

Editor, Rhiannon Fernandez, City of Port Orchard



Executive Committee

President

Scott Passey

President Elect

Diana Quinn

Vice President

Debbie Burke

Secretary

Virginia Olsen

Treasurer

Gina Anderson

Board

Members

Jill Boltz

Debbie Clark

Randy Hinchliffe

Christy O'Flaherty

Paula Swisher

Bobbie Usselman

Past President

Sandy Paul

Visit our Website:

www.WMCAClerks.org

Founded in 1970, WMCA is a non-profit association that promotes the professional and education standards of Municipal Clerks, County Clerks, and Transit Board Clerks in various local governments of the State of Washington.

President's Message

Scott Passey, MMC

I love the month of November! Not only have we put the ghosts, ghouls, and goblins of Halloween behind us, but we embark upon a month with two federal holidays (for many of us, anyway). Coincidentally, Veterans Day and Thanksgiving are both dedicated to honoring and thanking those who came before us, as well as those currently serving or who have served in our armed forces. They are opportunities to recognize the incredible sacrifice of others on our behalf and to express gratitude for the blessings that freedom, liberty, and hard work have provided us.

I believe these two holidays are directly related to my theme of "Seek and Destroy." For starters, we are all clerks striving to seek excellence and destroy mediocrity. Despite the various challenges and difficulties we face in our profession, we should be grateful for the opportunity to work and contribute to our communities.

We have been in an economic recession for several years, and many of our associates in the private sector have not been able to survive the storm. We should consider ourselves lucky to have jobs and opportunities for growth and development in the clerk profession. Sometimes it can be easy to see the glass as half empty, but an attitude of gratitude will cause our perspective to shift as we begin to view the glass as half full.

Sometimes it is easy to dwell on our faults and weaknesses, causing us distress as we consider the negative things in our lives we want to destroy. Again, an attitude of gratitude will help us see the many good things about ourselves, and we can seek opportunities to destroy the negative and build upon the expertise we already have in a positive and productive way.

So my advice for the month of November is to nurture an attitude of gratitude as you Seek and Destroy, and to try to maintain such an attitude throughout the year. Happy Thanksgiving.

-Scott



ON THE INSIDE...

Region IX Director's Update	Page 2
Scholarships	Page 2
Legislative Report	Page 3
Membership News	Page 3
NCI Education Update	Page 4
Featured Clerk—Carol Etgen	Page 5
Fall Academy 2013	Page 5
Nominate Clerk of the Year	Page 7
Call for Candidates	Page 8

REGION IX DIRECTOR'S UPDATE

By Alice Attwood, MMC and Joan Tilton, MMC, Region IX Directors

Hello to all of our awesome Region IX Clerks!

Joann Tilton and I attended the Oregon Association of Municipal Recorders (OAMR) Conference in September that was held at the Mill Casino in North Bend, Oregon. We traveled with Nanci Lima, City Clerks Association of California President (they actually trusted my driving from Eugene to North Bend!). The country was beautiful and we saw a herd of elk along the way.

The OAMR Conference was two days of great classes and networking. OAMR is a force to be reckoned with when it comes to fundraising. They raised over \$14,000 during their conference for scholarships. There were several silent auctions, a live auction, and IIMC Past President Mary Lynne Stratta assisted with a paddle auction that raised a ton of money and was very fun!

On November 17th, Joann and I will be traveling to Anchorage, Alaska for the Alaska Association of Municipal Clerks (AAMC) Annual Conference to be held at the Hotel Captain Hook. I am looking forward to meeting the Alaska Clerks and becoming re-acquainted with clerks that I met on previous trips to Alaska.

On November 20th, Joann and I will be traveling to Savannah, Georgia for the IIMC Mid Year meeting. The Mid Year Meeting Agenda is available to IIMC Members on the IIMC website. Please review it and if you have questions or any kind of feedback or items of concern, please contact Joann or myself. The link for the agenda is <http://www.iimc.com/ArchiveCenter/ViewFile/Item/326> The file is quite large and takes awhile to download.

