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## Shannon Greaves

**From:** Monica Reyes [[mbreyes@vmail.svsu.edu](mailto:mbreyes@vmail.svsu.edu)]  
**Sent:** Wednesday, October 21, 2009 3:40 PM  
**To:** Robert (Bob) Moffit; Christopher Shannon  
**Subject:** MCPM Key Points

**Importance:** High

**Here is the information you requested and are the most important talking points of the program. I know you know all of this but this is what I use to assist me in making the key points. Additionally we are one of the first in the country to essentially be all on-line. There are 22 classes and 18 of them are online..the in class sessions are course that should not be online and use to network with other members of the class.**

Additionally, students that complete the program are always invited to attend the in session programs because they will always feature key up to date useful information that any public administrator would be interested in. Just last week we had a national expert present on the topic of "Economic Gardening-Plus". The program was very well received and current students as well as Alumni of the program gave rave reviews on the program.

Last year alone in the state of Florida where their program has been in place for over 10 years, they had a total of 200 graduates to the CPM program. A group of Michigan graduates attended the American Academy of CPM's for networking and professional development the organization offers annually. For the first time Michigan's flag was carried by a graduate of the Michigan CPM program along with 40 other states at the flag ceremony.

## Is the program nationally accredited?

The Certified Public Manager® (CPM) Program is a nationally recognized professional development program for supervisors and managers in government. It is a training system that develops and measures competencies in the field of public management. The National Certified Public Manager® Consortium establishes accreditation standards, monitors and reviews for continued accreditation the member programs. Only accredited programs are authorized to award the CPM designation and only one entity in each state is given that accreditation -in this case that is this program Michigan CPM program at Saginaw Valley State University. This designation is trademarked and registered just as the CFP and a CPA is - that is the CPM is a designation.

## What are the program benefits?

10/21/2009

The Certified Public Manager® Program has many different benefits it offers to both the participants and their respective agencies. Some of the many benefits to CPM participants include the following:

- The enhancement of personal leadership strengths.
- An increase in intergovernmental networks and communication.
- An increase in personal effectiveness.
- Innovative solutions.
- The promotion of quality in public service.

Successful graduates are eligible for membership in the American Academy of Certified Public Managers.

In addition, in many of the member programs, participants can earn undergraduate and graduate credit upon completion of the program.

Some benefits to the participants' agency include the CPM projects, which illustrate effective, efficient, or cost-saving alternatives. Agencies also experience improved management skills from the participants. The benefits listed above are only a few of the many ways the participant and the agency can benefit by earning the certified public manager® designation.

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## **What is the Certified Public Manager® (CPM) Program?**

A Certified Public Manager® program is a nationally accredited comprehensive management development program specifically for managers in federal, state, and local government. The program's primary goal is to improve the performance of public sector managers and the organizational performance of state, local and federal government. It is a comprehensive course of study by which public managers can acquire and apply the best practices and theory to their management behaviors and strategies using prescribed sets of professional competencies. The curriculum uses theory as the foundation and applies it to practical problems facing the participant, their agency/department, and the citizens. **Those who complete the program are awarded the certified public manager® (CPM) designation which is a registered service mark of the National Certified Public Manager Consortium.**

# Michigan's Certified Public Manager Program Overview



## What is CPM?

The Certified Public Manager (CPM) Program is a nationally recognized and nationally accredited leadership development program for public managers and supervisors. There are over 26 states and the federal government participating in the National CPM Consortium, which accredits and establishes the requirements and standards for the CPM designation. The vision of the CPM Program is to develop "world class leaders and managers for public service."

The Michigan Certified Public Manager (MCPM) Program officially became an Active Member of the National program in 2007. The program is administered and implemented by Saginaw Valley State University – Office of Continuing Education and Professional Development. The MCPM Program will incorporate systematic training and structured learning activities to improve and maintain public service performance to achieve optimal levels of effectiveness and service.

