

President's Message

By: Joyce Doakes Smith, CPM

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It has been a year to remember!

It passed quickly and left me needing more. More time to work on some of the ideas and plans I brought to this office. More time to communicate with members, officers, and committees. More time to promote the “wonderfulness” of certified public managers serving their societies throughout this nation.

But I have no more time. In the words of Langston Hughes, I am about to “lie down in the shadows.”

I promised accountability and efficiency. The Board has been open and transparent in our communications and actions. We have been fiscally responsible and stayed within our budget. Treasurer Reva Tisdale has shared financial and tax opinions with the Academy and the Societies. We implemented the suggestion from last year of adding a parliamentarian to the House of Delegates. This allowed us to perform more efficiently and cover a lot of business effectively.

We have provided proclamations to graduates of state certified public manager programs in Arkansas, Kansas, Kentucky, Missouri, Nebraska, New Hampshire, Oklahoma, Nebraska, and Wyoming.

Board members were invited to and attended Society conferences and participated in the programs for New Hampshire, Texas and Washington. I was a guest for the Nebraska CPM Program graduation and was privileged to be a part of their program.

We held a town hall meeting with the Florida Society, believed to be a first, and it greatly helped with membership reporting.

Society presidents were recognized for their service with a lapel pin provided at no cost to the Academy.

We worked well with the Consortium. Our Academy voice was heard and our input was valued.

We conducted an excellent annual conference in Oklahoma City, and obtained a Governor's Proclamation proclaiming October 17-21, 2010, “Certified Public Manager® Days in the State of Oklahoma.” We also utilized the Certified Public Manager® Education Foundation's ability to provide tax donation receipts for speakers who donated their services. Several of our speakers donated their time or a portion of their time and presentation services as a tax write off.

I have no more time. I am disappointed and a little frustrated I did not accomplish all I intended, but I am proud that my service and effort leaves a positive impact. I am honored to have served this great organization. Thank you for your hard work as officers, committee chairs, and members. Thank you for being open-minded and receptive to new ideas and change. Thank you for listening and sharing inspiration and encouragement.

I encourage you to examine your talents and skills. Decide to encompass greater service to the Academy as your personal goal for professional growth. Seek an office or serve as a committee chair and share your expertise with the community of certified public managers. Your state Societies need you, too. Let the true spirit of CPM show through you. Show your resiliency and hold on to the dreams of your Society and the Academy.

Jeff Kramer is going to need us next year. Let's not let him down.

Arizona's Gregory D. Hyland, CPM, Selected as 2010 Henning Award Recipient

By: Julie Rupp Felice, CPM

2009 Henning Award Recipient and 2010 Henning Award Committee Chair

OKLAHOMA CITY, OK – An Arizona public sector manager has been recognized by the American Academy of Certified Public Managers® (AACPM) for his career accomplishments, community service, and contributions to state and national public manager organizations and the public manager profession as a whole.

Greg Hyland, Director of Community Relations for the City of Yuma, Arizona, was presented the Henning Award at the AACPM's 22nd Annual Professional Development Conference on October 19.

The first public manager from Arizona to be recognized with the Henning Award, Hyland received his Certified Public Manager® credential in 1992 after completing all CPM training offered through the College of Public Programs at Arizona State University. Hyland has served as President of both the Arizona Society of Certified Public Managers® (ASCPM) and the American Academy. Prior to serving as AACPM President, he had served as the AACPM Member at Large for Conferences and Communications, in addition to serving from 1996 through 2005 as an Arizona delegate to the AACPM's governing body, the House of Delegates.

Hyland served as AACPM President-Elect in 2007, President in 2008 and Immediate Past President in 2009. He remains a member of the House of Delegates as a Past President through 2013.

"Greg was the unanimous choice of the selection committee," said Julie Rupp Felice, CPM of Utah, 2009 AACPM Henning Award recipient and Chairman of the Henning Award Committee. "His career accomplishments, community activities, and efforts for both the Arizona CPM Society and the American Academy, set a standard that his peers should strive to achieve. He truly represents the very best in Certified Public Managers®."

Hyland leads and manages the City of Yuma's award-winning Community Relations Team, providing information to a bilingual community of approximately 200,000 full-time and 100,000 part-time residents. He was a finalist for the City of Yuma's Employee of the Year in 1994, 1996, 1997 and 2000, before being recognized as the City's Manager of the Year in 2002. Beyond his professional activities, Hyland served as a Kiwanis Club Board of Directors member from 1989 through 1994. From 1990-1993, he served as Club Vice President, President-Elect, President and Past President. He was recognized as Kiwanis International's "Distinguished President" for all terms as President (1992, and 1994 through 1996.). Greg served as a Girl Scout volunteer for 10-plus years and has also been a school volunteer and mentor.

"Greg brings an extensive knowledge of the community to his day-to-day duties, knows the people, has an ability to create friends easily, and uses that to get information out there in a way that actually connects with our residents," said Yuma City Administrator Greg Wilkinson.

"He's put in place a number of unique programs than enable City residents to stay in touch with the City of Yuma organization," Wilkinson added. "Having built a high-quality production facility used to televise our Council meetings and other important City meetings, he's added a number of programs on that channel. He helped start a weekly radio program, where the City gets information out to our residents and also gets direct feedback from them. On top of that, he's also very active in the community."

In Yuma, Greg is known for leading by example. He manages 12 employees and oversees a total annual operating budget of more than \$1 million. Several of Hyland's employees have been recognized by the City for their performance efforts.

Hyland is noted for continuously attempting to find new and innovative methods to communicate with a diverse population in their region. These efforts include:

- producing three weekly television programs in both English and Spanish
- providing cable castings of all City Council Meeting/Work (study sessions), Planning and Zoning Commission Meetings, and Press Conferences and Briefings by city officials
- providing Video on Demand on the internet and cable television of all programs developed by the City's Community Relations Team for community members to view on their own time schedule

- hosting two weekly live three-hour call-in programs on a local AM radio station
- assisting in moving the City to the next generation of communication media
- serving as a Project Co-Coordinator for a community sponsored and constructed Stewart Vincent Wolfe Playground (the largest playground built by a community over an 18-month period from design to construction, involving more than 5,000 local school children and 8,000 volunteers). The playground project helped the City of Yuma receive the national Playful City Award in 2008, 2009, and 2010.

In 1995 and 2009, he trained as a Public Information Officer and City Administrator at FEMA's Emergency Management Institute in Emmitsburg, Maryland, for presenting disaster (natural or manmade) related information. He had opportunities to utilize this training during the recent crash of a jet in a city neighborhood with live, unexploded ordinance, in addition to two hurricanes, and several medium scale earthquakes.

Joining in Hyland's recognition, AACPM President-Elect Jeffrey A. Kramer, a fellow Arizonian, emphasized Hyland's willingness to "go the extra mile to help his peers, his professional organization, his state society and the American Academy. Greg's efforts have been a tremendous contribution to the Arizona Society and the American Academy, and have helped to strengthen the prestige of the CPM public image."

