

2019 Conference Program



Magic City

Where the Past and the Present Become Lessons for the Future

73rd Annual Conference

Sunday, May 19 — Wednesday, May 22, 2019





International Institute of Municipal Clerks

Professional, Personal

Code of Ethics

Believing in freedom throughout the World, allowing increased cooperation between public officials, and others, nationally and internationally, I

MEMBERS NAME & TITLE

EMPLOYER

do hereby subscribe to the following principles and ethics which I affirm will govern my personal conduct as a member of IIMC:

To uphold constitutional government and the laws of my community;

To so conduct my public and private life as to be an example to my fellow citizens;

To impart to my profession those standards of quality and integrity that the conduct of the affairs of my office shall be above reproach and to merit public confidence in our community;

To be ever mindful of my neutrality and impartiality, rendering equal service to all and to extend the same treatment I wish to receive myself;

To record that which is true and preserve that which is entrusted to me as if it were my own; and

To strive constantly to improve the administration of the affairs of my office consistent with applicable laws and through sound management practices to produce continued progress and so fulfill my responsibilities to my community and others.

These things I, as a member of IIMC, do pledge to do in the interest and purposes for which our government has been established.

(member signature)

*This certificate granted by the authority of the
International Institute of Municipal Clerks.*

IIMC President

Attest:

IIMC Executive Director

OFFICE OF THE GOVERNOR

STATE CAPITOL
MONTGOMERY, ALABAMA 36130

KAY IVEY
GOVERNOR



334) 242-7100
FAX: (334) 242-3282

STATE OF ALABAMA

May 19, 2019



Greetings:

On behalf of the State of Alabama, I welcome you to the 73rd annual International Institute of Municipal Clerks Conference held in the Magic City of Birmingham. We are glad to have you here and are excited to showcase our

home to you.

The IIMC conference is meant to provide you with the opportunity to participate in clerk training courses, workshops and various education sessions, all of which will help strengthen skills and increase awareness of the latest laws and procedures in your profession. Ultimately, these informational sessions and networking opportunities will provide a forum for you to gather the resources you need to enhance your municipal governments across the globe.

We commend the organizers of this conference and hope you will enjoy the warm hospitality of the City of Birmingham, "Where the Past and Present Become Lessons for the Future." Outside of the conference, I hope that you'll have the opportunity to explore and see what makes Alabama so beautiful and iconic, especially now as we approach our state's bicentennial on December 14, 2019.

From one public servant to another, I extend best wishes for a successful and productive conference. Again, we are glad to have IIMC here, and I hope you enjoy your visit to sweet home Alabama!

Sincerely,

Kay Ivey
Governor



CITY OF BIRMINGHAM

MAYOR RANDALL L. WOODFIN

PUTTING PEOPLE FIRST

May, 2019

International Institute of Municipal Clerks
2019 Annual Conference
Birmingham, AL



Dear Friends,

As Mayor of the City of Birmingham, it is my pleasure to welcome you all to the IIMC 2019 Annual Conference. I am thrilled to have so many dedicated municipal clerks, secretaries, treasurers, and recorders in the Magic City. I want to personally thank Lee Frazier, Birmingham's City Clerk, and his team for helping put on this conference.

Cities across the world rely heavily on their municipal clerks. Your work ensures that a municipality operates efficiently and effectively. It is my hope that this conference provides you all with opportunities to learn and develop your skills while also challenging each other to move forward.

During your time in Birmingham, please explore all that the city has to offer. From the steady growth of our commercial and industrial sectors, to our museums depicting our city's important cultural past and future, you will find that the Magic City possesses a progressive spirit that's focused on putting people first.

Sincerely,

Randall L. Woodfin
Mayor, City of Birmingham



Birmingham Civil Rights Institute



Stephanie Carouthers Kelly, MMC
IIMC President, 2018-2019



Hey ya'll!

There's "Magic" in the Air – Birmingham magic, that is! The 2019 IIMC Annual Conference will take root in the historic and lovely City of Birmingham, Alabama. With IIMC's emphasis on diversity within the Organization over the last few years, it seems fitting, and no coincidence, that our conference this year is being hosted by a City known for its diversity. Birmingham has shown the world how diversity builds character and strength.

Our Birmingham Host Committee has been hard at work preparing and planning for everyone in attendance to experience "The Magic City" – Birmingham by highlighting the past, showcasing the present and helping us prepare for the future. The theme of the conference will be intertwined amid the vast educational and networking opportunities available for ya'll.

The IIMC Annual Conference provides delegates a chance to receive the background and knowledge necessary to meet the daily challenges we face at city hall. No matter the size of your municipality, the future requires us to be up-to-date in all aspects of our jobs. Whether this is your very first conference or your 30th conference, there is something for everyone. While the jobs we do are serious, there is something to be said for invoking a bit of humor in the day-to-day grind. In Birmingham, Delegates will hear keynote speakers who will talk about *"Finding the Funny in Change"* and *"Play Something We Can Dance To."* Other education highlights include four Athenian Dialogues, six Academy Sessions and a multitude of concurrent sessions that include: We've Got to be More Creative Around Here!; Be Forward Focused!; The Power of Positive Leadership; Rethinking Records & Information Management in an Electronic World; Ethics in Public Service; Administering Ranked Choice Voting; Making Diversity Work for You; Speak with Confidence, Comfort, and Conviction; Cultural Competency: The Lifelong Journey; Preventing Sexual Harassment in the Workplace; and Municipal Problem Solving: We Are Stronger When We Share. The jobs we do in our individual offices may vary from city to city, state to state, province to province, and country

to country, but as you can see from this partial list of session titles, there is something for everyone.

Not that all our time must be spent in a general or concurrent session, some of our learning should come from opportunities we make to network, share and learn from one another. We can also explore the magic that will be housed in the Exhibit Hall where our vendors and sponsors await our Delegates. Please make time to discover from them the many innovative ways to accomplish our work. Why work harder, when we can work smarter? And not to let the magic end there--- Some of our regions have planned Region Dinners for Tuesday evening, there's our Annual Business Meeting on Wednesday morning where the new Board of Directors, Officers and Region Directors will be installed. And last, but not least, is the chance to put on your "Sunday Best" or dress up in your best formal attire for the Annual Banquet on Wednesday evening. You would not want to miss this banquet as the final part of Birmingham's demonstration of "The Magic City."

And, of course, the conference would not be possible without our partnership with the IIMC Foundation. The Foundation provides funding that allows us to hire premier conference speakers and presenters. The funding comes directly from members' contributions. All monies donated go back directly into Clerk education. In Birmingham, there will be ample opportunities during the conference to support the Foundation. Donate an item for the silent auction or bid on one of the numerous items donated. There will be fundraisers in which all are invited to participate; the 50/50 and Hawaii Vacation raffles are awaiting your participation. And remember, all donations to the IIMC Foundation will assist a Clerk in pursuing their educational goal.

Serving as your 60th President has been a humbling and life-changing experience. When I started my journey in 2016, little did I know how different life would be in a few years' time. Little did I know how meaningful my theme, "Together, WE can!" would become. As I have visited with many of you during my term, you have shared how the theme resonated with you

Continued on page 3

IIMC BOARD OF DIRECTORS



PRESIDENT
Stephanie Carouthers Kelly, MMC
City Clerk
Charlotte, NC



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City Clerk/HR Director
De Soto, KS



VICE PRESIDENT
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City Secretary
Fort Worth, TX

DIRECTORS - 2019 EXPIRATION



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Town Clerk/Asst. Town Administrator
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Region I



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City Clerk
New Carrollton, MD
Region II



Pamela Smith, MMC
City Clerk
Sanibel, FL
Region III



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Lawrenceburg, KY
Region V



Elizabeth Burke, MMC
City Clerk
Fountain Hills, AZ
Region VIII



Sheri Pierce, MMC
City Clerk
Valdez, AK
Region IX



Aleta Neufeld, CMC
City Clerk
Lethbridge, Alberta, Canada
Region X

President's Message... Continued from page 2

personally and professionally. You, as members, have strengthened and encouraged me by sharing your stories. I will always treasure each of you as well as the Organization. I look forward to seeing you as we experience the Magic of Birmingham, together.

Thank you.

Stephanie Carouthers Kelly, MMC
IIMC President 2018-2019



DIRECTORS - 2020 EXPIRATION



Diane Pflugfelder, MMC
Municipal Clerk/Administrator
Liberty, NJ
Region II



Janice L. Almy, MMC
City Clerk
Sand Springs, OK
Region IV



Audra J. Etzel, MMC
Deputy Clerk
Rockford, MN
Region VI



Bobby Busch, MMC
Finance Director/City Clerk
Neodesha, KS
Region VII



RaNae Edwards, MMC
City Clerk
Grand Island, NE
Region VIII



Bonnie Hilford, CMC
Deputy City Clerk
Legislative Services Manager
Calgary, Alberta, Canada
Region X



Kathryn Richmond, CMC
Town Clerk
Waltham Abbey, United Kingdom
Region XI

In Appreciation

The 73rd Annual Conference would not be possible without the support, efforts and contributions of IIMC members and sponsors. IIMC thanks them and to all the volunteers who have given generously of their time to help make this a successful conference. The 2019 Conference Host Committee thanks the following companies and individuals for their tireless efforts and contributions toward the 2019 Conference.

- AAMCA
- ACCESS
- Alabama Graphics
- Alabama Peanuts
- Alabama State Senator, Honorable Linda Coleman
- Bancorp South
- Bed Bath and Beyond
- Birmingham Black Barons
- Birmingham City Schools
- Birmingham Zoo
- Bud's Best Cookies
- City of Southside, AL, Cindy Osborne, City Clerk
- **City of Birmingham Mayor Randall Woodfin; City Clerk's Office Staff; Brigitte George; Bruce Wright;**
- **Felicia Mitchell; Kelvin Datcher, Director of External Government Affairs; Negro Southern League Museum; Police Department; and Creative Benefits**
- Destination Birmingham
- ESPN
- Fox Point Farms
- Golden Eagle Syrup Company (Lynnette Ogden)
- Golden Flake
- Greater Birmingham Convention & Visitors Bureau, Brent Cotton, Servicing Manager
- Greater Birmingham Convention & Visitors Bureau, Steve Pierson, Director of Convention Sales
- Home Depot
- Jefferson County Municipal Clerks
- Lowe's
- Mama's Secrets Cookies
- MAX
- Pappas Restaurant
- Ross Bridge Hotel and Spa
- Sam's Club
- Sheraton Hotel
- Southpace Properties, Inc.
- Spectrum
- Tameeka Vann, Vice President Alabama Association of Municipal Clerks & Administrators
- Target
- The Music Caterers
- Townsend Law
- Trane, Carla Parker
- University of Alabama, Pamela Harvey, Associate Program Manager, Conference Services College of Continuing Studies
- Vulcan Materials
- Walmart
- Williams Blackstock Architects

DIRECTORS - 2021 EXPIRATION



Sandra "Sandy" Pinsonault, MMC
Town Clerk, Dorset, VT
Region I



Sonja Tolbert, CMC
City Clerk, Albany, GA
Region III



Leticia Vacek, MMC
City Clerk, San Antonio, TX
Region IV



Leon Wright, MMC
Township Clerk, Van Buren, MI
Region V



Marie A. Moe, MMC
City Clerk, Portage, WI
Region VI



Helen Ingold, CMC
City Clerk, Crestwood, MO
Region VII



Dawn G. Abrahamson, MMC
City Clerk, Vallejo, CA
Region IX



Djimmer Petrusma, MMC
City Clerk, Dronten, the Netherlands
Region XI

*IIMC thanks the following sponsors for their contribution
toward the 73rd Annual Conference*

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General Information

BADGES

You are required to wear your NAME BADGE at all times. BADGES are needed to enter Conference Education Sessions, Exhibit Hall, attend meal functions, evening receptions and other Conference events. A TICKET IS REQUIRED for the Annual Banquet.

RECEIVING YOUR CONFERENCE POINTS

In October of 2018 at its midyear Board meeting, the IIMC Board of Directors voted to suspend the education session scanning process for a period of two full years. 2019 conference attendees will utilize a self-tracking system to keep records of their session attendance. Tracking sheets will be provided at the IIMC Registration Desk.

Delegates will return the tracking sheets to the IIMC Registration Desk prior to the end of the Conference on Wednesday, May 22.

If you have questions regarding the new process, please feel free to reach out to the Education Department on site.

CONSENT TO USE PHOTOGRAPHIC IMAGES

Registration and attendance at the IIMC Annual Conference sessions, meetings, events and other activities constitutes an agreement by the registrant (Delegate/guest) to IIMC to use and distribute (both now and in the future) the registrant's or attendee's image or voice in photographs, videotapes, electronic reproductions and audiotapes of such events and activities.

EXTEND A HELPING HAND

Our members are known for their hospitality. IIMC wants to extend a special warm welcome to FIRST-TIME Conference Delegates. An asterisk (*) by the name, and a FIRST-TIME RIBBON on Delegates' badges indicate this is their FIRST IIMC Conference. Please welcome these Delegates and help make their Conference a memorable one.

CONFERENCE REGISTRATION AND INFORMATION

- IIMC REGISTRATION – BJCC – Floor 3
East 3rd Floor Registration
- CASHIER'S OFFICE - IIMC Cashier Office -
BJCC – Floor 3 – Meeting Room G
- FOUNDATION Office – BJCC – Floor 2
East Exhibit Registration

Delegates can register for the Conference and obtain information about IIMC Programs and Events from the IIMC Registration Area.

Registration/Cashier Hours*

| | |
|-----------------------------------|------------------------|
| Saturday, May 18 | 6:30 a.m. - 6:00 p.m. |
| Sunday, May 19 | 6:30 a.m. - 6:00 p.m. |
| Monday, May 20 | 6:30 a.m. - 5:30 p.m. |
| Tuesday, May 21 | 7:00 a.m. - 5:30 p.m. |
| Wednesday, May 22 | 10:00 a.m. - 3:00 p.m. |
| Wednesday, May 22 - Cashier | 9:30 a.m. - 3:00 p.m. |

Cashier's Office Hours

* IIMC Registration and Cashier's Office will remain open during lunch.

Registration/Conference APP/Wi-Fi

Sponsor: MUNICIPAL CODE CORPORATION

REGISTRATION FEES

Registration fees for Delegates and Guests are "Packaged." The Package includes many items of general interest. If a Delegate or Guest has registered for the full Conference and decides to skip an event, IIMC cannot refund for the missed event or for any event missed by late arrivals or early departures. You **cannot** give or transfer your badge to another Delegate or guest if you skip an event.

TICKETS

Single day and Individual event tickets are available for purchase through the IIMC Cashier's Office.

REFUNDS

IIMC Headquarters processes refunds within 30 days AFTER the Conference. Cash refunds ARE NOT available in Birmingham, Alabama.

ALL-CONFERENCE EVENT –

Monday, May 20th
All Conference Event
Barons Region Field
6:00 p.m. to end of game



Thanks to the Birmingham Host Committee, this evening's All-Conference Event will feature a sports theme -- WEAR YOUR FAVORITE COLLEGE OR PROFESSIONAL SPORTS TEAM'S ATTIRE.

General Information (continued)

This event will have something for everyone -- Indoor live music with dancing, stadium seating to view the Baron's baseball game and a large outdoor seating area for dining, outdoor games and catching up with colleagues and friends while at the same time making new ones.

PHOTOGRAPHY

Photographs of Conference Delegates and events will be available to download on IIMC's Flickr account after the Conference.

