

THE CPM CONNECTION

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President's Message

By: Jeffrey A. Kramer, P.E., CPM, CCM
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**Jeff Kramer, CPM
 AACPm President**

By the time you read this message, 2011 will already be half over. It's truly amazing how fast time does fly. Fortunately, your Board of Directors and Committees have been hard at work doing the business of the Academy. In an earlier message to you I mentioned that I would be proposing changes to committee structure, focusing more on developing and providing support for societies, looking into ways to use technology to enhance the way we operate and communicate (including enhancing our website and its capabilities), re-evaluating the way we conduct our conference, and pushing the evaluation of organizational change for the Academy. I am happy to say all of these initiatives are off to a good start.

At our annual meeting, held in Gilbert, Arizona in January, the Board took on committee structure and purpose with vigor. We eliminated five (5) committees that had either lost purpose or were straying too far from their original intent, and moved remaining relevant functions from those committees to others that could more effectively do the work. The eliminated committees are Integrated Marketing and Resource Catalog, Orientation Program, Ways and Means, Leadership Institute and Ad-hoc Grant Writing. Key functions moved into the Conference and Mentoring committees, as well as a new committee, the Society Support Committee. This new committee was created to focus exclusively on providing and developing resources and materials to help struggling Societies function better and to help prevent each individual Society from having to reinvent the wheel. In addition, we agreed to bring forth bylaws changes later this year to address some of the overlap and inconsistencies between Board positions by reassigning duties and clarifying roles. These and the accompanying SOP changes will be ready for the 2011 House of Delegates meeting in Utah.

The Board also agreed that it was time for the Academy to take control of its own programs and products. In doing so, we agreed to prepare SOP changes to simplify the process of preparing and/or obtaining items awarded or granted by the Academy on a reoccurring basis, such as awards, regalia, documents, etc. The new SOPs will allow the responsible Board Member or Committee Chair to obtain or prepare the item no matter where they are in the country without having to rely on any one individual who may or may not still be actively involved in the Academy. In addition, the Board has created SOPs to address the various registrations and regulatory filings that are critical to our organization by outlining procedures and information necessary to allow future Boards to ensure these activities are undertaken without relying on any specific individual. This will ensure no loss of information or consistency in the long term.

A number of important activities are currently underway as well. You were all recently invited to participate in a survey from the Evolution Committee. By the time you read this message I will have shared the results of that survey with you, but I am very happy to say we had a 30% response rate. That is unheard of in surveys. The committee is now hard at work discussing these responses and developing recommendations for the future of the Academy. You will be hearing

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President's Message continued from front page

more from me on this topic as it develops. Additionally, we recently released information about our first nationwide philanthropic effort – AACPM Feeds America. A press release template was distributed to each Society President. We are asking for a one week push in September for our members to fill food banks everywhere. The Society that collects the most food will receive special recognition in Salt Lake City at the conference.

Finally, the annual conference this year is in Salt Lake City, Utah, in October. Start your planning now so you are able to attend. The Utah Society is hard at work on the planning and organizing of the event, which will be different from what you have experienced in the past in some ways. The conference will be streamlined and will focus more on keynote speakers and networking opportunities, at what may be the lowest registration cost in many years. You should have received more details in an email or a message from Constant Contact, and more information will be forthcoming in the near future.

This will be a busy year. To stay informed, I encourage you to ensure the Academy's Constant Contact messages get to you by granting permission to jeff.kramer@gilbertaz.gov in your email system, and by getting connected through social media on the American Academy of Certified Public Managers® pages at Facebook and LinkedIn, or on Twitter @aacpm. I am excited about 2011, and about sharing the growth and changes in the Academy with you.



Put Your Leadership Foot Forward

By Joyce Doakes Smith, AACPM Board Past President
Joyce.Smith@opm.ok.gov

Release the leader inside you! Run for office for the 2012 AACPM Board of Directors. At the conference in October 2011, we will elect a President-Elect, Secretary, and Member-at-Large for Member Affairs. Election of officers will be conducted during the annual House of Delegates (HOD) meeting in Salt Lake City, Utah. Newly elected officers and directors will begin their terms of office on January 1, 2012. The President-Elect position is a three-year commitment – one year as President-Elect, one year as President, and one year as Immediate Past President. The terms of the Secretary and

Member-at-Large for Member Affairs are each two-year terms. The Academy's Officers and Board Members serve as trustees of our commitment to public service. Add value to your membership in AACPM by offering your time and talents to the Academy in one of these three roles. Primary responsibilities for each position are given below. Detailed information about each position can be found in the on-line Policies and Procedures Manual (SOP) under the Governance tab.

If you are unable to serve but know of someone who has leadership skills that would enhance one of these board positions, please encourage him and/or her to accept a nomination from their society. We are an entirely volunteer professional organization – without the service of our talented members, we cannot continue to grow and prosper. Serving as an officer or board member can be a mind-expanding and rewarding opportunity. Submit your nomination, today. All nominations must be postmarked no later than July 31, 2011. The Board nomination form is posted on the Academy web site at:

http://www.cpmacademy.org/publications/2011Nomination_Form.pdf

The 2011 AACPM Elections Committee, chaired by Joyce Doakes Smith, administers the nomination and election process. You may contact Smith at (405) 522-3617 or Joyce.Smith@opm.ok.gov for more information.

