

THE MISSISSIPPI MANAGER



Official Publication of the Mississippi Society of Certified Public Managers

Volume VI, Issue I

Dedicated to Improving the Quality of Public Management

MARCH 2009



Happy Easter



State Auditor Pickering, ESTJ, Addresses December Graduates

The 2008 CPM participants in Level VI were privileged to have State Auditor, Stacey Pickering, speak to them during their last class in the program. They were so impressed with Auditor Pickering, that they requested he be the Guest Speaker at their graduation ceremony.

During his address, Auditor Pickering challenged the graduates to be leaders. He shared a story with the graduates and guests about having visited a certain musical establishment in New Orleans that once had an old beat-up piano in it before Hurricane Katrina. He went on with the story telling about a follow-up trip to the same establishment later. The establishment had been "fixed up" and the old piano that used to be there was now a shiny, red piano. But when the pianist played it, it was out of tune and sounded old and worn out. When asked, the bar owner responded, "We just

painted the old one." It is not just how we look, but it is what is on the inside that matters. He asked us to ask ourselves would we have merely painted the piano or changed internally.

He asked the graduates if they had a "Vision" or a "Dream." Do you know who you are and who you will become? In order to know what you are going to become, you have to determine what your goals are. A vision has to be specific in nature, measurable and time-limited. He related this idea to the Disney Corporation and their success. At Disney, it is all about other people. Their primary concern is the safety of their guests. Disney is clean and spotless and they have outstanding entertainment. Their guests will not perceive the entertainment as great if first, they do not feel safe and second, if the grounds are not clean and spotless.

**Visit us on the web at:
www.msccpm.state.ms.us**

Upcoming CPM Calendar

Lunch & Learn Session—March 11, 2009

CPM Board Meeting—April 11, 2009

Annual CPM Training Conference, Eagle Ridge Conference Center—May 28-29, 2009

CPM Board Meeting—July 21, 2009

AACPM Training Conference, Orlando, FL—September 20-22, 2009

What's Inside

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New Graduates

Lunch-n-Learn

AACPM Annual Conference

Training Conference Information

Lynn Fitch, New SPB Director

Professional Development Options & Website homepage

MSCPM
Executive Board

President
Melissa Collier
Dept. of Environmental Quality
601-961-5025
melissa_collier@deq.state.ms.us

President-Elect
Carolyn Bell
Department of Transportation
601-359-7466
cbell@mdot.state.ms.us

Secretary
Diane Mattox
PERS
601-359-2244
dmattox@pers.ms.gov

Treasurer
Helen Barnes
MS Department of Human Services
601-359-4686
Helen.Barnes@mdhs.ms.gov

Publications
Bill Greenleaf
MS Dept. of Corrections
601-359-5646
bgreenleaf@mdoc.state.ms.us

Membership
Amy Hornback
Department of Transportation
601-359-7000
ahornback@mdot.state.ms.us

Marketing
Skip King
Department of Transportation
601-359-7465
skking@mdot.state.ms.us

Past-President
Rachel Britt
Juvenile Rehabilitation Facility
601-823-5700
rbritt@jrf.state.ms.us

Conference/Training
Lisa Green
PERS
601-359-4403
L.Green@pers.ms.gov

Communications
Ruth Davis
Fire Academy
601-932-2444
rdavis@msfa.state.ms.us

CPM Program Director
Jennifer Sledge
State Personnel Board
601-359-4115
jsledge@spb.state.ms.us

President's Message



**Melissa McGee-
Collier, CPM**

With the recent election of President Barack Obama, there is a jolt of revival being felt among Americans. What changes will actually be made? Many questions run through your mind; such as, "Will they work?" or "Are they the right thing to do?" It is funny how on one hand we talk about change and see the need for change. We imagine how much better things would be if they were done differently or done away with totally. Yet, on the other hand, change is frightening and we tend to resist it. When we find ourselves in these types of situations, we undergo what I call the "We've Never Done It That Way Before" syndrome. It's an illness that many people have, but the syndrome is curable. The prescription: Do it anyway!

