

## Calendar of Events

March 1 – 5  
**Govapalooza**  
Virtual Event

March 5  
**ILCMA Board Noms Due!**

March 10  
**ILMCA Idea Exchange**  
Zoom Meeting

March 17  
**Legacy and IAMMA Professional Development**  
Zoom Webinar

March 18  
**ILCMA Professional Dev Board Orientation**  
Zoom Webinar

March 25  
**Metro Manager Event**  
Zoom Webinar

April 8  
**IAMMA Conference**  
Zoom webinar

April 15 – 16  
**ICMA Midwest Regional Meeting**  
Virtual

April 15  
**IAMMA Conference**  
Zoom Webinar

April 21  
**Metro Event**  
Zoom Webinar

**all events**  
click here

## In this issue

President's Column..... 1  
5K Race Results.....2  
Welcome New Members .....3  
Directory Update .....3  
Managers in Transition .....4  
ILCMA Connect .....4  
Senior Advisor Monthly Column .....5  
Getting to Know John Phillips.....6  
Mentor Match.....8  
IAMMA Workshop .....9  
IML Column.....10  
Idea Exchange.....11  
Legacy Project.....13  
Share Your Stories.....14  
IL Association of Chiefs of Police..15  
Metro Manager Luncheon.....19  
ICMA Coaching Program.....20  
ICMA Regional Conferences .....22  
ICMA Cybersecurity Collaborative.23  
ICMA Call for Nominations.....24  
ICMA Conference Update.....25  
Midwest Leadership Institute .....26  
Corporate Partner Spotlights .....27

## President's Column

*By Rich Keehner, Jr., Chair, ILCMA Membership Services Committee & Village Manager, Villa Park*

The ILCMA Membership Services Committee has been working through some important projects to the benefit of our valued members. The committee experienced a successful year accomplishing tasks in key projects including the 2020 membership survey, ILCMA website redesign, launching the ILCMA Connect Listserv, and ILCMA Mentorship Program.

ILCMA members recently completed the 2020 membership survey. This survey received a 62% response rate making it the highest in the last 10 years. Surveys are conducted every three years. This multi-page survey is a valuable resource used to make improvements to programs and services which benefit our members. The survey is separated into several different sections, one section concerns the importance and satisfaction of the newsletter which is a significant benefit to our members. ILCMA publishes the newsletter 10 times per year via email with a link to a PDF file. The newsletter has been reorganized over time and has placed ILCMA related articles in the beginning and provides a cleaner look. In the near future, a "Member Spot Light" feature will be added and under

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## Job Mart

**Click here to see job listings**



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consideration is adding a best practices and innovative programs and services feature as well. The following is a brief summary of survey responses about the newsletter:

- 1) 95% of respondents rated the newsletter as “Very Important” (52%) or Somewhat Important” (43%).
- 2) 97% of respondents rated the newsletter as “Excellent” (64%) or “Satisfactory” (33%).
- 3) 75% of respondents indicated that the current method of delivery and frequency is preferred.
- 4) 96% of respondents rated content of the newsletter as “Excellent” (48%) or “Satisfactory” (48%).

The ILCMA Membership Committee has successful by reaching the initial stage of creating a mobile and desktop mock website redesign that provides a clean, modern, and inviting layout. The committee using, Weblinx, Inc., has been working through various stages of redesign to make the ILCMA website more appealing and functional in today’s environment. On the landing page of the website the mission statement is clearly visible at the top of the page “Strengthening the quality of local governance through professional management.” The committee recognized two of the most used sections of the website are Job Mart and Calendar of Events and made these links conspicuously located near the top of the page. If you use drop downs as I do these have been made larger and mid page a carousel is used to rotate through various slides without a need to click on the screen. Other key features include prominently displaying the ILCMA purpose, becoming a member, and our affiliates. In the 2020 survey 96% of respondents rated the website as “Very Important” (66%) or Somewhat Important” (30%) and 96% of respondents rated the website as “Excellent” (55%) or “Satisfactory” (41%).

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## Important!!

**ILCMA Voting Members Don't forget to vote on bylaw changes by March 15!**

## 8th Annual ILCMA 5K Race Results

Nothing was Normal with this year’s ILCMA Run/Walk. Although the competitors wanted a rematch on the Constitution Trail in Normal, most opted to run on their favorite 5K running route. Jim Grabowski (Elmhurst) and Mark Moran (Galena) ran neck and neck on the virtual course for the overall title. Since we do not give out overall awards, they had to settle for age group wins. Some of the runners ran further than a 5K so we had to massage some numbers to come up with comparable times.

This year’s 5K age group winners were:

Rob Boyer	Dylan Hollywood
Randy Bukas	Rich Keehner
Jim Grabowski	Mark Moran
Kirstin Hinds	John Phillips
Jim Hoff	

Both Mark Moran and John Phillips have the record for most 5K age group wins at six. Denise Burchard holds the walk age group win record at six.

The race director would like to thank all the runners that participated this year and Denise Burchard for her volunteer help.

Next year, the age group winners will have an opportunity to defend their titles on the Constitution Trail at the Winter Conference in Normal on February 2-4, 2022. Let’s hope everything is normal.



*Kirstin Hinds, Randy Bukas and Rob Boyer ran their 5K on the 17 mile Jane Addams Trail*



*Jim Hoff showing off his ILCMA run shirt before his big run.*

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A newly updated ILCMA Connect Listserv was launched so that members can have 24/7 access to their peers. The committee made much progress in this area as the listserv power by Higher Logic went through review, modification, and launch. The listserv has received positive feedback and is considered to be a very useful member benefit. In the 2020 survey 55% of respondents reported that they had engaged with the ILCMA Connect Listserv and 95% of respondents reported they found the platform easy to use. As a corporate member of ILCMA you are automatically signed up for ILCMA Connect. Since its inception, ILCMA managers, administrators, assistants, and students have engaged in information sharing about a number of topics ranging from COVID-19 to public art programs to liquor licenses and other topics as well. Take a moment to log in and start looking around. There are many topics and great content to explore and discussions to join. If you have a question you can start a discussion anytime. On the site you will find latest discussions, upcoming events, most active members, and even recent shared files. Take a moment and create your profile, upload your photo and start a discussion today.

Another key project the committee has been working on is reinstating the mentorship program with added emphasis in ILCMA. If interested take a minute to log into the ILCMA site and visit the Mentor Match Program under Member Resources section. "Mentor Matching is the latest addition to an expanding line-up of our services to support members' professional development needs. It is an online tool – including a searchable database – that facilitates the establishment of mentoring relationships. It is user-driven, allowing registered Mentees to search among registered Mentors using specified criteria to find individuals whose experience and expertise match areas in which they wish to be mentored. Likewise, registered Mentors can search

for and identify potential Mentees." A great place to start learning more about the program is the Mentor Match FAQs area. In this area you can gather information from topics such as how are Mentors and Mentees matched, is there a fee associated with using Mentor Matching, and more topics separated by Mentors and Mentees. Mentor Matching is a benefit for ILCMA members only and is free of charge!

Thank you to the members of the Membership Service Committee and our ILCMA Executive Director, Dawn Peters, for all of your efforts. I believe, none of the above-mentioned accomplishments were possible without the strength, abilities, and dedication of the members of the committee and our ILCMA Executive Director. I appreciate all of their assistance and cannot say thank you enough. Additionally, I would like to thank the ILCMA Board for their support of the Membership Service Committee.

