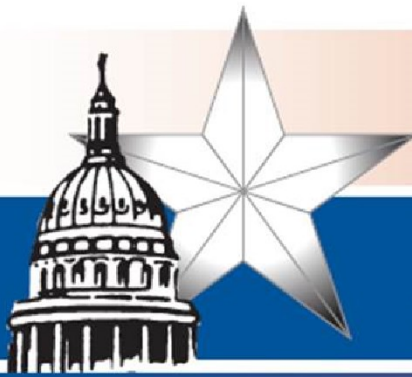




Lone Star News

Texas Lone Star Capital Chapter
of the Society of Government Meeting Professionals

SGMP NEWS

www.sgmpaustin.org

October—December 2014

Partners in Education (PIE) Conference 2015

Jim Zukowski, CGMP
Contract Planner

The Partners in Education Conference (PIE) will be held in San Antonio, Texas, March 6-8, 2015 at the Doubletree by Hilton San Antonio Airport. The conference is a joint partnership among the four Texas SGMP chapters, along with the Oklahoma Wild West Chapter. The PIE conference committee includes members from all five of the conference chapters. The conference will be packed with educational sessions covering the SGMP core competences. A trade/exhibit show will also be part of the conference.

Melody Kebe, immediate past president of the



National SGMP board, will kick things off with a session on Friday afternoon. That evening the newly-relocated Norris Conference Center will host a networking session. On Saturday, March 7th, the schedule will be have lots of educational sessions and a trade show. Saturday evening, transportation will take registrants to downtown San Antonio for a reception at the Emily Morgan Hotel, which is located right across the street from the Alamo. After the reception, attendees will have an opportunity to explore the Riverwalk area with a possible reception at Howl at the Moon. On Sunday, there will be a closing brunch with a speaker.

A conference agenda is available on the SGMP
continued on page 3



Presidents Message

Robert Casias, CMP
National Guard Association of Texas



Happy 2015...

Wow, not sure where 2014 went but our chapter has great things happening in 2015. We celebrated our chapter's 24th birthday at our January chapter meeting and we are looking forward to many more successful years.

We just concluded one of our most successful Silent Auctions in December. Thank you to Susan Ruiz, Director-Planner Board Member, and her fundraising committee for all of their dedicated work on our fundraising fronts. Our fundraising efforts will mean more of our chapter members can attend the SGMP National Education Conference (NEC).

Education, Education...

As most of you know our fundraising monies are what allow us to send chapter members on scholarship to the SGMP NEC. By February 1st, we will post our

chapter's scholarship application online. Please make sure to submit your application on time! Also, if you applied for a national scholarship and did not get selected, you will receive additional points on your chapter's scholarship application. Each year our chapter has provided either full or partial scholarships to all applicants. This year's NEC will take place in Minneapolis on April 28-30, 2015. You can register by going to www.SGMP.org.

The Partners In Education (PIE) Conference will be conducted on March 6-8, 2015, at the DoubleTree by Hilton San Antonio Airport Hotel. For additional information and registration, please go online to www.SGMPSanAntonio.com. Registration is still open and the educational sessions will cover all core competencies, but as always, there will be plenty of time for networking and making new friends.

Membership

Keeping our planner to supplier member ratio at 50/50 is always a challenge. However, I would like to recognize Louis LeDoux, 1st Vice President, and his membership committee for being on the constant look out for new members and reminding others to renew before their membership expires. The most current report shows our ratio to be 51.7%. We have 61 planners, 57 suppliers and 14 retirees for a total membership of 132. Of our 31 SGMP chapters nationwide, we are the 3rd largest. However, we are always looking for new members. If you have membership prospects, please e-mail me their contact information to President@sgmpaustin.org.

Board Elections

This is an election year for our chapter board. I urge all chapter members to consider talking to their board members about their interest in running for a position on our board. Serving on the board has been one of the most rewarding experiences I have had as a member of SGMP. We will be e-mailing information on the nominations process and chapter election in the March timeframe. So until then, please do consider supporting your chapter by running for an elected office.

Thank you for all you do for SGMP.

Rob Casias, CMP



*Get connected to
government meetings -
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Kim Kizer, TCDRS
Karen Krc, Accenture
Robert Nichols, CMP,
Governor's Center for Management Development
Jackie Ray, Omni Corpus Christi Hotel
Aileen Ramos, Laredo CVB
Susan Ruiz, Texas Workforce Commission
Estes Sher, Hilton Americas—Houston
Jim Zukowski, CGMP, Contract Planner

From the Editor

BRRRR!!! Baby, it has been COLD outside! I'm ready for Spring!

There is a lot going on in our chapter this next quarter. Now is the time to get involved!! Maybe you should consider running for office? Chapter nominations and elections are just around the corner!

Maybe you've always wanted to write for a newsletter—now is your chance! I'm always looking for new 'reporters.' AND the chapter will be looking for a new editor in July! Time to start planning.

Conferences abound this time of year! There's the PIE in March and the NEC in April. Have you registered? OR applied for a scholarship? Now is the time.

