


OHIO

**CERTIFIED PUBLIC MANAGER®
PROGRAM**

Management + Leadership = OCPM

2021-2022 PUBLIC MANAGEMENT ACADEMY 7 PROJECT PRESENTATIONS

February 24 & 25, 2022
Zoom Webinar



February 24, 2022

Presentation Schedule

9 am - 2 pm

Webinar ID: 852 4150 1195

9:00 - 9:10 am

Center Staff

9:10 - 9:40 am

Building a Resilient Organization

Anthony Luke,

Cleveland Division of Fire

9:45 - 10:15 am

Meals Audit & Staffing Standardization

Stephanie Y. Hobbs,

Cleveland Metropolitan School District

10:15 - 10:45 am

Break

10:50 - 11:20 am


Succession Planning: Establishing a Pipeline

Trent Ross,

Rocky River Public Library

11:25 am - 12:30 pm

Break/Lunch



February 24, 2022

Presentation Schedule

9 am - 2 pm

Webinar ID: 852 4150 1195

12:35 - 1:05 pm

Update to City Parking Management

David Baas,

City of Lakewood

1:10 - 1:40 pm

Youth Equity Hub - POSTPONED

Alanna Nicholas,

Capital Talent Development Group

1:40 - 2:00 pm

Center Staff

February 25, 2022

Presentation Schedule

9 am - 2:20 pm

Webinar ID: 852 4150 1195

9:00 - 9:10 am **Center Staff**

9:10 - 9:40 am **Berea Recreation Center Expansion**

Guy Turner,
City of Berea

9:45 - 10:15 am **GIS Map: Landbank and Property Maintenance**

Jennifer Duber & Patricia Salemi,
City of Garfield Heights

10:15 - 10:45 am **Break**

10:50 - 11:20 am **Learning Loss: An Equity Focused Approach**

LaVerne Peakes,
AdvantageCLE

11:25 - 11:55 am **Employee Engagement**

Shayne Benware & Anthony Gregory,
Greater Cleveland RTA

February 25, 2022

Presentation Schedule

9 am - 2:20 pm

Webinar ID: 852 4150 1195

11:55 am - 1:00 pm **Lunch**

1:05 - 1:35 pm **Dads on Duty**

*Dennis Hill, Michael Onesky, & Stephen Mullen,
Cleveland Metropolitan School District*

1:40 - 2:10 pm

Spanish Speaking Assistance Initiative

*Reshaun Godfrey, Edna Ruiz-Vega, & Dominick Demus,
Bureau of Workers' Compensation*

2:10 - 2:20 pm

Center Staff



Project Overviews

Building a Resilient Organization

Anthony Luke

Cleveland Division of Fire

This project focuses on what organizational changes are needed to maximize the service capacity of the Cleveland Division of Fire and allow it to be adaptable to societal changes. The fire service worldwide has expanded its mission to an all-hazards models that addresses many public safety and quality of life issues, formerly well outside of its scope of services. The Cleveland Division of Fire has fallen behind this industry trend to political challenges and a lack of focus on the employee as the organizations most valuable resource. This projects looks at the advantages gained by recentering the organization around building competent and resilient employees that will be self-driven to push the organization into the future.

Meals Audit & Staffing Standardization

Stephanie Y. Hobbs

Cleveland Metropolitan School District

There is not enough solid data about how many meals are served per staff. This project will allow me to gather productivity data whereby I will measure productivity internally and externally. This will help everyone better understand staffing levels with the result of showing increase staffing and productivity. The data will show which schools are high, median, and low productivity with the possibility of moving those schools that have additional support to assist those who do not, which could alleviate layoffs or utilizing the budget to hire.

Although this is one metric and not complete due to other factors that need to be factored in this will at least start the conversation from just resource emphasis to productivity and resource emphasis. The goal is to get everyone above the median using the internal and external data collection that was obtained.

Succession Planning: Establishing a Pipeline

Trent Ross

Rocky River Public Library

Replacing management-level positions can be time-consuming, and applicants frequently lack the necessary experience and training to step into those positions without lengthy learning and adjustment periods. This project aims to establish a succession pipeline that minimizes the length of time it takes to replace key positions. The succession pipeline identifies management track staff within the organization; and provides them the opportunity to receive the training and experience necessary to seamlessly transition into management-level positions, retaining both staff and institutional knowledge in the process.

