

MCPM

MISSISSIPPI CERTIFIED
PUBLIC MANAGER®



Participant Policy Handbook

September 2017

Mississippi State Personnel Board
Office of Workforce Development
210 East Capitol Street, Suite 800
Jackson, MS 39201

An accredited member of the



PROGRAM ADMINISTRATION

Overall administration of the MCPM Program is provided by the Mississippi State Personnel Board through the MCPM Program Director with guidance from the MCPM Advisory Board. This Board is composed of a representative from each of the following: Office of the Governor, Mississippi State Personnel Board, State Personnel Advisory Council, MCPM Curriculum Committee, Mississippi Society of Certified Public Managers, Institutions of Higher Learning, and representatives from various governmental organizations. One State senator and one State representative serve as advisors to the Board. The MCPM Advisory Board and the MCPM Curriculum Committee are responsible for policy direction and approval of course curriculum. The Mississippi State Personnel Board is responsible for the administration of the program.

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PROGRAM BACKGROUND

The Mississippi Certified Public Manager® (MCPM) Program is a nationally-accredited comprehensive management development program open to managers in Mississippi's governmental organizations. It is designed to provide public managers access to best practices and the opportunity to apply principles to management strategies using a prescribed set of professional competencies. The program is designed to prepare managers for the increasingly complex and demanding governmental issues confronting Mississippi and is a professional, rather than an academic, credential.

Formed in 1979, the National Certified Public Manager® Consortium (NCPMC) establishes and preserves standards for the CPM designation by providing and monitoring accreditation standards, facilitating program development, encouraging innovation, and developing a network of programs and organizations across the U.S. and internationally. CPM is available in 40 states, the Virgin Islands, and the Netherlands, with new locations added annually.

PROGRAM OVERVIEW

The MCPM Program awards a Certificate in Supervisory Management (CSM), an interim designation that recognizes partial completion of the MCPM Program and mastery of fundamental management concepts and techniques. The CSM is awarded to all participants upon successful completion of:

Course work	MCPM Level I – 30 hours MCPM Level II – 30 hours MCPM Level III – 30 hours
Electives	30 hours
Reading	Required management-related book
Project	One job-related project
Leadership Development Plan (LDP)	Completed in Level I and updated in Level II
Advanced Writing	MCPM Advanced Writing - 6 hours

Additional requirements for the MCPM designation are satisfactory completion of:

Course work	MCPM Level IV – 33 hours MCPM Level V – 33 hours MCPM Level VI – 36 hours
Executive Seminar	14 hours (<i>not included in the 58 elective hour requirement</i>)
Electives	58 hours
Reading	Required management-related book
Projects	Two job-related projects

Goals

1. To encourage the recognition of public management as a profession established upon an underlying body of knowledge;
2. To set out a course of study by which such knowledge can be acquired;
3. To foster and maintain high educational and ethical standards in the practice of public management;
4. To assist Mississippi's governmental organizations by establishing a more objective assessment for a public manager's professional knowledge and performance; and
5. To provide enhanced professional recognition of management development attainment by public managers.

ELIGIBILITY REQUIREMENTS

Participants in the MCPM Program typically hold a management or management-level staff position with a Mississippi governmental organization, including local, state, and federal governmental organizations located in Mississippi. A management position is defined as one which requires direction and supervision of more than one other employee. A management-level staff position is defined as one which, while not requiring direction and supervision of others, directly serves management by providing high-level technical or professional expertise.

An organization may wish to nominate an individual for participation that does not presently hold a management or management-level staff position but shows great potential for advancement into such positions. Such endorsements are encouraged in the interest of providing maximum educational opportunities to public employees in Mississippi.

The MCPM Program is committed to the principle of equal opportunity and will not discriminate against otherwise qualified persons on the basis of race, color, religion, national origin, sex, age, handicap, disability, or veteran's status in its admissions, program accessibility, or services.

Candidates for the MCPM Program should meet the following criteria:

1. Be employed by a Mississippi local or state governmental agency or a federal agency located in Mississippi
2. Hold a supervisory or managerial position responsible for directing employees or projects
OR
Hold a management-level staff position responsible for providing technical or professional support to the agency
OR
Be identified by the agency director as an individual showing potential for advancement into such positions
3. Receive the endorsement of his/her immediate supervisor, division director (where applicable), and agency director
4. Commit to complete the CSM designation upon entering Level I and to complete the MCPM designation upon entering Level IV

APPLICATION PROCESS

Eligible employees apply to attend Level I of the MCPM Program online via the Mississippi Accountability System for Government Information and Collaboration (MAGIC) portal (<https://portal.magic.ms.gov/irj/portal>) or by contacting their agency training coordinator for registration assistance. Admission is not available without the approval of the employing agency. Registration is available for subsequent levels after the participant has completed the previous level.

