarded to Candace Reines, Assistant Superintendent of the Perris Union High School District. Her support & dedication to RCAEOP and the growth of her office professionals is what administrators across our county should strive for.

The Riverside County Association Educational Office Professional of the Year was awarded to Lori Ortell, Executive Assistant to the Superintendent of the Perris Union High School District. Her professionalism and commitment to RCAEOP is second to none.



Various Attendees of Bosses' Night



Candace Reines & Cyndee Amezcua



Paloma Valley High School Polynesian Dance Team



Christine Harris & Lori Ortell

Visit our website at <http://www.rcaeop.org/>

## Riverside County Association of Educational Office Professionals



**Your Key to Success**

*Established in 1954*

### Board Installation and Professional *Excellence* Workshop



## “What Color is Your Superhero Cape?”

Presented by Erika Tejeda-VanRensburg  
Assistant Principal, Perris High School

Join us for a special evening as we present RCAEOP's Annual Installation  
of Officers of the Executive Board for 2016-17, and participate in an  
engaging workshop that brings out the superhero in all of us!

**Date:** Wednesday, June 22, 2016

**Location:** The Corporate Room  
34846 Monte Vista Drive, Wildomar, CA 92595

**Cost:** \$28 Members/Non-members

**Agenda:** Registration / Social Networking..... 5:30 p.m.  
Dinner..... 6:00 p.m.  
Presentation ..... 6:45 p.m.

The Riverside County Association of Educational Office Professionals and its officers assume no responsibility for injury or damage to property by a member/guest of said association while engaged in association activities.

Please detach and return this reservation form along with your check (no purchase orders) made payable to R.C.A.E.O.P. to: Viveca Marin, Hospitality Chairman, Perris High School - Counseling Dept., 175 E. Nuevo Road, Perris, CA 92570. Questions? [viveca.marin@puhsd.org](mailto:viveca.marin@puhsd.org) or (951) 943-6369 ext. 21119

Name: \_\_\_\_\_ Phone: \_\_\_\_\_

Guest Name(s): \_\_\_\_\_ Email: \_\_\_\_\_

District: \_\_\_\_\_ Site/Dept.: \_\_\_\_\_

Amount Enclosed: \$ \_\_\_\_\_ Member: Yes \_\_\_\_\_ No \_\_\_\_\_

Deadline for Reservations is June 16 2016. Any cancellations after June 16 2016, are nonrefundable.

## ***Tips, Resources for Office Professionals***

### **Hot APP: Keeper Password Manager**

Having trouble remembering all of your passwords? Keeper Password Manager might be that handy app you can rely on to securely store your password in your phone. Keeper Password Manager allows you to store and organize your passwords on your phone or tablet. The login can be set up using your fingerprint and can prevent hackers from obtaining your value passwords. For more information, check out their information on their website or search for it in the Apple Store or Play Store.

Website: <https://keepersecurity.com>

### **Problem solving - An Office Professional's Guide**

As office professionals, we often experience situations where we may not know what the answers are right away to a problem that we come across. However there are many ways to arrive at a solution without passing the buck or over relying on our bosses for every answer. Here are some problem solving techniques:

- 1) Ask the 5 Ws: who, what, where, when and why. By answering these questions, you will be able to know who to direct the person to, what are their needs, where do they need to go, when something is due and why, the reason for their visit.
- 2) Have a site or district phone directory at hand, by having this information handy, you will be able to direct the caller or parent to the correct department. Nothing is worst than being transferred to 10 different people when the caller could have been directed to the correct department the first time.
- 3) Google is your best friend! If you don't know something, chances are you can look up the information online.
- 4) Be informed and proactive. Anticipate the questions before you get them and find out the answers before hand. Do you know if there will be a baseball tryout or a staff meeting? Know the events happening at your site. Be proactive and don't wait for the question to come up without knowing ahead of time.
- 5) Evaluate. Don't be quick to react because someone is demanding action immediately. Is there something you can do to solve the situation or does it require your supervisor's authority or decision?

