

HEBER PUBLIC UTILITY DISTRICT

REPORT TO BOARD OF DIRECTORS

MEETING DATE: April 19, 2018

FROM: Laura Fischer, General Manager

SUBJECT: Authorize the General Manager to Attend the CSDA General Manager's Leadership Summit

ISSUE:

Shall the Board of Directors authorize the General Manager to attend the General Manager's Leadership Summit in North Lake Tahoe on June 24 – June 26th.

GENERAL MANAGER'S RECOMMENDATION:

It is recommended that the Board of Directors authorize the General Manager to attend the CSDA General Manager's Leadership Summit in North Lake Tahoe in June 24-26.

FISCAL IMPACT:

Travel and Training for this event is included in the FY 2017-18 Budget in the amount of 1,580. Approximate cost to attend is \$1,885. The remaining expense is available in the Travel and Training Budget as staff has not attended the Board Secretary Training and Finance Manager Conference.

Conference Cost:	625
Travel:	600
Lodging:	600
Meals:	<u>60</u>
TOTAL:	\$1,885

BACKGROUND:

The training offered by the California Special District Association includes information on Increasing Pension Costs, Sexual Harassment, and Employment Updates, just to name some of the classes available. A copy of the General Manager's Leadership Summit program is attached to this report.

DISCUSSION:

This training is being provided by the California Special District Association from Monday, June 25th through Tuesday, June 26th, in North Lake Tahoe, CA. The estimated cost includes the training fee, travel, hotel and meals.

CONCLUSION:

It is important for the General Manager to stay informed about the latest issues facing Special Districts, and this training provides the opportunity for networking and gathering information. Staff recommends authorizing the General Manager to attend the CSDA

General Manager's Leadership Summit in North Lake Tahoe from June 24th through June 26th.

ALTERNATIVES:

- 1) Do not authorize the General Manager to attend the training as described.

Respectfully Submitted,

Laura Fischer,
General Manager



**California Special
Districts Association**
Districts Stronger Together

CSDA's 2018
**GENERAL
MANAGER
LEADERSHIP
SUMMIT**

A leadership conference for general managers and other management staff in special districts

**NORTH LAKE TAHOE
JUNE 24-26, 2018**

NEW CONTENT FOR 2018!
**KEYNOTES &
BREAKOUT SESSION
OPTIONS**

The General Manager Leadership Summit provides the best networking and professional development opportunities for special district general managers and other management staff from districts of all types and sizes throughout California.

Come together with others facing the same challenges and opportunities, learn from our expert instructors, and return to your district refreshed and reenergized.

Consider sending an emerging leader from your district to this conference also – it could be the first step in preparing our next generation of special district general managers.

Others who would benefit from attending:

District Administrators | Department Managers | Office Managers | Supervisors | Finance Officers
Business Managers | Legal Counsel | Other District Management Staff



SDRMA Credit Incentive Points

Special District Risk Management Authority (SDRMA) is committed to establishing a strategic partnership with our members to provide maximum protection, help control losses and positively impact the overall cost of property/liability and workers' compensation coverage through the Credit Incentive Program. Credit incentive points can be earned based on an agency's attendance at the General Manager Leadership Summit.



The General Manager Leadership Summit qualifies for 16 hours of continuing education toward the Special District Leadership Foundation's Special District Administrator Certification. Learn more about the requirements for taking the SDA examination on page 9.

at a glance
SCHEDULE

SUNDAY, JUNE 24, 2018

8:00 a.m. – 4:00 p.m.	So You Want to Be A General Manager? Workshop (separate registration and payment required)
5:30 – 7:00 p.m.	Welcome Reception and Registration

MONDAY, JUNE 25, 2018

8:00 a.m.	Conference Registration Opens
8:00 – 8:30 a.m.	Continental Breakfast with Exhibitors
8:30 – 10:00 a.m.	KEYNOTE: Get Switched On!
10:00 – 10:30 a.m.	Break and Networking with the Exhibitors
10:30 a.m. – 12:00 p.m.	SPECIAL GENERAL SESSION How They See Us: Statewide Poll and Field Focus Group Results
12:00 – 1:15 p.m.	Networking Lunch with Exhibitors
1:30 – 3:00 p.m.	BREAKOUT OPTIONS: Building High Performance Teams in Your District; Strategies to Manage Increasing Pension Costs; Sexual Harassment - The Continuing Conversation
3:00 – 3:30 p.m.	Break and Networking with the Exhibitors
3:30 – 5:00 p.m.	BREAKOUT OPTIONS: Efficient and Deliberate Board Training; Employment Update: Gender Identity Issues and How it Affects Districts; Special Tax Approval at 50%: The Upland Decision Changes Everything! Or Nothing
5:15 – 6:45 p.m.	Food & Wine Experience Reception

