



# Connect 24



Communicate

Participate

Collaborate

Volume 3 Issue 3

July, 2019

## Reactions from MAEO

This was my first conference and it was enjoyable. I learned a lot and was inspired to take some of the things I experienced back to Baltimore County to share for those who did not go to the conference. I also reached out to Baltimore County to request more training on social media after going to the breakout session and learning about how we are navigating through social media to reach voters. Meals and entertainment were great. I'm looking forward to next year's conference.

*Lisa Nash, Baltimore County*

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Feedback about the conference. I felt that, over all, everything went very well. There were lots of activities to pick from and the content was informative and educational. I do have a couple recommendations I would like to express.

1. The table top exercise review should be on a separate day from the table top exercises. This will allow the moderators to go over the exercises and give a full diagnostic of what happened. I feel this review needs to be a 2-3 hour breakdown. The review was rushed and unproductive because it was based on an immediately formed perspective of what happened that day with little or no review. A review and then follow-up can allow participants to digest and learn from the exercise. There wasn't enough of an opportunity to learn from our mistakes. And because of that, I don't feel I would do anything different, defeating the purpose of the whole day in my opinion. The table top has a lot of value to learn within.
2. I was a presenter at the New Initiatives section. I

don't feel 45 minutes for four presentations was enough time. There were no opportunities for questions. An hour would have been a more reasonable amount of time. And on a personal note, having an individual holding a clock right next to me while presenting is not a helpful tool in keeping presenters on pace. This slowed me down and made me more nervous. Additionally, this tactic completely threw off the last presenter in the middle of his presentation. I recommend notifying each presenter when the schedule is made with how much time they will be allowed for the presentation and questions, and encourage them to practice to keep it under the time out of respect for all the presenters' times. Then, only instruct them of time awareness if they go over their time during the presentation.

*Jessica Jones, Montgomery County*

## Random Thoughts on the 2019 MAEO Conference

Random discussions with people from all around the state. For me, this is what conferences are about. This is where the value is. We may communicate by email, discuss issues by phone, but the best connections are made face-to-face.

I heard both thumbs up and thumbs down on the food this year. Surprising, since the Clarion meals have gotten raves in the past. Of course, everybody loves the breakfast buffet.

Enthusiastic and mostly favorable reviews for the Tabletop Exercise (TTX). Loud, hard to concentrate was one valid criticism I heard. Engaging, team-building, invigorating were some of the many compliments. See Craig Booth's TTX article elsewhere in the newsletter.

While most of you were TTX'ing, I had a terrific experience working with Nikki and a small group in laying out the basics of a Tabletop Exercise and how to go from plan to action. I would love to hear about local Table-Top Exercises being conducted for staff, judges or local Boards as a result of this session.

Amber McReynolds – outstanding. Odd that this session was promoted as covering SDR but Amber mostly discussed the changes in Denver. I asked her about pushback to these changes (vote-by-mail, mailbox-type ballot drop-offs, vote centers). She said there was little pushback from the voters, but I was thinking more about the administrators and the city managers. What about resistance to change from those folks? One of the toughest parts of good ideas is getting the 'buy-in' to implement them.

Innovations in Elections – Always a good idea, need to reach out more and bring more folks in. Also need to give each presenter more time.

Elections – all By-Laws changes passed. In my opinion, commonsense improvements.

Not sure why folks were troubled about the seating arrangements for the Preparedness Challenge. I knew ahead of time we were all going to be shuffled (being on the Planning Committee), although I had no clue as to what we would actually be doing. We see our own people every day. This was a chance to sit and meet somebody new. See Chrissy Jones' article about the Preparedness Challenge, elsewhere in the newsletter.

The MAEO Feud was fun, goofy, and the most photographed event at the conference. I was on the only team (I think) that had a perfect round. I'm just so very bitter (wink) that we didn't advance. Well-done to Guy Mickley and Craig Booth. Mr. Patience-One and Mr. Patience-Two.

I heard just about all good words from Board members I talked to about having a full day of separate sessions for them and the attorneys. I was very pleased to sit in on one of those breakouts as an LBE staff representative in the "2020 Election Ready" session. On my right, former Charles County Election Director and current Board member Dopfer Duffield (35 year Director – wow). On my left, Bill Voelp, Anne Arundel Board member at the conference, but now the newest State Board member, as of July 1st. Very honored to have sat between these two folks who have been committed to the best in elections for so many years.

