

WOMEN LEADING GOVERNMENT  
DELAWARE CHAPTER  
*Minutes of Full Membership Meeting*  
*December 5, 2019*

In conjunction with the 2019 Delaware Institute for Local Government Leaders presented by the University of Delaware, Institute for Public Administration in partnership with Delaware League of Local Governments and Women Leading Government, Delaware Chapter.

The program began at 9:00 am and concluded at 1:30 pm, a copy of which is attached to these minutes.

Respectfully Submitted,  
Christine Crouch, MMC

# ***2019 DELAWARE INSTITUTE FOR LOCAL GOVERNMENT LEADERS***

## ***THE FUTURE OF WORK IN DELAWARE***

December 5, 2019 | Duncan Center, Dover, Delaware

*presented by the*  
**Institute for Public Administration**

*in partnership with*  
**Delaware League of Local Governments  
Women Leading Government, Delaware Chapter**



UNIVERSITY OF DELAWARE  
**BIDEN SCHOOL OF PUBLIC  
POLICY & ADMINISTRATION**



# PROGRAM

8:30 a.m.	<b>Registration and Continental Breakfast</b>	<b>Chalea Johnson</b> <i>Assistant Town Manager, Town of Smyrna</i>
9:00 a.m.	<b>Welcome and Introductions</b> <b>Dr. Jerome Lewis</b> <i>Director, Institute for Public Administration (IPA), University of Delaware (UD)</i> <b>Carl Luft</b> <i>Executive Director, Delaware League of Local Governments (DLLG)</i>	<b>Christine Hoh</b> <i>ICMA LGMF, Cities of Lewes and Milford</i> <b>Evan Miller</b> <i>Projects Coordinator, City of Rehoboth Beach</i> <b>Jeffrey Martindale</b> <i>Assistant to the City Manager, City of Newark</i>
9:15 a.m.	<b>The Future of a Work in Delaware and What it Means for Your Community</b> <b>John Taylor</b> <i>Director of Economic Research, Delaware Prosperity Partnership</i> <b>Charles Madden</b> <i>Director of Talent Acquisition, Delaware Prosperity Partnership</i>	11:00 a.m. <b>Promoting a Positive Culture in the Workplace</b> <b>Kathy Murphy</b> <i>Associate Director, IPA, UD</i>
10:00 a.m.	<b>Break</b>	11:45 a.m. <b>Presentation of Certificates for Training Achievements</b> <b>Sean O'Neill</b> <i>Local Government Training Coordinator, IPA, UD</i>
10:15 a.m.	<b>Attracting, Engaging, and Retaining a Multi-generational Workforce—Insights from Young Professionals</b> <b>Moderated by Ann Marie Townshend</b> <i>City Manager, City of Lewes; President, Women Leading Government (WLG), Delaware Chapter</i>	Noon <b>Luncheon</b>
		12:30 p.m. <b>Guest Speaker</b> <b>James Collins</b> <i>Delaware Chief Information Officer</i>
		1:30 p.m. <b>Wrap Up &amp; Conclusion</b>

## SPEAKER BIOGRAPHIES (IN ORDER OF APPEARANCE)



### **John Taylor, Director of Economic Research, Delaware Prosperity Partnership**

John serves as the director of economic research with the Delaware Prosperity Partnership. He has extensive experience conducting regional economic and labor market research, working with a wide range of clients and partners in business, government, higher education, and community nonprofits. For DPP, he leverages research to develop strategies to attract companies, help existing companies grow, and support entrepreneurial activity in the state. John holds a BA in economics and international relations from Boston University and an MA in Urban and Environmental Policy and Planning from Tufts University.



### **Charles Madden, Director of Talent Acquisition, Delaware Prosperity Partnership**

Charles has more than 20 years of personnel and operations management experience. He has held senior management roles in both the non-profit and government sectors, chiefly responsible for resource development, strategic planning, project management and external relations. Charles was appointed by New Castle County Executive Matt Meyer to serve as the chief officer for community impact and most recently served as the executive vice president for strategic partnerships and corporate affairs with one of Delaware's largest non-profits. Charles holds a bachelor's degree in behavioral science, a master's degree in human resource management, and a juris doctorate.



