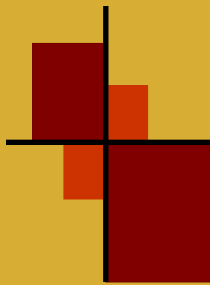




CPM Times

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From the FSCPM President

by Fred Levinson

“Callin’ out around the world Are you ready for a brand new beat? Summer’s here and the time is right For dancin’ in the street” (“Dancing in the Street” – feel free to cite your favorite version)

My favorite version is Van Halen’s, but why am I starting a newsletter with the lyrics from a 46 year old song? It is the start of the summer, there are a lot of great FSCPM things going on during the next few weeks and the song always gets people into good moods.

The most important goal of the Florida Society of Certified Public Manager is to provide world class service to our members and agencies. Our most important value is Trust and our most important process is the open sharing of information, ideas and best practices. FSCPM does whatever we can do at the State and Chapter levels to encourage innovation, creativity, participation, open discussion, self reflection and of course support the lessons learned during our CPM training.

We’re getting the summer started with four regional CPM graduations: Tallahassee (July 7-9), Lakeland (July 20-22), Ft. Lauderdale (Aug. 11-13) and Gainesville (Aug. 25-27). On behalf of the Florida Society of Certified Public Manag-

ers, it is my honor and privilege to congratulate the 2010 Florida CPM class on becoming Certified Public Managers. As we do each year, FSCPM is offering a “graduation special” to all new graduating members. If you join FSCPM at graduation, you will receive the rest of 2009 free. Membership applications are available on our website www.fscpm.org, and at each graduation site.

Celebrating together is a fundamental lesson of CPM and one of the best ways to celebrate CPM is at graduation. Everyone is encouraged to attend a graduation ceremony. FSCPM and FCPM have been collaborating together to provide the graduates and guests with an outstanding experience and we look forward to this year’s ceremonies. FSCPM chapters will provide local support (including logistics and guest lecturers) and of course promote / recruit new FSCPM members. If you have some extra time, FSCPM will be hosting events and selling FSCPM merchandise at each location. Please contact Sabrina Hartley, Joanne Robertson or Ellen Daniel about how to volunteer at each graduation.

Not a bad way to start the summer, but there’s more!

FSCPM is now on Facebook! Social networking sites such as Facebook are becoming important tools for professional and non-profit organizations. Thanks to Ruthie Doles, we have a Facebook page and everyone is encouraged to “Like” the page and of course, post comments. Our Facebook page is intended to be an open forum for FSCPM members to discuss any topic.

In addition to the FSCPM/FCPM Liaison Committee (which includes graduation), our other committees are working very hard to deliver new benefits to our members.

The FSCPM By-Laws Committee (one of our new committees) has been developing a few by-law changes including redefining the roles and responsibilities of our officers and pro-rated new memberships. Pro-rated membership is an idea that has been discussed for a long time and hopefully this year it will become a reality. Thanks to Ed Pacificar, Bob Daymon and Paula O’Neil for their efforts serving on this committee!

The Professional Development Committee is working very hard on a new Professional Development Program. They are off to a great start and Ruthie has submitted a detailed article discussing their efforts.

From the CPM President - *continued*

Our newest committee is the "Career Opportunities" committee. This committee was formed in June after receiving from members who wanted a convenient way for CPMs to post jobs, resumes, etc.... The committee has already started meeting and their goal is to deliver an initial service in January at the 2011 FSCPM Symposium and Awards Banquet. Thanks to Mike Nahat, Maria Pringle, Malinda Fusco and Mary Nuzzolese for their efforts and serving on this committee.

Our Chapters are having exciting meetings. In the last few months, chapters meetings have included U.S. Olympic Ice Skaters, local politicians, Lunch 'n Learns, joint chapter meetings (Turnpike and South Florida), North Florida has a "CPM Refresher" lunch meeting, books reviews (multiple chapters) and the South Florida Chapter will be hosting their annual CPM Chapter Symposium in September.

Public service is also important to FSCPM and I want to recognize the North Florida Chapter for volunteering at the National Public Radio station in Tallahassee and the Polk County Chapter for volunteering at the 2010 Relay for Life in Bartow.