EXHIBIT HALL –

Birmingham Jefferson Convention Center (BJCC)

The IIMC Exhibit Hall officially opens its doors on Sunday, May 19 with the Grand Opening/Luncheon scheduled for Monday, May 20. IIMC encourages you to spend time in the Hall, get to know the Exhibitors and Sponsors and learn about the diverse government products and services available to the Municipal Clerk's Office. Refreshment breaks will be available in the Hall while it's open. You may win a door prize. Remember, **WINNERS NEED TO BE PRESENT**. Below are other events in the Hall:

- Sunday, May 19 - Exhibit Hall opens - 1:30 p.m. – 5:30 p.m.
- Sunday evening's Magic City Social – 5:30 – 8:30 p.m.
- Monday, May 20 - Exhibit Hall Hours:
10:00 a.m. – 5:00 p.m. Lunch – 11:30 a.m.
- Tuesday, May 21 - Exhibit Hall Hours:
8:00 a.m. – 3:00 p.m. – Lunch 12:30 p.m.

Exhibitors move out 3:00 p.m. – 8:00 p.m.

There will be plenty of time to enjoy your meal and mingle with the Exhibitors. Also, don't forget to support the IIMC Foundation at the Silent Auction in the Exhibit Hall.

ANNUAL BANQUET

The Annual Banquet is an outstanding event to conclude an exciting week of education, camaraderie, discovery and networking.



IIMC Gives Back!



With approximately 1,000 conference attendees each year, IIMC can make a huge impact on an organization within the local communities that we visit during the Annual Conference. We are proud to announce the 2019 IIMC Gives Back Charity of Choice - The Greater Birmingham Humane Society!

The Greater Birmingham Humane Society, founded in 1883, is the largest and oldest humane society in Alabama. Over the course of their history they have witnessed the changes in their community and yet have never left the original mission of Dr. Phillips "to promote the humane treatment of people and animals through education, advocacy and services". Their dedicated, passionate, animal-loving staff and volunteers care for tens of thousands of animals each year and need IIMC's assistance to continue that work!

The Greater Birmingham Humane Society has Amazon wish lists which will allow IIMC members to donate to their needs simply by shopping on Amazon! All IIMC members have this opportunity whether they are physically joining us in Birmingham or not! But IIMC didn't stop there! We have created a way for member donations to go even further.

By shopping on Amazon Smile, members will be able to contribute to the Humane Society's mission while also making an impact a little closer to home by supporting the IIMC Foundation! Amazon Smile donates 0.5 percent of all purchases made to the IIMC Foundation once you make them your organization of choice. Join us in 2019 by supporting two missions with one simple purchase.

For more information on how you can support the Foundation and the Greater Birmingham Humane Society, visit IIMC's YouTube channel or look for the icon in the smartphone app.

Quill Award Winners

The following is a list of every Quill recipient since the Award's inception in 1987.

1987

Eleanor Rohrbach, CMC, *Des Plaines, IL*
Earl Roberts, CMC, *North York, Ontario*
Henrietta Marjan, CMC, *Palos Heights, IL*
Frank W. German, MMC, *Tinley Park, IL*
Johnny C. Fowler, CMC, *Athens, GA*
Mildred C. Vance, CMC, *Parsons, KS*
Frank D'Ascensio, CMC, *Newark, NJ*
Dorothy Outwater, CMC, *Alhambra, CA*
Lyall A. Schwarzkopf, CMC, *Minneapolis, MN*

1988

Edythe Campbell, CMC, *Berkeley, CA*
Wilfred A. Coulson, CMC, *Brantford, Ontario*
Glendene Goucher, CMC, *Clinton, OK*
Kathryn W. Johnson, CMC, *Lexington- Fayette Urban Co, KY*
Janet L. Lynds, CMC, *Woodridge, NJ*
Tom McLean, Papakura, *New Zealand*
Elizabeth G. Nolan, CMC, *East Windsor Township, NJ*
Jean Packard, CMC, *Brooklyn, WI*
Henry L. Paquin, CMC, *Pawtucket, RI*
Jean Rogers, CMC, *Lakewood, CO*
Marguerite Strange, CMC, *Leavenworth, KS*
Ronald B. Tweed, *Portsmouth, England*
Mary Thiel Wetterer, CMC, *Bal Harbour, FL*

1989

Dolores G. Pollard, CMC, *Meriden, CT*
Branson Gayler, CMC, *Rome, GA*
Betty Backes, CMC, *Coon Rapids, MN*
Ivan L. Waite, CMC, *Kansas City, MO*
Natividad "Tiva" Sanchez, CMC, *McAllen, TX*
Gladys Blennerhassett, CMC, *Halifax, Nova Scotia*

1990

Rosemary Coughlin, MMC, *Sterling, IL*
Larry M. Dingle, CMC, *Atlanta, GA*
Walter L. Ferguson, CMC, *Scottsbluff, NE*
Wilma J. Thomas, CMC, *Wichita Falls, TX*
Colonel Tyron Earl Tisdale, CMC, *Auburn, AL*
Edward Tomkiel, CMC, *Manchester, CT*
Elaine M. Wallace, CMC, *Delaware Township, NJ*

1991

Norma Caldwell, CMC, *Hazelwood, MO*
A.G. "Tony" Davenport, CMC, *Weatherford, OK*
Nelda M. Donahue, CMC, *Casa Grande, AZ*
Ellen B. Mooney, CMC, *Hinsdale, IL*
Mida Neff, CMC, *Springdale, AR*
Ruth Hodges Smith, MMC, *Virginia Beach, VA*
Suzanne Withers, CMC, *Rehoboth, MA*

1992

Janet Cason, CMC, *Naples, FL*
Lorraine Chausee, CMC, *Loves Park, IL*

Kathleen A. Thorpe, MMC, *South Brunswick, NJ*
Alice M. Church, CMC, *Garland, TX*
Charles W. Gress, CMC, *Wyoming, MI*
Elizabeth H. Kiss, MMC, *East Brunswick, NJ*

1993

Barbara A. Dunaway, CMC, *Goodyear, AZ*
Susan A. Lamblack, MMC, *Newark, DE*
Marian K. Karr, MMC, *Iowa City, IA*

1994

Janet Vaught, MMC, *Carbondale, IL*
Gertrude "Trudy" Hill, CMC, *Whittier, CA*
Marianne Edwards, CMC, *Normal, IL*

1995

Carlos Cuevas, CMC, *New York City, NY*
Linda Medlock, MMC, *Saint Charles, MO*

1996

Anita Carlton, MMC, *Galesburg, IL*
Bruce Lowrey, MMC, *Independence, MO*
Connie Schmidt, CMC, *Johnson County, KS*
L. Ranette Larsen, MMC, *Garland, TX*

1997

Jean M. Bailey, CMC, *Rocky Mount, NC*
Donna Boetel-Baker, CMC, *Des Moines, IA*
Mary Haynes, MMC, *Peoria, IL*
Martha "Marty" A. Hendrix, MMC, *Lewisville, TX*

1998

Marlene Williams, MMC, *Skokie, IL*
William Goering, Ph.D., CMC, *McPherson, KS*
Alyce Deering, MMC, *Hurst, TX*

1999

Patricia Burch, MMC, *Whitesville, KY*
Connie M. Deford, CMC, *Bay City, MI*
D. Brenda Caldwell, *Gorham, ME*

2000

Beverly Brown, MMC, *Shelton, CT*
Jan Guy, CMC, *Santa Ana, CA*

2001

Marilyn Swing, MMC, *Nashville/Davidson County, TN*
James Villiesse, CMC, *New London, WI*

2002

Betty W. Henneman, MMC, *Park Ridge, IL*
Colleen J. Nicol, MMC, *Riverside, CA*
Glenda Waldrop Sansosti, MMC, *Brevard NC*

2003

Nancy C. Nichols, CMC, *Edmond, OK*
Linda S. Wanat, MMC, *Montclair, NJ*
Dyanne C. Reese, MMC, *Savannah, GA*
Mary Lynne Stratta, MMC, *Bryan, TX*

2004

Elizabeth West Fortner, MMC, *Clinton, NC*
Donna McAllister, MMC, *Des Plaines, IL*

2005

Marilyn McLaughlin, MMC, *Centerville, OH*
Pamyla Means, MMC, *Napa, CA*
Norma Rodriguez, CMC, *San Antonio, TX*

2006

Mary Lou Todd, MMC, *Garner, NC*
Larry Paul Godin, MMC, *Medicine Hat, Alberta, Canada*

2007

Deloris McKenzie, CMC, *Friendswood, TX*

2008

Patricia McCoy, MMC, *Poultney, VT*
Tom Roberts, CMC, *Kansas City, KS*
Joann Tilton, MMC, *Manteca, CA*
Nancy Vincent, MMC, *Thornton, CO*
Thomas O'Connor, CMC, *New South Wales, Australia*

2009

Brenda M. Cirtin, MMC, *Springfield, MO*
Pamela Smith, MMC, *Sanibel, FL*

2010

Phillip J. Campbell, MMC, *Prince William County, VA*

2011

Bernie White, MMC, *Sydney, Nova Scotia, Canada*

2012

Kathryn M. Young, CMC, *Colorado Springs, CO*

2013

Gail Busbey, MMC, *Decatur, AL*
Charles Tokar, MMC, *Chicago Ridge, IL*

2014

No Winner

2015

Jerry Lovett-Sperling, MMC, *Lindsborg, KS*

2016

Sharon Cassler, MMC, *Cambridge, OH*
Lana McPherson, MMC, *De Soto, KS*
Shawn Cullinane, MMC, *Lindenhurst, NY*

2017

Terri Kowal, MMC, *Auburn Hills, MI*
Lynnette Ogden, MMC, *Millport, AL*

2018

Kittie Kopitke, MMC, *Streamwood, IL*
Margaret (Peggy) Hawker, MMC, *Newport, OR*



IIMC Past Presidents

| | | | |
|---------|---|-----------|--|
| 1945-57 | Arthur J. Shinnars, Brookline, MA | 1990-91 | Margery Price, CMC, Kennewick, WA |
| 1957-59 | Joseph L. Richardson, Atlanta, GA | 1991-92 | W. Douglas Armstrong, CMC, Peterborough County, ONT. |
| 1959-61 | Marie K. Filarski, Kalamazoo, MI | 1992-93 | Christina Wilder, CMC, Hamilton Tnp., NJ |
| 1961-63 | Harold G. Shank, CMC, Dallas, TX | 1993-94 | Norma S. Rodriguez, CMC, San Antonio, TX |
| 1963-64 | Harry K. Gallagher, Plaquemine LA | 1994-95 | Muriel W. Rickard, CMC, Deerfield Beach, FL |
| 1964-65 | George B. Wellman, CMC, Watertown, MA | 1995-96 | Tom G. Roberts, CMC, Kansas City, KS |
| 1965-66 | Robert I. Rafford, CMC, Hasbrouck Hts, NJ | 1996-97 | J.W. (Jack) Copland, CMC, View Royal, B.C. |
| 1966 | Carl R. Atkins, Fort Smith, AR | 1997-98 | Linda S. Murphy, MMC, Soldotna, AK |
| 1966-68 | Jo Bennitt, CMC, Lakewood, CA | 1998-99 | Vicky Miel, MMC, Phoenix, AZ |
| 1968-69 | John C. Marcin, CMC, Chicago, IL | 1999-2000 | Mary Lou Todd, MMC, Garner, NC |
| 1969-70 | Joseph T. Carney, CMC, Englewood, NJ | 2000-2001 | Susan A. Lamblack, MMC, Newark, DE |
| 1970-71 | James T. Garrard, CMC, Beaumont, TX | 2001-2002 | Ranette Larsen, MMC, Garland, TX |
| 1971-72 | Jon B. Adamac, CMC, Winsor, ONT. | 2002-2003 | Pierre Pagé, CMC, Ottawa, ONT. |
| 1972-73 | W. Dudley Birmingham, CMC, Wethersfield, CT | 2003-2004 | Jean Bailey, MMC, Rocky Mount, NC |
| 1973-74 | Fernando J. Serafini, Denver, CO. | 2004-2005 | Elizabeth Kiss, MMC, East Brunswick, NJ |
| 1974-75 | Kenneth K. Lybolt, CMC, Midland, MI | 2005-2006 | Susan L. Morrow, MMC, Belmont, MI |
| 1975 | Jake H. Inselmann, CMC, San Antonio, TX | 2006-2007 | Marcella O'Connor, MMC, Uralla Shire, Aus. |
| 1975-77 | Joseph V. Valenti, CMC, Woodbridge, NJ | 2007-2008 | Charles Tokar, MMC, Chicago Ridge, IL |
| 1977-78 | Donna Culbertson, CMC, Phoenix, AZ | 2008-2009 | Dyanne Reese, MMC, Savannah, GA |
| 1978-79 | Rex E. Layton, CMC, Los Angeles, CA | 2009-2010 | Mary Lynne Stratta, MMC, Bryan, TX |
| 1979-80 | Louis S. Hudgins, CMC, Norfolk, VA | 2010-2011 | Sharon Cassler, MMC, Cambridge, OH |
| 1980-81 | Robert W. Pritchard, CMC, Kitchener, ONT. | 2011-2012 | Colleen Nicol, MMC, Riverside, CA |
| 1981-82 | Charles N. Enes, CMC, South Windsor, CT | 2012-2013 | Brenda Cirtin, MMC, Springfield, MO |
| 1982-83 | Thomas M. Redanauer, CMC, Barrington, NJ | 2013-2014 | Marc Lemoine, MMC, Winnipeg, Canada |
| 1983-84 | Lyall A. Schwarzkopf, CMC, Minneapolis, MN | 2014-2015 | Brenda Kay Young, MMC, Nashville, IN |
| 1984-85 | Iola S. Stone, CMC, Elberton, GA | 2015-2016 | Monica Martinez Simmons, MMC, Seattle, WA |
| 1985-86 | Dorothy Soderblom, CMC, Hays, KS | 2016-2017 | Vincent Buttiglieri, MMC, Ocean, NJ |
| 1986-87 | Helen Kawagoe, MMC, Carson, CA | 2017-2018 | Mary Kayser, MMC, Ft. Worth, TX |
| 1987-88 | Jack J. Poots, CMC, Scarborough, ONT. | | |
| 1988-89 | Margaret Griffith, CMC, Lima, OH | | |
| 1989-90 | Terry S. Tripp, MMC, Gonzales, LA | | |

Birmingham History

Birmingham was named after Birmingham, UK. Last year, the BBC published a roundup titled "10 British Things About Birmingham, Alabama," calling out, among other things, the city's Doctor Who fan club, The Jane Austen Society, the Etiquette School of Birmingham, and the Birmingham Museum of Art's collection of Wedgwood pottery—the largest in the world outside Britain.

Sloss Furnaces produced pig-iron for almost 90 years. Although nothing remains of the original furnace complex, it's the only facility of its kind preserved anywhere in the world. It's a National Historic Landmark and is run as a city-operated museum. But if you're catching a show there or wandering the grounds, watch out for ghosts: It's been listed as one of the top 100 places in the world for paranormal activity.

Conference Overview

Schedule-At-A-Glance

For more information about education sessions, exhibit hall and events, please refer to the daily schedule in this program.

Saturday, May 18, 2019

Registration..... 6:30 a.m.–6:00 p.m.

IIMC Board of Directors Meeting 8:00 a.m.–5:00 p.m.

IIMC Foundation Board

of Directors Meeting..... 8:00 a.m.–3:00 p.m.

Advanced Academy Session..... 7:30 a.m.–11:30 a.m.

- The Four Pillars of Leadership from an Athlete Mindset

Athenian Leadership Society Dialogues... 9:00 a.m.–5:30 p.m.

- Walking with the Wind: Offsite
- The Junction Boys: Offsite

Exhibitor Move-In 12:00 p.m. – 5:00 p.m.

