



**A PROFILE OF
EXCELLENCE IN
PUBLIC SERVICE 2006**



MISSISSIPPI CERTIFIED PUBLIC MANAGER PROGRAM

MISSISSIPPI STATE PERSONNEL BOARD

Office of Training
Robert G. Clark, Jr. Building
301 N. Lamar Street, Suite 203
Jackson, MS 39201

g g g g g 2006 g g g g g

SPB Board Members

Mr. Bill Cossar, Chairman
Mrs. E A. Allen, Vice Chairman
Mr. S. Tom Hall
Mr. John Baas
Mr. Donald G. Brown

Legislative Advisors

Representative John Read, District 112
Senator Jack Gordon, District 8
Senator Perry Lee, District 35
Senator Billy Thames, District 34

2006 Office of Training Certified Public Manager Program Administration

Mr. Robert Bass, State Personnel Board Director	Ms. Jennifer Sledge, MCPM Program Director
Ms. Lesly Lloyd, CPM, Asst. State Personnel Board Director	Ms. Shondra Houseworth, MBA, MCPM Program Coordinator
Ms. Ronna Owens, CPM, Director, Management Training Division	Ms. Cheryl Cain, MPPA, Administrative Assistant

2006 MCPM Advisory Board

Ms. Pat Robertson, CPM, <i>Chair</i> , MS Dept. of Public Employees' Retirement System	Ms. Ronna Owens, CPM, State Personnel Board
Dr. Eric Clark, CPM, <i>Vice Chair</i> , Secretary of State	Mr. Robert Bass, State Personnel Board Director
Ms. Tommye Dale Favre, MS Dept. of Employment Security	Mayor Gary Rhoads, City of Flowood
Ms. Lee Jenkins, Office of the Governor	Dr. Marty Wiseman, MS State University
Mr. Ed LeGrand, CPM, MS Department of Mental Health	Dr. Gerald Emison, MS State University
Mr. Shelton Vance, CPM, State Tax Commission	Ms. Cheryl Lunsford, MS Dept. of Transportation

Advisors:

Senator Mike Chaney	Representative Frank Hamilton
---------------------	-------------------------------

2006 MCPM Curriculum Committee

Mr. Shelton Vance, Chair, CPM, State Tax Commission	Ms. Melissa McGee-Collier, MS Dept. of Environ. Quality
Mr. Al Brantley, CPM, MS Dept. of Transportation	Ms. Ronna Owens, CPM, State Personnel Board
Ms. Sharon Bridges, CPM, MS Dept. of Rehabilitation Services	Ms. Jennifer Sledge, State Personnel Board

2006 MCPM Instructors

Mr. Max Arinder, PEER Committee	Dr. Ann Homer Cook, A. Homer Cook & Associates, Inc
Dr. Pamela Baker, CPM, South MS Regional Center	Ms. Lynda Hunsicker, CPM, Aspire, Inc
Mr. James Barber, PEER Committee	Dr. Glenda Lester, Institutions of Higher Learning
Ms. Becky Baum, CPM, Dept. of Finance and Admin.	Ms. Lesly Lloyd, CPM, State Personnel Board
Mr. Ted Booth, J.D., PEER Committee	Mr. Boty McDonald, J.D., Law Office of Boty McDonald
Dr. Bob Boothe, Tabs Managerial Consultants	Ms. Joann Mickens, Management First
Ms. Amy Eifling, Aspire, Inc.	Mr. Chuck Sampson, Charles E. Sampson & Assoc.
Ms. Marianne Gaudin, CPM, Clark Consulting, P.A.	Mr. Shelton Vance, CPM, State Tax Commission
Mr. Joe Goff, J.D., MS Department of Transportation	Ms. Jan Walker, CPM, Insight Consulting, P.A.
Mr. David Hayes, Hayes Enterprises	Ms. Amy Whitten, J.D., The Whitten Group
Ms. Brenda Hiatt, PH Associates	

2006 MCPM Evaluators

Ms. Becky Baum, CPM, Dept. of Finance and Admin.	Mr. Boty McDonald, J.D., Law Office of Boty McDonald
Dr. Bob Boothe, Tabs Managerial Consultants	Mr. Chuck Sampson, Charles E. Sampson & Assoc.
Ms. Marianne Gaudin, CPM, Clark Consulting, P.A.	Ms. Renee' Scales, CPM
Ms. Lynda Hunsicker, CPM, Aspire, Inc.	Mr. Kevin Russell, Alexander & Associates
Dr. Glenda Lester, Institutions of Higher Learning	Ms. Brenda Redfern, Belhaven College

FOREWORD



We are pleased to present this publication, *A Profile of Excellence in Public Service 2006*, which showcases the leadership of Mississippi and the exemplary work products of public service employees.