And there are ample opportunities to put some of your new year's resolutions to work—get involved in our community service activities!

As always, I am here to serve you, the members of this chapter! If you have any suggestions to improve this publication, I welcome them!

My wish for each of you is a year filled with happiness, health and prosperity! May God provide you with many blessings!

Onward!

Janet Spies

2015 PIE, *continued from page 1*



San Antonio Alamo Chapter website.

families.

There will be a chapter piñata challenge so all chapters are encouraged to bring a piñata for judging. The charity chosen for the PIE conference is Fisher House in San Antonio which supports military

The Doubletree by Hilton San Antonio Airport offers complimentary shuttle service to and from the airport. Registration rates, along with hotel room rates, are spelled out on the website, too. We are still looking for sponsorships for the conference. Please make every effort to attend this extremely valuable educational event!

Additional information about the conference including sponsorship and exhibitor information can be found at www.sgmpsanantonio.com! Or contact the conference chair, Jim Zukowski, at (512) 255-3947.

Each moment in a day has its own value.

Morning brings HOPE,
Afternoon brings FAITH,
Evening brings LOVE,
Night brings REST,
Hope you will have all of them
everyday.
HAPPY NEW YEAR 2015

Community Involvement

Capital Area Food Bank—Q1

Karen Krc
Accenture

The Texas Lone Star Capital Chapter enjoys serving others and giving back to our community. We have been volunteering at the *Capital Area Food Bank* for many years and will continue the tradition in the first quarter of 2015. The date we have been given is Saturday, March 21st from 9AM – 12PM.



The CAFB believes there's strength in numbers and in working together. They are members of Feeding America and Feeding Texas (formerly the Texas Food Bank Network). The service territory includes: Bastrop, Bell, Blanco, Burnet, Caldwell, Coryell, Falls, Fayette, Freestone, Gillespie, Hays, Lampasas, Lee, Limestone, Llano, McLennan, Milam, Mills, San Saba, Travis and Williamson counties. Nearly 300 Partner Agencies work together to serve families in 21 Central Texas counties at soup kitchens, food pantries, after-school programs, snack programs and other service sites. Volunteers are essential to the Food Bank. Each month, more than 7,000 hours are contributed to support the Food Bank's mission by sorting donations, serving clients, teaching classes and participating in a variety of other opportunities.

Working in the product recovery warehouse gives a "behind-the-scenes" look at how donations from the community get to hungry Central Texans. As volunteers, we will inspect, clean, sort and make donations ready for distribution to partner agencies and their clients.

We will only have 8 slots, so sign up soon to participate in this very important volunteer opportunity. (Clothing reminder: open-toed shoes, high heels, tank tops and sleeveless shirts are not permitted in the warehouse.)

Call or email Karen Krc to reserve your volunteer position! 512.732.5300 | karen.r.krc@accenture.com

Cyber-Security

Terrence Crayton
Data Security Administrator
Omni Hotels Management Corporation--Corporate IT

Don't be tricked...check it... confirm it...suspicious? Report it!

E-mail spoofing is the forgery of an e-mail header so that the message appears to have originated from someone or somewhere other than the actual source. (If you "mouse" over the link in the address, you should see where the email is really coming from or where the link is directing you.)

Distributors of spam often use spoofing in an attempt to get recipients to open, and possibly even respond to, their solicitations.

Spoofing can be used legitimately. Classic examples of senders who might prefer to disguise the source of the e-mail include a sender reporting mistreatment by a spouse to a welfare agency or a "whistle-blower" who fears retaliation.

However, spoofing anyone other than yourself is illegal in some jurisdictions.

To send spoofed e-mail, senders insert commands in headers that will alter message information. It is possible to send a message that appears to be from anyone, anywhere, saying whatever the sender wants it to say. Thus, someone could send spoofed e-mail that appears to be from you with a message that you didn't write.

For example, spoofed e-mail may appear to be from someone in a position of authority asking for sensitive data such as:

- ♦ passwords
- ♦ credit card numbers
- ♦ other personal information -- any of which can be used for a variety of criminal purposes

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Technology Today

Use your Smartphone to Track Your Loved Ones

Estes Sher

Hilton Americas-Houston

Using "family locator apps" on your smartphone can help you keep track of your entire family on a single map. These apps use your smart phones' GPS capabilities to report their location to all the other phones in your circle (family, friends, caregivers and more). You decide by "invitation only" who gets to join your circle and who sees each other's location and messages.

Some of these apps are free, some have a one-time-fee and others are subscription based with a monthly fee. I am currently using a free app, Life 360, which I downloaded from the Google Play store to my Samsung Galaxy Note 3. I can quickly locate on my smartphone where my two daughters and wife are on a map at any time. This app is also available for free for the Apple iPhone (iOS device).

Other similar apps are available from the Google Play Store (Android), the Apple Store (iOS) and directly from the major mobile phone providers. Here are some sample apps to choose from.

