



**MESSAGE
FROM THE
CHAPTER
PRESIDENT**

Table of Contents

President's Message	1
Monthly Meeting	2
Web Conference	2
Increase Your Decision Making Confidence	3
Financial System Summit FREE CPE	3
Early Career Center	4
Message from the National President	5
Performance Innovation that Works	6
Chapter Educational Calendar	7
Other Educational Opportunities	8
Membership News	9
CGFM Connection	9
Members Only FREE Webinar	9
Chapter Executive Committee	10

Vision

AGA is the premier association for advancing government accountability.

Mission

AGA is a professional association advancing government accountability, transparency, and leadership by promoting education, certification, innovation, and collaboration across all levels of government and stakeholders.

Values

Service, Accountability, Integrity, Leadership

DECEMBER EVENTS

Webinar
December 11

Monthly Luncheon
December 18

see page 2 for details



MEMBERS ONLY
Webinar
December 18

see page 9 for details

Merry Christmas!

As the year winds to a close, there are several educational opportunities for you to earn CPE. The chapter is hosting a webinar on December 11 where you can earn 2 CPE hours. December 18 is the monthly luncheon worth 1 hour of CPE. And for AGA members, National is hosting a members-only webinar on December 18 for 1 hour of CPE.

Beginning with the December monthly luncheon meeting, each attendee will have their name thrown in a hat (or box, or bag, or whatever container is available). A name will be drawn, and the lucky winner will receive a free luncheon meeting. This will be non-transferable and expire on June 30.

For State of Michigan employees who are lucky enough to have your department pay for your Chapter events, please use the SIGMA ID included with the event announcement on page 2. We are working on the SIGMA ID for National AGA for payments of dues and national hosted events. Using the correct SIGMA ID will direct payments to the appropriate organization.

Please check out the chapter events calendar on page 7 and mark those dates on your calendar.

Cindy



Eye Opener



\$1.2 billion

The amount of money that was lost last year due to a cybercrime called Business Email Compromise which uses fake, but realistic emails to trick employees into wiring money into the wrong account.

SOURCE: NPR | November 18, 2019





WEB CONFERENCE
WEDNESDAY
December 11, 2019
2:00pm to 3:50pm
Capitol Commons Center
Conference Room F
Lansing, Michigan

CONTROLLING YOUR BOTS



Robotic process automation (RPA) is starting to be a commonplace solution. This webinar will explore two facets of RPA when considering internal controls.

1. How can RPA be used in supporting testing and monitoring internal controls?
2. What should we consider to make sure RPA is properly controlled when inserted into a process, including what auditors will be evaluating?

SPEAKER::

Margaret Moone, Financial Systems Analyst
National Science Foundation

CPE

2 hours Auditing-Government
CPE Sponsor ID 104201

REGISTRATION

Register on-line at www.agalansing.org.
Click on events.

[Register before November 19, 2019](#)

COST

AGA Members – FREE
Non-members - \$20
SIGMA ID CV0026537-007

DELIVERY METHOD

Group – Internet Based

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



MONTHLY MEETING
WEDNESDAY
December 19, 2019
11:45
Van Waggoner Building
Lakeshore Learning Center
Lansing, Michigan

MICHIGAN EDUCATION TRUST AND FOSTERING FUTURES

Learn how the Michigan Education Trust and Fostering Futures Scholarship Trust benefit future college students in the State of Michigan and how these trusts are funded.

MET is a 529 college savings program which allows for the pre-purchase of tuition based on today's rates and then paid out at the future cost when the beneficiary is in college. MET's



Fostering Futures Scholarship Trust Fund assists former foster care students with an award to help with college expenses.

SPEAKER:

Robin Lott, Executive Director
Michigan Education Trust

CPE

1 hour Other
CPE Sponsor ID 104201

REGISTRATION

Register on-line at www.agalansing.org.
Click on events.
[Register before Friday, December 13, 2019](#)

COST

AGA Members - \$12
Non-members - \$16
Student Assistants - FREE
SIGMA ID CV0026537-007

DELIVERY METHOD

Group – Live

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

THREE WAYS TO RAISE YOUR DECISION MAKING CONFIDENCE

By Scott Eblin, Executive Coach

Don't be the bottleneck that slows everything down.