2011 Board of Directors

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Treasurer's Report – June 2011

By Reva Tisdale, CPM

Reva.Tisdale@tax.idaho.gov



**Reva Tisdale, CPM
AACPM Secretary**

Thank you to all of the Societies for remitting your annual assessments, first quarter dues and rosters on time! Don't forget that second quarter dues and rosters were due June 30th. If you haven't already done so please remit soon.

The Board of Directors received the conference report from Oklahoma in April. The conference was a break-even financially and a huge success educationally!

At our mid-year board meeting in January we discussed two major expense items in the budget – insurance and the CPA review. As a result of those discussions, I have been reviewing our insurance policies as they come up for renewal. Previously we've had a Business Owner's policy that was used as our conference liability policy. This year we will eliminate the Business Owner's policy and obtain a Special Event Policy for the conference. This will reduce our costs about \$200. Additionally, we will be moving our Director's and Officer's Liability policy to Cincinnati Insurance from Philadelphia Insurance at a cost savings of approximately \$200. No changes were made to the Treasurer's bond.

We also discussed conducting the CPA review every two years when the Treasurer's term ends. I have discussed this with the CPA firm, Stanton & Company, who currently does our review and they feel that with the Treasurer's bond a two year review would be sufficient for an organization our size. Additionally, the board decided to include an audit sub-committee as part of the finance committee providing for better internal controls.

The financial review for 2010 has been successfully completed by the CPA firm of Stanton & Company. The 2010 federal income tax return was timely filed.

The Ways and Means Committee has become a sub-committee of the Finance Committee this year. The committee members for Ways and Means are Reva Tisdale, Robinil Jameson, Holly Granillo and Larry Gordon. Due to a tight budget we will not be ordering new inventory items nor having a pre-order shirt sale. We do have a very nice laptop briefcase style bag that is TSA approved so you don't have to remove your laptop for airport security and a 2 GB flash drive, both with the AACPM logo. These would make very nice retirement gifts for yourself, a society officer, or someone you work with. Please feel free to contact me at any time with questions or ideas.

Reva Tisdale, Treasurer
1780 Johnson Creek Road
Council, ID 83612
208-253-4595

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Duties of the President-Elect: SOP 9:30 – 3- year term Year One as President-Elect:

- Chair the following committees; Finance, Conference, and Strategic Planning.
- Develop Academy budget for year in which they will be President.
- Assume the duties of President in their absence including contact between the Academy and the Consortium, communications with committee chairs, chairing meetings of the board, and communications with Society officers and the public.
- Serve as Board liaison to the strategic planning committee.

Year Two as President:

- Serve as CEO of the Academy. Represent the Academy to the outside world. Direct the activities of the Academy within the SOPs and strategic plan. Authorize Treasurer to disperse funds in accordance with the approved budget.
- Preside over all meetings of the Academy and serve as primary liaison to the Consortium.
- Appoint Chairs of all standing and ad-hoc committees. Provide guidance and assistance to these chairs to achieve the current committee goals.

Year Three as Immediate Past President:

- Chair the Mentoring Committee and as such keep in contact with prospective Societies.
- Chair the Board of Elections and as such facilitate a slate of candidates to the HOD for the elections process.
- Chair the Bylaws and Ethics Committee and as such prepare any bylaws changes for review and vote by the HOD.
- Compile a historical annual report for the year which they were President for the Academy records.

Duties of the Secretary: SOP 9:40 –2 - year term

- Maintain all files, both permanent and year-specific.
- Record, draft, edit, finalize, and appropriately distribute minutes of all business meetings (conference calls, Board, House of Delegates [augmented via audiotape], e-meetings, etc.).
- Receive reports on prior year activities from Society Presidents for the Board of Directors review.
- Request and receive all committee reports for both the House of Delegates meeting and the Board meeting.
- Incorporate approved changes into official Constitution & Bylaws.
- Conduct roll calls.

Duties of the Member-At-Large for Member Affairs: SOP 9.60 – 2 - year term

- Chair the Membership Committee.
- Liaison to the Society Support and Wilkinson Scholarship Committees.
- Work with the Treasurer in producing the Membership Directory and make it available to the membership.
- Create and mail new membership packets.
- Assist the President in communicating with Societies.

What's Happening in Member Affairs

By: Linda Jefferson, CPM, linda.jefferson@osp.nc.gov



**Linda Jefferson, CPM
AACPM Member at Large
Member Affairs**

answering the call to service.

Member Contact Information

The first quarter 2011 membership directories have been posted to the website. If your contact information has changed, please notify me and your local Society of those changes.

Recognizing AACPM Members with Continual Membership

At its 2010 annual meeting, the HOD adopted the recommendation to recognize AACPM members with continual membership every five years. This new benefit was effective January 1, 2011. Eligible members will receive a certificate in recognition of their continual membership. The first recipients of this new benefit will receive their certificates in early fall. The Academy collected years of membership from Societies via the membership directories.