Open communication is a fundamental lesson of CPM. Our state Board Meetings are posted on our website and FSCPM members are invited to participate.

So what have we learned so far this year?

Lesson #1 – Nothing is impossible if it is in the best interest of your organization and members.

Lesson #2 – Just because something has been done the same way for years, it doesn't mean it has to continue. Determine the needs and expecta-

tions of your members and deliver results!

Lesson #3 – Open communication and discussions are essential to the success of an organization. It is especially important to encourage discussions that are outside of your comfort zone. If you can't think or discuss it, it will never happen!

On behalf of the Florida Society of Certified Public Managers, we look forward to serving and learning with you. Feel free to contact me if you have any questions, comments or suggestions.

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

Fred Levinson CPM
FSCPM President
EFLEV@BELLSOUTH.NET



Does Your Site Need Botox?

by *Beatriz Isaza*

Have you looked at your Chapter website recently?

Is it looking a little tired and run down?

Is its look stuck in the 90's?

ENERGIZE IT!

Do you have a Facebook page set up? Why not include a link on your Chapter website?

Do you have some links you want to add?

Do you want to add a Photo Gallery to post photos taken at your local events?

Do you want a page with information about your Chapter's events?

I'm here to make your Chapter website as interesting and full of useful information as you want it to be. Send me an [email](#) with whatever you want and I'll make it work for you and your Chapter!

Polk Chapter

By Laura Gorman

The Polk Chapter held its quarterly meeting on Thursday, June 17th.

President June Diem covered an array of items one of which included a Town Hall meeting conference call for AACPM.

All of the graduation dates and locations were discussed as well.

The Chapter received a certificate for our participation in Relay for life.

Our guest speaker was Rick Rhodes of the Polk County Tax Collector's Office. In his presentation, he spoke of a strategic project the Tax Collector's Office had been working on.

ALTERNATIVE REVENUE STRATEGIC PROJECT

One of the strategic projects identified in

our Management Retreat was to think out of box, and identify Alternative

Revenue Sources for the **Tax Collector's Office**. These would be other than the **standard Tax Collector's** business functions. Then research and analyze the various sources of additional revenue to determine what would be feasible for our office. If an Alternative Revenue Source is determined to be feasible and cost effective to implement, we will develop a plan with timelines and cost. The final step will be to implement the Alternative Revenue Sources selected. One of the major Alternative Revenue Sources selected was to offer Polk County municipalities the opportunity for

our office to process their remittance payments for utility payments through our office.

We are currently working with six different agencies to determine if it is cost effective for us to process their payments.

We have also identified several other areas of potential revenue, which needs more research and analysis.



Suncoast Chapter

Ruthie Doles, President, Suncoast Chapter



Our spring Suncoast Chapter membership meeting was hosted by the awesome team from the Sarasota Tax Collector's

office at the notable *Ellenton Ice and Sports Complex* <http://ellentonice.com/>. Our guest speaker was local celebrity Olympic ice skater Amanda Evora! Amanda is an American pair skater with partner, Mark Ladwig. Amanda and Mark won the 2010 U.S. National Championship silver medal which led to their selection for the Olympics. They finished tenth at the winter Olympics, making them the top US pair.

Amanda spoke to us about the importance of having a "*winning attitude*." She told us that there

were 3 key elements needed to have a winning attitude; you have to **work hard, stay positive** and **have faith** in everything you do. Amanda reminded us that, as leaders, we may not "*ask*" to be role models but we are! She was quite the trooper appearing in leg cast, having recently sustained a serious injury. Amanda's bubbly, spirited, engaging presence made it evident that she practices what she preaches!

Chapter members enjoyed a fun Olympic trivia game and won some cool door prizes. Two of the prizes were souvenir Olympics Florida license plates personalized with the letters "CPM"! Everyone received autographed pictures of Amanda and the chapter presented her with Olympic CPM license plates for her and Mark. We ultimately made \$110 for the treasury with our door prize raffle!

The next membership meeting will be hosted by Pinellas County Clerk's Office. The tentative date is **Septem-**

ber 16, 2010. If you are a member of FSCPM or interested in becoming one, pencil this date on your calendar and make plans to be there! There will be plenty of food, fun, networking and leadership education.

