

November 2019

Illinois City/County Management Association

ILCMA news

Volume 15 No. 4

Strengthening the quality of local governance through professional management

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Calendar of Events

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



November 6

Legacy Project 4th Quarter Luncheon

Elk Grove Village, IL

November 7

SWICMA Luncheon

New Baden, IL

November 13

IAMMA Professional Development

Wheeling, IL

November 21

ILCMA Professional Development

Lombard, IL

November 21

Metro Manager Luncheon

Lombard, IL

November 22 – 23

Downstate City/County Management Association Fall Seminar

Pontiac, IL

December 4

Legacy Project 4th Quarter Luncheon

Naperville, IL

December 5

SWICMA Luncheon

Highland, IL

December 11

IAMMA/Metro Holiday Luncheon

Lombard, IL

Save the Date

“20/20 Vision for the New Decade Upon Us”

ILCMA Winter Conference
Feb. 5 – 7, 2020 Marriott,
Normal, IL



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President's Column

ILCMA Communications Committee Update

By Joan Walls, Chair ILCMA Communications Committee and Deputy City Manager, Champaign and Mike Strong, Co-Chair and Assistant to the City Manager, Lake Forest

Thanks for all you do to keep our communities running smoothly. Professional local Government Managers understand the importance of their role in the community. They oversee the daily operations of all aspects of a city, town, or county government and are responsible for the safety, quality of life, and financial health of communities. Professional Managers constantly strive to improve the lives of others and go about it in a quiet manner often reluctant to promote the work that they do day-to-day.

The primary focus of the Communications Committee is to proactively message about the benefits and innovations of professional local government management and to promote the value of the profession to elected officials, residents, and the next generation of professional local government leaders. This year the ILCMA Communications Committee continues to develop ways to enhance and expand outreach efforts to assist the ILCMA membership in highlighting the role and value that professional local government managers play in shaping the communities we're proud to call home.

Over the past few months the Committee developed a Communication Plan that consists of many initiatives and activities that will serve as a guide for the Communications Committee's long-term work plan. The plan is a living document that is flexible and designed to assist ILCMA members by encouraging them to "Tell Their Story" and share information about the outstanding work happening in their communities. It is also an opportunity to encourage and support outreach efforts to "recruit and attract" the next generation of Professional Managers.

The following Communication Goals and 2019-2020 Objectives were identified to assist in spreading the word and sharing information about the work that we do:

1. Promote the profession of professional local government management by communicating its role and value.
 - a. Create key messages ("elevator pitches") that can be used by ILCMA members.
 - b. Identify positive messaging or stories ("good news stories") that highlight professional local government management at work by highlighting the achievements of individual members and of the profession as a whole.
2. Create a more inclusive profession in Illinois by engaging with new and diverse groups.
 - a. Strengthen relationship between ILCMA and regional public administration programs.
 - b. Increase awareness of professional local government management as a profession and the council-manager form of government through statewide/regional government resources.

3. Engage members in improving the Association's ability to serve professional local government managers and members.

- a. Strengthen member involvement in ILCMA events, programs and activities.
 - b. Promote benefits and resources of ILCMA membership to current and prospective members.

4. Deploy new strategies to engage members and prospective members online.

- a. Facilitate online dialogue among ILCMA members through social media and the internet regarding best practices and professional development.
 - b. Promote #ILCMA Proud campaign to raise awareness of professional local government management through social media.

During the development of the Communication Plan it became clear that ILCMA, its members and the professional local government management industry has to do a better job "telling its story". This is a story of leadership, courage, integrity, engagement, partnership, and outreach. As members of ILCMA, we recognize the opportunity before us to share this story not just with our members, but also with those outside of the association. While conversations on this plan began to evolve, a campaign idea (#ILCMA Proud) emerged as a platform to engage with our various stakeholder communities online.

WHAT MAKES YOU #ILCMA Proud

Through this campaign, we encourage the Association and members to post and share their stories, achievements, recognitions, and projects that highlight local government at work. In turn, we hope you share each other's stories so that all of our followers can celebrate, learn, and advocate for all the positive work we are doing within our community. This type of campaign will allow the Association to gather data, news stories, highlights, and achievements which it can archive and promote during future marketing or communication efforts.

The members of the Communication Committee would like to "Challenge" ILCMA members to "Tell Their Stories". Let's share three "good news stories" a week using the #ILCMA Proud.

Illinois communities have a lot to be proud of and we want to promote the great work being done across the state. In order to do so, we need to hear from you. Have you or your organization received an award, or has your community launched a new community service, program or completed an infrastructure development project? Take a few minutes now to share your "good news" and accomplishments with your ILCMA colleagues by sending the information to Dawn Peters at dpeters@niu.edu to be featured in ILCMA's monthly newsletter. Or share it on social media and be sure to use #ILCMA Proud.

Who's Who Directory Update

John Marquart has been appointed as the new city administrator for the city of Trenton. His new contact information is:

John Marquart
City Administrator
City of Trenton
14 West Broadway
Trenton, IL 62293
Email: jmarquart@trenton-il.com
Phone: 618-224-7323



ILCMA is proud to announce the launch of ILCMA Connect on March 4. ILCMA Connect is an enhanced member benefit that is a powerful network to connect colleagues from across the state of Illinois to exchange knowledge and share solutions.

ILCMA Connect, which automatically enrolls all ILCMA voting members, students, and cooperating members, is a cloud-based, private online community. ILCMA has started off with one general community for launch, which includes an open forum for general discussion. The potential exists for affiliate associations to have their own specialty community, so look for this new feature soon.

ILCMA members will receive an email with a subscription notification. In addition to being able to chat with colleagues, members will be able to participate in discussions; access a library of resources specific to communities; and post images, videos and documents to share with others.

ILCMA Connect access is tied to ILCMA corporate membership. Members will be able to join communities, update individual profiles and manage the frequency of community notifications. To learn more and join the discussion, please visit the ILCMA Connect website.

[CLICK HERE FOR INFO](#)

Welcome New Members

Matthew Beifuss, Administrative Intern, City of Elmhurst
Andrew Ferrini, Administrative Intern,
Village of Indian Head Park
Melanie Marcordes, Assistant to the Village Manager,
Village of Barrington
Kevin Tolan, MPA Candidate, UIC
Kristin Youngmeyer, Management Analyst,
City of Warrenville



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2019 Webinar Schedule and Advance Registration Links



ICMA State Association Coaching Partners:

Alabama, Alaska, California, Colorado, Connecticut, Florida, Georgia, Illinois, Iowa, Kansas, Kentucky, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, Nebraska, New Hampshire, North Carolina, Oklahoma, Oregon, Pennsylvania, South Carolina, Texas, Utah, Virginia, Washington, Wisconsin

The following webinar topics were the highest rated in a poll of leaders across the ICMA State Association Coaching Partners and sponsoring professional associations. We recruit top presenters across the U.S.

