Project
Management
Institute®
Mid–Missouri

2019 Annual Report

Prepared on 4/6/2020

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II.   PRESIDENT'S MESSAGE

As you read this annual report summarizing 2019, you might recognize the chapter's continuation of our long-running and successful network programs and workshops. This report highlights the 2nd Professional Development Conference, which was another successful event and is quickly becoming a favorite event of chapter members and leadership. Our membership remained consistent, and we welcomed a few new faces to our list of volunteers. You will find these and other facts about our chapter's 2019 experiences in this report. We welcome your questions and feedback at any time, and we look forward to seeing you soon!

Rhonda Haake, PMP, PMI-ACP

Chapter President

April 2020

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III. CHAPTER HISTORY

The PMI Mid-Missouri Chapter became an officially chartered component of the Project Management Institute on June 22, 2000 and was publicly recognized as a member organization by PMI in September 2001. 2019 was the chapter's 19th year of operation.

 The Chapter's bylaws report that the PMI Mid-Missouri Chapter has been founded as a non-profit, tax exempt corporation chartered by PMI®. The Chapter is registered in the State of Missouri as a 501(c)(6) corporation, and is dedicated to advancing the practice, science, and profession of project management in a conscious and proactive manner.

Our charter, which is approved by PMI annually, outlines the purposes of the Mid-Missouri Chapter, including the following:

- Promote professionalism in project management.
- Provide a forum for the free exchange of project management knowledge, ideas, and experiences.
- Provide a unifying influence on the advancement of project management with emphasis on all aspects of planning, scheduling, and control of project-oriented tasks.
- Conduct meetings, seminars and other activities that support the above.

Revenues that the Chapter realizes are re-invested in services and activities to serve the Chapter's membership.

IV. CHAPTER GOVERNANCE

We operate according to the Chapter Bylaws, as required by PMI and established by our membership. The Bylaws were last updated and ratified in 2017. Bylaws are available for reference at our chapter website, https://pmimidmo.org.

A. CHAPTER VISION

Our vision is that within the Mid-Missouri area, organizations will embrace, value, and utilize project management and attribute their success to it.

B. CHAPTER MISSION

Our mission is to advance our members' project management skills and competence, and foster the use of project management in organizations.

C. CHAPTER POLICIES

The Board of Directors performs chapter business through guidance available in a set of policies and procedures that enable continuity and organization. This is a living document that will continue to grow and change as needed to support the chapter's activities and guiding practices. The Policies and Procedures Manual can be obtained by request to the Vice President of Administration at pmivpadmin@pmimidmo.org.

D. 2019 STRATEGIC PLANNING

Each year our Board sets aside time to evaluate current and past activities and to identify areas to address in the next year for continued chapter growth and improvement. Board members attended a full-day planning session on Saturday, November 16, 2019 to develop next year's plan. This planning activity was facilitated by a chapter member, Jana Bott. The following board members and guests participated in the strategic planning session.

- John Finley, PMP (VP Finance)
- Olivia Vann, PMP (VP Membership)
- Heidi Saylor, PMP (VP Professional Development)
- Rhonda Haake, PMP, PMI-ACP (First VP and VP Marketing, President-Elect)
- Tony Lutz, PMP (President)

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- Debbi Stafford, PMP, PMI-ACP (newly elected VP Administration)
- Cathy Eatherton, PMP (newly elected First Vice President)
- Ben Vegiard, PMP (VP Communications)
- Dan Crouch (VP Volunteers)

During this strategic planning session, the Board focused on new guidelines provided by PMI for chapter annual planning, including a template for recording the chapter's plan for 2020. Three primary objectives were identified for focus in the coming year. In subsequent meetings, the Board outlined actions that will be taken or considered, prioritized, and assigned a lead. This plan will continue to be reviewed and tracked throughout the year to track and record progress toward our goals. These objectives and actions are presented below.

2020 Annual Plan

Objective 1

Establish a networking program in a new chapter coverage area for local project managers.

Actions:

1 – Survey area project managers to gauge interest in a networking program

2 – If survey responses support it, offer a networking program in the new coverage area

3 – Encourage participation in the PDD for those who become involved in the new program

Objective 2

Improve social media presence

Actions:

1 – Engage volunteers to focus on improving posts and activity on social media platforms

2 – Implement software to improve efficiency and management of social media posts

Objective 3

Enhance member communications

Actions:

1– Survey members for communications preferences

2 – Develop member communication plan based on survey results

3 – Send communications as indicated in the plan

Objective 4

Celebrate Chapter's 20th anniversary

Actions:

1 – Establish a committee to develop and implement the plan

Beginning in 2020, PMI is requiring all chapters to submit their annual plan along with the chapter's application for charter renewal in March. The template provided by PMI and the addition of this annual requirement are intended to help assure all chapters are building their activities around a solid plan for ongoing chapter sustainability and growth.

