



Participant Policy Handbook



February 2024

**Mississippi State Personnel Board
Office of Training and 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 the 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 Certificate in Supervisory Management (CSM) (CPM Levels 1-3) and entry into the second half of the MCPM Program (CPM Levels 4-6).

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 to 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.

If it has been over eight years since the participant's last requirement was completed, then the participant would select option #1, reapply as a new participant, and restart at CPM Level 1.

Please note that there is not a time limitation on the Basic Supervisory Course (BSC). Participants will not have to retake BSC.

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 the supervisor completes the survey
4. Complete the MCPM Career Goals Assessment
5. Attend MCPM Level I (Core Course)
6. Complete and turn in Leadership Development Plan (LDP) to the assigned coach and MCPM Program Director
7. Select and maintain regular contact with your 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)

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 can be used towards the 30 CSM electives.

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><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.

Update Effective January 1, 2022

Pursuant to the Mississippi State Personnel Board Variable Compensation Plan, effective January 1, 2022, consideration of an in-range salary adjustment is allowable for the completion of a training program. In-range salary adjustments are always awarded at agency discretion. Percentages of in-range salary adjustments for the completion of training programs are set by the agencies.

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 before 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.



APPENDIX



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 CPM 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.



OFFICE OF TRAINING AND DEVELOPMENT COMMITMENT TO A POSITIVE TRAINING ENVIRONMENT

Statement of Purpose

The Mississippi State Personnel Board Office of Training and Development is dedicated to providing the best services to its customers at the State Training Center and at remote locations where its training may be offered. To fully realize this goal, the Office of Training and Development is committed to ensuring that its employees, instructors, customers, vendors, and guests are provided with a work and training environment of professionalism and free from adverse work conditions and any form of harassment.

The Office of Training and Development expects all employees and instructors to perform their duties in a professional and businesslike manner with particular consideration for the well-being of colleagues, customers, guests, vendors, and the public. To implement this philosophy and give proof to its commitment to professionalism, the Office of Training and Development specifically prohibits any form of harassment in classes that are in-person or virtual. Moreover, the Office of Training and Development makes a firm and unwavering commitment to swiftly and effectively address all known conditions of harassment in its work and training environments.

Scope of Policy in General

The Office of Training and Development prohibits any harassment with regard to political affiliation, race, color, handicap, genetic information, religion, national origin, sex, religious creed, age, or disability. This prohibition includes, but is not limited to: remarks, gestures, inappropriate chatting in any virtual format, physical contact, and display or circulation of written or electronic materials, pictures, or objects derogatory to any persons based on the above characteristics. Any employee, instructor, customer, vendor, or member of the public who comes into contact with the Office of Training and Development in a business-related way need not endure harassment and is encouraged to bring to the attention of management any instances which are found to be offensive. The Office of Training and Development makes a firm commitment to address all complaints of harassment and to act swiftly to remedy any complaints found to have merit.

Specific Policy on Sexual Harassment

Prohibition of sexual harassment is specifically included in this policy commitment. Sexual harassment is a form of misconduct which undermines the professionalism of the work and training environments. Therefore, no person previously mentioned in this policy should be subjected to unsolicited and unwelcome sexual overtures of conduct, verbal or physical. Sexual harassment is prohibited regardless of gender.

Sexual harassment is defined as unwelcome comments or conduct based on sex which unreasonably interfere with a customer's ability to engage in training and that are intimidating, hostile, or offensive to a reasonable person and to the customer. Examples of conduct which may constitute sexual harassment include, but are not limited to:

- | | |
|--|---|
| Repeated offensive sexual flirtations | Graphic or degrading comments about appearance |
| Repeated requests for dates | Display of sexually suggestive objects, pictures, or images |
| Advances or propositions | Offensive or degrading cartoons or jokes |
| Verbal abuse of a sexual nature | Offensive or degrading emails or electronic images |
| Inappropriate/unwelcomed virtual chats | |

Complaint Procedure

Complaints of harassment will be given a high priority and will be investigated promptly. Complaints by customers, instructors, vendors, or members of the public may be reported in the following ways:

1. Persons participating in MSPB training sessions held as a part of the CPM, BSC, HRCP, ASCP, or ESCP programs may report instances to the instructor, the Program Director, or the Director of Training and Development.
2. Persons participating in professional development training sessions or agency sponsored training sessions held at the Training Center may report instances to the session instructor, the Program Director, or the Director of Training and Development.
3. Where such courses are agency-sponsored and are conducted on-site at an agency, complaints may also be directed to the appropriate agency representative.
4. Other persons covered by this policy may report instances to the Director of Training and Development.

Penalties for Violation

Violations by persons who are not employees of the Office of Training and Development shall be addressed in the best manner available to the Office of Training and Development. Violators may be asked to leave specific training sessions, dismissed from the CPM, BSC, HRCP, ASCP, or ESCP programs where such conduct occurs in a program-related activity, and/or barred from future participation in the Office of Training and Development programs. In addition, violations by customers shall be reported to the customer's employer. Instructors who violate this policy may be barred from teaching for the Office of Training and Development. Any person violating this policy may be asked to leave the training site immediately and may be barred from re-entry to any premises or virtual format controlled by the Office of Training and Development.

**Mississippi State Personnel Board
210 East Capitol Street, Suite 800
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Assistant Director of Training and Development and MCPM Professional Development Director (601) 359-2714

Mississippi Certified Public Manager® Program Director (601) 359-2715

Administrative Services Certification Program and Executive Services Certification Program Director (601) 359-2768

Basic Supervisory Course Program and Human Resources Certification Program Director (601) 359-2761



CODE OF ETHICS AND PROFESSIONALISM

I, _____, agree that I represent the brightest and best from my organization. It is up to me to make sure that I am deserving of the privilege and, as a result, my actions will reflect my professionalism.

Personal Responsibilities

1. I will, to the best of my abilities, complete my assignments, pay attention and participate in a positive manner. I will be certain to keep down distractions and sidebar conversations to ensure everyone can focus on learning.
2. I will adhere to the attendance requirements for this program. This means I will make every effort to remain in class for the full session.
3. I understand that in addition to completing 300 training hours, I am also required to successfully complete deliverables as a condition of certification outlined in the handbook.
4. I will communicate progress difficulties with the MCPM Program Director and take advantage of available resources. However, my success or failure in this program is my own responsibility.
5. I have a duty to represent my organization in a positive manner. As such, I will learn whatever I can from all classes and bring back this insight to improve my organization.
6. I will conduct myself in an ethical manner.
7. I will ensure that all work completed for the program is of my own effort. I will not plagiarize/copy another student's work. I will not use Artificial Intelligence to produce any of my assignments for the program; doing so will result in termination from the program.
8. I am here to learn. My attitude will make the difference in my success and that of the program.
9. In return, I will have the privilege of participating in a unique educational opportunity that offers a well-respected credential upon completion of the program.
10. I will enjoy the journey and assist others in making their own journey successful.

Classroom Responsibilities

1. Everyone is entitled to an opinion, and I will listen to others without judging or belittling.
2. I will value our differences and use them to learn.
3. I share in the responsibility to help create a positive environment in the classroom and with my colleagues and instructors.

Printed Name: _____

Signature: _____

Date: _____