



# CPM Times

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## From the FSCPM President

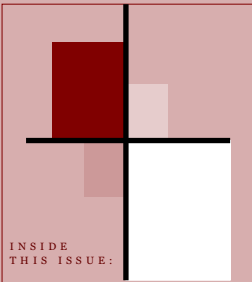
As a member of the Florida Society of Certified Public Managers “FSCPM”, you also become a member of the American Academy of Certified Public Managers “AACPM”. I want to take this opportunity to discuss the membership benefits of both the “AACPM” and “FSCPM”.

Let’s first take a look at the **AACPM** benefits. All new AACPM members receive a signed membership certificate from the AACPM President. Members receive quarterly newsletters which are distributed via email by the State Presidents. AACPM website (<http://www.cpmacademy.org>) contains a lot of excellent information including the AACPM Annual Report and links to other State Societies. Personally, I find it interesting to learn about the best practices of the other State Societies. Recognition is one of the fundamental parts of being a Certified Public Manager. AACPM sponsors a variety of awards and presents them to outstanding members at their Annual Conference. The Awards are Askew Award, Henning Award, Service Awards, and President Award. The Askew Award acknowledges exemplary efforts in producing CPM program projects. The Henning Award acknowledges contributions to AACPM, State Societies, and the CPM image. The nominees are given Certificates. Service Awards are given to members from the AACPM for their serving as Officers and Committee members. The President Award is given to recognize the service of an outstanding leader within the Academy. Members can attend and participate in the AACPM Annual Conference for Professional Development. The conference is held in a different state each year and is an excellent opportunity to meet other CPMs from around the country. **The 2009 Conference will take place in Orlando, Florida.**

Starting next year, when a person becomes a new member with the **FSCPM** they will receive a Certificate signed by the FSCPM President and Membership Chairperson. Members also receive the quarterly FSCPM newsletter, local chapter membership and are eligible to receive local, state and national CPM awards. All members can and are encouraged to attend the Annual FSCPM Symposium and Award Banquet. This is an excellent opportunity to meet other CPMs from across the State of Florida and learn about the best practices of other agencies. The Annual Awards Banquet is important because it is an opportunity to recognize outstanding FSCPMs for providing world class Customer service to their internal and external Customers. The FSCPM awards include the CPM of the Year Award, Presidents Award, Henning Nomination Award, Askew Award and Extra Mile Award.

The FSCPM also has a Continuing Education Program which is a great member benefit. This voluntary program encourages individual professional growth and asks the CPM member to submit 20 points to initially qualify for the program and a total of 20 points to re-qualify every three years. Five points each are given for mentoring a current CPM student, Chapter/Society/Academy officer positions held and Committee chairperson positions held. Three points are given for articles written about management, leadership books read, Management/Leadership presentation given at a Chapter/Society/Academy training Symposium or holding a Committee position at Chapter Level. Two points each are given for attendance at chapter general membership training or business meeting or two day attendance at FSCPM/AACPM training Symposium, Level Eight Graduation, college classes, agency management/leadership classes, or web-based management/leadership training.

In my opinion, the most important FSCPM membership benefits are received by participating in our eight local **FSCPM Chapters**. Unlike most AACPM State societies that rely on a centralized organization, our organization feels that local events and opportunities are the most effective way to support and promote the CPM programs and lessons learned. Our local chapters have a wide-range of activities including monthly luncheon meetings with Professional Speakers, training events and symposiums and social events. The Chapter is the main place where the members obtain their benefits. One of my goals for next year is to add one or more local chapters, thus providing an opportunity for more members to take advantage of the Chapter benefits.



President’s  
Message by Jerry  
McCarthy 1

AACPM  
Conference  
Update 3

North Florida  
Chapter Report 4

Polk County  
Chapter Report 5

Florida Keys  
Chapter Report 6

Suncoast Chapter  
Report 7

FSCPM  
Symposium 8

## PRESIDENT'S MESSAGE CONTINUED

FSCPM sponsors the Chapter Effectiveness Award which encourages each chapter to meet or exceed their goals. There are mandatory requirements and optional requirements that each chapter has to meet to qualify for the award. All of these requirements are benefits to the chapter members and encourage participation and professional development. The Mandatory Requirements include membership meetings, submission of CPM Times articles and representation at FSCPM Board Meetings.

