

North Carolina Society of Certified Public Managers 2010 Report to the American Academy of Certified Public Managers



November 18th, 2010

President's Report

Jenny Rollins, CPM, Manager of Radiology Compliance Branch, North Carolina Department of Environment and Natural Resources, Radiation Protection Section

I want to thank the 2010 North Carolina Society of Certified Public Managers Officers and Board for their dedication and commitment to service this year. Like most state employees in North Carolina past and current budget reductions have impacted our members and their agencies. Members have been expected to maintain a high level of services to the citizens of our state by multitasking with fewer resources, travel and budget restrictions. "Transitioning and thinking out of the box" seems to be the theme for most agencies and state employees. Changing technology is affording us both challenges and new opportunities to meet those needs. The North Carolina Society of Certified Public Managers is grateful for your support during this transition period for this Society. Personally, I thank each of our members for their efforts and dedication to the Society and to the citizens of the Great State of North Carolina and for the opportunity to serve this Society in 2010.

2010

Serving the Society as Officers and Board Members for 2010 are:

President	Jenny Rollins, Dept. of Environmental & Natural Resources
President Elect	Felicia McLean, Dept. of Corrections/Div. of Community Corrections
Past President	Sarah Smith, UNC General Administration
Treasurer	Linda Jefferson, Office of State Personnel
Secretary	Kim Lash Gillespie, Department of Transportation
Board Chair	Dan Thomas, Department of Transportation/Planning Branch
Board Members	Charlene Shabazz, Office of State Personnel
	Joel Herron, Department of Corrections
	Cynthia, Bostic, Central Region Office
	Alisa Huffman, Court Programs Division of NCAOC
	Robert McKie, Town of Clayton

2010

Board meetings were held this year at the Radiation Protection Section office at 3825 Barrett Drive, Raleigh, NC. Board Chair Dan Thomas maintained the flow of the meetings, devising agendas that kept the Board focused. Secretary Kim Gillespie did a fine job recording minutes and keeping track of discussions and action items for members of the Society. Highlights of the Board Meetings include the following:

January 14, 2010

- Dan Thomas was selected to serve as Board Chair.
- Agreed to monthly Board meetings to be held 2nd Thursday of each month at 3:00 P.M.
- Tami Hinton updated on the current audits of the 2008/2009 initiated on Jan. 11th.
- Ethics Committee was tasked with review of the Conflict of Interest Statements before distribution and signing by Board members.
- Resolution was passed by the board to recognize David Osborne for his service to the Society with congratulations to him on his retirement plans.

February 11, 2010.

- Board agreed for Ways and Means to investigate a ring for NCSCPM members. Joel Herron presented a proposed prototype design for the NCSCPM ring.
- Agreed to explore web based interactive problem solving sessions in conjunction with resources available through Jane Bozarth at the Office of State Personnel.
- Conflict of Interest Statement was signed by board and officers.

March 11, 2010

- Approved for president to identify candidate to fill the remaining year in the absence of Pani Taldemiti, who was unable to serve due to travel.
- Approved a 2010 budget of \$4,425.18 based on anticipated membership of 63 members.
- Dr. Jerrel Cogburn from NC State met with the board to discuss ways we can partnership with the MPA program at NCSU.
- Membership committee established dates for the outreach to the 2010 PMP class.

April 8, 2010

- Alisa Huffman was approved and installed to serve the remaining year in the vacant board position.
- Board agreed for Program Committee to focus on fall workshop due to difficulty in finding a low cost online solution for the Spring Workshop.
- Alternative to spring workshop will be to continue development of an online interactive problem solving sessions by Sarah Smith.
- Casting fee of \$200.00 for the NCSCPM ring was approved.
- Approved purchase of a camera for Publications Committee.