Answering the Call to Service

One of the greatest attributes of a great leader is to be of service. I am pleased to announce the members of the 2011 Membership Committee have answered the call to service. Your 2011 Membership Committee members are as follow: Linda Jefferson, Chair (NC), Kim Gillespie (NC), Kayla Jackson (OK), Bill Trask (OK), Larry Totten (KY). Join me in thanking the members for

General Statement

The Membership Committee looks forward to serving you in 2011. Feel free to contact me as your AACPM Member at Large for Member Affairs or any member of the Membership Committee if we can be of assistance to you.

Partnerships and Networks

By: Michael Waters, MPA, CPM, CVM, Chairman, National Certified Public Managers® Consortium, Director, Arkansas Public Administration Consortium, mawaters@ualr.edu



Michael Waters

A few months ago, I wrote an article for this newsletter reflecting how we, as public managers are needed more than ever, especially considering the demands on our agencies to do more with less. The response that I received from some of you was really positive saying that we need to be the leaders we have been trained to be in order to help our agencies and our country move forward. I appreciate your comments and thank you for reading.

To continue in that direction, since we are required to do more with less, one of the best tools to accomplish these demands is through the development and cultivation of partnerships and networks. A prime example is that of the Academy and the National CPM Consortium. The Consortium is the governing body responsible for developing the major program requirements, and for accrediting the program available in each of your states/jurisdictions. The Academy is the professional association of those who have attained the CPM designation. The two are natural partners in that the Academy supports CPM and the Consortium supports the programs that develop more graduates. This partnership has been very strong over the years, and is more important than ever, as we all strive to increase the numbers of CPMs in this great country. To show the strength of this partnership, the Academy has voting representation on the Consortium's board. As partners, we are able to work together to help each other in the mutual goal of professionalizing government. Through the partnerships, we at the Consortium learn what your needs are and make modifications to program requirements as necessary. The Academy is able to promote the CPM as the premier professional development program in the public administration field, helping to strengthen the call for more CPMs. This makes the CPM more recognizable, both in your state and nationally.

Your membership in your local society is important, and is a great resource for building partnerships and networks. Do you remember your CPM classes, where you built networks with your classmates? I still maintain some of those from when I received my CPM in 1998. Those are the basis for building partnerships that make our jobs easier. We can call on each other to help us solve problems. We can even use these networks to build formal partnerships with those in other agencies or other divisions of our own agency to tackle some of the challenges that neither of us can resolve alone. As an example, I developed some networks with persons from our Department of Health. Because of those network connections, when I came to working with the

Partnerships continued from page 4

CPM program several years later, they called on me and I was able to easily work with them to develop special training modules, and solve one of their problems. We formed a partnership that worked to help both of our objectives.

Besides the formal partnerships, there are those networks that can help us solve problems. Recall some of your group projects and how you were able to come up with ideas and solutions that you may not have been able to do alone. Combine this with the idea that you could combine resources, and you have the solution to doing more (or at least the same) with less. I encourage you to revisit some of those networks as they can help you develop partnerships. I also encourage you to establish stronger networks through your society. That is one of the greatest benefits you can receive. Use your society for establishing conversations regarding issues that you are facing and how you might handle them. You did this in your classes, didn't you?

Please contact your CPM program or feel free to contact me if you have any suggestions about how we can improve the CPM program.



Certified Public Manager® Education Foundation Growing the Foundation - June 2011

By Sharon E. Kelley, CPA, CPM, Sharon.Kelley@cpmef.org

The Certified Public Manager® Education Foundation (CPMEF) is a 501 (c) (3) organization established to support the education and professional development of Certified Public Managers®. The current board of directors includes: Sharon Kelley (WI), Jeffrey Kramer (AZ), Joanne Robertson (FL), Tony Smith (KY), and Reva Tisdale (ID).

The board meets every month via telephone and stays in touch more frequently via email. Early this year the board adopted the following mission statement to guide its work:

“To provide support for Certified Public Managers® and their organizations in achieving educational and professional goals through the contribution of finances, goods and services.”

Our focus in 2011 has been to build a solid base for the future by establishing essential organizational processes, a bank account and a web presence. To do this we reached out to the spouses of two board members who generously lent their expertise and many hours to our recent successes. Sharon's husband created our website and Jeff's wife drafted our letterhead, created our logo, and is currently working on our first brochure.

Growing Our Resources

Many of you have asked how you can make contributions to the Foundation. We're open for business and ready to accept your donations online or by mail:

Online: Credit card or Pay Pal at www.cpmef.org

By Mail: Certified Public Manager® Education Foundation
3035 South Bell Place
Chandler, AZ 85286.

In addition to accepting cash donations, we also accept some in-kind donations. Examples include services, such as speaker fees, brochure printing, and advertising.

