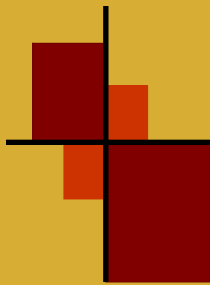




CPM Times

VOLUME 16, ISSUE 2

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INSIDE THIS ISSUE:

FROM THE PRESIDENT	1-2
NEW US CITIZEN!	3
SUNSHINE CHAPTER	4
SUNCOAST CHAPTER	5-6
TURNPIKE CHAPTER	7
QUICK NOTES	8
CPM CROSSWORD	9
MISSION, VISION, VALUES & OFFICER LIST	10



From the FSCPM President

by Fred Levinson

An interesting trend has started recently in our organization. I've noticed that many members whose FSCPM membership expired 4-10+ years ago have renewed their memberships this year. Each year this happens occasionally, but this year it seemed to happen more often, so I decided to ask some of these members why they suddenly rejoined FSCPM.

The most common reason mentioned was because in today's uncertain economic times, they again realized the value in being an FSCPM member and their desire to participate in an organization that promotes innovative professional leadership training, development and networking opportunities.

I'm very proud of our chapters and members for the amazing things that they do every day to provide outstanding value to our members and agencies and their efforts are why CPMs and CPM students renew / join FSCPM and support Florida's CPM program. Here are some of FSCPM's accomplishments during the last few months.

- ◆ Developed a new Professional Development Program which will be "live" next year.
 - ◆ As a result of travel limitations, we are working on having regional leadership symposiums in addition to the annual FSCPM Symposium and Awards Banquette.
 - ◆ FSCPM is again collaborating with the Florida Center for Public Management on the 2011 Florida CPM graduations. (Thanks to the FSCPM / FCPM Liaison Committee for their efforts!)
 - ◆ The Sunshine Chapter (based on Deland) is our newest chapter and recently had a kick-off Lunch and Learn meeting and to encourage participation, they video conferenced the meeting to four remote site locations.
 - ◆ Many of our Chapters surveyed their members and responded by delivering meetings and events that combine training, networking and discussions of best practices.
 - ◆ Community service is very important and chapters are exploring opportunities for members to become more involved in community events.
 - ◆ The FSCPM Chapter Effectiveness Award committee is reviewing and updating the award criteria thus encouraging additional chapter activities.
- So what can you do to support FSCPM and Florida's CPM program?
- ◆ FSCPM is a membership driven organization and we need your support. If you haven't already renewed your membership please renew as soon as possible. If you are a current FSCPM encourage, encourage your peers to join! Anyone can join FSCPM provided they have taken (or are registered to take) at least one CPM Level class.
 - ◆ Participate in an FSCPM event or committee at the state or chapter level. Attend

or volunteer at an event, join a committee, be a speaker or host a chapter meeting. There is something for everyone in FSCPM.

- ◆ Share your CPM knowledge and experiences with your team members!
- ◆ Feedback, feedback, feedback. FSCPM is only as good as the feedback and participation from our members. Feedback is essential to our success and everyone is encouraged to contact me with your questions, comments and suggestions.

I also want to remind everyone that as an FSCPM member, you can attend and participate in any Chapter's meetings/events. FSCPM members are encouraged to visit the chapters' websites and Facebook pages for meetings and events information.

It is an honor and privilege to serve and learn with you and I always like ending articles on a positive note, so it is my

pleasure to recognize the following CPMs for their efforts to FSCPM and the State of Florida.

Irene Toner (Keys Chapter) – Irene has been selected to receive the 2011 Governor's Emergency Management Award at the Governor's Hurricane Conference on May 19th. The criteria for this award are for outstanding progress and accomplishment in the field of hurricane preparedness, response, recovery, mitigation or research in the State of Florida. Congratulations Irene on a job well done!!

FSCPM Sunshine Chapter (<http://www.fscpm.org/Sunshine>) – Congratulations to:

Cindy Feior CPM, Renee' Hutchison CPM, Mary McGehee CPM, Donnie Grinstead CPM, Allen Mattox CPM, Karen Carlie CPM, Roger Schmitt CPM, Jerry Harville CPM and the entire Sunshine Chapter for starting our newest FSCPM chapter in Deland. Sharing information is a fundamental lesson of FSCPM and I want to thank Jerry Karp

CPM (Turnpike Chapter) for working with the Sunshine Chapter and sharing his knowledge and experience on chapter start ups and Beatriz Isaza (South Florida Chapter) for creating the chapter's webpage. I want to recognize Noranne Downs, P.E. (FDOT District Secretary, District 5) and Alan Hyman, P.E., CPM (FDOT District Director of Transportations Operations, District 5) for their support of the CPM program and the Sunshine Chapter.

