

KC IFMA fosters a culture for the open exchange of wisdom,
knowledge and experience, within the FM profession.



President's Podium GETTING THE JOB DONE

Wow here it is late December and I still have staff outside doing grounds maintenance and “fall clean-ups”. Lucky for me, my staff is not even complaining because, as we all know, it sure beats the heck out of shoveling snow and spreading ice melt. I am blessed, or cursed, depending upon your perspective, with having a campus that was established back in 1953. That means I have trees, lots of them and really big ones, and that equals leaves and more leaves. We attack the exterior parts of our property first (the street view) and lastly move into our interior courtyard areas (office views). My staff finally completed the exterior and I assigned them one of the inner courtyards, “the nature lover zone.”

Now I should dispel any images you have created of our courtyards being lovely park-like settings, because believe me they are not. One courtyard comes off of the maintenance shop and is filled with equipment, steel, pipe Enter at your own risk. The second courtyard comes off of our supply room area and has metal storage buildings. The third is our closest thing to a courtyard. It only contains one small bunker-type structure that was used to house pumps for some long ago project. In an effort to hide the structure, latticework was added to cover it up. The latticework was falling down, dilapidated, vines, weeds, wild roses, and leaves packed all around it.

This courtyard has been a battleground over the years. We do like for our employees to feel empowered here at our building, but preferably not at the risk of others' lives. I had an employee, who had a view of this courtyard, unbeknownst to me bring in a pole and put up a birdhouse/feeder. This was all well and good until mowing season began. You see, we wound up with a Momma bird and her babies and she took an instant dislike to the poor guy who went out to mow the grass in the courtyard. She disliked him so much she began to fly at him and do that neat bird trick of dive-bombing him. I probably forgot to mention that the door into the courtyard (one way in/one way out) automatically locks behind you. I am not sure how but apparently attacking enraged Momma birds make it difficult for a scared to death maintenance man to find the right key to open the door. He did eventually escape and I issued the order to remove the pole, spoke with our employee and was forever after labeled as a non-nature lover.

Now back to the present. As I sent the crew out to this particular courtyard, they left the shop carrying a chainsaw. That got the attention of my boss who tagged along to see what I was up to now. Well, my orders to the crew were tear down the vines, cut the volunteer trees, remove the wild rose bush and throw away the rotting lattice. My boss' words to me were “are you sure you want to do this now, and not on a weekend when no one will see you do it”? I told him I was standing my ground and cleaning it up. He replied ok, but he was leaving to go hide; he did not want to be anywhere around when the phone calls starting coming in. Hey, at least he was honest. I am happy to report I got not one phone call about the courtyard clean up. Apparently, all of my nature lover co-workers also thought that area looked like a dumpsite. Moral of this story... Facility Managers get

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the job done, we're just not very popular doing it.

Donna Koontz, President
Kansas City IFMA Chapter



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DECEMBER PROGRAM REVIEW

By Diane Bashor
FM Extension, Inc.

Our December meeting was our Annual Holiday Party. The holiday party was held at The Knowledge Center (Scott Rice Office Works). The James Isaac Group provided great background music for the occasion, and the great food was catered by Tony Ferrara's Ristorante. Thank you, John Emert, for providing the space and for your preparation of this holiday event.

The fundraiser for the event was a donation to "Toys for Tots." Thanks to all of you for your contributions. The barrel was full and overflowing; I am sure there were a lot of happy children this Christmas because of your efforts.

There were many thanks offered to everyone involved with the Chapter for the year 2002, and the new officers for 2003 were sworn in. It was great to see the students who won the scholarships for the year, as well. It is so wonderful that our Chapter is able to provide these incentives to young people in our field. Congratulations to each of the recipients.

Hope you all had a great holiday, and may we all have a healthy and prosperous new year.



What a feast we were served!



What fun desserts!



The band entertained us.



Members listen to presentations.



Outgoing President, Alan Bram, and New President for 2003, Donna Koontz.

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JANUARY MEETING PREVIEW

By John Emert
Scott Rice Office Works

DATE: Tuesday, January 21, 2003

TOPIC: "From Crayons to CAD . . . The Middle School Design Build Program"

SPEAKER: Dr. Janet Paulson-Smith, Ph.D.

LOCATION: UMKC Campus, The University Center
The Chancellor's Dining Room
5000 Rockhill Road

Directions: Enter on lower level (student bookstore, lunchroom, etc.), go up one flight of stairs on your left.

Parking: Metered parking will be available at 50 cents/per hour. Bring some quarters!

