

**SW Region Leadership Workshop
ARMA Houston Chapter Report
2004-2005**

A. Chapter Information:

1. Chapter Name

Houston

2. Chapter Officers & Committee Chairs for 2006 (with contact information)

ARMA Houston is managed by a 12-member Board of Directors. The Board of Directors is comprised of 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.

President: Gayle R. Page, 713.688.0404, gpage@pacotech.com
Executive VP: Denise R. Hampton, CRM, 713.420.3579, denise.hampton@el Paso.com
Immediate Past President: Donna G. Rose, CRM, 713.296.7204, donna.rose@apachecorp.com
Past President: H. A. (Nancy) Ramirez, CRM, 281.654.7188, nancy.ramirez@exxonmobil.com
Secretary: Mary (Mimi) Dionne, 281.348.3966, mimi_dionne@ administaff.com
Treasurer: Paul Scott, CRM, 713.921.8820, paul_scott@fpm.co.harris.tx.us
VP Chapter Conference: Skip Cain, 713.996.0703 ext 211, scain@ironmountain.com
VP Chapter Meetings: Denise Heppler-Balkum, CRM, 281.586.7821, dabalkum@aol.com
VP Communications: Janice Anderson, 713.664.4357, jca@aiahelp.com
VP Education & Outreach: Everis C. Mollon, 713.650.2444, emollon@winstead.com
VP Marketing: Diane Walker, CRM, 713.243.1270, dwalker@ infotekgroup.com
VP Membership: Vassie Cook, 713.868.8490, vassie.cook@cityofhouston.net
Financial Administrator: Sandra Rodriguez, 281.654-7606, sandra.k.rodriguez@exxonmobil.com
Tellers: Brenda Clements, 713.220.6248, brendaclements@akllp.com
Armadilla Editor: H. A. (Nancy) Ramirez, CRM, 281.654.7188, nancy.ramirez@exxonmobil.com
Ad Manager: Todd Brown, 713/972-1151, todd_brown@kellyservices.com
Awards: Donna G. Rose, CRM, 713.296.7204, Donna.rose@apachecorp.com
Conference Arrangements: TBN
Conference Brochure and Publicity: TBN
Conference Exhibits: Julie Prochnow, 713.688.0404, julie.d.prochnow@exxonmobil.com
Conference Programs: Mike Alsup, 713-586-6542, malsup@gimmel.com
Conference Registration: TBN
Constitution and Bylaws: Debra Mestemaker, CRM 713/241-5979, dmmestemaker@shellopus.com
ICRM Representative: Judy Vasek Sitton, CRM, 713/688-0404, judysitton@pacotech.com
Industry Specific Groups: Regina Knox
Internet: Margaret Southard, CRM 713/888-5960, mac_south@yahoo.com
Legislative & Regulatory Affairs: Mica Matysiewski, 281/894-7528, mica@dmgservices.com
Library and Archives: Debbie L. Diemer, 281/654-5378, debbie.l.diemer@exxonmobil.com
Membership Growth: Patricia L. Rose, 281/654-5688, patricia.l.rose@exxonmobil.com
Membership Retention: Bonnie Smith, 713/546-0579, bdsmith@mayerbrownrose.com
Nominating: Donna G. Rose, CRM, 713.296.7204, Donna.rose@apachecorp.com
Parliamentarian: Donna G. Rose, CRM, 713.296.7204, Donna.rose@apachecorp.com
Photography: TBN
Procedures Manual: Beverly McMahan, 713.651.7010, beverly.mcmahan@eogresources.com
Professional Development: Mimi Dionne, 281.348.3966, mimi_dionne@administaff.com
Programs: Shylan Cadmus, 713/243-1270, scadmus@infotekgroup.com
Publicity: TBN

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2. Chapter Officers & Committee Chairs for 2006 (cont.)

RIM Month: Barrett Walker, bwalker@infotekgroup.com and Jim Dixon, 713/869-8756, jimdixon@iniinc.com

Resource Directory: Sandra Weber, 281/483-2490, sweber@ems.jsc.nasa.gov

Seminars: Pattie Manning, 713/439-8667, patti.manning@bakerhughes.com and Robin Thompson, 713/206-9777, rthompson@capitol-llc.com

Social and Hospitality: Jennifer Walker-Ostertag, 713/243-1270, jwalker@infotekgroup.com

