

EXHIBIT A - AL 710

CHAPTER VERIFICATION CERTIFICATE
(Send Original with the Master Copy of the Submission. Send
a Copy with Each of the Eight Additional Submission Copies.)
(One copy is needed for Electronic Submissions)

I hereby certify that I have reviewed the enclosed Chapter of the Year Award submission and that the information submitted herewith is a true representation of the Chapter activities and achievements for the period of time from July 1, 2004 through June 30, 2005.

CHAPTER HOUSTON

NAME (Print) Beverly McMahan

TITLE Executive Vice President (CHAPTER OFFICER)

SIGNATURE  DATE June 1, 2005

ARMA HOUSTON
2004-2005 CHAPTER OF THE YEAR SUBMISSION

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ARMA Houston Chapter selected the theme “**Power Up**” (*Professional Organization with Exceptional Resources*) as this year’s theme to focus the Chapter on the power of the ARMA organization. We reinforced our proactive commitment in the Chapter by accomplishing the following:

- ARMA Houston held two chapter leadership training events
- Published 11 newsletters and saved 300% by changing to digital publication
- Supported ARMA International Education Foundation’s efforts by contributing a sponsorship for John Montaña’s whitepaper, “*Access Rights to Business Data on Personally-Owned Computers*”
- Held the annual chapter conference with two keynote speakers and forty-five breakout sessions
- Raised RIM awareness---received proclamations from four government entities
- Held eight monthly CRM study groups
- Retained motivational speaker to speak on emulating George Washington’s attributes and ethics in our daily work
- Provided ten workshops on applied disciplines of Records and Information Management
- Held a mock trial based upon the Zubalake case with local counsel performing the litigation re-enactment
- Co-sponsored a legal symposium with Iron Mountain on “Lawyers, Records, and Ethics”
- Sought professional assistance to actively manage the Chapter’s assets
- Sent seven delegates to the Southwest Region Leadership Conference
- Passed a resolution to be a sister chapter to the newly forming Trinidad Chapter
- Supported ARMA International’s efforts in the LINC program by sponsoring an African candidate for membership
- Provided Texana Museum Board of Directors with the Possum Shelby’s historical document collection in searchable PDF files, a database application software, and hardware
- Provided Webster Presbyterian Church a best practices guideline, a researched retention guideline, and file plan
- Hosted three community service projects during the year
- Received free advertising for ARMA Houston on Houston Public Broadcasting System - Channel 8
- Held the Second Annual Golf Tournament
- Supported ARMA focused scholarship fund ALHEF and ARMA International Education Foundation by contribution to these worthy organizations.

ARMA Houston proved their ability to “**Power Up**” by working together to accomplish the educational and fundraising events and contributing to our Records Management community, as well as the deserving service men and families of our community. The power of the ARMA Houston Chapter lies in the membership and their ability to lead, plan, serve the RIM community, and partner with the professionals outside of ARMA Houston to accomplish our goals. We acknowledge the members’ exceptional abilities and are humbled by their generosity and foresight.

Introduction

Chapter Characteristics

As of May 2005, ARMA Houston has a total of 402 members. The Greater Houston Area covers 8,778 square miles and is called the Consolidated Metropolitan Statistical Area (CMSA). The CMSA is slightly smaller than the state of Massachusetts, but larger than New Jersey.

ARMA Houston is managed by a 12-member Board of Directors; that Board includes the offices of President, Executive Vice President, Secretary, Treasurer, and 6 Vice Presidents that direct the 25 Committee Managers associated with Chapter Conference, Chapter Meetings, Communication, Education and Outreach, Marketing, and Membership. The Immediate Past President and previous Past President are also members of the Board, and are responsible for the Awards, Nominations, and Teller Committee functions. The Chapter also has a financial advisor to assist in the financial matters of chapter business.

ARMA's monthly meetings are held on the fourth Wednesday of every month in an easily accessible location near the Galleria area, and include workshops, a speaker luncheon, CRM study group session, and time for member networking. It is not unusual for many members to commute up to 80 miles round trip to attend monthly chapter meetings and events.

The Fortune 500 list includes 22 companies headquartered in Houston. These and other area companies support ARMA Houston's member activities by paying membership dues and by sending their records and information managers to educational functions held by the Chapter.

Records professionals from a diverse business community make up the membership of ARMA Houston. Those businesses include companies specializing in law, oil & gas, healthcare, chemical, federal, and local government, and consultants. ARMA Houston has received quality vendor support throughout the year with conference sponsorships and event participation. Additional vendor support has helped the Chapter provide educational and team-building events on a consistent basis.

Being a chapter serving the City of Houston has many challenges, but members truly embrace our Chapter's theme and work hard to achieve our clearly defined goals and objectives. We take great pride in what the ARMA Houston Chapter is able to offer its membership, ARMA International, and the Greater Houston Area community.

As a team, ARMA Houston excelled and demonstrated that it was a “**Professional Organization With Exceptional Resources**”, a team that can **POWER UP**.

Executive Summary

As we strive to provide support for the widely divergent business needs of our membership, the ARMA Houston Chapter has been working hard to make the latest in RIM resources and information available to its members. With Houston still retaining its title of 'Energy Capital', the Houston Chapter membership continues to reflect this focus of our business community. Our membership pulls heavily from energy-related businesses while the legal community and healthcare industry represent the other major factors of the Houston area economy. To meet the needs of the records professionals in our community, the ARMA Houston Chapter strives to provide continuing educational opportunities, ISG specific connections and networking opportunities, ICRM certification support, and materials for personal development.

Monthly Educational Opportunities

The Program, Workshop, and Social and Hospitality Committees provided the membership with an educationally informative and intellectually stimulating year. Programs included a variety of topics covering traditional records management, electronic records management, content management, leadership, and professional growth. Averages of 100 attendees were present at each monthly meeting. In December, a holiday event was held as an alternative to the monthly meeting, and in April, the meeting was combined with the Houston Annual Conference. Specific meeting topics were:

- ISO 15849 (Mary White-Dollman, CRM)
- Charting a Path to Enterprise Content Management (Karen Strong & Mike Alsup)
- So You Want to Be a CRM (Linda Richards, CRM)
- Multi-Generations in the Workforce (Peggy Morrow)
- Records Management in the 21st Century (Janice Anderson)
- Improving Data Quality and RIM at Houston Independent School District (Jim Taylor)
- JSC Archives (Shelly Kelly, C.A.)
- E-Records Management (Jesse Wilkins)

The Workshop Committee created valuable educational sessions. Both novice and advanced RIM professionals benefited from the workshops. A total of 254 attendees participated in workshops. Each session averaged at least 30 attendees. The following topics were presented at the workshops:

- Records Management Policy Guidelines (Cathy Bell, CRM)
- Options for Offsite Storage (Adele Carboni)
- Electronic Records Imaging & EDMS (Barbara Mercer)
- Business Grammar (Jennifer Walker)
- Imaging, A Case Study (Kevin Shaw and Barbara Dillard)
- Professional Development (Mimi Dionne)

- Houston Chapter ARMA Membership (Everis Mollon)
- Retention Schedules (Diane Walker)

Additional programs and workshops are planned through December 2005.

ARMA International Education Foundation Support

ARMA Houston recognized the importance of the Education Foundation Whitepaper effort, and chose to support that endeavor by contributing monetarily to the paper under development by John Montaña. In September 2004, the whitepaper “Access Rights to Business Data on Personally-Owned Computers” was presented to attendees at the ARMA International Conference & Expo held in Long Beach, California. ARMA Houston recognizes the timeliness of privacy issues in the workplace, whether that is the “office” or other workspaces. This session was very well received by the attendees, with standing room only for the presentation. The whitepaper is available for download by visiting ARMA International Educational Foundation’s website at www.armaedfoundation.org/main.html.

