

# THE MISSISSIPPI MANAGER



Official Publication of the Mississippi Society of Certified Public Managers

Volume IV, Issue II

*Dedicated to Improving the Quality of Public Management*

JUNE 2007



**HAPPY  
Fourth of July**

## **Important Upcoming Dates To Remember**

Next Board Meeting	July 10
Fall Conference	October 26
Nominations Due	August 17
Ballots Due By	Sept. 30

## **Inside this issue:**

*President's Message*

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## **MDOT's Louis (Skip) King wins 2006 Askew Award**



Congratulations to Mr. Louis "Skip" King from the Mississippi Department of Transportation (MDOT) who has been selected as the Mississippi recipient of the George C. Askew Award for his model CPM project titled "Recruitment and Retention Program for Right of Way Agents." The Askew Award is given annually by each individual CPM program to the applied model CPM project it deems exemplary. The award is named after George Askew, the first CPM graduate. Askew Award recipients receive a lovely medallion at the Awards Banquet at the Annual American Academy of Certified Public Managers (AACPM) Conference, which will be held in Madison, Wisconsin in September 2007.

Mr. King's project deals with implementing a recruitment and retention program for MDOT's Right of Way Agent job series to help prevent the exodus of staff just as they have been trained to learn their jobs. This program will be transferable throughout the agency and can be adapted to apply to most job classes. This program will allow MDOT to 1) identify gaps in importance and satisfaction of employees in many critical areas, 2) work with Human Resources to help with the Legislative and State Personnel Board related issues, and 3) get outside help involved with recruiting issues. This project details the implementation of these ideas for what is the most difficult job class for MDOT to fill, the Right of Way Agent.

As a result of Mr. King's project, MDOT was able to request special recruitment consideration from the State Personnel Board. During its last regular meeting, the Board granted MDOT's request. This is an excellent example of the return on investment of a CPM project.

It is of interest to note that this is the second MDOT participant in a row to win the Askew Award. Mr. Mark Holley from MDOT was the 2005 Askew

*(Continued on page 8)*

**MSCPM**  
**Executive Board**

President  
Ray Balentine  
MS Dept. of Transportation  
601-359-7025  
[rbalentine@mdot.state.ms.us](mailto:rbalentine@mdot.state.ms.us)

President Elect  
Rachel Britt  
Juvenile Rehabilitation Facility  
601-823-5700  
[rbritt@jrf.state.ms.us](mailto:rbritt@jrf.state.ms.us)

Secretary  
Diane Mattox  
PERS  
601-359-2244  
[diane\\_mattox@pers.state.ms.us](mailto:diane_mattox@pers.state.ms.us)

Treasurer  
Greg Duncan  
MS Fire Academy  
601-932-2444  
[gduncan@msfa.state.ms.us](mailto:gduncan@msfa.state.ms.us)

Publications  
Bill Greenleaf  
MS Dept. of Corrections  
601-359-5646  
[bgreenleaf@mdoc.state.ms.us](mailto:bgreenleaf@mdoc.state.ms.us)

Membership  
Shelly LeGrand  
MS Gaming Commission  
601-576-3842  
[slegrand@mgc.state.ms.us](mailto:slegrand@mgc.state.ms.us)

Past President  
Cheryl Lunsford  
MS Dept. of Transportation  
601-359-7125  
[clunsford@mdot.state.ms.us](mailto:clunsford@mdot.state.ms.us)

Marketing  
Becky McNelis  
Office of State Auditor  
601-576-2648  
[becky@osa.state.ms.us](mailto:becky@osa.state.ms.us)

Conference/Training  
Melissa Collier  
Dept of Environ. Quality  
601-961-5025  
[melissa\\_collier@deg.state.ms.us](mailto:melissa_collier@deg.state.ms.us)

CPM Program Dir.  
Jennifer Sledge  
State Personnel Board  
601-359-4115  
[jsledge@spb.state.ms.us](mailto:jsledge@spb.state.ms.us)



## President's Message



Ray Balentine

It's hard to believe, but we are half way through this year. If you missed this year's annual meeting in Tunica, you really missed a great time. The meeting agenda was the best that I can remember and the networking opportunities were really good. I would like to again thank all those who had a part in putting the program together and making the conference a huge success. You will see the details for the fall conference elsewhere in the newsletter. It will be held on October 26 at Eagle Ridge Conference Center in Raymond. I hope that you will make plans to attend. There will be another outstanding agenda that I think you will find enjoyable and worthwhile.