Update to City Parking Management

David Baas

City of Lakewood

Parking is a critical issue within the City of Lakewood. Current city management of, and permitting associated with, on-street and off-street parking suffers from a lack of formal process and is regulated by code predominantly from the 1990's through 2010, with some aspects dating as far back as 1960. Additionally, reliance on obsolete coin-only parking meters and a dedicated, but small weekday-only parking enforcement staff hampers our ability to appropriately price, enforce, and dynamically manage this critically limited resource to better meet the needs of residents, businesses, and visitors. Desired outcomes of this project include: (1) Transition plan to replace existing coin-only metering with a contemporary digital contactless payment and management system; (2) recommendation for a formal, improved process for on-street parking permitting; (3) recommendation for updates to City Parking Code; and (4) recommendation for enhancing Parking Enforcement hours and staffing.

Project Overviews (continued)

Youth Equity Hub

Alanna Nicholas

Capital Talent Development Group

The Youth Equity Hub Project is designed to advance social and economic equity among historically underserved and underrepresented youth talent through services centered-around researched based workforce development strategies and social capital building. The core objective of the project is to provide a continuum of services from an one-stop provider ecosystem that empowers (1). students served to realize the value of education and graduate on time from high school and/or college (2). students served to engage in relevant, meaningful work-based learning opportunities that lead to gainful employment connections, and (3). students served to maximize exposure to leadership and mentoring opportunities that support their enrollment and completion of college and attainment of certification training, which would strengthen their capacity to achieve self-sufficiency and social-economic mobility. Leading to the development of an engaged, educated, high skilled youth talent base deemed employable and career ready for the labor market.

Berea Recreation Center Expansion

Guy Turner

City of Berea

The Berea Recreation Center is undergoing an expansion. I will discuss financing, layout, practicality, usage and reality. The focus of this project is to address the loss of space at the current high school. Our programs have grown and the space has decreased. We have the opportunity to address programming and facility needs.

GIS Map: Landbank and Property Maintenance

Jennifer Duber & Patricia Salemi

City of Garfield Heights

This project presents a proposed GIS map layer to track the posting and maintenance of blighted and city owned landbank properties. This presents an opportunity allowing all departments access to a map that will better serve the Garfield Heights community.

Learning Loss: An Equity Focused Approach

LaVerne Peakes

AdvantageCLE

AdvantageCLE stands ready to help students in elementary schools in the Hough Neighborhood that have experienced learning loss due to the COVID-19 pandemic by expanding our 2018 pilot after-school program to additional schools and to improve students' reading and math skills. AdvantageCLE has partnered with the "Say Yes" program through Cleveland Metropolitan School District and will create a manual to deliver effective programming to improve educational outcomes.

Employee Engagement

Shayne Benware and Anthony Gregory

Greater Cleveland Regional Transit Authority

GCRTA has identified Employee Growth and Engagement as one of the key Success Outcomes of our new Vision; "Leading the Delivery of Safe and Creative Mobility Solutions and our Mission; "Connecting Communities." We are looking for a new and effective way to create a culture of Engagement and Growth through a methodology that will assist management in communicating the Authority's Vision and Mission throughout the GCRTA community while creating a connection that will empower employees address their concerns to management.

Project Overviews (continued)

Dads on Duty

Dennis Hill, Michael Onesky, & Stephen Mullen

Cleveland Metropolitan School District

The Community Cares concept activates parental and community involvement in our schools. This is based on a successful model that is being used in Shreveport, LA where fathers came to school and served as greeters and hall monitors. The school had experience much of what we are seeing including about 27 arrests for fighting in one week. Once the fathers got involved, there hasn't been a single incident since. In our efforts to address the current climate in some of our buildings, we feel this is the perfect opportunity to bring this program to CMSD. We are suggesting a pilot-project at Glenville High School. Glenville HS has experienced some challenges, but the Glenville neighborhood is also a community that is actively connected with the school. The alumni association, parents, residents, and other stakeholders can be instrumental in helping us achieve the success that we seek.

Spanish Speaking Assistance Initiative

Reshaun Godfrey, Edna Ruiz-Vega, and Dominick Demus

Bureau of Workers' Compensation

The Bureau of Workers' Compensation currently utilize a third-party interpreter service for our Spanish speaking only customers. On many occasions, the Injured Worker has expressed frustration with this service. They must wait for the interpreter over the phone and the translation process can be lengthy and complicated. Our project will establish a Spanish speaking claims representative team, removing the need for interpreter services. Our goal is to improve communication, customer satisfaction and educate the Hispanic Injured Worker on BWC benefits, policies, and procedures.