

# IAO Matters



www.mo-iao.org

April, 2010

## The Rice Paper

By Michael Rice

Melissa Marrs and Janet Nothnagel presented wonderful programs regarding the Dictionary Project and the NAIW website in March.

### Mark your calendars!!!!

**April 10<sup>th</sup>**  
**April 12<sup>th</sup>**  
**April 23<sup>rd</sup>**  
**May 10<sup>th</sup>**

**April.** We will have another Stream Clean-up with CPCU on Saturday April 10<sup>th</sup>. Meet in the Fuddrucker's parking lot at 10:00 a.m. with gloves, jeans, boots, hat, and anything else you need.

Plan now for April 12<sup>th</sup> at Prima's in Chesterfield Village, **we need you there!** We will be voting on next year's officers and board. CPL Jim Edwards with the Springfield Police will be presenting information on Self Defense.

Please RSVP by April 23<sup>rd</sup> for the Employers Banquet.

**May.** Employers Appreciation Banquet on May 10<sup>th</sup>, the Special Events committee has secured Houlihan's. If you know of any businesses that would like to sponsor us, please let me know. We are looking for door prizes, etc.

**June.** The 2010 Annual Convention will be June 9-12, 2010 at the Marriott Crystal Gateway in Arlington VA. Registration is \$500; rooms are \$179 per night. Additional information may be found at [http://www.naiw.org/?page=Convention\\_Info](http://www.naiw.org/?page=Convention_Info).

Register for the 2010 Annual Convention online: [http://www.naiw.org/events/event\\_details.asp?id=86231](http://www.naiw.org/events/event_details.asp?id=86231)

**Michael Rice**  
**President**

## CALENDAR OF EVENTS



**April 10<sup>th</sup>** **Adopt A Stream Clean-up**  
**April 12<sup>th</sup>** **Membership Meeting**  
Officer Elections  
Self Defense, CPL Jim Edwards  
Springfield Police Dept  
*Location:* **Prima's Mexican Grill**



**May 1<sup>st</sup>** **MO Networking Meeting**  
*Location* **El Sambre Restaurante,**  
**Clinton, MO**  
**May 10<sup>th</sup>** **Employer Apprec. Banquet**  
**& Officer Installation**  
*Location:* **Houlihan's**  
*(see page 3 for details)*



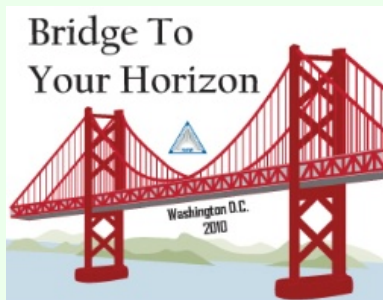
**June 9-12** **NAIW National Convention**  
**Washington, D.C.**

### IAO Matters Deadline

If you would like to add information or an article to the Newsletter, information for the Newsletter is due by the last week of the month to Carla Brixey via fax at (417) 877-5014, email @ [cbrixey@anpac.com](mailto:cbrixey@anpac.com) or mailed to ANPAC, Attn: Carla Brixey, 1949 E Sunshine, Springfield, MO 65899-0001

Make plans to join us....  
In Washington D.C. for the  
69th  
Annual Convention  
June 9-12, 2010

Marriott Crystal Gateway  
1700 Jefferson Davis Highway  
Arlington, Virginia 22202



Register for the 2010 Annual Convention online:  
[http://www.naiw.org/events/event\\_details.asp?id=86231](http://www.naiw.org/events/event_details.asp?id=86231)

## NAIW Young Professional Convention Scholarship

### *Who is Eligible:*

- Any active member of NAIW who is age 40 and under
- Previous international winners are not eligible to compete for three (3) calendar years

### *How to Fill Out and Submit an Application:*

- Applications are to be submitted electronically to the regional vice president with all requested information.
- The regional vice president is responsible for confirming the eligibility of the applicant, the length of the essay, and that all requested information is included.
- The completed application is to be submitted by the regional vice president to NAIW (International) Corporate Centre no later than **by the end of business day on April 20, 2010.** The deadline is strictly enforced.

The scholarship provides a registration only for a Young professional to attend the international convention.

NOTE: This is the scholarship our own Michael Rice was awarded last year!

## JOIN IAO ON FACEBOOK!



<http://www.facebook.com/pages/Insurance-Association-of-the-Ozarks/105392529495833>



Follow us on Facebook, This is one way of keeping up to date with your association, keeping in contact with your fellow members, meeting new contacts, and keeping up with those that you just met. Invite your friends from other associations and your employers to join.