"This prestigious award is awarded by the AACPM to an outstanding member who has made the greatest contribution to the certified public management program at the state and/or national level," AACPM President, Joyce Doakes Smith, said. "The vision and leadership displayed by Mr. Henning remain to this day embodied in the Certified Public Manager® programs in the 33 states and jurisdictions and in the American Academy of Certified Public Managers® and its 19 chartered local societies."

Felice reports that the judging of the Henning nominees "was very difficult due to the high caliber of all nominations. Greg's record speaks for itself. He is clearly a most deserving nominee. "

Hyland was one of five AACPM fellows who were nominated for the 2010 AACPM Henning Award. Other nominees included Doris S. Anderson of Arkansas, Carmen Bishop of Kentucky, Stephen J. Mastro of North Carolina, and Jeffrey R. Roemer of Wisconsin.



Past Henning Winners pictured with **Greg Hyland, (Center)** from left: 2009-Julie Rupp Felice, UT; 2006 Ron Buchholz, WI; 2003 Barbara Pepper, MS; 1991-92 Paulette Laubsch, NJ

The Henning Award was first presented by the AACPM in 1990. Hyland is the 21st recipient of the annual recognition and will serve as Chair of the Henning Selection Committee in 2011, when the 22nd annual award will be presented in Salt Lake City, Utah. In addition to being the first recipient of the Henning Award from Arizona, Hyland is also the first municipal government manager to be so recognized by the Academy.

The Henning Award is named after Kenneth K. Henning of Athens, Georgia, whose vision of a quality management development program tailored to the needs of state and local government, resulted in the design and implementation of the Certified Public Manager® concept. His hard work and dedication in the mid-1970s in Georgia was responsible for the establishment of the Georgia

Certified Public Manager® Program, the American Academy of Certified Public Managers®, and the movement of the Certified Public Manager® concept to other states.

And the Award Goes to ...

By: Joyce Doakes Smith, CPM
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Good food, good entertainment, great recognition, and big smiles everywhere are good ways to remember the closing event of AACPM's 22nd Annual Professional Development Conference. The awards banquet was truly a night to remember.

The banquet began with culture, dance, music, and song provided by the Caddo Native American Dancers of Anadarko, Oklahoma.

The excitement rose as the audience showed appreciation to the 2010 Committee Chairs, who were recognized and presented acrylic awards for their service. Receiving awards were:

- Steve Mastro: Elections, Bylaws and Ethics, Mentoring, and Leadership Institute
- Jeff Kramer: Finance and Conference
- Debra Bourbeau: Scholarship
- Barbara Pepper: Communications and Publications
- Linda Jefferson: Member Affairs
- Reva Tisdale and Anetta Cooper, CPM: Ways and Means
- Julie Felice: Henning
- Debbie Smith and Larry Totten: Ad hoc Evolution
- Debbie Smith and Tom Patterson: Archive and History
- Joanne Robertson: Ad hoc Grant Writing
- Charlene Cutting: Management Practices and Ad hoc Strategic Planning
- David Brown: Orientation Committee
- Michael Shoemaker: Ad hoc Technology and Continuous Learning

Volunteer service is life blood of the Academy. Retiring board members, Barbara Pepper, Member-at-Large/Communication and Publications, and Steve Mastro, Immediate Past President, were honored with plaques for their service.

Deb Bourbeau, AACPM Secretary and Chair of the Fran Wilkinson Scholarship Committee, took the stage to announce this year's scholarship recipients. The scholarships went to Lynn Ann Keeling (KY) and Tricia Foster (NH).

Sarah Smith of North Carolina Society of Certified Public Managers® assisted Jeff Kramer, AACPM President-Elect, in presenting the Past President's Plaque to Paula Printup-Porter, President of the Oklahoma Society of Certified Public Managers®. This was the formal rite of passing the plaque from Steve Mastro (NC, 2009) to Joyce Doakes Smith (OK, 2010). Steve Mastro then presented President Smith with the honorable past president's pin.

The President's Award, first presented in 1999, is given by the standing president to acknowledge, recognize, and publicly celebrate outstanding service and accomplishment within the Academy. Debbie Smith and the Oklahoma Society of Certified Public Managers® (OSCPM) were this year's recipients. Smith was the conference chair and OSCPМ hosted and helped finance the conference.

Anticipation was high as stars of member-state certified public manager programs were presented George C. Askew Awards. Programs or their designee select the recipients and AACPM provides a beautiful, boxed gold medallion for recipients. The recipients for this year are as follows:

- *Arkansas*: Martha Nanette Harrell - Botnet Automated Detection (BAD) Feasibility Project
- *Florida*: Rick Rhodes, Teri Anderson, Garrett Allison, Sherry Baker, Randy Hunt, Artis Dukes, Loretta Krause, Greg Boettcher, Ruth Teats - Bank Clearinghouse Payment Processing-Check Free (2009) **and** Jeanne Chandler, Christopher Drouillard, R. Samuel Sullivan, Milton Towns, and Mary Ulseth - Alachua County Office of Waste Collection (2010)
- *Idaho*: Rex Sallabanks - The Pelican Brief
- *Iowa*: Maddie Brown, Leon Frederick, Erik Lundy, Garrett Pedersen, and Hale Strasser (Cohort 10) - Managerial Relays: Maintaining Peak Performance throughout Employee Transitions **and** Jeff Goerndt, Connie Kinnard, Frank Marasco, Phil Mescher (Cohort 11) - Knowledge Retention
- *Kansas*: Steve A. Hewitt - Rebuilding Greensburg's Economy
- *Kentucky*: Gregory Giesler, Donna Melton, Davie Ransdell, Brandon Sanders, Teresa Sanders, and Tonya Stallard - Oversight of Online/Distance Education Providers in the Commonwealth of Kentucky
- *Michigan*: Robert Moffit - Gladwin Michigan Downtown Revitalization Project
- *Mississippi*: Vickey J. Maddox - Revision of Minimum Standards of Operation for Hospice
- *Nebraska*: William "Bill" Dean Boyer - Pay for Performance: A Feasible Approach for Local Governments?

- *New Hampshire*: Amy Bergquist, Timothy Stangroom, Elizabeth Hughes, and Lynne Mitchell - State of New Hampshire Continuing Legal Education Program
- *New Jersey*: Sergeant Ian McShane - Productivity and Work Process Improvement Through an Integrated Records Management System
- *North Carolina*: Meredith P. Davis - Assessment of Services Provided and Level of Convenience to Pro Se Litigants by the Caseload Management Division of the Trial Court Administrators' Office
- *Oklahoma*: Karen S. Smith - The Ongoing Need for Collaboration Training with Child Support and Child Welfare Offices in the Department of Human Services
- *South Carolina*: Tamara Starnes - Inclusion of Probationers in South Carolina Mental Health Courts
- *Texas*: Peter Kampfer - Industrial Ecology and the Eco-Industrial Park: Pathways for Sustainability and Economic Development
- *Utah*: Rachel Anderson, David Ekstrom, Ryan Johansen, Pamela Martin, Eric Roux, Nate Talley, Aaron Thompson, and Jane Van Wagoner - Spare Change Task Force
- *Wisconsin*: Julie Christensen - Developer's Guide

A hush fell over the crowd as Julie Felice, UT, came to the stage. Her privilege as recipient of the 2009 Henning Award and Chair of the 2010 Henning Award Committee was to announce this year's recipient of the top Academy award. She announced the nominees: Doris S. Anderson, AR; Carmen Bishop, KY; Stephen J. Mastro, NC; and Jeffrey R. Roemer, WI. Each was presented a framed certificate of nomination. With the audience rapt with attention, she announced the 2010 Henning Award Winner – Greg Hyland, AZ.