MAGIC registration assistance is available through the Mississippi Management and Reporting System (MMRS) training document 8203: LSO Training Employee Self-Service Learner (<http://www.dfa.ms.gov/media/5242/8203-lso-employee-self-service-guidelines.pdf>) or the MMRS website at <http://www.mmrs.state.ms.us>. Questions may be directed to the MMRS Help Desk at 601-359-1343 or by emailing mash@dfa.ms.gov.

Class schedules are listed in the training calendar on the MSPB website at <http://www.mspb.ms.gov/professional-development/registration-and-class-schedule.aspx>

ATTENDANCE

Required attendance for Levels I – III is 80%. Required attendance for Levels IV – VI is 90%, with certain days (including days with group work or presentations) requiring 100%. In case of an emergency, notify the MCPM Program Director immediately.

CANCELLATION POLICY

If a participant is unable to attend a course for which he/she is registered, notify the MCPM Program Director via email no later than two weeks prior to the first day of the scheduled session. The participant must also cancel the registration in MAGIC-LSO.

PROGRAM ACTIVITY STATUS

Participants are expected to make progress within a twelve month period to remain in active status. Activity includes attending a level of MCPM, submitting one required reading report, submitting a project, completing MCPM Advanced Writing, or completing the total number of elective hours (attending partial elective requirements does not maintain active status).

There is no time limit between the completion of the CSM and entry into the second half of the MCPM Program. CSM graduates may begin additional MCPM requirements at the employing agency's discretion without activity status limitations.

Warning Status

If there is no activity in a twelve month period, the participant will go into warning status.

Inactive Status

After 18 months with no activity, the participant becomes inactive.

Permanent Inactive Status

After six months of inactive status (a total of 24 months), the participant transfers to permanent inactive status. Due to the dynamic nature of MCPM curriculum, these participants lose credit for all work previously completed within the section of the Program in which they last participated (includes levels, readings, and projects).

REINSTATEMENT

Participants placed on permanent inactive status have two options for reinstatement:

1. Reapply as a new participant and complete all requirements.
2. The agency training coordinator must submit a letter on the participant's behalf stating the reason for previous inactivity and that the agency supports the participant in completing the Program. Additionally, participants must submit a 400-word narrative describing why they want to be readmitted in the MCPM program and how they intend to apply the principles learned in the work environment. The narrative and letter are submitted via email to the MCPM Program Director.

CONFIDENTIALITY

Participant files, reports, and projects will be kept in the strictest confidence and privacy. All participant files, projects, materials, and assessments are the property of the MCPM Program and will not be returned to the participant. A participant must grant permission to the Mississippi State Personnel Board to publish a model project.

ELECTRONIC COMMUNICATION DEVICE USAGE POLICY

The Mississippi State Personnel Board is committed to providing a positive training experience to all participants. To uphold this commitment, MSPB requires participants to silence all electronic communication devices (including cell phones, tablets, etc.) and to use these electronic devices only during designated break times. Electronic communication device usage (including texting) during class time will count against class participation. Excessive electronic communication device usage and texting during class time is grounds for removal from the class.

MCPM COMMITMENT TO HONESTY

The MCPM Program maintains a zero tolerance policy for cheating and plagiarism. Evidence of cheating and/or plagiarism by a participant is grounds for automatic dismissal from the MCPM Program.

COURSE SEQUENCE

Level I (numbers 1 - 4 are pre-work for Level I)

1. Attend MCPM Program Online Orientation
2. Complete Myers-Briggs Type Indicator test
3. Complete self-assessment (participant) and supervisor completes survey
4. Complete MCPM Career Goals Assessment
5. Attend MCPM Level I (Core Course)
6. Complete and turn in Leadership Development Plan (LDP) to assigned coach and MCPM Program Director
7. Select and maintain regular contact with accountability partner
8. Meet with MCPM coach to discuss self/supervisor assessments, modify LDP as necessary to include readings, courses, and activities
9. Maintain regular progress on LDP

