

Chapter President's Message

Hello everyone,

If things seem different with this message, well, they are...this isn't Donna, it's your newsletter editor, Kelly. As you all know, Donna got a new job up in DC at the beginning of the AGA year and has since moved to West Virginia. Amazingly, she's made the move seamless to us as we've had a tremendous year of regular chapter meetings and two successful chapter conferences.

Well, despite it still being less than a year, apparently living in the state where the state flower is a satellite dish and "bubba" is the most commonly used computer password has already gotten to her. The concern started at the March PDC, where she was reportedly cited wearing John Deer pocket protectors and snacking on deer jerky. I guess she should be proud to be a West Virginian since they *did* invent the toothbrush (if it was invented anywhere else, wouldn't it have been called a "teethbrush"?).

Maybe it's because both West Virginia and AGA share the same official colors of blue and gold, but she's really gone off the deep end, wanting to pay tribute to her new home state by proposing that we open the remaining chapter events under her presidency singing John Denver's "Country Roads", you know the song..."Almost heaven, West Virginia...mountain momma, take me home, country road"! I know not everyone out there is a John Denver fan or likes to sing in public so I thought it was my duty to let you know.

Also, one more thing....April Fool's!!!!!!

In the words of Donna (who has NOT turned into a West Virginia hillbilly and will not be singing any John Denver tunes – at least not publicly), *until next month, take care and stay well! Be sure to check the events coming up and make sure you let someone know if you want to help out or participate. Volunteer – we need you!*

Thank you,

Kelly Stefanko ...

for

Donna L. Miller, MSAC



NEXT MEETING

April 15th

Embassy Suites,
Hampton, VA

**Time:
11:30 – 1:00**

1 CPE

RSVP to

Darcea Johnson at
darcea.johnson@navy.mil

This is the chapter election meeting. Interested in joining the chapter executive committee? We are still in need of volunteers for the following leadership positions:

Webmaster – Keeps our chapter webpage up to date with information such as contact information, conferences, meetings, other upcoming events, and newsletters.

Membership Director - Develops chapter programs encouraging member recruitment and retainment. Overall serves as the chapter's advocate and cheerleader.

Meetings/Publicity Director – Books chapter meeting sites and coordinates logistics such menu and attendance by taking member RSVPs. Handles on-site meeting sign-in and registration.

If interested, contact
Brad Smith at
Brad.Smith@norfolk.gov

Last Chapter Meeting!

May 21st
Chapter Awards Night

Conference Wrap Up

Providing the opportunity to earn 16 CPEs, including the annually required ethics course for CPAs, and the chance to network with more than one hundred accountability professionals, the joint AGA/ASMC Spring 2010 PDC was a great learning experience. Don't just take my word for it, read for yourself...

Despite the tough position of being the last speaker before lunch, Mary Peterman (the former Mary Lechner) kept the audience enraptured with her talk on "Citizens! Do You Care?" Mary, a vice president with Savantage, poses here with chapter president Donna Miller.



Sherry Weir, a partner with Kearney & Co., discussed "Best Practices in ERP Implementation". Kearney & Co. hosted the hospitality suite at the nearby Marriott on the first night of the conference complete with a "signature cocktail". Fellow Kearney & Co. staff member Marisa Schmader (right) greets Sherry after her talk.



The chapter put on another great conference. The participants seemed really attentive to the speakers.
--Clement Mikowski

The AGA/ASMC PDC was once again a success. I really enjoyed the variety of speakers from DC and Hampton Roads discussing the emerging issues within the accounting profession.

--Allison Shoemaker

The Spring 2010 PDC hosted by the Virginia Peninsula Chapter of AGA and the American Society of Military Comptrollers held on March 16th and 17th at the Chesapeake Conference Center was very informative, fun and well attended

Those not interested in the required ethics for CPA had the option of listening to Captain Mark Rose, Commanding Officer, US Coast Guard Finance Center speak on "Differences between Planning and Implementing Financial Transformation". Chapter president Donna Miller presents Captain Rose with a speaker's gift.



