

*North Carolina Association  
of County Clerks  
to the  
Boards of County Commissioners*

February 1, 2025

Dear Clerks, Deputy Clerks, and COG Clerks/Secretaries:

I am delighted to invite you to the 2025 North Carolina Association of County Clerks Annual Conference, taking place from April 9 to April 11, 2025, in the beautiful Chatham County, North Carolina. This year's theme, "Clerks Bloom and Blossom in Chatham County," celebrates our shared growth, resilience, and the flourishing impact clerks have in their communities. Chatham County Host Clerks Jenifer Johnson and Lindsay Ray have been working diligently with the Professional Development and Program Committee, chaired by the Association Vice President Phyllis Nowlen, and our UNC School of Government Advisor Kristina Wilson to develop a great agenda and to ensure this will be a wonderful conference!

**Conference Highlights:**

- **Athenian Dialogue** (April 8): The Athenian will be led by Greenville, SC Clerk Camilla Pittman, and the book being discussed is Mrs. Lincoln's Dressmaker by Jennifer Chiaverini. The book is the real-life story of Elizabeth Keckley, a dressmaker born a slave, who worked for President Abraham Lincoln's wife. This book is very fitting for our first Athenian Dialogue, as Ms. Keckley was from North Carolina! Space will be limited so make sure to get your registrations in early!
- **MMC Advanced Academy I** (April 9): Dynamic speaker Nicole Greer of Build a Vibrant Culture will guide us through coaching strategies for creating vibrant workplace cultures. Nicole has joined organizations in almost every industry to build vibrant cultures where employees take the initiative and true ownership of their work. She holds a master's degree of Science in Organization Development from Queens University and a bachelor's degree of Science in Professional Organization Development from Lenior Rhyne University. Our association welcomed her at our annual conference in 2017, and we are excited to have her back with us this year!
- **Business Meeting & Networking Reception** (April 9): Join us Wednesday afternoon for our annual business meeting, followed by a networking reception. All members are encouraged to attend.
- **MMC Advanced Academy II** (April 10-11): Enhance your skills with sessions designed to help clerks excel. Thursday and Friday will feature educational workshops, a service project, and free time to explore Chatham County.
- **Annual Banquet** (April 10): Celebrate at Forest Hall at Chatham Mills with fellowship, the Howard Holly Outstanding Clerk of the Year Award presentation, the installation of new officers, and recognition of retiring clerks and newly certified clerks. It will be a night to remember!

**Additional Opportunities:**

- **Scholarships:** Conference scholarships are available to a limited number of clerks who may require financial assistance to attend. To request a scholarship, please submit a letter of need to me ([melong@nhcgov.com](mailto:melong@nhcgov.com)) addressing the reason for applying, no later than March 14, 2025. Please note that past scholarship recipients are not eligible to apply for three (3) years after receiving a scholarship. For more details, visit our bylaws under Helpful Documents on the association's website.
- **Fundraising Events:** This year, our Fundraising Committee is hosting a Silent Auction and a 50/50 Raffle. The raffle will be cash-only, while payment for the auction can be made via checks and credit cards. To donate an item, contact Katie Mosher at [katie.mosher@beaufortcountync.gov](mailto:katie.mosher@beaufortcountync.gov).
- **Vendor Visits & Door Prizes:** Please visit with our vendors during the conference and consider bringing a door prize and items for goody bags. To participate in the door prize drawing, you will need to bring a door prize to the conference.

Thank you for your dedication to your organizations, our Association, and the clerk profession. I look forward to seeing you in Chatham County this spring as we learn, grow, and celebrate together. Let's bloom and blossom together!

Warm regards,

A handwritten signature in black ink that reads "Melissa Long". The signature is written in a cursive, flowing style.

Melissa Long, President  
North Carolina Association of County Clerks  
New Hanover County Deputy Clerk to the Board of Commissioners



## COUNTY COMMISSIONERS

Karen Howard, Chair  
Katie Kenlan, Vice Chair  
David Delaney  
Franklin Gomez Flores  
Amanda Robertson

COUNTY MANAGER: Bryan Thompson

February 3, 2025

Dear County Clerks, Deputy Clerks, Municipal Clerks, and Council of Government Clerks:

Chatham County is buzzing with excitement to host the 2025 NC Association of County Clerks Annual Conference on April 8-11, 2025. The conference will be held at the Chatham County Agriculture and Conference Center, 1192 US 64 Business West, Pittsboro, NC 27312. This year's theme is "North Carolina Clerks Bloom and Blossom in Chatham County" or "Bloom and Blossom" for short! You will see the theme woven throughout the conference, banquet, and service project.

