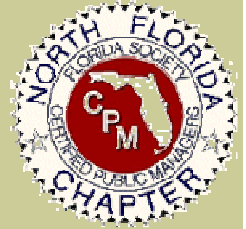


# NFCPM Gazette



## Catching up with the President

- Sabrina Hartley -

Hello fellow CPM'ers. In case you missed the October chapter meeting, let me catch you up on a whole bunch of chapter stuff ... (In case you're short on time, I highlighted the absolute essential facts...just another example of ways we're always looking to be helpful!)

### New Chapter Officers

We voted in a new treasurer and secretary.

**Travis Knight**, a Quincy native and Flagler College graduate, **will begin serving as our treasurer January 2011**. Travis is currently a professional accountant at the Department of Agriculture and Consumer Services and has been in the accounting field for approximately nine years. In addition to being well qualified for the job, Travis demonstrates his generosity of time and spirit by serving as the Assistant Financial Secretary for his church, Treasurer of the Sons of Allen (a church men's organization), and the first Vice President and acting Treasurer of the Lay Organization. We are pleased to have Travis on the board and appreciate his willingness to serve yet another



personally important organization.

**Anna Bethea**, who **will serve as the chapter's secretary effective immediately**, is also a Florida native; hailing from Mt. Dora. She has a Masters Degree in Social Work from the Florida State University and currently works for the Department of Children and Families in the Refugee Services Program. Like Travis, Anna shares her spirit and time with organizations important to her, including two Girl Scout troops and several social justice programs. Anna is proud of her Japanese heritage and passionate about exploring how the current wave of social and technological change can facilitate greater organizational

management efficiencies and self actualization. In addition to serving as chapter secretary, Anna will, by default, be a member of the newly-formed communication committee. We are very excited to add Anna to the board. She has already proposed some great ideas that will continue to grow the chapter as well as demonstrated an eager willingness to jump right in.

Please join me in welcoming our new officers. Their time and talents will be put to great use to facilitate the chapter's continued growth. I hope you'll take a second to thank them for their commitment at the next meeting.

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## Catching up with the President (continued)

### Membership Survey

Last year we implemented a membership survey to identify member needs, likes, and dislikes. **We will repeat the process** this year to find out how we did over the last year and what we can do in the year ahead to continue to improve. You will receive the survey **in the next few weeks** and it should take no more than about five minutes to complete. I hope you'll take a moment to provide your input so we can continue to develop a chapter that truly meets its members' needs. Also, if there is any question as to the correct email address or if you have not been regularly receiving chapter news, please send your current and correct contact email to the chapter's secretary at [anna.bethea@gmail.com](mailto:anna.bethea@gmail.com).

### Chapter Communication Committee

You've heard us talking about it for a few months now and, finally, **we've got one**. The communication committee has three primary members – Amy Carraway, chair, Marjorie Powers, and Paula Kiger. The chapter secretary, Anna Bethea, by default, will act as a member as well. The group will meet in the next few weeks to outline their role, responsibilities, and interaction with the chapter and board. As you can see, the initial group is small but powerful. **If you are interested** in current communication technology, we would be **happy to add more** brainpower to the group. As we work out the details to get things kicked-off and running, stay tuned to find out how the communication committee will enhance the chapter and its service to you, our members.

### CPM Continuing Education/ Re-certification

As a member-at-large for the Florida Society of Certified Public Managers, I've sat-in on discussions about continuing CPM education and, ultimately, re-certification. There are simply too many arguments for demonstrating current and up-to-date training and practice to not address the issue statewide. While the topic has been batted around for years and even produced some related recommendations, there has been no action. **Florida has started the ball rolling and is attempting to lay the foundation for progress.**

Several chapters around the state are represented on this statewide committee. While I have sat-in on conference call meetings, I am not officially on the committee. If you have an interest in this area and want to serve as the NFCPM representative on the state continuing education committee, I would love the chapter to have a presence. We are the largest chapter in the state and, as such, stand to gain quite a bit from the continuing education discussion and outcome. It's highly likely too that this issue and discussion will eventually ripple across the nation. **Let me (or any board member) know if you're interested** in being part of this burgeoning movement. Minimally, I'll keep the chapter involved as developments occur at the state level.