TUESDAY, JUNE 26, 2018

8:30 – 9:00 a.m.	Continental Breakfast with Exhibitors
9:00 – 10:15 a.m.	KEYNOTE: The Language of Leadership: It All Begins with You
10:15 – 10:45 a.m.	Break and Networking with the Exhibitors
10:45 a.m. – 12:15 p.m.	BREAKOUT OPTIONS: What You Don't Know Can Hurt You; The Time to Tell Your Special District Success Story to Customers is Now; The Board Manager Team: Master These Critical Areas for Success
12:15 – 1:15 p.m.	Networking Lunch
1:30 – 2:45 p.m.	BREAKOUT OPTIONS: Build an Awesome Culture; Choose Your Own Employee Discipline Adventure; Powerful Leadership: Effective Tips for Stellar General Managers
3:00 – 4:00 p.m.	Closing Session: State Capitol Insights for District Leaders
4:00 p.m.	Event Adjourns

getting there
LOCATION

Resort at Squaw Creek



RESORT AT SQUAW CREEK

400 Squaw Creek Road
Olympic Valley, CA 96146

Book your room early by calling 1.800.403.4434 and asking for the CSDA rate! Room Rate: \$179 plus tax includes a waived resort fee which offers complimentary guest room internet access and complimentary self-parking. The room reservation cut-off is June 2, 2018, however room space is limited and is expected to sell out before that date.



GETTING TO NORTH LAKE TAHOE

North Lake Tahoe straddles the CA/NV border and is the perfect location to base your Tahoe adventure. North Lake Tahoe is a short drive from Northern/Central California and a short flight for those coming from Southern, California.

Sacramento: 113 miles | San Francisco: 200 miles

The Reno-Tahoe International airport, located 45 miles from North Lake Tahoe, has 115 flights daily to 18 non-stop destinations.



BRING A GUEST!

Guest Fee (cannot be from a district or a company that does business with districts): Includes Welcome Reception, Continental Breakfast on Monday and Tuesday, and Food & Wine Experience on Monday for only \$200 at the early bird rate. See registration page for details.

Not sure if you are a member? Contact the CSDA office at 877-924-2732 to find out if your agency or company is already a member. To learn more about the many benefits of CSDA membership contact Member Services Director Cathrine Lemaire at cathrine@csda.net.

REGISTRATION FEES

Early Bird (on or before May 25, 2018):

Member	\$625
Non-member	\$940
Guest of a CSDA Member*	\$200
Guest of a Non-member*	\$300

Pre-Conference workshop

So You Want to Be A General Manager?	\$100
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Regular (after May 25, 2018):

Member	\$675
Non-member	\$1015
Guest of a CSDA Member*	\$225
Guest of a Non-member*	\$340

Pre-Conference workshop

So You Want to Be A General Manager?	\$100
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*Cannot be from a district or company that does business with districts.

designed for you
PROGRAM

Sunday, June 24, 2018



8:00 a.m. – 4:00 p.m.

**Special Pre-Conference Workshop:
So You Want to Be a General Manager?**

This is a practical career development workshop for senior executives and emerging leaders in special districts. This action-oriented workshop includes group and panel discussions on the journey, roles, and skill sets of a general manager; identifying general manager opportunities; developing positive relations with the board, staff, and peer agency executives; and leadership best practices.

Separate registration and payment required. Space is limited and on a first-come, first-served basis.

“**CSDA does a great job of informing and preparing the GMs and staff of Special Districts to lead into the future.**”

RON DUNCAN, SOQUEL CREEK WATER DISTRICT

5:30 – 7:00 p.m.

**WELCOME RECEPTION
AND REGISTRATION**

Come enjoy refreshments and networking with your fellow attendees and exhibitors. Gather your friends to form a team and join us for some fun pub style trivia or just take in that beautiful Squaw Valley view.



**NEW
IN 2018**

PUB STYLE

**TRIVIA
NIGHT**

Monday

breakout options PROGRAM

Monday, June 25, 2018

8:00 a.m.

Conference Registration Opens

8:00 – 8:30 a.m.

Continental Breakfast with Exhibitors

8:30 – 10:00 a.m.

OPENING KEYNOTE

Get Switched On!

