



# CPM Times

First Quarter, 2006

Florida Society of Certified Public Managers

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## From The President

As did Chris Grasso bid you a “thank you” in his farewell salute of service as President of the Florida Society of Certified Public Managers, let me begin my installation as President by also saying “thank you” for the opportunity to serve to the best of my ability the 372 members within our seven Florida CPM Chapters.

It is indeed humbling to be recognized from among so many capable CPM graduates as worthy of consideration to hold such a post. Under then President, Ted Barber, our Florida Keys Certified Public Manager Chapter was, on July 17, 2003 formally recognized as an “official” FSCPM Chapter. As with the FSCPM, it has maintained its viability and visibility due to the persistent dedication and commitment of our Keys professional public and private sector members.

At the recent January, 2006 Annual FSCPM Symposium, I was able to meet the Board and Officers whom I will be serving. Heretofore known only by teleconferencing and voice recognition, “names”, as the saying goes, “were put with faces”, and a virtual “family” of State CPM practitioners was discovered. Jan Wright, Secretary, Jerry McCarthy, Vice President, Kim Patterson, Greg Holcomb, Ellen Daniel, Karl Goodwin, Stacey Reese, Dottie Gough, Len Franklin, and so many others provided an immeasurable amount of assistance and support in my incipency as President.

Not overlooked are former President Chris Grasso without who’s meticulously kept FSCPM records and guidance would have made the transition to this position undeniably more difficult, and Central Florida Chapter President Miriam Barry,



who made the 2006 Symposium the success it was.

I have the distinction of being, second to Chris, the only other elected President from the County level. With this distinction comes a proportional degree of responsibility. Following in the very large footprints of our former Florida Society of Certified Public Managers Presidents as well as our own Florida Keys Chapter Mentor, Jim Malloch, I will continue to support professional networking, continued educational opportunities, and a commitment to excellence of our members.

A special thanks to Chris for his 2004 creation of an FSCPM Advisory Board. It is of great comfort knowing that this wealth of experience and assistance is readily available should it be needed. 2006 promises us another active hurricane season and, one way or another, our respective counties will be adversely affected and in need of assistance of one kind or another. Teamwork will be essential to assure and maintain leadership and customer service at the highest level, and our inter-county networking will be of highest priority.

I invite you to join me to collectively pursue the CPM goals my predecessors championed; to further professional networking, to promote continuing educational opportunities, and lastly, to achieve national recognition for our excellence in public management.



## North Florida Chapter

By: *Jeff Pouliotte, Chapter President*

The North Florida Chapter of the Florida Society of Certified Public Managers is poised to continue its commitment of leadership in the Society. The energy and dedication of North Florida Chapter officers and members remains irrepressible, as does their desire to promote and expand the fundamentals of the good management and people friendly practices which is our hallmark of the certified public manager program, and represents the ideals embraced by our membership. As the new President, I am honored to serve this Chapter, its officers (both past and present), and its members who embody and symbolize what it means to be a manager and a steward of the public interest.

The new year got off to a good start at the January meeting with the introduction of the new officers, a salute to the outgoing officers, and recognition of the accomplishments of the Chapter and individual members. A report by George Smith, the outgoing Treasurer, showed the Chapter to be in fine financial condition. The new Chapter Mission, Vision and Goals were presented to the membership and discussed. It was explained to the members how each goal was the responsibility of a committee and the Member-At-Large who chaired that committee. Specific tasks that had been prepared by the Board where presented to the chapter members, with the full understanding that each committee was free to modify these tasks as they see fit in order to achieve the goals of their committee. Committee membership and participation where strongly encouraged during the course of the meeting. A new committee was formed this year headed by Member-At-Large, Dr. Ada Burnette, entitled "Legislation and Policy" the details of which are still being worked out. The Membership voted to adopt the proposed Chapter Mission, Vision and Goals.

During the January Chapter meeting, Dottie Gough made a presentation to explain Chapter Effectiveness, both mandatory and optional requirements, to the members. Other issues discussed were CPM graduation and strategies for recruitment, and members were encouraged to write newsletter articles for the CPM Times. Future meeting locations, future meeting schedules (which will continue to be on the third Tuesday of each month), future Chapter training opportunities, and the

importance of getting good speakers for the monthly meetings were also discussed. The floor was made available to members to discuss these and other issues.

The February Chapter meeting will feature a presentation by CPM Member Mike Clow, the Capital Program Administrator for the Tallahassee Municipal Airport, who will be discussing Tallahassee's planned airport expansion and the dynamics of making it happen. The Chapter plans to formally recognize all members of the North Florida Chapter who received statewide awards and recognition at the January 2006 FSCPM Symposium in Orlando, during the next Chapter meeting in February. The Chapter has also planned a meeting with Shawn Baldwin, the new Director of the Florida Center for Public Management, in order to assure the continuance of our long-term historical relationship.