The refocusing process or the "revival" is vital part of the Society's success. Our plan is to refocus on two of the reasons the Society exist: a) to encourage the recognition of public management and b) to promote membership and cooperation in public service.

Recently more state agencies have began providing in-house training for their employees, with an increased concentration on managers. With this new trend, the Society is hard pressed to provide training for the advancement of managerial abilities which competes or is not repetitive of what is already being provided by agencies. That is why the Missis-

President's message, continued

Mississippi Society of Certified Public Managers (MSCPM) is in the process of refocusing the services we offer to the employees of MS State Government.

I believe our focus for 2009 is summed up by the North Carolina State Government Recognition Philosophy:

"Genuine recognition of performance is something people really appreciate. People really don't work for money. They go to work for it, but once the salary has been established, their concern is appreciation. Recognize their contribution publicly and noisily, but don't demean them by applying a price tag to everything."

*Phillip B. Crosby,
Quality is Free*

The Society's efforts this year include offering free "Lunch and Learn" seminars that maximize learning while minimizing the time commitment and

starting a tradition of recognizing exceptional government employees and their service in our state by having an annual MSCPM Public Servant Recognition Luncheon. The state of Mississippi is noted for having loyal, efficient, and dedicated employees who provide valuable services to every citizen of the State. The Society is proud of this tradition of public service and wants to work with our State agencies to recognize contributions of these employees.

I wish to thank everyone who supports or has supported MSCPM. Congratulations to our newly elected officers. May the Lord grant you the right spirit and wisdom in all your undertakings and selfless commitments to the MSCPM organization.

I look forward to serving you.

Sincerely,

Melissa McGee-Collier



113 Awarded Certificates in December Graduation Ceremony

CPM certificates awarded to 51, CSM to 63

City of Columbus

John Fancher, CPM Mike McReynolds, CPM
Richard Graves, CPM Mark Ward, CPM

City of Ridgeland

David Williams, CSM

City of Starkville

Rodger Mann, CSM

Dept. of Banking & Consumer Finance

Charlotte Buchanan, CPM

Department of Corrections

Viruth Lek Phongam, CPM
Kenneth Valentine, CPM

Department of Employment Security

Derrick Everett, CSM Ruth Kay Thames, CSM
Sylvia Green, CSM Thomas Jameson, CPM

Department of Environmental Quality

Janet Chapman, CSM Bryan Williams, CSM
Joffee Dahmash, CSM Mark W. Williams, CSM
Michael Griffith, CSM Verna Covington, CPM
Aveleka Moore, CPM Christopher Hodges, CSM

Department of Finance & Administration

Sharon Harper, CSM Latosha Smith, CSM
Mandy Mitchell, CSM Cathy Ambrose, CPM
Belinda Russell, CSM Brenda Benson, CPM
Jeffrey Sills, CSM

Department of Health

Toya Ford, CSM Carrie McFarland, CPM
Mina Li, CSM Lynda Poynor, CPM
Jacqueline Mallett, CPM

Mental Health-Corinth Crisis Center

Joye Steen, CSM

Department of Rehabilitation Services

Tonya Bierman, CSM Mark Winter, CSM
Kevin Hill, CSM Susan Thornhill, CPM
Leola Meyer, CSM

Department of Transportation

Shelia Anderson, CSM Matthew Dunn, CPM
Marta Charria, CSM Suzanne Gill, CPM
Dana Cleveland, CSM Kenneth Marshall, CPM
Mack McDowell, CSM John Murray, CPM
Jackie Duckworth, CSM Ruthann Vercher, CPM
Retha Gregory, CSM Jeff Wheeler, CPM
Christopher Mood, CSM

Information Technology Services

Tangela Harrion, CSM

Insurance Department

Barbara Marshall, CSM

Medicaid Division

Kimsey Whipps, CSM Martin "J.J." Dunn, CPM
Melia Arrington, CPM

Mental Health-Boswell Regional Center

Billy Blair, CSM Theodore Hutchinson, CSM
Janet Gibson, CSM Orlando Rankin, CSM
Bobby Hamilton, CSM Lori Thames, CSM
Karen Hamilton, CSM

Mental Health-Central MS Residential Serv.