May 13, 2010

- Robert McKie was approved and installed to serve the remaining vacant term due to Nelse Grundvig's relocation to Wisconsin.
- SC Society member, (Cynthia Daniels, Veronica Reynolds and Carl Chase) joined the meeting via teleconference. Carl is the conference coordinator for the 2012 AACPM meeting to be held in SC. North and South Carolina used this session to brainstorm ideas and strategies that are effective for their society.
- Membership Committee reported on the used book donation drive for the Lions Club
- Tami Hinton presented the Audit Committee Report for 2008-2009. The board approved the report.
- Sarah Smith identified the three dates for the "Virtual Brown Bag Lunch" webinars in May, June and July at 1:00 pm.

June 10, 2010

- The board approved the Membership Committee proposal of the Green Chair Project for a community outreach project.
- Steve Mastro was approved as the Henning Award Nominee for North Carolina.
- The laws regarding non-profits groups with less than \$25,000 gross receipts required the Society to fill out an EZ 990 form, which had not been done since 2007. Sarah submitted the report to the IRS and other supporting documentation. She reported confirmation from the IRS of our ongoing status as a 501(c) 6 non-profit. SOP's were amended to reflect this as a annual responsibility for the Treasurer..
- Approved the order forms designed by Dan Thomas to order the NCSCPM rings.
- Kathi Parker, updated on the transformation of the CPM program. The program is a competency based blended format that includes online and classroom courses. The blended format has four modules which focus on practical application. The PMP program has been renamed CPM program. She discussed a volunteer mentoring program in which CPM participants could be trained to assist CPM participants in putting course concepts into practical application.
- A draft proclamation declaring October as Certified Public Managers month was submitted to Kathi Parker. Kathi will review, edit and submit for signing by the governor.
- Linda Jefferson, Public Relations Committee completed the Society Newsletter for distribution and posting to the web site.

July 2010 – No meeting due to holiday

August 12, 2010

- Conducted a Strategic Planning Meeting to review the 3 year Strategic Plan for 2009-2011. Meeting was held at NC Judicial Center.
- HOD delegates are Sarah Smith, Charlene Shabazz, and Jenny Rollins.
- Attendance to the AACPM conference was encouraged on Oct. 17th- 19th in Oklahoma City.

September 29, 2010

- Fall workshop was held at the SECU on Wake Forest Road. The board meeting followed.
- The slate of new Officers and Board members was approved and e-mailed to members by Sarah Smith.
- Board will provide envelopes for the CPM graduates with information about the NCSCPM at the October 11th graduation.
- Gift Basket was sent to Oklahoma for the annual meeting.
- Charlene Shabazz reported Ethics Committee activity regarding the AACPM HOD referral for Honorary Memberships for President Barack Obama and Vice President Joe Biden.
- Approved new position (non-elected) for Outreach Program Coordinator. Discussed the importance of regional coordinator position and a web master position.

October 14, 2010

- The proclamation was signed by the Governor and read by Britt Cobb at the CMP graduation ceremony deeming October as Certified Public Manager Month and October 11th as Certified Public Manager Day. Linda Jefferson, Publications Committee issued a public announcement.
- Approved the Margaret J. Bailey Award winner for 2010.
- Kim Gillespie announced next community outreach scheduled for November 13th with the Green Chair Project and as part of the American Recycles Day.

November 18, 2008

- 2010 Annual Meeting and Awards Ceremony at the SECU on Wake Forest Road.

December 9, 2010

- Transition meeting with 2011 Officers and Board. Meeting to be held at the Scotland County Correctional Center in Laurinburg.
- Sarah Smith to present SOP changes for review and Charlene Shabazz to present Ethic Committee review regarding proposal of bylaw changes,

One of the strengths of our Society is the outstanding Workshops presented each year. Felicia McLean and the members of the Program Committee have again done an outstanding job of developing relevant topics with dynamic presenters for the Fall Workshop. Due to continued budget restraints and travel restrictions, three online interactive problems solving sessions were hosted by Sarah Smith referred to as the "The Virtual Café. The Virtual Café was well received and we hope to continue them each year. See Program Committee Report for details of our workshops.

Milestones for 2010 were two new items added to the merchandise which is a NCSCPM ring and pendant. See Ways and Means Report for details. Also a proclamation designating October as "Certified Public Manager Month" and October 11th as "Certified Public Manager Day" in recognition of CPM graduation.