When you're the leader, you have to keep things moving. To avoid being the bottleneck that slows your team's work to a crawl, you need to make decisions on a timely basis. In a fast-paced environment, it can be hard to gather all the information you'd like to have when making important decisions. That can definitely affect your confidence in making the tough calls.

The fact is that no one ever has 100% of the information they'd like to have when making important decisions. There are just too many variables and unknowns. If you're waiting for all the information, you'll never make a decision. Making the call with a sense of grounded confidence is an essential component of successfully leading at the next level.

Here, then, are three ways to build your confidence in making timely decisions.

First, prep and learn. What I mean by that is start doing the homework you need to do to prepare yourself for decision making. Learn all you can about your operating environment. To do that, conduct discovery conversations with knowledgeable colleagues. Talk with them about the patterns they're seeing in your competitive

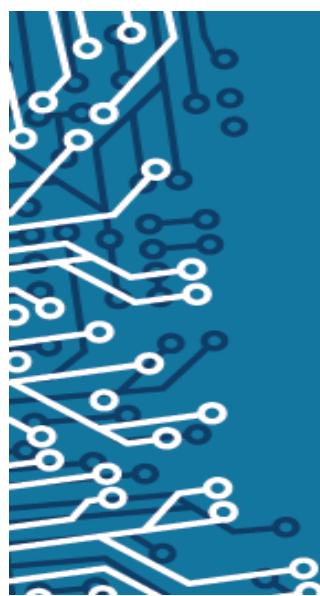
Excellence in
Government
Management

Government
Executive

space. Ask them to share the criteria they consider when they're making important decisions. Read and absorb all you can about your field. Pay special attention to real life case studies of key decisions and how they played out. Take time to step back and connect the dots among the different insights you're gleaning from your reading and conversations.

Second, test and learn. There are very few decisions—almost none, really—where you have to game out the next 100 steps. Most decisions are about identifying next steps. As much as possible, frame those decisions in a way that allows you to test and learn while you move forward. If you make meaningful but incremental next step decisions you usually won't get extended so far out on a limb that you can't course correct after implementation.

Third, trust your gut. Even if this is the biggest decision you've made so far, this isn't your first rodeo. There's a reason you're here and are making the tough calls. You've had a track record of success and the people who selected you for this role view that past performance as a predictor of your future performance. You've made other challenging decisions in the past even if they weren't the same decisions you're making today. Since you've developed some good judgment along the way, you have a reason to trust your gut now. That doesn't mean you shouldn't prep and learn or test and learn. It does mean that you should believe you've got this.



Financial Systems Summit **2020**

January 9 | Washington, D.C.
6 CPEs | 4.5 PDUs

FREE TO AGA MEMBERS

Start off the new year right by taking advantage of a significant benefit of your AGA membership – the Financial Systems Summit (FSS). Join the summit in Washington D.C. or stream the summit online in your office or home – either way, your participation is complimentary.

Early Career Center

TEN TIPS TO HELP EARLY CAREER PROFESSIONALS SUCCEED AT WORK

By: Dr. Dannielle Blumenthal, GovLoop, Posted November 15, 2019



1. Make a Weekly Report

Keep to the discipline of writing down your responsibilities, achievements and next steps/deadlines once a week; Thursday is good. You might think you know this in your head, but having a regular, focused document and activity centered around "the weekly report" helps you to re-focus on what you, specifically, need to be doing. It also helps your boss to know what you're working on. And yes, you should meet with your boss, at least once a week, even if it's only for five minutes. Be prepared to talk to it quickly and concisely. Don't be afraid to write down what you would say if asked. Some people keep a binder with them at all times just to be ready for questions.



2. Keep a Personal Dashboard

Write down three things and keep them in an easy to find place: Your responsibilities. Your procedures. Examples of past good work.



