



2016 Fall Issue

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MAAO's President

First, let me say thank you to everyone who has supported me in my recent MAAO endeavors. I am proud and humbled to be your President. I have a tough task ahead of me with so many new board members and committee chairs, but I know we will still manage to put on a worthwhile conference next June. Thanks also goes out to everyone who worked so diligently on the 2016 joint conference with NRAAO. All that hard work certainly paid off! It was time-consuming and at times exhausting, but we made it through.

What will 2017 bring? That remains to be seen, but you can rest assured that your 2016-2017 Board is hard at work on next year's conference. It is my hope also that many more of you take advantage of the CMPA/CMCA programs offered by the MAAO. I need to thank everyone who attended my seminars around the state, as well as Melissa and Teresa in Hagerstown, Dave and George in Easton, Ed and Chris in Prince Frederick, and Many and Jerry in Ellicott City for the use of their conference rooms.

A select group of us headed to Mystic, CT for a sneak peek at next year's NRAAO conference site while we attended the NRAAO board of directors' meeting. I hope that many of you were inspired by the 2016 joint conference and plan on attending the Mystic Conference in CT. I know how cliché this sounds, but I'm already planning to grab a slice at the fabled Mystic Pizza. Who wants to join me?

I want you to know that I am always available to discuss MAAO, CMPA/CMCA or anything else you'd like to talk about via phone or email. Please don't hesitate to contact me if the need arises.

Bryan Levenson
MAAO President
CMCA/CMPA

From the Director

Greetings:

It's hard to believe another reassessment cycle is coming to a close. I want to thank each of you for your diligent efforts throughout the year. You overcome challenges and persevere in a most professional manner.

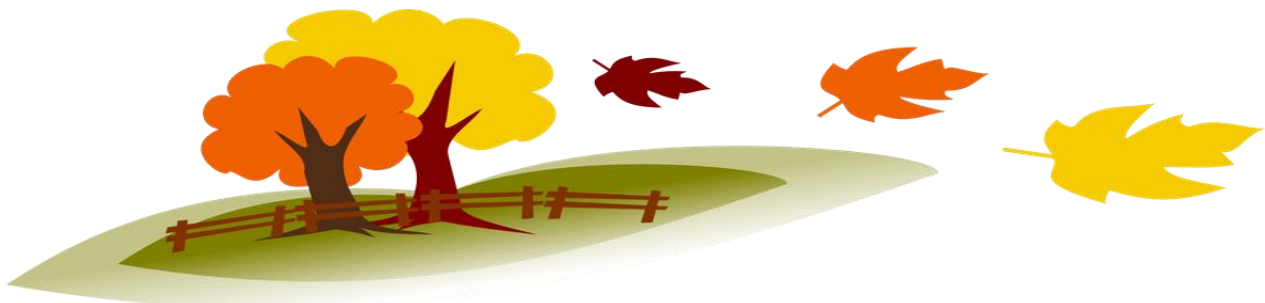
By the time this newsletter is published, all the local offices will have received new personal computers and dual monitors. A huge thank you goes out to Lisa Broznovicz and her install team Glenn Lear and Kemata Holt for completing that task. This upgrade will make your assignment a little easier. We were able to make the computer purchases a year ahead of schedule due to operational efficiencies realized during Fiscal Year 2016. Thank you to Darrin Aycock for working closely with Deputy Director Michael Higgs and the entire Senior Management Team to build the savings to the point the purchases were possible.

In September, Chuck Cluster hosted the 1st Annual Real Property Customer Service Awards Luncheon. It was a well planned and executed event. Thanks to each and every one of you for your continued commitment to providing excellent customer service to our customers.

As the holidays approach, I want to wish you and your families a safe and happy holiday season. Please do not hesitate to contact me with any questions, concerns or suggestions.

Warmest regards,

Sean Powell



From the State Supervisor

A HUGE ACCOMPLISHMENT:

This year on December 28, we will send out approximately 700,000 notices for Date of Finality January 1, 2017. Of these nearly 700,000 notices, 260,000 accounts were physically inspected in the field. This number shatters physical inspections done for last year's reassessment.

NRAAO:

It was a pleasure to attend the 2016 NRAAO conference in Ocean City. The networking with assessors from all over the northeast was informative, as was the educational program given by the MAAO Board and their chosen instructors. The session I attended with the IAAO members proved fruitful as there seems to be a big push to move into the 21st century in terms of computers and coursework. It was also great to see members from the Department recognized at the general meetings and the banquet.

FIRST ANNUAL:

In September, Real property held its first annual Customer Service Awards. Nearly 100 participants were in attendance. I thank everyone for their participation and for making the day a huge success!