## Welcome New Members

Maggie Jarr, Assistant Village Manager,  
Village of La Grange Park  
Suzanne McVey, Township Manager,  
Schaumburg Township

## Who's Who Directory Update

Congratulations to **Michael Mertens** who has notified the Village of Willowbrook that he will be retiring his position as Assistant Village Administrator effective Friday, March 12, 2021. He plans to be a snowbird and begin new adventures and hobbies.

### **Eric Palm's** new information:

Eric Palm  
Village Manager  
Village of Hoffman Estates  
1900 Hassell Road  
Hoffman Estates, IL 60169  
Email: eric.palm@hoffmanestates.org  
Office: 847-781-2601  
Cell: 847-460-2671

## In Need of Additional Help? Contact an ILCMA MIT or Use the PRS Program!

Do you have special projects for 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:

1) 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).

2) 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.

Visit the Members Only section of the ILCMA website to view resumes of those who have submitted them.

Members in Transition Who Agreed to Publicize their Information:

Tim Ridder  
timothyridder@hotmail.com  
309-236-0929

Darin Girdler  
dgirdler@gmail.com  
618-971-8276

Thomas Thomas  
thomasedwinthomas@yahoo.com

Moses Amidei  
mosesamidei@yahoo.com  
847-452-6569



[CLICK HERE FOR INFO](#)

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.

## 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 **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 info to the Membership Services Committee for review.

[Apply Here](#)

## Senior Advisor Monthly Column



Kudos. Take a bow, accept a well-deserved pat on the back. You've adjusted, you've adapted (again and again) and you've brought your organization through a year of the pandemic. And you've done the same in your personal life. Perhaps everything and every decision wasn't perfect but on the whole you did an excellent job. Councils, citizens and employees may not know the full extent of your efforts, but they see the result. Many functions of local government have seen improvements too – especially in the areas of access, engagement, communications and tech related productivity. On top of it, our nation has seen the need to seriously address and reduce racial disparities and it has been reflected in your policies, processes, communications and values. Take time to see your growth (not just survival) and to feel some satisfaction. Add important aspects to your portfolio. Make a concerted effort to recognize and applaud your employees and partners (colleagues, vendors, COGs, and families) for their considerable effort in this success. Remember, ICMA can stand for I Can Manage Anything. You've proved it.

As Senior Advisors, we remain enormously proud of your dedication, resilience and success.

Robin Weaver



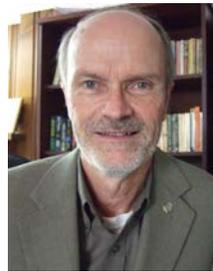
**Greg Bielawski**



**Steve Carter**



**Bob Kuntz**



**John Phillips**



**Robin Weaver**



### **ILCMA Member Receive ICMA Credentialed Manager Designation:**

**Congratulation to Rudy Espiritu, Village Administrator, Berkeley who earned the ICMA Credentialed Manager distinction.**

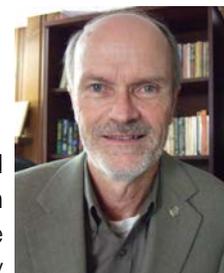
#### ***Interested in Becoming a Credentialed Manager?***

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.

## Senior Advisor Interview: John Phillips



### Career in local government:

Q: What was (were) your title(s)?

A: I started in the City of Rockford, IL as an intern in the Mayor's office in 1973. I was hired full-time in 1975 and served in a number of positions with the city. I was Community Development Director for two years before I was appointed as Rockford's first City Administrator in 1981 and served in this position through 1986. Then, I became City Manager in Rock Island, IL in 1987 and stayed there until I retired in 2011.

Q: How many years do you have in the profession?

A: I have close to 39 years in the profession.

Q: What were your biggest challenges?

A: I worked in communities that had real economic challenges. Rockford went through a period where the machine tool industry was going downhill. This was a traumatic economic experience for the community and they faced serious budget/economic problems. Rock Island was similar, though the economic crisis was different. Rock Island's agriculture/manufacturing industry was suffering (the closing of the International Harvester and Case tractor plants). It was challenging to maintain financial strength as budget revenues were going down. The other issue was how to revitalize the economy.

Q: What advice would you give to an emerging leader or someone new to the profession (intern or analyst)?

A: There are so many opportunities in local government to have an important impact on people's lives. There are not many other professions where you can see the impact of the project you've worked on. Seeing the impact is rewarding, so it's a really great profession from that standpoint.

I also encourage those new to the profession to participate in the ICMA and ILCMA associations. I always did and I got great value from them. I listened to others that were experiencing the same challenges as me and developed contacts so I could rely on my friends to help me out when I needed it. I also think we have an obligation to share what we know with others as well.

Q: What advice would you give to current managers/administrators?

A: The challenges of politics and personalities are always going to be there. Just hang in there, don't take defeat personally. Recognize it's a very difficult profession. Celebrate your successes, focus on a good management team, and maintain a positive relationship with your elected officials.

Q: What is one thing you wish you could've done differently?

A: I did not force myself to be more engaged in succession

planning for my position in Rock Island when I retired. It did not go very well with my successor and perhaps I should have done more to help select the next City Manager after I retired. I could have been a little more assertive and it might have turned out better for the community.

Q: What is the most rewarding experience you had in your career?

A: Successfully restoring and maintaining fiscal health in a very difficult economic environment in Rock Island. There was a huge deficit in the General Fund and we had to eliminate positions, privatize, etc., to try to maintain services with the revenue that we could generate. That was one of the biggest challenges but also the most rewarding.

I also started five-year capital improvement plans in both communities that are still alive and well. Those are very important. There were also many significant economic development successes along the way and important public projects as well.

Q: What has your time as a public administrator taught you about people?

A: The importance of listening, being humble, showing respect for others and being genuine about yourself. This works well with citizens, staff, and elected officials to have some of those characteristics. Dealing with angry citizens, if you show respect and humility and try to understand their perspective, you can help educate them. They may not agree with you, but they respect that you took the time with them. This approach is important.

Q: What has your time as a public administrator taught you about government and policy?

A: It's hard to be successful implementing government policy. There's no straight line to accomplishing things. Having a sense of when the time might be right for policy issues to be proposed is important. You have to be patient, persistent and focused. There are so many distractions; it's very easy to get sidetracked so you have to stay focused.

Q: Senior Advisors - Who are they? What can they do for you?

A: Good listening skills are the most important thing we can offer for members that have an issue. We can ask some questions that might help them think through a challenge that they have. These positions sometimes can be a bit lonely, so a Senior Advisor can be available to bounce an idea or an issue off of confidentially.

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One of the things that I have found is that things in local government can change pretty quickly from a technical standpoint, but the relationships with council members are just the same as they were when I was managing, and I can offer help with that. The technical stuff – I can refer someone who is more of an expert in the area.

Another thing is we work with communities and county boards that are planning to hire an administrator. I tell them how to have a good recruitment, where to advertise, which professional search firms are out there, and other important elements for the recruitment of professional local government positions. We promote professional local government management to communities throughout the state.

We also meet with citizen groups and educate them about the forms of local government and get those processes started so that the council-manager form of government might be considered or the position of county administrator might be created. I like the idea of spreading the word about the importance and advantages of professional local government because it is good for our communities and it creates opportunities for young people coming into the profession.

**Personal interests:**

Q: Where were you raised?

A: Eastern Iowa, in the Dubuque area. I was raised on a small farm which taught me a lot about the value of hard work.

Q: What universities did you attend?

A: I attended Loras College in Dubuque and majored in Political Science, then I got my MPA at NIU.

Q: Marital and family information? How many children? What do they do? What does your spouse do?

A: I got married to my wife, Karen in 1985 (36 years). I have two children, Michael, 27 in Seattle who is seeking work in engineering and Katie, 25 in Louisville working on her Master's degree in Couples and Family Therapy.

