

# ILCMA 2017 SUMMER CONFERENCE

## PUTTING TOGETHER AN ALL-STAR TEAM:

Every Day is Game Seven.



**JUN**  
14-16  
**2017**

REGISTER BY JUNE 7

### TENTATIVE SCHEDULE

#### WEDNESDAY, JUNE 14

9:00 A.M. – 5:00 P.M.  
Registration Open

9:15 A.M.  
Nine Hole Golf at Eagle Ridge East Course

10:00 A.M.  
Golf  
18 Hole Scramble & Conventional Golf:  
Eagle Ridge North Course

1:00 P.M. – 4:00 P.M.  
ICMA RC Appointments  
(see page 2 for details)

1:00 P.M. – 3:30 P.M.  
Pre-conference Workshop  
So You Want to Be Smart: Harnessing,  
Leading, and Managing Risk Around  
Digital Disruptions

1:00 P.M. – 5:00 P.M.  
Exhibitor Set-up

6:00 P.M.  
Western BBQ

#### THURSDAY, JUNE 15

7:00 A.M. – 7:45 A.M.  
Legacy Walk

7:30 A.M. – 8:30 A.M.  
Registration and Breakfast

8:30 A.M. – 10:00 A.M.  
Keynote Address by James Kane  
*The Loyalty Switch*

9:00 A.M. – 4:00 P.M.  
ICMA RC Appointments

10:00 A.M. – 10:30 A.M.  
Break in Exhibit Hall

10:30 A.M. – 5:00 P.M.  
Mock Interviews and Resume Reviews

10:30 A.M. – 11:45 A.M.  
Concurrent Sessions:  
*Session 1:* Tools for the Balancing Act –  
Exploring Local Government Success  
Criteria and Understanding the Critical Psychologi-  
cal Strengths that Define Leaders  
*Session 2:* The Municipal Workplace  
Reimagined: Bringing Innovation and  
Employee Wellness to a Competitive  
Environment

11:45 A.M. – 12:15 P.M.  
Break in Exhibit Hall

12:15 A.M. – 1:15 P.M.  
Lunch & Business Meeting

1:15 P.M. – 1:45 P.M.  
Dessert in Exhibit Hall

1:45 P.M. – 3:00 P.M.  
Concurrent Sessions:  
*Session 1:* Building Back Trust in Policing:  
How to Create an Effective Community  
Relations Plan  
*Session 2:* I Know the ICMA Code of Ethics  
is Important. But is it THAT Important, and  
Should I Be Promoting it in My Organization?

3:00 P.M. – 3:15 P.M.  
Break in Exhibit Hall

3:15 P.M. – 4:30 P.M.  
Concurrent Sessions:  
*Session 1:* The State of Housing Supply in Illinois  
*Session 2:* Is it Time to Move on? Yikes! I've Been  
Fired – What's It Like Out There? What If I Don't  
Want to be a Manager Again?

6:30 P.M. – 8:30 P.M.  
Reception, Dinner & Awards

7:00 P.M. – 10:00 P.M.  
Kids Night Out

8:30 P.M. - 10:30 P.M.  
ILCMA Social Event – Taste of Galena

#### FRIDAY, JUNE 16

8:00 A.M. – 9:00 A.M.  
Breakfast

9:00 A.M. – 11:00 A.M.  
ICMA RC Appointments

9:00 A.M. – 10:15 A.M.  
Concurrent Sessions:  
*Session 1:* Improv and Improve! The  
Leadership and Life Lessons of "Yes, And"  
*Session 2:* If Only We Had More Staff!  
Practical Fraud Prevention on a Limited Budget

10:15 A.M. – 10:30 A.M.  
Break

10:30 A.M. – 11:45 A.M.  
Closing Keynote by Jim "The Rookie" Morris  
*Never Give Up on a Dream*

11:45 A.M.  
Raffle  
Proceeds from the raffle will go to the ILCMA Win-  
ter Conference Undergraduate Student Scholarship  
Fund



## WEDNESDAY PRE-CONFERENCE SESSION

Pre-Conference Session Additional Cost: \$50.