The NCACC Professional Development and Conference Planning Committee and the host clerks work diligently every year to provide clerks with informative and educational sessions that will benefit clerks both professionally and personally. A detailed conference packet has been compiled for you, and we hope you will read it cover to cover so you don't miss out on any details.

Please note these important cutoff dates for hotel reservations and conference registrations:

**Room Reservations: The deadline for reservations in the room block is Wednesday, March 19, 2025.** The hotel is the Hampton Inn in Pittsboro and the nightly rate is \$129/night plus taxes and fees. Room block information and additional lodging options are provided in this packet.

**Conference Registration Deadline: March 14, 2025**

**Athenian Dialogue Registration Deadline: March 14, 2025**

We ask everyone to respect the deadlines for booking hotel rooms and registering for the conference. If you have any problems booking the conference hotel, please let us know and we will see if we can assist you. This packet also includes other options for lodging. For those coming to Pittsboro on Tuesday evening, we are putting together a networking event, and more information about it will be sent out as we get closer to April.

North Carolina Clerks have a deep-seated desire to assist whenever and wherever needed. We want to leave the communities we visit better than we find it. We are very excited that our 2025 service project is with Second Bloom of Chatham County. Second Bloom of Chatham is a 501(c)(3) nonprofit organization dedicated to providing person-centered support and resources for survivors of intimate partner and

*Integrity – Respect – Collaboration – Community – Equity – Service – Accountability*

sexual violence in Chatham County, North Carolina. We will send out more information about donations for the service project in the coming weeks.

We are working on some fun things to do after we conclude our conference on Friday, April 11, 2025, in Pittsboro. Whether you come to the breweries at the traffic circle, check out the cool vibe of The Plant, or head back to the hotel to experience the nightlife of Mosaic, there is something to do for everyone!

We are most excited about our annual banquet, which will be held at Forest Hall at Chatham Mills. One of Chatham County's most loved wedding and event venues, Forest Hall offers a mix of industrial, vintage, and historic charm and will be a lovely location to install the members of our Executive Committee and celebrate our Howard Holly Outstanding Clerk of the Year!

Should you have any questions about the conference, banquet, service project, or hotel accommodations, please do not hesitate to contact us at 919-542-8200 or via email at [Jenifer.johnson@chathamcountync.gov](mailto:Jenifer.johnson@chathamcountync.gov) and [Lindsay.ray@chathamcountync.gov](mailto:Lindsay.ray@chathamcountync.gov).

We look forward to seeing you in April!

*Jenifer*

Jenifer Johnson, MMC  
Clerk to the Board of County Commissioners  
Chatham County

*Lindsay*

Lindsay K. Ray, NCMCC  
Intergovernmental Relations Manager/  
Deputy Clerk to the Board of County  
Commissioners  
Chatham County

NC Association of County Clerks  
Annual Conference Lodging

Hampton Inn & Suites  
324 Freedom Parkway, Pittsboro, NC 27312

You may access the room block through the designated  
[County Clerk Link](#) or by calling 919.542.4284

Group Name: NC County Clerks (NC Association of County Clerks)

Group Code: NCC

**The room block will close on Wednesday, March 19<sup>th</sup>!**

Other Lodging Accommodations

458 West Bed & Breakfast

458 West Street, Pittsboro, NC 27312

919.491.4229

[innkeepers@458west.com](mailto:innkeepers@458west.com)

<https://www.458west.com/>

The Rosemary House Bed and Breakfast

[www.rosemary-bb.com](http://www.rosemary-bb.com)

[innkeepers@458west.com](mailto:innkeepers@458west.com)

76 West St, Pittsboro, NC 27312

(919) 542-5515

**The Small BNB and Café (Has a fun and quirky vibe)**

**219 East St, Pittsboro, NC 27312**

**<https://smallcafebandb.com/>**

**[info@smallcafebandb.com](mailto:info@smallcafebandb.com)**

**919-228-8817**

**Hyatt Place – Southern Village, Chapel Hill: <https://www.hyatt.com/hyatt-place/en-US/rduzc-hyatt-place-chapel-hill-southern-village>.**