Always a favorite at VA Peninsula chapter AGA conferences, Dave Weinberg did not disappoint with his talk on "The Power of 8".



Thank you to our primary sponsor, PricewaterhouseCoopers, for their continued support as well as all of our other sponsors. Thanks to Kearney & Company for hosting the hospitality suite at the Marriott during the conference.

We had great speakers that not only provided accounting and auditing insight but also motivational inspiration and tips that can help in our everyday lives. We want to thank all the volunteers that helped make this PDC a great success.

--Brad Smith



Summer Studying for the CGFM!

By Steve Reagan

As we approach the end of our membership year, I would like to take this opportunity to wrap up couple CGFM housekeeping issues.

I would like to thank the chapter leadership for authorizing the purchase of the updated study guides. Since their arrival, I have had numerous requests to borrow the guides and several potential CGFM candidates have stopped by my office just to browse through the guides to get a feel for what would be included on the exams.

We currently have several chapter members who are actively studying to take various parts of the CGFM exam and we would like to wish them all the best luck as they study to master the information and pass their exams. Don't let SPRING FEVER slow you down.

To those who may be thinking about getting started with their studies, I would like to remind them that the study guides will continue to be available throughout the summer months. Contact me at sreagan01@verizon.net or on my home phone (757) 484-8558.

Anyone interested in a study group over the summer? If so, please send me an e-mail prior to the first of May and I will see what we can do to put something together. We would need at least four people per group. Please specify which exam (I, II, or III) you are interested in studying for. Maybe we can get a whole group of folks to pass their first or next exam in September.

Next, I would like to remind our current CGFM members of the CPE requirements to keep the certification current. The AGA's website has a page devoted to *How to Maintain Your CGFM Certification*. Go to <http://www.agacgfm.org/cgfm/maintain/> for details. Please review the requirements and plan accordingly to avoid any last minute scrambling to satisfy the requirements. Feel free to contact me if you have questions.

Finally, don't forget our end of year chapter party and the National PDC in Orlando. The next CGFM Intensive Review Course will be held preceding the PDC in Orlando, FL in July. This also includes an opportunity to immediately take the CGFM Examinations. [Learn more.](#) I hope to see everyone there.

Enjoy your summer. I've got mine all planned out (see photo below).

Steve Reagan
Director, Professional Certifications



Community Service Program Enters Home Stretch

Please bring any remaining Farm Fresh receipts you may have collected to the April meeting. We will be donating them to a school before the end of the school year. April brings on our annual walking event - the March of Dimes Walk America. If you would like to participate in this fundraising event by walking or raising donations please e-mail me.

The May meeting is the last chance to turn in your aluminum pop tops. We will tally everything and add it to the \$100 Ronald McDonald house donation the chapter makes. The clothing and other drives are over now, but there is always a need, so if you don't know who or how to contact one of the charities in our area, just contact me and I will be glad to help you. May's special event is the Equi-Kids Therapeutic riding program. Contact Joe at (Ruteckij@gao.gov) for details.

The 22nd annual CLEAN THE BAY DAY will be held Saturday, June 5, 2010 from 9 a.m. - 12 Noon. Save the as our chapter traditionally participates with GAO. More details will be available soon!

At last month's conference, the community service raffle raised \$762, which has the potential to be matched by the National Office. Thanks to all who participated.

Please take time to send me your thoughts on the chapter's community service program! Thank you for all you do!

-Helen Brooks, (Helen.M.Brooks@uscg.mil or 757-523-6861)

Your Input is Needed on Chapter's Community Service Program

If you haven't already, please take a few moments to consider the chapter's community service activities and respond to the following questions. Your feedback is greatly appreciated!

1. Of all the community service activities that our chapter participates in, which ones would you like to see again next year?
2. What new community service activity would you like to see our chapter be a part of?
3. Are there any community service activities that you would like to chair?
4. Are there any community service activities that you would like our chapter to discontinue?
5. Which community service activity is your favorite?