Register now. Advance registration is required for each webinar. Simply click on the links below. Even if you can't attend a live session, register so that you'll receive an email when the digital recording is available. You also will find the registration links at <https://icma.org/coachingwebinars>.

Webinar Topic [link takes you to free registration]	Date and Time
<u>Having Difficult Conversations in Your Organization and Beyond</u>	Thursday, November 14 9:30 -11 a.m. PT (12:30-2:00 p.m. ET)

Participate as a group. This is an excellent way to learn best practices together and boost talent at all levels. Each webinar includes a set of Post Webinar Discussion Questions to stimulate your conversation. It's like professional development in a box—add talent and stir.

Access presentations, resource materials, and digital recordings. You'll find these at the "Agendas & Archives" tab of <https://icma.org/coachingwebinars>. Subscribe to the free email list for webinar and program updates at <https://icma.org/coachingList>.

Tap additional resources to thrive in local government. Check out 1-1 Coaching, Talent Development, Career Compass articles, and other resources at <https://icma.org/icma-coaching-program>.



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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.

How RoadBotics and Artificial Intelligence Can Help Local Governments

By Raquel Ponce, Marketing Associate at RoadBotics

Let's clarify something.

When I say Artificial Intelligence (AI), I am not talking about a comic book villain like Dr. Octavius or the rampant robotic hosts from Westworld. Whether you realize it or not, you already use some form of Artificial Intelligence every day. Streaming services like Netflix, Hulu, Spotify, and YouTube will use AI to recommend movies, music, or videos based on your likes and dislikes.

RoadBotics, a road assessment software company, similarly utilizes Artificial Intelligence. In most municipalities, specialized staff, engineers, or sometimes even interns, manually survey roads. These in-house inspections are often more affordable, especially for small governments with a limited budget, but they are tedious, subjective, and can be dangerous.

We have found that machine learning can solve the millennial old problem of road inspections by enabling governments to make data-driven decisions for planning and maintenance.

What is AI?

To put it simply, AI is enabling a computer to think and learn like a human. RoadBotics uses AI as a tool to assess roads, just as you would use a power drill to assemble furniture.

To better explain how this technology works, we will differentiate its two main components: Computer Vision and Machine Learning. Computer Vision is the technique of helping a computer "see" and understand the content within an image. Machine Learning is the ability of a computer to learn on its own from examples without being explicitly programmed. This is achieved by "training" the machine.

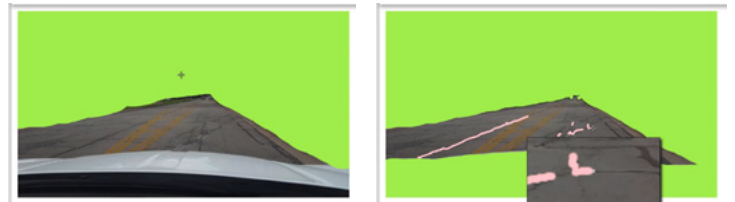
Training the machine is similar to teaching a toddler. You have to show them many examples of green for them to identify the color in a picture. Each time you'll repeat, green, green, green until it sticks. But it doesn't stop there. The child will continue to grow, and their brain will soon identify the contents within an image. They will understand each example you showed them beyond color: the green tree, the green shirt, and the green traffic light.

RoadBotics AI and Road Repairs

RoadBotics machine learning technology teaches a computer program to learn by showing it examples of road images.



First, we tell the machine what surface damage is in those images and how to rate them on our 1-5 scale. We train it by showing different types of roads and different surface treatments from diverse parts of the world. This helps the machine to learn generally rather than in a narrow set of contexts.



From there, our trained personnel draw on the images with a digital paintbrush to indicate different distresses such as unsealed cracks, alligator cracks, and potholes. They will do this until every distress in the image is labeled into how we want the computer to categorize the new images. These distresses help determine the roads final rating.

In the final step, a road expert confirms the rating.

AI and Local Government

AI presents a solution for governments that desire a more cost-efficient, objective assessment. AI is continually learning, making it a reliable source of data for engineers and public works employees.

This new technology has been especially useful for our Illinois customers like Washington and Barrington Hills. Scott Coker, the Public Works Director of the City of Macomb, said, "We want to move towards a more thorough preventative maintenance program with RoadBotics. For us, an annual scan is good and collecting that data over time will help us get out in front of things."

For more information on RoadBotics AI assessment software visit roadbotics.com.

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.

Passwords, We Hate Them but Hackers Love Them

By Jerry N. Irvine, CIO

"Stolen" and "weak" passwords are one of the most serious cyber security vulnerabilities there is. According to Verizon's security report "about 90 percent of successful breaches started with a weak or default password, or a stolen and reused credential". Both Verizon and McAfee have stated that passwords will continue to be a primary attack vector for hackers and malicious users.

There is no such thing as a "foolproof" password. Passwords are a single means of authentication. No one single means of authentication can provide a significant level protection. This is especially true with "User ID's" and "Passwords" because no matter the level of complexity, once it is discovered it can be re-entered.

In order to make systems more security, users should think of "authentication" rather than passwords. There are basically three different categories of authentication:

- Something you know (User ID and Password)
- Something you have (a cell phone or email account at which you can receive a secondary password code or Pin, a security fab, etc.)
- Something you are (fingerprint, retina scan, other biometrics)

It is only through the use of multiple forms of authentication that higher levels of security can be achieved. Additionally, these other forms should be something that are difficult to recreate or obtain. As a result, passwords should be complex containing at least one alpha-numeric, uppercase and lowercase and special character; and have a minimum length of 10+ characters.

Passwords should be changed as frequently as practical but minimally every 30-45 days. Additionally, users should have a separate unique User ID and password for all their accounts. Many websites allow you to use your email as an ID or to create a separate ID specifically for that site. Using separate IDs and Passwords protects you from having an account ID or Password that you use for an account being stolen and used on your other accounts. This is especially important with the frequency of systems hacks and data breaches that are occurring today.