BUSY, BUSY, BUSY! TAKE A BREAK:

As we finish up the 2017 Reassessment, I'm sure everyone has been very busy, continuously working at warp speed the last few months. By nature, our job will continue that same pace as appeal season begins. Typically, by the beginning of June, offices are finishing first level appeals. That makes June the perfect time to take a break and attend the 2017 MAAO Conference. This year the conference will be held at scenic Deep Creek Lake! I hope everyone will make an effort to attend.

THANK YOU!

Thank you all for your professionalism and continued excellent customer service! Our job is difficult and often misunderstood, but year after year you all continue to do great work for the State of Maryland! I greatly appreciate your effort.

Regards,
Chuck Cluster,
State Supervisor, Real Property

MAAO Fundraising

As the holidays approach, please consider donating any unwanted gifts for the MAAO Raffle Baskets. One person's unneeded item could be another person's treasure.

You can send your donation with any board member to the next MAAO Board Meeting.

Please contact Catherine at catherine.hovance@maryland.gov for further details.

Happy Holidays to you & your families.

Catherine Hovance
Fund Raising Chair

M.A.A.O. Treasurer's Report

Total Balance in Accounts	9/30/16	
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Executive Board 2016-17

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Zach Grisard – 2017

Nathan Kelley – 2017

Christine Miller - 2018

Mike Handleman - 2018

Erica Shoemaker - 2018



Baltimore County

Greetings from Baltimore County.

Anne Groft started Maternity leave last week. Baby "Hannah Jane" Groft made HER appearance Tuesday evening(the 22nd) .

Zach Grisard, our MAAO board member, was married in October and he was just promoted to AAVS Manager.

Butch Mottley(Assessor III) retired in June to catch up on his "honey do" list. Tanea Melvin(Assessor I) resigned in November to return to the private sector. Greg Fischer is retiring at the end of December.

Our clerical staff has had many changes. Daphne Halling was promoted to Office Manager, Sheqera Williams has joined us from Personal Property as our Assistant Office Manager. We also have 3 new Office Service Clerks: Amber Poltersdorf, Blair Matthews and Gabrielle Allen. Last but not least Nicole Fraser, Office Service Clerk, transferred to PTAAB.

Happy Holidays to all.

Kathy Phillips



Charles County

Charles County

New Employees

We would like to welcome aboard, **Laura Hill** as our newest Office Services Clerk.

Promotions

Michele Bowen was promoted to Assistant Supervisor in May 2016.

Sheila McCoy was promoted in July 2016 to Residential Assessor III and **Janet Dougherty** was promoted in October 2016 to Advanced Residential Assessor.

Customer Service Awards

Earlene Dixon and Daniele Kennedy were awarded the People's Choice Award.

Janet Dougherty was awarded the STAR Award.

---Nicole Ramstedt



Dorchester County

Hi everyone, lots of news in Dorchester. Diana Willey (supervisor) and Michele McGlaughlin (office manager) retired the end of June with 42 and 37 years of service respectively. The former assistant supervisor, Wm. Mark Dennis, was named Supervisor at the end of August. Richard Ramsay transferred from Wicomico County and is the new Asst. Supervisor. Nikia Croaker transferred from Anne Arundel and is the new Office Manager.

Mark Dennis



Garrett County

Janet Paugh recently celebrated 60 years of service with the Department of Assessment and Taxation. She began service on September 10, 1956 as a typist for \$100 per month. A celebration was held with Judge Strubin presiding.



Janet addressing a standing room only Circuit Court room from the Judges Chair, with Judge Strubin looking on.

Stephanie Merrill accepted the position of Office manager in Alleghany County, she had over 15 year of experience with Garrett and will be missed.

David Andrews accepted the Assessor C & I position in Garrett, he was an Assessor Residential III.

Congratulations to Janet, Stephanie and Dave

Phil Smith



Montgomery County

Montgomery County seems to have a revolving door of clerks over the last few months, though I think the carousel ride is at its end.

In early February, we welcomed clerks Pralad Khadka and Nelson Hernandez as well as Assessor I, Amos Watson. Two weeks later, Liz Zhuang joined us as a clerk. Nelson's tenure with us would be short-lived as he would end up leaving about a month after he graced us with his presence. And speaking of clerks, Charnell Banjoman left at the end of May. We met new clerks Nimal Chandra Sekaran and Roxanna Hall at the end of September.

In early May, Assessor III Eva Carrero got married and will be changing her maiden name, henceforth she will be known as Mrs. Vera. Near the end of August, Assessor I, Issac Booth married the love of his life, Letty. He is keeping his maiden name, so it's still Mr. Booth.

Also in May, Assessor Advanced, Bryan Levenson was elected president of the MAAO and when he returned from Ocean City, the office played Hail to the Chief when he walked in. (not really!)

"Go West, Assessors and Learn with the MAAO" is the theme and slogan for the June 2017 MAAO educational conference in Deep Creek Lake. Mark your calendars now for June 20-23, 2017. You can book your room now if you wish.

Bryan Levenson, CMPA
MAAO President