**There are also several AirBNBs in Pittsboro and the surrounding area:**

**[www.AirBNB.com](http://www.AirBNB.com)**

**Check out all the fun things you can do by reading the  
Pittsboro-Siler City Convention and Visitor Bureau's**

**[Digital Visitor Brochure](#)**

**Important Locations**

**The Athenian Dialogue and the Master Clerk Academies I and II  
will be held at the**

**Chatham County Agriculture and Conference Center**

**1192 US 64 HWY BUS West**

**Pittsboro, NC 27312**

**The Banquet will be on Thursday, April 10<sup>th</sup> at**

**Forest Hall at Chatham Mills**

**480 Hillsboro Street, Suite 530**

**Pittsboro, NC 27312**



## AGENDA

### **Mrs. Lincoln's Dressmaker by Jennifer Chiaverini**

NCACC  
Tuesday, April 8, 2025

Camilla G. Pitman, MMC, PLS – Facilitator

- 9:00 a.m. Welcome, Review of Agenda and Facilities,  
Athenian Dialogue Introductory Comments
- 9:30 a.m. Create Top Five List – Descriptive Words
- 9:45 a.m. Opinion of the Book / Author / Theme of Book  
(Any Additional Research / Novel / Truth)
- 10:30 a.m. Break
- 10:45 a.m. Who Is Elizabeth Keckley? (Group Exercise – Chapter Summaries 1, 2, 3, 4, 5)  
Experience and Leadership of Elizabeth Keckley  
(Group Time – 20 minutes)
- 11:05 a.m. Group Exercise Presentations – Chapter Summaries
- 12:00 p.m. Lunch
- 1:00 p.m. Video of Elizabeth Keckley  
<https://www.youtube.com/watch?v=h2JmU8oUQfA>
- 1:15 p.m. Outstanding Items for Discussion – Elizabeth Keckley
- 1:45 p.m. Who is Mary Lincoln?  
Experience and Leadership of Mary Lincoln
- 2:15 p.m. Video of Mary Lincoln  
<https://www.ket.org/history/mary-todd-lincoln/>
- 2:30 p.m. Break
- 2:45 p.m. Leadership Lessons learned from – Elizabeth Keckley / Mary Lincoln  
Top Five Descriptive Words – Principles  
Utilize in life of a Municipal Clerk
- 3:45 p.m. Closing Comments – Takeaways and Effects from Dialogue
- 4:00 p.m. Adjourn



**Biography – Camilla G. Pitman (short)**

**August 2024**

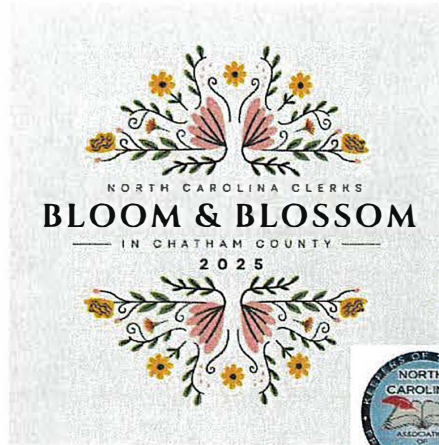
**Camilla G. Pitman, MMC, PLS**, has served the city of Greenville, South Carolina, since 1995, as Legal Office Coordinator for the City Attorney's Office, Clerk of Court of Municipal Court, and since 2007 as City Clerk. Prior to joining the City, Camilla served as a legal assistant in Greenville area law firms for ten years.

Leadership and service have always been a part of Camilla's background. She has previously served as President for the South Carolina Municipal Finance Officers, Clerks, and Treasurers Association, as President of the Legal Staff Professionals of South Carolina and Legal Staff Professionals of Greenville, and as a member on IIMC Board of Directors representing Region III from 2019 through 2022. Camilla has served on IIMC Committees since 2012 and as Chair of three of those committees.

Camilla has presented at IIMC Annual Conferences, IIMC Region Conferences, IIMC state associations and affiliates, APTUS&C Annual Conference, and NALS national, state and local chapters. Camilla recently spoke internationally during the 2023 IIMC Study Abroad and Symposium where she served as a presenter at the VvG Symposium in Amsterdam, Netherlands.

Camilla is certified as a Master Municipal Clerk and in 2017 was named as an Athenian Leadership Society Fellow and Dialogue Facilitator. Camilla currently serves as a mentor for IIMC members interested in becoming Athenian Facilitators and served as mentor to the first IIMC Region XI facilitator. Camilla is a 2014 IIMC Program Excellence in Governance Award Recipient and a 2023 IIMC Quill Award Recipient.