Q: What are your hobbies?

A: Running, I have been running all my life. I play guitar and sing, write songs and perform. I have even written songs about the profession! "Budget Busting Blues" and the "Smell Reminds Me of Home" are a couple of those that people in the profession can relate to.

Q: What do you like to read?

A: Recently, a book about Winston Churchill called The Splendid and the Vile by Erik Larson. Also, Rage by Bob Woodward. I also like to read heavy and light novels, all sorts of things.

Q: Little known fact about you?

A: I'm a pretty serious Chicago White Sox fan. I have been to spring training and SoxFest almost every year since I retired.



**Advancing Civic Leadership  
Navigating the Future**

**Mar. 16, 2021 — Virtual Webinar**  
What Does Environmentally Friendly Engineering Really Mean?

**Mar. 24, 2021 — Virtual Webinar**  
The Mysteries of Stormwater Management: Engineering Lessons for Non-Engineers

**Apr. 6, 2021 — Virtual Webinar**  
The Power of Surveys: Insider Tips and Tools for Taking the Pulse of Your Community

**Apr. 7, 2021 — Virtual Webinar**  
New Civics and the Impact of Globalization\*

**Apr. 8, 2021 — Virtual Webinar**  
Trends in Employment Law and Collective Bargaining

**Apr. 20, 2021 — Virtual Webinar**  
Conducting a Community Needs Assessment

**Apr. 28, 2021 — Virtual Webinar**  
I.T. Security - Understanding how to Defend your Organization's Network

**\*Required to earn a CLA Certificate of Achievement**

CLA Courses Qualify for ICMA's Voluntary Credentialing Program



 **NORTHERN ILLINOIS UNIVERSITY**  
**Center for Governmental Studies**  
*Outreach, Engagement and Regional Development*

**go.niu.edu/cla**

Enroll in the

ILCMA Mentor

Match Program



**ILCMA invites members to be a part of ILCMA's Mentor Match Program.**

The ILCMA Mentor Match program reflects ILCMA's commitment to developing the next generation of local government management professionals. Mentor Match is the latest addition to an expanding line-up of our services to support members' professional development needs. It is an online tool - including a searchable database - that facilitates the establishment of mentoring relationships. It is user-driven, allowing registered Mentees to search among registered Mentors using specified criteria to find individuals whose experience and expertise match areas in which they wish to be mentored. Likewise, registered Mentors can search for and identify potential Mentees.

**Why be a Mentor?**

Volunteering as a Mentor can be mutually rewarding: mentees gain encouragement and guidance for their careers, and mentors gain deeper insights into their own careers and the satisfaction of helping others.

**Why be a Mentee?**

Mentees gain encouragement and guidance for their careers, and mentors gain deeper insights into their own careers and the satisfaction of helping others.

Mentoring offers value for people at any career stage, and everyone can benefit from mentors who help them see their situation and opportunities from a fresh perspective; even successful executives seek out mentoring. Mentors are encouraged to share expertise, insight, and experiences from their life's work to help others negotiate their own career paths, overcome obstacles, reinvigorate their passion, and plan next steps.

The future of the profession depends on the mentorship for the next generation of managers. ILCMA invites you to use the new mentor/mentee matching service through ILCMA Connect, which is the current ILCMA listserv platform. ILCMA Connect brings the power of data and search to help mentees find mentors that match their needs. To sign up to be a mentor or mentee, all you need to do is go to your ILCMA Connect page and sign up to be a mentor: <https://connect.ilcma.org/home>. If you any issues logging in to ILCMA Connect contact Alex Galindo at [agalindo@niu.edu](mailto:agalindo@niu.edu).



**VIEW MENTOR ENROLLMENT  
INSTRUCTION VIDEO**



**VIEW MENTEE ENROLLMENT  
INSTRUCTION VIDEO**



## Allyship in the Workplace

Wednesday, March 17th 12:00-1:30p, a.m.

Virtual

Register at: <https://iamma-allyship.eventbrite.com/>

### A panel discussion with:

Dorothy David, City Manager for City of Champaign

Kimberly Richardson, Deputy City Manager for City of Evanston

Kelly Coyle, Associate Attorney with Clark Baird Smith LLP

Diversity, Equity and Inclusion efforts are at the forefront of discussions and professional development opportunities today.

IAMMA and Legacy Project are teaming up to have an up-close and personal panel discussion on Allyship with a focus on giving leaders the tools to recognize and contribute effectively to an ongoing dialogue.

## IML Managers Monthly Column

*by Walter Denton, City Administrator, City of O'Fallon*

While the General Session of the Illinois General Assembly just began, most of us are still reeling from the lame duck session that just concluded. The police reform bill (HB 3653) made sweeping changes that the IML is still evaluating. As you may have already heard, the legislation was approved quickly without much opportunity for the IML to advocate for its members.

The good news is that two measures of IML concern were removed. Qualified immunity was taken out of the bill and assigned to a task force for further discussion. The IML also successfully advocated for the removal of all penalties against the Local Government Distributive Fund (LGDF) that had been in the legislation.

However, there are numerous other provisions that will require significant changes to municipal police departments. Gov. Pritzker has not signed the bill at time of writing but is expected to sign. Legislators have indicated there will likely be a "trailer bill" in the General Session to clean up the bill, so there may be changes before the bill takes effect.

In any case, here are some of the primary issues facing local governments:

- **Use of force restrictions:** The bill calls for statewide use of force standards, but the IML is concerned the standards may restrict police officers' ability to properly protect themselves.
- **Body cameras:** The bill requires all law enforcement agencies to employ officer-worn body cameras. While the IML supports the transparency and accountability of body cameras, there is no funding in the bill to support the deployment and maintenance of them. In addition, the bill does not allow an officer to review their own body cam video before writing a report, which could complicate prosecution of cases.



- **Unfunded mandates:** There are several requirements for additional training that do not include any funding.
- **Anonymous complaints:** The bill requires law enforcement agencies to adopt a written policy outlining the process for handling anonymous complaints. Police agencies typically require an affidavit, so the allowance of anonymous complaints could produce many frivolous complaints.
- **Prohibition of the acquisition of certain military surplus equipment:** This is a pre-emption of municipal authority and more information is needed on what types of equipment municipalities are no longer able to acquire (often at no cost).

The IML is still reviewing the bill and will provide additional updates. The IML Managers Committee will advise the IML on aspects of the trailer bill and will continue to inform ILCMA members of our activities. We can also use your help in contacting your legislators to advocate for a trailer bill that will address the IML's concerns.



Presented by the ILCMA  
Communications Committee

# IDEA EXCHANGE

*March 10 | 12PM-1PM | via Zoom*

### About the Idea Exchange

The ILCMA Idea Exchange will be a quarterly opportunity for professionals at all stages of their career to network, exchange ideas and learn from your peer's successes and mistakes. These hour-long sessions are designed to be informal, but each event in the series will start with a seasonal topic relevant to the profession.

On March 10, 2021, we are pleased to present ILCMA Idea Exchange: What Changes and What Stays the Same? All organizations have needed to adapt as a result of the pandemic. Now that vaccinations have begun and there is a light at the end of the tunnel, organizations need to examine their experiences of the past year and decide which adaptations will become permanent parts of their organizational structure and standard operating procedure. Participants are invited to share their own experiences and lessons and to look ahead to how municipal agencies will change following the pandemic:

- How will communications change?
- What changes to your meetings will remain?
- Will your economic development strategy have new targets and goals?
- Will zoning rules adapt to changes in community needs?
- How will employee recruitment change?
- Which benefits will make the difference in hiring?
- How will your budget change?
- Which revenues and expenses will be more or less predictable?



