



CPM Times

Fourth Quarter, 2006

Florida Society of Certified Public Managers

Volume 12, Issue 4

From The President

A CPM healthy, happy, and productive 2007 to all of our FSCPM Team Members!



In preparing this “President’s Message” I went, out of curiosity, back in time, ALL the way back to 2002, and ran across the Annual Society Report to the American Academy of Certified Public Managers (AACPM) as written by that year’s Society’s President, the esteemed Mr. Ted Barber. With subtle differences, the message could have easily been cut, pasted and used today, some 5 years later, in this President’s Message. The “issues of concern” remain much the same. Some of the more prominent “issues” are those of cash flow and leadership changes at chapter, state, and Academy levels, the need to increase membership, and the continued necessity of funding in order to enable our Florida FSCPM Delegation to attend the annual AACPM Conference and the important participation in the House of Delegates.

With specific reference to our own FSCPM we have, in 2006, experienced, for any number of personal or professional reasons, the loss of key committee and Board of Director representation, as well as endured an ongoing era of private and public fiscal austerity. This has directly affected our public and private

membership bases, and other temporary setbacks or, what I see as only some inevitable “blisters on the heels of progress.”

If we can go back, again, to one of my favored CPM “Philosophers”, Ted Barber, I would like to reference, in his work, “The Florida Certified Public Manager’s Fundamental Nature”, his observations regarding the “3 groups of CPM Members” which comprise our numbers. These groups are comprised the “social club” members in Group #1, to those CPM’rs in Group #3 who most respectfully embrace the history and philosophy of the CPM history and utilize, as their vehicles for this awareness, increased networking and “edification.” More importantly, it is those fellow CPM Team Members in Group #4, or the “Visionary Group”, a culmination of the other groups, who, through thick and thin, good and bad, has guided our organization through some very rough waters by recognizing our needs and taking the appropriate steps to address them.



INSIDE THIS ISSUE:

● ● ● ● ● ● ●	
FSCPM 2007 OFFICERS	2
GOTCHA’S	3
CPM – WHAT IT MEANS! BY HESHAM ALI	4
THE ROLE OF CPM IN MY CAREER BY JEAN HANNA	5
SOUTH FLORIDA OFFICERS	5
NORTH FLORIDA REPORT & OFFICERS	6-7
17 TH ANNUAL FSCPM SYMPOSIUM & AWARDS BANQUET	8-9
● ● ● ● ● ● ●	



There is not space enough to name all of the team members who have unselfishly given of their time and energy in making this ongoing transition from “envisioning” to “implementation.” A few whom we will all recognize will be Jan Wright, Dottie Gough, Teresa Wood, Karl Goodwin, Hesham Ali, Jeff Pouliotte, and our entire FSCPM Advisory Board, among MANY others!

A significant step forward in addressing some of our recognized needs has been that of a revision of our FSCPM by-laws. First adopted in June of 1997, and last amended in March of 2005, we have revisited and revised Article IX, Committees. The Awards, Nominations, Membership, Communications, Graduation, and, of great significance, the Marketing Committee and the responsibilities therein have been reviewed, refined, and revised. As we speak, the Askew, FSCPM Symposium, AACPM Conference, Scholarship, Chapter Effectiveness, and Legislative Committee Charters are also under review. As required of the AACPM, the completed Committee Charters have been submitted for approval. Unfortunately, we have recently experienced an unexpected leadership change at the national level which may delay the required review.

Of other changes regarding membership, Mr. Bob Daymon of Manatee County is actively addressing the reorganization of the Tampa Bay Chapter with, from Polk County, support from Ms. Hope Jones. From Lake City, Steve Roberts, is actively pursuing the “reformation” of his North East Chapter. With the availability of FSCPM “Seed Money,” we eagerly support and welcome the efforts of Bob, Hope, and Steven in the formation of these Chapters in 2007! It has been said that although we cannot change the direction of the prevailing winds, we can, in order to attain “stability”, adjust our sails accordingly. I believe this is what we are currently doing, and will continue to do through the evolution and “voyage” of our organization.

