

# Newsletter

Volume 9, No. 3

Winter 2005-2006

## Websites Worth

### Visiting

- <http://www.ncscpm.org/>
- <http://www.cpmacademy.org>
- [http://www.osp.state.nc.us/ExternalHome/HRD/training\\_menu.htm](http://www.osp.state.nc.us/ExternalHome/HRD/training_menu.htm)
- <http://www.fastcompany.com>
- <http://www.gasb.org/>

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## Message From the President—*Tami Hinton, 2005 President*

The past year has flown by and with its passage the society has much to celebrate. As I reflect over the past year, I can say that the society continued to accomplish its mission of service to members by providing a fall workshop, as well as, a training event at its annual meeting. The society implemented the every other month board meetings and networking lunches during this past year. The society participated in focus group meetings offered by the Office of State Personnel. Board members were able to

network with South Carolina's (SC) society by participating in SC annual meeting and likewise South Carolina had representatives attend our fall workshop.

I want to express my sincere thanks to Ed Burt for serving as treasurer this past year and also representing this state as the Henning Award Nominee. Additionally, congratulations to Marwan Zabaneh for being selected as the 2005 Askew award winner. I also extend congratulations to Sarah Smith for winning the 2005 Margaret J. Bailey Award. Thanks to



all of the board, officers, committee members and society members for their support this past year. I charge each member of the society to become involved with a committee and take an active role in the society in 2006.

*Continued on page 3*

## NCSCPM Election Results

The Society installed the 2006 slate of Board Members and Officers at its annual meeting November 9<sup>th</sup>. Elected in 2006 were: Pete Burke, President-elect, Tina Picket, Treasurer and Karen Corley, Kathy Harrelson and Kim Lash-Gillespie, Board Members. Rounding out the 2006 board are:

Beverly Hall, President, Tami Hinton, Past-President and Rodger Rochelle and Amy Sawyer, Board Members. Suzanne Beasley resigned her Board seat due to the recent arrival of her second child (congratulations Suzanne!). David Osbourne will be appointed by the Board to fill the remaining year of her term. The Board will also appoint a

replacement for the remaining year of Pete Burke's term as Secretary.

The NCSCPM Nominations and Elections Committee included Sarah Means Smith, Greg Cain and Sandy Pearce. Watch the NCSCPM website for announcement of Board meeting, which are open to all members. Please join us.

## AACPM Annual Conference North Carolinians in the Spotlight

As usual, North Carolina was well represented at the 2005 AACPM National Conference. The conference was held in beautiful Manchester, NH. The New Hampshire society is to be congratulated for presenting a fantastic conference, with a full slate of high quality programs. The NCSCPM members in attendance were: Jim Borawa (and wife Martha), Ed Burt (and wife



Becky), Tish Hagler (and husband Steve), Beverly Hall, Jack Lemon, Steve Mastro, Anita McNeil (and husband Thaddeus), Kathy Pope, Amy Sawyer and Sarah Smith.

The National Association of Government Training and Development held its annual conference in Manchester, providing the opportunity for cross over networking. North Carolina's own Ann Cobb is past-president of NAGTAD and Jane Bozarth was elected Treasurer for 2006. The National Certified Public Manager Consortium also held its Board meeting concurrent to the AACPM Conference. Joining Ann from the NC Office of State Personnel were Jane Bozarth, Lori Coleman, Jack Lemon, who serves on the Consortium Executive Council, and Sondra Wilson.

## NC Attendees Among Winners of State Gift Baskets

One of the highlights of the annual conference is the raffle of "state-themed" gift baskets. North Carolinians made away with quite a haul. The winners included:

- Jim Borawa won the North Carolina gift basket, featuring a Roy Williams autographed basket ball, the South Carolina gift basket and a golf umbrella;

- Ed Burt won the Virginia basket and his wife Becky won the Kentucky basket;
- Tish Hagler won the Grand Prize, a hand-made quilt, designed by quilting specialist Bill Raupach. The quilt featured blocks representing every state chapter in AACPM. Each square was constructed with a different quilting pattern from

fabric showing the state flower of the designated state. Thirteen NH Society members actually quilted the squares. Tish is quite proud to display the quilt in her home and promised to show it off at an upcoming NCSCPM event.