# Employers Appreciation and Awards Banquet



## *Houlihan's* Restaurant

Glenstone and Kearney, Springfield

**Monday, May 10, 2010**

5:30 pm for networking and socializing

6:00 pm dinner

\$18 for members and guests (i.e. spouses, significant others, including members who are attending as a manager of another member)

No Charge for your employer as they are the guest of IAO

### Menu

*Non-alcoholic drink*

*Side Salad*

*Herb Grilled Chicken or Vegetarian Pasta*

*Choice of:*

*Chocolate Cappuccino Cake, Vanilla Bean Crème Brulee or Bourbon*

*Pecan Pie for dessert*

This culminates the year and provides a great opportunity to let our employers know of our appreciation for their support and to let them know what we have accomplished this past year.

**CLICK HERE TO RSVP to Michael Rice → [Michael.Rice@anpac.com](mailto:Michael.Rice@anpac.com)**

This information is needed by **April 23<sup>rd</sup>** to allow time to mail the invitations.

**IAO and CPCU  
Adopt-A-Stream Clean-up**



It's time once again to clean up our portion of Galloway Creek. We will meet in the Fuddruckers North parking lot THIS **Saturday, April 10<sup>th</sup>** at **10:00 a.m.** Fuddruckers is at the intersection of Lone Pine and Battlefield.

Please consider volunteering. And don't forget to wear protective clothing like jeans, gloves, hats and long sleeve shirts.

If this is your first time to pick up trash, contact [Claire.Mead@anpac.com](mailto:Claire.Mead@anpac.com) to sign a waiver and fax it back to her at (417) 520-0695, or bring it with you Saturday.

CPCU will be providing snacks!! Join your association and friends in CPCU to help clean up our community and make a difference!

**Congratulations  
*Andrea Stockman***

**Andrea** was selected as Region V's Risk Management Professional of the Year!!

Andrea will represent Region V at the Annual National Convention in Washington D.C. in June for the National Risk Management Professional of the Year!

**Congratulations  
*Rhonda Colton***

**Rhonda** obtained her Certified Professional Insurance Woman (**CPIW**) designation.

Way to go Rhonda!!

THANK YOU

To CPCU for donating \$50 towards our banquet!

## MAKING CONNECTIONS IN REGION V

It was great to spend time with you and the other members of the Insurance Association of the Ozarks this weekend. As we discussed, please pass on the message to your association that Grinnell Mutual has a great career opportunity for a Regional Marketing Manager for southern Missouri. Please direct them to <http://www.grinnellmutual.com/about-us/careers> for more details.

Jennie L. LeGates, CPCU, CIC, CPIW, DAE  
Manager - Market Intelligence  
BIS - Actuarial Services  
Grinnell Mutual Reinsurance Company  
(800) 362-2041 X8397

### Career Opportunity for SW MO

#### Regional Marketing Manager - SW Missouri

<http://www.grinnellmutual.com/about-us/careers/job-search-apply>

**Description:**

To establish business relationships and rapport with GMRC's affiliated county mutuals and agents by developing their confidence in our products and services, soliciting their opinions and suggestions, providing advisory and consultancy services, and conducting insurance training.

**Required Experience:**

Personal and Commercial Lines Agent Licenses are recommended unless required by state regulation; therefore, licenses would be mandatory.

Technical insurance designations such as CPCU, CIC, ARE, or completion of IIA Principles of Insurance preferred.

**Required Education:**

Bachelor's degree (B.A) from a four-year accredited college or university and three to five years marketing or insurance related experience; or equivalent combination of education and experience.

**Additional Comments:**

**PHYSICAL/WORK ENVIRONMENT**

The physical demands and work environment are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: As part of GMRC's employment process, the successful candidate is required to satisfactorily complete a background and reference check.

GMRC IS A TOBACCO-FREE ENVIRONMENT.

APPLICANTS WITH DISABILITIES SHOULD ADVISE THE HUMAN RESOURCES DEPARTMENT AT THE TIME OF APPLICATION IF SPECIAL ACCOMMODATIONS ARE NEEDED.

GRINNELL MUTUAL REINSURANCE COMPANY IS AN EQUAL OPPORTUNITY EMPLOYER.

