



**A
MESSAGE
FROM
THE
CHAPTER
PRESIDENT**



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The calendar has turned to May and that means another year is coming to a close for our Chapter. It is mind boggling that it's time for my last message already.

I would like to take a minute to thank all of you for your participation in our CPE opportunities. Your continued support of our Chapter makes the Greater Lansing Chapter a great group to be a part of and motivates your board members to bring you the best training available. To my fellow Board members, thank you so much for your work and dedication to the Chapter and its many programs. Without you, these opportunities would not exist and I applaud each of you for volunteering your time.

I am proud to have served as your President and am delighted to continue the tradition of accepting the Platinum Award at National in July. This would not happen without all of you. Congratulations to all of you!

I leave you with this. As life continues to get more demanding and stressful, take the time to appreciate your family, your life and all that you have. We are only given so many days and life is so precious. Make each day count and live with no regrets. Be you and find joy in what you do no matter what that is. Hug your loved ones tight and make memories. Those last a lifetime!

Finally... May is Military Appreciation Month. To all our veterans and families of service men and women, I THANK YOU for your service and your sacrifices. Without those of you who have served and the support back home, we wouldn't have the freedoms we have today. May we never forget our freedoms are not free!

Julie

Vision

AGA is the premier association for advancing government accountability.

Mission

AGA fosters learning, certification, leadership and collaboration for professionals and stakeholders committed to advancing government accountability.

Core Values

Service, Accountability, Integrity, Leadership

**UPCOMING
EVENTS**

**Monthly Luncheon
May 16**

**Webinar
June 14**

see page 2 for details



Eye Opener



1968

The year the federal government began to officially recognize Memorial Day on the calendar when Lyndon B. Johnson signed the Uniform Monday Holiday Law. The law took effect on January 1, 1971.

SOURCE: thefw.com I things you didn't know about memorial day





**MONTHLY MEETING
TUESDAY
May 16, 2017
11:45**
Van Wagoner Building
Lakeshore Room
Lansing, Michigan

SUCCESS BY CHOICE

SPEAKER:

Bobby Derrick, CGFM
Past National AGA President, AGA Field
Representative and Chapter Consultant

We will be voting on the
2017-2018 Slate of
Officers and presenting
awards to recognize
chapter members at this
meeting.



REGISTRATION

Register on-line at www.aga-lansing.org.
Click on events.
Register before Friday, May 12, 2017

COST

\$12 AGA members
\$16 non-members

Registrants are responsible for payment unless
cancellation is received by the registration deadline.



**WEB CONFERENCE
WEDNESDAY
June 14, 2017
2:00pm to 3:50pm**
VanWagoner Building
Lakeshore Room
Lansing, Michigan

FRAUD AND DATA ANALYTICS

Information coming soon.



REGISTRATION

Register on-line at www.aga-lansing.org.
Click on events.
Register before Monday, April 10, 2017

COST

AGA members - FREE
non-members - \$20

Registrants are responsible for payment unless
cancellation is received by the registration deadline.



**The Mark of Excellence
in Federal, State, and
Local Government**

CGFM is the professional certification recognizing the unique skills and special knowledge required of today's government financial managers. It covers governmental accounting, auditing, financial reporting, internal controls, and budgeting at the federal, state, and local levels.

CGFM DIGITAL BADGE

What is a digital badge?

A badge is a digital token that appears as an icon on a webpage, email signature, social media platform, or other online venues and serves as a digital proof of certification. The badge provides a link to verify the credentials in real-time and describes what one had to do to earn it.



This is what the CGFM badge looks like. Individual badges will have your name, CGFM award date, expiration date, and certificate number.

What are the benefits of a badge?

The CGFM digital badge is an online representation of your certification. It is sharable with others and verifiable with one click. It provides employers and peers concrete evidence of your certification status and requirements to

earn it. The badge also offers labor market insights, based on CGFM-related skills. You can search and apply for job opportunities right through the Acclaim platform.

How do I get my digital badge?

After you have earned your CGFM certification, you will receive an email from admin@youracclaim.com with instructions on creating an account on the Acclaim site. After you create and confirm an account, you can claim and share your CGFM badge. Digital badges are only issued for active CGFMs. If your CGFM is inactive, please visit Maintaining CGFM for current reactivation requirements

Is there a fee for claiming or displaying my badge?

No, storing, managing, and sharing badges is free for CGFMs.

Visit agacgfm.org to learn more about obtaining your digital badge.



Memorial Day is an American holiday observed on the last Monday of May, honors men and women who died while serving in the U.S. military. Originally known as Decoration Day, it originated in the years following the Civil War and became an official holiday in 1971.