Camilla currently serves as Secretary to the Upcountry History Museum, the North Greenville University Christian Ministries Scholarship Board, and the South Carolina Association of Parliamentarians.



**North Carolina Association of County Clerks**

**Pre-Conference Athenian Dialogue  
April 8, 2025**

**Chatham County Agriculture & Conference Center  
1192 US HWY 64 West Business, Pittsboro, NC**

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Any Special Dietary Restrictions or Needs: \_\_\_\_\_

**Registration Deadline: March 14, 2025**

**Athenian Dialogue: Mrs. Lincoln's Dressmaker by Jennifer Chiaverini  
Facilitated by: Camilla G. Pitman, City Clerk – Greenville, SC**

Registration: \$95 (includes lunch on site) \$ \_\_\_\_\_

**Payment Instructions**

Please make checks payable to

**NC Association of County Clerks**

Return the registration form and check to:

Katie Galt-Mosher, Clerk to the Board  
Beaufort County  
121 W. 3<sup>rd</sup> Street  
Washington, NC 27889



NORTH CAROLINA CLERKS  
**BLOOM & BLOSSOM**  
IN CHATHAM COUNTY  
2025



**TUESDAY, APRIL 8 – Pre-Conference**

9:00 a.m. – 4:00 p.m.: Athenian Dialogue: Mrs. Lincoln’s Dressmaker – Jennifer Chiaverini facilitated by Camilla G. Pitman, City Clerk – Greenville, SC  
*(separate registration required)*

**WEDNESDAY, APRIL 9**

7:30 a.m. – 8:45 a.m.: Registration and Continental Breakfast

8:45 a.m. – 9:00 a.m.: Welcome and Introductions

9:00 a.m. – 10:30 a.m.: MMC Advanced Academy I – Vibrant Coaching Toolbox Professional Development with Nicole Greer

**Session Description:** Winning teams don’t just happen. It takes skilled team members to show them the way, to motivate, inspire, and guide them to phenomenal success. Clerks will gain practical, applicable tools in this session that inspire peak performance and hyper-productivity, learn and apply the skill sets of asking powerful questions, active listening, obtain the “Accountability” formula, methods for giving feedback and understanding the Six Energies of Possibility in every human.

10:30 a.m. – 10:45 a.m.: Break

10:45 a.m. – 12:00 p.m.: MMC Advanced Academy I - Vibrant Coaching Toolbox Professional Development continued with Nicole Greer

12:00 p.m. – 1:00 p.m.: Lunch on-site

1:00 p.m. – 3:00 p.m.: MMC Advanced Academy I – Vibrant Coaching Toolbox Professional Development continued with Nicole Greer

3:00 p.m. – 3:15 p.m.: Break/Snacks/Visit with Vendors

3:15 p.m. – 4:15 p.m.: Business Meeting

4:15 p.m. – 5:00 p.m.: Welcome Reception and Networking

**THURSDAY, APRIL 10**

8:00 a.m. – 9:00 a.m.: Registration/Visit with Vendors (Scavenger Hunt)/Continental Breakfast

**9:00 a.m. – 10:45 a.m.:** MMC Advanced Academy II – Responding to Citizen Incivility: Legal Limitations and Strategies with Kristi Nickodem

**Session Description:** This session will discuss how clerks must balance citizens' First Amendment rights when dealing with threats or harassment via email, social media, or in-person, as well as examining potential criminal and civil legal remedies for certain types of threatening or harassing conduct.

**10:45 a.m. – 11:00 a.m.:** Break/Visit with Vendors (Scavenger Hunt)

**11:00 a.m. – 12:15 p.m.:** MMC Advanced Academy II – Remote Meetings Update with Kristina Wilson

**Session Description:** Description: This session will help clerks understand the ever-changing legal landscape surrounding remote meetings. Clerks will learn the legal requirements for remote meetings during a state of emergency, as well as outside of states of emergency. This course will also introduce recent case law impacting how remote meetings are conducted.

