

**Project
Management
Institute®
Mid-Missouri**

2020 Annual Report

Prepared on 07/10/2021

I. TABLE OF CONTENTS

President's Message	3
Chapter History	5
Chapter Governance	5
Chapter Vision	5
Chapter Mission	5
Chapter Policies	5
20 Year Anniversary Celebration	6
PMI Small Chapter of the Year Finalist	6
2020 Strategic Planning	6
PMI & Region 6 Involvement	7
Marketing Strategy	7
Financial Summary	8
Profit & Loss Statements	8
Total Chapter Assets	8
Membership Summary	9
Professional Development Events and Programs	9
Professional Development Workshops	11

2020 Annual Report

PMI Certification Prep Classes	11
PMO Forum Network – Jefferson City	11
Lunch PM Network	12
PMs in the AM Network Program	12
Future Rolla Area Network Program	12
Student Outreach Program – Lincoln University	12
Student Outreach Program – CPoD	12
New Member Orientation	13
Annual Chapter Meeting	13
Professional Development Conference	13
Chapter Communications	13
Newsletter	13
Member Services	14
Member Surveys	14
Chapter Volunteers	14
2020 Board of Directors	14
2019 Volunteers	14
Volunteer Appreciation & Recognition	15
2020 Board Member Elections	16
Business Sponsors	16
Conclusion	17

2020 Annual Report

II. PRESIDENT'S MESSAGE

As with practically every organization in the U.S. and the world, 2020 brought a number of new challenges to us as a chapter. Our plans for the year had to be completely revisited and revamped in April, when it became clear that in-person events that we were accustomed to offering would not be a safe environment. We were able to pivot to a virtual solution that enabled us to keep our very popular network programs going strong through 2020. In this report you will read the results of those programs.

COVID also had an impact on our annual professional development conference, causing us to cancel that event despite how excited we were to offer it again. Our membership dropped slightly in 2020, but we welcomed new faces to our chapter, our events, and to our list of volunteers. You will find these and other facts about our 2020 experiences in this report.

This report presents all the details about our chapter's operations, successes, and challenges. We welcome your questions and feedback at any time, and we look forward to seeing you as a participant in our events!

Rhonda Haake, PMP, PMI-ACP

Chapter President

July 2021

2020 Annual Report

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.

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. PMI requires the Bylaws be reviewed and ratified by chapter members every three years. Per that schedule, the Bylaws were updated and ratified in 2020.

The primary change that was made with the 2020 review and ratification involves the chapter's leadership positions. To better align the positions with chapter activities, the following position changes were made.

- First Vice President role was eliminated, with responsibilities assigned to other positions as described below.
- Vice President of Marketing was added, with primary responsibilities for chapter advertising, social media, and sponsorships.
- Vice President of Programs was modified with primary responsibility for coordinating the chapter's programs.
- Vice President of Professional Development was modified with primary responsibility for coordinating workshops and the annual conference, including venue and all details associated with those events.
- Adjustment was made to reduce the total number of consecutive years a member can serve on chapter leadership to 8 (previous limit was 10 years).

These changes will go into effective January 2022. 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

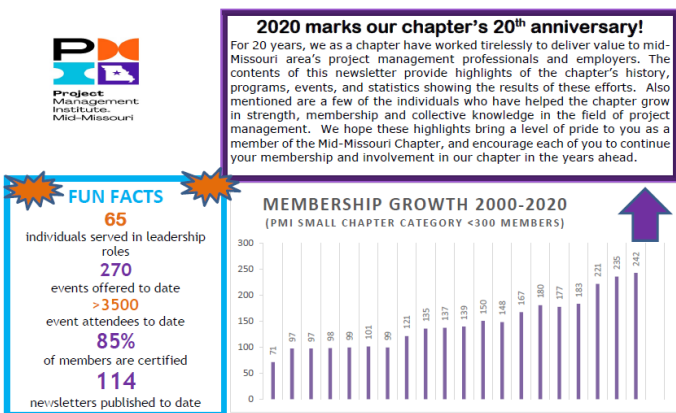
2020 Annual Report

obtained by request to the Vice President of Administration at pmivpadmin@pmimidmo.org.

