

Upcoming Events:

- October 13—17, 2008, New Mexico Municipal Clerks & Finance Officers Association Institute
June 2009, AMCA Institute and Academy, Phoenix, AZ
May 3—9, 2009, Annual Institute for Montana Municipal Clerks, Treasurers, and Finance Officers Association
May 3—9, 2009, 40th Annual IIMC Municipal Clerks Week
May 19—23, 2009, 63rd IIMC Annual Conference, Chicago, IL

Restaurants within walking distance of the hotel

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Frozen Yogurt and Ice Cream

Open for lunch and dinner

Phone: 1-520-903-2340



IIMC 2008 Region VIII Conference



Hosted by
The City of Tucson



and

The Arizona Municipal Clerks Association



September 28—October 1, 2008



Conference program prepared and printed by the Town of Marana

Welcome from Governor Janet Napolitano

GREETINGS!

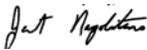
As Governor of the State of Arizona, I would like to extend a warm welcome to the attendees of the International Institute of Municipal Clerks Region VIII Conference.

Arizona is a state known for its rich heritage and beautiful landscape. Our state's pride and joy, the Grand Canyon, has been visited by millions of people from every corner of the globe. Arizona has an extremely diverse cultural history that adds to our unique southwestern lifestyle.

I hope that each of you will take the opportunity to enjoy Arizona's warm hospitality and unique culture, and discover that Arizona is a special place to visit.

Once again, welcome and best wishes on a successful convention!

Yours very truly,



Janet Napolitano
Governor



Welcome from Mayor Robert Walkup

Greetings!

On behalf of the people of Tucson, it is my pleasure to welcome each attendee to the 2008 IIMC Region VIII Conference. This year's conference will draw municipal clerks from eleven states and will feature national and international speakers addressing issues ranging from strategic planning for clerk operations to the power of positive attitude and its impact on people and organizations. The 2008 conference program will offer a wealth of educational opportunities, conducted by leading public speakers, that we hope you attend.

The conference theme "Where Past meets Present..." is appropriate not only in light of Tucson's rich and diverse cultural history, but also for the valuable knowledge participants will gain from educational sessions like "From Typewriters to iPods: Communication Across Generations."

Region VIII conferences are a tremendous value for new and seasoned municipal clerks alike to share experiences, network and partake in a great learning experience to meet the mission of the IIMC to further "professionalism in local government through education."

In addition to your three-day conference, I hope you will find time to explore and enjoy our majestic Sonoran Desert landscape, famous golf courses and spa resorts, award winning restaurants and nationally renowned cultural events. Tucson is the oldest continuously inhabited settlement in the United States. It has a proud history and uniqueness that we are eager to share.

We are honored to have you as our guests and hope you will take advantage of all that our distinctive city has to offer.

Sincerely,



Robert E. Walkup
Mayor of Tucson



City of Tucson Host Committee

Roger Randolph, CMC, City Clerk
Deborah Rainone, CMC, Chief Deputy City Clerk
Suzanne Mesich, Assistant City Clerk

Arizona Municipal Clerks Association Board of Directors 2008-09

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Special Thanks to the Following City of
Tucson Clerk's Staff:

Shawna Lee, Karen Dayton, Nora Corral,
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And to Marana Deputy Town Clerk, Viviana Ruiz

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Ana Landry and Jenifer Austin will be glad to assist you.

If you require Business Center services outside the normal hours, please ask the Front Desk staff and they will be more than happy to take care of your requests.

Message from Monica M. Simmons and Stephanie Kalasz Region VIII Directors



Dear Friends ~

We are looking forward to meeting you in beautiful Tucson, Arizona for the 2008 Region Conference!

At our meeting in Atlanta, Region VIII members voted to forego the 2009 and 2010 Region conferences in an effort to place greater volunteer and financial support directly behind the IIMC Annual Conference scheduled for Reno-Tahoe, Nevada May 23-27, 2010. With this in mind, please join me for a wonderful learning opportunity hosted by our Arizona Clerks. Together we will enjoy a spectacular time networking, developing our leadership and professional skill set and soaking up all that the City of Tucson has to offer! This definitely sounds like a winning hand to us...we can't wait to see you there!

BADGES

You are required to wear your name badge at all times. Badges are needed to enter Conference Education Sessions, attend meal functions, evening receptions and other Conference events.

