

# Disclosures



**MESSAGE  
FROM  
THE  
CHAPTER  
PRESIDENT**



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Greetings,

THANK YOU!!!

Just a few simple words that convey so much feeling! As I end my tenure serving as your chapter president, I would like to take a moment to share my thanks.

Thank you to everyone that volunteered as presenters at our lunches and conferences and to Maximus and PCG Consulting for their generous sponsorship donations. Your time and donations allowed us to provide excellent CPE opportunities at affordable prices!

Thank you to our board members who make all of this possible. You are a great group of volunteers who give of your own time to pay it forward to the others in the professional community. You have done an excellent job this year and I appreciate your hard work! A special thank you to those outgoing board members who have served our chapter for many years on the board, your voices of experience will be missed.

Thank you to all of you that attended our chapter lunches, webinars, professional development conferences, and community service events! Our chapter exists to serve you and I hope we have exceeded your expectations this year!

I'm looking forward to the upcoming year and I leave my post knowing the chapter is in very capable hands with Chris Bayley as the incoming president. We have many new faces on the Board and we look forward to the new ideas and enthusiasm that they bring with them.

Thank you all!

*Amy Zimmerman*

June's Quote:

"Work for a cause, not for applause. Live life to express, not to impress. Don't strive to make your presence noticed, just make your absence felt."

*Anonymous*

### 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

## Eye Opener

**4,400**

The number of words in the U.S. constitution. It is the oldest and shortest written Constitution of any major government in the world.

SOURCE: MOTHER JONES | April 14, 2014





## MONTHLY MEETING

Information coming soon. The Chapter CEC is planning the new program year. Suggestions for topics and speakers are always welcome.



## WEB CONFERENCE

Information coming soon. The Chapter CEC is planning the new program year.



## Perspectives: The Role We Can Play to Help the VA

As we head into a long-awaited summer season, a couple thoughts are on my mind, as I suspect for many of our readers as well. First, Memorial Day inspired us to think about those who have gone before us, especially those who have dedicated their lives to public service. Secondly, the current scandal at the U.S. Department of Veteran Affairs (VA) has us pondering both what happened, as well as what can we do now, as public financial managers, to improve the lives and care of our veterans.

The vast majority of those reading this column (primarily the AGA membership) are currently serving in some form of public service. As government financial managers, we continue to work to improve accountability and financial performance. Memorial Day provided us the opportunity to stop and reflect on the contributions that public servants make (and have made) to improving the lives of all Americans. This is the time to thank those who serve us, and take a moment to think about those whose service was delivered in a selfless manner, and often resulted in the ultimate sacrifice.

Now on to the issues plaguing the VA. This situation brings to light some fundamental challenges that the VA is working to resolve: customer service and accountability. Recent stories in the news, showing either poor or non-existent healthcare for thousands of veterans, clearly demonstrate the need for major improvements in customer service, which must be implemented quickly in order to reduce the impact to those who have served us all.

This has me considering what is it that we, as government financial managers, can do to help improve this critical situation. What role can we play in order to help the VA, and our own organizations to help?



Robert Maitner  
Washington D.C. Chapter

It is clear from the stories we have all seen and heard that business processes need to be fixed. Something is obviously not working when healthcare is not delivered as promised, and veterans are dying before being seen by healthcare professionals. The processes that involve patient intake, scheduling, customer service and care delivery all need to be entirely analyzed to unearth the key problem areas. As financial managers, we deal with business processes as part of our routine duties, constantly looking to improve the way we do business and deliver high quality results.

Also as financial managers, we are concerned with accountability, and monitor performance and results for public dollars spent on a multitude of programs. What we have learned from the VA example is that accountability clearly lapsed over a period of several years, and key information was not making its way to department leadership who could have addressed the situation before it got to its current level.

How can we be accountable, in these types of situations, to help prevent this from happening again? I believe the answer lies in a robust reporting program.

Again, as financial managers, we are all familiar with reporting. But with all the reporting that we do, how much of it is merely for compliance purposes, often ending up filed away and in many cases never truly read or analyzed? Information is only effective when it is analyzed for what the information is telling us. In the case of the VA, critical information was not provided to leadership when it should have, and major problems were hidden from view. Had accurate and timely information been provided, regardless of how unflattering that information was, the healthcare delivery problems at the VA could have been addressed earlier, resulting in lives saved.



