

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+

DIRECTOR OF THE SOUTHWEST ARMA REGION

SIGNATURE Carrie Fager CRM DATE 6/10/06

Updated 7/02

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, 2005 through June 30, 2006.

CHAPTER	HOUSTON
NAME (Print)	Denise Hampton, CRM
TITLE	Executive Vice President (CHAPTER OFFICER)
SIGNATURE	<i>Denise Hampton</i> DATE June 1, 2006

ARMA HOUSTON
2005-2006 CHAPTER OF THE YEAR SUBMISSION

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ARMA Houston Chapter selected the theme “**Best People, Best Practices**” as the theme to recognize that the Chapter has a deep reserve of talent within the membership. We reinforced our proactive commitment in the Chapter by accomplishing the following:

- Revamped the ARMAadilla Newsletter format for online publishing
- Conducted a Legal ISG seminar with 100 attendees
- Held the annual Chapter Conference with two keynote speakers and 58 breakout sessions
- Raised RIM awareness, received proclamations from two government entities
- Held a media and literature drive to benefit the Seafarer’s Center at the Port of Houston
- Provided eight workshops on applied disciplines of Records and Information Management
- Held a Mock Trial based upon the Morgan Stanley case with local counsel performing the litigation re-enactment
- Created a Vendors Resource Directory on the Chapter website
- Raised more than \$3,500 to purchase books for the Highlighting Literacy for Kids Book Drive
- Held 5 Downtown Energy ISG meetings
- Added 177 new members
- Sent eight delegates to the Southwest Region Leadership Conference
- Supported Sister Chapter Trinidad/Tobago by sponsoring three ARMA International memberships
- Collected toiletries for battered women’s shelters
- Supported ARMA International’s efforts in the LINC program by sponsoring an African candidate for membership and attendance at ARMA International 2006 Conference in San Antonio
- Planned an E-Records seminar with proceeds dedicated to the Corpus Christi Chapter
- Collected 30 gallons of pop tabs to benefit the Ronald McDonald House
- Received free advertising for ARMA Houston on Houston Public Broadcasting System - Channel 8
- Achieved the financial goal of fully funding the strategic reserve account
- Held the Third Annual Golf Tournament
- Revised the Chapter bylaws to reflect title and organizational changes
- Rolled out a revised website using a new webmaster

ARMA Houston proved that it has the **Best People** utilizing **Best Practices** by working together to accomplish the educational and fundraising events that contribute to the Records Management profession. ARMA Houston’s efforts also supported the deserving service men and families of Houston. The strength of the ARMA Houston Chapter lies in the membership, and in their ability to lead, follow and serve the RIM community and partner with professionals outside of ARMA Houston to accomplish our goals.

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. Houston is a large cosmopolitan city with a diverse population that is reflected in the ARMA Houston Chapter's membership.

As of May 2006, ARMA Houston has a total of just over 400 members. ARMA Houston is managed by a 12 member Board of Directors that includes the offices of President, Executive Vice President, Secretary, Treasurer, and 6 Vice Presidents that direct the 28 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 a central location near the Galleria area and include workshops, a speaker luncheon 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 2006 Fortune 500 list includes 24 companies that are headquartered in Houston with many others maintaining U.S. administrative headquarters here. 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 and international business community make up the membership of ARMA Houston. Those businesses include companies specializing in law, oil & gas, healthcare, chemical, federal and local government, consultants and RIM service companies. 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.

More than 60 degree granting colleges, universities, institutes, and technical schools, including The Texas Medical Center, Rice University, The University of Houston and Houston Community College, provide Chapter members ample opportunity to partake of higher learning.

Being a chapter serving the City of Houston has many challenges, but members epitomize 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 chapter, ARMA Houston is an excellent example of "***Best People, Best Practices***".

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. Because Houston still retains its title of 'Energy Capital', the Houston Chapter membership continues to reflect this focus within our business community. Our membership also pulls from energy related businesses within the legal and financial community with the healthcare industry representing another major element 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 so that we can maintain our belief that we have the "***Best People***" utilizing "***Best Practices***".

Narrative

Professional Development

This year the Professional Development committee held a workshop in the Fall of 2005 where 20 people gathered to discuss strategy for the year and also worked closely with the ICRM liaison to provide background, education, and training for interested members. Also, the Professional Development Committee arranged opportunities for ARMA Houston members to meet the ARMA Houston Spring Conference speakers and, by introducing their sessions, receive free registration to the event. The Professional Development Committee Manager worked with the International Program Committee and the Vice President of Education to arrange for a reduced cost of attendance for the Chapter's LINC member to attend ARMA International's 2006 Annual Conference in San Antonio.