### **Ann Marie Townshend, City Manager, City of Lewes; President, Women Leading Government, Delaware Chapter**

After graduating with a master of public administration degree in May 1996, Ann Marie Townshend began work for the Delaware Division of Parks and Recreation as an outdoor recreation planner. She worked for the Delaware Office of State Planning Coordination as a circuit rider planner in Sussex County and served as the director of planning and inspections for the City of Dover. Ann Marie is a founding member of Delaware Women Leading Government and professional mentor for the UD's ICMA Student Chapter. She serves as the secretary for the City Management Association of Delaware. She has been a member of the American Institute of Certified Planners since 2003.



### **Chalea Johnson, Assistant Town Manager, Town of Smyrna**

Chalea Johnson has been the assistant town manager for the Town of Smyrna since January 2018. She began her career with Smyrna in July 2015 as the senior accountant and was then promoted to the manager of accounting and business. In her current role as assistant town manager, Chalea manages accounting, business services and HR functions of the town. As the only "millennial" manager, she is very aware of the challenges not only with communication, but also with struggles of embracing new ideologies. She realizes that communication and teamwork should be a priority within the workplace and embraces innovative ideas and the efforts within town to work smarter and utilize today's technology.



### **Christine Hoh, ICMA LGMF, Cities of Lewes and Milford**

Christine Hoh (MPA '19) is currently the International City/County Management Association's local government management fellow for the Cities of Milford and Lewes, Delaware. Christine is originally from Erie, Pennsylvania, where she earned her bachelor's in political science from Mercyhurst University in 2017. Christine moved to Delaware to pursue her master of public administration at the University of Delaware. During her time at the UD, Christine worked as a graduate assistant at the Institute for Public Administration for Julia O'Hanlon and Eric Jacobson, and served as a legislative fellow at the Delaware General Assembly for the Senate Minority Caucus.



### **Evan Miller, Projects Coordinator, City of Rehoboth Beach**

Evan Miller (MPA '17) previously served as an ICMA local government management fellow for the Cities of Rehoboth Beach and Milford, where he worked on capital budgeting, strategic planning, grant writing, policy development, and municipal code updates. As a graduate student, Evan held a research assistantship with the Institute for Public Administration and assisted with a specialized transportation research project funded by the Delaware Department of Transportation. In addition to his research assistantship, Evan was a budget analyst intern for the Borough of Media in Pennsylvania where he developed a five-year capital improvement plan.



### **Jeffrey Martindale, Assistant to the City Manager, City of Newark**

Jeffrey Martindale (MPA '19) is currently the assistant to the city manager for the City of Newark, Delaware. In this role, he oversees the Purchasing Division of the City's Administration Department, which includes contract and request for proposal development, procurement, facilities maintenance, and mailroom operations. Prior to his tenure with the City of Newark, Jeff interned with the United States Department of Commerce in the International Trade Administration and Delaware General Assembly as a legislative fellow with the Senate Minority Caucus. Jeff is also an Eagle Scout and has maintained a passion for public service throughout his life.



### **Kathy Murphy, Associate Director, IPA, UD**

Kathy Murphy is the associate director of the Institute for Public Administration and the coordinator of the Conflict Resolution Program at the University of Delaware. She also has a secondary faculty appointment in the Joseph R. Biden, Jr. School of Public Policy and Administration where she teaches conflict management and leadership courses. She provides training and courses on conflict resolution, mediation, effective facilitation skills, collaborative negotiation, and many other topics. She has a master of public administration degree from the University of Delaware and an undergraduate degree in business administration.



### **James Collins, Delaware Chief Information Officer**

Driven by a passion for innovation and commitment to excellence, James Collins is honored to serve as a member of Governor John Carney's Cabinet as Chief Information Officer (CIO) responsible for leading the Delaware Department of Technology and Information (DTI) to fulfill its mission of providing technology services and collaborative solutions.

As CIO, James Collins has leveraged his extensive experience in both the public and private sectors to implement synergistic, cost-effective and scalable IT solutions that help Delaware deliver the highest quality programs and services to its citizens. Notable achievements under Collins' leadership include expanding broadband high-speed Internet service across rural areas of Delaware and implementing the multi-organization, enterprise geospatial information system FirstMap.

Collins holds degrees from Wesley College (B.A.) and Champlain College (M.S. – Managing Innovation and Information Technology). He is a 2012 Council of State Governments' Henry Toll Fellowship alumni and served eight years in the United States Air Force.