The Chapter Effectiveness Award also includes Optional Requirements which encourage membership participation and professional development. Other Optional Requirements include Chapter fund raising events, training session, community service project, representation at the CPM Level VIII graduation, participation in Public Service Recognition Week activities, FSCPM annual award nominations and other requirements.

As a result of everyone's efforts, we will end 2008 with almost 450 members, which is a substantial increase from last year. We continue to be the largest CPM State organization, numbering more than twice the membership as the next largest state. Florida represents approximately 25% of the total AACPM membership. This increase is the result of everyone's hard work and efforts and I'm proud of each and every one of our members. The hard working members who have the passion and desire to provide world class Customer service each and every day in their professional and personal lives are what make FSCPM a special organization to support.

Feedback is essential for a successful organization. You may or may not agree with me on these benefits, and I'd like to hear from you. Your input is important to me, so feel free to contact me at your convenience.

**I want to wish all of you a happy and healthy holiday season filled with peace and joy!**

## Check It Out Baby!!!



**When enjoying the FSCPM web site,  
Please inform Jan Wright of any information that may have  
missed being updated. Also, don't forget to forward all new**



AACPM Professional Development Conference  
**LEADERSHIP IN THE NEW MILLENNIUM**

**21<sup>ST</sup> CENTURY "REALITY CHECK"**



September 20-22, 2009

Orlando, Florida



## Florida—Are You Ready?!?!

September 2009, Orlando, Florida will be the location  
of THE premiere leadership conference event!

CPM Societies from around the United States will join us  
for two full days of Education ...

Networking...

Training...

AND FUN!!!

The Florida Society and all Florida Chapters  
are the proud host of this event.

Visit the Conference web site for updates,  
Registration,  
And the opportunity to be a part of the

2009AACPM 21st Annual Professional Development Conference!!



[www.aacpmconference.com](http://www.aacpmconference.com)

Don't miss the video!!





## **NORTH FLORIDA** **CHAPTER REPORT**

By Dottie Gough

The North Florida Chapter continues to stay active with monthly meetings, fundraisers, and community service activities. The November luncheon focused on a discussion of “Things I’m Grateful for in a Manager and Things I’d be Grateful To Have in a Manager.” Attendees who brought a donation to the Christmas Connection received a \$2 discount on their lunch. The Christmas Connection is a local charity which provides food, clothing and other necessities to more than 800 local families in the Tallahassee area. The chapter donated almost 40 pounds of canned goods for this worthwhile charity.

The December meeting was a respite from the harried holiday pressures as we looked back at the chapter’s accomplishments and planned for 2009. We also held our chapter election of officers for 2009 and gave away a purse valued at \$200 and a wallet valued at \$80 as part of a chapter fundraiser. This is the third chapter fundraiser held during 2008.

The September luncheon featured Michelle Bono, Assistant to the City Manager, City of Tallahassee whose presentation focused on a book by Jim Collins entitled “Moving Local Governments from Good to Great.” Michelle is completing her Masters in Public Administration with the Askew School and based her presentation on her thesis.

In October we heard from Jim Kallinger, Chief Child Advocate for the Executive Office of the Governor. Mr. Kallinger is responsible for managing and coordinating the Governor’s Children and Youth Cabinet whose bill was signed into law in July 2007. The Cabinet is charged with streamlining the distribution of critical services to ensure that Florida will remain the best place for kids to grow up.

The Chapter increased its membership by 3% this year. Ten people joined during the Level VIII graduation. Ada Burnette served as the Chairperson of the Level VIII Graduation Committee and under her leadership more than 40 people joined the FSCPM.

In addition to the donations to the Christmas Connection, the chapter also participated in two other Community Service activities during 2008. Members volunteered at the Senior Center and participated in the Big Bend Heart Walk.



# Polk County Chapter Report

By June Diem



The Polk Chapter of CPM met on Friday, November 14, 2008. President Diana Wilkinson welcomed everyone and thanked them for attending during such a busy season. Tina Hill, representing the nominating committee, announced the new officers for 2009. They are:

<b>President:</b>	Tracy Beebe	<b>Vice Pres:</b>	Tina Hill
<b>Treasurer:</b>	Open	<b>Secretary:</b>	Laura Gorman
<b>Members At Large:</b>			
City of Lakeland	Celeste Deardorff	City of Winter Haven	Erin Tilghman
BoCC	Kandis Buford-Baker	Clerk of Courts	Iva Turner
Tax Collector	June Diem	Sheriff Dept	Lori VanNess

Something new that our chapter has done the last couple of months is what we call a book review. This is where someone in the chapter who has read a CPM specific book will at the end of the meeting do a short synopsis of the book for the group. This appears to be very interesting for all of us and may inspire those of us who are not avid readers to become one!