Catherine Andrews

Posted  
July 7, 2014



Here at GovLoop hosted an online NextGen training called “Work Smarter, Faster and With Less Stress” where I and GovLoop Featured Blogger Chaeny Emanavin shared our best tools, tricks and advice for better office productivity. We expected the training to be popular — after all, who doesn’t want to be more effective with their personal and work time? — but attendance blew us out of the water. It was our most-attended online training of all time. You guys *really* want to be more productive.

Realizing we’d hit on something, we’ve decided to start a regular blog series about productivity, where we answer your questions about how to excel at your role and the other many hats you juggle — and how to do it without feeling completely stressed or overwhelmed. We’re calling it “**Productive Mondays**.” As you might guess from the title, we’ll post every Monday, and we’ll answer your questions about how to do better and do more in the workplace.

Today, we’re starting off with a question from Tristan:

**“How do you handle people who are ‘timezappers’ and interrupt your day multiple times to chat? I appreciate the mental break — but it greatly derails my productivity.”**

We’ve all dealt with a problem similar to Tristan’s. You’re in the flow, about to hit a deadline on a major project, when your colleague stops by just to chat. Or with an ‘urgent’ request. Or to see if you want coffee. Or to tell you a joke. You don’t want to be rude and you do enjoy their conversation, so you engage with them — and by the time they’re gone 10 minutes later, you’ve lost that great idea that you were going to close out your presentation with.

If only dealing with this particular problem was as easy as closing your office door. For one, most of us these days don’t even *have* an office door. Secondly, you don’t want to appear unapproachable. So how can you effectively communicate when you need to not be disturbed? Here are four tips we’ve used that work.

### 1. Be Proactive in Your Communication

The first recommendation is relatively simple: just ask your coworker not to interrupt you. People aren’t mindreaders, so the office ‘timezapper’ probably has no idea that what they’re doing is disruptive to you. In person (not via email; emails are a minefield for miscommunication) invite your coworker out for coffee, and tell him or her something along these lines: “I love chatting with you, and really look forward to the times during the day when we can take a break together. But lately I’ve been finding office distractions really difficult for me, and I’m the kind of person who needs to work without interruption to get anything done. So I’m wondering if we could schedule our mental breaks together ahead of time instead of you just dropping by, or if you could email or message me before dropping

by to see what my status is. If I’m free, I’ll join you in a chat; if not, I’ll just message you back that I need to focus.”

You might fear having this conversation, but we bet it’ll actually work. Just remember to keep your boundaries: if the timezapper keeps on dropping by with no regard for your earlier conversation, just remind them: “Remember that talk we had last week? I’m in the middle of X project right now and need to focus — can we chat tomorrow? Thanks!”



### 2. Hide

There’s nothing wrong with pulling a disappearing act from time to time. In our open-seating plan offices here at GovLoop, one of our favorite methods for focusing and getting work done is scheduling an unused conference room and hiding out there for an hour or two, or leaving to go to the coffee shop across the street. This is sanctioned by managers as long as they have a heads up that you’re going into ‘stealth mode’ for an hour or three.

### 3. Consider Shifting Your Schedule

Are you working the normal 9 -5 schedule — just like everyone else in your office? If possible, consider an 8-4 or different time flexed schedule so that you’re working slightly different hours than most others in your office. You’d be surprised what an extra hour or two alone in the mornings or evenings will do for your productivity.

### 4. Follow the Golden Rule

You may be complaining about the office ‘timezapper’ who drops by constantly and unexpectedly — but is it possible that you’re being a ‘timezapper’ too, without even realizing it? Follow the golden rule of office etiquette: “Do unto others as you would have them do unto you.” Make sure you’re not constantly chatting with the woman whose cubicle is right by the printer (and who must deal with folks hanging out there all day, assuming she’s available for a chat while they wait for that document). Before you swing by somebody’s office, shoot them an email asking if they’re free, or start with “Is now an okay time to talk?” before launching into a request. Have you been unintentionally telling others that interruptions are just fine by you, because you do them too without realizing it? Take a close look at your own actions, then follow what you want.

# Early Careers Center

## Five Phrases You Should Never Put on Your Resume

by Hannah Hamilton  
Monster Contributing Writer



When you're writing your resume, it's best to avoid the cliché words that hiring managers and recruiters see over and over again. Even if you feel the terms are accurate, there is usually a livelier, more original way to describe yourself.

Here are five words and phrases you should avoid putting on your resume.

### Hard Worker

Describing vaguely positive traits in a resume doesn't prove your worth and may even undermine your value as a candidate in failing to show how you're different. Focus on concrete skills and accomplishments instead of relying on personal description through adjectives, says David Allocco, a business development and operations executive at PierceGray, Inc.