Hyland's jubilant and emotional acceptance speech ended the awards banquet on a grand note.

2011 Elections Results Announced

During the 2010 House of Delegates, official ballots from delegates representing AACPM member societies were collected, verified, and tallied. Steve J. Mastro, 2010 Board of Elections Chair, announced the results. Congratulations to our newly elected officers:

President-Elect	Keith Heaton, UT
Treasurer	Reva Tisdale, ID (re-elected)
Member-at-Large, Conferences and Communications	Michael Shoemaker, UT

These individuals take office January 1, 2011, replacing current Board members whose two-year terms end December 31, 2010. Reva Tisdale and Keith Heaton were administered the official oath of office by President Joyce Doakes Smith at the end of the House of Delegates. Michael Shoemaker will be sworn in at the January Board of Directors meeting.

Jeff Kramer, AZ, will serve as Academy President, Joyce Doakes Smith, OK, as Immediate Past President, Deb Bourbeau, NH, as Secretary, and Linda Jefferson, NC, as Member-at-Large for Member Affairs, until December 31, 2011.

Thoughts From the President-Elect

By: Jeff Kramer, P.E., CPM, CCM
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As I mentioned last issue, I tend to speak from the heart. Sometimes that gets me in trouble. Last issue I asked the question, "What am I contributing to this organization?" I hope you have had the opportunity to think about that some and to reflect on what each of us as individuals can do to make AACPM a better organization for all of us. This issue I ask a follow up question, "Why haven't I heard from you yet?"

There are many committees begging for members and chairs. The opportunities to contribute are enormous, ranging from choosing scholarship and award winners to communicating with and educating the membership to

setting direction and policy for the organization. Committee service is challenging but rewarding, and provides opportunities to develop your leadership skills while contributing to an organization you ostensibly care about by virtue of your membership.

2011 will be a year of change in AACPM. Too many Societies are struggling. Too many members want more for less. Too many people want to treat the Academy like a club. 2011 is the year we grow up and become a Professional Association.

An AACPM membership costs \$20. Instead of what do I get for my \$20, the better question is what can you get for \$20 these days? Dinner for 4 at Taco Bell? A bargain table book at Barnes and Noble? Maybe even a new release DVD on sale at Target. Notice that nowhere in there did I mention free webinars; professionally produced periodicals; training on demand; or any of the myriad other desired membership benefits. Do we all want these things – yes! The question is “are we willing to pay the price to get them?”

This year I will be implementing several new initiatives and asking some tough questions. These include proposing changes to our committee structure, focusing more on developing and providing support for societies, looking into ways to use technology to enhance the way we operate and communicate (including enhancing our website and its capabilities), re-evaluating the way we conduct our conference, and yes, I will be pushing the evaluation of organizational change in areas of structure, governance operations, professionalism, and logistics.

I want all of you to be a part of this effort. I have arranged for the Academy to receive a one year gift subscription to an email and event marketing vendor, Constant Contact. Expect to see that in use for communicating with you, possibly even before you saw this issue. Additionally, we will be making use of Social Media to communicate Board and Committee activities. If you haven't joined LinkedIn yet, do so, and join the AACPM group so we can use the discussion forums. I also invite you to follow us on Twitter at @AACPM. Perhaps this year we will even make an appearance on Facebook so you can keep in touch with colleagues professionally and socially.

But most of all, don't forget about those committees that are calling your name.

Treasurer's Report – Calendar Year 2010

By: Reva Tisdale, CPM

Reva Tisdale @tax.idaho.gov



This year has again been very challenging financially for the Societies and the Academy. Because the Renaissance Hotel in Oklahoma City exercised the pre-payment clause in their contract, the Academy had to advance \$25,000 to the Oklahoma Society conference committee in mid-October. An additional \$542 was provided to cover insurance. The Academy will prepare a conference closeout report once the final income and expenses are received. After requesting inactivation last year, the Alabama Society sent the Academy \$1,202.94 but they are currently discussing re-activation. If they return to active status, the Academy will return these funds to the Alabama Society.

The accounting firm of Stanton & Company PLLC in Boise, Idaho, will complete the review of the 2010 financial records in May 2011. This firm reviewed the 2009 financial records and found no material modifications that needed to be made. The review, Statement of Financial Position, is found under Financial Reports on the Governance page of the Academy website www.cpmacademy.org/governance.

Total 2010 membership of 1,302 was 184 fewer than 2009. This year the Board approved a new membership application for those members who did not have a society in their state. As a result, the Academy acquired 11 new unaffiliated members. With the admission of the National Capital Region and Michigan as well as probable reactivation by Texas and Alabama, we expect increases in the 2011 roster. Please help us build our membership by making it a priority to renew old members and attract new ones. If you need additional information or suggestions, please don't hesitate to contact an AACPM board member.

Thanks to those members who purchased merchandise using the Amazon link on the Academy website. Your continued support is appreciated.

Successful AACPM Conference Demonstrates Resiliency

By: Joyce Doakes Smith, CPM

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It all boiled down to *resiliency*.

Despite these days of economic turmoil, cutbacks in budgets and restrictions on travel, the 22nd Annual Professional Development Conference of the American Academy of Certified Public Managers® (AACPM) was a rousing success. The conference was hosted by the Oklahoma Society of Certified Public Managers® (OSCPM) at the Cox Communications Convention Center in Oklahoma City.

Resiliency in Leadership: Catching the Dream proved to be more than just a conference theme; it became a mantra. Resiliency and good use of “Plan Bs” aided conference planning and provided a great program for attendees. (Click <http://www.flickr.com/photos/azjeffyk/show/> to view pictures.)

Debbie Smith, CPM, past president of AACPM and OSCP, served as the conference chair. “Several years ago, when we bid to host the conference in OKC, the economy was good, attendance at our national and state conferences was excellent,” she said. “This year, everything is different. But with lots of promotion, innovation, and the hard work of OSCP volunteers, we still had a conference to rival all conferences,” she said.

AACPM President Joyce Smith, opened the conference on Monday by introducing each member Society’s state flags, which were presented and posted by Society presidents or designees. World War II re-enactor Gene Church posted and presented the American flag. The National Anthem was sung by Norma Goff, who also led the crowd in a rousing rendition of *Oklahoma*, inclusive of arm waving and shouting. Oscar B. Jackson, Jr., Administrator and Cabinet Secretary for Human Resources and Administration, welcomed guests to Oklahoma and provided history of Oklahoma’s involvement in AACPM.