In regards to the 2006 FSCPM Symposium, the Chapter would like to salute Dr. Angela Whittaker for her outstanding presentation entitled "Being Happy in Your Own Skin". Also, the Chapter would like to recognize Dr. Ada Burnette, Stacey Reese, Jan Wright and Len Franklin for their past and present service at the statewide level in the Florida Society of Certified Public Managers.

### *CPM Times*

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## GOTCHA!

*By: Angela Whitaker, C.P.M. and  
Amonda Daniels-Emanuel, C.P.M.*

Several years ago the Florida Society of CPM implemented a special recognition program that each chapter was asked to use. This program is called **“GOTCHA.”**

**GOTCHA’s** are designed to recognize an individual for doing something great, going above and beyond, etc. This recognition program is not restricted to CPM members; any person that you work or associate with can be recognized.

The North Florida Chapter will be using this program to recognize outstanding individuals and we encourage other chapters to adopt it as well. Gotcha’s are included as a part of the Chapter Effectiveness points. It’s a great way for immediate recognition of individuals and to show those you work with how much you appreciate them.

A copy of the form is on page 4. The electronic form to be used for this recognition can be found at <http://www.fscpm.org/pdf/CPM%20GOTCHA.pdf>.

## NFCPM Recognition!

Dr. Ada Puryear Burnette was inducted into the Florida A&M University Gallery of Distinction on March 31, 2006.

The Gallery of Distinction, assembled by each college or school at Florida A&M University, is a photographic exhibit of those few persons who have been selected through a thorough process because of their contributions to FAMU and/or their profession. It is the highest honor that a college or school bestows at FAMU. Dr. Burnette was selected due to her contributions to FAMU and the Education profession.

Please join us in congratulating Dr. Burnette.

## FKCPM Recognition!

President of the local chapter of Florida Society of Certified Public Managers, Priscilla London is receiving the **Outstanding Contribution** and a **Chapter Effectiveness Awards** for her initiative and innovation in furthering the goals of FKCPM for 2005, from Jerry O’Cathey, President of Florida Society of Certified Public Managers (FSCPM). Shown also is the presentation to Jerry O’Cathey by President London of an award in recognition of the recent election and appointment of Mr. O’Cathey to the position of President of the FSCPM for the year 2006.

Priscilla London is currently the Monroe County Safety Administrator and Jerry O’Cathey is a Monroe County Emergency Management Administrator.



# "GOTCHA"



**I OBSERVED YOU DOING SOMETHING GREAT!**

**TO:**

**FROM:**

*I just wanted to express my appreciation for the great job that you are doing. Today I observed you:*

**KEEP UP THE GOOD WORK!**

*Name of Observer*

*Date*



## Florida Keys Chapter

*By: Priscilla London, CPM, CEM, CFI, Chapter President*

The Florida Keys Chapter of Certified Public Managers (FKCPM) continues to partner with local government and other public service sector entities to provide a variety of local customer service and management training programs.

Recently provided by our Chapter for these sectors was an informative and compelling “Stress and Time Management Seminar” by Elisa Levy. Stress is known to be one of the leading causes of heart disease, high blood pressure, and other serious illnesses. FKCPM recognizes the benefits to organizations which acknowledge the importance of stress and time management as it affect their employees. Improved customer service and productivity are but a few of these benefits.

The Florida Keys Chapter of CPM has provided seminars featuring computer training and emotional intelligence throughout the past few years with the goal of further enhancing the productivity of management and staff of all Monroe County Government agencies and other participating consumer oriented organizations.



## January 2006 Symposium Highlights

*By: Jan Wright, CPM, FL Society Secretary*

The January 2006 Symposium was a resounding success, thanks to the organizational efforts of Miriam Barry. The speakers were so well received there was a request for multiple sessions for each speaker. It was hard to choose one speaker over another when speakers were scheduled for the same time slot.

Most of the feedback was positive to include:

This year, the format changed adding breakout sessions on Thursday and this format should be continued.

There were many outstanding speakers who provided practical and timely information on various aspects of management and customer service.

It was great to see the attendance improve over last year and to have the opportunity to make some new friends.

I have been to many presentations and conferences but these few days have been so very informative and fulfilling.

Thank you to all who put forth so much effort.

I found I have a new connection with other CPM participants – a network of great people!!