The projects highlighted in this publication were conducted by public service employees who are participants in the Mississippi Certified Public Manager Program (MCPM) offered by the State Personnel Board, Office of Management Training. The MCPM Program is built on the philosophy that the study of management can impact skills, attitudes and behaviors that demonstrate successful public management. MCPM recognizes the distinctive quality of managers in the public sector and translates state of the art theory (the academic portion) into practical training (the applied portion) for public managers. As shown by the employees in this Profile, public service managers are demonstrating competence, professionalism and tremendous pride while striving to enhance the overall quality and image of public service operations.

Ingrained in the objectives of the MCPM Program is that participants are required to develop and implement projects while directly involving the agencies, divisions or departments in which they work. Through the implementation of work related projects, processes, systems, programs and services are improved in their agencies. This Profile represents the present and future of public service in Mississippi and the projects contained in this publication have been identified as Model Projects in the 2006 MCPM Program. I commend the agencies' Executive Directors for their leadership and support in preparing these employees for the future of our government. Together we will strive to ensure the citizens of Mississippi receive the highest quality of services they so rightfully deserve.

Sincerely,

Don Thompson, State Personnel Director
Mississippi State Personnel Board

INTRODUCTION

The Mississippi Certified Public Manager Program

The Mississippi Certified Public Manager (MCPM) Program is a nationally recognized 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 requirement for the Certified Public Manager designation. The MCPM program began in 1989 and is administered and delivered by the Mississippi State Personnel Board's Office of Management Training. The MCPM program incorporates systematic training to maintain and improve public service performance to achieve optimum levels of effectiveness, efficiency and service. Over 1,500 managers from state, county and local governments have participated in the program, representing over 100 public agencies. Many agencies have chosen MCPM as their primary method of training current leaders and developing future leaders for Mississippi with critical competence for public service success.

MCPM Program Requirements and Curriculum

Mississippi's CPM Curriculum consists of six "Managing Government in Mississippi" one week courses. This core training is augmented by two outside readings, three job-related projects, elective courses based on development of key management/leadership skill, an Executive Seminar and examinations on core courses.

The CPM curriculum covers the full spectrum of management and leadership skill building beginning with individual performance and expanding to broader organizational and public policy issues.

The training style uses practical, hands-on activities to successfully join "theory" with "practical application" benefiting the CPM participants, their sponsoring agencies and their customers.

Building Managerial Competencies

Developing core competencies is foundational to managerial excellence in government. Competencies developed by the MCPM program include:

- < Self-management and personal development
- < Leading individuals and groups
- < Understanding organizational systems and cultures
- < Knowledge of state government infrastructure and trends

Additional Benefits

- < *Improve* services through process improvement projects
- < *Build* a pool of internally developed leaders
- < *Retain* employees with leadership potential
- < *Implement* new approaches to agency challenges and opportunities, and
- < *Sharpen* skills through networking and continuing education through the MCPM Program and the MS CPM Society.

TABLE OF CONTENTS

State Personnel Board Executive Management Membership ii

Foreword iii

Introduction iv

g g g g g 2006 MODEL PROJECTS g g g g g

City of Hattiesburg 1-2

- Quality Service to Customers

Division of Medicaid 3-4

- Quality Improvement in Quality Control

Life Help – Region VI MH/MR Community Mental Health Center 5-6

- Anatomy of an Effective Manager: Avoiding the Most Common Mistakes

Mississippi Department of Banking and Consumer Finance 7-9

- Disaster Protocol
- Quality Improvement Plan to Improve Job Morale Through Improved Communication

Mississippi Department of Corrections 10-11

- Cell-OP: Streamlining Cellular Service

Mississippi Department of Environmental Quality 12-19

- Environmental Compliance Assistance Training for the Mississippi Poultry Farmer
- Environmental Education Tools for Aqua Fair Presenters and Coordinators
- Development and Execution of a Cross Training Program to Diversity Knowledge and Abilities
- Development of a Biology 101 Course for the MS Department of Environmental Quality
- Intra-Agency Cooperation on Federal Grants
- Removing Barriers to Quality
- Safe Dams Correspondence Tracking System
- Standardizing Project Management Practices
- The Service & Miscellaneous Industries Branch, MS Department of Environmental Quality