## Ed Burt Nominated for 2006 Henning Award

Ed Burt was the Society's nominee for the Henning Award, the highest honor bestowed by the Academy. Ed has tirelessly served the Society and the Academy, including terms as Treasurer at the state and national level. He completed the 2005 term of treasurer Charlie Helms after Charlie resigned his post due to time constraints from his promo-

tion to regional director with the Department of Revenue.

The Society was proud to be represented by Ed among the nominees and we will continue to recognize his service through nomination in 2006. The 2005 Henning Award was presented to Ron Bucholtz, past-president of the Academy.



# NCSCPM Fall Conference Well Attended

The NCSCPM Fall workshop was held October 8<sup>th</sup> at the UNC Center for School Leadership Development in Chapel Hill, NC. An informative and dynamic day of professional development was delivered to over 50 attendees. Dr. John Stephens from the UNC Institute of Government presented "Tools for Conflict Resolution." In the afternoon, "Sharon Howard" spoke on the State's mediation program and their efforts to develop a pool of state managers who can serve as mediators when employees have grievable complaints. The group also heard from "Aleyah Pankey," from UNC Hospitals regarding its mediation program. Both of the afternoon speakers cited the success of their programs in addressing em-

ployee concerns and reducing the time and expense of going through the formal grievance process.

We were fortunate to be joined by the Sam Jones and Robbie Boland of the South Carolina Society. NCSCPM is seeking ways to increase interaction between the societies in SC, NC and VA. We look forward to increased opportunities to share our expertise, experiences and professional development offerings in the future.

The Program Committee deserves congratulations on delivering an excellent workshop. Committee members include: Beverly Hall (Chair and President-Elect), Amy Sawyer, Cheryl McLean (who coordinated registration and session

evaluation), Anita McNeil (who coordinated catering), Ed Burt, Kathy Harrelson, Sandy Pearce and Victoria Walker.



## Message from the President, continued from Page 4

This past year I was charged with reading the book Good to Great by Jim Collins and one of the quotes that stood out to me was by Harry Truman and it is "You can accomplish anything in life, provided

you don't mind who gets the credit."

I extend congratulations to Beverly Hall, our 2006 president and I look forward to working with her

as your past president. It has been an honor and pleasure for me to serve as your president in 2005 and I look forward to being active in the Society well into the future.

## NCSCPM Member Profile

We are starting a new feature in the NCSCPM newsletter by running profiles of our members. Margaret J. Peacock is our first profile in the newsletter:

**Name:** *Margaret B. (Bailey) Peacock*; **Year Certified:** 1988

### **Agency/Division:**

2003: retired from NC Crime Control and Public Safety as Director of Organizational Effectiveness. Present: Joined Gartman and Associates, providing training and consulting in quality improvement.

### **Benefit of CPM Designation:**

The CPM program provided me with job related, experiential and professional leadership and management development training enabling me to more effectively and efficiently address organizational and operational issues. The CPM designation is one of the professional management development credentials I have used as a senior organizational consultant and as a Malcolm Baldrige Examiner (2001) and as a Senior Examiner (2002, 2004 and 2005).

### **Why she joined NCSCPM:**

I joined the society to continue my relationships with class members, to draw from their varied knowledge and experiences, and to continue my professional development. The NCSCPM has provided my with the opportunity to build collaborative relationships with public sector professional managers, who are addressing similar organizational and operational issues. I value the expertise and experience of these colleagues and have formed strong, cherished relationships over the years with many North Carolina and American Academy Fellows.