Finally, I want to encourage you to be champions for the Society. You can do this in several ways. Encourage those in your agency to join the Society and then to be active. For any group, it is extremely important to bring in new ideas and perspectives. Perhaps the most basic way of support is to be an ambassador for the CPM Program. Let your agency heads and administrators know of the value of the program. With the changes that occur at the top levels of state agencies, it is critical to keep them informed and knowledgeable of the kind of quality that the CPM program has to offer. I am convinced that it is one of the best investments that state government can make in its employees.

Thanks again for giving me the opportunity to serve as your president for 2007.

*Ray Balentine, CPM*

## MSCPM Annual Conference 2007

*By Melissa Collier, Conference & Training*

One hundred fourteen managers and employees for the State of Mississippi gathered in Tunica, Mississippi, on May 9 - May 11, 2007 for the MSCPM Annual Conference. They were joined by seventeen presenters who brought their perspective on critical issues; such as preparing for the future, developing management skills, and inspiring oneself to reach their personal best.

The theme for this year's conference was "Life Is a Team Sport". The training committee separated the conference into three tracks - with the purpose of providing each attendee a variety of choices dependent upon their needs. For those who had completed the CPM program, seminars were provided that were motivating and inspiring. For those currently in the CPM program, training was provided to assist them in obtaining elective credits, while enhancing their management skills. For everyone, information was presented that enlightened us on everything from estate planning to identity theft.

"Our first goal for the conference this year was to provide thought-provoking presentations on a variety of topics," said Rachel Britt 2007, Program Committee Chair for MSCPM. "In addition, we wanted to make the conference applicable to everyone regardless of their stage in life."

"State employees who are in the CPM program or members of MSCPM provide a wide range of services. The MSCPM Annual Conference offered the opportunity for these people to meet together to exchange experiences and information which will enhance their ability to serve. As they have similar interests there is great benefit in meeting regularly to learn and share experiences," stated Melissa Collier, Program Committee Co-Chair.

This year's conference was successful but there is always room for improvement. More members are invited to get involved in the planning and managing the events. Let's make next year's conference even better. If you would like to be involved, contact one of the executive board members and express your interest.



## **MSCPM Officers Nominations and Election Upcoming**

*By Cheryl Lunsford, Nominations/Election Chair*

It's that time of year again when you, the members of the Mississippi Society of Certified Public Managers (MSCPM), nominate new officers for 2008. The process of selecting a new Executive Board is very important to continue the success of the society, and it starts with the nomination process. The slate for 2008 will include President-Elect, Secretary, and the Members-at-Large for Membership, Publications, Marketing, and Training/Program Committee. You can find a list of the current Executive Board members on page two of this newsletter.

The request for nominations is made to all active members of the Society. Please think about who you want on your board and if you, yourself, want to participate as an active member of the Society by serving on the board. Volunteering to serve as an officer on the MSCPM Board is very satisfying and rewarding. All active members will be receiving a nomination form in the mail around August 1. And, for your convenience, a nomination form is included in this newsletter! We will begin accepting nominations on August 1, 2007. **Nominations are due on or before August 17, 2007** and should be submitted as instructed on the form.

The responsibilities of the President-Elect include chairing the Program Committee and performing other duties assigned by the President. The President-Elect serves on the Board in that capacity for one year, as President for one year, and as Past President for one year. The Secretary records the minutes of Society meetings and presents them to the Board for review and approval, serves as custodian of the Standard Operating Procedures Manual and the Constitution and Bylaws, and maintains year-specific and permanent Society records. This is a two-year term.

The four Members-at-Large are one year terms. Their responsibilities include chairing their respective area Committees, representing the general membership, and providing advice on various issues presented to the Board. Any questions concerning any of the nomination/election process should be addressed to Cheryl Lunsford, Election Committee Chair, at 610-359-7125 or emailed to [clunsford@mdot.state.ms.us](mailto:clunsford@mdot.state.ms.us). Election Committee Members include Ann Divine and Skip King from the Mississippi Department of Transportation.

Ballots with the nominees for each office will be mailed August 31, 2007 to all voting members of the Society. Remember, all active and associate member of the society are eligible to vote. **Ballots must be returned or postmarked no later than September 30, 2007.** The results of the election will be announced at the MSCPM One Day Training Event on October 26, 2007. New officers will be installed during December and take office on January 1, 2008.