V.   PMI & REGION 6 INVOLVEMENT

The PMI Mid-Missouri Chapter is one of four chapters in Missouri, along with Metro St. Louis PMI, Kansas City Mid-America Chapter, and the PMI Southwest Missouri Chapter. We are also an active member of PMI's Region 6, along with approximately 24 other PMI chapters ranging in size from less than 100 to thousands of members.   These affiliations provide us with many excellent ideas and a great support system to help us succeed as a chapter.

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PMI Region 6 has devoted significant effort in the past few years to establish a program called No Chapter Left Behind. Through this program, the larger chapters (with 1500 + members) in Region 6 share financial support in helping smaller chapters such as ours send representatives to the annual PMI Region 6 Conference and PMI Leadership Conference. Our chapter has been a recipient of this financial assistance for several years. However, in 2019 we had income that exceeded the $25,000 maximum required by PMI for eligibility in the grant program. This resulted in all expenses for conference attendance covered by our chapter.

- In March 2019 we sent 3 chapter leaders to attend Region 6 Conference at Austin, TX. Olivia Vann (newly elected VP of Membership), Heidi Saylor (newly elected VP of Professional Development), and Rhonda Haake (First Vice President) attended. Rhonda also made a presentation on behalf of the chapter.

- The annual October PMI Leadership Institute Management was not attended in 2019. Two board members planned to attend but had to cancel.

We continue to see that participating in these conferences provides a direct benefit to the chapter. Through exposure to many topics that are specifically geared to chapter leaders, our attendees increase their understanding of their roles in serving our chapter members, and they come away with fresh and new ideas that we can incorporate into our chapter activities. In addition, contacts made through networking with other chapter leaders who are performing the same work and have learned many valuable lessons that they are more than willing to share. Improvements made within our chapter during the year are often a direct result of attending regional and national PMI conferences. We always encourage newly elected board members to participate in one of these events during their term so that they can apply what they learn in the role they are serving.

VI. MARKETING STRATEGY

Without a volunteer dedicated to marketing efforts, the chapter's marketing effort is focused on the website and email communications announcing chapter events and encouraging participation and registrations.

VII. FINANCIAL SUMMARY

Chapter income and expenses are organized for planning and tracking purposes in three major categories:

- General – Amounts not related to chapter meetings or professional development events

- Chapter Meetings – Amounts pertaining to chapter meetings

- Professional Development Events – Amounts pertaining to professional development workshops and PMI certification exam preparation webinars

The income and expenses summary in these three categories is provided through reports of profit & loss statements and total assets.

A. PROFIT & LOSS STATEMENTS

It was another positive financial year for the chapter, as no event came in with budgetary loss. The charts below present the financial summaries for 2016, 2017, 2018 and 2019.

2016

Category	Income	Expenses	Difference
General	$ 8,512.49	$ 10,641.17	($ 2,128.68)

Chapter Meetings	$ 800.00	$ 1,751.98	($ 951.98)
Professional Development	$13,700.00	$ 14,895.63	($ 1,195.63)
Total	$23,092.49	$ 27,288.78	($ 4,196.29)

Development			
Total	$45,088.55	$ 33,861.88	$11,226.67

A comparison of income and expenses from chapter activities during the 4-year span of 2016 – 2019 is provided below.

2017

Category	Income	Expenses	Difference
General	$ 7,700.45	$ 8,418.41	($ 717.96)
Chapter Meetings	$ 754.00	$ 449.28	$ 304.72
Professional Development	$25,970.00	$ 19,189.80	$ 6,780.20
Total	$34,424.45	$ 28,057.49	$ 6,366.96
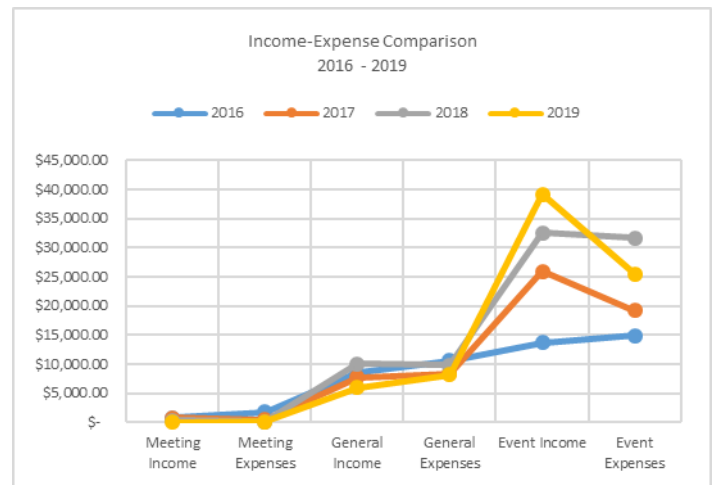
2018

