



**FLORIDA RECORDS MANAGEMENT ASSOCIATION
BOARD MEETING AGENDA**

April 24, 2024 | 10:30 a.m.

Location: Virtual / Teams

I. CALL TO ORDER

II. ROLL CALL

- Sean Eck, President
- Sea Shell Hannabass, President-Elect
- Peggy Meinhardt, Treasurer
- Crystal Rand, Secretary
- Archie Matthews, Director of Administration
- Isabel Hernandez, Director of Conference Programs
- Kimberly Ingram, Director of Education
- Venice Howard, Director of Membership
- Sara Loewer, Director of Public Relations

III. APPROVAL OF THE MINUTES

- a. January 29, 2024 Board Meeting
- b. March 12, 2024 FCRM Committee Meeting
- c. April 2, 2024 FCRM Committee Meeting

IV. PRESIDENT'S REPORT

V. TREASURER'S REPORT

- a. January 24 – April 24, 2024 Report

VI. DIRECTOR REPORTS

- a. DIRECTOR OF ADMINISTRATION**
- b. DIRECTOR OF PROGRAMS**
- c. DIRECTOR OF EDUCATION**
- d. DIRECTOR OF MEMBERSHIP**
- e. DIRECTOR OF PUBLIC RELATIONS**

VII. COMMITTEE REPORTS

VIII. UNFINISHED BUSINESS

IX. NEW BUSINESS

X. ADJOURNMENT



FLORIDA RECORDS MANAGEMENT ASSOCIATION

BOARD MEETING

January 29, 2024

Teams

MINUTES

- **Call to order**

The meeting was called to order at 9:33am.

- **Roll call**

The following Board members were present:

- Sean Eck, President
- Sea Shell Hannabass, President-Elect
- Peggy Meinhardt, Treasurer
- Crystal Rand, Secretary
- Archie Matthews, Director of Administration
- Isabel Hernandez, Director of Conference Programs
- Kimberly Ingram, Director of Education
- Venice Howard, Director of Membershi9
- Sara Loewer, Director of Public Relations

- **Non-Member**

- Lindsey Tozer

- **Approval of minutes from previous meeting.**

- Board Meeting Minutes from 09/21/23 and Special Meeting Minutes from 11/08/23.
 - Treasurer Meinhardt submitted corrections to Secretary for the 09/21/23 meeting just before today's meeting.
 - Director Matthews moves to approve both Minutes, Director Howard seconds with pending the corrections Secretary Rand will make submitted by Treasurer Meinhardt.

- **Unfinished business**

- FCRM Testing and Certification Committee Status.
 - Director Ingram is still in contact with the Universities; one person was ill, and the other was on maternity leave. She is working to setup a time to speak with the board. Once a meeting is scheduled, she will let the board know. Certifications with the universities is still undecided. The next FCRM Committee meeting is in February. Director Ingram will provide an update on that after the meeting. The previous meeting Minutes are not completed. The committee will add Secretary Rand to future meetings to take minutes and add Director Howard for membership questions.
 - Director Ingram is receiving a lot of calls related to members' credits. FCRM testing and membership status will be discussed in February. The FRMA website lists the last update

was on 09/2022. Director Ingram will work on the updates for this year. There are some members who state they never received their certificates.

- Director Ingram will send an email to the board to see if anyone has any questions to add to the test bank. The committee will use the same test from the previous year for the 2024 exam, and then plan to have new questions in 2025.
- New Member Meet the board time scheduling at the annual conference.
 - Should an official meet and greet be added to the agenda? Director Loewer mentioned in previous years there was a meet and greet of new members during the after-conference hours in hospitality. Some members may not attend or feel comfortable coming after hours. A couple of suggestions are to have the board available Wednesday night to go around to introduce yourself or have the board stand up during the opening ceremony for introductions. Having a way to identify new members or first-time attendees would also be helpful. Perhaps add a sticker or flag on the name tag or have a different color name badge or lanyard. We source a vendor to print the badges, we would need to reach out to the vendor to see if there is a fee to change the color of the badge or a different color lanyard.
 - Director Hernandez will not be able to print the agenda at her agency, Holly usually prints them. Director Hannabass has offered to print them and will get the number of copies to print from Director Hernandez.

