



**Name:** Louise Stilson  
**Location:** St. Augustine, Florida  
**Purpose:** FACC 2012 Summer Academy

**M&IE**  
 IRS Pub 1542 \$56.00 (obtain from Per diem form on City's Intranet)

	6/10/2012	6/11/2012	6/12/2012	6/13/2012	Total Est Exps
Meal Provided:	Travel Day	Lunch	None	Travel Day	
Per Diem	\$ 42.00	\$36.40	\$56.00	\$ 42.00	\$ 176.40
Lodging	139.00	139.00	139.00		417.00
Gas / Tolls	338.55				338.55
Conf Fees	235.00				235.00
Airfare					-
				\$	1,166.95

**\* Travel day**

**per diem reductions**

Breakfast (B) 15% \$8.40  
 Lunch (L) 35% \$19.60  
 Dinner (D) 50% \$28.00



## Stilson, Louise

**From:** EVENT PLANNING (TAL) <EVENTPLANNING-TAL@flicities.com>  
**Sent:** Monday, April 09, 2012 10:47 AM  
**To:** Stilson, Louise  
**Cc:** lschrader@flicities.com  
**Subject:** FACC 2012 Summer Academy Registration Confirmation for Louise Stilson, CMC (6033)

### FACC 2012 Summer Academy

Renaissance Resort at World Golf Village  
500 S. Legacy Trail  
Saint Augustine, FL 32092

Dear Louise Stilson, CMC,

Thank you for registering for the FACC 2012 Summer Academy. We look forward to your attendance. Please do not hesitate to contact us if you have any questions prior to the event. **This message is confirmation of your registration. If you paid by credit card, payment information will be detailed below.**

#### Contact Information:

Liane Schrader, CAE  
[lschrader@flicities.com](mailto:lschrader@flicities.com)  
Phone: 850-222-9684  
Fax: 850-222-3806

#### Notes:

Please contact the hotel directly to make your room reservations by calling 1-888-789-3090. Let them know you are with the Florida Association of City Clerks in order to get the conference rate starting at **\$139** per night for a standard room. Check-in time is 4:00 p.m. and check-out is 12:00 p.m. **Reservation cut-off date is May 18, 2012.**

#### Registrant Information:

Registration Date	04/09/2012
Name	Louise Stilson, CMC
Nickname	Louise
Title	City Clerk
Affiliation	Dania Beach
E-mail	<a href="mailto:lstilson@ci.dania-beach.fl.us">lstilson@ci.dania-beach.fl.us</a>
First-Time Attendee?	NO
If you require special services or have specific dietary needs, please detail below.	
Vegetarian Meal?	No

#### Your Itinerary:

Opening Ceremonies (1)	\$0.00
Keynote Presentation: Suze Orman (1)	\$0.00
Professionalism/Business Etiquette (1)	\$0.00
Session B: Managing Elections (1)	\$0.00
Luncheon & Business Meeting (1)	\$0.00
FACC Member (1)	\$235.00

Session A: Building an Effective Social Media Policy (1) \$0.00

Session A: Delegation & Empowerment (1) \$0.00

Clerks' Jeopardy (1) \$0.00

**Total** \$235.00

Payments \$235.00

**Balance** \$0.00

**Payment Receipt:**

Name on Card Louise Stilson

Credit Card Reference Code 4298314303

Credit Card Authorization Code 014527

Date Processed 04/09/2012

Total Paid \$235.00

Payment Type VISA \*\*\*\*\*7951

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Table 3. (Effective October 1, 2010 – September 30, 2011) (Continued)

State	Per Diem Locality			Computing Maximum Rate		
	Key City <sup>2</sup>	County and/or Other Defined Location <sup>3,4</sup>	Effective Dates	Maximum Lodging Rate	M&IE Rate	Maximum Per Diem Rate
FL	Miami	Miami-Dade	1/1 - 3/31	\$151	\$66	\$217
			4/1 - 5/31	128	66	194
			6/1 - 11/30	104	66	170
			12/1 - 12/31	151	66	217
	Naples	Collier	1/1 - 4/30	155	61	216
			5/1 - 9/30	101	61	162
			10/1 - 12/31	111	61	172
	Orlando	Orange	1/1 - 5/31	104	56	160
			6/1 - 12/31	90	56	146
	Panama City	Bay	1/1 - 2/28	77	51	128
			3/1 - 7/31	110	51	161
			8/1 - 12/31	77	51	128
	Pensacola, Pensacola Beach	Escambia	All year	103	46	149
	Punta Gorda	Charlotte	1/1 - 1/31	77	51	128
			2/1 - 4/30	88	51	139
5/1 - 12/31			77	51	128	
Sarasota	Sarasota	1/1 - 4/30	110	56	166	
		5/1 - 12/31	86	56	142	
Sebring	Highlands	1/1 - 3/31	123	46	169	
		4/1 - 12/31	82	46	128	
X St. Augustine	St. Johns	All year	97	56	153	
Stuart	Martin	1/1 - 4/30	102	51	153	
		5/1 - 12/31	82	51	133	
Tallahassee	Leon	All year	87	46	133	
Tampa, St. Petersburg	Pinellas, Hillsborough	1/1 - 4/30	108	51	159	
		5/1 - 12/31	92	51	143	
Vero Beach	Indian River	1/1 - 1/31	83	51	134	
		2/1 - 3/31	99	51	150	
		4/1 - 12/31	83	51	134	
GA	Athens	Clarke	All year	93	46	139
	Atlanta	Fulton, DeKalb, Cobb	All year	132	56	188
	Augusta	Richmond	All year	84	51	135
	Columbus	Muscogee	All year	85	46	131
	Jekyll Island, Brunswick	Glynn	1/1 - 3/31	92	56	148
			4/1 - 11/30	136	56	192
		12/1 - 12/31	92	56	148	
Savannah	Chatham	All year	97	56	153	
IA	Cedar Rapids	Linn	All year	81	51	132
	Des Moines	Polk	All year	83	51	134
	West Des Moines	Dallas	All year	95	51	146
ID	Bonner's Ferry, Sandpoint	Boundary, Bonner, Shoshone	1/1 - 6/30	77	61	138
			7/1 - 8/31	99	61	160
			9/1 - 12/31	77	61	138
	Coeur d'Alene	Kootenai	1/1 - 5/31	77	61	138
			6/1 - 8/31	105	61	166
			9/1 - 12/31	77	61	138
Driggs, Idaho Falls	Teton, Bonneville, Fremont	All year	78	46	124	