Google Play Store (Android) Apps

Family Locator by Sygic	Free
Family Locator by TWT Digital Ltda	Free
Family Tracker & Messaging by Fibercode	\$4.99
Family Locator by Openmind	Free
Family Locator by Familonet	Free

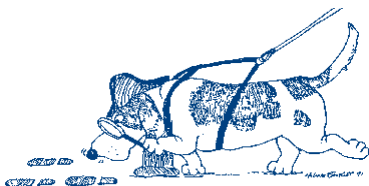
Apple Store (iOS) Apps

Phone Tracker for iPhones	
by Cell Phone Solutions LLC	\$3.99
Phone Tracker for iPhones	
by Cell Phone Solutions LLC (Free Version)	Free
Find My Friends by Apple	Free
Family Tracker	
by LogSat Software LLC	\$3.99
Family Tracker	
by LogSat Software LLC (Free Version)	Free

Mobile Carrier Apps

Verizon Family Locator	\$9.99/month
Sprint Family Locator	\$5.99/month
T-Mobile Family Locator	\$9.99/month
AT&T Family Locator	\$9.99/month

Whether you use an Apple or Android smartphone, you have many options (free or paid) to start tracking the location of family and friends. Stop wasting valuable time and energy trying to figure out where your loved ones are. Instead, download an app today so you will always know exactly where to find the most important people in your life.



Humor in Hospitality

Mary Poppins was traveling home, but due to worsening weather, she decided to stop at a hotel for the night. She approached the receptionist and asked for a room for the night.

"Certainly, madam," he replied courteously.

"Is the restaurant open still?" inquired Mary.

"Sorry, no," came the reply, "but room service is available all night. Would you care to select something from this menu?"

Mary smiled and took the menu and perused it. "Hmm, I would like cauliflower cheese, please," said Mary.

"Certainly, madam," he replied.

"And can I have breakfast in bed?" asked Mary politely.

The receptionist nodded and smiled.

"In that case, I would love a couple of poached eggs, please," Mary mused.

After confirming the order, Mary signed in and went up to her room for the night.

The night passed uneventfully and the next morning Mary came down early to check out. The same guy was still on the desk.

"Morning madam...sleep well?"

"Yes, thank you," Mary replied.

"Food to your liking?"

"Well, I have to say the cauliflower cheese was exceptional, I don't think I have had better. Shame about the eggs, though....they really weren't that nice at all," replied Mary truthfully.

"Oh...well, perhaps you could contribute these thoughts to our Guest Comments Book. We are always looking to improve our service and would value your opinion," said the receptionist.

"OK, I will...thanks!" replied Mary....who checked out, then scribbled a comment into the book. Waving, she left to continue her journey.

Curious, the receptionist picked up the book to see the comment Mary had written.

"Supercauliflowercheesebuteggswerequiteatrocious!"





Susan Ruiz
Texas Workforce Commission

Thanks to all of our donors, listed below, in the fourth quarter of the year!

The Crowne Plaza Hotel was the host venue for our holiday program. The Chapter raised over \$4,000 from the bag raffle, silent and live auction. In addition, Chapter members participated in donating unwrapped toys for Blue Santa. The entire holiday event was a great success!

Donors

Louis LeDoux
Jackie Ray
Karen Krc
Bob Nichols

Joe Bedsole
Kathy Sawyer
Jana Ibarra
JoAnn Gonzales
David Price
Estes Sher
Gina Garcia-Vega
Heather Downing
Denise Arnold
Kay Summerville
Ashley Mayyou/John Barry
Rhonda Durst
Daniel Morgan
Eric Lozano
Kelly Roche
Dedi Kavanaugh-Dziak
Debi Tomberlin
Carol Abbott
Sophie Ellis
Sindia Monarrez-Aguirre

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Irving Texas CVB
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DARS
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TCDRS
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Retired
UT System
Holiday Inn Midtown-Austin
San Antonio Omni Colonnade
Austin Omni South Park