On Tuesday, the conference opened with a cappella harmonizers of EQ receiving a standing ovation for their singing of the National Anthem and *It’s All Right*. Dr. Andrew Urich was the first general session keynote speaker. He was followed by G. Eric Gordon, Dr. Alan Zimmerman, and Rebecca Pace, in respective general sessions. Urich, Gordon and Zimmerman also led breakout sessions.

Dr. Urich talked about *Ethics: Managing for an Ethical Workplace*. Mr. Gordon spoke on the *Power of Passion*. Dr. Zimmerman addressed *The Change Payoff: How to Turn Resistance into Resilience and Change*. Luncheon keynoter Dr. Brian Polansky wowed the crowd with *Lincoln on Leadership*. In the closing general session, Ms. Pace politely entertained while seated on a stool and evoked gales of laughter from attendees with, *It’s All About the Cha-Ching!*

Interactive breakout sessions covered topics on media adversity, leadership strategies, emotional intelligence, board responsibilities, interpersonal communication, social media, parliamentary procedure, employee recognition, customer service, and cultural competency. Sessions were led by Andrew Speno, Dr. Paulette Laubsch, Norma Goff, Dr. Jane Bozarth, Joyce Doakes Smith, David P. Brown, Dr. Mary Hamilton, Dr. Raj Basu, Rodney Davidson, Keidi Port, Dr. Lee Manzer, Mark Evans, Kathy Skiera, and Gina Mee.

Throughout the conference more than 50 door prizes were given away. Bidding on silent auction items provided by OSCP members and supporters was fast and furious. Baskets generously provided by state societies were given away in a drawing in the final session. Numerous vendors attended and several provided additional door prizes.

Conference attendee Carolyn Bell, CPM, from Mississippi, said, “I want to congratulate the Oklahoma Society on a job well done. I am always amazed by the caliber of speakers that present at these conferences.” Judy Cain, CPM from Louisiana, said, “AACPM and OSCP presented a spectacular conference. I will remember the OKC National Memorial as long as I live. Please thank everyone for me for their matchless hospitality and superb program. Um, the food was pretty darn good, too.”

Make plans to join us for next year’s conference in Salt Lake City, Utah, October 10-12, 2011.



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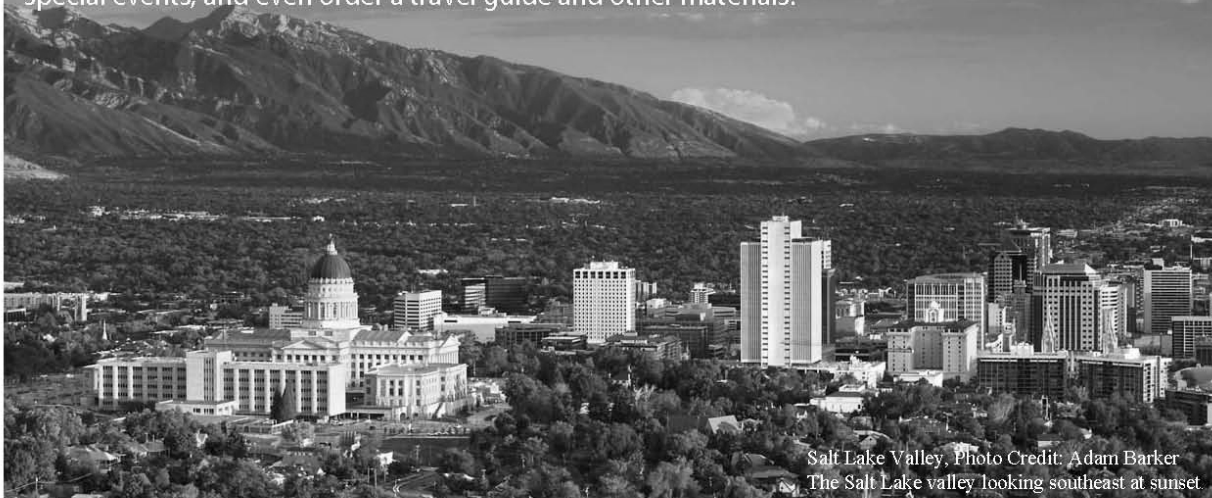
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Sheraton Hotel - The Sheraton Salt Lake City Hotel is located in the heart of downtown Salt Lake City. Our personalized registration page will be active March 29, 2011, and can be viewed now at: <http://www.starwoodmeeting.com/StarGroupsWeb/res?id=1003297806&key=D4B1D>

<http://www.visitsaltlake.com/visit/> You'll find all the information you need for your Salt Lake City stay including news and updates, events, dining, trip planner and maps, photos and more!

<http://utah.travel/> Visit the Utah Office of Tourism's official consumer web site. You can get information on our national parks, skiing/snowboarding, white-water rafting, hiking, biking, and special events, and even order a travel guide and other materials.



Salt Lake Valley, Photo Credit: Adam Barker
The Salt Lake valley looking southeast at sunset.

WHAT'S HAPPENING IN MEMBER AFFAIRS

By: Linda Jefferson, CPM, Member-at-Large/Member Affairs

Chair of the Membership Affairs Committee

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Greetings,

The Membership Affairs Committee (Committee) is pleased to announce that two ideas were adopted at the 2010 House of Delegates (HOD) annual meeting. The Committee believes both ideas, described briefly below, add value to the membership.

Idea #1: Recognize AACPM members with continual membership (effective January, 2011)

There are individuals who have been AACPM members for many years. The Committee thought it worthwhile for the Academy to honor persons who have continually supported it through their membership. The HOD adopted the Committee's proposal to recognize AACPM members with continual membership. A certificate of appreciation and a letter from the Academy's president will be issued electronically to members every five years. This will occur annually in July or August provided there are members who meet the five-year criteria. For the purpose of this benefit, continual membership means the **total** cumulative years an individual has been a member of AACPM, including joining as an associate member. Membership **does not have to be consecutive years**. Honorary members are not eligible for this benefit.

The Committee needs your help in compiling total years of membership. Please check your records and files for membership information. Then contact your society to verify your years of membership. Your society will, in turn, submit this information to AACPM Treasurer, Reva Tisdale, using the pre-formatted membership directory template.

Idea #2: Issue an AACPM lapel pin with each new member certificate (effective January, 2011)

The HOD adopted the Committee's proposal to issue new members an AACPM lapel pin along with their membership certificate. This is a gesture of appreciation for choosing to become an AACPM member. Honorary members are not eligible for this benefit.

Membership Directories

Soon, it will be time to submit updated membership information to AACPM. Societies must use the pre-formatted membership directory template that you will receive from AACPM Treasurer, Reva Tisdale. Complete the template in its entirety. The information is important for generating reports, increasing efficiency, and minimizing potential errors. Members, be sure to update your contact information on file with your society. Unaffiliated members can forward any changes in your contact information to linda.jefferson@osp.nc.gov.

The Committee is excited about implementing these two ideas. This is only the beginning. Stay tuned – we have more ideas in the pipeline. Please contact me at linda.jefferson@osp.nc.gov if you have questions about the two ideas outlined above.