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In the past it has been common practice for users to write ID and Passwords down on sticky pads or to enter them into their PC notes or email. All of these allow easy access and theft of your User ID and Passwords since they are unencrypted and can be easily viewed.

There are multiple password storage applications available across PCs, tablets and cell phones that allow for secure storage and encryption of all your user data including IDs, passwords, account number and credit cards. It is important to note that the password storage application you choose provides minimally 256K AES or 3DES encryption.

Most of these applications also have complex password generators included within them to help you create strong passwords, and calendar alerts to remind you when to change each password. These applications also allow synchronization between your PC, tablet and mobile devices so you have current information on all your devices. By using a password storage application you will only have to remember one password. As with all your passwords it is important that the password you use for your password manager is complex and changed in a timely manner.

Many websites and applications require security questions to allow users to gain access to their accounts or to reset passwords. Many of these suggest personal information such as your birthday, siblings' names or your mother's maiden name. Unfortunately, due to social media and the Internet, all our personal information is available to the public. As a result, no question that is about your personal history, life, or preferences is entirely safe. In order to protect yourself, we suggest using the personal history, life or preferences of someone else to create your security questions. Rather than using your mother's maiden

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Legacy Project

ADVANCING WOMEN IN LOCAL GOVERNMENT

4th Quarter 2019

Luncheons *Brown Bag (bring your own)*

Wednesday, November 6

Elk Grove Village Hall
901 Wellington Ave
Elk Grove, IL 60007

[RSVP for Elk Grove](#)

Wednesday, December 4

Sikich LLP
1415 W. Diehl Road, Ste. 400
Naperville, IL 60563

[RSVP for Naperville](#)

Luncheons begin at 11:30 a.m. and end promptly at 1:00 p.m.

Please join us for interactive discussion on topics of particular interest to women working at all levels of local government.

Not Everyone Wants to be a Manager

Our panel will discuss and answer questions regarding their career paths, what lead them to their current position, and their decision not to pursue the top spot in local government administration. Please come ready to share your experiences and questions!

Presenters Include:

Jenn McMahon, Director of HR, St. Charles
Kevin Wachtel, Director of Finance, Villa Park
Ellen Baer, Director of Admin. Services, Western Springs
Denise Burchard, Assistant to the Chair, NIU MPA Dept
Mike Baker, Deputy Village Manager



To learn more about the Legacy Project, please visit our website:

www.legacyprojectnow.org

2019 ICMA Program Excellence Awards: Strategic Leadership and Governance

Recognition of outstanding local government programs [PM Magazine, October 2019]



10,000 to 49,000 Population

Can You Afford to Not Know? Lake Zurich's 20-Year Community Investment Plan

Lake Zurich, Illinois

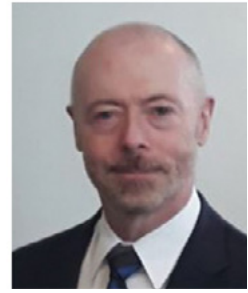
"Can we afford to not know?" That was the question Lake Zurich, Illinois, asked itself when considering its long-term infrastructure and equipment needs. The village had maintained a five-year capital infrastructure program and an accompanying vehicle replacement schedule, and it successfully funded smaller projects and replacement vehicles on an annual basis whenever possible. But these limited tools did not provide a strategic view of the village's long-term equipment or infrastructure needs. Furthermore, the village found itself deferring large infrastructure upgrades for budget reasons, and occasionally it faced an emergency—such as failures of two key sewer lines—for which emergency repairs were far more expensive than they would have been if they had been planned and competitively bid.

In 2017, determined to make capital investment more intentional, the village surveyed, evaluated, and prioritized the community's capital and equipment needs for the next twenty years through a Community Investment Plan (CIP). This approach enabled the village to better plan for these costs over a longer time period and avoid disrupting operations or compromising essential infrastructure.

A core team from the village manager's office and the departments of innovation, finance, and public works worked with every department to prepare a standardized "asset page" for each piece of equipment, vehicle, or infrastructure element that exceeded \$20,000 in value. Each asset/project was rated based on its current condition, priority ranking (1 to 4), life expectancy, and replacement cost. Priority 1 projects reflect either an imminent threat (e.g., a compromised sewer) or a regulatory requirement. Priority



Ray B. Keller, ICMA-CM,
Village Manager



Roy T. Witherow, ICMA-CM,
Assistant Village Manager



Jodie Hartman, Director of
Finance

4 projects are complementary or enhancement projects, including those contingent on opportunistic funding (e.g., impact fees, grants), which are listed separately. All projects are ultimately integrated into a master list based on priority, cost, and timeline for subsequent replacements.

The resulting CIP was immediately incorporated into the FY 2018 budget. Elected officials and the broader community embraced the effort, praising how the information informed their decision making, particularly the elegantly simple design of the asset pages and the easy-to-understand project lists. The project also enjoyed successful buy-in from departments, including working supervisors, superintendents, and administrative assistants.

In FY 2018, the CIP guided the prioritization of approximately \$11.8 million in infrastructure and equipment investments across all funds. It helped the village recognize the longer-term impacts of individual decisions, such as whether to replace specific vehicles on schedule.

While the final analysis and its cost total was sobering, the community investment plan also provided reassurance: the village has a good understanding of what needs to be done and when, and it provides a guide for making intentional capital investments. To maintain its relevance, the CIP will be updated every other year.

continued from page 6

name or first pet's name, use a friend, celebrity, or fictional character's information for security answers. This may be more difficult but protects you from yourself when sharing your information in social media. Additionally, all security questions and answers can be stored in your password management application.

Should one of your accounts be compromised, the first step that should always be taken is to change the password (and user ID when possible). This will reduce the risk of any further loss. After changing your password and contacting the company or organizations where your account exists, a detailed review of the account activity should be made to determine if any fraudulent activity has occurred. It is often recommended that old credit or debit cards are closed and new ones opened. This should be discussed with your provider. Users should also review their credit through a major credit bureau periodically to assure that new accounts are not opened in their name.