American Academy of Certified Public Managers

In September, approximately 4 members of NCSCPM attended the 22nd Annual Conference of the American Academy of Certified Public Managers in Oklahoma City. The theme was, "Resiliency in Leadership: Catching the Dream." The state budget limited participation by members. The NCSCPM offered to sponsor Meredith Davis the NC, 2009 Askew Award winner by paying her registration fee. Meredith was unable to attend due to the arrival of a new addition to her family.

Three members, Sarah Smith, Linda Jefferson and Steve Mastro represented the NCSCPM at the House of Delegates. Linda represents the NCSCPM at a national level as AACPM Member-at-Large. Kathy Pope from UNC-CH attended the conference, but did not participate in the HOD.

The AACPM reported a membership of 1,274 represented by 20 state Societies. Elections for 2011 AACPM Officers were held and the following persons were elected.

President Elect: Keith Heaton, Utah

Treasurer: Reva Tisdale, Idaho

Member at Large for Conferences and Communication, Michael Shoemaker, Utah

Jeffrey Kramer will serve as president in 2011 and Joyce Doakes Smith will serve as past president in 2011.

Community Service

A used book donation drive for Cary Community Lions Club was announced by Kim Gillespie. Notice was short so participation was limited.

On August 28th and November 13th members participated in a community outreach with The Green Chair Project. Members helped by cleaning and sorting items that will be used to help others in need of assistance in setting up a home. The Green Chair Project provides furniture, dishes and other household items needed to transition into a home.

In December, care baskets containing personal hygiene and health care products will be assembled and distributed to the City of Oaks Convalescent Home by members of our Society. Society members are encouraged to donate hygiene and health care products such as unused hotel products.

2010 Annual Committee Reports

2010 North Carolina Society of Certified Public Managers® - Treasurer's Annual Report

Linda Jefferson, Treasurer - NC Office of State Personnel

North Carolina Society of Certified Public Managers 2010 Budget

Category Description	2010 Budget	2010 Actual YTD	Remaining Budgeted Funds
INCOME			
TOTAL Administration	\$3,347.00	\$208.68	\$3,138.32
TOTAL Membership	\$3,030.00	\$5,025.00	\$2,135.00
TOTAL INCOME	\$6,377.00	\$5,233.68	\$5,273.32
& EXPENSES			
TOTAL Administrative Expense	\$2,217.00	\$1,315.93	\$901.07
TOTAL Education & Information for Members Expense	\$2,200.00	\$996.51	\$1,203.49
TOTAL Marketing	\$100.00	\$208.50	(\$108.50)
TOTAL Membership Expense	\$1,860.00	\$1,435.32	\$424.68
TOTAL EXPENSES	\$6,377.00	\$3,956.26	\$2,420.74
OVERALL TOTAL	\$0.00	\$1,277.42	\$2,852.58

2011 membership dues collected to date: 42 Fellows and 5 Associates

Balances as of November 2010 Bank Statement

Checking Account: \$5,214.69
 Money Market Account: \$19,028.68
 Share Account: \$31.35

Chairman of the Board

Dan Thomas – NCDOT – Transportation Planning Branch

The NSCPM Board met monthly except for the month of July. Meetings were held at various location including NC Radiation Protection Office, NC Judicial Center, and State Employees Credit Union Operations Center; several meetings were also held via conference call. The meeting dates were:

- January 14, 2010
- February 11, 2010
- March 11, 2010
- April 8, 2010 (conference call)
- May 13, 2010 (conference call)
- June 110, 2010
- August 12, 2010
- September 29, 2010
- October 14, 2010 (conference call)
- November 18, 2010 (Annual Meeting)
- December 9, 2010

Meeting minutes can be found at the NCSCPM website, WWW.NCSCPM.ORG under the *Archives* tab. The 2010 annual report will be posted after presentation at the annual meeting

Membership Committee

Chair: Kim Lash Gillespie –Department of Transportation.

