



CPM Times

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OCTOBER 1, 2010

From the FSCPM President

by Fred Levinson

During the next few weeks, most of our chapters will be electing new officers and committee chairpersons. In addition, the chapters are developing next year's schedules and determining the local expectations and needs of their members. I'm asking all of our members to contact either myself or your chapter officers as soon as possible to discuss upcoming chapter activities and let us know if you are interested in taking a leadership role in the chapter. The most successful chapters receive feedback from their members, implement their suggestions and inspire our members to become involved in chapter and state activities.

Save the date!! The 21st annual FSCPM Symposium and Awards luncheon (www.fscpm.org) will take place on January 24, 2011 at the Florida's Turnpike Enterprise's Headquarters in Orlando. In response to

feedback from our members and the Florida Center for Public Management, this year's theme is "Innovative Leadership". The details of the event are still being finalized and additional information will be distributed to everyone and posted on our website. I look forward to seeing everyone at the 2011 event.

As we look forward to 2011, now is your opportunity to have a positive impact on our organization. I encourage everyone to continue sending me your ideas and suggestions on how we can improve the services we provide to our members. Many of the suggestions I received this year (such as pro-rated membership fees, professional development, career opportunities, etc..) are in the process of being implemented and you will be receiving updated addition information in the next few weeks.

Finally, it is my pleasure to announce that we are in the process of starting a new chapter in Deland and reorganizing the Central Florida and Northeast Florida chapters. Additional information will be posted on the FSCPM website and Facebook page. We look forward to exciting FSCPM events in these regions.

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

Fred Levinson CPM
FSCPM President

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Does Your Site Need Botox?

by [Beatriz Isaza](#)

Have you looked at your Chapter website recently?

Is it looking a little tired? A little run down?

Is its look stuck in the 90's?

ENERGIZE IT!

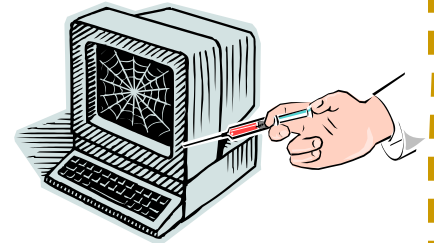
Do you have a Facebook page set up? Why not include a link on your Chapter website?

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: Kids Tag Art Program

By Laura Gorman

We had a great meeting last Thursday, September 9th. Martha Roe Burke did an excellent job with her presentation of the Kids Tag Art program.

Those of you who have children in the 5th grade, and are in Polk County, make sure their schools get involved in this project. Not only are your kids are creating their own license plates, but the money earned from the sale of the plates stays within the school. Here is more on KTA.

All art teachers know that it takes money to get beyond crayons and colored pencils when teaching classroom art. Now, thanks to Kids Tag Art and its generous sponsor MIDFLORIDA, teachers all across Polk County are able to expand their instruction to cover a variety of palettes and art forms. And in the process, kids are learning more about art and also about Florida's specialty plates.

MIDFLORIDA, along with other returning sponsors Douglass Screen Printers, Polk Education Foundation, and AlphaGraphics have upped the ante for all participating teachers and schools. Because of their

tremendous support, Kids Tag Art was able to inviting participation from the remaining schools in the county with a guarantee of support dollars to all involved.

Participating schools can create their own themes or art mediums and two students



Fifth grader, **Pedro Villegas**, saw his kids tag artwork projected on a large screen in front of an audience of family and fellow students. Tax Collector, Joe Tedder, named Pedro the recipient of the Tax Collector Choice Award.

are selected from each school for the traveling tag art exhibit and for purchase by the public on the Tax Collector website. Parents enjoy the opportunity to purchase their child's unique artwork, screen-printed onto a plastic tag for posterity.

The Tax Collector's Office has hosted Kids Tag Art for the past 5 years and to date, over \$60,000 has been raised for classroom art sup-



plies. However it was only this year that they were able to get all but one school on board. "We are thrilled to have every 5th grader in the county designing tag art. This program is a win-win-win for all involved and the art keeps getting better every year. That tells me we are succeeding in our goal," stated Joe Tedder, Tax Collector for Polk County.

Parents of fifth graders should take note that they will be able to purchase their child's artwork only up until October 1. After this date, only designs selected as Awards of Distinction will be available for purchase on the website. Order forms may be obtained from each school's art teacher now or in November, by going online to www.PolkTaxes.com where only the award-winning tags are exclusively available.

The Kids Tag Art Partners include Polk Arts Alliance, Douglass Screen Printers, Lake Wales Arts Council, Polk County Schools, Junior Woman's Club of Lakeland, Polk Museum of Art, Polk Arts Alliance, and the Polk County Tax Collector's Office.

Visit the Kids Tag Art website at

<http://www.polktaxes.com/kidtags/kidstagart.asp>

Polk Chapter: Receives Invitation to Oklahoma!