During our pilot year of 2007 – 2008, a limited number of positions from state, county and local agencies participated in this exciting program the first year in the state of Michigan. Candidates will be selected based on application into the program.

**Contact us today at 989.964.4048!**

## **What are the MCPM Program Requirements?**

Michigan's Certified Public Manager curriculum consists of core training that includes outside readings, job-related projects, and elective courses based on development of key management / leadership skills, an Executive Seminar, and examinations on all core course curriculum.

The training format will use practical, hands-on learning activities to successfully join theory with practical application, benefiting the MCPM participants, their sponsoring agencies and their customers. The MCPM curriculum covers the full spectrum of management and leadership skill building, beginning with individual performance and expanding to broader organizational and public policy issues.

## **Who can attend?**

Applicants for the MCPM Program must be employed with a Michigan: governmental, county, city, local government, quasi government, non-profit or educational organization and have direct

or functional supervision of people, major projects or major programs. Participants may also be elected officials of Michigan government offices. Individuals who are currently laid-off from any of the above agencies are qualified to enter this program.

**The MCPM program's intent is to guide public managers to incorporate theory and best practices into their behaviors and strategies. Saginaw Valley State University and the National CPM Consortium, through a joint effort, will provide developmental opportunities to public managers to enhance their ability to provide effective public sector service.**

**The goals of the Michigan CPM program are:**

- To strengthen organizational performance by improving the effectiveness of Michigan's public managers.
- To recognize and promote public management as a profession.
- To provide a course of study by which public management principles and skills can be acquired and applied.
- To foster access to such training and education to Michigan's public managers.
- To establish an objective assessment of a public manager's professional knowledge and performance.
- To establish a standard by which public managers can be recognized.

**The benefits for the Organization are:**

- Improved services through process improvement projects,
- Building a pool of internally developed leaders,
- Retaining employees with leadership potential,
- Implementing new approaches to agency challenges and opportunities,
- Sharpening skills through networking and continuing education.

**The benefits for the Individual are:**

- Recognition of your commitment to professional standards and achievement in public management through the attainment of the professional designation organizational systems and cultures.
- Knowledge of state government infrastructure & trends.
- Association in a network of professional public managers in Michigan and other member states of the American Academy of Certified Public Managers.
- Continued training opportunities, workshops and seminars offered to participants and graduates of the MCPM program.
- Awareness of new developments in the theory and practice of public management and innovation through the application of new ideas and approaches gained through participation in the MCPM Program.
- Opportunity to contribute to the development of professional public management through special projects.
- Satisfaction of having professional preparation for assuming the responsibilities of public management.

## **Program Accreditation**

The CPM program is a nationally recognized professional development program for government supervisors and managers. At its heart is the development and measurement of core competencies in the field of public administration.

## **What is the Admission Requirements & Application Procedures**

If you wish to apply for participation in the MCPM Program, you should:

Hold a supervisor or managerial position for at least one year; or hold a program management position responsible for technical or professional support to the agency; or be identified by the agency as an individual showing interest/potential for advancement into such position and;

Submit a letter of recommendation from your supervisor;

Commit to complete requirements for certification.

## **How long does it take to complete the program?**

There is no prescribed time period for completing the MCPM program. Most managers move through the curriculum in 13 months, which the MCPM program staff has found to be optimal.

## **SCHEDULING**

### **How will I be notified of upcoming Michigan Certified Public Manager courses?**

Please contact the MCPM Coordinator at 989.964.4048 or visit our web site at <http://www.svsu.edu/ocepd>

All students enrolled or previously enrolled will receive a direct email of up-coming courses so it is important that all emails are kept up-to-date.

### **Does the MCPM send out a memo on where and when training will be held?**

About two weeks prior to the each scheduled class, each participant will receive a confirmation of enrollment notice. The notice will include the following information; dates, times, location, instructor, parking and contact number. MCPM Administration will have a direct link to participants through email. Participants are provided names and addresses of fellow participants and communication among them is encouraged.