Dr. Paulson-Smith has been actively involved in the construction industry for the past 17 years. She currently teaches business/construction management for the UMKC School of Interdisciplinary Computing and Engineering in Kansas City. She is passionate about working with the industry to inform young people (especially women and minorities) about possible careers in construction. She has worked the past five years in the development of the Middle School Design Build Competition, and is dedicated to developing this program into a national K-12 initiative.

The Problem: There is a shortage of young people selecting careers in construction and related fields. Children need to find authentic, contextual based methods of learning math, science, English and technology. Within the next few years, teachers will be retiring in record numbers. New teachers will need to be trained to teach construction-related materials in the classroom. Many professional organizations want to introduce construction to students but cannot find a way into the schools to teach it.

Many of our IFMA members work closely with the construction industry and related trades. Dr. Paulson-Smith's message will help us understand the importance of what's happening in the construction industry, and possibly generate some ideas to help encourage young people to select a career in this field. Please plan to join us for this informative meeting.

If you have any questions or need assistance with directions, please feel free to contact Anna Simmons at (816) 235-5661.



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Bravo!



Linda DeTienne, CFM

CONGRATULATIONS TO OUR NEWEST CFM!

Our study group(s) has produced another new CFM in our ranks. Congratulations to Linda DeTienne, Vice President of Marketing and Business Development for NCRI, and Chapter Vice President of Education, on achieving her CFM.

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PEOPLE, PLACES AND PROCESSES: PLANNING AND MANAGING A FM DEPARTMENT

Want to establish a best-in-class FM operation or learn how to build one from the ground up? Are you creating a new FM department? Have you been asked to take over an existing FM department? Do you simply want to assess your current operation and find out how to make it better?

People, Places and Processes can help you build the type of FM department that's right for your organization. You will learn how to plan and manage the facility management function to support your company's workplace environment. Presented by Glin Jay, CFM, IFMA National Instructor

Dates: February 11, 12 and 13, 2003. 8:30am to 4:30pm

Credit: Upon successful completion of the program, you will be awarded 2.1 continuing education units and/or 18 IFMA CFM certification maintenance points. At the end of the course, you will be given a certificate of completion documenting your participation in this course.

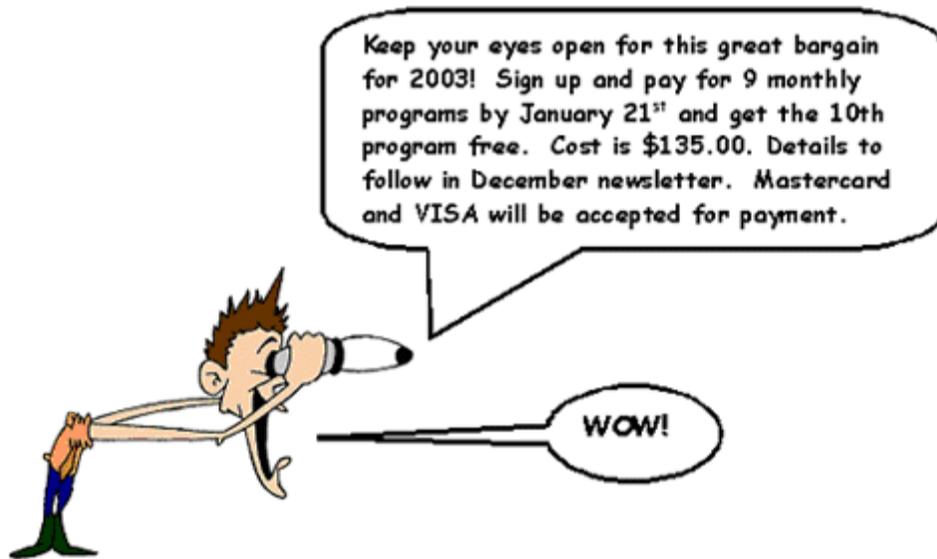
Cost: \$300 To IFMA members and IFMA sponsored guests who enroll and pay by January 1, \$325 after January 1. Costs include continental breakfast and lunch. [Click here to register.](#)

Location: Overland Park Convention Center (6000 College Blvd, Overland Park, KS)

INTERNATIONAL FACILITY MANAGEMENT ASSOCIATION



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Newsletter Editor

By Linda DeTienne, CFM
NCRI

Welcome to Becky Beilharz, CFM, as the Newsletter Editor for the Kansas City Chapter of IFMA. Becky has been a long-time professional volunteer with the chapter, having served in most of the positions on the Board, including chapter president. Professionally, Becky is President of Workplace Strategies.