To register visit:  
[www.ilcma.org/events/0310](http://www.ilcma.org/events/0310)



## ONBOARDING NEWLY ELECTED OFFICIALS



Thursday, March 18 from 11:30 AM to 1:00 PM via Zoom

Participants will learn the importance of onboarding newly elected officials and how this fosters positive Manager/Council relationships. This session will discuss strategies to effectively onboard newly elected officials on their roles and responsibilities while also reinforcing the role of the Manager. Hear George Cuff and Village Manager Scott Anderson discuss their experiences on dealing with newly elected officials and tools to ensure good governance.

### Learning objectives:

- Learn the value and importance of the timely onboarding of elected officials
- Hear strategies on how to communicate the role and responsibilities of the both elected official and manager.
- Learn tips on how to continue to foster the relationship between Manager and elected official.
- Learn the importance of separating the logistics from a solid teaching on good governance
- Learn why there is considerable value in planning for an update on good governance part way through each term

**Presenters:** Scott Anderson, Village Manager, Village of Barrington  
George Cuff, FCMC, President, George B. Cuff & Associates

**Individual registration \$15/Student \$10/ 3 or more \$40**  
visit [www.ilcma.org/events/318/](http://www.ilcma.org/events/318/) to register

Addresses ICMA Practice Areas:  
6 (Strategic Leadership)  
8 (Policy Facilitation and Implementation)  
14 (Communication and Information Sharing)



## Save the Date

ILCMA Summer Conference  
September 8-10, 2021  
at Eagle Ridge Resort



### ILCMA Board Election Process Begins

Do you have a colleague who could be a dedicated member of the ILCMA Board of Directors? Would you like to serve? Now is the time to nominate qualified candidates for positions on the Board of Directors. A letter detailing why the candidate is qualified to serve along with an up-to-date resume is due at the ILCMA Secretariat, Center for Governmental Studies, NIU, 148 N. Third Street, DeKalb, IL, 60115 or by e-mail to [dpeters@niu.edu](mailto:dpeters@niu.edu) by **March 5**. There is one Director position that expires in June 2021 and that Director has indicated that they will not move into an officer position. If a Director with an unexpired term is interested in the Secretary/Treasurer position, then there will be TWO Director positions open. Nominations will also be accepted for President Elect and Vice President. Officers are elected for one-year terms with the expectation that an officer will ascend to the next position the following year. Newly elected board members will serve three-year terms. ILCMA is committed to diversity and encourages all qualified individuals regardless of race, color, national origin, sex, religion, age, physical or mental disability, marital status, veteran status, gender identity and expression, sexual orientation, political affiliation, or any other factor unrelated to professional qualifications, to apply.

After the nominating deadline, the Nominating Committee, chaired by Ray Rummel, ILCMA Past President, with a representative from each of the affiliate groups and one at-large member will meet to determine a slate. The slate will be announced in the April newsletter. At that time, others wishing to have their name appear on the ballot will have an opportunity to submit a petition. If a contested election results, a ballot will be mailed May 15, 2021. If no contest develops, the election of the slate will take place by electronic ballot through SurveyMonkey.



# SHARE LEARN MENTOR



## WHAT IS LEGACY PROJECT?

The Legacy Project's mission is to advance women in local government at all levels. We are a forum for learning, connecting and helping women succeed in public service by enhancing career-building models that develop leadership skills and by providing an opportunity to network with professional women in government.

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For more information: [www.legacyprojectnow.com](http://www.legacyprojectnow.com)



# Share Your Stories with ILCMA

## How to Use #ILCMAproud in Social Media

### Social Media Hashtag

*What is a hashtag?*

- This: #
- It's a keyword that relates to what you're writing. It's #searchable #clickable.
- Use it to draw attention, organize, promote.

*How do I use a hashtag?*

- Put a # in front of a word or phrase
- No spaces, no punctuation, no special characters
- Capitalization only matters for readability ( #KnowWhatIMean vs #knowwhatimean )
- Hashtags can be used on Twitter & Facebook. NOT LinkedIn.

Include **#ILCMAproud** in your tweets and other social media posts about ILCMA or your community awards and other recognitions – good news stories!

### Facebook

Find ILCMA on Facebook: [www.facebook.com/ILCMA1953](http://www.facebook.com/ILCMA1953)

- Like and Follow ILCMA's Facebook page for periodic updates
- Friend conference attendees
- Share photos

*How to create a simple Facebook post (you must have a Facebook account):*

- Open Facebook on your computer or device.
- At the top of the screen, you'll see "What's on your mind?" Tap or click there and type away! Add hashtags like **#ILCMAproud** to your text.

### Twitter

Find ILCMA on Twitter: <http://twitter.com/ILCMA>

- Share good news stories #ILCMAproud
- Share photos
- At conferences, follow conference speakers and fellow attendees

*How to create a simple Tweet (you must have a Twitter account):*

- Open Twitter on your computer or device.
- On a computer: click on the Home button. At the top of the screen you'll see "What's happening?" Click there and start typing (don't forget the hashtags).
- On a mobile device: click on the square with feather icon in the upper right corner. A screen that says "What's happening?" should pop-up. Touch there and start typing (don't forget the hashtags).



## Illinois Association of CHIEFS OF POLICE

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### GUIDE TO TOPICS and IMPLEMENTATION, *BY DATE:*

### HB 3653, now P.A 101-0652

### Version 1

February 23, 2021

This is a brief summary of topics in the “Safe-T Act,” which was signed by Governor Pritzker on February 22, 2021. Also noted are the effective dates of each topic. We expect to update this document periodically.

#### Effective May 1, 2021, AND July 1, 2021

**Review of qualified immunity.** Constitutional Rights and Remedies Act. Creates a task force to review and reform qualified immunity. ILACP has a seat on this task force. Members of task force must be appointed within 30 days after July 1, 2021. However, task force report is due May 1, 2021, which seems to conflict with the “effective date” of July 1, 2021. Page 12 and Page 764..

#### Effective July 1, 2021

**Death in Custody Act.** Requires agencies to report to ICJIA when a person dies while in custody or as the result of a peace officer’s use of force. Page 6.

**Community-Law Enforcement and Other First Responder Partnership for Deflection and Substance Use Disorder Treatment Act.** Prioritizes funding for deflection programs in certain communities and expands definition of deflection programs and adds to list of subjects for which LE agencies must be trained. Page 40.

Required areas of training are:

- Neuroscience of Addiction for Law Enforcement;
- Medication-Assisted Treatment;
- Criminogenic Risk-Need for Health and Safety;
- Why Drug Treatment Works?
- Eliminating Stigma for People with Substance-Use Disorders and Mental Health;
- Avoiding Racial Bias in Deflection Program;

*continued on the next page*

- Promotion Racial and Gender Equity in Deflection;
- Working With Community Partnerships; and
- Deflection in Rural Communities.

**Attorney General Act.** Allows AG to conduct investigations and pursue civil action against officers. Page 43.

**Maintain police misconduct records** permanently. All records related to complaints, investigations, and adjudications. Page 66.

**Mental health screenings for officers.** Requires the Illinois Law Enforcement Training and Standards Board (ILETSB) to establish statewide minimum standards regarding regular mental health screenings for probationary and permanent police officers. Page 68.

**New requirements in curriculum for probationary officers.** Includes CIT, role playing, use of force, and high-risk traffic stops. Page 72.

**New mandatory training requirements every three years.** Requires 30 hours of training every three years and specifies the content. Page 76.