As this year draws to a close, I would like to thank the Membership Affairs Committee for their dedication and hard work on your behalf. Larry, Debbie, and Fred, I appreciate your support during my first year as Chair of the Membership Affairs Committee. I also want to thank Holly Granillo and Mary Oliver. They were committee members earlier in the year but work obligations prevented them from remaining active.

2010 AACPM Membership Affairs Committee

Linda Jefferson, Chair, NCSCPM
Fred Levinson, FSCPM
Debbie Smith, OSCPM
Larry Totten, KSCPM

You are Needed

By: Michael Waters, MPA, CPM, CVM
Director, Arkansas Public Administration Consortium
Chairman, National CPM Consortium

There has never been a time that we, as professional public managers, have been needed more. As we enter the new year, we are facing new challenges. How is the economy going to move, and what can we expect both personally and in our jobs? For many of us, there have been no raises; some have even seen cuts in hours and benefits or in other areas. While this may be discouraging, I believe there has never been a better opportunity for us as Certified Public Managers®.

After the recent elections, numerous changes are taking or are about to take place in state and local governments across the country. These changes will bring about new challenges also. Doing more with less, which has been and will continue to be the mantra of both governments and businesses, means we need to answer tough questions on how to continue providing services while working with fewer resources. Do we need to cut services? Are we straying from our mission, or is our mission really clear? Do we need to review what we offer and decide if we are trying to do too much? How do we handle the skeptics? How do we handle those who will be affected by our modifications? While we may not be able to answer these questions to everyone's satisfaction, we are better equipped than most others to make the necessary decisions. This is our opportunity to shine and prove what we have said all along – that CPMs are the cream of the crop. In the current climate, it is our responsibility to take the challenges presented and show how our critical thinking skills, our leadership experience, and our practical knowledge will help guide our agencies and organizations through them. CPM has played a major role by teaching us how to handle situations, how to motivate our teams, how to manage the people's money, and how to guide through change.

While we may not have the power or authority to make the grand decisions, we do have the ability to influence some of the decision-makers. We also have responsibility for our own units, programs, or agencies and can help those who count on us to make it through whatever we face. We must be part of the change, not just react to it.

Of course, to succeed we have to have a plan. This is one area CPM has excelled in helping us. We know how to plan. We know how to develop a plan. We know how to work with our team to build and implement a plan, whether it is for our unit or working with our leaders to develop our agency's strategy. Think of the following, while developing your plan:

"Plan with attitude - Prepare with aptitude - Participate with servitude, Receive with gratitude and that should be enough to separate you from the multitudes." Krish Dhanam

I encourage you to take advantage of the opportunities that are coming. Apply your skills to lead your agency. Be proactive. As we move through the next year, remember what you have learned. Involve as many CPMs as you can. Prove to your leaders that allowing you (and hopefully others later) to earn the CPM designation is one of the best investments and decisions they have made.

Social Media, the Public Sector & Public Records

By: Mark Evans, CPM, WSCPM Past President
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Hopefully, many of you know about Government Technology's annual involvement in digital government summits in various states around the country. I usually try to attend Wisconsin's each year but was unable to attend in November. Fortunately, via my LinkedIn connection with Amy Moran of the Kaplan Moran Law Office, I discovered she gave a presentation on Social Media and Public Records. Amy's presentation and one given by Lori Ashley of Tournesol Consulting on Records Retention and New Media will likely be posted on the Wisconsin Digital Government Summit site soon. In the meantime, I'm sharing their cited references with fellow AACPM members and within an upcoming Wisconsin Society newsletter. The newsletter will be available at www.wscpm.org on our Newsletters and Reports link. One reference

is “How Federal Agencies Can Effectively Manage Records Created Using New Social Media Tools.” This social media article is posted on www.businessofgovernment.org. They also reference an article on social networking sent to agency administrators by the Wisconsin Public Records Board last fall. As soon as this one becomes available, I will cite it on my blog at www.tech-public-ed.blogspot.com.

As we continue our personal quests to become more effective users of social media in the public sector, please consider looking up other AACPM members on LinkedIn. Join those of us who are already members of the LinkedIn Group, American Academy of Certified Public Managers®. (Yes, we need to be more involved in that group.) Share your thoughts and ideas. Both the Government 2.0 and Technology Integration in Education Groups, of which I am a member, have a lot of activity.

Cathy Williquette (via Skype), Kathy Skiera and I presented “Web 2.0 Tools” at the recent AACPM Conference in Oklahoma City. This presentation is accessible to everyone from www.tech-public-ed.blogspot.com/2010/10/web-20-in-government-our-presentation.html. Some of our fellow AACPM members are further along in their knowledge of and use of Web 2.0 than others. Don’t worry about that – we all have to start someplace. Check out my blog; more is coming soon. Let me know if I can help you.

Meanwhile ... “May Web 2.0 Be With You!”

Knowledge is Power

By: Linda Jefferson, CPM

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Few can argue with the merits of the popular phrase “knowledge is power.” Author and philosopher, Sir Francis Bacon, could not have imagined the far-reaching effects his phrase “knowledge is power” would have on the civilized world. Over time, men, women, and children became connoisseurs of knowledge as they saw an opportunity to be empowered.

Progressive professional organizations also recognize the importance of knowledge. These organizations offer professional development conferences as a major benefit to its members. The American Academy of Certified Public Managers® (Academy) is no different.

The Academy held its first professional development conference in February 1989, hosted in Baton Rouge by the Louisiana Society of Certified Public Managers®. (Patterson, 2003) The conference theme was “Practical Management Strategies for 1990 and Beyond.” More than 100 individuals from 11 states attended the conference. (AACPM Archives, 1989) Conference evaluations reflected the value attendees placed on the event. Twenty-two conferences later, the professional development conference remains one of the Academy’s most valued member benefits.

The conferences offer workshops/seminars on current and emerging trends in public sector management. Conference attendees gain knowledge-building skills in workshops led by national and international speakers. Some of the Academy’s finest lead workshops as well. Information learned at conferences is relevant and can be used by members on their jobs.

Professional development conferences also provide an opportunity for networking. This information sharing builds yet another level of knowledge if exercised by members.

Knowledge building was certainly the hallmark of the Academy’s 2010 conference. The conference held in Oklahoma City, Oklahoma, was superb. Hats off to the Oklahoma Society for a great conference.

The 2011 conference will be on October 10-12 in Salt Lake City, Utah. The conference theme is “Leadership Elevated: Management for Peak Performance.” Mark your calendars to join hundreds of your fellow AACPM members at the 2011 conference.

In closing, I believe Sir Francis Bacon got it right. “Knowledge **IS** power.” Take advantage of one of the Academy’s most valued benefits by attending a professional development conference. It is a worthwhile investment.