- **Reports**

- **Sean Eck, President**
 - Nothing to report at this time.
- **Sea Shell Hannabass, President-Elect**
 - Working on the election schedule for this year, it is coming up in Feb. Will get a committee together. Nominating period begins in March and the elections run for the month of April. Will send out to everyone to have an update.
- **Peggy Meinhardt, Treasurer**
 - Treasurer's Report:
 - Started with a balance of \$118,513.31 on 09/19/23, activity through 01/24/24 was income \$43,421.98 and expenses \$1,095.65 with an ending balance of \$160,839.64.
 - The annual report for division of corporations has been filed in January.
 - In line with last year. Reports are two days before board meeting. Total membership for last year was \$56k. More membership after the report. Up to \$49k.
 - If annual income goes over \$200k can no longer file 990EZ. Last year over \$190k with the increase in membership fees and registration fees. Will most likely reach out to a professional to file the taxes.
- **Crystal Rand, Secretary**
 - Nothing to report at this time.
- **Archie Matthews, Director of Administration**
 - Nothing to report at this time.
 - Not notified of any bylaw amendments. If anyone has anything let Director Matthews know.

- **Isabel Hernandez, Director of Conference Programs**
 - 2024 Annual Conference Update:
 - Registration: received the registration link. Director Loewer will email the conference information to the members on 02/01/24.
 - Conference agenda: Started the draft, will send to the board after the meeting. Waiting on speaker information and a decision on the opening ceremony. Need to know how much time to add to the agenda for the opening ceremony.
 - Should there be a small or big ceremony? Would we reserve a color guard or choir? Should we allot 45 minutes?
 - Director Matthews does not like the choir suggestion.
 - Director Loewer mentioned giving the vendors an opportunity to speak and introduce themselves, roughly 10min is what has been allotted.
 - City government typically gives an update, or the tourist board, as a welcome. Nothing lengthy. Director Hernandez will reach out Holly to get the tourist board information. President Eck will reach out to the tourist board to see who can speak during opening ceremony.
 - Room list for speakers and vendors, for the FRMA master account. Waiting on the names from Director Loewer and Director Ingram. Director Loewer will send the vendor list once the registration opens.
 - Finalized the contract the 2025 and 2026. Baker Staging quote on both conferences, compared quotes to previous years, an increase in \$500 every year. Do we want to continue with them with for the next two conferences?
 - President Eck has not heard no complaints. Everyone agrees they are very professional and should continue to use them. Director Hernandez will send the quotes to the board.
 - Treasurer Meinhardt says they are booked for 2024 and the deposit has been paid.
- **Venice Howard, Director of Membership**
 - There is a surge in membership. Emails on asking for help to register. Currently working on assigning new members their new number.
- **Kimberly Ingram, Director of Education**
 - Working on the agenda for the speakers. Have almost all speakers in place, but a couple of the speaker's fees are high.
 - One speaker is requesting \$5,000 for two sessions with airfare and hotel. There is a speaker from ARMA requesting \$1,250.
 - Would like to give \$200 to two of the speakers who are consistent with coming to speak.
 - In the next month or so will confirm and finalize the speakers. Will send the information to Director Hernandez on what is confirmed to date.
 - It was noted FRMA has paid up to \$700 on a speaker in the past. Looking for speaker suggestions.
- **Sara Loewer, Director of Public Relations**