Welcome Becky!



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Editor's Farewell (Again)

By Linda DeTienne
NCRI



Three years ago, I accepted the challenge of becoming Newsletter Editor for the Kansas City IFMA Chapter. What a rewarding experience it has been! One year ago, I wrote my farewell as I moved into the position of Vice President of Education. But I never really left after all. Now this time, I mean it!

Becky Beilharz, CFM, and long-time dedicated volunteer to the Kansas City Chapter of IFMA, has agreed to become the new Newsletter Editor for The Facilitator. She will bring experience and excitement to the newsletter front and will undoubtedly take our newsletter to new heights in journalism excellence!

Over the past three years, we have successfully transitioned the newsletter from hard print to electronic media through the glorious benefits of The Web. In so doing, we eliminated the previous space constraints for information and articles, added the benefit of unlimited color photographs, and introduced the newsletter to our membership more efficiently each month. This has allowed us to more efficiently communicate news about the chapter to members and potential members as well.

My thanks go to so many who helped me enjoy my “Editorship” over the past three years:

- To Lisa McCracken who served as Editor before me and passed along a well-organized process, which made it easy to follow – even for me!
- To Teena Shouse, who was the driving force in the effort to get the KC IFMA Web Site up and running, which serves as the frame work housing the newsletter.
- To Alan Bram, Jewish Community Campus, who has served as Chapter President for the past two years and never missed a deadline in submitting his President’s article for the newsletter. In fact, he was usually working at least a month ahead. In addition, he frequently provided focus articles and news snip-its to add to the newsletter.
- To all the Officers, Committee Chairs and volunteers who contributed articles, pictures, information and resources for the newsletter.
- To Dale Ahle at 21st Century Solutions for placing our information into its electronic “house” each month.
- And last, but by no means not least, Sheryl Wolfe, Sprint, for working miracles with what she is provided each month in making it all flow together and look like a newsletter!

If you have any ideas, information, announcements, articles, etc., which you would like to have included in the newsletter, please email Sheryl at wolfekcifma@earthlink.net or Becky at lblbeilharz@aol.com.

Thanks again for the great opportunity and experience!

Linda DeTienne, CFM
NCRI – National Catastrophe Restoration, Inc.
detienne@ncricat.com

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Scholarship Committee Names KC IFMA Scholars

By Peter Wieczkowski

Peter Wieczkowski, the Chairman of the Scholarship Committee, announced the recipients of the KC IFMA Scholarships at the Holiday Party. Peter recognized the hard work of the Scholarship Committee, comprising Dick Cooper, Linda DeTienne, Brittany Gamble, Paige Price, Sandra Renz, and Randee Werts. This year's committee reviewed the extensive application packets received from 20 applicants representing five universities in Kansas and Missouri. This was a significant increase in interest over prior years. More importantly the committee noted exceptional quality in the applicants' academic background, commitment to facility management, and involvement in the community.

The committee ultimately selected seven candidates for interview. With the very strong quality of applicants, the committee elected to award the \$5000 scholarship among five recipients.

The Kansas City Chapter of IFMA is proud to honor the following students as KC IFMA Scholars:

KC IFMA Scholars – Undergraduate:

Ms. Rebecca Bruce
Bachelors Degree in Architecture
University of Kansas

Ms. Farrah Giurato
Bachelors Degree in Finance & Real Estate
Wichita State University

Mason McPike
Bachelors Degree in Architectural Engineer
Kansas State University

Jake Wayne
Bachelors Degree in Architectural Engineering
University of Kansas

KC IFMA Scholar – Graduate:

Ms. Sridevi Sankarapu
Master's Degree in Architecture
Kansas State University

Congratulations to this excellent group of students on being recognized for their potential for

excellence in Facility Management!

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Membership Review

By Donna Koontz
Membership Committee Chair

Like many of you, I have been looking at what got done this year and what needs to be addressed in the New Year. I have been reviewing our K.C. Chapter membership numbers and I wanted to share those with you. The one thing you can say about us is that KC stays consistent. We have for several years now kept our membership numbers bouncing back and forth from a 235 to a 250 head count.

In some ways, considering company downsizings and world events, we should congratulate ourselves on the fact that those numbers have not changed. Those numbers do say a lot about our dedication and commitment that we have to our Chapter and the importance we have placed on it. We talk frequently at board meetings about our Chapter being considered by national as one of the top five chapters. Perhaps some of you were not aware of that. This is just one of many reasons we should be proud of our Chapter and its strong involvement in not only our community but how we are viewed nationally as well.