## MSCPM Executive Board Duties

### **President**

Schedules regular and special meetings  
 Presides at all meetings  
 Enforces the Constitution and By-laws  
 Ex-officio of all committees except Nominations  
 Appoints committee chairmen  
 Issues membership certificates and welcome letters  
 Serves on the CPM Advisory Committee  
 Represents Society at meetings of the American Academy of Certified Public Managers (AACPM)  
 Coordinates activities and responsibilities with other board members  
 Coordinates and assists with budgetary processes  
 Serves as Society contact for American Academy of Certified Public Manager (AACPM) communications  
 Coordinates Society representation in AACPM newsletter

### **President-Elect**

Automatically advances to the office of President  
 Presides at meetings in absence of President  
 Represents the Society in the absence of President  
 Chairs Program Committee and coordinates development of training opportunities with Member-At-Large (Training)  
 Coordinates development of budgets for training opportunities

### **Secretary (two year term)**

Attends Executive Board meetings, taking minutes and disseminating to board members prior to next meeting  
 Checks mailbox weekly and disseminates mail  
 Logs in membership checks and forwards to Treasurer with appropriate documentation  
 Maintains updates to the MSCPM Standard Operation Procedures Manual  
 Serves as historian for Society preserving a copy of all activity documentation

### **Treasurer (two year term)**

Attends Executive Board meetings  
 Receives/deposits all funds belonging to Society  
 Collects dues; keeps logs of names then forwards information to Member-At-Large (Membership)  
 Dispenses monies for Society expenses  
 Provides financial statements at each business meeting of monthly income and expenditures  
 Assists in budgetary processes

### **Member-At-Large (Publications)**

Attends Executive Board meetings  
 Primary responsibility is creation of *Mississippi Manager*  
 Serves as Chair of Publication Committee whose responsibility is to solicit newsletter articles and aid in the creation and distribution of newsletters  
 Coordinates updates to the Society website with webmaster

### **Member-At-Large (Membership)**

Attends Executive Board meetings  
 Disseminates membership applications  
 Makes presentations about Society at sessions determined by the CPM Program Director  
 Creates and issues invoices to members for renewal  
 Compiles membership information, creating membership directory  
 Provides assistance to President with creation and distribution of Membership Packet  
 Maintains membership database  
 Creates and maintains e-mail notification program

### **Member-At-Large (Marketing)**

Attends Executive Board meetings  
 Serves as Chairman of the Marketing Committee  
 Develops marketing plan for the year outlining efforts to market the Society to CPM program participants and promote the program and Society to the general public  
 Maintains inventory control and accountability of marketing merchandise with reports to the Board  
 Coordinates marketing information published in the *Mississippi Manager*  
 Coordinates purchase, storage, and presentation of CPM Graduation gifts with President

### **Member-At-Large (Training)**

Attends Executive Board meetings  
 Coordinates all decisions with President-Elect and assists or coordinates in all stages of program organization, budget and presenter communication  
 Develops publicity documents, coordinating duplication and distribution  
 Serves as Society's primary contact with conference/training site representatives  
 Recommends committee responsibilities and assists committee with volunteer recruitment

### **Past President**

Attends Executive Board Meetings  
 Chairs the Nominations/Election Committee  
 Assists current board with transitional issues

## MISSISSIPPI SOCIETY OF CERTIFIED PUBLIC MANAGERS 2008 OFFICER NOMINATION FORM

### INSTRUCTIONS:

1. Any member may nominate an **Active Member** whose dues are current and who is in good standing in the Mississippi Society of Certified Public Managers. Votes can be cast only by Active and Associate members. Nominations must be submitted to the current Nominations/Elections Chair for consideration.
2. The nominator is responsible for insuring the first four sections of this form are fully and accurately completed and for submitting completed form to the Chairman of the Nominations/Elections Committee by the due date.
3. Fully completed nomination forms must be received by the Chairman at the address below no later than **August 17, 2007**, to be considered. The form may be mailed or faxed to:

Cheryl Lunsford, CPM  
Mississippi Department of Transportation  
P.O. Box 1850  
Jackson, MS 39215-1850  
Fax 601-359-7054

### SECTION I: NOMINEE DATA

Name of Nominee: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Fax: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_ E-mail: \_\_\_\_\_

### SECTION II: NOMINEE DATA

Check the specific office for which person listed in Section I above is nominated:

President-Elect       Member-At-Large (Membership)       Member-At-Large (Marketing)  
 Secretary\*       Member-At-Large (Training)       Member-At-Large (Publications)

\*This position serves a two-year term.