**Remember our fallen heroes.
They are the reason we are free.**



On June 14, 1777, the Continental Congress approved the design of a national flag. Since 1916, when President Woodrow Wilson issued a presidential proclamation establishing a national Flag Day on June 14, Americans have commemorated the adoption of the Stars and Stripes by celebrating June 14 as Flag Day. Prior to 1916, many localities and a few states had been celebrating the day for years. Congressional legislation designating that date as the national Flag Day was signed into law by President Harry Truman in 1949; the legislation also called upon the president to issue a flag day proclamation every year.



2017 National AGA Professional Development Training
 July 9-12 | Boston or Virtual | 24 CPE Hours
 visit agacgfm.org to learn more



Richard Regan



Posted
March 3, 2017

WHY WE MAKE BAD DECISIONS IN THE WORKPLACE

Buster Benson was filling his time on paternity leave when he came across Wikipedia's exhausting list of cognitive biases. He synthesized the 175 biases into vague categories and with the help of John Manoogian, organized these predispositions into a poster they called the cognitive bias cheat sheet. It has been viewed over 700,000 times which has motivated Benson to start writing a book about the 4 qualities of the brain that can make us do crazy things.



Too Much Information

It is called priming. Where our brain interprets experiences based on the previous encounter. It is through this lens that we notice bizarre things that do not conform to our reality. This is why we have trouble embracing change. We are subsequently drawn into thinking that matches our preconceived notions of the world. Once on this slippery slope, we tend to see the speck of dirt in our neighbor's eye and avoid the log in our own. We start to write our personal stories based on these patterns that prohibit us from seeing other people and things as they really are.

Not Enough Meaning

We take our experience and start filling in the gaps of our understanding of the world based on limited data from biases and beliefs gained from stereotypes. We develop in-group and out-group bias. We gravitate toward our in-group and we move away from our out-group. Our brain thin slices data by taking short cuts as we frame the information in ways that are easy to understand. Projection bias enters the picture as we project as beliefs on other people by assuming we know what they are thinking. We take the most recent events supported by limited information and project them into our past and future behavior.



Not Enough Time or Resources

We gravitate to the quick fix and ignore the hard work of taking another look at our preconceived notions. To preserve our king of the hill status and in-group strength, we will stubbornly hold on to our biases which prevent us from revisiting our decisions. We justify investment in judgements based on prior outlays even in the face of evidence that suggests our original decisions were wrong. In other words, it is too late to turn back now. We fall victim to temporal discounting when presented with multiple options, we go with the immediate one. We will squeeze the trigger too quickly since we want to preserve our status of making a difference and doing what feels good in the moment.

Not Enough Memory

We categorize what happens in our life based on how we experience life. We organize data about those experiences into the smallest categories by discarding information that would allow us to see these events in a broader light. To make up this deficit of knowledge, we develop generalities about what we are going through. To cover our behinds even more, we continue to edit our interpretation of life occurrences long after the original experience.



To summarize, our brain processes too much information, gives us limited understanding of that information, leads us to think we do not have enough time or wherewithal to interpret the information and has limited capacity to store the information accurately.

Now you know one aspect of why we make poor decisions in the workplace. We often don't see people and things as they are. We see them as we are. Until we clean the dirty windows of our own lives, we will never view others in ways where they can meet their full potential.

Early Career Center

TOP TEN FEARS THAT HOLD PEOPLE BACK IN THEIR CAREERS

By: Bernard Marr, LinkedIn, January 8, 2017



What's holding you back from landing your dream job or advancing in your career? Many times the reasons we give ourselves for not going after that new job, not asking for the raise, seem legitimate in the moment. These fears pretend to be protecting you, when in reality, they are holding you back.

Fear of Failure

The fear of failure haunts many people, and holds them back from reaching their true potential. Many people have conditioned themselves not to even try anything new unless they are certain they can succeed. But what this fear won't tell you is that failure is the only way to learn, and many of the most successful people in the world experienced failures that catapulted them ultimately onto the path of success.

Fear of Rejection

We humans are social creatures, and so one of our deepest, most ingrained fears is that of being rejected by our peers. Whether we're afraid of asking our boss for a promotion or an acquaintance for a referral, the fear that they may say "no" often holds us back from even making the request. But if we don't ask, the answer will always be no by default.

Fear of the Unknown

Even when things aren't perfect, we tend to get comfortable. We convince ourselves that things are good enough, because we are afraid of what it would mean to quit the job, switch careers, go back to school — whatever the change might be. The way to counteract this is to get out of your comfort zone.

