



CENTER FOR PUBLIC AND NONPROFIT MANAGEMENT

Excellence in research, education and service

Department of Public Administration
College of Health and Public Affairs
University of Central Florida

**ANNUAL REPORT
2008–2009**

Letter from the Director

Dear Friends and Colleagues,

Thank you for your support of the Center for Public and Nonprofit Management (CPNM). Our center was established in September 2008 and we are off to a robust start. The CPNM is unique within the State University System and will provide UCF with an interdisciplinary and entrepreneurial approach to the betterment of public and nonprofit management and help build the capacity of these organizations within the Central Florida community. The CPNM will serve the public and nonprofit sectors' research and education needs in a variety of ways, including capacity building, public service and leadership development, and program evaluation. The CPNM will provide services to the community and enhance student learning by conducting and disseminating relevant research in public and nonprofit management.

Our 2009 projects include the replication and extension of the MISTERS program in collaboration with the Department of Criminal Justice and Legal Studies and three community-based organizations. We are funded to complete the Facilitating ACcess to Services (FACTS) program, which allows us to assist eight grassroots nonprofit organizations in the Central Florida community. We've also been able to carry on our international Public Service and Leadership Development Program, and our international emergency and crisis management research examines the emergency and crisis management response of several different

countries from a comparative perspective. This year, we have two visiting scholars in the center, Dr. Ertugrul Gundogan from Turkey and Dr. Jiangbin Zhu from China. Both scholars are gaining additional skills through research colloquiums and the mentoring of our faculty. In April, the CPNM coordinated the Third Annual Public Administration Conference, which focused on collaboration and networking in the 21st century. The preconference workshop on social network analysis was well attended. The CPNM also organized monthly research colloquiums by expert scholars and community members. These are just a few of the projects that the CPNM will continue working on with the community over the next few years.

Our goal is to become a premier resource and partner to students, faculty, staff and the community in seeking solutions to the most pressing issues facing the public and nonprofit organizations in Central Florida and the global community. Please come by our office in the UCF Institute for



Thomas Alan Smilie

Simulation and Training building, in the Central Florida Research Park, anytime to meet us and share your ideas.

— Naim Kapucu, Ph.D, CPNM Director

About the Center

>> The Center for Public and Nonprofit Management (CPNM) is a recognized Type III research center at UCF that resides in the Department of Public Administration. As a Type III center, the CPNM operates solely on external funding.

>> The CPNM works to strengthen the management and leadership of public and nonprofit organizations — through partnerships between faculty members, students and community members.

Working with community partners, CPNM faculty members and students:

- conduct and disseminate relevant research that benefits the community
- provide capacity-building services that improve the performance of public and nonprofit organizations

>> Focus areas of CPNM research include:

- public and nonprofit management
- capacity building
- public service and leadership development
- emergency and crisis management
- civil society and public participation
- program evaluation and performance measurement

The CPNM: A Consolidation of Community Service and Research Programs

The Center for Public and Nonprofit Management (CPNM) was established at UCF in September 2008. Its founding represents the consolidation and expansion of several community service and research programs in the Department of Public Administration.

Among the community service programs now under the CPNM is the Capacity Building Institute (CBI). Since 2003, the CBI's teams of faculty members and graduate students have provided technical assistance to more than 159 nonprofit agencies in Central Florida. The teams have offered training in human resources, finances, grant writing and other areas critical to a nonprofit's performance. The CBI has supported these efforts, which have included 11 major projects and 30 graduate student employees, with more than \$1 million in grant funding.

Also serving as a foundation for the new CPNM is the Public Service and Leadership Development Program (PSLDP), which has offered public service leaders training and education to improve their performance.

Assistant Professor Thomas Bryer (third from right) leads a workshop on collaboration for members of participating nonprofit agencies.



Igor Volkov

(Right to left) Omer Cimsit, Adem Unal and Ihsan Baydas, international participants in the PSLDP, meet with Dr. Kevin Sherin (far left), director of the Orange County Health Department.