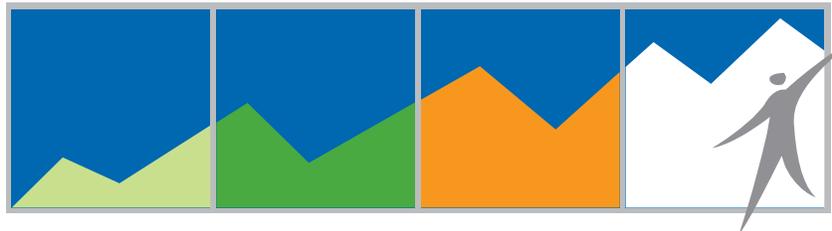
Growing Forward

Looking ahead to the next few months; we plan to continue our base building, post the history of the CPMEF on our website and develop guidelines to allow State Societies to receive grants from the Foundation for speakers who donate fees to the CPMEF.

We are very excited to provide the support identified in our mission statement. We welcome your ideas and we can be reached anytime at www.cpmef.org

Sharon

Sharon E Kelley, President



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Climb to the peak of leadership success in Salt Lake City, Utah October 10-12, 2011

Register now for the 2011 AACPM Conference. Conference Registration and hotel reservations can be made at www.aacpmconference.com. The host hotel is the Sheraton Salt Lake City Hotel located in the heart of downtown Salt Lake City.

Visit <http://www.visitsaltlake.com/visit/> to find all the information you need for your Salt Lake City stay including news and updates, events, dining, trip planner and maps, photos and more! Visit the Utah Office of Tourism's official consumer website at <http://utah.travel/> to get information on our national parks, skiing, snowboarding, white-water rafting, hiking, biking, special events, and even order a travel guide and other materials.



Salt Lake Valley. Photo Credit: Adam Barker
The Salt Lake valley looking southeast at sunset

I Have a Question

Asked by: Julie Ferris, CPM (AR)

Answered by: Joyce Doakes Smith, CPM, AACPM Past President

A new feature being introduced to the CPM Connection this year is the "I Have a Question" section. Each issue a question asked by an AACPM member will be answered by the AACPM Board of Directors. If you have a question to submit, please email it to Michael Shoemaker, Member at Large/Conferences and Communications at mtshoemaker@utah.gov.

Question: What steps or programs are in place at AACPM that will promote membership stabilization on both the national and state levels?

Answer: Ideally, we wish we could answer your question with steps or programs that would guarantee membership stabilization, but on this day in this social and economic flux, there are no guarantees. That makes the Question of the Quarter very difficult to answer.

AACPM exists mainly on funds generated by membership. Therefore, stabilization of the membership base is a great concern to the Officers, Members-at-Large, committee chairs, and membership.

This year, President Kramer established the Society Support Committee aimed at helping state societies meet their needs. This committee is tasked to survey and determine what types of support and resources the Societies deem will help them. It is also evaluating the potential benefit of updating returning the Integrated Marketing and Resource Catalog to the website. This catalog would contain information that may help Societies publicly promote themselves for more visibility to certified public manager graduates who are eligible for membership. As funds are available, the budget allows grants to Societies who qualify for assistance. Most often, money is not the problem – commitment is most often the culprit. This committee, rather than the Mentoring Committee in the past, will work with Societies to help them stabilize and grow. In order for this committee to help, a Society must inform the Academy of its struggles and concerns before it is too late to help. These communications will help the committee redefine its mission, vision and objectives.

Additionally, the Membership Committee is researching recruitment and retention strategies that may help Societies. One of them is to increase the benefits offered to membership. The committee received a number of recommendations last year and has implemented some and are continuing to work on others. A survey is presently being piloted and will be widely distributed to the membership, soon.

Unfortunately, both the Society Support and Membership Committees' works are in their infancy and may not yield measurable results for some time.

The Strategic Planning Committee had reorganized and is revisiting the results of its last survey and recommendations to the Board are forthcoming.

Communication is always listed as the greatest desire of membership, and a majority of members connect through some form of social media. This year, AACPM is reaching out to members not only by the usual e-mails or telephone calls, but via Facebook, LinkedIn, Twitter, and Constant Contact. Societies are encouraged to do the same for their memberships.

Board Officers and Directors are ready and willing to mentor Society work-alike officers. Sometimes a specific person to call for information helps Society officers become more adept in their positions of leadership.

We continue to collaborate with the Consortium to broaden our image and protect our interests. Work is underway on a joint brochure and the Askew Awards will continue as a collaborative effort to not only recognize outstanding certified public managers, but to promote the Academy's mission and vision.

Finally, members have to believe they and their skill sets are needed. They have to want to share their skills and ideas. They have to make an investment of themselves. A different article in this newsletter addresses the commitment of self to make an organization viable. And then we must look beyond ourselves. Individually, we must spread the good word, recruit new members with a passion, defend the principles and purpose of AACPM, and actively work to support the work of the committees, which truly are the life blood of the Academy. We must plan and implement programs that are of interests to and a drawing card for existing members and new members – offer something for everyone. If it's not working, mix it up.

There are no guarantees. But if every person commits to being a building block, rather than a stumbling block in your Society and the Academy, we will not only stabilize, but we will grow.



