

# States and municipalities use credentials to find professionals

Workforce issues have plagued the construction industry for many years. The current administration has placed increased emphasis on curing America's infrastructure woes, and organizations are responding to that need by focusing carefully on recruiting and retention efforts of qualified professionals for their projects and programs.

Professional credentials reflect high competence, experience, and skillsets. With so many certification programs currently offered in the construction industry, choosing the right one can be daunting. The City of Boston Public Works Department has tackled this challenge by placing particular emphasis on the Certified Construction Manager® (CCM®) program for its priority around industry standards and continuous learning.



**Katie Choe, CCM,  
Chief Engineer/Director of  
Construction Management**

**“We use the  
CCM as a way of  
distinguishing the  
most experienced  
and qualified  
candidates...”**

“The construction industry in Boston is booming, so recruiting and retaining talented and experienced personnel is a challenge,” states Katie Choe, CCM, Chief Engineer/Director of Construction Management, Public Works Department for the City of Boston. “We use the CCM as a way of distinguishing the most experienced and qualified candidates who meet continuous learning requirements as a way to ensure that our CM’s knowledge stays current.”

The New Orleans Office of the Inspector General also made the choice an easy one, citing encouragement and support for employees pursuing the CCM. “Part of the mission of the New Orleans Inspector General is “to promote efficiency and effectiveness in the programs and operations of the New Orleans Office of Inspector General,” states David Eberly, CCM, Deputy Assistant Inspector General of the New Orleans Office of Inspector General.

Eberly explained that he pursued the CCM “because I wanted to be part of the community that’s establishing benchmarks for construction managers and the CM industry. I appreciate the rigorous certification process as a demonstration of professionalism...”

Only the most prominent credentials for professionals conform to the international standards set by the American National Standards Institute (ANSI). ANSI plays a prominent role

in facilitating global standardization of the certification community, increasing mobility among countries, enhancing public safety, and protecting consumers.

“The certification process has raised awareness of industry business practices and raised the standard of care we provide in managing our projects,” states Sergio Pena, Deputy Director, Architecture and Engineering, County of Riverside, Economic Development Agency.

States and municipalities have gained momentum by ensuring they have the most qualified teams in place by requiring that their CMs adhere to the construction industry’s Standards of Practice, developed by CMAA, and verified through the ANSI-accredited Certified Construction Manager certification program. ANSI-accredited programs guarantee a high level of knowledge and education to practice and advance in their field.

“Our agency has been promoting the CCM to staff to demonstrate to clients that we possess key knowledge and experience to manage successful construction projects,” added Pena.

Choe states, “Our job is to bring transparency, trust, and quality to the construction process, and Certified Construction Managers do just that. I trust the CCM credential and other public owners should as well.”



The Certified Construction Manager certification program is administered by the Construction Manager Certification Institute, an independent administrative body of CMAA. CMAA is dedicated to advancing professional construction and program management worldwide. For additional information, visit [www.cmaanet.org](http://www.cmaanet.org).