REGION V CONFERENCE  
WEST BEND, WISCONSIN  
March 25 – 27, 2010  
**Delegate's Report**

First of all, I want to thank IAO for allowing me to represent its membership as their voting delegate to the Regional Conference in West Bend, WI. It was an honor and I'm happy to report it was a great conference all around. The workshops and speakers were fantastic, the meetings were productive, and the new facilities at West Bend Mutual were state of the art. And the food... ..fabulous! I have to admit, I was expecting a lot of cheese and heavy foods in Wisconsin. But the West Bend group is very health conscious and their food selections were healthy and very GOOD. Although by the last evening, I was a little worried I'd traveled all the way to Wisconsin and wasn't going to have any cheese that Wisconsin is famous for. But they didn't disappoint. I walked into the banquet to a wide array of cheeses!

But you asked me to represent you as voting delegate, not a cheese taster. So getting down to business, other than the typical editorial and recommended changes to the Bylaws, the most significant issue was the change in the NAIW (International) Bylaws that allows the National Board of Directors to vote on issues other than a change in the name or dues structure. Those issues would require the standard process of approval by each Region first. It was not unanimous as a few associations felt this took away the power and influence of the membership. But assured that everyone still has a voice through their respective RVP, overall the change will speed up the process of bylaws changes and allow us to focus more on education and networking on these conferences with less time spent in business meetings, it was agreed and voted by the majority to accept these changes to the NAIW bylaws.

I believe this change is a positive change for NAIW International and will allow for quicker implementation of important updates without taking away our rights or our voices as members.

--Carla Brixey

LINDA LEARNS A LESSON IN WISCONSIN

This is what happens when you gamble. Linda bet the members of Kettle-Moriane Insurance professionals that IAO would gain more members from October to March, or she would wear a Cheese Head. But KMIP gained a whopping 10 members during that time, wow! Good for KMIP.



*“I have learned a lesson, never make a bet at any conference meetings, you might end up wearing a cheese head. I took one for IAO.” –Linda Shank*

**NAIW Regional V Conference  
West Bend, WI**

*Report by Josette Tilley*

With the help of “*Heidi*” (a Garmin GPS system) and “*Stella*” (Claire Mead’s i-Phone), Claire was able to navigate in her trusty SUV with other members of IAO to attend the annual National Association of Insurance Women (NAIW) Regional Conference in West Bend, WI. **Linda Shank** flew ahead, but **Carla Brixey, Melissa Marrs, and Josette Tilley** traveled with **Claire Mead** through Missouri, Illinois and Wisconsin to get to the conference on time.

For our new members, the Regional V Conference is an annual event where all local chapters within the seven Mid-Western states come together for business, education, and networking. The conference was held at West Bend Mutual Insurance Company, which has a wonderful new facility.

**Linda Shank** is the Regional Vice President’s assistant and had attended all seven state conferences that culminated with the Regional Conference (she is also going to the National Conference in Washington D.C.).

**Carla Brixey** attended the Delegate for IAO and **Josette Tilley** was Alternate Delegate, and on stand by to take over if Carla could not be available.

And our own **Melissa Marrs** taught a break-out session on how to conduct effective meetings called “Keep ‘em Coming Back” and was very well attended by conference attendees. Melissa’s session provided good discussions and excellent interaction so all chapters could learn from each other. There were some fresh ideas that have proven success for other chapters that others will take back to their local group.

**Andrea Stockman** was not able to attend, but won the “Risk Management Professional of the Year” Award for Region V! Andrea now qualifies to try to win on the National level at the National Convention in Washington D.C. next Spring!

The adventuresome four (Claire, Carla, Melissa and Josette) also made a side trip to Chicago to visit the Art Institute of Chicago (*Stella* provided very important information that this art museum was free to the public on 3-25-10 from 5 to 8 p.m.). Not to miss a fabulous bargain (\$18 per person), this foursome soaked up the art and antiquities.

What was saved in Chicago was eventually spent at another side trip in Cedarburg, WI, a quaint town of artisans. But, a quick side trip to one of the few remaining covered bridges in Wisconsin had to be seen. *Heidi* and *Stella*’s help in finding these sights was immeasurable.

The trip home could have been anti-climatic after a wonderful conference of great speakers and networking with women from many different companies. But getting gas on the way back home turned into another opportunity to explore. A huge hand-painted sign reading “Mother Jones Memorial,” stating it was nearby, had to be investigated. Mother Jones was an activist for the miners and lived from 1830 to 1930. Her resting spot is in a small cemetery near Mt. Olive, MO.

Next year’s Regional Conference is in Rockford, IL, home of the sock monkey. *Heidi* and *Stella* are already working on what places to see on that future trip.