The first to step up to the plate was our Vice President, Bill LePere. Bill brought to us the "Fred Factor" and explained how this one mail carrier made it a point to know all the customers on his route and decided to put several key points into motion which are:

1. Everyone makes a difference
2. Everything is built on relationships
3. You must continually create value for others, and it doesn't have to cost a penny
4. You can reinvent yourself regularly

<http://www.fredfactor.com/befred/principles.aspx>

Then we had June Diem talk about a book she read called "The Traveler's Gift" by Andy Andrews. In which David Ponder felt he was on top of the world and in a split second lost everything. David felt as most of us would (sound like today's economic situation) it could be so easy to just "end" it all and be done. When he is supernaturally selected to travel through time, he visits historical figures such as Abraham Lincoln, King Solomon, Anne Frank and more. Each visit yields a Decision for Success that will impact the entire world. "Every minute of every day, the individual choices you make have dramatic consequences for the rest of your life, and may even shape the lives of generations to come." We don't have to look forward to new motivators, look back at history and learn great life lessons.

<http://www.AndyAndrews.com>

Just think of how the work environment would change if we put these thought and actions into practice?

We have also had various guest speakers:  
The Honorable Richard Weiss, Clerk of Court  
Mr. Beasley, Assistant County Manager  
The Honorable Joe G. Tedder, Tax Collector  
Lori VanNess and Mrs. Anna Wood.



As we close out this year and look forward to a new year, we would like to thank Diana and her officers for an exciting start for our reorganization and know that Tracy will continue that enthusiasm.

# FLORIDA KEYS CHAPTER REPORT

**BY JULIO AVAEL, CHAPTER PRESIDENT**

Our membership has not been very active; so we are developing a questionnaire for members, asking for suggestions how the chapter can be re-energized. The executive board discussed this matter at our first meeting in November. Next week we will review the sample questions and prepare the final draft to be sent to our membership.

We will also be surveying our members asking questions regarding the payment of dues; what the chapter can do to increase attendance at chapter meetings; how we can make the meetings more interesting; should we schedule a strategic planning session in January for all members? Should we institute associate and affiliate memberships? Should we alternate breakfast and lunch meetings and invite speakers? We hope this will assist us in making the chapter more productive.

We plan to have an organizational meeting in Marathon for members who live in the middle and upper Keys (the Keys are 120 miles long), which should help attendance for those members who have to travel to Key West for the meetings. A fruit basket raffle is planned for the holidays; this raffle has been very successful in the past and has generated much needed revenues.

Lastly, the executive board established a membership committee and named RaiEtte Avel as the chair. She will be working on our membership lists and communicating with our members regarding our projects and meeting dates and time.



Don't miss all the academy news...

2008 Conference pictures...

And opportunities to be involved. Visit the AACPM web site today!



**American Academy  
of Certified Public Managers** ®



[www.cpmacademy.org](http://www.cpmacademy.org)

# Suncoast Chapter Highlights



## What an honor!

Congratulation to Tom Roberts who was chosen to serve on the CPM Consortium Accreditation Committee. Tom will be reviewing materials on various facets of a state's CPM program and monitoring the program for compliance with the accreditation standards specified in the By-laws. His first assignment is to review Michigan's CPM Program.

## November Elections Congratulations!

Celebrating elections victories this past November are Barbara Ford-Coates, reelected as Sarasota County Tax Collector and Paula O'Neil, elected to the position of Pasco County Clerk of the Circuit Court.

## New Member Welcome!

Since September, the Suncoast Chapter has added 10 new members. Congratulations to the following on earning their CPM designation. We welcome them to the Chapter and look forward to their involvement in Chapter activities.