Some town without "Ocean" in its name is calling us to host a future conference. Finding a place with enough room for all of us is the challenge. In the meantime, see all you guys in OC next June.

*Ben Frey, Somerset County*

# 2019 MAEO Conference Collage





# MAEO Feud!



Congratulations to Baltimore City for winning the MAEO Feud!





# More from MAEO Feud!



## Preparedness Challenge

I would love to take credit for making up the exercise but unfortunately I can't. During Mid-Winter iGO (International Association of Government Officials) conferences, they do a team-building evening that mixes everyone up and brings them all together. The preparedness challenge was one of their events at the conference this past January. It came down to myself and an election official from Sweden for the last round and while we were sitting up front looking out at the audience, who were covered with smiles and sitting on the edge of their seats waiting for the next item to be called, I thought to myself that this would be a great thing to try to do at MAEO. Afterwards, the rest of the Maryland Delegation that was present agreed that we needed to share the experience with MAEO. We knew it would be difficult to separate everyone from sitting with their normal groups but if we could get everyone on board it would really shake things up a bit. I sent the idea to Ruie and made her promise not to leak what it was about and she liked it so much she found a home for it on the agenda.

The goal of the team-building exercise was to take everyone out of their comfort groups and have them interact with people they normally don't. MAEO should be the prime place for that to happen but unfortunately we are all guilty of sticking with our "counties". The challenge is a way to incorporate a little bit of competition, fun, and randomness to help bring those people together. Every person in that room had at least one item that was on the list but together as a table or team they had every item. It helps show that not one person can do everything, you have to work together to fulfill the goal.

I must say I was a tad nervous before it started because of how the room was set up. It wasn't laid out the way it was supposed to be, but with the help

and quick thinking of Candi [Thomas], we were able to pull together a solution just before it started.



**Bob Laird (pictured left) came in 1st at the Preparedness Challenge with Mary Ann Mogavero coming in as first runner up.**

It may have been a bit tight but it worked overall. The best part of the entire session was while we were checking badges and helping direct everyone to their assigned lunch table not one person was happy about the seating arrangement. There were many "ugh, I know...", "do we have to?", "why are you doing this to us?", and "what if we just sit wherever?". But once the session ended it was nothing but smiles, laughs and compliments on how fun it was. Those that were the bitterest going in were the happiest walking out. I overheard many conversations of how someone was sitting with so and so and it was nice because they've never really talked to them before. I would say it was pretty successful.

The team leaders up front were absolutely hilarious. So many different personalities all rushing for that last open chair. I would love to see any video footage. A huge shout out to my team who worked behind the scenes during the exercise and to Craig Booth the DJ for the great music list. My staff was pretty bummed that we couldn't be a part of the competition (we love competition) but they were quite eager to jump in and help me put it all together so that the entire membership could benefit from a great team-building activity.

*Chrissy Jones, Queen Anne's County*



## Ransomware Hits Baltimore City

It was just another day at the warehouse; a typical workday morning in the city. There was no premonition that something ominous was brewing. No faint whispers of some nefarious activity on the horizon. We had no idea of what was about to occur and how it would affect us for the next two months.

It's called Ransomware. Before this I can honestly say I had never heard of the term. Now I feel like an expert. It hit Baltimore City like a tidal wave. It's a type of malware from crypto virology that threatens to publish the victim's data or perpetually block access to it unless a ransom is paid. One minute we're in Google Drive setting up spreadsheets and forms, next thing we know internet access is gone and we're all left a little perplexed. But it was no big deal we thought. Not knowing what it was at the time, we figured we've had this happen before. A simple call to MOIT (Mayor's Office of Information Technology) and problem solved.

Not this time.

We got the call from the downtown office and before we knew it we're unplugging our Ethernet cables and shutting down computers. All servers were taken offline. Printers on the network had to be unplugged. We were now hostages to those who had infiltrated Baltimore City's computer systems. We weren't sure what to make of it. We were totally unprepared for something like this. We immediately realized this was no typical day.

After being hit with this malicious attack that seemed to come out of left field, our frame of mind logically went toward the direction of endless questions:

- *What is this Ransomware?*
- *How long is this supposed to last?*

- *How do we do our work if we can't get on our computers?*
- *How do we print anything?*
- *How do we access our emails?*



All fair questions. It felt like we were cut off from the world. We were out of the loop! How indeed do we do our work? These are the slow times. Thank goodness we weren't in Election mode. Post-Election Maintenance was completed; we wrapped up our inventory audit; all voting equipment has been fully charged; the warehouse is in order. But there is still work to be done.

