



Inside ICRM

Institute of Certified Records Managers

www.ICRM.org

Greetings ICRM Admin,

Inside the ICRM - September

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Letter from the Editor

Greetings!

My name is Jenna Feeney, and I am your new Inside ICRM newsletter editor. It is my pleasure to continue the work Peter started more than 5 years ago. Thank you, Peter, for building such a strong foundation and keeping us all engaged in the ICRM community.

As I step into this role, I do so with deep appreciation for the newsletter's history, respect for the members who have shaped it, and enthusiasm for the conversations we can continue together. I am curious by nature, and I thoroughly enjoy learning how records, information, and people work together in so many different workspaces. I don't need to tell you that our profession is shifting with technology. I believe this is an opportunity for us to participate in, and influence, how our profession grows alongside the records and information we carefully manage.

You'll learn a bit more about my own RIM journey in the first installment of *Beyond the Records*, where I decided it was only fair to go first. In this newsletter issue, I'm excited to share how records connect people, professions, communities, and stories:

- *Beyond the Records*: Meet the people behind the profession
- *Bridging the Gap*: RIM and Public Safety Records by Kirsty Jones, CRM, IGP, CIP, CPPO
- RIM-fluencers
- On the Record

Because I am still early enough in my RIM journey to be endlessly curious, I want to hear from you. What does a day in the life look like in your world? What kinds of inquiries do you receive? What are the favorite parts of your role? Which parts of your role do you wish you could delegate away? I would love to feature more of our members in future newsletters. You can submit your RIM role thoughts to me at JFeeney@Athene.com.

Thank you for welcoming me into this role. I look forward to learning with you, sharing your stories, and helping Inside ICRM continue to reflect the knowledge, curiosity, and dedication of this community.

Warmly,
Jenna Feeney, CRM
Inside ICRM Newsletter Editor

Email: JFeeney@Athene.com
[LinkedIn](#)

News and Events

Prep Workshops

Need to get ready for an exam? Check out our [Prep Workshop Schedule](#).

2026 Partner Events

October 25–28

ARMA

Do you have a RIM, legal, or court of clerk event that ICRM should attend? Contact us at admin@icrm.org

Careers

[Visit our career center](#) for career postings or to post a career opportunity!

Preapproved Events

Does your organization have an event over 2 hours you would like preapproved for credit? [Learn how you can get your event preapproved!](#)

Important Reminders

[Have you moved or changed jobs recently?](#)
[Make sure your contact information is up to date!](#)

[Have you entered any CMPs lately? Submit your CMP Request within one year of the event.](#)

ICRM Partners



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Beyond the Records**By: Jenna Feeney, CRM**

The ICRM is more than a professional organization—it's a community of people with unique paths, perspectives, and passions. Records and information professionals are the stewards of an organization's knowledge.

Read full article [here](#).

Bridging the Gap: RIM and Public Safety Records**By: Kirsty Jones**

Like many folks, I came into the RIM world via a rather circuitous route with detours in the worlds of adult education and public safety. My first position in records management was at a large 911 dispatch center.

Read full article [here](#).

Could You Be the Next RIM-fluencer?**By: Jenna Feeney, CRM**

RIM and IG have entered the social media feed. TikTok, Instagram, Facebook, and Reddit may not be the first places you look for RIM and IG knowledge—but think again!

Read full article [here](#).

Exciting Changes Ahead for ICRM Certification**By: ICRM Board of Regents**

We are excited to announce an important step forward in the evolution of ICRM certification. As the Records and Information Management (RIM) profession continues to evolve, the ICRM is modernizing its certification program to better reflect today's professional practices, employer expectations, and career paths.

Read full article [here](#).

On the Record**By: Jenna Feeney, CRM**

In Memoriam: Kristi Henry, CRM

We are saddened to share that Kristi Henry, CRM, passed away in June.

Read full article [here](#).

July Quick Poll Results

What are your summer plans?

- Family camping trip
- A trip to an island in the Puget Sound for a long weekend ... and then the NIRMA Symposium.
- Speaking at the NAGARA Conference in Philly in July and a week away in Asheville, North Carolina, in September.
- Keep plugging along
- Study for CRA exams
- Working on adding wildflowers to my garden for the bees and critters
- Reading
- Organizing my house
- Baby shower
- Enjoying the pool in 90 degree weather
- Camping

Join Us in Congratulating Our Newest ICRM Members!



New CRAs from July 2026 - August 2026

Cherlyn Acquista, CRA
Courtney Bryce, CRA , *North Chesterfield, Virginia*
Michele Diaz, CRA, *Portland, Oregon*
Rachel Lenkey, CRA, *Kingston, Washington*
Amber Mandich, CRA, *Ontario, Canada*
Kelly Naugle, CRA, *Nova Scotia, Canada*
Melissa Teller, CRA, *Rio Rancho, New Mexico*

New CRMs from July 2026 - August 2026

Charles Gunti, CRM - *Buford, Georgia*

Get Involved!

Do you want to get involved in the ICRM or have an article you would like to contribute? Contact our business office at admin@icrm.org.

...And don't forget to connect with us on [X](#), [Facebook](#), and [LinkedIn](#)!

Institute of Certified Records Managers
230 Washington Ave Ext., Suite 101
Albany, NY 12203-3539
Phone: (518) 694-5362
Fax: (518) 463-8656
Email: admin@icrm.org