



**A
MESSAGE
FROM
THE
CHAPTER
PRESIDENT**



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Happy April Everyone!

If you're like me, you are more than ready for spring here in Michigan. Birds chirping, flowers blooming... warmer temps... YAY!

March was our busiest month of the program year and I want to thank all who attended our PDT this year. Thank you for a very successful event and for your feedback. Your comments aid in our planning for future PDTs and we appreciate them. To all the presenters, thank you for giving of your time to offer your topics to our group. We couldn't do it without you! A special thanks to the Board members who were instrumental in making this a success. Well done everyone! And I'd like to thank Brian Mosier, our Regional Vice President, representing National, for attending and presenting as well.

While our program year is winding down, we still have two more Luncheons and webinars coming up. Please see the schedule further in the newsletter or check out our website for more details.

For many of you, especially in State government, things are about to get very crazy with the SIGMA upgrade just around the corner. Many are dealing with multiple software upgrades at one time and it's causing a lot of stress. Remember to breathe, take a step back and try to roll with it. This is just a short time of craziness and it will get back to "normal".

May you all have a wonderful Easter!
Safe travels and good times for all!



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

APRIL EVENTS

webinar –
April 12

monthly luncheon –
April 18

see page 2 for details




Eye Opener

\$2,970

Amount that the Tennessee Department of Transportation billed a deceased teenager for damages to a guardrail that contributed to her death. The guardrail had known safety concerns.

SOURCE: The Knoxville News Sentinel | March 28, 2017





**WEB CONFERENCE
WEDNESDAY**
April 12, 2017
2:00pm to 3:50pm
VanWagoner Building
Lakeshore Room
Lansing, Michigan

PARDON ME, BUT ARE MY ETHICS SHOWING?

If you asked anyone if they were ethical, you might be hard pressed to hear anything but an affirmative yes. Each of us has values, individually or organizationally, that determine what is right or wrong. Learn what integrity means and about the Nolan Committee's Seven Principles of Public Life.

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

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.



**MONTHLY MEETING
TUESDAY**
April 18, 2017
11:45
VanWagoner Building
Lakeshore Room
Lansing, Michigan

SENATE FISCAL AGENCY STATE BUDGET UPDATE

The Senate Fiscal Agency was created by State law (MCL 4.150) as a nonpartisan legislative agency and is designed primarily to provide the Michigan Senate with sound unbiased assistance. Statewide economic and revenue forecasts are adjusted in January and May of each year by the Senate Fiscal Agency, House Fiscal Agency, and the Department of Treasury.

SPEAKER:
Ellen Jeffries, Director, Senate Fiscal Agency

REGISTRATION
Register on-line at www.aga-lansing.org.
Click on events.
Register before Thursday, April 13, 2017

COST
\$12 AGA members
\$16 non-members

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.

Are you interested in becoming a CGFM?

To learn more visit agacgfm.org and participate in AGA's free webinar on March 15, 2017 to learn what it takes to become a CGFM.

Your Greater Lansing AGA Chapter has Study Guides for your use. In addition, the chapter offers a scholarship. Contact Dan Wawiernia, Chapter CGFM Director at 517-241-2768 or wawarierniad@michigan.gov for more information.

CGFM Certification Process:

- Step 1: Read AGA's Code of Ethics
- Step 2: Apply for the CGFM Program
- Step 3: Submit Required Degree Documentation
- Step 4: Receive and Eligibility Letter
- Step 5: Submit a Work Verification Form
- Step 6: Prepare for the CGFM Examinations
- Step 7: Schedule the CGFM Examinations
- Step 8: Take the CGFM Examinations
- Step 9: Receive CGFM Award Letter
- Step 10: Receive Your CGFM Certificate

GENERATION Z WANTS A JOB. ARE YOU READY TO HIRE THEM?

Katherine Barrett & Richard Green | March 23, 2017

Move over, millennials. Generation Z -- sometimes called post-millennials, the iGeneration or plurals, to name a few -- is starting to enter the workforce. As they do, it would be wise for public-sector leaders to understand the differences they may bring to recruiting, hiring, training and managing.

The earliest of Generation Z was born in the mid-1990s. They don't have solid memories of 9/11; they witnessed the Great Recession at a formative age -- many seeing the devastating impact it had on their parents; and they have lived immersed in social media and rapid-fire technological communication.

While generalizations about generations must be used with caution, studies show that Gen Zers may present a different set of challenges and opportunities than their predecessors.