"I would avoid the term 'hard worker' as it's general and something anyone could apply to themselves," Allocco says. "Instead, highlight actual accomplishments and results you can show off to potential employers. They like seeing data-driven numbers as opposed to general blanket statements."

### Out-of-the-Box

Idioms may add color to an informal conversation, but they don't distinguish you professionally when used on your resume.

"Avoid overused and tired business idioms: out-of-the-box, win-win, core competencies, empowered, best practices. There are many more; these are perfectly acceptable words, but they've been so overused that people are sick of them," says Karen Southall Watts, author of "Go Coach Yourself." "Rephrase and think

clarity and not jargon. Avoid describing duties and instead focus on results. 'Supervised a team of 12' is much less compelling than 'Led sales team to 5% increase in total closed deals.'"

### Salary

Avoid mentioning money before you even get to the interview. "Any mention of the word 'salary' on a résumé sets off red alarms to an employer and would discourage them from bringing you in for an interview," warns George Bernocco, a resume writer.

### Reference Available Upon Request

This line isn't necessary.

"Do not put 'Reference available upon request', or the names and contact points of the references themselves," advises Elliot Lasson, executive director of Joblink of Maryland, Inc. "The former is understood, superfluous, and therefore just takes up valuable space. As for the latter, given that companies will often ask for a waiver before contacting references, they should probably be kept in a separate document."

### Objective

Your resume isn't simply a summary of yourself. You are talking about yourself, technically, but through the lens of the company's needs and expectations.

"We already know your objective," says Lisa Rokusek, a managing partner at AgentHR Recruiting Group. "Instead of telling us about what you want, use this space to tell us about you and your experience. Make sure it is relevant to the role you are interested in. Make a thought argument for getting a conversation."

## CHAPTER FINANCES

### Balance Sheet at June 30, 2014

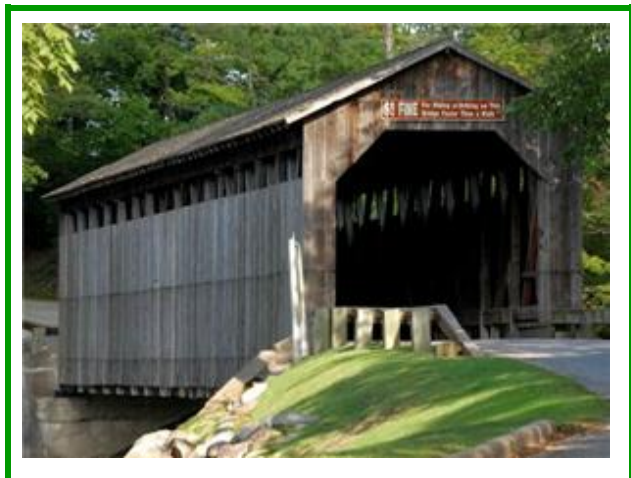
#### Assets

##### Current Assets:

Checking Account	\$ 6,606
Pay Pal Account	\$ 817
Total Assets	<u>\$ 7,423</u>

#### Liabilities and Net Assets

Unrestricted Begin Fund Balance	\$ 4,536
Income (Loss)	\$ 2,887
Total Liabilities and Net Assets	<u>\$ 7,423</u>



**AGA's  
NATIONAL  
PRESIDENT  
2013-2014**



**Mary Peterman,  
CGFM, CPA**

Summer is almost here and May and June are the seasons of school breaks and graduations – so what the heck, I thought I'd join the group of 2014 graduates! I finished my MPA degree from University of North Carolina at Pembroke in May, very excited to conclude a rather demanding academic program.

It might seem kind of crazy to pursue this degree “at my age” or at this point in my career - but I truly loved the opportunity to learn and grow as I did through this experience, both personally and professionally. And, as I prove, you are NEVER too old or too busy to invest in yourself in terms of education and training. In fact, these opportunities help keep us “young in spirit,” as well as current and relevant in our professions.

AGA provides such relevant training, education and certification at low-cost and high-return on investment! We just concluded the Government Performance Summit with a record crowd in attendance and are very busy gearing up for our premier national training event – the PDT in Orlando, FL on July 13-16. The technical program and speaker lineup is amazing, hotel nights are selling out and registrations are coming in fast and furious.

I am also excited to be presenting AGA thought leaders with well-deserved recognition at our National Awards ceremonies, and ending the PDT with a networking event to celebrate our Executive Director, Dr. Relmond Van Daniker's service to AGA and the accountability profession. So, if you haven't signed up or need more information visit [www.agacgfm.org/pdt](http://www.agacgfm.org/pdt).