3. Do Ongoing Self-Assessment

Write down your successes and your failures. It is important to know where you are talented and skilled and where you need training. Also, you need to have your successes easily on hand for your performance appraisal. When you write down these things, include challenges you overcame.

4. Boss Yourself First

Imagine that you are the boss. Now imagine how the boss sees you. Fix the things you're doing that get in the way of a positive impression.

5. Work in Small Bites

If you have a big assignment and don't know what to do next, bite off a small chunk. Generally, these fall into one of three categories:

- A forthcoming deadline
- A standard operating procedure
- An example of a successful document produced in support of the same type of assignment.

6. Don't Be Afraid to Ask for Help

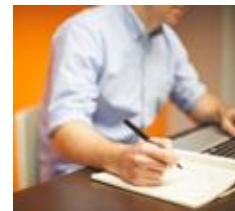
Someone might not have time to mentor you as much as you need, but they might be able to answer one question. Also, you can offer to help somebody else at work in exchange for them helping you. For example, you may be a good writer; they may be able to help you learn a certain piece of software.

7. Fail Intentionally

Engage in a "failure activity" regularly, such as public speaking. You must fail in order to grow.

8. Learn How to Learn

It can be as simple as reading an inspirational quote online. Also, don't be afraid to look up a how-to document online and follow the instructions. It may not work, but it's important to know how to follow instructions from other people when you are stuck.



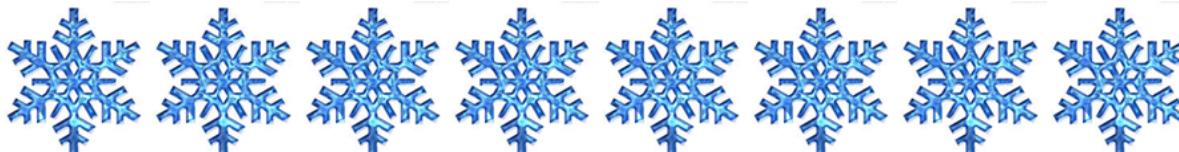
9. Focus and Plan

There is no such thing as "off" time. Keep lists of things that you need to do. Remove items if they're not needed or you don't have time. Add appointments to your calendar immediately. Use Siri or some other automated method to help you stay on track.



10. Dress the Part

Exterior appearances create an interior sense of readiness. Eat well, rest and exercise along the way.



MESSAGE FROM AGA'S NATIONAL PRESIDENT 2019-2020

Ernie Almonte,
CGFM, CPA, CFF, CFE



AGA Colleagues and Friends,

It was so great to meet so many of you at this year's PDT in New Orleans. It was truly a wonderful week of networking and training.

My presidential theme for the year is "Taking a Proactive Approach to the Future of our Profession." It is up to all of us to make sure we plan for the challenges that are bound to happen. During my tenure, our association will focus on proactively planning for where we need to be in five to 10 years.

As an association, we need to ask ourselves some important questions:

- How will we future-proof our profession to challenge the status quo and also provide training and collaboration so that no one is left behind?
- Should we as a profession reinvent ourselves by using technology like blockchain, drones, artificial intelligence and machine learning?
- How can we leverage these tools to make government more efficient and diversify our workforce and finance teams?
- How can we enhance our development of future leaders to put them on a path to success?

These are some lofty questions, but if we take the time to figure out them out, we will be able to better serve the association by providing tools, advice and resources designed to help tackle the important challenges.

Throughout the next year, I will build off the work started by Past National President Jim Arnette to focus on inclusivity within the profession. Additionally, I will continue the legacy left behind by Immediate Past National President John Lyskey to expand our outreach with colleges and universities across the country. Last year, AGA made great strides in building relationships with institutions. These relationships are critical in growing our profession and developing a rich future talent pool.

I will also continue to enhance AGA's efforts to increase leadership opportunities for women and examine how we can improve diversity and inclusion within our association. It is a personal goal of mine to offer as many opportunities for mentorship and sponsorship throughout my tenure.