## **Transfer Credit Hours**

The full program provides invaluable interaction with other public-sector employees and unique opportunities to translate management theory into practice. With that in mind we may accept credit for those college level course that meet MCPM course objective and specifics. The course acceptance will be determined by the Program Director and the course instructor. If course is accepted, there will be a \$100 course transfer fee. When submitting your course for transfer you must include transcript, official course description, course requirements and

indicate if exams were required in the course.

### **Program Locations**

Online and some courses are offered each year at the beautiful Saginaw Valley State University campus located at 7400 Bay Road, University Center, Michigan when minimum enrollment numbers are met.

### **ATTENDANCE**

#### **Do I have to take the courses sequentially?**

Yes, at this time our courses are offered in order as cohorts. This enables the participant to integrate and correlate the skills acquired from each level with subsequent training. Exercises performed in the classroom may be linked to prior levels. Projects and readings should also be completed in a systematic, sequential manner to provide the full benefits of clarification and linkage of instructional training.

#### **What are the attendance requirements?**

Full attendance is expected. Participants will complete all requirements of each course/program. In cases where attendance is impossible, make-up must be completed the next time the same class is held. To ensure proper course credit and attendance credit each participant is responsible for signing in on the provided attendance sheet. If the signature does not appear on the course sign-in sheet the participant may be required to provide proof of attendance in the form of course materials, instructor verification or other information deemed necessary. It will be the students' responsibility to provide proof for credit and the Director for Office of Continuing Ed & Professional Development will determine proper verification.

#### **What are Cancellation Guidelines?**

If a participant must cancel a scheduled course, every effort should be made to notify the Office of Continuing Ed & Professional Development as soon as possible. Cancellations made no later than 14 day prior will receive a refund less a \$100 cancellation fee. Cancellations made 13 day or less prior to start of class will not be eligible for refund but students may transfer to the next MCPM program. Emergencies will be handled on an individual basis by the Director for Office of Continuing Ed & Professional Development.

#### **What are the Removal Guidelines?**

Participants may be removed from the program due to poor attendance, poor behavior in the classroom or behavior unfitting a MCPM candidate. Criteria of expectations for appropriate behavior and examples of inappropriate behavior will be provided to participants at the orientation session. Any discipline or removal actions will be the responsibility of the respective participant's agency.

### **At what point is a student placed in “Inactive Status”?**

Participants may be placed in “Inactive Status” for up to one year due to valid reasons of increased work load, relocation, or family issues. An inactive participant may rejoin the MCPM program without reapplying and when mutually convenient between the participant and the Director of Office of Continuing Ed & Professional Development during the one-year period.

## **EXAMINATIONS, READING APPLICATIONS, AND PROJECTS**

### **Project Requirements**

To receive the MCPM designation, participants are required to complete a job-related project. The project is completed individually. Participants are expected to apply the theories, principles and techniques learned in the MCPM program training sessions to a situation, problem concern, or opportunity in their work agency or organization.

This project is the Capstone course for the MCPM program. Students will be challenged to develop a comprehensive project plan and implement this in their work domain. The challenge should involve your management responsibilities and reflect what you have learned in this course. This will be a year-long project, woven into various modules of the MCPM Program. The final paper and formal presentation will be due at the end of the Management Practices III module. The process for deciding on and reporting on your project is outlined below.

#### ***Overview***

The project should consist of identifying a problem or situation that could use improvement in your work unit, section, division, or agency. Project planning will involve following the steps of the problem solving process and implementing the solution(s) identified to make the change in your work.

Your project will be planned with appropriate stakeholder approval. Solicit supervisory input and support as a step in the implantation plan.

**The Situation Scenario and Problem Statement will be due during Management Basics.** This will permit trainers to assist you, keep your project on schedule, and encourage your evaluation of the project process. The final written project assignment (due in Management Practices III) will describe the progress you have made on your project following the steps of the problem, solving process.