D. 20 YEAR ANNIVERSARY CELEBRATION

The year 2020 was our 20th anniversary as a chapter. We had intended to organize a big celebration and special activities during the year. However, COVID19 health and safety concerns caused the Board to adjust those plans, and instead we summarized highlights of the chapter's journey over the past 20 years to include with a mailing to each member. Each chapter member received a special journal with the new chapter logo and the chapter highlights insert (shown below).

20-Year Chapter Highlights Mailed to Members



Annual Professional Development Conferences

1st conference held October 2018 with 104 in attendance, over 50% of membership
2nd conference held October 2019 with 113 in attendance, over 50% of membership

Save the Date!
Our 3rd annual conference will be held on
October 8 – 9, 2021
at Margaritaville Resorts, Osage Beach, MO

Volunteers Awarded Frank Cox Volunteer of the Year

- Frank Cox 2008
- Nancy Kuse 2009
- Sridhar Kalluri 2010
- Lori Kleckner 2011
- Ronnie Parker 2013
- Lois Heldebrand 2013
- Rodney Britt 2014
- Rhonda Haake 2015
- Tisha McGowan 2016
- Christine Steele 2017
- Rashmi Naik 2018
- Jana Bott 2019



Thank you for helping our chapter strengthen over the past 20 years. Here's to the future!

E. PMI SMALL CHAPTER OF THE YEAR FINALIST

PMI recognizes chapters who have excelled in providing member value. In 2020 our chapter was invited by PMI to apply for their Small Chapter of the Year award. (The Small Chapter category is for those with less than 300 members.) We applied and were



selected in the top 3 finalists for the award! This is the second time our chapter has been recognized by PMI in this manner. Previously, in 2016 we applied and won the award. So it was very exciting to again receive recognition for the hard work and dedication that the Mid Missouri Chapter brings in service to our local area, and for the positive response from our members by participating and providing feedback so that we can continue to grow together.

F. 2020 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, December 12, 2020 to develop next year's plan. This planning activity was facilitated by the chapter president. The following board members participated in the strategic planning session.

- John Finley, PMP (VP Finance)
- Olivia Vann, PMP (VP Membership)
- Kelly Reilly, PMP (newly elected VP Membership)
- Tammy Barkhoff, PMP (newly elected VP Professional Development)
- Rhonda Haake, PMP, PMI-ACP (President)
- Debbi Stafford, PMP, PMI-ACP (VP Administration)
- Cathy Eatherton, PMP (First Vice President)
- Rashmi Naik, PMP (newly elected VP Communications)
- Dan Crouch (VP Volunteers)
- Melissa Hill, PMP (newly appointed VP Programs)

2020 Annual Report

During this strategic planning session, the Board focused on identifying primary objectives for focus in the coming year. The objectives and actions developed for 2021 are presented below.

2021 Annual Plan

<p>Objective 1 <i>Establish a networking program in the southern Missouri segment of our coverage area.</i></p> <p>Actions:</p> <p>1 – Initiate a program to offer monthly topic discussions at a local Rolla location.</p> <p>2 – Encourage involvement of the new service area in other chapter events and volunteer roles</p>
<p>Objective 2 <i>Incorporate more diverse topics into chapter events</i></p> <p>Actions:</p> <p>1 – Provide more in-depth agile topics as part of the chapter’s offerings.</p>
<p>Objective 3 <i>Enhance member communications</i></p> <p>Actions:</p> <p>1– Develop member communication plan</p> <p>2 – Send communications as indicated in the plan</p> <p>3 – Enhance social media communications</p>
<p>Objective 4 <i>Increase member involvement through volunteerism</i></p> <p>Actions:</p> <p>1 – Actively pursue volunteer participation</p>

PMI requires chapters to submit their annual plan along with the chapter’s application for charter renewal in

March each year. The plan outlined above was submitted to PMI along with the annual charter renewal application for 2021.

V. PMI & REGION 6 INVOLVEMENT

The PMI Mid-Missouri Chapter is one of three chapters in Missouri, along with Metro St. Louis PMI, and Kansas City Mid-America Chapter. We are also an active member of PMI’s Region 6, 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.

Due to COVID, PMI switched their annual LIM Conference to a virtual format, and opened up registration at no cost to all chapters. This made it much more accessible to our chapter leaders since the cost of travel was not a factor.

We continue to see that participating in these conferences provides a direct benefit to the chapter. Through the many topics that are specifically geared to chapter leaders, attendees increase their understanding of their roles in serving our chapter members, and they come away with fresh and new ideas that can be incorporated into our chapter activities. In addition, contacts are 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.