This year, AGA transitioned to a new governance structure. The new structure will provide chapters and the government financial management community a stronger role in the association, increase the quality of service to chapters, and create a more strategic and responsive board. These improvements position us to more proactively respond to changes in our environment and provide us with multiple channels for feedback. I am honored to be the first national president under our new governance structure. Working with members, our CEO Ann Ebberts and her outstanding leadership team and staff, I know that we will exceed our expectations.

Ernie

25 REASONS to be a CGFM

Reason #12

Discover the gaps in
your financial
management
knowledge

25 REASONS to be a CGFM

Reason #13

Develop your expertise

25 REASONS to be a CGFM

Reason #14

Add to your
qualifications

25 YEARS
CGFM

A PERFORMANCE INNOVATION THAT ACTUALLY WORKS

Mark Funkhouser, Publisher, Governing | April 2019

The “theory of constraints” can help governments address the core of practically any problem.

Every state has an unclaimed property program that returns money, stocks, dividends, utility deposits, insurance proceeds and other valuables to people who have lost track of them. When Terry Brown took over as Virginia’s claims processing manager, the unit had been backlogged for three years and the average time to process a claim was 120 days. Today, there’s no backlog, and the average processing time is less than nine days. The unit did this without more money, more people or new technology.

Brown and her team achieved these process improvement results using business management concepts such as Lean and Six Sigma. Process improvement is a useful tool, and the results achieved by folks like Brown are impressive.

But Kristen Cox, executive director of the Utah Governor’s Office of Management and Budget, would argue that it alone isn’t the solution for all of the complex challenges faced by government.

Cox is a practitioner and advocate of the “theory of constraints,” which looks at the goals and the core problems that prevent systems from achieving their objectives. Cox says that the theory of constraints is more than just process improvement. It “is all about helping people get clear on designing the right policy or service in the first place before even going down the road of process improvement,” she told me recently.

In *Stop Decorating the Fish*, Cox and her co-author, economist Yishai Ashlag, have distilled the essence of the theory of constraints into a cute little fable in which “decorating the fish” stands for doing “the common and ineffective things” that have no real impact on performance. They refer to those actions as “the seductive seven,” and it’s a familiar list: more money, technology, reorganization, training and communication, data, accountability, and strategic planning. “We feel gratified,” they write, “when we successfully launch a new strategic initiative, secure more resources, or stand up a new IT or data analytics platform. But we need to ask, did we substantially move the needle after all of this work?”

From “creating a culture of innovation” to “developing predictive analytics,” Cox and Ashlag line up all of our favorite performance improvement toys and dump cold water on them. But the good news is that what comes out is ideas that can truly allow governments to make dramatic improvements in people’s lives. In case studies from areas as diverse as traffic congestion, government contracting and benefits eligibility determination, they show how to identify the core problem and address it in ways that would significantly improve outcomes.

Given the enormous legacy costs that most governments have, the challenge is to meet the needs of those they serve largely within existing resources. Here, too, Cox and Ashlag’s work is important because a critical piece of their method is to identify those things that governments can stop doing so that more resources can be focused on the right things. Capacity isn’t the issue. Cox told me that of the many systems she’s worked with, “I haven’t been in one that didn’t have significant capacity. Meaning, they had all the resources they needed to gain huge improvements.”

The critical question today isn’t about big or small government. It’s about more competent government that’s equal to the needs of those it serves. That’s what I think we’ll get when we put tools like those advocated by Cox and Ashlag into the hands of folks like Brown.