Checklists: Simple yet effective tools for efficiency and quality

By: Lufti Shahrani, CPM, President Wisconsin Society of Certified Public Managers®

Many of you are probably still in a winter hibernation mode. Few may be out cleaning after a storm, fixing a furnace, or on a skiing vacation. Regardless, spring will finally get here with abundant sunshine, flower gardens, and in Madison, Wisconsin, the farmers' market and, lots of bikers. It is the time of year when many of us do spring cleaning, yard work, remodeling, or travel. We perform most of these activities without blue prints, formalized planning or timelines. We seldom seek outside help because we believe we're able to mitigate the risks associated with these smaller projects. However, when we embark on larger scale projects, we recognize our limitations and do more detailed planning. Sometimes, we hire it done.

Lufti Shahrani

To succeed, start with a checklist. Jot down all the things you need; your options and required resources. Consult your friends, neighbors or experts. Go online and check out some sites on how-to-do it yourself. Outline the steps you need to take to get the job done. Remember: engineers allow for a fudge factor!

Checklists are prolific and they vary from the very short and simplistic that serves as a reminder, to the elaborate and complex that serves as a protocol for carrying out essential and critical functions. The higher the complexity or importance of a process, the more valuable the checklist becomes.

Making a check list should feel familiar and comfortable. While it may seem awkward in the beginning, it is something you've done many times over; you've put together an agenda, a honey-do list, a user guide, or a shopping list

Atul Gawande, an acclaimed writer, bestseller and surgeon offers a simple yet compelling reason for using checklists. He argues that in a world of ever-increasing knowledge and complexity, avoidable failures continue to frustrate us in government, business, finance, and medicine. In his bestseller; *The Checklist Manifesto, How to Get Things Right*, Gawande explains how checklists made it possible for people to perform some of the most difficult things like flying airplanes and building skyscrapers. He showed how a ninety second checklist reduced deaths and complications by more than one-third in eight hospitals around the world.

Rather than tell you more about Mr. Gawande's great book or the value of checklists, I invite you to enjoy the amazing stories he cites in the book. Meanwhile, start your checklist now. Here is a start:

1. Make a list of your spring projects.
2. Write an article for contribution to the AACPM newsletter.
3. Write a note or send a card to an old friend-just to say you care.
4. Read: *The checklist Manifesto. How to Get Things Right*.
5. You fill in the rest.....



SOCIETY NEWS

What's Happening in South Carolina

By: Beverly Belton, CPM, Marketing Chair, BeltonB@sctax.org
www.scscpm.org



2011 Legislative Forum

The South Carolina Society of Certified Public Managers® hosted a Legislative Forum March 2, 2011, with a six member panel of senators and representatives and moderator. Questions were posed to the legislators revolving around issues of interest and concern to state employees. Retirement legislation, budget cuts, health care reform and government restructuring were some of the topics addressed. The members enjoyed the panel member's frank responses and humorous interjections.

ETV Fundraising Event

March 16, 2011, CPM members volunteered for an ETV Fundraising event. Over \$4,900 was raised during the event. The CPM Society has been a long-time supporter of ETV. The Society's volunteers enjoyed answering the phones and talking with donors from around the state. ETV is South Carolina's statewide network with 11 television stations, eight radio stations and a closed-

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circuit educational telecommunications system in more than 2,000 schools, colleges, businesses, and government agencies.

Leadership Event

The April 21, 2011 Leadership Seminar was a huge success! The South Carolina Society of Certified Public Managers® partnered with the SC Budget & Control Board Human Resources Division and the South Carolina State Government Improvement Network for this event. Ninety-four people attended, including the 30 participants of the current CPM class. Gayle Brazell's morning session, *How Connected Are You?* offered success stories and easy tactics to boost the effectiveness of business networking. This session on networking was very informative. The Honorable Daniel E. Johnson, SC Fifth Judicial Circuit Solicitor, entertained the group during lunch with a motivational presentation about his leadership philosophies and successes. Trisha Craven of Craven Consulting Group, LLC, wrapped up the day with an interactive session on leadership, change and team work.

What's Happening in NCSCPM

by Linda Jefferson, CPM, Linda.Jefferson@osp.nc.gov
www.ncscpm.org

The North Carolina Society of Certified Public Managers® (NCSCPM) Board of Directors appointed Kim Gillespie as its 2011 Outreach Coordinator. Kim earned her Certified Public Manager® (CPM) designation in 2002 and became a NCSCPM and AACPM member in 2003. She served as secretary on the NCSCPM Board of Directors and on a variety of committees, including Program and Membership. Kim also chairs the Membership Committee.

The Outreach Coordinator researches opportunities for NCSCPM to partner with organizations in community events. Most of the collaborative efforts have been with nonprofit organizations benefiting the community.

NCSCPM is very active in the community. Past volunteer efforts include organizing care basket drives for senior citizens convalescence facilities, participating in food drives for the North Carolina food bank, and recycling across America through the Green Share Project. Kim was instrumental in identifying each of these opportunities. With Kim's guidance, NCSCPM has definitely raised its visibility in the community and thus, raised public awareness of the Society.