Drawing from a rich pool of available talent, the Professional Development Committee and the Vice President of Chapter Meetings worked closely together to create opportunities for ARMA Houston members to develop their speaking and presentation skills by presenting at workshops and monthly meetings.

Monthly Educational Opportunities

The Program, Workshop, Social and Hospitality Committees provided the membership with an educationally informative and intellectually stimulating year. Programs included a variety of topics covering records management fundamentals, electronic records management, content management, leadership and professional growth. Average attendance at monthly meetings is 100. In December a holiday event was held as an alternative to the monthly meeting and the April meeting was combined with the Houston Annual Conference. Meeting topics included:

- Protecting Your Company and Its Information Assets (Brian Fults, Recall)
- Electronic Discovery (Robert Artisst, Capital LLC)
- How to Prepare and Conduct a RIM Compliance Review (Diane Walker, CRM)
- Solving the Vicious Cycle: Creating Ultimate Information Life Cycle Management (Jerry Euday, EMC²)
- Privacy Issues Impacting RIM (Susan McKinney, CRM)
- E-Mail Headlines and Headaches (Charlene Brownlee, Fullbright & Jaworski)
- It's Not Your Daddy's RIM Anymore: Survival of the Fit in the 21st Century (Janice Anderson, Access Sciences)
- Protection of Vital Computer Media and RIM Programs (Hugh Smith)

The Workshop Committee created valuable educational sessions that benefited both novice and advanced RIM professionals. Workshop sessions are held before each monthly meeting. This year, the following topics were presented:

- Where Did It Go? Finding Info on Your New ARMA Houston Web Site (Margaret Southard, CRM)
- Vendor Participation Program with ARMA Houston (Denise Hepler-Balkum, CRM; Todd Brown)
- Writing for Publication (Judy Sitton, CRM)
- Breaking the Cardboard Ceiling: Where We Stand In RIM (Mimi Dionne; D'Anderia Dunham; Denise Hepler-Balkum, CRM)
- Can You Take the Heat? Your RIM Program in Court (Margaret Southard, CRM)
- Your ARMA Houston Chapter (ARMA Houston Board of Directors)
- Toward the CRM Designation – Step 1 (Denise Hepler-Balkum, CRM)
- Functional Retention Schedules (Margaret Southard, CRM)

Additional programs and workshops are planned through December 2006.

ARMA Houston Conference

ARMA Houston enjoyed a successful Spring Conference April 25-27, 2006 based on the theme, "*Best People-Best Practices*" at The Stafford Centre. In two and one-half days, 58 educational sessions in a multi-track format were offered with 44 vendor booths available in the exhibit area. Our goal for the ARMA Houston 2006 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.

There were 5 individual Chapter Committees responsible for the Conference, each working under the Vice President for Chapter Conference. Those committees were Arrangements, Exhibits, Program, Publicity and Registration. With a total of 19 regular participants and several ad hoc special advisors, everyone took to heart the Chapter

theme from the Chapter President. From their first meeting in the summer of 2005 through the final clean-up and reporting, committee managers, members, officers and ad hoc advisors all pitched in and worked together, exemplifying the theme of “**Best People, Best Practices**”. Frequent meetings were held from June 2005 through April 2006 that included all committees and advisors. 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.

There were two keynote presentations and 58 breakout sessions. Robert F. Williams, President of Cohasset Associates, and Bruce Miller, RIMTech Inc., were the opening and closing keynote speakers. Bob asked the question, “Good Faith Records Management: Are You Delivering What the Law Requires?” and Bruce challenged the attendees with his thoughts on “Implementing Electronic Recordkeeping Software - a Methodology for Success”.

An Energy Case Studies Track was implemented this year for the benefit of the large population of Energy ISG members in the area. Although the sessions were presented by individuals that represented the energy industry point of view the topics and lessons learned could apply to any records setting as evidenced by the session titles:

- The Building of a Taxonomy - an Engineer's Perspective
- Enterprise Document Management Initiatives
- Project Management for Records Managers
- Fast Tracking the Records Inventory - A Case Study
- Lessons Learned from the Shell RM Initiatives
- Document Protection - Keeping your company's data secure
- “Safety First” RM Environment - A Case Study
- Records Management and Compliance in the Oil and Gas Industry
- RFID & How It Applies to RM

A program innovation for 2006 was the Software Vendor Track. Fifteen exhibiting RIM software companies provided detailed information on their product offerings. Unlike the educational sessions, the Software Vendor Track allowed presenters to highlight the unique features and benefits of their applications and speak to future product direction.

