

CHAPTER NEWSLETTER

Volume 2, Issue 1

January 2006

BETHESDA MISSION SUCCESS STORY

After several months of planning work by the Community Outreach Committee, the IFMA Chapter of Central Pennsylvania set forth on a mission at the Bethesda



Mission. Twenty-two volunteer workers showed up on the morning of December 10, 2005 to embark on five projects at the men's and women's shelter to improve the conditions at these facilities. A road trip arranged for the guests of the shelter

left the facility about 8 AM at which time our team of

workers undertook their assignments.

A team led by Dave Wenger set out to clean, sand,

clean again and then apply two coats of finish to the wood floor in the Men's Shelter Chapel. This was the most ambitious project and the first priority of the mission staff.

After five days of work, the

floor was finished and it looks great. Following the completion of the floor, another of our IFMA members, Tom Chronister, arranged to donate over 200 chairs to outfit the "new look" chapel. Dale Schwan led the second team of workers to accomplish two repair projects in the men's dining room area. Dale's team repaired a door to the short term sleeping quarters from the dining room and also removed a section of wall that had deteriorated due to water damage. When finished, these two projects did wonders to improve the look and function of the dining room area.

Team three led by Craig Haw-
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Bylaws Update

On November 30, 2005, a new set of by-laws were proposed by the Chapter's Board of Directors and posted on the website.

Please review these changes. Next month, you will be asked to vote via the website on their adoption by the Chapter.

All votes must be in by March 3, 2006.

IFMA/GBACPA TOURS HIGHMARK DATA CENTER



IFMA joined with the Green Building Association local chapter to tour the new, green data center constructed by Highmark Blue Shield in Dauphin County. The hillside site for

the building suggested that it could be "stacked" instead of spread out. This approach allowed Highmark to minimize site disturbance and to incorporate rainwater capture and use into the building program. Captured rainwater is used for toilet flushing and for cooling tower make-up.

Inside, the facility is arranged to allow tours with-

out disruption to data management functions. Data storage and office areas were built with raised access flooring. The cooling system for the many computer towers consists of an innovative design dubbed "Tower of Cool" by its inventor. Cool air is directed into the computer cabinets at their bases, traveling up through the cabinet. This method cools the equipment, rather than the

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BETHESDA MISSION SUCCESS STORY

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thorne gathered a crew of vinyl floor experts to install a new floor at the men's shelter entrance off of Reilly Street. Craig's team removed the old flooring, patched the under floor and laid some new sheet goods at the well worn entrance to the facility. This crew also installed a new floor in the entrance processing office adjacent to the main lobby. What a difference this project made to the appearance at the building entrance and it makes those coming into the facility feel more welcome.

Team four, a group led by our Chapter President, Charlie Claar gathered at the women's shelter to complete an assignment that included installing new chair rail and

painting the main hallway in the building. This crew worked hard cleaning, preparing and then painting a key

part of the building that each of the clients use everyday to circulate within the facility. One of the team members learned that there were not only women in this facility, but also as many as 30 children who utilize the shelter. Wanting to be sure that not only the facility would look great for Christmas, Lynn Desantis and her hus-



band bought gifts and delivered them to the shelter on Christmas Eve to brighten the Christmas celebration of the children at the women's facility.



And finally our fifth team, led by Josh Millman worked hard leading up to the work day to locate some replacement furniture for the living room at the women's shelter. He reported to me that soon after the completion of the other projects, he was able to have the furniture delivered to the shelter. Deb King with Bethesda Mission staff commented how great the new furniture looks in the space and how much the women appreciated the difference this made to their living space.

The Bethesda Mission staff shared with us that this is the first "professional organization" in the Harrisburg area to organize work teams to do the kind of projects that our IFMA chapter accomplished on De-

ember 10, 2005. I shared with our teams: "Mission accomplished for Bethesda Mission." They are now able to carry out their important work more effectively for those in the Harrisburg region who need shelter and a meal.

I want to thank each of our chapter members who participated in this work day. We had a great time working together completing these projects and I know that the Bethesda Mission was appreciative of our efforts. Our objective as a community outreach committee is to make a difference in our community and I think we accomplished that at Bethesda Mission. Please look for the next project coming up this spring and make the decision to get involved in our community to make a difference for those who can use our services as professional facility managers."