Join us next time for an adventure!!

*IAO Membership Meeting*  
**March 8<sup>th</sup>, 2010**  
**Location: Red Lobster**

In attendance: Jocelyn Martina Hood, Claire Mead, Sherry Hanson, Donna Allen, Janet Nothnagel, Edna White, Christy Dixon, Carla Brixey, Rebecca Rast, Andy Esselman, Pat Hannu, Sandra Hart, David Jordan, Josette Tilley, Melissa Marris, Terry Holst, Gayle McDaniel, Gillian Martina, Terilyn Sachs, Emily Conover, Crystal Scott

Michael Rice called to order: 6:01pm

**Welcome Guests:** Willow Martin-Hood, Russ Hannu & Linda Callaway

Two presentations – Melissa Marris did a presentation on the Dictionary Project with handouts and Janet Nothnagel with presentation and discussion on how to navigate the NAIW website and courses available; how to find your “bridge” – with handouts.

**Treasurer’s Report:** Presented by Michael Rice:

- 3/08/10 Adjusted Checking Account Balance \$5,146.20
- 3/05/10 Oppenheimer Fund: 2,104.421 shares @ \$4.01 per share = \$8,438.73

**Committee Reports:**

Membership— Terilyn Sachs reported

- 46 members
- Dues are now \$69 (\$25.75 Local, \$43.25 National)
- Renewal Packet should be sent within the next couple of months
- David Jordan joined as of 3/3/10

Program— Michael Rice reported on behalf of Danny Douglas

- April 12<sup>th</sup> – Prima’s Mexican Grille, Program – Self Defense with CPL Jim Edwards

Special Events— Michael Rice reported on behalf of Talia Smith

- May 10<sup>th</sup> – Employers Appreciation banquet, location TBA

Education— Michael Rice reported on behalf of Linda Shank

- Additional courses are not being offered so far in the Spring. Linda is looking at offering the ABC’s of Time Management. Cost to the students would be the cost of the book. Looking into offering CWC and AWC again in the Fall. A survey will be taken in April for educational interests.

Sunshine Raffle— Josette Tilley reported

- 50/50 drawing - \$10 raise and \$10 to winner – Crystal Scott

Newsletter/Website— Carla Brixey as reported by Michael Rice

- Please send any tributes to the newsletter.

Public Relations- Claire Mead reported

- Stream Clean will be April 10th

Legislative News – Michael Rice reported on behalf of Lisa Crump

- Don’t expect much that will require funding to be passed this year at the state level due to lack of lobbying.
- DIFP released a press release discussing the recent fine of \$500,000 due to a recent market conduct examination. Fidelity National Financial Group – located in Florida – received the find.
- July 2009, Governor Nixon signed HB577, which allows offshore captive operations in Missouri. This move was reported by the DIFP to have growth of over \$1 Billion for 2009 while in comparison to the \$123 Million in 2008. The DIFP looks for several more companies to bring their captive operations to MO.

Community Focus— Melissa Marris reported

- Presentation on Dictionary project with powerpoint handout.
  - In order to participate we would need to sponsor a school of 3-4 classes.
- Melissa is planning to join the Ozarks Literary Council to learn how to teach adults and children how to read and encourages other to join as well.

*IAO Membership Meeting, continued*

Fundraising— Michael Rice reported on behalf of Danny Douglas

- Sale of Andy's Gift Certificates made \$375 profit. \$25 worth of gift certificates were donated to CPCU for Trivia Night.

Budget - Michael Rice on behalf of Rhonda Colton - nothing additional

Region V Planning Committee – Co-Headed by Michael Rice and Linda Shank

- “Roarin’ Into Kansas City” in 2012 (1920’s Gangsters/Flappers theme)
- IAO is responsible for Exhibitors (solicit for exhibitors, registration packets), Breakout Sessions (set up, including CE Credits), Protocol (make sure National rep is taken of, gifts for dignitaries).
- Every association is responsible for fundraising and donations, manning the registration booth and hospitality room, freebies for the registration bags, etc.
- We are allowed to sell merchandise at the 2011 Regional Conference to fundraise for 2012.
- Mike Shank will make some Tee games to sell at Regionals for \$3 each. This has the potential to bring in \$90. We also have NAIW canvas bags and lunch bags that could be sold for a profit.