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

The size of exhibit hall space provided the opportunity for many vendors to meet with conference attendees. The 43 Conference exhibitors represented all aspects of RIM-support services including the latest electronic technology, box storage shelving solutions, application software, imaging service bureaus, shredding services, paper filing solutions, contractor services and box storage options. This continues to be a very cost and time effective venue for our members to receive information about new products and services for RM professionals.

Conference planners distributed forms to attendees for evaluating individual session speakers and the conference event as a whole. To assist the Chapter planners for the 2007 Conference, lessons learned were compiled and all evaluation forms were analyzed.

Whether through committee participation or attendance, the entire Houston Chapter shares in another successful conference and a success it was!

- Conference Registrations: 235 plus 54 speakers
- Conference Sessions: 58
- Total Speakers: 54
- Time designated for Exhibits: 13+ hours
- Exhibitors: 43 with 193 representatives
- First-time Exhibitors: 9
- RIM Month Proclamations: City of Houston and Harris County
- Conference Committee & Chapter Workers: 19
- Profit to the Chapter: \$42,000

ICRM Liaison Activities

In fiscal year 2005-2006 there were 31 chapter members with the CRM designation, including the 2 ARMA Houston ICRM members that achieved that distinction this year. ARMA Houston is dedicated to developing leaders in the records and information management profession by supporting those seeking the designation as well as those that have already achieved that goal. The ICRM Liaison Committee's focus is on objectives that include activities and initiatives to encourage and support those studying for the exams as well as the providing opportunities for chapter CRMs to network and mentor others.

The ICRM Liaison Committee provided a unique approach to liaison activities in 2005-2006. Where in the past most activities have been directed to CRM candidates and their needs, the committee this year recognized that there are three distinct CRM groups in the chapter, each with specific needs. In addition to the ongoing mentoring and test advisory activities geared to CRM candidates, the committee also focused on the needs of those members who have already obtained CRM status and are in need of maintaining certification. Each CRM in the chapter was contacted and surveyed regarding the need or desire for networking and maintenance assistance. The committee also recognized the remainder of the Houston chapter as potential CRM's and focused on encouragement and enlightenment.

In the Houston Chapter we have discovered that members in all three categories -- CRM, CRM candidate, and future CRM -- prefer individual assistance rather than group assistance. In the category of CRM, all existing CRMs were contacted. In the category of CRM candidates, the committee provided direct individual assistance to two candidates and indirect assistance to all CRM candidates through articles published in the chapter newsletter. Six individuals who were contemplating applying to sit for the

exam contacted the committee. Individual sessions were given to review qualifying experience and provide application assistance. One workshop geared specifically to potential CRM's, entitled "Toward the CRM Designation – Step 1", was presented prior to the March meeting.

ISG Meetings

As we strive to meet the specific needs of records professionals in the Houston area, ARMA Houston has helped to facilitate two ISGs with meetings outside of the normal Chapter monthly meeting venue. A group of Energy ISG members and a group of Legal ISG members have gotten together to share specific industry issues and challenges.

The "Downtown Energy ISG" group meets over lunch every other month at a site hosted by one of its members. This group of records professionals, primarily from the oil & gas industry, who work in downtown Houston area have roundtable discussions on various topics relating to their specific industry RIM challenges.

ARMA Houston's first Legal ISG group program was centered on building an effective litigation response team and was presented by two senior partners from the Gardere Wynn law firm. In addition to ARMA Houston members, invitations were issued to over 3,000 general business executives and legal community members. The results surpassed expectations when over 100 people registered, including general counsel from Fortune 100 firms. Those attending the event received both CRM and CLE credit. Because of generous sponsorship from ARMA vendor members, the meeting was offered to attendees for a nominal cost. Nearly 20% of the people attending were non-ARMA members who expressed interest in coming to more of these programs and in joining ARMA.

Both of these groups have enabled networking and sharing of information at the industry level that has proven to be very beneficial to the attendees. These gatherings have enabled the sharing of Lessons Learned, review of Best Practices and problem solving for the individuals who participate.

New Sister Chapter – Trinidad/Tobago

ARMA Houston had the unique opportunity to help in the development of a new chapter in the country of Trinidad. An ARMA member 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 member continues to interact with individuals in Port-of-Spain and be a link for their support as a Trinidad Chapter is forming.

ARMA Houston's member met with the organizing group in Port-of-Spain, Trinidad on two separate occasions and at the ARMA International Conference in Chicago. She has had several telephone conferences to provide guidance to the group as they were preparing their charter documents. The Chapter utilized Mark Langemo, CRM and

other RIM professionals that visited Trinidad as speakers for their meetings this past year.