The weakest link in computer security continues to be the user. Most breaches of enterprise organizations can be traced back to the unauthorized access and control of a user's PC, tablet, mobile device, or user account. The best cyber security for companies and consumers is to practice safe computing habits. These include:

- Using multiple forms of authentication
- Keeping hardware and software up-to-date by installing the manufacturers' operating systems, patches and security updates.
- Maintaining a current antivirus solution
- Not opening email from unknown senders
- Never opening unknown attachments or website URLs from emails or texts
- Being cautious of websites. Staying off unknown and inappropriate websites



2019 ICMA Program Excellence Awards: Community Health and Safety

Recognition of outstanding local government programs [PM Magazine, October 2019]



Clay T. Johnson,
Village Administrator
Lindenhurst, Illinois



Thomas Jones, Chief of Police

In the fall of 2017, a Lindenhurst police officer was patrolling a neighborhood and noticed an elderly woman moving a ladder around the exterior of her home. The officer watched as this senior climbed the ladder to clean the gutters. After stopping and talking to the homeowner, the officer discovered that the resident was 90 years old, lived alone, and had no family. The woman told the officer that she “didn’t want to be a bother to anyone.” While the officer appreciated the resident’s independence and initiative, she felt concern for this woman’s safety.

It was through this experience that the officer recognized an often silent, but growing, need in the senior community of Lindenhurst. Immediately, she and her patrol partner approached the chief of police and village administrator with the idea for a community engagement program, which became known as Elderly Resident in Need, or E.R.I.N.

The E.R.I.N. program provides assistance to the village’s senior population. It is not intended to replace other social services, but instead stresses a personal touch for senior residents by giving them and their family members much-needed peace of mind. The E.R.I.N. program connects Lindenhurst volunteers with elderly residents in need that are identified through first responders, medical contacts, family, or neighbor recommendations.

Officers developed criteria for the program, created brochures, and launched a social media initiative. The initial response to a call for volunteers was overwhelming, and the program officially debuted in November 2017. Volunteers help the senior residents of Lindenhurst by assisting them with small home projects, yardwork, snow shoveling, window washing, gutter cleaning, and other household upkeep.

It became clear that the program needed to include more individualized attention in addition to the completion of

household maintenance tasks. So the program added scheduled phone calls and home visits. These “well-being checks” allow officers a friendly, caring way to touch base and ensure that the resident is doing well.

More than 40 volunteers serve more than 15 elderly residents, and approximately 35 projects were completed in 2018, not including the daily visits and phone calls. The program has no designated funding, and the village relies heavily on volunteers to creatively seek resources, equipment, and tools to successfully complete the projects. The program can be easily duplicated, and other municipalities have sought information on how to implement something similar in their own communities.

This groundbreaking program originated from a public safety officer recognizing a need and then identifying a resourceful means of effectively addressing it. Communications from elderly residents and their relatives have confirmed the value of the program. Through the initiative of these officers and the generosity of volunteers, Lindenhurst has seen the lives of many of its most vulnerable seniors improved, and the lives of its volunteers more fulfilled.



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Downstate City/County Management Association Fall Meeting ***Thursday, November 21, 2019*** ***Get Your Kicks on Route 66 in Pontiac, IL!***

1PM

Arrive early to experience the following points of interest in Pontiac:

Pontiac Museum Complex, 110 W. Howard St. Pontiac, IL (Free unlimited parking is available across the street at 115 W. Howard Street)

Visit the **Route 66 Museum, Livingston County War Museum**, Life in the 1940s, Music of the Civil War Exhibit, Old City Hall Shoppes, Route 66 Photo Journey Exhibit, The Bob Waldmire Experience, Life on the Titanic, all located under one roof!

You will find memorabilia from the glory days of the Mother Road including stories, artifacts, and images in the Rt 66 museum. The Livingston County War Museum is focused on honoring the men and women of the area who served in our nation's armed forces.

Outside the rear of the museum complex, you'll tour the Bob Waldmire Road Yacht and take a photo opportunity at the "World's Largest Route 66 Mural"!



Pontiac Oakland Automobile Museum, 205 N. Mill Street



Antique and Classic cars, thousands of dealer artifacts, a comprehensive library of maps, brochures, original design drawings, and service manuals. There are dealer signs and a wonderful display of over 2,000 oil cans to see. Displays change several times a year, so there is always something new in the museum.

The Museum of Gilding Arts, 217 N. Mill Street focus is the history, craft, and use of gold and silver leafing. Examples of gold and silver leaf, artifacts used in the application of the precious metal leaf and displays showing how leaf was manufactured. The exhibit features items from the Society of Gilders' Swift Collection. The M. Swift and Sons company manufactured gold leaf in Hartford, CT, and began its operations in 1887.

3:30 PM

Group will board trolley for Murals on Main Street Tour—Murals, Abraham Lincoln and History Tour of Downtown Pontiac and a walk across one of our Swinging Bridges!

4:30 PM

Check into Hotel or free time - **Hotel Info: Hampton Inn – 815.844.4400, 2000 Grand Prix Drive, \$96 plus 11% tax**
Booking code: DCM; Room block release is Nov. 7, 2019!

6:00 PM

Depart Hotel for Dinner at Bernardis II – 123 N. Mill Street
Trolley will arrive at Hampton Inn at 5:45 for those who wish to use it for transportation to and from the evening festivities.

8:00 PM

Social Hour: Wine tasting at PK Uncorked Wine Bar – 220 S. Main Street



Friday, November 22, 2019

7:45 AM Depart hotel - drive on your own or jump on the trolley to the downtown Eagle Theater

8:00 AM Breakfast at the **Eagle Performing Arts Center** – 319 N. Plum

8:30 AM **“Data Is the New Oil” - Using Data to drive policy decisions.**
Vasudha Gadhiaju, Director of Innovation and Technology, Town of Normal.

Local government managers and elected officials have typically based important policy decisions on public opinion, conventional wisdom and/or gut instinct. In doing so, they are either lucky or wrong. It has been said that making decisions with no data is analogous to placing a blind and deaf person in the middle of a busy freeway and telling them to find their way home.

Successful local governments are beginning to rely on data to drive important policy decisions. Unfortunately, most local government managers are ill equipped to compile, analyze, interpret and present data. Nor do most local governments have the resources to hire data scientist to perform complex data analytics. Most cities and counties, not to mention the State of Illinois, gather mountains of data from a variety of sources everyday as a matter of routine. However, few of us use that data in any sort of a beneficial way.

This session will explore ways to which local governments can more effectively utilize data that is readily available and will provide examples of how some municipalities and counties are beginning to leverage data analytics to improve the decision-making process, hence, ensuring more positive outcomes.

9:30 AM **Break** – Networking and coffee time

9:45AM **“Community Heart & Soul; The Pontiac Experience”**

The Orton Family Foundation has developed a community engagement program called Community Heart & Soul that is available to towns and cities across the United States. Community Heart & Soul mends fences, restores trust, and reconnects communities in ways that create a ripple effect throughout communities, moving them forward with a renewed sense of purpose and place.