Fear of Being Out of Your League

Especially when it comes to job searching, we often fall into the trap of needing experience to get the job, but needing the job to gain the experience. And so we fear we can't even apply for the job without the requisite experience. But that's not always true. If you can show how your approach, your other skills, or your other experience are relevant, you may be surprised at how often that will get you the interview.

Fear of Judgement

Applying for a job is literally applying to be judged. Are you good enough, smart enough, creative enough, experienced enough for the job you want? But if you fear being judged, you may be exaggerating how much others will be evaluating you and underestimate your own ability to tolerate negative approval. If you let this fear control you, you may shy away from social opportunities or chances to advance your career.

Fear of Loss of Freedom

When it comes to your career, you may find that you don't want to take on additional responsibility or a promotion because you fear the loss of your freedom. That promotion might include new responsibilities, different working conditions, more hours, more pressure, more stress. But it's our nature to focus on the potential negatives rather than the positives. Try to isolate what you'll also be gaining in exchange for what is (perhaps) a small loss of freedom.

Fear of Something Bad Happening

If you suffer from this fear, you probably have a long list. In a career context, maybe you're afraid that your current boss or colleagues will find out you're looking, that you'll be fired, that you'll be blacklisted, that you'll be ridiculed — or even worse! But if you avoid advancement because you're afraid something catastrophic will happen, you're also avoiding the potential good things that could happen.

Fear of Being Greedy

Talking about jobs goes hand in hand with talking about money, and if you're afraid of appearing greedy, you may be low-balling yourself when it comes to salary negotiations. You may find it difficult to put a dollar amount on your value or worth to a company. But this kind of fear doesn't make you look humble, rather it ensures that you won't be paid what you're worth. Go in armed with knowledge — average salaries in your area for your expertise, for example — and let the facts do the talking.

Fear of Not Being Perfect

If you suffer from perfectionism, you may spend your time endlessly tweaking your resume or LinkedIn profile rather than actually applying for jobs. Or you may resist applying for jobs that don't completely meet your exact wish list, or your exact skills or experience. But these are simply excuses holding you back from making progress forward.

Fear of Disappointment

That amazing opportunity can't possibly be as good as it seems. You got a glowing review from your superior, but now you're paralyzed, afraid of making a mistake and letting her down. This fear is often the reason we avoid the unknown, but *not* taking a chance often leads to more regret than taking the chance ever could.

How to overcome these fears that are getting in your way? Well, the first step is often just recognizing them for what they are — irrational fears. Once you've identified what's holding you back, you can begin to move past them.

WHAT GOVERNMENT CAN LEARN FROM BUSINESS

Philip Joyce | March 28, 2017

Many public-sector challenges are unique, but there are plenty of private-sector techniques that government can learn from.

The column I wrote in December on the "enduring myth" that government should be run like a business generated a lot of reaction -- more, in fact, than any in the five-plus years that I have written in this space. The level of response and the thoughtfulness of the rejoinders convinced me that the narrow perspective I had taken, and the limitations of an 800-word column format, almost demanded that I give it another try.

My main point in the prior column, expressed in the aftermath of the election of a president who had touted his business success as a qualification for leading the federal government, was to suggest that the experience of running a private-sector enterprise (perhaps especially a family business) does not translate directly to the challenges of leading a government.

A few readers seemed to view the entire concept of "government performance" as an oxymoron -- believing instead that private businesses almost always are more effective than governments and government agencies. A variation of this argument came from a reader who asserted that governments do not treat their "customers" with the same respect as businesses do.

I believe, as I suggested in the December column, that this paints both sectors with an overly broad brush. There are lots of very effective governments, and there are many failed businesses. As for customer service, I would say that there are at least as many horror stories about customer dealings with cable companies or online retailers as there are about problems at the DMV.

My focus on the big picture, however, left out many day-to-day lessons that public agencies can learn from private business, and *Governing's* readers were quick to point out some that I had ignored. Here's a sampling:

- The notion that governments do not have a profit motive ignores the fact that governments run enterprises -- toll highways, utilities and even liquor stores -- that are almost exactly like private businesses. A former mayor reminded me that these can sometimes make a profit and that these profits can subsidize the general provision of public services and keep taxes lower.

- Saying that government does not measure itself based on profitability can be an excuse for failing to focus on performance, which is government's equivalent of return on investment. The fact that government performance measurement is not as straightforward as measuring business profit should not be an excuse for failing to focus on outcomes. In fact, much of what government does *can* be measured, and asking how we would know we were doing well is not a question that should be asked only of a private business.