Word spread that this could last for weeks, maybe months! There was no plan from the city on how to counter. It seemed as if no one knew where to begin. We were already dizzy before the merry-go-round started spinning.

What about the staff downtown? No MDVOTERS, no emails, no printers...nothing. Data entry is 90% of what they do. How do we move forward?

*"I can't change the direction of the wind, but I can adjust my sails to always reach my destination." – Jimmy Dean*

That's just what we did...we adjusted.

For those of us at the warehouse who needed to be online we brought our laptops in from home. No internet, no problem...that's what the Wi-Fi was for. We couldn't access our city emails, but no other city employee could either. Our backup is Maryland.gov. Staff members from downtown would be dispatched a couple of days a week to work in the neighboring counties of Howard, Baltimore and Harford. A detour from their normal commute, no doubt. But the work must continue.

*Continued on next page...*

## Ransomware Hits Baltimore City cont'd

Eventually we lost our Wi-Fi due to MOIT having to reset the entire system. That's when we began using our own personal hotspots. Printers were offline but we could still connect it to our laptops.

Needless to say having to endure two months of being victims of this attack was frustrating and at times extremely tiresome. The hackers were successful in their attempt to cause disruption. But through it all we saw it to the end. I can't speak for the other city employees and how they had to adjust. But we had allies on our side.

Things are finally starting to get back to normal.

We're back online but such an ordeal has left us ever so vigilant. We didn't exactly hug our computers, but we were thankful they were working again. We're backing up data more frequently now. One of the new resolutions developed by MOIT involved generating a whole new password system.

Hopefully we won't have to go through something like this again. A typical workday is what we relish.

Perseverance is indeed a virtue.

*Shawn Larson, Baltimore City*



## New Hire in Wicomico

The Wicomico County Board of Elections office welcomes Jocelyn Abbott as their new Election Data Application Specialist who will oversee provisional and absentee voting. Jocelyn is a graduate of the University of Maryland Eastern Shore and received her MBA from Wilmington University. She worked over ten years in the healthcare sector as an electronic medical records trainer and clinical data manager. Her first start in elections was serving as an election judge and then later as a trainer through the State Board of Elections before settling in Wicomico. Jocelyn is looking forward to working with the elections team in Wicomico County.