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

Fred Levinson CPM
FSCPM President



*Office of Paula S. O'Neil
Clerk & Comptroller
Pasco County, Florida*

**Congratulations to one of our Country's newest citizens,
Deputy Clerk Josephine Ploettner!**



Josephine, Probate Reporting Specialist, took our Country's oath on March 23, 2011 and is now a United States Citizen. That same day, Josephine registered to vote. Although she legally resided in the United States since 2006, the opportunity to become a citizen was a culmination of her American dream. Josephine moved to the United States from her home in the Philippines to start a new life with her husband. Her journey to citizenship spanned four years and required untold hours of study and hard work. Yet to Josephine, it was worth every minute of the time she spent!

While studying American History, Josephine worked full-time for the Clerk & Comptroller's Office, held a part-time job, and worked on her Master's Degree (which will be completed in five months). Josephine said, "We can overcome every issue in our lives with a positive attitude; attitude, after all, is everything."

Josephine credits her teammates at the Clerk & Comptroller's Office for embracing her when she first came to the United States. She said they "helped me to educate myself in believing that someday I can be someone who stands up and says, 'I made it.' Sure enough, I did; I am now a U.S. citizen; and five months from now, I will obtain my Master's Degree in Public Administration. I just never stopped believing, and I never will."

The Office of Clerk & Comptroller commends Josephine Ploettner for her service to the citizens of Pasco County and for her perseverance and hard work towards obtaining her United States Citizenship. We celebrate in her accomplishments and recount her story as an inspiration to others.

Congratulations, Josephine! May God continue to bless you and the USA!



NEW! Sunshine Chapter Has a Lunch and Learn

By Cindy Feior

After a long time and a lot of hard work to get our new chapter started, the Sunshine Chapter had our very first “Lunch and Learn” session.

Not knowing what to expect and what type of response we would get was a little scary. The response we received was wonderful. We had about 30 people attend, either at the FDOT District 5 office or via video conference from one of the field offices located in Leesburg, Deland, Cocoa, and Orlando.

By the time we have our next quarterly “Lunch and Learn” session, we are hoping to have the video conference equipment installed at our Ocala, Daytona, and south Orlando locations. We had the honor of Fred Levinson join us and Turnpike President Jerry Karp teleconference into our meeting. Our guest speaker was FDOT District 5 Director of Operations, Alan Hyman, P.E. He spoke on “Management Under Pressure”.

We are very excited about the start of our new Chapter and look forward to its future.



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!

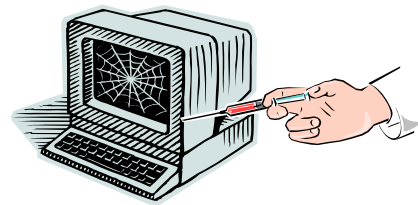
Do you have a Facebook page set up? Why not include a link on your Chapter website?

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!





Suncoast Chapter Update

The Suncoast Chapter has had a busy first quarter. The first meeting of 2011 was held on March 1st and was hosted by Sarasota Tax Collector's office in Sarasota at the Super Buffet. Members dined on a wide variety of foods, from cook to order, to Chinese style, Sushi and desserts. The meeting theme was Irish with a "history lesson". Liz Klaber presented a funny, but educational presentation on the start of tax collecting and history of counties dating back to the 1800s. The door prizes were plentiful and were provided to members who purchased raffle tickets. In addition to the door prizes, member Wayne Koch won the 50/50 cash raffle. The luck of the Irish was definitely with him and with the Chapter as he contributed his winnings back to the Chapter's fund. Thank you Wayne and thank you to Sarasota Tax Collector's Office for hosting a wonderful event.

The Chapter had a successful membership renewal rate according to Liz Klaber who is in charge of Member Affairs. At the end of 2010 the Chapter had 58 members up for renewal. Her records now reflect we had 45 out of the 58 renew. This is outstanding and possibly one of the highest renewal rates in the state. Thank you to all of the members who renewed and to Liz for all of her hard work and efforts in maintaining the membership list.



The Chapter's goal is to host their next chapter meeting in June as a "social/family fun day event" at Ft. DeSoto. This will be a great opportunity for everyone to come together, bring their families and have fun.