Submitted by:
David Balinski, CFM
Chair, Community Outreach Committee



IFMA'S 2006 SPRING SYMPOSIUM

On May 16-19, 2006, IFMA's mid-year educational event will be held at the Hyatt Regency Cleveland at the Arcade in Cleveland, Ohio. This collection of courses is designed to provide the most value for your money. Don't miss this opportunity to invest!

IFMA's FMP designation is a knowledge-based credential demonstrating a proven comprehension of the basics of

facility management. A springboard for obtaining certification, the Facility Management Professional (FMP) designation can be completed in approximately 12 months, and FMP candidates may customize their training to build the specific knowledge they need to meet individual goals.

The FMP designation requires six (6) credits. Credits are earned through the

completion of approved courses offered at the Spring Symposium:

- The Business of FM
- Technology Competency
- Real Estate Competency
- Leadership and Management
- Communications
- Planning and Project Management
- IFMA's CFM Exam Review

CHAPTER PRESIDENT'S MESSAGE FOR 2006

It has been six months since your current officers and committee chairs have been in office. This has been a period of significant achievement on part of the chapter and I hope that after reading that which follows you will agree with my assessment.

Before enumerating these accomplishments you need to know that the success was due in part to ground work laid in the first six months of the year as well as work in the last six. A host of chapter members, officers past and present as well as committee chairpersons and members had a hand in this. The names of these individuals are far less important than the fact that they were willing to give of their time and expertise. Individuals even did chapter work on their vacations. To name some is to guarantee that I would miss someone and thus offend them. However, please accept my sincere thanks to those individuals who so tirelessly volunteered for IFMA Central Pennsylvania in 2005.

In July we held our now annual golf tournament at Royal Oaks Golf course in Lebanon. Along with IFMA Lehigh Valley we successfully supported our respective chapter college scholarship

funds. Our share of the proceeds helped fund our IFMA Foundation scholarship in the amount of \$2,500 awarded at World Workplace (WWP). Elsewhere in this newsletter there is an article solely about the scholarship recipient and the award.

By mid fall we had our program in place through June of 2006 and as of December the program was complete through August. The August program is important because it is a family event, a Harrisburg Senators game including a picnic at the ballpark. Save Wednesday, August 16 on your calendar and remember it will be an early evening event. All ages are welcome.

WWP you will recall was held in Philadelphia in October 2005. The chapter put forth a major effort to get our members to attend WWP. At least 50 members registered for the event. All those requesting it received a dress shirt with a new chapter logo on it at no cost to them. We also made available new chapter pins for those individuals wishing to participate in the infamous WWP pin exchange. Group van transporta-

tion from Harrisburg to Philadelphia was also provided at no cost. Lastly, a pre-annual awards banquet reception for chapter members was held at the Marriott Hotel, the conference headquarters hotel. Funding for all of the above was provided by "corporate" sponsorships about one third, while the balance was provided by chapter funds. Kudos to all our WWP sponsors.

The final accomplishment is the one we should be most proud of. For the first time and certainly not the last we undertook a Holiday community outreach project to help those in our midst who are not as fortunate as us. We elected to help the Bethesda Mission in Harrisburg. An organization which aids individuals who are homeless, have addiction problems, or undesirable home situations.

Twenty-two members and guests participated on Saturday, December 10 from 7:30 am to 6:00 pm. A job well done team!!

Submitted by:
Charlie Claar, CFM,
Chapter President



WORLD WORKPLACE REVIEW - 2005 PHILADELPHIA

As in the past the chapter funded two officers to attend World Workplace (WWP) in Philadelphia. This is a report of some of the activities and experiences Charlie Claar and Lynn DeSantis encountered at WWP.

The first activity was the IFMA's Annual Meeting where the emphasis is on financial reports as follows:

In the fiscal year 2004/05 the association lost \$54,000; however, the reserve fund was increased by \$711,000. This apparent discrepancy is due to the GAAP reporting requirements and cash flow; of course it was cash flow that enabled the increase

in reserve funds. IFMA's goal is to maintain a reserve of 6 to 12 months operating funds in the event the association was to experience a traumatic decline in income. Thus it was a good year for IFMA financially.



For FY 2005/06 the association is budgeting \$9 million of income and a profit of \$56,000.

The auditors reported that in their professional opinion the associations financial reporting and backup information was excellent.