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. We anticipate more activity in this area beginning in 2022 when the

2020 Annual Report

newly formed VP of Marketing role becomes an active member of chapter leadership.

2018

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 bootcamp through Velocitech

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

It should be no surprise that 2020 event cancellations and adjustments that were required due to Covid19 had a major impact on the chapter's profit and loss. All paid events were cancelled for the year, so the anticipated income from those events was eliminated, aside from one reservation with Velocitech boot camp.

Income and Expenses reported below include operating expenses for the chapter's normal business (website host fees, video conference subscription with zoom, and other basic operational costs). The chapter's 20th anniversary celebration involved mailing gifts to all chapter members, so approximately \$3,000 in expenses for the year is related to that activity.

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

2019

Category	Income	Expenses	Difference
General	\$ 5,930.00	\$ 8,235.61	- \$ 2,305.61
Chapter Meetings	\$ 0.00	\$ 85.29	-\$ 85.29
Professional Development	\$39,158.55	\$25,540.98	\$ 13,617.57
Total	\$45,088.55	\$ 33,861.88	\$11,226.67

2020

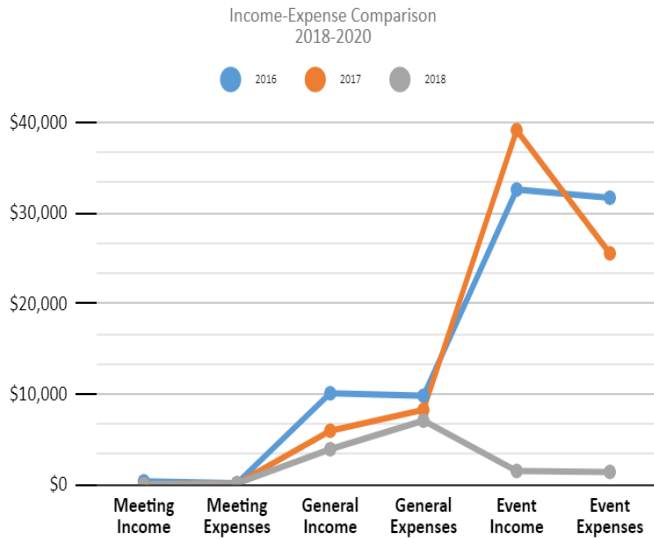
Category	Income	Expenses	Difference
General	3884.75	7045.73	-3,160.98
Chapter Meetings	0	105.98	-105.98
Professional Development	1480.17	1374.50	105.67
Total	5365.92	8526.21	-3161.29

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 2018, 2019 and 2020.

2020 Annual Report

A comparison of income and expenses from chapter activities during the 3-year span of 2018, 2019, and 2020 is provided below.



Dec. 31, 2012	\$25,423.57
Dec. 31, 2011	\$18,630.44
Dec. 31, 2010	\$18,362.85

VIII. MEMBERSHIP SUMMARY

Chapter membership decreased by 9% from the previous year, bringing us to 224 members at the end of 2020. We had 38 new members join our chapter throughout the year. Membership patterns over the past 10 years are shown in the graph below.



B. TOTAL CHAPTER ASSETS

Our end of year assets from 2010 through 2020 are presented in the table below. The chapter has no liabilities.

Year Ending	Total Assets
Dec. 31, 2020	32,626.64
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

Certifications - Our members' PMI certification rate has increased in the past 10 years. In 2010 PMI reported 93 out of 139, or 68% of our membership, had earned PMI certifications. At the end of 2020, PMI certifications including PMP, CAPM, PMI-ACP, RMP, and PBA totaled 191 across 224 members, or 85% of current membership.

Retention Rate - Another important statistic that demonstrates the strength of the Mid-Missouri Chapter is the chapter's retention rate. In 2020, our retention rate as reported by PMI was 77%. Retention rate is based on PMI's formula:

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

2020 Annual Report

This percentage means that 77% of our members stay on as members from one year to the next. 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 offers events through volunteer presentations and contracts with PMI certified trainers in order for certified professionals to earn Professional Development Units (PDUs). 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.

Starting in March 2020 we switched to all virtual events. This included our noon and evening workshops. We did cancel our one-day workshops and Professional Development Conference, as we were not ready to pivot and were not sure people would invest money in a virtual conference. Many of our members are state and higher education employees and those entities had cut budgets for professional development.