### Chapter Lunch Deal – November & December

Speaking of getting the most for your money... for the last several years we've come up with what we consider a win-win holiday deal. If you'll **bring in a minimum of two cans of food for donation, we'll discount your lunch by \$2**. (That's a minimum of two cans. We would be thrilled with more.) That means that members pay only \$5 for our yummy buffet lunch while non-members pay a mere \$7. If you've been to even one of our chapter meetings, you know what a tasty, great deal this is. While you get a price break, at the same time, we're helping in whatever small way to feed those in need in our community. We think this is an important role for the chapter and continue to look for ways to pay it forward and give back to our community.



**Feeding the Community**

## Catching up with the President (continued)

### Annual FSCPM Symposium and Awards Luncheon

The annual CPM awards symposium/luncheon will take place January 24<sup>th</sup>, 2011 in Ocoee. The cost for the symposium is \$35, with lodging costing approximately \$60. The board discussed the issue and determined that, in order to ensure chapter representation and to support the chapter's volunteer president, the chapter should pay for

the president to attend the symposium. We put the issue to a member vote and, at the October meeting, **the chapter voted to pay to send the president to the annual symposium.** The board is a good steward of the chapter's funds and will continue to safeguard our expenditures while, at the same time, trying to balance member give-back and board perks aimed at attracting quality service and

servants. Like all matters, if you have comments, questions, compliments, or otherwise, please talk to a board member.



If this isn't enough chapter happenings for you, I'm not sure what you're looking for. Clearly, from this list and the on-going discussions at chapter and board meetings, we're on the move to greatness.

I hope you agree and will join our journey. **Together, we make for better ideas, decisions, and progress. I hope you'll jump aboard as this ride gets even better!**

*~Sabrina*

## Here's What You Missed If you weren't at the October Chapter Meeting

- Pamela King -

If you ever wondered how in the world you could **improve interagency communications and project partnering** - you would have really enjoyed the October NFCPM presentation by Jeffrey Hendry. Mr. Hendry is the Executive Director for the John Scott Dailey Florida Institute of Government at Florida State University. He provided us with an overview of his organization and how his public management skills are used to assist governmental agencies. Mr. Hendry provided an example of the success the Florida Institute of Government had in assisting in state and local government agencies' quest to implement broadband capabilities in rural and underserved areas of Florida.

The mission of the John Scott Dailey Institute as described by Mr. Hendry is to **enhance the ability of Florida's governments and communities** through education and training, technical assistance, applied research, and public service. The Institute serves the public's interest through offices located at various Universities throughout Florida. These Universities include Florida State University (which serves as the executive office for the program), University of Florida, University of Central Florida, University of South Florida, Florida Atlantic University, and Florida Gulf Coast University. The institute basically acts as a liaison

between local and state government, educators, communities, and professional associations in both the public and private sectors.

As an example of the Institute's great work, Mr. Hendry provided information on how they **assisted 15 counties** in obtaining a national grant of \$30 million to enable Floridians the ability to **obtain broadband and high-speed Internet connectivity.** This initiative required the actual establishment of the North Florida Broadband Authority; as well as, mutual agreements between 15 different county governments. And if establishing an overseeing entity and getting 15 different governmental bodies to agree on implementation was not difficult enough; Mr. Hendry and his colleagues had to complete these tasks in a matter of weeks in order meet the deadline for submitting their grant request.

Mr. Hendry and his associates are a **true testament to the power of the public manager.** If you would like more information on the John Scott Dailey Florida Institute of Government you can check out their website at [www.ioq.fsu.edu](http://www.ioq.fsu.edu). For more information on the North Florida Broadband Authority you can visit their site at [www.nfba-fl.org](http://www.nfba-fl.org).

## Nominate a "Star" in the North Florida Chapter

- Dottie Gough -

In January of each year, the Florida Society of Certified Public Managers (FSCPM) holds its annual leadership conference and Awards Luncheon. Many outstanding leaders are recognized and rewarded during the Awards Luncheon. Each Chapter is asked to submit nominations for these awards by November 15, 2010 to Dottie Gough at [dottiegough@embarqmail.com](mailto:dottiegough@embarqmail.com).

Nominations are also being accepted for the following awards. There are no forms for these nominations. They can be sent in a one page word document.