In summation, I thought it appropriate to end this message with a quote from Mr. Booker T. Washington which seems to be most applicable to our organization and those who serve it; “success is to be measured not so much by the position that one has reached in life as by the obstacles which he has overcome.” Accepting this quotation and its meaning from the perspective of the Florida Society of Certified Public Managers, we will, as a result of a collective response to our recognized “obstacles,” be, in 2007 and beyond, all the stronger as a result.

Jerald L. O'Cathey, FPPEM, CPM
 Emergency Management Administrator
 Office: (305) 289-6012
 Cell: (305) 797-1167
 E-mail: Ocathey-jerry@monroecounty-Fl.Gov



FSCPM Society Officers for 2007

Jerry O'Cathey	President
Jerry McCarthy	Vice President
Jeannette Harris	Treasurer
Sherry Valdez	Secretary
Greg Holcomb	Member-at-Large
Karl Goodwin	Member-at-Large
Jan Wright	Member-at-Large
Chris Grasso	Past President





GOTCHA!

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 South Florida Chapter expanded upon the idea by granting a free chapter meeting lunch with their Gotcha’s. The program is used 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.

The electronic form to be used for this recognition can be found at <http://www.fscpm.org/pdf/CPM%20GOTCHA.pdf> .

Keys Chapter CPM Gotcha Recognition!

The Keys Chapter awarded GOTCHA’s to recognize the following chapter members for their exhibition of the CPM vision and efforts to make a difference:

Mr. Marty Gates
Sr. Administrator, Special Projects,
Monroe County Public Works
Key West

More Keys Chapter Gotchas!

Ms. Ann Riger
Facilities Development
Monroe County Engineering Division
Key West

Mr. John King, Director
Public Facilities Maintenance Department
Key West

Ms. Alary Luttazi,
Administrative Staff Assistant
Monroe County Office of Emergency Management
Division of Emergency Services

17th Annual FSCPM Symposium & Banquet

This year’s symposium will focus on how teams can help us do a better job.

What do we do right and what do we do wrong?

Look around and see if you think your teams can use some help!

Bring your team members and begin the process of building a better team.

See registration and brochure on pages 8-9 and on the FSCPM web site:

<http://www.fscpm.org>



CPM – What it Means!

By Hesham Ali, Ph.D., P.E., C.P.M.,

I spent sometime this year searching on the purpose of our CPM Chapter. I came to realize that professionalism, effectiveness in and of itself is not the goal. Are there any examples of professional and effective people working on the wrong project, initiative, or cause? I found an answer in the book “Reinventing Government”, taught in CPM level 6. I would say that a Certified Public Manager is a Change Agent to reinvent government; To make government more mission driven, customer oriented, competitive, results oriented, catalytic and market oriented. The story below goes to illustrate a timely example.



The 2006 Nobel Peace Prize winner, Muhammad Yunus, is an economist from Bangladesh. Yunus recalls that in 1974 he was teaching economics at a Chittagong University in southern Bangladesh, when the country experienced a terrible famine in which thousands starved to death.

"We tried to ignore it," he says. "But then skeleton-like people began showing up in the capital, Dhaka. Soon the trickle became a flood. Hungry people were everywhere. Often they sat so still that one could not be sure whether they were alive or dead. They all looked alike: men, women, children. Old people looked like children, and children looked like old people.

The thrill he had once experienced studying economics and teaching his students elegant economic theories that could supposedly cure societal problems soon left him entirely. As the famine worsened he began to dread his own lectures.

"Nothing in the economic theories I taught reflected the life around me. How could I go on telling my students make believe stories in the name of economics? I needed to run away from these theories and from my textbooks and discover the real-life economics of a poor person's existence."



Yunus went to the nearby village of Jobra where he learned the economic realities of the poor. Yunus wanted to help, and he cooked up several plans working with his students. He found that one of his many ideas was more successful than the rest: offering people tiny loans for self-employment. Grameen Bank was born and an economic revolution had begun.