**Directions to World Golf Village**  
21 World Golf Place, St. Augustine, FL 32092 - (904) 940-4000  
**305 mi** – about **5 hours 4 mins**

 100 W Dania Beach Blvd, Dania Beach, FL 33004

- |  |  |                           |
|--|--|---------------------------|
|  | 1. Head <b>west</b> on <b>W Dania Beach Blvd</b> toward <b>NW 3rd Ave</b>                | go 180 ft<br>total 180 ft |
|    | 2. Take the 1st left onto <b>SW 3rd Ave</b><br>About 1 min                               | go 0.2 mi<br>total 0.3 mi |
|    | 3. Take the 1st right onto <b>Stirling Rd</b><br>About 2 mins                            | go 0.9 mi<br>total 1.2 mi |
|    | 4. Merge onto <b>I-95 N</b> via the ramp to <b>W Palm Beach</b><br>About 4 hours 54 mins | go 301 mi<br>total 302 mi |
|    | 5. Take exit <b>323</b> for <b>International Golf Pkwy</b>                               | go 0.3 mi<br>total 303 mi |
|    | 6. Keep left at the fork, follow signs for <b>World Golf Village</b>                     | go 443 ft<br>total 303 mi |
|    | 7. Turn left onto <b>9 Mile Rd/International Golf Pkwy</b><br>About 2 mins               | go 0.5 mi<br>total 303 mi |
|   | 8. Take the 1st right onto <b>World Golf Village</b><br>About 3 mins                     | go 1.2 mi<br>total 305 mi |
|  | 9. Turn right onto <b>S Legacy Trail</b><br>About 1 min                                  | go 0.2 mi<br>total 305 mi |
|  | 10. Turn right onto <b>World Golf Pl</b><br>Destination will be on the left              | go 0.1 mi<br>total 305 mi |

 **World Golf Village**  
21 World Golf Place, St. Augustine, FL 32092 - (904) 940-4000

These directions are for planning purposes only. You may find that construction projects, traffic, weather, or other events may cause conditions to differ from the map results, and you should plan your route accordingly. You must obey all signs or notices regarding your route.

Map data ©2012 Google

Directions weren't right? Please find your route on [maps.google.com](http://maps.google.com) and click "Report a problem" at the bottom left.



## IRS Announces 2012 Standard Mileage Rates, Most Rates Are the Same as in July

IR-2011-116, Dec. 9, 2011

WASHINGTON — The Internal Revenue Service today issued the 2012 optional standard mileage rates used to calculate the deductible costs of operating an automobile for business, charitable, medical or moving purposes.

Beginning on Jan. 1, 2012, the standard mileage rates for the use of a car (also vans, pickups or panel trucks) will be:

- 55.5 cents per mile for business miles driven
- 23 cents per mile driven for medical or moving purposes
- 14 cents per mile driven in service of charitable organizations

The rate for business miles driven is unchanged from the mid-year adjustment that became effective on July 1, 2011. The medical and moving rate has been reduced by 0.5 cents per mile.

The standard mileage rate for business is based on an annual study of the fixed and variable costs of operating an automobile. The rate for medical and moving purposes is based on the variable costs as determined by the same study. Independent contractor Runzheimer International conducted the study.

Taxpayers always have the option of calculating the actual costs of using their vehicle rather than using the standard mileage rates.

A taxpayer may not use the business standard mileage rate for a vehicle after using any depreciation method under the Modified Accelerated Cost Recovery System (MACRS) or after claiming a Section 179 deduction for that vehicle. In addition, the business standard mileage rate cannot be used for more than four vehicles used simultaneously.

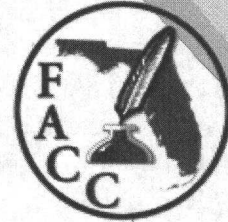
These and other requirements for a taxpayer to use a standard mileage rate to calculate the amount of a deductible business, moving, medical or charitable expense are in [Rev. Proc. 2010-51](#).

[Notice 2012-01](#) contains the standard mileage rates, the amount a taxpayer must use in calculating reductions to basis for depreciation taken under the business standard mileage rate, and the maximum standard automobile cost that a taxpayer may use in computing the allowance under a fixed and variable rate plan.

