

CPM BUZZ

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Websites Worth

Visiting

- <http://www.ncscpm.org/>
- <http://www.cpmacademy.org>
- http://www.osp.state.nc.us/ExternalHome/HRD/training_menu.htm
- <http://www.careerbuilder.com>
- <http://www.fastcompany.com/topics/leadership>

Inside this issue:

- Dennis Igboko Presented the Askew Award at 2009 AACPM Conference* 2
- 2010 NCSCPM Leadership - Changing of the Guard* 2
- Linda Jefferson Wins!* 3
- SECU Launches Cash Points Global - A New Controlled Spending Account/Card!* 4
- Look Who's Certified* 5
- NCSCPM: Building a Legacy of Giving* 5
- South Carolina to Host the 2012 AACPM Conference* 5
- AACPM Calls for Henning Award Nominees* 6
- 2010 Census—Stand Up and Be Counted* 6
- CPM Buzz Photo Gallery* 7
- NCSCPM - The Latest Buzz* 8

Message from the President—*Jenny Rollins*

Greetings to all of you! The year has been a challenging one already and the officers and board are only four months into the year. Just as businesses and state government are rethinking their processes so have the North Carolina Society of Certified Public Managers®, (NCSCPM), the Public Managers Program and the American Academy of Public Managers® (AACPM).

The NCSCPM committee chairs have been extremely busy gathering and using input from their respective committees to adapt to changing times. I have attended an advisory meeting with the Public Managers Program (PMP) as they are in the process of redesi-

gning the PMP to incorporate distance learning to adapt their program to changing times. While change can be a painful process; it is the catalyst that leads to better processes and more efficiency. NCSCPM is not exempt, as times and technology change, so must we!

The Program Committee chaired by Felicia McLean has researched cost effective ways to deliver leadership training for the spring and fall workshops. Last year we incorporated web-based conferences in response to travel and budget restrictions. We look forward to continue to use this new method of training for NCSCPM.

The Membership Committee chaired by Kim Gilles-



pie is developing new information to highlight the excellent benefits we offer to members. Look for this information in the fall during our annual membership drive. Once again, Kim has been promoting NCSCPM to the current PMP students.

Linda Jefferson is chair of the Publication Committee and is working hard

Continued on page 3

NCSCPM Launched New Training Format—*Linda Jefferson*

NCSCPM entered the world of virtual training in 2009. In the face of budget and travel restrictions, NCSCPM Board was challenged with finding a way to deliver educational workshops with minimum fiscal

impact. The solution was to offer web-based training which could reach members across the state. The Society sponsored two web-based workshops in 2009 at no cost to members. The spring

and fall virtual workshops were well received by members. The most recent workshop entitled “Maximize Morale” offered strategies for

Continued on page 2

Dennis Igboko Presented the George C. Askew Award at the 2009 AACPM Conference - Linda Jefferson

Dennis Igboko was presented the George C. Askew Award at the 2009 American Academy of Certified Public Managers® (AACPM) Professional Development Conference. Mr. Igboko was presented the award for his 2008 Public Managers Program (PMP) project entitled “*Improvement on the Timeliness of Continuous Emissions Monitoring Systems Report Reviews.*” He traveled with the North Carolina delegation to Orlando, Florida to receive the award last year.

In a letter from Mr. Igboko, he said “it was such an honor to be presented the award among my professional colleagues.” He also said he will continue exemplifying the philosophy of the AACPM and principles learned at the Orlando conference.

Mr. Igboko is an employee with the North Carolina Department of Environment and Natural Resources, Division of Air Quality. His employer recognized his project for its “cost savings and improvements in efficiencies.”

The North Carolina PMP leadership issues the Askew Award annually to the “PMP student whose project best demonstrates the use of tools and skills presented in the program.” The award is given in honor of George C. Askew, the first recipient of the CPM designation. The AACPM presents the award on a one year delay.

Congratulations Dennis!

See photo on page 7

2010 NCSCPM Leadership—Changing of the Guard - Linda Jefferson

The Society welcomed a new slate of officers and Board members in 2010. Linda Jefferson was elected as Treasurer and Felicia McLean was chosen as President-Elect. Cynthia Bostic, Charlene Shabazz and Dan Thomas were elected as Board members for a two-year term.

Other members of the Board include Jenny Rollins (President), Sarah Smith (Past President), Kim Gillespie (Secretary), Alisa Huffman (Board Member), Joel Herron (Board Member) and Robert McKie (Board Member).

The Society wishes to thank the 2009 NCSCPM Board for their

leadership and guidance during a tough economic year.

The Board wishes to thank Nelse Grundvig for his contributions to the Board. He made a great impact since joining the Board in 2010. He accepted a position in Wisconsin. Good luck Nelse!