ARMA Houston Conference

ARMA Houston enjoyed a successful Spring Conference April 26-28, 2005 based on the theme, “*Information Powers Success*” at The Stafford Centre. We provided three conferences in one: ARMA Houston Spring Conference, e-Records Conference, and Industry-Specific Group (ISG) Meetings, over three days. Our goal for the ARMA Houston 2005 Conference was to provide attendees with useful information about records and information management. Attendees were invited to come together to exchange views, to seek new ideas and directions to follow, and to pass on their own experiences so others could benefit.

In addition to the conference planners, there were many volunteers and supporters, whom worked very hard before and during the event, to help make the Conference a huge success.

The ARMA Houston Spring Conference was a significant success. We had 2 keynote presentations and 45 breakout sessions. Dave McDermott, President of ARMA International, and John Isaza of Isaza Consulting provided well-received keynotes. Dave spoke of “juggling” our responsibilities as individuals, as well as RIM professionals.

John Isaza, provided insight into the many aspects of litigation holds. Several attendees commented that the quality of the ARMA Houston Conference exceeded that of many conferences and seminars that they had attended. For these reasons the ARMA Houston Chapter is very proud of our event.

We observed ARMA Day on Thursday, April 28th. This is an opportunity for conference attendees to invite their bosses to the Conference for morning sessions, Chapter luncheon, and keynote speaker.

There were multiple ISG Track education sessions and networking opportunities.

- Legal: Creating a Records Policy for a Law Firm
- Government: Records Management in Law Enforcement
D.O.D. 5015 Standard for Electronic Records Software
- RM Services: Design Planning for Records Center of the Future
- Financial Services: Records Clean-up
- Engineering: What to do with Those Oversized Drawings
- Energy: Beyond Mergers, Acquisitions, and Divestitures
How Shell Trading Co. Automated Accounts Payable
Practical Considerations for Deploying Advanced Technologies
Impact of Seismic Lifecycle Management

The following details reflect the success of the event:

- Conference Registrations: 169
- Conference Sessions: 48 total, including 5 in the Training Lab
- Total Speakers: 51
- Time designated for Exhibit floor access: 10+ hours
- Exhibitors: 44 with 182 representatives
- First-time Exhibitors: 13
- RIM Month Proclamations: 4 including the City of Stafford; the City of Houston; Harris County; and The State of Texas
- Conference Committee & Chapter Workers: 29

The Conference afforded opportunities for various companies to support the Chapter through sponsorships involving financial and in-kind contributions.

The increased size of exhibit hall space provided opportunities for many vendors to meet with conference attendees. The 44 conference exhibitors represented all aspects of RIM-support services including the latest electronic technology to box storage shelving solutions and application software, imaging, shredding, paper filing solutions, contractor services, and box storage options. This continues to be a very cost and time effective venue for our members to get information about new products and services for records management professionals.

Conference planners distributed forms to attendees for evaluating individual session speakers and the conference event as a whole. A show evaluation form was also distributed to exhibitors to solicit their feedback. To assist the chapter planners for the 2006 Conference, lessons learned were compiled and all evaluation forms were analyzed.

ARMA Houston Mock Trial

ARMA Houston presented a Mock Trial based on *Zubalake v. USB Warburg, LLC*. Through this scripted presentation, over 50 people were given a look at how RIM can impact businesses in the courtroom. Attorney Janie Putt modeled a case on the fact situation of *Zubalake*. It revolves around a firing on discrimination. An employee deleted e-mails that were *Zubalake's* after they had been told to preserve them. It is a landmark case because, the court allowed a "negative presumption" charge against the employer to the jury saying "you may assume that since the employer deleted these e-mails that they would have gone to prove the plaintiff, *Zubalake's*, case. Negative presumption charges are unusual. Records managers must be keenly aware of this decision and its impact, and make sure they are involved with legal in finding out about pending litigation.

Legal Ethics Symposium

ARMA Houston joined with Iron Mountain to sponsor a legal records symposium for the Houston community: *Lawyers, Ethics, and Records* at a local downtown hotel. This half-day event reached the maximum number of possible attendees two weeks after it was announced. Lawyers received 1.75 hours Continuing Legal Education Ethics credits from the Texas Bar Association, and 3 hours Continuing Maintenance Activities credits were approved by the Institute of Certified Records Managers.

John Montaña, Esq., Principal of Cunningham & Montaña, Inc., a leading authority on records and information management, was the featured speaker. Mr. Montaña began his presentation with a review of counsel's ethics principals and case law relating to client record. His presentation discussed the implications of how lawyers manage client work papers, correspondence, and client records submitted for the matter-file. Mr. Montaña pointed out that client records may be subject to discovery in subsequent law suits if the client materials are not returned at the close of a law suit.

Mr. Montaña's presentation was followed by a panel discussion. Moderator for that panel discussion was Jim Dixon, ARMA Houston Vice President Public Relations; panel members included attorneys from several major law firms, as well as records management personnel from other law firms. The audience participated in an open discussion / forum discourse with panel members.

Luncheon speaker, Amy Chronis' topic was also ethics. She spoke about why ethics is one of the most important factors in a company's future success. History is full of examples, both good and bad, where the influence of one individual can have a very powerful effect on the people around them and their organizations.

Ms. Chronis was a partner in the Arthur Anderson Corporation and was head of the audit department in Austin Texas. She discussed her personal experience in how business associates' ethics can impact every employee in a company. Ms. Chronis worked everyday through the demise of the company. The Austin audit group served their customer base and did not lose a member during the crisis. The group worked together until the company closed. Ms. Chronis currently serves as the Central Texas Managing Partner for Deloitte.

ICRM Study Group

ICRM ARMA Houston continues to develop leaders in the records and information management profession. In the 2004-2005 fiscal year there were 22 chapter members with the CRM credential. The Chapter is passionate in assisting members who are working towards their CRM designation.

The Chapter conducted CRM study sessions after chapter meetings to encourage mentorship and participation. The study groups were well attended by both test candidates and those who have already achieved the CRM credential. The study group continued to stress the expectation of full participation by both candidates and mentors. Chapter members were enthusiastic in participation; eight members have taken various parts of the examination, and others have filed applications for examination.

ARMA Houston continued to develop leaders in the records management profession. In the 2004-2005 fiscal year, one member received his CRM credential.

Professional Development

Members can satisfy their need for in-depth investigative topics by attending continuing education workshops, networking luncheon meetings with specific topic speaker presentations, and CRM training classes for the highest-level training and education experience. The Chapter offers a full five and one-half hours of quality RIM educational opportunities each month. Our speakers have covered topics as diverse as: Improving Data Quality and RIM in School Districts; Electronic Records Management: A Checklist to Success; E-Mail and Electronic Records Policy; Johnson Space Center: To the Moon and Beyond; and RM Program Cost Analysis. We drew from the expertise of our members to provide quality education to our chapter members. This has provided an opportunity for the speakers to sharpen their presentation skills, accrue hours for the ICRM requirements, and share their professional knowledge while gaining confidence in speaking.

As we continue to look at creative ways to reach our membership and provide a more continuous flow of information, the Chapter initiated a new way to get that information to our members. It was ascertained that 98% of our chapter membership were “on-line”. To help our members get “more bang for their buck” from Chapter dues and to help with the increasing problem of getting time away from the office, we added a “Professional Development” page to our Chapter website. On this page, we have posted speaker presentations from each monthly meeting, CRM study materials, and a career goal resource page.

New Sister Chapter – Trinidad/Tobago

ARMA Houston has the unique opportunity to help the development of a new chapter in the country of Trinidad. ARMA Houston’s Executive Vice President travels to Trinidad for business and was contacted by various ARMA International members in Port of Spain seeking help in forming an ARMA Chapter. ARMA Houston’s EVP brought the information back to the ARMA Houston Board and discussed the potential of supporting the members in their effort to create a Trinidad Chapter.

Currently there are 17 members of ARMA International in Trinidad, with members representing banking, insurance, energy, government, and education. This group is truly representative of the business community on the Island of Trinidad. ARMA Houston’s Board responded affirmatively and voted to provide three (3) individual memberships in ARMA International to this new group and joined with them as a Sister Chapter. As we continue to work with this fledgling group, we will provide support as needs are identified.