**Related Item:** [IR-2011-104](#), In 2012, Many Tax Benefits Increase Due to Inflation Adjustments

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*Page Last Reviewed or Updated: December 23, 2011*



# Fore ee

## *Fabulous Years... And Still Swinging!*

June 10-13 ◀ Renaissance Resort at World Golf Village ▶ St. Augustine



It is with great pleasure and anticipation that I announce the 2012 **Summer Conference and Academy**, "*Fore-Tee Fabulous Years... And Still Swinging.*" scheduled for June 10-13 at the World Golf Village in St. Augustine.

Through the efforts of our Southwest District Director Dianne Lynn, **internationally renowned financial guru Suze Orman has agreed to be our keynote speaker!** She will be addressing us during the Opening Ceremony scheduled to begin at 8:30 a.m. on Monday, June 11 and I feel we are very fortunate to have her speak. Due to the celebrity status of Ms. Orman, we are encouraging non-registered and/or non-FACC individuals to attend the Opening Ceremony and the Keynote Speech. A small fee of \$50 will include admission to the ceremony and an autographed copy of Ms. Orman's book.

Throughout the conference and academy, the Institute of Government and our Professional Education Committee have lined up great sessions to help us to all be better clerks and we have revised the daily schedules to provide for more networking opportunities, both with the exhibitors and our fellow clerks. It is truly shaping up to be one **FABULOUS** event and we need your help to celebrate our 40-year anniversary.

What better way to "tee-up" your summer than with a pre-conference weekend at the premier golfing location in Northeast Florida. So pack your bags and clubs and register for the Summer Conference and Academy. I look forward to seeing you there!

*Barbara A. Estep, NMC*  
FACC President  
Village Clerk, Miami Shores

*Suze Orman's book  
included with registration!  
See pages 2-3 for  
Special Opening  
Ceremony Registration.*



## *Advance Registration Procedure*

All participants are encouraged to register in advance to avoid any delays at the academy registration desk. Please fill out and return the summer academy registration form along with fees to the **FACC, P.O. Box 1757, Tallahassee, FL 32302**. Make your check payable to the FACC. We cannot accept purchase orders. MasterCard and Visa are accepted.

**Registration forms will not be processed without payment in full.** When your registration is received, a confirmation of registration will be e-mailed to each registrant (please be sure to provide your e-mail address). Your badge, program, tickets and other information relative to the conference can be picked up at the academy registration desk upon your arrival at the hotel.

### **Online Registration**

You can register online by accessing the Events Page of FACC's Web site at [www.floridaclerks.org](http://www.floridaclerks.org). If you register online there are two payment options. You can send your registration fees by check to the Florida Association of City Clerks. (**NOTE: You are not registered until we receive your payment and you will not receive your housing information until your registration is paid.**) Or, you can pay online with your Visa or MasterCard. Registrations submitted and paid online via credit card will automatically be marked as paid and you will receive your academy confirmation immediately via e-mail. **Please check your confirmation carefully to verify that all information is correct. Please inform the FACC immediately of any errors.**

### *Room Reservations*

In order to protect our room block for academy registrants, it is our policy that **housing information is only released upon payment of registration**. Once your registration is paid, you will be sent housing information via e-mail. Please note that **the World Golf Village's reservation cut-off date is May 18, 2012**. It is important that you register for the academy early so that you have plenty of time to make your reservations.

### *Registration Fees*

Registration fees must accompany all academy registration forms. In order to qualify for the early registration fee, academy registration forms must be postmarked on or prior to **May 4, 2012**. Registration forms postmarked after May 4, will be processed at the specified regular fee. Advance registration forms must be received by June 1. If you are unable to meet this deadline, please register onsite. **Full academy registration fees for 2012 include \$10 toward Suze Orman's book which will be given to each registrant.** The registration fees for the FACC Summer Academy are:

	<b>Early Fee by May 4</b>	<b>Regular Fee after May 4</b>
FACC Member	\$235	\$250
FACC Non-Member	\$335	\$350
Guest	\$110	\$125
Corporate	\$405	\$510
Pre-Conference Session: Athenian Dialogue	\$75	\$90
Opening Ceremony/Keynote Speech Only	\$50	\$50
Additional Welcome Reception Tickets	\$40	\$55



## *Registration Fees (continued)*

### ▶ **Members/Non-Members/Corporate Registration**

Member, non-member and corporate registration fees cover name badge, one copy of keynote speaker Suze Orman's book, admission to all conference and academy sessions and the exhibit hall, refreshment breaks, and Monday's business luncheon and welcome reception. These fees **do not** cover the pre-conference session, lodging or other meals.