- Government programs and agencies are much more likely to continue to exist when they have a questionable *raison d'être* than are private firms and products. The floppy disk, "new Coke," the Edsel and Eastern Air Lines went away when there was no longer sufficient demand for them or they did not find favor in the marketplace. These kinds of market forces tend not to result in the abolition of government programs.

- Many government services already are provided by private contractors. Firms that provide Medicaid and Medicare services, as one example, may simultaneously be contracting with private hospitals or providing HMO services, all the while using the same business practices for public and private clients. In fact, the delivery of health care in this country has evolved to more of a model where the techniques taught in business schools are valuable for the management of hospitals.

- While there is understandable controversy over how to measure the effects of regulations, the use of cost-benefit analysis and similar techniques from the business world can inform the process of rulemaking for government agencies. The question in this case should be what regulation or regulatory technique (broad rulemaking or case-by-case adjudication, for example) would provide the most bang for the buck.

In addition to these direct responses to my assertions, the always thoughtful Howard Risher referred in a column of his own to the limitations of my analysis, arguing that civil-service reform is central to efforts to improve government, largely because government employees are more inclined than their private-sector counterparts to have "a culture of compliance and risk avoidance ... [t]hat is incompatible with efforts to improve performance." He believes that governments should expand the use of individual performance goals and build a greater capacity to reward performance.

In the end, we should all have a common goal: improving the performance of government. In pursuit of this, it is not reasonable to assume that private-sector success can always be seamlessly translated to government or that government cannot learn any lessons from successful business practices. I thank the readers of the December column for helping to focus me on both sides of that equation.

CHAPTER EDUCATIONAL EVENTS



You can register for all chapter events at www.aga-lansing.org. Click on events.

Check the chapter website and upcoming newsletters for more information.

September 14, 2016

Webinar Conference

Internal Controls
Grand Tower, Dempsey Room
2 hours CPE

February 21, 2017

Monthly Luncheon Meeting

Maintaining Your Professional Certifications
VanWagoner Building, Lakeshore Room
1 hour CPE

September 20, 2016

Professional Development Seminar

Managing Transition in Government
Library of Michigan
4 hours CPE

February 22, 2017

Webinar

Fraud and Risk
Ottawa Building, Conference Room 3
2 hours CPE

October 12, 2016

Webinar Conference

Cyber Security: The New Norm
Constitution Hall, ConCon Room A/B
2 hours CPE

March 8, 2017

Professional Development Training

Training for Government Professionals
Causeway Bay Hotel and Conference Ctr.
8 hours CPE

October 18, 2016

Monthly Luncheon Meeting

Impact of Retirement Savings
VanWagoner Building, Lakeshore Room
1 hour CPE

March 29, 2017

Webinar

CFO/CIO Collaboration
VanWagoner Building, Lakeshore Room
2 hours CPE

November 16, 2016

Webinar Conference

Tools and Strategies for Fighting Fraud
Ottawa Building, Conference Room 6
2 hours CPE

April 12, 2017

Webinar

Ethics
VanWagoner Building, Lakeshore Room
2 hours CPE

November 17, 2016

Monthly Luncheon Meeting

Office of Performance and Transformation
VanWagoner Building, Lakeshore Room
1 hour CPE

April 18, 2017

Monthly Luncheon Meeting

Senate Fiscal Agency Budget Update
VanWagoner Building, Lakeshore Room
1 hour CPE

December 7, 2016

Webinar Conference

Ethics
Ottawa Building, Conference Room 3
2 hours CPE

May 16, 2017

Monthly Luncheon Meeting

Success by Choice
VanWagoner Building, Lakeshore Room
1 hour CPE

January 23, 2017

Monthly Luncheon Meeting

Tax Update – Joint with SAAABA
Library of Michigan
1 hour CPE

June 14, 2017

Webinar

Fraud and Data Analytics
VanWagoner Building, Lakeshore Room
2 hours CPE



MEMBER NEWS

CONGRATULATIONS!

Member Anniversaries

Uday Mulavia, CGFM	25 years
Laura Hirst	24 years
Eric Formbert	22 years
Howard Pizzo	20 years
Brian Curran	13 years
Corey Sparks	10 years
Daniel Wawiernia	10 years
Gary Simpson	7 years
Meridee Mulrooney	4 years
Anna Lewis	2 years

WELCOME NEW MEMBERS!