Programs and events made available to members during 2020 are included in the following list.

- 2 New Member Orientation
- 1 Annual Chapter Meeting
- 3 PMO Forum Network sessions offered during evenings via Zoom
- 8 PM Network sessions offered during lunch via Zoom
- 5 PM Network sessions offered in the morning via Zoom

- 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 2020.

Listing of Program Events Offered in 2020

Date	Type	Title/Presenter/PDUs
1/30/2020	PMO Forum	New Decade of Teams Lori Kleckner, Facilitator .5 Strat/.5 Bus
2/13/2020	PMO Forum	Negotiating Skills Lori Kleckner, Facilitator .5 Strat/.5 Bus
2/27/2020	COMO PM Network	Security Risks Jana Bott, Facilitator .5 Strat/.5 Bus
3/10/2020	Chapter Meeting	Volunteer Appreciation Board, Facilitator 1 Leadership
4/23/2020	Lunch Network	Project Estimating Jana Bott, Facilitator 1 Technical
4/28/2020	Chapter Meeting	Chapter Meeting Rhonda Haake, Facilitator 1 Leadership
5/28/2020	Lunch Network	Covid Coffee Chat - Virtual Teams Jana Bott, Facilitator 1 Leadership
6/16/2020	Chapter Meeting	New Member Orientation Board, Facilitator

2020 Annual Report

		1 Leadership
6/26/2020	Lunch Network	Importance of Initiating Jana Bott, Facilitator 1 Technical
6/30/2020	PMO Forum	Breaking Boredom Lori Kleckner, Facilitator .5 Strat/.5 Bus
7/14/2020	PMs in AM	Improving Virtual Meetings Rhonda Haake, Facilitator 1 Technical
7/14/2020	Rolla Network	Rolla PM Network Plans Rhonda Haake, Facilitator 1 Leadership
7/23/2020	Lunch Network	Pointers in Planning Jana Bott, Facilitator 1 Technical
8/11/2020	PMs in AM	Virtual Project Teams Rhonda Haake, Facilitator 1 Technical
8/18/2020	PMO Forum	Remote Project Management Lori Kleckner, Facilitator 1 Technical
8/27/2020	Lunch Network	Excelling at Execution Jana Bott, Facilitator 1 Technical
9/15/2020	PMs in AM	Talk About Project Risk Rhonda Haake, Facilitator 1 Technical
9/24/2020	Lunch Network	Masterful Monitoring & Controlling Jana Bott, Facilitator 1 Technical
9/30/2020	Chapter Meeting	New Member Orientation Board, Facilitator 1 Leadership
10/13/2020	PMs in AM	Simulated Risk Rhonda Haake, Facilitator 1 Technical
10/22/2020	Lunch Network	Crescendo of Closing Jana Bott, Facilitator 1 Technical
11/3/2020	PMO Forum	10 Years of Change Lori Kleckner, Facilitator

		1 Leadership
11/10/2020	PMs in AM	Applying Truth Serum to Status Reports Rhonda Haake, Facilitator 1 Technical
12/1/2020	Chapter Meeting	Annual Chapter Meeting Board, Facilitator 1 Leadership
12/10/2020	Lunch Network	Notes on PMBOK Agile Victoria Harding, Facilitator 1 Technical

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. In 2018 we decided to adjust the workshop offering to 1 per year so we could redirect our efforts towards organizing a conference. As stated before we did not offer workshops due to Covid guidelines in 2020.

Chapter leaders continue to evaluate the impact of format changes, as our 1 hour network meetings have been very popular. Before the pandemic we were seeing increased attendance, as shown in the list below.

Average Workshop Attendance Comparisons

Year	Attendance
2020	none offered
2019	35 (1 workshop)
2018	25 (1 workshop)
2017	24 *
2016	16 *
2015	17 *
2014	23 *

(*Averaged across 4 workshops offered per year)

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

2020 Annual Report

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 a valuable offering to our members. During 2020 we had no participants; however, we appreciate the partnership with Velociteach that provides 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. 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. This year, with the exception of one meeting, all meetings were held via Zoom. Participants earn 1 PDU for the hour-long program. This enables us to offer at no charge for attendance since it is no charge to the chapter.