ARMA Houston Linking to International Communities

ARMA Houston notified ARMA International that the Chapter would be interested in assisting in the Linking International Communities exchange program that is designed to facilitate partnership with records and information management professionals around the world. The program requires the Chapter to partner with the applicant for a one-year membership to ARMA International. In exchange, the LINC member agrees to author two brief articles about RIM issues in their country or organization.

ARMA International notified the Chapter that a LINC candidate had applied and agreed to the terms and conditions of the participation agreement. The ARMA Board passed a resolution to partner and mentor Mr. Maruis Coetzee, Records Manager for the University of Witwatersrand, Johannesburg, South Africa. We are excited about the opportunity to mentor Mr. Coetzee by providing tapes and handouts of our monthly meetings, as well as provide avenues for Maruis to meet his educational needs in the records management profession.

Executive Summary

ARMA Houston Chapter embraces the responsibility of making positive contributions to the community in which we live. We are a dynamic organization whose ethnic and economic composition mirrors that of the Houston metropolitan area. The dedication and commitment of our members are our most valuable resources. We have committed these resources and many skills to coordinate social service and records management projects that have enriched our lives and the lives of the people we've touched. The impact of the following projects extends further than the individuals or the agencies that have been helped. By leveraging the resources of other groups through the actions of our members, ARMA Houston Chapter's efforts have been magnified, resulting in increased manpower to deploy increased contributions, and ultimately an increased impact on all involved.

Conference Planning

There were five individual chapter committees responsible for the Conference this year, each working under the Vice President for Chapter Conference. Those committees were Arrangements, Brochure/Publicity, Exhibits, Program, and Registration. With a total of 15 regular participants and 4 special advisors, everyone took to heart the Chapter theme from the Chapter President. From their first meeting in June 2004 through the final clean-up and reporting, committee managers, members, officers, and ad hoc advisors all pitched in and worked as a committee-of-the-whole. Monthly meetings from June 2004 through January 2005 included all committees with individual work sessions and committees planning meetings in-between times. Starting in February 2005, meetings were bi-weekly, increasing to weekly just before the conference event at the end of April.

In addition to the conference planners, there were many volunteers and supporters, who worked very hard before and during the event, to help make the Conference a huge success.

Newsletter vs. Web Advertising

As the ARMAdilla evolved, so did the role of advertising revenue. The ARMAdilla Committee discussed what changes could be made to make the production of the newsletter easier and faster. It was determined that the layout of the text and placement of advertisements were an issue that took time and added another level of difficulty to the editor's job in getting a timely newsletter published that pleased everyone. Some of the issues we discussed were the testing for active web links each month, because some vendors paid for hot links and others didn't; monitoring page placement, so as not to give preferential treatment to one vendor over another; and avoiding placing competitors' ads side-by-side. We also discussed the drop in number of advertisers and subsequent drop in revenue to the Chapter. We decided that we need to offer advertising options and provide more value than our traditional methods.

We checked the on-line newsletters of other large chapters and noticed which ones were interesting and easy to read. Those that caught our attention did not contain advertising; it had been shifted to their websites. We looked at how advertising was handled on several websites and picked the format that seemed not only aesthetically pleasing, but also looked easy to manage and would allow all of our vendors – large and small – an even starting point for exposure. By making this shift, we would fulfill a goal set at the beginning of the year to offer our membership a vendor resource directory. An on-line directory is easy to maintain since the dynamic information is maintained by the vendor - rather than distributed as a one-time static publication.

After several brainstorming sessions and reviews of other chapters, a plan was developed to transition advertising from the newsletter to ARMA Houston's website. An advertising agreement, a format for the vendor directory, and a pricing structure was developed. The change from newsletter to website advertising is planned for implementation in the new fiscal year.

Texana Museum – Historical Document Preservation

The Texana Museum, located in Edna - Jackson County, Texas, is approximately 70 miles southwest of Houston. This small county museum collection contains research documents of historical value that includes obituaries, undertaker ledgers, centennial scrapbooks, photo albums, cemetery headstone records, historical books, and the Possum Shelby historical collection. Most of these documents were compiled as a life-long project of M.C. "Possum" Shelby. Possum received his nickname because he was assigned to the graveyard shift at Houston Oil and Minerals.

Jackson County is one of the original 23 counties created in the State of Texas on March 17, 1836. The Chapter continued in the preservation process of these historical documents by taking the community record keeping practices ahead 169 years into the new millennium.

Enthusiastic ARMA Houston volunteers gave their time, talent, and services on the weekends to convert the valuable paper documents into electronic format. The documents were scanned with OCR technology, indexed, and preserved in searchable PDF format with self-contained concordance. The software is configured to auto run on compact disc. The project deliverables provided improved access to county historical documents for the museum staff, researchers, and future generations. The Chapter vendors/members volunteered to perform the scanning and donated the software to make this project a huge success.

The Chapter, which contributed labor to prepare the documents for scanning, also purchased the hardware which included the computer, printer, and surge protection). The Texana Museum Board expressed their gratitude for the Chapter's assistance in preserving Jackson County's history and heritage.

Webster Presbyterian Church

The Chapter responded to a web e-mail request for records management assistance from the Presbyterian Church located in Webster, Texas. Webster Presbyterian Church, is a Bay Area tradition, and has been serving the community since 1892. Founded by Midwestern farmers and enriched by the local Japanese rice settlement, it changed greatly once the Space Center was built in the early 1960's. Nationally known as the Church of the Astronauts, John Glenn, Buzz Aldrin, Jerry Carr, Charlie Bassett, and Roger Chaffee were active members.

The first church building was erected in 1896 and destroyed by the Great Galveston Storm of 1900. Volunteers immediately rebuilt the building and with its 1940 addition, it stands in Harris County's Clear Lake Park as the home of the Bay Area Museum. The Texas Historical Commission has recognized the building and the Presbyterian Historical Society has declared the church a Presbyterian Historical Site.

ARMA Houston received e-mail from a Webster Presbyterian leader requesting assistance in establishing a records management program. Upon reading the e-mail, a Chapter volunteer's team assembled and provided a quality records management program procedure and records retention guidelines for the congregation in a lightning fast response. The documentation provided the foundation for future decisions on preserving and managing church records. A tradition of service is a duty and an honor that the Chapter takes seriously.

Stuff a Soldier's Stocking

The holidays are a very special time for families all over the world, and the ARMA Houston members made it a very happy holiday for 1st Battalion, 7th Marines, Weapons Platoon Bravo Company stationed in Iraq by responding to the Stuff a Soldier's Stocking campaign. The response from the members was heartwarming. ARMA Houston provided gifts for 47 Marines that needed the individual touch from home.

The Publicity Committee Chair and 16 committee members packed boxes with holiday gifts and food on Saturday, November 20th at Shell Chemical's downtown office. Each box was individually addressed to platoon members and contained personal items that are not supplied by the military. A personal touch was added by inserting a Holiday Greeting card in each box to let the men know that ARMA Houston was thinking about them during the holiday season. Shell Chemical demonstrated their support by providing facilities, packing materials, and postage for the shipment. ARMA Houston's holiday cheer was shared halfway around the world.

Adopt-a-Family for Christmas

ARMA Houston undertook a second community project and adopted a local Houston family for the holiday season. The Rojas family consisted of 9 children, ages 3 to 18, and was in need of our support. The family's primary request for clothes overshadowed the very few items requested by the children on their Christmas "wish list".

In less than three weeks, ARMA Houston fulfilled ALL of the Rojas family's needs, ALL of their special requests, and ALL of their wishes. We went much further by surpassing this family's wildest dreams. Not only were all of the family's list of needs and wishes met, but also over \$400 worth of grocery gift cards and a complete holiday meal was donated. Other organizations helped as well---VeriTrust, ExxonMobil Blood Drive Committee, and City of West University Place. Several area children donated half of their birthday and Christmas gifts to ensure the Rojas enjoyed a Merry Christmas. ARMA Houston made a huge difference to this family. The excitement and joy on the faces of these children were priceless.