**ARIZONA MUNICIPAL CLERKS' ASSOCIATION
IIMC 2008 REGION VIII CONFERENCE
September 28, 2008 – October 1, 2008**

SUNDAY, SEPTEMBER 28

3:00 p.m. – Midnight (Foyer)	Hotel check-in for attendees and sponsors/vendors
2:00 p.m. – 5:00 p.m. (Foyer)	Early Bird Registration
2:00 p.m. – 5:00 p.m. (Ventana & Canyon Rooms A, B & C)	Vendor Expo Set-up
6:00 p.m. – 9:00 p.m. (Off-Site) (Meet at 5:45 in the Foyer)	Welcoming Reception Arizona Historical Society (walking distance - hors d'oeuvres & cash bar)

MONDAY, SEPTEMBER 29

6:30 a.m. – 6:00 p.m. (Foyer)	Conference Registration
6:30 a.m. – 8:00 a.m. (Pima & Sabino Rooms)	Breakfast Los Diablitos Mariachi Group from Sunnyside High School Vendor Expo
7:00 a.m. – 5:00 p.m. (Ventana & Canyon Rooms A, B & C)	
8:00 a.m. – 8:30 a.m. (Madera Room)	National Anthem—Tucson City Council Member Rodney Glassman Opening Session—Host Roberto Jimenez Welcoming Remarks – Tucson Mayor Walkup
8:30 a.m. – Noon (Madera Room)	Educational Session: "Take This Job and Love It" (Martha Bryan)
Noon – 1:30 p.m. (Pima & Sabino Rooms)	Opening Remarks: Sahuarita Mayor Skelton Luncheon – Region VIII Annual Business Meeting
1:30 p.m. – 5:00 p.m. (Madera Room)	Educational Session: "Are We Having Fun Yet?" (*Bruce Christopher)
6:00 p.m. – 10:00 p.m. (Pima & Sabino Rooms)	Evening Event – "Western Theme" (Western wear encouraged)

* Nationally Known Public Speakers from IIMC Conferences at Atlanta and/or New Orleans

Conference Attire

Note: Temperatures in Tucson at the time of the Conference could be in the low 90's. Check weather reports before you pack!!

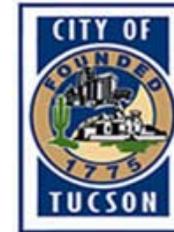
All Educational Sessions Business Casual (aka Smart Casual)
(be sure to bring a sweater or jacket for fluctuating room temperatures)

Sunday Welcoming Reception Business Casual (comfortable shoes)

Monday Night Western Theme Western Attire

Tuesday Evening Event Business Casual (comfortable shoes)

Wednesday Evening Event Business Casual



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ARIZONA MUNICIPAL CLERKS' ASSOCIATION

IIMC 2008 REGION VIII CONFERENCE

September 28, 2008 – October 1, 2008

TUESDAY, SEPTEMBER 30

7:00 a.m. – 8:15 a.m. (Pima Room)	Breakfast
7:00 a.m. – 5:00 p.m. (Ventana & Canyon Rooms A, B & C)	Vendor Expo
8:15 a.m. – Noon (Madera Room)	Opening Remarks: Marana Mayor Honea Educational Session: "Technical Writing & Non-Verbal Communication" (*Yvonne Lewis Day)
Noon – 12:45 p.m. (Pima & Sabino Rooms)	Luncheon
12:45 p.m. – 2:00 p.m. (Pima & Sabino Rooms)	Arizona Municipal Clerks' Annual Business Meeting (free time for others)
2:00 p.m. – 5:00 p.m. (Madera Room)	Educational Session: "From Typewriters to iPods" & "Leading Change and Organizational Renewal" (*Patrick Ibarra)
6:00 p.m. – 10:00 p.m. (Off-Site) (Meet at 5:45 in the Foyer)	Evening Event – Dinner at Pima Air Museum (Big Band Music) - dress is business casual