### SECTION III: NOMINATOR DATA

Name of Nominator: \_\_\_\_\_ Phone: \_\_\_\_\_  
Address: \_\_\_\_\_ Fax: \_\_\_\_\_  
City/State/Zip: \_\_\_\_\_ E-mail: \_\_\_\_\_

### SECTION IV: NOMINEE CERTIFICATION

*The nominee must read and sign the certification below. Refer to job descriptions on reverse of form.*

This is to certify that I have reviewed the responsibilities of the office for which I am nominated, am willing to serve, and, if elected, I will fulfill the duties of my office. Additionally, my membership dues are current.

\_\_\_\_\_  
Signature of Nominee

\_\_\_\_\_  
Date

### SECTION V: STATE SOCIETY CERTIFICATION OF NOMINEE

*To be completed by Nominations/Elections Chair*

This is to certify that the nominee listed on this nomination form is in good standing and that dues for the current year have been received by the Society Treasurer.

\_\_\_\_\_  
Signature of Nominations/Elections Chair

\_\_\_\_\_  
Date

## CONGRATS TO RECENT GRADUATES ON JUNE 15, 2007

### CERTIFICATES IN SUPERVISORY MANAGEMENT (CSM)

**Adam Aleithawe**, MS Department of Transportation  
**Nick Altobelli**, MS Department of Transportation  
**Annette Anderson**, MS Development Authority  
**Johnny Anderson**, North MS State Hospital  
**Mary Evelyn Barnes**, MS Dept. of Environmental Quality  
**Jerry Beasley**, MS Dept. of Environmental Quality  
**Mary Beaty**, East MS State Hospital  
**Patsy Brown**, MS Development Authority  
**Kerry Bynum**, Boswell Regional Center  
**Patricia Carter**, East MS State Hospital  
**Robert Chapman**, MS Department of Transportation  
**Cindy Cooley**, Ellisville State School  
**Mike Cresap**, MS Department of Transportation  
**Debbie Dale**, South MS State Hospital  
**Carol Dykes**, Ellisville State School  
**Julie Ethridge**, MS Department of Transportation  
**Mike Gallarno**, Division of Medicaid  
**Rhonda Hicks**, Ellisville State School  
**Leigh Horton**, Dept. of Mental Health  
**Shondra Houseworth**, State Personnel Board  
**Christina Jones**, MS Department of Mental Health  
**Jerry King**, MS Gaming Commission  
**Betty Livingston**, Ellisville State School  
**Russell Lyons**, MS Department of Environmental Quality  
**Michael R. McReynolds**, City of Columbus Fire Dept.

**Tonya Neely**, MS Development Authority  
**Lynda O'Neal**, MS Development Authority  
**Alison Opdyke**, MS State Hospital  
**Chad Parker**, MS Dept. of Rehabilitation Services  
**David Pilcher**, MS Dept. of Archives & History  
**Richard Pittman**, MS Department of Transportation  
**Leslie Rankin**, MS Department of Transportation  
**Cynthia Renot**, Boswell Regional Center  
**Jeanette Sanderson**, Information Technology Services  
**Cindy Schoonmaker**, MS Development Authority  
**Jan Sims**, MS Development Authority  
**Wayne Stafford**, MS Department of Transportation  
**Lynda Stephens**, South MS State Hospital  
**Bobbie Tate**, MS Development Authority  
**Marcia Taylor**, Central MS Residential Center  
**Kim Thurman**, MS Department of Transportation  
**James M. Turner**, MS Department of Transportation  
**Denise Walker**, Ellisville State School  
**Mark Ward**, City of Columbus Fire Dept.  
**James White**, DFA/MS Management & Reporting System  
**Greg Williams**, MS Department of Transportation  
**Bobbie Wilson**, MS Development Authority  
**Lamar Wilson**, State Tax Commission  
**Chad Winter**, MS Department of Environmental Quality  
**Sabrina Young**, South MS State Hospital

### CERTIFIED PUBLIC MANAGERS (CPM)

**Pam Bagley**, State Personnel Board  
**Caroline Banyard**, MS Dept. of Corrections  
**Ricky Beckwith**, North MS Regional Center  
**Carolyn Bell**, MS Dept. of Transportation  
**Beverly Commodore**, City of Hattiesburg  
**Ray Eaton**, MS Dept. of Environ. Quality  
**Denise Hodge**, North MS Regional Center  
**Gena Hopkins**, City of Hattiesburg