Advanced Academy Session..... 12:30 p.m.–4:30 p.m.

- Working from Strengths
- The Pen is Mightier than the Sword

Sunday, May 19, 2019

Registration/Cashier Hours 6:30 a.m.–6:00 p.m.

Advanced Academy Session..... 7:30 a.m.–11:30 a.m.

- The Selfies of Advocacy

Institute Directors Colloquium..... 8:00 a.m.–5:00 p.m.

Exhibitor Move-In 8:00 a.m.–12:00 p.m.

Athenian Leadership Society Dialogue 9:00 a.m.–4:00 p.m.

- The Rebellious Life of Mrs. Rosa Parks
- I Never Had it Made

Advanced Academy Sessions 12:30 p.m.–4:30 p.m.

- Effective Policy Making and Implementation
- Public Trust and Mistrust

Exhibit Hall Opens/Foundation Silent Auction

..... 1:30 p.m.–5:30 p.m.

State/Provincial/National Association

Presidents Roundtable..... 3:00 p.m.–4:00 p.m.

Committee Leadership Orientation 4:15 p.m.–5:00 p.m.

First Time Delegate Orientation

Meet and Greet..... 4:45 p.m.–5:30 p.m.

Magic City Social & Exhibitor Networking

..... 5:30 p.m.–8:30 p.m.

Monday, May 20, 2019

Registration/Cashier Hours 6:30 a.m.–5:30 p.m.

Opening Ceremony Breakfast..... 6:30 a.m.–7:15 a.m.

Opening Ceremony..... 7:30 a.m.–9:30 a.m.

Exhibit Hall 9:30 a.m.–5:00 p.m.

Refreshment Break with Exhibitors..... 9:30 a.m.–10:00 a.m.

Concurrent Education Sessions..... 10:00 a.m.–11:30 a.m.

- Ethics in Public Service
- Unique Municipal Projects
- Cost vs. Value of Drinking Water
- We've Got to be More Creative Around Here!
- Digital Engagement: Remaining Relevant in the 21st Century
- Modernizing Vital Election Processes in the Digital Age

Exhibit Hall Grand Opening/Luncheon 11:30 a.m.–12:45 p.m.

General Session..... 12:45 p.m.–2:30 p.m.

- Finding the Funny in Change

Refreshment Break with Exhibitors..... 2:30 p.m.–3:00 p.m.

Concurrent Education Sessions..... 3:00 p.m.–5:00 p.m.

- Speak with Confidence, Comfort and Conviction
- Making Diversity Work for You
- Administering Ranked Choice Voting
- Incidentally Yours
- Rethinking Records & Information Management in an Electronic World
- Best Practices for Formatting Meeting Agenda Packets and Minutes

All Conference Event 6:00 p.m.–10:00 p.m.

Tuesday, May 21, 2019

Registration/Cashier Hours 7:00 a.m. – 5:30 p.m.

Exhibit Hall 8:00 a.m. – 3:00 p.m.

General Session 8:15 a.m. – 10:00 a.m.

- Play Something We Can Dance To

Refreshment Break with Exhibitors..... 10:00 a.m. – 10:30 a.m.

Concurrent Education Session 10:30 a.m. – 12:30 p.m.

- Municipal Problem Solving: We Are Stronger When We Share
- Flourishing in Failure: Managing Mistakes Like a Comedian
- Meeting Citizen & Legal Requirements in a Digital Age
- Put a Little Disney "Magic" into Your Organization
- Make Quick Work of Building and Zoning Related Questions

AM - Offsite Concurrent Education Session

..... 10:30 a.m. – 12:30 p.m.

- Birmingham Civil Rights Institute – A Journey into the Past

Exhibit Hall Luncheon with Exhibitors

..... 12:30 p.m. – 1:45 p.m.

Conference Overview (continued)

Concurrent Education Session 2:00 p.m. – 4:00 p.m.

- Municipal Problem Solving: We Are Stronger When We Share
- Flourishing in Failure: Managing Mistakes Like a Comedian
- Accountability and Transparency: Local Boards and Commissions
- Creating Connections Beyond the Screen
- Put a Little Disney “Magic” into Your Organization

PM - Offsite Concurrent Education Session

..... 2:00 p.m. – 4:00 p.m.

- Birmingham Civil Rights Institute - A Journey into the Past

Exhibitor Move-Out 3:00 p.m. – 8:00 p.m.

Refreshment Break 4:00 p.m. – 4:30 p.m.

IIMC Region Meetings 4:30 p.m. – 5:30 p.m.

Region Dinners on Your Own

Wednesday, May 22, 2019

Annual Business Meeting/Breakfast 7:00 a.m. – 9:45 a.m.

Registration 10:00 a.m. – 3:00 p.m.

Cashier Hours 9:30 a.m. – 3:00 p.m.

Concurrent Education Session 10:00 a.m. – 12:00 p.m.

- Prevention of Sexual Harassment in the Workplace
- Pick Up The Roach: Why Great Municipal Clerks do the Little Things
- Powerful Communication Strategies: Bridging the Gender and Generational Gap

- Be Forward Focused! The Power of Positive Leadership
- Is There Quorum on the Forum
- How to Boost Your Efficiency as a Clerk

2019-2020 Incoming IIMC Board of Directors Meeting

..... 12:00 p.m. – 1:15 p.m.

Delegates Lunch on Your Own 12:00 p.m. – 1:15 p.m.

Concurrent Education Session 1:30 p.m. – 3:30 p.m.

- Cultural Competency: The Lifelong Journey
- Pick Up The Roach: Why Great Municipal Clerks do the Little Things
- Confessions of a Reformed Control Freak
- Using Power and Influence Ethically and Effectively in the Workplace
- Creating Your Life, One Thought at a Time
- Bullying Awareness and Prevention in the Workplace

Refreshment Break 3:30 p.m. – 4:00 p.m.

Concurrent Education Session 4:00 p.m. – 5:30 p.m.

- Building Trust Within Communities Through Storytelling
- Leave It Better Than How You Found It
- You Don't Have to Like Them - Just Learn to Work with Them
- How to Be Heard (Without Screaming!)
- Staying Positive in a Not-So-Perfect World

ANNUAL RECEPTION 6:30 p.m. – 7:30 p.m.

ANNUAL BANQUET 7:30 p.m. – 10:00 p.m.



Denice Cox
Office Manager

Janis Daudt
Director of Member Services

Ashley DiBlasi
Assistant Director of Professional Development

Iris Hill
Education/Membership Assistant

Jane Anne Long, Ed.D.
Professional Development Director

Maria Miranda
Administrative Coordinator

Janet Pantaleon
Finance Specialist

Christian Shalby
Executive Director

Kellie Siggson
Education Associate

Tammy Storrie
Member Services Representative

Connie Parker, CPA
Finance

Sharon Ozimek
Event Management

Doug Griffith
Technical Support

Annual Conferences and Host Clerks

- | | | | |
|------|--|------|---|
| 1947 | <i>French Lick, IN</i> | 1990 | <i>Little Rock, AR</i> - Jane Czech, CMC |
| 1948 | <i>Atlantic City, NJ</i> | 1991 | <i>Grand Rapids, MI</i> - Sandra Wright, CMC |
| 1949 | <i>Chicago, IL</i> - Ludwig Schreiber | 1992 | <i>Salt Lake City, UT</i> - Kathryn Marshall, CMC |
| 1950 | <i>Covington, KY</i> - George F. Vieth | 1993 | <i>Orlando, FL</i> -- Fay Craig, CMC and Linda Davidson, CMC |
| 1951 | <i>Boston, MA</i> - Walter J. Malloy | 1994 | <i>Anchorage, AK</i> -- LeJane Ferguson, CMC |
| 1952 | <i>Dallas, TX</i> - Harold G. Shank, CMC | 1995 | <i>Louisville, KY</i> -- Cheri Hamilton, CMC |
| 1953 | <i>Omaha, NE</i> - M.J. Dineen, Jr. | 1996 | <i>Albuquerque, NM</i> -- Millie Santillanes |
| 1954 | <i>Detroit, MI</i> - Thomas D. Leadbetter | 1997 | <i>Buffalo, NY</i> -- Charles Michaux, III, CMC |
| 1955 | <i>Chicago, IL</i> - John C. Marcin, CMC | 1998 | <i>Mobile, AL</i> -- Glenda Morgan, MMC |
| 1956 | <i>New Orleans, LA</i> - Michael H. Foto | 1999 | <i>Ottawa, Ontario, CAN</i> -- Pierre Page, CMC |
| 1957 | <i>Long Beach, CA</i> - Margaret L. Moore | 2000 | <i>Rotterdam, The Netherlands</i> -- Frans Mencke |
| 1958 | <i>Toronto, Ontario</i> - George A. Weale | 2001 | <i>Kansas City, MO</i> -- Catherine T. Rocha, CMC |
| 1959 | <i>Miami, FL</i> - Frank L. Correll | 2002 | <i>San Antonio, TX</i> -- Norma Rodriguez, CMC |
| 1960 | <i>St. Paul, MN</i> - Joseph R. Okeneski | 2003 | <i>Columbus, OH</i> -- Angie Blevins, CMC |
| 1961 | <i>New York, NY</i> - Herman Katz | 2004 | <i>Whistler, BC, CAN</i> -- Brenda Sims |
| 1962 | <i>San Francisco, CA</i> - Robert J. Dolan | 2005 | <i>St. Paul, MN</i> -- Shari Moore, MMC |
| 1963 | <i>Columbus, OH</i> - Gordon F. Serrott | 2006 | <i>Anaheim, CA</i> -- Sheryl Schroeder, MMC |
| 1964 | <i>New Orleans, LA</i> - Roger L. Sarrat, CMC | 2007 | <i>New Orleans, LA</i> -- Peggy Lewis, MMC |
| 1965 | <i>Denver, CO</i> - F.J. Serafini | 2008 | <i>Atlanta, GA</i> -- Rhonda Dauphin Johnson |
| 1966 | <i>New York, NY</i> - Herman Katz | 2009 | <i>Chicago, IL</i> -- Miguel Del Valle |
| 1967 | <i>Los Angeles, CA</i> - Walter C. Thiel | 2010 | <i>Reno, NV</i> -- Monica Martinez Simmons, MMC |
| 1968 | <i>Miami Beach, FL</i> - Ruth Rouleau | 2011 | <i>Nashville, TN</i> -- Marilyn Swing, MMC |
| 1969 | <i>St. Louis, MO</i> - Grace Heneck | 2012 | <i>Portland, OR</i> -- Denise Carey, MMC |
| 1970 | <i>Atlantic City, NJ</i> - Adelaide Deane | 2013 | <i>Atlantic City, NJ</i> -- Chris Wilder, CMC, Allan Susen, MMC |
| 1971 | <i>San Antonio, TX</i> - Jake H. Inselmann, CMC | 2014 | <i>Milwaukee, WI</i> -- Anne Uecker, MMC |
| 1972 | <i>Calgary, Alberta</i> - Harry Sales | 2015 | <i>Hartford, CT</i> -- John Bazzano, Kate Wall, MMC |
| 1973 | <i>Phoenix, AZ</i> - Donna Culbertson, CMC | 2016 | <i>Omaha, NE</i> -- Buster Brown, CMC |
| 1974 | <i>Norfolk, VA</i> - Louis S. Hudgins, CMC | 2017 | <i>Montreal, QC, CAN</i> -- Yves Saindon |
| 1975 | <i>Denver, CO</i> - F.J. Serafini | 2018 | <i>Norfolk, VA</i> -- Allan Bull, MMC |
| 1976 | <i>Honolulu, HA</i> - Eileen K. Lota | | |
| 1977 | <i>Kansas City, MO</i> - E. Richard Brennehan | | |
| 1978 | <i>New York, NY</i> - David N. Dinkins | | |
| 1979 | <i>Bal Harbour, FL</i> - Mary T. Wetterer, CMC | | |
| 1980 | <i>Toronto, Ontario</i> - Roy V. Henderson | | |
| 1981 | <i>Atlanta, GA</i> - Larry M. Dingle, CMC | | |
| 1982 | <i>Phoenix, AZ</i> - Donna Culbertson, CMC | | |
| 1983 | <i>Minneapolis, MN</i> - Lyall A. Schwarzkopf, CMC | | |
| 1984 | <i>San Diego, CA</i> - Charles G. Abdelnour, CMC | | |
| 1985 | <i>Banff, Alberta</i> - Joyce Woodward (Calgary) | | |
| 1986 | <i>Boston, MA</i> - John P. Campbell, CMC | | |
| 1987 | <i>Fort Worth, TX</i> - Ruth Howard, CMC | | |
| 1988 | <i>Spokane, WA</i> - Marilyn J. Montgomery, CMC | | |
| 1989 | <i>Halifax, Nova Scotia</i> - Edward A. Kerr, CMC | | |

Birmingham History

The Showplace of the South since 1927

The Alabama Theatre is located in the heart of downtown Birmingham Alabama on 3rd Avenue North. Since 1927 the Alabama Theatre has been the home to shows and performances ranging from movies, concerts, beauty pageants, silent films and even the Mickey Mouse Club! This beautiful theatre is an amazing piece of history that defies the imagination and must be experienced to be truly appreciated.



Modernize Vital Election Processes in the Digital Age

Looking back at the 2018 midterm elections, local governments faced a record number of votes submitted by mail, in-person or dropped off at polling places.

Faced with an influx of voters, municipal clerks had to tackle the familiar challenge of doing more with no additional resources.

Be sure to attend **Modernizing Vital Election Processes in the Digital Age** at the IIMC annual conference to learn how two forward-thinking organizations updated decades-old processes, enhanced collaboration and improved the citizen experience!

Monday, May 20

10:00 AM – 11:30 AM

Floor 3, Meeting Room O

Booth #16-18

transform.laserfiche.com



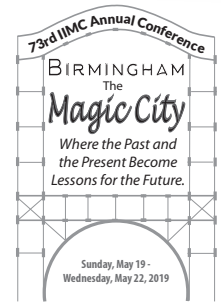
"Birmingham - The Magic City...Where the Past and the Present Become Lessons for the Future"

The past is a funny thing. Humans love to reflect and study the past as a way of trying to make sense of our world today. But the past is also complex and frustrating. The more we try to understand it and learn from it, the more it confounds us. It's not hard to become consumed by what has gone wrong, the mistakes we've made, the way things used to be done and the problems we've encountered.

The 2019 IIMC Annual Conference theme *"Where the Past and the Present Become Lessons for the Future"* was selected to remind each of us that our past challenges and experiences do not define us and should be seen as opportunities for growth. We can choose to look back on past challenges through the narrow lens of defeat and resentment, or we can choose to open our minds and take a deeper, more inquisitive approach by asking ourselves, "What can I learn from this experience?" Cultivating the ability to look upon both past and present challenges as opportunities for learning can be liberating and help adapt to change.

Throughout your week in Birmingham, you will have many opportunities to grow professionally and collaborate with colleagues from around the globe. Use this week as an opportunity to learn from your own personal experiences and from the experiences of those around you.

Learn from the Past. Embrace the Present. Look to the Future.



Saturday, May 18, 2019

IIMC thanks the IIMC Foundation and IIMC sponsors for their contributions toward the Conference education program and speakers.

Unless otherwise noted, all Academies, Athenian Dialogues, Meetings, IIMC Registration/Cashier are in either the **Sheraton Hotel** or the **Birmingham Jefferson Convention Center (BJCC)** located on floors 1, 2 and 3.



Registration

BJCC - Floor 3 – East 3rd Floor Registration
6:30 a.m. – 6:00 p.m.

Cashier

BJCC - Floor 3 - Meeting Room G
6:30 a.m. – 6:00 p.m.