### ▶ **Guest Registration**

Guest registration fees cover name badge, one copy of keynote speaker Suze Orman's book, admission to all conference and academy sessions and the exhibit hall, refreshment breaks and Monday's welcome reception. These fees **do not** cover the pre-conference session, Monday's business luncheon, lodging or other meals. Guests are defined as spouses, partners or other non-professional relations of delegates. **FACC members and corporate sponsor or exhibitor representatives do not qualify for the guest registration fee.**

### ▶ **Pre-Conference Session Registration**

Pre-conference session registration fees cover admission to the Athenian Dialogue session only. This fee **does not** include the discussion book or lunch. Pre-registration is required. **The pre-conference session is not included in the regular registration fee.**

### ▶ **Opening Ceremony/Keynote Speech Only Registration**

This registration fee allows admission to Monday's Opening Ceremony and Suze Orman's keynote presentation only. This fee also includes a copy of Ms. Orman's book. **This registration does not include other conference and academy events.**

### ▶ **Additional Event Tickets**

Separate tickets for the Monday business luncheon **will not** be sold. Extra tickets for the welcome reception may be purchased in advance or at the academy registration desk. *Note: Your name badge must be worn to all events and tickets must be presented to enter the events.*

**Attire for the Summer Conference and Academy is business professional.** (No shorts, tank tops, flip flops or see-through clothing, please.)

## *Deadlines/Cancellations*

Advance registration forms must be postmarked by **Friday, May 4, 2012**. If you are unable to meet this deadline, please register onsite at the academy registration desk. All cancellations must be in writing and either faxed to the FACC office, attention Liane Schrader, (850) 222-3806; e-mailed to [lschrader@flicities.com](mailto:lschrader@flicities.com); or mailed to FACC, P.O. Box 1757, Tallahassee, FL 32302.

**All cancellations received by 5:00 p.m., Friday, May 25, 2012, will be entitled to a refund less a \$25 administration fee.** Prepaid registrants not canceled by this date will be included in the advance registration guarantee required by the hotel and are not eligible for a refund. Substitutions may be made at any time with advance notification.

## *Continuing Professional Education Credit*

Municipal clerks who are working toward **Certified Municipal Clerk (CMC)** or **Master Municipal Clerk (MMC)** designations and wish to receive the maximum points allowable by IIMC will need to: 1) have their name badge scanned after every session and 2) complete and return the Ideas to Action (ITA) form to the academy registration desk



## *Continuing Professional Education Credit (continued)*

before leaving the Summer Academy. Clerks who are not actively working towards certification may decline scanning and completion of the ITA document. Certificates will be mailed to attendees approximately 60 days after the academy. For more information, contact Amy Brewer with the John Scott Dailey Florida Institute of Government, phone: (850) 487-1870, e-mail: [abrewer@iog.fsu.edu](mailto:abrewer@iog.fsu.edu).

### *Registration Desk Schedule*

Sunday, June 10 ..... 8:00 a.m. - 6:30 p.m.  
 Monday, June 11 ..... 7:30 a.m. - 6:30 p.m.  
 Tuesday, June 12 ..... 7:30 a.m. - 5:30 p.m.  
 Wednesday, June 13 ..... 7:30 a.m. - 12:15 p.m.

### *Deadlines*

Early Registration ..... May 4  
 Hotel Reservation Cut-off ..... May 18  
 Academy Registration ..... June 1

### *Special Events*

#### **Exhibit Hall**

**Monday, June 11 from 4:00 p.m. - 7:30 p.m.**

**Tuesday, June 12 from 7:00 a.m. - 3:30 p.m.**

Don't forget to visit our exhibit hall and show your appreciation to the exhibitors who help make this summer conference and academy possible. All refreshment breaks occurring during exhibit hall hours as well as Monday's welcome reception and Tuesday's continental breakfast will be held in the exhibit hall.

#### **President's Presentation and Welcome Reception**

**Monday, June 11 from 5:30 p.m. - 7:30 p.m.**

Kick-off the conference by renewing acquaintances, meeting new friends, catching up on what has happened during the past year or just relaxing in a very casual atmosphere. Welcome our exhibitors and sponsors for this year's summer conference and academy, network and make your plans for the rest of the week. Enjoy an early evening of light hors d'oeuvres, beer and wine. Guests are welcome if they are registered. Tickets must be presented to enter. No children, please. Additional tickets are available for purchase.

### *Hotel Information*

The **Renaissance Resort at World Golf Village** will serve as the host hotel. Housing information will be sent once we receive your **paid** registration and reservations may be made at that time. Room rates are **\$139 per night** for a standard room. Self-parking is complimentary. Resort check-in is 4:00 p.m. Check-out time is 12:00 p.m.

All reservations must be made on or before **May 18, 2012**. Reservations received after May 18 will be accepted on a space- and rate-available basis. A credit card will be required to guarantee your room. **Note:** Even though the cut-off date for making hotel reservations is May 18, we could run out of rooms before the cut-off date so make your reservations as soon as possible.

The Renaissance World Golf Village is home of the one-and-only World Golf Hall of Fame and is located near historic downtown St. Augustine and the beaches. Along with onsite dining and freshly renovated rooms, the Renaissance also offers two world-class golf courses. A local complimentary shuttle to and from downtown is available for individual hotel guests.