The City of Pontiac is currently undergoing this process and representatives from the Pontiac Community Heart & Soul team will share their insights and experiences on the process and the effect it has had on interactions between the citizens and their government. Representatives from the team will be Kelly Eckhoff, City Councilman, Taylor Baxter, Director of Pontiac Parks and Recreation, and Liz Vincent, City of Pontiac.

11:00AM **Break** – Networking and coffee time

11:15 AM **“The Return of Illinois Main Street”**

Kelly Humrichouser, National Main Street Center, Manager of Education and Illinois Coordinating Program.

Illinois Main Street supports a network of communities across the state that are working to bring prosperity to their older and historic downtowns and commercial districts. Illinois Main Street is part of Main Street America, a national movement of individuals and organizations with a shared commitment to bring economic vitality back to downtown, while celebrating their historic character, and bringing communities together.

This year, The National Main Street Center started working to reinstate the program. Kelly will discuss their efforts and share details of the progress of the program.

12:15 – 1PM Business Meeting and Lunch

Downstate Fall Meeting

November 21 - 22, 2019

Pontiac, IL

Name: _____

Title: _____

Jurisdiction: _____

Address: _____

Phone: _____

E-mail: _____

Registration Fee: \$45 – Includes buffet breakfast & lunch on Friday. Please have registrations in by Friday, November 15, 2019.

Hotel Accommodations: Hampton Inn, 2000 Grand Prix Dr, Pontiac, IL Rooms are \$96/night plus tax. The room block is under **DCM** and **will be released on Nov. 7th.**

Dinner Reservations: Please indicate if you are planning to arrive in time for dinner at Bernardis II, 123 N. Mill St., Pontiac. Dinner is “on your own.”

___ Yes, I will attend the Fall Meeting at in Pontiac, IL on Nov. 21 & 22.

___ Yes, I will attend the social hour & dinner on Thursday evening at Bernardis II (dinner is on your own).

___ Yes, my spouse or partner will attend dinner on Thursday evening.

___ Yes, I will participate in the Mural on Main Street Trolley Tour at 3:30 p.m.

Registration Deadline: Friday, November 15, 2019

Register Online at: <https://www.ilcma.org/?p=10440>

Make check payable to: Downstate City/County Management Association
Center for Governmental Studies
N.I.U.

DeKalb, IL 60115

Fax: 815-753-7278

Questions: 815-753-5424

Cancellations: To receive a full refund, cancellations must be received by Friday, November 15, 2019. Registrants, who do not attend the meeting but have not canceled, are responsible for the entire fee. Registrants who have not paid will be billed.



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IML Managers Monthly Column

by Patrick Ulrich, IML Managers Committee and City Manager,
Peoria

The Illinois Municipal League 106th Annual Conference took place in Chicago September 19-21, 2019. The Manager's Committee hosted three professional development events:

- Municipal budgeting for elected officials, presented by Greg Kuhn and Jim Norris;
- Capital planning for small municipalities, presented by Bob Barber and JoAnn Hollencamp; and
- Role of the professional manager/administrator presented by Julia Cedillo, Walter Denton and Scott Niehaus.

In addition, several managers were moderators and presenters at other professional development sessions. ILCMA President Ray Rummel attended the IML Manager's Committee meeting to discuss ways that ILCMA and the IML Manager's Committee could develop informational materials for prospective elected officials seeking elective office.

On October 21, Illinois Municipal League Executive Director Brad Cole sent an update out about the upcoming veto session. The Illinois General Assembly's veto session is scheduled for October 28-30 and November 12-14. The Illinois Municipal League (IML) will pursue its 2019 Veto Session Agenda (available via this link), which includes the following:

- Support Public Safety Pension Fund Reform and Consolidation;
- Expand Non-Home Rule Motor Fuel Tax (MFT) Statewide;
- Exempt Municipal Parking Facilities from the Parking Excise Tax Act;
- Statutory Corrections to the Cannabis Regulation and Tax Act; and
- Exempt Municipal Pass Through Revenues from the Grant Accountability Transparency Act (GATA)

The reform and consolidation of the state's more than 650 downstate and suburban public safety pension funds has been, and remains, IML's top legislative priority. IML will continue its advocacy efforts to ensure that this legislation is passed. Should your community wish to adopt a resolution in support of public safety pension fund consolidation, a model resolution is available via this link in the IML toolkit.

IML staff will continue to monitor any prospective legislative developments and advocate on behalf of municipalities. Questions can be directed to the IML Legislative Department by phone at (217) 525-1220, or by email at IMLLegislation@iml.org. The IML website, iml.org/legislative, will have frequent updates, fact sheets and position papers.



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MIT Lifesaver Award

Do you know someone who has provided assistance to a member in transition (MIT)? If so, consider nominating them for recognition through the new MIT Lifesaver Award!

Anybody who has been an MIT knows it is a very difficult time and any assistance provided by their fellow ILCMA members is greatly appreciated. The Membership Services Committee has been working to develop a simple, inexpensive, durable, and easily identifiable form of recognition, in a manner that encourages and promotes such assistance to ILCMA members who assist MITs. A lifesaver-ring lapel pin will be awarded to members who provide significant, tangible assistance to an ILCMA MIT. Significant, tangible assistance may include sharing a room at an ILCMA or ICMA conference, adding an MIT to an interview process, hiring an MIT part-time, full-time, or for a special project, or inviting an MIT to a regional managers' lunch. Applications are available on the ILCMA website and may be submitted to the Secretariat who will provide the information to the Membership Services Committee for review.

Apply Here

ILCMA Members who have been awarded the ILCMA Lifesaver Award:

Mark Rooney, Former Village Manager, Carpentersville
Kathleen Gargano, Village Manager, Hinsdale
Jim Arndt, Former City Administrator, Effingham
Matt Fritz, City Administrator, Coal City
Jim Grabowski, City Manager, Elmhurst
Cara Pavlicek, City Manager, Oak Park



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NIU Center for Governmental Studies Conference Nov. 7 Celebrates 50 Years

DEKALB IL - For 50 years, Northern Illinois University's (NIU's) Center for Governmental Studies (CGS) has provided applied research, technical assistance, and public sector capacity-building services to our region, state and beyond. Registration is still open for a one-day conference Thursday, Nov. 7, 2019, at Holmes Student Center, DeKalb.