The **Outstanding Contribution Award** is given for commitment, dedication and exceptional service to the Chapter.

The **Extra Mile Award** is for willingness and strength of character to go above and beyond expectations to ensure the success of the chapter.

The **Exceptional Leadership Award** is given to managers and leaders who provide outstanding leadership within the organization whether at the state or chapter level. This individual stays on top of things and is aware of what is happening within the organization and is always there to provide a guiding hand where needed. He or she encourages board members to excel.



### **The Excellence in Professional Development and Continuing Education**

is a new award that the FSCPM has just approved. To receive this award, a member must actively contribute to the professional development and

continuing education of CPMs. This person encourages individuals to become CPMs and does not hesitate to mentor and share information with others. He/she truly embodies the overall spirit of FSCPM's mission to provide knowledge and growth opportunities for public managers.

The **Sustaining Member Award** is in recognition of 15 years of continuous and sustained service and dedication to the FSCPM. If you or someone you know qualifies with continuous and sustained service for 15 years, please let Dottie Gough know.

**Certificates of Appreciation** are presented to managers and leaders for their commitment and dedicated leadership to the Florida Society of Certified Public Managers. The difference between ordinary and extraordinary is that little extra effort and positive attitude.

**ANYONE CAN MAKE A NOMINATION FOR THESE AWARDS SO GET YOUR NOMINATIONS IN NOW! WE WANT TO HAVE AS MANY OF OUR MEMBERS RECOGNIZED IN JANUARY 2011 AS POSSIBLE.**



## It's Time to Renew Your Membership

- Dottie Gough -

It's time once again to renew your membership in the Florida Society of Certified Public Managers. Fred Levinson, the State Membership Chair, will be sending out renewal notices on October 1. The cost of membership is \$40 for one year and \$70 for two years. Fees include membership in the Florida Society of Certified Public Managers (FSCPM), the North Florida Chapter (NFCPM) and the American Academy of Certified Public Managers (AACPM).

There is a membership application available on the website at [www.fscpm.org](http://www.fscpm.org). Membership is from January to December. If you have questions about when your membership expires, please contact FSCPM Membership Chair Fred Levinson at <mailto:eflev@bellsouth.net>.



There are many benefits to being a member of the FSCPM and NFCPM. These include:

- Monthly chapter meetings which provide timely information on leadership and management topics and a reduced cost for the meetings
- Networking opportunities with other professional managers through a variety of chapter and state activities and events
- Opportunity for career development through state and chapter sponsored luncheons, seminars and workshops at reduced fees
- Opportunity to give back to the Tallahassee community through community service projects
- Opportunity to interact regularly with the Florida Center for Public Management trainers and get information on recent changes to the Certified Public Management curriculum
- Awareness of new developments in theory and practice of public management

You can mail your completed membership form to Fred Levinson at the address on the application or give it to the North Florida Chapter Treasurer at the meeting which is held the second Tuesday of each month. The next meeting is scheduled for Tuesday, November 9 from 11:30-1:00 at the Leon County/Amtrak training room on Railroad Avenue.



## The Body Tale

*I always wondered why somebody didn't do something about that, then I realized I was somebody.*

~ Lily Tomlin

A friend of mine was sharing that she and her husband often have a mysterious "guest" that invades their home. This menace causes all kinds of trouble like leaving the toilet seat up, forgetting to turn out a light, leaving an iron on. The list is apparently endless. Who in the world would do these terrible things you ask? Well, this invisible intruder is none other than – *Some Body*. You read correctly – *Some Body*.



Since I learned about this sneaky little scamp, I have noticed an invasion not only into my home, but also at work. I am hearing about this *Some Body* character all over the place. And I am here to tell you that this *Some Body* really gets my colleagues riled up. I know, I know it is hard to believe. If I hadn't heard it with my own ears I wouldn't believe it myself. But apparently – *Some Body* forgets to replenish the paper in the copy machine; *Some Body* forgets to pick up the documents they print from the network printer; and *Some Body* forgets to clean out the office coffee pot – just to name a few of the irritating things *Some Body* does.