By Laura Gorman

Tax Collector Joe Tedder recently received a letter from the President of the American Academy of Certified Public Managers, Ms. Joyce Doakes-Smith, who congratulated our office and urged the Tax Collector, Chief Deputy Rick Rhodes, and others to attend their annual conference next month in Oklahoma City, OK.

Why?

Because, she announced, our Tax Collector's Office CPM Class II would be honored once again, but now on the national stage, for their prestigious Askew Award.

Of course, we know that this exceptional honor was received

back in 2009 by then CPM graduates Rick Rhodes, team leader, Randy Hunt, Sherry Baker, Garrett Allison, Artis Dukes, Loretta Krause, Ruth Teate, Teri Anderson, and City of Lakeland team member Greg Boettcher.

However, the national organization is honoring these Class II graduates again, based in part from the fact that this team beat out over 200 entries to receive this award, acknowledging the immense competition in the state of Florida. The letter goes on to extol high praise on the virtues of the project, The Office Bank Clearinghouse Automated Processing Project. (This project was initially a PIPS improvement process that Mary Kay Greene brought to Rick's attention!) At this time, it is not clear who

will be attending to receive this award. However, we all can be very proud of our representation.

Congratulations CPM
Class II!



“the national organization is honoring these Class II graduates again, based in part from the fact that this team beat out over 200 entries to receive this award”



The Suncoast Chapter has had a busy 3rd quarter, with the Fall Membership Meeting as the most recent event. Pinellas County hosted the meeting at the Pinellas County Criminal Justice Center in Clearwater on Thursday, 9/16. Members enjoyed a few networking games and a visit from Tom Stearns as the guest speaker. Tom a CPM graduate and a member of the Suncoast Chapter is running for a State Office. He spoke on fiscal responsibility within government and the importance of understanding the responsibility and the impact it can have. The meeting theme "Celebrate What's Right with the World" was based on the renowned National Geographic video by photographer Dewitt Jones. Dewitt

Jones said "our perception controls our reality". If it doesn't look right, look at it differently. If you celebrate what's right with the world you create the right vision. If your vision is clear, your passion and creativity will form. Trust in the vision and get out on the edge. Step out on the ledge of possibilities. Incredible things happen when we are open to the possibilities. The message that Dewitt Jones presented can be used not only in our professional lives, but also in our personal lives. Be open to change, allow yourself to focus beyond what is right in front of you, you never know what you might see. Remember to "Celebrate What's Right with the World". As a reach out to the community, members were encouraged to bring school supplies to donate for the "Give Back" to the community and "Fill that Bus" for the Pinellas County school system for homeless children. The overflowing boxes proved the members were serious about giving back to the community.



Speaking of members, Liz Klaber our membership chair, reported 7 new memberships since last quarter, bringing the total membership count up to 88. During the fall meeting a concern was brought up with regards to our membership, as over half of the chapter members will be up for renewal at the end of the year. The state is considering a change to the Bylaws that would give a \$5.00 discount on the cost of the membership when renewed earlier. If this change is approved, Liz is hoping members will renew early and continue their membership. Ruthie stated "as a member it is good to invest in the chapter, but you have to invest in it in order to get something out of it". Please renew and get involved! Since our last quarter the board received a volunteer for the Communications Chair position. Diane Hunt of Lee County has volunteered for this position and will be working on the quarterly newsletters and Facebook page. If you have any comments or additions, e-mail her at DianeH@leetc.com.



The Suncoast Chapter Board members are revisiting their Bylaws. It was suggested to create six member at large positions, currently there are only two. This would give those individuals voting rights along with their chair responsibilities. All six of the positions would be appointed by the board. Members attending the fall meeting voted "yes" unanimously to these changes. In addition, members also approved to change the position of Vice President to President-Elect to align with a similar position at the FSCPM and AACPM level.

The Chapter is sponsoring an upcoming "Lunch and Learn" Professional Development event. Presented by: Joan Read from the Pinellas County Training Consortium, October 27th, 2010 from 11:30 a.m. to 1:00 p.m. at the Pinellas County Clerk's Criminal Justice Center. Joan Read will present an abbreviated version of their course "5 Questions Every Leader Must Ask". The course is the Framework for Leadership which uses a set of highly effective questions to shift a group's focus from a problem orientation to one of solutions and success. The five questions in the Framework can be applied to almost every management challenge: improving teamwork, resolving conflicts, encouraging performance improvement, solving problems, managing projects and more. Members can attend in person or via teleconference.

The chapter accomplished one social service event this year, but Ruthie's goal is to do one more before the year is up. The chapter is looking at the possibility of creating a team for the Tampa Bay Heart Walk held on November 6th. Ruthie is looking for a volunteer to kick off this event.

To celebrate "what's right in the workplace", the Suncoast Chapter will promote a special year-end recognition where members can nominate an individual who has really been supportive, reached out, touched hearts and set an example for their coworkers by displaying a "What's Right with the World" attitude. Members can nominate anyone within their work place and the person doesn't have to be a CPM. The chapter will invite the winners to the December 2nd meeting, present them with certificates, and pay the cost of their meals.