Be sure to sign up on the registration form!

### 1:00 – 3:30 P.M.

#### **So You Want to Be Smart: Harnessing, Leading, and Managing Risk around Digital Disruptions**

At the Alliance for Innovation's 2016 BIG Ideas conference, thought-leaders from local government, private sector, and academia convened to discuss the role of technology on our society. Emerging and inherently disruptive technologies are changing the way we view community and influencing how we design, plan, regulate, and even interact with cities, counties, and towns. Today, we want to continue that conversation and "reframe" disruptive technology to bring it outside the confines of restricted to techies and foster an atmosphere for creative thinking on the broad impacts of disruptive technology and its resulting security issues. Adaption and the ability to face the challenges straight ahead will determine our success.

#### **Learning Objectives:**

1. How to harness the power of emerging technologies no matter who you are;
2. What is the role of local government in managing disruptive technology; and
3. How to mitigate the security risks from disruptive technology.

#### **Speakers:**

Jerry Irvine, CIO, Prescient Solutions  
Greg Stopka, Midwest Region Director,  
Alliance for Innovations

**Addresses:** ICMA Practice Area: 7  
*Technological Literacy*



## THURSDAY OPENING KEYNOTE SPEAKER James Kane

8:30 – 10:00 A.M.

### **The Loyalty Switch**

In this fascinating and highly entertaining presentation, James Kane takes his audience on a journey into the human brain, explaining the science behind true loyalty and human relationships. Building on more than 40 years of research, Kane makes the case that human beings have a fundamental need to be loyal and actively seek out specific clues from others that tell them when they can and should be. When organizations or individuals are able to understand and demonstrate those loyalty-building behaviors, they can develop relationships that will last a lifetime and result in unwavering and unlimited support.

**Addresses:** ICMA Practice Area: 18 *Personal Development*

## THURSDAY MORNING CONCURRENT SESSIONS

10:30 – 11:45 A.M.

### **Session 1: Tools for the Balancing Act –**

#### **Exploring Local Government Success Criteria and Understanding the Critical Psychological Strengths that Define Leaders**

The presentation will focus on the results of an ongoing research project that explores professional local government management success criteria and explores critical strengths of public and private sector leaders who are responsible for delivering successful outcomes for the organizations they lead. Presentation topics will include an in-depth review of the survey results from elected and appointed officials concerning local government success criteria, the importance of judgment in defining effective leaders and a fascinating look at the psychological characteristics of leaders and their ability to perceive, think, control their emotions and act with a unique comparison of professional local government managers and private sector CEOs and c-suite executives.

#### **Learning Objectives:**

1. Understand the importance of identifying and understanding local government success criteria; and
2. Understand the psychological factors that impact judgment and critical decision-making.

#### **Speakers:**

David Limardi, ICMA Midwest Regional Director  
Bob Kiely, City Manager, Lake Forest

**Addresses:** ICMA Practice Areas: 1 *Staff Effectiveness*; 2 *Policy Facilitation*; 6 *Initiative, Risk Taking, Vision, Creativity, And Innovation*; 14 *Advocacy and Interpersonal Communication*; and 18 *Personal Development*

### **Session 2: The Municipal Workplace Reimagined: Bringing Innovation and Employee Wellness to a Competitive Environment**

The lines between workplace and civic design are blurring as industry refocuses on occupant centric design. It can be challenging for local government managers attempting to balance costs, public demands, and employees' needs while also keeping up with the advances in this field to incentivize employees, provide flexibility, and increase collaboration. This session will explore various ways local government managers can initiate changes to the office environment on a scale that fits their community's operational and wellness needs.

#### **Learning Objectives:**

1. Understand the importance of an intentionally-designed workplace and the impact it has on recruitment, performance and employee satisfaction;
2. Identify the relationship between holistic building performance and occupant wellbeing;
3. Understand how workplace trends (teleworking, shared office environments, open floor plans) can influence changes to the physical office space; and
4. See examples of private sector facility trends and understand how they might be applied in the public sector, with a particular focus on the challenges of applying these trends to hierarchical municipal environments.