Members: Ed Burt, Gloria Butler, Felicia McLean, Shirley Davis, Sarah Smith, Tami Hinton, Joel Herron, Tina Pickett, Dennis Igboko, Charlene Shabazz, Robert Webster

Membership Data

2010 Total Membership	69
2010 Total Paid Membership	66
2010 Honorary Members	3
2011 Total Membership	47
2011 Total Paid Membership	44
2011 Honorary Members	3

2011 Membership Campaign

The 2011 Membership Campaign technically kicked off in October 2010 at the PMP Graduation. However, the Society Fall Workshop was provided free to participants who joined as new members or renewed their membership for 2011. Out of the 35 Workshop attendees, 28 became members. For the PMP Graduation, membership renewal materials included the 2011 application, a cover letter, the AACPM and NCSCPM brochures, and a merchandise flyer. The application was also mailed electronically (along with the Fall Workshop brochure) to make the process more convenient for our members. A copy of the current application is also posted on the NCSCPM website.

The Membership Committee worked on increasing membership by conducting two charity programs in August and November and from October through December 2010. We helped sort, organize, and cleaned donations for The Green Chair Project, a company that reuses furnishings others don't need and puts those items in the hands of those who do need them. Our first meeting with them was August 28th. Our second meeting with them was on November 13th, where we helped load donated items into a van and took them to their warehouse. Between October 18th and December 17th, we collected toiletries to donate to those in convalescent homes and those who are at home but have limited mobility. This coming year the Society hopes to continue with charity programs.

Outreach to Graduating PMP students

Efforts were made to reach out to PMP students by focusing recruiting efforts on the 2010 PMP graduates. The Society Membership Chair gave a presentation to each student group (there were five), and one member was present to inform the graduates on their reasons for being a Society Member. These presentations were made in March and April 2010. Each presentation provided an overview of the Society and information on CPM workshops, along with snacks for the students. More presentations will probably be performed during this coming year.

Board members were present at the October PMP Graduation to answer any questions about our Society and distribute the 2010 Society Graduate Package. We are hopeful many of the new graduates will join the society

Programs Committee

Chair: Felica McLean, Department of Transportation
Committee members: Cynthia Bostic, Kim Gillespie

The 2010 NCSCPM Program Committee was comprised of creative, engaged and energetic people. The group worked very hard to develop programs that would meet the needs of Society members, PMP students and other state middle managers.

Virtual Cafe

The NCSCPM held as an alternative to the spring workshop, "The Virtual Cafe", which is an online interactive problem solving session. A topic is announced and participants are encouraged to bring their solutions to the session. This is a sharing of ideas and solutions to everyday workplace situations. Three workshops were presented in May, June and July at 1:00 p.m. The workshops were hosted by Sarah Smith with the assistance of Jane Bozarth from the Personnel Development Center. Jane offered her technological expertise and supported Sarah throughout the sessions. The Virtual Café was enjoyed by those in attendance and continued sessions are encouraged on a quarterly basis.

Fall Workshop

The NCSCPM hosted a professional development workshop entitled, "A Behavior Picture is worth a Thousand Words: Understanding Emotions and Workplace Behavior" on September 29, 2010. The workshop was held at the North Carolina State Employees Credit Union off

Wake Forest Road in Raleigh. In spite of tight budget constraints and bad weather that resulted in some last minute cancellations. 35 public managers participated in a day of fellowship, networking and professional development. The day's presenters were Anne White, M.Ed., a training consultant at the NC Department of Transportation, and Michael Brunette, the Regional Training Manager at the Piedmont Triad Training Center in Asheboro

Ways and Means

Ways and Means

Chair: Dan Thomas – NCDOT – Transportation Planning Branch

The NCSCPM added two new pieces of jewelry to the inventory this year. Rings and pendants may be order by Fellows (graduates of the CPM program). A merchandise order form was developed and put on the website, www.NCSCPM.ORG. Items that are available include:

NCSCPM Ring
NCSCPM Pendant
NCSCPM Lapel Pins
AACPM Lapel Pins
Tee Shirts
Key Rings (metal)
Key Rings (wood)
Travel Mugs

By-Laws & Ethical Practices Committee

Chair: Charlene Shabazz - Office of State Personnel

Membership Committee

Nancy Astrike, Alisa Huffman, David Johnson, and Martha Lamb

The committee held quarterly meetings on February 2, 2010; May 10, 2010; and November 3, 2010. At the committee's first meeting, a copy of the Society's Constitution and Bylaws was reviewed as well as the purpose the committee. The committee ensured that all Board Members completed their Conflict of Interest Form. At the last meeting of the year, the Committee reviewed the proposed bylaws changes for "honorary members" and "dues" and possible handling of prorated fees for membership occurring outside the regular membership drive. The committee agreed with the suggested changes and concurred with the recommendation to present the bylaws to the general membership body for approval after the annual meeting on November 18, 2010. With the primary purpose of the committee being the monitoring of ethical practices for Society members there was limited activity for the year. To ensure that this committee has a more active role in the Society, it is recommended to the 2011 Board of Directors that the responsibility for editing, updating, and publishing changes to the Society's Standard Operating Procedures (SOPs) be transferred to this committee.

Public Relations/Publication Committee

Chair: Linda Jefferson - Office of State Personnel

The Public Relations Committee consisted of one member (Linda Jefferson) who served as Chair. The Committee recommended and received approval to purchase a camera up to \$100.00. The camera will be used to take pictures at various Society functions.

The Committee produced one newsletter in 2010. Additional issues are forthcoming. The Committee also issued a news brief to the membership and wrote one press release concerning Governor Perdue's proclamation recognizing October 2010 as Certified Public Managers® Month. Also, the Committee collaborated with the Membership Committee in visiting Public Manager Program classes to promote the Society.

The Public Relations Committee also participated in graduation activities for the North Carolina Certified Managers Program. The Committee also participated in Green Share Project volunteer activity in November.

Nominations and Elections

Chair: Sarah Smith, Past President

Members: Kim Gillespie –Department of Transportation

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 2011 slate of officer to include president-elect, secretary, and three board member candidates. Elections ballots were electronically distributed via e-mail to all active members of the Society on September 20, 2010 with another call to members with outstanding ballots on October 24, 2010. Members were given until October 27, 2010 to submit their ballots either electronically via e-mail or through the US Mail. Twenty eight ballots were returned for a 43% return rate. The following candidates were elected.

Officers:

President Elect – Linda Jefferson

Secretary – Charlene Shabazz

Board of Directors:

Joel Herron

Alisa Huffman

Robert McKie

With the above changes, the treasurer and one board seat will be vacant with one year remaining. Appointments will be made for the remaining one-year terms for these officers/board members at the January 2011 meeting.

Margaret J. Bailey Public Manager Award Committee

Chair: Beverly Hall

Members: Amy Sawyer, Tina Pickett

The Margaret J. Bailey Nomination committee met at the end of September at 3825 Barrett Drive, Raleigh. Two nominations were submitted and reviewed. Both nominees were very well qualified, promote professionalism in public management and are very deserving of the award.

The committee selected Lane Bailey as the recipient after much discussion and review because of his overall contributions to the community and his ability to empower his employee's. Mr. Bailey's leadership in the development of the customer service training developed respect and commitment for all the city employee and council members involved. This is a wonderful and well deserved accomplishment across State and Local Government.

The award will be presented to Mr. Bailey at the annual meeting and the nominee, Mr. Pani Tademeti also had a great project regarding NC FLEX and will be presented with a certificate at the annual meeting.