IIMC Board of Directors Meeting

Sheraton Hotel - Birmingham Ballroom 4
8:00 a.m. – 5:00 p.m.



IIMC Foundation Board of Directors Meeting

Sheraton Hotel - Floor 4 - Chamomile Meeting Room 407
8:00 a.m. – 3:00 p.m.

Birmingham History

Vulcan, the Roman god of the forge, watches over the city—and moons one of its suburbs. The statue was originally commissioned to advertise Birmingham's industry at the 1904 St. Louis World's Fair.

Advanced Academy Session

BJCC - Floor 3 - Meeting Room O 7:30 a.m. - 11:30 a.m.

Fee: \$179.00

The Four Pillars of Leadership from an Athlete Mindset

■ Mike Shaw

*Performance Coach and Motivational Speaker
Mike Shaw Ski and HeadStartPro
Lake Country, British Columbia, Canada*

Convener: Tiffany Brando, CMC, City Clerk, *Powell, WY*

On December 16, 2013 while skiing with his team in Colorado, life as he knew it changed in an instant. Mike Shaw was at Keystone Mountain skiing in the terrain park when he had a severe accident. In a 'scorpion-like' crash, Mike dislocated and broke his neck, paralyzing himself from the neck down.

Mike approached his recovery like any other challenge he'd faced, but this time his foundation was gratitude. Mike walked out of the hospital three and a half months after surgery and will stand in front of you on his own two feet as he opens your eyes to the belief that the athlete mindset isn't solely reserved for athletes; it's something we can all activate and all benefit from daily.

Elite athletes consistently achieve peak performances because they are exceptional at overcoming adversity. There are four pillars, constant in every athlete's mindset, that contribute to their success: an aptitude of gratitude, choosing to fail-for-

Saturday, May 18, 2019 (continued)

ward, choosing possible vs. impossible, and recognizing the importance of their team. You will leave this Academy feeling enlightened, empowered, and inspired to achieve excellence in leadership akin to an athletic mindset. You possess the ability to shift your culture at an organizational level while increasing productivity, letting go of the fear of failure, enhancing trust among your team and creating a cohesive and supportive work environment. Let Mike show you how.

To receive certification points, each participant is required to complete a learning assessment which will be completed during the session and turned in at the end of the session.

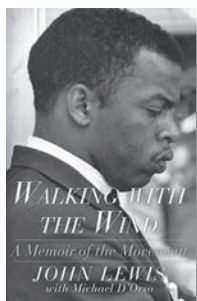
Saturday, May 18, 2019

Athenian Leadership Society Dialogue

Offsite – Birmingham Civil Rights Institute

9:00 a.m. - 5:30 p.m.

Fee: \$110.00



Walking with the Wind: A Memoir of the Movement

by John Lewis, Michael D'Orso

Facilitated by: Anne B. Uecker, MMC, City Clerk/Treasurer
St. Francis, WI

Convener: Rebecca Huerta, CMC, City Secretary
Corpus Christi, TX

This eloquent, epic, firsthand account of the civil rights movement written by a man who lived it—an American hero whose courage, vision, and dedication helped change history. The son of an Alabama sharecropper, and now a United States Congressman, John Lewis has led an extraordinary life, one that found him at the epicenter of the civil rights movement in the late '50s and '60s. As Chairman of the Student Nonviolent Coordinating Committee (SNCC), Lewis was present at all the major battlefields of the movement. Arrested more than forty times and severely beaten on several occasions, he was one of the youngest yet most courageous leaders of the movement.

Written with charm, warmth, and honesty, *Walking with the Wind* offers rare insight into the movement and the personalities of all the civil rights leaders—what was happening behind the scenes, the infighting, struggles, and triumphs. Lewis takes us from the Nashville lunch counter sit-ins to the Edmund Pettus Bridge in Selma, Alabama, where he led

more than five hundred marchers on what became known as Bloody Sunday. While there have been exceptional books on the movement, there has never been a front-line account by a man like John Lewis. A true American hero, his story is “destined to become a classic in civil rights literature.”

This Athenian Dialogue will be hosted at the Birmingham Civil Rights Institute. In addition to the six hours of dialogue time, participants will also have the opportunity to tour the Institute with a new found appreciation for the historical figures whose memories are contained within these incredible walls.

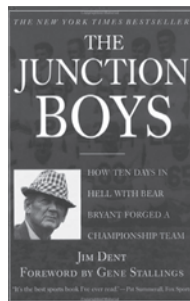
This dialogue will run from 9:00 a.m. – 4:00 p.m. with an additional 1.5 hours of tour time at the conclusion of the session. To receive points, each participant is required to complete a learning assessment.

Athenian Leadership Society Dialogue

Offsite – Alabama Sports Hall of Fame

9:00 a.m. - 4:00 p.m.

Fee: \$110.00



The Junction Boys: How 10 Days in Hell with Bear Bryant Forged a Championship Team

by Jim Dent and Gene Stallings

Facilitated by: Mary Lynne Stratta, MMC, City Secretary
Bryan, TX

Convener: Alicia Corder, Town Clerk, Greenwood, FL

The legendary Paul “Bear” Bryant is recognized nationwide as one of the greatest coaches ever. So why did he always cite his 1-9 A&M team of 1954 as his favorite? This is the story of a remarkable team—and the beginning of the legend.

The Junction Boys tells the story of Coach Paul “Bear” Bryant’s legendary training camp in the small town of Junction, Texas. In a move that many consider the salvation of the Texas A&M football program, Coach Bryant put 115 players through the most grueling practices ever imagined. Only a handful of players survived the entire 10 days, but they braved the intense heat of the Texas sun and the burning passion of their coach and turned a floundering team into one of the nation’s best. *The Junction Boys* is more than just a story of tough practices without water breaks. An extraordinary fellowship was forged from the mind-numbing pain.

Saturday, May 18, 2019 (continued)

The thirty-five survivors bonded together like no other team in America. They profited from the Junction experience; the knowledge they took back with them to College Station, about themselves and what they were capable of, would be used for the rest of their lives.

In vivid and powerful images reminiscent of Friday Night Lights, Hoosiers, and The Last Picture Show, these young men and their driven coach come to life. *The Junction Boys* contains all the hallmarks of a classic sports story, and it combines America's love of college football with an extraordinary story of perseverance and triumph.

This Athenian Dialogue will be hosted at the Alabama Sports Hall of Fame in which Paul "Bear" Bryant was inducted with the Class of 1969 as a Distinguished Sportsman. In addition to the six hours of dialogue time, participants will also have the opportunity to tour the Hall of Fame and even catch a peek at Bryant's famous houndstooth hat.

To receive points, each participant is required to complete a learning assessment.

Advanced Academy Session

BJCC - Floor 3 - Meeting Room N 12:30 p.m. - 4:30 p.m.

Fee: \$199.00

Working from Strengths

■ Alia Stowers

Leadership Consultant & Presenter Tarath, LLC
Springfield, MO

Convener: Julie Frazier-Mathews, CMC, Board Secretary,
West Basin Municipal Water District, Highland, CA

What kind of leader do you want to be?

The manager who leads others to accomplish great things by doing what they naturally do best, every day? Or the boss who can't put employees in a position to play to their strengths?

More important, who do your employees want to work for?

Easy answer, right?

Municipalities that will succeed in the future require a change in strategy today. At the core of that strategy sits a focus on strengths. Working from strengths is the most natural, powerful, fulfilling way for an organization to function. This customized coaching session will introduce you to your personal strengths and teach you to recognize those of your team.

Join Gallup – Certified Strength Coach, Alia Stowers and empower not only yourself, but your employees and your organization.

This session is designed to focus on:

- Why strengths-based leadership is the most effective leadership strategy;
- The Power of Strengths-Based Partnerships: Understanding theme dynamics between team members;
- The DNA of your Team: Learn to make a team great—not just good;
- The Best of Us: Address team misconceptions because of misunderstood strengths.

To receive certification points, each participant is required to complete a learning assessment which will be completed during the session and turned in at the end of the session.

Advanced Academy Session

BJCC - Floor 3 - Meeting Room O 12:30 p.m. - 4:30 p.m.

Fee: \$179.00

The Pen is Mightier than the Sword

■ Faith Wood

Professional Speaker, Inspiring Minds Consulting, Ltd
Coldstream, BC, Canada

Convener: Linda Ferguson, CMC, Town Clerk, Millport, AL

Did you know that the scribble you casually slap on a letter, post it note or docket entry can give insights into your personality? Not only that, but your signature says a lot more about you than you might think. Consider it your own personal logo. Is it advertising the right messages?

Our handwriting is as unique as a fingerprint, and characteristics within the way that the words and letters are formed can often say more about a person than the writing itself. Handwriting analysis is a technique of observation and interpretation, based on research and knowledge recognized and endorsed by some of the world's most brilliant minds.

Organizations function best when everyone recognizes and appreciates the strengths and preferences of their colleagues and leaders. Unfortunately, most times, we are so focused on the 'tasks' that we miss the opportunity to really get to know one another. Using handwriting analysis, we can begin to decode why someone never talks and someone else seems to talk to everyone. Or how some of us are exhilarated by constant change, while others resist it completely.

Conflicts within a team jeopardize interpersonal communication and often productivity. Discovering how to interpret someone's scribbles might just be the insight that helps you reduce unnecessary conflicts and so much more....

To receive certification points, each participant is required to complete a learning assessment which will be completed during the session and turned in at the end of the session.

Sunday, May 19, 2019

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Registration

BJCC - Floor 3 – East 3rd Floor Registration

6:30 a.m. – 6:00 p.m.

Cashier

BJCC - Floor 3 - Meeting Room G

6:30 a.m. – 6:00 p.m.

Advanced Academy Session

BJCC - Floor 3 - Meeting Room O 7:30 a.m. - 11:30 a.m.

Fee: \$179.00

The Selfies of Advocacy

■ Lee Ann Szelog

President, Simply Put, LLC, Whitefield, ME

Convener: Julie Frazier-Mathews, CMC, *Board Secretary, West Basin Municipal Water District, Highland, CA*

Advocacy is a skill that can assist municipal clerks with all the various responsibilities and duties in their important roles in local government. Before you can be an effective advocate for others, you must be a self-advocate; a champion of yourself.

In this day and age of selfies, there is no better time to focus on self-advocacy by emphasizing the importance of self-awareness, self-respect, self-pride, self-care and self-control.

This presentation will provide tools and tips to help you enhance your ability to communicate, influence, and advocate competently and confidently. With all the people and processes you are responsible for, being an effective advocate for yourself and others will help you do your job to the best of your ability, resulting in decisions that are best for yourself and all those you serve and support. This program will empower and enable you to step up, speak out and advocate.

To receive certification points, each participant is required to complete a learning assessment which will be completed during the session and turned in at the end of the session.



Institute Directors/ Education Chairs Colloquium

BJCC – Floor 1 – Meeting Room C

8:00 a.m. – 5:00 p.m.

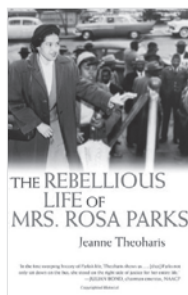
Institute Directors and Education Chairs convene to discuss current issues affecting IIMC's Certification Institutes and Academy programs, share ideas, innovations and suggestions for Municipal Clerk education improvements. This will be a day filled with knowledge exchange and idea generation so please come prepared to learn and share.

Premier Diamond Level Sponsor Laserfiche is proud to sponsor this year's Colloquium.

Athenian Leadership Society Dialogue

BJCC - Floor 3 - Meeting Room I-J 9:00 a.m. - 4:00 p.m.

Fee: \$110.00



The Rebellious Life of Mrs. Rosa Parks

by Jeanne Theoharis

Facilitated by:

Randi Johl, JD, MMC, *City Clerk, Temecula, CA*

Convener: Jennifer Berry, MMC, *Clerk of Council, Front Royal, VA*

The definitive political biography of Rosa Parks examines her six decades of activism, challenging perceptions of her as an accidental actor in the civil rights movement.

When Rosa Parks died in October 2005, she became the first woman and second African American to lie in honor at the nation's capital. Yet much of the memorialization reduced her historical contribution to a single act on a bus on a long-ago December evening. In this revealing and comprehensive biography-the first critical treatment of Parks's life-historian Jeanne Theoharis shows that the standard portrayal of Rosa Parks as a quiet and demure accidental actor is far from true.

Presenting a powerful corrective to the popular iconography of Rosa Parks as the quiet seamstress who with a single act,

Sunday, May 19, 2019 (continued)

birthed the modern civil rights movement. Theoharis excavates Parks' political philosophy and six decades of political work to reveal a woman whose existence demonstrated, in her own words "a life history of being rebellious." From her family's support of Marcus Garvey to her service with the NAACP in Alabama in the 1940s and 1950s, and from her courageous bus arrest and steadfast efforts on behalf of the Montgomery bus boycott to her work in Detroit, challenging Northern racial inequality on behalf of a newly elected Congressman John Conyers and alongside Black Power advocates, Parks' contributions to the civil rights movement go far beyond a single day. Even as economic hardship and constant death threats exacted a steep toll on Rosa and her husband, Raymond, she remained committed to exposing and eradicating racial inequality in jobs, schools, public services, and the criminal justice system.

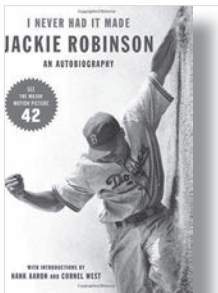
In *The Rebellious Life of Mrs. Rosa Parks*, Theoharis masterfully details the political depth of a national heroine who dedicated her life to fighting American inequality and, in the process, resurrects an inspiring civil rights movement radical who has been hidden in plain sight far too long.

To receive points, each participant is required to complete a learning assessment.

Athenian Leadership Society Dialogue

BJCC - Floor 3 - Meeting Room L 9:00 a.m. - 4:00 p.m.

Fee: \$110.00



I Never Had it Made

by Jackie Robinson

Facilitated by: Susan M. Domen, MMC
City Clerk, Port Hueneme, CA

Convener: Vincent Buttiglieri, MMC,
Municipal Clerk, Ocean, NJ

Before Barry Bonds, before Reggie Jackson, before Hank Aaron, baseball stars had one undeniable trait in common: they were all white. In 1947, Jackie Robinson broke that barrier, striking a crucial blow for racial equality and changing the world of sports forever. *I Never Had It Made* is Robinson's own candid, hard-hitting account of what it took to become the first black man in history to play in the major leagues.

I Never Had It Made recalls Robinson's early years and influences: his time at UCLA, where he became the school's first four-letter athlete; his army stint during World War II, when he challenged Jim Crow laws and narrowly escaped court martial; his years of frustration, on and off the field, with the Negro Leagues; and finally that fateful day when Branch Rick-ey of the Brooklyn Dodgers proposed what became known as the "Noble Experiment"—Robinson would step up to bat to integrate and revolutionize baseball.

More than a baseball story, *I Never Had It Made* also reveals the highs and lows of Robinson's life after baseball. He recounts his political aspirations and civil rights activism; his friendships with Martin Luther King, Jr., Malcolm X, William Buckley, Jr., and Nelson Rockefeller; and his troubled relationship with his son, Jackie, Jr.

Originally published the year Robinson died, *I Never Had It Made* endures as an inspiring story of a man whose heroism extended well beyond the playing field.

To receive points, each participant is required to complete a learning assessment.

Advanced Academy Session

BJCC - Floor 3 - Meeting Room N 12:30 p.m. - 4:30 p.m.