One of the biggest differences -- possibly because they grew up during an economic downturn -- is that Gen Zers have a heightened desire for job security and lower expectations for quick advancement than millennials, says Jason Dorsey, co-founder and lead millennial and Gen Z researcher at the Center for Generational Kinetics. "Their attitude is 'I'll take whatever job you have, just give me a chance.'"

That may also be because Gen Zers are less likely to have work experience than previous generations and thus may be more eager to get their foot in the door anywhere. This phenomenon, however, also applies to millennials. The number of 16- to 19-year-olds holding summer jobs has fluctuated with the economy, but before 1990, it almost never dipped below 46 percent, according to the Pew Research Center. Since then, there has been a steady decline in the portion of employed teens, and the rate has hovered around 30 percent in the last few years.

Getting back to the differences between Gen Zers and millennials, though, a 2016 survey by the consulting firm BridgeWorks shows that the younger of the two generations is more likely to plan on working at the same place for at least a decade. "They're looking for stability," says Hannah Ubl, research director at BridgeWorks.

But while most Gen Zers appear to appreciate the reliability of a steady paycheck, they also value

flexibility. After all, they grew up with the ability to connect with friends, students and teachers at all hours of the day and night.

Cherrie Clark, a management professor at Vanderbilt University who has done extensive research on the topic, believes they might have more trouble with a 9 to 5 regimen and rules that prohibit personal breaks during the day. "That's going to be a big challenge to government organizations."

But where there are challenges, there can be opportunities. Generation Z wants to make a difference. According to a not-yet-published study from Dorsey's company, 72 percent say it's important that they have a positive impact on the world. That compares to 68 percent for millennials, 64 percent for Gen Xers and 63 percent for boomers.

"That plays very well with state and local government," says Dorsey.

Even when it comes to technology, which this generation relies on more than any other, there are reasons to be encouraged. In the BridgeWorks survey, 74 percent of Gen Zers -- compared to just 50 percent of older millennials and 65 percent of younger millennials -- said their generation struggles with in-person communication. However, Ubl says her research also reveals that members of Generation Z tend to be self-aware of their flaws and are "open to training."



But their relationship with technology may change how they should be trained. Because they grew up more prone to Snapchatting than texting, they tend to be more visual learners and are extremely comfortable with self-directed online learning, says Dorsey.

Of course, generational characterizations also need to be considered within a much broader context. There are plenty of other factors that affect a person. Perhaps the most important advice to employers is from Vanderbilt's Clark:

"Every person wants to be considered as an individual. They don't want to be lumped with a generation. There's some Gen Zers who act like baby boomers and some baby boomers who act like Gen Zers."

MAYORS SHARE EXPERIENCES FROM THEIR EFFORTS TO END VETERAN HOMELESSNESS

By Quinn Libson, Staff Correspondent



At the U.S. Conference of Mayors winter meeting in the nation's capital, Austin's Steve Adler and John Miles of Mesa, Arizona, discuss their power to convene.

Real progress has been made in the last six years in the fight to end homelessness.

Between 2010 and 2016, there was a 14 percent reduction in overall homelessness nationwide, according to a new report by the United States Interagency Council on Homelessness presented at the 85th Winter Meeting of the United States Conference of Mayors in the nation's capital.

In that same period of time, the U.S. saw a 27 percent reduction in chronic homelessness, and a 27 percent decrease in family homelessness—including a 65 percent drop in the population of homeless families who aren't being served by shelter systems.

Perhaps the most impressive figures come in the realm of veteran homelessness. From 2010 to 2016, the U.S. saw the number of homeless



veterans drop by an astounding 47 percent. And, in that time, 35 communities and three states—Virginia, Connecticut and Delaware—have “effectively ended” homelessness.

Speaking on a panel on hunger and homelessness, Matthew Doherty, the executive director of USICH, credited that progress to a few major changes, both in policy, and in overall community attitudes.

According to Doherty, in the past five years, there has been an existential shift in the way people who deal with the issue of homelessness think about the order of their work. The conventional wisdom once stated that a person must be connected to social services systems before the issue of housing can be addressed. Now, the reverse is understood to be true.

The shift towards housing-first policies—making stable housing the number one priority—increases a person's ability to successfully engage with vital services like job training, mental health counseling or drug treatment.