Society Annual Report to AACPM Board of Directors 2010



North Carolina Society of Certified Public Managers

1333 Mail Service Center

Raleigh, NC 27699-1333

Officers and Board of Directors

Report Year 2010

President	Jenny Rollins, Dept. of Environmental & Natural Resources
President Elect	Felicia McLean, Dept. of Corrections/Div. of Community Corrections
Past President	Sarah Smith, UNC General Administration
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Accomplishments & Activities during Report Year:

The proclamation was signed by the Governor and read by Britt Cobb at the CMP graduation ceremony deeming October as Certified Public Manager Month and October 11th as Certified Public Manager Day. Linda Jefferson, Publications Committee issued a public announcement

Community Outreach included the following:

A used book donation drive for Cary Community Lions Club

August 28th and November 13th members participated in a community outreach with The Green Chair Project. The Green Chair Project provides furniture, dishes and other household items needed to transition into a home.

In December, three afternoons were set aside to prepared care baskets containing personal hygiene and health care products. They will be delivered on December 16 to the City of Oaks Convalescent Home.

Community outreach has become so active the board approved new position (non-elected) for Outreach Program Coordinator.

The NCSCPM held as an alternative to the spring workshop, "The Virtual Cafe", which is an online interactive problem solving session. This is a sharing of ideas and solutions to everyday workplace situations. Three workshops were presented in May, June and July.

The fall workshop entitled, "A Behavior Picture is Worth a Thousand Words: Understanding Emotions and Workplace Behavior" was held on September 29, 2010. Thirty-five public managers participated. The day's presenters were Anne White, M.Ed., a training consultant at the NC Department of Transportation, and Michael Brunette, the Regional Training Manager at the Piedmont Triad Training Center in Asheboro

The NCSCPM added two new pieces of merchandise to the inventory this year. NCSCPM ring and pendant may be ordered by Fellows (graduates of the CPM program). A merchandise order form was developed and placed on the website.

Revised the Conflict of Interest Statements before distribution and signing by Board members in February. A review of the constitution and Bylaws was completed by the Ethics Committee. The Board did an extensive review and revision of the standard operating procedures.

One newsletter has been distributed and posted to the website www.ncscpm.org in 2010 with a second one in progress. Three articles were submitted to the AACPM for that newsletter. The Publications Committee collaborated with the Membership Committee in visiting the N.C. Public Manager Program classes to promote the Society. Linda Jefferson submitted four articles to the AACPM as Member at Large for Member Affairs.

In September, approximately 4 members of NCSCPM attended the 22nd Annual Conference of the American Academy of Certified Public Managers in Oklahoma

The 2010 audit was completed in November for presentation at the annual meeting.

The NCSCPM annual business meeting was held November 18, 2010. Approximately 30 members were present. Included were two presenters, Susan Adams, a training consultant with the Office of State Personnel and Lisa Schell, Public Information Officer for the Department of Transportation.

Goals and Objectives/Progress to date:

Develop community outreach projects through the Outreach Coordinator.

Provide "Virtual Café" interactive learning quarterly

Provide two workshops for the fall and spring.

Get a signed proclamation for 2011 for October as Certified Public Manager Month and designate graduation day as Certified Public Manager Day.

Complete extensive review of standard operating procedures.

Issues of Concern (State and/or National Level):

Program committee continues to try to identify economical and high quality professional leadership training to use as online interactive workshops to our membership.

Generate ways to recruit and retain new members and engage the retired members.

Increased demands of professional duties make it difficult for members to accomplish all their responsibilities.

North Carolina continues to deal with budget issues and concerns that prohibit travel and attendance to conferences and workshops.

The NCSCPM needs technology to connect to membership using social media.

Membership Statistics:

Regular Members -68
Associate Members- 1
Honorary members -3

Our annual budget for 2010 was established at \$ \$6,377.00 and we continue to operate with a balanced budget. Currently, we have a surplus in both our checking and money market accounts and will continue to maintain sound fiscal responsibility to our members.

An internal audit of the financial reports for the period of January 1, 2010 to October 31 was conducted on November 3rd and reported at the NCSCPM annual meeting on November 18, 2010. Records reviewed included the Treasurer's Reports (January- October), and bank statements (January –October). The Society income is derived from membership dues, merchandise sales, seminars, and interest on money in various accounts.

Submitted by: Jenny Rollins, President in 2010
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