WEDNESDAY, OCTOBER 1

7:00 a.m. – 8:15 a.m. (Pima & Sabino Rooms)	Breakfast
7:00 a.m. – 5:00 p.m. (Ventana & Canyon Rooms A, B & C)	Vendor Expo
8:15 a.m. – 11:45 a.m. (Madera Room)	Opening Remarks: Oro Valley Mayor Loomis Educational Session: "Strategic Planning for Clerk Operations" (Ina Wintrich)
11:45 a.m. – 1:00 p.m. (Sabino Room)	Luncheon – Meet Colleen Nichols & the Vendors
1:00 p.m. – 5:00 p.m. (Madera & Pima Rooms)	Educational Session: "Records Retention Mock Trial" (John Isaza & Steven Brower)
6:00 p.m. – 7:00 p.m. (Foyer)	Closing Reception – Cash Bar
7:00 p.m. – 10:30 p.m. (Pima & Sabino Rooms)	Closing Banquet Laughing Stock Comedy Show Theme Baskets and Door Prizes Passport Program

Educational Sessions / Points

Note to All Clerks / Attendees:

Dr. Mohammad Eftekhari, Director of Education/Research, has reviewed and approved the following six Academy courses that are being offered on behalf of the AMCA at the Region VIII Conference, September 29, 30, and October 1, 2008, in Tucson, Arizona.

Session Title	Speaker	Points	Contact Hours
1. Take This Job and Love It	Martha Bryan	3.5	1.75
2. Are We Having Fun Yet?	Bruce Christopher	3.5	1.75
3. Technical Writing/ Non-Verbal Communication	Yvonne Lewis Day	3.5	1.75
4. From Typewriters to iPods: Communication Across Generations & Leading Change and Organizational Renewal	Patrick Ibarra	3.5	1.75
5. Strategic Planning for Clerk Operations	Ina Wintrich	3.5	1.75
6. Records Retention Mock Trial	John Isaza	3.5	1.75

Total Points - 10.5

The above six courses are rated for MMC / CMC / CMC Recertification

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Steve Schmenk, President

Christie Schmenk, Account Manager



The Town of Marana welcomes the IIMC Region VIII conference delegates. Located northwest and adjacent to the City of Tucson along the I-10 corridor, Marana is 125 square miles of desert habitat rimmed by the Silverbell, Tucson and Tortolita mountains. It is also the current home of the PGA Accenture Match Play Championship held in February in Dove Mountain.



THE TOWN OF ORO VALLEY



Incorporated in 1974, Oro Valley sits at an elevation of 2,600 feet and has a magnificent view of Pusch Ridge in the Santa Catalina Mountains. The Canada del Oro wash runs through Oro Valley, which means "Gold Valley" in Spanish. Originally a bedroom community for the Tucson region, Oro Valley has blossomed into a full-service community where employment opportunities, shopping and plenty of entertainment make the town a great place to live, work and play.

A Community of Excellence



Town of Sahuarita



Sahuarita's Mission: To keep alive the traditions of the past and to carry out the vision of today's residents. Sahuarita, with a current population estimated at 23,409, is one of Arizona's fastest growing Towns with an explosive growth of 655% since Census 2000. The Town incorporated in 1994, making it one of Arizona's newest local governments.

Sahuarita is surrounded by expansive views of desert vegetation, acres of pecan groves, and the majestic Santa Rita Mountains. Sahuarita (pronounced sa-wa-rita) means "little sahuaro" in Spanish.



Sahuarita Municipal Complex,
Completed in January 2008

Arizona Municipal Clerks' Association

2008 Region VIII Conference

Course Descriptions / Bios

Monday, September 29, 2008

8:30 a.m. to 12:00 noon

Take This Job and Love It

Session Presenter: **Martha Bryan**

Consummate professionals pursue performance excellence. Developing, maintaining and nurturing this desire is key to its fulfillment. This session draws from research and practice in the areas of fostering human potential and personal excellence. The presenter will offer research results, indicators and strategies to educate and enlighten participants. Clerk professionals will engage in dialogue, critical thinking and application processes to transfer reflection, insights, and information back to their respective governments and communities.

During this education session, the Presenter and Participants will:

- Explore and analyze how to view work in a different way.
- Strategies for maintaining professional perspective when workplace and community pressures increase.
- Methodology regarding ways to engage difficult people in a difficult world.

Martha Bryan

Martha Bryan is a management consultant, author, speaker, and seminar leader who speaks nationally and internationally regarding the development of human potential and personal excellence. She has an education background in teaching, at the secondary and college levels, as well as working in other government and private sector organizations. Her major area of research has been dedicated to studying peak performance and peak performers.