Grameen Bank has reversed conventional banking wisdom by focusing on women borrowers, dispensing of the requirement of collateral and extending loans only to the very poorest borrowers. In fact, to qualify for a loan from the Grameen Bank, a villager must demonstrate that her family owns *less* than one half acre of land.

The bank has provided \$4.7 billion dollars to 4.4 million families in rural Bangladesh. With 1,417 branches, Grameen provides services in 51,000 villages, covering three quarters of all the villages in Bangladesh. Yet its system is largely based on mutual trust and the enterprise and accountability of millions of women villagers.

Today, more than 250 institutions in nearly 100 countries operate micro-credit programs based on the Grameen Bank model, while thousands of other micro-credit programs have emulated, adapted or been inspired by the Grameen Bank. According to one expert in innovative government, the program established by Yunus at the Grameen Bank "is the single most important development in the third world in the last 100 years, and I don't think any two people will disagree."

I am writing about Yunus because he is not some elite president of a country winning the Peace Prize. He is an average man like you and me. He was confronted with a common challenge all CPMs face: a big gap between what's out to be and what is. He refused to succumb to the red tape in the financial world and chose to make a big difference.



The Role of CPM in my Career **By Jean Hanna, P.E., MBA**

I have been involved with CPM as both an officer, and a member for the last three years, and have been fascinated with it since day one. My experience with CPM has been amazing. CPM has provided for me a continuous learning environment. CPM benefit is not limited to receiving a certification; it is a commitment for improvement and change which is highlighted in the Mission Statement - "Support managers with the tools and the forum to achieve a high level of Professionalism and effectiveness."

Through CPM I have been able to continuously learn new things; that have helped me in succeeding in my career. I am a firm believer in that Change can, and will happen as long as someone works hard on it, and aims for it.

Even though my work environment has changed since joining CPM, I still use CPM's tools, which has proven to be extremely effective. Below is a list of things I am able to apply from CPM at my work:

- Recognizing and encouraging my staff to push the envelope.
- Building Teams and supporting them to be successful.
- Cross-Training staff.
- Creating a learning and positive challenging environment for my staff.
- Involving staff in the decision making, and giving them ownership.

- Implementing performance measures, and setting short term and long term goals.
- Planning and focusing on pro-active management vs. reactive management.

CPM has provided me with the tools to improve my management skills, and accelerated my advancement in my career. I have used this formula that is I have viewed CPM as not a training; or a seminar that is attended once or twice to receive immediate change, it is a continuous journey that needs a commitment, and an awareness to the lessons learned, and shared experiences presented by the successful professionals.

South Florida Chapter Officers for 2007

Ellen Daniel	President
Jean Hanna	Vice President
Jerry McCarthy	Vice President
Dawn Raduano	Secretary
Jeannette Harris	Treasurer
Fred Leninson	Member-at-Large
Steve Braun	Member-at-Large
Gary Alberstadt	Member-at-Large
Betsey Jeffers	Member-at-Large
Hesham Ali	Past President

www.fscpm.org
**YOUR RESOURCE FOR CPM AND OTHER
LEADERSHIP INFORMATION**



North Florida Chapter

By: Jeff Pouliotte, Chapter President

The North Florida Chapter of the Florida Society of Certified Public Managers had an active year in 2006. We've had a variety of activities and speakers that have filled our agenda. The activities and speakers we had during our monthly Chapter meetings is summarized as follows:

January – Meeting to introduce the new officers, salute outgoing officers, recognize the accomplishments of the Chapter and individual members, and approve new chapter mission, vision and goals.

February – CPM Member Mike Clow, the Capital Program Administrator for the Tallahassee Municipal Airport, gave a presentation on Tallahassee's planned airport expansion and the dynamics of making it happen.

