

# City/County Management IN ILLINOIS

Volume 10 No. 5

Strengthening the quality  
of local governance through  
professional management

DECEMBER  
2014



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## Calendar of Events

For complete details on events please visit the ILCMA calendar at <http://www.ilcma.org/calendar.aspx>

December 3  
**Legacy Project Brown Bag Luncheon**  
Woodridge Village Hall

December 5  
**SWICMA Luncheon**  
Highland

December 10  
**IAMMA/Metro Holiday Luncheon**  
**Angel Tree Program**  
Harry Caray's, Lombard

January 15, 2015  
**ILCMA Professional Development**  
Harry Caray's, Lombard

January 15, 2015  
**Metro Manager Luncheon**  
Harry Caray's, Lombard

January 30, 2015  
**CGS/ILCMA Financial Forecast Forum**  
NIU Naperville

January 31, 2015  
**SWICMA Winter Dinner**  
O'Fallon

February 25 – 27, 2015  
**ILCMA Winter Conference**  
Normal, IL

April 1 -2, 2015  
**ICMA Young Professional Leadership Institute**  
Evanston

April 2 – 3, 2015  
**ICMA Midwest Region Summit**  
Evanston



**HAPPY HOLIDAYS AND A VERY  
HAPPY, HEALTHY NEW YEAR!**

Dawn S. Peters  
Alex Galindo

DISCLAIMER. Statements or expressions of opinions appearing herein are those of the authors and not necessarily those of the Association or its editor. The publication of any advertisement is not to be construed as an endorsement of the product or service offered.

## President's Column

*By Michael Baker, Deputy Village Manager, Downers Grove, IL*

We come together once again in late February to connect with one another, embrace new ideas and commit to the basic principles of professional and ethical local government management. We are optimistic that the communities we serve, in partnership with our elected leaders, will become more effective and resilient in the months and years to come - this despite the uncertainty and unpredictability of the challenging times we continue to face. It is the opportunity to join together in this setting where professional development and renewal flourishes and allows us to return to our communities more capable of meeting the challenges to come.

This year's Winter Conference Committee has put together a great program and looks forward to your visit to Uptown Normal (<http://www.uptownnormal.com/>) from February 25-27. This year's conference offers a variety of engaging speakers, thought-provoking sessions and creative social activities:

### Keynotes Speakers:

Mark Horstman (Opening Keynote): The co-founder of Manager Tools and an accomplished management consultant and executive coach will engage the audience with valuable insights and lessons about effective management and achieving better results, no matter which level of the organization you are at.

Joe McCoy (Lunch Keynote): Legislative Update

Kyra Cavanaugh (Closing Keynote): The President of Life Meets Work, which helps organizations adapt to a changing work environment and expectations, will share a unique perspective having worked with many companies and sectors on issues involving present and future workplace demands. Her high-energy presentation will offer a boatload of common sense ideas to improve performance, resiliency, communication, trust and more.

### Sessions:

Rapid Fire: Unique Revenue Generation  
Mark Horstman, Continuing the Conversation  
Healthcare Reform Five Years Out  
How to Lead without Authority  
Community Branding: Putting your Reputation to Work  
Lobbying with a Purpose!  
Property Maintenance and Code Enforcement  
from A to Z  
#HeforShe: What Role Can and Should Men Play in  
Advancing Women in the Profession  
Q&A for Aspiring Managers

### Editor's Notice

The ILCMA Secretariat's Office will close from December 24, 2014 thru January 2, 2015. Therefore, there will be no January newsletter.

### Important Information Regarding Information Sharing Agreements

Public Act 98-1058, effective January 1, 2015, made changes to the statute regarding the furnishing of confidential taxpayer information to local governments. As a result of this legislative change, the Illinois Department of Revenue has made changes to the Reciprocal Agreement on Exchange of Information (Information Exchange Agreement).

Please visit the Illinois Department of Revenue website at [www.tax.illinois.gov](http://www.tax.illinois.gov) for additional information regarding the revised Reciprocal Agreement on Exchange of Information

ICMA University Workshop: Tools for the Balancing Act: Exploring Local Government Success Criteria and Understanding the Psychological Characteristics that Define Leaders

### Social Events:

Welcome Reception hosted by Downstate/SWICMA  
Dinner at the Children's Discovery Museum  
IAMMA Pool/Bags/Euchre Tournament  
Morning Yoga  
5K Trail Run

### Committee Members:

Mike Baker, Deputy Village Manager, Downers Grove  
Randy Bukas, City Administrator, Flora  
Brad Burke, Village Manager, Lincolnshire  
David Cook, Executive Director, IPBC  
Sally Heffernan, Assistant City Manager, Normal  
Jack Knight, Assistant to the Village Administrator, Woodridge  
Ryan McCrady, City Manager, Decatur  
Ben McCready, Assistant to the City Manager, Rock Island  
Justyn Miller, Assistant to the County Administrator, Boone County  
Matt Morrison, Assistant Public Works Director, Northbrook  
Cristi Musser, Senior Management Consultant, Sikich  
David Nord, City Administrator, Dixon  
Jerry Sagona, Village Administrator, Lake in the Hills  
Scott Shumard, City Manager, Sterling  
David Van Camp, Senior Project Manager, HR Green  
Sean Widener, Clark Dietz



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## Welcome New Members!

Zachary Dyba, Village of Mundelein, Administrative Intern  
Jeffrey Fiegenschuh, Village of Rantoul,  
Village Administrator  
Ryan Horne, Village of Morton Grove,  
Village Administrator  
Clay T. Johnson, City of Lincoln, City Administrator  
Lyndon J. Joost, Village of New Baden,  
Village Administrator  
Jessica Spencer, Village of Westchester,  
Management Analyst  
Heather Winter, McHenry County, Assistant to  
the County Administrator



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## Corporate Partner Spotlight

As part of the "Friends of ILCMA" Corporate Partnership Program, partners at the highest level get the opportunity to submit a one-page written educational piece in the ILCMA newsletter.

### Is your Website Pushing your Citizens Away?

By Bradley Snider

When citizens have questions, they turn to the Internet for answers. And if they have questions about their government, they will go to your government's website.

A new study by Forrester Research finds that a citizen's opinion of a government is greatly influenced by the government's website. The report found that when citizens had a bad experience with a government website, they were less optimistic about the government.

Your website is one of the best tools to engage and inform the public, and the good news is that it is never too late to make another first impression on your website. Here are four best practices that can immediately improve your government's webpage:

#### 1) Identify your Site's Objective

A website, like any project or plan, needs an objective. This is a critical first step as it dictates what information is included on your website, and how it is presented. The question you need to ask yourself is, "What web pages do you want your citizens to see?"

The most important pages should be easy to find. Use a clear, organized navigation on your website and make sure your visitors can get to these pages in as few clicks as possible.

Tools like Google Analytics help you see where citizens go on your website. You can see if your site is driving traffic to your most important pages and why people leave your site.

#### 2) Add Necessary Functionality

Many government websites only have a basic search tool (some have no search at all!). If your search tool doesn't bring back accurate results, it is a reflection on the government, not a poorly designed search tool. Google is the most popular search engine, and Google's site search tool will bring that same experience to your residents.

In addition to search, you need to make sure your site is optimized for mobile devices. Mobile devices account for 60% of online traffic so it is more important than ever to make sure your site is optimized for citizens who visit your website from a tablet or smartphone.



#### 3) Make it Easy for Citizens to Contact You

Nothing is more frustrating than being stuck on a website with no clear way to get in contact with a human being. Show your residents that you welcome communication!

Simply placing an email address or phone number on the footer of your website isn't enough. You want your citizens to know their inquiries won't get lost in a generic voicemail box or email inbox. Saying, "Please contact us if you have questions!" on your website makes the experience so much more inviting.

Another helpful way to connect with citizens is to include an easy-to-access directory on your website. Most governments have contact information available, but it is often littered across dozens of web pages. Having a single directory with staff phone numbers and email addresses helps citizens connect with the right people in your organization.

I also recommend linking your social networking sites on your website. If you don't have Twitter or Facebook for your government, you should sign up! Seventy-four percent of Internet users use social networking sites. Social networking sites drive traffic to your website and help you engage with your citizens where they already spend their time.

#### 4) Make Information Easily Accessible and Understandable

The best way for citizens to learn about how your organization is building the community, is to hear straight from you! Your website can be a great resource that educates constituents on the latest policies, priorities, and budgets.

*continued on page 8*

## IML Managers Monthly Column

### Electric Aggregation – Big Changes Ahead

*By Paul Grimes, Village Manager, Orland Park*

For the 726 Illinois communities—70% of the residential and small commercial electric accounts—enrolled in some form of electric aggregation, 2015 is likely to be a defining year in the continued effectiveness of the program. Even today, the low-hanging fruit of electric energy savings appears to have been picked and communities are seeing diminishing returns. In 2011, for example, the typical delta in prices between the default rate and the Alternate Retail Electric Supplier, or ARES, averaged about 3 cents/kwh. For our community of Orland Park, that yielded about \$220 in savings per household, or nearly \$4.2m to the community in our program's first year.

Since then, the default rate has dropped, and aggregation suppliers have seen their pricing advantage diminish (and perhaps, as a result, we're seeing consolidation among ARES providers). Courtesy of information tracked by Mark Pruitt of the Illinois Community Choice Aggregation Network, in 2014, we've seen all 328 aggregation programs in the Ameren service territory with pricing above the default rate. In the ComEd service area, 100 of the 349 active programs are pricing above the default rate. As such, a number of communities in both service areas have "idled" their aggregation programs, meaning they have migrated to the default rate.