Also, a couple of other updates as I wind-up my final months as National President:

AGA conducted a survey regarding our “formal name” earlier this year. Visit [https://www.agacgfm.org/AGA/TOPICS/2014/060914/w-hatsinaname\\_060914.pdf](https://www.agacgfm.org/AGA/TOPICS/2014/060914/w-hatsinaname_060914.pdf) for the results of the survey and some thoughts about AGA and our diverse accountability profession membership.

The search for AGA's next Chief Executive Officer/Executive Director is progressing on schedule and with excellent results to date. My thanks to AGA's Search Committee and National Executive Committee (NEC) for all of their hard work and diligence investing in this process.

The AGA National Bylaws and Procedures Committee and NEC are in the process of concluding an extensive review of our national bylaws, and will be presenting changes for vote by the National Board of Directors. The updated proposed bylaws will be sent out very soon for review. My thanks to the Bylaws Committee for their commitment during this intensive process.

Enjoy the warm days of summer approaching, and pack your bags for Orlando for this awesome training event! Thank you for investing in yourselves and AGA - and thank you for the opportunity to serve.



*Mary*

**OTHER  
EDUCATIONAL  
OPPORTUNITIES**



**National AGA**

To register for events, visit [www.agacgfm.org](http://www.agacgfm.org)



**July 13-16, 2014**  
Professional Development Training  
Orlando, Florida  
24 hours CPE



**September 15-16, 2014**  
Internal Control and Fraud Prevention  
Washington D.C.  
14 hours CPE

**MEMBER NEWS**

**CONGRATULATIONS!**

**Member Anniversaries**

Laura Hirst	21 years
Eric Fromberg, CGFM	19 years
Tom Colosimo, CGFM	18 years
Craig Murray	12 years
Brian Curran	10 years
Jeffrey Allen, CGFM	4 years
Cristine Berns	1 year
Suzi Kyes	1 year
Tammie Anderson	1 year

**WELCOME!**

**New Member**

Elizabeth Wilson  
Department of Defense, DCMA

# CHAPTER EDUCATIONAL EVENTS



You can register for all chapter events at [www.aga-lansing.org](http://www.aga-lansing.org). Click on events.

Check the chapter website and upcoming newsletters for more information.

~~**September 24, 2013**  
**Professional Development Conference**  
Government Accountability  
Library of Michigan  
4 hours CPE~~

~~**January 29, 2014**  
**Webinar Conference**  
Tackling Improper Payments  
Ottawa Building, Conference Room 3  
2 hours CPE~~

~~**October 28, 2013**  
**Monthly Luncheon Meeting**  
Effective Speaking  
Capitol View Building  
1 hour CPE~~

~~**February 19, 2014**  
**Monthly Luncheon Meeting**  
Budget Update  
Capitol View Building  
1 hour CPE~~

~~**November 6, 2013**  
**Webinar Conference**  
Data Analytics  
Ottawa Building, Conference Room 3  
2 hours CPE~~

~~**March 26, 2014**  
**Professional Development Conference**  
Government Accountability  
LCC West Campus  
8 hours CPE~~

~~**November 13, 2013**  
**Webinar Conference**  
Grants Management Reform Update  
Grand Tower  
2 hours CPE~~

~~**April 9, 2014**  
**Webinar Conference**  
Fraud Detection and Prevention  
Constitution Hall, ConCon A  
2 hours CPE~~

~~**November 18, 2013**  
**Monthly Luncheon Meeting**  
Student Externship Program Opportunities  
Capitol View Building  
1 hour CPE~~

~~**April 22, 2014**  
**Monthly Luncheon Meeting**  
Michigan League for Public Policy  
Capitol View Building  
1 hour CPE~~

~~**December 11, 2013**  
**Webinar Conference**  
Ethics – Taking the High Road  
Constitution Hall, Brake Room  
2 hours CPE~~

~~**May 20, 2014**  
**Monthly Luncheon Meeting**  
Accountability in Veteran Services  
Capitol View Building  
1 hour CPE~~

~~**January 22, 2014**  
**Monthly Luncheon Meeting**  
Income Tax Update  
Joint Meeting with SAAABA  
Capitol View Building~~

~~**May 21, 2014**  
**Webinar Conference**  
Ethics  
G. Mennen Williams Building  
2 hours CPE~~



# Chapter Executive Committee 2013-2014

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

[www.lansing-aga.org](http://www.lansing-aga.org)

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