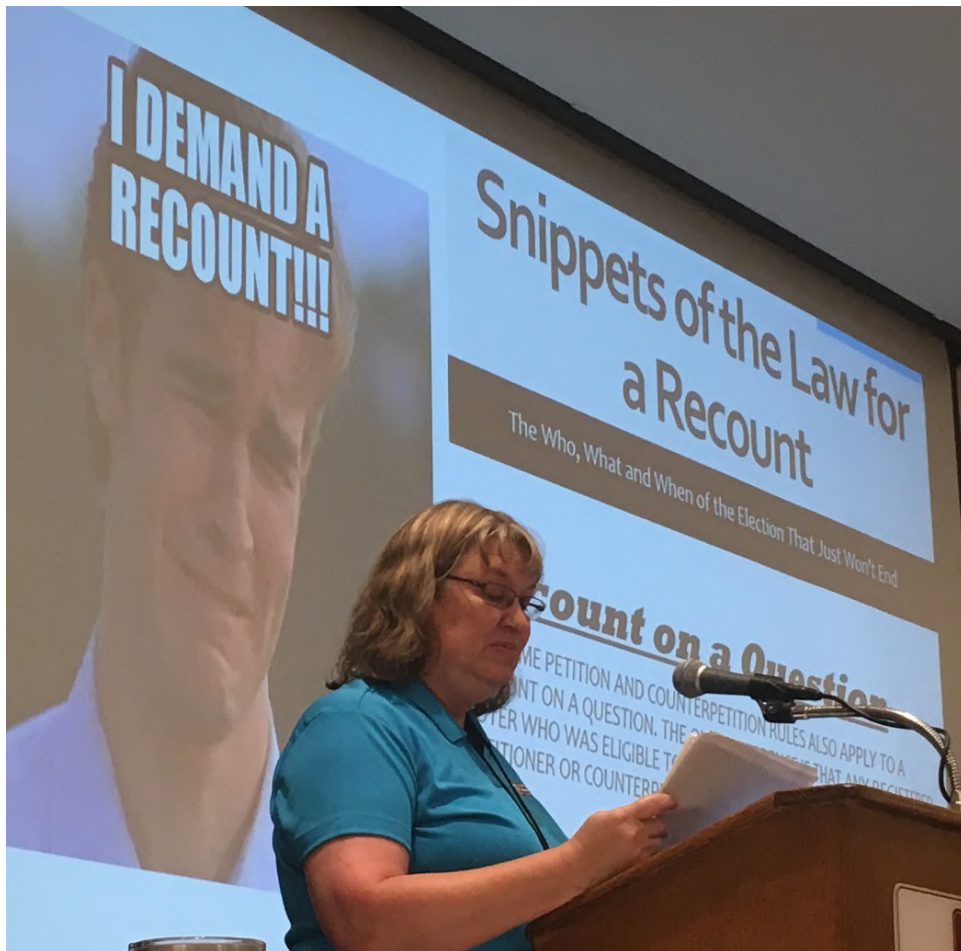


*Bill Blockston, Wicomico County*

**Wicomico welcomes Jocelyn Abbott to their office staff.**

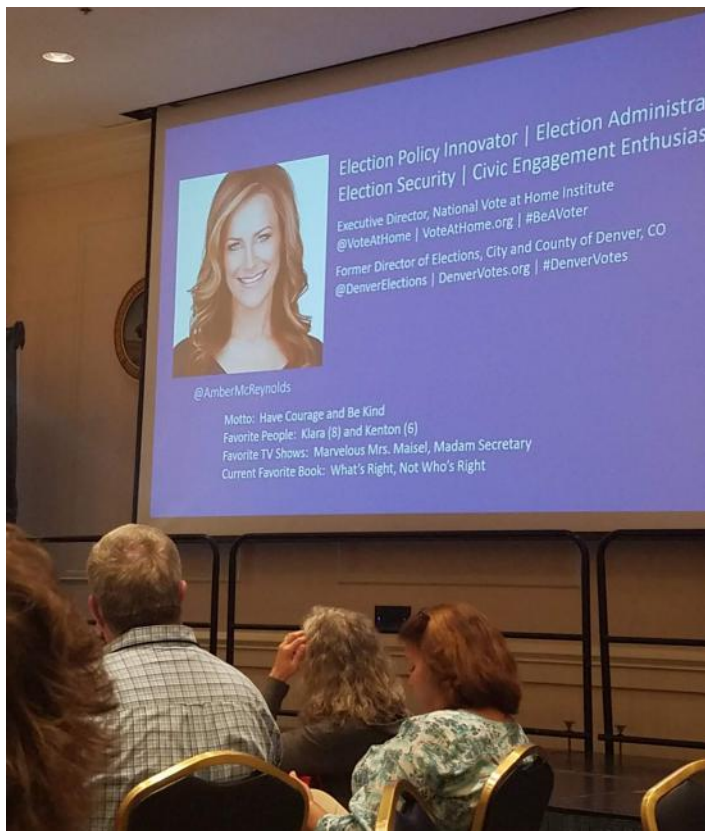


## More From the MAEO Conference



I thought the 2019 MAEO conference was especially good. It was well planned and organized. I gained some helpful information and insights as we all prepare for 2020. The TTX was an interesting and helpful exercise. I look forward to doing a similar exercise in our Baltimore County office. Plus it is always good to catch up with others, and to meet new people from across Maryland.

*Shawn Hill, Baltimore County*





# 2019 MAEO Conference



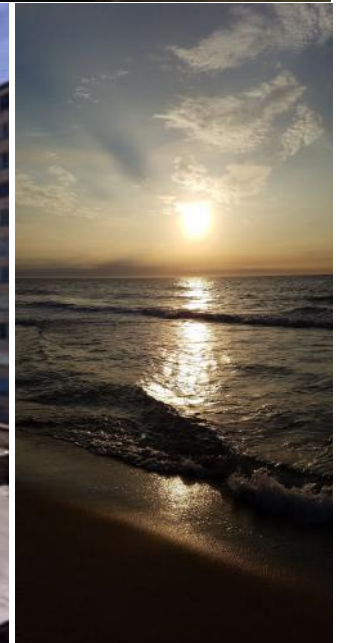


## More Thoughts on the MAEO Conference

I am responding with my thoughts and impressions from the 2019 MAEO conference. I stayed in a room located in the building next to the Clarion Hotel. It was set for up to four guests and was a very roomy and comfortable accommodation (I had the best view of the ocean). My most memorable take away from the conference was the Table-Top Exercise conducted on Thursday. This exercise was extremely eye-opening allowing me to view things from a perspective that I have never before been privy to. I now have a greater appreciation for the job that my Director is faced with while trying to execute successful elections. I see exactly how critical it is to ensure that communication between all parties is accurate and timely (SBE, LBE internal staff, Election Judges and Voters).