According to Pruitt, there are other non-monetary benefits that communities and residents could gain by participating in an aggregation program. First, residents have better consumer protections negotiated on their behalf via their aggregator. Most of us likely have received the calls from residents who have been taken advantage of by slick "opt-in" ARES providers at rates that are hard for the residents to understand and may result in much higher rates than even the default rates.

Moreover, residents (and communities) can avail themselves to clean energy alternatives that would not likely be available to them under an individual "opt-in." As such, local communities have far more policy control on the energy sourcing choices available to them.

Finally, new demand-side products are expected in the near future, such as demand pricing, time-of-use rates, and household automation programs – all of which may be more likely under an aggregation program due to the purchasing power that a community can bring.



There are several upcoming regulatory changes coming in 2015 that will likely further reduce ARES pricing advantages, and thus the most obvious attractiveness of an aggregation program. These changes are regulated by the Illinois Commerce Commission, and they will change the way suppliers are going to be charged for transmission and capacity. The first change is "unbundling" of transmission rates in January 2015, and the second, more impactful change will be the unbundling of capacity rates in June 2015. The potential effects could include an increase of costs for suppliers serving aggregations where residents consume higher-than-average usage and a decrease of costs for suppliers serving communities with lower-than-average usage.

While suppliers would be entitled to pass on these higher costs, it is not clear if they will do so, according to David Hoover of NIMEC, an aggregation consultant. Subsequently, the cost increases will most likely be decided on a case by case basis by the suppliers. If so, communities will need to prepare for a price adjustment to aggregation programs next June. For communities, that means forewarning your residents of impending changes and the likelihood of pricing changes – even for those locked into multi-year contracts (most of those contracts contain "regulatory event" provisions that enable suppliers to adjust pricing to changes in the regulatory environment).

Should a supplier choose to do this, however, they are required to first receive a community's approval. If the community does not approve, the supplier could terminate the program and transfer all affected accounts back to ComEd. So in the worst case scenario wherein a price increase would exceed the ComEd rate, communities will have the option of not approving and returning everyone to ComEd and its default rate(s).

While the State's aggregation program has largely been a success for the many participating communities in terms of pricing, consumer purchasing influence, and access to renewable energy sources, expect forthcoming changes that will test the attractiveness of the program. As the

*continued on page 15*

## Downstate Snapshots!

In the Downstate tradition, Paul Nicholson was roasted at the Fall Downstate Meeting in Champaign. Paul is retiring after more than 40 years in professional local government management.



Steve Carter presented Paul with a nice wig.... that looks eerily like...Steve Carter



Paul was joined by his daughter, Kiersten Nicholson



Left to right front: John Phillips, Steve Carter, Paul Nicholson, Scott Smith, Dave Anderson, and Robin Weaver  
Left to right back: Dawn Peters, T.J. Moore, Mark Peterson, and John Kolata

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## IAMMA and Metro Managers

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# 2014 Angel Tree Giving

Angel Tree tags may be obtained at:  
November 12 - IAMMA luncheon  
November 20 - Metro Manager luncheon  
or  
By contacting Kate Andris or Laura Lake at  
kandris@oak-brook.org / llake@mortongroveil.org

Gifts (unwrapped)  
must be dropped off at the:  
December 10 IAMMA/Metro Managers  
Luncheon at Harry Caray's in Lombard

Donate to the IAMMA Mobile Food Pantry Fundraiser at [www.crowdrise.com/IAMMA](http://www.crowdrise.com/IAMMA)



**IAMMA/Metro Managers Angel Tree Luncheon**  
**11:30a.m. Wednesday, December 10, 2014**

**Location:** Harry Caray's Italian Steakhouse,  
70 Yorktown Shopping Center, Lombard, IL 60148

**Cost: \$25 (Cash or Check Only)**

Checks made payable to IAMMA (Please see payment policy below)

**Please RSVP by Friday, December 5 via the link below:**

<https://www.surveymonkey.com/s/IAMMADecember2014>

Questions can be directed to: Ashley Monroe ([ashley.monroe@hoffmanestates.org](mailto:ashley.monroe@hoffmanestates.org)) or Jack Linehan ([JLinehan@Lockport.org](mailto:JLinehan@Lockport.org))

**Need an angel tree tag?**

Contact Kate Andris at

[Kandris@oak-brook.org](mailto:Kandris@oak-brook.org) or

Laura Lake at

[LLake@mortongroveil.org](mailto:LLake@mortongroveil.org)

Our goal is to fulfill **200** tags!



## Is your Website Pushing your Citizens Away?, continued

Place critical information on your website – don't have your citizens ask for it. Publish the latest news, make reports available for download, and use services, like Granicus, to host video recordings of council meetings.

As the demand for government data increases, consider how best to present the information to the public. Raw data can be confusing and extremely complex. If you only publish spreadsheets or multi-hundred page documents on your website, you create a bad experience for your constituents. With the advent of cloud-based solutions, presenting raw data as understandable information is becoming easier. For instance, OpenGov.com transforms your budget and financial data into interactive visualizations that engage and inform staff and citizens alike. For many governments, OpenGov is one of the most popular features on their website.

In the Internet Age, your presence on the Web is a reflection of your organization. Providing a positive experience that encourages communication and improves understanding will help build trust and engagement with your citizens.

Bradley Snider manages Illinois Government Relations at OpenGov.com. Passionate about building collaborative communities, Bradley partners with governments to help them become more digital, data-centric, and efficient. [bsnider@opengov.com](mailto:bsnider@opengov.com)

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## City of Dixon Electorate Passes Council/Manager form of Government Referendum in November Election

ILCMA is pleased to announce the city of Dixon becomes the 80th Illinois municipality to adopt council/manager form of government by referendum. The vote was decisive with 76% of the electorate voting in favor of the referendum. Dixon moves away from the commission form with this vote. The change is one that doesn't happen often. Only two northern Illinois cities in the past 25 years have changed their government, Rochelle in 1994 and Sycamore in 2003, and both to the managerial form. Freeport has discussed switching forms for the past 15 years, and the issue has twice made it to the ballot but failed to pass both times.

David Nord is the current administrator in Dixon. He is a long-time ILCMA and ICMA member and past president of ILCMA.

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## **Getting Great Results for Your Community: Start with Caring About the People Who Implement Your Mission**

*by Stacey Peterson, Chief People Officer, Rancho Cordova, CA*

An emphasis on talent management and employee engagement is critical to better organizational performance. In all industries there is considerable pressure to improve performance levels, especially in government where citizens are expecting more be done with fewer resources. To expand talent capacity, the City of Rancho Cordova, an eleven-year old City near Sacramento, California, looked to the Great Place to Work® Institute. There we learned to benchmark best practices and gain insights from years of research and experience on building employee trust, which is proven to yield significant returns on productivity, innovation, and revenues.

Best companies' research confirms that teams in supportive environments can perform at significantly higher levels - as much as 30 to 40 percent. So, how can more public agencies change the work environment? If our desire is to raise the bar of performance, we have to seek management practices that are proven to contribute to better performance. Where do you begin? For starters, when was the last time you surveyed your employees? Do you know what employees value or would like to change? Are you clear on what you can improve to build trust in the organization?

Research also tells us that people want to feel like what they do matters and, as a result, they matter. As leaders, to attain positive results from our people, we must truly care about the thinking and feedback of the employees implementing the mission.

The City of Rancho Cordova has 70 employees and approximately 90 contract staff. The City decided to get staff involved in creating a different government that would better serve its citizens. To produce exceptional results, city leaders challenged employees to create the kind of systems and practices that would promote accountability, collaboration, innovation, and efficiency. This was not "top down" thinking, but open and inclusive program evolution by trial and error and extensive customer input.

Key to this strategy is having a clear mission and focusing

## **Innovation Edge**

everyone around a clear sense of purpose to create non-bureaucratic systems that produce more responsive and effective customer service. The City mission is to serve as brokers, catalysts, facilitators, and educators in responding to issues. City employees know that they cannot solve all problems for all citizens so we seek to leverage resources through key partners in the community.

When the economic downturn hit, the city leadership engaged employees in budget discussions, solicited input on benefit changes, and refocused efforts around developing employee capacity to be more creative in responding to citizen issues. A conscientious decision was made to keep training and recognition dollars to ensure that employees could continue to grow in their professional capacity and would be rewarded for extra efforts. It was made clear to staff that everyone was in it together – leadership, city employees, and contractors. We surveyed employees to get broad input and ideas to improve the overall HR program and experience of working at the City. This gave us great insights and more employees weighed in as they saw that input was valued.

In 2012, I decided to go a step further and submit the City for Great Place to Work® Institute review, thinking that improvement comes from benchmarking against the best! Employees change lives every day by serving the Rancho Cordova community, and we want every team member who works here to have that same life-changing experience. We always want the focus to be about building effective relationships with our elected officials, community partners, and staff, which will put us in the best position to unite around shared community goals and work collaboratively and innovatively toward those outcomes.

Competing against hundreds of companies across the country, Rancho Cordova participated in a rigorous selection process with Great Place to Work® which included an employee Trust Index survey and an in-depth questionnaire about benefits programs and company practices across nine areas of focus. The employee survey forms two-thirds of the score across five dimensions that can be measured in any workplace. "It really has to authentically be great because that employee experience is such an extensive part of our methodology," said Leslie Caccamese, associate vice president of U.S. marketing with Great Place to Work Institute.