- At least 12 hours of hands-on, scenario-based role playing
- At least six hours on use of force, including de-escalation techniques
- Specific training on the law concerning “stops, searches, and the use of force” re 4<sup>th</sup> Amendment
- Specific training on “officer safety techniques, including cover, concealment, and time.”
- At least six hours on “high-risk traffic stops.”

Page 76.

**CIT curriculum.** Requires standard curriculum of 40 hours with certain specific items. Page 77.

**Body camera video review.** Removes authorization for recording officers to review their own body camera video prior to completing incident reports. Page 82.

**Additional monthly reporting on mental health crises and use of force to ISP (page 90):**

- A report on any incident where a law enforcement officer was dispatched to deal with a person experiencing a mental health crisis or incident, including the number of incidents, the level of law enforcement response and the outcome of each incident.
- A report on use of force, including any actions that resulted in death or serious bodily injury of a person, or the discharge of a firearm at or in the direction of a person.

**Military equipment.** Prohibits sheriff’s and police departments from requesting certain surplus military equipment (e.g., tracked armored vehicles, weaponized aircraft, firearms of .50 caliber or higher, bayonets, etc.). Pages 112-113

**Restoration of driving privileges.** Requires Secretary of State to rescind suspension of a person’s driver’s license if the suspension was due to failure to pay any traffic fine or penalty, and for similar reasons.

*continued on the next page*

**Underlying offense for obstructing.** Adds the requirement that a person shall not be subject to arrest for “resisting or obstruction of a peace officer” unless “there is an underlying offense for which the person was initially subject to arrest.” Page 275.

**Use of force restrictions.** **Lengthy section** that amends when an officer can use force or deadly force and requires officers in some situations not to pursue a fleeing offender. Defines such terms as deadly force, imminent threat, and totality of the circumstances. Begins on Page 282.

**Prohibits certain kinds of force:** Restraint above the shoulders that could cause asphyxiation; kinetic projectiles targeted at the head, pelvis or back; kinetic projectiles into a crowd; and use of chemical agents in certain situations. Page 287.

**Duty to Intervene and Duty to Render Aid.** Requires officers to render medical aid and mandates an affirmative duty to intervene to stop or prevent another peace officer in his or her presence from using any unauthorized use of force or force that exceeds the degree of force permitted under the law. Pages 289-290.

**Law enforcement misconduct:** Says an officer commits misconduct for misrepresenting or withholding information about another officer’s conduct, or if the officer fails to comply with provisions of the body-worn camera statute or department policy requiring the use of BWC. Page 306.

**Citation in lieu of custodial arrest.** Mandates that law enforcement shall issue a citation in lieu of custodial arrest, upon proper identification, for those accused of traffic offenses and Class B and Class C criminal misdemeanor offenses who pose no threat to the community or any person. Page 326.

**Three phone calls within three hours.** Mandates that an arrestee has the right to three phone calls within three hours of being taken into custody to communicate with an attorney and family members, free of charge, and allows the arrestee to access their own cellular phone for contact numbers. Further requires that this information be posted on a sign. Page 410.

**No-knock warrants.** *Allows for no-knock warrants* if the interaction is recorded or if body-worn cameras are in use. Page 413.

**Effective January 1, 2022**

**New certification and decertification provisions.** **Lengthy section** begins on page 612.

- Creates LE Certification Review Panel. Page 676.
- Automatic and Discretionary decertification. Begins on page 684.
- Discretionary decertification can be for failing to intervene when an officer is using excessive force (regardless of rank), if the officer makes a false statement in a report or misleads a public servant in the public servant’s performance of an official function, for perjury, evidence tampering, or for other unspecified conduct that is unprofessional, unethical, or a deleterious conduct or practice.
- Requires officers to verify compliance with all requirements for certification every three years.
- Allows ILETSB to accept complaints and investigate allegations from persons who remain confidential, at least initially.

*continued on the next page*

- Alters what “inactive status” is -- occurs upon termination, resignation, retirement or separation from the governmental agency for any reason.
- Creates an officer professional misconduct database at ILETSB. Information in the database cannot be released and is not subject to subpoena or discovery or admissible in evidence in any private civil action.
- Requires sheriffs to be sworn officers; does not apply to any current sheriffs who do not meet this requirement.

**Effective 2022-2025 – Mandatory Body Camera**

**Body cameras become mandatory for agencies, as follows (page 78):**

- Municipalities and counties with a population of 500,000 or more -January 1, 2022;
- Municipalities and counties with a population of 100,000 or more but under 500,000-January 1, 2023;
- Municipalities and counties with a population of 50,000 or more but under 100,000-January 1, 2024; and
- Municipalities and counties with a population under 50,000- January 1, 2025.
- **NOTE: It is silent on what the deadline is for other types of LE agencies.**

**Effective January 1, 2023**

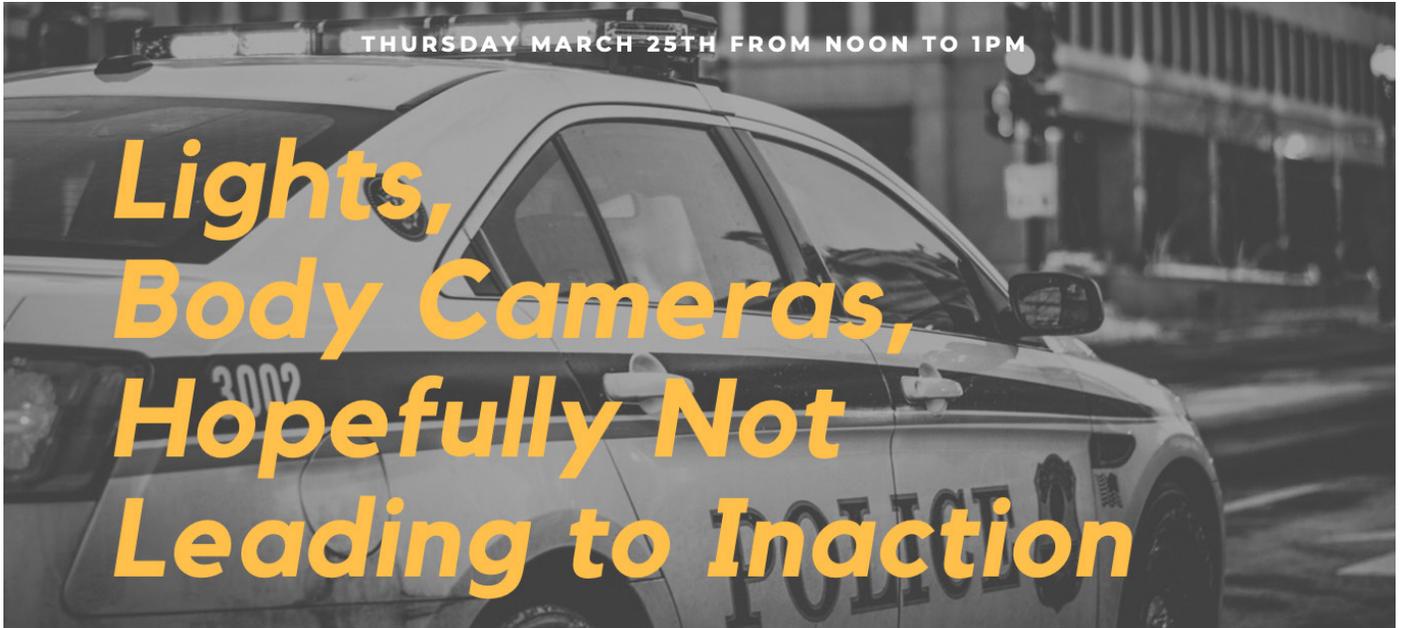
**Anonymous complaints.** Allows any person to file with ILETSB an anonymous complaint against a police officer. Page 95.