Financial & Fundraising Reports

FINANCIAL REPORT

October—December 2014

Megan Hamilton, MBA, CGMP
Sheraton Austin Hotel

INCOME

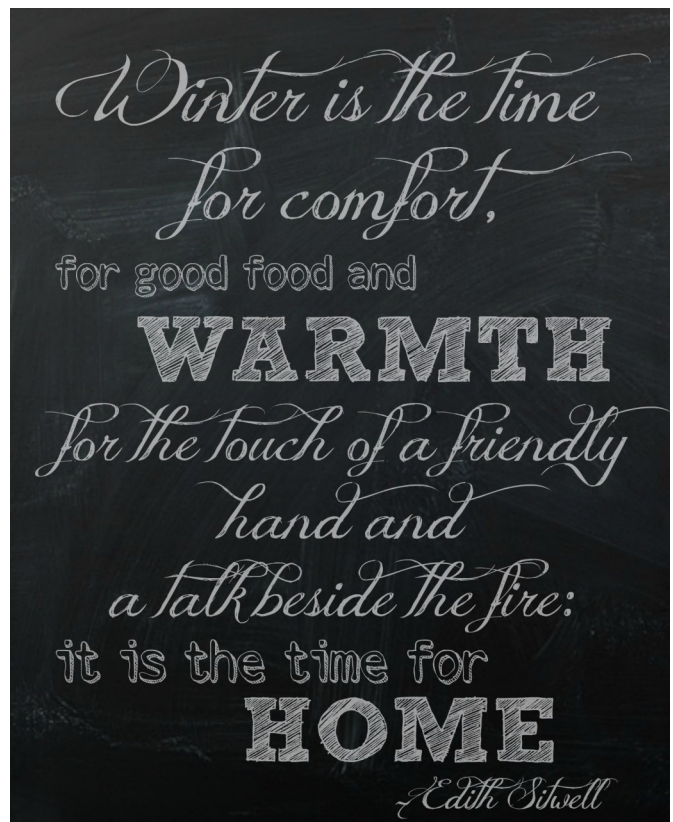
Monthly Meeting Registrations.....	\$1,884.76
PDS Registrations.....	150.00
Raffles.....	917.00
Revenue Share.....	1,200.00
PDS Sponsorships.....	4,872.88
Silent Auction	3,438.83
Total Income:.....	\$7,590.59

EXPENSE

PDS Expenses.....	\$599.24
Bank charges	59.77
Monthly Meeting Expenses	500.00
Board Dinner.....	111.80
Website Maintenance (annual fee)	1,200.00
NEC-Board Travel (air)	300.50
Tax Preparation	350.00
Total Expenses:	\$3,121.31

YEAR to Date Results

Net Income/Loss for year (July-December).....	\$7,241.45
Account Balance as of Dec. 31, 2014	\$12,926.17





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Scholarship Information

SGMP Chapter Scholarship Application 2015 National Education Conference April 28-30, 2015

The completed scholarship application and supporting documentation must be sent to Kim Kizer, Immediate Past President—kim@tcdrs.org and must be received by 5:00 pm on February 13, 2015. Notification of scholarship award will be made by February 17 and must be accepted within 24 hours. E-MAIL SUBMISSIONS ONLY.

Eligibility for TLSCC Members:

- Chapter scholarships are based on contributions to the Chapter. Both planner and supplier members are eligible.
- Applicants cannot be an exhibiting supplier or a retired member.
- All scholarships are intended for chapter members who might not be able to attend the NEC without financial assistance.
- A member who has received a chapter scholarship in the past may apply, but might not be considered depending on the volume of applications submitted.
- Scholarships are distributed at the discretion of the chapter board, based on chapter funding and budget.
- Completed applications and committee reports will be presented to the chapter board for final review and approval.

Responsibilities of Scholarship Recipients During and After the Conference:

- Attend all general sessions, workshops and sponsored functions during the conference.
- Attend the Expo
- Represent the Chapter in a professional manner at all times while attending the conference.
- Provide information about the conference experience that will be included in an article for a future chapter newsletter. Article must be submitted to the newsletter@sgmpaustin.org, Newsletter Chair, in required format.
- The recipients must fulfill their responsibilities.
- Answer each question thoroughly; if it not applicable enter "N/A."
- Responses will be based on Chapter activity for the period of Jan. 1-Dec. 31, 2014.
- Applicant must provide a copy of meeting attendance or contact hours certificates for verification of meeting attendance to the designated person no later than 90 days following the national conference.
- Must be on a committee at least six months in order to receive scholarship points.



Additional information and the application can be found at sgmpaustin.org.

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Recipe of the Quarter

Janet Spies
JFS Events

Black Eyed Pea's Broccoli Cheese Soup

Ingredients

- 1 1/2 pounds Broccoli - fresh
- 2 cup Water
- 3/4 teaspoon Salt
- 1/2 cup Cornstarch mixed with 1-cup water
- 1 pint half-and-half
- 1 pound pasteurized processed cheese (Velveeta)

Instructions

Steam broccoli until tender. Place half-and-half and water in top of double boiler. Add cheese, salt and pepper. Heat until cheese is melted. Add broccoli. Mix cornstarch and water in small bowl. Stir into cheese mixture in double boiler and heat over simmering water until soup thickens.

This soup is a wonderful dinner starter or makes a great lunch! The Black Eyed Pea is a restaurant chain with locations throughout Texas. Recipe is from CopyKat Recipes.



2014 Shining Stars

Karen Krc
Accenture

Each year the Texas Lone Star Capital Chapter recognizes a planner and supplier that have gone above and beyond the expectations of the membership. This year, the awards were presented at our Holiday Party on December 4, 2014.



Presenting the 2014 Shining Stars!

Supplier—Jackie Ray, Omni Corpus Christi Hotel

Jackie has been a member of TLSCC for over 17 years. She is a sales manager with the Omni Corpus Christi Hotel. She started with the Omni in catering and then moved into convention services, was Director of Conventions Services and transitioned into sales in 2008. She obviously has expertise in all areas of the hotel business which is one of the many reasons she is supplier of the year! Jackie has been awarded the Omni President's Circle Award for sales excellence and has earned the company incentive trip to be held in March of 2015 at Amelia Island Resort in Florida.