**12:15 p.m. – 1:15 p.m.:** Lunch on-site

**12:30 p.m.** **Scavenger Hunt Game Ends** (Please submit your completed forms to the Registration Desk)

**1:15 p.m. – 1:30 p.m.:** **Vendor Recognition and Drawing of Vendor Door Prizes**

**1:30 p.m. – 2:45 p.m.:** MMC Advanced Academy II – Minutes in Real Life with Kristina Wilson

**Session Description:** This session will review the legal requirements for minutes but will then ask clerks to put their knowledge to practice by analyzing a video of a real board meeting and creating draft minutes appropriately. The class will compare drafted minutes and discuss the legal and procedural requirements for finalizing draft minutes and minutes retention.

**2:45 p.m. – 3:00 p.m.:** Break/Snacks

**3:00 p.m. – 4:15 p.m.:** MMC Advanced Academy II – Clerking Mechanics and Certification - Clerk Led Panel

**Moderated by:** Melissa Long, Deputy Clerk, New Hanover County Board of County Commissioners  
Phyllis Nowlen, Clerk, Cleveland County Board of County Commissioners

**Session Description:** During this panel discussion, seasoned clerks will discuss best practices and lessons learned for nuts-and-bolts duties and responsibilities for the clerk role. Topics include minutes, agendas and agenda packets, certification, and more. In addition to prepared topics and questions, the panel will allow time for audience questions and participation.

**6:00 p.m. – 7:00 p.m.:** Networking Reception with Open Cash Bar  
Forest Hall at Chatham Mills  
480 Hillsboro St, Suite 530, Pittsboro

**7:00 p.m. – 10:00 p.m.:** Banquet and Installation of NCACC Officers  
Forest Hall at Chatham Mills  
480 Hillsboro St, Suite 530, Pittsboro

#### **FRIDAY, APRIL 11**

**8:00 a.m. – 9:00 a.m.:** Registration/Continental Breakfast

**9:00 a.m. – 11:00 a.m.:** MMC Advanced Academy II – Managing Up with Elliot Stoller

**Session Description:** How can you more effectively interact with senior officials and manage up? This session will cover core competencies for managing up including but not limited to emotional intelligence, disagreeing without being disagreeable, power politics for good, and building trust. Participants will engage in role-playing and skill-develop activities to strengthen these skills for influencing decision-making processes, communicating effectively, and improving outcomes.

**11:00 a.m. – 11:15 a.m.:** Break

**11:15 a.m. – 12:00 p.m.** Clerk Feud

**Moderated by:** Melissa Long, Deputy Clerk, New Hanover County Board of County Commissioners  
Phyllis Nowlen, Clerk, Cleveland County Board of County Commissioners

**12:00 p.m. – 12:30 p.m.:** Goody Bags and Door Prizes

#### **CONTINUING EDUCATION CREDIT INFORMATION:**

- The MMC Advanced Academies are presented by the University of North Carolina at Chapel Hill School of Government (SOG) and the North Carolina County Clerks Association. The SOG is the International Institute of Municipal Clerks (IIMC) approved provider of educational programs for clerks in North Carolina.
- Clerks who successfully complete MMC Advanced Academy I will be eligible for 2.25 MMC/CMC points and 4.5 credit hours towards recertification as an NCCCC or, if applicable, certification or recertification as an NCMCC.
- Clerks who successfully complete MMC Advanced Academy II will be eligible for 4.75 MMC/CMC points and 9.5 credit hours towards recertification as an NCCCC or, if applicable, certification or recertification as an NCMCC.
- ***Partial credit is not available for either Academy.***

#### **PRESENTER BIOGRAPHIES:**

##### ***Nicole Greer***

As the principal coach and CEO of Vibrant Coaching and Consulting, Nicole Greer, MSOD helps individuals, corporations, government entities, and non-profits become the people they were created to be through defining and fulfilling a mission, working better in teams, and exemplifying excellent leadership. For the last 20 years, Greer has worked as a coach, organization development consultant, master of first impressions, and leadership trainer in the many facets of business. Her experiences working with all kinds of people led her to found Vibrant Coaching and Consulting. Greer is a speaker, trainer, facilitator, consultant, and life and business coach. Greer attended Lenior-Rhyne University, graduating with a Bachelor of Science in professional organization development. At Queens University of Charlotte, she attained her Master of Science in organization development conducting research on self-actualization and the growth mindset. In addition, she holds a certificate of executive coaching from Queens University.