The next event was the House of Delegates meeting where the strategic plan was reviewed with emphasis put on the following:

1. IFMA's Core Values

- Quality
- Integrity
- Communication
- Recognition
- Growth

2. Facility Management Definition

- "Facility management is a profession that encompasses multiple disciplines to ensure functionality of the built environment by integrating people, place, process and technology."

3. Facility Management Issues

- Environmental concerns and sustainable practices.
- The scope of responsibilities for facility managers is becoming less distinct requiring a

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IFMA/GBACPA TOURS HIGHMARK DATA CENTER

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room, resulting in significant power savings.

Provisions for electric power supply include many redundancies: two feeds from the power company, 4 megawatts of on-site electric power generation capacity with three days of fuel, and massive battery back-up.

The Green Building Association of Central PA originally published this article in their Fall Newsletter, 2005 Volume 8.4 Edition. www.gbacpa.org



Do you have an idea or suggestion for a monthly program? Please contact Garry Brinton, Program Committee Chair at 717-221-9700 or email him at gbrinton@facplan.com.

60 SECOND MEMBER INTERVIEW

Have you met Michele Kuhn? She's been a highly valuable and active member of IFMA for many years. Take a moment to get to know her a little better. You're going to love her, we do.



Name: Michele Kuhn
Membership Category: Associate
Title: Office Furniture Sales
Company: Offcenter, Inc.
Company description: Office Furniture Dealer
Personal: Raised in Elizabethtown, went to college in Florida, AA in Interior Design and lives in Mechanicsburg with a few feline friends and a very understanding husband.
Typical day: In or out of the office by 8AM, meeting with clients, networking, doing research, writing proposals, answering e-mails, on the phone, usually long but productive days
Biggest Challenge: Finding time to exer-

cise (a New Year's resolution)
Favorite gadget: Not a gadget kind of gal-don't have one
First job after college: Selling office furniture
What did I learn from it? Since I'm still doing it, apparently I love it (most days)
What is a good leader? Someone with a passion for life, their family and their business
Last book read: James Patterson's "Mary Mary"
Last movie seen: Wedding Crashers
Something I'd like to accomplish: Build a cabin in the woods with no phone

IFMA FOUNDATION SCHOLARSHIP RECIPIENT

To commemorate the 25th anniversary of IFMA, the chapter decided to increase our scholarship in 2005 to \$2,500. Funds for the scholarship were raised through the chapter sponsored golf tournament. Ms. Angela Yeung, a junior at Conestoga College in Kitchener, Ontario was our recipient. Angela is currently studying architecture with a major in Project and Facility Management. Ms. Yeung co-authored "The Three Dimensions of Energy Management" and serves as the student representative on the Toronto IFMA Chapter's Board of Directors. She

serves as the communication coordinator between IFMA and the University of Toronto, Humber College and Conestoga College.

The scholarship presentations were held on October 22nd and served as the kick-off to World Workplace 2005 in Philadelphia. Dave Balinski, our community outreach chairperson, presented Ms. Yeung with her scholarship. By being named a scholarship recipient, Angela was given the opportunity to attend World Workplace and participate in the educational seminars as

well as the exposition hall. We thank everyone within our chapter for giving us the opportunity to continue to promote the FM profession. Please remember that participation in the annual golf tournament helps fund our scholarship.



Submitted by:
 Lynn DeSantis
 Chapter Vice President

MEMBERS ATTEND IFMA'S 2006 LEADERSHIP CONFERENCE

The January 27-28, 2006 Leaders Conference offers the opportunity to attend a targeted leadership conference designed with you in mind. Sessions will address leadership issues and provide nuts-and-bolts on achieving chapter and council operation excellence.

Each year the chapter sends and partially funds up to two individuals who are active as officers or committee chairs. This year Garry Brinton and Dave Wenger, respectively the Chairs of the

Program and Associates committees, will represent our chapter at the conference.

Our policy is to reimburse airfare and conference registration, all other expenses the attendee must pay themselves. We are pleased to send these committee chairs who give of their time and considerable effort to serve the chapter.

Some of the material to be covered at the Leadership conference includes:

Keynote address; Leadership, Teamwork, and Winning, Communications and Public Relations, Recruitment and Membership Retention, Planning Successful and Relevant Professional Development Opportunities and Chapter Board Excellence.

Submitted by:
Charlie Claar, CFM

There's a committee waiting for you... come on, get involved.