- Lindsey Tozer has been assigned to help with public relations. She will be handling the social media. She has great ideas on rebranding the social, helping members on where to go, creating a more dynamic platform. A new logo idea was sent to Director Loewer. Lindsey has an LLC she uses for branding and public relations. She is also the chapter president for FL Public Relations. Director Loewer will send the board Lindsey's ideas.
- Director Loewer's participation will be greatly reduced, not stepping down, but will be limited due to work restructure. Lindsey will have full authority to act on her behalf and to help make decisions. Director Loewer will not be running for re-election, will be at the conference, but will be traveling back and forth due to personal circumstances. Lindsey will be helping a lot.
- Vendor pricing, \$1,200 silver, \$1,500 gold, \$2,000 platinum with room, \$2,500 diamond. More vendors want to be diamond. 1 bedroom suite has 2 rooms. Suggest increasing the rates in 2025 due to demand; Silver to remain \$1,200, gold to \$1,700, platinum to \$2,500, and diamond to \$3,500. Director Matthews moves to approve, Director Hannabass seconded the motion, no objections.
- The past two years for sponsorship requests there has been no participation from the vendors. We will no longer have these requests.
- Registration for the vendors opens 02/08/24, a week after membership registration. This helps with the volume of registration.
- Hospitality arrangements have historically has been the responsibility of the President-Elect, however the work has fell on Director Loewer. President Eck can assist with purchases since he has the FRMA expense card. Treasurer Meinhardt was previously provided a suggested shopping list since she has a FRMA expense card and can assist. Director Hannabass can also assist with shopping if needed. President Eck will speak with Director Loewer offline to plan for this year. Director Loewer can provide prior year shopping lists.
- Gift cards and swag purchases need to be arranged. Director Loewer does not have the resource to make the purchases.
 - Treasurer Meinhardt will purchase the gift cards and Director Loewer will provide a list of cards.
 - Director Loewer will create an order for swag and Treasurer Meinhardt will log in to pay for it. The swag cannot be shipped to the hotel, so arrangements will need to be made.
 - Lindsay will submit a list of swag options.
 - Treasurer Meinhardt to provide what was spent in previous year. Historically it has been up to two pallets. Director Hannabass says the items can be sent to her organization and will store it. Will arrange for a transport company to ship it from her organization to the hotel.

- **New Business**

- FCRM credits for ARMA Sunshine conference and Speaker Bios Credit:
 - FCRM credits for the ARMA conference: Will there be hours approved for members who attend the conference? Other conferences assign 10 hours. Director Matthews moves to approve 10 hours, President-Elect Hannabass seconded the motion, no objections. 10 hours has been approved.
 - There is a vendor would like to speak for two sessions at the conference and would like a booth. They would not charge a speaker fee, but would like the vendor fee waived.

- The vendor would not get an attendee list and it cannot be a sales pitch.
 - Pending approval based on their presentation. The board will need to review the presentation in order to approve. Director Ingram will let the vendor know.
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- **Scheduling of next Board Meeting**
 - The next meeting should be held in mid to late April before the conference. Secretary Rand will send out a poll for the weeks of 04/08 through 04/19.
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- **Adjournment**
 - Director Matthews moves to adjourn the meeting. Treasurer Meinhardt seconded the motion. Meeting adjourned 10:52 a.m.



FLORIDA RECORDS MANAGEMENT ASSOCIATION

FCRM 2.0 COMMITTEE MEETING

March 12, 2024

Teams

MINUTES

- **Attendees:**

- Kimberly Ingram
- Les Vaughn
- Tim O'Toole
- George Kistner
- Sean Eck
- Archie Matthews
- Venice Howard
- Crystal Rand

- **Announcements**

- FRMA members and select Board members are to be on the FCRM 2.0 Committee.
- Eric Popham has stepped down from the committee. There needs to be another FRMA member assigned to the committee.

- **FCRM Testing Eligibility**

- There were people who took the exam in 2023 that were not eligible; not members or did not meet the eligibility criteria. There seems to be some confusion as to who can sit for the exam. There are some conference attendees who are not members that think if they can attend the conference they can sit for the exam.
 - Conference attendees must be a FRMA member for at least one year to sit for the exam. Membership must be checked before the attendee can take the exam.
 - How was a one-year criteria set for eligibility? Verification of classes sometimes took two to three years with UCF. There was never an exam before. Challenging for members to attend every year, wanted to make it more attainable for members.
- Is there anything saved to determine how members were qualified?
 - The FCRM master list was used to determine. Les put the list together on a spreadsheet and Holly verified the list. Any new member in 2022 that attended in 2022 became eligible in 2023.
 - The committee has to be more aware of making sure only those who are eligible can sit for the exam.
- There were members who responded to the eligibility email as no they would not sit for the exam, but then show up the day of to take the exam.
 - Going forward the committee needs to meet more often to discuss and review eligibility.