Category	Income	Expenses	Difference
General	$ 10,069.17	$ 9,792.40	$ 276.77
Chapter Meetings	$ 330.00	$ 123.40	$ 206.60
Professional Development	$32,595.90	$31,694.07	$ 901.83
Total	$42,995.07	$ 41,609.87	$1,385.20

B.   TOTAL CHAPTER ASSETS

Our end of year assets from 2010 through 2019 are presented in the table below. The chapter has no liabilities.

Year Ending	Total Assets
Dec. 31, 2019	$35,765.55
Dec. 31, 2018	$24,156.80
Dec. 31, 2017	$22,771.60
Dec. 31, 2016	$16,413.64
Dec. 31, 2015	$20,559.93
Dec. 31, 2014	$17,025.44
Dec. 31, 2013	$18,177.85

2019

Category	Income	Expenses	Difference
General	$ 5,930.00	$ 8,235.61	- $ 2,305.61
Chapter Meetings	$ 0.00	$ 85.29	-$ 85.29
Professional	$39,158.55	$25,540.98	$ 13,617.57

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Year Ending	Total Assets
Dec. 31, 2012	$25,423.57
Dec. 31, 2011	$18,630.44
Dec. 31, 2010	$18,362.85

VIII. MEMBERSHIP SUMMARY

Chapter membership increased by 9 between 2018 and 2019, bringing us to 244 members at the end of 2019. We had 50 new members join our chapter throughout the year. Membership patterns over the past 9 years are shown in the graph below.

Membership Growth

Certifications - In addition to the growth in overall members during the past 9 years, our members' PMI certifications have increased. In 2010 PMI reported 93 out of 139, or 68% of our membership, had earned PMI certifications. At the end of 2019, PMI certifications including PMP, CAPM, PMI-ACP, RMP, and PBA totaled 206 across 244 members, or 84% of current membership.

Retention Rate - Another important statistic that demonstrates the strength of the Mid-Missouri Chapter is the chapter's retention rate. In 2019, our retention rate as reported by PMI was 82.55%. Retention rate is based on PMI's formula:

(non renewals – late renewals) /
memberships at beginning of the year

This percentage means that 82% of our members stay on as members from one year to the next. In comparison, the average retention rate of all chapters in our region was 79%. We appreciate the fact that members see value in participating in our chapter and continue participation as members of the chapter. This in turn encourages our chapter leadership to strive for even more value offerings.

IX. PROFESSIONAL DEVELOPMENT EVENTS AND PROGRAMS

The Mid-Missouri Chapter is a PMI Registered Education Provider. This enables the Chapter's program offerings to qualify for certified professionals to earn Professional Development Units (PDUs) by attending our events. Since 2010, we have consistently offered core types of programs, including professional development workshops, chapter meetings, a member networking forum, and a chapter volunteer recognition event. Beginning in 2016, we began to make adjustments to the typical format and structure of events that we were offering each year. The adjustments have helped us reach a broader set of members and get more members actively involved in the chapter by providing the types of events they are most interested in and most likely to attend.

As an example of this change, in 2018 we added a 3rd no-cost networking program to the options available for members and guests. In addition, we reduced the full-day workshops offered to 1 full-day and focused attention on providing a 2-day Professional Development Days conference. After careful review of the results and feedback from the changes incorporated in 2018, we provided this same event structure in 2019.

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Programs and events made available to members during 2019 are included the following list.

- 1 Professional Development Full-Day Workshop

- 1 New Member Orientation

- 1 Annual Chapter Meeting

- 1 Annual Volunteer Appreciation

- 6 PMO Forum Network sessions offered during evenings in Jefferson City

- 9 PM Network sessions offered during lunch in Columbia

- 6 PM Networking sessions offered during lunch in Jefferson City

- 1 Professional development conference 2-day event (11 PDUs)

- 12 Online Certification Prep Courses offered through Velociteach

PMI's PDU structure is based on a talent triangle involving Strategic and Business, Leadership, and Technical skills that are necessary for project management professionals to maintain relevant experience and knowledge for today's businesses. Each of our events is categorized using the talent triangle to enable our members to accurately report PDUs within PMI's structure.