I sat next to you (Ben Frey) at dinner on Thursday night. As always, it is interesting to share experiences with other Board of Election workers. The conference was well planned, the vendors were interesting, the meals were great, the Feud game was entertaining (as was the ice-breaker game done at lunch on Wednesday) and the prizes were plentiful. Thanks for all you do to produce the Connect 24 Newsletter. I'm definitely more aware going into the 2020 elections as a result of this conference.

*Deborah Hamer, Montgomery County*





## Around the State



### Caroline County



First Lavender Festival in Caroline County. Debbie Brohawn, Election Data Application Specialist at Caroline County Board of Elections, is the owner of Smokey Cat Lavender outside of Federalsburg. On June 15<sup>th</sup> over 750 people attended the festival, which included more than 25 vendors, food trucks, lavender wine sangria, crafting of flower crowns, painting mini birdhouses and u-pick of the lavender. The weather was perfect and the volunteers amazing, including co-worker Tammy Willis. It was exciting to see the WBOC Chopper overhead and have our event included on the 11:00 pm news.



*Debbie Brohawn, Caroline County*

### St Mary's County



We would like to introduce Sarah Leavitt, Election Data Application Specialist II, who started with us in June. She is a newbie to the election world as she came to us from the medical field, working in a podiatry office. She



asked us to please keep our feet to ourselves, but any voter registrations don't hesitate to send!

*Brandi Underwood, St. Mary's County*

### Changes in Somerset



Changes are coming to Somerset County elections. We've lost our Early Voting rooms, which have been conveniently located just across the hall from our office since the beginning. Now they're likely to be about six miles down the road. Although, we *are* moving from **squeezed to roomy**. So there is that. We'll be setting up shop in the Somerset County Council on Aging offices, in a lovely, modern, spacious conference room. With a great signal. We checked already. And it has a full-featured, institu-



**Ben Frey speaking at the MAEO Conference.**

tional-type kitchen, which will make our judges happy when they start planning the 8-day potluck feast-a-palooza. We still need to go through all the official surveys and assessments, get all the approvals, start anticipating logistics we've never had to face before, alert the voters multiple times, as well as take care of things we haven't even thought of yet. We're also losing the polling place for one of our mid-size precincts, Marion. The school is being closed, so that's that. Somerset County isn't known for having a lot of alternative spaces, so it's been a scramble. Changes don't happen often in Somerset. When they do, we just ramp it up, adjust, and move ahead.

*Ben Frey, Somerset County*





## Around the State



### Cecil County



Up here in Cecil County we are spending our summer getting to know our new Director, Ruie Marie Lavoie. Also, we are looking forward to working with our new Board Members; Kelly Sengstock, Diane Letts, our new Board Attorney, Cameron Brown, and our returning Board members. We are working together to implement new office policies and procedures that will make the upcoming election season more efficient. We have been organizing, cleaning, and brainstorming about upcoming events. Currently, we are focused on Voter Outreach and warehouse organization. During all of this, we try to get a little fresh air out in our beautiful pavilion. We enjoy taking breaks out here while viewing the beautiful scenery. Also, we are all enjoying taking trips, long weekends, and vacations when possible. All of us here in Cecil County hope that you are having a great summer!

*Karen Perry, Cecil County*



**Cecil County enjoys taking advantage of its pavilion for lunch and other events when weather permits.**

### Worcester County



Our office is slow this summer, compared to last year when we moved the office and warehouse right before the 2018 Primary. We have attended several voter outreach events (4th Friday in Pocomoke City and 2nd Friday in Berlin) and have registered voters, recruited election judges, and given away "election incentives" such as calendars, bracelets, fans, yo-yo's, paddle balls, etc. We've had a great time interacting with the public.

*Patti Jackson, Worcester County*

### Calvert County



We are excited to introduce our two newest members of the Calvert County Election Board! Brittany Feagans worked for us as a Chief Election Judge since 2014. We then hired her to work in the office right before the 2018 Primary.

Theresa Mulhearn joined us officially in April of 2019 but worked as a temp in the office before that. So please join us in welcoming Brittany and Theresa!