# Tentative General Schedule

Updated April 6, 2012

## SUNDAY, JUNE 10

- 8:00 a.m. - 6:30 p.m. Registration Desk Open  
9:00 a.m. - 4:00 p.m. Pre-Conference Session: Athenian Leadership Society Dialogue  
(pre-registration and additional fee required)  
4:15 p.m. - 5:15 p.m. First-Time Attendees' Orientation  
5:30 p.m. - 6:30 p.m. District Meetings  
7:45 p.m. Board of Directors Meeting

## MONDAY, JUNE 11

- 7:30 a.m. - 6:30 p.m. Registration Desk Open  
7:30 a.m. - 8:15 a.m. Continental Breakfast  
8:30 a.m. - 9:00 a.m. Opening Ceremonies  
9:00 a.m. - 10:00 a.m. Keynote Presentation: Suze Orman  
10:00 a.m. - 12:00 p.m. Opening General Session: Professionalism/Business Etiquette  
12:00 p.m. - 2:00 p.m. Luncheon and Annual Business Meeting  
2:00 p.m. - 5:00 p.m. Session A: Dealing with Audits and Investigations  
2:00 p.m. - 5:00 p.m. Session B: Managing Elections  
4:00 p.m. - 7:30 p.m. Exhibit Hall Open  
5:30 p.m. - 7:30 p.m. President's Presentation and Welcome Reception

## TUESDAY, JUNE 12

- 7:30 a.m. - 5:30 p.m. Registration Desk Open  
7:30 a.m. - 3:30 p.m. Exhibit Hall Open  
7:30 a.m. - 8:15 a.m. Continental Breakfast  
8:30 a.m. - 12:00 p.m. Session A: Building an Effective and Compliant Social Media Policy  
8:30 a.m. - 12:00 p.m. Session B: Notary Law Update (non-credit session)  
12:00 p.m. - 1:30 p.m. Sidewalk Café in Exhibit Hall (cash purchases)  
1:30 p.m. - 5:00 p.m. Session A: Delegation and Empowerment: Developing Leaders  
1:30 p.m. - 5:00 p.m. Session B: What Do You Mean I Am a PIO?  
It's More than Just TV Interviews

## WEDNESDAY, JUNE 13

- 7:30 a.m. - 12:15 p.m. Registration Desk Open  
7:30 a.m. - 8:15 a.m. Continental Breakfast  
8:30 a.m. - 11:30 a.m. Clerks' Jeopardy  
11:30 a.m. - 12:00 p.m. Closing Announcements/Academy Adjournment  
12:30 p.m. - 2:00 p.m. Board Meeting/Orientation for New Board Members and Committee Chairs

## Tax-Exempt Policy

Most hotels follow the policy that all sales, including advance room deposits, made directly to governmental entities are exempt from the Florida sales tax. Payment must be made in the form of the government/agency check or credit card holding that exempt status. When a government employee pays for the hotel room or other taxable item, he/she is subject to Florida's sales tax, even though his/her employer will reimburse him/her. Such sales are considered by the Florida Department of Revenue to be between the hotel and an individual and are not sales made directly to the government.

## Directions

### From I-95 South

- ▶ Take Exit 323.
- ▶ Merge right onto International Golf Parkway.
- ▶ Make a right at the first stop-light, which is World Golf Village (WGV) Boulevard.
- ▶ Follow WGV Boulevard 1.8 miles; this leads directly to the Resort.

### From I-95 North

- ▶ Take Exit 323.
- ▶ Make left at stoplight and go west on International Golf Parkway.
- ▶ Make a right at the first stop-light, which is World Golf Village (WGV) Boulevard.
- ▶ Follow WGV Boulevard 1.8 miles; this leads directly to the Resort.





# Summer Conference & Academy Program

## PRE-CONFERENCE

(Note: Except for the Athenian Dialogue, conference hours are approved by IIMC as earning 1 CMC Experience or 1 MMC Professional & Social point per 4 hours or day.)

### SUNDAY, JUNE 10

9:00 a.m. – 4:00 p.m.

#### Pre-Conference Session: Athenian Dialogue\*

*Stealing Athena* facilitated discussion with **Dr. Dena Hurst**, Florida Institute of Government. This six-hour Athenian Dialogue is approved by IIMC as earning 2 CMC/MMC education points. **Participants are required to purchase and read the book prior to the session. Due to the pre-work involved (reading the book), on-site registrations are not allowed.** See pages 9-10 for additional Dialogue registration information.

(\*Separate registration form and fee required.)

4:15 p.m. – 5:15 p.m.

#### First-Time Attendees' Orientation

5:30 p.m. – 6:30 p.m.

#### District Meetings

7:45 p.m.

#### FACC Board of Directors Meeting

## CONFERENCE

(Note: Conference hours are approved by IIMC as earning 1 CMC Experience or 1 MMC Professional & Social point per 4 hours or day.)

### MONDAY, JUNE 11

8:30 a.m. – 9:00 a.m.

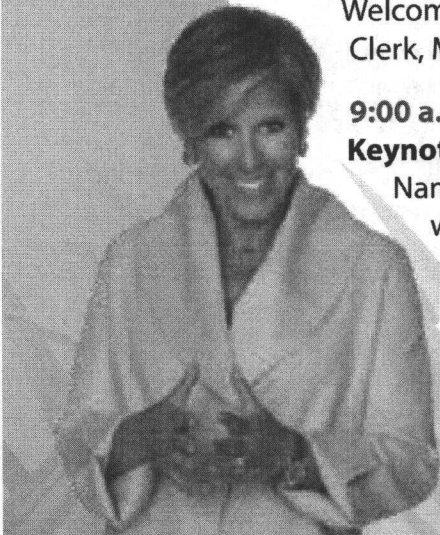
#### Opening Ceremonies

Welcome: **Barbara Estep**, MMC, President, Florida Association of City Clerks; Village Clerk, Miami Shores Village

9:00 a.m. – 10:00 a.m.