NCSCPM Launched New Training Format *(Continued from page 1)*

for managers to help reduce stress and increase job satisfaction among their staff.

“Maximize Morale” was a timely subject as state government faced reductions-in-force.

This year, the Society will offer a “virtual brown bag lunch”

series. The first session was held in May. Visit www.ncscpm.org under the events tab for registration information or contact Sarah Smith: smsmith@northcarolina.edu.

Feel free to submit suggestions for the “virtual brown bag

lunch” series to Sarah. She welcomes your feedback.

Hope you will join us for “Lunch at the Virtual Café!”



Linda Jefferson Wins! - Linda Jefferson and Sarah Smith

Linda Jefferson was elected to the American Academy for Certified Public Managers® Board of Directors as Member at Large, for Member Affairs. She was chosen over more seasoned candidates who were active in AACPM a number of years. Linda ran a positive campaign and was accessible and visible to delegates and attendees alike.

As Member at Large for Member Affairs, Linda chairs the Membership Affairs Committee. The committee is tasked with reviewing current benefits for AACPM members. The committee's objective is to identify and recommend enhanced member benefits to the delegates and the AACPM Board.

She also will help mentor new Societies and update standard operating procedures for AACPM. Linda began her two-year term January 1, 2010. *(See picture on page 7)*

Message from the President *(Continued from Page 1)*

to keep Society members informed through the newsletter. Linda also serves as the Member-at-Large, Member Affairs for the AACPM. The AACPM is the national/parent organization for NCSCPM.

The Ethics Committee is chaired by Charlene Shabazz. This committee revised the Conflict of Interest form. Board members have signed this form and returned it to the committee. Board members will now be required to sign a Conflict of Interest form annually.

The Ways and Means Committee is

chaired by Dan Thomas. Dan is leading the effort to post the merchandise to the Society's website. Joel Herron, a member of the committee, researched and submitted a new merchandise item. We are excited to present a NCSCPM ring and pendant for purchase this year. I saw a picture of both items and I must say, it is extraordinary. More information regarding available merchandise for purchase is forthcoming.

Sarah Smith, our past president, has been archiving documents from the previous years and updating the

Society's standard operating procedures and website. We would like to recruit some other talented members that enjoy web design to assist her.

The Audit Committee chaired by Tami Hinton has completed the Society's internal audits for the past two years.

We continue to look for opportunities to develop regions within the Society. Joel Herron is the regional coordinator for this year. We are very open to feedback *(continued below)*

and suggestions you may have regarding regional development. The NCSCPM is a volunteer organization. It depends on the commitment and dedication of persons, such as those mentioned above and all the members serving on their committees to make a difference and to pave the way for the future!

I would like to encourage each of you to not only be a member, but volunteer for one of the committees. There is a lot of work to do! It gives you the opportunity to network, reconnect with some of your PMP classmates and build relationships with other public managers in state

government. The majority of the work performed by committees is done through e-mails or teleconference. Now, distance is no longer a barrier to participating in Society events.

There are many opportunities for you to serve in the Society. With these opportunities available, you may wonder where do I start. The best way to get started is to serve on one of the many committees. Come work side by side with our committee chairs and be mentored to perhaps one day fill their shoes. Feel free to contact any committee chair using the information on the

last page of this newsletter. You can also visit the Society's website for more details about the various committees at www.ncscpm.org.

If you are interested in bringing your talent and innovative ideas to the Society to steer the operations and leadership as an officer or board member please e-mail jenny.rollins@ncdenr.gov. Elections are held in the fall and your name could possibly be on the ballot.

The bottom line is the Society is far better with you involved. I look forward to serving you this year!

SECU Launches Cash Points Global - A New Controlled Spending Account/Card!

- Leigh Brady

The State Employees' Credit Union (SECU) is now offering members a brand new account/card option designed to help them manage their spending --- introducing Cash Points Global (CPG). Cash Points Global is a controlled spending account with electronic only access through a CPG card. There are no checks, no paper statements and all transactions are limited to the available funds in the account, so there is no risk of overdraft or NSF fees. Expected to be popular among numerous member groups, the CPG account/card is especially ideal for travelers, frequent online shoppers, students and those without a traditional checking account.

SECU intentionally designed Cash Points Global to meet the needs of various members and provide convenience with a no overdraft risk account. With

the elimination of paper Travelers Cheques at SECU by the end of April, CPG provides a wonderful alternative to access funds during trips. The controlled spending feature of the account/card also appeals to not only students and their parents, but also to members who may not currently have traditional checking services. The CPG account/card, with a \$1.00 per month fee (routed to the SECU Foundation), can be used anywhere the Visa logo is displayed! Access is also allowed at any of SECU's 1,100 Cash Points Automated Teller Machines, through ASK-SECU phone service or via the web at www.ncsecu.org in secure Member Access or Mobile Access.

