



**2005 Annual Report of the
North Carolina Society of Certified Public Managers
Presented at the Annual Membership Meeting**



November 9, 2005

President's Report

Tami Williams Hinton – *Office of the Commissioner of Banks*

I want to thank and congratulate the 2005 North Carolina Society of Certified Public Managers Officers and Board for their dedication and commitment to service in connection with your demanding work schedules. Like so many State employees, demands on our time and attention leave limited opportunities to serve others on a voluntary basis. Your Society will continue to improve operations and provide the highest levels of service to members.

The Society had a productive year and the 2005 Board of Directors quickly developed an effective working relationship to ensure the smooth operation of the Society. Sarah Smith, Board Chair and Past President kept the meetings on track. Pete Burke, Secretary, had the daunting task of documenting society business and maintaining society records.



I particularly appreciate his efforts as the Board settled in to an efficient routine for conducting meetings. Terry Bell, Training Coordinator for the Department of Commerce, facilitated the 2005 annual review of the NCSCPM Strategic Plan. The Plan was reviewed to ensure objectives and tasks were consistent with our stated goals and mission and to strengthen statements as needed.

The Board directed the Ethics/Bylaws Committee to conduct a thorough review of the Society Bylaws and Standard Operating Procedures to ensure current practices are codified consistently. David Osborne has done a tremendous job leading this Committee and I look forward to its continued efforts to strengthen the Society's Bylaws.

The Society continues to present content-rich, interactive training opportunities to support our members' personal and professional growth. We have been successful in providing two training opportunities annually, ensuring the sessions are self-supporting while keeping registration fees reasonable. One event was presented this year. Beverly Hall has led the Program Committee admirably during the year in both planning and hosting the training session.

Recruitment of new members continues to be a priority for the Society, with special focus placed on newly graduated Certified Public Manager Fellows. Under the skilled direction of Suzanne Beasley, the Society's Membership Committee has implemented an effective outreach campaign to the PMP cohorts.

The Society was well represented at the American Academy of Certified Public Managers (AACPM) annual conference in Manchester, NH. Officers, Board Members, and members at large attended as did the 2004 Askew Award winner. We look forward to an equally strong representation at next year's meeting in Louisville, KY. The Society continues to explore effective avenues for communicating with its members. Sarah Smith led the Public Relations/Publications Committee in developing articles for

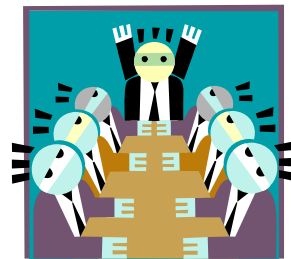
the newsletter, which will be published three times in 2005. This year, particular emphasis was placed on developing the Society website and using it as the primary means for delivering newsletters, announcements and for archiving documents. I want to extend a special thanks to Sarah Smith and John Morck for reformatting and updating the website. Please take a moment to see what's new at: www.ncscpm.org.

The Ways & Means Committee has really taken its activities to a new level in 2005. Amy Sawyer implemented a distribution plan for merchandise, a just-in-time inventory control plan and has been doing brisk business on coffee mugs and shirts. Their efforts will help ensure the NCSCPM identity is out there for all to see.

In 2005, the board implemented the every other month board meeting schedule, as well as, successfully started the networking lunches, which are scheduled after the board meetings. We also had board members and officers that participated with South Carolina's annual meeting event. And likewise, the South Carolina Society had officers attend our fall training function.

Chairwoman of the Board's Report

Sarah Smith – *UNC Office of the President*



The NSCPM Board met from 10:00 – 11:30 am at the Commissioner of Banks suite at 316 West Edenton Street in Raleigh, NC. The Board met:

January 14, 2005

February 22, 2005

March 11, 2005

May 13, 2005

July 8, 2005

September 9, 2005

November 9, 2005 (annual meeting planned for DOC training facility in Apex, NC)

Meeting minutes have been posted to the NCSCPM website, WWW.NCSCPM.ORG under the archives tab. September minutes and the 2004 annual meeting minutes will be posted after approval at the annual meeting.