*continued on next page*

It was with great pride the City of Rancho Cordova accepted the honor of being named on the top 25 small business list published in Fortune Magazine for the past three years, the first-ever and only government agency to make the list. This September, Rancho Cordova learned of its “3-peat” honor at the Great Place to Work Small and Medium Workplace Business conference in Washington, D.C. where Assistant City Manager, Joe Chinn and I presented on “A Culture That Pays Doesn’t Have to Break the Bank” to share positive people practices that empower employees to innovate and work as a team toward better outcomes. We emphasized the need to continuously develop the team, reward employees for great work, and make time for celebration and fun.

Great Place to Work has found that employees believe they work for great organizations when they consistently trust the people they work for, have pride in what they do, and enjoy the people they work with. The best companies have learned these programs cannot just be owned and delivered by human resources. While human resources teams can champion programs that ensure broad communication, feedback and accountability, development, recognition of good work, and celebration of collective accomplishments, they cannot alone foster the commitment, focus, and energy needed by the entire team to build a supportive work environment.

From the beginning, Rancho Cordova’s strategy was always to create flexible practices that support the “can-do” spirit of our talent. We focus on programs that most employees want and continuously evolve them to create a supportive environment, rather than managing to complainers. We encourage ongoing dialogue between managers and their teams and spontaneous on-the-spot recognition that shows employees their extra effort was noticed. It doesn’t have to be big. It is often the little ways in which we share appreciation and build camaraderie that go a long way in making individuals feel valued for their contributions.

Great workplaces seek ways to free up staff from bureaucracy and trust them to use good judgment in addressing concerns with customers. Rancho Cordova City leaders empower staff to solve problems at the lowest levels. Mistakes will happen. Hopefully, they become ways we learn and end up with better outcomes. We remind our city staff that—outside of ethical, legal, or safety concerns—reasonable risk-taking is okay and supported by the city council. In the end, our focus is arriving at the best solutions to community issues.

The Rancho Cordova City Council and employees are proud that prudent management and efficient government have achieved a year-end budget surplus for the 11th year in a row. “We are delighted to be on this prestigious Great Place to Work® list for the third time,” said Rancho Cordova’s Mayor Dan Skoglund. “It reinforces that we are creating a great organization to better serve our citizens. We see the City team regularly go above and beyond in their work.”

Research from the Gallup Organization reports that engagement, when properly measured, extends beyond an assessment of how happy your employees are on the job; it also reveals whether that happiness produces superior performance. In his book, *The Happiness Advantage*, Shawn Achor describes how doctors, sales people, and students all outperform their neutral or pessimistic counterparts, showing more intelligence and creativity. Brains are literally hardwired to perform better when they are positive.

Management theorist Simon Sinek suggests that great leaders make their employees feel secure and draw them into a circle of trust in his recent book, *Leaders Eat Last*. Creating a strategy around getting to know your staff better and improving two-way communication is very important. Employees need to understand what’s expected of them, be given the resources and tools to succeed, and feel valued for the contributions they make to an organization.

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How can you use this information to get great results for your community? Look closely at your core expectations for the workforce. Have you clearly set the expectation that all employees need to be respectful, open to different ideas and opinions, and step up as leaders across all levels to help each other? Do you address conflicts as they arise, or do you have a “fend for yourself” environment?

Getting everyone in the organization to care about the overall experience is critical to a positive culture. Think less about managing the work and more about managing the experience felt by your employees. Show them you care about them as smart, committed, and trustworthy people. Tap into their passions to further engage them. Your job is to create a rewarding and positive experience, which ultimately will inspire employees to produce better results. While not without challenge and continuous learning, we’ve proven it is achievable and desirable in government. To learn more, visit Great Place to Work®, see our City survey results summarized on the GreatRated! website, or contact me at 916-851-8741 or [speterson@cityofranchocordova.org](mailto:speterson@cityofranchocordova.org).



The ICMA Voluntary Credentialing Program recognizes professional local government managers qualified by a combination of education and experience, adherence to high standards of integrity, and an assessed commitment to lifelong learning and professional development. Managers are recognized by ICMA through a peer review credentialing process, and this self-directed program offers an opportunity for interested ICMA members to quantify the unique expertise they bring to their communities. The program also assists ICMA members in focusing and reflecting upon their lifelong professional development experience. Members who participate in the program may earn the designation of ICMA Credentialed Manager granted by the ICMA Executive Board. ICMA Credentialed Managers are viewed with growing distinction by local governing bodies and progressive, civically engaged communities.

## What Are the Benefits?

- Recognition as a professional local government manager
- Quantification of the unique expertise you offer
- Demonstration of adherence to high standards of integrity
- Demonstration of commitment to lifelong learning
- Structured and focused professional development plan
- Peer review of professional development activities and learning
- Eligibility for Legacy Leaders Program
- Access to special workshops and other training for ICMA Credentialed Managers and Candidates, such as the ICMA Gettysburg and ICMA SEI Leadership Institutes

All of us know the importance of continuous learning. ICMA's Credentialing Program gives us an easy way to focus and structure that learning, as well as become involved in coaching younger managers. As members of ICMA, we are already required by Tenet 8 of the Code of Ethics to commit to at least 40 hours of professional development every year. This program encourages you to reflect on your learning and receive feedback and recognition. Please consider beginning the process today and join your colleagues who are already credentialed.

The logo for Baxter & Woodman Consulting Engineers. It features the company name in a bold, sans-serif font, with "Consulting Engineers" in a smaller font below it. The logo is set within a blue rectangular border.

A list of services offered by Baxter & Woodman Consulting Engineers. The services are listed in a bulleted format, with each item preceded by a small orange circle. The services are: Water, Wastewater, Transportation, Stormwater, Construction Services, Municipal Services, and GIS.

The contact information for Baxter & Woodman Consulting Engineers. It includes the phone number 815.459.1260 and the website address [baxterwoodman.com](http://baxterwoodman.com).

The logo for P.S. We take care of IT. It features the letters "P.S." in a large, bold, sans-serif font, with the tagline "We take care of IT" in a smaller font below it. The logo is set within a blue rectangular border.

The logo for Prescient Solutions. It features the company name in a bold, sans-serif font, with "Solutions" in a smaller font below it. The logo is set within a blue rectangular border.

The contact information for Prescient Solutions. It includes the address Schaumburg Corporate Center, 1515 Woodfield Rd., Suite 880, Schaumburg, IL 60173, the phone number 847-240-3900, and the website address [www.pswetakecareofit.com](http://www.pswetakecareofit.com).

A disclaimer for Prescient Solutions. It states: "Some restrictions apply".





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## ***Illinois Financial Forecast Forum: Private Sector Views that will Impact the Public Sector***

### **REGISTER TODAY!**

|                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8:00 a.m.          | <b>Registration/Continental Breakfast</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 8:30 – 9:30 a.m.   | <b>Economic &amp; Industry Perspectives</b><br><b><i>Rick Mattoon</i></b> , Senior Economist, Chicago Federal Reserve                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:30 – 9:45 a.m.   | Break                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 9:45 – 11:15 a.m.  | <b>Will There Be a Resurgence of Development in 2015?</b><br><b>Commercial, Residential, and Industrial Real Estate Perspectives</b><br><b><i>Moderator: Stephen B. Friedman</i></b> , AICP, CRE, President, SB Friedman Development Advisors<br><b>How, When and Where will the Suburban Office Market Recover?</b><br><b><i>Randall Tieman</i></b> , Director of Real Estate Development, Mortenson Development<br><b>When Will the New For-Sale Market Return to the Suburbs?</b><br><b><i>Tracy G. Cross</i></b> , CRE, President, Tracy Cross & Associates<br><b>What Does a Community Have to do to Compete in Today's Industrial Market?</b><br><b><i>Carter Andrus</i></b> , Senior Vice President, Market Officer – Chicago Prologis |
| 11:15 – 11:30 a.m. | Break                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 11:30 – 12:15 p.m. | <b>Actuarial Perspectives/Pension Predictions</b><br><b><i>Stephen Gauthier</i></b> , Director of Technical Services, Government Finance Officers Association<br><b><i>Robert Lewis</i></b> , PMA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 12:15 – 1:00 p.m.  | <b>Lunch</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 1:00 – 2:00 p.m.   | <b>The Future of Retail</b><br><b><i>C. Kelley Cofer</i></b> , CCIM, President & CEO, The Retail Coach                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 2:00 – 2:15 p.m.   | Break                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 2:15 – 3:15 p.m.   | <b>Cracking the Code: Real Estate Assessments</b><br><b><i>Larry Wilson</i></b> , Chief County Assessor, Rock Island County<br><b><i>John Dabrowski</i></b> , Township Assessor, Bloomingdale<br><b><i>Warren Dixon</i></b> , Township Assessor, Naperville<br><b><i>Lindi Kernan</i></b> , Chief County Assessor, Henry County                                                                                                                                                                                                                                                                                                                                                                                                               |
| 3:15 – 3:30 p.m.   | Break                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 3:30 – 4:30 p.m.   | <b>State of the State of Illinois</b><br><b><i>Dr. J. Fred Giertz</i></b> , Professor, University of Illinois                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

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ILCMA Members in Transition please use MIT code when registering.