I would like to take this opportunity to send kudos to Dema Harris, the Northwest Institute Director, for facilitating another excellent summer of PD classes. Dema had near record attendance which can be attributed to the professional programs that she provides. Thanks Dema!

Happy Fall to everyone and have a wonderful Thanksgiving!



SCHOLARSHIPS

By Dee Roberts, Scholarship Committee Chair

Scholarships Available for the WMCA Spring Academy & Annual Conference!

The 44th WMCA Spring Academy and Annual Conference will be held at the Red Lion in Pasco from March 18 - 21, 2014.

WMCA Spring Academy Scholarship Opportunity!

Have you obtained your CMC status and are now working towards your MMC? If so, you may be eligible for a Margery Price Scholarship.

Code Publishing Scholarship Program

Code Publishing is offering one scholarship to NCI Professional Development. This scholarship is for registration only.

Scholarship applications for all of the above opportunities can be found on the WMCA website and are due on **December 6, 2013**.

Questions on all scholarship opportunities may be directed to Dee Roberts, City of South Bend, at dee.roberts@southbend-wa.gov.

LEGISLATIVE NEWS YOU CAN USE

By Sandy Paul, MMC, Legislative Committee Chair

In the City of Pasco, Roger Lenk has requested years of records from Councilmembers Rebecca Francik, Saul Martinez, and Mike Garrison, Mayor Matt Watkins, City Manager Gary Crutchfield, and Fire Chief Bob Gear, as well as other numerous requests. The city scheduled the release of records through 2016 and the schedule was approved by Judge Bruce Spanner.



Early in October, the City of Pasco celebrated a court victory by presenting a paper copy of an email that Lenk accused the City of withholding, even after receiving over 10,000 emails involving Councilmembers Rebecca Francik and Saul Martinez. The two councilmembers, Francik and Martinez, voted last year to annex part of the area known as the 'doughnut hole'.

The City has provided over 120,000 pages of documents to Lenk. Roger Lenk is a county resident who has helped lead the fight for two ballot propositions that would change the city's form of government and eliminate two recent annexations. City staff has spent an estimated 900 hours working on Lenk's requests at a cost of \$46,800 plus another \$120,000 in attorney fees.

Superior Court Judge Sal Mendoza Jr. dismissed a public records lawsuit filed by Lenk against the City. Mendoza ruled the city properly responded to Lenk's requests for emails to and from Francik and Martinez on their personal and government accounts. All cities can take this decision as a message that there is hope in that the court system is upholding "production schedules" and "reasonable email search" – two major items that assist a city's defense against lawsuits.

For the entire story, go to <http://www.tri-cityherald.com/2013/10/09/2616723/judge-dismisses-part-of-lenk-lawsuit.html>.

MEMBERSHIP NEWS

Congratulations to our newest Certified Municipal Clerks:

Heidi Riojas, CMC, City of Toppenish
Laura Camacho, CMC, City of Quincy

A grey starburst graphic with the letters "CMC" in black text inside.

NCI Education Committee Update

By the NCI Education Committee

Greetings WMCA members! The Northwest Clerks Institute Education Committee met on October 16 via conference call. Your WMCA representatives for 2013 are Carol Etgen, MMC (Education Committee Chair), Pam Kolacy, MMC, and Virginia Olsen, CMC.

The agenda for the meeting included review of the 2013 Professional Development Institute program, 2013-2014 budget review and approval, selection of a presenter for the 2014 Professional Development IV session, and review of a draft RFQ for a new Institute Director.

Yes, it is with a saddened heart that our dear Dema Harris, Northwest Institute Director, will be retiring following the 2014 Professional Development program. Dema has worked with WMCA Past President and Former Education Committee Chair Ali Spietz to prepare an RFQ that will be ready for distribution by the first of the year. Dema recommended that Ali lead the RFQ process with the goal of hiring a new director by April of 2014. The NCI Committee and each state association's executive board concurred with Dema's recommendation. This timeline will allow the new Institute Director to shadow Dema through the June program. The Institute will continue to be held at the University of Puget Sound in Tacoma.

During the last 10 years, we have been very fortunate to have Dema Harris as our Institute Director. Dema's passion for education, her dedication to our professional development, and her motherly attention to all will be truly missed. She has touched the professional lives of over 1,000 Clerks and Recorders during her tenure as our Institute Director.