An average of 12 members attended the Jefferson City PMO Forum events in 2020. We did see an increase in attendance in these events, which we attribute to being available via Zoom. Members who might not have traveled to Jefferson City, or who didn't have time to carve out in the evening were able to attend.

Lori Kleckner, did decide to make 2020 her last year in leading these events, therefore the chapter is currently not offering an evening networking session.

D. LUNCH PM NETWORK

In 2017 we initiated a PM Network group for the Columbia area, applying a similar format as the long-running PMO Forum Network described above. Initially, the Columbia area session is offered each month

during lunch in the downtown Columbia area. However, due to Covid, we did switch to a Zoom format in May. We canceled the March and April sessions and we waited to see how things played out. Jana Bott facilitates discussions, selecting relevant topics of interest to this specific group that continues to attract chapter members as well as their coworkers. Once again, the Zoom platform made this meeting more accessible and we saw a jump in our average attendance from 14 in 2019 to 22 in 2020.

E. PMs IN THE AM NETWORK PROGRAM

To address the need for the chapter to offer virtual networking opportunities during 2020, we started up a new virtual program during the early hours of 7:30-8:30 a.m. each month beginning in July 2020. Response to this offering was very good, with average monthly attendance of 13 and the program is expected to continue in a virtual format for the future.

F. FUTURE ROLLA AREA NETWORK PROGRAM

In late 2019 we received an 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. A survey was developed 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. However, COVID prevented group gatherings, so there was no action taken to schedule program activities. A few Rolla area project managers did participate in other virtual chapter events during the year. When it becomes safe to meet in person again, the chapter intends to offer program events for project managers in the south-central Missouri area.

G. STUDENT OUTREACH PROGRAM – LINCOLN UNIVERSITY

2020 Annual Report

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 was beginning to advance, with a new set of courses suggested as a Project Management minor at Lincoln University in Jefferson City, MO.

Unfortunately, the leadership at Lincoln University did not provide the necessary support to make the minor a reality during 2020.

Our chapter area offers a potential for student program growth through collaboration with 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.

H. 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, State Technical College of Missouri (in Linn), 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 the State Technical College, 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.

Our chapter has provided financial support as well as a session included on the agenda for introduction to project management, PMI certification, and the chapter. Unfortunately, this program was impacted by COVID and was cancelled in 2020. We anticipate participating in 2021 and future years.

I. 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 2020 we held 2 virtual sessions, one mid-way through the year and the 2nd in December. Attendance was better than we had experienced with in-person sessions during the past several years. This is one of the events that we are likely to continue in a virtual format due to the wide area of coverage.

J. ANNUAL CHAPTER MEETING

The chapter's annual chapter meeting was held in December through a virtual format. We again found attendance to be better than past years. We recognize, and the board has discussed, that a virtual meeting is likely going to be a suitable format in future years since it is a convenient way for more members to participate from across our coverage area.

K. PROFESSIONAL DEVELOPMENT CONFERENCE

Following hugely successful 2-day conferences in 2018 and 2019, the Board of Directors had made plans to build the professional development conference (PDC) into our annual planning for 2020 and future years. We had an initial planning meeting early in 2020 but determined in April that we would need to cancel the PDC for 2020 due to COVID's impact on health and safety of our members. We also polled members in late 2020 and found that a significant number of respondents (50%) did not have

2020 Annual Report

funding for attending a conference in 2020 or 2021. The Board of Directors made the tough but logical decision to cancel PDC for the year but fully intend to offer it again in a post-COVID scenario.

X. CHAPTER COMMUNICATIONS

Our Chapter’s communication team, led in 2020 by Rashmi Naik 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 2020 there were 43 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 2020.

● Jan-Feb	● Jul-Aug
● Mar-Apr	● Sep-Oct
● May-Jun	● 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 sister chapters in Missouri, Metro St. Louis and KC Mid-America.

XI. MEMBER SERVICES

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

In 2020 we modified our email communications to support the adoption of virtual meetings and important corresponding information. Our goal is to make our virtual meetings easy and accessible to all with timely reminders and communication.

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 2020 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 2020, 18 of our members participated as volunteers, although this was less than 10% of our membership, normal opportunities were limited due to the impact of COVID on in person activities. 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.

2020 Annual Report

A. 2020 BOARD OF DIRECTORS

These individuals served on the PMI Mid-Missouri Chapter's 2020 Board of Directors.