The table below provides each program event (and associated talent triangle) that was offered to Mid-Missouri Chapter members during 2019.

Listing of Program Events Offered in 2019

Date	Program Type	Title / Presenter / Talent Triangle
1/17/19	JC PM MeetUp	Role of Quality Practices Anita Mosley, Facilitator 1 Strategic/Business PDU

Date	Program Type	Title / Presenter / Talent Triangle
1/24/19	COMO PM Network	Multi-Vote Tool Jana Bott, Facilitator 1 Technical PDU
2/20/19	JC PMO Forum	Change Management Lori Kleckner, Facilitator 1 Strategic/Business PDU
2/21/19	JC PM MeetUp	Improving Requirements Gathering Anita Mosley, Facilitator 1 Technical PDU
2/28/19	COMO PM Network	Helping Teams Meet Project Commitments Jana Bott, Facilitator 1 Leadership PDU
3/14/19	Chapter Meeting	Volunteer Appreciation & Recognition Tony Lutz, Presenter 1.5 Leadership PDUs
3/21/19	JC PM MeetUp	Organization Change Management Jana Bott, Facilitator 1 Technical PDU
3/28/19	COMO PM Network	Bringing Risk to the Forefront Jana Bott, Facilitator 1 Technical PDU
4/17/19	JC PMO Forum	Clear Communication Lori Kleckner, Facilitator 1 Leadership PDU
4/25/19	COMO PM Network	Requirements Gathering Gurus Jana Bott, Facilitator 1 Technical PDU
5/17/19	Workshop	Innovation Games for Agile Teams Sketch, Presenter 8 Technical PDUs
6/19/19	JC PMO Forum	Project Start Up Lori Kleckner, Facilitator 1 Technical PDU
6/20/19	JC PM MeetUp	Vendor Relationship Management Anita Mosley, Facilitator 1 Technical PDU
6/27/19	COMO PM Network	Creative Team Building Jana Bott, Facilitator 1 Leadership PDU
7/25/19	COMO PM Network	Process Mapping Jana Bott, Facilitator 1 Technical PDU
8/14/19	JC PMO Forum	Project Close Out Lori Kleckner, Facilitator 1 Technical PDU
8/15/19	JC PM MeetUp	Communication Challenges Anita Mosley, Facilitator 1 Leadership PDU
8/22/19	COMO PM	Using the Business Case

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Date	Program Type	Title / Presenter / Talent Triangle
	Network	Jana Bott, Facilitator 1 Strategic/Business PDU
9/19/19	Exam Prep	PMI-ACP Exam Prep Workshop Velociteach 32 Technical PDUs
9/19/19	JC PM MeetUp	Communications Challenges Part 2 Anita Mosley, Facilitator 1 Leadership PDU
9/26/19	COMO PM Network	Translating Agile Progress to Waterfall Jana Bott, Facilitator 1 Technical PDU
10/9/19	JC PMO Forum	Adapting Your PMO Lori Kleckner, Facilitator 1 Leadership PDU
10/17/19	PDD	Thriving in Times of Change Multiple Sessions 6 Leadership, 6 Technical, 7 Strategic/Business PDUs
10/18/19	Meeting	Annual Chapter Meeting Chapter Leaders, Joint Presenters 1 Leadership PDU
10/18/19	New Member Orientation	Chapter Membership Benefits Chapter Leaders, Joint Facilitators 1.25 Leadership PDU
11/18/19	Exam Prep	PMP/CAPM Exam Prep Workshop Velociteach 32 Technical PDUs
12/5/19	COMO PM Network	Chart the Course Jan Bott, Facilitator 1 Technical PDU
12/11/19	JC PMO Forum	Gifting Advice Lori Kleckner, Facilitator 1 Strategic/Business PDU

A. PROFESSIONAL DEVELOPMENT WORKSHOPS

A majority of the cost and effort expended by our chapter has historically revolved around providing 4 full-day professional development workshops to help our members maintain their certifications. As mentioned earlier, in 2018 we decided to adjust the workshop offering to 1 per year so we could redirect our efforts towards organizing a conference. We repeated that structure in 2019, offering 1 workshop in May with an excellent turnout of 35 participants. The speaker's topic covered a variety of games and techniques designed for agile teams, keeping in line with members who are interested in agile topics.