Currently, there are 24 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 Board responded affirmatively to the occasion 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 fledging group, we will provide support as needs are identified.

ARMA Houston Linking to International Communities

ARMA Houston continued to support the Linking International Communities exchange program that is designed to facilitate partnership with Records and Information Management professionals around the world by continuing a relationship with Mr. Marius Coetzee, Records Manager for the University of Witwatersrand, Johannesburg, South Africa. Our commitment is to provide an ARMA International and ARMA Houston membership and mentor him by providing tapes and handouts of our monthly meetings. To help Marius meet his educational needs in the Records Management profession, the Chapter is sponsoring his upcoming trip to the ARMA International Conference in San Antonio, Texas. Marius was encouraged to share his Records Management expertise and will be a presenter at the San Antonio event.

Corpus Christi Seminar

ARMA Houston decided to reach out to the Corpus Christi ARMA Chapter to help improve their overall financial status. "Who's Your Padre?" was developed to bring region members to South Padre Island and enjoy both the hospitality of the area and to receive educational development. The ARMA Houston Chapter demonstrated its commitment by planning the seminar, providing speakers and attending the event with the proceeds of over \$800 designated for the Corpus Christi Chapter.

The seminar was a success! Twelve participants were given a great educational seminar on E-Records entitled "Electronic Records – It's Not your Ordinary Records Anymore". Sessions were presented on how to implement an EDMS System, the Sedona Guidelines, current E-Discovery case law and the tools to achieve compliance.

Executive Summary

The 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.

Narrative

ACT for 8

ARMA Houston worked with Houston's Public Broadcasting Service, Channel 8 KUHT-TV, in "ACT for 8" pledge drives where the Chapter received free on-air advertising during the time we answered phones and processed pledges. During a live on-air broadcast ARMA Houston President Gayle Page was interviewed. We also partnered with Channel 8 for a special broadcast during which 22 ARMA Houston members volunteered to work the phone bank at Houston's public television station. They offered assistance and answered questions for Hurricane Katrina and Hurricane Rita victims as well as other interested Houstonians. Houston's public television station devoted 10 hours of airtime to hurricane-relief efforts, with as many as 50 area organizations such as FEMA and the American Red Cross from 30 area counties participating. The unprecedented effort, titled ***Our Community Responds***, offered a checklist of where things stand and what needs still existed. We were especially delighted to see many new faces among the volunteers for this event. Their time and heart made it possible to meet the needs of others.

Support the Troops Summer 2005 Project

ARMA Houston brought a little joy into the life of 100 men (4 platoons of 25 men) that put their life and future on the line to serve in the armed forces. Monies to cover shipping costs, toiletries, sundries, food items, and stationary, in addition to school supplies for Iraqi children were donated by ARMA Houston Chapter members and their families, local employers and vendors. Also included in the care packages were drawings from children made especially for these men, thank you notes for each of the men and many heartfelt letters.

Hurricanes Katrina and Rita Relief Effort - Houston Firefighters

In response to Hurricane Katrina, ARMA Houston partnered up with a local volunteer fire department to provide aid. A west side fire department turned one of their fire stations into a shelter for over 60 evacuees. They provided arts and crafts for the children and assisted the adults with some temporary and permanent jobs. ARMA Houston donated supplies for the arts and crafts time for the children and there were linens, movies, candy, toiletries, and many other items for the rest of the group. Also provided was information on obtaining clothing suitable for job interviews.

Share Your Holidays Food Drive And Holiday Social

Even when ARMA Houston members are enjoying an evening of holiday fun, they are helping others. An estimated 75 members and guests attended the social event that included a Silent Auction that raised over \$960 for ALHEF, the Highlighting Literacy for Kids Book Drive display that raised \$650 for Robert Louis Stevenson Elementary, and the Share Your Holidays Drive produced a van full of non-perishable foods and travel size toiletries. Over 350 pounds of food donated by attendees was delivered to the Houston Food Bank and toiletries distributed to area battered women's shelters.

Valentines 4 Troops

Valentine's Day is a perfect opportunity to give to those who give so much -- our military men and women. Keeping morale high is essential to the welfare of the troops, especially during the holidays away from home. Knowing we care makes a tremendous difference throughout their deployment. One of the most important ways to get involved is by contributing to "Mail Call" with tangible cards and letters of encouragement. ARMA Houston members signed over 130 Valentine's Day cards at the January Chapter meeting.