#### Keynote Presentation: Suze Orman

Named by *Forbes* as one of "The World's 100 Most Powerful Women," FACC welcomes Suze Orman, internationally known financial and motivational speaker, to our 2012 Summer Conference and Academy. Join Suze during this dynamic session where she will share life-changing lessons and tools designed for you to manage both personal and professional financial challenges. Suze will also speak on current issues FACC members are dealing with, such as pay cuts, reduced benefits and how to handle many cities' switch from defined-benefit to defined-contribution pension plans.





**MONDAY, JUNE 11 (CONTINUED)****10:00 a.m. – 12:00 p.m.****Opening General Session: Professionalism/Business Etiquette**Speaker: **Ava Fluty**, N.D., MEd., Keynote Speaker, Trainer, Consultant

What's the difference between the rising star whose career is picking up speed and their counterpart who can't seem to get the engine to turn over? Often, the star has mastered the nuances of business etiquette – the subtle but critical behaviors that can make or break an important meeting, influence a first impression or impress a potential client. Business etiquette is not just about which fork to use during a formal dinner, it is the essence of common courtesy and office civility. Professionalism can be described as a "touchy subject," this session will be a fun, engaging experience where you will discover "best practices" in contemporary business etiquette, such as projecting a professional image, facilitating proper greetings and introductions, electronic etiquette, addressing workplace behavior faux pas, the importance of both verbal and written (including e-mail) protocol and more. Come prepared to examine your habits, perceptions, and no-brainers.

**12:00 p.m. – 2:00 p.m.****Luncheon and Annual Business Meeting****MMC ACADEMY**

*(Note: Except for the Notary Law class, the following MMC sessions are approved by IIMC as earning 1 Education Point for every 2 hours.)*

**2:00 p.m. – 5:00 p.m.****Dealing with Audits and Investigations**

Panelists: **Bethmara Kessler**, CFE, CISA, Managing Director, The Fraud & Risk Advisory Group, Inc., and **Roger Trca**, Inspector General and Senior Auditor, Palm Beach County Clerk of Courts and Comptroller

When your city comes under the microscope of an audit or an investigation into reported fraud or corruption, it can be a nerve-racking experience! Because of past experiences in the State of Florida, there has been a growing trend in the number of counties and municipalities that are now under, or will soon be under, some form of external oversight in the form of an internal auditor or an inspector general. These investigators will start by requesting many records, putting the Clerk's Office right in the middle of these investigations, which can be a very conflicting experience. This session will provide insight into the audit and investigation process, the role and authority of auditors and Inspectors General, red flags and other things investigators look for, and tips on how to appropriately handle interactions with Auditors and Inspectors.

**2:00 p.m. – 5:00 p.m.****Managing Elections**

Panelists: **Angie Apperson**, City Clerk, City of Cape Canaveral; **Priscilla A. Thompson**, City Clerk, City of Miami; and **Dawn Wright**, City Clerk, City of Eagle Lake

Managing elections requires complex logistics and skill in dealing with candidates and the media. This session will cover the steps to managing a successful election from A-Z. Some of the topics that will be covered are candidate orientation, managing polling locations and poll workers, handling complaints, financial reports, the role of the canvassing board, political signage and disclaimers, and election-day tips and best-management practices.

**5:30 p.m. – 7:30 p.m.****President's Presentation and Welcome Reception in Exhibit Hall**



## MMC ACADEMY (CONTINUED)

(**Note:** Except for the Notary Law class, the following MMC sessions are approved by IIMC as earning **1 Education Point for every 2 hours.**)

### TUESDAY, JUNE 12

**8:30 a.m. – 12:00 p.m.**

#### **Building an Effective and Compliant Social Media Policy**

Speakers: **Josh Fruecht**, City Clerk, City of Ormond Beach; **Michelle Gardner**, MSM, Florida Institute of Government, University of Central Florida; and **Rolf Preuss**, ENP, FPEN, E-911 Coordinator/Radio Systems Manager, Flagler County Emergency Services

There has been a dramatic rise in the use of social media amongst both the private and public sectors. Use of social media in government agencies is subject to many rules and can create unintended liabilities. This session will address these issues, as well as provide guidance in dealing with the sunshine and public records laws, and understanding the "costs" of using social media. Attendees will take away practical ideas for creating an effective social media policy that allows their municipalities to capitalize on this new communication method, while eliminating any unforeseen liabilities.

**8:30 a.m. – 12:00 p.m.**

#### **Notary Law Update (non-credit session)**

Speaker: **Bill Fitzpatrick**, Training Consultant

This update will cover the fundamentals of notary law, such as why some documents cannot be notarized, and when you can refuse to notarize. You will learn when you can be liable, and when you are protected. A detailed review will examine every pertinent, statutory and administrative ruling, including the Notary Commission and laws governing notarial acts. The contents of this session are continually revised to comply with current legislation.

**12:00 p.m. – 1:30 p.m.**

#### **Lunch on Own**

Sidewalk Café in Exhibit Hall

**1:30 p.m. – 5:00 p.m.**

#### **Delegation and Empowerment: Developing Leaders**

Speaker: **Ron Kirsch**, Executive Director, Leadership Center, University of Florida

Effective organizational leadership, at every level, requires the ability to master the competency of driving results through others. Two of the critical skills that make up this competency are delegation and coaching. Leaders who master this competency, increase organizational productivity, maximize results orientation, and provide their people with opportunities to develop both professionally and personally. This session will focus on building the practical skills every leader needs to be able to delegate and coach.