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## **REGISTRATION FORM**

### **Illinois Financial Forecast Forum**

Event Number 13920

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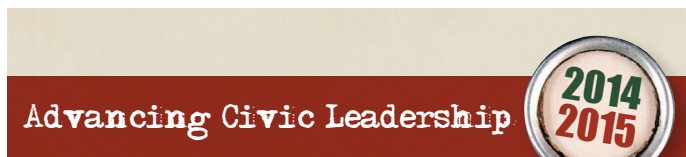
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## CLA Courses Qualify for ICMA's Voluntary Credentialing Program

-  **January 6, 2015 - NIU Naperville**  
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## Has your Staff been Cut Back, but your Workload Increased or Stayed the Same?

If so, ILCMA has a solution to your problem. Have you ever considered utilizing one of ILCMA's programs to help fill temporary job assignments or conduct a special project? ILCMA has two programs that may meet your needs:

**Member in Transition Program (MIT)** – ILCMA keeps a list of Illinois managers and assistants in transition. These members are willing and able to fill positions, do special projects, and provide expert service to you and your community (list of MIT's below).

**Professional Resource Program (PRS)** – The PRS program consists of retired, semi-retired, and MIT's who are again able to do special projects, fill positions, and provide expert professional services to your local government. For information please visit the ILCMA website at <http://www.ilcma.org/index.aspx?nid=217>

The ILCMA Senior Advisors have the most current list of Members in Transition and Professional Resource Program participants. Please do not hesitate to contact either Dawn Peters at ILCMA or one of the Senior Advisors (contact information for Senior Advisors appears on the last page of the newsletter).

Also, don't forget about recent MPA graduates. This is a tough job market and many of them are searching desperately for a position. They may be willing to provide services on contract for short-term projects. This will help them gain additional experience while searching for their first full-time position. Contact any of the graduate schools in your area to identify students who may be willing to do this type of work.

Visit the Members Only section of the ILCMA website to view resumes of those who have submitted them. Members in transition who have agreed to publicize their information:

John Kolata  
jdkolata@hotmail.com  
cell: 309-525-2359

Dawn Wucki-Rossbach  
drossbach@att.net  
847-934-1562

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## IML, continued

electric supply marketplace changes, managers will be required to weigh the costs and benefits and readjust and invest more efforts and expertise to navigate these changes. It could be that the aggregation program was merely a short-term boon to communities that took advantage of electric energy pricing imbalances. Or, it could prove to be a program with extended longevity due to communities' ability to take advantage of further innovations in the marketplace.

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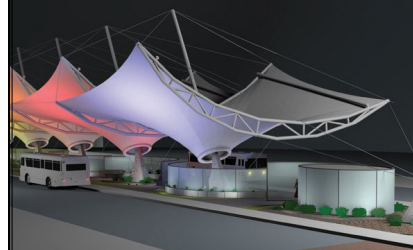
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## New Hope for Small Town Downtowns

New hope for the business districts in Illinois' small and medium sized cities and villages may be found in the Back to the City Movement that is generating a renaissance in the downtown areas of many Midwestern communities.

This movement is described in detail in a *Policy Profiles* report entitled "The Back to the City Movement: Will It Help Illinois' Smaller Cities" just released by Northern Illinois University's Center for Governmental Studies (CGS).

Authored by two distinguished authorities on rural Illinois' economic revitalization, Norman Walzer and Mim Evans, the report describes the renewed interest nation-wide in downtown living and outlines a strategy that smaller communities can use to capture some of the growth now being experienced in large city downtowns. It suggests the elements that smaller cities can put together to market themselves as an alternate urban environment for living, working, and playing.

Such marketing should recognize that: a) the two generations now most interested in downtown living—the baby boomers (seniors) and the millennials—are also the largest generations, numbers-wise, in the nation's history; b) both are attracted to the vibrancy of downtown living with its entertainment, shopping, and cultural offerings; and c) for reasons of cost, both can be attracted to properly designed downtowns in smaller suburban and rural locations.

The key to making small city downtowns attractive to both seniors and millennials is to repurpose them from strictly commercial districts to multi-use districts which provide a diversity of living, shopping, and entertainment activities close together. It means taking advantage of trends making downtown living desirable again. It means attracting retirees and people bringing their own jobs with them. It means updating zoning codes; upgrading housing near downtowns; promoting businesses that rely heavily on the internet; and encouraging the placement of libraries, parks, recreation centers, and cultural and performing arts facilities near the downtown.

Such efforts may require repurposing existing buildings to provide the kinds of space needed for small businesses, residences, recreational centers, and other public buildings. And underlying these efforts is the need to market the redesigned downtown district in new and appealing ways to people who might be attracted to live in them.

More details about taking advantage of the Back to the City trends are provided in the report which is available at: [http://www.cgs.niu.edu/publications/policy\\_profiles/policy\\_v13n3.pdf](http://www.cgs.niu.edu/publications/policy_profiles/policy_v13n3.pdf)

To read more *Policy Profiles* reports, visit the CGS Publication Page at <http://www.cgs.niu.edu/publications/index.shtml>



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## Help **IAMMA** End Hunger in Illinois

This year IAMMA SAC is working with the Northern Illinois Food Bank to raise \$1,200 to sponsor a Mobile Food Pantry—which brings food to neighborhoods that have been deemed food scarce.

 **YEAR  FIGHT HUNGER**

# Mobile Food Pantry

**When: March 21 - Location TBD**  
**Donate at: Luncheons and Events**  
**Online at: <https://www.crowdrise.com/IAMMA>**

**Goal \$1,200 by March 1**





## Midwest Leadership Institute

*Helping local government navigate a complex world in a time of disruptive change*

### Approach

A basic premise of the Midwest Leadership Institute is that successful outcomes in local government require a deep understanding of interpersonal leadership. The ability to understand individual and organizational behavior and the ability to diagnose why people act the way they do is crucial. The courage and discipline to admit when you do not know what you do not know, which requires you to know yourself and your emotions, is also a focus of the Institute.

### Who Should Attend

Local government professionals including chief administrative officers, assistants, and department heads interested in advancing their career who would like to:

- Thrive in an increasingly complex world with multiple personalities, competing self-interests, questionable ethics and the prominence of the information age.
- Function in a complex world with challenges facing local government professionals that can make leaders feel like the healthiest person in the emergency room.
- Implement sound judgment, an important concept of the Institute, which will help guard against blind pathology and acting without the proper analysis.

The Institute customizes learning to the needs of the participants. Learning in teams focusing on real world local government scenarios is a critical component of the Institute.

### Curriculum

The Institute is an intensive 4.5-day program with both an internal self-focus and an external organizational focus. The Institute consists of nine learning pods including lectures, exercises, team discussions and team presentations.

The nine learning pods are as follows:

1. Leadership in the New Order of Things and Fundamental Concept for Leading People
2. Judgment – The Foundation to Successful Leadership
3. Emotions – The Ultimate Motivator
4. Self-Awareness – Overlook at your Own Risk
5. Resistance, Motivation and Performance
6. The Unique Challenges of Public Sector Ethics
7. Groups Committing to Reality
8. Aligning Goals, Tasks and Relationships
9. Balancing the Competing Needs of Work, Family and Self

If you are an **ICMA Credentialed Manager**, the Institute includes practice areas 1,2,6,8,9,13,14,17,18

### Instructors

A cross-disciplinary team of leading local government practitioners and experts in executive coaching and leadership development presents the program

- David E. Morrison, M.D.
- Daven Morrison, M.D.
- David M. Limardi, Midwest Regional Director, ICMA, MPA, ICMA-CM
- Robert Kiely, City Manager, Lake Forest, MPA, ICMA-CM

### Logistics

Each program is limited to 50 participants to ensure time for one-on-one individualized coaching as well as small group and all-participant events. Tuition for the entire 4.5 day Institute is \$1800 for ICMA members or \$2000 for non-ICMA members and includes course materials, continental breakfast daily and lunch four days. Organizations that send multiple participants are eligible for tuition discounts. Please see below for contact information.

The Institute is held at Northern Illinois University's Naperville campus, 1120 East Diehl Road, Naperville, IL. The date for the next Midwest Leadership Institute is March 23 – 27, 2015.

Visit [www.cgs.niu.edu/midwest\\_leadership\\_institute](http://www.cgs.niu.edu/midwest_leadership_institute) for more program details and area lodging options. Please contact Dawn Peters at [dpeters@niu.edu](mailto:dpeters@niu.edu) or call her at 815-753-0923 with questions.

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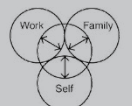


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## *The ILCMA Professional Development Committee Presents* **Operation Safe Delivery: Effective Tools for Rail Safety and Crisis Response**

Increases in domestic energy production create the need to transport hazardous materials through our communities, with projections showing this trend to continue. While we have seen a decline in the number of rail-related accidents, since 2013 there have been four major derailments that have devastated municipalities. Join us as a representative from the U.S. Department of Transportation Pipeline and Hazardous Materials Safety Administration, James G. Jackson (Downers Grove), and Adrian Guerrero and Matthew Thompson (Union Pacific) discuss the evolving regulatory environment for HazMat transport and best practices for mitigating crises when they arise, including effective crisis communication and response tools.

Mr. Jackson is the Fire Chief for the village of Downers Grove. Adrian Guerrero is Director of Public Affairs at Union Pacific Railroad and Matthew Thompson is Hazardous Materials Manager – Chicago at Union Pacific Railroad.

Bring your staff and join us to learn more about the latest facts, legislation and response resources from experts in the field.