Two special strategic planning sessions were held in 2005. The first followed the February 11th meeting and the second was held the following Friday, February 28th. The updated strategic plan was formally approved at the May 13th meeting. The strategic plan is posted to the NCSCPM website, WWW.NCSCPM.ORG under the publications tab. The 2005 annual report will be posted after presentation at the annual meeting.

Board and Officer Appointments: At the February 11th meeting, the Board voted unanimously to approve Kathy Harrelson to complete Wes Seamon's 2005 Board seat and at the July 8th meeting, the Board voted unanimously to approve Ed Burt to serve as treasurer after Charlie Helms resigned due to new job duties and a pressing schedule.

Bylaws and Operating Procedures: The Board voted to adopt a conflict of interest

policy and statement. The resulting change in Bylaws will be presented to membership at the annual meeting. (See the Ethical Practices section of this report for more information).

Archival Plan and Deposit: The Board voted to incorporate critical archival documents into the standard operating procedures and adopted an archival deposit plan.

Program Committee

Chair: Beverly Hall – *Radiation Protection Section*

Members: Katherine Harrelson- *NC Council for Women*, Cheryl McLean-*Cultural Resources*, Anita McNeil- *Department of Environment and Natural Resources*, Victoria Walker-*NCSU*, Sarah Smith – *UNC- Chapel Hill*, Ed Burt – *Retired*, Sandy Pearce – *Administrative Office of the Courts*

The program committee was able to accomplish its goals for the year by sponsoring a high quality workshop. The workshop was co-sponsored by the Office of State Personnel. I would like to thank OSP for providing us with a speaker and advertising our workshop.

The workshop was held October 6, 2005, at the UNC Center for School Leadership Development in Chapel Hill. The theme was ***Between Fight and Flight***. The featured presenter was Dr. John Stephens, Coordinator with the Public Dispute Resolution Program of the School of Government at UNC. Dr. Stephens presented the morning session focusing on the Tools for Conflict Resolution. In particular, he involved the audience with a number of active exercises for “Distinguishing between Positions and Interests”. We also viewed a video on Steps in the Mediation Process.



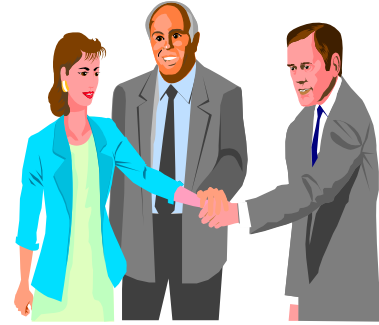
During the afternoon session, Sharon Howard with the Office of State Personnel and Aleyah Pryor-Pankey with the UNC Health Care Employee Relations Office presented a team approach on the methods of Mediation. Ms. Pryor-Pankey spoke on her experiences in using the mediation process in her position at UNC. Ms. Howard designed and developed the Statewide Mediation Program for the Office of State Personnel. Mediation is now a required step in the grievance process that has been adopted by 12 Agencies in State Government. Ms. Howard also spoke on the Employment Mediation Training Program, which consist of a very intensive 40 hours. She encouraged anyone interested in becoming a mediator to contact her to enroll. To learn more about the Mediation Program you can go to the OSP website under HR Professionals contact Sharon, her email address is Sharon.Howard @ncmail.net.

Participants rated the workshop 4.45 on a 5 point scale.

Membership Committee

Chair: Suzanne Beasley - *DHHS*

Members: Rodger Rochelle, Tish Hagler and Tina Pickett



Membership Data

2005 Total Membership	105
2005 Total Paid Membership	102
2005 Honorary Members	3

The 2006 Membership Campaign kicked off the first of October 2005. Membership renewal materials included the 2006 application and a cover letter. The membership materials were distributed to the 2005 members, 2005 graduates, 2004 graduates, PMP students and a host of other contacts that Jean Waters provided. All materials were mailed electronically to make the process more convenient for our members. A copy of the 2006 application is also posted on the NCSCPM website.

Outreach to Graduating PMP students

The membership committee continued efforts to reach out to PMP students. This year the membership committee focused its recruiting efforts on the 2005 PMP graduates. Board members gave a brief presentation to the graduates about our society. The presentation focused on the mission of the society and the benefits of being an active member of the society. The response from the presentations was very positive.