**Brittany Feagans**

**Theresa Mulhearn**

We are gearing up now to open up another position soon to help out Garrick finally!

*Gail Hatfield, Calvert County*

## Nursing Home and High School Program

Hello. My name is Cliff Jones. I am an Administrative Assistant II, with the Harford County Board of Elections and I am the manager of our Nursing Home and High School Programs. I always enjoy going to the nursing home facilities and the high schools. I have the unique opportunity to observe people at the beginning of their lives and those in the twilight of their years. To me, it is the best job in the world. Chatting and assisting them with the overall election process, I get to see life at both ends of the spectrum and I enjoy serving both groups.

I am a people person. I think most people who know and work with me would agree with that statement. Serving the residents of the various nursing homes that we attend and the high school students is great. With the nursing home residents, I assist them with their absentee ballot and voter registration applications, as well as providing bipartisan assistance in voting their ballots. Our office serves the high schools by assisting them with their student government elections, voter registration events, discussing various aspects of our government and election process, for example the Electoral College. The students really get excited about voting for their SGA representatives and using the same voting equipment that their parents use when they vote for public offices.

There are many similarities between going out to the nursing home facilities and going to the high schools. Each group is very opinionated when it comes to their politics, elections and everyday life. I always enjoy talking to them and asking what is important in their lives. Many times, I may receive the same answers and I always find that so interesting. Even though they are many years apart in age, I find the nursing home residents and the high school stu-



Clifton Jones (above) Director Cindy Remmey (below)




dents have a certain charm about them. I get a tremendous thrill when I assist a resident or a student registering for the first time. The excitement they feel is electrifying because they glow knowing they will get the chance to vote and I become excited knowing that I am helping them achieve this, a tremendous feeling for all.

*Clifton Jones, Harford County*



## TTX “Table Top Exercises” Election Preparedness for the Next Generation

You show up at the 2019 MAEO Conference, held once again on the Sun Coast of Maryland, in beautiful, sunny Ocean City, expecting the usual “job related” speakers and sessions, gourmet cuisine, some scheduled entertainment, and of course, flexible individual party (see bar) time. As has become the norm, our lives full of said expectations, have become a series of check boxes...or in other words, did we leave the Conference with the associated boxes checked?

- Job Related Speakers and Sessions...???
- Gourmet Cuisine...maybe breakfast qualified as gourmet, but the rest of the mealtime offerings fit best under the descriptive category of...uhm, meh! Break-time snacks – outstanding!
- Scheduled Entertainment...the  was a huge, somewhat glitchy success, and for those who stuck around, the karaoke, dance floor, and music were rockin'!
- Flexible Individual Party Time...an oft heard response: Yes, I'm pretty sure that I think I definitely remember something like that happening each night around bed time!?!?...I think!

So the Job Related Speakers and Sessions box is checked, but is missing a “witty” description of how it met expectations. For that, there is a simple, and as is MY norm, somewhat wordy explanation. Thanks to the efforts of Cecil County Director and MAEO Secretary, Ruie Lavoie and the Conference Planning Committee, the vast majority of the sessions and speakers far exceeded typical expectations. The TTX, Table Top Exercise was no exception. In a departure from the traditional two days of elections related sessions and speakers, the majority of the conference's second day was designated for the TTX exercise in the morning, with the afternoon full of review and take-aways from the morning's activities. Count me as one who was pleasantly surprised, as I went into the morning meeting

expecting...well, I'm not sure what I was expecting, but “dreading it” might be a better way to describe my myriad of negative feelings! The words “forced social mixer” and “ice breaker” are what first came to mind. Boy, did I have it wrong!

The Department of Homeland Security (DHS) hosted the original, nationally viewed, live streamed event...“Tabletop the Vote 2018: DHS' National Election Cyber Exercise,” in the summer of 2018. An August DHS press release described the event as a “three-day, first-of-its-kind exercise to assist DHS and its federal partners, state and local election officials, and private vendors in identifying best practices and areas for improvement in cyber incident planning, preparedness, identification, response, and recovery.” The Table Top exercise simulates realistic “real time”, “real world” scenarios where participants discuss, explore, and respond to issues presented, that could affect voter confidence, voting operations, or the integrity of the elections process. Shortly thereafter, SBE went on to present its own scaled down edition of the TTX and from that, the Conference version was developed. It is important to note...the underlying message remains the same, regardless of who presents it!