Please send your answers to:
Helen.M.Brooks@uscg.mil

Membership

By Ellen Silvela

Membership Demographics

Did you know you are part of a network of government accountability professionals in the Hampton Roads area with 212 members? In the midst of the membership renewal period, I thought it was a fitting time to take a look at our chapter's membership demographics. We have 212 current members, of which 25 are Early Career members and 56 hold the CGFM certification. We have a mix of members from the federal government, state and city governments, and also those who work for private companies and CPA firms. We have members who have recently joined AGA and those who have been supporters of AGA for decades and counting. Also, members live and work all throughout the Hampton Roads area. These numbers are merely a glimpse into who the members of our chapter are. Nonetheless, they show that we are in position to benefit from one another's experiences and that we have a diverse group of government accountability professionals in our network from which we can tap into.

| | |
|-----------------------------------|----------|
| Current Members | 212 |
| Early Career Members | 25 |
| CGFMs | 56 |
| Federal Government Members | 125 |
| State and City Government Members | 37 |
| Shortest Length of Membership | 1 month |
| Longest Length of Membership | 40 years |

Numbers are as of March 29, 2010.

Coming Soon -- Chapter Satisfaction Survey

In order to better meet the needs of our members, our chapter will be sending out a Chapter Satisfaction Survey, via Survey Monkey in the next month. Members will receive an email from the Membership Director, with a link to the survey. Survey responses will be used by the chapter board in planning for the next AGA program year and also as an avenue for member feedback on the areas of certification, education, and community service, among others. The survey should take no more 10 minutes of your time and your participation will be appreciated.

Sponsor a New Member Challenge Winner is ...

As an incentive to grow our network of government accountability professionals in the Hampton Roads area, our chapter offered the Sponsor a New Member Challenge. The member who sponsors the most new members from September 2009 to March 2010 will win a free AGA membership for the 2010-2011 program year. To get credit for sponsoring a new member, sponsors needed to include the sponsor's name and AGA member ID in the "sponsor section" on their membership application. The winner of this challenge will be announced at the April monthly meeting. It will not be necessary to be present to win but membership status must be current to win.

AGA Lunch and Learn at the US Coast Guard Finance Center

Our chapter will be visiting the US Coast Guard Finance Center (FINCEN) on Friday, April 30th to provide information about AGA and the CGFM certification to potential and current AGA members at FINCEN. We will be providing pizza and drinks. If your organization is interested in having an AGA Lunch and Learn at your work site, please contact me at esilvela@deloitte.com.

Member With Sick Daughter Seeking Leave Donations

Member Donna L Disney, a Coast Guard employee, is the primary caregiver for her child who has been diagnosed with leukemia. This condition requires extensive and difficult treatment over a period of time. Ms. Disney has exhausted all of her available accrued annual and sick leave balances. Therefore, she is seeking donations of annual leave under the Voluntary Leave Transfer Program to help prevent from having to endure financial hardship due to leave without pay while this medical emergency continues.

Federal employees wishing to donate should complete either an OPM form [630A](#) (if you work for USCG or [630-B](#) if you work for another, non-military agency. (Con't on next page – see *Leave Donations Sought*

Welcome New Members!

Karen Cherry, DFAS
Kenneth Rinehart, City of Norfolk
Ayanna Noel, US Coast Guard
Jacklyn Trudell,
Composite Wall Systems
Captain Mark Rose, US Coast
Guard

Emerging Leaders Meet & Greet Over Hockey

I had the pleasure of attending the last Emerging Leaders event on Saturday, March 13th – a Norfolk Admirals hockey game. This was the first time I've ever attended a hockey game and it was a blast! It's always nice to get to know other AGA members a little better each time we get to do things outside of the office.



Members Nicole Whitaker, Allison Shoemaker and Shanelle Donovan look on as the Norfolk Admirals play against the Bridgeport Sound Tigers.



View of hockey rink from our seats.

Member Spotlight

By Wanda Witherspoon

Joe Stevens, our spotlighted member this month, was granted Lifetime AGA Membership!