Jackie says she enjoys SGMP because it is a great way to share best practices in a very unique market. She adds, "The people that I have met while participating in SGMP have been wonderful and I do not feel any competition with

the other suppliers, just a kinship. Today may not be the day I win the business but next month could be different." This great attitude exemplifies why Jackie was awarded the Shining Star. Be sure to offer her hearty congratulations for her well-deserved award.

Planner—Gina Garcia, Hays CISD

The recipient of our Shining Star Award "Planner" is Gina Garcia. Gina has been a member of our Texas Lone Star Chapter for more than 15 years and began as a Texas Tourism Sales Manager. Gina said, "My membership throughout my state employment was invaluable in terms of having hotel contacts that made my meeting planning much easier". Gina has since retired from the state, but has been able to continue her membership while being employed with the Hays CISD Community Ed as a community education coordinator and event planner. She is also a trainer for school districts under the Education Service Center where she teaches classes from "Serving it Safe" to "Management Skills for Success."



Gina says being part of SGMP has allowed her to grow professionally through the many educational opportunities offered. Through networking events and committee participation, Gina has made many contacts over the years that she is happy to also call friends. Gina feels that SGMP is a "one of a kind organization." We can all agree that Gina is a one-of-a-kind, Shining Star member. We offer heartfelt congratulations on this well-deserved accolade!

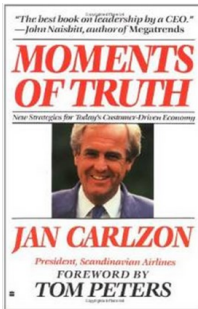
Professional Development

Creating Magic in Customer Service

Aileen Ramos
Laredo CVB

Most of my career I worked in customer service departments for different corporations, and looking at other companies I would always wonder; “How can we create positive experiences, which will later be shared with potential customers? How do companies like Disney do it?”

Jan Carlzon, the former president of Scandinavian Airlines wrote a book; “Moments of Truth,” that defines customer service interactions. *“Anytime a customer comes into contact with any aspect of a business, however remote, is an opportunity to form an impression.”*



Think of that last time you went for a coffee and the cashier greeted you by name and knew exactly what you were going to order. That interaction created a magic moment, and you are more likely to go back to that coffee shop and recommend it to your friends.

Disney is really good about creating this type of moment and taking those “*moments of truth*” to the next level. Their brand is synonymous with magic and excellence.

Former Disney executive, Lee Cockerell wrote, *“Creating Magic: 10 Common Sense Leadership Strategies from a Life at Disney.”* In it he talks about the impact of those interactions not only on the customer experience, but also on the company in terms of human resources, operations, management, etc. The magic comes from the inside of the company and permeates every level until it reaches the final customer.

In his book, Cockerell explains how people are the most valuable asset of the company and the ones that can help increase the customer’s satisfaction level. Every “*moment of truth*” is controlled by an employee, and is a reflection of their interactions with other people in the company, especially management.

You can see how customer service impacts different areas in an organization:

Human Resources

One of the keys to outstanding customer service mentioned in the book is corporate culture. It needs to evolve and focus on the employee development as well as the customer. Being open to change by listening to what the people in the front line have to say; they are your brand; choose wisely.

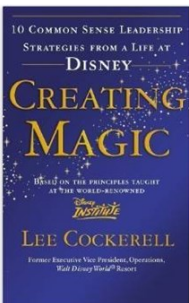
Cockerell’s mantra for Human Resources is “I knew I had mastered the art of hiring once every person who reported to me was someone I would gladly report to myself.”

Operations

In order to provide the best customer experience, the organization has to listen to their customer, and this doesn’t mean just listening to complaints. It means going back and analyzing what we are doing and how we can do it better. “Listening to customers and employees provides the best insight into how to address problems and improve operations,” said Cockerell.

Going back to my initial set of questions: “How can we create positive experiences, which will later be shared with potential customers? How do companies like Disney do it? and based on *“Creating Magic: 10 Common Sense Leadership Strategies from a Life at Disney”*”, I think that listening to the employees and customers and letting their comments impact the way you operate, is a good way to start creating magic moments. What do you think?

You can find more information about the book and Lee Cockerell at www.leecockerell.com/books.cfm



What good is the
warmth of *summer*,
without the cold of
winter to give it
sweetness.

- John Steinbeck



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SGMP National News

National Education Conference (NEC)

Jim Zukowski, CGMP
Contract Planner

The 33rd annual SGMP National Education Conference will be held in Minneapolis, Minnesota, April 28-30, 2015. The conference hotel is the Hilton Minneapolis. Space will also be utilized at the Minneapolis Convention Center. The format for the conference consists of a trade expo on Tuesday afternoon and ends on Thursday with a general session and closing reception.