- Rhonda Haake, PMP, PMI-ACP - Chapter President
- Cathy Eatherton, PMP - First Vice-President
- Debbi Stafford, PMP, PMI-ACP - Vice-President of Administration
- Dan Crouch, PMP - Vice-President of Volunteers
- John Finley, PMP - Vice-President of Financial Affairs
- Olivia Vann, PMP - Vice-President of Membership
- Tammy Barkhoff, PMP - Vice-President of Professional Development
- Rashmi Naik, PMP - Vice-President of Communications
- Heidi Saylor, PMP - Vice-President of Programs

B. 2020 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 2020, helping to overcome the impacts of COVID and helping to further our mission and offer great programs to our membership.

Volunteer	Role/Activity
Jana Bott, PMP	Columbia PM Network Facilitator / Presenter
Robin Jones, PMP	Elections Nominating Chair
Leonard Kellogg, PMP	PM Network Coordinator
Lori Kleckner, PMP	PMO Forum Network Coordinator
Nancy Kuse, PMP	Newsletter Editor
Mike Nichols, PMP	Student Outreach Coordinator
Tracy Hall, PMP	Volunteer Support

During 2020, many of these volunteers adjusted quickly to offer virtual activities as it became necessary to cancel the normally scheduled in-person events. An ongoing challenge and primary

goal of the chapter's leadership is to increase volunteer opportunities. We worked to recruit volunteers to improve our social media presence.

C. VOLUNTEER APPRECIATION & RECOGNITION

The annual Volunteer Appreciation Event was also canceled this year and the board opted to deliver the volunteers a virtual gift of appreciation.

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 2020 Frank Cox Volunteer of the Year award was presented to two outstanding Chapter Members. Tony Lutz and Lori Kleckner. Tony continued to serve the chapter in the capacity of Past President and coordinated the Chapter Anniversary award and distribution. Lori Kleckner continued a great tradition of service by coordinating and often leading the Jefferson City PM group. These volunteers exemplify the spirit of giving back to the PM community.

We look forward to the future and the opportunity to gather together to share ideas and network. We are always looking for members who have a desire to volunteer.

XIII. 2020 BOARD MEMBER ELECTIONS

Five board positions were up for election for the 2021-2022 term, including Professional Development, Membership, Communications, Finance, and Volunteers. The following individuals were elected to serve two-year terms beginning January 1, 2021 through December 31, 2022.

- Tammy Barkoff, Professional Development
- Kelly Reilly, Membership
- Rashmi Naik, Communications

2020 Annual Report

- John Finley, Finance
- Dan Crouch, Volunteers

Melissa Hill accepted the appointment to fill the remaining 1 year for VP of Programs that was not filled during the 2019 election cycle.

The complete list of PMI Mid-Missouri Chapter’s Board of Directors for 2021 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
Administration	Debbi Stafford, PMP, PMI-ACP
Finance	John Finley, PMP
1st Vice President	Cathy Eatherton, PMP
Professional Development	Tammy Barkhoff, PMP
Membership	Kelly Reilly, PMP
Communications	Rashmi Naik, PMP
Volunteers	Dan Crouch, PMP
Programs	Melissa Hill, PMP

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 –

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 -

Velociteach is a long-time partner of our chapter, continuing to offer excellent quality courses for certification preparation with the project manager in mind.

We formally recognize chapter partner sponsors at our chapter meetings, 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.

2020 Annual Report

XV. CONCLUSION

As we share the 2020 chapter activities and results presented in this report, we hope you noticed the many indicators of the strength of the Mid-Missouri Chapter. That was recognized by PMI as we were selected to be a finalist for their annual small chapter of the year award.

We continue to focus on offering a variety of opportunities for members and non-members to learn and earn PDUs. Even during the year of COVID, our attendance records were as good or better than normal. We quickly found a way to adapt our sessions to a virtual format and found it to be an excellent forum for both maintaining involvement with our regular attendees and bringing in additional members who had not previously attended.

We are very proud of the success of our first two conferences held in 2018 and 2019, and although we have had to cancel the conference in 2020 and 2021, we are eager to make the conference an annual event in coming years.

It is our pleasure to be serving the project managers in mid-Missouri. Your participation and feedback is always encouraged and appreciated. Board members can easily be contacted by email through our chapter website (<https://pmimidmo.org/index.php/about-us/contact-us>).

Thank you for your interest in the chapter's annual report of 2020.