**Date:** Monday, January 15 2015

**Time:** 8:30 a.m. Registration and Continental Breakfast  
9:00 – 11:30 a.m. Presentations

**Location:** Harry Caray's  
70 Yorktown Center Dr.  
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**Cost:** \$35 for Professional Development Only  
\$55 if also attending the Metro Manager Luncheon (\$5 discount)  
Members in Transition – please e-mail or call Alex below to register

**RSVP:** Phone in Registration 815-753-5424  
**By Jan. 9** Email registration to Alex Galindo at [agalindo@niu.edu](mailto:agalindo@niu.edu)  
Online Registration with Credit Card: <https://www.ilcma.org/forms.aspx?FID=79>

*Cancellations must be made **by Jan. 12.**  
Any cancellations after that date will require full payment.*



## Job Mart

<http://www.ilcma.org/index.aspx?NID=298>

### **Village of Hanover Park, Public Works and Engineering Director**

Hanover Park, IL (37,973) Thriving, strategically located community with excellent municipal services seeks its next Director of Public Works and Engineering. Located in the Golden Corridor along I-90 and 30 miles northwest of Chicago in DuPage and Cook Counties, Hanover Park is a full service community with a \$54 million total budget and 250 full and part time employees. The Village of Hanover Park is seeking a progressive, highly collaborative public works executive to serve as its next Public Works and Engineering Director. The position reports to the Village Manager and is responsible for the following areas: engineering, wastewater treatment, water supply, water/sewer distribution, building maintenance, streets and forestry, and vehicle maintenance. The Public Works Department has 47 full time positions and a \$19.6 million operating budget and a capital budget that varies between \$1 million and \$1.4 million. The successful candidate shall have high integrity and a demonstrated track record in effective customer service, team building within the department and with other departments, and experience with succession planning and collective bargaining. Candidates must have a bachelor's degree in engineering or a closely related field. A Masters Degree and Professional Engineering license is a plus. Candidates will be expected to have 7-10 years increasingly responsible experience in executive level public works in the public sector or in a field closely related to the public sector. The successful candidate will have strong oral and written skills, financial skills, grant application and administration abilities, effective relationships with regulatory agencies and an ability to effectively work closely with elected and appointed officials. Salary is \$120,000+/- DOQ. Residency in the Village of Hanover Park is not required. Candidates should e-mail resume, cover letter, and contact information for five professional references by December 31, 2014 to [www.govhrusa.com/current-positions/recruitment](http://www.govhrusa.com/current-positions/recruitment) to the attention of Heidi Voorhees, GovHR USA, 650 Dundee Road #270, Northbrook, IL 60062. Tel: 847-380-3243; Fax: 866-401-3100.

### **Village of Bloomingdale, Administration Department, Community and Economic Development Coordinator**

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approximately twenty-five (25) miles west of the City of Chicago. Activity abounds, from business and residential development and renovation, to ready access to plentiful shopping and recreation opportunities. Bloomingdale offers first class schools and public services, while boasting a wide and varied retail and commercial/industrial base.

This position serves as a liaison to developers, realtors, attorneys and other professional staff on proposed development within the Village. Duties include: coordinating the Village's involvement in long-term economic development projects; working with Village organizations to attract new businesses and encourage the retention of existing businesses; developing marketing techniques for the Village; and compiling and maintaining a data base profiling economic opportunities in the Village. Other responsibilities are identifying and articulating issues associated with a proposed development, an amendment to an existing development, or other requests of the Village, either through a formal staff report, findings of fact, or other verbal and written communication.

The successful candidate will possess a Bachelor's Degree in Urban & Regional Planning, business or other relevant field with a Master's Degree strongly preferred. Certification from the American Institute of Certified Planners (AICP) or Certified Economic Developer (CECd) is desirable. Additional requirements are five to ten years of progressively responsible municipal planning and development experience or any equivalent combination of education, training and experience which provides the requisite knowledge skills and abilities for this job. Preferred attributes are strong analytical and communication skills, strategic planning abilities, and a demonstrated enthusiasm for working closely with Village officials, residents and the business community. The position reports to the Village Administrator. The pay range for this full-time, exempt-level position is \$76,045 to \$109,678 annually and it comes with a comprehensive benefits package.

Qualified candidates should submit an online application at [www.villageofbloomingdale.org](http://www.villageofbloomingdale.org) by clicking the "Employment Opportunities" icon. Also required is a cover letter and resume explaining your interest in the position, qualifications and experience. The application deadline is December 19, 2014; although the position remains open until filled. Residency in the Village of Bloomingdale is not required. The Village of Bloomingdale is an Equal Opportunity Employer. Questions may be addressed to [humanresources@vil.bloomingdale.il.us](mailto:humanresources@vil.bloomingdale.il.us).

### **City of Champaign, Communications Manager**

The City of Champaign seeks an experienced candidate for the newly created position of Communications Manager in the Office of the City Manager. This position

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serves as the chief consultant to all City Departments for the development, maintenance, and implementation of effective current and long-range communication policies, plans, and practices. Responsibilities include leading aspects of media relations for the City of Champaign; representing the City government in a variety of public contexts; working in conjunction with Public Information Officers assigned within the Departments of Police, Fire, and Public Works; and leading the collaboration and coordination for all communication work programs and initiatives. During emergency situations, this position will be responsible for coordinating all communication and information distribution for the City as well as coordinating the work of all Public Information Officers for the City of Champaign.

Graduation from an accredited college or university with a Bachelor's Degree in Journalism, Communications, Public Relations, Public Administration, or similar; Master's Degree preferred; or five years equivalent combination of education, experience, and training. The successful candidate will have three to five years experience in coordinating and monitoring public communications, preferably in a government, non-profit, or public sector setting; familiarity with formulating and implementing comprehensive public communication plans; experience preparing press releases and holding news conferences with the media, familiarity with various communication technology platforms, and possession of a valid driver's license. Residency within the City of Champaign is required within six months of appointment to the position.

The starting annual salary range is \$70,651 - \$80,430, depending on qualifications, plus an excellent fringe benefit package. Applications must be received online no later than Sunday, December 7, 2014.

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The following values guide our work: Personal Integrity, Responsibility, Respect, Teamwork, and Results. To apply, visit the City's Online Hiring Center at [www.ci.champaign.il.us/jobs](http://www.ci.champaign.il.us/jobs)

### **Village of Cary, Community Development Director**

The Village of Cary, IL (18,271), a northwest suburb of Chicago, is seeking a full-time Community Development Director. The ideal candidate must have excellent oral and written communication skills, strong customer service skills and a passion for public service. The Community Development Director will be responsible for overseeing Economic Development, Planning and Zoning, Building and Code Enforcement. The position reports directly to the Village Administrator. The selected candidate will have the opportunity to implement numerous initiatives outlined in the recently updated Comprehensive Plan which is expected to be approved this December. These projects include a complete update to the zoning ordinance, revising the sign ordinance, enhancing the Village's gateways and guiding improvements to the downtown. The candidate will also lead the Village's efforts in helping to secure development projects for properties in public and private ownership. The Village has several vacant parcels in private ownership including approximately 40 acres of vacant property of the Village's western gateway. In addition, there are several developable parcels in public ownership including a 16 acre vacant school site adjacent to downtown and a 100 acre active gravel mine site which is scheduled to be deeded to the Village within the next three (3) years. The Village is seeking an individual who is flexible in working both independently and as part of a team to complete these Village objectives.

#### **Qualifications**

A bachelor's degree in urban planning, public administration or related field. A master's degree and AICP certification is preferred. Candidates must have a minimum of seven (7) years of increasingly responsible experience, with three (3) years of supervisory experience. A similar combination of education and experience may be considered.

#### **Salary**

The salary range for the position is \$105,000+/- depending on qualifications. This is an exempt position. The Village of Cary offers a comprehensive benefit package.

#### **How to apply**

Interested candidates should submit a resume, cover letter and five (5) professional references to [hr@caryillinois.com](mailto:hr@caryillinois.com). Hard copies or faxed resumes will not be accepted.

Position is open until filled, however, first review of resumes will begin on December 5, 2014. The selected finalist will be required to successfully pass a pre-employment criminal background check, reference check and post offer physical with drug screening. For more information about the Village of Cary, please visit our website at [www.caryillinois.com](http://www.caryillinois.com). The Village of Cary is an Equal Opportunity Employer.

### **Village of Hinsdale, Assistant Public Services Director**

The Village of Hinsdale is seeking a progressive and collaborative individual with strong interpersonal and public works operational skills for the position of Assistant Public Services Director in the Public Services & Engineering Department.

#### **General Responsibilities:**

Position will be responsible for managing the operations of roadway, water/sewer, forestry, parks/horticulture, building maintenance and vehicle/equipment maintenance divisions. The full-time exempt position will work under the general direction of the Director of Public Services & Engineering and will directly supervise the Roadway Supervisor, Village Forester, Village Horticulturalist, Water/Sewer Supervisor, Building Maintenance Supervisor and Fleet Mechanic. The incumbent will be responsible for assisting the Director with developing and implementing appropriate rules, regulations and policies, assisting with the preparation and management of the departmental budget, managing outside service contracts and coordinating activities with the engineering division and other Village departments.

#### **Position Requirements:**

Successful candidate will have a comprehensive knowledge of public works operations and the ability to communicate effectively verbally and in writing with employees, supervisors, vendors, other government agencies and the public. Essential position requirements also include strong computer, organizational, and interpersonal skills. Previous collective bargaining experience is a plus.