**Moderator:**

Lauren Stott, Management Analyst, DeKalb

**Panelists:**

Mark Peterson, City Manager, Normal  
Jake Davis, AIA, LEED AP, Civic Design  
Leader, DLR Group

Cassandra Griep, CID, NCIDQ, IIDA,  
Workplace Leader, DLR Group

Shona O’Dea, LEED AP BD+C, WELL AP,  
CPHC, Building Performance Analyst,  
DLR Group

**Addresses:** ICMA Practice Area 3 Functional  
and Operational Expertise and Planning

**12:15 P.M. – 1:15 P.M.**

Luncheon and Annual Meeting

**THURSDAY AFTERNOON SESSIONS**

**1:45 – 3:00 P.M.**

**CONCURRENT SESSIONS**

**Session 1: Building Back Trust in Policing:  
How to Create an Effective Community  
Relations Plan**

With the changing dynamics in policing today, managers and chiefs need to focus on building trust between their Police Departments and their communities. Nowadays, there seems to be more and more public pressure to do something dramatic to improve relationships between officers and citizens, when maybe a refocusing on the basics can go much further in restoring trust between the stakeholders. The speakers will focus on nuts-and-bolts concepts, proven success stories and a view into the future in order to provide a playbook that can be scaled to any size community.

**Learning Objectives:**

1. Discuss and consider community relations strategies and best practices that help build confidence and trust between police and citizens;
2. Learn about success stories in establishing a positive dialogue in your community; and
3. Understand ways to train officers to meet the expectations of a changing public image.

**Panelists/Speaker(s)**

Steven Casstevens, Chief of Police,  
Buffalo Grove

Ann Tennes, Director of Marketing and  
Communications, Skokie

Daniel McDevitt, President, REM Management  
Services

**Addresses:** ICMA Practice Areas:

3 Functional and Operations Expertise and  
Planning; 8 Democratic Advocacy and Public  
Engagement; 14 Advocacy and Interpersonal  
Communication

**Session 2: I Know the ICMA Code of Ethics  
is Important. But, is it THAT Important,  
and Should I Be Promoting it in My  
Organization?**

The ICMA Code of Ethics is the cornerstone of the local government management profession. Indeed, the 12 tenets of the Code are designed to guide proper conduct of ICMA members on a daily basis.

When it comes to ideas to promote ethics, we don’t routinely think to seek guidance from the private sector. Aren’t they after all focused on the bottom line? But are they all the time? Do they care about public trust, transparency, and the environment? At this session, you’ll hear from Tom Tropp, Corporate Vice President of Ethics and Sustainability, for Arthur J. Gallagher. Tom will discuss the importance of an ethical culture and Corporate Social Responsibility.

We’ll hear, too, from the Elk Grove Village Manager, Ray Rummel, and Scott Niehaus, Lombard Village Manager on the unique steps they have taken to actively promote ethical behavior and ensure ethics is embedded in the organizational culture.

**Learning Objectives:**

1. How to foster ethical decision making in your organization;
2. Why promoting ethical behavior matters; and
3. How our behavior influences others.

**Speakers:**

Tom Tropp, Corporate Vice President of Ethics  
and Sustainability, Arthur J. Gallagher  
Ray Rummel, Village Manager, Elk Grove  
Village  
Scott Niehaus, Village Manager, Lombard

**Addresses:** ICMA Practice area: 17 Integrity

**3:15 – 4:30 P.M.**

**CONCURRENT SESSIONS**

**Session 1: The State of Housing Supply in  
Illinois**

Municipalities and developers are getting creative to address housing affordability issues in their communities. Almost a third of Illinois homeowners and more than half of Illinois renters are considered “housing insecure” because they spend more than 30 percent of their household income on housing. More and more, this

issue is impacting even middle class professions such as teachers, nurses, and police officers. Learn different approaches and resources actually implemented by Illinois communities to address housing affordability issues, and why this topic should be on every city manager’s radar. Community-specific statistics will be available at the session.