## Margaret J. Bailey Award Presented at Annual Meeting

The Margaret J. Bailey award was presented to Sarah Means Smith, 2005 Past-President and Board Chair, at the Society's annual meeting November 9<sup>th</sup>. Sarah has been active in the Society since joining as an associate in 1999 while enrolled in the PMP program. She was elected as a board member in 2002. She served as membership chair in 2002 and 2003 and was elected as President-elect in 2003.

Sarah has been heading up the Publications and Public Relations committee this year and completed the first deposit of Society records with the N.C. State Archives.

She has also been working hard with the rest of the Publications and Public Relations Committee to share news and information on members and Society events through the newsletter and has worked with the Society webmaster to develop the capacity of the Society website to serve as the primary information and document storage portal for the Society.

In accepting the award, Sarah stated that volunteering her time to the Society is one her most rewarding experiences and she would enthusiastically encourage other members to step up to the plate too.



## 2005 Askew Winner Receives Award

Jim Borawa was presented the Askew Award for North Carolina during the AACPM awards banquet in NH. The Askew award recognizes those who have been acknowledged for demonstrating exemplary work in the completion of their project while pursuing their certification. These awards are named after George C. Askew, recognized as the first person to receive CPM certification at the first graduation cere-

mony in Georgia in 1976. Jim's project was "Functional and Organizational Assessment of the N.C. Wildlife Resources Commission's Stream Restoration Program." The Society pays the AACPM annual conference registration fee for the annual Askew winner.



## NCSCPM Annual Meeting Held

The NCSCPM Annual Meeting was held November 9, 2005 at the Department of Correction Training Facility in Apex, NC. In addition to the installation of 2006 Officers and Board Members, attendees heard from Ann Cobb regarding the PMP program and things the Consortium is doing to strengthen the program. Following lunch, Katherine Bland

made an energetic presentation on "the Seven Habits of Highly Effective Organizations."

The Society would like to thank Linda Cross (DOC), who made arrangements for members to participate in a flu shot program, which ran concurrent with the meeting. We were glad that several 2005

PMP graduates were able to join us, including Jeff Cable and the 2005 Askew winner, Morwan Zabaneha. Also in attendance were Terry Bell, Greg Cain, Linda Cross, Phil Henry, Anita McNeil, Calsine Pitt and Sandy Pearce. Future networking lunches and educational workshops will be announced on the NCSCPM website. We hope you will join us in 2006.

## NCSCPM MEMBERS IN THE SPOTLIGHT

*NCSCPM Members in the Spotlight is a new feature article series. We seek to highlight members with interesting hobbies or interests. If you have an interesting sideline, please let us know by contacting Linda Jefferson at [Linda.Jefferson@ncmail.net](mailto:Linda.Jefferson@ncmail.net).*

### A CONVERSATION WITH TINA PICKETT

On any given Sunday morning, you can find NCSCPM member Tina Pickett singing with the Praise Team at her church. As I sat with Tina recently to talk about her passion - music, I heard her sweet melodic voice singing the words to one of my favorite songs .....*like the dew in the morning, gently rest upon my heart.....* This is her story in the spotlight.

Like so many others in life, Tina is multidimensional. Those at work know her as the Branch Head for the Controller's Office Accounts Receivable-Medical Assistance Section within the Department of Health and Human Services. Tina earned her CPM designation in 2002 and joined the North Carolina Society of Certified Public Managers that same year. She has been a member ever since. While Tina enjoys her job at DHHS, she has something she enjoys more - the love of singing inspirational music.

Tina was born with a natural talent that many of us wish we had - the ability to sing. Her strong and melodic alto voice carries ever so delicately on the sound waves that surrounds us. Tina has been singing since the precious age of four. She was inspired to sing gospel music by her father who was a minister. According to Tina, there was only gospel music played in her home when she was growing up. So it was only natural for her to pursue singing gospel music.