In the past, outreach activities were informal. Last year, the NCSCPM Board decided to formalize outreach activities which resulted in the new Outreach Coordinator role. Congratulations Kim!

The NCSCPM education opportunities will continue through the virtual café series. Last year, NCSCPM went high tech by launching its virtual brown bag lunch series. At least two virtual café sessions were held last year. The virtual café was a live opportunity for public managers to discuss topics unique public sector management. This was a success for the Society. The Society plans to host at least four virtual café sessions this year. In addition, the NCSCPM will hold at least one live education workshop in 2011 and host its annual meeting in 2011.



Kentucky Society of Certified Public Managers®

www.kscpm.org

Spring Professional Seminar

Society members attended an all-day training session held at the Kentucky History Center in Frankfort, Kentucky, on May 11. The theme of the seminar was "Making a Positive Difference During Adverse Times." Attendee survey responses were favorable for all five of our guest speakers with such comments as: 'Very useful information,' 'Good rapport with audience,' 'Truly enjoyable,' 'Did better job than expected.' More than one overall comment said that it was by far the best seminar to date. Did you attend?

If you didn't, you missed out on Al Cornish's 'semi-fabulous' prizes. Al is the System Vice President Learning & Organizational Development/Chief Learning Officer with Norton Healthcare. He started the morning off with an exercise to engage minds. Attendees also participated in two brainstorming exercises, and results can be found on the KSCPM webpage.

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Colmon Elridge, Executive Assistant to the Governor, explored the seminar theme and advised managers to encourage risks, set priorities in difficult times and simplify. Mr. Elridge presented President Jennifer Woods a proclamation issued by Governor Steven L. Beshear, designating Tuesday, May 11, 2011 as Kentucky Certified Public Managers® Day in celebration of the accomplishments of all state employees who have achieved this prestigious designation, and to encourage all agencies of the Commonwealth to continue their participation in the Kentucky Certified Public Managers® Program.



KSCPM President Jennifer L. Woods and State Representative Rick Rand

Representative Rick Rand, chairman of the House Appropriations and Revenue Committee, shared his experiences in building and managing relationships with the legislative leadership team. He also pointed out that Kentucky has managed to maintain its level of services in comparison to other states.

After a delicious buffet lunch, attendees had time to tour the exhibits at the History Center or visit the various booths in the resource area before the next session began. Always a seminar favorite, KSCPM member and GSC instructor, Katy Cave, began the afternoon session with an outdoor exercise designed to explore the role of trust in adverse times.

The final speaker of the day, Dr. William H. Crouch Jr., President of Georgetown College, talked to the group about the word “making” in the seminar title being an action word that makes an impact. He said, “You may be the only person during difficult times with the skills to make a positive difference and must step up.”

Florida Society of Certified Public Managers®

By: Fred Levinson CPM

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www.fscpm.org

FSCPM’s culture encourages our members to try new ideas and implement innovative processes and procedures that will provide world class service to our members and agencies. All of our chapters are different (which is very beneficial to FSCPM) and have different organizational structures, policies and procedures, but it works because they determine the needs and expectations of their local members and develop chapters to support the members and of course FSCPM and the CPM program.



Here are some of the new things going on in FSCPM!

FSCPM Chapters hosted Public Service Recognition Week events throughout the State of Florida. Members were also encouraged to participate and support their agency’s PSRW activities. Ann Murray, CPM (PSRW Chairperson) prepared daily CPM PowerPoint presentations and distributed them to all FSCPM members. The daily presentations promoted the value of FSCPM and CPM program, agencies’ and FSCPM’s PSRW activities, and recognized individuals and agencies for their support of the CPM program.

Our new chapters, Northeast Florida (Gainesville) and Sunshine (Deland), hosted kickoff meetings. Both chapters are off to a good start and congratulations to both chapters’ leadership teams on a job well done.

The FSCPM Board hosted a “town hall” meeting with Dennis Magee, CPM (AACPM Evolution Committee member). Dennis discussed the Committee’s proposal and responded to questions and feedback from our Board. Many FSCPM members have expressed concerns about the Evolution Committee’s proposal, especially regarding any proposed AACPM dues increases and

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revisions to the organization's structure.

In addition to local FSCPM chapter meetings taking place from Tallahassee to South Florida and from the Gulf Coast to the Treasure Coast, we've got a lot of exciting FSCPM activities planned during the next few months.

In July and August, FSCPM will be collaborating with the Florida Center for Public Management on the 2011 Florida CPM Level VIII graduations. At each of the multi-day CPM graduations, FSCPM will host a graduating student luncheon, have an active role in the Florida CPM graduation ceremony, present the 2011 Florida Askew Award to the winning team and of course, recruit new members by promoting the benefits of joining FSCPM and the Florida CPM program.

The South Florida Chapter will be hosting its 16th Annual Leadership Symposium. Each year between 50 – 100 CPMs attend this outstanding annual event. In response to feedback from members, the North Florida chapter is considering hosting a similar event. It is important to note that these chapter leadership symposiums will be in addition to the annual FSCPM Leadership Symposium and Awards Banquet (located in the center of the state), thus even with the current economic conditions, all members will have an opportunity to easily attend an affordable, local FSCPM Leadership Symposium.

