



COURSE CATALOG

— 2017 —

Maine Town & City Clerks' Association

60 Community Drive, Augusta, Maine 04330

1-800-452-8786 • 207-623-8428

www.mtcca.org

About MTCCA

The Maine Town and City Clerks' Association (MTCCA) is an organization of municipal clerks, deputy clerks and assistant clerks throughout the state of Maine. An association of over 750 members, the MTCCA is a professional-level affiliate group of the Maine Municipal Association (MMA). MTCCA's principal missions are to motivate the Maine municipal clerks to become leaders in their fields of governance and to provide an educational program for new and veteran clerks to meet the highest standards of professional development. A primary objective of MTCCA is to provide professional development opportunities through education, training and peer interaction.

Policies

The Maine Town & City Clerks' Association is pleased to announce available training offerings for 2017. **Please note:** This catalog is a living document and is updated frequently. Please visit our website at www.mtcca.org to download the most recent version of this catalog.

In this catalog, you will find:

- ✓ **2017 At-a-Glance Calendar** – A quick listing of courses offered in 2017 organized by date, name and location.
- ✓ **Catalog of Available Courses** – A summary description of each course sorted alphabetically by course name.
- ✓ **Registration Information/Scholarship Applications** – registration forms for registering for courses and scholarship applications.

Course Information: All event information can be found at www.mtcca.org where course listings, brochures and directions to venues are provided. Just click on the "Training" tab from the home page.

Registration: To register, fill out the registration form in this booklet and fax to (207) 624-0128, or register online at www.mtcca.org. Payment is not required at time of registration.

Questions: If you would like more information, please call the MTCCA office at MMA at 1-800-452-8786.

Cancellation Policy: Notification must be given in writing at least 72 hours prior to the start of the event to receive a refund (if prepaid) or a partial attendance fee waiver (if not prepaid). ALL cancellations are subject to a \$10.00 administrative fee for processing. There are instances in which the cancellation policy varies depending on the contractual obligations of the venue. Please refer to the actual event brochure for the most up-to-date cancellation information for that event. Event brochures can be found at www.mtcca.org. **"No shows" will be charged in full.** To cancel a registration online go to: <http://www.memun.org/TrainingResources/WorkshopTraining/Cancellations.org>

Storm Policy: If there is inclement weather, a decision to postpone will be made the day prior to the event and this information will be posted on the MTCCA website at www.mtcca.org, the MMA website at www.memun.org and the MMA Training Hotline at (207) 624-0117 after 5pm. **We encourage ALL event participants to check the websites or hotline before departing for any of these events to ensure that the event schedule has not changed, and we encourage all attendees to travel considering personal safety first.**

ADA Message: In order to ensure your complete participation in any of our events, we would appreciate your informing us prior to the event of any special requirements you may have due to a disability.

Disclaimer: Educational courses and materials offered by the Maine Town & City Clerks' Association, including but not limited to its partners, affiliates, vendors, sponsors, instructors and/or staff are provided for general informational and educational purposes only. None of the educational activities and supplementary documentation is provided as specific legal advice.

Facilities: The MTCCA recommends that attendees bring a light sweater or jacket to all events as it is difficult to regulate room temperature for each attendee.

Members: Please be sure to wear your MTCCA badge to each event.

Fragrance Free: The Maine Town & City Clerks' Association strives to ensure the comfort and safety of participants in this event by encouraging a fragrance-free environment. Please note that this is a voluntary request, and the MTCCA is not liable in the event that the environment is not fragrance free. We appreciate everyone's cooperation in making our events enjoyable for all.

Membership: Interested in joining MTCCA for only \$25.00/yr? Visit our website at www.mtcca.org or call 1-800-452-8786 for membership information and application.

Certification: All courses offered by MTCCA are valid for its certification program. See the course brochure or the catalog of available courses for specific certification information. Certification applications and criteria can be downloaded from www.mtcca.org. Participants must be present for the full day to receive a certificate of completion for the course. Any member whose certification expires must attain their original certification again.