Become a fan of the Suncoast Chapter on Facebook at <http://www.facebook.com/pages/Suncoast-Chapter-of-the-FSCPM/115976812535?ref=ts> or by searching for **Suncoast Chapter of FSCPM** under "Groups" from your Facebook account. Your profile information is not shared with other fans. Twenty-five fans will enable us to get a shorter url so the next time you're on Facebook, find the Suncoast Chapter page and become a fan by clicking the "Like" button.

For more details on the FSCPM Suncoast Chapter, contact Ruthie Doles, President at

rdoles@pinellacounty.org

CPM Times Professional Development Committee Article

– June 2010 –

Powerful Learning in 30 minutes!! -by Ruthie Doles

Hope you have taken advantage of the 30-minute Leadership Seeds monthly teleconference conducted by Dr. Rick Bommelje (BOMB-L-J). Dr. Rick packs a lot of valuable information into a short timeframe. We can all afford to spare 30 minutes to enhance your leadership knowledge. For more information check out Dr. Rick's link which can be found on Professional Development webpage at <http://www.fscpm.org/Seeds%20of%20Leadership.htm>

The PDC wants our professional development program to be valuable to members. With the current work crisis, FSCPM is a perfect medium to help enhance member's leadership skills, abilities, and networking opportunities. The purpose of the CPM program is training and development of government managers and supervisors and we are determined to continue that mission.

The PDC would like to build an on-line database that will allow members to electronically submit PDUs/CEUs. If any FSCPM has the aptitude to help with this project or any other education and professional development ideas, please contact Ruthie Doles, Chairperson at rdoles@pinellacounty.org.

These Tough Times

Sabrina Hartley, President, North Florida Chapter

My office has lost \$2 million and must lay off up to 20 people. **That's about a third of our workforce.** My heart aches; not only for my office and the good people that we will have to let go but also for all of the people that I know have and are facing this same situation. My CPM skills have served me well in my career and have certainly helped establish me as an integral and, mercifully, necessary part of the organization. While I will keep my job, I am faced with people confiding that they have lost theirs and others who are grateful but guilty at keeping theirs. Clearly, this situation and the reverberating aftermath will require the use of different workplace skills. Morale will recover with time but it will be a slow and painful process. In addition, what we do and how we do it will have to change. I know that every situation presents new opportunities, even if they are not yet apparent, but the process of grieving the present with hopes of appreciating the future is unpleasant.

I'm proud to say that I work for a quality organization with good management. Every employee is individually meeting with management to find out

whether they have a job, have a job for now, or no longer have a **job. I've never been so happy** not to be in charge. This is a horrible task for any manager and I am very appreciative that management has the courage and commitment to act in this appropriate manner. While, as CPMs, we may have faced delivering critical feedback to an employee, perhaps even firing them, clearly, it is a far different task to dismiss a low or non-

"...Clearly, this situation and the reverberating aftermath will require the use of different workplace skills. Morale will recover with time but it will be a slow and painful process. ..."

performing employee than to dismiss people who are doing their jobs and contributing. We are losing family and deeply mourning the loss. If you have or are going through this right now, you have my sincere **condolences.** **If you're not, count your blessings, look around,**

and see if you know someone who is. A kind word can go so far. Clearly, as Certified Public Managers we will be called upon in the days, weeks, and months ahead to facilitate changing workplace environments, relied on to help navigate the upheaval, and looked to for management and perhaps even comfort in the face **of so much uncertainty.** I'm proud to have the skills to contribute at such a difficult time and know that the chapter is available for support and sharing. Take pride in your CPM designation and know that now, perhaps more than ever, your skills are crucial to the workplace of tomorrow.

From the 2010 Awards Committee Chair

Diana Wilkinson

We are seven months into this calendar year and awards activity has started.

On the national level, the deadline to submit nominations for the 2010 Henning Award is Friday, July 16, 2010. The nominees will be evaluated on the following criteria: Career Accomplishments- *Professional positions and accomplishments*; State Society and American Academy Activities -*CPM-related activities, including offices held and committee involvement in the Academy and Society*; Innovation and Contributions to Management - *Initiatives from nominee's career that can be considered innovative and/or unique*; Leadership Activities - *Activities and outcomes demonstrating nominee's leadership*; and Community Service - *Activities that illustrate community involvement*.