Our Professional Development Committee continues to develop our new Professional Development "Continuing Education" program. The committee's goal is to deliver the program by January 2012.

Nothing is impossible for FSCPM, if it's the right thing to do and provides value to our members, we'll find a way to make it happen! I encourage everyone to participate in an FSCPM event or provide feedback (i.e. sharing knowledge) on how we can improve the services we provide to our members and agencies.

Have a great day and always as, please let us know how we can serve you!



Idaho Society of Certified Public Managers®

By Becky Barton-Wagner, CPM, Idaho Society President

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The Idaho Society voted in the new board in December 2010 and we have some excited individuals that have presented some new ideas and improvements for discussion. We held our first meeting quickly after the first of the year on January 4th and another one on February 1st. At these meetings we had the introduction of the new board, discussion on the budget, bylaws and board member duties. As we went through the bylaws, we educated ourselves on everything that we need to do as a society.

Some new ideas that came out of the meeting were regarding the spring training and sponsoring a CPM reunion picnic to celebrate the 10 year anniversary of the ISCPM. The spring training discussion created a new idea of offering three dynamic topics in three one-hour breakout sessions. We are hopeful that this will increase attendance from all the state and city agencies. The reunion picnic will be for all the CPM graduates and we plan to use this as a time to increase membership. We would also like to take this time to work on some fund raising. We plan on holding a raffle and silent auction as part of the picnic. Additionally, we are considering a yearly summit or reception that state leaders and agency heads could attend for a meet and greet session with CPM graduates and students.

Our website is changing and we are in the process of converting items and we are hopeful this will be completed soon. We are looking at using Google Docs for our hosting which will save us on costs of maintenance and support that we currently have.

Dawn Peck is our new Membership chair and has been busy with our membership drive. She has created a committee to help her in recruiting new members and bringing back the past members.

Idaho is hosting the AACPM Annual Professional Development Conference in 2013 and the committee has finalized the logo. The event planning continues. We hope you plan on being in Boise in 2013!



New Hampshire Association of Certified Public Managers®

By: John Scruton, New Hampshire Society President,
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Many of our members have been forced to take on additional work with sizable budget cuts. This creates challenges for getting people together. We have been trying to have monthly education sessions scheduled at noon so people can take a long lunch break and catch up with friends and listen to some good training. In addition to speakers, we are trying to help our members deal with the stress of staffing and resource reductions.

Wisconsin Society of Certified Public Managers®

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The Wisconsin Society of Certified Public Managers® is thriving. Our membership remains high despite difficult economic times, fewer public managers graduating from the CPM program and fewer training dollars. Our membership at the end of 2010 remained at 54 certified members, 50 associate members (certificate candidates), and 2 honorary members. Our bank account is healthy at over \$14,000.00.

The Society is partnering with the CPM program to provide coaching to CPM students in specific areas identified by the student as needing development and improvement.

In October 2010, we elected a new board of directors. We continue to enlist new leadership for the President, and President-elect positions. We conducted a procedures training class on Oct. 28, 2011, and sent a large contingent of members to the annual AACPM conference in OKC.

In 2011, we will focus on strengthening our relationships, building new ones, and creating opportunities for networking and coming together. On February 3, 2011, several members met for a breakfast to share ideas and compare notes going forward. We welcomed a new class of graduates on February 11, 2011, with congratulations, lunch, and participation at the graduation ceremony held in the Assembly Chambers in the state house (people's house), which most of you should have seen in the news surrounded by thousands of public employees in recent weeks! We're planning a day of networking on April 26, 2011 with interactive sessions and presentations. It is free for Society members and a nominal fee for non-members. All are welcome.

Alabama Society of Certified Public Managers® 2010 Annual Report

The Alabama Society of Certified Public Managers® (hereinafter referred to as "ASCPM") met for the first time in January. Leslie Meadows, Associate Director of Alabama Training Institute (ATI) welcomed the CPM graduates and explained that several members had stated they would like to re-organize the ASCPM Society. Leslie explained ATI and the staff are willing to assist in any way, but this will be our society as CPM graduates.

The CPM graduates agreed the purpose of the Society will be to promote professional development of managers beyond the CPM program by offering continuing education in the way of seminars and/or conferences. Officers were elected and members were selected to serve on committees. The decision was made that the highest priority of the board would be to regain our status with the American Academy of Certified Public Managers®. Once we had accomplished this it would be easier to recruit new members and sponsors. Meetings were held on a monthly basis throughout the year.

As the year progressed the Board was able to create logos, newsletters and membership forms for the Society. A website is under development with the help of the Jamie Andress of ATI. The 501c4 status was reinstated and the Board was able to open checking and saving accounts for the Society. The work to be recognized by the American Academy continued. In December of 2010 the Alabama Society of Certified Public Managers® was officially recognized as part of the American Academy. The Society concluded 2010 with 27 members and \$151.12 in the bank.