Highlighting Literacy for Kids Book Drive

ARMA Houston Board Members voted to contribute \$2,000 to Houston Independent School District's Robert Louis Stevenson Elementary School during the chapter's May board meeting. Those proceeds combined with donations made by chapter members and companies during the year bring the total raised to more than \$3,500. The school librarian will add the new titles to the collection with the books identified by the ARMA Houston logo labels that were made for the committee this year.

This story started at an ARMA Houston meeting in the summer of 1997 when a speaker urged ARMA Houston members to reach out and try to help kids between the ages of 8 and 11 learn they can succeed. Since then, chapter members have enjoyed getting to know some of those kids and have seen many smiles on member's faces when we talk

about the committee and its goals and efforts. ARMA Houston's involvement brings rewards in many ways.

Media and Literature Drive

Donated magazines and books became a seafarer's "treasure"! Donations benefited the Howard T. Tellepsen Seafarers' Center located in the heart of the Port of Houston Authority's Turning Basin Terminal. Seafarers visiting the center check out media and literature to help pass the time on board ship. Popular items are magazines, paperbacks, playing cards, jigsaw puzzles, videos, and annual calendars. Members were asked to bring "gently used" items to the Spring Conference in Stafford and at the May Chapter meeting.

Ronald McDonald House Pop Tabs Campaign

ARMA Houston supported Ronald McDonald House (RMH) with their Pop Tab Collection Program. Members were asked to collect the pop tabs from canned drinks, canned foods, etc. and drop them in the RMH paper house. RMH recycles the pop tabs and uses the money for their general operating budget (paying the light bill, gas for the family van, etc.). It takes about 1000 pop tabs to fill a gallon size container. ARMA Houston members, along with Boy Scouts of America, 8-year old Edward "EJ" Fitzgerald VI and The Karate School in Humble, have collected over 30 gallons of pop tabs. 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 is funded entirely by donations. Members placed a RMH paper house near soda machines or snack room in their offices. Each month, they emptied the contents in an envelope and dropped the pop tabs off at the ARMA Houston Chapter meeting.

Toiletries Drive for Battered Women's Shelters

Women's shelters offer safe emergency shelter, counseling and advocacy to victims of domestic violence. Many members travel, hotels often provide toiletries for their guests and many stores sell travel size items. Houston Chapter members were asked to donate travel size toiletries and place a poster and collection box in their offices. Chapter members dropped their donations in a collection box at the monthly meetings and a collection box was provided at the ARMA International Conference in Chicago in September. These collection efforts resulted in the Project Lead delivering several boxes of donations to six Houston area shelters that provide services for victims of domestic violence and sexual assault.

Executive Summary

Our Public Relations Committee continued to reach out to our membership and the community via the Internet and e-mail to inform people of Chapter events and educational opportunities. E-mail was used for time sensitive announcements and the Internet has become the major resource of choice for Chapter members looking for contact numbers, educational articles, or vendor information and ads. Because of the continued exceptional commitment of our members, the concept of “**Best People, Best Practices**” was an easy message for the ARMA Houston Chapter to convey.

Narrative

Records and Information Management Month (RIMM)

RIMM was kicked off in style by the ARMA Houston Chapter this year. Promotional materials were ordered from ARMA International and the theme, “RM – Think Outside of the Box” was posted at the Houston Spring Conference booth.

Proclamations were requested from the Governor of Texas, Harris County, City of Houston and the City of Stafford. ARMA Houston received signed proclamations designating April 2006 as “Records and Information management Month” from the City of Houston and from Harris County. On April 27, 2006, RIMM was celebrated with conference participants as we shared with them the proclamations received from Harris County Commissioner Steve Radack and Houston Mayor Bill White that extolled the benefits of an organization utilizing the knowledge and expertise of RIM professionals.

ARMAdilla – Houston Chapter Newsletter

The ARMAdilla was revamped to customize its format for online publishing and distribution. The number of issues was reduced from ten (10) in 2004-05 to six (6) for 2005-06 resulting in improved content quality and publication timeliness. The very best part of all the changes was a significant cost savings to the Chapter for newsletter layout while providing continuous visibility through online advertising for our loyal vendors. Instead of traditional ads that are placed within a newsletter, Houston vendors have the opportunity to reach their customers via an online Vendors Resource Directory with a hot link to their own websites. They also have the option of placing an advertisement on the home page. Archived copies of the ARMAdilla are available to members online via the chapter’s website.

The Chapter Photographer diligently attended every monthly meeting and special event, documenting the Chapter’s year.