Next stop for the Suncoast Chapter is to create mission and vision statements. Members are encouraged to participate in the process. In addition to creating the mission and vision statements, President Ruthie Doles and the Suncoast Chapter Board have outlined the 2011 Chapter Goals. She said "We plan to try some new ideas in the Suncoast Chapter this year to make your membership more valuable. We want to increase training opportunities, do more "hands-on" community service, and host some fun networking events outside of work. We hope that each of you will attend at least one chapter or FSCPM function this year. Better yet, be a participant. Involvement in a new CPM venture may be the spark you need to light your innovative orientation."

More updates from the Suncoast Chapter on the following page



Suncoast Chapter Update - *continued*

2011 Suncoast Chapter Goals

Increase member interaction and participation by:

- ◆ Tracking membership attendance at all meetings
- ◆ Conducting special door prize drawing for those who “Bring a CPM friend” (CPM student or graduate) to a meeting
- ◆ Continuing to encourage members to become fans of the chapter’s Facebook page
- ◆ Hosting one chapter social event by June 2011
- ◆ Including new “getting to know you” member interview, special occasions or celebrations, and family or vacation photo sections in the chapter newsletter

Encourage continuing education and professional development by:

- ◆ Holding one chapter training event by October 2011
- ◆ Having a member contribute one training article for State news-letter

Promote more Community Service by:

- ◆ Holding one charity drive and participate in one charity event by December 2011

Increase chapter revenue by:

- ◆ Holding 50/50 cash raffles at each membership meeting

Recognize member contributions and accomplishments by:

- ◆ Awarding two Gotcha awards at each membership meeting.
- ◆ Submitting one nominee for each FSCPM annual awards category.
- ◆ Recognizing members who regularly volunteer or do community service
- ◆ Recognizing members who coordinate and participate in chapter events
- ◆ Recognizing members who have 100% attendance at membership meetings at annual chapter awards ceremony

Congratulations to Joanne Robertson, Lee County Tax Collector's Manager of the Year

Joanne Robertson was selected ‘Manager of the Year’ at the Lee County Tax Collector’s office. Joanne has been with the organization for 17 years this June. She started as a tax/title clerk in the Downtown office, transferred to the Summerlin branch, then the Cape Coral branch before being promoted to Supervisor and returning to the Downtown office. In June of 1999, she was promoted to Manager of the Cape Coral Branch. After four years, the Tax Collector reassigned Customer Service Managers and she returned (again!) to the Downtown office where she now serves. One of Joanne’s favorite aspects of management is being a part of others’ career successes. When a new employee starts and is in the midst of training, they often are surprised by all there is to learn. It takes some time before they start to feel confident, but, that initial “I can do this” is so good to see! She has watched many employees build their confidence and knowledge, move to other opportunities within the organization, or move into management. Joanne is really happy that the nominations submitted included mention of those things that have been important to me— supporting her staff in their career and educational efforts, and making the office a workplace that is pleasant.





Florida Turnpike Enterprise Chapter Deal or No Deal - Lunch & Learn

by Joseph L. Wilson

On March 08, 2011, at the Pompano Operations Center, we had a Deal or No Deal Lunch & Learn. Jennifer Olson, our Chief Operating Officer joined us for an exciting time. There were three teams participating. They were required to answer questions regarding C.P.M. & the Florida Turnpike. I have been to several Lunch & Learns which were very positive. The events develop themes for teambuilding and motivation. This concept by the FTECPM team sparked excitement. Everyone enjoyed the food, the people and the tough questions. The e-mails of appreciation from them showed that this was a success.

Thanks to everyone that bought food, attended the Lunch & Learn and helped organize this fun event.



QUICK NOTES



Due Date for Next Newsletter:

- July 2011 Newsletter submittals need to be sent on or before Monday, June 27

June 2011

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		

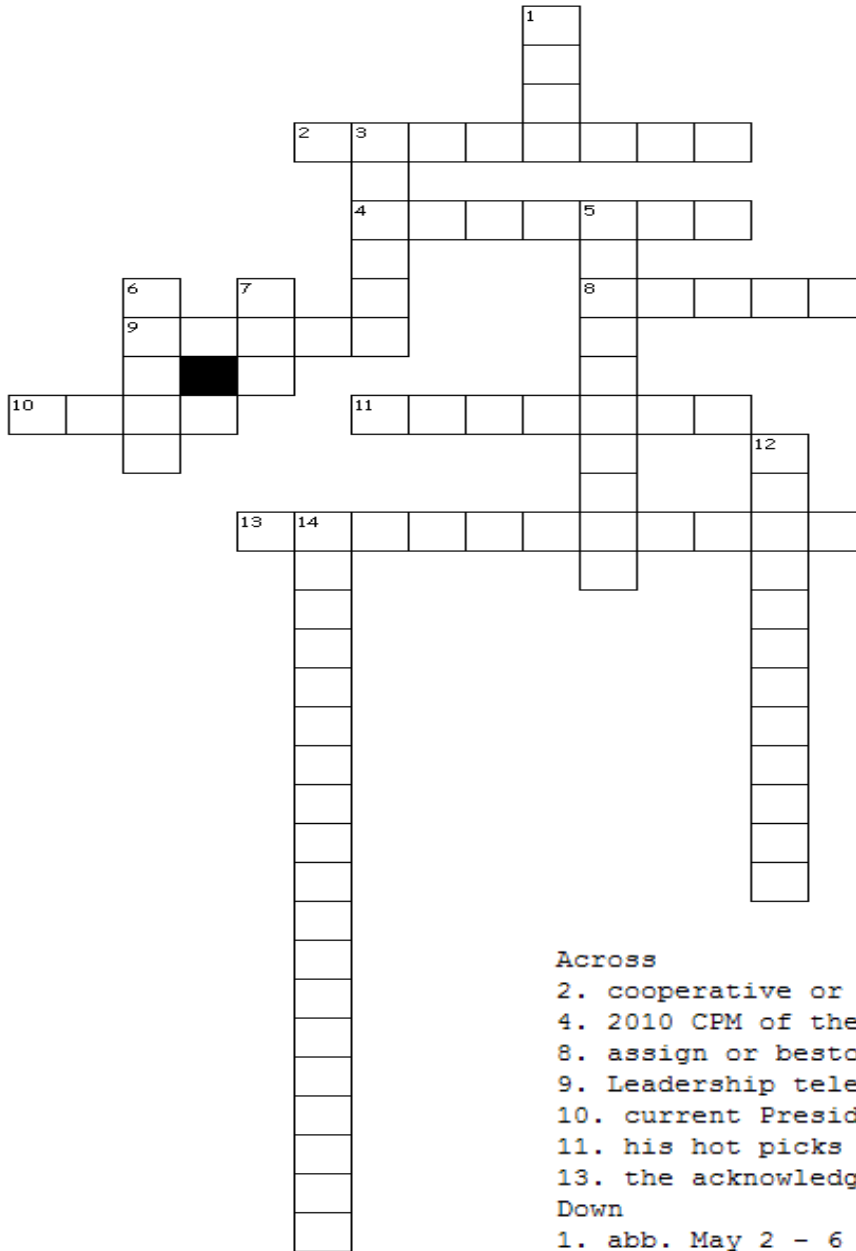


Watch Your Website!

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.



CPM Crossword



Across

- 2. cooperative or coordinated effort
- 4. 2010 CPM of the Year
- 8. assign or bestow
- 9. Leadership tele-event
- 10. current President
- 11. his hot picks
- 13. the acknowledgment of achievement

Down

- 1. abb. May 2 - 6 event
- 3. a system of moral principles
- 5. The _____ Challenge
- 6. an Award
- 7. first name of Green
- 12. the state of being productive
- 14. an encouraging book

Answers:

Across: 2 teamwork, 4 Hartley, 8 award, 9 Seeds, 10 Fred, 11 Howards, 13 recognition
 Down: 1 PSRW, 3 ethics, 5 Leadership, 6 Askew, 7 Ben, 12 productivity, 14 Encouraging the Heart



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.

2011 Officers and Board Directors

Officers

Fred Levinson	President
Jerry McCarthy	Past President
Ruthie Doles	Vice President
Malinda Fusco	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

Tommy Oliveras	President, Central Florida Chapter
Julio Avel	President, Florida Keys Chapter
Ellen Daniel	President, South Florida Chapter
Ruthie Doles	President, Suncoast Chapter
Cindy Feior	President, Sunshine Chapter
Sabrina Hartley	President, North Florida Chapter
Fred Levinson	President, North East Florida Chapter
Laura Gorman	President, Polk County
Jerry Karp	President, Turnpike Chapter
Ben Green	FSU CPM Liaison

Committee Chairs

Laura Gorman	Askew Awards Committee
Ann Murray	FSCPM Awards Committee
Ed Pacificar	By-Laws Committee
-	Chapter Effectiveness Committee
Ruthie Doles	Continuing Education Committee
Joanne Robertson	FSCPM Liaison
Sabrina Hartley	FSCPM Liaison
Joanne Robertson	Nominations Committee Chair
Mike Nahat	Career Opportunities Chair
Ann Murray	FSCPM Public Service Recognition Week
-	Marketing and Fundraising Committee
Jean Pingston	Symposium Committee
Beatriz Isaza	Webmaster/Newsletter