Update from the Arizona Society

By: Greg Hyland, CPM, Arizona Society President

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Greetings from the Grand Canyon State; where we'll be celebrating our 100th Anniversary next Valentine's Day. That's right, Arizona became the 48th State on February 14, 1912.

All in all, given all the challenges, 2010 was a very successful year for the Arizona Society. We set several goals at the beginning of the year, and were able to complete the majority of them.

We developed a balanced budget, based on a reduced membership of 68 members, and we were able to set Key Society Goals and Objectives for 2010 and the future. To that end we designated the Susan G. Komen Foundation as the Official Charity for the Arizona Society of Certified Public Managers®; explored key outreach opportunities, including developing a new Society Pin and Membership Brochure, and "Adopt-a-Street" and "Adopt-a-Highway" programs in communities with a large CPM contingent. Our goal was to have at least one program up and running by the end of the year. The Pinal County Chapter of the Arizona Society has adopted a two-mile stretch of highway in Pinal County, Arizona. We were able to submit all of our membership reports before the deadlines to the Academy Treasurer. This was a key goal since we have a past Academy Treasurer and President on our Board! We distributed Membership Packets, including the New Society Pin, new Membership Brochure, new Certificates of Membership, a welcome letter, and a new Membership Card to all Society members by April 1, 2010.

We were able to send out information to Society Members on a bi-monthly basis, as well as holding four (4) membership meetings - 2 meetings with programs and 2 meetings designated as networking luncheons. The Arizona Society provided support for ASU's Alumni event(s), including having Society Board members in attendance at this year's Alumni Breakfast.

In September, we held our 3rd ASCPM Leadership Development Conference. On September 24, 2010 Society members were provided lunch while enjoying an enlightening program dealing with today's fiscal challenges in government. Members of the Society were able to provide a presence at all Arizona Program Graduations. Academy President-Elect Jeff Kramer; Academy Past President Greg Hyland; and Academy Past Treasurer Larry Gordon, were Keynote Speakers at the various Graduation Ceremonies. In October, we sent a full delegation of Arizona representatives to the AACPM Conference in Oklahoma City. The Arizona Society was represented by two (2) delegates in attendance, as well as AACPM President Elect Jeffrey Kramer, and AACPM Past President/ASCPM President Greg Hyland.

The Arizona Society nominated AACPM Past President Greg Hyland for the 2010 Henning Award. ASCPM President Hyland was selected as this year's Henning Award recipient and presented the trophy in Oklahoma City. To wrap up our year, we had a full slate of candidates for the 2011 Society Elections. A total of 14 Society members were nominated by their peers for Board positions with four (4) running for election. The annual Society election was held electronically in December, with new Board members taking their seats on January 1, 2011. For the first time in recent memory, two new faces join the "old hands" on the ASCPM Board. James Jayne, the County Manager from Navajo County, and Anthony Araza, a Capital Improvement Program Administrator from the City of Mesa, join Greg Hyland, Hazel Best-Shaw, Larry Gordon, Holly Granillo, and Marilyn Corbin as the 2011 ASCPM Board of Directors.

In January, Arizona played host to the Academy Board, as they came to support our local economy and thaw out from the frigid temperatures back home. To help the Academy's

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finances, the Arizona Society hosted lunch one day, and breakfast on all days the Board was in session. While the Board was a captive audience, we made a pitch to host the 2014 Conference in Arizona. Geographic locations ranging from downtown Phoenix to Gilbert (where the Board Meeting was held) to Tucson and to Yuma were presented. We hope the Board makes the positive decision to hold the 2014 Conference in Arizona, so we can relive some of those great memories from the 2001 Conference.

In looking toward the future, the Arizona Society Board is deeply concerned about what our future may be. As with other societies, and the Academy in general, the Arizona Society lost members last year due to the economic downturn. The Society's membership dropped nearly 35% from 104 to 68. One state agency's non-participation took 30 members alone. In 2011, our membership, as of March 1st, has dropped to 49 members; down 53% from our 2009 levels. Arizona's economy is currently one of the worst in the nation, with Yuma, Arizona holding the distinction of being the 2nd highest unemployment rate in the country at over 30%. Hopefully, if the Society and Academy can hold on, we will begin to rebuild our membership once the economy turns around.

We also see another challenge. With the changing desires of today's workforce, we're beginning to see a change in our membership. Across the country, we seem to be moving into more of a "Resume" organization. Participation has fallen in Society activities to being almost non-existent. We are looking at modifying our meeting schedule and organizational expectations to meet the needs of today's workforce. In 2011 we will explore holding one annual meeting (to be combined with an Annual Training Conference) and three "meet and greet" luncheons throughout the year. We will hold seven Board meetings that are open to our entire membership. One of these Board meetings will be held in Globe (approximately 90 miles east of Phoenix) and one in Yuma (approximately 180 miles southwest of Phoenix) to help make the Board more accessible to our geographically diverse membership. We are also hoping the Society's participation in the Susan G. Komen Foundation and the Adopt-a-Highway programs will increase awareness of the Society and increase participation through community service.

We have high hopes for the future! Only time will tell what the future of the Arizona Society and the Academy will be.



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