ARMA Houston Chapter Website

An innovation for this year's conference was the creation of a dedicated conference website in lieu of a typeset printed brochure. All conference related information was posted on the site in an easily downloadable format. This site included Calls for Speakers, Sponsors and Exhibitors. All conference participants were able to register and pay for conference activities online. Because the website was dynamic and easily updated, regular conference bulletins were broadcast via the Houston Chapter member update email and other, specific email messages.

ARMA Houston Golf Tournament 2006

For the third year in a row, 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 knew very little about the Records and Information Management profession. Honorary chairman for the tournament, Doug Allen, CRM, CDIA+, gave a short speech on ARMA International and introduced Dave McDermott (ARMA Chairman) as one of his team members. Over 90 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 event presented a wonderful opportunity to network with business partners and guests and to promote ARMA because 75% of the golfers were non-members. The social atmosphere provided a relaxed venue to educate the golfers about ARMA and the benefits of Records and Information Management for their corporation. As the day came to an end, one could feel the energy and excitement that this event brought 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. Both vendor and golf participants were able to easily register online via the Chapter's website, thus easing the administrative tasks of the Golf Tournament Committee. This successful event raised monies that will be used to assist the Houston Chapter with funding educational programs for our membership and support charity organizations such as ALHEF and AIEF with their educational endeavors in the RIM field.

Texas State Library

On May 18-19, 2006 the Texas State Library presented "Records Protection Workshop: Post Rita Evaluation and Planning" at the University of Houston. Information about ARMA membership and resources as distributed to all 100+ RSO's (Record Management Officers) of cities and counties in Texas in attendance.

Executive Summary

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

Narrative

Strategic Planning

The Strategic Reserve Committee established in the 2004-2005 fiscal year oversees the financial management of the strategic reserve account. This Committee is composed of the Chapter President, Executive Vice President, Treasurer, Secretary, Financial Administrator and this year the Immediate Past President. The services of a professional financial planning company are used to help the Committee.

The objective of the strategic reserve account is to provide financial reserves in times of negative cash flow and 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 reached its goal in the 2005-2006 fiscal year.

It is hoped that the Chapter will continue to generate an annual budget surplus, allowing the Board of Directors to allocate the excess funds for educational purposes of the chapter.

Southwest Region Leadership Conference

In July, eight members of the Houston Chapter Board of Directors attended the Southwest Region Leadership Conference in Little Rock, Arkansas. This annual training event for incoming officers is a valuable resource for the chapters in the Southwest Region. There were individual officer training sessions and group meetings that better prepared each officer for their upcoming year. The Little Rock Chapter members did an excellent job for the logistics and social gatherings. All the presenters were outstanding and very knowledgeable. This Conference was the incentive for the Houston Chapter to reach out to help not only the Corpus Christi Chapter with a seminar, but the Houston Community with many outreach programs.

Monthly Meeting Attendance

In spite of the cancellation of the September meeting due to Hurricane Rita, this year almost 800 members, non-members and guests were in attendance at the monthly meetings and the workshops that precede the luncheon. With an average attendance for each meeting of 100, 25% of the membership is represented at the meetings.

The Committee also created and promoted the Vendor Participation Program that was initiated in July, 2005. This Program offered member vendors the opportunity to become more involved and visible at the meetings. The Program is two-fold, first by 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.

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 selection.

ARMA Houston participated in the SW Region Leadership Conference in 2005 with members of the Board of Directors, committee managers, and committee members attending this event in Little Rock, Arkansas. The focus of meetings is to bring Chapter leadership together to exchange information, learn about committee projects, and plan the activities for the next 6 to 12 months.

Chapter Membership Growth and Retention

ARMA Houston is aggressive in recruiting and retaining ARMA members and our numbers reflect our positive efforts toward growing and retaining the chapter membership base. ARMA members are our most important asset and ARMA Houston is rich from the benefits of a broad based, multi-cultural, and active membership.

The Membership activities of the chapter are divided into three major components, each with a Manager that is accountable to the Vice President of Membership who sits on the ARMA Houston Board of Directors.

The Membership Growth Committee, Membership Retention Committee, and Membership Resource Directory all interface and freely transmit information between themselves for maximum efficiency and effectiveness. The Manager of the Membership Directory is responsible for retrieving and maintaining current and historical information about the members. This Manager reconciles what ARMA International reports with the chapter records of new and renewing members and also identifies

people who have not renewed. This information is disseminated to the other components so that various letters, telephone calls, and inducements, can be made to these individuals. One or multiple membership committees contact each prospect, new member or renewing member to encourage membership. The SW Region report is reviewed and any International members within driving distance are contacted about membership in ARMA Houston. Much of the communication between the components is electronic including monthly activity reports sent to the VP or responses to requests for information from the Board or members.