Erin Ferguson, CSM

Mental Health-Central Office

Wendy Bailey, CSM Eze Uzodinma, CPM
Catherine Cliburn, CPM Karen West, CPM
Chuck Oliphant, CPM

Mental Health-South MS State Hospital

Debbie Dale, CPM Sabrina Young, CPM

Mental Health-East MS State Hospital

Youlanda Atkins, CSM	Judd Nance, SCM
Joyce Barber, CSM	Sheila Newbaker, CSM
Rita Brown, CSM	Chandra Sumlin-Brown, CSM
Melanie Howard, CSM	Ray Gullette, CPM
Wanda Kennedy, CSM	

Mississippi Development Authority

Karen Matlock, CPM	Jan Sims, CPM
Tonya Neely, CPM	

Office of State Auditor

Amy Buller, CSM	Mark Johnson, CPM
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Mental Health-Ellisville State School

Candace Norris, CSM	Roshonna Edwards, CPM
Andria Wade, CSM	Martia Moffett, CPM

Public Employees' Retirement System

Dawn Harrell, CSM	Donna Sebren, CPM
Beth Rowzee, CPM	Barbara Taylor, CPM

Mental Health-Hudspeth Regional Center

Antoine Barlow, CPM	Maria "Toni" Johnson, CPM
Jerrie Barnes, CPM	

Soil & Water Conservation Commission

Don Underwood, CPM

Mental Health-Juvenile Rehabilitation Facility

Bradley Crow, CSM	Donna Horton, CSM
Melissa Hester, CSM	

State Personnel Board

Alicia Coleman, CSM	Shondra Houseworth, CPM
Brenda Claiborne, CPM	Patrice Stewart, CPM

Mental Health-Miss. State Hospital

Lydia Weisser, CSM	Stacey Davis, CPM
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State Tax Commission

William Klauser, CSM	Donna Gilliam, CPM
Tracy Berry, CPM	

Mental Health-North Miss Regional Center

John Lyons, CSM	Martha Briscoe, CPM
Kerry Nichols, CSM	

Photos provided by Edward Robinson with MDOT.



Jennifer Sledge, CPM Program Director, reads names of graduates.



Mr. Max Wells, from the office of Constituent Services of Governor Haley Barbour, offers congratulations from Governor Barbour.



Former President, Ray Balentine, congratulates graduates and encourages them to become active in MSCPM.



Tommy Jameson and Don Underwood represent their graduating class and share experiences of their CPM journey.



PERS Executive Director, Pat Robertson, offered a welcome, congratulations, and recognized Advisory Board Members and Curriculum Committee Members.



Barbara Pepper, MSCPM member and AACPM Board Member, enthusiastically provided everyone with a brief history of the national chapter and encouraged members to attend the AACPM training conference in Orlando, FL this year.

BROWN BAG LUNCH & LEARN



MISSISSIPPI SOCIETY OF CERTIFIED PUBLIC MANAGERS

presents:



2009 Lunch & Learn Session

Everyone is Welcome! Bring your brown bag lunch and come join us for an informative presentation! Please RSVP to Ruth Davis to let us know you're planning to attend. Phone: (601) 932-2444: Email: rdavis@msfa.state.ms.us

CSM/CPM participants receive 1 hour of elective credit.

Understanding & Working with the Legislature Speaker: Former Senator Billy Thames

Senator Thames was elected to the Mississippi State Senate in 1979 and has been re-elected eight times representing Smith, Jasper, Clarke, Scott and Jones counties during his 28 year tenure.

LOCATION

MS LIBRARY COMMISSION
3881 Eastwood Drive
Jackson, MS 39211
(Eastwood Drive is located off of Ridgewood Road)

DATE and TIME

March 11, 2009
11:30 am to 1:00 pm

For more information, please visit www.msccpm.state.ms.us

Governor Barbour appointments Lynn Fitch as executive director of the State Personnel Board



Fitch, a Holly Springs native, has served as deputy executive director of external affairs and support services of the Mississippi Department of Employment Security since 2007. She previously served as chairwoman of the Board of Review at MDES for four years.