Scholarships: The MTCCA has scholarship funds available for MTCCA sponsored courses. For more information, refer to the scholarship information included in this catalog or visit our website at www.mtcca.org.

Contact Information:

MTCCA Website: www.mtcca.org **MTCCA Mailing Address:** MTCCA, 60 Community Drive, Augusta, ME 04330

MTCCA Phone: 1-800-452-8786 or (207) 623-8428 **Maine Municipal Association:** 1-800-452-8786 or Local: (207) 623-8428

MTCCA Affiliate Liaison: Alicia Gaudet, MTCCA Affiliate Liaison, 1-800-452-8786, ext. 2304 email: agaudet@memun.org

MTCCA Office Staff: Laurie Pelletier, Administrative Assistant II, 1-800-452-8786, ext. 2296 email: lpelletier@memun.org

At-a-Glance Calendar

Date:	Course Name:	Location:
February 1	Town Meeting & Local Election Law – Title 30A	Bangor – Spectacular Events Center
February 22	Town Meeting & Local Election Law – Title 30A	Portland – Embassy Suites by Hilton
March 22	Notary Public 101	Waterville – T & B's Celebration Center
April 19	New Clerks	Portland – Fireside Inn & Suites
April 21	Vital Records	Augusta – Maine Municipal Association
April 21	Vital Records <i>(This class shown by LIVE, interactive video conference in conjunction with Augusta session)</i>	Caribou – Northern Maine Dev. Commission
May 2	Licensing	Augusta – Maine Municipal Association
June 29	Municipal Law for Clerks	Augusta – Maine Municipal Association
June 29	Municipal Law for Clerks <i>(This class shown by LIVE, interactive video conference in conjunction with Augusta session)</i>	Machias – Machias Career Center
August 3	New Clerks	Waterville – Elks Banquet & Conference Center
August 17	Vital Records	Bangor – Spectacular Events Center
September 6	Voter Registration	Caribou – Caribou Inn & Convention Center
September 7	State Election Law Title 21-A	Caribou – Caribou Inn & Convention Center
September 12	22 nd Networking Day & MTCCA Annual Meeting	Waterville – T & B's Celebration Center
October 17	Voter Registration	Augusta – Maine Municipal Association
October 18	State Election Law Title 21-A	Augusta – Maine Municipal Association

Distance Learning Training Opportunities

We are pleased to offer alternative arrangements for attending the workshops that have been developed by the Maine Town & City Clerks' Association.

Online Training:

At this time, we are offering the following courses in an online “view at your own pace” format:

- ✔ New Clerks Workshop
- ✔ Title 30A
- ✔ Vital Records

Upon registration an ID and password will be issued which will provide access to the training for a set amount of days. You can use it as often as you like during this time. Please visit the MTCCA's Website: www.mtcca.org to learn more about this online training. The cost is \$60 for MTCCA members and \$80 for non-members. We will invoice once registration is acknowledged.

DVD Training – available to County Clerks' Associations Only:

At this time, we are offering the following courses to County Clerks' Associations on DVD:

- ✔ Notary Public
- ✔ Records Management

Each of these courses takes approximately 5 hours to complete. There will be no charge to your County Association for this program in exchange for feedback on the DVD Training. However, if an attendee would like to receive certification credits for this class, a \$20 fee will be charged to the attendee. If your county does not have a County Municipal Clerk Association, please contact Yolande Justice, Clerk, Town of Scarborough at yjustice@ci.scarborough.me.us or (207) 730-4020. For more information about this program, please contact the MTCCA at 1-800-452-8786 or (207) 623-8428.

LIVE, Interactive Video Conference Training – 2017 Dates:

We are pleased to offer distance learning feature by video conference. These are LIVE, INTERACTIVE classes that are taught from the MMA training center in Augusta and video conferenced to secondary locations around the State. Participants will be able to fully participate, ask questions and hear other participants remotely using Polycom video technology.