**Bail reform.** “Bail” gives way to “pretrial release.” Replaces all references to “bail,” “bail bond” or “conditions of bail” to be construed as “pretrial release” or “conditions of pretrial release.” Lengthy section beginning on pages 335-

- Eliminates monetary bail.
- All persons charged with a criminal offense shall be eligible for pretrial release before conviction. Pretrial release may only be denied when a defendant is charged with a specific offense listed in Section 110-6.1 of the Criminal Code of 2012, or who has a high likelihood of willful flight, and after the court has held a hearing. Certain exceptions apply.
- Requires consideration of safety of the crime victim.
- **This is another lengthy section with many implications. Details are not in this document.**

*ILACP acknowledges and thanks the following for providing information in this report:*

- Illinois Municipal League
- Odelson, Sterk, Murphey, Frazier & McGrath, Ltd., Evergreen Pak, Illinois
- Robert Berlin, DuPage County State’s Attorney
- James Glasgow, Will County State’s Attorney
- Jamie Mosser, Kane County State’s Attorney



## Metro Manager's Virtual Luncheon

In light of the passage of the Illinois Police Reform Act, this session will discuss the implementation of body cameras and the municipal impacts of the new law. The presenters will also share concerns about the law's possible chilling effects on police departments ability to serve and protect and offer proactive measures to address concerns while maintaining the spirit of the law.

*New Lenox Police Chief Louis Alessandrini and Deputy Chief Micah Nuesse will discuss the good, the bad and ugly of their recent implementation of body cameras. Julie Tappendorf, Equity Partner at Ancel, Glink, will discuss the municipal legal implications of the Police Reform Act, and the President of the Illinois Chiefs of Police, Chief James Black from Crystal Lake will share their concerns, and offer proactive amendments that do not diminish the positive aspects of the law, but address practical concerns in regards to enacting the Law, as currently written.*

**Thursday  
March 25th  
from Noon to  
1PM via Zoom**

**\$15/individual registration  
\$10/student registration  
\$40/registration for 3 or  
more from the same  
organization**

**Register at:  
[www.ilcma.org/events/325](http://www.ilcma.org/events/325)**

*Metro  
Managers* 

The ICMA logo consists of the letters 'ICMA' in a bold, white, sans-serif font, centered within a dark blue square.A photograph showing two women in a professional setting. One woman, with dark hair pulled back, is wearing a maroon blazer and is speaking to another woman whose back is to the camera. They appear to be in a meeting or coaching session.

# 2021 COACHING PROGRAM

## THRIVE IN LOCAL GOVERNMENT

**UPCOMING FREE WEBINARS – Register at [icma.org/coachingwebinars](https://icma.org/coachingwebinars)**

**WEDNESDAY, MARCH 17**

Response to Emergencies That Impact All Citizens: Rights of the Individual vs Health and Welfare of Community

**WEDNESDAY, APRIL 21**

Best Practices to Manage Public Spaces

**WEDNESDAY, MAY 19**

Leading from the Middle

**WEDNESDAY, SEPTEMBER 15**

Leading Your Community in an Era of Anxiety: How Do You Make Sure You Hear Them and They Hear You

**WEDNESDAY, OCTOBER 20**

The Future of Work: Strategies for Adapting to a New Reality

**WEDNESDAY, NOVEMBER 17**

Growing Your Career: Tips for Redefining Yourself in the Minds of Others

**Can't make it to the live webinar?**

Register and get an automatic email notice when the recording is available.  
[icma.org/coachingwebinars](https://icma.org/coachingwebinars)

**SAVE TIME! SIGN UP FOR ALL SIX 2021 WEBINARS AT ONCE!**  
[bit.ly/ALLSIX](https://bit.ly/ALLSIX)

**Additional free coaching resources at ICMA's Career Center ([icma.org/careers](https://icma.org/careers)):**

- Digital archives
- Career Compass monthly advice column
- CoachConnect for one-to-one coach matching
- Live speed coaching events, talent development resources, and more.

Join our list for coaching program updates and more: email [coaching@icma.org](mailto:coaching@icma.org).

**Learn more at [icma.org/coaching](https://icma.org/coaching)**

# ICMA

**JUST RELEASED!**

## **GOVERNING FOR EQUITY: Implementing an Equity Lens in Local Governments**

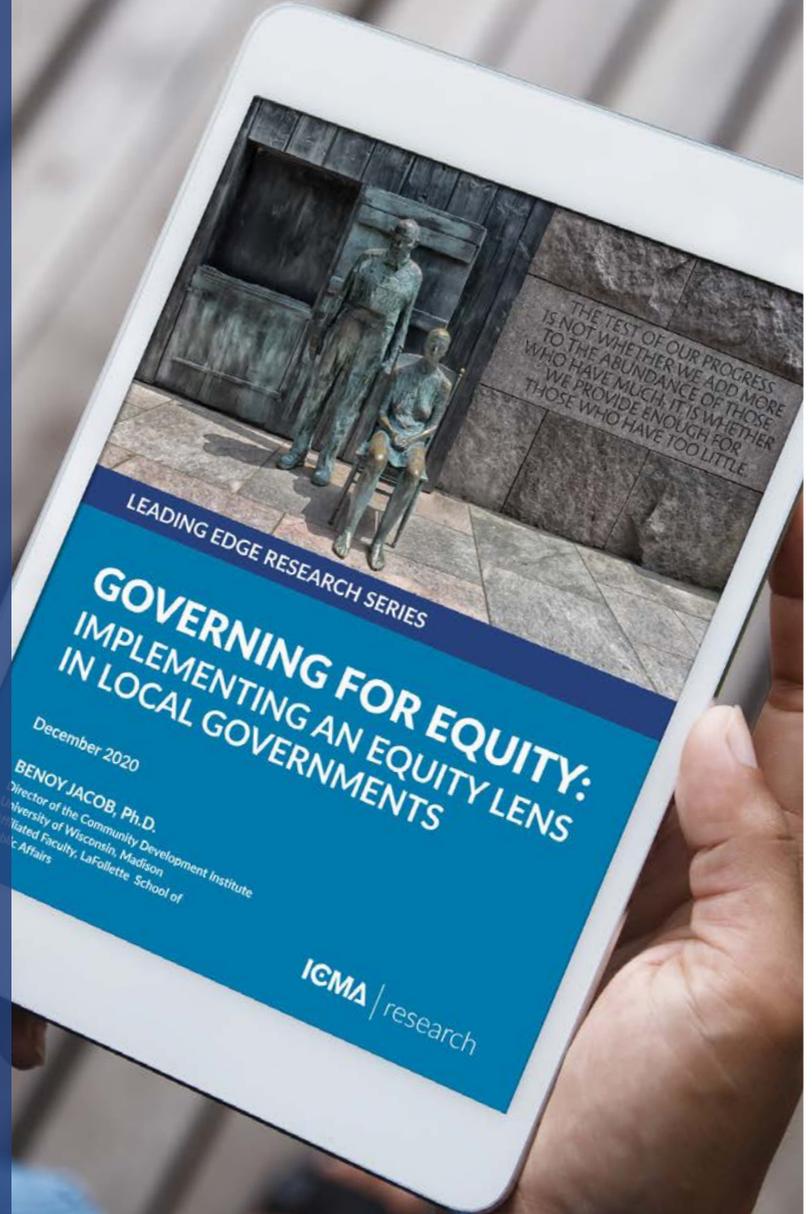
**BENOY JACOB, PhD**  
ICMA Research Fellow

Director of the Community Development Institute, Division of Extension, and Affiliated Faculty at the LaFollette School of Public Affairs, University of Wisconsin-Madison

### **What's Inside**

- A framework for local governments to address social and racial inequity in their communities through policies, practices, and learning.
- Perspectives from cities and counties that excel in increasing diversity and fostering inclusiveness.
- Insights into the challenges and opportunities faced by public administrators when adopting an equity lens in their day-to-day operations.