Chapter leaders continue to evaluate the impact of format changes. We are seeing increased attendance, as shown in the list below.

Average Workshop Attendance Comparisons
2019	35 (1 workshop)
2018	25 (1 workshop)
2017	24 *
2016	16 *
2015	17 *
2014	23 *

- Averaged across 4 workshops offered

Careful management of event costs and gaining increased attendance is important to the financial strength of the chapter. We also seek workshop venues that are low-cost or no-cost to help reduce the expenses. Fortunately, we have gained a couple sponsors who provide venue space at no cost for our meetings and workshops.

B. PMI CERTIFICATION PREP CLASSES

Our partnership with Velociteach to offer live webinar PMI certification preparation courses continues to be successful. We had 1 member participate in the PMI-ACP course and 1 participate in PMP/CAPM course in 2019. We appreciate the partnership with Velociteach, providing us with the service at no cost outlay to our chapter. When a member registers and completes a course, we gain a certified member through their course completion and subsequent successful test.

C. VOLUNTEER APPRECIATION & RECOGNITION

The 2019 annual Volunteer Appreciation Event was held in March to recognize and honor our volunteers

from the previous year. This event was a fun evening with 13 in attendance. The agenda included social networking, a free meal provided to members who volunteered, recognition of PDUs awarded for volunteer hours, along with a gift of appreciation to each volunteer.

Each year a chapter member is selected by the Board of Directors to be awarded the annual Frank Cox Volunteer of the Year Award. (The Frank Cox Volunteer of the Year Award is named after Frank Cox, a chapter member who dedicated several years to the formation and growth of our chapter and who continues to be a regular participant at chapter events.) The 2019 Frank Cox Volunteer of the Year award was presented to Rashmi Naik. Rashmi was recognized for her service in these key roles during 2019. She supported the chapter's activities by setting up and publishing registrations on the chapter website, often several per month. She assisted in maintaining parts of the website throughout the year, serving in the Website Support role. In addition, Rashmi volunteered to compile the survey results collected from each chapter event and provided statistics and feedback for leadership to evaluate, serving in Chapter Statistician role.

We have fun reminiscing and sharing with our volunteers during this special evening, and we always enjoy the surprise factor that is part of awarding a Volunteer of the Year. Rashmi was deserving of this recognition of her reliable and tireless volunteer service to the chapter.

D. PMO Forum Network – Jefferson City

The chapter's PMO Forum network group was established in 2010, and has continued to strengthen in both the networking aspect through discussion of multiple topics that draw interesting conversation. The format of the forum is a casual structure, held early evening at a local casual restaurant in Jefferson City. Participants earn 1 PDU for the hour-long program, and are welcome to bring or buy their own meal. This enables us to offer at no charge for attendance since it is no charge to the chapter.

An average of 7 members attended the Jefferson City PMO Forum events in 2019. Most of those members and guests attend each PMO Forum session offered throughout the year. However, we did experience fewer attendance in the last half of the year, and are looking at adjustments that could be made next year to meet the interests of more members.

E. PM Network - Columbia

In 2017 we initiated a PM Network group for the Columbia area, with similar format as the long-running PMO Forum Network described above. The Columbia area session is offered each month during lunch in the downtown Columbia area. Jana Bott facilitates discussions, selecting relevant topics of interest to this specific group that continues to attract chapter members as well as their coworkers. 2018 saw a steady group of attendees, with an average of 12 attending the sessions. In 2019, the attendance remained steady, with 9 sessions offered and averaging 14 in attendance.

F. PM MeetUp – Jefferson City

As a result of the success of the networking program established in Columbia, a third networking group was initiated in the Jefferson City area during 2018. The format is similar, with an opportunity to discuss project management topics during lunch hour. The new Jefferson City networking group met at a

members' employer and enabled the employer's employees to carve out time for learning and networking on a regular monthly schedule. The sessions were also open to all chapter members. This group averaged 13 attending the sessions in 2018, and averaged 11 during the 6 sessions offered in 2019. Unfortunately, the facilitator who coordinated the sessions was unable to continue in that capacity in the last few months of the year. We will be re-evaluating this program in conjunction with making efforts to rebuild attendance at the JC PMO Forum program.

G. FUTURE ROLLA AREA NETWORK PROGRAM

In late 2019 we received inquiry through PMI for establishing a networking program in the southern part of our service area. An initial planning meeting was held in Rolla, MO to discuss the interests and possible program options that could be considered. Following that meeting we developed a survey to ascertain the project management audience in that area and what interests they might have. We also compiled a list of project managers in the area to request feedback and inform our further planning efforts. These steps were taken with the intention of initiating a network program in the Rolla area in 2020.