Chapter Education Calendar



October 23, 2019

Monthly Luncheon Meeting

Michigan Electronic Library (MEL)

VanWagoner Building, Lakeshore Room

1 hour CPE

November 19, 2019

Monthly Luncheon Meeting

State Budget Update

VanWagoner Building, Lakeshore Room

1 hour CPE

November 20, 2019

Webinar Conference

Ethics

VanWagoner Building, Sleeping Bear
2 hours CPE



December 11, 2019

Webinar Conference

Controlling Your Bots

Capitol Commons Center, Conf Room F
2 hours CPE

December 18, 2018

Monthly Luncheon Meeting

Michigan Education Trust

VanWagoner Building, Lakeshore Room
1 hour CPE

January 8, 2020

Webinar Conference

Uniform Guidance

G. Mennen Williams Building Auditorium
2 hours CPE

January 21, 2020

Monthly Luncheon Meeting

Annual Tax Update

Library of Michigan
1 hour CPE

February 5, 2020

Webinar Conference

GASB Update

G. Mennen Williams Building Auditorium
2 hours CPE

You can register for all chapter events at www.agalansing.org. Click on events.

Check the chapter website and upcoming newsletters for more information.



WEBINAR CONFERENCES on this calendar are group based trainings requiring your presence at the Lansing location to receive CPE.

Can't attend? You can receive CPE as a single attendee for \$49 by registering on the National AGA website.

February 20, 2020

Monthly Luncheon Meeting

Michigan Specific Ethics

VanWagoner Building, Lakeshore Room
1 hour CPE

March 4, 2020

Webinar Conference

Improper Payments

Constitution Hall, Conference Room A/B
2 hours CPE

March 25, 2020

Webinar Conference

Cybersecurity

VanWagoner Building, Lakeshore Room
2 hours CPE

April 8, 2020

Webinar Conference

Ethics

G. Mennen Williams Building Auditorium
2 hours CPE

April 21, 2020

Monthly Luncheon Meeting

Topic to be Announced

VanWagoner Building, Lakeshore Room
1 hour CPE

Date to be Announced

Professional Development Training

Training for Government Professionals

Location to be Determined
8 hours CPE

May 13, 2020

Webinar Conference

Fraud and Data Analytics

G. Mennen Williams Building Auditorium
2 hours CPE

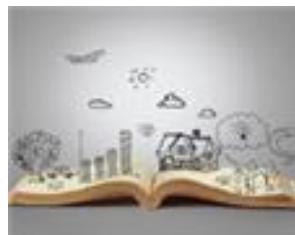
May 19, 2020

Monthly Luncheon Meeting

Topic to be Announced

VanWagoner Building, Lakeshore Room
1 hour CPE

OTHER EDUCATIONAL OPPORTUNITIES



National AGA

To register for events, visit
www.agacgfm.org

December 18, 2019

Members Only FREE Webinar

Failing Forward
Your Computer
1 hour CPE

January 9, 2020

Financial Systems Summit

Washington DC or Virtual
6 hours CPE
FREE for AGA members and government employees

February 12-13, 2020

National Leadership Training

Washington DC or Virtual
14 hours CPE

March 18, 2020

Members Only FREE Webinar
AGA Annual Women's Webinar
2 hours CPE

April 8, 2020

PIO/CFO Summit
Washington DC
4 hours CPE

June 26, 2020

Members Only FREE Webinar
Professional Development
1 hours CPE

July 19-22, 2020

Professional Development Training
Dallas, Texas or Virtual
24 hours CPE

West Michigan AGA

To register for events, visit
www.agacgfm.org/Chapters/WestMichigan/Home

January 21, 2020

2020 Governmental GAAP Update

Your Desk
2 hours CPE



My CGFM®

LOG INTO YOUR AGA ACCOUNT TODAY

"My CGFM" Makes Tracking CPE Easier

We've added a new feature to "My CGFM" to help you keep track of the CPEs you earned at AGA events! In addition, you can upload CPEs earned outside of AGA to keep your records in one place.



MEMBERSHIP NEWS

CONGRATULATIONS!

Member Anniversaries

Leo Laporte, CGFM	24 years
Bobby Marr, CGFM	23 years
Annette Eustice, CGFM	23 years
Linda Shepard, CGFM-Retired	21 years
Tim Martin	21 years
Nancy Katsarelas	6 years
Alpa Kulkarni	4 years
Sherry Troyer	3 years

WELCOME NEW MEMBERS!