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Acknowledgement: Special thanks to AACPM Archivist, Debbie Smith, for providing historical information about the Academy's first professional development conference.*

Bittersweet Parting

By: Barbara C. Pepper, CPM

Member-at-Large, Conferences & Communications

Well, friends and colleagues, December 31 looms near and my time on the AACPM Board of Directors quietly draws to a close. Serving the Academy these past two years has been an honor. Thank you for electing this "old-timer" to represent you. From 1993 to 2010, I haven't missed an annual professional development conference. My first was at the airport in Orlando, Florida, in 1993 when the Mississippi Society received its charter. Even the confinement and noise of an airport environment and the surprisingly animated exchanges (often delivered in high decibels) during the House of Delegates didn't deter me from becoming the Academy die-hard I am today. Passionate engagement is not a bad thing.

I'm grateful to the Mississippi Development Authority, my employer since 1989, for strongly supporting the CPM program and professional development for its employees in a multitude of disciplines. They recognized the value of the Academy's national-level training and interactions early on and have continued to endorse my involvement as a society delegate, newsletter co-editor, committee member, two-time board member, and just plain conferee – approving every conference trip request, even allowing the use of agency resources for Academy purposes and reducing Academy's budget burden by funding my board travel, accommodations, postal/shipping fees, and phone costs.

Through the Academy and host societies, I've seen Oklahoma, Florida, Louisiana, New Jersey, Kentucky, Arkansas, New Hampshire, Kansas, South Carolina, Arizona, Ohio, Utah, and Wisconsin; and oh, the members I've met, admired, and learned from along the way! Some of my fellow "old-timers" may recall the emotional vibe in that Atlantic City banquet hall as I spoke about receiving the Henning. I was stunned to be the one standing in the limelight; I ignored my notes in favor of baring my soul. The Academy accepted me as the ugly, underdeveloped caterpillar that I was; nurtured me while wrapped in the safety of my cocoon; and then freed me to soar as a butterfly of many colors. The Academy is truly in my blood. I hope it's in yours as well.

As you can see, winding down my tenure took me on a bittersweet walk down memory lane. I've worked alongside two sets of highly motivated, dedicated board of directors. It's been a pleasure. I've felt a myriad of emotions during this past two years from frustration to jubilation. As they say, though "it's all good" in the end. Michelle Pratt of Pratt Design and Scott Biggers of NetGain, the Academy's 2009-2010 graphic designer and our website vendor respectively, have approached all my "goober" questions with patience, tolerance, and professionalism; they were my "wizards behind the curtains" and I so appreciate the chance to partner with them!

I close this, my final edition of *The CPM Connection*, with a partial repeat of lyrics recited during my magical moment in Atlantic City:

*There's a star in every one of us just waiting to be born
Take that chance, dance that dance
It's what you've waited for
Shine on, light up the world with your love
With faith and desire, you can build a fire
Shine on and let your dreams keep burning strong*

Excerpts from the song, "Shine On" written by Tony Martee, Jim Daddaris©

Thanks, yall!

SOCIETY NEWS

Arkansas Society of Certified Public Managers®

By: Denise Oxley, CPM, Society Secretary
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The Arkansas Society was pleased to host its 2nd Annual Leadership Seminar on October 28, 2010, at the Holiday Inn Airport Conference Center in Little Rock. This year's seminar featured two dynamic speakers. The morning session was "What's My Ethical IQ?" presented by Deborah Long, DREI, Ed.D, of Chapel Hill, North Carolina. Ms. Long is a career educator and an acclaimed international speaker. She has been certified as an ethics trainer by the Josephson Institute of Ethics. The afternoon session, "Identifying and Developing Potential in Employees," featured Sherry Middleton, Director of the Division of Volunteerism with the Arkansas Department of Human Services. The seminar was a great success. The Society hosted 85 attendees representing over 20 state agencies and municipalities.

Additionally, the Arkansas Society honored a Public Manager of the Year for the first time in its history. The recipient was James L. Salkeld, Director of the Arkansas Department of Labor, who was recognized for his long-standing support of the CPM program and its goals.

The Society is working on a celebratory end to 2010 with its annual Holiday Reception and Annual Membership Meeting. This year's event will be at the Capitol Hill Building on the grounds of the State Capitol on December 2, 2010. The event will provide members an opportunity to meet and greet a number of legislators and Cabinet members who support the CPM program.

Seven Arkansas society members attended the AACPM conference in Oklahoma City. We would like to express our appreciation to the Oklahoma Society for an outstanding conference. Your hard work was appreciated. Thank you!



Pictured left to right: James L. Salkeld, Director of Labor, accepting the Public Manager of the Year award from ASCPM President, Julie Farris.

Florida Society of Certified Public Managers®

Florida's Turnpike Enterprise Chapter will host the 21st FSCPM Symposium and Awards Luncheon in Ocoee, Florida, on January 24, 2011. The theme, Innovative Leadership, was chosen based on feedback from our members and the Florida Center for Public Management. Speakers and their topics are:



- Honorable Paul S. O'Neil, Ph.D., CPM, Pasco County Clerk and Comptroller: What is the relationship between training and employee satisfaction, customer satisfaction and performance results? Dr. O'Neil will share her research findings and theories.

- Alaa El-Halwagy, Principal, Innovative Group: How do you use the 6P of innovation to unleash the creative energy within? Alaa El-Halwagy answers this during his presentation *The Sky is NOT the Limit*.
- Lydia Gardner, Orange County Clerk of Courts: Lydia Gardner’s organization was the proud recipient of the 2008 Florida Governor’s Sterling Award. She will share how the Clerk’s Office developed their roadmap to success and how the team maintains a Sterling organization.
- Dan Vicker, Ph.D., Senior Management Trainer, Florida Center for Public Management: Innovation is the key to shaping our future. CPM Trainer and FSCPM Society Liaison, Dr. Dan Vicker, will help attendees discover how to incorporate innovation into their improvement strategy.

Kentucky Society of Certified Public Managers®

By Jennifer L. Woods, CPM, President-Elect

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Governor Patton Receives KSCPM Leadership Award

The Gene Childress Leadership Award was presented to former Governor Paul E. Patton at the Berry Hill Mansion in Frankfort during the Kentucky Society of Certified Public Managers® (KSCPM) Election and Awards Luncheon. The award recognizes outstanding leadership in government, excellence as a role model, exceptional level of service to the public, and performance above and beyond the call of duty.

The award was named for Mr. Childress, the first Executive Director of the Governmental Services Center (GSC). During Mr. Childress’ tenure at GSC, he earned a reputation for being supportive of his staff; he motivated them and gave them opportunities to excel. He was a visionary and exemplified a desire for excellence. In creating this award, the Society established those as the qualities that should be reflected in the Gene Childress Award recipients.



Pictured left to right: Tony Smith presents the Gene Childress Leadership Award to Governor Paul E. Patton.

These characteristics are evident in Governor Patton. In presenting the award, Tony Smith, Awards Chair of the Kentucky Society Certified Public Managers®, introduced the Governor as “someone who has demonstrated a lifelong dedication to public service and education.” The Governor’s support of the CPM program was exemplified by the fact that “during his term, the Personnel Cabinet revised the Kentucky Administrative Regulations to allow CPM graduates to receive a 5% increase in base salary.” CPM graduates were also eligible to receive credit for two years of professional administrative or management experience toward application requirements for many state government positions.