Chip Eichelberger



What is the difference between a good and great performance? What is the gap between where you are and what is possible? What are you willing to stop doing or start doing to make it happen? Do you proactively embrace change and seize opportunities? Discover how to get more energy and be "Switched On" for every phone call, every customer, and every time you walk in the door at home. In this engaging presentation, Chip shows you how to recapture the power of momentum and foster loyalty and the drive for outstanding achievement.

10:00 – 10:30 a.m.

Break and Networking with the Exhibitors



10:30 a.m. – 12:00 p.m.

SPECIAL GENERAL SESSION – HEAR IT HERE FIRST!

How They See Us: Statewide Poll & Field Focus Group Results

Adam Probolsky, Probolsky Research and Christopher Townsend, Townsend Public Affairs, Inc.

Hear results from a comprehensive statewide poll, an update to past CSDA statewide research and discover new data relevant in 2018. In this session you'll be the first to hear what the public thinks of special districts, where they get their information about special districts and how best to communicate with your constituents based on the data received. Presenters will also discuss the implications of polling results on your districts advocacy and outreach efforts.

12:00 – 1:15 p.m.

Networking Lunch with Exhibitors

1:30 – 3:00 p.m.

BREAKOUT SESSION OPTIONS

Building High Performance Teams in Your District

CPS HR Consulting

Team leaders need to know the basic concepts of building and maintaining an effective team. Effective teams produce at higher levels with better quality. Building High Performance Teams will demonstrate the power of teams and show team leaders how to use accountability and responsibility to improve their team's measurable performance.

Strategies to Manage Increasing Pension Costs

Steve Berliner, Liebert Cassidy Whitmore and a panel of special district experts

The pension rate increases for public agencies are well-known and will divert funds from other important priorities and projects. This session will identify strategies you can consider within the labor relations framework and pension regulations to mitigate these cost increases. This includes solutions to have employees increase their participation in payment of these benefits, alternatives to cut costs (via agreement and imposition), and methods of restructuring compensation and benefits to minimize impact of pension costs. This workshop will be focused on CalPERS rules and regulations, but the principles discussed will be applicable to non-CalPERS agencies as well.



As a first-time attendee, I was very impressed with the G.M. Summit; the quality of speakers and subject matter along with the exhibitors in attendance. The networking possibilities were enhanced during the breaks & meals together allowing me to learn while also providing assistance to newer G.M.s."

KIRK CLOYD, HIDDEN VALLEY LAKE CSD

Sexual Harassment - The Continuing Conversation

Veronica Gray and John Kennedy, Nossaman, LLP

Unfortunately, 2017 will most likely be remembered as the Year of Sexual Harassment. Given the profound impact sexual harassment has on individuals and workplaces, it is time for change. This presentation will address: the need to reassess harassment prevention policies and training to ensure they are legally compliant, effective, and embraced; maintaining a workplace free of sexual harassment (as well as any other harassment and discrimination) where everyone feels safe and respected and understands that retaliation is unlawful; the legal and practical considerations; and how to endorse a collaborative approach, stay ahead of this issue, and be game changers.

3:00 – 3:30 p.m.

Break and Networking with Exhibitors

3:30 – 5:00 p.m.

BREAKOUT SESSION OPTIONS

Efficient and Deliberate Board Training

Brent Ives, BHI Management Consulting

A best practice of the most efficient public agencies is one where the policy makers work on their own performance. They realize that the truly optimal agency hinges on the leaders fully understanding, embracing, and fulfilling their roles. Good boards train in a deliberate way, orient their new members, and evaluate their performance to assure the highest-level service to the public. This session outlines how this works, and more importantly why any elected or appointed board serving the public should embrace such a best practice activity.

Employment Update: Gender Identity Issues and How It Affects Districts

Dennis Timoney, SDRMA

In 2017 Governor Brown officially made 'Non-Binary' a choice. What is this and how does this term affect your agency? What are Gender Rights? It is critical in 2018 that all Public Agencies update their personnel manuals to include these new gender terms.

Special Tax Approval at 50%?: The Upland Decision Changes Everything! Or Nothing.

John Bliss, SCI Consulting Group

Implementing reliable and comprehensive funding for specific municipal services is one of the greatest challenges facing California special districts today. However, the California Supreme Court's recent California Cannabis Coalition v. City of Upland may radically change this! The Upland decision indicates that a group of voters could develop and support a special tax ballot measure using the well-established voter initiative process, including signature gathering, with approval by a simple 50% majority, not the much more daunting and difficult two-thirds threshold. This session provides an introduction to: the overview of the CCC v. City of Upland Decision; explanation of the voter initiative process and the role of the municipality in the voter initiative process; developing and executing the best course of action. An interactive Q&A session will follow the presentation.