Such status is given to those individuals with 40+ continuous years of AGA membership and one of the benefits is that lifetime members no longer receive annual due renewal invoices.

Congratulations to Joe! Thank you for your commitment and support of AGA and to the Virginia Peninsula chapter now and in the past.



Joe Stevens, in Ocho Rios, Jamaica in February, enjoying his hobby of travelling.

Leave Donations Sought (con't from previous page)

Three year old Cara

Message from member Donna Disney --

These last few months have been trying to say the least! We thought our 3 yr old little girl was having sinus headaches. When the blood tests came back indicating she had leukemia... I couldn't breathe. Her dad had tears in his eyes... how does one keep it together in front of their child while they're being told news of this magnitude??

That was November 29th. We were immediately admitted and spent the next 2 weeks meeting every walk of life affiliated with childhood cancer! Doctors, nurses, fellows, child life people, counselors, surgeons, anesthesiologists, insurance folks... then there were the volunteers who delivered coffee, a gal who would bring dogs in to help comfort the kids, talked with other parents, toy carts were pushed around once a week... I mean the love, the care and the tenderness in that section of the hospital was so powerful, I swear I could reach out and touch it!!

Cara (my little cherub's name) has 'ALL' type Leukemia. The program she is currently on takes approx 2.5 years worth of treatments. What we're all working towards is "CURING" her by then. But right now, today...well she has good days and not so good days. Yes, she is losing her hair. Today she got sick 3 times. She contracted C-DIFF which means she has very loose bowels. She isn't eating much...OF ANYTHING. She has lots of headaches. Has had fevers ranging from 102 to 104 degrees. And she also has asthma. I do what I can to keep it together while I'm at work.

In April and May, four new drugs will be introduced into Cara's regime of medicines! She's up to 3 chemo treatments every 10 days now. Not to mention the countless spinal taps and bone marrow withdrawals she goes through. Although I've received some donated hours through the leave donor program, God knows what the future will bring regarding how many more trips I will be making. As it is, I work 2 weeks and am with her for 2 weeks. Any leave donations means I would be with my darling little girl a bit longer. Thank you so much for caring,

Donna L. Disney



Joe Stevens

What is your job position? I retired from the U.S. General Accounting Office in January 1999 after 34 years of service. When I retired I was the Deputy Manager of the Norfolk Field Office. I'm currently employed as a part time kid sitter for my grandkids and a yard care engineer. My current job is pretty simple - Just enjoy each day I'm able to get out of bed and take my morning walk.

What did you like most about your job? My greatest joy when working was interacting with all the wonderful people at GAO and the feeling of accomplishment that came with the work. The thing I like most about my current part time work is I can send the grandkids home when I get tired of them.

What is your favorite perk of AGA membership? When more active, my favorite perks were the chapter seminars and AGA's annual meeting. The local chapter has always put on high quality seminars at a very reasonable price. The chapter is to be commended for continuing this service to its members and the local financial management community over the past 20 years.

What is your most memorable AGA experience? My most memorable AGA experience was serving as chapter president for 2 years. During my tenure we celebrated the chapter's 25th anniversary with a gala event attended by some of the chapter founders.

What are your hobbies? My hobbies are reading, traveling (especially cruising), and watching my grandkids play soccer.

What was your best vacation? My best vacations were probably the two trips we made to Israel. For such a small country, Israel has a tremendous amount of history, culture, and emotion, and was an exciting place to visit.

What words of wisdom can you share with Early Career members? I've always felt that careers are built on relationships, hard work, and staying current in your field. That's why professional activities such as AGA are so vital to a person's development. I've also found that the most successful individuals are those that always treat their colleagues with respect and fairness.

My advice to new members would be to get involved in chapter activities and get to know the other members. Getting involved gives you a sense of belonging and accomplishment. Also, the contacts you make thru AGA and similar associations will benefit you throughout your career both personally and professionally.