**Learning Objectives:**

1. What is housing insecurity and its impacts it has on your community;
2. Policy and ordinance changes that can promote inclusive housing; development in your community;
3. State resources are available for housing development; and
4. Learn what education and support is available on the issue.

**Speakers:**

Wally Bobkiewicz, City Manager, Evanston  
Joshua Wilmoth, President, Full Circle  
Communities, Inc.

Alan Quick, Managing Director, Strategic  
Planning and Reporting (SPAR) Depart-  
ment, Illinois Housing Develop-  
ment Authority

Andy Geer, Vice President & Market Leader,  
Chicago Enterprise Community Partners  
Craig Carter, BKV Group

**Addresses:** ICMA Practice Areas:

3 Functional and Operational Expertise and  
Planning; 4 Citizen Service

**Session 2: Is it Time to Move on? Yikes! I’ve  
Been Fired – What’s It Like Out There? What  
If I Don’t Want to be a Manager Again?**

Careers can take many twists and turns, particularly in the political arena. GovHR USA has helped hundreds of local government professionals navigate the ups and downs of their careers including termination, cross country moves, transitions from a manager to a department head or deputy/assistant manager and how to recognize that it is time to go.

Come and participate in the discussion about some of the most difficult and personal decisions local government managers have had to make and how to come out on the other side happily employed doing important and fulfilling work. From the discussion, you’ll get a sense of what elected officials are looking for when hiring their next manager/administrator.

**Learning Objectives:**

1. Objectively assess one’s own talents and career aspirations and be ready to adapt if necessary;
2. Recognize when it is time to start the job hunt and how to do it if you want to switch states or regions; and

1. Manage the unexpected and expect- ed termination, both personally and professionally.

**Moderator:**

Heidi Voorhees, President, GovHRUSA

**Speakers:**

Cara Pavlicek, Village Manager, Oak Park

Scott Hartman, Deputy County Administrator, McHenry County

Dawn Wucki-Rossbach, Business Manager, Lake County Sheriff's Office

**Addresses:** ICMA Practice Area: 18 Personal Development

**FRIDAY MORNING CONCURRENT SESSIONS**

**9:00 – 10:15 A.M.**

**Session 1: Improv and Improve! The Leadership and Life Lessons of "Yes, And"**

What do Saturday Night Live and The Second City Improv club have in common with successful people and organizations? They follow the same core principles: Authenticity, Listening, Collaboration, and Fearlessness! These are just a few of the common attributes that successful "Improvisees" share with high performing people and organizations. This lively and highly interactive workshop enables participants to experience and learn the "Yes, And" approach—taught by The Second City to actors and organizations around the world. Participants will emerge energized—and with a plan for applying "Yes, And" to their organization and their life.

**Learning Objectives:**

1. Learn to be "in the moment"—and enhance your ability to think on your feet;
2. Experience true collaboration—supporting the success of others;
3. Learn to embrace risk-taking—and to face your fear of failure;
4. Gain confidence in your presentation skills; and
5. Enhance your listening skills.

**Speakers:**

Craig Rapp, President, Craig Rapp LLC  
Aida Johnson-Rapp

**Addresses:** ICMA Practice Areas: 1 Staff Effectiveness; 6 Initiative, Risk-Taking, Vision, Creativity, Innovation and Continuous Improvement; 15 Presentation Skills

**Session 2: If Only We Had More Staff! Practical Fraud Prevention on a Limited**

**Budget**

Reality: Budgets are tight and resources are growing more limited. Reality: Fraud must be prevented. This seminar addresses the crucial role of separation of duties and how this principle can be implemented effectively and with existing staff. Learn in simple terms what separation of duties is all about and how it can work for you. Actual situations and solutions will be emphasized.

**Learning Objectives:**

1. Explain essence of principle of separation of duties within framework of internal controls;
2. Create a separation of duties matrix;
3. Learn what duties should never be combined and which duties can be assigned to the same staff person; and
4. Learn compensating controls that strength limited staff.