H. STUDENT OUTREACH PROGRAM – LINCOLN UNIVERSITY

A long-time and dedicated member of the chapter has worked diligently to develop a student project management program within a local university. As a tenured professor and long-time certified project manager, Mike Nichols has earned respect and has worked to develop a new project management program to be offered within the Lincoln University curriculum. As one can imagine, this isn't something that is accomplished overnight. We received word in

late 2019 that his work had paid off with a new set of courses being offered as a Project Management degree at Lincoln University in Jefferson City, MO.

The next steps will be to coordinate with him to offer the students PMI and chapter-specific information that could be useful to help them develop their understanding of project management and form a support network.

We have recognized a potential for student program growth through other chapter members working as professors in the local University of Missouri – Columbia as well as the University of Missouri – Rolla campus. We continue to seek interested volunteers to help bring potential student program opportunities to life.

I. STUDENT OUTREACH PROGRAM – CPOD

For several years the chapter has provided financial support to a student program called Computer Professionals on Demand (CPoD). This program is run through a coordinated effort among Missouri state government's Information Technology Department, Linn State University, and several locally owned businesses in the mid-Missouri area. The objective of the program is to bring 20 students from around the state to a summer week-long camp that is focused on providing the students with exposure to the many and varied information technology career opportunities that are available in mid-Missouri. The students' housing is provided at the campus of Linn State University, which serves as their base camp during the week of the program. Meals, activities, tours, and dedicated projects for sponsoring businesses are assigned to each of the student teams.

In addition to providing financial support, our chapter asked to be included on the program agenda for introduction to project management, PMI

certification, and the chapter. We presented in 2018 for a 1 ½ hour session, and were asked to present again in 2019. During the presentation we are able to cover a high level introduction of project management including some hands-on activities, and have enjoyed some insightful and interesting questions from the students at the conclusion.

We hope to continue being part of the program agenda in the years ahead, and also hope for an opportunity to have more time available for our presentation. In any case, we plan to continue budgeting for a donation to this program and encouraging future employees in information technology.

J. NEW MEMBER ORIENTATION

Over the past few years we have taken a variety of approaches to new member orientation, ranging from one centralized location for the meeting to splitting the orientation into 2 sessions at different locations. In response to other chapters' suggestions, we incorporated new member orientation as a breakout session at the chapter's Professional Development Conference in October 2019. While the breakout session discussion was

K. ANNUAL CHAPTER MEETING

The chapter's annual chapter meeting was held in conjunction with the Professional Development Conference in October 2019. We dedicated the breakfast hour of the conference for chapter updates, financial report, and results of chapter board elections through chapter leadership presentations. Since we had a captive audience, the attendance was more than ever before. However, the feedback was less than we had hoped. We will be evaluating what

improvements can be made to present chapter information to our members.

L. PROFESSIONAL DEVELOPMENT CONFERENCE

Following a hugely successful and exciting first 2-day conference in 2018, the Board of Directors could not avoid plans to build the conference into our annual planning for 2019 and future years. Applying lessons learned and jumping in to keep the momentum going, we started immediately in 2019 to prepare and finalize plans for the event.

Thriving in Times of Change

Applying the theme "Thriving in Times of Change", our 2nd annual conference was another great success. We kept in place the many aspects that worked well in 2018, including the location at Tan-Tar-A Resort in Osage Beach, Missouri, and a full schedule of 3 keynote speakers and 12 breakout sessions. We switched to a 2-day format, beginning in the afternoon of day 1 and ending after lunch on day 2. With this format, we were able to address some logistics and feedback recommendations from the previous year.

Overall, we offered 24 PDUs covering various topics across the talent triangle. Attendees had options to select from 12 sessions for 6 of the total 10.5 PDUs that they could earn through their conference participation.

Again we were pleasantly surprised with almost 50% of our total membership attending, and increasing attendance from year 1 (102 registrations) to a total of 113 registrations in 2019! The success of these

conferences over the past 2 years has given our chapter leaders a boost in enthusiasm and excitement as we began immediately to plan what we can do with next year's conference and how we can apply the excellent feedback to continue bringing so many of our membership together to learn, share, laugh and grow together.

Our Board of Directors spends a great deal of time evaluating what topics we offer, speakers, and any adjustments that are necessary to provide quality, relevant programs for our Chapter members. We are learning from our own as well as other chapters' experiences, and we intend to continue making the necessary changes that help us better meet our members' changing interests, needs, and availability along with PMI's guidelines.