Governor Patton elevated the Governor’s Minority Management Trainee Program (GMMTP) to the

Governor’s Office. The program began with an Executive Order in 1995 and was designed to develop highly trained experienced and qualified minority candidates to help meet the future challenging management need of state government and the Commonwealth of Kentucky. The program instruction is part of the Certified Public Managers® Program. During Governor Patton’s administration, the GMMTP received national recognition and awards.

Modeling his lifelong commitment to education, Governor Patton is serving as President of Pikeville College and has also served the college as a Distinguished Visiting Lecturer in Public Policy and Leadership. He truly exemplifies the role of a leader and is very deserving of the KSCPM Gene Childress Leadership Award.

New Hampshire Association of Certified Public Managers®

By: Charlene Cutting, CPM

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A Journey in CPM

I wanted to write a final article for the *CPM Connection* to share the journey earning the CPM credential has taken me.

The Public Managers Program started at a time of major transition at the New Hampshire Psychiatric Nursing Home where I was employed for 20 years. The Nursing Home was being closed and I accepted a new position in the organization. This new venture opened many doors for me and I was excited to have been recently accepted into the Certified Public Manager's Program®. The program complemented the other training I received and gave me confidence in presentation skills, writing, and so many other professional traits. I graduated from the program in 1996 as a member of New Hampshire's first Certified Public Manager's® class.

I believed in the CPM concept and knew that I wanted to remain involved after graduation. I joined the newly formed New Hampshire Association of Certified Public Managers® (NHACPM) and was appointed Vice President. At the next election, I became President and teamed up with another NHACPM member, Bill Herman, to pursue membership in the national organization - AACPM. In 2000, NHACPM was chartered into the AACPM at their annual conference in St Petersburg, Florida. Carrying the New Hampshire flag during the flag procession at the traditional opening ceremony was one of my proudest acts as a CPM.

From the year 2000 until today, NHACPM members have been on many Academy committees – Bylaws and Ethics, Management Practices, Orientation, Henning, Evolution, Wilkinson Scholarship, Strategic Planning, Communication, Integrated Marketing, and so on. NHACPM has even had two members serve on the Board of Directors with Deb Bourbeau currently serving her second two-year term as Secretary. Our belief is that when you join an organization, it is your responsibility to give of yourself to help the organization meet its mission and vision. I was privileged to receive the President's Award at the AACPM conference in New Jersey.

In 2005, the NHACPM hosted the AACPM professional development conference in Manchester, New Hampshire. This conference made history; we partnered with NAGTAD and hosted the Consortium's 25th Anniversary Celebration. We had a team of 17 society members co-chaired by Deb Bourbeau and Chris Way. We grossed over \$17,000 in profit to benefit the AACPM as well as the NHACPM.

Yes, the volume of work was difficult to manage at times but the rewards far outweighed the work. I challenge the members who ask "What is in it for me?" I remember talking about this with Robinil Jameson from Kentucky. Robinil reminded me that it is "what you are willing to put in to it." As I look over this 10-year period, I can tell you that I had the privilege of talking with individuals in the same line of work and sharing information such as treatment modalities, staffing ratios, and policies. Through AACPM, I have met and made lifelong friends across this great country. As Chair of Management Practices Committee, a role I held a number of times since 2001, I have been privileged to read project descriptions and meet the people who accomplished the goals of the project. I was able to give back to New Hampshire for the excellent training I received; the CPM was one of the most beneficial programs I attended.

It has been my pleasure to know each and every person I have met through the AACPM. I wish you all well. I challenge you to continue to give back. And above all, rely on the education and experience you have gained through the Public Manager's Program.

North Carolina Society of Certified Public Managers®

By: Linda Jefferson, CPM

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Governor Beverly Perdue Proclaims October 2010 as Certified Public Managers® Month

October, 2010, marked a significant milestone in the history of the North Carolina Society of Certified Public Managers®. Governor Beverly Perdue proclaimed October as Certified Public Manager's® Month and October 11 as Certified Public Manager® Day. This was the first proclamation issued in recognition of certified public managers. The proclamation was read in Raleigh, North Carolina, on October 11 during the graduation ceremony for the latest class of graduates from the Certified Public Manager Program®. The proclamation was proudly displayed at the Society's 2010 annual meeting in November.

Governor Perdue noted in her proclamation that "public manager certification contributes to maintaining and improving the effectiveness and professionalism of government managers." She further noted, "Certified Public Managers® provide enlightened leadership and uphold public trust through high standards of ethical responsibility." The Society joined Governor Perdue in recognizing the hard work, dedication, and professionalism of its members and other certified public managers® across the state. Click <http://www.governor.state.nc.us/NewsItems/ProclamationDetail.aspx?newsItemID=1473> to read the proclamation.

The Society was inspired by the Arkansas Society after it earned its first ever proclamation recognizing certified public managers earlier this year. The Society collaborated with the North Carolina Certified Public Manager® Program to achieve this great honor. For more than 20 years, the North Carolina Certified Public Manager Program® has provided nationally accredited, professional development for public managers in North Carolina state government. The prestigious Certified Public Manager® designation is bestowed upon graduates who successfully complete a two-year intensive training and development program and a project applying principles learned in the curriculum. Graduates of the North Carolina Certified Public Manager® Program are among the best in government service and are committed to providing quality service to North Carolina citizens.

Making a Difference

The North Carolina Society of Certified Public Managers® (Society) continues to evolve as a leader in its outreach efforts. The Society participated in two volunteer activities with the Green Chair Project in Raleigh, North Carolina. The Society joined other volunteers in August and November as part of "America Recycles Day." The "America Recycles Day" is a nationwide event that encourages individuals to recycle. Citizens brought personal records to be shredded and their gently used furniture to donate to the Green Chair Project. The City of Raleigh sponsored the "Shred and Recycle It" event.



Pictured left to right volunteering at the Green Chair Project in August, 2010: Sarah Smith, Ed Burt, Jenny Rollins, Charlene Shabazz and Kim Gillespie



Pictured left to right: Beth Smoot of The Green Chair Project and NSCPM members Kathy Stecker, Mia Lamotte, Dianne Reid, Linda Jefferson, Kim Gillespie

The Green Chair Project is a non-profit organization that provides affordable reused furniture to individuals in need. Clients are referred to The Green Chair Project by its partner agencies. The Green Chair Project was established in April 2010 by Jackie Craig and Beth Smoot. They are making a difference by helping individuals transition on their road to a better life.

The Society's annual Christmas Basket Drive is well underway. Over the past several years, the Society has collected personal care items for residents at the City of Oaks Convalescence Home in Raleigh, NC. Members and others were asked to bring donations to the annual meeting. Donations were strictly voluntary. Providing care baskets to the City of Oaks really makes a difference in the lives of its residents.

The Society's volunteer efforts are coordinated by Kim Gillespie, Membership Committee Chair. Kim does an outstanding job researching volunteer opportunities for Society involvement. The Board of Directors thanks its members for participating in the Society's volunteer activities. Together we are making a difference in the lives of many.