Fee: \$179.00

Effective Policy Making and Implementation

■ Eric Robinson

Public Service Associate, Carl Vinson Institute of
Government – University of Georgia, Atlanta, GA

Convener: Lisa Garcia, MMC, Deputy Town Manager/
Town Clerk, Florence, AZ

How many times in your day do you look at a policy and think to yourself... "This is crazy!"

"Where did this come from?"

"Why has no one ever thought to update this?"

Every organization has ridiculous policies and laws in place that no one ever thinks to change. This session is designed to empower you to get involved and spearhead changes that need to be made by realizing the valuable role you play as a Municipal Clerk.

This session will explore why understanding your organization and its management are essential components to developing and implementing effective policy. Participants will take a look at their own municipality and evaluate existing laws and policies to determine if these align with citizens' expectations. This session will leave you with a greater understanding of how your role as Clerk supports the mission of your organization; strategies and tactics of persuasion; the principle of managing up, down, and across and a greater awareness of citizens' expectations.

To receive certification points, each participant is required to complete a learning assessment which will be completed during the session and turned in at the end of the session.

Sunday, May 19, 2019 (continued)

Advanced Academy Session

BJCC - Floor 3 - Meeting Room O 12:30 p.m. - 4:30 p.m.
Fee: \$179.00

Public Trust and Mistrust

■ Scott Paine, Ph.D.

*FLC University Director of Leadership Development
& Education Florida League of Cities University
Tampa, FL*

Convener: Tiffany Brando, CMC, City Clerk, Powell, WY

Public trust, not only in government, but in most social institutions, has been declining for more than a decade. Today, we are seeing some of the lowest levels of trust on record. But municipal officials and staff don't need polling data to tell them how serious public mistrust has become. Even a seemingly minor issue in our municipalities can turn into a heated confrontation with angry members of the public.

What is fostering this intense distrust? What steps can municipal officials and staff take to deepen or re-establish public trust in their cities?

Join Dr. Scott Paine, Director of Leadership Development and Education for the Florida League of Cities as he uncovers the answers and works collaboratively to develop strategies together.

To receive certification points, each participant is required to complete a learning assessment which will be completed during the session and turned in at the end of the session.



Exhibit Hall Opens Foundation Silent Auction

BJCC – Floor 2 – Exhibit Hall 3
1:30 p.m. – 5:30 p.m.



State/Provincial/National Association Presidents Roundtable

BJCC – Floor 1 – Meeting Room B
3:00 p.m. – 4:00 p.m.

If you are an Association President, this session is an excellent opportunity to meet with your colleagues from throughout the world and discuss issues regarding your profession.



Committee Leadership Orientation

BJCC – Floor 1 – Meeting Room B
4:15 p.m. – 5:00 p.m.

This session is for IIMC Committee Chairs, Vice Chairs, Committee Members, and IIMC Board Liaisons. President Elect Lana McPherson will discuss your committee's goals and objectives for the upcoming year and how your committee members' participation is integral to IIMC's growth.

First Time Delegate Orientation Meet and Greet

BJCC – Floor 1 – Ballroom A & B (East Ballroom)
4:45 p.m. – 5:30 p.m.



Is this your first IIMC Annual Conference? Do you need more information about IIMC? If you've answered yes to these questions, then the Orientation Meet and Greet is for you. Join the veteran IIMC crew for helpful hints on the

conference schedule, selecting workshops, ways to become more involved with IIMC and answers to questions many new Delegates hesitate to ask.

Magic City Social & Exhibitor Networking

BJCC – Floor 2 – Exhibit Hall 2 & 3 5:30 p.m. – 8:30 p.m.

This Social, courtesy of the 2019 Host City and Committee, features pool, darts, air hockey, and the "sweet" sound of DJ Chocolate for your entertainment pleasure. DJ Chocolate offers the perfect blend of energy, elegance and excitement when she's setting the musical mood. After an experience with this DJ, you'll see why we say Everybody Loves Chocolate. Keeping in line with the City's reputation as a "foody city," the fare will be an array of local cuisine.

Attire: casual



Monday, May 20, 2019

IIMC thanks the IIMC Foundation and IIMC sponsors for their contributions toward the Conference education program and speakers.

Unless otherwise noted, all Academies, Athenian Dialogues, Meetings, IIMC Registration/Cashier are in either the **Sheraton Hotel** or the **Birmingham Jefferson Convention Center (BJCC)** located on floors 1, 2 and 3.



Registration

BJCC - Floor 3 – East 3rd Floor Registration
6:30 a.m. – 5:30 p.m.

Cashier

BJCC - Floor 3 - Meeting Room G
6:30 a.m. – 6:00 p.m.

Opening Ceremony Breakfast

BJCC – Floor 1 – East Ballroom Foyer
6:30 a.m. – 7:15 a.m.



Opening Ceremony

BJCC – Floor 1 – Ballroom A & B (East Ballroom)
7:30 a.m. – 9:30 a.m.

Master of Ceremonies – Rick Journey

Invocation – Sarah Jeffries, SLCC President

Introductions

- 2018/19 – IIMC Board of Directors
- 2018/19 – IIMC Foundation Board of Directors
- IIMC Past Presidents
- International Guests
- Sponsors

***Parade of Flags:** Canada, Nepal, The Netherlands, South Africa, United Kingdom, England, Wales and Scotland.

**Countries participating at time of printing*

Presentation of Colors – United States Flag Presentation

Birmingham Fire and Rescue Service Honor Guard

National Anthem – Alvin Garrett

Call to Order: **Opening Remarks** - IIMC President
Stephanie Carouthers Kelly, MMC,
Charlotte, NC

Welcome Addresses

- **Lee Frazier, MMC,** City and Host Clerk, Birmingham,
President Alabama Municipal Clerks Association
- Council President – **Valerie A. Abbott**
- Mayor – **Randall L. Woodfin**

Awards Presentation – President Kelly
Athenian Society Fellows • Institute Director
• PEGA • Quill • Honorary

Special Presentation – The musical stylings of **Alvin Garrett**

Final Announcements

Main Sponsors: Premier Diamond: Laserfiche and
Municipal Code

Co-Sponsors: American Legal • General Code • Granicus
• MCCi • PrimeGov • Kofile • OnBase/Naviant • Diligent
• Shure • SMARSH

Refreshment Break with Exhibitors

BJCC – Floor 2 – Exhibit Hall 3
9:30 a.m. – 10:00 a.m.



Concurrent Education Session

BJCC - Floor 1 - Meeting Room A-C 10:00 a.m. - 11:30 a.m.

Ethics in Public Service

■ Eric Robinson

*Public Service Associate, Carl Vinson Institute of
Government, University of Georgia, Athens, GA*

Convener: Dawn Abrahamson, MMC, *City Clerk, Vallejo, CA*

Not another ethics session...We all know the difference between right and wrong....

Why is this topic always on the agenda...? Because being led away in handcuffs... is not a desirable outcome.

Public servants are required to make decisions that will affect fellow citizens in a variety of ways. As trustees of the people, public servants should make every effort to create an atmosphere of public trust. This presentation focuses on key principles of public sector ethics and examines the range of consequences for public servants when ethical decision-making is in question including public perception/appearance, liability, and impropriety.

Monday, May 20, 2019 (continued)

Concurrent Education Session

BJCC - Floor 3 - Meeting Room D-F 10:00 a.m. - 11:30 a.m.

Unique Municipal Projects

Panel:

Debbie Geyer, CMC, *City Clerk, Caldwell, ID*

Lynn Hagman, MMC, *City Clerk/Treasurer, Hayden Lake, ID*

Nila Jurkovich, MMC, *City Clerk/Treasurer, Kellogg, ID*

Suzanne McNeel, MMC, *City Clerk, Blackfoot, ID*

BessieJo Wagner, *City Clerk, McCall, ID*

Bernadette Gomes, *City Clerk, Jerome, ID*

Convener: Melissa Chambers, *Clerk/Treasurer, Woodville, AL*

This session is designed to highlight some innovative ways that cities in Idaho (from rural to urban) have overcome obstacles to make their communities viable and livable. These projects vary and reflect the following:

- Infrastructure projects (how to partner with other agencies to make it happen);
- Revitalizing and restoring a city-owned building as a public museum;
- New and unique ways to notice our public hearings/workshops;
- Creating beauty from blight within a municipality;
- Formulating a Youth Master Plan for your citizens;
- Organizing a family-friendly city event (a multi-agency effort) and;
- Formulating an Urban Renewal Agency for necessary infrastructure purposes.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room J-L 10:00 a.m. - 11:30 a.m.

Cost vs. Value of Drinking Water

■ Dr. Jason Barrett

*Assistant Extension Professor, Mississippi State University
Extension Center for Government and Community
Development*

Convener: Ricca Charlon, CMC, *City Clerk, Ridgecrest, CA*

The session is designed to be a pragmatic discussion about drinking water. We have seen great strides in the improvement of water quality through storage options, delivery capabilities, and new treatment technologies. Participants will gain greater knowledge of a public water system's role in the drinking water arena as it relates to the other avenues in which citizens may receive and/or consume safe, clean, and uninterrupted drinking water. Public water systems have made a tremendous impact on drinking water quality over

the last century and we do not need to forget the progress that has been made. Instead of abandoning a work in progress, we should embrace and adequately fund its improvement and progression.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room M 10:00 a.m. - 11:30 a.m.

We've Got to be More Creative Around Here!

■ Lee Ann Szelog

President, Simply Put, LLC, Whitefield, ME

Convener: Melanie Clark, CMC, *Town Clerk, Vienna, VA*

Have you ever heard, "we've got to be more creative around here?" Improving creativity within the municipal world can open your eyes to opportunities to enhance your abilities in all aspects of your job. One good idea can save thousands of dollars, create greater efficiencies, or develop a new source of revenue. This thought-provoking, and engaging program will provide concepts and tools to encourage the innovation process which can contribute to better problem-solving, enhanced productivity and more. You will gain insight by learning and understanding right, left and two-sides of the brain thinking and how your thinking can help you improve your personal effectiveness, thinking skills, and problem-solving abilities, which will help nurture creativity individually and within your office.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room N 10:00 a.m. - 11:30 a.m.

Digital Engagement: Remaining Relevant in the 21st Century

Panel:

Shane Smith, CMC, *City Clerk, Heflin, AL*

Carrie Banks, *Communications Director,
Alabama League of Municipalities*

Cinnamon McCulley, *Communications Director,
Vestavia Hills, AL*

Mary Jackson, CMC, *City Clerk/Treasurer, Monroeville, AL*

Convener: Allison Dispense, CMC, *Town Clerk, Pomfret, NY*

With an ever-changing landscape that includes privacy and First Amendment issues, daily technological advances and an onslaught of information and ideas, remaining relevant within a digital first culture has been challenging for many entities, including local governments. Some struggle with how digital platforms should be structured within their organizations – and why they need them to begin with. From building awareness to crisis communication and citizen engagement,

Monday, May 20, 2019 (continued)

embracing the new era of social media discourse is a powerful way for government organizations to interact with the public – and should be a critical component for any government entity concerned about public sentiment and engagement. Where are you in the conversation? Are you relevant?

Concurrent Education Session

BJCC - Floor 3 - Meeting Room O 10:00 a.m. - 11:30 a.m.

Modernizing Vital Election Processes in the Digital Age

■ Ryan Park

*Senior Software Marketing Specialist, Laserfiche
Long Beach, CA*

Convener: Toon Cornelissen, MMC, Griffier, Boxmeer,
The Netherlands

Looking back at the 2018 midterm elections, local governments faced a record number of votes submitted by mail, in-person or dropped off at polling places. However, municipal clerks were managing election processes rife with time-consuming and manual tasks that were difficult to scale. With the influx of voters, government organizations had to tackle the familiar challenge(s) of doing more with a reduced workforce.

In this session, learn how two forward-thinking organizations successfully used technology to modernize vital election processes. You will experience:

- Strategies for increasing information accuracy and completeness with powerful tools
- Valuable stories on how to streamline and digitally transform election processes
- A chance to reimagine and map out election processes through an interactive dialogue with your peers

EXHIBIT HALL GRAND OPENING/LUNCHEON

BJCC - Floor 2 - Exhibit Hall 3
11:30 a.m. - 12:45 p.m.



Alabama Sports Hall of Fame



General Session

BJCC - Floor 1 - Ballroom A&B (East Ballroom)
12:45 p.m. - 2:30 p.m.

Finding the Funny in Change



Jan McInnis

*Comedian/Speaker, The Work Lady,
Los Angeles, CA*

Convener: Stephanie Carouthers Kelly, MMC, City Clerk
IIMC President, Charlotte, NC

Whether it's going green, new laws, budget cuts, change in personnel or new technology, Municipal Clerks are constantly reacting to a new playing field and routinely having to reassess and re-evaluate their practices. And all of this change causes fear, tension, and miscommunications!

Join Jan McInnis for this hilarious keynote that combines comedy with PRACTICAL tips on dealing with change through the use of humor. During your 90 minutes with Jan, she will show you how to diffuse tension instantly, kick off tough conversations, and facilitate communications ... all by using humor, something that you can do too! And she'll give you the latest research between laughter and health – yes, they're actually studying this stuff! Jan will leave you laughing AND learning as you discover the steps you can take to conquer, and even embrace change.

Refreshment Break with Exhibitors

BJCC - Floor 2 - Exhibit Hall 3
2:30 pm. - 3:00 p.m.



Concurrent Education Session

BJCC - Floor 1 - Meeting Room A-C 3:00 p.m. - 5:00 p.m.

Speak with Confidence, Comfort and Conviction

■ Lee Ann Szelog

President, Simply Put, LLC, Whitefield, ME

Convener: Jane Fuller, Deputy Town Clerk, Cave Creek, AZ

Whether you are conducting a presentation at a municipal meeting to 300 people, a Selectmen's Meeting to 8 individuals, or speaking to a town resident one-on-one, your public speaking is the ultimate reflection of your ability, knowledge and talent. Many skills from communication to leadership are

Monday, May 20, 2019 (continued)

put to the test, as well as the ability to perform under pressure. These skills are visible to the entire audience.

Presentation skills not only reflect your level of professionalism and leadership, but directly impact your ability to effectively influence, persuade and inspire others. This session will show you how planning and practice can replace the stress of speaking with success in speaking!

Concurrent Education Session

BJCC - Floor 3 - Meeting Room D-F 3:00 p.m. - 5:00 p.m.

Making Diversity Work for You

■ Alia Stowers

*Leadership Consultant & Presenter, Tarath, LLC
Springfield, MO*

Convener: Bernadette Gomes, *City Clerk, Jerome, ID*

Though study after study shows that diverse teams and work environments are the most high-performing, it can be difficult to understand those who are different from us or have different backgrounds. In many cases, diversity can become a bit of an obstacle in a work environment, instead of a powerful asset. How does an organization begin to leverage their diversity and avoid the many pitfalls? This session will address these questions, as well as discussing micro aggressions, stereotypes, and appropriate workplace communication around the issues of diversity and inclusion.

This session is designed to:

- Increase your understanding of the value of diversity and inclusion within local government;
- Address common diversity and inclusion categories (gender, race, ethnicity), while recognizing that diversity goes beyond these groupings
- Foster learning amongst participants with other perspectives around issues of diversity;
- Encourage you to question your own biases and assumptions.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room J-L 3:00 p.m. - 5:00 p.m.