X. CHAPTER COMMUNICATIONS

Our Chapter's communication team, led in 2019 by Ben Vegiard as the Vice President of Communications, is responsible for maintaining the chapter website (www.pmimidmo.org), managing the event registration system, and publishing the online newsletter.

Managing event registrations for the chapter is a significant effort that is critical to both members and chapter leadership. Events are published as early as possible to allow sufficient time for those interested to gain approval and submit their registration along with payment for the events. In 2019 there were 38 events made available for registration.

A. NEWSLETTER

The newsletter publication schedule remained consistent, with 6 newsletters issued during the year. Bi-monthly newsletter publications are posted on our website and are available in the document history for the following months of 2019.

- Jan-Feb
- Mar-Apr
- May-Jun
- Jul-Aug
- Sep-Oct
- Nov-Dec

Each newsletter features a mixture of chapter business and events, recognition of new and renewing chapter members, project management-related articles of interest, and sponsor notices. We also include summaries of workshops and events held during the year as another tool for sharing what's going on and encouraging member participation in the future. One of the things we include in our newsletter that few chapters do is a section dedicated to advertising the events offered by our 3 sister chapters in Missouri, Metro St. Louis, KC Mid-America, and Southeast Missouri in Springfield.

XI. MEMBER SERVICES

Our VP of Membership, Olivia Vann, coordinated the various communications to members for event registration announcements, recognition of membership and certifications, and requests for feedback through the chapter survey.

In 2019 we added individualized email communications to new certification holders and new chapter members as another way to show our support for their certification accomplishments and for their interest in the chapter.

A. MEMBER SURVEYS

With every event, we ask attendees to provide us their honest feedback so we can quickly adjust when we miss the expected results. In addition, PMI seeks survey responses from our chapter members each Spring, and makes that information available to us to consider as we develop chapter programs, arrange events, communicate information and encourage volunteerism across our membership. We also sent a chapter survey to members at the end of 2019 to gather more details on preferences so we can align our activities and plans with what members most need from us. We will continue to apply

this information along with lessons learned to improve delivery of our services over the years ahead.

XII. CHAPTER VOLUNTEERS

During 2019, 30 of our members participated as volunteers, which is 13% of our membership. This group of volunteers was made up of both board members and individuals who offered to serve for a specific need during the year.   The following information describes the volunteer roles.

A. 2019 BOARD OF DIRECTORS

These individuals served on the PMI Mid-Missouri Chapter's 2019 Board of Directors.

- Tony Lutz, PMP - President
- Rhonda Haake, PMP, PMI-ACP – 1st Vice President
- Ben Vegiard, PMP - VP Communications
- John Finley, PMP - VP Finances
- Heidi Saylor, PMP - VP Professional Development
- Katelyn Botts, PMP - VP Administration
- Geraldine Ciolli, PMP - VP Programs
- Olivia Vann, PMP - Vice-President of Membership
- Dan Crouch, PMP – VP Volunteers

B. 2019 VOLUNTEERS

As is true throughout the PMI organization, volunteers are the key to achieving our chapter's goals and objectives. In addition to the volunteers who served on the Board of Directors, the individuals listed below also served the Chapter in some specific capacity during 2019, helping to further our mission and offer great programs to our membership.

Volunteer	Role/Activity
Tammy Barkhoff, PMP	PD Conference Planning Committee
Rick Bonner, PMP	PD Conference Breakout Session Facilitator
Jana Bott, PMP	Columbia PM Network Facilitator Strategic Planning Facilitator PD Conference Breakout Speaker
Rodney Britt, PMP	PD Conference Registration Support
Tom Donnell, PMP	PD Conference Breakout Session Facilitator
Cathy Heckmaster, PMP	PD Conference Support PD Conference Breakout Session Panelist Elections Committee
Melissa Hill, PMP	PD Conference Planning Committee
Leonard Kellogg, PMP	Columbia PM Network Coordinator
Lori Kleckner, PMP	PMO Forum Network Coordinator
Nancy Kuse, PMP	Newsletter Editor
Anita Mosley, PMP	PM MeetUp Coordinator
Mike Nichols, PMP	Student Outreach Coordinator
Rashmi Naik, PMP	Event Statistician, Website Editor
Kelly Reilly , PMP	Elections Nominating Chair
Christy Steele, PMP	Social Media Editor, PD Conference Support
Dalyn Crouch	PD Conference Photographer
Bonnie Wiebers	PD Conference Logistics Support
Ciara Bauer, PMP	PD Conference Breakout Session Panelist
Lisa Scheulen, PMP	PD Conference Breakout

Volunteer	Role/Activity
	Session Panelist
Tracy Hall, PMP	PD Conference Volunteer Support

During 2019, volunteers represented 13% of the chapter's membership. One of our ongoing challenges and goals of the chapter's leadership is to increase volunteer opportunities. We developed a volunteer application form to both advertise for positions and obtain information for the volunteers needed, and our VP of Volunteers is working to set up chapter volunteer opportunities on PMI's Volunteer Management System for access by all members. This step will move us closer to a structured system for announcing opportunities and vetting responses from those interested.

