



CREDIT PROFESSIONALS INTERNATIONAL PACIFIC NORTHWEST COUNCIL DISTRICT TEN

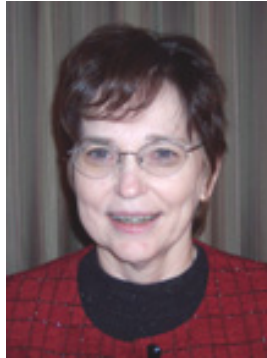
Serving the Northwest Credit Community Since 1937

April 2004

Message from the President

CPI: YOUR LADDER TO SUCCESS

I know everyone is busy preparing for District Conference in Portland, OR May 13-16, 2004. And what an exciting program we have available to us this year!



As I travel to the various Spring Meetings, I will be going over many of the details pertaining to this year's Conference. For starters, please review all of the information in my last newsletter ([March](#)). In that newsletter you will find all of the forms that need to be completed and either mailed or brought with you to Conference. If you have any questions about these forms, please do not hesitate to contact me or the specified Chairman. And I would encourage each of you to apply for as many awards as possible.

In late March I attended the Montana Spring Meeting, and they presented a wonderful program. It was especially fun for me to go back to Great Falls and see so many of the ladies that I had attended CPI with during the time I lived there. They sure extended such warm hospitality to me and I am so grateful to all of them.

You should have each received your *Criers* by now, and if you have not please contact **Kris Hafliger**, *Crier* Editor, and she will be able to help you and make sure they are mailed to the right person. I am extremely proud of the wonderful job that Kris did on the *Crier* and thank her so much for all the time and effort that

she put into this effort. And all of that effort does show well because we have an exceptionally professional looking *Crier*. Thanks Kris for a job well done!

A reminder--please send information regarding any deaths of CPI members from your association to **Shirley McKinney**, Chaplain. There will be a memorial service to remember each of those who passed during 2003-2004 at Conference.

In addition, at the Thursday First Timers Luncheon at District Conference, we will be having a special memorial service for our founder, **Edith Shaw Johnson**, and her daughter and granddaughter will be joining us for lunch. I do hope that most of you will be attending this luncheon, and I do think it is so nice that these two ladies will be joining us as we honor the wonderful lady who had the great vision to start all of what is now CPI.

This will be my last newsletter to you, and I just want to thank each and every one of you for all of the support that you have given me this past year. I could not have done this with out the support of each and every one of you, and I thank you so much for giving me the chance to serve as

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your President. It has been an honor for me and one of the best years of my life in a long time. Thank all of you!

Things to remember for Conference:

1. Bring your *Crier* with you.
2. Bring your Voting Credentials (do not mail). These are the President's and Delegate's Credentials.
3. Mail the District Credentials certification to **Mona Slocum**.
4. Apply for all awards possible.
5. Share this newsletter with every member.
6. Come to conference to network, have fun and learn.

Please call me if you have any concerns about Conference or the awards forms. I look forward to seeing you at the upcoming Spring Meetings for Washington and Oregon.

CPI: YOUR LADDER TO SUCCESS

Billie Malone

[Billie Malone, PCS](#)

District Ten President

**Fundraiser for
District Ten Conference**

This year at Conference we are trying something different and thus will not be having door prizes. Rather, we will have gift baskets to raffle off. I have come up with some ideas that either you as an association can do, or you can donate items to one or more of the baskets and I will put them together. I will need those items no later than April 30, 2004 if you are going to donate them for a basket. The basket themes include:

Out to the Game - Stadium blanket, out door sports games, Refreshments, etc.

Family Fun - Movies, Candy, Popcorn, Games, etc.

Family Vacation/Weekend Getaway - American Express gift check (hotel expenses), wine, glasses, chocolate, etc.

Surprise Basket - Have a bunch of gift cards numerous stores (different amount) Surprise to all.

Pamper Basket - Hair products, bath bubbles, wine, loofa, etc.

These are just some ideas I have come up with and you as a group or association can come up with anything that you would like to do. I think this is a very fun idea and will go over very well at conference because we will be offering a very nice gift package instead of little items by themselves.

Please do not hesitate to contact me with any questions or ideas you might have. Please do send items to me no later than April 30, 2004 if you wish to donate items to a particular basket.

Thank you,

Carrie White

Carrie White
District Ten Fundraiser Chairman
360-779-3199 work
360-308-0555 home
360-286-1477 cell

Did you know?

District 10 is now online at
<http://www.cpi-district-10.org>

Great Falls Spring Tonic

It was my distinct pleasure to be able to attend the Spring Tonic in Great Falls, Montana "Give Yourself Credit" on March 27. What a wonderful way to start off the District's Spring Meetings, with Great Falls holding the first one for me to attend as District Ten President. I started out my career with CPI in Great Falls, and how fun to go back there as your President and to see so many of the wonderful people that I had served with from both Great Falls and Kalispell.