Some of the dilemmas encountered in the MAEO TTX were:

- News and social media announcements related to candidates and the conducting of an election
- Phishing campaigns targeting elections officials and personnel
- Disruption of voter registration information systems
- Web hacks impacting boards of elections' websites and web apps
- Computer hacks by disgruntled former elections employees that affected voting equipment
- The infiltration of SBE's statewide network

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## Table Top Exercises cont'd

Participants were assigned to positions as precinct chief judges, LBE, and SBE personnel tasked with handling the rapid-fire developments as the various scenarios unfolded.

An overwhelming, and sometimes confusing, chaos permeated the room, but ultimately, a calm, deliberate sense of “managing the moment” took precedence as a T.E.A.M. (Together Everyone Accomplishes More) mentality amongst a collection of heretofore strangers, seized the day. A collective sigh of relief was evident as the session ended with everyone looking around the room as if to say, “Whew, we did it!”

The afternoon after-action session then presented an informative review of the TTX process and lessons learned that provided many usable take-aways. The group received participant’s impressions and feedback via a Phil Donahue type, roving microphone session. The comments were insightful, and the feedback provocative! The anticipated result of sharing this information is the knowledge that each of the individual board offices could now take home a formidable tool that will assist in getting their staffs “election ready” by conducting their own TTX sessions moving forward. In a very unscientific poll of attendees conducted afterward, I was not surprised to find that:

- ✦ My trepidation in anticipating what was coming next was shared by most participants as they en-

tered the room for the TTX.

- ✦ The outcome of the exercise far exceeded the anticipated expectation.

- ✦ Election time incidents that were once thought to be far-fetched and unlikely are today, both believable and very likely to be faced in the foreseeable future!

- ✦ Participants left the meeting with a valuable resource for future use in their respective offices.

Simultaneous to the TTX that was convened for the conference masses, was a **How To Conduct A Table Top Exercise** for Directors, Deputies, and Administrators. There, our managers were trained how to conduct a TTX in their home offices. Many thanks to the organizers of the MAEO version of a TTX event...Erin Perrone, Guy Mickley, and countless others, who spent hours creating events that were relevant, informative, and yes, even enjoyable! The importance of, and time allotted for the TTX Training opportunities certainly serve to remind us that the what ifs, the probabilities of interference, and the likelihood of “stuff” happening during an election, are real and present dangers in the current world we serve in...and that we need to be better prepared to deal with them all!

It’s time to set the **Table (Top) and Exercise!** You’ll like what you get to “take out”!!

*Craig A. Booth, (aka the “Sound Booth” in case you missed the DJ) Baltimore County*





## iGO 2019 Annual Conference in Houston

The International Association of Government Officials (iGO) third annual conference was held in Houston, TX from July 13<sup>th</sup> – 18<sup>th</sup>. Maryland was represented by ten election officials: Chrissy Jones QAC, Kim Spence QAC, Crystal McGinn QAC, Stephanie Taylor HARCO, Maggie Mundle HARCO, Sarah Mohan HARCO, Gwendolyn Dales DORCO, Ruie Lavoie Cecil, Lora Walters Cecil and Dionne Church WICO. Chrissy Jones serves on the executive board as the Division Director for Election Officials. She was responsible for planning and obtaining speakers for all eight (8) educational breakout sessions for the election officials. I was elected as Maryland's delegation director. My responsibilities are to recruit other government officials from our state and to pass along any educational opportunities. Our own social media guru, Sarah Mohan, gave a presentation on social media that was well received.

iGO has partnered with Pepperdine University for the Certified Public Leaders certification program. The two classes that were offered discussed how to best engage with the public face-to-face as well as online. We all could use a little help in this category. We learned about the consequences of fraud from our keynote speaker Jerome Mayne, author of the book *Diary of a White Collar Criminal*, as well as how to deal with the press. John M. Carbone, Esq, who taught this class, is an experienced trial appellate and governmental attorney. Some of his clients were President Reagan, both President Bushes, and several well-known governors and senators. He has also conducted over 610 election recounts.

We had sessions that taught us how to deal with hybrid threats and foreign influences, ways to conduct a recount without repercussions of a candidate or political party taking the local/state board to Court. We had a great session called Innovations



in Elections – Future Vote Initiative presented by Gilberto Zelaya (EAC Clearie winner) from Montgomery County. There were many more educational sessions that we attended but if I named them all this article would be two pages long. The Election Assistance Commission (EAC), Tom Hicks, Chairman, Benjamin Hovland, Christy McCormick, chairwoman, and Donald Palmer, gave a presentation on the how to obtain HAVA funds to help secure our offices from cyber security threats.

