



Celebrating 20 Years 1987 - 2007

Arkansas Society of Certified Public Managers

P.O. Box 2724
Little Rock, AR 72203

June, 2007

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Web site: [Hhttp://www.ualr.edu/~iog/apac.html](http://www.ualr.edu/~iog/apac.html)H (click on Certified Public Manager®)

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APAC & ASCPM websites

To reach either of these web sites, go to the Arkansas Public Administration Consortium website: [Hhttp://www.ualr.edu/~iog/apac.html](http://www.ualr.edu/~iog/apac.html)H. When you “arrive” at the APAC home page, click on Certified Public Manager® (that’s you). When that page comes up, scroll to the bottom, and click on Arkansas Society of Certified Public Managers.

From here, you can review past graduates of the CPM program, review board members, join (or rejoin, if you have let your membership lapse). Enjoy! These websites are for your information.

Celebrating 20 years

Arkansas Society of Certified Public Managers

The General Membership Luncheon meeting will be our 20th Anniversary meeting. All members will be invited and encouraged to bring a guest.

The luncheon will be held in the State Capitol Café at 11:30 on June 14, 2007.

Parking is available around the capitol. The Café is located in the basement of the Capitol Building.

Blue Cross and Blue Shield is sponsoring this event.

Tim Lampe, ASCPM President

Dear Society Members:

Somewhere about the time of my graduation from the Arkansas Governmental Manager (AGM) and Certified Public Manager Program (CPM) in 2004, I joined the Arkansas Society of Certified Public Managers (ASCPM). I found that one of the benefits of being part of the Society was that it was a great way to continue networking with the people I had met while I was in the program. I began volunteering and serving on various committees, and have continued to do so for a few years now. Looking back, I see that being part of and volunteering in the Society has helped me meet and network with people in Arkansas state government whom I would not have known had it not been for my involvement in the Society.

I want to let you know that serving on the Board, and now as President, it has been a pleasure and a very rewarding experience for me. I know I have said it before, but I want to encourage each of you to take an active part in the Society. Please volunteer your time, as little or as much as you can. Recruit a new member by talking to people and asking them to join! Call or e-mail the Board members and make suggestions on how you think the Society can improve! You might even want to run for office next year! The ball is in your hands. You can make a difference.

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CPM Project Plan – put into action!!

Emma Lay, 2006 AGM graduate and Program Operations Manager for The Department of Workforce Services (DWS), is in the process of implementing her Project Plan which is entitled "Improving Quality of Nonmonetary Determinations". The focus of the plan is to provide law specific training for all adjudicators assigned to the Automated Adjudication Unit.

The first training session was held in the DWS Central Office in Little Rock on April 2-6, 2007. Ten adjudicators attended the session. The group took a picture with the trainers and their supervisor.



Front Row: (Left to Right) - Allison Wilson, Alicia Golden, and Gloria Tinzie. **Back Row:** (Left to Right) – Emma Lay, Trainer; Sandra Burch, Group Supervisor; Susan Thrift, Jana Kindall, Trainer; Mary Stegall; Lizbeth "Cookie" Arendt; Jeannie Bowen; Kathy Terrell; Brenda Mahan; and Robert Moore.

The second session was held in Jonesboro DWS Local Office on April 23-27, 2007. Eight (8) adjudicators attended the training session.

The third training session was held at the Chamber of Commerce Conference Room in Monticello. Nine Adjudicators attended the session. I have attached a group photo taken outside the Chamber Office Building.



Jana Kindall, Kelly Richardson, Emma Lay, Troy Gray, Back Row: Judy Buffington, Jack Hammell, Glenda Allison, Julie Patrick, Pam Lowry, and Christie Maxey. Wanda Dunn is not pictured. Jana Kindall is this Group's Supervisor. Jana is a 2004 CEMP graduate. Jana and Emma were Trainers for all of the sessions. Elizabeth Roberts and Glenda Kimball, Group Supervisors assisted with a portion of the training in other sessions. Elizabeth and Glenda are 2006 AGM graduates.

The last training session is scheduled to be held May 21-25 in Classroom A of the State Police Headquarters in Little Rock. Ten adjudicators will attend this training session.