Levels II and III

10. Attend MCPM Level II (Core Course)
11. Complete 30 elective hours (electives taken on an ongoing basis until completed)
12. Meet with MCPM coach via email or telephone to discuss and modify LDP as necessary
13. Attend MCPM Advanced Writing class (recommended prior to attending Level III)
14. Attend MCPM Level III (Core Course)
15. Submit first Required Reading report (submitted at any point during CSM)
16. Submit MCPM Level III project

Participant Awarded Certificate in Supervisory Management

Levels IV - VI

17. Attend MCPM Level IV (Core Course)
18. Submit MCPM Level IV project (Assessment of Problem)
19. Attend MCPM Level V (Core Course)
20. Submit second Required Reading report (submitted at any point during MCPM)
21. Submit MCPM Level V project (Solution of Problem – implementation required)
22. Attend MCPM Level VI (Core Course)
23. Attend Executive Seminar (Part of Level VI)
24. Submit Level VI Comprehensive Essay
25. Complete 58 elective hours, excluding electives used for CSM and the Level VI Executive Seminar (electives taken on an ongoing basis until completed)

Participant Awarded Mississippi Certified Public Manager® Designation

LEADERSHIP DEVELOPMENT PLANNING

The MCPM Program provides professional leadership training to public managers. Participants complete a Leadership Development Plan (LDP) in MCPM Levels I – II. The goal of leadership development planning is to identify the participant’s developmental needs in the area of leadership based on the State of Mississippi’s leadership competencies. The LDP is a dynamic plan for developing participants’ leadership skills through a process of self-awareness with input from mentors, coaches, peers, and their supervisor(s).

COACHING

The MCPM Program provides coaching to public managers. Coaches are MCPM instructors who provide a coaching session to MCPM Level I participants at the conclusion of the week. The coach discusses a performance questionnaire completed by the participant and their supervisor as part of the pre-work to Level I and the career goals and LDP completed during Level I. There is follow-up between the coach and participant regarding the LDP.

JOB-RELATED PROJECTS

One common concern of the MCPM Program staff, sponsoring organizations, and program participants is relevance to the workplace. The MCPM Program maintains workplace relevance in a systematic way by extending the core learning principles through three work-related projects. These projects demonstrate transfer of knowledge to the participant's workplace.

Successful completion of the first project is required for CSM. Successful completion of all three projects is required for the MCPM designation. Level III projects may be conducted by individual participants or jointly with other MCPM participants as long as the project is relevant to each participant’s workplace and the scope of the project is large enough to require more than one participant. Levels IV and V projects must be conducted on an individual basis. Instructions for completing job-related projects are provided in the MCPM Project Handbook.

Projects are submitted to the MCPM Program Director via email. The MCPM Program Director forwards the project to an MCPM Project Evaluator for review. Projects are evaluated for quality and completeness of the work, relevance to the participant's job, and conformity to project guidelines. A grading rubric is provided for all projects in the MCPM Project Handbook to ensure every participant is fully informed of grading standards. Project Evaluators have six weeks to complete the evaluation of a project. The MCPM Program Director notifies participants by email within five days of receipt of the evaluation from the Project Evaluator. If the project is not acceptable, formal notification will include a description of project deficiencies.

Because all projects become the property of the MCPM Program and will not be returned to the participant, participants should retain an individual copy of their projects. Projects are considered confidential and will only be discussed with the participants who submit them. Actual names of individuals in the work environment, other than the participant, should not be included in the project. Job titles should be used in place of the actual individual names of people involved in the project.

JOB-RELATED PROJECT PROPOSALS

Approved project proposals will be kept on file for a period of one year from the date of approval by an MCPM Program Project Evaluator. If a completed project is not received during this time period, the participant will be required to resubmit a new project proposal for review and begin the proposal approval process again. Participants may request a three month extension in cases of extenuating circumstances by sending an email request to the MCPM Program Director. The participant will be notified of approval or disapproval of the extension request and will be given a new expiration date upon approval.

RETURNED PROJECT REPORTS

Completed projects returned to a participant by an MCPM Project Evaluator or the MCPM Program Director for revision should be corrected and resubmitted within 30 days of the date of the revision notification. Failure to meet this requirement will affect the participant's activity status in the Program. Participants reinstated from permanent inactive status must resubmit their revised project within this 30 day period.

REQUIRED READING

The required reading component has three purposes: (1) to complement and enrich core curriculum; (2) to introduce the participant to highly-regarded management publications; and (3) to encourage proactive professional development beyond graduation.