The trade show that we attended had 47 vendors

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## iGO 2019 Annual Conference in Houston cont'd

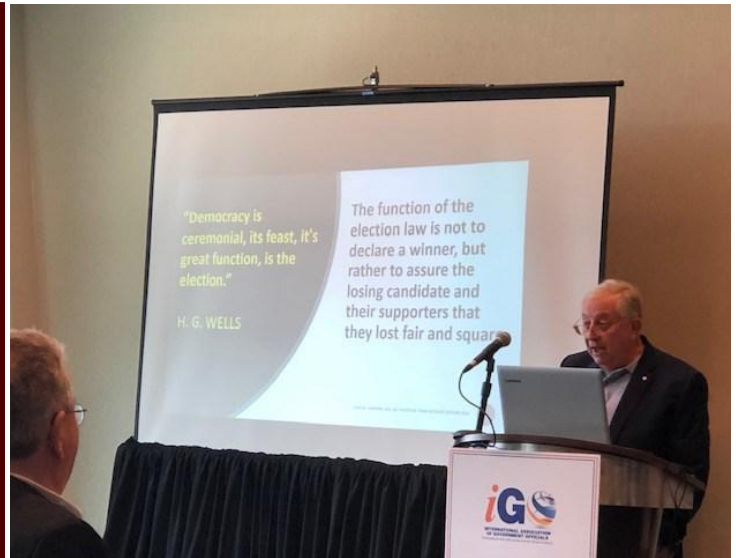
including ES&S. We were able to see a demonstration of the new 6100 upgrade on the ExpressVote. Personally I think it is easier to navigate, and by adjusting the font size they were able to get all contests on one page.

I think everyone's favorite team building event was when we packed over 35,000 (that's not a typo) meals for a charity organization called No Child Hungry. We also raised over \$6,000 to donate to the organization.

On our last night in Houston we were given a private tour of NASA. This was very exciting because they are celebrating their 50<sup>th</sup> anniversary of the Apollo 11 moon landing. We had dinner and listen to Astronaut Colonel Bill McArthur discuss his experiences in space and the six months he spent on the International Space Station.

I have attended several iGO conferences and I have to say that this is one of the best. I learned so much that I can apply to my job daily and would encourage everyone to take part in this amazing experience.

*Stephanie Taylor, Harford County*



**Maggie Mundle (Pictured left) with Ruie Lavoie at the iGO Conference in Houston.**





# More photos from MAEO





## The Host Counties — Garrett, Allegany and Washington



This was the best conference I have attended overall.

- The breakout sessions were very informative & about topics happening in today's world.
- I enjoyed the Table Top exercise as a participant. It was an exercise of what literally could happen on election day and really makes you think.
- Kudos to Guy & his team on the Family Feud, it was fun & hilarious
- The Food..... the food has never been great, but this year it was Horrible.
- I am not a fan of the Clarion Fontainebleau, and Ocean City is getting old. We need to look at other options.

*Teresa Morningstar, Washington County*

### Contributors:

**Articles** – Shawn Larson – Baltimore City · Craig Booth – Baltimore County ·

Shawn Hill – Baltimore County · Lisa Nash – Baltimore County · Gail Hatfield – Calvert County ·

Debbie Brohawn – Caroline County · Karen Perry – Cecil County · Clifton Jones – Harford County ·

Stephanie Taylor – Harford County · Deborah Hamer – Montgomery County ·

Jessica Jones – Montgomery County · Chrissy Jones – Queen Anne's County ·

Brandi Underwood – St. Mary's County · Ben Frey – Somerset County ·

Teresa Morningstar – Washington County · Bill Blockston – Wicomico County ·

Patti Jackson – Worcester County

**Photos (taken or provided by)** – Joshua Ramos – Anne Arundel County · Paul Lubell – Baltimore County ·

Kristen Scott – Calvert County · Denise Calder – Cecil County · Karen Perry – Cecil County ·

Virginia Green – Harford County · Sarah Mohan – Harford County · Stephanie Taylor – Harford County ·

Chrissy Jones – Queen Anne's County · Bill Blockston – Wicomico County · Cortnee Bryant – SBE

**Assistance** – Vanessa Graham – Harford County · Cathy Quesenberry – Queen Anne's County ·

Jocelyn Abbott – Wicomico County

**Connect 24 layout and design** – Shawn Larson – Baltimore City