In the past five years, there has also been a new national emphasis not just on setting ambitious goals and urgent deadlines, but also in empowering a crucial ally in this fight—mayors. The Mayors Challenge, which was rolled out by first lady Michelle Obama in June 2014 with the goal of ending veteran homelessness by 2015, was one such initiative, and it's one of the reasons leaders like Mayors Steve Adler of Austin, Texas, and John Giles of Mesa, Arizona, were part of Tuesday's conversation.



Austin and Mesa are two of the communities that have functionally brought an end to veteran homelessness in their localities. Both Adler and Giles see a certain power that comes with their titles that made them uniquely capable of solving this problem—that's the power to convene.

When Adler met with resistance from recalcitrant landlords who found it far too risky to consider renting to people with no fixed address and unsteady income—some of whom also had criminal records—he found the best thing to do was to get everyone into one room for productive dialogue. Adler set up a meeting with people with access to homes, people looking for homes, apartments association, the real estate council, members of the business community and representatives from critical social services systems.

In his words, “everyone that was needed to solve the homelessness challenge was in that room.”

Out of that meeting, Adler learned that landlords were still too nervous to rent to this population. That piece of information allowed him to arrive at a critical aspect of the homelessness protocol in Austin.

continued on page 5

membership

NATIONAL ACADEMIC SCHOLARSHIPS

Are you or a family member pursuing undergraduate or graduate studies in disciplines such as accounting, auditing, budgeting, economics, finance, informaton technology or public administration? If so, considering applying for an AGA Academic Scholarship today!

This year AGA will award:

Rising College Freshman

One Full Time \$3,000
One Part Time \$1,500

Current Undergraduates

Three Full Time \$3,000
Two Part Time \$1,500

Graduate Students

Two Full Time \$3,000
One Part Time \$1500

Community Service:

AGA can award two \$1500 scholarships amongst the three collegiate categories above.

**The deadline for applications is
Friday, April 14, 2017**

In addition, other opportunities to learn include:

National Collegiate Scholarship Program:

Provides full-time college student oportunities to attend the National Leadership Training or Professional Development Training.

Young Professionals PDT Scholarship:

The Young Professionals Focus Group annually selects five young professionals to attend the Professional Development Training.

Visit agacgfm.org to learn more about the qualifications and apply on-line.

Mayor Experiences continued from page 4

The city raised money – acting in many ways like a nonprofit organization with a core funder base – and established a pool of money to set landlords' minds at ease.

Now, in the (very rare) event that a previously homeless tenant damages an apartment, a landlord is able to file a request for funds from City Hall and Adler happily bragged that they get their check within that same day. Those multi-stakeholder meetings also brought about a system in which participating landlords are connected with social services which are on-call 24 hours-a-day to help them with whatever issues may arise.

In all, it took Austin a year and a half to reach effective zero in veteran homelessness. Now they're using what they've learned to tackle youth homelessness. Adler said his city plans to move one cohort at a time until they reach an end to homelessness altogether.



In this time of presidential transition in Washington, D.C., many officials in the room on Tuesday appeared hopeful that the progress on homelessness would continue into the future administration—after all, there is much work to be done.

Giles, a Republican official in a very red region admitted that, in his time in the job, he has often wondered how many of the valuable initiatives coming out of the Obama White House would be embraced by his community. As someone who doesn't identify as a very "partisan" person, he was worried that if he took these programs to Mesa, he'd be strongly opposed simply because they bore the White House seal. Veteran homelessness, however was one issue he knew his town would embrace.

He urged those in the room who find themselves in a similarly politically charged environment to take up this issue, regardless of party background.



SPRING IS HERE.
AND SO, IS BASEBALL.
GOOD LUCK TO THE
DETROIT TIGERS AND
LANSING LUGNUTS



SIGNS OF RESISTANCE IN THE WORKPLACE

RESISTANCE

Have you ever heard the phrase “That’s the way that we have always done it”? It implies things should stay the way that they are and there must be a good old reason for why things are the way that they are. I have heard this phrase numerous times and I’ve learned to ask “Why do you think things are the way they are and they can’t change?” Sometimes I get a good reason, but other times I get an awkward glance or silence.

This can be a sign of resistance. Before we deal with resistance, it’s important to learn to recognize it. Resistance manifests itself in many forms and in daily situations all the time.

It is many times safe to assume that with anything new, there is always going to be some level of resistance. So, what are some of the signs?