The Membership component participates or sponsors several different activities designed to educate, recognize and promote ARMA Houston membership. Examples of these activities include manning a table at each monthly luncheon with applications and staff to answer questions; contacting new members before each meeting to welcome them to ARMA; new member packets; encouragement of new members to attend a meeting to pick up a special ARMA Houston pin; new member/guest raffles are held at some meetings with follow up contact with the guests regarding the positive aspects of becoming members; “new member” ribbons for nametags so they are easily recognizable; and introduction of new members and guests at meetings.

The ARMA Houston booth was manned during the annual ARMA Houston Spring Conference by members of the chapter. ARMA materials including membership applications were distributed from the conference booth. International and Chapter membership were offered as one of the Chapter Conference registration options. As a result, the Chapter processed 14 new memberships from the local Conference registrations.

Active Member Statistics

2005-2006	# Existing Members*	# New Members
July**	401	15
August	399	21
September	392	5
October	403	8
November**	401	15
December	390	12
January	401	10
February	411	36
March	406	12
April	406	13
May**	401	15
June**	401	15
Existing Members - Monthly Average	401	15
Total # New Members		177
*Excludes Inactive or deceased Honorary Members	11	
**Based on ARMA Houston records – not yet reconciled with ARMA International		

Houston Chapter Board Minutes & Reports

The Secretary and each Board of Directors member send a draft of the previous month's board meeting minutes, various committee and officer reports via e-mail prior to each monthly board meeting. The Board members have time to review the reports before the meeting and any corrections to the minutes are sent directly to the Secretary. This process improves the accuracy and timeliness of the minutes and reports being approved at the monthly BOD meeting.

A copy of the meeting minutes for February 2006 is attached as Exhibit A.

On-Line Access

The Chapter year was one of transition and change for the committees and activities included under the banner *Communications*. During the 2004-2005 Chapter year the Vice President of Communications negotiated a new contract with a web services company, Kora'S Inc., and worked with the Web Advertising Manager to detail a total remake of advertising opportunities for vendors and service providers. The result was a new website 'look and feel' rolled out late in July 2005 that included the new Vendor Resource Directory.

Over the remainder of 2005 and into 2006, the web content was reviewed and improved along with a visibility for our vendors online via the Chapter website.

Recognizing that in addition to the newsletter, regular Chapter member communication is needed, weekly and special email updates or 'blasts' were sent to all Houston Chapter members. Members were encouraged to update their preferences for receiving the messages in an appropriate format. Chapter leaders and other volunteers submitted news and announcements to the Vice President, Communications, for compilation and distribution. Archives of both the ARMAdilla issues and the email messages are available on the Chapter website.

In addition to the main Chapter website, the Internet Manager and Web Master worked with the 2006 Conference Committees to develop and support a separate Conference website. This provided a clear and more effective way to post and update Chapter Conference details and provide an online registration site for speakers, attendees, and exhibitors. Based on the positive response of all involved, this will become a standard part of our Chapter communications strategy.

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 recognized in a Chapter member
- Compiling a list of all ARMA Houston Chapter members that had 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 Director 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 efficiently and effectively to identify the following special recognition award recipients:

- Ambassador Award – Robin Thompson
- Award for Distinguished Service – Skip Cain
- Chapter Member of the Year – Beverly McMahan
- Outreach Award – Diane Walker, CRM
- Mavis Eppes Award – Beverly McMahan

In addition to these special recognition awards, all twelve Board of Director members received an award plaque for their outstanding service to the Chapter and 36 Committee Managers received a gold medal for their outstanding contributions during 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.

Narrative

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 Chapter'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 Golf Tournament.

Due to the Chapter's active support of ALHEF's objectives, ALHEF was able to award three Houston Chapter Conference scholarships. The winners were recognized in the ARMAdilla and at the ARMA Houston 2006 Spring Conference.

ARMA Houston members serving on the 2005-2006 ALHEF Board of Directors included:

President	Allen Heath, CRM
Executive VP	Linda Mercer
Treasurer	Teresa Matlock
Secretary	Janice Taylor
Trustee, Audit Committee	Guy Thomas
Trustee, Financial Development Committee	Diane Walker, CRM
Trustee, Public Relations Committee	Anita Lavaud
Executive Director	Nancy Ramirez, 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 serves on the ARMA International Board of Directors for 2005-2006 term.
- Mary “Mimi” Dionne served as a Chair for the 2006 ARMA International Conference Program Planning Committee, Content Manager Contracting ISG, and Member Standards Development Committee.
- Pat Vice, CRM, FAI served as President of the ARMA International Educational Foundation.