- Kim is being bombarded with emails from members, and non-members, with applications to sit for the exam and asking how many credits they currently have. There are people paying for the exam who are not eligible, and she is not allowed to refund them their money. Les said she can refund money if the person isn't eligible. There is a written procedure on the FRMA website under FCRM candidate criteria.
- There are some Beta testers that want to take the exam this year. These members do not need to take it again, only new members who are not currently FCRM under 5 years.
- Maybe we can pay someone to manage the check-in process instead of volunteers. It has been a challenging process with the volunteers.
- **FCRM Certification**
 - Currently the certification is for five years with achieving 36 CEUs.
 - Should the number of CEUs be increased to make the members come to more than two conferences in 5 years? Attending the conference should not be the only way to earn CEUs, is there some other method? The low number of CEUs and the method of earning them has been the issue with the Universities.
 - The board has tried to address this previously, but wanted to keep it simple with how CEUs are earned.
 - The committee needs to have the process fully documented and figured out before bringing it to another University.
 - Kim spoke with USF and gave them what we are looking for in a university, and they are still looking at it. The person will reach out to Kim.
 - USF is looking into taking over the program, but want to know the policies and procedures, do we have any. Need to close the gaps of ineligible people taking the exam. Possibly change the test questions this year. They will be on board, but we need to now allow members to slip through. There is no way to track that the members actually attended the conference sessions or just picked up their packet and headed to the beach.
 - Checking members into classes has been challenging in the past; the board has used with barcodes to scan or with sign-in sheets.
 - The committee has to consider a certificate versus a certification program. Counting seats is a certificate. Having this set as an accredited program to receive certification is key. Kim will forward a copy of USF response when she receives it.
 - Will the university take over everything, or is FRMA still responsible for eligibility requirements?
 - FRMA would administer the exam and give USF who is eligible. USF would keep record of our records and the CEUs. UCF did not do a good job of that, which is why we are changing colleges. UCF went away from all certifications and stopped doing it.
 - We can ask USF to come to the conference, but we would have to pay for their time. The same as with UCF. UCF did everything before, but with the change in leadership everything changed.
 - Rough timeline on when this might happen? Target date is next year 2025 conference.
 - The main pain point is that FRMA has not been able to county on a university to maintain the membership status and CEUs. Most of the work still fell on the board.
- **FCRM Test Bank**
 - Should the questions be changed for this year? Is the booklet editable?

- No, the booklet was printed previously by Les. The questions are in excel and can be selected at random. Need to come up with 4 multiple choice answers for the questions, most are the questions are listed as T/F. It is a lot of work to come up with questions and answers. Les cannot print the booklet with his organization this year.
- **FCRM Documentation**
 - Where is the letter to eligible members, or other documents for FCRM? Was there a letter template for eligible members?
 - No letter template, just an email from the FRMA email to all eligible members.
 - The FCRM documents are on a shared drive with Tim's organization. Kim wants access to the drive, or to move the documents to a FRMA drive, possibly Star Chapter or Google. There is a Google drive that FRMA pays for that isn't being used. Tim will forward the login information to Sean, and he will migrate all documents from Tim's drive to the Google drive.
 - The tests should be destroyed by Archie and then certified. The answer sheets should be kept more than a year in the event members question their eligibility. Possibly look at the education retention schedule and put this schedule in our policies. All test results are electronic, the scantrons were scanned.
- **Moving Forward**
 - The committee has to be more consistent with meeting. It should be twice a month for an hour.
 - Clean up the eligibility lists, Sean will review the spreadsheets of eligible members. The committee should vote on who is eligible. Have a way to communicate out to the membership, a templated email sent from star chapter.
 - Lock in over the next 2 months to clear up the FCRM processes to have the university involved.
 - Current members on the committee, Micheal will stay on, but we need one more member now that Eric stepped down. Sean has reached out to members, Kim will follow-up with those names.
 - Meetings will be scheduled every other week from now until the conference to finalize any decisions and go through the lists. Mornings are good for Kim, Tuesday mornings, 9 to 10, every other week leading up to the conference seems to work for everyone. Will start on 3/26.



FLORIDA RECORDS MANAGEMENT ASSOCIATION

FCRM 2.0 COMMITTEE MEETING

April 2, 2024

Teams

MINUTES

- **Attendees:**

- Kimberly Ingram
- Tim O'Toole
- George Kistner
- Michael Maitland
- Sean Eck
- Archie Matthews
- Venice Howard
- Crystal Rand