March – Shawn Baldwin, the Director of Florida Center for Public Management gave a presentation on the Center's continuing efforts to provide CPM training statewide, and what the Center is doing to improve training in the future.

April – Michael Parker, the Economic Director for the City of Tallahassee, gave a presentation on the City of Tallahassee's planned redevelopment of the Gaines Street area between FSU's Doak Campbell Stadium and the Capital Complex.

May – The Chapter's Annual Awards Ceremony. Angie Whittaker and her team did an outstanding job of planning and organizing this event, with skits and other activities designed to promote and demonstrate CPM ideals and principals.

June – Chris Floyd, the Director for the Capital Area Emergency Services for the American Red Cross, gave a presentation on Hurricane Preparedness.

July – Dr. Ada Burnette, the North Florida Chapter Chair for the Legislative Committee, gave a presentation on the 2006 Florida Legislative Updates.

August – Debbie Von Behren and David Alba gave a presentation on Effective Strategic Planning.

September – The North Florida Chapter held a joint meeting with the Florida Association of Environmental Professionals (FAEP). Curtis Watkins of the North Florida Chapter and FAEP gave a presentation on the environmental clean up of the historic Cascades area of Tallahassee.

October – The North Florida Chapter held its annual training session. Howard Rasmussen of the Florida Center for Public Management gave a ½ day training session entitled: "Leadership for the 21st Century and Beyond."

November – Joan Helms, an Organizational Consultant, gave a presentation entitled: "Organizational Culture - Removing the Hidden Barriers."

December – The North Florida Chapter held its annual Holiday Meeting and Celebration, which included organizational exercises and an awards presentation.

Specific achievements, hallmarks and accomplishments for the North Florida Chapter in 2006 are as follows:

Dr. Ada Burnette, Bob Badger and their Committee did an excellent job planning for and executing successful June 2006 CPM Graduation Ceremonies in Tallahassee.

CPM Times

**Editor:
Jan Wright**

**Managing Editor:
Dottie Gough**

For more information,
e-mail Jan Wright at:
jwright1949@comcast.net

Or mail to:
Jan Wright
FSCPM Newsletter
19044 Talquin Dr.
Tallahassee, FL 32310



Andy Davis, the Chapter Vice President, flawlessly lined up one great presentation after another. At the conclusion of each meeting, CPM principals were discussed to show how teamwork, collaboration and other CPM principals were used to achieve positive results. Special thanks are given to Andy's wife who personally prepared many wonderful buffet lunches for several Chapter meetings, and to Sherry Valdes, the Chapter Secretary, who personally prepared many wonderful desserts for several Chapter meetings.

Sherry Valdes, the Chapter Secretary and the Chair for the Community Service Committee, planned and executed several rounds of service initiatives at the Tallahassee Senior Center.

Although she held no official office, Dottie Gough provided leadership and filled voids wherever she was needed at the Chapter and State level.

When Michael Moore, the Chapter Treasurer, has left state government to pursue a career in the private sector, Michael stayed on the job and George Smith stepped in to help Michael meet the important obligations of this office.

I would like to give a special salute to all outgoing Chapter Officers and Chairs:

- President – Jeff Pouliotte
- Vice President – Andy Davis
- Secretary – Sherry Valdes
- Treasurer – Michael Moore
- Co-Chairs of the Graduation Committee – Dr. Ada Burnette and Bob Badger
- Chair of the Legislative Committee - Dr. Ada Burnette
- Chair of the Awards Committee – Dr. Angie Whittaker
- Chair of the Community Service Committee – Sherry Valdes
- Chair of the Membership Committee – Cleta Wolverton
- Chair of the Program Committee – Andy Davis
- Nomination Committee – George Smith
- Fund Raising Committee- Len Franklin and Jannice Gardner

Jannice Gardner was chair of the Fund Raising Committee but she was injured in a serious automobile accident and Len Franklin stepped in to coordinate this committee for the last months of the year.