## Executive Board Member and Chair Articles

# Membership Report

By: Mahlana Cove, 2nd Vice President—Membership

We would like to announce & celebrate our current RCAEOP Life-time members!

| <u>◇ Member Name</u>     | <u>District</u> |
|--------------------------|-----------------|
| ◇ DeAnna Andrews         | RCOE            |
| ◇ Sharon Callahan        | Hemet           |
| ◇ Helen DeCarlo          | Moreno Valley   |
| ◇ Carol Eggen            | Hemet           |
| ◇ JoAlice Hunter         | Chaffey College |
| ◇ Sue Marshall           | Hemet           |
| ◇ Alice Mitchell         | Corona-Norco    |
| ◇ Yvonne (Bonnie) Palmer | Hemet           |
| ◇ Linda Rush             | Hemet           |
| ◇ Sandi Stewart          | RCOE            |

Thank you for your dedication and commitment to the RCAEOP organization!



## Announcements

The RCAEOP Communique was awarded 1st prize for the CAEOP state newsletter competition. Juno Fernandez and Debbie Hansen accepted the award in behalf of RCAEOP.

We would like to thank our RCAEOP members, executive board and readers for their support.



## The Value of Membership

Over the past twenty plus years I have experienced incredible professional and personal growth, and a lot of it is due to my being a part of wonderful associations like RCAEOP, CAEOP, and now NAEOP.

Many, many years ago (around 1996) I started my membership with RCAEOP. Over the years, I have held positions such as Promotions, Historian, Hospitality, Secretary, Publications, Newsletter, VP Membership, VP Programs, President Elect, President (2010-11), Past President, Parliamentarian, and then a few repeats of some positions. Needless to say, the camaraderie gained over those years is priceless. Then there is the growth that has taken place in my life over those years. Back in the 90's even the early 2000's I had no interest in moving up the association ladder to the title of president. But something changed along the way – and it was me. I found new purpose and the strength and desire to want to be an example to the new members. But that meant I needed to step out of my comfort zone and step up. It was a very nervous time for me, as I could hardly speak in front of a group without my voice shaking, and for that matter, my whole body shook with fear, literally. But even though some people (including myself) think that when they are asked to do something like step up to role as president, saying things like "I'd die if I did that!" That's pretty extreme to say the least. And you know what? I survived! The awesome support of my friends in RCAEOP helped me get through the challenges that faced me.

So fast forward to today, and I find myself as President of the State association, CAEOP. There, too, it was one step at a time. It moved at a different pace, though, as I was a member for 13

years and my involvement was basically as a member with occasional helping out with the Hospitality Room and putting together the conference

binder. Then one day I was asked by a dear friend to "help her out" and be Conference Chairman. That put me on the somewhat fast track by being the Recording Secretary for two years, to where I am now.

Why am I sharing this? Because I believe strongly in the value of our organizations (RCAEOP, CAEOP and NAEOP), and if we don't share the benefits of what being a member is for others, we do a disservice to them and to the organization. The organizations need us and we need them. It's a win-win really.

I cannot tell you how many young ladies I've seen take that next step themselves and even though they were just as nervous as me (and that's huge), they stepped out of their comfort zone. Then to later see the effects it had on their careers as they achieved promotions that they never thought possible. What a reward as a member to help mentor others and see

them accomplish something so great for themselves. It's a blessing to say the least!

So ladies and gentlemen, those of us who have been there are watching you. We are watching to see how you are growing and taking those baby steps, one step at a time. Sometimes we see someone come in and jump right in! Like your current president. She grabbed that brass ring and is doing great things with RCAEOP. I'm so proud of Lori Ortell. I know she had no idea about what RCAEOP was before her

current position in the Perris Union High School District. Even though she worked at another district beforehand. Sadly, the word hadn't gotten to her about our organization. That ended once she started in the PUHSD. I pretty much told her it was expected, for her to join. The next thing she was saying, "I'm all in!" Now she is not only our president, she is my president elect for

CAEOP. Talk about jumping in with both feet! She and I share the common goal of reaching out to our younger colleagues and encouraging them to get involved for their sakes, as much as for the associations.