A Bachelor's Degree in a related field and five to seven years of progressively responsible experience with at least two years in a supervisory capacity is required. Illinois Class B CDL required within 6 months of hire.

#### **Salary Range:**

The starting salary is \$105,000+/- DOQ, with an excellent benefits package.

#### **Selection Process:**

Candidate should be prepared to take a physical evaluation, including a drug and alcohol screening and undergo a



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thorough background investigation. Interested candidates should submit a resume along with a cover letter and three business references to the Village of Hinsdale, Attn: Sandy Mikel 19 E. Chicago Hinsdale, IL 60521, fax: 630-789-7015, e-mail: [smikel@villageofhinsdale.org](mailto:smikel@villageofhinsdale.org). Applications will be accepted until December 12, 2014. The Village of Hinsdale is an EOE employer

### **Village of Bartlett, Information Technology Specialist**

The Village of Bartlett is seeking an Information Technology Specialist to assist in administering and maintaining the Village's information technology assets. The IT Specialist works with the IT Coordinator as a two-person team and are responsible for providing and supporting all information technology for the Village's various departments.

Responsibilities include (but are not limited to):

Providing technical, operational, and training support to employees on the Village's network, including installing, troubleshooting, and repairing anything that connects to a network e.g. computers, mobile devices, printers, scanners.

Assisting in maintaining all types of networks including, LANS, WANS, WLANS, VPNs, and firewalls.

Providing support for any application that is installed on anything the Village owns including but not limited to Office 2013, ERP for the finance department, public safety applications for the police department, point-of-sale and food and beverage software for the golf course, and water meter reading system used by the water division and a plethora of other applications.

Providing technical, operational, and training support for audio/visual equipment, phone systems, video security systems and building access systems.

Build new computer images and participate in the yearly replacement of computers.

Tracking information technology assets.

Assisting Information Technology Coordinator with various information technology projects.

Work experience requirements

Three year's work experience in an information technology support role. Experience organizing, prioritizing, and scheduling work assignments. Demonstrated knowledge of industry standard software, hardware, networking, and Active Directory.

Education requirements

Bachelor's degree in Computer Science or Information Technology field or Associate's degree in Computer Science or Information Technology field and additional

training, certifications and experience.

Starting Salary: \$58,072, plus excellent benefits.

To apply, send employment application, cover letter, resume and references to:

Village of Bartlett, 228 South Main St., Bartlett, IL 60103, Attn: HR or Email: [hr@vbartlett.org](mailto:hr@vbartlett.org)

Applicants will be required to submit to a criminal background check. Application deadline: Open until Filled

### **Village of Morton, Village Administrator**

Morton, Illinois ([www.morton-il.gov](http://www.morton-il.gov)) is seeking a degreed professional experienced in municipal accounting and finance to serve as Treasurer and CFO and manage administrative services. Expertise in human resources, particularly benefits and safety, would be a definite plus. Morton is a community of 17,000 located in Central Illinois and named by Family Circle Magazine as one of the ten best places in the USA to raise a family. Please send digital resume, cover letter, and contact information by December 15th to [rainson@morton-il.gov](mailto:rainson@morton-il.gov).

### **Village of Brookfield, Director of Community and Economic Development**

Brookfield, IL (19,500) A vibrant, diverse community with exciting economic development opportunities, seeks its first Director of Community and Economic Development. Located 13 miles west of downtown Chicago, Brookfield combines convenient transportation with numerous community amenities including respected schools, an excellent library and an extensive parks and recreation system. The Village is experiencing economic growth and has been successful in attracting several recent redevelopment opportunities with more possibilities on the horizon. The Village is seeking a progressive, approachable, highly collaborative community and economic development professional to serve as its next Director of Community and Economic Development. The position reports to the Village Manager. The Community and Economic Development Department has four full time and two part time authorized positions. The Community and Economic Development Director must have high integrity and a positive track record in customer service, team building within the department and with other departments, and leadership/management of employees. In



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addition, experience with economic development and redevelopment is critical to this position. Candidates must have a bachelor's degree in urban planning, public policy, design or related field. A master's degree in urban and regional planning or related field a plus. Candidates must have 7-10 years increasingly responsible experience in executive level community development in the public sector or in a field closely related to the public sector. The successful candidate will have strong oral and written skills, strategic planning abilities, excellent analytical and negotiation skills and a demonstrated enthusiasm for working closely with elected and appointed officials. Salary is \$100,000 +/- DOQ. Residency in the Village of Brookfield is not required. Candidates should apply by December 17 to Heidi Voorhees at [www.GovHRUSA.com/current-positions/recruitment](http://www.GovHRUSA.com/current-positions/recruitment). Electronic submission preferred. Tel: 847-380-3243. Additional information available at [GovHRUSA.com](http://GovHRUSA.com).

### CM Services, Inc., Executive Director, IGFOA

CM Services, Inc. an association management company headquartered in Chicago's western suburbs is seeking a candidate to fill the role of Executive Director for one of its association partner clients, the Illinois Government Finance Officers Association (IGFOA). Applicants must have at least a four year degree (master's preferred). A minimum of five years' experience is required. Experience in public finance preferred. The Executive Director oversees all aspects of the day to day management of the association and works with the support of an Association Manager, accounting team, and administrative support team. The Executive Director reports to the association Board of Directors as well as to the President of CM Services. Interested applicants should send resume's and salary history to: Rick Church, Head Coach, CM Services, Inc. via email to [rickc@cmservices.com](mailto:rickc@cmservices.com). Subject Line: IGFOA Search.

### Village of Skokie, MIS Director, Management Information Systems Division

The Village of Skokie, IL (pop. 65,000) seeks an innovative professional to effectively direct and administer the operations of the Management Information Systems Division.

The MIS Director is responsible for the overall leadership and management of the Village's information systems; identifies needs, modifications and improvements to existing systems; coordinates department user activities; manages and supervises a staff of five FTE's to achieve goals; implements and communicates technological

initiatives; explores new innovations in the field of computer science technologies; and prepares and solicits proposals for hardware and software solutions.

A Bachelor's degree in Computer Science or related field is required. Minimum seven years of progressively responsible related experience in information technology. The successful candidate must have excellent communication and interpersonal skills and possess a broad understanding of resources, trends and issues in IT services. Must have hands-on technical background with substantial knowledge of applications, networking and systems management in a 24/7 multi-site environment. Knowledge of document management systems, municipal software, and network operating systems and equipment preferred. Experience in ERP planning and implementation desired. Understanding of Geographic Information Systems a plus.



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Send resume, letter of interest and salary history by December 12, 2014 to: Personnel Director, Village of Skokie, 5127 Oakton St., Skokie, IL 60077, or email to [human.resources@skokie.org](mailto:human.resources@skokie.org). Faxes not accepted. To download an employment application and for additional community information, please visit us at [www.skokie.org](http://www.skokie.org). All applications kept confidential. EOE, M / F

### Village of Hinsdale, Civil Engineer – Full-Time

The Village of Hinsdale is seeking an individual with strong engineering and technical skills for the position of Civil Engineer in the Public Services Department.

#### General Responsibilities:

Position will be responsible for inspecting all phases of projects, basic surveying and assisting with the review of private and public stormwater uses and solutions, and designing civil engineering plans for public improvement construction projects. This full-time, exempt level position will also assist with the preparation and administration of contracts related to sidewalk construction, curbs/gutters, asphalt and concrete paving, and sanitary & storm sewer work as well as managing Illinois EPA data collection, tracking and reporting.

#### Position Requirements:

Successful candidate will have a strong knowledge in the principles and practices of municipal engineering and also have the ability to communicate effectively verbally and in writing with residents, contractors, architects, other government agencies and fellow employees.

A Bachelor's Degree in Civil Engineering or a related field, a valid drivers' license and knowledge of Auto-CAD required. Two years practical experience is preferred.

#### Starting

#### Salary Range:

The hiring range is \$61,020 - \$70,000 DOQ, with an excellent benefits package.

#### Selection Process:

Candidate should be prepared to take a physical evaluation, including a drug and alcohol screening and undergo a thorough background investigation. Interested candidates should submit a resume along with a cover letter and three business references to the Village of Hinsdale, Village Manager's Office, Attn: Human Resources 19 E. Chicago Hinsdale, IL 60521, fax: 630-789-7015, e-mail: [hr@villageofhinsdale.org](mailto:hr@villageofhinsdale.org). The position will remain open until filled. The Village of Hinsdale is an EOE employer

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### **Village of Hinsdale, Administrative Services Coordinator**

The Village of Hinsdale is seeking a individual with strong administrative and analytical skills for the position of Administrative Services Coordinator in the Police Department.

#### General Responsibilities:

Position will be responsible for varied administrative tasks in the Police Department. The full-time non-exempt position will work under the general direction of the Police Chief and will be responsible for general administrative tasks, assisting with budget preparation, maintaining relevant police information on the Village's website and social media outlets, preparing special reports and statistical analysis.

#### Position Requirements:

Successful candidate will have the ability to communicate effectively verbally and in writing with employees, supervisors, vendors, agencies and the public. Essential position requirements also include strong computer, organizational, analytical, writing, budgetary and interpersonal skills.

A Bachelor's Degree in Criminal Justice or a related field and at least two years practical experience is required.

#### Starting Salary Range:

The starting annual salary is \$44,000+/- DOQ, with an excellent benefits package.