"This celebration will not only highlight CGS's accomplishments, but also will be future-focused. We will explore how to understand and harness the demographic, economic, environmental and technological forces that are reshaping our world," said Diana Robinson, CGS Director.

"It will be a day of celebration and idea exchange among community stakeholders in Illinois. CGS will use information from the day to help decide our strategic priorities for the next three years. Learning communities will be created for those interested in continuing to formulate innovative and effective solutions. Attendees will become better connected to like-minded stakeholders as we examine the complex challenges confronting our region and share successful approaches to navigating those challenges," said Robinson.

Founded in 1969, CGS has an interdisciplinary staff with advanced degrees in fields such as public administration, public policy, business, economic development, history, computer science, data analysis and statistics, and mathematics. CGS works directly with community leaders in governmental and non-governmental organizations.

The CGS 50th Anniversary Conference on Nov. 7, is titled "Shaping Our Future: Purpose. Partnership. Possibilities - Framing Sustainable Solutions." The featured morning keynote speaker is Neil Howe, best-selling author of the *4th Turning* and over a dozen other books on generations, demographic change and fiscal policy. Afternoon keynoter is Rebecca Ryan, APF, presenting "Future Perfect: Local Government's Next 50 Years." She will share the three core issues that local government must get right to remain relevant for future generations.

NIU President Lisa Freeman will welcome attendees with observations on the day's themes and NIU's role in addressing them. During the lunch presentation, NIU's Anne Kaplan and James Banovetz will highlight important milestones in CGS's history.

Morning and afternoon breakout sessions will focus on four priority areas affecting hundreds of northern Illinois communities with which CGS has worked: new models and strategies to strengthen local economies; environmental stewardship and energy conservation; fiscal sustainability in civic organizations and local governments; and, new and emerging community health challenges and resources. The sessions will feature subject matter experts and panelists who will frame the issues, challenges and opportunities. Sessions will promote interaction between panelists and attendees to discover innovative solutions and suggestions for future partnerships with NIU.

Complete details, the day's schedule and registration information for the CGS 50th Anniversary Conference are available at: <https://www.cgs.niu.edu/Events/cgs-50th-anniversary-2019.shtml>

IAMMA/METRO MANAGERS December Holiday Luncheon

TOPIC: 2019 ICMA Program Excellence Award Recipients

Presentation from Illinois Winners of the
2019 ICMA Excellence Awards Program



Lindenhurst, IL: Elderly Residents In Need (E.R.I.N.) Program

*Presented by: Clay T. Johnson, Village
Administrator*

Thomas Jones, Chief of Police

Lake Zurich, IL: Can You Afford Not To Know? Lake Zurich's 20-Year Community Investment Plan

Presented by: Ray B. Keller, Village Manager

*Roy T. Witherow, Assistant Village
Manager*

Jodie Hartman, Director of Finance

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<https://2019-holiday-lunch-ilcma.eventbrite.com>

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Nov. 21, 2019 – NIU Naperville

Recycle, Reuse or Refuse?

Dec. 6, 2019 – NIU Naperville

*Leadership Lessons: Trying Times Demand Sound Leadership**

Dec. 12, 2019 – NIU Hoffman Estates

Nonprofit Board Governance

Dec. 17, 2019 – NIU Naperville

Strategic Thinking and Planning for Small Organizations

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ILCMA Memberhip Responsibilities For Members In Transition

ILCMA members are encouraged to contact fellow members that are in transition. ILCMA members can help members in transition in the following ways:

- Hire members in transition for interim work and special projects.
- Provide office space and equipment for members in transition.
- When going to ICMA or ILCMA conferences, invite a member in transition to share your room at no cost.
- Invite them to an ILCMA, Downstate, Metro, IACA, SWICMA, Legacy Project, or IAMMA meeting as your guest.
- Monitor the environment. As one hears about a member that may be in trouble, members are encouraged to contact either the ILCMA Executive Director or one of the Senior Advisors.

ILCMA members are asked to help identify ILCMA members as soon as it appears that they are leaving a management position and do not have a new position identified. In addition to monitoring local papers, members should also frequently advise their regional counterparts to notify them of members who may be in transition. Once a member in transition (MIT) is identified, the member should advise the ILCMA Secretariat so that ILCMA support can be offered. ILCMA members are encouraged to personally contact the MIT to provide support. A Board liaison will be assigned to maintain regular (weekly or bi-weekly) contact with the MIT, encourage others to contact the MIT, and will keep the ILCMA Secretariat aware of the MIT's status. The Board liaison will coordinate closely with the Senior Advisors and between the two entities should provide the MIT with the support services available through the ILCMA and the ICMA.

Members in Transition Who Agreed to Publicize their Information: (Visit the Members Only section of the ILCMA website to view resumes of those who have submitted them.)

Tim Ridder	timothyridder@hotmail.com	309-236-0929
Darin Girdler	dgirdler@gmail.com	618-971-8276
Joe LaMargo	jlamargo1@gmail.com	708-277-3209
John Marquart	jmarquart6@charter.net	906-396-1035
Thomas Thomas	thomasedwinthomas@yahoo.com	
Heather Kokodynsky	hkodynsky@aol.com	708-670-4440
Lisa Kotter	lisaakotter@gmail.com	309-781-9035

Do you have Special Projects for which you need Additional Help? 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 <https://www.ilcma.org/programs-and-services/ilcma-professional-resource-service/>

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.

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.

Senior Advisor Column

“UNFETTERED COUNCIL ACCESS TO STAFF”

By Steve Carter, ILCMA/ICMA
Senior Advisor



Such was the language in an ordinance amendment proposed recently by a council member in Muscatine, IA. Council communication with staff is a common issue in cities and almost every city manager has at least one story to tell about their experience. When I started in Champaign and interviewed each council member, the common thread was that they felt like “second class citizens,” that they had more access to staff and to information as private citizens than they did as council members. I agreed that was not right.

In fact, some cities like Naperville have code provisions like “...The Mayor and Council members shall at all times have access to any and all records, documents and information relative to any and all functions of the City...” (Note: Except certain personnel files.)

Typically, council members would like to talk with any staff member, and managers would like council members to communicate through them. Some council members prefer to work through the manager. I had a council member like that, and I also had a council member who wanted to personally order staff to take some action. But, most council members developed positive working relationships with staff. It helped them take ownership of the organization and become an important, positive part of the leadership of the city.