Mississippi Department of Finance and Administration – MS Management & Reporting Systems 20-21

- Mainframe Applications Change Management Forms Consolidation
- MMRS Online Course Catalog for MELMS Learning Center

Mississippi Department of Health 22-23

- MS Department of Health Boil Water Alert Procedure

Mississippi Department of Information Technology Services 24-26

- Centralizing Telecommunications Services for the State -- Improving the Bottom Line
- Online Planning System

Mississippi Department of Mental Health 27-28

- Implementation of Total Quality Management within the Department of Mental Health Office of Constituency Service

MISSISSIPPI CERTIFIED PUBLIC MANAGER PROGRAM

Mississippi Department of Mental Health - Boswell Regional Center	29-30
➤ Reviewing Budgets Using Organizational Codes	
Mississippi Department of Mental Health – East MS State Hospital	31-34
➤ Establishing Policies and Procedures and Training Supervisory Staff	
➤ Redesigning of EMSH’s Patient Ward Check Policy	
➤ Review and Update of East Mississippi State Hospital Treatment Program Manual	
➤ Revision of the EMSH Patient Satisfaction Survey Form and Process	
Mississippi Department of Mental Health – Ellisville State School	35-36
➤ Implement the Research and Recommendation for a Partial Semi-Monthly Payroll System to the Agency Director	
Mississippi Department of Mental Health – MS State Hospital	37-39
➤ Developing a Quality Improvement Plan for the Quality Management Department	
➤ Getting Things Done: Improving Organizational Efficiency Using Structured Follow-through and Communication Skills	
➤ Public Perceptions of Mississippi State Hospital	
Mississippi Department of Mental Health – North MS Regional Center	40-41
➤ A Quality Improvement Project for Meal Preparation at Briar Ridge Community Home	
Mississippi Department of Rehabilitation Services	42-43
➤ Bridging the Communication Gap of the AbilityWorks Staff and the Case Service Staff in the Mississippi Department of Rehabilitation Services	
Mississippi Department of Transportation	44-47
➤ Hazardous Elimination Safety Program for the Mississippi Program for the MS Department of Transportation	
➤ Modifying the Procedure for Obtaining Asphalt Densities on the Roadway	
➤ Quality Assurance for the Web Services Group	
➤ Recruitment and Retention Program for Right of Way Agents in the Relocation Section of MDOT’s Right of Way Division	
Mississippi Development Authority	48-49
➤ Quality Service to Customers	
Mississippi Department of Public Safety – MS Crime Laboratory	50-51
➤ Improving Productivity	
Mississippi Insurance Department	52-53
➤ Improving Organizational Communication by Developing a Quick Reference Guide	
Mississippi Public Employees’ Retirement System	54-55
➤ Plan of Action to Resolve Delinquency Problem of Fee-Paid Officials	
➤ Quality Service to Customers	
Mississippi State Tax Commission	56-57
➤ Auditing for Use Tax – A Training Development	

**CPM LEVEL IV GROUP PROJECT
INFORMATION**

Purpose of Level IV Group Projects 59

Project Synopsis for the MS Department of Archives and History 60

- Proposal for Employee Assistance Program for the MS Department of Archives and History

Project Synopsis for the MS Department of Finance and Administration 61

- Development of Employee Orientation System for the MS Dept. of Finance and Administration

Project Synopsis for the MS Department of Human Services 62

- Review of New Employee Orientation for the MS Department of Human Services

Project Synopsis for the MS State Hospital 63-65

- EAP Project Proposal for MS State Hospital
- Recruiting and Retaining Drivers for MS State Hospital’s Transportation Department
- Recruitment and Retention of Campus Police for MS State Hospital

Project Synopsis for MS Development Authority..... 66-67

- Coordination of Safety Team, Evacuation Team, HR Policies and Emergency Procedures for the MS Development Authority

Project Synopsis for the MS State Personnel Board 68

- Developing a Marketing Strategy for the MS State Personnel Board Office of Training

Project Synopsis for Boswell Regional Center..... 69

- New Employee Orientation for Boswell Regional Center

Project Synopsis for the MS Emergency Management Agency 70-71

- PAR Guide for the MS Emergency Management Agency

Project Synopsis for the MS Fire Academy 72

- MS Fire Academy Mission Statement

Project Synopsis for the MS Board of Medical Licensure..... 73

- MS Board of Medical Licensure Emergency Preparedness Procedures

Project Synopsis for MS State Hospital..... 74

- MS State Hospital Employment Services Department: Direct Care Worker Application Process Analysis