Anything else you'd like to share about yourself? I was honored to receive an AGA Lifetime Membership in 2010. Also, a little advice on living: **Treasure your friendships and family.**

Member Perspectives

Searching for Work – Words of Hope and Wisdom

Compiled by Clement Mikowski

“Jobs must be our number-one focus in 2010.”

President Barack Obama
State of the Union Message, 1/27/2010

“Where opportunity is absent, we must create it. Where opportunity is limited, we must expand it. Where opportunity is unequal, we must make it open to everyone”

Gov. Bob McDonnell 1/16/2010

“You can get everything in life that you want if you’ll just help enough other people get what they want.”

Zig Ziglar

“A person or organization that approaches conflicts with a **win-win attitude** possesses three vital character traits:

1. Integrity: sticking with your true feelings, values, and commitments
2. Maturity: expressing your ideas and feelings with courage and consideration for the ideas and feelings of others
3. Abundance Mentality: believing there is plenty for everyone”

--Steven Covey

“Develop success from failures. Discouragement and failure are two of the surest stepping stones to success.”

-Dale Carnegie

In our country Democracy is a belief in “Justice, Freedom, and the Value of a Single Human Being”.

--Judge at the Nuremberg Trials

Clement W. Mikowski, CPA, CGFM, MPA, is in the frustrating position of searching for work in touch economic conditions. Please keep Clement in mind if you know or hear of any government financial employment opportunities. He can be reached at 757-635-6605 or by e-mail at cmikowski@cox.net.

Out of Site - Go Exploring on Mark's Website of the Month

By Mark Morehouse, CGFM

Do you know what makes you the way you are? This age-old question has puzzled man-kind since the beginning of time. You know what? I don't have the answer either. However, I have heard a few things that make it easier to understand. We are all a product of our experiences. Our parents taught us to like any of the things they liked in terms of food, acquaintances, work ethic, spiritual matters and other matters. Years ago when I was in high school I met an older gentleman who told me something I will never forget. He said “Mark, your body is a filter.” Have to say, I took his advice very lightly thinking this old coot had lost his rocker. Many years later, I thought about what he said and realized that he was right. Our bodies filter everything. We filter what we hear, what we see, what we drink, what we think and what the car in front of us in traffic has on his or her radio turned all the way up. Yes, we are a product of our experiences. We, as financial managers, have been accused of lacking personalities. Obviously these people have never been to one of our parties. The real truth is that everyone has personality; just some folks are more personable than others. We all have personality traits; see the list at the link:

<http://www.buzzle.com/articles/personality-traits-list.html>

We are all a product of our experiences and that includes our education, our careers, where we have lived and how we look at life just to name a few. If we look at ourselves deeper though, we can be faithful, generous and of a cheerful disposition, just to name a few. How we choose to articulate our personalities is another matter. Maybe we prefer to fade into a corner every time we are a social function while others are “the life of the party”. Personally, I have more “personality” at times more than others, but much depends on my mood.

Most of the time I am a happy go lucky kind of guy and I am proud of who I am and what I have done to get there. Like most, I am not perfect and have made a few mistakes here and there—but I am a good person and know it deep down. As financial managers we must be aware of ourselves and what makes us the way we are as relate to others inside our financial management community as well as those outside our community. We can learn to have fun in our work every day but be very serious about what we do. We as a group have the traits of being very steadfast, loyal and dependable not to mention being intelligent, analytical and independent. We are a pretty good group to be around no matter how you look at it. Thank you for being you!

Treasurer's Report



Financial Report Summary...or, How Much \$ Do We Have?

By Curtis P. Joachim

Well, here we are, the final newsletter submission! The last status of funds to calculate! Well not really, I still have to keep track of the checkbook until the next brave soul decides to step up and take the reins (*Note from Donna: You will be Treasurer until July 1, 2010 so you have more newsletter submissions my friend*). I'm grateful for the opportunity to serve as your treasurer over the past year. I've enjoyed talking and working you, especially when it came to conference time to get all the registrations done, credit cards processed, and vendors signed up. This has been a memorable year, capped by an action packed month of March.