**Elizabeth Jackson**, MS Develop. Authority  
**Mary "Cindi" Jordan**, Dept. of Health  
**Tirey Keaton**, State Personnel Board  
**April Lazenby**, City of Hattiesburg  
**Tee McCovey**, Dept. of Employ. Security  
**Robert Rhoads**, Public Empl. Retire. System  
**Gene Rowzee**, Dept. of Mental Health  
**Francis Rullan**, Division of Medicaid

**Geraldine Rutledge**, East MS St. Hosp.  
**Kimela Smith**, Dept. of Mental Health  
**Janice Trexler**, Dept. of Rehab. Services  
**Karen Warner**, MS State Hospital  
**Leslie White**, North MS Regional Center  
**Arleatha Williams**, MS Dept. of Correct.

### Congratulations to all Graduates who achieved Model Projects.

**Nick Altobelli**, MS Department of Transportation  
**Mary Evelyn Barnes**, MS Dept. of Environ. Quality  
**Jerry Beasley**, MS Dept. of Environmental Quality  
**Mike Cresap**, MS Department of Transportation  
**Debbie Dale**, South MS State Hospital  
**Shondra Houseworth**, State Personnel Board  
**Elizabeth Jackson**, MS Develop. Authority  
**Christina Jones**, MS Department of Mental Health  
**Tirey Keaton**, State Personnel Board  
**Lynda Stephens**, South MS State Hospital

**Karen Warner**, MS State Hospital  
**Jan Sims**, MS Development Authority  
**Bobbie Tate**, MS Development Authority  
**Kim Thurman**, MS Department of Transportation  
**Denise Walker**, Ellisville State School  
**Robert Rhoads**, Public Employees Retire. System  
**Arleatha Williams**, MS Dept. of Corrections  
**Greg Williams**, MS Department of Mental Health  
**Sabrina Young**, South MS State Hospital

## “Money — It’s a hit”



Greg Duncan

The Spring Conference at the Hollywood Casino was a big success. The speakers were great- in fact too great. We had so many quality speakers it made the session selection decision difficult. What a wonderful problem. The Nautical Networking Dinner was great. Every body that that got on the boat- got off of the boat at the end

of the cruise. It was my pleasure to put faces with names at the Spring Conference. Money wise, at the time of this writing we still have about \$4000 in unpaid conference registrations. We are working to collect these registrations.

We are at the half way point of the year. Membership dues for 2008 and the Fall Conference are the next two big items on the agenda that will involve the collection of money. I would like to remind members about the problem we have had and will continue to have until adherence to proper handling of PayMode payments procedures is accomplished.

The State of Mississippi requires all vendors who do business with the State of Mississippi to be paid electronically. MSCPM is considered a vendor with the state. Therefore, the conference registration payments and membership dues are received by our organization electronically. The

### **Askew Award continued from p1.**

Award winner. Model projects are published annually in the Profile of Excellence. You may ac-

cess the Profile of Excellence from the MCPM Program website:  
<http://www.spb.state.ms.us/training/cpminfo00b.aspx>

problem is that many of the electronic payment notices do not include a name of the person for whom the conference payment or dues are being paid. SOMEBODY is a member, but I do not know who it is. I have to call the “finance person” with a state agency and ask for help to identify who the conference registration or dues payment is for to ensure that SOMEBODY has a name and is a member and that proper credit is given for conference registration or due.



If you are a state employee member, you can help by making sure that the “finance person” remitting payment for your conference payment makes an entry on the “Line Description/ Acct Description spaces in the PayMode transaction. When paying annual dues please ask the “finance person” to send a copy of your membership invoice to me and to make sure to make an entry on the “Line Description/Acct Description spaces in the PayMode transaction. These measures would allow the treasurer’s office to function in a more effective and efficient manner. Please share this article with your “finance person.” He or she will understand what I am talking about. Please contact me at 601-932-2444, if you need clarification concerning this matter.

Until later, keeping the Money Tree watered in the heat of summer.

Greg Duncan, CPM

Jennifer P. Sledge  
MCPM Program Director



**MISSISSIPPI STATE  
PERSONNEL BOARD**  
*OFFICE OF TRAINING*

**WORKPLACE VIOLENCE  
PREVENTION**



**INSTRUCTOR:** David Hayes

**OBJECTIVES:** The most common and tragic statements we hear after an incident of workplace violence are, "I never thought it could happen here!" or, "I never thought of that person as really being dangerous!" The sad fact is that violence can happen in any work environment and there are usually clear warning signs of which we all need to be aware. This interactive and thought-provoking course is designed to equip employees with potentially lifesaving information that can help them prevent violence as well deal with the aftermath of violence, if necessary. The course also includes procedures for investigating and reporting incidents of violence or threats, and common sense guidelines for keeping employees safe and secure in their work environment.