In 2010, Dema received the IIMC Institute Director of the Year award. One of the testimonials submitted with the nomination stated, "Dema Harris is an incomparable, irreplaceable asset to NCI. She takes you in with open arms, nurtures your self esteem and brings you where only she knew you could go." How fortunate we have been to have this inspirational woman by our side.

On behalf of the Committee and WMCA, we would like to express our deep gratitude for your dedication to continued learning and professional development, watching every penny, and helping shape new leaders in the municipal clerk profession. Not only are you our teacher, but a dear friend who will always be part of us. Thank you, Dema!

We would like to encourage everyone to consider attending the professional development program at the Northwest Clerks Institute. You will never regret the decision.

The dates for 2014 are as follows:

- Professional Development 1 – June 1-6
- Professional Development 2 – June 8-13
- Professional Development 3 – June 15-20
- Professional Development 4 – June 9-12



Dema is working on a contract with Dr. De Hicks to be the PD 4 speaker on a leadership topic. Stay tuned for more information. Registration information will be posted on the WMCA website in the coming months. If you have any questions regarding the program or NCI Committee work, please do not hesitate to contact us:

Carol Etgen, cetgen@cityoffife.org • Pam Kolacy, pkolacy@cityofpt.us • Virginia Olsen, volsen@ci.mlt.wa.us

FEATURED CLERK



CAROL ETGEN, MMC

City Clerk, City of Fife

The city of Fife has a population of 9,235. Fife has a small population and a large number of businesses. Carol has been with the City of Fife for two years. She recently upgraded Laserfiche and the City's records management system. Prior to Fife, Carol worked eight years at Kennewick PD, two years as a legal assistant, six years as Clerk to the Board of Benton County Commissioners, three years as the Deputy City Clerk for Richland, three years as the City Clerk/Assistant to the Mayor/HR Manager for the City of Port Orchard, one year as Poulsbo's Deputy City Clerk, and four years as Bremerton's City Clerk. She said she is 'done traveling!'

Carol was born in Portland, OR and never lived in a house more than three years growing up. She went to preschool in Germany, kindergarten in L.A., five grade schools in Missoula, Marcus Whitman Jr High in Ballard, Ballard HS, Bothell HS and graduated from Columbia HS in Richland. Carol has four sisters and one brother. She has been 'VERY happily married and in love with Michael for 14 years.' Collectively they have five children, two girls Missy & Suzie, and three boys, Matt, Scottie & Michael, all around the age range of 30. Carol recently got to spend the day babysitting her 8-month-old grandnephew, Bodhi, who she submitted a picture of instead of herself because she thinks he's so cute. And she is spot on—how adorable!



Carol doesn't have adequate time for her hobbies while working full time, but they include reading, quilting and beading. Her favorite colors are yellows and oranges. Her favorite food is cherry pie, Yum!

Carol has been a very busy Education Committee Chair this year, being the lead planner for speakers at WMCA Fall and Spring Conferences. She has also served on our Scholarship, Membership, Legislative, Audit, Bylaws, Awards, and Conference Planning Committees. Carol's first committee was the Website Committee which is now a one person Webmaster position. Carol is also active in WAPRO and helped plan their Fall Conference.

Fall Academy 2013—A Personal Perspective

By Sandy Paul, MMC, Immediate Past President

Why did I attend Fall Academy, you ask? After all, I'm an MMC; I retired, sort of; yet, I still work part time as the Clerk of a small taxing district. In my mind, I have the best of both worlds. The topic of this year's Fall Academy, *When the Role of Advisor and Decision-Maker Intersect*, is so appropriate to what I am doing now. But there was one more thing that inspired me to attend.

I have long stood before you and told you that I see things in you that you don't see in yourselves. I see leaders, many of them. I see very smart, competent people who are often given little credence. I see others whose cities would sputter if they were to leave, or, who see to it that their cities soar when a valued manager leaves. I see the future of WMCA. So when one of the lead statements from Janice Corbin, the presenter for the Academy, was *how much Clerks can inspire those around us*, even those elected and appointed officials that could negatively influence

Continued on Page 6

Fall Academy 2013—A Personal Perspective

Continued from Page 5

our career paths if they so desired, I was all ears. What would she say?