Arizona Municipal Clerks' Association

2008 Region VIII Conference

Course Descriptions / Bios

Monday, September 29, 2008

1:30 p.m. to 5:00 p.m.

Are We Having Fun Yet?

Session Presenter: **Bruce Christopher**
(Presenter at 2007 IIMC Conference, New Orleans)

Competence has become a key component of talent identification in the workplace. Competence is a system comprised of three key components – needed information, skills development/application, and attitude. Use of the terminology 'system' is the key to understanding total competence. During this session, the presenter will focus on the power of a positive attitude and share research information and strategies related to the practice of positive thinking and its impact on people and organizations. Clerk professionals will learn how attitude creates success, shapes moods, and can become 'contagious'. As managers and leaders in municipal government, the Clerk must serve as a role model for professional, positive attitude and behavior. The session is designed to educate, enlighten, and enable participants to succeed in the area of positive attitude and help others do the same.

Bruce Christopher

Bruce Christopher is a Clinical Psychologist with degrees in Professional Psychology and Interpersonal Communication. He is also a credentialed professional speaker, focusing on audience engagement and involvement, through the use of real and practical solutions for success. His practice has allowed him to work with a number of global enterprises and he is a frequently sought after speaker, consultant and educator.

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RES is a privately held corporation and is based in Tempe, AZ.

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Arizona Municipal Clerks' Association

2008 Region VIII Conference

Course Descriptions / Bios

Tuesday, September 30, 2008

8:30 a.m. to 12:00 p.m.

Technical Writing and Non-Verbal Communication

Session Presenter: **Yvonne Lewis Day**

(Presenter at 2007 IIMC Conference, New Orleans and 2008 IIMC Conference, Atlanta)

The Clerk professional is expected to have a 'master' level of command in the area of written communication. This is especially true as it relates to specific areas of Clerk responsibility and general municipal government issues. Our written messages also are impacted by the non-verbal messages that we send. To do both with skill requires education and training. This session will provide participants with an opportunity to explore and identify seven style faults that are earmarks of an amateur. It will provide seasoned Clerks with an opportunity to continue their learning through the application of new writing approaches, as well as focus on nine areas of non-verbal communication that are key to the success or failure of operations and relationships.

Yvonne Lewis Day

Yvonne Lewis Day is a professional writer and nationally recognized expert in business and technical communication and the usage of language in the workplace. She has conducted more than 500 educational workshops for executive, professional, and administrative audiences at the state, national and international levels. Yvonne has an extensive background as a journalist, columnist, freelance writer, and magazine and journal editor. She has held university and government positions. She edits an international business journal and several newsletters and consults with business and government organizations.

Arizona Municipal Clerks' Association

2008 Region VIII Conference

Course Descriptions / Bios

Tuesday, September 30, 2008

2:00 p.m. to 5:00 p.m.

Session Presenter: **Patrick Ibarra**

(Presenter at 2008 IIMC Conference, Atlanta)

**From Typewriters to iPods: Communication
Across Generations**

The workplace has dramatically changed – Baby Boomers, Gen X, Millennials – all trying to work together effectively. Sometimes the blending of generations results in communication challenges. This session will focus on the impacts of generational trends and how organizations can leverage them to foster a more cohesive work culture. As the 'hub of government', experienced Municipal Clerk professionals must work effectively with all generations. The development of that competency lies in their ability to understand the roots of generational differences, as well as the sustainability power each generation brings to broader organization and community it serves. Participants will come away with a broader understanding of each generation and strategies for leveraging their strengths.

Leading Change & Organizational Renewal

During times of unprecedented change, leaders of organizations have the opportunity to refresh the focus and spirit of members of their workforce resulting in a higher-motivated workforce delivering superior service. This session will concentrate on how to take the headwinds government is facing about these impacts and translate those into a tailwind with practical, tactical and impactful ideas you can begin using tomorrow.

Patrick Ibarra, M.P.A.