Workshops: Linda Lyrock, 713/296-3794, llyrock@marathonoil.com

3. Chapter Officers & Committee Chair Names from 2005

President: Donna G. Rose, CRM

Executive Vice President: Beverly McMahan

Immediate Past President: H. A. (Nancy) Ramirez, CRM

Past President: John Peden

Secretary: Debra Mestemaker, CRM

Treasurer: Skip Cain

Vice President Conference: Janice Anderson

Vice President Chapter Meetings: DeniseHeppler-Balkum, CRM

Vice President Communications: Denise R. Hampton, CRM

Vice president Education & Outreach: Diane Walker, CRM

Vice President Marketing: Jim Dixon

Vice President Membership: Everis Mollon

Armadilla Editor: Sherry McManus

Armadilla Ad Manager: Todd Brown

Awards: H. A. (Nancy) Ramirez, CRM

Conference Arrangements: Bill Anderson, Laura Alford, Victor Lamas, Minnie Garcia

Conference Brochure and Publicity: Melissa Henry, Claudette Lloyd

Conference Exhibits: Todd Brown, Matt Chamberlain, Linda Trimm, Bill Anderson

Conference Programs: Mike Alsup, Mimi Dionne, Teresa Matlock, Sandy Heyen

Conference Registration: Kathy Jordan, Linda Ferrell, Claudette Lloyd, Karen Stanley, Cory Small, Jeanna Clark

Constitution and Bylaws: Vassie Cook

Financial Administrator: David Culbertson

ICRM Representative: Linda Richards, CRM

Industry Specific Groups: Scott Degrassi

Internet: Margaret Southard, CRM

Legislative & Regulatory Affairs: Paul Scott, CA, CRM

Library and Archives: Debbie Diemer

Membership Growth: Patricia Rose

Membership Retention: Bonnie Smith

Nominating: H. A. (Nancy) Ramirez, CRM

Parliamentarian: H. A. (Nancy) Ramirez, CRM

Photography: Barrett Walker

Procedures Manual: Mica Matysiewski

Professional Development: Mimi Dionne

Programs: Mimi Dionne

Publicity: Pamela Sankey

RIM Month: Julie Prochnow

Procedures Manual: Mica Matysiewski

Resource Directory: Sandra Weber

Seminars: Robin Thompson

Social and Hospitality: Jennifer Walker-Ostertag

Tellers: Brenda Clements

Workshops: Sondra Lockard

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B. Membership Figures

1. **As of June 30, 2004:** 396
2. **As of June 30, 2005:** 402
3. **Chapter Dues set for 2006:** \$35
4. **Industries represented in Chapter Membership:**

Records & Information Management 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.

C. Chapter Meetings

1. **Regular Meeting Date (Week of Month, Day of Week, Time of Day)**
Fourth Wednesday of the Month from 11:30 am to 1:00 pm
2. **Frequency of Chapter Meetings:** Monthly
3. **Chapter Meeting Fees:**
 - a. Member early registration price: \$25
 - b. Non-member early registration price: \$30
 - c. Member regular registration price: \$30
 - d. Non-member regular registration price: \$35
 - e. Walk-in price for members and non-members: \$40

D. Chapter Newsletter

1. **Does Chapter Produce One?** Yes
2. **If yes:**
 - a. **Title of Newsletter:** ARMADILLA
 - b. **Frequency of Publication:** Monthly (in 2006, will go back to bi-monthly)
 - c. **Editor (with E-mail address):** H. A. (Nancy) Ramirez, CRM, nancy.ramirez@exxonmobil.com
 - d. **Publication Format (E-mail, Paper, Fax, Web, Combination (indicate formats):** Web only
 - e. **Ad Rates (if offered):** Newsletter ads will no longer be separate in 2005-2006. Ads will be offered as a package to vendors and published on the chapter website.

E. Chapter Web Site

1. **Does Chapter Produce One?** Yes
2. **If yes, include chapter URL address:** www.armahouston.org
3. **Chapter Webmaster (with E-mail Address):** Margaret Southard MLS, CRM, mac_south@yahoo.com

F. Chapter Educational Programs

1. **Monthly Meetings**
 - a. **Topics presented (with speaker) for 2005**
 - 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)

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b. Workshops/Seminars/Study Groups for 2005 (*Workshops are held in conjunction with Chapter Meetings*)

- 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)

2. **Other:** The Chapter also conducted CRM study sessions after chapter meetings to encourage mentorship and participation.

G. Seminars:

1. 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.

2. 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.

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3. ARMA Houston Annual 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.

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

H. Chapter Projects:

1. 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.

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2. Webster Presbyterian Church

The Chapter responded to a web e-mail request for records management service 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.

3. 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.

4. 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 was priceless.

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5. 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.

6. ACT for 8 Pledge Drive

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 metroplex.

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**.