And if *Some Body* doesn't cause enough problems; there is this other imp – *Any Body*. Although they are both troublemakers – they have very different mindsets. *Any Body* is quite the introvert – people at work are always looking for the rascal. Is *Any Body* going to get that phone? Is *Any Body* going to finish that project? Come on now – you know you've heard people looking for *Any Body*. To be honest here – I have actually looked for *Any Body* on occasion myself – haven't found 'em yet.

Once when I was fussing about *Some Body* drinking the last cup of coffee; while looking for *Any Body* to help me with a report that was due yesterday – I met a distant relation to this *Body* family. Now unlike *Some* and *Any Body* this character was quite impressive.

Who could this be? None other than that go getter - *No Body*. You can always count on *No Body*. You don't have to take it from me, just pay attention to the gossip mill and you will realize how much *No Body* does around the work place. *No Body* is everywhere. *No Body* puts paper in the copy machine, *No Body* answers their phones, *No Body* returns calls to customers, *No Body* does any and everything. I wish I had half the work ethic and commitment of *No Body*. I am here to tell you *No Body* does it better!

So what is the moral to this little tale – Being "somebody" may get you noticed; but it takes a "nobody" to get the work done.



## Motivating Employees Coming to the November Chapter Meeting

Please join us on Tuesday, November 9 as we welcome Dottie Gough, who is and will always be an inspiration to all of us at the North Florida Chapter (NFCPM) as well as at the State Society Level (FSCPM). Dottie will discuss the processes involved in motivating employees. The meeting will be held from 11:30 -1:00 at the Leon County Community Training Room in the Amtrak Station on 918 Railroad Avenue.

This interactive session will focus on what people look for and admire in their leaders, the importance of leadership expectations and their impact on motivation, and how establishing the right environment through positive reinforcement and communication can motivate employees.

Dottie Gough received her CPM designation in 1990 and is a charter member of the North Florida Chapter. She has been a member of The Florida Society of Certified Public Managers for almost 20 years. Before moving to Florida, she worked for a Fortune 500 company in Cincinnati, Ohio for 17 years. She was with the State of Florida for 22 years and has more than 20 years of leadership and management experience.

During her tenure in Florida, Dottie served as Budget Director of two state agencies, the Department of Management Services (DMS) and the Department of Business and Professional Regulation (DBPR). In addition, Dottie served as a bureau chief with the Department of Education (DOE). Two of her major accomplishments while with the State of Florida include coordinating 20 teams as she led DBPR through the process of developing agency performance measures and revamping the entire contract process while with DOE. Dottie received her B.S. degree in Business Administration from the University of Cincinnati and a Graduate Certificate in Public Administration from Florida State University.

Dottie is very active at the North Florida Chapter. She has served as President, Vice President, Secretary, as well as chaired several committees at different times for both the Chapter and the Society. She has also written many newsletter articles for both Chapter and the Society. Dottie is currently the Chair of Chapter Effectiveness at the North Florida Chapter. She is also organizing a committee to revise the North Florida Chapter Bylaws.

Reservations are required. Please RSVP to Anna Bethea at [anna.bethea@gmail.com](mailto:anna.bethea@gmail.com) – by Friday, November 5<sup>th</sup>, 2010. Cost of the luncheon is \$7.00 for members and \$9.00 for non-members. (For the months of November and December, if you bring in can goods for the Christmas Connection, lunch for members will cost \$ 5.00 and for non-members the cost will be \$7.00).

North Florida Chapter  
Society of Certified Public  
Managers

[NorthFloridaCPM@gmail.com](mailto:NorthFloridaCPM@gmail.com)

Stay connected through our  
[Facebook Group](#)



We're on the Web!

[www.fscpm.org/north](http://www.fscpm.org/north)

## Upcoming Community Service Opportunities

Date	Time	Event	Need	Add'l Info
Nov 9 Tues	11:30 am – 1 pm	Christmas Connection	Canned Goods	Next NFCPM Luncheon Meeting: Bring in Canned Goods and receive \$2 lunch discount
Nov 15 – 17 Mon - Wed	7 am – 2:30 pm	Challenge Days at Richards High School	Volunteer to assist with program – it's an all-day event	Please send date that you would like to volunteer and your contact info to Cathy Lawson at <a href="mailto:kilmartin@comcast.net">kilmartin@comcast.net</a>