### **What is the minimum passing score for an exam, reading application or project?**

Participants must successfully complete test requirements for all core courses. Test requirements will require a minimum score of 70% and will be scored on a Pass/Fail basis.

## **FEES**

### **How much does the program cost (individual and agency)?**

The full course fee is \$4,995

Early Registration Discount is \$4495\*

\*Once first course has begun on full payment program, refund cannot be made - you may however, transfer to the next year's program.

**Contracting Option:** The Michigan Certified Public Manager program will deliver the MCPM training program to any state or local government group in Michigan for a fee of \$4185 per student with a minimum of 15 participants. Total fee for all students must be paid at start of program.

## **GENERAL INFORMATION**

### **Inclement Weather Policy**

MCPM classes may be canceled during inclement weather in accordance with Saginaw Valley State University policy. If adverse conditions necessitate the closing of campus and/or canceling classes and activities, the decision to do so will be made prior to 6:30 a.m. for day classes which begin before 4:00 p.m. Information about class cancellations/closings will be relayed to radio and television stations as soon as the decision has been made or the SVSU Weather/Information line - 989.964.4477. A faculty member may cancel a class or event if he/she is unable to attend due to adverse driving conditions along the route of travel to the University. Permission for cancellation must be received from the Director for Office of Continuing Ed & Professional Development or designee. Please visit the SVSU web site at [http://www.svsu.edu/operationsmanual/manual.cfm?doc\\_id=1799](http://www.svsu.edu/operationsmanual/manual.cfm?doc_id=1799) for complete policy.

### **What happens after I've completed the program?**

Individuals who have earned the MCPM designation are eligible for membership in the American Academy of Certified Public Managers. The American Academy offers an annual Professional Development Symposium which is also an excellent opportunity for graduates to interact with members from other states.

## **Questions**

Call the Office of Continuing Education at 989.964.4048 for more information.



# National Certified Public Manager Consortium

37 Member States - Nation Wide  
**Accredited and Active Members**  
(Last updated 10/14/08)

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Managers**

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**Associate Members**

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### **U.S. Virgin Islands**

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### What is the Michigan Certified Public Manager Program?

The Michigan Certified Public Manager Program (MCPM) is a nationally accredited management development program of public managers in Michigan, which includes middle to upper-level training to state agency personnel, local and county government officials and staff, and non-profit personnel. Participants are trained in subject areas that enhance their productivity and effectiveness as managers. The program's primary goal is to develop public sector managers to meet a prescribed set of professional standards.

The MCPM Program will guide public managers to incorporate theory and best practices into their behaviors and strategies. MCPM Program, and the National CPM Consortium, through a joint effort, will provide effective public sector service. The curriculum consists of 300 hours of professional training classes in the following areas of learning and CPM competency requirements: General Administration & Organizational Skills; Analytical & Conceptual Skills; Technical, Quantitative, & Qualitative Skills; Human Relations Skills; Personal & Organizational Integrity; Managing Work; Public Service focus; Change Leadership.

### Michigan Certified Public Manager Program Benefits:

For the participants:

- Recognition of your commitment to professional standards, your attainment to professional standards and professional designation.
- Enhancement of managerial skills while learning and applying innovative theories and approaches gained through participation in the MCPM Program.
- Association with a network of professional public managers in Michigan and other CPM associated states.
- Opportunity to work with highly regarded course instructors who have considerable management and training expertise.

For the agency or organization:

- Recognizable improvement in efficiency and effectiveness of skills.
- Fresh approaches and new ideas implemented.
- Each member completes a work-related project to engage in research, problem solving and planning that benefits the agency or organization.
- Attainment of improved networking and visibility in the region and state.

### Admission Requirements:

- Be selected/recommended by your employer;
- Hold a supervisory or managerial position for at least one year; hold a program management position responsible for technical or professional support to the agency; or be identified by the agency as an individual showing interest/potential for advancement into such a position, and
- Submit a letter of recommendation from your supervisor,
- Commit to complete requirements for certification.