Administering Ranked Choice Voting

Panel:

Karen Brinson Bell, *Deputy Director, Ranked Choice Voting Resource Center, Goldsboro, NC*

Chris Hughes, *General Counsel, Ranked Choice Voting Resource Center, Goldsboro, NC*

Robert Montjoy, Ph.D., *Professor Emeritus at Auburn University and University of New Orleans*

Convener: Janet Gray, *MMC, Deputy Clerk, Rantoul, IL*

Ranked choice voting (RCV) is a proven voting method in the United States and internationally. This voting method has emerged as a solution to ensure broader support in an election rather than simple plurality, to combine a primary, second primary, or runoff election into a single election, and to achieve fair representation when voting to fill multiple seats for a governing body. Today, 13 U.S. jurisdictions and 11 other countries use RCV with other jurisdictions in the process of implementation. Municipal clerks are often the administrators of these elections.

This session will expose participants to the history of the voting method, which extends back more than 100 years, and share how RCV works for both single-winner and multi-winner contests, voter education best practices, tabulation methods and tools, ballot design studies, results presentation, and other best practices in RCV administration and implementation.

Join the experienced team of election administrators from the Ranked Choice Voting Resource Center. In addition to their own experience, this team will present resources and information from jurisdictions to provide a broad understanding for election officials, candidates, and voters through the process whether using RCV for the first time or looking to improve the process. This session will focus on the Model RCV Implementation Plan, which was developed by the team as a start to finish living document and guides jurisdictions from the beginning phase of policy making and rules development to the post-election processes of auditing and exit polls.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room M 3:00 p.m. - 5:00 p.m.

Incidentally Yours

■ Connie M. Deford, CMC

*Retired City Clerk and IIMC Parliamentarian
Bay City, MI*

Convener: Douglass Barber, *CMC, City Clerk, New Carrollton, MD*

Do you often wonder if and when a member may request information or object to even considering a motion?

Is the decision of the chair on a point of order final? What rights do members of a public body have during a meeting? Does the Chair have to call for nominations three times before they can be closed?

These are just some of the questions that will be answered during the Incidentally Yours session with IIMC Parliamentarian, Connie Deford. The 16 motions in this class are significant because they must be handled before any further business can proceed. Clerks will learn not only when the motions may be made, but also if they need to be seconded, whether they are debatable, and what vote it takes to adopt. Frequently held misconceptions will be addressed.

Monday, May 20, 2019 (continued)

Concurrent Education Session

BJCC - Floor 3 - Meeting Room N 3:00 p.m. - 5:00 p.m.

Rethinking Records & Information Management in an Electronic World

■ Jannette Goodall, MMC

City Clerk/Records Manager

NAGARA Board Member, Austin, TX

■ Alexander Webb, CRM, IGP

Senior Business Process Consultant, Austin, TX

Convener: Peggy Hawker, MMC, *City Recorder/Special Projects Director, Newport, OR*

Records management is currently a profession in transition, largely due to the influence of electronic records, outsourcing IT services and cloud-based services. Today most municipal records are created digitally and stored on personal computers, network drives, messaging systems, personal devices, and in the cloud. In order to ensure proper governance of these critical assets, the traditional definition of records management must be reevaluated. Records Managers must be in the forefront of implementation of electronic records systems in order to be in a position of ensuring the preservation of municipal records and information.

This session will cover ways to rethink records management for your organization as well as:

- Challenges of electronic records management including network drives, Web pages, social media, unstructured data vs. structured data, e-mail, text messages, etc.
- Outsourcing storage of electronic records in the cloud, including developing RFP and/or contract language
- Actionable steps to undertake electronic records management regardless of funding or staffing resources available
- Developing a strategy using best practices and lessons learned
- Identifying partners and allies within your organization to help support and implement your information governance initiatives

Concurrent Education Session

BJCC - Floor 3 - Meeting Room O 3:00 p.m. - 5:00 p.m.

Best Practices for Formatting Meeting Agenda Packets and Minutes

■ Bob Geiger

National Sales Manager for Website Design and Meetings Product Division Municode, Tallahassee, FL

■ Leon Rogers

West Coast Municipal Consultant for Meetings Municode Tallahassee, FL

Convener: Lee Ann Henderson, MMC, *Chief Deputy Clerk, Prince William County, VA*

Be ready to meet the demands of your citizens and various stakeholders by joining the team at Municode as they cover best practices for formatting meeting agenda, packets and minutes. This session will focus on:

- A day in the life of a citizen in council meetings;
- What are the take-aways from the stories;
- Is your current agenda creation process working for you and able to address these issues;
- Agendas - what works and what doesn't;
- A consistent, easy to use, agenda packet;
- Timely, accurate minutes and today's modern world;
- The importance of draft minutes.

All Conference Event

Regions Field 6:00 p.m. – End of Game - Fireworks

An evening to remember. Do not forget to wear your favorite sports team's attire. There will be dinner, entertainment, a photo booth, outdoor yard games and, of course, a baseball game.

You'll have an opportunity to visit baseball history as the Host Committee has arranged an evening to mingle with some of the players that played in The Negro Southern League. Among the many players this minor league sent on to the black "major" leagues are five Hall of Fame members: Willie Mays, Leroy "Satchel" Paige, Hilton Smith, Norman "Turkey" Stearnes and George "Mule" Suttles.

Live entertainment featuring local Birmingham band, **Just A Few Cats**, has moved crowds and hearts with their sound and their story. "The Cats," was co-founded in 2000 by the now Grammy Nominated Songwriter and Producer, Alvin Garrett, and American Idol winner, Ruben Studdard. After Studdard's ascendance to stardom in 2003, the band joined him as his supporting cast. Just A Few Cats became renowned for their non-stop performances that keep crowds dancing and celebrating all night long. The band's repertoire ranges from Jazz, Motown, Funk, Classic Rock, Hip Hop, Blues, Pop and more!

While Just A Few Cats has made its mark all over the country, they are proud to call Birmingham their home.

Transportation: Buses will begin loading at 5:30 p.m. at each individual hotel –Sheraton, Westin and Hilton UAB. Please gather in your respective hotel's lobby. Buses will return you to your respective hotel.

Attire: Casual or YOUR FAVORITE COLLEGE OR PROFESSIONAL SPORTS TEAM'S UNIFORM.



Tuesday, May 21, 2019

IIMC thanks the IIMC Foundation and IIMC sponsors for their contributions toward the Conference education program and speakers.

Unless otherwise noted, all Academies, Athenian Dialogues, Meetings, IIMC Registration/Cashier are in either the **Sheraton Hotel** or the **Birmingham Jefferson Convention Center (BJCC)** located on floors 1, 2 and 3.



Registration

BJCC - Floor 3 – East 3rd Floor Registration
7:00 a.m. – 5:30 p.m.

Cashier

BJCC - Floor 3 - Meeting Room G
7:00 a.m. – 5:30 p.m.

Exhibit Hall Hours

BJCC – Floor 2 – Exhibit Hall 3 8:00 a.m. – 3:00 p.m.

General Session

BJCC - Floor 1 - Ballroom A&B (East Ballroom)
8:15 a.m. – 10:00 a.m.

Play Something We Can Dance To



Matt Booth

*Certified Speaking Professional,
Mattitude, LLC, Dubuque, IA*

Convener: Lana R. McPherson, MMC, *City Clerk/IHR Director/
IIMC President Elect, De Soto, KS*

As humans, we find inspiration in many different ways and are constantly finding life lessons in the most unthinkable places. You may find inspiration at conferences; during time spent with loved ones; while reading books; while strolling through the grocery store; or at a wedding watching a bride and groom share their first dance.

Join Certified Speaking Professional, Matt Booth as he encourages you to get out of your seat and step onto the dance floor for an unforgettable and unique behind the scenes look at life through the eyes of a wedding DJ.

Using hilarious, real-life stories and experiences, Matt will help you use your past and present to create a better future. He will open your eyes and show you new ways to think about attitude, understanding, authenticity, empathy, and ways to connect with people while laughing, learning, and even dancing more than you thought possible.

Refreshment Break with Exhibitors

BJCC – Floor 2 – Exhibit Hall 3
10:00 a.m. – 10:30 a.m.



Concurrent Education Session

BJCC - Floor 1 - Meeting Room A-C 10:30 a.m. – 12:30 p.m.

Municipal Problem Solving: We Are Stronger When We Share***

■ Lynn Tipton

*Director, FLC University, Florida League of Cities
Orlando, FL*

Convener: Pamela Latimore, MMC, *City Clerk,
North Miami Beach, FL*

Got a problem? Odds are that you're not alone. Most municipalities experience similar problems, which means most clerks do not need to reinvent the wheel, but simply learn how to articulate the struggle/problem/situation in order to find answers/solutions/management tools. Who better to help you solve workplace problems than your municipal colleagues, many of whom have years of experience! This hands-on, roll up your sleeves, highly interactive problem-solving session will introduce and guide brainstorming sessions on four challenges municipal clerks currently face and then transition into helpful conversations about tried-and-true methods and resources for solving today's municipal problems. Groups will report their recommendations out to the full audience and all participants will have action plan materials to enact.

*****This session will be repeated in the afternoon to meet the high demand. Credit will be given only for attending this session once.**

Tuesday, May 21, 2019 (continued)

Concurrent Education Session

BJCC - Floor 3 - Meeting Room D-F 10:30 a.m. – 12:30 p.m.

Flourishing in Failure: Managing Mistakes Like a Comedian

■ Jan McInnis

Comedian/Speaker, The Work Lady, Los Angeles, CA

Convener: Ellie Monteaux, CMC, *City Secretary, Livingston, TX*

Nobody tries to fail, but sometimes things go “not as planned,” and recovery is rough. Comedians know this more than anyone because they have a very high-profile job. And when they flub up, or something goes wrong, it needs to be fixed fast and on the spot. During this session Jan will continue to drop wisdom and tips on how to handle, avoid and move through these situations. Don’t let mistakes and mishaps hinder future success! This session is based on Jan’s new book, “Convention Comedian: Stories and Wisdom From Two Decades of Chicken Dinners and Comedy Clubs”. Don’t miss your chance to spend additional time with Jan and keep the laughs rolling as she discusses:

- The major causes of failure;
- 5 skills you can develop to avoid pitfalls and assure success;
- Techniques to use when things go awry;
- Tools to assess the aftermath and move forward.

*****This session will be repeated in the afternoon to meet the high demand. Credit will be given only for attending this session once.**

Concurrent Education Session

BJCC - Floor 3 - Meeting Room J-L 10:30 a.m. – 12:30 p.m.

Meeting Citizen & Legal Requirements in a Digital Age

Panel:

Sam Morton, *Vice President of Sales, Granicus, Denver, CO*

Byron Gillin, *Regional Sales Director, Granicus, Denver, CO*

Geoff Ames, *Executive Consultant,
Meeting the Challenge, Inc.*

Convener: Mary Reynolds, CMC, *Town Clerk, Youngtown, AZ*

As the digital outpost of its physical offices, it’s crucial that a government website be as accessible as possible. Failure to do so is like not including an accessibility ramp for a building – a denial of services to those who are differently abled. Delegates are invited to join Granicus and an accessibility expert at Meeting the Challenge, Inc. (MTC) to learn more about what’s required of them under the Americans with Disabilities Act (ADA) and the potential impact for failure to comply.

This session will be a discussion around all you need to know about Citizen Engagement expectations while also complying with the Americans with Disabilities Act (ADA) requirements and other compliance standards in 2019. Joining the Granicus leadership team will be Municipal Clerks and Geoff Ames, Registered Accessibility Specialist at Meeting the Challenge, Inc.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room N 10:30 a.m. – 12:30 p.m.

Put a Little Disney “Magic” into Your Organization***

■ Pete Blank

Training Manager

Personnel Board of Jefferson County, AL

Convener: Lynnette Ogden, MMC, *Retired Town Clerk/
Treasurer, Millport, AL*

Municipal Clerks and Administrators have a tremendous amount of responsibility when it comes to their agencies. As leaders, you should always be looking to improve both the aesthetics of your facilities and the norms of your departmental culture. The Disney organization can be a valuable benchmark on how to enhance both areas.

This session will explore how Disney uses all five senses to create “The Disney Show.” In addition, you will learn the not-so-hidden secrets of how Disney creates a work culture that adds value for both cast members and guests which leads to increased customer satisfaction and highly engaged employees.

During this session participants will:

- Examine how utilizing the five senses can deliver a “Disney Show” element in your agency;
- Discover the three ways to create a Disney-like work culture;
- Formulate a plan to add “Disney Magic” into your area.

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Tuesday, May 21, 2019 (continued)

Concurrent Education Session

BJCC - Floor 3 - Meeting Room O 10:30 a.m. – 12:30 p.m.

Make Quick Work of Building and Zoning Related Questions

■ Jeannie Sanders

*Education and Technology Specialist, General Code
Rochester, NY*

Convener: Marilyn Sanders, CMC, City Clerk, Kansas City, MO

Clerks are called upon to answer all types of questions. They are most valued for their wealth of knowledge gained through many years of service to their communities. When they have to hand a resident off to another department, it's unusual, and may require the resident to wait for the answer. In this session we will explore some ways in which Clerks can quickly answer the common questions that homeowners, realtors, builders and developers have within their municipalities.

In every community, there is specialty software within various departments. Your Code of Ordinances can work seamlessly with other software to put the answers to everyday questions in the hands of everyone. In this session, attendees will experience five types of software and learn how each can be used by anyone to find answers to constituents' most frequently asked questions. We will take an in-depth look at examples of how the following systems might work with your Code to provide the answers to questions in just a few clicks:

- Ticketing applications
- Zoning modules
- GIS mapping assets
- Building code
- Permit management software

Offsite Concurrent Education Session

Birmingham Civil Rights Institute

10:30 a.m. – 12:30 p.m.

Fee: \$60

Birmingham, Alabama: A Journey into the Past

■ Barry McNealy

*Education Consultant, Birmingham Civil Rights Institute
Birmingham, AL*

Conveners:

Kerry Rozman, MMC, City Clerk, Clay Center, KS

Janice Bates, MMC, Clerk of Council, Tipp City, OH

This offsite education session will explore the Birmingham Civil Rights Institute (BCRI) that sits at the center of the past and new beginnings and chronicles the events, struggles, and victories of the Civil Rights Movement. Conceptualized in the

1970s, the Institute opened its doors in November of 1992 and welcomed over 25,000 visitors in its first week. Rooted in the heart of the Civil Rights District, the Institute neighbors the 16th Street Baptist Church and Kelly Ingram Park, sites of some of the most significant events in the Civil Rights Movement of the 1950s and 1960s.

Birmingham, Alabama today is a city transformed by social progress, a city whose businesses and institutions thrive, in part, because of its diversity. It is a city strengthened by the process of reconciliation—a city that has endured. The Birmingham Civil Rights Institute tells the story of that transformation.

Led by the BCRI Education Staff, this session will give IIMC delegates an exclusive opportunity to explore the past and to work together in the present to build a better future.

NOTE: On-site registrations are not allowed.

Exhibit Hall Luncheon with Exhibitors

BJCC – Floor 2 – Exhibit Hall 3

12:30 p.m. – 1:45 p.m.



Concurrent Education Session

BJCC - Floor 1 - Meeting Room A-C

2:00 p.m. – 4:00 p.m.

Municipal Problem Solving: We Are Stronger When We Share***

■ Lynn Tipton

*Director, FLC University, Florida League of Cities
Orlando, FL*

Convener: Jennifer Sisane, Institute Director, Virginia Commonwealth University - Office of Continuing & Professional Education, Richmond, VA

Got a problem? Odds are that you're not alone. Most municipalities experience similar problems, which means most clerks do not need to reinvent the wheel, but simply learn how to articulate the struggle/problem/situation in order to find answers/solutions/management tools. Who better to help you solve workplace problems than your municipal colleagues, many of whom have years of experience! This hands-on, roll up your sleeves, highly interactive problem-solving session will introduce and guide brainstorming sessions on four current challenges municipal clerks currently face and then transition into helpful conversations about tried-and-true methods and resources for solving today's municipal problems. Groups will report their recommendations out to the full audience and all participants will have action plan materials to enact.