Ohio Society of Certified Public Managers®



Patti Barnett, Marketing Manager with the Public Affairs Group at the Central Office of the Ohio Department of Natural Resources (ODNR) received recognition for her work by the ODNR administration. According to a press release, Patti is an exceptionally hard-working and dedicated employee; her behind-the-scenes efforts have helped to establish Ohio State Parks as one of the nation's leading park systems. Patti has worked to develop, coordinate, and improve the "Write Right" customer survey program ever since she began at ODNR as a college intern in 1992. Through the measurement of customer satisfaction and analysis of visitor feedback, Patti has overseen countless improvements in the parks, which greatly benefit park visitors, and also contributed to the division's receipt of the Ohio Partnership for Excellence Tier I award. Patti has also worked diligently to continuously improve the division's website, even through the network switch and two major state-imposed design changes. Though she has many responsibilities, Patti is always willing to lend a hand whenever needed, and is known as the reliable, friendly, "go-to" person to co-workers, media, and administration alike.



In addition to her hard work at ODNR, Patti serves as a board member to the Ohio Society of Certified Public Managers®. The work she has done for the Society has made an impact on all OCPMs.

Congratulations, Patti!

Oklahoma Society of Certified Public Managers®

*By: Paula Printup-Porter, CPM, President
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For nearly everyone, 2010 was the year of the AACPM Conference in Oklahoma City, featuring Resiliency in Leadership as the theme. More than 50 Oklahoma Society members volunteered for some portion of the conference or its preparation. It was an exciting and edifying conference; and true to the theme, we learned much about flexibility...or moving from Plan A to Plan B, C, D, as needed. Even with a national conference on our plates, OSCPM volunteers continued local community efforts as well.

- To date, members have donated 182 used phones to the "Cell Phones for Soldiers" program where AT&T recycles the phones and sends calling cards to our military men and women serving overseas.
- Members took calls at OETA Festival 2010 on March 19 to benefit public television programming. OSCPM "operators" raised more than \$7,000 this year.

- OSCPM “pirates” got ship-shape to fight Multiple Sclerosis. This year’s MS Walk raised more than \$128,000 to fund cutting-edge research, life-changing programs and services, and advocacy efforts for the 3,200 Oklahomans and the 400,000 people all over America living with MS.
- OSCPM “adopted” 23 children through the Angel Tree program, providing a brighter Christmas to families of some Oklahoma inmates. This year many of our members stepped up and adopted children without compensation for the gifts.
- OSCPM members continued efforts to make things a little easier for those living in homeless shelters as well. Collections of soap, shampoo and other toiletry items were donated to area shelters to help them aid the less fortunate in these lean times.

As we tally elections and move forward with a new slate of officers for 2011, Oklahoma Society members can take a holiday break and know “We ABSOLUTELY ROCKED in 2010!”

South Carolina Society of Certified Public Managers®



Harvest Hope Food Drive a Smashing Success

The Society’s annual **Harvest Hope Food Drive** was a huge success with twenty-three agencies participating and donations of over \$4,000 and 6,413 pounds of food. Several agencies staged competitions between sections, floors, and program areas. A few of the creative marketing techniques used to encourage participation included:

South Carolina Retirement System: The agency was split into 12 groups and competed against each other to bring in the most pounds, similar to the weigh-in on “Biggest Loser.” The winning team won a pizza party catered by Village Idiot Pizza donated by co-owner Kelly Glynn.

South Carolina Department of Transportation: Just to add a little fun to the event, DOT organized a competition between Clemson and University of South Carolina (USC) fans to see who donated the most money and the largest amount of items measured by weight.

South Carolina Department of Labor, Licensing and Regulation: Several employees enticed workers by selling items from a rolling dessert cart. They sold donuts and brown bag lunches; held drawings for baked goods, delectable dishes, jewelry, scrapbooks, a floral arrangement, and a gift certificate. All proceeds benefited Harvest Hope.

The drive was a wonderful opportunity for society members to get involved in the fight against hunger. Although state agencies were in the midst of cutbacks, furloughs, and job losses, state employees rose to the challenge.

Society Members in the News

Denise Barker, CPM 1998, received the Kappy Hubbard Award presented by the South Carolina Children’s Trust.

In June, the SC Department of Transportation promoted **Christy Hall**, CPM 2005, to District Engineering Administrator for District 2, which covers Abbeville, Anderson, Edgefield, Greenwood, Laurens, McCormick, Newberry, and Saluda counties.

Bessie Watson, CPM 2004, served on Columbia Mayor Steve Benjamin’s Transition Committee.

Wendelyn West, CPM Program Coordinator, left her position with the Office of Human Resources on July 22, 2010, to accept a recruiting position with Ettain Group, an IT staffing company in Charlotte, NC.

Utah Society of Certified Public Managers®

By: Keith Heaton, CPM

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Salt Lake City Utah in 2011

It was so good to see so many of our friends at the AACPM Annual Professional Development Conference in Oklahoma City. Oklahoma did a wonderful job with their conference which only makes us more excited for Salt Lake City next year. Thank you to those who signed up to receive updates on the 2011 conference; we hope you are enjoying your planning materials and that you're making plans for a trip to Utah.

For those that missed the conference in Oklahoma, we hope you are planning to attend the conference next year in Salt Lake City. If you've never attended a national conference this is a great opportunity do so. Travel into Salt Lake City is reasonably affordable, including airfare, lodging, food and entertainment. We hope you will come early or extend your stay in order to enjoy all that Utah has to offer.

The 23rd Annual AACPM Professional Development Conference, Leadership Elevated - Management for Peak Performance, focuses on the relentless quest for improvement undaunted by the challenges of our times. Gain insight into breaking issues, exposure to novel concepts and models, practical techniques, and realistic tools to tackle real-life opportunities. The Utah Society is planning a first rate training agenda so please join us high in the Rocky Mountains next fall. You'll elevate your CPM skills, make new friends who share your work ethics and values, and renew old acquaintances.

Visit the Utah Office of Tourism's official web site where you can get information on our national parks, skiing/snowboarding, white-water rafting, hiking, biking, and special events, and even order a travel guide and other materials. <http://utah.travel/>. Those looking for an immediate "Rocky Mountain" high, get your "snow flake" fix at skiutah.com.

You'll find all the information you need for your Salt Lake City stay including news and updates, events, dining, trip planner, maps, photos and more! Special hotel room rates (save ~\$100+/night) available from 11/4-15/2011 at the downtown Sheraton, site of the 2011 conference. <http://www.visitsaltlake.com/visit/>

Sign up at www.uscpm.org/CPM-2011-National-Conference.html to receive updated information as it becomes available. Salt Lake City in 2011 promises to be a "do not miss" conference, so click on the links and start making plans now to climb to the peak of leadership success in Salt Lake City!

Washington Society of Certified Public Managers®

View photos from the Society's 2010 Leadership Conference 2010:

http://www.wascpm.org/content.aspx?page_id=188&club_id=496718&module_id=13600



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