- ▶ Understand the benefits, potential pitfalls and critical success factors related to delegation.
- ▶ Delegate effectively to different individuals based on the nature and difficulty of the task, experience and readiness of the people and opportunity for development.
- ▶ Enhance your ability for real-time coaching.
- ▶ Develop strategies and practice the communication techniques for positively influencing/persuading others.
- ▶ Utilize strategies to coach for commitment.



## TUESDAY, JUNE 12 (CONTINUED)

1:30 p.m. – 5:00 p.m.

### **What Do You Mean I Am a PIO? It's MORE than Just TV Interviews**

Speakers: **Lori McWilliams**, MMC, Village Clerk, Village of Tequesta, and **Sgt. Dennis McWilliams**, PIO, Fort Pierce Police Department

Although some clerks may not serve as the formal PIO for their municipalities, to some extent, they are at least an informal PIO. Clerks serve as the primary source of official information in their cities. In addition to municipal clerk duties, clerks are often called upon to compile and coordinate the development of literature, marketing and advertising campaigns, and distribution of information to and with the local media outlets through press releases; sometimes serving as the spokesperson and face of the municipality – especially during elections. The session will review the necessary skills required to serve as the formal or informal PIO, and will include practical examples, videos and involve the participation of attendees in typical PIO scenarios.

## WEDNESDAY, JUNE 13

8:30 a.m. – 11:30 a.m.

### **Clerks' Jeopardy**

Moderators/Judges: **FACC Professional Education Committee**

This session is a unique twist on the IIMC course, "Comparative Administrative Systems," and will provide participants with a fast-paced, interactive learning experience. Topics include important local government issues such as ethics, public records laws and recordkeeping, Government in the Sunshine Law, business writing, Florida Statutes, parliamentary procedures, elections, and other issues as well. Team up with your peers, sharpen your senses and test your knowledge so you'll be able to share your expertise and learn from others about best practices for your city!

11:30 a.m. – 12:00 p.m.

**Closing Announcements/Academy Adjournment**

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## *Pre-Conference Session*

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### **ATHENIAN LEADERSHIP SOCIETY DIALOGUE**

**Sunday, June 10, 2012 | 9:00 a.m. - 4:00 p.m.**

**Fee: \$75 prior to May 4; \$90 after May 4 – plus purchase of book; lunch on your own**

#### **About the Session**

Athenian Leadership Society Dialogues are limited to a minimum of 10 participants and a maximum of 18 participants per session on a first-come, first-served basis. Each Dialogue is worth two CMC or two MMC education points with the completion of a knowledge assessment. Participants are required to purchase and read the book prior to the session. Due to the pre-work involved (reading the book), on-site registrations are not allowed. Please indicate on the academy registration form on pages 11-12 if you would like to register for the pre-conference session and include the session registration fee in your total.

*continued* ▶▶▶



## ATHENIAN LEADERSHIP SOCIETY DIALOGUE (CONTINUED)

### *Stealing Athena*

Dialogue is an ancient form of conversational exchange dating back to ancient Greek society in the West and Sumerian society in the East. These early roots were lost in the 19th century, when dialogue became primarily a literary device. In contemporary times, dialogue has risen again in popularity as a way to connect with others and grow a sense of community and shared learning.

In this session, we will use the dialogic techniques of ancient Greek philosophers and of contemporary scholars to explore the novel *Stealing Athena*. What does an historical novel about the theft of the famous Elgin Marbles have to do with leadership? Come join us and find out as we read and discuss *Stealing Athena* by Karen Essex for this Athenian dialogue session.

This novel is the story of two very strong and powerful women, both of whom helped preside over historically momentous events. Through Aspasia and Lady Elgin, we are part of the creation and destruction of the great Parthenon, monument to one of the greatest creative eras in western history. From them, we will learn a lot about vision, courage, persistence, and persuasion – and what we as transformational leaders today consider our work to be. Register now to take part in reading a wonderful and engaging book and a stimulating dialogue!

### About the Facilitator

Dena Hurst, Ph.D., teaches philosophy at Florida State University. Her area of specialization is applied philosophy (ethics, critical thinking, race/class/gender issues and political philosophy) and her teaching, research, mentoring and consulting work focus on how a society's ideas drive its actions. Dena is currently working on a certification in philosophical counseling, a counseling approach that dates back to the ancient Greeks and focuses on transforming a person's worldview to improve his or her quality of life.

Dena also works as a consultant with Jorgensen Leadership Center (JLC), providing leadership consulting and executive coaching primarily for leaders in public-sector, non-profit and community-based organizations. The JLC practice focuses on Conversational Leadership, a methodology that blends dialogic theory, inquiry and systems thinking. Dena co-authored with Ray Jorgensen a book on leadership principles, *Oracle of the Obvious: Secrets to Common Sense Leadership*.

Dena has worked with the Florida Institute of Government since 1994 on numerous research, training and technical assistance projects, and is knowledgeable of the structure and function of Florida's state and local government organizations.

Dena has a bachelor's degree in economics from Stetson University, and a master's degree and doctorate in philosophy from Florida State University.



The education curriculum for both the CMC and MMC session content was developed, reviewed and approved by the Florida Institute of Government at Florida State University as an IIMC-approved institute, in cooperation with the FACC Professional Education Committee and Board of Directors.