Mr. Ibarra is a strategic thinker, skilled project manager, accomplished trainer, and dynamic speaker who draws from more than 20 years of experience in business and government. His experiences in local government as a City Manager and Human Resource Director and in business as a Fortune 500 company, have given him first-hand knowledge of the demands and constraints placed on people in private and public-sector organizations. Patrick is certified in Facilitation Skills by Development Dimensions International and by the Center for Creative Leadership for assessment and performance support tools by Design and Executive Dimensions. A speaker, author, and educator, Patrick is on the adjunct faculty staff at several universities teaching courses on management development, human resources and labor relations.

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Arizona Municipal Clerks' Association

2008 Region VIII Conference

Evening Events

Sunday, 9/28 (6:00 p.m. – 9:00 p.m.)

Welcoming Reception at the Arizona Historical Society, Tucson Main Museum, 949 East 2nd Street.
(walking distance, approx. 0.05 miles)

Guided departures from Marriott at 5:45 p.m. (or you may walk over anytime before 9:00 p.m.)

Hors d'oeuvres & cash bar; Music provided by Thomas Patterson, guitarist

The Arizona History Museum features interactive and traditional exhibits about Arizona's dynamic past, including an underground copper mine, ranch and town life of the 1870s, Victorian-era period rooms, the archaeology of Tucson's downtown, an original stagecoach, and a 1923 Studebaker. Changing galleries depict a range of topics. The building also houses an extensive library and archives, and artifact collections; and serves as the Administrative Headquarters for the entire statewide agency.

Monday, 9/29 (6:00 p.m. – 10:00 p.m.)

Western-Theme Dinner Buffet – "western" wear encouraged!

Dinner and Dancing Country Music / DJ provided by Events & Entertainment

Tuesday, 9/30 (6:00 p.m. – 10:00 p.m.)

Dinner at Pima Air & Space Museum – shuttle transport provided

6000 East Valencia Road, Tucson, AZ 85706 (approx. 12 miles) Depart Marriott at 5:30 p.m.

Return shuttles depart intermittently from Air Museum beginning at 9:00 p.m.

Big Band Music provided by The Tom Patrick Band

Pima Air & Space Museum, where history takes flight, is one of the largest air and space museums in the world, and the largest non-government funded aviation museum. There are more than 275 aircraft and spacecraft including many of the most historically significant and technically advanced craft ever produced, both from the United States and throughout the world. The Museum opened in 1976 with 75 aircraft as part of the nation's bicentennial celebration by the Arizona Aerospace Foundation. The size and diversity of the Museum's collection is second only to the Smithsonian Institution's National Air and Space Museum collection. The Museum has many aircraft and exhibits on display inside climate-controlled hangars (where dinner will be served), but the majority of the aircraft are outside, so please dress accordingly. Drinking fountains are located throughout the Museum buildings and grounds, and cold soft drinks are available from machines in buildings and ramadas throughout the Museum grounds.

Wednesday, 10/1 (6:00 p.m. – 10:30 p.m.)

Closing Reception (6:00 p.m. – 7:00 p.m.) -No-Host Cocktails

Closing Banquet Dinner (7:00 p.m. – 10:30 p.m.)

Entertainment provided by LaughingStock Comedy Company

Theme Baskets and Door Prizes – you must be present to win!

LaughingStock Comedy Company is the funniest company in business today. Armed with only a bag of props, their quick wits and some audience suggestions, LaughingStock takes you on a wild ride through America's business culture. Their improvisational-comedy show is about you and the issues you wrestle with everyday in your work lives. Members of LaughingStock have been delivering interactive, intelligent and memorable entertainment for sales meetings, customer events, association conferences, awards banquets, trade shows and more for over 20 years. Clients include AT&T, American Express, IBM, United Airlines, Dr Pepper/7UP, American Bankers Association and over 1,000 others. LaughingStock is a versatile, experienced company providing a gaggle of comedy services: banquet entertainment, general session mental coffee breaks, emcees, fake experts, industrial video and any project where comedy can help communicate.

After LaughingStock has us laughing out of our seats, please stay as we raffle off Theme Baskets and Door Prizes!

Arizona Municipal Clerks' Association

2008 Region VIII Conference

Course Descriptions / Bios

Wednesday, October 1, 2008

8:30 a.m. to 11:45 a.m.