There will be preconference sessions, including the Certified Government Meeting Professional (CGMP) course. As you well know, the CGMP designation is the highest professional designation available specifically for government meeting planners and suppliers. Course content includes ethics, federal budget and appropriations, acquisition and contracting, travel regulations, RFPs, risk management and protocol.

The SGMP national website, www.sgmp.org, contains complete information on the conference including registration rates for planners, contract planners, retirees and suppliers. Information on booth space available for the trade expo is also included. The national office calculates that the average roundtrip fare to Minneapolis is slightly over \$400. The per diem rate for Minneapolis is \$135/night, which is the hotel rate for planners. The supplier rate is slightly higher at \$145.

There will be online (silent) and live auctions which fund the Sam Gilmer Institute of Learning scholarships.

The charity for the 2015 NEC is Women's Advocates, Inc. The Women's Advocates was instrumental in establishing a strong foundation for the legal protection of battered women and children in Minnesota.

Registration is now open. Click on the conference tab on the National SGMP website for registration information.

See you in Minneapolis!



Welcome to Corpus Christi, where networking meets a brisk ocean breeze. Walks on McGee Beach, drinks at the marina, and good eats downtown—it's all just a stroll away from the Omni. Bringing the kids? They can play while you work with visits to Hurricane Alley Waterpark, the Texas State Aquarium, and the USS Lexington.

Discover more online or call us for help planning your perfect visit.

Visit CorpusChristiTX.org
or 800.766.BEACH (2322)



Meeting Wrap-Ups

October 9, 2014

Employee Engagement:

Organizational Change and the Personal Compact

Jackie Ray

Omni Corpus Christi Hotel

Members and guests arrived to a uniquely set room of conference tables placed to resemble "football laces," where we were treated to a sampling of our host's selection of typical tail-gating fare. From frito-pie and nacho fixings to a chef prepared dessert, everyone enjoyed the Sheraton Austin Hotel's hospitality!

Randy Dickson of Randy Dickson & Associates presented our program and immediately exhibited his years of experience by presenting an interactive session to show that creating an enthusiastic, engaged, creative and dedicated team is no easy undertaking.

Randy offered strategies that have proven effective. He introduced us to the concept of the "personal compact," based on the work of Dr. Paul Strelbel. This session included methods to revise the compact as the environment and demands on the staff change.

Complete with his playing a harmonica, he solicited participation and applause for his talent and initiative in preparing the attendees to be a better "TEAM."

November 13, 2014

Working with Venues to

Maximize Value & Minimize Stress

Theresa Campos, CGMP

Holiday Inn, Austin Midtown

Mary Cearly, Director of Administration, Texas A&M Transportation Institute (TTI), provided an engaging presentation on contract negotiation strategies, benefits of relationship building, and pre-event planning techniques.

More than 40 members attended the meeting. Participants asked specific questions and were provided handouts for future reference.

A few nuggets from the presentation:

1. Negotiate contracts so that each party gets the best value on a limited budget.
2. Build relationships for the long-term win-win for each party.
3. Execute pre-event planning techniques that improve communication and reduce stress for each party.

The program provided CEUs as it met the Contracts/Financial Management Core Competency. Hats off to the Holiday Inn LadyBird Lake for a great venue with a great Thanksgiving theme!

December 4, 2014

Holiday Party, Recognition, Auction & Blue Santa

Jim Zukowski, CGMP

Contract Planner

Our annual holiday party was held on Thursday, December 4, 2014, at the Crowne Plaza Hotel. Jana Ibarra and her gang hosted a wonderful event with delicious food and tasty beverages!

Chapter members and guests had the opportunity to enjoy and listen to live music provided by Jose Ruiz & Zay Santos. We collected monetary gifts and toys that were donated to Operation Blue Santa. For years the chapter has supported Operation Blue Santa, which is a project supported by the Austin Police Department. The holidays always provide time for reflection on accomplishments for the year and an opportunity for our chapter to thank all volunteers for the work they do. Volunteers/committee members were rewarded with TSLCC Bucks which can be used to pay meeting fees/registrations during 2015.

In addition, this annual party allows us to conduct our largest fundraiser for scholarships! We held silent and live auctions along with a bag raffle. See the fundraising report for additional information.

Finally, our chapter recognized our Shining Stars for 2014! The outstanding planner, supplier, and host of the year were all recognized. Find out more about our Shining Stars in another article in this newsletter!

Upcoming Events

February 12, 2015

Thriving In A High Stress Environment

Theresa Campos, CGMP

Holiday Inn, Austin Midtown

Did you realize that ongoing stress literally shrinks your brain? Stress impacts your body and brain in more negative ways than you may realize.

Join us on Thursday, February 12th as Pamela Brochhausen, MS, helps us learn how to deal with the stresses of everyday life! In this interactive session, you will learn several things you can do today to impact and reduce the stress you feel in your life.