XIII. 2019 BOARD MEMBER ELECTIONS

Four board positions were up for election for the 2020-2021 term, including Administration, Programs, First Vice President, and President. The following individuals were elected to serve two-year terms beginning January 1, 2020 through December 31, 2021.

- Debbi Stafford, VP Administration
- Cathy Eatherton, First Vice President
- Rhonda Haake, President
- No candidate for Programs

With the election completed in September, and election results announced at the annual chapter meeting in October, these future board members actively began the process of position transition, meeting with the exiting Vice-President, attending board meetings scheduled October through December, and participating in the strategic planning session to help establish 2020's goals and strategic direction.

A replacement for Vice President of Communications was appointed at the end of 2019 to complete the term begun by Ben Vegiard. Rashmi Naik accepted the appointment and participated in end-of-year knowledge transfer in order to assume those duties beginning on January 1, 2020.

The complete list of 2020 PMI Mid-Missouri Chapter's Board of Directors is presented below. These individuals have committed to serving the chapter by fulfilling their leadership roles to the best of their abilities.

Board Position	Name
President	Rhonda Haake, PMP, PMI-ACP
Past President	Tony Lutz, PMP
Administration	Debbi Stafford, PMP, PMI-ACP
Finance	John Finley, PMP
1st Vice President	Cathy Eatherton, PMP
Professional Development	Heidi Saylor, PMP
Membership	Olivia Vann, PMP
Communications	Rashmi Naik, PMP
Volunteers	Dan Crouch, PMP
Programs	vacant

XIV. BUSINESS SPONSORS

Keeping in mind the chapter's limited funds, the Board of Directors continues efforts to align companies with event and chapter sponsorship options. Our sponsorship policy offers a variety of sponsorship levels for interested organizations, including Gold, Silver, Bronze, and Copper. The option that seems to be best suited to businesses in our area is what we refer to as the Copper Level, which does not involve cash or check payment by the sponsor, but provides valuable support

in other ways. Details of these sponsors and their valuable contribution is included below.

Bronze Level –

The Mathis Group sponsors our chapter through announcement of their extensive list of project management and certification preparation seminars offered in Missouri. Information about their upcoming seminars is included in each published chapter newsletter.

Copper Level –

Huber & Associates provided meeting space, internet connectivity, and conference phone for the monthly chapter board meetings held in Jefferson City.

Copper Level –

Veterans United Home Loans provided meeting space and refreshments for the chapter workshop, as well as meeting space and meal. In addition, Veterans United Home Loans donated money for door prizes to be awarded at the PD Conference.

Copper Level –

IIL joined our sponsorship list by providing in-kind support for our PD Conference, printing the conference materials and signage.

Copper Level -

Velociteach
Velociteach is a long-time partner of our chapter, continuing to offer excellent quality courses for certification preparation with the project manager in mind. In addition, they provided prize drawing for the PD Conference.

In addition to these partners, we had over 20 sponsors who contributed to door prizes for our Professional Development Conference. These sponsorships were significant in providing a great list of prizes that we awarded to attendees throughout the conference.

We formally recognize chapter partner sponsors at each chapter meeting, and greatly appreciate their assistance to our chapter, helping reduce administrative costs in offering programs and supporting the board of directors planning meetings each month. Our desire is to form partnerships that help us reduce venue costs whenever possible.

XV. CONCLUSION

As we share the 2019 chapter activities and results presented in this report, there are many indicators of the strength of the Mid-Missouri Chapter. We continue to grow in membership, volunteers, and PDUs that we are able to offer for member certifications and renewals. We have also been able to increase our income by switching from multiple workshops to the annual conference format.

Our chapter leadership is dedicated to improving chapter governance through development of policies and procedures. We are very proud of the success of our first two conferences, and that success has redirected our focus and plans for the coming year. We rely on members to join, get involved, and offer constructive feedback that helps us align with their needs. It is our pleasure to be serving the project managers in mid-Missouri.