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

**YOUR RESOURCE FOR CPM AND OTHER  
LEADERSHIP INFORMATION**



## Fran L. Wilkinson Scholarship for 2006

By: Barbara Taft, MSM, CPM, CPO

The American Academy of Certified Public Managers is pleased to announce the availability of two \$750.00 scholarships to be awarded at the 18th Annual AACPM Professional Development Symposium to be held in Louisville, Kentucky on September 10-12, 2006. The presentation of the award will be held on the evening of September 12. The scholarship is available to all members of the Academy who are enrolled in a college program that prepares them for a career in public management. Applicants must submit an application form and two letters of recommendation. You will find a copy of the 2006 scholarship application and instructions on page 7 of this newsletter (or download the application from the AACPM web site ([www.cpmacademy.org](http://www.cpmacademy.org)). Society leadership is encouraged to identify candidates from their respective society and to encourage their members to apply.

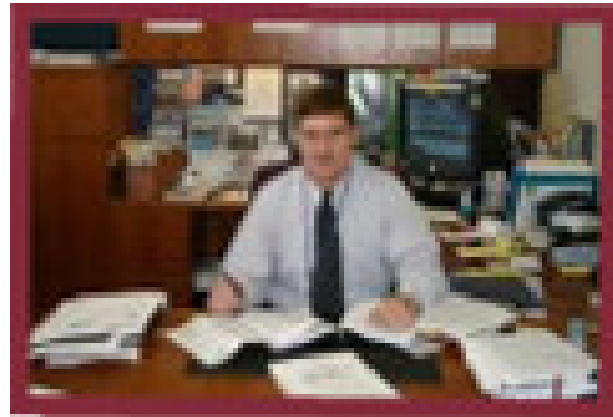
The scholarship is named for Fran Wilkinson, an early leader in CPM. Fran was dedicated to professional and adult education. She was president of the Georgia Society in 1983 and Chair of the National CPM Consortium in 1987. Fran died unexpectedly on June 6, 1990 due to an aneurysm. On April 30, 1994 the House of Delegates voted unanimously to name the Academy's annual scholarship "The Fran L. Wilkinson Memorial Scholarship" as a token of remembrance, affection, and esteem.

Barbara Taft of Oklahoma is the Chairperson and the committee members are Pamla Wood of Kentucky, Jeffrey A. Kramer of Arizona, Douglas Holt of Kentucky and Dr. Ada Burnette of Florida. The application deadline for 2006 Scholarship nominations is August 1, 2006.

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## NFCPM Recognition!



Michael J. Clow, CPM, North Florida Chapter, has successfully completed all three phases of the Accredited Airport Executive accreditation process and earned the distinction of A.A.E.

Michael is the Capital Program Administrator for the Tallahassee Regional Airport. To qualify for this distinction, Michael had to (1) pass a 180-item written examination, (2) write a comprehensive management research paper, and (3) demonstrate, in the final interview by a panel of A.A.E.s, his knowledge of airport management, business administration, and general transportation economics. Michael's achievement attests to his ability to meet these stringent requirements and his experience in managing a public airport. His management research paper titled "The Growth Of Regional Jets And Its Effects On Regional Airports" makes a significant contribution to airport management. To view the paper, please visit: [http://www.aae.org/members/240\\_Information\\_Library/](http://www.aae.org/members/240_Information_Library/)

By fulfilling all the requirements leading to the title of Accredited Airport Executive, Michael joins a select group of individuals who have earned this designation over the last 50 years of the Accreditation Program's existence. At present, fewer than 10 percent of its members throughout the country have earned this distinction.

Congratulations Michael on this outstanding accomplishment. If you would like to personally applaud Michael, you may contact him at (850) 891-7802 or [clowm@talgov.com](mailto:clowm@talgov.com)

**AMERICAN ACADEMY OF CERTIFIED PUBLIC MANAGERS  
2006 WILKINSON SCHOLARSHIP APPLICATION**

NAME OF APPLICANT: \_\_\_\_\_

ADDRESS: \_\_\_\_\_  
\_\_\_\_\_

CONTACT: Home Phone \_\_\_\_\_ Work Phone \_\_\_\_\_  
Fax # \_\_\_\_\_ E-mail: \_\_\_\_\_

SOCIETY AFFILIATION OF APPLICANT: \_\_\_\_\_

COLLEGE/UNIVERSITY ATTENDING: \_\_\_\_\_

Hours completed \_\_\_\_\_ Hours remaining \_\_\_\_\_ Current GPA: \_\_\_\_\_

POSITION (if currently a public employee): \_\_\_\_\_

For (agency name): \_\_\_\_\_

# Years: \_\_\_\_\_ Full time: Y N

**INFORMATION NARRATIVE TO ACCOMPANY APPLICATION**

Please submit information in response to the following questions:

1. What are your career goals?
2. Describe how this course of study/degree will help you reach these goals and increase your ability to serve the public.
3. Describe why you feel you are deserving of a Wilkinson scholarship.
4. Describe your level of financial need of scholarships to assist in providing for educational costs.
5. How will you use this scholarship?
6. Describe your participation/contribution in community, civic, and professional organizations.
7. Highlight your leadership activities in these organizations. Include roles and periods of time in these leadership roles.