Pull Tabs for Ronald McDonald House

This spring, ARMA Houston chose to help support Ronald McDonald House (RMH) with their Pop Tab Collection Program. We helped by collecting the pop tabs from canned sodas, soups, etc. RMH recycles the pop tabs and uses the money for their general operating budget (paying the light bill, gas for the family van, etc.). The value of these tabs changes daily. Last year RMH raised almost \$3,000 by collecting pop tabs. ARMA Houston collected tabs from January 2005 to June 2005, which resulted in 15 pounds of tabs for this worthy cause.

RMH is a home away from home for families with children being treated at the Texas Medical Center for cancer or other serious illnesses. The facility feels more like a home than a hotel, yet it provides a vast range of services and amenities: reception/information center, inviting atrium lobby, several indoor and outdoor children's play areas catering to different age groups, the kitchen contains multi-workstations and wall-to-wall refrigerators (each suite is assigned its own shelf), a small special needs kitchen, laundry room, school room, as well as a van to transport families. Families may stay at RMH for 45 days. Following a 7-day grace period, they may request another 45-day stay. Most of the families are from the Texas area, although they have had people from around the world stay at the facility.

ACT for 8

There were 40 ARMA Houston members whom worked two shifts from 9 a.m. until 6 p.m. one Saturday in June to benefit the Houston Public Broadcasting Service, Channel 8 KUHT-TV, in their “Act for 8” pledge drive. These members answered telephones, took pledges, and enjoyed the time serving the Greater Houston community. Pledges received for this event originated from several outlying cities along the Gulf Coast area, as well as the immediate Houston metro-plex.

In addition to the successful pledge drive experience, the Chapter received free on-air advertising for three of the seven day pledge drive event. KUHT – TV raised \$88,400 during the time that ARMA Houston members worked. ARMA Houston helped Houston PBS ***POWER UP.***

Executive Summary

Our Public Relations Committee continued to reach out to our membership and the community via the Internet and e-mail to inform members of chapter events and educational opportunities. E-mail was used for time sensitive announcements. The Chapter website has become the major resource for members looking for contact numbers, educational articles, or vendor ads in our newsletter. However, the increased use of electronic communication was not used as a substitute for person-to-person contact within the Chapter and/or the Houston community, as evidenced by several fundraising and charitable events in which the membership actively participated.

Records & Information Management Month (RIMM)

Because the focus of this committee's work was to increase awareness of our valued profession in our communities and workplace, it was decided early in the year that upon receipt of the RIMM Media Kit from ARMA headquarters, public service announcements would go forth through the media outlets in the Houston area.

RIMM Awareness packets containing requests to proclaim April 2005 as Records and Information Management Month were sent to 14 entities. These packets were sent to the following offices and government units in the cities of Houston, Galveston, Stafford, Missouri City, Bellaire, Baytown, Pasadena, Katy and Sugar Land; county offices of Harris, Galveston, Fort Bend and Jefferson; and to the Texas Governor, Rick Perry.

At the ARMA Houston Spring Conference in April 2005, the RIMM Committee presented to the attendees the Proclamation of RIMM from Texas Governor Perry, Harris County Judge Echols, Houston Mayor White, and Stafford Mayor Scarcelli with each office proclaiming observance of RIMM.

ARMAdilla – Houston Chapter Newsletter

In 2004–2005, the newsletter evolved from a paper-based publication to a digital publication. The newsletter was created to be read on-line. Ten issues were developed and posted to the website for easy member access. The change resulted in a 300% reduction in production costs. The printed newsletter previously cost in excess of \$17,000 per year to produce; as a result of the change, we are making a profit. The chapter newsletter, The ARMAdilla, is distributed by a link posted on ARMA Houston's website. Copies of the ARMAdilla may be found at www.armahouston.org.

Throughout the year, the Communications Vice President and the Committee Manager met to discuss the role of the newsletter as a tool for the Chapter in light of the increasing use and popularity of the website for communication within the Chapter. The team decided the newsletter would be published less often, and the content dedicated to articles, educational information, and member spotlights as well as recaps of events. Future newsletters are designed to be in a structured format, and a dedicated team is tasked to keep the newsletter informative and useful. A handbook of information to assist future editors has been developed to ease the transition from outgoing editor to new ARMAdilla editor.

Advertising ARMA Houston

While ARMA Houston set goals early in the year, so did the Membership Committee who set a goal to increase new member recruitment by 15-20% in 2004-2005. To assist with this goal, the Membership Committee and the Publicity Committee chose to target the Houston Chronicle newspaper to reach the diverse business community in Houston.

The Publicity Committee Chair contacted the Houston Chronicle and inquired about announcing the ARMA Houston Chapter meetings in the "Weekly Meetings of Interest" article in the Sunday Business Section of the newspaper. The Chronicle business editor provided guidance and deadline information. The Chronicle only allows a specific number of announcements for the column and the announcement must be written to fit allotted space. ARMA Houston's Publicity Chair learned to submit the copy in the exact number of words and phrasing to make the column each month. ARMA Houston's meeting announcement is listed at no cost in a newspaper with over three-million Sunday edition copies sold each week.

Chapter Photographer

The Chapter Photographer diligently attended every monthly meeting and the photos were not only made available to the newsletter, but were identified and archived.

Photographing the following events continued documentation of the chapter year:

- 2004 ARMA International Conference in Long Beach, California
- 2004 Adopt-a-Family Christmas Program
- 2004 Holiday Party
- 2005 ARMA Houston Conference
- 2005 ARMA Golf Tournament

ARMA Houston Golf Tournament 2005

For the second consecutive year, the ARMA Houston Chapter hosted a very successful golf tournament. While the main focus was to raise funds for the Chapter, this tournament also served to promote awareness and networking opportunities for non-ARMA members and guests who once knew very little about the records and information management profession.

Hosting back-to-back golf tournaments presented a challenge to the Golf Tournament Committee this year, but the true spirit of ARMA Houston came through as they ***“Powered Up”*** and worked countless hours brainstorming ideas to improve and market the tournament. All of the hard work paid off and the end result exceeded expectations. Over 100 registered golfers enjoyed a round of golf at the exclusive Northgate Country Club and Golf Course. It was a beautiful sunny day in May as golfers started their day participating in several contests including longest drive, closest to the pin, chipping, and putting.

The tournament presented a wonderful opportunity to promote ARMA with business partners, because 67 of the golfers were non-members. The social venue provided a relaxed atmosphere to educate the golfers about ARMA and the benefits of records and information management for their corporation. As the day came to an end, the energy and excitement that was felt by all helped to expand the endless possibilities that this tournament’s success will bring to ARMA Houston’s future.

Thanks to our ARMA members and business sponsors, we had plenty of food, entertainment, and prizes to go around for everyone. This successful event raised monies that will be used to assist the Houston Chapter with funding educational programs for our membership and supporting charity organizations such as ALHEF and AIEF with their educational endeavors in the RIM field.

Executive Summary

ARMA Houston's "***Power Up***" theme was put to work throughout the organization to care for the members, provide educational value, celebrate Chapter accomplishments, and recruit new members and encourage member involvement in ARMA Houston.

Strategic Planning

For a number of years, ARMA Houston Chapter held funds in an equity-based investment account. The account was the Chapter's "rainy day" account, a reserve fund to help the Chapter meet expenses in times of financial hardship. In the 2004-2005 fiscal year, the Board established a Strategic Reserve Committee with the responsibility to oversee and direct the financial management of the strategic reserve account. To help our Committee, we have engaged the services of a professional financial planning company.

The committee is composed of the Chapter President, Executive Vice President, Treasurer, Secretary, and Financial Administrator. New procedures that provide guidance to the committee were approved by the Board. Leadership procedures were improved for the Treasurer and a Financial Administrator.