Participants may read any book from the MCPM Required Reading List. After reading a book, a 300-word report containing a summary of the book's major points and how the participant plans to incorporate the principles is submitted to the MCPM Program Director. The Required Reading Form is available on the Mississippi State Personnel Board website at <http://www.mspb.ms.gov/professional-development/registration-and-class-schedule/certified-public-manager-program.aspx>.

EXECUTIVE SEMINAR

During the week of the MCPM Level VI session, participants select the organizations to be included in the Executive Seminar. The Executive Seminar is a combination of lectures and tours of state agencies. This 14-hour session is a part of MCPM Level VI and does not count toward the 58-hour elective requirement.

PROFESSIONAL DEVELOPMENT COURSES (ELECTIVES)

Benchmark Updates Effective September 1, 2017

If the Basic Supervisory Course is used as elective credit for the Certificate in Supervisory Management, CSM is only eligible for a 1% benchmark. If participants complete the Basic Supervisory Course in addition to the 30 hours of professional development electives, CSM will be a 2% benchmark. Any benchmark caps communicated prior to September 1, 2017, are no longer valid.

Participants in Levels I – III complete 30 hours of professional development electives as part of the

requirements for the CSM designation. These courses are selected by the participant based on need and interest.

The Basic Supervisory Course (BSC), a 30-hour course offered by MSPB that is eligible for a 1% benchmark, is sometimes used for the 30-hour CSM requirement. A participant using BSC for the CSM requirement must deduct the BSC 1% from the CSM 2% benchmark. However, if a participant attends 30 hours of classes from the professional development electives, the CSM 2% benchmark is not reduced.

In addition to the 30 CSM elective hours, participants complete 58 elective hours during Levels IV - VI. The participant is responsible for scheduling these hours. Approved MCPM electives are MSPB sponsored electives facilitated by MSPB instructors. Outside elective credit is not accepted toward the MCPM Program.

Advanced Writing is a 6-hour elective that is required for every CSM participant. Advanced Writing can be used either toward the 30 elective hour requirement for CSM or the 58 elective hour requirement for CPM, whichever the participant prefers.

REQUEST FOR CERTIFICATION

Participants who have successfully completed all requirements for either the CSM or MCPM designations must formally request certification for the completed designation within 30 days of the next scheduled graduation ceremony. The official request form is available on the Mississippi State Personnel Board website at <http://www.mspb.ms.gov/professional-development/registration-and-class-schedule/certified-public-manager-program.aspx> and will be sent to potential graduates for completion approximately two months prior to the graduation ceremony.

GRADUATION

The CSM and MCPM graduation ceremony is held once a year, usually in the summer of each calendar year.

Candidates who have submitted their Request for Certification Form 30 days prior to the next scheduled CSM/MCPM graduation ceremony and have met all other requirements for the CSM or MCPM program are eligible to participate in the graduation ceremony.



CSM WORKSHEET

This worksheet is provided for convenience in tracking progress toward completion of the requirements for the Certificate in Supervisory Management (Levels I – III) and is not to be submitted to MSPB.

Name: _____

<u>Completion Date of Activity</u>	<u>CSM Requirements</u>
____/____/____	* Level I
____/____/____	* Level II
____/____/____	* Level III
____/____/____	* Level III project
____/____/____	Required Reading
____/____/____	Completion of 30 MSPB Elective Hours
____/____/____	Request for Certification
____/____/____	MCPM Graduation / Award of CSM

*These activities must be completed in sequence. All other requirements do not have to be taken in any specific order.



MCPM WORKSHEET

This worksheet is provided for convenience in tracking progress toward completion of the requirements for the Mississippi Certified Public Manager® Program (Levels IV-VI) and is not to be submitted to MSPB.

Name: _____ CSM Received: ____/____/____

If CSM has not yet been awarded, Level III project turned in: ____/____/____

**Completion
Date of Activity**

MCPM Program Requirements

____/____/____

* Level IV

____/____/____

* Level IV Project: Assessment of Problem

____/____/____

* Level V

____/____/____

* Level V Project: Solution of Problem

____/____/____

* Level VI

____/____/____

* Level VI Comprehensive Essay

____/____/____

** Level VI Executive Seminar

____/____/____

Required Reading

____/____/____

Completion of 58 MSPB Elective Hours

____/____/____

Request for Certification

____/____/____

MCPM Graduation / Award of MCPM designation

* These activities must be completed in sequence. All other requirements do not have to be taken in any specific order.

**The Level VI Executive Seminar is part of Level VI and must be attended in the same semester as Level VI.