While at MDES, Fitch focused on improving professionalism and efficiency at the agency by training the appeals judges as Administrative Law Judges, which allowed them to write their own opinions. She also automated the appeals process, allowing Mississippi to become one of the first Appeals Departments in the country to move to a paperless system, cutting the Board of Review meeting time by half.

"I appreciate the opportunity to lead an agency whose role is so

critical to the success of all other state agencies," Fitch said. "I hope to be a strategic partner and treat each agency like a customer."

Prior to joining MDES, Fitch practiced law in the areas of public and corporate financing at the McGlinchey Stafford Law Firm and the Holcomb Dunbar Law Firm. She also served as counsel for the Mississippi House of Representatives and as a special assistant attorney general in the Attorney General's office. Fitch was recently named as one of the 50 Leading Business Women of 2008 by the *Mississippi Business Journal*. She is past president of the Mississippi Women Lawyers Association, a former bar commissioner for the Mississippi State Bar, and serves on the Board of Governors for the National Association of Unemployment Insurance Appellate Boards.



SAVE THE DATE

May 27 and 28, 2009

**Eagle Ridge Conference Center
Raymond, MS**



CONFERENCE AGENDA

Thursday, May 28, 2009		Friday, May 29, 2009	
8:00 — 11:00	Registration	8:30 — 9:30	Continental Breakfast
7:30 — 8:30	Continental Breakfast	9:30 — 10:00	Business Meeting
8:30 — 8:45	Welcome & Opening Comments—MSCPM President Melissa Collier & CPM Program Director Jennifer Sledge	10:00 — 11:30	Closing General Session, Stacey Pickering
8:45 — 10:15	General Session, Dan Hall	11:30 — 12:00	Closing Remarks
10:15 — 10:30	Break		
10:30 — 12:00	Educational Breakout Session		
12:00 — 1:30	Lunch—Provided		
1:30 — 3:00	Educational Breakout Session		
3:00 — 3:15	Break		
3:15 — 4:45	General Session, Chris Lewis		

Conference Speaker Bio's

Dan Hall, On Course Solutions

Dan Hall has nearly three decades of experience in leadership development; specializing in leadership training, strategic planning and executive coaching. He presently serves as President of On Course Solutions, a training and coaching company.

Dan developed the Jackson Police Department Chaplaincy, was a founding board member of Mission Mississippi, a movement committed to improving race relations in Mississippi. He received the Business First "40 Under 40" award while living in Louisville, KY, recognizing effective young leaders. He received an honorary doctorate from Covenant Seminary in recognition for his humanitarian work.

Dan's greatest joy is his family. His and his wife Hazel have 6 children and live in Madison, Ms.

Chris Lewis, Creative Mind Training & Development

Chris Lewis is a Personal Development Trainer with Creative Mind Training & Development, a company that specializes in Rude Behavior Management™ for Customer Service Excellence.

Chris was born and raised in Jackson, MS. He has over 28 years of experience in the area of Customer Service. His career started as a newspaper carrier for the Jackson Daily News. Immediately after high school, Chris joined the U.S. Navy, and served proudly aboard two ships: the USS Dubuque at the 32nd St. Naval Station in San Diego, CA; and the USS McKee at the Point Loma Submarine Naval Station in Point Loma, CA. After leaving the military Chris worked in radio for almost four years. For the next 20-plus years, Chris was a part of the exciting field of Sales.