The objective of the strategic reserve account is to provide financial reserves in times of negative cash flow and to allow the Board of Directors to make long-term strategic investments not feasible within annual budgets. To provide an adequate financial reserve for the Chapter, the strategic reserve account should have a minimum balance equal to the current year's chapter conference expenses budget. The account balance is currently less than the 2004-2005 Chapter Conference expenses budget, so the account is being placed in a low risk, fixed income fund aimed at capital preservation.

It is hoped that the Chapter will continue to generate an annual budget surplus, allowing the Board to add to the strategic reserve account. In the event that the balance of this account meets the chapter conference expenses budget, the excess funds are designated for educational purposes of the Chapter, to be allocated by the Board of Directors.

Monthly Meeting Attendance

The monthly meetings were well attended with a total of 881 members and 210 non-members in attendance this year. Over 25% of the membership is in attendance at the monthly meetings. Our highest attended meeting was 128 attendees, while the lowest was 73 members.

ARMA Houston monthly luncheon meetings were held at the Houston Engineering and Scientific Society (HESS) just off the 610 South West Loop. The Chapter meeting location is of great importance due to the driving conditions in our large city.

Chapter meetings are formal business affairs with white linen service and a three-course meal. The formal setting is accompanied by the friendly hugs and smiles throughout the room before the meeting begins. At 11:30 am the meetings were started with friendly greetings from the President. All guests and new members were asked to stand and introduce themselves to the group. The benefit of personal introductions demonstrated to membership, as well as the guest that ARMA Houston was a growing and dynamic organization and that we care about their interest in the Chapter.

Chapter Meeting Planning

ARMA Houston plans the luncheon meeting and workshop topics and speakers six months in advance. The Vice President of Chapter Meetings meets with the committees to develop the educational focus and offerings. The Board reviews the proposed program semi-annually and has final approval for speaker and topic selections. The meetings are posted to the ARMA Houston website semi-annually. This structured process enables the involved committees to produce top notch meetings that are indeed in the best interest of the membership.

Chapter Meetings - Vendor Participation Program

Vendors approached the Meeting and Hospitality Committee requesting the opportunity to provide table top displays at the Chapter's monthly meetings. The request was brought to the Board for review. The Board discussed the issue and asked the committee to develop a solution for vendor participation that benefits the members and supplements their educational opportunity provided at the luncheon meetings.

The Committee developed the Vendor Participation Program scheduled for kick-off in July 2005. This program offers member vendors the opportunity to become involved and visible at the meetings. The program is two-fold; first, offering a vendor the opportunity to sponsor a nationally recognized speaker and/or secondly, allowing the vendor (for a small fee) to display product information on a table at a monthly meeting. The program limits the number of vendors on display each month, as well as the frequency that vendors are allowed to display during the fiscal year.

Active Member Statistics

During the 2004-2005 fiscal year, our membership numbered over 400 people, which can be partially attributed to the efforts of the membership committee. We had an average retention rate of 97 percent. Our slogan this past year was "***Power Up***" Houston, and we felt that an active membership in ARMA certainly boosted our members' knowledge, professionalism, and personal career growth.

2004 - 2005	Existing Members*	New Members
July	382	7
August	384	13
September	389	13
October	394	7
November	388	10
December	389	11
January	388	6
February	386	9
March	397	15
April	404	8
May	402	10

Existing Members Monthly Average	391
Total New Members	109

*Excludes inactive Honorary Members

Chapter Membership Drive

ARMA Houston takes membership recruitment seriously and actively seeks to interest new members each month. This attention to membership has made ARMA Houston the largest of all ARMA-affiliated chapters. Every opportunity is taken, whether at our monthly meetings, conferences, etc., to encourage guests to consider the benefits of being an ARMA member.

ARMA Houston leadership and membership committee participants promoted ARMA International's *Energize, Plug into the Source* program at all events. The membership committee made applications available, assisted new members in completing the applications, answered questions, and provided additional information regarding the organization.

We realized that making contact with a guest after their attendance at one of our monthly meetings would be a good way to show how much we valued their visit and provided an opportunity to share the benefits of membership with them. With this in mind, we asked first-time guests to enter their business cards in a drawing held after the monthly meetings. The membership committee then used this information to contact guests and share membership options, benefits, and thank them for visiting.

Our success is evident in the 400+ members of our chapter; certainly demonstrating our ability to **“Power Up”** by boosting our members' knowledge, professionalism, and personal and career growth.

Leadership Training

In July 2004, with the guidance of Chapter President Donna Rose, the Chapter Board of Directors, Committee Managers, and committee members met to share ideas and make plans for the coming year. Using light bulbs and plastic power tools demonstrated the **POWER** of the strategic planning program and the fun activities planned for the group. Each committee left with a list of strategic goals and plans on how to attain the top two goals for the next fiscal year. Bright red chapter shirts with the **“Power Up”** logo emphasized that emphasized the theme were distributed at the meeting.

An ARMA Houston Board Retreat was held at Apache Corporation's “Restoration House” located in New Ulm, Texas on Friday, April 15th. This leadership retreat was designed to educate current board members and board candidates on three important issues:

1. How to be a Board member
2. What ARMA is doing and where they are going in the future
3. Developing leaders from committee managers, and sharing ideas on identifying the leaders that can be developed for ARMA Houston's future

The presentation, “What Every Board Member Needs to Know”, was given by David Culbertson that same day. The following key issues were discussed:

1. Good Board Practices Check List
2. Legal Responsibilities of Boards
3. Board Room Decorum
4. Chairpersons Job Description
5. Managing Conflict

Susan McKinney, President Elect, of ARMA International spoke on: "ARMA International's Visible Future - Where We Are Now and Where Are We Going?"

Donna Rose presented a session entitled, "Finding and Developing Future Leaders".

Southwest Region Leadership Conference

Seven members of the newly elected Houston Chapter Board of Directors attended the Southwest Region Leadership Conference held in Midland, Texas. This annual training event for incoming officers is a valuable resource for the chapters. With the individual officer sessions and group meetings, the new officers received information that helped them better understand their new roles. In addition, ARMA International Board of Director member, Rick Weinholdt, CRM, FAI, presented a very helpful session on strategic planning and its importance to the local chapters. The Midland host chapter members did an excellent job of keeping the event lively and entertaining by providing good food and fellowship with plenty of time for attendees to network.

Revisions to Bylaws

As Records and Information Management professionals, it is essential that we address the workings of our professional organization as diligently as we do our work place, keeping abreast of the current technology. After working with the Board of Directors and the Committee Managers, revisions to the Houston Chapter Bylaws were formally adopted by the Chapter membership pending ARMA International approval. One of the most important aspects of these revisions was defining our new voting process that includes an electronic ballot. With over 97 percent of our chapter membership receiving and working with e-mail, it has been a very cost effective strategy – saving the Chapter \$1,000+ this year in stationery, printing, postage, and return self-addressed stamped envelopes.

Chapter Board Minutes and Reports

The Secretary sent each Board of Directors member a draft of the previous month's board meeting minutes via e-mail prior to each monthly board meeting, thus giving the Board members time to review the reports before the meeting, and to send any corrections directly to the Secretary for immediate changes. This process improved the accuracy and timeliness of the minutes and enabled the members to approve the reports at the monthly board meetings.

A copy of the meeting minutes for May 2005 is attached as Exhibit A.

On-line Access

The Chapter's website has become the de facto means of communication in our ever increasingly fast-paced world. The site has grown to 27 pages and provides an efficient and timely means of communicating announcements, providing a means for on-line registration and payment for meetings and events, and providing an economical, fast, and reliable way to conduct chapter elections.

Enhancements added this year were the creation of a forms section within the “Members Only” area, as well as consolidating general announcements into a single, weekly “ARMA Houston Weekly News Update” e-mail. Sections that were reviewed and updated included the Leadership Listing, Professional Presentations, and Membership Information.