WORLD WORKPLACE REVIEW - 2005 PHILADELPHIA

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- wider array of competencies.
- The workplace is becoming less defined by physical attributes and more defined by technology and virtual environments.
- The human factor is becoming the most critical element in the workplace.
- Global demographic changes.
- There is a lack of adequate preparedness for the nearly inevitable terrorist attacks.
- Soft targets are woefully unprepared.
- An economy without borders / global infrastructure development.
- The 24/7 facility is today's reality, not tomorrow's prediction.

The IFMA Foundation awarded 13 scholarships including one for \$2,500 to Angela Leung from Conestoga College in Canada. Dave Balinski represented our chapter and presented the scholarship to Ms Yeung. Elsewhere in this newsletter a more detailed article regarding this is available.

On Saturday night we attended the IFMA Foundation's gala. There the Central Pennsylvania Chapter was recognized for sponsoring a trolley that was used by the gala organizers to transport attendees on the tour of historic Philadelphia.

The Keynote speaker was Mr. Jason Jennings who spoke about Leadership

emphasizing what he referred to as Five Leadership Secrets:

1. Have a Cause; big and bold; provide purpose and passion.
2. Master the art of letting go.
3. Completely satisfy the right customer...even satisfied customers leave.
4. Get employees to think and act like owners.
5. Be a Steward...share information, be accessible, have an excellent work ethic, stand for something, and coach and mentor.

Following the address IFMA staged a march of chapters and councils by year of founding to celebrate the 25th anniversary of the association, all led by a Philadelphia string band. The conference then followed it's usual format by opening the exhibition. Monday and Tuesday featured the educational sessions and periods of time when the exhibition was open.

On Monday night the chapter held it's annual WWP attendee dinner, dutch treat, at a local historic restaurant. See

pictures of this event and others from WWP on our website.

The last event was the Awards Banquet where Chapter and Council awards were presented as well as the new IFMA fellows. A slide show showing a montage of IFMA family photos since it's founding in 1980 was shown during the dinner.

Central Pennsylvania IFMA has a lot to be proud of regarding its participation in WWP 2005. At least 40 members attended the entire conference or at least one day; about 1/3 of our total membership. We were in the top 3 for total members attending and in the highest percent attending. We stayed on budget and we were recognized because of our outstanding contributions to the conference by the IFMA community.

Finally, get out your planner for 2006 and turn to October then enter WWP San Diego for dates October the 8th thru the 10th. It's a great location and opportunity to enhance your FM skills.



Submitted by:
Charlie Claar, CFM
Chapter President

CENTRAL PENNSYLVANIA CHAPTER

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MORE STUFF TO KNOW...



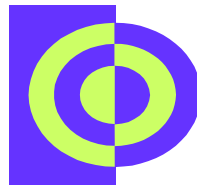
Randall Doorman
PSECU

In June, Bob Engle's term as treasurer will be up. The chapter is seeking those individuals who may be interested in serving a two year term as Chapter Treasurer. For more information, please contact Charlie Claar.



GOT NEWS?

You can also email any information you have regarding upcoming events or any inquiries/comments/suggestions you may have about IFMA Central PA to kbicksler@pnat.com. Electronic newsletter is written and edited by Kathleen Bicksler with A LOT of help from her friends.



Upcoming Monthly Programs & Events

January 27-28, 2006 *Leadership Conference, Houston, TX*

February 15, 2006 *Tour of the Capital Complex*

March 7-9, 2006 *NFM&T, Baltimore, MD*

March 15, 2006 *Wireless Technologies for FM at DE Communications*

March 15-17, 2006 *Management Summit, San Antonio, TX*

April 19, 2006 *Professional Development Event - topics under discussion (typically a half day with CEU points)*

May 17, 2006 *Architectural Testing at York*

May 16 -19, 2006 *Spring Symposium, Cleveland, OH*

June 21, 2006 *Annual Chapter meeting*

July 19, 2006 *Golf outing*

August 16, 2006 *Senator's baseball game*

September 20, 2006 *Membership event -details under discussion*

October 8-10, 2006 *World Workplace, San Diego, CA*



We Love our Sponsors...



...And you will tool!

The IFMA Central PA Chapter would like to give the following companies recognition for their financial support of the Chapter at World Workplace 2005.

Environmental Interiors/
Haworth
TransAmerican Office Furniture

RestoreCore
Offcenter, Inc
RETTEW Associates

C H Briggs

Lees Carpets
Perfection Cleaning
Services

Kinsley Construction
Interface

McClure Company
Acuri Consulting Services