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Tuesday, May 21, 2019 (continued)

Concurrent Education Session

BJCC - Floor 3 - Meeting Room D-F 2:00 p.m. – 4:00 p.m.

Flourishing in Failure: Managing Mistakes Like a Comedian

■ Jan McInnis

Comedian/Speaker, The Work Lady, Los Angeles, CA

Convener: Ellie Monteaux, CMC, City Secretary, Livingston, TX

Nobody tries to fail, but sometimes things go “not as planned,” and recovery is rough. Comedians know this more than anyone because they have a very high-profile job. And when they flub up, or something goes wrong, it needs to be fixed fast and on the spot. During this session Jan will continue to drop wisdom and tips on how to handle, avoid and move through these situations. Don’t let mistakes and mishaps hinder future success! This session is based on Jan’s new book, “Convention Comedian: Stories and Wisdom From Two Decades of Chicken Dinners and Comedy Clubs”. Don’t miss your chance to spend additional time with Jan and keep the laughs rolling as she discusses:

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Concurrent Education Session

BJCC - Floor 3 - Meeting Room J-L 2:00 p.m. – 4:00 p.m.

Accountability and Transparency: Local Boards and Commissions

■ Richard Drew

*Chief Executive Officer, Prime Government Solutions
Orem, UT*

Convener: Myrna Rios, CMC, Deputy City Clerk, Austin, TX

Municipalities across the globe are paying close attention to transparency and municipal governance. A key component of this structure is through Committees, Local Boards, and other Appointments. This session will discuss the role transparency and engagement plays in relation to committees, and go into detail on the following:

- Purpose of committees, boards and other appointments
- Limitations, skill sets and structure for different positions
- How to ensure an open and transparent recruitment process
- Managing expectations of the public and council
- Methods for increasing involvement in Committees

Concurrent Education Session

BJCC - Floor 3 - Meeting Room M 2:00 p.m. – 4:00 p.m.

Creating Connections Beyond the Screen

■ Matt Booth

*Certified Speaking Professional, Mattitude, LLC
Dubuque, IA*

Convener: Pamela Smith, MMC, City Clerk, Sanibel, FL

You live in a world full of clutter, confusion, and information overload. Send a text, send an email, check in on Facebook. With each beep of your cell, you seem to take a step back from others. Every day, the gap between communication and interaction has the potential to grow to the point where there will no longer be a need for physical contact on a social level. But what about on a municipal level? Is digital communication the way you want to interact with your colleagues, your council, your citizens? Is that truly the best way to discuss ideas, projects, agenda items or gain buy-in from staff and co-workers?

The most successful and respected people in today’s world know that no matter where technology takes us, one thing remains true. Virtually every facet of your personal and professional life hangs on your ability to communicate and interact with those around you. Success comes to these people not because they are smarter or necessarily more talented, but because they can communicate their ideas clearly. Join Matt for this highly interactive session and learn to Communicate Beyond the Screen!

Concurrent Education Session

BJCC - Floor 3 - Meeting Room N 2:00 p.m. – 4:00 p.m.

Put a Little Disney “Magic” into Your Organization***

■ Pete Blank

*Training Manager
Personnel Board of Jefferson County, AL*

Convener: Kelly Varner, Chief Deputy City Clerk, Kansas City, MO

Municipal Clerks and administrators have a tremendous amount of responsibility when it comes to their agencies. As leaders, you should always be looking to improve both the aesthetics of your facilities and the norms of your departmental culture. The Disney organization can be a valuable benchmark on how to enhance both areas.

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Tuesday, May 21, 2019 (continued)

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Fee: \$60

Birmingham, Alabama: A Journey into the Past

■ Barry McNealy

*Education Consultant, Birmingham Civil Rights Institute
Birmingham, AL*

Conveners:

Kittie Kopitke, MMC, *Village Clerk/Collector, Streamwood, IL*
Elizabeth Burke, MMC, *Town Clerk, Fountain Hills, AZ*

This offsite education session will explore the Birmingham Civil Rights Institute (BCRI) that sits at the center of the past and new beginnings and chronicles the events, struggles, and victories of the Civil Rights Movement. Conceptualized in the 1970s, the Institute opened its doors in November of 1992 and welcomed over 25,000 visitors in its first week. Rooted in the heart of the Civil Rights District, the Institute neighbors the 16th Street Baptist Church and Kelly Ingram Park, sites of some of the most significant events in the Civil Rights Movement of the 1950s and 1960s.

Birmingham, Alabama today is a city transformed by social progress, a city whose businesses and institutions thrive, in part, because of its diversity. It is a city strengthened by the process of reconciliation—a city that has endured. The Birmingham Civil Rights Institute tells the story of that transformation.

Led by the BCRI Education Staff, this session will give IIMC delegates an exclusive opportunity to explore the past and to work together in the present to build a better future.

NOTE: Participants may only attend this session once.

Refreshment Break

BJCC – Floor 2 – East Exhibit Hall Foyer

4:00 p.m. – 4:30 p.m.



Region Meetings

4:30 p.m. – 5:30 p.m.

| | |
|------------------|---|
| Region 1 | CT, ME, MA, NH, NY, RI, VT Sheraton Hotel – Birmingham Ballroom 1 |
| Region 2 | DE, DC, MD, NJ, PA, VA, WV Sheraton Hotel – Birmingham Ballroom 3 |
| Region 3 | AL, FL, GA, NC, SC Sheraton Hotel – Birmingham Ballroom 4 |
| Region 4 | AR, LA, MS, OK, TX BJCC - Floor 1 Meeting Room A-C |
| Region 5 | IN, KY, MI, OH, TN BJCC – Floor 3 Meeting Room D-F |
| Region 6 | IA, MN, WI BJCC - Floor 3 Meeting Room J-L |
| Region 7 | IL, KS, MO BJCC – Floor 3 Meeting Room M |
| Region 8 | AZ, CO, ID, MT, NE, NV, NM, ND, SD, UT, WY BJCC – Floor 3 Meeting Room N |
| Region 9 | AK, CA, HI, OR, WA BJCC – Floor 3 Meeting Room O |
| Region 10 | CANADA BJCC – Floor 3 Meeting Room H |
| Region 11 | OUTSIDE NORTH AMERICA BJCC – Floor 3 Meeting Room I |



**This Evening is an Open Night –
Region Dinners on Your Own**

Wednesday, May 22, 2019

IIMC thanks the IIMC Foundation and IIMC sponsors for their contributions toward the Conference education program and speakers.

Unless otherwise noted, all Academies, Athenian Dialogues, Meetings, IIMC Registration/Cashier are in either the **Sheraton Hotel** or the **Birmingham Jefferson Convention Center (BJCC)** located on floors 1, 2 and 3.

Annual Business Meeting/Breakfast

BJCC - Floor 1 – Ballroom A & B
(East Ballroom)

7:00 a.m. – 7:30 a.m. – Breakfast

7:45 a.m. – 9:45 a.m. – ABM



This morning's business meeting will begin promptly at 7:45 a.m., immediately following breakfast. The meeting will cover the year-end 2018 financials, swearing in of newly elected Board of Directors and Officers, results of the IIMC Vice President elections, Proclamations, the 2020 Conference invitation and other IIMC business.



Registration

BJCC - Floor 3 - East 3rd Floor Registration
10:00 a.m. – 3:00 p.m.

Cashier

BJCC - Floor 3 – Meeting Room G
9:30 a.m. – 3:00 p.m.

Concurrent Education Session

BJCC - Floor 1 - Meeting Room A-C 10:00 a.m. – 12:00 p.m.

Prevention of Sexual Harassment in the Workplace

■ Rick Caldwell

CEO/President, RCultures, Inc., Miramar, FL

Convener: Keia Waters, CMC, Senior Deputy Clerk,
Portsmouth, VA

Educating municipal employees in the recognition and prevention of illegal workplace sexual harassment and providing effective means of eliminating such harassment from the workplace is not only necessary but critical in this day in age.

This highly interactive session will introduce attendees to a proactive approach on why this should be considered a priority for effective employee relations and present learners with realistic workplace scenarios that help them truly understand inappropriate conduct in the workplace. We will cover important issues related to sexual harassment and other forms of prohibited harassment like race, color, religion, national origin, disability and age. A future where all are respected in the workplace is a bright one. Join IIMC and help make the workplace of the future brighter.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room D-F 10:00 a.m. – 12:00 p.m.

Pick Up The Roach: Why Great Municipal Clerks do the Little Things

■ Pete Blank,

*Training Manager, Personnel Board of Jefferson County,
Alabama*

Convener: Jane Fuller, Deputy Town Clerk, Cave Creek, AZ

Managers and supervisors are trained to spend time on the big stuff: balancing budgets, organizing workflow and delivering results. Very few have time to stop and focus on the small details. But the details are usually the difference between a mediocre manager and a successful leader.

Through a fascinating lesson from a simple roach, Pete will share six simple, yet essential traits that leaders can emulate every day to improve their teams and their municipality.

Think you aren't a leader? Don't have a manager title or supervisory role? Join Pete and let him show you that regardless of your title or position, implementing the actions learned in this session will create a difference across your municipal organization.

*****This session will be repeated in the afternoon to meet the high demand. Credit will be given only for attending this session once.**

Concurrent Education Session

BJCC - Floor 3 - Meeting Room J-L 10:00a.m. – 12:00 p.m.

Powerful Communication Strategies: Bridging the Gender and Generational Gap

■ Brian Smith

*CEO/President, Power Link Dynamics
St. Catharines, Ontario, Canada*

Convener: Melissa Chambers, Clerk/Treasurer, Woodville, AL

More and more organizations believe "Emotional Intelligence", the ability to get along with others is more important than I.Q. Having the ability to communicate and interact more effectively has never been more critical to your success or the success of your organization than now. If the essence of communication is to send the message and have it received

Wednesday, May 22, 2019 (continued)

as you intended, then you need to communicate in a style that the other person will understand. For the first time in our lifetime we are working with 5 different generations – each generation has their own style of communicating and interacting. In this workshop you will learn how to adapt your communicating and listening style to be better understood – regardless of gender or generation. We are not born good communicators or listeners, but we can learn to be. This workshop will teach you how.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room M 10:00 a.m. – 12:00 p.m.

Be Forward Focused! The Power of Positive Leadership

- **Anne B. Uecker, MMC**
City Clerk/Treasurer, Saint Francis, WI
- **Debi A. Wilcox**
Retired Regional Clerk
Regional Municipality of Durham, Ontario, Canada

Convener: Ricca Charlon, CMC, *City Clerk, Ridgecrest, CA*

Everyone faces challenges. And every person, organization, and team will have to overcome negativity and adversity to define themselves and create their success. No one goes through life untested and the answer to these tests is positive energy—the kind of positive energy consisting of vision, trust, optimism, enthusiasm, purpose, and spirit that defines great leaders and their teams.

In this fun and interactive session, you will have the chance to develop your own “7 Step Plan for a Power Positive You” based on book *The Energy Bus* by Jon Gordon. Our facilitators will help you get on the Energy Bus and help you harness the power of positive thinking, stay positive in your day to day work environment and provide you with tools to assist in your challenges as a Municipal Clerk. This session will wrap up by incorporating your positive plan in your day to day leadership affirming and enhancing your current approach to leadership.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room N 10:00 a.m. – 12:00 p.m.

Is There Quorum on the Forum: A Case Study of Austin’s Implementation of an Online Message Board

- **Jannette Goodall, MMC**
City Clerk/Records Manager, Austin, TX
- **Myrna Rios, CMC**
Deputy City Clerk, Austin, TX

Convener: Melanie Clark, CMC, *Town Clerk, Vienna, VA*

The Texas State Legislature significantly amended the Texas Open Meetings Act in 2013 to authorize municipal governments to use a real time-viewable and searchable online message board for elected officials to discuss public business between posted meetings. The City of Austin was the first city in Texas to implement this change, using an externally hosted subscription service administered by the City Clerk’s Office.

Austin’s open government attorney will outline what sparked the change in the Texas Open Meetings Act and discuss legal issues connected with structuring the system, and personnel from the City Clerk’s Office will address the impact it has had on elected officials, restrictions on how the online message board may be used, and the project’s implications for records management.

This case study will delineate fully how the City of Austin implemented the legislative amendment in order to increase council members’ ability to efficiently communicate while still meeting TOMA legal requirements, all the while ensuring maximum transparency for the public.

The session will also include a demonstration of how the message board has been utilized by council members and their staff, how the records are managed by the Clerk’s Office, and will provide “lessons learned” relative to the implementation of a hosted message board solution.

Wednesday, May 22, 2019 (continued)

Concurrent Education Session

BJCC - Floor 3 - Meeting Room O 10:00 a.m. – 12:00 p.m.

How to Boost Your Efficiency as a Clerk: 5 of the Biggest Challenges Facing Clerks in an Increasingly Digital World

■ Michelle Cooper

*EGovernance Advisor, Diligent,
New York, NY*

Convener: Alicia Corder, *Town Clerk, Greenwood, FL*

The idea of governments “doing more with less” has been around for a long time — and it’s no surprise that the concept continues to generate interest and support among citizens and elected officials alike. Not only is it a catchy phrase, it’s also a laudable ambition. The original goal was to lower costs and streamline the delivery of essential services by reducing waste, redundancy and unnecessary expense, which would also free government workers to devote more time to the needs of the constituents they serve.

What local governments need are ways to boost efficiency and provide greater transparency while maintaining or improving their relationships with elected officials and the public. In this session, we’ll dissect the biggest challenges facing Clerks as identified through our annual industry survey, and arm attendees with the best ways to address these challenges efficiently in order to work smarter, not harder!



2019-2020 Incoming IIMC Board of Directors Meeting

Sheraton Hotel – Birmingham Ballroom I

12:00 p.m. – 1:15 p.m.

Delegates Lunch on Your Own

12:00 p.m. – 1:15 p.m.



Concurrent Education Session

BJCC - Floor 1 - Meeting Room A-C 1:30 p.m. – 3:30 p.m.

Cultural Competency: The Lifelong Journey

■ Rick Caldwell

CEO/President, RCultures, Inc., Miramar, FL

Convener: Linda Ferguson, *CMC, Town Clerk, Millport, AL*

Join Rick Caldwell, CEO/President for RCultures, Inc., for a session based on research found during a survey conducted by The Community Foundation for Palm Beach and Martin Counties in Florida. The findings?

In diverse communities, the benefits of cultural exchange are often overshadowed by the fact that relations between racial and ethnic groups can be fraught with tension, emotion and some lack of understanding about other groups’ points of view.

In response to these results and the changing demographics of South Florida and the need for residents to embrace its evolving cultures, RCultures, Inc. has established Cultural Competency/Diversity Training and is ready to take it global.

During this session, participants will learn to view each individual as having a unique culture and gain tools to develop more culturally proficient personal and professional behaviors. The training addresses knowledge, attitudes and skills by building on the RCultures steps to cultural competency.

Rather than singling out specific groups or ethnicities by developing “lists” of values and beliefs, the approach focuses on communicating, building trust, being sensitive, recognizing and learning about the unique and special qualities of various cultures. You won’t want to miss this one!

Concurrent Education Session

BJCC - Floor 3 - Meeting Room D-F 1:30 p.m. – 3:30 p.m.

Pick Up The Roach: Why Great Municipal Clerks do the Little Things

■ Pete Blank

*Training Manager, Personnel Board of
Jefferson County, Alabama*

Convener: Stephanie Carouthers Kelly, *MMC, City Clerk
IIMC President, Charlotte, NC*

Managers and supervisors are trained to spend time on the big stuff: balancing budgets, organizing workflow and delivering results. Very few have time to stop and focus on the small details. But the details are usually the difference between a mediocre manager and a successful leader.