When asked, "why do you sing?" Tina responded with "it's an opportunity to express in musical terms what God has given me - my music." She is very passionate about her music and what it portrays. Tina defines it as inspirational music. To her, inspirational music encourages, offers hope and lifts one's spirit. When asked if she had a message in her music, she spoke with such passion "to let those listening know that whatever it is they are going through, it is going to be alright. Trust God to get them through it." She said, "if no more than one person was lifted, then my music made a difference."

Many of Tina's colleagues knew of her singing ability. She was asked to sing at many office events. Her circle of friends outside of work also called upon her to sing at special events. Many would ask her if she had recordings of her singing. It was a combination of those events that led her to put together a CD of all original music a few years ago. Not only did Tina sing the songs on the CD, but she also wrote some of the songs and co-produced it.

Tina's gift and love of music has taken her to elite circles. She has sung backup vocals for a number of well known gospel greats, such as Vanessa Bell Armstrong and Albertina Walker to name a few. Although she has walked with some of gospel music's Hall of Fame artists, she remains grounded in who she is.

As we closed out our conversation, I asked Tina what thoughts she wanted to leave for the readers. She said, "if there is something you are passionate about doing or you got talent, you must share it. It can be with a few or the masses, it doesn't matter. The positive affect it can have on one person cannot be measured. Don't be afraid to share your gifts and talents." With 30+ years of singing to her credit, the future is bright for Tina. As she prepares to go into the studio for her sophomore CD project, I am confident that she will be a success in her own right.

Respectfully submitted by:

Linda Jefferson, CPM

## The Katrina NCSCPM Connection

*Submitted by Wes Seamon*

*Hurricane Katrina came ashore on August 29, 2005 in the southeastern United States, leaving a path of death and destruction in its wake. While killing and injuring record numbers of people and destroying billions of dollars in property, this storm engraved itself in the collective conscious of our nation for the duration of all our living memories. After the initial shock of the storm and its effects, came an outpouring of aid and assistance. Into this arena, our own President-Elect, Pete Burke, entered to serve the victims of the area. I recently had an opportunity to pose questions about his experiences to Pete. His answers, which follow, were revealing and enlightening. We also thank him for a job well done.*

**Pete, how were you involved in the Katrina recovery effort?** I became involved in the effort as a member of the Disaster Mortuary Operational Response Team (DMORT) Region IV. We are part of the National Disaster Medical System, Federal Emergency Management Agency, United States Department of Homeland Security. My role in this unit is as Mortuary Officer. I have been a licensed funeral director and embalmer since 1979.

DMORTIV has over 200 members from a variety of disciplines, which include funeral directors, dentists, pathologists, radiographic technicians, fingerprint technicians, photographers, anthropologists and medico-legal investigators. (For more information about this unit, you may visit the website at [www.dmort.org/](http://www.dmort.org/) )

The region employs a strike team concept in that there are 25 of us ready to go at any time, while others are activated as the situation warrants. I was on the August strike team, so we were actually deployed on August 28 – the day before Katrina made landfall. This enabled us to be within range in order to react quickly when Katrina passed.

**What was the area of the Gulf States to which you were assigned?** I spent two deployments, a total of a month in south Mississippi. Our odyssey began in Fort McClellan, Alabama on August 28. We stayed there until Wednesday, August 31 when we convoyed to Camp Shelby, Mississippi, near Hattiesburg. There we linked up with a strike team from Region V (north-midwest). We spent two nights billeted in Camp Shelby and convoyed into Gulfport during the day, staying there “for good” on Friday, September 2, 2005.