Age in the organization – This really depends on the person and how much people are set in their ways. I know people who can memorize the sequence of keystrokes they use when they are trying to enter something into the system. You can also have someone that has been in the organization for 25 years and they become your champion for change. For people that have become set in their ways, it is easy to sense how resistant they will be based on their response to the idea or change.

Vested interest based on their role and relevance – Is the idea relevant and/or significant to the person? Do you think many times new ideas and change initiatives are more successful when people have a vested interest in making it happen? Whether or not there is a drive that causes them to motivate the implementation of the idea is also something to be aware of. It is often difficult to find an advocate with a vested interest because it takes time.



How people react and respond to the idea or change – Pay attention to this. It might sound obvious, but it’s very important. People are your biggest advocate – they either make or break a great idea. Therefore, if you are implementing something new or bring forth a new idea, how do people respond? Are they positive and inquisitive? Do they immediately relate to how this will cause a ton of more work? Do they smile? How do they talk about the idea with others? Does it take them long to realize the benefits of the change?

Previous experiences – People associate with life based on experiences they’ve had in the past. This is true when we bring new ideas to live in our organizations as well. I was implementing a new technology several years ago, and a large number of people reflected in the past of how successful the technology was in the previous organizations they’ve worked in. The reason past experiences become important is because this can easily backfire too. Someone can have a negative experience about something and associate it with the new idea or implementation, which can cause resistance.

Significance and relevance – Resistance usually arises when people are uncomfortable with an idea or they may not see the significance or relevancy to them. This can occur because there is a lack of information and relevant application of an idea in their world. A lack of understanding can also be a contributing factor as well. If people don’t understand the purpose and how to apply the concept in their context, it is likely to create resistance.



Now, hopefully you have several signs that talk about how to recognize resistance.

Early Career Center

HOW TO ACE THAT STANDARD “TELL ME ABOUT YOURSELF” INTERVIEW QUESTION

By: Lily Whiteman, GovLoop, October 27, 2016



Your interviewer will probably begin your next job interview with the standard opener: “Tell me about yourself.” How can you ace this question and make a great first impression?

Do it by responding with an answer that quickly proves that you are well-qualified for your target job and passionate about it. Do so by crafting your answer before your interview instead of on-the-fly during your interview. The paradox of preparation for job interviews: The more you prepare and rehearse, the more spontaneously articulate you will sound.

Here is a rough outline for a potentially winning answer to the “tell me about yourself” question.

- Open with an attention-grabbing, zestful career overview. For example, “I am an expert in XXX, and I offer a life-long passion in this field.”
- Summarize your current job and explain why it has prepared you for your target job.
- Quickly review previous jobs that are relevant to your target job.
- Summarize your academic credentials.
- Give objective validation of your skills, such as: “I offer an excellent reputation. I have consistently earned excellent annual evaluations.” Also mention any mention honors, awards or publications.
- Close by saying something like, “What brings me here today is...” Then describe in a few sentences your enthusiasm for your target job’s mission/ culture and why your target job aligns with your skills and interests.

Notice that this outline frames an answer to the “tell me about yourself” question that would focus on your important relevant and recent credentials and interests — without digressing into immaterial biographical information, such as where you were born or irrelevant hobbies that probably won’t help you nail the job.

In addition, it orders information in reverse chronological order because interviewers are generally more interested in your recent experience than your ancient history.

More tips on impressing interviewers:

- Your interviewer may interrupt you at any time while you are answering a question. So begin each answer with your best material or you might not get it in before you’re cut off.
- Don’t waste precious interview time on extraneous or trivial information that realistically won’t help you land your target job.
- Limit each answer to a maximum of two minutes.
- If you’re not sure whether to keep talking while answering a question, ask your interviewer, “Would you like more information on this?”
- Until you are offered the job, your primary goal is to land a job offer. So everything you say and ask should be geared towards impressing hiring managers. Only after you receive a job offer should you shift the conversation to your needs, such as options for working at home and salary.
- Your answers to interview questions as well as the questions you ask interviewers should reflect knowledge of your target job derived from reviewing your target organization’s website, recent news articles and discussions with any contacts you may have at the organization.
- Recruit as many trusted advisors as possible to anticipate likely interview questions with you and roleplay interviews with you. Each of your advisors will probably arm you with different but complementary advice.
- During your roleplaying sessions, practice incorporating information from your canned answers into answers for questions that differ slightly from your practice questions. For example, suppose the first question an interviewer asks you is, “Why do you want to work here?” instead of “Tell me about yourself.” You could answer this question by describing your enthusiasm for your target job’s mission and by explaining how your credentials jive with the demands of your target job — all information you could derive from your “tell me about yourself” answer together with your knowledge of your target job.

