

Steve Sisolak
Governor



Laura E. Freed
Director

Colleen Murphy
Deputy Director

Peter Long
Administrator

STATE OF NEVADA
DEPARTMENT OF ADMINISTRATION
Division of Human Resource Management
209 E. Musser Street, Suite 101 | Carson City, Nevada 89701
Phone: (775) 684-0150 | <http://hr.nv.gov> | Fax: (775) 684-0122

NEWS RELEASE

FOR IMMEDIATE RELEASE
December 7, 2020

CONTACT: Stephanie Klapstein
Public Information Officer
smklapstein@admin.nv.gov

**Nevada Certified Public Manager Program graduates its 16th class of public service leaders;
capstone projects save tax dollars, increase services to the public**

Carson City, NV – Today, 34 public service leaders graduated as the 16th class of the Nevada Certified Public Manager Program, representing 15 different state agencies and two local governments. Since the program began in 2005, its graduates have completed capstone projects resulting in savings of more than \$45 million for government agencies in Nevada.

“The graduates of this program are our essential future leaders, and we need their innovative thinking and creative solutions now more than ever in both state and local government,” said Governor Steve Sisolak. “We find ourselves in a very difficult moment in history with the pandemic and resulting economic fallout. The skills these public leaders develop in the program and put to work in their agencies will serve a critical role as we move through our recovery and forward into a thriving future for Nevada.”

Administered by the Division of Human Resource Management’s Office of Employee Development, Nevada’s CPM Program is one of 38 nationally recognized and nationally accredited leadership development programs for public managers. Since starting in 2005, the program has produced more than 560 graduates, many of whom are currently working in state and local government agencies across Nevada.

As part of the 18-month program, participants complete capstone projects focused on increasing efficiencies and cost savings in agency operations. Highlights from this year’s capstone projects include:

- A Highway Patrol captain with the Department of Public Safety implemented a computer tracking system to report traffic stops and incidents in real time to

standardize reporting and move from a paper-based process. The implementation **allows troopers to be deployed to high-risk areas faster, saves the state nearly \$169,000 annually for the Northern Command, and frees 4,464 hours for Northern Command troopers to keep Nevada's highways safe.**

- A manager with the Department of Health and Human Services created a training and standard operating procedures manual for new employees working in a **Las Vegas-based residential treatment facility** with youth with mental health issues. Staff satisfaction increased by more than 20 percent, and **the facility can now serve 30 percent more youth due** to increased employee retention.
- A manager in the Department of Employment, Training, and Rehabilitation at the **Sparks' JobConnect office** developed and implemented a location-specific social media campaign to increase community awareness of services. With limited advertising budgets for most state programs, the campaign harnessed the free power of social media platforms to **increase monthly traffic to the office by 20 percent.**
- The Washoe County District Attorney's Office Supervising Criminal Investigator implemented the eCourt Date software program to meet the requirements of **victim communication and notifications in Marsy's Law**, passed in 2018. The electronic notifications **save more than 3,600 hours of staff time** from sending emails, mailing letters, and making phone calls, **resulting in savings of more than \$151,000 annually** and a 94 percent satisfaction rate among victims.

List of Nevada's Certified Public Manager Program Class 16 graduates:

- Andrea Allen, Department of Employment, Training and Rehabilitation
- Richard Ashcraft, Department of Corrections
- Regina Baca, Carson City
- Tracey Bowles, Washoe County
- Cari Bradley, Gaming Control Board
- John Dekoekkoek, Department of Administration
- Kimberly Diegle, Department of Transportation
- Perry Faigin, Department of Business and Industry
- Karen Hill, Department of Public Safety
- Jennifer Hockaday, Department of Administration
- Stephen Kennedy, Department of Public Safety
- Carl Latting, Department of Administration
- Laura Leon, Department of Health and Human Services
- Susan Lynch, Department of Health and Human Services
- Daniel Martinez, Department of Motor Vehicles
- Daniel McHatton, Department of Employment, Training and Rehabilitation
- Robert Merrill, Department of Employment, Training and Rehabilitation

- Susanna Powers, Governor's Finance Office
- Nikolaus Proper, Public Employees' Benefits Program
- Jennifer Ramos, Department of Public Safety
- Lori Renfro, Department of Public Safety
- Hua Riley, Treasurer's Office
- Jennifer Roebuck, Department of Taxation
- Aaron Ryer, Department of Corrections
- Jennifer Schumacher, Department of Conservation and Natural Resources
- Stephanie Shuman, Washoe County
- Shannon Silva, Department of Taxation
- James Simpson, Department of Public Safety
- Chris Thorson, Department of Conservation and Natural Resources
- David Tolotti, Department of Corrections
- James Walker, Department of Transportation
- Robert Williams, Department of Health and Human Services
- Michaela Woodburn, Controller's Office
- Lindsey Wood-Lopez, Department of Health and Human Services

Due to COVID-19, graduates were honored during a small online ceremony today rather than the customary formal, in-person ceremony attended by family, friends, and colleagues.

Applications for future enrollment are accepted annually in the spring. For more information about the CPM Program, please visit <http://hr.nv.gov/CPM/>.

###