- To examine facts and statistics concerning violence in the workplace in order to develop a **heightened awareness** of the impact of violence on today's workplace.
- To examine the **risk factors** that can contribute to the likelihood of violence in the workplace.
- To become familiar with **common warning signs (attitudes and behaviors)**, that may be noticed in potentially violent employees before an act of violence occurs.
- To examine events that may serve as **triggers** to an act of violence on the part of a potentially violent employee.
- To develop **intervention and de-escalation strategies** in order to defuse potentially violent situations.
- To understand the **responsibilities of agencies, managers and employees** for reporting incidents of violence or threats as well as post-trauma crisis management.
- To understand policy recommendations regarding **weapons and telephone threats** related to bombs and other dangers.
- To explore some common sense recommendations for employee precautions and for making sure the **work environment** is physically secure.

- **DATES:** July 16, 2007
- **TIME:** 8:30AM – 4:30PM (6 hours of CPM Levels 4-6 Elective Credit)
- **TARGET AUDIENCE:** All Staff/Supervisory/Management
- **COST:** \$69.00

**REGISTRATION INFORMATION**

Online registration is available through the MS Enterprise Learning Management System (MELMS) using your Access Channel for Employees (ACE Id) or by mailing (301 N. Lamar St., Ste. 203, Jackson, MS 39201) or faxing (601-359-2717) a registration form.

**FOR MORE INFORMATION**

Please contact Jennifer Sledge 601-359-4115 or at [jsledge@spb.state.ms.us](mailto:jsledge@spb.state.ms.us) should you have questions.



## **One Day Training Event to Be Held October 26, 2007**

The Program Committee is pleased to announce that a one day training event will be held at the Eagle Ridge Conference Center in Raymond, Mississippi on Friday, October 26, 2007. This event will continue the theme from our 2007 Annual Conference held in Tunica, Mississippi, "*Life is a Team Sport.*" Tentative activities for the day include a panel discussion, motivational speakers and a great lunch.

The panel discussion will focus on real life issues occurring everyday in state government and will be "coached" by Ed LeGrand, Executive Director of Mental Health. Panel members tentatively include Jan Walker, Insight Consulting, PA; Mark Yeager, Department of Mental Health; Ray Balentine, Mississippi Department of Transportation; Pat Robertson, Public Employees Retirement System; and, Ann Thames, Department of Mental Health. This diverse team will discuss a range of real life issues including training, legal, human resources, and upper level management and leadership.

Our speakers for the day tentatively include Chris Lewis, Jessica Hewett, and Todd Ellis. Some of you may know Chris Lewis from the MSCPM 2007 Annual Conference in Tunica. Jessica Hewett and Todd Ellis are with the Mississippi Mudcats, the state's only professional indoor football team. Jessica will be our lunch speaker and Todd will motivate us during the afternoon session.

There will also be a short business meeting at which time the results of the Executive Board Elections will be revealed and the new Officers for 2008 will be announced.

More detail information will be mailed to you soon, so watch your mailboxes! Meanwhile, mark your calendars and make your plans to join us for this one day event. You will be glad that you did!



**MSCPM**  
**P.O. Box 3366**  
**Jackson, MS 39207-3366**

### ***Submission Information***

*The Mississippi Manager* is the official publication of the Mississippi Society of Certified Public Managers. *The Manager* will publish articles and photographs of general interest to Society members. Direct submissions should be sent to P.O. Box 3366, Jackson, MS 39207-3366 or emailed to the Member-at-Large for Publications (bgreenleaf@mdoc.state.ms.us).

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***We're on the Web!***  
***www.mscpm.state.ms.us***



**We look FORWARD to welcoming you to**  
**Madison, Wisconsin !!**  
**for the**  
**19<sup>th</sup> Annual AACPM National Professional Development Conference**  
**at the**  
**Madison Concourse Hotel**  
**September 9 – 12, 2007**

## **OUR OBJECTIVES**

Promote a standard of behavior which demonstrates a high level of ethical responsibility in the performance of official duties as set forth in the Society Canons of Professional Responsibility.

Promote efficiency and productivity in government and lead by example and innovation.

Improve communication, cooperation, and coordination among government organizations.

Pioneer professional works and facilitate positive changes which enhance the delivery of services.