**DOWNLOAD THE REPORT AT**  
[icma.org/governing-for-equity](https://icma.org/governing-for-equity)



### **ICMA Local Government Research Fellowship**

This report was supported through ICMA's Local Government Research Fellowship program. ICMA Research Fellows are practitioners and academics that conduct action-oriented research addressing important trends, drivers, and issues facing local governments. Their work advances ICMA's strategic priority to provide thought leadership and resources that support members and other local government stakeholders in creating and sustaining thriving communities throughout the world. Learn more about ICMA's Local Government Research Fellowship program at [icma.org/icma-local-government-research-fellows](https://icma.org/icma-local-government-research-fellows).



## Master your local government leadership and power your skills through the unprecedented.

A must-attend event for local government professionals of all career stages and backgrounds, the 2021 ICMA Regional Conferences will bring members and nonmembers together from around the world. In its new virtual format, attendees will discover new leadership skills, strategies, and innovative solutions to help power their organizations and staff members to deliver success to their residents during unprecedented times.

In addition to the new virtual format, registrants can now purchase a registration ticket for their home region and attend all six regional offerings for one, single registration fee.

### 2021 ICMA Regional Conference Dates:

Southeast Regional Conference | March 11-12  
Northeast Regional Conference | March 18-19  
Mountain Plains Regional Conference | March 25-26  
West Coast Regional Conference | March 25-26  
Midwest Regional Conference | April 15-16  
International Regional Conference | Date to Be Announced

*\*Please note that the Mountain Plains and West Coast Regional Conference events and timing of sessions do not overlap.*

*“As with all of the challenges we face, we can accelerate progress by learning from each other.”*

*— Marc Ott, ICMA Executive Director*

### 2021 ICMA Regional Conference events feature:

**Live Presentations.** Get inspired by local government experts while learning about the latest tools, processes, and leading practices in the long-term, equitable recovery and transformation of local government management and communities.

**Interactive Sessions.** Engage with other local government professionals, partners, and peers in education sessions and roundtables to discover answers to shared challenges.

**Leading Solution Partners.** Hear directly from leading companies in the local government space and explore capabilities in multiple solutions track session offerings.

**On-Demand Content.** Receive on-demand access to all ICMA Regional Conference session content during and after the conference events until June 30, 2021 and explore a range of relevant topics like civic health; economic restoration; the future of work; racial, structural, and systemic inequities; leadership; and more!

**Registration is now open at [icma.org/regionalconferences](https://icma.org/regionalconferences).**

*Thank you to ICMA-RC, the 2021 ICMA Regional Conferences Title Sponsor. With their support we are connecting ICMA members to resources, content, and information that can be invaluable in helping them manage in their communities.*



# DON'T LET YOUR COMMUNITY BE THE NEXT CYBER ATTACK HEADLINE

## Protect Your Organization and Residents by Joining the ICMA Cybersecurity Collaborative

With new cyber threats emerging every day, ICMA has partnered with the National Association of Counties (NACo) to strengthen local governments' cybersecurity efforts. The ICMA Cybersecurity Collaborative will provide access to top tier technology security professionals, information, intelligence, best practices, and other resources to help local government leaders prepare for, prevent, and mitigate cybersecurity threats.



### Features and Benefits of the Collaborative

- Daily security news and security alert portal.
- Peer-to-peer exchange through community discussion.
- Online training, webinars, and live tech demos.
- Incident Response (IR) Team comprised of the membership pool to help identify, assess, and remediate an incident within 24 hours.
- Direct communication with industry leading chief information security officers (CISOs).
- Security research and report repository.

**Leverage industry leading expertise. Improve cybersecurity readiness.  
Resource saving collaboration.**

Learn more at [icma.org/cybersecurity-collaborative](https://icma.org/cybersecurity-collaborative).

# ICMA

CYBERSECURITY  
COLLABORATIVE

a CyberRisk Alliance company

# ICMA AWARDS 2021

## CALL FOR NOMINATIONS

### CELEBRATING THE DIFFERENCE PROFESSIONAL LOCAL GOVERNMENT MANAGEMENT MAKES

Have you or a colleague made a significant difference in your community or to the profession? Have you implemented an innovative program that addressed a critical community need, improved the quality of life for residents, or saved your local government valuable resources?

If so, plan to nominate a colleague or program for the **2021 ICMA Awards**. U.S. and International nominations accepted. Self-nominations are accepted.

**Accepting Nominations through March 12, 2021.**

Details at [icma.org/awards](https://icma.org/awards).

The ICMA logo is displayed in white, bold, sans-serif capital letters on a dark blue rectangular background. The background of the entire page features a bokeh effect of blue and gold lights, with the gold lights being more prominent at the bottom.

## ICMA Conference Update

*By Randy Bukas*

Plans are underway for the annual ICMA conference to be held in person. This year the conference will be held in Portland, Oregon from October 3 through 6, 2021. ICMA will be soliciting presentation proposals around the first of March. They will be due by April 12th. The 17 topics for the conference are:

1. Career support (including early career professionals and maintaining personal/mental health)
2. Civic Health and Cohesion (including overcoming political division, developing civic leadership and the urban/rural divide)
3. Community Economic Transformation & Resiliency (including community partnerships and economic resiliency)
4. Community Engagement (including communications with the community)
5. Disruptive Policy Topics (example includes cannabis regulation)
6. Emergency Management
7. Ethics
8. Finance and Budgeting (including local government self-sustainability)
9. Future of Service Delivery (including virtualization of services, partnerships)
10. Future of the Professions (including lessons from the past)
11. Leadership (including conflict management)
12. Policing and Public Safety
13. Racial Equity and Social Justice (including systemic racism)
14. Small Communities
15. Sustainability (including climate change and recycling)
16. Technology/Smart Cities
17. Workforce Management (including remote work, supporting staff and staff mental health)

I thought I would send the list out now to give you a little extra time to think about a presentation. Check your email beginning March 1st for the invitation and more details.

**Midwest Leadership Institute***Helping local government navigate a complex world in a time of disruptive change***Mission**

To present an educational experience with intellectual depth and substance that focuses on the individual as leader and the person as a whole to encourage participants to connect interpersonally and emotionally to better lead themselves and others.

**Values**

Education

Scientific Objectivity

Developmental Growth

Health

Discipline

Ethical Behavior

**More Information**

To learn more about the Midwest Leadership Institute, takeaways, videos, and more, visit [midwestleadershipinstitute.org](http://midwestleadershipinstitute.org) or contact:

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E: [dpeters@niu.edu](mailto:dpeters@niu.edu)

## Midwest Leadership Institute

**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.

Join a network of organizational leaders who have participated in the Midwest Leadership Institute and who continue to assist one another with workplace and personal challenges and celebrate successes. Participants also receive ongoing educational materials through the "members only" section of the MLI website and receive invitations to participant only events.

**Curriculum**

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.

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 most recent schedule and the events of the day can be found on the Midwest Leadership Institute website.