We have an on-going project ahead of us, and that is to get the word out about RCAEOP. Especially to other districts. It sometimes feels like we are hitting a brick wall, but if we continue to be persistent and not give up, we will chip away at that wall and get our message through, that RCAEOP and CAEOP are here to help office professionals grow, learn and thrive.

As Lori has said, "We're not the bad guys! Let us help you."

Thank you all for your dedication and hard work you do for this organization. Your support is highly valued and we know RCAEOP would not be here without its loyal members like you!

Many thanks,

Christine Harris

RCAEOP Vice President - Programs 2015-16

CAEOP President 2016-17





## **Recipe**

Contributed by Juno Fernandez

From: Allrecipes.com



### Slow Cooker Lime Chicken with Rice



Prep  
10 m

Cook  
8 h

Ready In  
8 h 10 m

*Recipe By:* Lisa D

"Quick to prepare, delicious flavors! This is a family pleaser! This can also be cooked on high for 4 to 6 hours."

#### Ingredients

|   |                                  |
|---|----------------------------------|
| 1 1/4 pounds skinless, boneless chicken breast halves | 1/2 teaspoon dried thyme leaves  |
| 1/3 cup lime juice                                    | 1/4 teaspoon ground black pepper |
| 2 cups chicken broth                                  | 2 tablespoons butter             |
| 1 clove garlic, minced                                | 2 cups uncooked instant rice     |

#### Directions

- 1 Place the chicken breasts into a slow cooker; pour in the lime juice and chicken stock. Add the garlic, thyme, pepper, and butter.
- 2 Cover, and cook on Low until the chicken is very tender, 8 to 10. Stir in the rice during the last 15 minutes of cooking time.

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Printed From Allrecipes.com 5/25/2016

## Warm greetings from the President of the California AEOP!

Were you at 2016 CAEOP Annual Conference in February? It was a very successful and magnificent conference held in Long Beach on February 26-27, 2016. How could it be otherwise when it was held on the historic and beautiful Queen Mary? We had some awesome speakers, including NAEOP President Elect, Wendy Heslink! Our annual conference got off to a great start with tours on the pre-conference day, which included the Long Beach Aquarium, a Tour with (Princess) Diana and Tea, and you cannot be onboard the Queen Mary and not hear about the Haunted Tours.

The Annual Conference was the perfect time to catch up with old friends, meet new friends and taking time to get re-energized to bring new ideas back to our workplace to share with those who were not able to attend.

We had a very nice group of attendees at our conference, and it was noted by Wendy Heslink that we have quite a number of board members who are in their 30's and 40's, thus helping assure that CAEOP will be in good hands as the retirees and soon-to-be retirees turn over the offices to the younger generations. Speaking of which, one of our speakers spoke very poignantly about the different generations and how they believe, think and act in ways different from those of us who are over-the-big-hill.

I share Wendy's excitement in seeing some of the newer members move on up in our state organization and be an important part of the new Executive Board. I am totally thrilled to have so many wonderful people on the 2016-17 Executive Board. Being installed as the 2016-17 President was such an honor.

The California AEOP will hold our next Executive Board Meeting in Santa Maria, which is in Central California. At this time we will also be reaching out to the office professionals at schools and district office in the Santa Maria Joint Union High School District. This will allow us time and opportunity to let them know who we are and how we would like to work with them in providing

professional development opportunities for their office professionals.

The National AEOP Conference is coming up this July and will be held in St. Louis, Missouri. Fourteen of us from California will be attending the NAEOP Conference this year. Three of us from California will be honored on stage as we accept our Professional Standards Program (PSP) pin and certificate, and be recognized as having achieved the status as a Certified Educational Office Employee (CEOE). I'm excited that Wendy Heslink will be installed as the NAEOP 2016-17 President. I was honored to have her do my installation for me on the Queen Mary in February. It was such a beautiful event, and I have so many wonderful people to thank for their support in making it so successful.

I hope to see all of RCAEOP up at the Lake Arrowhead Spa and Resort for the 2017 CAEOP Conference next March.