### Sessions

The program, as required by the National CPM Consortium, must total 300 hours of structured learning activities. Such learning activities will include application projects, structured readings, comprehensive examinations and other approved workshops/courses. In addition, there will be a requirement for a written demonstration of participants' effectiveness in applying core materials to their job environment.

MCPM Program sessions are offered online and in one-day, two-day, and half-day sessions depending on the topic. Participants are required to complete a total of 300 hours. Lastly, the program will provide a substantive evaluation of all major curriculum objectives.

**For more information, please visit our website at [www.svsu.edu/ocepd](http://www.svsu.edu/ocepd)**

**Michigan Certified Public Manager Program**  
**Cohort #4**  
**April 23, 2010 – April 22, 2011**



	Course	Credit Hours	Date
1	Orientation/Leadership & You/Capstone Discussion	8	April 23, 2010
2	Public Service in the 21 <sup>st</sup> Century	12	April 30, 2010
3	The Growth of Government & Administration	12	May 14, 2010
4	Ethics & Public Organizations	12	May 28, 2010
5	The Political Ecology of Public Administration	12	June 11, 2010
6	Federalism & Public Administration	12	June 25, 2010
7	Civil Society & Public Administration	12	July 9, 2010
8	Public Administration Law Review	12	July 23, 2010
9	Economic Gardening	12	August 13, 2010
10	The Organizational Dimensions of Public Administration	12	August 20, 2010
11	Motivation, Decision Making, & Organizational Culture	12	September 3, 2010
17	Leadership in Public Administration	12	September 17, 2010
13	The Policy Process	12	October 1, 2010
14	Team Building	8	November 11, 2010
15	Working with councils, Boards & Commissions	12	November 29, 2010
16	Public Budgeting & Finance	12	December 13, 2010
17	Human Resource Administration in Public Organizations	12	January 14, 2011
18	Conflict Resolution	8	January 28, 2011
19	Managing Information Systems & Policy in Public Organizations	12	February 4, 2011
20	Building Relationships in a Diverse World	12	February 18, 2011
21	History & Culture of Michigan	12	March 4, 2011
22	Time Management & Decision Making	10	March 25, 2011
23	Selected Reading	12	Independent
24	Capstone Project	38	Independent
	Capstone Written Reports Deadline		April 8, 2011
	Cohort 4 Graduation Ceremonies		April 22, 2011
	Program Completion:	300	

# MICHIGAN CPM MEMBERSHIP APPLICATION

## PROGRAM ELIGIBILITY REQUIREMENTS

- Hold a supervisor or managerial position for at least one year; or hold a program management position responsible for technical or professional support to the agency; or be identified by the agency as an individual showing interest/ potential for advancement into such position and
- Submit a letter of recommendation from your supervisor.
- Commit to complete requirements for certification.

## APPLICANT INFORMATION

Name:

Date of birth:

SSN:

Phone:

Current address:

City:

State:

ZIP Code:

Birth Date:

Email:

Cell Phone:

## EMPLOYMENT INFORMATION

Current employer:

Check Employer Type:  State  County  Local  Federal  Non Profit  Other

Employer address:

How long?

Phone:

E-mail:

Fax:

City:

State:

ZIP Code:

Position:

Supervisor Name

Phone:

Supervisor Title

Email:

## EMERGENCY CONTACT

Name of a relative not residing with you:

Address:

Phone:

City:

State:

ZIP Code:

Relationship:

## METHOD OF PAYMENT

PERSONAL CHECK/MONEY ORDER

CREDIT CARD (PLEASE CONTACT OFFICE)

COMPANY CHECK/SPONSOR

## ADDITIONAL INFORMATION

## SIGNATURES

I certify that, to the best of my knowledge, all information entered in this application is accurate and true.