**Presentation Team**

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., Morrison Associates
- Daven Morrison, M.D., Morrison Associates
- David M. Limardi, Limardi Consulting LLC, MPA, ICMA-CM
- Robert Kiely, MPA, ICMA-CM
- Dawn S. Peters, MPA

**Logistics**

Each program is limited to 40 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 \$2299 and includes course materials, continental breakfast daily and lunch for four days. Organizations that send multiple participants are eligible for tuition discounts.

The Institute will be held **August 23 - 27, 2021** at Northern Illinois University's Naperville campus, 1120 East Diehl Road, Naperville, IL.

**Limardi Consulting, LLC**

MORRISON ASSOCIATES

*Management Services Provided By:*NORTHERN ILLINOIS UNIVERSITY  
Center for Governmental Studies  
*Outreach, Engagement, and Regional Development*

## Spotlight on: HomeServe

### Millennial Homeowners Surprised by Maintenance Costs

By: Bill Eller

Vice President, Business Development for HomeServe

Millennial homeowners make up 40 percent of new home buyers, moving into the market at a later age than prior generations. However, homeownership has been more stressful, expensive and disappointing than Millennials anticipated.

In a survey, 43 percent of Millennial homeowners were surprised by the costs of home maintenance and 51 percent express at least occasional regret at buying their home, primarily citing mortgage (41 percent) and maintenance (33 percent) costs.

Homeowners spend, on average, more than \$2,600 annually on home maintenance and repairs. However, one in four homeowners have less than \$500 saved for home repairs. Some of the most common repairs include replacing a water heater (41 percent), plumbing work (40 percent), HVAC repairs (36 percent) and electrical (28 percent). The average cost of these projects ranged from \$300 to more than \$550.

Given these unexpected costs, it's understandable that nearly 30 percent of Millennial homeowners professed stress over the problems inherent in homeownership. The unfamiliarity with the travails of homeownership isn't surprising, because nearly 80 percent of respondents said they were first-time homebuyers.

Adding to the financial strain, Millennials are also more likely to purchase a "fixer-upper," with 67 percent stating that they would make an offer on a home in need of major repairs. These fixer-uppers are popular because the shortage in the housing market means these homes more frequently fall into their price range, but they may need more extensive infrastructure repairs. Items such as a sewer or water line repair happen less frequently, with 9 percent of homeowners reporting needing to have their service lines addressed, but they are many times more expensive, with the average cost coming in at \$2,556.

Since Millennials are new to homeownership, they don't have a lot of handyman experience. More than 40 percent of Millennials expressed embarrassment over their lack of home maintenance knowledge. One-third were uncomfortable with the prospect of changing a light bulb, and nearly half are not confident they could reset a tripped circuit breaker, while one-third don't think they could unclog a toilet or sink and more than 60 percent couldn't restart a stopped furnace.

When it comes to tools, one in five Millennials don't know the difference between a flathead screwdriver and a Philips-head screwdriver and are less likely to be able to identify common



No one can predict **when service lines will fail.**

**NLC Service Line Warranty Program**  
by **HomeServe**

Contact Mike Chambers:  
**Mike.Chambers@homeserveusa.com**  
**724.678.6075 • www.NLC.org/serviceline**

household tools such as C-clamps and hacksaws. In fact many Millennial homeowners don't own common tools – nearly a third said they didn't own a hammer.

More than 60 percent of Millennials point to a desire for more family time as a reason for less investment in DIY prowess and acknowledged that home systems are becoming more complex, requiring expert, trained contractors to repair. This lack of knowledge may also be because Millennials simply aren't interested—more than 40 percent said they would rather spend the day at the dentist than do home maintenance projects.

A licensed, bonded and local contractor is always the safest bet – not only do they have the necessary skills and knowledge to do the repair correctly, but they will perform work to local code requirements and file for all the appropriate permits. This is important, because any work not permitted or done to code may not be safe and need to be re-done, costing homeowners more time and money in the long run. Licensed contractors also have insurance, which protects homeowners against any personal injury or property damage that may occur during the repair or renovation.

The NLC Service Line Warranty Program can provide both expert contractors and a shield from the stress of a financial shock to Millennial homeowners in your community. The Program has partnered with hundreds of municipalities to educate residents about their service line responsibilities at no cost to partners.

Through these partnerships, the Program offers optional emergency home repair plans including water and sewer service lines, interior plumbing and drains, interior electric, water heaters and HVAC systems. We boast an award-winning, U.S.-based call center that has live operators 24/7/365 and a nationwide network of thoroughly vetted, licensed and insured contractors.

To find out how we can bring your residents – Millennial homeowners and otherwise – peace of mind, contact us.

## Spotlight on: Vicarious

### Is Nextdoor the Next Best Comms Tool for Local Government?

This relatively new social media channel does one thing that no other platform can; it will only communicate to members of your community.

While some squirm at the thought of creating a Nextdoor page for their organization - after seeing their own ‘neighbors’ whine, hurl insults or incessantly request referrals for plumbers, roofers and babysitters (and don’t forget the “I saw a creepy man at the park” or the “lost dog” posts), local government should take a look at the benefits of this relatively new communication channel. The main benefit being that everyone on your page...lives in your town. No outsiders allowed!

Residents of any town can create their own ‘Nextdoor’ profile. A caveat is that they can only interact with neighbors in a specific geographic area, determined by Nextdoor. When a municipality establishes their page, every resident who has a Nextdoor profile in that town is automatically ‘opted in’ to the page. There is an ‘opt out’ option, but for the most part, residents do not leave. Instead, the number of ‘followers’ eventually doubles or even triples numbers relative to other social media platforms – and remember, on Nextdoor, they are all your residents.

So why is this important? Because these are the individuals that local government needs to communicate to, and reach. Anyone in the world can follow your Facebook, Twitter or LinkedIn pages, subscribe to your YouTube channel or check out your Instagram. And don’t you just love it when someone who lives in a different town (or even state), comments on how Public Works crews didn’t do a good job plowing, for example?

There are other beneficial features, such as the ability to private message residents who interact on the page who may have legitimate challenges you can fix (like a missed leaf pickup where you request the address and determine if a truck broke down or missed the pickup entirely). This connection can provide insight into potential issues the organization can get out ahead of and build relationships. Nextdoor can also send out polls and emergency alerts, post events and provide detailed engagement metrics.



**Marketing Communications  
& Public Relations**  
Serving Chicagoland Area  
Local Government

**Melanie Santostefano, President**  
224-633-3120  
[Melanie@VicariousMM.com](mailto:Melanie@VicariousMM.com)  
[VicariousMM.com](http://VicariousMM.com)



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There are things that make Nextdoor slightly, different. For one, it creates your neighborhoods for you. It names them, and in some cases, the names may not exactly align to what the municipality calls them. That can be addressed, by reaching out directly to Nextdoor. There is also a level of blindness – meaning, the administrator of the municipal page cannot see posts going back and forth between neighborhoods - UNLESS neighbors engage on the municipality’s page. Then, it is all there to see, regardless of the neighborhood in which they live.

To the question of, how does a municipality gain insight into the neighborhood ‘chatter’ when the municipal page cannot peek in? That answer is a bit layered. If a Village/City employee (manager or otherwise) lives in the town that they serve, they can legitimately have a Nextdoor profile and see the chatter (but only from their own neighborhood/not the entire town). Despite that, there is value in having that presence and understanding. Another question for municipal leaders – if you live in the town where you serve, is there an expectation you respond to complaints/questions? The short answer should be no, but that is all dictated by boundaries set at the start.

All in all, Nextdoor appears to be a worthwhile contender to supplement/complement communications for local government. Main values include that followers traditionally surpass other social channels in less time, and you are reaching your true target audience.

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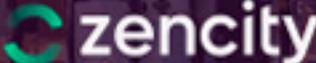


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