The all electronic conference package widely accepted last year was also offered this year. The package included the posting of the Spring Conference brochure; program; registration for members, speakers and exhibitors; and speaker biographies. Houston events, in addition to monthly chapter meetings and social events that were publicized via the web, were the Second Annual Golf Tournament, Mock Trial, and the Lawyers, Ethics and Records Symposium.

Chapter Awards

This year, the ARMA Houston Chapter Awards Committee approached the important task of identifying and recognizing candidates for chapter awards by establishing a defined process that all committee members endorsed. The process included:

- Compiling a list of all Chapter awards and defining what each award recognizes in a Chapter member
- Compiling a list of all ARMA Houston Chapter members that have served in some capacity during the Chapter year (*e.g., Board of Directors, Committee Manager, Committee Member, etc.*)
- Compiling a Point System Submittal Form that all Chapter members were asked to complete and submit for award consideration
- Soliciting recognition feedback from ARMA Houston Board of Directors members and Committee Managers
- Compiling a spreadsheet of all members who submitted a Point System Submittal Form and reviewing their contributions and service to the Chapter, both past and present

As a result, the Awards Committee found this process to work effectively and efficiently to identify the following special recognition award recipients:

Ambassador Award	Michael R. Alsup
Award of Achievement	Diane E. Walker, CRM
Award of Appreciation for Outstanding Service	Janice C. Anderson
Award for Distinguished Service	James C. Dixon
Chapter Member of the Year	Mary “Mimi” Dionne
Chapter New Member of the Year	Minnie Garcia
Mavis Eppes Award	Linda J. Mercer

In addition to these special recognition awards, all 12 Board of Directors members received an award plaque for their outstanding service to the Chapter. Approximately 90 committee managers and committee members received a Certificate of Appreciation for their outstanding contributions throughout the chapter year.

Executive Summary

ARMA Houston Chapter members are dedicated to ARMA, and work diligently to help accomplish the local chapter's goals, as well as, the educational goals of ARMA International.

ARMA International Education Foundation (AIEF)

ARMA Houston was proud to partner with the Calgary Chapter to underwrite research and publish the ARMA International Education Foundation white paper "*Access Rights to Business Data on Personally-Owned Computers*" by John Montaña, J.D. The ARMA Houston Chapter was very glad to contribute \$5,000 toward this effort. ARMA Houston also shared the profits from a successful year and provided an additional check to AIEF for \$3,250.

Alice L. Haltom Education Fund (ALHEF)

ARMA Houston founded the Alice L. Haltom Education Fund (ALHEF) in honor and memory of Alice L. Haltom, one of the Chapters's founding members. It continues to support the fund's mission to provide scholarships to qualified candidates seeking degrees in Records and Information Management or related fields and educational opportunities such as attendance at the ARMA Houston Conference.

This past year, ARMA Houston's generous monetary donation assisted ALHEF with funding scholarships for worthy recipients and free sponsorships to the ARMA Houston Conference. The Chapter also allowed ALHEF the opportunity to promote the scholarship program and the conference sponsorships at the monthly luncheon meetings, the ARMAdilla newsletter, and the ARMA Houston website.

Due to the Chapter's active support of ALHEF's objectives, ALHEF was able to award approximately \$16,000 in scholarships and three free Houston Chapter Conference sponsorships. The winners were recognized in the ARMAdilla and at the ARMA Houston Conference.

ARMA Houston members serving on the 2004-2005 ALHEF Board of Directors included:

President	H. A. (Nancy) Ramirez, CRM
Treasurer	Paul Scott, CRM
Secretary	Vassie L. Cook
Trustee, Audit Committee	Guy Thomas
Trustee, Financial Development Committee	John Peden
Trustee, Public Relations Committee	Everis Mollon
Trustee, Scholarship Committee	Teresa Matlock
Executive Director	Allan Heath, CRM
Honorary Member	Mavis Eppes, FAI

Members Holding Regional and International Offices

ARMA Houston has several members that serve on ARMA International committees and projects. These members have given their time and effort to assist ARMA at all levels of involvement.

Doug Allen was elected to the ARMA International Board of Directors for 2005-2006 term.

Janice Anderson served as the Content Manager of the Energy Sector for the ISG (Industry Specific Groups).

Mary "Mimi" Dionne served as a member of the 2005 ARMA International Conference Program Planning Committee, Content Manager Contracting ISG, and Member Standards Development Committee.

Pat Vice, CRM, FAI served as Trustee on the ARMA International Educational Foundation. Pat also served as the Regional Coordinator of ARMA International for the Houston, San Antonio, and Corpus Christi ARMA Chapters.

Members Speaking Engagements

Several Houston Chapter members made Records & Information Management presentations and represented the Chapter by working with other organizations and foundations this year. A sampling includes:

Mike Alsup made several presentations, including a presentation on "Enterprise Content Management" at the MER Conference in May 2005, the "Status of Electronic Content Management" at Rice University - Jones School Board of Partners, and "50 years of Document Automation" at the MIT Forum. He also made a presentation on "Status of Enterprise Content Management" at the Houston Planning Forum, the Austin Technology Conference, and an ARMA Dallas Chapter meeting.

Janice Anderson made several presentations this past year including, "Records Management and Enterprise Content Management: Two Sides of the Same Coin?" at the Open Text Energy Sector Users Group Meeting, "Managing Information Management – Who is the Designated Driver?" At the Phillip Crouse/PNEC Conference with William B. Anderson, and "Perseverance: Capitalizing on the Experience of Others" at the GHP CEOpportunities Workshop Panel.

Mary "Mimi" Dionne made the presentation, "Get Your Career Here: Professional Development for RIMgrs." to the ARMA Baton Rouge/Lafayette Chapter.

Denise Hampton, CRM presented, "Records Management: Guidelines for Work and for Home" at the Desk and Derrick Club of Houston on July 14, 2004.

Denise Hepler-Balkum, CRM, co-presented with Mary "Mimi" Dionne a Professional Development Poster Session at ARMA 2004 Conference in Long Beach, California: "Get Your Career Here: Planning for the Next 20 Years".

Beverly McMahan presented a program entitled, "Document Protection Programs: Assessment and Implementation" to the Midland ARMA Chapter on March 9th of this year.

Donna Rose, CRM spoke at the San Antonio Chapter's monthly meeting, presented Part 4 of the ICRM Exam and presented "Mega-Acquisition Data Management Challenges" at the ICRM Conference. She also participated as the judge in the Dallas Mock trial.

Diane Walker made several Records Management related presentations at several venues; including the ARMA Midland Chapter, ACLA Houston Chapter, ASCS New Orleans Chapter, and the ASCS Houston Chapter.

Members of Other Professional Organizations

ARMA Houston is fortunate to have several members that are active in professional organizations outside of ARMA. These memberships have proven to be beneficial to our Chapter in more ways than one. Through networking with these other organizations, the Chapter has had the opportunity to increase RIM-awareness, learn more about organizations that have similar interests, solicit speakers who can present a different perspective of records management-related topics at our chapter meetings, establish more vendor support, and grow our chapter membership.

Members of the Institute of Certified Records Managers include:

Douglas Allen, CRM, CDIA+
Adele Carboni, CRM
Judy Carpenter, CRM
Allen Heath, CRM
Denise Hampton, CRM
Denise Hepler-Balkum, CRM
Allan Heath, CRM
Norma Larson, CRM
Robert Leavitt, CRM
Sherry Lyons, CRM
Louise, Moyer, CRM

Lee Pendergraft, CRM
Deborah Privitt, CRM
Patrick Queen, CRM
H.A. (Nancy) Ramirez, CRM
Linda Richards, CRM
Donna Rose, CRM
Glenn Sanderson, CRM
Paul Scott, CRM
Judy Sitton, CRM
Margaret Southard, CRM
Pat Vice, CRM, FAI

Janice Anderson represented ARMA as a member of the Special Libraries Association (SLA), American Association of Information and Image Management (AIIM), American Libraries Association (ALA), Houston Association of Law Librarians (HALL), Libraries and Information Technology (LITA), the Greater Houston Partnership CEO Roundtable, and the Board of Directors of Technology for All.