**Speakers:**

Mary O'Connor, Partner, Valuation and Dispute Advisory Services, Sikich LLP

Richard B. Boehm, Village Manager, Palos Park

**Addresses:** ICMA Practice Areas: 3 Functional and Operational Expertise and Planning; 5 Performance Measurement/Management and Quality Assurance

**FRIDAY CLOSING KEYNOTE SPEAKER**  
**Jim "The Rookie" Morris**



**10:30 – 11:45 A.M.**  
**Never Give Up on a Dream**

More than a Cinderella story, Jim Morris' journey is testimony to the power of dreams and their ability to inspire and transform human life. A fast-track minor league player, Morris' dreams were derailed by serious arm injuries. Eleven years later, he was a high school baseball coach, who unexpectedly learned a life-changing lesson from his team. Now a role model to millions, Morris' memoir, *The Rookie*, was made into a major motion picture in which Dennis Quaid portrayed him. A schoolteacher by trade, Morris is a loveable storyteller whose miracle story captivates and inspires audiences to never give up on a dream.

**Addresses:** ICMA Practice Area: 18 Personal Development

**RAFFLE**

Stay for the raffle at 11:45 a.m.! Raffle proceeds will go to the ILCMA Winter Conference Undergraduate Student Scholarship Fund



**ALL STAR CONFERENCE COMMITTEE**

- Chair - Barry Burton, County Administrator, Lake County
- Mike Earl, Senior Vice President, GovHR USA
- Lauren Stott, Management Analyst, DeKalb
- Lindsey Taramelli, Enterprise Fleet Management
- Jim Arndt, City Administrator, Effingham
- Phil Kiraly, City Manager, Glencoe
- Julia Cedillo, Village Manager, La Grange Park
- Christina Burns, Assistant Village Administrator, Oswego
- Lowell Crow, City Administrator, Monmouth
- Paula Schumacher, Interim Village Administrator, Bartlett
- Clayton Black, Management Analyst, Schaumburg
- John Doria, Director of Government Affairs, Christopher B. Burke Engineering
- Stephan Roberts, Director Public Finance Department, Robert W. Baird & Co.
- Adam Simon, Partner, Ancel Glink
- Laura Ditanto, Assistant to the Public Works Director, Libertyville
- Nikki Dvorak, Business Development, DLR Group
- Danielle Melone, Siemens
- Dawn S. Peters, Executive Director, ILCMA

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## ICMA-RC APPOINTMENTS

ICMA-RC is once again offering financial consultations with members. If you would like to schedule an appointment with David Park, ICMA RC, please call in advance 1-800-735-7505 x4915 or cell 708-692-7081. Appointments are available on June 14 (1 p.m. – 4 p.m.); June 15 (9 a.m. – 4 p.m.); June 16 (9 a.m. – 11 a.m.).

## MOCK INTERVIEW & RESUME REVIEW APPOINTMENTS

The ILCMA Membership Services Committee is pleased to offer to conference attendees one-hour mock interview and one-hour resume review services. These services will be offered by Heidi Voorhees, GovHR USA. Appointments are available on June 15 (10:30 a.m. – 5:00 p.m.). Please contact Dawn Peters at dpeters@niu.edu or call her at 815-753-0923 to schedule your appointment.

## SOCIAL EVENT INFORMATION

### Wednesday, June 14

#### 9:15 A.M. NINE HOLE GOLF AT EAGLE RIDGE EAST COURSE

If you plan to participate in the pre-conference ICMA University Workshop and would also like to squeeze in a round of golf, sign up for the Eagle Ridge East Course nine-hole golf. Tee off begins at 9:15 a.m. If you are planning to attend the workshop, you will be placed in an early tee time. The charge for nine holes of golf at the East Course will be \$50 (includes golf and lunch) and is payable at the time of registration. Be sure to sign up using the golf registration form.