In addition to providing assistance and training, the CBI and PSLDP's faculty members and students have been contributing to their discipline by publishing findings about their work in scholarly journals.

Among the research programs now falling under the CPNM umbrella are ongoing studies in emergency and crises management and civil society and public participation. Faculty members and students have published extensively on these subjects and shared their results at

many professional meetings. They have also shared their findings at department-
(continued on back page)

CPNM Team Members

OVERSIGHT COMMITTEE

- Maria-Elena Augustin**, *Programs Coordinator, CPNM*
- Mary Ann Feldheim**, *Chair, Public Administration*
- Barbara Howell**, *Research Coordinator, COHPA*
- Naim Kapucu**, *Director, CPNM; Associate Professor*
- Wendell Lawther**, *Associate Professor*
- Brenda Posey**, *Coordinator, Administrative Services*
- XiaoHu "Shawn" Wang**, *Professor*

GRADUATE RESEARCH ASSISTANTS

- Erlan Bakiev**, *Public Affairs' Doctoral Student*
- Cristina Berrios**, *M.P.A. '09*
- Fatih Demiroz**, *M.P.A. '09, Public Affairs' Doctoral Student*
- Vener Garayev**, *Public Affairs' Doctoral Student*
- Zafar Hasanov**, *M.P.A. Student*
- Claudine Hawthorne**, *M.P.A. Student*
- Bridget Healy**, *M.N.M. '09*
- Bahadir Sahin**, *Public Affairs' Doctoral Student*
- Valynn Sala-Diakanda**, *M.P.A. '08*
- Ali Unlu**, *Public Affairs' Doctoral Student*
- Maryen Vemuri**, *M.N.M. Student*
- Igor Volkov**, *M.P.A. '09*
- Davion Walker**, *M.P.A. Student*
- Yazmin Walker**, *M.N.M. '09*
- Farhod Yuldashev**, *M.P.A. '09*

VISITING SCHOLARS

- Ertuğrul Gündoğan**, *Republic of Turkey*
- Jiangbin Zhu**, *People's Republic of China*



Maria-Elena Augustin

Third Annual Public Administration Conference

The Third Annual Public Administration Conference, held April 17, 2009, was the first conference coordinated under the auspices of the CPNM. UCF faculty, staff and students, along with community leaders, attended the event at the *FAIRWINDS* Alumni Center on the Orlando campus.

This year's conference, named "The Changing Face of Public Administration: Collaborating and Networking in the 21st Century," featured noted author

Peter Warren Singer of the Brookings Institution as the keynote speaker. He offered a wide-ranging presentation on the changes new technologies will bring to future warfare and the impending changes Generation Y will bring to our workforce.

Robert Sheets, president and CEO of the Government Services Group, Inc., spoke after lunch. He drew from 20 years of experience to discuss the importance of building relationships through
(continued on back page)



Thomas Alan Smilie

Keynote speaker Peter Warren Singer addresses the audience.

Grants and Contracts, 2008–2009

As a Type III center at UCF, the CPNM operates solely on external funding.

| Investigator | Research Title | Agency Name | Amount Funded |
|----------------------------|--|---|------------------|
| Thomas Bryer | Building Capacity for Public Participation in Planning | UCF Office of Research and Commercialization | \$7,500 |
| | Examining the Cross-Sectoral and Public Participating Components of myregion.org | University of Southern California | \$5,000 |
| Christopher Hawkins | Identifying Opportunities and Constraints for Interlocal Cooperation in Economic Development | UCF Office of Research and Commercialization | \$7,500 |
| Naim Kapucu | Facilitating ACESS To Services (FACTS) II | Orange County Health Department | \$89,760 |
| | 2009 Second Harvest Food Bank | Second Harvest Food Bank | \$12,600 |
| | 2008 Public Service and Leadership Program | Republic of Turkey, Ministry of the Interior | \$40,500 |
| | 2009 Public Service and Leadership Development Program | Republic of Turkey, Ministry of the Interior | \$88,750 |
| | HIV Prevention for Criminal Justice-Involved Individuals | Nehemiah Educational and Economic Development, Inc. | \$65,735 |
| | International Emergency and Crisis Management: Complex Network Form of Governance of Multinational and Multiorganizational Response System | IPEK Foundation | \$39,000 |
| | Building the Capacity of Agencies Transitioning to a Competitive Funding Process | Heart of Florida United Way | \$2,500 |
| Stephanie Krick | Health Matters for Students — UCF | Murray State University | \$2,500 |
| TOTAL: | | | \$361,345 |