Signature of applicant:

Date:

## RESPONSES FROM OTHER STATE CPM PROGRAMS THAT HAVE RELATIONSHIPS WITH THE STATE MUNICIPAL LEAGUES

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From: "Charles David Taylor" <cdtaylor@bsu.edu>  
To: "Monica Reyes" <mbreyes@svsu.edu>  
Sent: Sunday, October 18, 2009 5:25:42 AM GMT -05:00 US/Canada Eastern  
Subject: RE: CPM Connection

Monica:

We have what you might call a budding relationship with the Indiana Municipal Management Association (town managers). I'd be glad to discuss it with you.

Chip

Dr. Charles Taylor  
Assistant Professor of Political Science  
Ball State University  
Muncie, IN 47306

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From: "Dr. Paulette Laubsch" <plaubsch@fdu.edu>  
To: "Monica Reyes" <mbreyes@svsu.edu>  
Sent: Friday, October 16, 2009 8:50:07 PM GMT -05:00 US/Canada Eastern  
Subject: RE: CPM Connection

Monica,

We have a number of relationships. We will be attending **New Jersey League of Municipalities** this November. There are hundreds of vendors and all municipalities in our state have representatives who attend. While we are there, we market our college programs as well as the CPM program. Another link we have is that there is a Police Expo every June that we attend. This expo is similar to the League, but the attendees are generally the various law enforcement agencies. Does this help?

Paulette Laubsch, DPA, CPM  
Fairleigh Dickinson University

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From: "Terri Callahan" <tcallahan@ku.edu>  
To: "Monica Reyes" <mbreyes@svsu.edu>  
Sent: Friday, October 16, 2009 11:13:59 AM GMT -05:00 US/Canada Eastern  
Subject: RE: CPM Connection

Hi Monica,

I have a partnership agreement with the **Kansas League of Municipalities**. This has been very beneficial to us. Basically, they market the program for me, give me booth space at their conference, have me present at their conferences, and serve on my CPM Advisory Board. I charge \$2700 per student and if they are from a city, I give the League \$500. This has been mutually beneficial for both of us. I have the same agreement with the Kansas Association of Counties.

Take Care,  
Terri

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From: "Michael Waters" <mawaters@ualr.edu>  
To: "Monica Reyes" <mbreyes@svsu.edu>  
Cc: Cpmconsort@aol.com, jacker@utah.gov, nffletcher@ualr.edu  
Sent: Friday, October 16, 2009 9:50:34 AM GMT -05:00 US/Canada Eastern  
Subject: RE: CPM Connection

Monica,

**Here in Arkansas, we have a relationship with the Municipal League.** We promote a connection in our training brochures, with their permission. Two or three times a year we coordinate training for planning commissioners and members of boards of zoning and adjustment. The municipal league provides information in their monthly magazine. They also help provide us with current mayoral contact information. We are also a consortium of three universities with MPA programs, so I represent the three universities when the Arkansas City Managers Association presents scholarships for graduate students in the three programs each year. The Municipal League and I work together to coordinate the delivery of those scholarships. I hope to develop something with them in the next two years.

Michael

***We are all in this together***

**Michael A. Waters, MPA, CPM, CVM**  
Administrator  
Arkansas Public Administration Consortium  
UALR Ross Hall 600  
2801 S University  
Little Rock, AR 72204  
501.569.3044  
[www.ualr.edu/apac](http://www.ualr.edu/apac)

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From: dmprinde@nmsu.edu  
To: "Monica Reyes" <mbreyes@svsu.edu>  
Sent: Monday, October 19, 2009 11:57:58 AM GMT -05:00 US/Canada Eastern  
Subject: Re: CPM Connection

We are working w/ the NMML to offer classes to muni staff.  
Diane

Diane-Michele Prindeville, Ph.D.  
Director, Masters of Public Administration Program and  
Academic Director NM Certified Public Manager Program  
Department of Government  
New Mexico State University  
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We are sure that there are more this is just a sample from those that did respond.  
Relationship vary.