#### 10:03 A.M. 18 HOLE GOLF AT EAGLE RIDGE NORTH COURSE

The fee for the handicap or the scramble tournament is \$100 (includes golf, lunch, and prizes) and is payable at the time of conference registration. Tee times begin at 10:03 a.m. Due to tee time restrictions, golf is limited to the first 70 registered golfers. Be sure to sign up using the golf registration form.

#### 6:00 P.M. WESTERN BBQ

Don't miss out on this fun annual family event sponsored by Aqua Illinois, Christopher Burke Engineering and Siemens Industry, Comcast and GovHR USA. Shuttle service from the Eagle Ridge Resort to the Marina (Owners Club in case of inclement weather) will begin at 5:30 p.m. There will be boat rides and bags game and of course, great BBQ!

### Thursday, June 15

#### 6:30 – 8:30 P.M. ILCMA AWARDS DINNER

#### 7:00 – 10:00 P.M. KID'S NIGHT OUT

Kid's Night Out is a supervised night excursion for children ages 4-12 years old. A typical night might include games, crafts, campfire, movie, and pizza.

#### 8:30 – 10:30 P.M. TASTE OF NIGHTLIFE IN DOWNTOWN GALENA

Join your colleagues as we enjoy the night life of historic downtown Galena. Each attendee will be provided with two tickets to be used on a beverage of choice at the participating locations listed below. A cash bar is available after you have used your tickets. Trolley will leave Eagle Ridge beginning at 8:30 p.m. – 9:00 p.m. and return beginning at 10:30 p.m. Last trolley will leave downtown at 12:30 a.m.! The trolley will depart from the Grape Escape. Participating establishments include: Grape Escape - Live Entertainment – trolley will depart from this location; light hors d' oeuvres will be served at this stop towards the end of the evening; Fried Green Tomatoes; Galena Brewery; Campeche Mexican Restaurant; Paradise Bar and Grill.

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## ACCOMMODATIONS

### EAGLE RIDGE INN & RESORT

GALENA, IL

Room reservations can be made directly with Eagle Ridge by May 15, 2017. Be sure to mention the ILCMA room block. Room block will be released on May 15, 2017. After this date reservations will be accepted on a space available basis only.

**Phone:** 800-892-2269

**Room Rate:** Inn Rooms: \$184 plus taxes & fees  
One Bedroom Villa: \$194 plus taxes & fees  
Two Bedroom Villa: \$274 plus taxes & fees  
Three Bedroom Villa: \$354 plus taxes & fees  
Three Bedroom Distinctive Home: \$354 plus taxes & fees  
Four Bedroom Distinctive Home: \$474 plus taxes & fees  
Five Bedroom Distinctive Home: \$594 plus taxes & fees  
Six Bedroom Distinctive Home: \$704 plus taxes & fees

For alternative accommodations in the Galena area, please visit [galena.org](http://galena.org).

## THREE EASY WAYS TO REGISTER

### ON-LINE

[ilcma.org/conferences](http://ilcma.org/conferences)

### FAX

815-753-6900

### MAIL

Send completed registration form and payment to:  
**Outreach Services Registration Office**  
Northern Illinois University  
DeKalb, IL 60115  
Phone: 800-345-9472

## REGISTRATION DEADLINE

### REGISTER BY JUNE 7, 2017

For a full refund, you must cancel your registration by **June 9, 2017**.

## REGISTRATION RATES

**ILCMA Member** (includes all meals): \$250  
**First time attendee\*** (includes all meals): \$175  
**Student** (includes all meals): \$75  
*Student Scholarships are available!*  
**Non-ILCMA Member** (includes all meals): \$375  
**Pre-Conference Workshop:** \$50

**Dress:** Business casual

### How to Save on Costs:

Carpool with your colleagues from a neighboring community.  
Share a room (especially nice to invite an MIT to be your guest).

\*First 10 online registrations for NEW corporate (voting) members who are first time summer conference attendees are free. There will be 5 waivers for managers/administrators and 5 waivers for assistants/assistant to/management analysts.

Fees are waived for "in transition" managers and spouses/partners.