- **FCRM Registry**

- Sean was tasked with moving all FCRM files to the Google drive, that has been completed.
- The FCRM registry has not been updated since 09/2022.
 - After 2023 conference the committee was supposed to get with Les to make the updates. Holly had the roster of the members and those who took the exam. Part of the committee was struggling to figure out how to make the updates.
 - Sean could not find the 2023 exam results on the drive. Tim had Sean go to the 2022 folder, that is where the exam results for 2023 were saved. 70% is considered passing the exam, no member has scored below 70%. Sean will update the registry and export to results to excel for the committee.
 - Sean needs the conference attendee list from 2023 to show the FRMA members that attended the conference to award their CEUs. Sean will get this list from Isabel and make the updates. He will update current registry and update it on the website for the members.
- New members or members who did not attend a conference are not eligible. They need to be a member at least one year and attend at least one conference.
- The registry is identifying new emeritus members as new FRMA members. This will have to be manually corrected by Sean.
- Sean is looking for members who signed up in 2023 and did not attend the conference to make sure they are on the list as ineligible for the 2024 exam.
- Sean waiting ARMA conference list from 2023 from Kim. Members who attended ARMA are eligible for 10 CEUs.
 - Kim will look for the email and resend to Sean.

- **FCRM Exam**

- Some members have paid for the exam but there is no documentation on them applying for the exam.

- The wording on the website states members are to pay for the exam first, then send a copy of their online receipt with their application. Its possible members are forgetting to send in the application after payment.
 - Kim is following up on those missing applications. There are 25 members who have paid and 14 are missing applications.
 - Kim has set a deadline for applicants to send in missing applications as of 4/9.
 - Emails from members should be directed to the FCRM email address and not just the FRMA Education email so that the committee members can see what's going on and not just one person.
 - Is there a document with a list of all who have paid and applied?
 - Yes, Kim has been gathering the documents from the applicants, and preparing them for the committee to qualify the candidates.
 - Kim will put the documentation together and share with the committee. She will add them to the google drive by 4/8 for everyone to see; she will be out on 4/9 and 4/10.
 - Is there a cutoff date to apply to take the exam?
 - The email Tim shared from last year, there was a deadline of the first Friday in May. This gave the committee time to review the applications before the conference. This will set the deadline for this year to 5/3/24.
 - Sean will update the FRMA website with the deadline for applications.
 - An email should be sent to those who are eligible informing them of the deadline.
 - Kim still needs to work on the exam booklet. There isn't time to make changes to the questions for this year and would like to use the booklet from last year and make copies.
 - There is an electronic version of the exam on the drive. Sean will make the edits to the booklet, with the current year, and send to Kim.
 - Kim will have a printer print the booklets and have either Sean or Peggy pay for them.
 - An answer sheet needs to be created and added to the back of the booklet. Kim has the answer key to grade the exams.
 - The next meetings for the committee will be 4/16, 4/30, and 5/7. Then a postmortem meeting will be held on either 6/11 or 6/18.
 - Crystal will send the meeting invites out after this meeting.
 - Venice cannot make the 4/16 meeting.
 - This should be OK, unless there is a vote that would require a tiebreaker. An email can be sent to her if that is the case.



January 24, 2024 - April 24, 2024

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|---|------------------------|----------------------------|
| Balance @ January 24, 2024 | | \$160,839.64 |
| Income: | | |
| 2024 Membership / Renewals | 15,131.03 | |
| Less Membership Refunds | 0.00 | |
| 2023 Annual Conference Registrations | 146,408.69 | |
| Less Registration Refunds | 0.00 | |
| 2024 FCRM Applications | 1,347.48 | |
| Interest & Miscellaneous | 0.00 | |
| | Total Income: | <u>\$162,887.20</u> |
| Expenses: | | |
| <i>Bank Account Expense</i> | | |
| Star Chapter Pay Service - Mthly Fee (Feb, Mar, Apr) | (59.85) | |
| <i>Admin/Office Supplies Expense</i> | | |
| Star Chapter Software - Mthly Maint Fee (Feb, Mar, Apr) | (340.00) | |
| Sunbiz (Annual Report Filing) | (61.25) | |
| PO Box Rental (12mo - Thru 4/1/2025) | (361.20) | |
| <i>Insurance Expense - D&O Liability, Annual</i> | (603.98) | |
| 2024 Annual Conference Expense | | |
| Hilton Daytona Beach | (124,395.00) | |
| 4Imprint (Swag) | (7,989.76) | |
| Speaker Expenses (Gray) | (527.20) | |
| | Total Expenses: | <u>(\$134,338.24)</u> |
| Balance @ April 24, 2024 | | <u><u>\$189,388.60</u></u> |

Respectfully Submitted this 24th day of April 2024

Peggy Meinhardt

Peggy Meinhardt, CRM, FCRM, Treasurer