Not only because of the exciting spring professional development conference we just had, or the nail biting upsets during "March Madness", but it has been a memorable March for our whole country!

I'm talking about the history making health legislation that was enacted by Congress and signed by the President on March 23th! No matter which side of the debate you're on, it's going to impact each and every one of our lives. I hope you got involved in some way or the other, by doing what you could.

I'm often reminded of the phrase most often credited to British statesman Edmund Burke which usually goes like this, "All that is necessary for the triumph of evil, is for enough good men (and women) to do nothing".

In life, we all have varying talents, abilities and opportunities. Sometimes all one can do is to educate oneself. With today's technology, misinformation is often times used as an accomplice to manipulate the unsuspecting masses. It is no longer, "he who carries the biggest stick wins", but rather, he who has the most accurate information on which to base everyday decisions, wins. And those decisions affect every aspect of our lives.

From deciding what major to choose in college, to which career path to take, which employer to work for, where to live, what investment decisions to make, which political candidate to support, it's all predicated on making informed decisions.

A renowned Hebrew writer Hosea once wrote, "My people are destroyed because of a lack of knowledge". The great English author and philosopher Sir Francis Bacon coined the phrase "knowledge is power". But it has long been argued that Sir Francis Bacon was only partially right. That knowledge in itself is not powerful but rather the use of knowledge is powerful!

So yes, get knowledge, stay informed, "be in the know" then put the knowledge you've gained to make a difference in your world!

To which group do you belong? Hopefully you're one of the movers and shakers. If not, here's your chance to switch groups.

If you have any questions, e-mail me at cjoachim@thejoachimgroupcpas.com.



AGA VIRGINIA PENINSULA CHAPTER PDC STATUS OF FUNDS AS OF March 31, 2010

Spring 10 PDC

| | |
|-----------------|------------------|
| Total Fees Owed | \$ 33,590.00 |
| Fees Collected | <u>27,610.00</u> |

Receivables 5,980.00

Expenses

| | |
|---------------------------|---------------------|
| Conference Center Deposit | \$ 500.00 |
| Conference Center Charges | *19,486.53 |
| Cancellation Fee Refund | 210.00 |
| Speaker Gifts | 850.22 |
| Raffle Tickets | 9.26 |
| Bags for Attendees | 2,112.67 |
| Credit Card Fees | * 642.30 |
| Badges | <u>157.48</u> |
| Total Expenses | \$ 23,968.46 |

Conference Profit (Loss) Based on Fees Collected \$ 3,641.54

*Not yet finalized

Food for Thought

"When people get very good at doing things a certain way, they become surprisingly inept at learning new skills when changing conditions demand it."

--David H. Free

The Four "C's" of an Engaged Workforce

By Dr. Alan Zimmerman

According to the Gallup organization, only 29% of the American workforce is fully "engaged" in their work. The other 71% have chosen to "quit and stay." Basically, they've retired but they haven't told the Personnel Department yet. And is that a problem worth addressing? You bet it is!!! So take a look around to see if your team mates are engaged or disengaged. And there's an easy way to tell the difference.

Engaged team mates focus on results. And if they don't get the results they want, they keep on fine tuning their performance until they achieve their desired results. They never make excuses. They never blame other people or outside circumstances for their difficulties.

By contrast, disengaged team mates focus on excuses. They've always got a reason as to why a job didn't get done or a job didn't work out. They're like the people Charles Schultz talked about in one of his cartoons. He said, "Life is like a 10-speed bicycle. Most of us have gears we have never even used." Disengaged people ... quite simply ... aren't using all their gears.

There is hope - here are 4 ways leaders can build an engaged and motivated team.

1. Connect. The greater the connection between the team member and the boss, the greater the engagement. Their relationship is key.

That means, as a leader, you've got to take time to listen to your coworkers. You've got to listen to what's on their minds and what's in their hearts. You've got to make yourself available for that kind of dialogue if you ever expect to build a climate of trust that builds a climate of engagement.