The following courses are available by video conference for 2017:

Date:	Course Name:	Location:
April 21	Vital Records	Caribou – Northern Maine Development Commission
June 29	Municipal Law for Clerks	Machias – Machias Career Center

Course Descriptions

CUSTOMER SERVICE EXCELLENCE FOR PUBLIC EMPLOYEES – This full-day course is presented by MMA and is appropriate for any and all elected officials or appointed staff. Topics include Recognizing Your Customers' Needs and Defining Your Customers, the Psychology of Customer Service, How Language Influences the Interaction, How to Connect With Your Customers, Conflict Resolution and Creating and Maintaining Expectations. This course is an optional course for the Maine Town & City Clerks' Association Certification Program.

LICENSING – This full-day course covers dog licensing topics such as fees, the warrant, late fines, monthly reports, rabies clinics, wolf-hybrids, and other issues. Hunting and fishing license topics such as fees, requirements for obtaining a license, service licenses, monthly reports, and update on status of MOSES. Business licensing topics such as liquor licenses, special amusement permits, sole proprietor D/B/A, and other local licenses that all municipalities are required to provide by state statute will be reviewed. This program is an optional course for the Maine Town & City Clerks' Association's certification program. This course is offered biannually.

MUNICIPAL LAW FOR CLERKS – This full-day course will strengthen clerks' knowledge of major subject areas. For veteran clerks it will provide a refresher on the basics as well as some in-depth discussion of the office of clerk, its duties, obligations, administration and FOAA. Both new and veteran clerks will gain insights from an examination of statutory changes and modifications to state agency rules that affect the office of clerk. This program is a mandatory course for the Maine Town & City Clerks' Association's certification program.

NETWORKING DAY/MTCCA ANNUAL MEETING – This full-day special event is held annually and is filled with education, networking and activities. Topics and activities change from year to year, but it is always a perfect opportunity for municipal clerks to learn new things and network with other clerks throughout the state. This program is an optional course for the Maine Town & City Clerks' Association Certification Program.

NEW CLERKS – This full-day course is designed to familiarize newly elected and appointed municipal clerks with their duties and responsibilities. Attendees are given an introduction to: Dog Licensing, Hunting & Fishing Licenses, Processing Birth, Marriage and Death Certificates, Election Procedures, Meeting Preparation, Public Hearings and Administering Oaths of Office, Managing Boards and Committees Appointments, and Required Reporting Procedures. This course is an optional course for the Maine Town & City Clerks' Association Certification Program.

NOTARY PUBLIC WORKSHOP FOR MUNICIPAL CLERKS – This half-day course is presented by the Maine Town & City Clerks' Association and is beneficial to municipal clerks who serve as notaries public. This session will focus on the powers and duties of notaries public, record keeping requirements, use of the notary seal, acceptable forms of identification, acknowledgements and affidavits, jurat forms, oaths and sworn statements, and conflicts of interest. The workshop will also review when a notary should, and should not, act. This course is an optional course for the Maine Town & City Clerks' Association Certification Program.

STATE ELECTIONS TITLE 21-A – This full-day course is beneficial to municipal clerks who need to understand all aspects of administering state and federal elections on the municipal level. Topics include: Duties of the Election Official, Preparing for Election Day, Legal Requirements, Absentee Voting, Polling Place Layout, Election Day Duties, Accessible Voting, and Tabulating Results. This course is a mandatory course for the Maine Town & City Clerks' Association Certification Program and also satisfies the Secretary of State's mandatory training requirements.

TOWN MEETING & ELECTIONS (TITLE 30-A) – This full-day course is beneficial to municipal clerks, deputy and assistant clerks who need to understand all aspects of town meeting and election procedures. Select persons and moderators can also benefit from this class. Topics include: Warrants and Petitions, Secret Ballot, Meeting Preparation, Moderator's Role and Open Town Meeting. This course is a mandatory course for the Maine Town & City Clerks' Association Certification Program.