CPM Project Plan Winners for 2007

CPM Project Plan Winner

Mike Bates, Air Division Manager in Little Rock, Arkansas Department of Environmental Quality
 "Increase Efficient Use of Air Division Administrative Support Staff"

The Department of Environmental Quality will be moving its central headquarters from a multiple building complex into a single building later this year and will also continue the progression to a more paperless business operation. The paperless operations will include electronic record keeping and the electronic scanning of all incoming mail. Due to these changes and others there is the need to change some of the internal business practices of the Air Division to more effectively use our existing resources. This project will promote a systematic approach to making better use of our administrative support staff as these changes are developed and implemented and foster greater communication within the Air Division.

CPM Project Plan Honorable Mention

Libby Seftar, Health Director Manager, DOH
 "Staffing Solutions through Cross-Training"

Over the past 10 years, the Division of Health has seen a dramatic decrease in clinic services staffing levels with a corresponding increase in the population served. This has especially impacted public health nursing services, as the largest skill lost was that of the Public Health Technician (PHT). In FY 1997 the agency had approximately 285 PHTs on staff and in FY 2006 there were 51 current PHTs employed in our work force. To offset the loss of these positions, currently RNs and LPNs have to perform tasks that do not require the skills of a nurse. This is very costly to the agency and inadvertently hurts productivity and patient care. A solution to the problem is to cross train clerical staff to provide PHT duties. Cross training would have valuable monetary savings to the agency by as much as \$11,682.80 annually and could be easily implemented with current staff. Other project benefits include improved utilization of existing staff; improved flexibility of staff, increase nursing time spent providing direct patient care, improved clinic flow and efficiency as well as improved recruitment and retention of clerks.

Planning for the 2007 AACPM National Conference!



Our 2007 Conference Planning Committee is continuing preparations to host the national, annual AACPM conference here in Wisconsin in **September 2007!** This event will include 2 days of professional management training sessions in fiscal mgmt, technology, leadership and human resource mgmt, plus several entertainment events on Wisconsin themes and lots of good food and the chance to connect with and learn from public managers from over 30 different states.

To insure you can join us and participate, we need you to know how important it is to reserve your lodging now! On Sunday Sept. 9th, 2007 over 20,000 people will be in Madison to watch the **IronMan** and hotels are quickly filling their reservations for that weekend and into the early part of the following week. To insure you get a room, you should **book now**. This will also insure you

have the chance to spend a little time in Madison, see the IronMan yourself and participate in many of the other special events we have scheduled before our conference starts! (Although the conference is Monday and Tuesday, September 10 and 11, 2007, we recommend you consider arriving by Friday, September 7. and stay through Wednesday, September 12, if at all possible!)

To make room reservations, Call 1-800-356-8293, ask Reservations for the AACPM block (You can charge lodging to a credit card over the phone... you will NOT be billed until the conference ... you can change payment plans upon arrival ...& you can cancel with no charge until 24 hours before scheduled arrival (4pm the day before)

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To those of you who have paid membership dues and participated in Society events, I thank you for your commitment and support. To those of you who have graduated from the AGM or CPM Program but have not yet become involved with our Society, I urge you to consider doing so. Your financial support through membership dues and participation in Society sponsored events as well as your contributions of time; talent and skill are the foundation of our Society's success. Our continued success is dependent upon your membership and support.

2007 is a very important milestone for ASCPM ... it's our 20th Anniversary Celebration! Not many organizations attain a milestone such as this, and every one of you should be justifiably proud of milestone. Our June Luncheon will celebrate this milestone and I, along with the other Board Members, looks forward to seeing everyone at this event.

Enjoy the remainder of the summer and I look forward to seeing many of you over the next several months.

Tim

ASCPM Committees

Membership: Chair President Tim Lampe, Barbara Mahoney, Doris Anderson, Naomi Fletcher
 Nominating: Chair President Elect Doris Anderson
 Newsletter: Chair Corresponding Secretary Glenda Higgs
 Finance: Chair Immediate Past President Cynthia Nixon
 Program/Professional Development: Chair any Board member
 Seminars: Chair any Board member
 ByLaws: Chair Parliamentarian William Davis, Barbara Mahoney
 Public Relations: Chair Immediate Past President Cynthia Nixon

ASCPM Special Committees

Standard Operating Procedures: Chair Emma Lay, Becky Bryant, Doris Anderson, Barbara Mahoney
 History: Chair Doris Anderson, Leon Cornett, Ray Stephens, Cynthia Nixon

2007 Board Members of the Arkansas Society of Certified Public Managers (ASCPM)

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