Ask questions, but make sure you listen to their answers. Just remember, leaders "take time" to listen. Managers "request your time" to have you listen to them.

Confine your communication, as much as possible, to the face-to-face variety...or least the kind variety. Be very careful of talking about someone who is not present. As William "Biddy" Allen, a bus driver and the loving father of 7 children, often said, "When you speak of someone or about someone, you should speak as though they were in the room with you. The ears that you speak to today are attached to the mouth that could relay the message tomorrow."

2. Challenge. In other words, people are seldom fired up and fully engaged when they keep on doing the same old same old. So it's your job to give your people the attitudes to embrace change and the skills to tackle new challenges. Give them new projects and give them training that ensures their success on those new projects. Let them shadow other employees so they learn how other positions or jobs are completed.

Indeed, our greatest progress has always come from engaged people who embraced challenge. As marketing consultant Harry Beckwith points out, "Our greatest blessings come from people who refused to be complacent, whether it was Beethoven or the Beatles."

He's right. As the 20th century educator and diplomat James

Bryant Conant noted, "Behold the turtle: He only makes progress when he sticks his neck out." Or as author Frederick Wilson said so well, "Progress always involves risks. You can't steal second base and keep your foot on first."

If you're trying to engage your workforce more fully and more actively, you've got to give them some challenges that are worthy of sticking their necks out for. You've got to motivate them to get their foot off first base ... or the way we've always done it."

With that second element in place, to build an engaged workforce, you must...

3. Communicate. Make sure the organization's vision and goals are so clear that anyone and everyone in the organization could speak them back to you. And make sure everyone at every level knows how his/her job is linked to the overall goals of the organization. Without that, it's almost impossible to fully engage your coworkers.

One way to do that is to communicate, communicate, and communicate that information in a variety of ways over a long period of time. Anything less allows the grapevine to take over, and the rumor mill almost always kills off engagement.

Another way to do that is conduct regular performance reviews. In today's fast-paced and highly competitive business environment, owners and managers frequently don't take the time to let their employees know how they're doing.

You must remember, it's only natural that your team mates want to know where they stand with you or the boss. Of course, they all would prefer a positive performance review, but even a negative performance review does a better job of maintaining employee morale than no review at all. When employees have to guess where they stand, they usually imagine the worst things or the wrong things.

Without a quantity of communication and a quality of communication, engagement will not happen. And finally, if good communication is the norm in your workplace, you've got to...

4. Celebrate. One of the time-tested motivators of people is appreciation. People want to be seen, heard, and recognized ... no matter how much they may feign indifference to such tactics.

In fact, I know many people who have changed jobs ... actually taking a lower paying job ... so they could work in a place where they are appreciated and their accomplishments are celebrated. Studies even show that people who love their jobs, as well as husbands and wives who are happily married, feel appreciated for what they do and who they are.

So I encourage you to take every opportunity to reward and recognize your employees. And low-budget, informal recognition is just as important as larger, formal reward programs.

Dr. Zimmerman is a motivational keynote speaker. Reprinted with permission from Dr. Alan Zimmerman's internet newsletter, the 'Tuesday Tip.' For your own personal, free subscription to the 'Tuesday Tip', along with other complimentary gifts, go to <http://www.drzimmerman.com/>.

AGA National & Regional News

AGA Offers Conference on Federal Performance Issues

AGA has added a new conference to its national education program this year in response to the Obama administration's unprecedented emphasis on transparency and accountability in federal government operations.

AGA's first Federal Performance Conference is designed to answer calls for help on this important issue. It is scheduled for **April 27-28** at the Renaissance Hotel in Washington, D.C. The conference starts at 1 p.m. Tuesday and runs all day Wednesday. Cost is \$395 for AGA members and \$495 for nonmembers.

AGA has lined up leaders in federal financial management and performance to describe their challenges in producing performance reports and how they are overcoming them. Learn firsthand from the federal agencies that are successfully using performance measures to manage the delivery of services; agency staff who are creating dashboards and portals to communicate useful information; and public officials who will share their approach to producing quality performance data. Also learn the latest news on changing regulations.