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: AIIM 2006, “Emerging Trends in ECM”; Documentum User Conference - Momentum 2005, “GE Case Study – FileNet to Documentum Conversion”; KM World Conference, “Enterprise Content Management – Being There and Getting There”; ARMA Houston Conference, “Enterprise Content Management – Being There and Getting There”; Managing Electronic Records Conference, “ECM Strategy, Methodology, Reference Architecture, and Implementation”.
- Janice Anderson made several presentations this past year including: May 2005, Greater Houston Partnership – “Managing through Change with Perseverance”; July 2005, Greater Houston Partnership CEO Round Table #2 – “Managing Records in the 21st Century”; September 2005, ARMA International, Chicago (with Wendy McLain, CRM) – “Records Management Compliance Audit Best Practices”; February 2006, Open Text Livelink Energy User Forum, “Everything You Need to Know about Taxonomies You Learned in High School”; March 2006, ARMA Houston Chapter Meeting, “Going Global with RIM: Tips and Techniques”; March 2006, Upstream CIO Taxonomy Workshop, “The Unwritten Rules for Developing Upstream Taxonomies and How You Can Apply Them”; April 2006, LSU School of Library and Information Science, “Library and Information Science... Challenges and Opportunities for the 21st Century”.
- Mary “Mimi” Dionne made the presentation, “Get Your Career Here: Professional Development for RIMgrs.” to the ARMA Baton Rouge/Lafayette Chapter.
- Judy Sitton, CRM spoke at the August 2005 Midland Chapter Meeting, “Disaster Recovery”; September 2005 Oklahoma City Chapter Meeting, “Records Retention Scheduling”; November 2005 Midland Fall Seminar, “Disaster Preparedness for

Small Business”; November 2005 Houston Chapter Workshop, “Writing for Publication” March 2006 HAHIMA Quarterly Meeting, “:Laws and ISO Standards”; March 2006 DeVry University HIT Class, “Laws and ISO Standards”; Spring 2006 Houston Chapter Conference, “ RIM Laws and ISO Standards”; June 2006 Boise Chapter meeting, “Records Retention Scheduling”.

- Beverly McMahan presented programs entitled, “E-Records and RIM” at the 2006 South Padre Island ARMA Corpus Christi Chapter Electronic Records Conference and “Document Protection” at the ARMA Houston 2006 Conference.
- Donna Rose, CRM spoke at the National Organization of Division Order Analysts Institute in Reno, NV and presented the concepts of business practices using e-mail “You Don’t Have to Tell All You Know”; 2006 ARMA Houston Conference “Records Inventory - Fast Tracking the Process.”
- Diane Walker, CRM made several Records Management related presentations at several venues including the US Department of Justice, ASCS Regional, APRA, ACCA, ARMA Houston, and ARMA Midland 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+
 - Ann Bennick, CRM
 - Laura Brooks, CRM
 - Sue Brown, CRM
 - Deanna Brouillette, CRM
 - Adele Carboni, CRM
 - Judy Carpenter, CRM
 - Denise Hampton, CRM
 - Denise Hepler-Balkum, CRM
 - Allan Heath, CRM
 - Debra Lammons, CRM
 - Norma Larson, CRM
 - Robert Leavitt, CRM
 - Sherry Lyons, CRM
 - Debra Mestemaker, CRM

- Sandy Miller, CRM
- Sharon Miller, CRM
- Louise Moyer, PhD, 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
- Diane Walker, CRM

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 is a member of the DeVry University Health Information Technology Advisory Board.

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

Paul Scott is a member of the Society of Southwest Archivists and was presented the Distinguished Service Award in May 2006 “to recognize and honor an individual who has made outstanding contributions to the Society and the archival profession over a number of years.” Paul has worked diligently to bridge the perceived gap between Archives and Records Management.

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, 2005 through June 30, 2006.

CHAPTER	HOUSTON
NAME (Print)	Denise Hampton, CRM
TITLE	Executive Vice President (CHAPTER OFFICER)
SIGNATURE	 DATE June 1, 2006

The link to the March, 2006 issue of the ARMAdilla newsletter is:

<http://www.armahouston.org/Portals/2/NewsLetters/200603.htm>

The link to the January, 2006 Board of Directors Minutes is:

<http://www.armahouston.org/Portals/2/docs/ExhibitB-BODMinutes.pdf>

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CHAPTER	HOUSTON
NAME (Print)	Denise Hampton, CRM
TITLE	Executive Vice President (CHAPTER OFFICER)
SIGNATURE	 DATE June 1, 2006