5:15 - 6:45 p.m.

FOOD & WINE EXPERIENCE RECEPTION

Join your fellow attendees and exhibitors for more networking while enjoying food, wine and beer sampling – all with that beautiful Squaw Valley backdrop.

A CAN'T MISS NETWORKING RECEPTION

Sponsored by



breakout options PROGRAM

Tuesday, June 26, 2018

8:30 – 9:00 a.m.

Continental Breakfast with Exhibitors



9:00 - 10:15 a.m.

GENERAL SESSION KEYNOTE

The Language of Leadership: It All Begins with You

Colette Carlson



Sponsored by the Special District
Leadership Foundation (SDLF)

Leadership demands competence, but human interaction is critical to the development of the people you lead. Connected leaders ask questions to gain insight and awareness. Connected leaders effectively communicate feedback and engage in challenging conversations without creating conflict or destroying trust. Connected leaders have more influence and greater credibility among peers and employees. In this presentation, Colette provides the perfect blend of interaction, research, stories, and humor to support leaders in building powerful connections with those they lead. These strategies result in increased trust, stronger influence, and employee motivation and loyalty.

10:15 – 10:45 a.m.

Break and Networking with Exhibitors

10:45 a.m. – 12:15 p.m.

BREAKOUT SESSION OPTIONS

What You Don't Know Can Hurt You: Special District Website Requirements Explained (including new Section 508 changes!)

Sloane Dell'Orto, Streamline

New requirements for your website went into effect in January 2018. Do you know how to test to see if your site is compliant? In this session, we'll go over the state requirements for local government agencies as well as the federal Section 508 compliance rules to help ensure your site is usable by visitors with disabilities who use assistive technologies. You'll leave with tools and checklists to help keep you on track.

The Time to Tell Your Special District Success Story to Customers is NOW!

Angela Lowery, Public Information Manager, Delta Diablo Water District and Jennifer Cabral, Public Affairs Supervisor Orange County Sanitation District

Identified by the Little Hoover Commission as "the workhorses of public service delivery", each day over 2,000 special districts are directly responsible for the economic, social, and environmental success of California. The time to tell your story is now! Join award-winning public engagement professionals representing the California Association of Public Information Officials who will share tools and best practice tips in 10 easy steps to help you increase the visibility of your special district, improve transparency on the fiscal responsibility of your agency, showcase your leadership successes, and more.

The Board-Manager Team: Master These Critical Areas for Success

Martin Rauch, Rauch Communication Consultants, Inc.

District success depends on the success of the Board-Manager team. To be truly effective, managers need to not only manage their staff, but also their relationship to the board. This session focuses on how managers can work with their boards to improve board governance, including resolving board dysfunctions, working closely with the Board President, as well as with individual board members, and partnering with legal counsel. It will also present methods for guiding your board to provide a truly beneficial general manager performance evaluation. This interactive session will also cover other critical Board-Manager issues and provide real-life examples, clear guidance and opportunities for questions, answers and discussion with the session leader.

12:15 – 1:15 p.m.

Networking Lunch



The General Manager Leadership Summit is an important event for prospective, new, and seasoned General Managers. There is something for everyone and there is always more to learn."

KEVIN DAVIS, RANCHO RINCONADA RECREATION AND PARK DISTRICT

1:30 – 2:45 p.m.

BREAKOUT SESSIONS OPTIONS

Build an Awesome Culture

Melissa Asher, CPS HR Consulting

The culture of your organization is what people do when no one is looking. What are your people doing when you are not there? Attend this session to learn how to shape the culture of your organization by empowering others and leading the way.

Choose Your Own Employee Discipline Adventure

Traci Park and Kelly Trainer, Burke, Williams & Sorensen, LLP

This session is different from other sessions. There are dangers, choices, exploits, and consequences. The audience and the audience alone is in charge of what happens. You will be presented with options – some of them good, some of them not so good – and you must select our path. You must use your numerous talents and enormous intelligence. The wrong decision could end in disaster – even litigation! But, don't despair. You will have the collective wisdom of a room full of general managers to help you find the right path as you take on the role of the intrepid General Manager at the Adventure Special District who is faced with pending disciplinary action against a difficult employee.