Mike Alsup represented ARMA as a member of the Houston Technology Center, Greater Houston Partnership, Technology Executives Club of Houston, the MIT Forum, and served on the AIIM Southwest Chapter Board of Directors.

Vassie Cook served as an elected member of the Kentucky State University Alumni Association and President of the local chapter.

David Culbertson was member of NAID and is only one of two lifetime members in this organization. He also served on the Board of Directors for the Bay Area Bluegrass Association.

Mary “Mimi” Dionne was a member of the National Charity League.

Linda Mercer was a member of the White Oak Bayou Association and the Cottage Grove Civic Association.

John Peden represented ARMA as a member of the Greater Houston Partnership and the Houston Rotary.

H. A. (Nancy) Ramirez, CRM was also a member of the Women’s Energy Network.

Judy Sitton, CRM was as an Ambassador of the Institute of Certified Records Managers (ICRM) and served on a committee for the Ambassador Program. She was responsible for drafting guidelines for how ICRM could promote certification at colleges and universities that are acknowledged by ARMA International.

Diane Walker was a member of American Society of Corporate Secretaries and Corporate Governance and The International Facility Management Association.

MINUTES
ARMA HOUSTON CHAPTER BOARD OF DIRECTORS MEETING
2004-2005

Date: Monday, May 10th, 2005

Time: 12:00 pm – 1:30 pm

Location/Host: Donna Rose, CRM
 Apache Corporation
 2000 Post Oak Blvd., 16th Floor Conference Room
 Houston, Texas 77056

Call to Order: Donna Rose, CRM called the meeting to order at 12:03 pm.

Establishing a Quorum:
 Sign-in sheet attached – Exhibit 1

NAME	POSITION	Present	Absent
Donna Rose, CRM	President	X	
Beverly McMahan	Executive Vice President	X	
Nancy Ramirez, CRM	Immediate Past President	X	
John Peden	Past President	X	
Skip Cain	Treasurer	X	
Janice Anderson	VP Chapter Conference	X	
Diane Walker, CRM	VP Education & Outreach	X	
Everis Mollon	VP Membership	X	
Denise Heppler-Balkum, CRM	VP Chapter Meetings	X	
Denise Hampton, CRM	VP Communications	X	
Jim Dixon	VP Marketing	X	
Debra Mestemaker	Secretary		X
<u>GUESTS</u>			

Approval of Previous Minutes:

Minutes of the previous month's Board Meeting (April 15, 2005) were distributed to Board members prior to the meeting. The minutes were approved.

Treasurer's Report – Harry (Skip) Cain

ACCOMPLISHMENTS

- COTY info submitted to EVP
- Financial reports attached

DISCUSSION

- \$10 – 13,000 under revenue plan
- 2005-2006 Budget: Please send budget
- Budget Meeting scheduled for Wednesday, June 1st, 11:30am @ Apache

REPORTS (Exhibit 2)



BSApr05.xls



TranApr05.xls



P&LApr05.xls

President: Donna Rose, CRM – report submitted

ACCOMPLISHMENTS

- ARMA Houston Board Retreat held at Apache's "Restoration House" in New Ulm, Texas on Friday, April 15. Presentations were provided by David Culbertson, "What every Board Member Needs to Know", Susan McKinney, CRM "ARMA International's Future", and Donna Rose, "Leadership Planning".
- Symposium plans are maturing. The announcements for the Symposium were distributed at the ARMA Houston Conference. Fred Robinson was informed that ARMA Houston dropped the suggestion of charging for the Symposium event. The Symposium will be offered free to the public and ARMA members. ARMA Houston will post the announcement on the website, and Iron Mountain will handle RSVP and all cost associated with the event.
- Attended the ARMA Houston Conference. This was a dynamite event! Thank you Janice Anderson and all members of the Conference Committees. I have received comments from visitors that this year's conference was better than ever.

-

DISCUSSION ITEMS

- Upcoming events:
 - o Mock Trial – Board members are urged to attend due to witness participation
 - o Symposium: Board members are urged to attend

Exhibit A

Minutes – May 2005 Board of Directors Meeting

Executive Vice President: Beverly McMahan – report submitted

ACCOMPLISHMENTS

- Continuing to work with formation of a new Trinidad/Port of Spain chapter of ARMA International – The group had it's official "formation" meeting and will meet again May 18, 2005. Among those in attendance were staff members from the Trinidad Governor's office, the Jamaican government office, the local Trinidad university, BP, EOG, several banks, an insurance company, and a contractor as well as Dr. Mark Langemo (who was in Port of Spain to lead a Records seminar). This new chapter is currently working on their Bylaws and plan to adopt them at the May 18 meeting. ARMA Houston has had the opportunity to make a major impact on the RIM community in Trinidad.
- Iron Mountain/ARMA Houston Legal Symposium to be held June 16, finalized – ICRM credit; 1.75 CLE credit from the Texas Bar Association
- Stood in for President, Donna Rose at the recent conference/chapter monthly meeting
- Archives: Continuing to inventory boxes
- Procedures: Continuing to get procedures posted on the website

DISCUSSION ITEMS

- P.O. Box – mail pickup
- COTY
- Trinidad Chapter resolution

Immediate Past President: Nancy Ramirez, CRM – report submitted

ACCOMPLISHMENTS

- Compiled and Submitted Immediate Past President Report (4/14/05)
- Submitted Numerous Email Communications RE: Elections, GMC Tournament, and ALHEF Raffle (4/14/05, 4/21/05, 4/29/05)
- Compiled ARMA 2005-2006 Budget Submittal (4/18/05)
- Attended GMC Tournament Committee Meeting (4/20/05)
- Attended ARMA Houston Conference and Assisted with ARMA, GMC, and ALHEF booths (4/26-28/05)
- Attended ARMA Monthly Luncheon Meeting (4/28/05)
- Submitted ARMAdilla Article RE: ALHEF Thank You To Raffle Donors (4/29/05)

DISCUSSION ITEMS

- ARMA Houston Awards Ceremony – the Awards Committee requests approx. 15-20 minutes at the May 25 luncheon meeting for presentation of ARMA Houston 2005-2006 Awards.
- ARMA Houston Donation to ALHEF – the Alice L. Haltom Educational Fund requests the BOD's consideration of a donation to its scholarship program. Documentation will be provided separately outlining our 2005-2006 highlights and financial information.

Exhibit A
Minutes – May 2005 Board of Directors Meeting
Past President: John Peden – report submitted

ACCOMPLISHMENTS

- Nothing to report at this time

DISCUSSION ITEMS

- Nothing to report at this time

Vice President, Chapter Conference: Janice Anderson – report submitted

ACCOMPLISHMENTS

- Completed planning and last minute details for Conference
- Worked with various Program Committee members and other volunteers to prepare Conference binders
- Assisted Registration Committee in set up
- Executed a successful conference
- Held debriefing meeting on May 5 to capture lessons learned
- Prepared budget for 2005-2006
- Conference details: The following details reflect the success of the event.
 - o Total Paid Conference Attendees: 169
 - o Conference Committee & Chapter Workers: 29
 - o Out-of-town Attendees and Speakers: 42 (16 outside of Houston; 26 outside of Texas)
 - o Exhibitors: 44 companies in 50 booths
 - o Exhibitor Personnel: 182
 - o First-time exhibitors: 13
 - o Tracks: Tues – 5; Wed & Thu – 4
 - o Keynote Speakers: 2
 - Dave McDermott, ARMA Intn'l
 - John Isaza, Isaza Consulting
 - o Sessions: 48 total, including 5 in the Training Lab and 9 ISG Sector-specific
 - o Total Speakers: 51
 - o Time designated for Exhibits: 10+ hours
 - o RIM Month Proclamations: 4
 - City of Stafford
 - City of Houston
 - Harris County
 - State of Texas