The Honorable Stacey E. Pickering, State Auditor

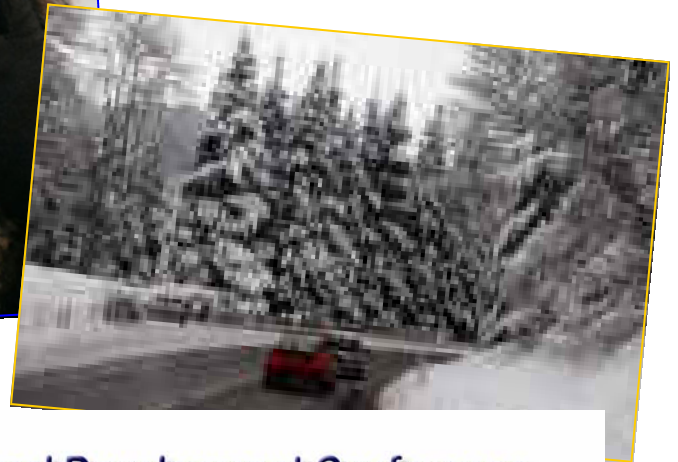
Stacey E. Pickering was elected as the forty-first State Auditor of Mississippi on November 6, 2007. Prior to serving as State Auditor, Stacey was elected to the Mississippi State Senate in 2003 to represent District 42 in Jones County. As Senator, Stacey served as Chairman of the Local and Private Committee and Chairman of Enrolled Bills Committee. In 2004, Stacey was named Legislator of the Year by the Mississippi Association of Realtors.

Stacey is a seventh-generation Mississippian. He earned a Bachelor of Arts Degree from Samford University in Birmingham, Alabama, and a Master's Degree from New Orleans Baptist Theological Seminary in 1993.

Stacey and his wife, Whitney, live in Laurel, Miss., with their four children.

Punxsutawney Phil Predicts SIX More Weeks

*Lucky for you—all roads lead
to
ORLANDO, FLORIDA!*



AACPM Professional Development Conference
LEADERSHIP IN THE NEW MILLENNIUM
21ST CENTURY "REALITY CHECK"
September 20-22, 2009
Orlando, Florida



Visit our web site at www.aacpmconference.com for registration and program information.

*Start planning now to attend the 2009
AACPM Professional Development
Conference in SUNNY Orlando, Florida!
September 20-22 @ the Rosen Centre*



The Change will do you good!!! See you in Orlando!

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MSCPM
Mississippi Society of Certified Public Managers

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Purpose of the Society

The Mississippi Society of Certified Public Managers (MSCPM) is a professional organization for managers participating in the Certified Public Managers Program. Founded in April 1992, MSCPM exists to promote membership and cooperation in public service, provide training for the advancement of managerial abilities, establish standards of performance for managers in public service, encourage the recognition of public management, and assist agencies in public service.

ICPM

MISSISSIPPI SOCIETY OF CERTIFIED PUBLIC MANAGERS

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Additional Professional Development Options

After MCPM graduation, many Society members look for continuing educational outlets. I want to pass on information about Belhaven College's new Master's of Public Administration Program. The program states that it is an accelerated program designed for the adult working student. The first class started this March. There are currently seats available in the program. The program will "wave" three hours for completion of CSM and another three hours for completion of the CPM Program. Also, there is a 10% tuition discount for current participants as well as graduates of the MCPM Program.

For more information about the Master's of Public Administration please contact Meredith White at (601) 965-7043 or mwhite@belhaven.edu.

Mississippi State University also "waves" at up to nine credit hours in their Master's of Public Policy and Administration Program for the completion of CPM. For more information about the program please contact Dr. Jerry Emison at 662-325-7865 or emison@ps.msstate.edu.

There are several other colleges and universities that will "wave" hours for completion of our CPM program. Please contact the school you are interested in for more information and documentation requirements to receive credit.

Keep learning and growing,
Jennifer Sledge, CPM
MCPM Program Director



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).

This publication is self funded and published for and by the Mississippi Society of Certified Public Managers. No part of this publication may be reproduced without express permission of the MSCPM Executive Board.

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

Special thanks to the website committee and MSCPM web host, Larry Cox, for their effort in designing and implementing this new site.

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.



You probably didn't hear it here first, but..... they say ".....

"Giving money and power to government is like giving whiskey and car keys to teenage boys."

P.J. O'Rourke, Civil Libertarian

"If you don't read the newspapers you are uninformed, if you do read the newspaper you are misinformed."

Mark Twain

"Democracy must be something more than two wolves and a sheep voting on what to have for dinner."

James Bovard, Civil Libertarian, 1994