Florida Turnpike Enterprise Chapter

by Joseph L. Wilson

By Joseph L Wilson

A Leader's Role in Teamwork

How can you take your work unit, team or organization from "worst to first"? There are many areas that must be addressed to make such a turnaround. I will focus on three: 1) goals, 2) teamwork and 3) leadership.

First, goals help a team or work unit understand where they are going and how they will get there. When everyone is on the same page, many difficult tasks can be accomplished. Clear, precise and understandable goals help teams succeed.

Second, Teamwork places the emphasis on everyone knowing their job. Many said, "There is no "I" in teamwork" but I feel there is a "me" in teamwork. You must accept your role on the team or work unit to accomplish the goals established by the group. This 100% commitment to team spirit will cause the group to exceed above normal expectation.

Third, Leadership plays an important role. Every great team or work unit needs direction. Goals and teamwork will take you only so far. Dynamic leadership will take you the rest of the way. A lot of focus is put on teams and work units. But look behind the scene and identify your co-workers, supervisors or managers that pump you up. The leaders in your organization that set the example and lead by action not just talk. Yes, these leaders definitely "walk the walk".

Turning your organization around is indeed possible. Do not mistake the role you play as a forward, positive thinking leader.



From the desk of the FTECPM President, Jerry Karp

Be all that you can, be a leader.

According to a study by the Hay Group, a global management consultancy, there are 75 key components of employee satisfaction (Lamb, McKee, 2004). They found that:

- Trust and confidence in top leadership was the single most reliable predictor of employee satisfaction in an organization.
- Effective communication by leadership in three critical areas was the key to winning organizational trust and confidence:
 1. Helping employees understand the company's overall business strategy.
 2. Helping employees understand how they contribute to achieving key business objectives.
 3. Sharing information with employees on both how the company is doing and how an employee's own division is doing — relative to strategic business objectives.

So in a nutshell — you must be **trustworthy** and you have to be able to **communicate a vision** of where the organization needs to go. The next section, "Principles of Leadership", ties in closely with this key concept.



Congratulations to Ken Morgan and Wayne Annis, recent graduates from the Certified Public Managers Program.



Sunshine Chapter

Cindy Feior

The Florida Department of Transportation - District 5 felt a need to start a new CPM Chapter to rejuvenate our employees who have attended CPM. Even though it will primarily be District 5 DOT employees, we decided to name ourselves the **“Sunshine Chapter”** so CPM members from other agencies feel invited to join our Chapter. Our main headquarters is in DeLand, but our District includes locations in Brevard, Osceola, Orange, Seminole, Volusia, Flagler, Marion, Lake and Sumter counties. Even though it is a large area, we are hoping to have a strong attendance by use of video conference within the DOT facilities.

Our core group has been busy working on our Vision, Mission, Goals, and Bylaws for our Chapter. We plan to have all the preliminary work completed and approved by our management and FSCPM soon. We are hoping to have a Chapter membership drive and kick off meeting before the end of this year.

If you have an interest in our Chapter, please feel free to contact one of our Core Group Members at D5-CPMChapterCoreGroup@dot.state.fl.us or:

Karen Carlie	386-740-3499
Cindy Feior	386-943-5195
Donnie Grinstead	386-943-5366
Jerry Harville	386-943-5283
Renee Hutchison	407-858-5900
Allen Mattox	352-326-7721
Mary McGehee	386-943-5063
Roger Schmitt	386-740-3469

Quick Notes

Due Date for Next Newsletter:

- January 2011 Newsletter submittals need to be sent on or before Tuesday, January 11



January 2011						
S	M	T	W	T	F	S
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2	3	4	5	6	7	8
9	10	11	12	13	14	15
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30	31					



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.

WORD SEARCH PUZZLE

S S H S A A C P M M O I Q P Y
J D A M U S U U N E H W M I A
K P R M I N K O G I G H P H V
R W T A X K S E O D W R R S A
O I L M W N M H W C A J Q R E
L H E Y I D K J I K B F H E L
Y T Y K D L E V I N S O N D X
A S L O V I Y Y O N E S R A H
T I L E I N A D A S E E V E B
W E C P M Z S H S J K E N L Z
S M N P V U G O C C N N R F U
R G F S U R U M I T I W H G Q
F J B V E X I V N N O Z J X F
R M P C S F X O G W N G N M R
L V L Q J U Q B F C I J P P H

Find these words in the letters shown here

AACPM

ASKEW

AVAEI

CPM

DANIEL

DIEM

DOLES

FSCPM

GOTCHA

GREEN

HARTLEY

HENNING

JAYEDWARDS

KARP

LEADERSHIP

LEVINSON

SUNSHINE

TAYLOR

VICKER

WILKINSON



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/Newsletter