*Submittal of the above information must not exceed four (4) pages, no smaller than font size 11.*

**TWO LETTERS OF RECOMMENDATION MUST ALSO BE SUBMITTED**

Each letter should be no longer than 2 pages single-spaced, no smaller than font size 11.

1. One letter of recommendation from another CPM indicating your leadership activities and adherence to the canons of public service
2. One letter of recommendation from a supervisor or department head indicating the benefit to the organizations, the employee, and the public of the pursuit of this educational goal.



## PROCESS IMPROVEMENT CHANGES IN MONROE COUNTY GOVERNMENT

By: Priscilla London, CPM, CEM, CFI

All organizations function through processes which provide a flow of continuity and consistency of operation; these processes may be as involved as getting the BOCC agenda done on time or as basic as processing timesheets to meet the deadline. However, some processes become outdated and sometimes ineffective with the passage of time and changes within the structure. The Florida Keys Chapter of Florida Certified Public Managers has been asked by the Monroe County Administrator to develop a Process Improvement Program to review some current systems, studying their efficiency, productivity, and resultant work place job satisfaction. Processes which do not meet these standards would then be changed and upgraded, to the benefit of the County and the employees.

We believe the program should be aimed at organizational performance improvement, not to deal with personal complaints. We expect to define issues through process improvement committees made up of County staff. These Process Improvement Teams will report their findings directly to the County Administration and work to make overall improvements to unsatisfactory systems presently in place in Monroe County. Initially, a survey was sent out and meetings were held with random groups of County Employees.

### Employees liked many things:

As one employee put it "I look at my work as a statement of personal accomplishment, not a means of earning a living." The employees surveyed enjoy forging a career in a government where they gain experience, education, longevity, insurance benefits and exceptional retirement benefits.

The overall consensus is that our employees enjoy the opportunity to work with some very highly motivated and well qualified individuals in diverse positions that keep their employment exciting and challenging. In most cases they like the way the staff assists each other when working. They appreciate the feeling of helping the citizens of Monroe County and serving the public interest in this government setting—from running emergency calls, making parks, playgrounds and facilities safe and attractive, ensuring that growth coincides with our sensitive environment and that all things built will comply with strict guidelines to ensure a prompt and quick recovery from disasters.

### Employees had some issues:

Many employees did mention that they would like to encourage Monroe County to continue with surveys such as this one to help improve the systems we work with; they requested we encourage each department to provide a process improvement program within their department. However, since this questionnaire was dispersed we have all had a chance to meet with the Sterling Process Representatives that is in the process of fulfilling this request.

Employees feel they are trained in their jobs, but at the same time always welcome more training and educational opportunities. Concerns were expressed that the procedure for completing educational courses is complicated and the reimbursement process seems out of reach for the normal working employee. Shortfalls remain for some employees in basic computer training. One complaint did rise from the trenches that all employees should have access to a computer so they could be connected to government through the e-mail and exchange system.

A major concern with all county employees is the rate of attrition and the unavailability of applicants to fill empty positions. The employees would like to form a task force to brainstorm some options of employee retention and hiring and maybe come up with some non-conventional answers to this major concern.

And finally a concern was expressed that while employees would like Commissioners to respect them and acknowledge their work contributions, they would like a buffer of Upper Management between the Commissioners and the staff.

After review of the surveys and coordinating with the Sterling Process representatives the areas we are starting with are:

- Employee Relations Committee
- Employee of the Month
- Car Pooling

Committees are being formed to look at the processes involved in these issues and devise new formats for improvement.





# FSCPM Awards for 2005

**CPM of the Year:  
Jan Wright**



**Henning Award Winner:  
Ada Burnette**



**Sustaining Member Awards:**

Dottie Gough      Teresa Woods  
Jim Wolfe          Ted Barber

**Presidents Award:  
Len Franklin**



**Outstanding Contribution Awards:**

Beatriz Caicedo-Maddison      Stacey Reese  
Miriam Barry                      Clark Turberville  
Len Franklin                        Andrew Davis  
Jerry McCarthy                    Pricilla London

**Extra Mile Award:**

Dottie Gough              Jan Wright              Sean Fisher

**Chapter Effectiveness Awards:**

Florida Keys Chapter              Polk County Chapter  
North Florida Chapter              South Florida Chapter

**Certificates of Appreciation:**

Teresa Wood                              James Wolfe  
Stacey Reese                              James Malloch  
Greg Holcomb                              Hesham Ali  
Angela Whitaker                              Sally Wolfe

**North Florida Certificates Of Appreciation**

Andrew Davis              Sherry Valdez              George Smith  
Dottie Gough              Rose Raynak              Robert Badger  
Jan Wright              Sean Fisher              Stacey Reese  
Chris Grasso