Leanne Phelps, Senior Vice President of SECU's Card and Record Services states, "SECU is very excited to have Cash Points Global available, as it can

benefit so many of our members. Not only is it a great account for travelers and students, online shoppers can limit their fraud risk exposure with this controlled spending account/card and members who do not have a traditional checking account can use CPG to handle their financial affairs in a traditional manner, even using SECU's BillPay service. And prior to announcing CPG to SECU's membership, the Credit Union opened more than 700 Cash Points Global accounts, demonstrating what we expect will be a strong positive response for this product!"

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Look Who's Certified - *Linda Jefferson*

The Certified Public Manager Program held its graduation on October 5, 2009 at the North Carolina Museum of History. Sixty-five fellows representing 17 agencies were conferred certificates. The Society distributed programs, congratulated the graduates, and discussed the benefits of becoming a member. Patrick McCoy, Human Resources Director for Appalachian State University, delivered the graduation address. Our very own Sarah Smith - NCSCPM 2009 President— addressed the graduates

and urged them to continue their pursuit of professional development through membership in the American Academy for Certified Public Managers® via the NCSCPM.

Graduates

Ronn Abernathy, DJJP
Paula Baird, ITS
Johnny Barnes, DENR
Christopher Battista, DOJ
Julia Brigman, DOC
Keita Cannon, OSP
Kim Colson, DENR
Alena Cook, DOT

Nakina Creel, AOC
Tim Crouch, DOL

Meredith Davis, AOC
Bryan Edwards, DOT
Maxine Evans-Armwood, DJJP
John Farley, DOT
Veronica Grantham, ESC
Aaron Griffin, DOT
David Hardy, NCDA&CS
Kimberly Harrell, DENR
John Hawkins, DOR
M. Wanda Henderson, DOR
Tambera Hill, DHHS
Debbie Hughes, DOC
Melissa Jackson, AOC

Continued on page 6

NCSCPM - Building a Legacy of Giving - *Linda Jefferson*

The NCSCPM continued to make a difference in the community. Kim Gillespie once again spearheaded the effort to collect, assemble and deliver care baskets to the City of Oaks Convalescence in 2009. Kim's team of volunteers do a fantastic job assembling the baskets.

At the 2009 annual meeting, the Society collected can goods to be given to the North Carolina Food Bank.

This year, the NCSCPM donated books to the Cary Lions' Club. The books will be sold and proceeds will be given back to local charities.

The Society is building a legacy of giving and making a difference in the communities for which we live. Lending a helping hand is part of being a leader in the community.

South Carolina to Host the 2012 AACPM Conference- *Linda Jefferson*

The South Carolina Society of Certified Public Managers® (SCSCPM) will host the 2012 American Academy of Certified Public Managers® Professional Educational Conference. The conference will be held in Columbia, South Carolina.

The NCSCPM Board decided to reach out to our sister Society as they begin the conference planning process. It is exciting to have the AACPM conference in our backyard. The AACPM conference is an excellent opportunity for professional develop-

ment, continued engagement in public management training and networking.

Stay tuned for more information about the 2012 conference as it unfolds. We would like for North Carolina to be well represented by participant and volunteers.

Look Who Is Certified - *(Continued from page 5)*

Graduates Continued

Tom Jackson, DENR
Tasha Johnson, DOT
Gary Jones, DOC
Cynthia Karoly, DENR
Charles Keller, AOC
Kathleen Kidd, NCDA&CS
Jessica Kuse, DOT
Linda Linfors, DHHS
Marie Livingstone, OSP
Marilyn Long, DHHS
Charles Mallonee, DJJP
Robert Midgette, DENR
L. Darryl Mitchell, DOR
Roosevelt Monroe, DOT
Robert Montgomery, DOJ
G. Anthony Norwood, DOA

James O'Neal, DENR
Jacqueline Parker, DOC
John Penny, DOT
Brian Phillips, DENR
Donald Pinchback, DJJP
Ramona Richmond, NCSOA
Mack Rivenbark, III, DOT
Denise Rogers-Murray, DHHS
Kimberly Sabol, DOR
John Shaw, CC&PS
Diane Smith, ESC
Jeffery Smith, ESC
Lewis Smith, DOC
Kathryn Sommese, DHHS
Drew Stanley, DOC
Roger Thomas, DOT
Bonnie Tripp-Simmons, DOT