Powerful Leadership: Effective Tips for Stellar General Managers

Gage Dungy, Liebert Cassidy Whitmore

This program is designed to help general managers grow and refine their skills to be effective, successful, and productive managers. We will discuss the challenges supervisors are facing, including leadership, goal setting, effective communication, performance evaluations, ethics, discipline, and specific legal principles. The program will emphasize practice over theory.

3:00 – 4:00 p.m.

CLOSING SESSION

State Capitol Insights for District Leaders

Kyle Packham, CSDA Advocacy and Public Affairs Director

A mid-year, executive-level update on the most significant advocacy and public affairs issues facing special districts in and around the State Capitol. Learn about the challenges facing special districts, including the opportunities ahead and the threats lurking from behind.

4:00 p.m.

Event Adjourns



SDLF



SPECIAL DISTRICT LEADERSHIP FOUNDATION

The **Special District Administrator (SDA)** Certification is a voluntary designation sought by individuals who strive to be the best in their field and gives successful candidates recognition unmatched by any other program.

The two-hour exam covers all key aspects of special district administration including: governance, legal requirements, policy development, ethics in public service, strategic planning, public finance, and more.

To find out the requirements for taking the Special District Administrator examination visit sdlf.org or call 916.231.2909.

one form per person
REGISTER

Three Ways to Register

- **ONLINE** by visiting the General Manager Leadership Summit at gmsummit.csga.net.
- **FAX:** 916-520-2465, all faxed registration forms must include credit card payment.
- **MAIL:** CSGA, 1112 I Street, Suite 200, Sacramento, CA 95814. Include registration form and payment. Check should be made payable to: California Special Districts Association.

Name:		Title:	
District:			
Address:			
City:		State:	Zip:
Phone:		Email:	
<input type="checkbox"/> Member <input type="checkbox"/> Non-member		Vegetarian/Any Special Needs:	
Emergency Contact - Name & Phone:			
REGISTRATION FEES			
EARLY BIRD (ON OR BEFORE MAY 25)		REGULAR (AFTER MAY 25)	
<input type="checkbox"/> CSDA Member	\$625	<input type="checkbox"/> CSDA Member	\$675
<input type="checkbox"/> Non-member	\$940	<input type="checkbox"/> Non-member	\$1015
<input type="checkbox"/> Guest of a CSDA Member	\$200	<input type="checkbox"/> Guest of a CSDA Member	\$225
<input type="checkbox"/> Guest of a Non-member	\$300	<input type="checkbox"/> Guest of a Non-member	\$340
<input type="checkbox"/> So You Want to Be a GM? Workshop	\$100	<input type="checkbox"/> So You Want to Be a GM? Workshop	\$100
PAYMENT			Amount Due
<input type="checkbox"/> Check <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Discover <input type="checkbox"/> American Express			\$
Acct. Name:		Acct. Number:	
Expiration Date:		Authorized Signature:	
SPECIAL NEEDS - INCLUDING DIETARY			
<input type="checkbox"/> Vegetarian <input type="checkbox"/> Other:			
Cancellations/Substitution Policy: Cancellations must be in writing and received by CSGA no later than June 1, 2018. All cancellations received by this date will be refunded less a \$75 processing fee. There will be no refunds for cancellations made after June 1, 2018. Substitutions are acceptable and must be done in writing no later than June 15, 2018. Please submit any cancellation notice or substitution request to meganh@csda.net or fax to 916-520-2465.			

“CSGA sustains quality in its conferences and training programs - the 2017 Leadership Summit proves the point.”

MICHAEL A. HOULEMARD, JR., PORT ORD REUSE AUTHORITY



Risk management requires a well-balanced team.

For over 30 years, our goal has been to serve as an extension of your staff. We provide full-service risk management programs to California public agencies including Property/Liability, Workers' Compensation and Health Benefits coverages. We've built up member programs that surpass anything else on the market and we do it in a way that forms a sturdy foundation for all your coverage and risk management needs.

Learn more about what we do and how we can protect your agency at www.sdrma.org or **800.537.7790**.



California Special Districts Association
1112 I Street, Suite 200
Sacramento, CA 95814

A proud California Special Districts Alliance partner.

A low-angle photograph of a forest, looking up at the tall, slender tree trunks that converge towards the top of the frame. The canopy is filled with vibrant green leaves, and sunlight filters through, creating a dappled light effect. The image is presented in a triangular shape, fitting into the mountain-like silhouette of the graphic.

NORTH LAKE TAHOE
JUNE 24-26, 2018
• always new content •