#### Selection Process:

Candidate should be prepared to take a physical evaluation, including a drug and alcohol screening and undergo a thorough background investigation. Interested candidates should submit a resume along with a cover letter and three business references to the Village of Hinsdale, Village Manager's Office, Attn: Human Resources 19 E. Chicago Hinsdale, IL 60521, fax: 630-789-7015, e-mail: [hr@villageofhinsdale.org](mailto:hr@villageofhinsdale.org). The position will remain open until filled. The Village of Hinsdale is an EOE employer

### **Village of Hinsdale, Engineering Inspector - PT**

The Village of Hinsdale is currently seeking an individual with strong technical skills for the position of Part-Time Engineering Inspector in the Public Services Department.

#### GENERAL RESPONSIBILITIES

Position will be responsible for assisting the Engineering Division within the Public Services Department. Duties include:

- Inspecting construction sites for violations of applicable codes and ordinances and responding to complaints of potential code violations.
- Conducting basic topographic and construction surveys. Preparing Auto-CAD maps.
- Preparing site management reports. Maintaining records of inspections, violations and court files.
- Inspecting civil engineering and public improvement projects to ensure completion in accordance with plans and specifications.

#### POSITION REQUIREMENTS

Associates degree preferred. 1-2 years' experience in a similar position preferred. The successful candidate will need to be able to communicate effectively with residents, contractors, co-workers; must have strong communication and customer service skills. Must be proficient with Microsoft Office and Auto-CAD.



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email [dtnicol@integritysenergy.com](mailto:dtnicol@integritysenergy.com)  
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Call Jay Dalicandro at 312-681-1820 or  
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### SCHEDULE

This position is expected to work approximately 25 hours per week. Hours are flexible.

### SALARY & BENEFITS

\$26/hour +/- DOQ. Part-Time employees are not eligible for paid leave time or health/dental insurance. However, this position will be enrolled in the Illinois Municipal Retirement Fund (IMRF).

### TO APPLY

Please send cover letter and resume or completed application to the Village of Hinsdale, 19 E Chicago Av, Hinsdale, IL 60521, Fax: 630-789-7015, E-mail: [hr@villageofhinsdale.org](mailto:hr@villageofhinsdale.org) The position is open until filled. No calls please. The Village of Hinsdale is an EOE employer

### Village of Winnetka, Management Analyst

The Village of Winnetka seeks a Management Analyst, a position that plays an integral role in the Village Manager's Office. In addition to providing administrative support to the Assistant to the Village Manager and Village Manager, this position has significant responsibilities in the area of Human Resources, including recruitment, selection, testing, interviewing, and employment law compliance. The Management Analyst will serve as the liaison to the Board of Fire and Police Commissioners and will also coordinate all departmental compliance with Freedom of Information Act requests as the Village's FOIA Officer. Duties also include assistance with preparing Village Council agenda materials; public relations; Village website content creation, design, and maintenance; program evaluation and research; survey administration and/or data analysis; and policy/procedure development. The successful candidate will be a self-motivator who exercises independent judgment and possesses analytical and problem-solving skills adaptable to a fast-paced environment.

#### Desired Minimum Qualifications:

- Bachelor's degree from an accredited college or university in public or business administration, political science, public policy, or a related field. Master's degree in public or business administration preferred.
- 2 to 4 years minimum recent work experience; experience in municipal government or public body strongly preferred.

#### Other Requirements:

- Excellent written and oral communication skills.
- Good organization and prioritization skills.
- Ability to provide excellent customer service and

to work effectively with elected officials, citizens, and employees.

- Good knowledge of business mathematics, statistics, research methodology, as well as experience with computer spreadsheets, databases and related software.
- Analytical, planning and management skills that can be applied to maintain/enhance a high level of services.
- Valid driver's license and safe driving skills.

The weekly work schedule is normally 37.5 hours in duration, Monday through Friday, 8:30 a.m. to 5:00 p.m., but may be extended in the event of emergency, disaster, workload, administrative obligations, or work in progress. The position requires occasional work on some Saturdays, Sundays, and holidays and attendance at evening meetings. Work activities are typically conducted in a climate-controlled open office environment and noise levels are usually quiet.

This is an exempt position. Salary range: \$57,300 to \$88,143 (DOQ) plus excellent benefits.

Candidates should apply with application, resume, and cover letter. Position is open until filled. Applications may be obtained in person or downloaded from the Job Opportunities page at [www.villageofwinnetka.org](http://www.villageofwinnetka.org). Submit materials and direct inquiries to:

Human Resources  
Village of Winnetka  
510 Green Bay Road  
Winnetka, IL 60093  
Email: [hr@winnetka.org](mailto:hr@winnetka.org)  
Phone: 847-716-3545

### Village of Lincolnwood, Assistant to the Public Works Director

The Village of Lincolnwood, Illinois (12,590 – 2010 census) is a diverse home-rule municipality directly north of the City of Chicago consisting of 2.7 square miles, with a unique blend of residential, commercial, and manufacturing areas that is seeking an individual to serve as the Assistant to the Public Works Director. This position assists the Director in project administration, staffing various committees and commissions, participating in intergovernmental issues, and serving as ombudsman for personnel and resident issues. The position is responsible for overseeing projects in all divisions of Public Works including Vehicle Maintenance, Parks and Building Maintenance, Trees and Alleys, Streets and Water Maintenance and assists in overseeing contracts for the Village Engineer, waste and recycling services and Geographic Information Services (GIS). The position directly supervises one part-time and one full-time employee while giving direction to all

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other staff members in the Department. The position is expected to serve as the Acting Director in the absence of the Public Works Director.

The Public Works Department has an annual budget of \$3,535,011 that encompasses 27.5 FTEs. Each major division in Public Works is headed by a Foreman or comparable position with several full-time, part-time and seasonal staff members. A majority of employees in the Public Works Department are represented and are covered by a collective bargaining agreement. The Village is responsible for water distribution which includes a pumping station and water tower for potable water received from the City of Chicago. The Village is responsible for overseeing 75 lane miles of roads.

The candidate's education shall include a Bachelor's Degree in Engineering, Political Science, Business Administration, Public Administration, or related field of study. A Master's Degree in Public Administration (M.P.A.) or engineering related experience is preferred. The successful candidate should have at least two to three years of experience related to local government.

The Village of Lincolnwood offers a diverse and competitive benefits package for employees. The Assistant to the Public Works Director will be enrolled in a defined benefit pension plan through the Illinois Municipal Retirement Fund (IMRF) along with access to medical, dental and life insurance. The salary range for this position is \$67,857 to \$89,572. The regular hours for the position are 8:00 a.m. to 4:30 p.m. Additional benefits for the position include paid sick, vacation, and holiday time, access to a 457 retirement plan and a Flex 125 plan. This position is classified as a full-time, exempt, non-union, supervisory position.

To be considered for this position, please submit a resume and cover letter by 4:00 PM on Friday, December 5, 2014, to Charles Meyer, Assistant to the Village Manager, 6900 North Lincoln Avenue, Lincolnwood, IL 60712, or by email at [cmeyer@lwd.org](mailto:cmeyer@lwd.org). Any questions related to the position should be submitted to the Assistant to the Village Manager. Electronic submissions are preferred.

### **Village of Glencoe, Water Plant Superintendent**

The Village of Glencoe (pop. 8,723), a service-oriented, North Shore community with a long history of government services that are both innovative and collaborative is seeking its next Water Plant Superintendent following the retirement of the current individual after 26 years of service. Under the direction of the Director of Public

Works, the Water Plant Superintendent is responsible for the management and supervision of the Village's existing 8 MGD Water Treatment Plant (WTP), constructed in 1928. With service to the community its highest priority, the Village is seeking qualified candidates that possess a collaborative, open style, with a strong focus on excellent customer service. The selected candidate will have the ability to plan, schedule and direct daily operation and maintenance activities for the WTP; monitor compliance with pertinent federal and state regulations; assist with development of the department's annual budget; oversee all facets (planning, engineering & construction) of WTP contracts; and coordinate the training and development of the Water Plant's operations staff.

The Village is currently in the early stages of a review of options relative to the long-term operation and possible replacement of the WTP. The position will be actively engaged in this planning process. The successful candidate will possess a thorough understanding of modern water treatment technologies, capital construction projects and, most importantly, be willing to work collaboratively with staff, elected officials and the community in determining the next steps for the Village.

Qualified applicants should possess at minimum a Bachelor's degree in Civil Engineering or a related field, and have 6 years of related experience with maintenance and operation of a WTP, or a combination of education and experience; knowledge of operations and the ability to supervise or perform general maintenance on a range of WTP equipment; strong analytical and project management skills including capital construction projects; excellent written and verbal communication skills; and general proficiency with Microsoft Office applications. A valid Illinois driver's license and IEPA Class A water operator's certificate of competency are required.

The Village offers a competitive salary range of \$77,179 - \$106,121 along with a comprehensive benefits package. Starting salary will depend upon qualifications of the selected candidate.

Qualified applicants are encouraged to submit a cover letter, resume and completed employment application to Village of Glencoe, 675 Village Court, Glencoe, IL 60022, Attn: Village Manager's Office. Email submissions are encouraged and should be forwarded to [info@villageofglencoe.org](mailto:info@villageofglencoe.org). Review of applications will commence immediately, but all applications should be submitted by Friday, December 5, 2014. Applications available online at: [www.villageofglencoe.org](http://www.villageofglencoe.org). EOE.