Why do council members desire open access to communicate with staff? They want to effectively represent their constituents and get re-elected. They want to fulfill their responsibility to provide oversight. They want to pursue their policy interests. They want to discuss issues directly with the staff closest to the issue. They want to have a discussion without the manager, who may try to influence the staff comments. They may want to respond to an employee concern about a workplace issue or to a whistleblower. A few may want to exercise authority which they do not have over staff, to undermine the manager's authority, or to create turmoil.

Why do managers want council members to communicate with staff through the manager? They want to understand council concerns so that they can best be addressed. They want to fix the problem as efficiently as possible.

continued on next page

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They want to make sure council is receiving objective and thorough information. They want to make sure staff does not overreact to council member comments. They want to protect staff from any negative council interaction.

Here are some of the factors that come into play in looking at this conflict:

- 1- Form of government. The respective roles of council members and managers can vary widely between council-manager form, mayor-council form and commission form.
- 2- Size of the community. The likelihood of council and staff being related, being neighbors, belonging to the same church, and the like is much greater in smaller communities.
- 3- Existing culture. Whether captured in ordinance, policy or ground rule, the history or tradition of council-staff relations in your organization creates an expectation of how council members and staff will interact in the future.
- 4- Current issues. If there are current issues which are supercharged politically or have a major impact on a service or employee group, or if there is an employee discipline issue, it is more likely that council members will reach out or employees will seek opportunities to talk with council members.
- 5- Mindset of a council member. If a council member wants to collect information quickly or from the "expert," or does not understand his/her role, or if motivated by a selfish political agenda, or does not trust the manager, they are more likely to seek staff contacts.
- 6- Mindset of a manager. If a manager is concerned about staff feeling they have multiple bosses, or that staff time is being redirected from higher priorities, or wants to avoid misinformation, or desires to protect staff from a council member acting outside his authority or role, or fears being blindsided, they are more likely to want communication centered through the manager.

But, let's be realistic. Council members (maybe not all but most) will have direct communication with some of your employees. It may be as a neighbor, through private business, at church, while coaching soccer or a city related interaction. Managers cannot control all the possible interactions. Is direct council member-staff contact creating a problem for the organization? If so, is it one or more council members? Is it issue specific? Is it council or staff initiated? Is it respectful or not? So, what can a manager do? Here are some questions to consider:

1. Do you have a clear set of council goals? Is council convinced you and your staff are working to accomplish the council's goals?
2. Are there any formal or informal guidelines that address council-staff communication? Are they being followed?
3. Has council-staff communication been discussed with the council as a whole or with staff members?
4. When a problem occurs, do you follow-up with both the council member and the staff person?


5. How effective is your communication with the council? Do you have regular meetings with all council members? Are you accessible to them when they have a question or want a discussion?

6. How effective is your communication with staff? Are staff members kept informed on key issues and plans? Let them know how you are working with council members. Do they advise you of substantive council contacts? Are you accessible to them?

But, what can the manager do when there really is a serious problem with a council member? Unlike the private sector, the manager does not control who is on the board. Here are a few ideas about what is possible:

1. Listen to what the council member is trying to accomplish and help the council member understand how council-manager form (or your present form) is supposed to work, and how best to accomplish their goal. I am amazed at how many council members really do not understand how the form works or that majority support on the council is important.
2. Have your staff explain to the council member that they take direction from the city manager and so the council member needs to speak with the manager. Then have staff share the contact with you.
3. Enlist the help of the mayor, other council members, city attorney, or prior council members to reinforce how the system is supposed to work.
4. Repeat 1-3.


The goal, of course, is to have a positive and effective relationship between the elected leadership of the city and the appointed leadership, recognizing and respecting the different roles that they have. This will be an ongoing challenge to managers and a test of your leadership ability. Stay positive, be real and keep trying.



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Read Dr. Goodman's recent research
[*The Fiscal Impacts of Urban Sprawl: Evidence From U.S. County Areas*](#)

Metro Manager Luncheon Awards



Brad Burke presented Kevin Barr with the President's Plaque for serving as Metropolitan Management Association President from July 1, 2018- June 30, 2019 at the Oct. 3 Metro Manager Luncheon.



Bob Kiely was honored with the Robert B. Morris Lifetime Achievement Award at the recent Metro Manager Luncheon.



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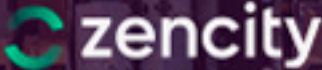
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NORTHERN ILLINOIS UNIVERSITY
Center for Governmental Studies

All-Day Conference Thursday, Nov. 7, in DeKalb

***“Shaping Our Future:
Purpose. Partnership. Possibilities.
- Framing Sustainable Solutions.”***

NIU’s Center for Governmental Studies provides applied research, technical assistance, and public sector capacity-building services throughout the state and beyond.



**Keynote by
Neil Howe**

**“Generations &
the Rhythm of
History: What’s
Ahead for Our
Lifestyles,
Workstyles &
Our Govern-
ment”**



**Keynote by
Rebecca Ryan**

**“Future
Perfect:
Local Gov-
ernment’s
Next 50
Years”**

Morning Concurrent Sessions:

“The Health Care Community Development Connection: Moving Beyond Traditional Roles” & “Building Community Capacity and Economic Prosperity through Leadership, Technology & Innovation”

Afternoon Concurrent

Sessions: “Financing the Future – Adaptability, Sustainability, Possibility” and “Environmental Stewardship and Energy Conservation”



**For complete program and
registration details for Nov. 7, visit
[https://www.cgs.niu.edu/Events/cgs-
50th-anniversary-2019.shtml](https://www.cgs.niu.edu/Events/cgs-50th-anniversary-2019.shtml)**



Should You be Worried About a Ransomware Attack?

Municipalities are increasingly being targeted by ransomware, or malicious software intended to block access to computer systems until a ransom is paid. These attacks can come without warning and affect vital public safety, records and operating systems. Learn more about the signs and trends in ransomware affecting cities and villages, the business impacts that can occur when ransomware infects your system and how to prevent and respond to a ransomware attack.

Speakers *Danish Ali, Nino Spuria and Ashley Smith of InterDev* will present a state of the industry for municipal information technology systems and tips you need to know to manage ransomware in your organization, as well as real life examples you can implement today to prevent a future attack.

Date:	Thursday, November 21, 2019	
Time:	11:30 AM	Networking
	Noon	Lunch
	12:30 PM	Presentation
Location:	Harry Caray's 70 Yorktown Center Lombard, IL	
Cost:	\$30 for Metro Luncheon Only (MIT's are Free)	
	\$20 for Students/Interns for Metro Lunch only	
	\$60 if attending both the Luncheon and the ILCMA Professional Development Program <i>"Emergency Disaster Planning: Is Your Community Ready?"</i>	
	\$40 for Students/Interns if attending both events	
By November 15th:	Online Registration: https://www.ilcma.org/?p=10437 Email registration to Alex Galindo at agalindo@niu.edu Phone in Registration 815-753-5424	

Cancellations must be made by November 15, 2019. Any cancellations after that date will require full payment.