Sessions include:

- Getting the Most Out of Your Financial Statements, Budgets and Performance Information
Communicating Performance Information Through Social Media
- Learning from State and Local Governments--Using Data to Manage
- Strategic Planning--Why is it Necessary and How Can the Process Foster Successful Results?
- Working Toward the Same Goal--Forming Partnerships to Create Change
- Performance Evaluations--Analyzing the Results for Better Program Management

Speakers will represent the Performance Improvement Council, Office of Management and Budget (OMB) and numerous federal agencies. **Shelley Metzenbaum, Ph.D.**, OMB's Associate Director for Performance and Personnel Management, is one of the speakers at the conference, which offers 10 CPE hours in addition to networking events. Exchange ideas with the best in the business, make new contacts and perhaps even find a solution to a vexing problem.

The Renaissance has agreed to offer rooms to conference attendees at the government rate of \$226 for April 27 and April 28 only. Call the hotel at 800.228.9290 (mention AGA FPC) or [make your reservations online.](#)

A limited number of sponsorships are available, and some space is available for exhibitors. For more information contact [Evie Barry](#) or [Ada Phillips](#).

[Register today.](#) [Reserve a hotel room.](#)



I'm Cecelia Smith, your Regional Vice President for the Mid-Atlantic Region of AGA. Each month I will bring you various topics of interest from a regional perspective as well as keep you updated on AGA national news. If there are other topics of interest you would like to hear about from a regional or national perspective, please send me an email at cecelia.smith-1@nasa.gov.

Members Who Made a Difference

Do you know an AGA member who has contributed to the Association's success over the last 10 years? AGA is putting together a special issue of the *Journal of Government Financial Management* to commemorate AGA's 60th anniversary. We'd like to feature a cross-section of members who have worked hard to ensure AGA's continued success, whether at the chapter, regional or national level. Help us recognize deserving members by suggesting them for our "Members Who Made a Difference" profiles in the Fall 2010 issue of *The Journal*. We're looking for the foot soldiers and unsung heroes who have served AGA faithfully during the 2000s. Please request a nomination form and return it to [Marie Force](#) by **April 15, 2010**. Thank you in advance for your participation!



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By-Laws

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MacFadden
mewalt@verizon.net

Education

J. David Sweeney, PPM
Booz Allen Hamilton
Sweeney_J_David@bah.com

Meetings/Publicity

Darcea Johnson
US Navy
darcea.johnson@navy.mil

Membership

Ellen Silvela
Deloitte and Touche LLP
esilvela@deloitte.com

Research, Early Careers and Academic Affairs

Doug Ziegenfuss, CPA, CMA,
CIA, CFE, CGFM, CCSA, CISA
Old Dominion University
dziegenf@odu.edu

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Army Audit Agency
Ronald.Ingram@us.army.mil

Newsletter

Kelly Stefanko, CGFM
NSF OIG
kstefanko@hotmail.com

Community Service

Helen Brooks
U.S. Coast Guard
Helen.M.Brooks@uscg.mil

Professional Certifications

Steve Reagan
U.S. Coast Guard Finance Center
stephen.d.reagan@uscg.mil

Webmaster

Lissa Jordin
NASA
liisa.m.jordin@nasa.gov

Emerging Leaders

Allison Shoemaker
Kearney & Co
AShoemaker@kearneyco.com

Regional Vice President- Mid Atlantic Region

Cecelia Smith
NASA
cecelia.smith-1@nasa.gov

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Department of Defense
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michael.joseph@dodig.mil

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Military Sealift Command
mark.morehouse@navy.mil

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(AGA National Treasurer)
Savantage Solutions
mlechner@savantage.net

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d.l.miller@frontier.com

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Brad.Smith@norfolk.gov

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cjoachim@thejoachimgroupcpas.com

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valerie.ward@jfc.com.mil

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Mailing us something? AGA Virginia Peninsula Chapter
P.O. Box 1464
Chesapeake, VA 23327-1464