VERBAL JUDO – This special offering is a full-day course presented by MMA. If you work with the public and you ever find yourself in conflict situations – this is the class you should attend! This workshop will focus on conflict resolution techniques and how to handle conflict situations with expertise when they arise. This workshop is open to all municipal officials and employees. This course is an optional course for the Maine Town & City Clerks' Association Certification Program. To register for this special event, please visit MMA's Website: www.memun.org

VITAL RECORDS – This full-day course is beneficial to municipal clerks, deputy and assistant clerks who need to understand all aspects of vital statistics. Topics include: History of Vital Statistics in Maine, State Registrar, Access to Vital Records, Certified Copies, Amendment of Vital Records, Births, Deaths and Marriages. This course is a mandatory course for the Maine Town & City Clerks' Association Certification Program.

VOTER REGISTRATION – This full-day course is intended for municipal clerks and assistant and deputy clerks who are required to have a full understanding of the voter registration process. Topics include: Election Officials and Their Responsibilities, Determining Voter Eligibility, Administering Voter Registration, Qualifications of a Voter, Working with the State CVR Program, Managing Lists and Reporting, Certifying Petitions, and other HAVA Requirements. This course is an optional course for the Maine Town & City Clerks' Association Certification Program and also satisfies the Secretary of State's mandatory training requirements.

~ Please use one form for each course participant ~

Registration Form (check all that apply)

Name of workshop	Date	Location
<input type="radio"/> Town Meeting & Local Election Law – Title 30A	February 1	Bangor – Spectacular Events Center
<input type="radio"/> Town Meeting & Local Election Law – Title 30A	February 22	Portland – Embassy Suites by Hilton
<input type="radio"/> Notary Public 101	March 22	Waterville – T & B's Celebration Center
<input type="radio"/> New Clerks	April 19	Portland – Fireside Inn & Suites
<input type="radio"/> Vital Records	April 21	Augusta – Maine Municipal Association
<input type="radio"/> Vital Records (This class shown by LIVE, interactive video conference in conjunction with Augusta session)	April 21	Caribou – Northern Maine Development Commission
<input type="radio"/> Licensing	May 2	Augusta – Maine Municipal Association
<input type="radio"/> Municipal Law for Clerks	June 29	Augusta – Maine Municipal Association
<input type="radio"/> Municipal Law for Clerks (This class shown by LIVE, interactive video conference in conjunction with Augusta session)	June 29	Machias – Machias Career Center
<input type="radio"/> New Clerks	August 3	Waterville – Elks Banquet & Conference Center
<input type="radio"/> Vital Records	August 17	Bangor – Spectacular Events Center
<input type="radio"/> Voter Registration	September 6	Caribou – Caribou Inn & Convention Center
<input type="radio"/> State Election Law Title 21-A	September 7	Caribou – Caribou Inn & Convention Center
<input type="radio"/> 22 nd Networking Day & MTCCA Annual Meeting	September 12	Waterville – T & B's Celebration Center
<input type="radio"/> Voter Registration	October 17	Augusta – Maine Municipal Association
<input type="radio"/> State Election Law Title 21-A	October 18	Augusta – Maine Municipal Association

Billing/Contact Information

BILLING INFORMATION:

Full Name: _____

Employer: _____

Billing Address: _____

City, State, Zip: _____

Phone: _____

Email: _____

NAME BADGE INFORMATION: *Name badge will read as indicated here.

First Name: _____

Last Name: _____

Primary Title: _____
(Please list one)

Employer: _____

Signature: _____

(By signing, you are acknowledging that you have reviewed and understand all terms and conditions in this catalog.)

Fees: Each class is \$60.00 per person for MTCCA members, or \$80.00 for non-members. Payment not required at time of registration, we will invoice after the event. If paying in advance, please make checks payable to MTCCA and mail with copy of registration form to: MTCCA, 60 Community Drive, Augusta, ME 04330.

OF CLASSES REGISTERED FOR: _____ X FEE PER COURSE: \$ _____ = TOTAL AMOUNT DUE: \$ _____

Send registration form in one of the following ways:

Mail: MTCCA, 60 Community Drive, Augusta, ME 04330

Fax: (207) 624-0128

Online Registration: www.mtcca.org