I would like to give a special salute to all incoming Chapter Officers and Chairs:

North Florida Chapter Officers for 2007

Jeffrey Pouliotte	President
Sabrina Hartley	Vice President
Sherry Valdes	Secretary
Robert Badger	Treasurer
Michael Moore	Member-At-Large, Membership
Len Franklin	Member-At-Large, Fund Raising
Andrew Davis	Member-At-Large, Fund Raising
Angela Whitaker	Member-At-Large, Awards Program
Ada Burnette	Member-At-Large, Graduation Level VIII
Ada Burnette	Member-At-Large, Legislation and Policy
George Smith	Nominations Committee

At the first Chapter meeting in January 2007, we plan to introduce the new officers, salute outgoing officers, and approve new chapter mission, vision and goals. It will be a pleasure to serve this wonderful group of people "the North Florida Chapter of the Florida Society of Certified Public Managers" as its President again in 2007.





17th Annual FSCPM Symposium and Awards Banquet



When: February 13 -14, 2007
Where: Embassy Suites Hotel - Orlando North
 225 Shorecrest Dr.
 Altamonte Springs, FL 32701
Phone: 1-800-362-2779
 (Use Code "CPM" for \$119/night rate)
Cost: \$225 - Symposium & Banquet

The theme of this year's symposium is "Team Building." There will be 5 speakers presenting different sessions focusing on Team techniques and topics.

The rooms are a deluxe suite that includes a complimentary "cooked to order" breakfast. There are no parking costs. The cutoff date for room reservations is January 27, 2007 (reservations made after the cutoff date will be based on the prevailing rate and availability).

The tentative schedule is:

Activity	Topic	Date and Time	
Breakfast		2/13/07	7:30am – 8:30am
Lori VanNess	How to Turn Dysfunctional Groups Into Dynamic Teams!		8:30am – 10:00am
Break			10:00am – 10:15am
Chris Warren	Teaching the Elephant to Fly		10:15am – 12:00am
Lunch on Own			12:00am – 1:15pm
Valerie Tutor	Team Relationships: Creativity, Communication and Contribution		1:15pm – 3:00pm
Break			3:00pm – 3:15pm
Valerie Tutor	Team Relationships: Creativity, Communication and Contribution (continued)		3:15pm – 5:00pm
Reception			5:30pm – 6:30pm
Banquet			6:30pm – 8:30pm
Breakfast		2/14/07	7:30am – 8:30am
Bob Preziosi	15 Front End Team Leader Behaviors to Build Team Success		8:30am – 10:00am
Break			10:00am – 10:15am
Teresa Wood	There is <u>no</u> "I" in TEAM, but there are "I"s in TEAMBUILDING		10:15am – 12:00am
Board Meeting	(Box Lunch)		12:30am – 2:00pm



**17th Annual FSCPM SYMPOSIUM
and AWARDS BANQUET
REGISTRATION FORM**



For \$ 225, receive 13 hours of training including Awards Banquet, Continental breakfast each morning, and snacks and beverages during breaks. Following training on Wednesday, the FSCPM Board Meeting will be held from 12:30-2:00pm. Lunch will be served, so those attending the board meeting should include an additional \$15 for lunch with registration fee.

Fee enclosed: \$ _____

Name: _____

Title: _____

Organization: _____

Address: _____

Phone: _____ Fax: _____

Email address: _____

Method of Payment:

_____ Check _____ Purchase Order _____ Amex _____ Visa _____ Master Card

*Make all checks payable to FSCPM

*Credit Card # _____ Exp date _____

Signature: _____

Mail Registration and Payment to:
Karl F. Goodwin, CPM
Orange County Clerk of Courts
Administration
425 N. Orange Avenue, Suite 2110
Orlando, Florida 32801
(407) 836-6310
(407) 836-2269 fax

Information Contact:
Karl F. Goodwin, CPM
Orange County Clerk of Courts
Administration
425 N. Orange Avenue, Suite 2110
Orlando, Florida 32801
(407) 836-6310
(407) 836-2269 fax