*The ILCMA Professional
Development Committees Presents*
**Emergency Disaster Planning: Is Your
Community Ready?**

Natural and man-made disasters can strike in any community at any moment. Is your community ready for a flood? A tornado? A train derailment? In many instances, if you have to develop a plan for how to address an emergency during the emergency it may already be too late. This session will help managers, assistants, and other department heads develop actionable plans to develop organizational resiliency and respond to emergency disasters. An urban planner, a waterfront engineer, and a chief innovation officer will walk you through the steps to prepare for various threats in Illinois and highlight pilot projects currently underway in Peoria. Crisis communications expert Dave Bayless will help you develop actionable steps to make sure your message is clear, consistent and actionable to communicate with the media and stakeholders when disaster strikes.

Panelists will include:

Valerie Berstene, Architect & Urban Design, SmithGroup

Mark Wagstaff, Senior Water Front Engineer, SmithGroup

Anthony Corso, Chief Innovation Officer, City of Peoria

Dave Bayless, Principal and Founder, Bayless Communications

Date: Thursday, November 21, 2019

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

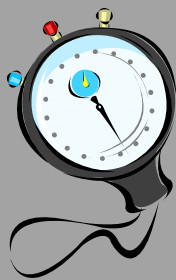
Location: **Harry Caray's** Addresses ICMA Practice Areas 6 (Strategic Leadership);
70 Yorktown Center 7 (Strategic Planning); and 9
Lombard, IL (Community and Resident Service)

Cost: \$35 for Professional Development Only
\$60 if also attending the Metro Manager Luncheon (\$5 discount)
\$50 for Student/Intern if also attending the Metro Manager Luncheon
Metro Luncheon Topic: "Should you be Worried about a Ransomware Attack?"
Members in Transition – receive complimentary registration
\$15 for GoTo Meeting Access

RSVP: **Online Registration:** <https://www.ilcma.org/?p=10437>

November 15 Email registration to Alex Galindo at agalindo@niu.edu
Phone in Registration 815-753-5424

Cancellations must be made by November 15, 2019. Any cancellations after that date will require full payment. Payment not received by event date will be invoiced with a \$5 invoicing fee.



Mentor the Future through
Speed Coaching:
A Professional Development
Session for Aspiring
Local Government Leaders
Honor the Future
at the IAMMA/Metro
Holiday Luncheon



Brought to you by:
ILCMA Professional
Development Committee

BRING YOUR ASPIRING LEADERS

Who: Municipal and County Managers/
Administrators, Department Heads,
Senior Staff, Division Managers and
Aspiring Local Government Leaders

What: A chance for aspiring leaders to
connect one-on-one with Municipal and
County Managers/Administrators and
Department Directors

When: Wednesday, December 11, 2019
10:30 am to 11:30 am

This session will be immediately before
the IAMMA/Metro Holiday Luncheon

Where: Harry Caray's in Lombard
70 Yorktown Shopping Center
Lombard, IL

Why: In the spirit of building the leadership
bench, we know that networking
opportunities provide new ideas and
excitement to advance the careers of
emerging leaders

Cost: \$30 per person for the Speed Coaching
and Luncheon

Interns are free for Speed Coaching;

RSVP: By Friday, Dec. 6th by going to:
<https://2019-holiday-lunch-ilcma.eventbrite.com>

Registration 10:15 am

Speed Coaching 10:30 to 11:30 am

*Participants will have the opportunity to
network with City/County Managers and
Administrators in a fun yet time-sensitive format!*

Bring Business Cards!

IAMMA/Metro Holiday Luncheon 11:30 am

**Attendance for both the Speed Coaching
and Luncheon will be \$35!**





**Illinois
Government
Finance
Officers
Association**

Reimagining Leadership

Presented by Patrick Ibarra

IAMMA / IGFOA Seminar

Wednesday, November 13th 9 a.m.—11:30 a.m.

Village Links of Glen Ellyn, 485 Winchell Way, Glen Ellyn, IL 60137

Registration link: <https://www.eventbrite.com/e/74027605561>

Join IAMMA and IGFOA for a joint session on Reimagining Leadership. This training seminar focuses on the roots and anchors of creating a healthy workplace culture, proven approaches to attracting and developing “rock stars,” differences between goalkeepers and gatekeepers, the benefits of a self-awareness x-ray, and how best to close the imagination gap and to succeed by choice, not by chance.

Patrick Ibarra spent 15 years in city management and in 2002 he started his own organizational effectiveness consulting practice.

IAMMA/Metro Managers Angel Tree Luncheon

DECEMBER 11th - 11:30am

Harry Caray's Italian Steakhouse

70 Yorktown Shopping Center, Lombard, IL 60148

RSVP by December 6th

Join Us Before for a Speed Coaching Event @ 10:30am

Speed coaching is a quick method of mentoring new professionals and a great way to expand your network.

Spots available for both Speed Coaches and Participants!

Questions can be directed to: Jack Linehan (JLinehan@village.gurnee.il.us)



IAMMA & Metro Managers

In partnership with the Salvation Army

2019
angel tree
giving 

Angel Tree tags may be obtained by contacting Evan Michel at EMichel@vbg.org

Gifts (unwrapped) must be dropped off at the IAMMA/Metro Managers Luncheon at Harry Caray's in Lombard on December 11th.

SIGN UP FOR EVENT
HERE

FOLLOW US ON:





ILCMA Members Become ICMA Credentialed Managers

ILCMA Members Receive ICMA Credentialed Manager Designation:

Congratulations to ILCMA Members Who Received ICMA Credentialed Manager Status in July 2019

Karie Friling, Homer Glen, IL
Deborah Waszak, North Chicago, IL
Joan Walls, Champaign, IL
Joe Carey, Carol Stream, IL

Interested in Becoming a Credentialed Manager?

The Application Deadlines and Fees are:

- January 3
- April 3
- July 7
- October 2

In addition to the \$75 cost of the Applied Knowledge Assessment, the online application fee is \$50. Paper applications are no longer available.



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For information contact:

Jim Bilotta

JPBilotta@aquaaamerica.com

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