Our first speaker was **Kim Tuckerman**, Executive Director of Family Connections. She spoke on "Positive Attitude Power". Kim began her presentation with the "Fish Philosophy" video and for anyone that has never seen this video it is one of the best out there to learn how to put fun into the workplace. She gave an excellent presentation on what she does at her company so that people have fun at work. This was a very educational, as well as very enjoyable, presentation. We all had some very good ideas on what to do and what might work at our own places of employment.

Our next speaker was **Mary Sheehy Moe**, Dean of Montana State University-Great Falls, and her topic was "Writing for Results". She



Tammy Burks, Billie Malone, Sue Cassell, Barbara Beatty, Margaret Ewert and Kris Hafliger at Great Falls Spring Tonic

provided excellent examples and went over everything from cover letters for employment to writing memos to employees. This was a very informative presentation and very well presented.

We broke for lunch and had time to network and visit and just enjoy all the wonderful food that the ladies from Great Falls had prepared for us. It was so nice that Consumer Credit Counseling, Inc. made their meeting room available to us and we could stay there and enjoy our lunch.

Our next speaker was **David Hardt**, Special Agent, Department of Homeland Security, and his topic was "Fraud." I must say he certainly was a very good choice to have as the after lunch speaker, for he kept our attention as he went through all the different things the Department does now to protect us. In addition, he sure had a very colorful way of telling us about these activities. I enjoyed him very much and I know that he would have talked all afternoon if time had permitted.

Once again, I sincerely thank Great Falls for hosting the first Spring Tonic and doing such an outstanding job. I truly enjoyed your meeting very much, and came away with so many different ideas from all three of your speakers.

Billie Malone

[Billie Malone, PCS](#)

District Ten President

Mark Your Calendar	
Washington Spring Meeting Silverdale, WA	April 17, 2004
Oregon Spring Meeting Pendleton, OR	April 24, 2004
District Ten Conference Portland, OR	May 13-16, 2004
International Conference Atlanta, GA	June 16-20, 2004

PACIFIC NORTHWEST CREDIT CONFERENCE

The **Credit Association of Oregon** invites you to Portland, Oregon for the Pacific Northwest Credit Conference. We have planned many education sessions, the opportunity for networking with others in the credit industry and fun times for all attendees.

Credit Association of North America (CANA) and Credit Professionals International (CPI) organizations will be in attendance. The public and non-members are invited to attend the one day special offer on Friday, May 14, 2004 for \$99.00 or the full conference.

AGENDA

Thursday, May 13, 2004

9:00 - 7:00	Registration
9:00 - 11:45	Credentials CPI
10:00 - TBA	Golf Tournament
10:00 - 11:30	Take Charge of Your Life Optional Education Session
11:45 - 1:30	First Timer's Lunch Tribute to Edith Shaw Johnson Carol Neal, CPI Representative All Registrants are invited
1:45 - 2:30	CPI Pre-Board
2:30 - 6:00	CPI Annual Meeting
5:00 - 6:00	CANA Pre-Board
6:15 - 7:00	PNWC Board Meeting
7:00 - 10:00	Dinner on your own Hospitality Room Open

Friday, May 14, 2004

7:00 - 9:00	Registration Continental Breakfast
7:00 - 8:00	CPI Dist 10 Past Pres. Breakfast
8:00 - 8:45	CPI Post Board
9:00 - 9:15	Opening Ceremony
9:15 - 11:50	Understanding Personality Differences in the Workplace Bill Gallagher, Teamworks
12:00 - 1:15	Ed Taylor Annual Lunch
1:30 - 2:45	Choose one session: Alphabet Soup-FCRA, ECOA, FDCPA, OUDCPA Bob Akin, NACM Or Turning Debts Into Dollars: The Art of Telephone Collections Marsha Johnson, Tec Equipment
3:00 - 5:00	Scams, Fraud Trends, Mail Fraud & ID Theft Panel of Experts
6:30 - 10:00	TEAM PARTY Social Hour, Snacks and Entertainment

NOTICE TO CPI MEMBERS

Credit Professionals International Annual Meeting will be Thursday afternoon; May 13th therefore CPI members may attend all education sessions.

Saturday, May 15, 2004

7:30 - 8:45	Continental Breakfast
7:30 - 8:45	Career Club CPI Breakfast
9:00 - 10:00	Analytical Decisions Services Jim Walton, TransUnion
10:15 - 11:45	Laugh Now: It's Lighter Than You Think! Vicki Hannah Lein
12:00 - 1:30	CPI Lunch & Awards
1:30 - 4:15	Choose Two: Antitrust Issues for Consumer Credit Professionals Or Getting Along With Difficult People Or Effective Business Writing
4:30 - 5:30	CANA Post Board
4:30 - 5:30	CPI Leadership Training by International Officers
6:30 - 7:00	Reception
7:00 - 10:00	CANA & CPI Installation Banquet & Awards

Sunday, May 16, 2004

8:00 - 8:45	PNWC Post Board
9:00 - 9:45	Recognition Brunch Spanning the World
9:45 - 11:00	FISH Philosophy: World Famous Customer Service David Erickson, Allports
11:00 - 11:30	Announcements and Fund Raising Raffles

REGISTRATION FORM

**PACIFIC NORTHWEST CREDIT
CONFERENCE
PORTLAND, OREGON
MAY 13-16, 2004
THE DOUBLETREE
JANTZEN BEACH HOTEL**

Name _____

Address _____

City _____ State ____ Zip____

Phone _____

Fax: _____

Email _____

Local Association _____

MEMBERSHIP:

CPI CANA BOTH NON-MEMBER

BADGE INFORMATION

Name (For your badge) _____

Certification Designation _____

Company Name _____

PAYMENT INFORMATION

By April 5th \$315.00 US
After April 5th \$350.00 US
Friday Only \$ 99.00 US
No refunds after April 20, 2004.