I don't want us to become too compliant with those numbers. We have had a motto in our Chapter for several years now - "everyone markets, everyone recruits". Our Chapter's growth and vitality to continue to meet our needs rest in the hands of all of us as fellow members. As our numbers stay strong and continue to grow, it gives us additional opportunities to bring educational seminars at reduced costs to our members. Our Chapter strives to meet the needs of our FMs and to present meetings with pertinent topics on the issues that we face to help us keep current in our career fields.

In the coming year please invite a guest (Bring A Buddy) to attend a meeting with you. Encourage fellow professionals that you know to come with you and learn first hand the benefits of becoming a member with our Chapter. The Bring A Buddy program takes place at monthly meetings, and by simply filling out the entry card with your guest's name, you are entered into that meeting's drawing for a chance to win a \$25 gift certificate to the Plaza.

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CFM'S KNOW - DO YOU?

Following is a question which might appear on the CFM (Certified Facility Manager) exam. Can you answer it?

Three days before a telephone switch cut-over, Vendor A files a grievance that Vendor B is doing cabling and connections which should be done by Vendor A. They threaten a court order to stop work. What do you do to ensure a smooth cut-over?

- A. Inform Vendor A there isn't a problem since the work has been legally contracted to Vendor B.
- B. Give work to Vendor A even if it's redundant and costs more.

- C. Reschedule the cut-over to allow time to solve the grievance.
- D. Delay resolving the grievance until after the cut-over is completed.

Answer to last month's question: B. The safety procedures needed to avoid hazards.

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Quick Pix



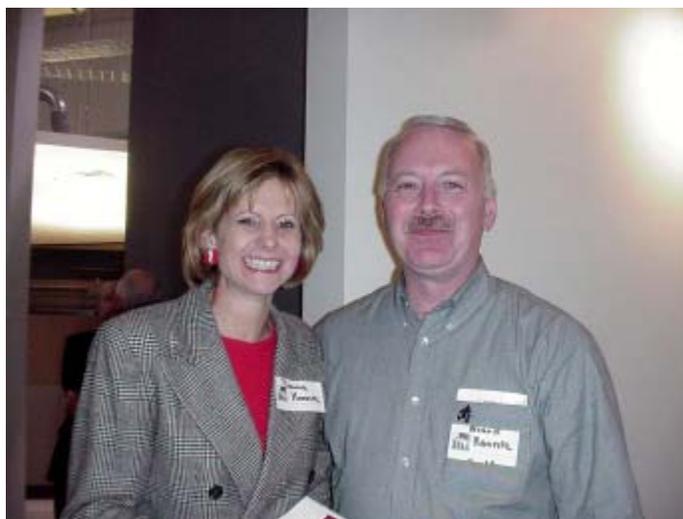
Food line at the Holiday Party.



This was the largest toy!



Jackie Coleman, Program Chair and Hostess for the party, with Alan Bram, outgoing President of KC IFMA



Donna Koontz with husband, Mark



Alan Bram relaxes before award presentations.



Phyllis Kogan, Rick Griffin, and Becky Beilharz



Teena Shouse and Pete Johns visit with Sridevi Sankarapu.



Members at party.



Members mingle.



Jennell Hall with Dick Cooper.



Rita Beebe receives certificate as Jackie Coleman recognizes Program Committee.



Scott Quarterson recognizes members of the Golf Committee.



Peter Wieczkowski distributes scholarship awards.



The 2002-2003 Scholarship Recipients: (L to R) Scholarship Committee Chairman, Peter Wieczkowski, Rebecca Bruce - University of Kansas, Farrah Giurato - Wichita State University, Mason McPike - Kansas State University, Jack Wayne - University of Kansas, Sridevi Sankarapu – Kansas State University.



Jim Wilkinson received plaque as outgoing Treasurer.



Donna Koontz received plaque as outgoing Membership Chair.



New 2003 Board Officers are sworn in: From left, John Harter - Treasurer; Donna Koontz - President; Linda DeTienne - Vice President, Education; Jim Wilkinson - Vice President - Membership; Scott Reeder - Secretary



Donna Koontz presents outgoing President, Alan Bram, with a plaque in appreciation for his hard work and great leadership over the past two years.



Alan's award commends his leadership and teamwork abilities.



Members mingle and visit during annual Holiday Party.



Chapter Administrator, Sheryl Wolfe.



Members donated some great toys for Toys for Tots.



Paige Price serves up a frozen treat.



Surprise, Becky!

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