Dana Vojtko, OAH
Scott Walston, DOT
Oliver Washington, DOC
Lonnie Watkins, DOT
Derrick Weaver, DOT
William Willets, DENR
Marsha Woodall, DJJP



American Academy of Certified Public Managers® Calls for Henning Award Nominees ■ *Sarah Smith*

The AACPM has issued the call for nominees for the Kenneth R. Henning Award. State Societies may submit one nomination to AACPM for consideration. The Henning award is the highest honor bestowed by the Academy. Mr. Henning is credited with the vision of a quality management development program

tailored to the needs of state government employees and his vision resulted in the implementation of the Certified Public Manager® concept. The NCSCPM is asking members to submit names to the NCSCPM Board for consideration. Those considered for nomination must be members in

good standing with the Society and the AACPM. Contact Sarah Smith Sarah Smith at smsmith@northcarolina.edu or Charlene Shabazz at charlene.shabazz@osp.nc.gov for more information about the Henning Award and the nomination process.

Welcome to CPM Buzz Photo Gallery!



Photo (left): Dennis Igboko holding George C. Askew award at 2009 AACPM conference



Photo (right): Linda Jefferson and 2009 AACPM President,

Steve Mastro at 2009 AACPM conference



Photo (above): North Carolina delegation at 2009 AACPM conference; (left to right) Steve Mastro-2009 AACPM President, Dennis Igboko, Trish Holmes, Linda Jefferson, Ed Burt, and Sarah Smith



Photo (above): NCSCPM 2010 Board of Directors; (left to right) Dan Thomas (Board Chair), Jenny Rollins (President), Felicia McLean (President-Elect), Charlene Shabazz (Board member), Cynthia Bostic (Board member), & Kim Gillespie (Secretary). Not shown: Linda Jefferson (Treasurer), Robert McKie (Board member), Alisa Huffman (Board member) & Sarah Smith, (Past President) See *..Changing of the Guard* "article on page 2

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Name

Jenny Rollins, President
Felicia McLean, President-Elect
Sarah Smith, Past President
Linda Jefferson, Treasurer
Kim Gillespie, Secretary
Dan Thomas, Board Chair
Joel Herron, Board Member
Charlene Shabazz, Board Member
Cynthia Bostic, Board Member
Alisa Huffman, Board Member
Robert McKie, Board Member



*Fostering Leadership and
Professionalism in Public Service*

The North Carolina Society of Certified Public Managers exists to promote fellowship and cooperation in public service, to provide expertise for conducting research and special problem investigations, to provide training for the advancement of managerial abilities, to establish standards of performance for managers in public services, to encourage recognition of public management, and to assist agencies in public and private services.

The NCSCPM works closely with the Certified Public Manager Program, which is conducted by the Office of State Personnel Human Resources Development Group. The purpose of the CPM is to provide an in-depth, comprehensive training program for middle managers from state government agencies and university campuses. Graduates of the CPM are designated as Certified Public Managers, which is recognized by a national consortium of over 20 states.

Visit us on the web at www.ncscpm.org

NCSCPM: The Latest Buzz

Recent Announcements

NCSCPM members are on the move. Our members are highly sought after professionals, who realize career advancement and promotional opportunities on a regular basis. We would like to share success stories of our members, including recent promotions or other job changes as well as recent certifications or other professional credentials. The NCSCPM continues to seek ways to demonstrate the CPM designation is recognized across state government as a symbol of professionalism and expertise in the area of public management. Help us get the message out.

Please share your recent announcement with Linda Jefferson at linda.jefferson@osp.nc.gov.

NCSCPM Members on Active Deployment

We would like to include profiles or news of NCSCPM members and CPM Fellows, who are actively deployed in military service. If a CPM from your agency/division is deployed, please share the information with us so we can highlight their service in upcoming issues of the NCSCPM newsletter. Send the information to Linda Jefferson at linda.jefferson@osp.nc.gov.

NCSCPM Member Profiles

NCSCPM member profiles are posted on website and are published in the NCSCPM newsletter. We would like to include more profiles in order to better represent who is "membership" and to publish first-hand accounts of the benefits of the CPM designation and joining NCSCPM.

For member profiles, please send information about your current position/agency, the year you received the CPM designation and provide a brief description of how the CPM designation has benefited you and why you joined the NCSCPM. Contact Linda Jefferson at linda.jefferson@osp.nc.gov to have your profiles listed.

NCSCPM Member Spotlight

We are still looking for members with interesting hobbies or interests outside the workplace. We recently published articles on Tina Pickett, Pete Burke and Greg Cain. In fact, the Pete Burke article was reprinted in the AACPM spring newsletter. For member spotlight articles, please contact Linda Jefferson at linda.jefferson@osp.nc.gov.