DISCUSSION ITEMS

- Sent abbreviated report: Conference revenues \$12,000 below what was projected coming in at \$93,000; because of fewer attendees expenses were also lower than projected, budget showed \$25,000; will get a final report out before next meeting.
- Should we have one additional year at the Stafford Centre @ 2004 rates – if so, need to lock in dates w/in the next 60 days – consider rental rate/space for next board meeting
- Conference Arrangements on budget \$45,000

Exhibit A

Minutes – May 2005 Board of Directors Meeting

- Discussion of Janice's great work with the conference, she says it was the great group she worked with

Vice President, Education and Outreach: Diane Walker, CRM – report submitted

ACCOMPLISHMENTS

- JACKSON COUNTY - Robert Artisst of Capitol LLC has agreed to complete Phase I of the scanning process for Jackson County
- WEBSTER Presbyterian Church (USA) – RM Policies/Procedures/Retention Schedules
- ICRM – Test May 5th

DISCUSSION ITEMS

- 299 Special – computer w/software
- West Presbyterian Church – pulling together
- Credits for Symposium
 - o Glenn Sanderson - Code for Spring Symposium

Vice President, Membership: Everis Mollon – report submitted

ACCOMPLISHMENTS

- Participated in planning of Legal Symposium
- Attended ALHEF Board of Trustees Meeting
- Attended Houston Board Retreat held at Apache's Restoration House
- Attended the ARMA Houston Conference

DISCUSSION ITEMS

- Two committee members have not sent in report
- Sent in chart for new members – 404
- Option for non-member package for chapter conference, should we do it again next year?
 - o Everis says Yes.
 - o Reason for renewal – good to go to conference and renew
 - o From booth, did we get new members? Yes, one new member and one renewal; good for ARMA Board Members to be at booth

COMMITTEE REPORTS (Exhibit 3)



Sfx508.pdf

Vice President, Chapter Meetings: Denise Heppler-Balkum, CRM – no report

Exhibit A

Minutes – May 2005 Board of Directors Meeting

Vice President, Communications: Denise Hampton, CRM – report submitted

ACCOMPLISHMENTS

- Sent Friday news update emails to membership with additional notices for the Conference.
- Held committee meeting to finalized web advertising plan.
- Interviewed 3 people regarding webmaster position.
- Potential editors for the ARMAdilla lined up for next year.
- Submitted article and photographs to the ARMAdilla on the leadership retreat in New Ulm.

DISCUSSION ITEMS

- Web advertising (attached)
- New webmaster

COMMITTEE REPORTS (Exhibit 4)



"2005.05.05
Communication Comi



"April Report.doc"

Vice President, Marketing: Jim Dixon – report submitted

ACCOMPLISHMENTS

- Iron Mountain Symposium Committee (June 16th) – Continued to participated in planning and logistics
- RIMM Committee – Presented Proclamations from State of Texas, Harris County and City of Stafford and Houston officials
- ARMA Houston Conference – Facilitated ARMA Houston's Booth at the Stafford Centre
- Seminars Committee – Continued to assist Manager with logistics and budget concerns

DISCUSSION ITEMS

- Publicity Committee – See Attached Report
- Golf Membership Committee – See Attached Report
- Seminars Committee – See Attached Report
- RIMM Committee – No Report Submitted
- Reg/Leg Committee – See Attached Report

COMMITTEE REPORTS (Exhibit 5)



April05ARMAPublicity
CommRep.doc



April05GMC_ARMAC
ommRep.doc



April05SeminarCommr
teeReport.doc



"April05Leg
Report.doc"

Old Business:

Budget Meeting – Donna Rose

Exhibit A

Minutes – May 2005 Board of Directors Meeting

Meeting scheduled for June 1st, 11:30am at Apache's offices

Golf Tournament

Being held this month; spread the word and COME

Mock Trial

Taking place June 3rd, Robin anticipates that the ARMA Board will serve as Jury members

Texana Museum Project

Diane advised that everything had “gelled”; product and hardware delivered to Jackson County Board in June

New Business:

Election/Voting

Tellers Committee met May 5, 2005 –

- By-laws Approved
- New board for 2005-06 fiscal year:
 - President – Gayle Page
 - Executive VP – Denise Hampton
 - Secretary – Mary (Mimi) Dionne
 - Treasurer – Paul Scott
 - Vice Presidents (3) – Harry (Skip) Cain
 - Vassie Cook
 - Everis Mollon

Voting turn-out was low – 26% voted this year, 27% of membership voted last year

Discussion:

- What guidelines does international have regarding campaigning? Do they discourage campaigning?
- Diane – there should be a level playing field
- Persons nominated to run for board position(s) were nominating committee members – is this what the board feels is appropriate?
- Donna to contact International and bring information back to the board

Web Advertising/New Webmaster

See attachment under VP, Communications (2005.05.05 Communication Committee)

- Web advertising proposal looks like a good deal, end result is less cost to vendors, more \$ to chapter, estimate revenue of \$25,000 to chapter
- Refer to “Recommendations” section:
 - o Production of ARMAdilla will improve
 - o Ads will be localized on Vendor Resource Directory
 - o Side tool bar to add listing/links to Vendor Resource Directory
 - o Vendors to be listed by category
 - o Will include dedicated web page

Exhibit A

Minutes – May 2005 Board of Directors Meeting

- o Link to company/vendor website will be available
- o Advertising available only to ARMA Houston members and ARMA Houston member vendors will have many advertising options to choose from
- Searching for new webmaster (partly because changes to the website are so slow), have interviewed potential webmasters, received bid, make website database-driven; could save \$6,000 right off with vendor change
- Anticipate two months for webmaster change over, target mid-July
- Board agreed with proposal to change webmaster – resolution passed

Trinidad Chapter

New Trinidad chapter formed; very diverse chapter, have asked for assistance from ARMA Houston to serve as Sister Chapter; resolution passed

COTY Submittal

Beverly needs everyone's information for preparation of the COTY submittal ASAP

Mail Pick Up

Beverly advised that mail needs to be passed on in a timely manner; suggested that ALHEF should have their own mail box, cost would be \$35; will submit topic under New Business at next board meeting.

Request for funding from ALHEF

This years' fundraisers were successful, Nancy requested funds from ARMA Houston for ALHEF – discussion tabled until next board meeting.

Community Service – Pledge Drive

Jim advised that set up for "phone work" had been made for June 18th; exposure for and crawler about ARMA Houston for screen

Notification from ARMA International

Donna received a call from Anita Willis regarding an ARMA Houston member who requested LINC support – will review at next board meeting.

Other

Any business Donna Rose can do must be completed by July 1st.

Adjournment: Donna adjourned the meeting at 1:10pm.

Respectfully submitted,

Debra Mestemaker
Secretary, ARMA Houston Board of Directors

June 9, 2005

Donna Rose, CRM
President
ARMA Houston

Dear Donna,

This letter is formal notification that the Region Manager review of the ARMA Houston COTY submission has been completed. I am returning to the ARMA Houston Chapter a copy of the Region Manager certificate with this letter as required by ARMA AL 710. As I mentioned to you on the phone earlier this week, the comments I made about the chapter's submission were suggestions. Congratulations on a very successful year!

Sincerely,

Carrie Fager, CRM, CA, CDIA+
Region Manager
ARMA Southwest Region

EXHIBIT B - AL 710

REGION MANAGER REVIEW CERTIFICATE
(Send Original with the Master Copy of the Submission. Send
a Copy with Each of the Eight Additional Submission Copies.)
(One copy is needed for electronic submissions)

I hereby certify that I have reviewed the enclosed Chapter of the Year Award submission for its completeness.

CHAPTER ARMA HOUSTON

NAME (Print) Carrie Fager, CRM, CA, CDIA+

MANAGER OF SOUTHWEST ARMA REGION

SIGNATURE Carrie Fager, CRM, CA, CDIA+ DATE 6/9/05