2005 PMP Graduation

The membership committee distributed NCSCPM pens to the new graduates at the 2005 graduation ceremony. 300 pens were ordered at a cost of \$200. The pens displayed the NCSCPM and the website information. The membership committee hopes many of the new graduates will join the society.

Financial Report

Treasurer, Edward R. Burt III – CPM Retired

Charlie Helms resigned as Treasurer in July 2005 and I volunteered to assume the position until December 31. A new Treasurer will be installed in January 2006.



In early 2005, the Audit Committee found several problems with the 2004 financial records. Charlie Helms corrected these problems and installed Quicken software as the financial tool for the Society. It remained for me to replace missing documentation for two early 2005 transactions, to continue the use of the Quicken software as initiated by Charlie Helms, and to prepare the following summary Financial Report for the annual meeting of the Society. (Exhibit I) I will also prepare final financial reports as of December 31, 2005 and assist the new Treasurer in making a smooth transition to 2006.

The Board of Directors approved a budget of \$7,050.00 for FY 2005. The following page compares the 2005 Budget versus actual 2005 income and expenses as of 11/01/2005 and compares account balances for all accounts from 01/01/2005 to 11/01/2005. The net total worth of the Society as of 11/01/2005 is \$17,459.57.

Public Relations/Publications Committee

Chair: Sarah Smith- *UNC Office of the President*

Members: Wesley Seamon – *Juvenile Justice/Delinquency Prevention*, Theresa Shackelford - *Insurance*, Linda Jefferson – *Department of Agriculture*, John Black - *Commerce*, Barbara Williams - *DHHS/Cherry Hospital*, Marianne Frederick-*Commerce*, John Morck – *Commerce* (web master)

The publications and public relations committee have been busy this year. Two newsletters have been published and a third volume is planned for distribution in December. The December issue will feature articles on the AACPM conference, including the strong presence of North Carolina members, the fall workshop and the annual meeting. An in-depth article was produced on the topic of “ethics” and the series will continue in subsequent issues of the newsletter. Future issues will also feature articles on our members and their unique talents or interests. The committee is actively soliciting information from members regarding promotions, job changes or awards and honors. This information is published in the newsletter and also posted to the website. Finally, the committee is seeking to establish the Society website WWW.NCSCPM.ORG as the primary portal for information on events, elections and other news and as a repository for critical documents such as meeting minutes, the strategic plan and annual reports. A special thanks is due John Morck, the Society web master, for keeping the site updated and quickly responding to requests to post content.

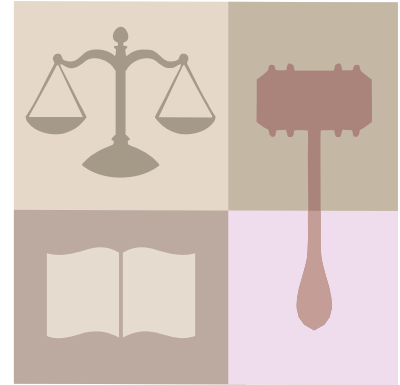


Ethics/Bylaws Committee

Chair: David Osborne—*Corrections, Division of Prisons,*

Members: Pete Burke, Greg Cain, Charles Cox, Phillip Crouthamel, Martha Lamb, Lalita Wells

Having focused our efforts on updating the Constitution and Bylaws in 2004, the Ethical Practices/Bylaws Committee noted there was no “conflict of interest” statement contained in the bylaws. Therefore, it was decided that for 2005, the committee would focus our attention on developing a “conflict of interest” statement. The committee met three times between March and June to complete this task. On July 8, 2005, the committee submitted our final recommendations to the Board of Directors.