# Registration Form - Page 1

2012 FACC Summer Academy | June 10-13

Renaissance Resort at World Golf Village | St. Augustine

Florida Association of City Clerks • P.O. Box 1757 • Tallahassee, FL 32302 • (850) 222-9684 • Fax (850) 222-3806

Return completed form with registration fees to: **FACC, P.O. Box 1757, Tallahassee, FL 32302**. Make checks payable to FACC. Please type or print information requested. Complete a separate form for each registrant. Advance registration will only be processed if full payment accompanies this form. If paying by credit card, only MasterCard and Visa will be accepted. This form is for conference registration only and not for hotel reservations.

### Please type or print clearly.

Full Name: \_\_\_\_\_ First Name or Nickname: \_\_\_\_\_

(As you wish it to appear on your badge.)

Title: \_\_\_\_\_ Affiliation: \_\_\_\_\_

(City, County, Government or Company)

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_ FACC District: \_\_\_\_\_

Work Phone: \_\_\_\_\_ Fax Number: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Current Certification (i.e. CMC/MMC): \_\_\_\_\_ First-Time Attendee?:  Yes  No

### Guest Information

Spouse/Guest Full Name: \_\_\_\_\_ First Name or Nickname: \_\_\_\_\_  
(if attending)

Spouse/Guest Full Name: \_\_\_\_\_ First Name or Nickname: \_\_\_\_\_  
(if attending)

**Payment and class roster (next page) must accompany each registration.**

### ► Use one registration form per registrant.

Registration fees cover admission to all sessions, refreshment breaks, welcome reception and Tuesday's business luncheon. Spouse/guest registration fees cover all of the above with the exception of Tuesday's business luncheon. Pre-conference session requires an additional registration fee and pre-registration.

### ► Special Needs

If you are physically challenged and require special services, or if you have special dietary needs, please attach a written description to your advance registration form.

### ► Cancellations

Cancellations must be received and confirmed in writing by 5:00 p.m., May 25, 2012, in order to be eligible for a refund of the registration fees. All cancellations are charged an administration fee of \$25, which will be deducted from the refund. No refunds will be given after the May 25 deadline.



# Registration Form - Page 2

## 2012 FACC Summer Academy | June 10-13

### Registration Type

\*fees include \$10 for Suze Orman's book

Registration Type	Quantity	By 5/4/12	After 5/4/12	Fee Paid
FACC Member*	_____ @	\$ 235.00	\$ 250.00	= \$ _____
FACC Non-Member*	_____ @	\$ 335.00	\$ 350.00	= \$ _____
Guest*	_____ @	\$ 110.00	\$ 125.00	= \$ _____
Corporate*	_____ @	\$ 405.00	\$ 510.00	= \$ _____
<b>Other Fees</b>				
Pre-Conference Session: Athenian Dialogue	_____ @	\$ 75.00	\$ 90.00	= \$ _____
Opening Ceremony/Keynote Presentation*	_____ @	\$ 50.00	\$ 50.00	= \$ _____
Extra Welcome Reception Ticket	_____ @	\$ 40.00	\$ 55.00	= \$ _____
<b>Total Amount Due</b>				<b>\$ _____</b>

### Payment Information

Check (payable to FACC)       Visa       MasterCard

Credit Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Card Holder's Name: \_\_\_\_\_ Card Holder's Phone: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

### Program Schedule

Please indicate your preference of concurrent sessions by placing an "X" before the program title and indicate your attendance at the social functions.

#### Sunday, June 10, 2012

9:00 a.m. - 4:00 p.m.

Pre-Conference Session: Athenian Leadership Society Dialogue  
(Additional fee and pre-registration required.)

4:15 p.m. - 5:15 p.m.

First-Time Attendees' Orientation

5:30 p.m. - 6:30 p.m.

District Meetings (please indicate your district)

Northwest     Northeast  
 Central West    Central East  
 Southwest     Southeast

7:45 p.m.

Board Meeting

(Perimeter seating available for anyone who would like to sit and listen in.)

#### Monday, June 11, 2012

8:30 a.m. - 9:00 a.m.

Opening Ceremonies

9:00 a.m. - 10:00 a.m.

Keynote Presentation: Suze Orman

10:00 a.m. - 12:00 p.m.

Opening General Session:  
Professionalism/Business Etiquette

12:00 p.m. - 2:00 p.m.

Luncheon and  
Annual Business Meeting

2:00 p.m. - 5:00 p.m.

Session A: Dealing with Audits  
and Investigations

Session B: Managing Elections

5:30 p.m. - 7:30 p.m.

President's Presentation and  
Welcome Reception

#### Tuesday, June 12, 2012

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

Session A: Building an Effective  
and Compliant Social Media Policy

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

Session B: Notary Law Update  
(non-credit session)

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

Session A: Delegation and  
Empowerment

Session B: What Do You Mean  
I Am a PIO?

#### Wednesday, June 13, 2012

8:30 a.m. - 11:30 a.m.

Clerks' Jeopardy

11:30 a.m. - 12:00 p.m.

Closing Announcements

12:30 p.m. - 2:00 p.m.

Board Meeting/Orientation  
for New Board Members and  
Committee Chairs

(Perimeter seating available for anyone who would like to sit and listen in.)