**How long were you there and what were your responsibilities?** Our morgue operations were setup in tents inside a damaged airport building. We had our choice of sleeping quarters for the first week either in the back of a refrigerated tractor-trailer or in a vehicle parked on the airfield tarmac. Huge C-5 transport planes ferrying supplies into the stricken region interrupted our sleep nightly. Meals were MREs. Cold showers were borrowed when available from the Mississippi Air National Guard, while our bathroom facilities consisted of the “Katrina Latrina” which we built ourselves. After about a week, we had tents and cots, got about a dozen port-a-johns and were able to obtain a water truck and a couple of washing machines to do laundry outside the building. We hung our clothes to dry on a barbed wire topped cyclone fence. In spite of these rugged conditions, we felt fortunate, as it seemed with many local residents, our conditions were better than theirs.

We worked 12-hour shifts from 7:00 a.m. – 7:00 p.m. seven days a week. A six person Disaster Medical Assistance Team was assigned to us. Eventually our mission grew to about 120 DMORTs and so we had a variety of medical issues to deal with – from allergies to heat problems. I spent about half my days assisting the lead pathologist with examining remains and recording postmortem data to help in the identification process.

The other half interviewing the families of the missing and the dead, gathering ante-mortem data to match with the postmortem in an effort to return the victims to their families. During my second deployment, I spent time in Biloxi and commuted to Gulfport daily. The vast majority of this deployment was spent working with the families of the missing and deceased who had been interred in cemeteries, which were heavily damaged by the hurricane. The mission in Mississippi was winding down by the time I left, but the Louisiana operation will continue and there is a distinct possibility I will be sent there in the future.



**Could you give us some of your overall impressions of this ongoing recovery process?** It is hard to describe my many observations of the survivors. Many of these people lost their homes and all their possessions, their jobs and one or more family members. This is truly something that has to be seen in order to believe to magnitude of the human tragedy. Their determination to rise from the ruins was plainly evident. The people of south Mississippi are truly inspiring – getting up day after day in the face of a tragedy of this magnitude, and just “getting it done.” Rebuilding will take months if not years, and they are going at it hard to get it done. Many of them expressed gratitude to us for coming to help – what a humbling experience!

**Thanks Pete, for what you do and who you are! Speaking for myself, I’m very proud to be associated with you!**



**NORTH CAROLINA SOCIETY OF CERTIFIED PUBLIC MANAGERS**

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Rodger Rochelle, Bd. Member  
Amy Sawyer, Bd. 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.*

## **NCSCPM Trivia and Recent Announcements**

### **“Did you know...?” NCSCPM Trivia**

#### **Did you know the NCSCPM logo is officially copyright protected?**

In early 1991, the Board contracted with graphic artist Lisa Sowers to develop a Society logo. After considerable discussion a member suggested that a stylized pine cone be considered since it was somewhat synonymous with North Carolina, the Old North State. The design, featuring a stylized pine cone with the tips being the outline of the state, was unanimously accepted by the Board and proudly represents our Society today. Haywood Poole filed the design registration on April 15, 1991 (registration number VAU 205-332).

### **Recent Announcements**

**Suzanne Beasley (DHHS)**, recently resigned her NCSCPM Board seat to go on maternity leave. We’re pleased to announce Suzanne had a baby boy December 13th. Congratulations!

**Kathy Lambert (NCSU)**, recently received the Certified Compensation Specialist (CCP) designation from WorldatWork.

**Anita McNeil** recently accepted the position of Deputy Director for the Division of Budget, Planning and Analysis (DENR).

**Sandy Pearce** recently left DOC for a position with the Administrative Office of the Courts as Administrator of the Court Programs and Management Services Division.

### **NCSCPM Member Profile**

Thanks to the many members, who submitted member profile information. Profiles will be posted to the website under the “members” tabs and will also be featured on a rotating basis in the newsletter. 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 Sarah Smith at [smsmith@northcarolina](mailto:smsmith@northcarolina) to have your profiles listed.

We are still looking for members with interesting hobbies or interests. If you have a neat sideline, please let us know. For member spotlight information, please contact Linda Jefferson at [linda.jefferson@ncmail.net](mailto:linda.jefferson@ncmail.net).