Consolidation *(continued)*

based monthly colloquiums and annual conferences for the campus and local communities. Both the colloquiums and conferences are now coordinated by the CPNM.

Working with the CPNM's faculty and students are members of the department's advisory boards, including a newly developed CPNM Advisory Board. Collectively, they contribute expertise on every element of public and nonprofit management, including strategic planning and management, volunteer management, resource development, program evaluation, and training.

Conference *(continued)*

networking and the long-lasting effects that relationships and networking have on your career.

The conference also included the following collaboration-themed workshops for community leaders and UCF faculty members and students:

- Collaboration in Research and Technology
- Collaboration across Sectors and Jurisdictions
- Collaborating with Citizens
- Collaborating and Networking with Technology

In addition, a student poster presentation competition was sponsored by Central Florida Chapter of the American Society for Public Administration.

Partnership Opportunities

For opportunities to partner with the CPNM, contact:

Dr. Naim Kapucu, *Director*
407-823-6096
nkapucu@mail.ucf.edu

Mrs. Maria-Elena Augustin, *Programs Coordinator*
407-823-3794
maugusti@mail.ucf.edu

Upcoming Plans

STRATEGIC GOALS

The Center for Public and Nonprofit Management (CPNM) has established the following strategic goals:

- promote, conduct and disseminate relevant research in public and nonprofit management
- build the capacity of public and nonprofit organizations
- enhance the CPNM's infrastructure and funding to achieve programmatic goals and provide growth

COLLABORATIONS

• Central Florida Chapter of the American Society for Public Administration (ASPA)

The Central Florida ASPA and the CPNM will host a series of six luncheon panel discussions, covering topics such as strategic planning and program evaluation. For each discussion, a UCF scholar will forecast how he or she imagines the field of public administration in Florida local government will look in 2020. A practitioner will then respond with an alternate vision on the topic.

• Nonprofit Academic Centers Council (NACC)

The CPNM plans to become an NACC member and join other institutional entities with a research focus in the nonprofit, non-governmental sector; philanthropy; and related areas such as civil society, social economy and social innovation.

ADVISORY BOARD

The CPNM was introduced to local Central Florida leaders at a reception on April 17, 2009. Local and national leaders will be invited to serve on the CPNM Advisory Board.

2010 PUBLIC ADMINISTRATION CONFERENCE

The theme of next year's Annual Public Administration Conference, coordinated by the CPNM, will be "Envisioning Public Administration in 2020 and Beyond."

The conference will focus on positive visions for the future of government and governance in Central Florida.

RESEARCH COLLOQUIUMS

In fall 2009, the CPNM will host monthly colloquiums continuing the theme of "envisioning public administration in 2020 and beyond." These meetings will further explore the challenges and solutions for the future in public administration. To participate or for more information, contact cpnm@mail.ucf.edu.



Fatih Demiroz

The CPNM coordinates monthly research colloquiums, which are well-attended by UCF students.

WEB SITE

www.cpnm.ucf.edu

The CPNM Web site will be a repository of immediate products of research, including white papers and policy papers.

SERVICE-LEARNING

Service-learning is part of the UCF initiative to provide a means for every student to enhance their academic program with experiential-learning opportunities. Service-learning is a reciprocal process that involves faculty members, students and the community. The CPNM will coordinate public administration and nonprofit management service-learning opportunities and conduct research on the products and process.