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Leave your legacy

If there was ever a time to invest in clerks' education, it's now. You can do it by investing in the **IIMC Planned Giving Legacy Program**.

The Legacy Program provides IIMC retirees and members an opportunity to be remembered and to continue supporting education programs.

Learn more here —ask any IIMC Foundation board member, or visit us at the Silent Auction or Hawaii Raffle tables.

"Helping deliver quality educational programs to future generations through a personal legacy gift is a unique way to make a difference in years to come."

Monica Martinez Simmons, MMC



Wednesday, May 22, 2019 (continued)

Concurrent Education Session

BJCC - Floor 3 - Meeting Room J-L 1:30 p.m. – 3:30 p.m.

Confessions of a Reformed Control Freak: The Top Ten Sins Most Managers Make & How to Avoid Them

■ Brian Smith

*CEO/President, Power Link Dynamics
St. Catharines, Ontario, Canada*

Convener: Janet Gray, MMC, Deputy Clerk, Rantoul, IL

Brian admits that in his 40+ years managing and leading others, he's made his fair share of mistakes. He's a self-proclaimed control freak and confesses to being an "old-School" micro-manager. But, the good news is that he's seen the errors of his ways and is here to confess his sins in the hope that team leaders, supervisors and managers can learn what not to do - and more importantly - what to do - when communicating and interacting with associates, colleagues and clients. One can learn to communicate and interact more effectively, manage your time and your team's time, cope with stress, problem solve, build collaborative teams and better deal with difficult people and challenging situations. This session will give you valuable insight into a leadership style that is right for today's workplace. Don't put your career or organization at risk - learn to manage and lead the 21st Century way.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room N 1:30 p.m. – 3:30 p.m.

Using Power and Influence Ethically and Effectively in the Workplace

■ Dr. Marci Campbell

*Public Service Faculty, University of Georgia
Athens, GA*

Convener: Rebecca Huerta, CMC, City Secretary,
Corpus Christi, TX

Do you want to expand your personal influence within your organization and discover influencing strategies? Attend this session to explore the sources of power and how they can be used ethically and effectively in your role as a clerk. In addition, the concept of the circle of influence will be analyzed and completed by each attendee. Learning the Push/Pull Influence Model will provide attendees with the understanding of how influencing behaviors impact others and relationships. Return to your workplace ready to apply new skills to resolve current work-related influence challenges!

Concurrent Education Session

BJCC - Floor 3 - Meeting Room M 1:30 p.m. – 3:30 p.m.

Creating Your Life, One Thought at a Time

■ Brenda Viola

*Communications Consultant/Motivational Speaker
Sarasota, FL*

Convener: Lee Ann Henderson, MMC, Chief Deputy Clerk,
Prince William County, VA

So often we run to meetings, tackle our to-do lists, and vainly attempt to balance our personal and professional obligations, collapsing at the end of the day (only to revisit the hamster wheel when the alarm clock sounds). How do we stop reacting to life and start creating not just balance, but happiness? The key is in the power of your thought life and directing your thoughts to achieve your goals. This is a "rubber meets the road" class that addresses the everyday challenges of the Municipal Clerk, offering tools to slow negative momentum and turn the tide in a positive direction.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room O 1:30 p.m. – 3:30 p.m.

Bullying Awareness and Prevention in the Workplace

■ Anne Schroeder

*Schroeder Management Consultants
North Fort Meyers, FL*

Convener: Jennifer Berry, MMC, Clerk of Council,
Front Royal, VA

There has been an ever-increasing amount of attention focusing on the issue of bullying, harassment, and incivility in the workplace. While bullying may not always be detected easily, it leads to employee dissatisfaction, reduced productivity and frequent absences. Organizations must learn how to quickly deal with issues associated with bullying so that escalation into employee illnesses, depression, and possibly violence, is less likely to happen. Strategies and skills are essential to produce a "prevention" atmosphere in the workplace rather than an "intervention" atmosphere.

Wednesday, May 22, 2019 (continued)

Refreshment Break

BJCC – Floor 2 – East Exhibit Hall Foyer
3:30 p.m. – 4:00 p.m.



Concurrent Education Session

BJCC - Floor 1 - Meeting Room A-C 4:00 p.m. – 5:30 p.m.

Building Trust Within Communities Through Storytelling

■ Brian Huonker

*Technology Analyst and Product Owner of Simple Insights
State Farm, Bloomington, IL*

Convener: Natasha Kennedy, MMC, *Clerk to the Board,
Pinal, AZ*

Since the earliest recorded history, stories have been utilized to teach the younger generations values, beliefs and behaviors. Stories were passed from father to son, mother to daughter, generation to generation. Over time, these stories were transcribed from word of mouth into written words as societies advanced. Today, those same stories are recreated and broadcasted through television, computers and even social media. The notion of teaching values conveyed through stories can be used to communicate with today's audiences.

It's through storytelling that Brian will educate conference delegates on how to communicate with today's culturally diverse, educated, and technology connected audiences. Stories derived from 30+ years of communicating with consumers through traditional mass media outlets to the various digital channels. Positive, uplifting stories that hit their messaging marks to stories that fell flat with the audiences and generate less than flattering social commentary.



Birmingham Civil Rights Institute

Concurrent Education Session

BJCC - Floor 3 - Meeting Room D-F 4:00 p.m. – 5:30 p.m.

Leave It Better Than How You Found It

■ Joel H. Hondorp, MMC

City Clerk, Grand Rapids, MI

Convener: Kittie Kopitke, MMC, *Village Clerk/Collector,
Streamwood, IL*

"Leave it better than you found it" is something you've probably heard about a campsite or nature preserve. But it's also a great rule of thumb for just about everything. It applies to the kitchen, the hallways at school, the park, the beach and more importantly – our municipal offices.

Most of us have experienced that sinking feeling – you know the one - when you walk into a new work situation and it is a complete and utter mess. Or when an employee leaves and everything they knew was inside their head.

In this session we will explore practical steps on how to bring your office back from the dumps, develop standard operating procedures, prepare for staff turnover and loss of institutional knowledge and plan for the future.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room J-L 4:00 p.m. – 5:30 p.m.

You Don't Have to Like Them - Just Learn to Work with Them: Collaborative Team Building and Performance Improvement

■ Brian Smith

CEO/President, Power Link Dynamics

St. Catherines, Ontario, Canada

Convener: Pamela Latimore, MMC, *City Clerk,
North Miami Beach, FL*

Whether you work in formalized teams or on your own, your success will rely on your ability to work with others. Success is no longer dependent on your technical abilities alone. Having the ability to work with others is recognized by many industry-leading companies as the key ingredient to increased productivity and reduced staff turnover. We all have a preferred style of communicating and interacting with others; a certain way of behaving. In this workshop, through the universal language of DISC, you will gain valuable insight into your style but more importantly - you'll learn how to work with someone who has a different style than yours. The key to building collaborative teams, resolving conflict, problem solving and working with someone even if you don't like them is to communicate and interact with them in a style that they like.

Wednesday, May 22, 2019 (continued)

Concurrent Education Session

BJCC – Floor 3 - Meeting Room M 4:00 p.m. – 5:30 p.m

How to Be Heard (Without Screaming!)

■ Brenda Viola

*Communications Consultant/Motivational Speaker
Sarasota, FL*

Convener: Lynnette Ogden, MMC, Retired Town Clerk/
Treasurer, Millport, AL

Have you ever felt like the teacher in the Peanuts' cartoon who talks but no one really hears what she is saying? The best communicators use the tips contained in this session to make their voices heard (without resorting to screaming.) Learn how to speak in sound bites and bridge back to your main message. Harness the power of body language and choose just the right timing to achieve maximum impact. You'll feel more confident and effective in a one-on-one conversation, a business meeting, or in the board room with a capacity audience. Bring your challenging communication scenarios for role-playing solutions.

Concurrent Education Session

BJCC - Floor 3 - Meeting Room O 4:00 p.m. – 5:30 p.m

Staying Positive in a Not-So-Perfect World

■ Anne Schroeder

*Schroeder Management Consultants
North Fort Meyers, FL*

Convener: Mary Reynolds, CMC, Town Clerk, Youngtown, AZ

Negativity can seemingly spring out of nowhere. Negative mindsets can infect people, destroy morale and undermine an office. It's nearly impossible to completely insulate yourself from toxic people in the workplace; however, you can choose ways to react to boost your own spirit — and often those of other like-minded team members as well. This session will explore the sources of negative attitudes and provide work-arounds to finesse whatever situations work or life dishes out. You'll have the opportunity to explore how the brain processes negativity and learn to counter with realistic, optimistic responses.

ANNUAL RECEPTION

Sheraton Hotel – Birmingham Ballroom
Pre-function Area

6:30 p.m. – 7:30 p.m.

ANNUAL BANQUET

Sheraton Hotel – Birmingham Ballroom

7:30 p.m. – 10:00 p.m.

The Annual Banquet is a fitting end to celebrate the conference week's highlights. It is a wonderful time to reflect on your Conference high's, say goodbye to friends and enjoy the banquet festivities.

Tonight's Banquet feature the sound stylings of **The Music Caterers**, featuring jazz saxophonist, **Willie "Jazzanova" Davis**. He will be joined by a jazz quartet that will set the tone and mood for a marvelous evening.

Special thanks to, **Matthew Wilson** and **Tommy Ellison**, magicians extraordinaire, and 14-year-old guitar sensation, **Jannah Blain**, who provided their talents during the pre-banquet function.

Attire: After five formal wear or business attire.



Clerk BINGO

Name: _____

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Why play?

IIMC's conferences provide excellent networking opportunities. But truth be told, most attendees tend to hang out and huddle with the same colleagues they've known for years. So this year, the Diversity/Inclusivity Conference "Bingo" is a way to get Delegates to meet up with new Clerks outside your usual circle. It's also a chance to win a conference registration for the 2020 Conference in St. Louis, MO.

How to play:

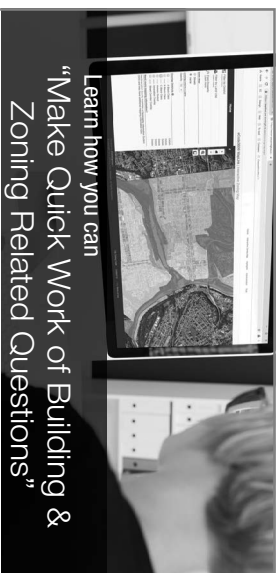
You may need to step outside of your comfort zone, but take advantage of this unique opportunity and meet and mingle with some new-to-you conference attendees. On the inside of this card, have the Delegates that you meet sign their name and where they're from. Do your best to get a variety and not just a handful from one state, province, or country. Once you've collected 15 or more names, take your Diversity/Inclusivity "Bingo" card to the Exhibit Hall and drop it off to a General Code staff member in Booth #14/15 (near the Silent Auction). You'll get a special reward just for completing your card, and you'll be entered to win one complementary registration for the 2020 IIMC Conference.

Who's eligible to play?

All IIMC Conference Delegates (guests excluded) attending the Conference in Birmingham, AL.

When does Bingo end?

Completed "Bingo" cards must be submitted to a General Code staff member by 3:00 p.m. on Tuesday, May 21. The drawing will be held at the Annual Business Meeting. The winner does not need to be present to win.



TUESDAY, MAY 21ST FROM 10:30 A.M. – 12:00 P.M.

In this session, you'll see how your Code of ordinances can work seamlessly with 'specialty' software from various municipal departments.

Attendees will experience five types of software and learn how each can be used by anyone to find answers to constituents' most frequently asked questions—with just a few clicks. From ticketing applications to Zoning modules and GIS mapping assets, as well as Building Codes and permit management software, you'll get in-depth examples of how these systems can work with your Code to easily provide answers to everyday questions.

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Fueled by Passion

1960s - George Barber's zeal for speed ignited his vision for today's museum. Having raced Porsches in the 1960s, Barber held an impressive track record—63 first place wins. A thriving business executive, Barber rediscovered his motorsports passion in 1988 and began collecting and restoring classic cars.

Shifting Gears

1988 - Since the world's best and largest car collections had already been established, Barber heeded some wise advice. His longtime friend Dave Hooper—a motorcycle enthusiast as well as the person who ran Barber's delivery fleet for 27 years—suggested that Barber shift his focus from cars to motorcycles. Being a man of big dreams, Barber seized the opportunity to accomplish what no one else had done... build the world's "best and largest" motorcycle collection.



2-Wheeled Marvels

1991 - To help jumpstart Barber's collection, Hooper suggested a trio of Honda V-Fours. He then gifted Barber with two of his own motorcycles. One of these bikes—a rare, exquisitely detailed 1952 Victoria Bergmeister—instantly won Barber's affection. The quest for more was on.

www.barbermuseum.org/the-museum/barber-story/



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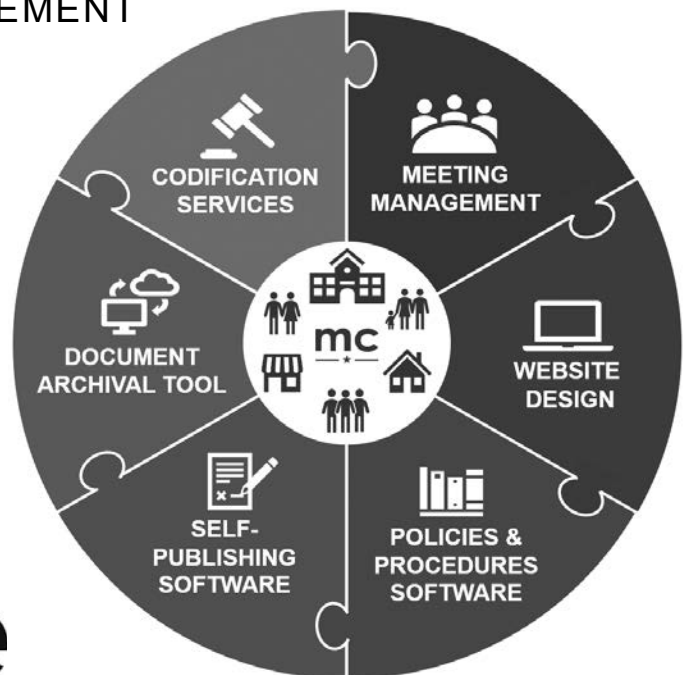
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Code of Conduct Policy

Attendees, Presenters and Vendors at IIMC events are expected to comply with instructions from staff members, and are expected to conduct themselves at all times in a courteous, professional and respectful manner, refraining from language and actions that might bring discredit upon themselves, their municipalities and IIMC. Such conduct includes, but is not limited to, actions disrupting the businesslike atmosphere, harassment, discrimination, inappropriate language, failing to comply with all local, state, and federal laws, and activities that endanger self and others. Attendees, Presenters and Vendors who do not comply with this code of conduct at any event may be removed from said event and barred from attending all future IIMC sponsored or co-sponsored events.

Board approved Monday, March 5, 2012



IIMC Annual Conference Attendance Tracking

In October of 2018 at its midyear Board Meeting, the IIMC Board of Directors voted to suspend the education session scanning process for a period of two full years. The 2019 conference attendees will utilize a self-tracking system to keep records of their session attendance. Tracking sheets and more information will be provided at the IIMC Registration Desk.

Delegates are to return the tracking sheets to the IIMC Registration Desk prior to the end of the Conference on Wednesday, May 22.

If you have questions regarding the new process, please feel free to reach out to the Education Department on site.



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Sunday, May 17 thru
Wednesday, May 20, 2020



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Wednesday, May 12, 2021



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