Nominations Committee - Terilyn Sachs

- Slated nominations to date:
  - Executives: President Elect – Jocelyn Martina Hood, Treasurer – Rhonda Colton, Secretary – Danny Douglas
  - Board Members: Rebecca Rast, Janet Nothnagel, Crystal Scott, Andy Esselman

**New Business:** None

**Old Business:**

- **October Minutes** –  
Carla Brixey – motion for minutes to be approved as printed in the newsletter.  
Donna Allen – seconded  
**Motion PASSED**
- **January Minutes** –  
Rebecca Rast – motion for minutes to be approved as printed in the newsletter.  
Terilyn Sachs – Seconded  
**Motion PASSED**

**Announcements:**

- Carla Brixey has been selected as IAO Regional Delegate! Her registration and reasonable expenses are covered. Josette Tilley is alternate to Carla as IAO Regional Delegate.
- Regional meeting is in West Bend, WI March 25-28.
- March 15 is deadline for nominations for Insurance Professional of the Year and Claims Professional of the Year.
- June 9-12 is Annual Convention. We need a delegate. Registration is \$500, rooms are \$179 per night. It will be held at the Marriott Crystal Gateway in Arlington, VA.
- Michael rice is checking on if CPCU would like to sponsor our Employers Banquet.

Motion to adjourn meeting at 7:13pm by Carla Brixey

Seconded by Terilyn Sachs

**Motion PASSED**



Melissa Marrs speaks to the Dictionary Project



Janet Nothnagel speaks on the NAIW's Web updates

## Missouri Council Members

Please join the Executive Committee on May 1 for our Spring Meeting in Clinton, Missouri at El Sambre Restaurante in Clinton, Missouri. We will meet at 10:00 am with lunch to follow.

If you have any agenda items for the meeting, please let me know no later than Wednesday, April 28.

RSVP to Donna Allen at [dallen@pjinsurance.com](mailto:dallen@pjinsurance.com) no later than Wednesday, April 28, so that reservations can be made with El Sambre.

El Sambre Restaurante  
1107 South Second Street  
Clinton, MO 64735

### MEMORIES OF 2009



Missouri Council Members with Governor Jay Nixon at the 2009 Trip to Jeff City!  
Signed "NAIW – Best Wishes Jay Nixon"

IF YOU PLAN TO ATTEND THE NATIONAL CONFERENCE IN WASHINGTON, D.C. IN JUNE...

There is a Region V Dinner planned. If you want to attend, please email Linda Shank at [lshank@anpac.com](mailto:lshank@anpac.com) with your choice of one of the following menu selections and mail a check, payable to Linda Shank and mail to: 2700 N East Ave, Springfield, MO 65803



Friday, June 11, 2010, 6:30 pm  
**King Street Blues- Crystal City**  
1648 Crystal Square Arcade  
Arlington, VA  
\$25.00

Deadline for Reservations: **Wednesday, May 26, 2010**  
Make checks payable to:

Linda Shank  
2700 N East Ave  
Springfield, MO 65803  
[lshank@anpac.com](mailto:lshank@anpac.com)

**Dinner Selections**

***Best House Salad In Town***

Mixed Greens with Chopped Fresh Veggies, Tomato, Croutons, Original Tomato Ranch Dressing and Cornbread

**Please Circle your choice of Entrée and Dessert:**

***Ultra Famous BBQ Ribs***

Pork Back Ribs House-smoked for Six Hours Mopped with KSB Mahogany BBQ Sauce  
Served with Coleslaw, Carters "Cool Beans," and Cornbread

***Grilled Margarita Chicken***

Grilled Boneless Breasts Marinated in Citrus and Southwest Spices with Red Rice and Gravy, and Fresh Vegetables

***Apple Chipotle Glazed Pork Chops***

Two Center Cut Pork Chops Glazed with Apple Chipotle BBQ Sauce, Grilled and Served with Garlic Mashed Potatoes, and Fresh Vegetables

***Country Fried Chicken***

Boneless Chicken Breasts Served up Country Style with Dixie Cream Gravy, Garlic Mashed Potatoes and Fresh Vegetables

***Fried Catfish Platter***

Two Fried Catfish Fillets served with Red beans & Rice, Hush Puppies, Coleslaw, and Remoulade Sauce

***Eat Your Vegetables pasta***

Penne Pasta Noodles Dragged Through the Garden, Tossed with Marinara Sauce and Topped with Parmesan Cheese

***Key Lime Pie***

***Old Dixie Bread Pudding***

Bottomless Soda, Tea, or Coffee (excluding alcohol)

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

Daytime Number: \_\_\_\_\_

E-mail address (reservation acknowledgement) \_\_\_\_\_