- Laurie Pike, Lee County Tax Collector
- Daryl Florio, Pinellas County Clerk of Circuit Court
- Pam Montanari, Pinellas County
- Diane Elliott, Pinellas County Clerk of Circuit Court
- Joseph DeMoss, Pinellas County
- Matthew Mohler, Pasco County Clerk of Circuit Court
- Karl Booker, Pinellas County
- Jane Muhrlin, Pinellas County
- Kim Kutch – Department of Children and Families
- Myra Deal, Pasco County Clerk of Circuit Court

## CPMers Around the Nation!!

In her official capacity as Board Member to the National Association of Counties, Barbara Ford-Coates (Sarasota County Tax Collector & Suncoast CPMer) attended the Arizona Association of Counties Annual Banquet earlier this month in Tempe, AZ. As a previous Keynote Speaker for the 2007 CPM Graduation in Tallahassee, Barbara was pleased to discover herself surrounded by several AZ CPMers. As it turned out, the banquet was being held in conjunction with the Arizona State University's Certified Public Manager Graduation Ceremony. Barbara was able to see 14 individuals representing 7 Arizona Counties achieve their CPM designations. She also mentioned the upcoming AACPM Conference we are hosting next year and encouraged all to attend!

## The Suncoast Chapter presented several awards at the December Quarterly Meeting.

### Award recipients listed below.

#### President's Award

Greta Finney, Pinellas County

#### Excellence in Teamwork

Liz Klaber, Sarasota County  
John Levitt, Pasco County  
Angie Snodgrass, Citrus County

#### Extra Mile Awards

Diana Chadwell, Sarasota County  
Laurie Dupuy, Sarasota County  
Liz Klaber, Sarasota County  
Kelli Levy, Pinellas County  
Rana Melhem, Sarasota County  
Coleen Miller, Sarasota County  
Joanne Robertson, Lee County  
Jackie Trainer, Pinellas County

#### Outstanding Contributions Award

Greta Finney, Pinellas County

#### Certificate of Appreciation

...for coordinating a collection for the  
Pinellas County's Florida Women in  
Government Back to School Drive:

Wendy Balsamo, Pinellas County  
Teresa Del Rio, Pinellas County  
Ruthie Doles, Pinellas County  
Jane Muhrlin, Pinellas County

#### Certificate of Appreciation

...for their service as Suncoast Officers

(pictured below, listed L to R):  
Angie Snodgrass, Citrus County  
Bob Daymon, Manatee County  
Ruthie Doles, Pinellas County  
Colleen Scott, Pasco County

Mike Nahat, Pinellas County  
Ann Murray, Hillsborough County  
Diana Chadwell, Sarasota County (not  
pictured)



# 19<sup>th</sup> Annual FSCPM Symposium and Awards

“Leadership in the 21st Century and Beyond.”



When: January 22 and 23, 2009

Where: Embassy Suites Hotel -  
Orlando North

225 Shorecrest Dr.

Altamonte Springs, FL 32701

Phone: 1-407-834-2400 or

1-800-362-2779



\*\*\*\*\* The rooms are a deluxe suite that includes a complimentary “cooked to order” breakfast. There are no parking costs. The cutoff date for room reservations is January 6, 2009 (reservations made after the cutoff date will be based on the prevailing rate and availability).

(Use Code “CPM” for \$119/night rate)  
Cut off for hotel registration is 1/06/09

Cost: \$195 - Symposium & Banquet

Cut off for Symposium Registration is  
1/11/09

## Featured Speakers and Presentations:

**Bob Kodzis, President and Founder, Flight of Ideas, Inc.** will present **Burning the Box**, a fun interactive workshop that boosts personal and professional creativity by helping participants identify and eliminate some of their most significant creative barriers.

**Freddie L. Grooms-McClendon, Ph.D., Retired Teacher and College Administrator** will address the need for public managers to do “more with less” in a presentation titled **Marching to a Different Beat: Survival and Success**

**Howard Rasmussen**, former CPM Director will present **The Leadership Challenge** where the observable set of skills and abilities for managers will be explored.

**Teri Ridler**, from **Sea World** will help us learn how individual needs and values drive their motivation in a presentation entitled **They’re Not Difficult, Just Different: Celebrating Our Differences**.

**Dr. Jack Gant, Retired Dean, FSU and DOE Consultant** will offer a brief glimpse of Appreciative Inquiry, a form of organizational study that selectively seeks to locate, highlight and illuminate the life giving forces of the organization’s existence.

**For More Information Contact:**

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