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

Lisa Mazure, CGFM	24 years
Fern Wilson	12 years
Jean Young	11 years
Angela Richards	8 years
Kavita Bankapur	4 years
Anshu Varma	4 years
Julie Chrysler	3 years
Michelle Bauer	1 year
Karen Blackwell	1 year
Stacey Ferguson-Nelligan	1 year
Matt Krysiak	1 year
Kimberly Murray	1 year
Evan Scarbrough	1 year
Robin Foster Selmon	1 year
Rachelle Breeden	1 year

WELCOME NEW MEMBERS!

Deb Hallenbeck, Health and Human Services
 Lora MacKay, Licensing and Regulatory Affairs
 Tanya York, Treasury



CHAPTER FINANCES

Balance Sheet at February 28, 2017

Assets	
Current Assets:	
Checking Account	\$ 30,692
Pay Pal Account	\$ 4,360
Total Assets	<u>\$ 35,052</u>
Liabilities and Net Assets	
Beginning Fund Balance	
Unrestricted	\$ 27,130
Restricted	\$ 4,515
Income (Loss)	<u>\$ 3,407</u>
Ending Fund Balance	
Unrestricted	\$ 30,537
Restricted	\$ 4,515
Total Liabilities and Fund Balance	<u>\$ 35,052</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

Governmental Accounting Training Series (GATS)

April 18, 2017

Level 3: Advanced Topics

Knowledge will bring you the opportunity
 to make a difference.

Claire Fagan



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

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.

SUCCESS BY CHOICE

Speaker: Bobby Derrick, AGA National Office, PNP



CHAPTER EXECUTIVE COMMITTEE MEETING MINUTES

March 14, 2017
Lewis Cass Building

CEC Members Present: Chris Bayley, Julie Chrysler, Anthony Edwards, Cindy Osga, Julie Salman Karen Stout, Dan Wawiernia, , Anshu Varma

CEC Members Not Present: Rachelle Breeden, Shawna Hessling, Dan Jaroche, Anna Lewis, , Cora Schimanski

Call to Order and Acceptance of Agenda: The meeting was called to order at 12:03pm. A motion was made, seconded, and passed to accept the agenda.

Minutes: The February 2017 board minutes were approved via email on March 13, 2017.

Budget and Financials: A motion was made, seconded, and passed to approve the February 2017 financials and expenditures in the amount of \$311.60. February total revenue was \$3,713. PDT revenue was \$3,220.

Membership: Shawna reported a membership count of 122 and is following up with a discrepancy in the membership list with National AGA. Shawna will be updating the email lists available to the board in the chapter website in the near future to incorporate any undeliverable responses received during recent communications that were sent out.

Education: PDT was a GREAT success!!! Rachelle, and all those who assisted her, did a great job with the event. There were many comments from attendees about the subject matter being interesting, speakers were excellent, and

overall the PDT was high quality. A full report will be provided at the April CEC meeting.

Program Luncheons: April 18 is Ellen Jeffries on the budget. May 16 will Bobby Derrick with a topic to yet be determined.

Awards: No report.

Communications – Newsletter and CCR: Please get any items for the newsletter to Cindy by the end of March.

CGFM and CPE Events: The Governor's Office issued the proclamation for March being CGFM month. Webinars are scheduled for March 29 – CFO/CIO Collaboration, April 12 – Ethics, and June 14 – Fraud/Data Analytics.

Webmaster: There will be a meeting next Friday with National about possibly migrating our website to the National website domain. EventBright is used for registration; however, there is a fee involved. This will be taken into consideration. Currently our website costs for hosting and domain runs around \$200 per year.

Community Service: Money for Volunteers of America was collected at the PDT. Not yet tallied.

Chapter Recognition Program: Cindy to work with Anshu to get the credits submitted.

New Business: What is the chapter's cancellation policy? Discussion about exceptions (e.g., death in the family, health emergency, etc.). The CEC will develop a written policy. There was discussion on chapter CEC succession planning, who is staying on, who will be leaving, needs to be known so positions can be filled.

Old Business: None.

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

Next Meeting: April 11, 2017
 Location: Romney Building
 Host: Shawna Hessling



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

**Greater Lansing AGA
PO Box 12159
Lansing, MI 48901**