Respectfully,

Christine Harris, CAEOP President 2016-17





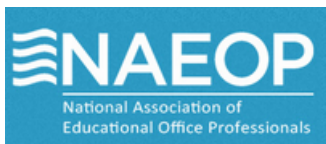
### **Take it to the next level!**

California Association of Educational Office Professionals (CAEOP) is the state level of our networking group. Meet educational professionals from different counties and expand your contacts! CAEOP also offers professional workshops and an annual conference for members to attend. For more information please check out their website:

[www.caeop.org](http://www.caeop.org)

### **CAEOP's Professional Incentive Program (PIP)**

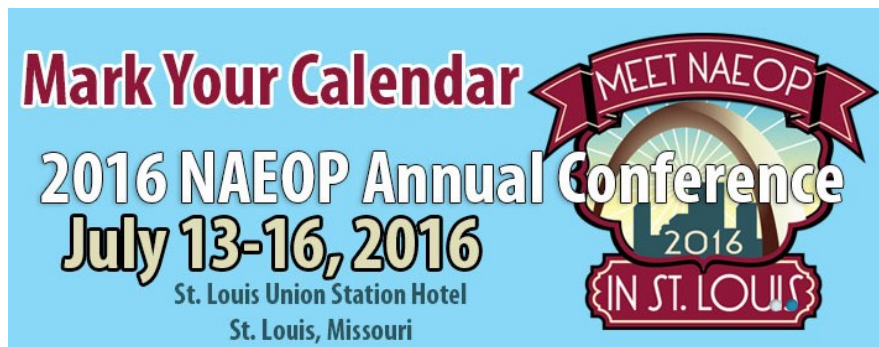
Set yourself apart with a certificate to recognize your professional achievements. For more information, please go to: [www.caeop.org](http://www.caeop.org)



### **Go all the Way!**

National Association of Educational Office Professionals (NAEOP) is the national level of our networking group. Meet educational professionals from different states and professionals just like you across the country! NAEOP also offers professional workshops and an annual conference for members to attend. For more information please check out their website: [www.naeop.org](http://www.naeop.org)

**Save the date!**



## Riverside County Association of Education Office Professionals

### Executive Board 2015-2016

| Position  | Name             | Contact Information            |
|---|------------------|--------------------------------|
| President   | Lori Ortell      | lori.ortell@puhsd.org          |
| Immediate Past President<br>Promotions Co-Chairman                          | Cyndee Amezcua   | camezcua@hemetusd.org          |
| President-Elect<br>Website Chairman<br>Historian / Photographer Co-Chairman | Xochitl Trujillo | xochitl.trujillo@puhsd.org     |
| 1st Vice President —<br>Programs / In-Service                               | Christine Harris | christine.harris@puhsd.org     |
| 2nd Vice President —Memberships   | Mahlana Cove     | mcove@beaumontusd.k12.ca.us    |
| Secretary   | Sarah Rico       | sarah.rico@puhsd.org           |
| Treasurer   | Anna Fetzner     | anna.fetzner@puhsd.org         |
| Hospitality Chairman  | Viveca Marin     | viveca.marin@puhsd.org         |
| Hospitality Co-Chairman   | Robin Lappert    | rlappert@beaumontusd.k12.ca.us |
| Promotions Chairman   | Sylvia Ortiz     | sortiz92544@yahoo.com          |
| Scholarships/Awards Chairman  | Sarah Rico       | sarah.rico@puhsd.org           |
| Scholarships/Awards Co-Chairman   | Sonia Rezkalah   | sonia.rezkalah@puhsd.org       |
| Historian / Photographer Chairman   | Sofia Rubio      | sofia.rubio@puhsd.org          |
| Newsletter Chairman "Communique"  | Juno Fernandez   | juno.fernandez@puhsd.org       |
| Publications  | Dawn Lawrence    | dlawrence@sanjacinto.k12.ca.us |
| Auditor Chairman<br>Presidential Advisor                                    | Linda Rush       | lrush13@roadrunner.com         |
| Auditor Co-Chairman   | Sharon Callahan  | tacoma1@msn.com                |