Specify Breakfasts

(Included in registration)

CPI District 10 Past Pres. Breakfast

CPI Career Club Breakfast

Continental Breakfasts

All Other Registrants

Will you be attending the First Timer's
Lunch-Thursday, May 13 at 11:45 am?

Yes No, Thank you

GUEST TICKETS

(Purchased by a paid registrant)

_____ Friday Team Party \$ 25.00
_____ Lunch - Thursday \$ 25.00
_____ Lunch - Friday \$ 25.00
_____ Lunch - Saturday \$ 25.00
_____ Saturday Banquet \$ 50.00
_____ Sunday Brunch \$ 25.00

Is this the first time attending a District
Conference? ___ Yes ___ No

PAYMENT INFORMATION

Conference Registration \$ _____
Guest Tickets \$ _____
Total Amount \$ _____

HOTEL INFORMATION

DoubleTree Jantzen Beach Hotel
909 North Hayden Island Drive
Portland, Oregon

Room Reservations for Pacific Northwest
Credit Conference:

800-643-7340

503-283-4466

Single \$ 89.00 plus tax

Double \$ 99.00 plus tax

Make room reservations by April 20th.

(Subject to availability)

DoubleTree has a shuttle from airport

QUESTIONS ????

Please Contact:

Betty Temler temlers@gorge.net

Betty Nichols bnichols@proaxis.com

541-259-1865 or 866-660-4847

NO DOOR PRIZES

Conference hosted by
Credit Association of Oregon

MAIL CHECK PAYABLE TO:

PNWC District 10 Conference
Jan Rhinevault
895 NW 4th Street
Gresham OR 97030

CPI: YOUR LADDER TO SUCCESS

DISTRICT 10 2003-2004 OFFICERS

<p>PRESIDENT Billie Malone, PCS 60901 Brosterhaus Rd #713 Bend, Or 97702 Home: 541-382-4013 Fax: 541-382-5871 E: bme1949@hotmail.com</p>	<p>SECOND VICE PRESIDENT Sue Cassell, PCE Counsumer Credit Counseling Service P O Box 2326 Great Falls, MT 59403 Home: 406-453-3546 Work: 406-761-8721 Fax: 406-761-8622 E: suec@cccsmt.org</p>	<p>FINANCIAL SECRETARY Mona Slocum, CCCE/MPCE 1520 SW Allen Street Corvallis, OR 97333 Home: 541-753-6469 Fax: 541-754-0476 E: slocr@peak.org</p>
<p>FIRST VICE PRESIDENT Barbara Beatty, ACE/PCE Five Star Collections P O Box 7378 Bozeman, MT 59771-7378 Home: 406-582-0985 Work: 406-556-9720 Fax: 406-556-9728 E: bobbvandsteve@email.msn.com</p>	<p>RECORDING SECRETARY Tracy Harden, PCS P.O. Box 511 Yakima, WA 98907 Work: 509-248-5270 Home: 509-453-0084 Fax: 509-248-5276 E: Counsel@cccsyakima.org</p>	<p>TREASURER Donna Carollo 1218 Kitsap Lake road NW Bremerton, WA 98312 Home: 360-479-0122 Work: 360-479-4220 Fax: 360-377-1979 E: Dandddgcarollo@aol.com</p>
<p>JUNIOR PAST PRESIDENT Terry J. Rowe, CCCE Pioneer Federal Credit Union 736 Juniper Twin Falls, ID 83301 Work: 208-735-0814 Home: 208-734-6540 Fax: 208-735-0834 E: tj@magiclink.com</p>	<p>CPI District Ten is Now Online at http://www.cpi-district-10.org</p>	



[Jantzen Beach DoubleTree Hotel](#)

MARK YOUR CALENDARS

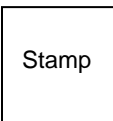
**2004 CPI / CANA Pacific Northwest Credit Conference
May 13 – 16, 2004**

You won't want to miss . . .

- ▶ Jack Thomas Memorial *Golf Tournament*
- ▶ A three-hour *Dinner Cruise*
- ▶ Scams, Fraud Trends, ID Theft, Keeping your Business Safe
- ▶ *And much more . . .*

And you never want to miss an opportunity to network!

Billie Malone
President, CPI District 10
60901 Brosterhous Rd, #713
Bend, OR 97702



Postal Address