Strategic Planning for Clerk Operations

Session Presenter: **Ina Wintrich**

This session focuses on the critical role the seasoned Clerk professional plays in the development of a strategic plan for their departments and municipal government as a whole. Strategic planning is approached as a three phase process. Participants will learn what issues must be viewed from the strategic level and how those issues drive the rest of the planning process. Attention will be focused on the real meaning of mission, vision, and values. Explanation and practice in the areas of developing key results areas, goals, objectives, strategies, action plans, and measurement will also be addressed. Each Clerk leader will leave the session with a better understanding of how his/her participation in the process can make a difference in the successful outcome of the strategic plan.

Ina Wintrich, M.P.A.

Ms. Wintrich is Assistant Director of the Ramsey Executive Education Program in the School of Public Affairs, College of Public Programs at Arizona State University. In that capacity, she serves as Director of the ASU Fire Service Institute (a regional professional development program for fire service command personnel); Director of the International Institute of Municipal Clerks' Arizona Municipal Clerks' Institute and Academy; and Project Manager for the Management and Leadership Institute. Ina is also a facilitator and trainer for the Certified Public Manager Program, Management and Leadership Institute, Fire Service Institute, and Arizona Municipal Clerks' Institute and Academy. Her other responsibilities include group facilitation, organizational development, personality and leadership inventory administration/assessment/analysis and coaching, development of instructional curriculum, development, planning, implementation, and coordination of new programs and customized interventions, marketing; and public relations.

Ms. Wintrich holds a Master of Public Administration degree, a Bachelor of Science degree in Sociology, as well as a Certificate in Gerontology from Arizona State University. She is a frequent keynote speaker and assessment center panel member, as well as the recipient of numerous professional awards.

Arizona Municipal Clerks' Association

2008 Region VIII Conference

Course Descriptions / Bios

Wednesday, October 1, 2008

1:00 p.m. to 5:00 p.m.

Records Retention Mock Trial

Session Presenters: **John Isaza, Esq. & Steve Brower, Esq.**

One of the most critical responsibilities faced by all types of records professionals, especially Clerk's for our governmental agencies, is records retention. Records tell the story of your city and also have operational, financial and legal value. Yet they also represent risks, costs, and management challenges. In addition to rising storage, labor and administrative expenses, today's changing legal climate brings potential liability both for the records you keep and for the records you destroy. Tough new regulations add a litigation-readiness focus to the complexity of records management. During this session, you will both view and participate in a mock trial related to records retention. Understanding, prevention, preparedness, mitigation, and response are all critical components of this session. Evidence exists to support the positive impact simulations have on the capacity to learn, retain, and apply information. Knowledge transfer from this session will have a positive impact on the professional Clerk's direct responsibilities and on the communities they serve.

John Isaza, Esq.

Mr. Isaza heads the records and information management (RIM) consulting group of the Howett Isaza Law Group, LLP. Howett Isaza Law Group is a boutique law firm specializing in corporate compliance matters, plus complex business, real estate, construction and environmental litigation. The firm maintains a particular focus on corporate records and information management (RIM) and related risk management. The records and information management subspecialty group focuses on ensuring companies comply with statutes and regulations governing RIM. The practice emphasizes litigation preparedness and response strategies, which include litigation holds coupled with legally defensible corporate record maintenance and destruction policies and procedures.

Steven Brower, Esq.

Mr. Brower is a business trial lawyer with the Buchalter Nemer law firm in Orange County, California where he regularly handles matters related to insurance coverage. Also, due in part to his extensive technical background, Mr. Brower has been regularly involved in electronic discovery issues. His cases have been heard before juries, trial courts, appellate courts and various other proceedings in more than 10 different states.

ENJOY YOUR CONFERENCE SAFELY

In general you are very safe when traveling throughout Tucson. But as in all places it's wise to be cautious and take some safety measures

- Don't lose sight of your valuables. Use common sense and always walk with confidence and a companion.
- Be alert for pickpockets. Never place your purse, wallet, or other valuables on the seat next to you, on the floor or hanging from the back of a chair. If you carry a handbag, wear the strap across your shoulder with the clasp facing inward.
- Keep wallets in your front pants pocket or the inside pocket of your coat.
- Don't wear headphones on the street or on public transportation
- If you are using public transportation don't flash your cash. Have your money, pass or ticket ready. Plan ahead and learn the schedules.
- Keep cash to a minimum and use travelers checks or credit cards when possible.

Tucson Marriott University Park Conference room locations