Heather Kuebler, Rehmann
Kyle Stoliker, DTMB



CHAPTER FINANCES

Balance Sheet at March 31, 2017

Assets	
Current Assets:	
Checking Account	\$ 30,916
Pay Pal Account	\$ 2,476
Total Assets	<u>\$ 33,392</u>
Liabilities and Net Assets	
Beginning Fund Balance	
Unrestricted	\$ 30,537
Restricted	\$ 4,515
Income (Loss)	<u>\$ -1,660</u>
Ending Fund Balance	
Unrestricted	\$ 28,877
Restricted	\$ 4,515
Total Liabilities and Fund Balance	<u>\$ 33,392</u>



OTHER EDUCATIONAL OPPORTUNITIES



National AGA

To register for events, visit www.agacgfm.org

June 8, 2017

FREE Members Only Webinar

Developing Your Personal Brand as a Leader
Your Computer
1 hour CPE

July 9-12, 2017

Professional Development Training

John B. Hyne Convention Center
Boston, Massachusetts
24 hours CPE



West Michigan AGA

To register for events, visit
www.agawestmichigan.org/home/events

July 25, 2017

Webinar – 2017 Single Audit Update

Your Computer
2 hours CPE

Knowledge will bring you the
opportunity to make a difference.

Claire Fagan



CHAPTER EXECUTIVE COMMITTEE MEETING MINUTES

April 11, 2017
Romney Building

CEC Members Present: Chris Bayley, Rachelle Breeden, Shawna Hessling, Anna Lewis, Julie Salman, Karen Stout, Anshu Varma, Dan Wawiernia

CEC Members Not Present: Julie Chrysler, Anthony Edwards, Dan Jaroche, Cindy Osga, Cora Schimanski,

Call to Order and Acceptance of Agenda: The meeting was called to order at 12:02pm. A motion was made, seconded, and passed to accept the agenda.

Minutes: The March 2017 board minutes were approved via email on March 27, 2017.

Budget and Financials: A motion was made, seconded, and passed to approve the March 2017 financials and expenditures in the amount of \$5,091.54

Membership: Shawna reported a membership count of 124 and is following up with a discrepancy in the membership list with National AGA. National AGA is asking chapters to do a renewal call-a-thon. They have provided a script to read. Shawna will provide the names of chapter members and the script so Board members can make calls. Emails are acceptable as well. Shawna is going to assign names of members to the board members to follow up with. Members are asked to update their profiles when they renew.

Education: The fall half day PDT will Tuesday, September 19. The Library Forum has been reserved from 11am to 5pm. Plante Moran has offered a fraud topic. Howard Pizzo was suggested as a speaker and Rachelle will follow-up with him.

Program Luncheons: April 18 is Ellen Jeffries on the budget. May 16 will Bobby Derrick whose topic will be Choose Success. The emails from our chapter Gmail account are getting blocked. We will find another way to get those emails out. Looking

for a place to order from for the April 18 luncheon meeting. The 2017-2018 luncheon dates have been set as far as reserving the location. Karen will send out a flyer for the luncheon to include the election of the slate of officers and the awards presentation, so the meeting will start early.

Awards: The May awards presentation planning meeting will be mid-late April. Dan W, Karen, and Rachelle will forward attendance information to Anna for the Member Participation Award. Anna will order the awards and gavel for the incoming president.

Communications – Newsletter and CCR: The April newsletter is ready except Cindy is waiting on one item.

CGFM and CPE Events: Webinars are scheduled April 12 – Ethics, and June 14 – Fraud/Data Analytics. Both events are in the Van Wagoner Building.

Webmaster: Anthony, Julie C. and Chris spoke with National Office about migrating our chapter website so National would be hosting the site. We were shown the website and it looks great. Unfortunately it does not have registration built into the webpage, so we would have to use a third party like Eventbrite. We showed National what we do for registration and they said they would actively work on including it on the new website. We will not move over until they have the feature ready. They said it should not take long to get the coding done, maybe a few weeks.

Community Service: No report.

Chapter Recognition Program: The credits have been entered through the third quarter. We have 19,450 credits towards the Platinum Chapter status. With a few remaining credits to be earned and entered, we should easily meet the goal.

New Business: We are still recruiting to fill the slate of officers. We plan to present and vote on the slate of officers at the May luncheon meeting.

Old Business: None.

Adjournment: A motion was made, seconded, and approved to adjourn at 12:46 pm.

Next Meeting: May 9, 2017
Location: TBD
Host: Anna Lewis



Chapter Executive Committee 2016-2017

Platinum
Chapter

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**See the Chapter's Annual Citizen Centric Report
on the website.**

The Chapter's Citizen Centric Report was awarded a Certificate of Excellence by National AGA.

www.lansing-aga.org

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