You see, I happen to agree with her - in spades! And we clerks need to learn to see it in ourselves, too, and begin to actively and consciously influence those around us.

Ms. Corbin stated that clerks have a lot of influence that they leave on the table simply because they do not recognize how much they know and that they can actually contribute; translated, that means, you, too, can *influence* appointed and elected officials in process, procedure, and culture. Too few of the appointed and elected officials recognize the value of their clerks to them. As I go about mentoring my colleagues at this point in my career, I join Janice Corbin in emphasizing this to the clerks I interact with and encourage them to ask leading questions with the intent of influencing their counterparts.

By sharing the best and the most recent new information, colleagues from all levels can influence others. It has been a personal belief of mine for a long time that clerks have much more influence than they realize and that their knowledge and influence CAN and SHOULD be used to their advantage to influence those around them. What a validating presentation Ms. Corbin offered.

But there was more. I do believe in life-long learning and I had never had the steps to problem solving laid out before me. I don't know about y'all, but the blame game when something goes wrong is such an exercise in futility. My take is that we just fix what didn't work. But, where to begin? We learned problem solving on two levels.

Simple Problem-Solving Model

- What is the problem?
- What is the desired outcome?
- Who are the stakeholders (those impacted by a problem & the solution)?
- What data, information, facts, and policies need to be gathered?
- Who is responsible or has the authority to make the decision?
- How and when will the results of the solution to the problem be evaluated?

More Complex Problem-Solving Model

- How did the problem come to your attention? Or "Why is it important to solve the problem?"
- What is the objective of solving the problem?
- Are there any other aspects of the problem that may be worth solving?
- What is the status of the problem now (outcome) and what is the preferred result (or desired outcome)?
- Have all the important factors or aspects of the problem been identified? (policies, procedures, rules, limitations, budget limitations)
- After doing this work, restate the problem in its simplest form.
- Have you checked your assumptions?
- Remember 20% of the problems encountered are system-related problems and 80% are people-specific. How have others that faced similar situations resolved the problem?
- What is the shortlist of possible solutions to the problem?
- What criteria will you use to determine if the solution to a problem was successful (how will you evaluate the effectiveness of the solutions to the problems)?
- Implement the decision or solution to the problem.
- Evaluating the solution to the problem to determine what was successful and what may be done differently.

Continued on Page 7

Fall Academy 2013—A Personal Perspective

Continued from Page 6

And if you think about problem solving and decision making as similar and interrelated things, following these two simple models makes perfect sense. Problem-solving is about looking in the rear-view mirror and attempting to determine what decisions were made or not made that resulted in a problem surfacing. Decision making is the process of looking at what is before us and what decision or actions need to be taken so the problem is resolved or doesn't reoccur.



And while you might not find me at every class or Academy, I am committed to staying current and to keep on learning. You are never too old or too knowledgeable to learn new information or methods.



TIME TO NOMINATE THE CLERK OF THE YEAR

By Sandy Paul, MMC, Awards Committee Chair

The most prestigious award a clerk can receive is that of "Clerk of the Year" and - it's not too early to start thinking about who you will nominate for this award. That's right – clerks can nominate each other! Past nominees will tell you that just being nominated for this award is an honor in and of itself.

Nomination forms and information on the process can be found under the Clerk of the Year Policy and Awards Committee description on our website at www.wmcaclerks.org. You can also see a list of past Clerk of the Year Award recipients, as well as those honored with the President's Award of Distinction.

The criteria for the Clerk of the Year nomination include:

- Eligible nominees shall be active WMCA members (fully paid dues) for the preceding five consecutive years.
- The nominee must have made significant contributions or performed outstanding service to WMCA, to the profession of municipal clerk, and to his/her individual municipality in the following areas:
 - ◇ Leadership, organization, administration and communications.
 - ◇ Legislative and governing body procedures, records management and public relations.
 - ◇ Outstanding service to WMCA (time/length of service; service on WMCA Committees, attendance at state conferences, involvement in regional groups and/or IIMC committees) and contribution to the clerk profession.
 - ◇ Special projects and community activities and volunteerism.