The recommended changes to the standard operating policy were approved by the Board of Directors on July 8, 2005 and include the following:

- Revision of Section 5.16 Duties of the Archivist:
- Revision to Code of Ethics by adding the following statement: “Refrain from entering into relationships or situations that would result in a conflict of interest or give the appearance of a conflict of interest.”
- The addition of a Conflict of Interest Statement to be signed by Board Members.
- Revision to SOP History Statement to include reference to Articles of Incorporation signed by Secretary of State on 1-31-1989.
- The History Statement references our copyright registration. A copy of this document will be added to the SOP behind the History Statement or other appropriate location.
- Listed on page 62 in the Financial Policy, are references to the federal tax ID # and the tax exemption letter. A copy of these documents will be added to the SOP behind the History Statement or other appropriate location.
- Conflict of Interest for Board Members Section VIII 8.9 of bylaws. The actual changes in the bylaws is being disseminated to all NCSCPM members on or before November 9, 2005, notifying members of the proposed changes and announcing a vote on the proposed changes to be taken at the annual meeting on November 9, 2005.

Another responsibility of the committee is to develop procedures for investigating and administering discipline in matters involving members of the Society. The committee received no reports of ethic violations and no investigations were required. The committee was unable to locate formal procedures for conducting investigations or administering discipline. On August 19, 2005, the committee addressed this matter and developed a five part plan that includes: 1) needed revisions to the policy and procedures, 2) procedures for reporting complaints, 3) a committee review of complaints, 4) an investigation and hearing process, and 5) authorized Board actions. Formalization of these processes will continue into 2006.

Nominations and Elections

Chair: Sarah Smith, Past-President

Members: Greg Cain, Sandy C. Pearce

The immediate past-president is responsible for chairing the Nominations and Elections Committee. The members of the committee are past-presidents and/or fellows who are still active in the Society. This committee recruits active fellows who wish to serve the Society, conducts the elections, and announces the results.

The Committee presented a 2006 slate of officer and board member candidates. Ballots were emailed to 100 active fellows; 20 ballots were received. The following candidates were elected by the membership:

President-Elect: Pete Burke

Treasurer: Tina Pickett

Board Members: Karen Corley, Kathy Harrelson and Kim Lash-Gillespie

Write in candidate Anita McNeil will be invited to attend Board meetings and will be encouraged to actively participate.

Returning board members in 2006 include the following:

President: Beverly Hall

Past-President: Tami Hinton

Secretary: Will be appointed by the Board to fill the remainder of Pete Burke's term

Board Members: David Osborne, Rodger Rochelle, Amy Sawyer

Ways and Means

Chair: Amy Sawyer – *DENR-Radiation Protection*

Members: Wendy Tingle – *DENR-Radiation Protection*, Jeff Joines, *Corrections-Community Corrections*

The Ways and Means group has been very active with the most recent events for the Society. Merchandise was available at the graduation on October 3, 2005 and at the program on October 6, 2005.

We made approximately \$116.00 from the two events in merchandise sales. Currently, the majority of stock left is the mugs and the lapel pins. The golf shirts and t-shirts were sold at the program event.



Jeff Joines in the Western part of the State does still have two golf shirts and t-shirts along with a good supply of mugs and lapel pins.

The committee is preparing to order some new merchandise for the upcoming year. A decision has not been made as to what new stock to offer. If the board has suggestions please let me know. The most difficult part is ordering a small amount to move through stock and also selling at a reasonable cost. A few ideas have been made such as book marks, executive portfolios, mouse pads, and coasters. The committee is also researching the option of ordering more golf shirts or oxford type shirts with the logo embroidered on the shirt. This will cost more, but will look very professional.

Wendy Tingle has been recruited to assist with the committee. She works with Radiation Protection and is currently involved in the CPM program at this time.

Margaret J. Bailey Public Manager Award Committee

Chair: Sandy Pearce

Members: Edward R. Burt III, Ed Phillips

The North Carolina Society of Certified Public Managers established the Margaret J. Bailey Public Manger Award to recognize those who serve the state by ascribing to high moral and professional standards. Its purpose is to recognize and express appreciation for outstanding achievements in relation to the goals and tenets of the Society.



This award represents the highest honor that the Society bestows. An “empowered” committee is appointed by the President and approved by the Board of Directors. The award committee receives all nominations, reviews them, and submits its recommendation for the award to the full Board.

The award is presented at the annual membership meeting. In 2005, Tami Hinton and Steve Mastro nominated Sarah M. Smith. The committee reviewed and recommended the nominee as the awardee.