After the session, attendees will be able to:

1. Describe possible negative results of ongoing stress.
2. List three things you can do today to reduce your daily stress.
3. Provide one take-away of new information you learned that can help you to reduce the stress in your life.

Pamela Brochhausen has an MS in Clinical Psychology and has been training adults in management, soft skills and technical topics since the 1990's. She has taught adults in private, non-profit, higher education and state government settings. Pam currently works at the Texas Department of Assistive and Rehabilitative Services (DARS).

Our host for the evening will be the Austin Marriott North in Round Rock. See you there!

Member Recognition—December 4, 2015



Membership
Committee

Pat Streetman, Jim
Zukowski, Rhonda
Durst, Caroline
Salinas, Anita
Zukowski, Kay
Summerville, Gina
Garcia, Louis
Ledoux



Communications
Committee

Aileen Ramos,
Jackie Ray, Jim
Zukowski, Janet
Spies, Karen Krc,
Stacy Janecka,
LaToya Scott



Education
Committee

LaToya Scott,
Louis Ledoux,
Kimberly Bradford-
Brown, Stacy
Janecka, Theresa
Campos, Louvaine
Joseph, Veronda
Durden



Community
Involvement
Committee

Connie Ramos,
Joe Bedsole, Karen
Krc



Fundraising
Committee

Karen Krc, Susan
Ruiz, Kathy
Sawyer, Gina
Garcia



Shining Star Supplier Jackie Ray



Shining Star Planner Gina Garcia



Host of the Year—Theresa Campos
Holiday Inn Midtown



Distinguished Service Award
Anita Zukowski

Chapter Board Nominations/Election

Kim Kizer

Texas County & District Retirement System

We are looking for a few good men and women! Are you one of them? Have you always wanted to serve on a board, but were afraid of the time constraints or requirements? No reason to be afraid, but LOTS of reasons to embrace the opportunity!

Nominations
please

Here are 5 GREAT reasons you should consider serving:

1. Channel creative energy in contributing productively in strengthening a nonprofit organization for a cause that is meaningful to you
2. Gain expertise on complex issues that are integral to business and the economy – for example, community development and education
3. Better understand board governance through personal experience
4. Build valuable networks and relationships with fellow board members and an organization's members - by working together on issues you care about and the good reputation you earn
5. Grow as a leader the only way you can – through experience

If you are a government planner (GP), contract planner (CP), supplier (S), or an associate supplier (AS) you can be nominated or self nominate! We need candidates for the following positions:

- ⇒ President GP or CP
- ⇒ 1st Vice President GP or CP
- ⇒ 2nd Vice President S or AS
- ⇒ Secretary GP or CP
- ⇒ Treasurer CP, S, or AS
- ⇒ Director (3 positions) GP, CP, S, or AS

**BECOME A
BOARD MEMBER**

To be eligible for a nomination you must:

- Be a member in good standing for at least six months prior to the nomination.
- Confirm that will not reach your 10-year chapter board service term limit during the 7/1/15 – 6/30/17 term
- Confirm that you have received supervisor support
- Confirm that he/she will abide by the SGMP Chapter Board of Directors Code of Ethics

Any member may nominate himself/herself or a fellow chapter member, but the nominee must submit this completed & signed form by 02/17/15 to the Chapter Nominations & Elections Committee Chair, Kim Kizer, at kim@tcdrs.org.

Welcome New Member

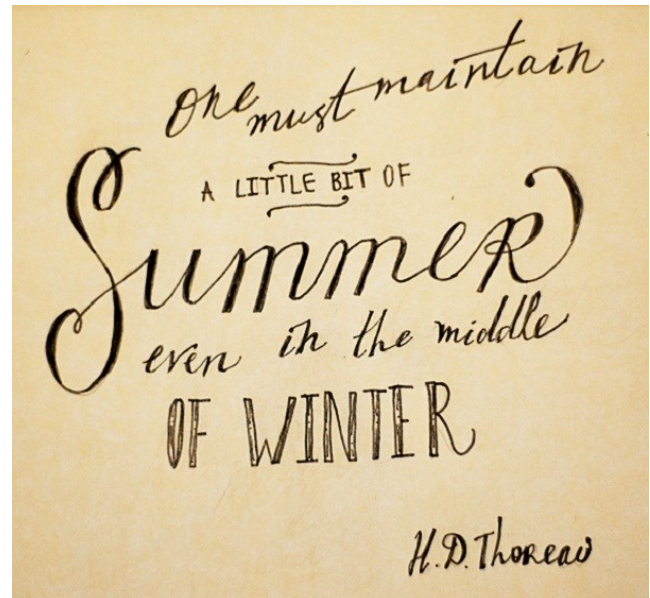
Robert Nichols, CMP
Governors Center for Management Development

Monique Mendoza

Austin, Texas, home to the Texas Lone Star Capital Chapter of SGMP also gave birth to one of the chapter's newest planner members, Monique Mendoza. Born and reared in Austin, this Texas Native graduated from Akins High School. Monique went on to attend Austin Community College, then earned her degree in criminal justice from the University of Phoenix. She is currently pursuing a degree in psychology. Monique is a Professional Development Events Specialist with the Texas Juvenile Justice Department in Austin. She is expecting to coordinate six events during 2015 with 600 plus participants in Austin, Corpus Christi, Houston and San Antonio.