##### ***Kristi Nickodem:***

Kristi A. Nickodem teaches, consults, and writes about human services law, including the organization and governance of local social services and consolidated human services agencies, the responsibilities of social services and consolidated human services boards and directors, and the confidentiality of social services information. Nickodem is the author of [Local Boards of Social Services in North Carolina](#) and a faculty co-lead of the School of Government's [Adult Protection Network](#). She created and maintains [The North Carolina Human Services Hub](#), a website featuring resources for health and human services professionals in state and local government. Nickodem's work also explores how local governments use and respond to technology, including legal issues associated with social media, artificial intelligence, filming on public property, and the First Amendment. Nickodem is a member of the UNC Generative AI Committee and the University's Faculty Information Technology Advisory Committee. In 2024, Nickodem received the School's Margaret Taylor Writing Award for her publication "[Responding to First Amendment 'Audits' in the Local Government Context](#)" (co-authored with Kristina Wilson).

Nickodem joined the School of Government's faculty in 2021. Previously, she practiced law at K&L Gates LLP, where she counseled clients, conducted internal investigations, and defended clients in litigation. Prior to entering private practice, Nickodem worked for an international nonprofit organization in Greensboro, North Carolina. Nickodem is a member of the



North Carolina State Bar. She earned a bachelor's degree, *summa cum laude*, from UNC-Greensboro and a J.D. with high honors, Order of the Coif, from UNC-Chapel Hill.

***Elliot Stoller:***

Elliot Stoller is an assistant professor of leadership and governance at the School of Government. In the role, he serves municipal, county, and state officials in areas of leadership, management, and governance. Stoller's academic research uses organizational behavior to study executive branch governance and public sector learning processes. His applied work focuses on gauging and improving respect and trust between public officials. Stoller is the faculty lead for Advanced Leadership Corps and Essentials of Municipal Government. Stoller joined the School's faculty in December 2023. Previously, Stoller has worked in state government as an assistant project manager for the New York State Energy Research and Development Authority (NYSERDA) as well as in legislative and constituent affairs for an Illinois state senator. He also has experience as a substitute teacher and as the co-founder and co-president of AMENDS. Stoller earned a bachelor's degree from Stanford University and a master's degree in sociology as well as a Ph.D. in organizational behavior from Harvard University.

***Kristina Wilson:***

Kristina Wilson joined the School of Government in September 2021. Her work focuses on local government structure and authority, board procedures, and public records and transparency issues. Prior to joining the School, Wilson was a civil litigation associate at Yates, McLamb & Weyher LLP where her practice included medical malpractice defense, general liability defense, employment disputes, and constitutional matters in both federal and state court. She also worked for the U.S. Department of Justice in its Access to Justice Office addressing civil constitutional issues including nuisance ordinances and public housing and a proposed civil right to counsel. Prior to law school, Wilson worked as a communications associate for the Center for Global Development, an international development think tank in Washington, D.C. Wilson earned her J.D. cum laude from Wake Forest University School of Law where she was a published member and executive online editor of the Wake Forest Law Review. Wilson earned undergraduate degrees in English and Spanish cum laude from Georgetown University. She is a member of the North Carolina State Bar.

***Melissa Long:***

Melissa Long is the Deputy Clerk to the New Hanover County Board of Commissioners and the current North Carolina Association of County Clerks President. Prior to joining New Hanover County, Melissa served as the Clerk to the Pender County Board of Commissioners from December 2014 until April 2021. She is certified as a North Carolina Master County Clerk (NCMCC) through the North Carolina Association of County Clerks and a Master Municipal Clerk (MMC) through the International Institute of Municipal Clerks (IIMC).

***Phyllis Nowlen:***

Phyllis Nowlen was appointed Cleveland County's Clerk to the Board in May 2017 and is currently the North Carolina Association of County Clerks Vice President. Nowlen serves six subcommittees of the Clerk's Association: Bylaws Committee (Chair), Clerk's Reference Guide, Communications Committee, Fundraising Committee, Professional Development & Conference Planning Committee (Chair), and State Certification Committee. She is certified as a North Carolina County Clerk (NCCCC) through the North Carolina Association of County Clerks and a Certified Municipal Clerk (CMC) through the International Institute of Municipal Clerks (IIMC). She is actively working towards her Master Municipal Clerk (MMC) through the IIMC. Her career in local government began in 2002 in Central Florida. During her tenure in Florida (2002 – 2015), she was an E-911 dispatcher and Field Training Officer. Nowlen was then promoted to Training Assistant at the Institute of Public Safety. She served on the Critical Incident Response Team (CIRT) and was a certified state background investigator and general instructor. She graduated Magna Cum Laude from Vincennes University.