The concept of a professional excellence award was first proposed by the Academy in the **late 1980's and was subsequently** named in honor of Kenneth K. Henning, whose vision of a quality management development program tailored to the needs of state government resulted in the design and implementation of the Certified Public Manager® concept and the establishment of the Georgia Certified Public Manager® Program, the American Academy of Certified Public Manager® Program, and the movement of the Certified Public Manager® concept in many other locales. The vision and leadership displayed by Mr. Henning remain to this day embodied in both the American Academy and the Certified Public Manager® Programs in more than 25 state and local jurisdictions. His dedication and belief in improving and strengthening public service remains a legacy that the Academy is proud to honor annually with the presentation of the Henning Award. (excerpt from AACPM website).

The American Academy of Certified Public Managers will recognize one active Fellow for this award at the AACPM annual conference October 17 – 19, 2010 in Oklahoma City.

On the state level, I am seeking volunteers to help with the state awards committee. As the FSCPM by-laws state, the purpose of the Awards Committee is to evaluate the nominations for the CPM of the Year and Henning Award. In the fall, the committee will begin seeking nominations for the 2010 CPM of the Year award so start thinking of those individuals who consistently go above and beyond to help others while demonstrating the CPM principles. If you would like to help with this committee, please contact me at: DianaWilkinson@polk-county.net.

Diana Wilkinson,
2010 Awards Committee
Chair

Quick Notes



Due Date for Next Newsletter:

- October 2010 Newsletter submittals need to be sent on or before Tuesday, Sept 14, 2010



September 2010

S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		



Watch Your Website!

Please keep an eye on your chapter's website. If you see anything that needs to be changed, please email your change to [Beatriz](#). Your site will be updated as soon as possible, and you will receive an email confirming the change has been made.





SOCIETY MISSION

- To foster and maintain high professional and ethical standards in the practice of public management, and to further the professional growth of the Society's members.

SOCIETY GOALS

- Support the purposes and objectives of the AACPM.
- Improve communication and cooperation of public managers in all sectors of Florida's government.
- Provide opportunities for members to continually increase their knowledge in the field of public management
- Promote growth and recognition of the FSCPM.

MEMBER BENEFITS

Members in the FSCPM receive:

- Recognition of commitment to professional standards.
- A quarterly newsletter containing subjects relating to public management.
- Opportunities for career development through State and Chapter sponsored seminars and workshops at reduced fees.
- Awareness of new developments in theory and practice of public management.
- Networking opportunities with other professional managers.
- Opportunities to contribute to professional management projects.
- Improve communication, cooperation and coordination among public entities.
- Foster leadership through example and innovation.
- FSCPM has seven local chapters. Membership fees provide membership in the AACPM, FSCPM and the local chapter.
- Local chapters have a wide-range of activities from monthly luncheon meetings, training events and symposiums, and social events.

2010 Officers and Board Directors

Officers

Fred Levinson	President
Jerry McCarthy	Past President
Ruthie Doles	Vice President
Nadir Rodrigues	FSCPM Secretary
Ron Webster	State Treasurer
Sabrina Hartley	State Board Member-at-Large,
Cassandra Lamey	State Board Member-at-Large
Paula O'Neil	State Board Member-at-Large

Board of Directors/Chairs

John Taylor	President, Central Florida Chapter
Julio Avel	President, Florida Keys Chapter
Ellen Daniel	President, South Florida Chapter
Ruthie Doles	President, Suncoast Chapter
Sabrina Hartley	President, North Florida Chapter
Fred Levinson	President, North East Florida Chapter
June Diem	President, Polk County
Jerry Karp	President, Turnpike Chapter
Ben Green	FSU CPM Liaison

Committee Chairs

Laura Gorman	Askew Awards Committee
Diana Wilkinson	FSCPM Awards Committee
Ed Pacificar	By-Laws Committee
Cassandra Lamey	Chapter Effectiveness Committee
Ruthie Doles	Continuing Education Committee
Joanne Robertson	FSCPM Liaison
Sabrina Hartley	FSCPM Liaison
Jerry McCarthy	Marketing and Fundraising Committee
Christine Taylor	Marketing and Fundraising Committee
Jean Pingston	Symposium Committee
Beatriz Isaza	Webmaster