Monique and her husband enjoy quality time with family, hiking and attending an occasional thriller movie. Add to this cooking and unique culinary abilities with specialties of Chicken Marsala and Scratch Spaghetti. She and her husband would like to spend more time traveling in the future. Monique is looking forward to becoming involved with the TLSSC chapter events and programs. Take a moment to invite this energetic and talented member to join your SGMP activities.



Are you new to SGMP?

We'd love to profile you in our next issue of this newsletter!

Please contact:

Karen Krc (karen.r.krc@accenture.com) OR
Robert Nichols (buffalobob@austin.utexas.edu)

Texas Lone Star Capital Chapter Committees 2013-2015

Awards & Scholarship Committee

Chair: Rob Casias, CMP
Email: President@sgmpaustin.org
Phone: (512) 454-7300

Communications Committees:

Board Liaison: Jackie Ray
Email: Newsletter@sgmpaustin.org
Phone: (361) 886-3563

Newsletter Committee:

Chair: Janet Spies
Email: Newsletter @sgmpaustin.org
Phone: (512) 461-3236

Website Committee

Board Liaison: Stacy Janecka, CMP
Email: webmaster@sgmpaustin.org
Phone: 512-475-4600

Public Relations Committee

Chair: Carolyn Salinas
Email: PR@sgmpaustin.org
Phone: (512) 463-5556

Community Involvement Committee

Board Liaison: Joe Bedsole
Email: CommunityInvolvement@sgmpaustin.org
Phone: (512) 656-4229

Education Committee

Board Liaison: Veronda L. Durden
Email: education@sgmpaustin.org
Phone: (512) 377-0600
Education Committee Co-Chairs:
Theresa Campos, CGMP
Email: tcampos@hiausmid.com
Phone: (512) 451-5757

Finance Committee

Chair: Megan Holtz Hamilton, CGMP, MBA
Email: treasurer@sgmpaustin.org
Phone: (512) 404-6950

Fundraising Committee

Board Liaison: Susan Ruiz
Email: Fundraising@sgmpaustin.org
Phone: (512) 936-0466

Membership Committee

Board Liaison: Louis Ledoux
Email: Membership@sgmpaustin.org
Phone: (512) 936-3146

Nominations & Elections Committee

Chair: Kim Kizer
Email: nominationselections@sgmpaustin.org
Phone: (512) 637-3286

JOIN A COMMITTEE!

The benefits of joining a committee within a professional organization are endless. People get involved for many reasons. Most importantly however, is the fact that you feel good about being able to make a difference within your industry. Plus, you can:

- * Learn New Skills
- * Meet New People
- * Become a Leader

Maximize your ROI (return on investment)!

Get involved and reap all the benefits the membership can offer!

You can make a difference!!

Advice is like snow - the softer it falls, the longer it dwells upon, and the deeper it sinks into the mind.

(Samuel Taylor Coleridge)





Texas Lone Star Capital Chapter 2015 Chapter Meetings

January 8, 2015	February 12, 2015	March 6-8, 2015
How to Expand Your Expertise with SGMP Rob Bergeron, President SGMP National Holiday Inn Midtown Austin	Thriving in a High Stress Environment Pamela Brochhausen, DARS Austin Marriott North	Partners in Education Conference DoubleTree by Hilton San Antonio Airport Hotel
April 9, 2015	May 7, 2015	June 11, 2015
Understanding Generational Differences Monique Robertson, DARS Sponsored by Laredo CVB	Will you speak? Can you host? Can you sponsor?	NEC Scholarship Recipients Valerie Sparks Doubletree by Hilton Hotel Austin
July 9, 2015	August 2015	September 10, 2015
Silent Auction Can you host? Can you sponsor?	Professional Development Seminar	Will you speak? ADA Compliance TSBVI Campus
October 8, 2015	November 12, 2015	December 3, 2015
Will you speak? Can you host? Sponsored by Abilene CVB	Will you speak? Can you sponsor? Hosted by Embassy Suites San Marcos	Holiday Party, Recognition, Silent & Live Auctions Crowne Plaza, Austin

Winter is on my head, but eternal spring is in my heart.
-Victor Hugo

Texas Lone Star Capital Chapter Board of Directors 2013-2015

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Robert Casias, CMP
National Guard
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Immediate Past President

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Society of Government Meeting Professionals

Texas Lone Star Capital Chapter
Box 11
Austin, Texas 78767



SGMP is a non-profit professional organization of persons involved in planning government meetings - either on a full or part-time basis - and those individuals who supply services to government planners.

Our objectives are to improve the quality and promote the cost effectiveness of government meetings.

Chapter Vision Statement: Meeting professionals boldly leading the way in education, effective communication, and efficiency in government meetings and conferences.