## Job Mart

<http://www.ilcma.org/index.aspx?NID=298>

### **Village of Arlington Heights, Technical Support Coordinator, Finance Department – IT Division**

The Village of Arlington Heights, a northwest suburb of Chicago, population 75,100, is seeking a Technical Support Coordinator position in the Finance Department-IT Division.

This position provides technical support to Village staff by solving computer and network related issues, including installation, repair and maintenance of hardware and software. Must be able to provide after-hours support on an as needed basis.

The qualified candidate will possess a Bachelor's degree in Computer Science or closely related field and four years of hands-on experience troubleshooting, maintaining, and upgrading network based computers and peripherals. In addition, will be responsible for installation and troubleshooting of file servers, routers, and all LAN, WAN, or PC equipment including monitoring network security and data back-up procedures. Knowledge of Microsoft desktop and server products, including email, word processing, spreadsheets, database and graphics applications; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job.

Minimum starting salary for this position is \$71,089. Includes excellent benefits package.

Qualified candidates are encouraged to submit an online application available on the Village's website at [www.vah.com](http://www.vah.com). Complete applications including cover letter and resume will also be accepted via mail: Human Resources, Village of Arlington Heights, 33 S. Arlington Heights Road, Arlington Heights, IL 60005; or email to [jobs@vah.com](mailto:jobs@vah.com). The fax number is 847-368-5990. This position is open until filled. Internet access is available at all local libraries. For more information concerning the Village of Arlington Heights, please visit our website at [www.vah.com](http://www.vah.com). EOE Any offer of employment is conditional upon passing a pre-employment physical and drug screen.

### **City of Elgin, Senior Engineer – Public Works Operations**

Elgin, IL (110,145) The City of Elgin, Illinois seeks highly qualified candidates for the position of Senior Engineer-Public Works Operations in its Department of Public Works. Founded in 1836 and located 35 miles northwest of Chicago, Elgin is proud of its diversity and culture.

From its revitalized downtown area, including the award-winning Riverwalk and the Hemmens Cultural Center, to its many comfortable neighborhoods, four historic districts, 1,600 acre parks system and extensive regional recreational assets, Elgin offers a unique quality of life, whether one is interested in city or suburban living. Elgin's motto, "The City in the Suburbs", embodies celebration of Elgin's past, enjoyment of the present, and the promise of Elgin's future. Elgin operates under the council-manager form of government, which was adopted in 1954. The Senior Engineer-Public Works Operations directs and coordinates the activities of the Street, Land Management and Forestry divisions of the Public Works Department. The position is also responsible for administering the Motor Fuel Tax (MFT) and bridge inspection programs, as well as determining specifications for contracted services provided to the Public Works Department. The position reports to the Director of Public Services. Graduation from an accredited college or university with a degree in civil engineering, plus considerable professional engineering experience, preferably in the public sector, and registration as a Professional Engineer in the State of Illinois is required. Starting salary: \$94,000 +/- DOQE. To apply, submit resume, cover letter and contact information for five professional references by December 17, 2014 to [www.govhrusa.com/current-positions/recruitment](http://www.govhrusa.com/current-positions/recruitment) to the attention of Heidi Voorhees, GovHRUSA, 650 Dundee Road #270, Northbrook, IL 60062. Tel: 847-380-3243; Fax: 866-401-3100.

### **City of Elgin, Water Operations Engineer I**

Elgin, IL (110,145) The City of Elgin, Illinois seeks highly qualified candidates for the position of Water Operations Engineer I in its Water Department. Founded in 1836 and located 35 miles northwest of Chicago, Elgin is proud of its diversity and culture. From its revitalized downtown area, including the award-winning Riverwalk and the Hemmens Cultural Center, to its many comfortable neighborhoods, four historic districts, 1,600 acre parks system and extensive regional recreational assets, Elgin offers a unique quality of life, whether one is interested in city or suburban living. Elgin's motto, "The City in the Suburbs", embodies celebration of Elgin's past, enjoyment of the present, and the promise of Elgin's future. Elgin operates under the council-manager form of government, which was adopted in Elgin in 1954. The water utility serves 32,000 customers. It operates two treatment plants with a total capacity of 42 MGD, and maintains over 500 miles of water mains. The Water Department has an operating budget of \$33.6 million and capital budget of \$20 million. Working closely with the Senior Engineer in the Water Department, the Water Operations Engineer I coordinates engineering activities for the water treatment and distribution systems, including review and approval of construction plans and specifications, serving as project

## Job Mart

<http://www.ilcma.org/index.aspx?NID=298>

design engineer and construction manager on Water Department construction projects, and conducting and supervising project inspection activities. Familiarity with Supervisory Control and Data Acquisition (SCADA) and Geographic Information (GIS) systems is highly desirable. Graduation from an accredited college or university with a degree in civil engineering is required. Candidates must have passed their Fundamentals of Engineering test and be on track to obtain their registration as a Professional Engineer, or be registered as a Professional Engineer in the State of Illinois. Starting salary: \$80,000 +/- DOQE. To apply, submit resume, cover letter and contact information for five professional references by December 17, 2014 to [www.govhrusa.com/current-positions/recruitment](http://www.govhrusa.com/current-positions/recruitment) to the attention of Heidi Voorhees, GovHRUSA, 650 Dundee Road #270, Northbrook, IL 60062. Tel: 847-380-3243; Fax: 866-401-3100.

### **City of Park Ridge, Senior Accountant**

The City of Park Ridge is seeking a qualified candidate for the full-time position of Senior Accountant. General Responsibilities: The individual is responsible for highly complex accounting activities relating to the maintenance of a complete and accurate general ledger and the resultant managerial reports and financial statements including modeling, forecasting and analysis of reports. Continually monitors financial control processes and ensures that accounting transactions are executed in accordance with established standards of internal control. Processes and applies a broad knowledge of principles, practices and procedures to the completion of difficult accounting assignments. Within acceptable accounting practices, the Senior Accountant demonstrates good judgment in selecting methods and techniques for obtaining solutions to apply to their everyday assignments. This position will direct and review the work of the cashiers.

Successful candidate will have a Bachelor's Degree in Accounting, with ten years of accounting experience. Strong knowledge of technical accounting/US GAAP and experience in account analysis is required. CPA, supervisory experience and two years of governmental accounting or governmental auditing are preferred. Strong PC literacy with Microsoft Office products and accounting software or an ERP system. Ability to communicate professionally and effectively with all levels of staff. The salary midpoint for this position is \$74,816 with starting salary DOQ, plus benefits. Position is open until filled.

Please submit cover letter and resume to HR Generalist,

Annie Eriksson, via email [aeriksso@parkridge.us](mailto:aeriksso@parkridge.us) or by U.S. Mail:

City of Park Ridge  
Attn: Human Resources  
505 Butler Place  
Park Ridge, IL 60068

EOE M/F/D/V

### **City of Park Ridge, Finance Director**

The City of Park Ridge, Illinois (37,480 population) is seeking a qualified candidate for the full-time position of Finance Director. Responsibilities include, but are not limited to, executing the principles, practices and theories of governmental finance, budgeting, forecasting, procurement, collections, payroll administration, utility billing, and accounting.

Park Ridge has a current fiscal year budget of approximately \$65 million. Successful candidate must understand and have demonstrated experience in the ability to plan, organize, and administer project plans with many deadlines; provide leadership and direction to the Finance Department staff of 12 employees; support the finance function of an organization of 300+ employees; set and maintain internal controls; ability to interpret the goals and policies of the City Council under the direction of the City Manager; and serve as staff support to City Council. Demonstrated experience with Microsoft Office Suite and ERP systems. Excellent written and oral communication skills are necessary. Ability to work in a fast-paced and high-pressured environment is a must. Previous management and supervisory experience required.

Bachelor's degree in Finance or Accounting, plus a Master's degree and/or CPA preferred. Minimum of 10 years of relevant experience required. Annual salary range is \$101,588 to \$142,181 depending on qualifications and experience, plus benefits. Position is open until filled.

Submit Application for Employment and resume to Annie Eriksson, HR Generalist, via email at [aeriksso@parkridge.us](mailto:aeriksso@parkridge.us) or by U.S. mail to:

City of Park Ridge  
Attn: Human Resources  
505 Butler Place  
Park Ridge, IL 60068

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**[www.ilcma.org](http://www.ilcma.org)**

## ICMA Senior Advisors in Illinois

Ready to serve you in times of need.  
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g\_bielawski@hotmail.com

Steven Carter  
217-359-1338  
stevenccarter@sbcglobal.net

Kent Leichter  
314 821-8217  
kleichter1@earthlink.net

John Phillips  
309-428-5495  
phillipsjohn99@gmail.com

Robin Weaver  
630-835-6417  
rweaver3333@gmail.com

## The Communication Tool for ILCMA & IAMMA



Have you joined the ILCMA and IAMMA web portal for knowledge and information sharing. This system will allow ILCMA & IAMMA members to ask questions as you did in the past using the IAMMA listserv. ILGNET provides the following features:

- Displays the most current 10 questions asked
- Enables you to search question and answer history
- Allows you to build your own profile so that it is personalized to your interests
- Ability to opt in/out of categories and tailor options for receiving information
- Ability to capture, store, sort and view all current and archived information
- See the latest questions from both associations – as well as your topics of interest
- Ability to respond to a posted question as well as an emailed question

**To join please go to [www.netqa.org/ILGNET/\\_cs/GNSplash.aspx](http://www.netqa.org/ILGNET/_cs/GNSplash.aspx) or [www.ilcma.org](http://www.ilcma.org). and follow the instructions.**