Please note that it is encouraged that nominations be submitted in collaboration with the nominee's elected and/or appointed officials and/or supervisor. The only WMCA members not eligible to be considered for nomination are those holding the office of President, President-Elect, Vice President and Past President.

Send all nominations to Sandy Paul, MMC, Des Moines Pool Metro Park District, PO Box 98711, Des Moines WA 98198

CALL FOR CANDIDATES!

November
2013

Call for Candidates!

-Candidate Packet Deadline: December 31, 2013-

The Elections Officer and the Membership Committee have announced the annual call for candidates to fill board positions on the WMCA Executive Committee. Service in these positions is a great way to fill service requirements for IIMC certifications and a fun way to be involved in the educational, planning and advocacy activities of the Washington Municipal Clerks Association.

The election will be held from January 31 through February 21, 2014 through electronic voting software. The following positions are available in this election:

- **President Elect (1-year term)**
- **Secretary (2-year term)**
- **Vice-President (1-year term)**
- **2 Board Member positions (3-year term)**

Job descriptions for the positions can be found at www.wmcaclerks.org/ecpositions (under the Executive Committee tab) as well as complete instructions for declaring your candidacy.

Candidate Packets must be received by the Elections Officer (Leana Johnson, City of White Salmon) no later than Tuesday, December 31, 2013. An electronic copy of the application materials is welcome; however, the signed originals of the Declaration of Candidacy and the Letter of Support must be provided in hard copy and received by the December 31st deadline.

Candidate Packets **must** include the four following pieces of information:

1. **Declaration of Candidacy:** This is a signed, written document containing the following:
2. *"I declare myself as a candidate for the office of _____. I declare that I am an active WMCA member in good standing. I request that my name be printed on the official ballot for election. Attached is a letter of support from my (mayor, city manager, city/county administrator or CEO), with a photo and candidate statement which I authorize for use in the election process."*
3. **Candidate Statement:** This statement must be no more than 200 words in length, including your name, title, place of employment and a statement of why election to office is sought and must be submitted with your Candidate Packet. All words of more than one letter, all groups of numbers, and abbreviations or acronyms will be counted as one word.
4. **Photo:** A (2" x 2") black and white or color digital photo of you must be submitted with your Candidate Packet.
5. **Letter of Support:** A letter addressed to WMCA and signed by your mayor, city manager, city/county administrator, or CEO supporting your candidacy and your increased involvement in WMCA must be submitted with your Candidate Packet.

All submittals must be received by December 31, 2013

Send your **complete** Candidate Packet to:
Leana Johnson, WMCA Elections Officer
City of White Salmon
142 E. Jewett Blvd.
PO Box 2139
White Salmon, WA 98672
leanaj@ci.white-salmon.wa.us
509-493-1133 x205

Published by Clerks for Clerks!

If you have any great news to share or ideas for articles for the next edition of the WMCA Newsletter, be sure to email them to Melody Valiant at mvaliant@ci.tumwater.wa.us & Rachel Shaw at rshaw@cityofprosser.com

Veteran's Day Parade
Vancouver
November 9
www.visitvancouver.com

Tri-Cities Christmas Arts
& Crafts Show
Pasco
November 8-10
festivalnet.com

Chocolate Festival
Port Orchard
November 8-10
www.fathomsofun.org

First Down Friday
Pullman
November 9
www.pullmanchamber.com

Puyallup Quilt, Craft &
Sewing Festival
Puyallup Fairgrounds
November 14-16
festival.net

Turkey Trot
Hoquiam
November 17
360-637-6040

San Juan Islands Holiday
Arts Festivals
Lopez, Orcas, &
San Juan Islands
November 22-23
www.visitsanjuans.com

Lopez Village Tree Lighting
Lopez Island
November 29
www.lopezisland.com

Magic Season Ice Arena
Bellevue
Nov. 29-Jan. 12
www.magicseason.com

Zoolights
Tacoma
Nov. 29-Jan. 5
www.pdza.org