Cheryl Burch
Michigan Department of Transportation

ARE YOU UP TO DATE?

The annual membership renewal season will open the third week of January. Please log into your National AGA account and verify your contact and demographic information.

ACCESSING THE NATIONAL AGA WEBSITE

State of Michigan employees may have trouble accessing the National AGA website from your work computer. Often you will receive an error message stating *can't reach this page*. After discussion with the National Office, the State of Michigan is the only one that has reported the issue. Accessing the site is a hit or miss. There are times when you can access the site and other times you cannot.

Certification Connection
news for CGFMs

RENEWAL SEASON IS COMING!

Your CGFM renewal is just around the corner. Make sure your address is up to date to ensure proper delivery of your renewal notice at the beginning of the year, as well as any future correspondence.

CHECK YOUR CPE REQUIREMENT

Whether your renewal cycle ends December 31, 2019, or if you have another year to go, log into [My CGFM](#) to double-check your current CPE cycle and upload your training records to stay on top of your CPE requirement.

CPE AUDIT

National AGA is currently in the process of completing the annual CPE audit from a random sample of active CGFMs. If you were selected for the audit, you would have already received a letter in the mail notifying you of the audit process. As a friendly reminder to all CGFMs, we recommend you keep your training records for at least three years and review the documentation guidelines listed in the CGFM CPE requirements (Section 16).

SELF-LEARNING BY AGA

Did you know that AGA offers online, on-demand training that can count towards your CGFM CPE requirement? AGA's Self-Learning Training features quizzes on sessions from AGA events that are self-paced and web-based, offering you the chance to earn your CPEs from your home or office on your own time.



**WEB CONFERENCE
WEDNESDAY**
December 18, 2019
1:00pm to 2:00pm
FREE FOR
MEMBERS ONLY
Your Desk

FAILING FORWARD

Just because you have failure, it does not make you a failure. Learn how to make failures a win and improve to achieve more in the future and be more successful.

CPE: 1 hour Professional Development

SPEAKERS:

Mehan Gaillard, CFE, CIA, CISA, CGAP, CIGA, CGFM, CFMA, MSAT
Director of Audit
Office of Inspector General
Palm Beach County

Melinda Miguel
Chief Inspector General
State of Florida

Robert Westbrooks
Inspector General
Federal Pension Guarantee Corporation



Chapter Executive Committee 2019-2020

Platinum
Chapter

President

Cindy Osga, CGFM
Health and Human Services
osgac@michigan.gov
517-335-4087

President Elect

Julie Chrysler
Natural Resources
Jchrysler.ag@gmail.com
517-284-5864

Programs

Karen Stout, CGFM
Treasury
stoutk@michigan.gov
517-335-1012

Membership Director

Heather Wells
Treasury
wellsh@michigan.gov
517-335-5410

Certification and Webinar Director

Craig Murray, CGFM
Office of the Auditor General
cmurray@audgen.michigan.gov
517-335-5410

Website Co-Director

Heather Wells
Treasury
wellsh@michigan.gov
517-335-5410

Accountability Director

Cindy Osga, CGFM
Health and Human Services
osgac@michigan.gov
517-335-4087

Immediate Past President

Vacant

Treasurer

Julie Salman
Self-Employed
Julied511@gmail.com
517-284-5864

Secretary

Darla Ykimoff
Health and Human Services
ykimoffd@michigan.gov
517-702-5514

Education

Julie Chrysler
Natural Resources
Jchrysler.ag@gmail.com
517-284-5864

Newsletter Director

Cindy Osga, CGFM
Health and Human Services
osgac@michigan.gov
517-335-4087

Accountability Director

Cindy Osga, CGFM
Health and Human Services
osgac@michigan.gov
517-335-4087

Website Co-Director

Ben Hung
Technology, Management and Budget
hungb@michigan.gov
517-241-5517

National Council of Chapters Rep

Cindy Osga, CGFM
Health and Human Services
osgac@michigan.gov
517-335-4087

Community Service Director

Vacant



**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