79th Virtual Annual Conference

Resilience

Wednesday, November 18, 2020

9:00 a.m.   Welcome Remarks

9:15 a.m.   General Session – Pressure Cooker Confidence: How to be Resilient When the Heat is On

Presented by Lt. Colonel Kevin Sweeney

Are you looking for ways to encourage your team and teach them how to excel and become resilient under pressure while achieving exceptional results? Pressure Cooker Confidence enables you to say I can, I will, I expect, and I DID IT when the heat is on.

Kevin’s flagship presentation is built around his dramatic life and death flight during a night combat mission in Desert Storm when both of the engines on his left wing came completely off the airplane. Kevin will mentally position you in the cockpit with him to personally feel and live through the incredible experience and challenges he and his team, his aircrew, faced on that flight. Both recovering the crippled jet and flying an hour and fifteen minutes back to a harrowing successful landing.

He will teach you how to become resilient under pressure, the value of decisive leadership, and how to become the teammate your citizens and colleagues covet! Discover why the hard work you do beforehand matters more than the work you do when the pressure is on. Through his five principles of Pressure Cooker Confidence Kevin will show you how to:

• Deliver resiliency and peak performance when the heat is on.
• Ignore the immaterial and focus on the right thing, at the right time, and in the right order.
• Become the teammate your citizens and colleagues covet.
• Lead when the going gets tough. (And trust me, we all know it does get tough
from time to time).
• Have the charismatic confidence to be the leader.
• How to overcome those everyday challenges and make them opportunities for your success.
• Enjoy the opportunity. Want to be the go-to person.

Hosted by: Primex³

10:15 a.m.  Exhibit Hall

10:30 a.m.  CONCURRENT SESSIONS

Cost Savings through Plan Design
Discover the cost savings possible by pairing Deductible Plans with Health Reimbursement Arrangements and Flexible Spending Accounts. Learn the ins and outs of these tools and how HealthTrust Benefit Advantage could mean significant savings for your community and your employees. Plus hear a HealthTrust success story – find out how the Town of Sanbornton used smart plan design to save costs while providing comprehensive coverage

Presented by: Melisa Briggs, Benefits Assistant Manager, HealthTrust
David Salois, Member Relations Representative, HealthTrust

Hosted by: HealthTrust
Track(s): Employment/Human Resources

How to Ignite Your Community’s Recovery Effort
Whether your municipality has a strong community vision in place or is working towards creating one, local needs continue to evolve and a community-driven assessment will be a critical step to recovery from the COVID-19 pandemic. Community revitalization efforts will be at the core of how municipalities recover. Creating an assessment and vision to guide those efforts is paramount to success. In this session, attendees will learn practical steps and grant opportunities with key takeaways for municipal leaders including how to:
• Engage in the community assessment (or reassessment) process with a focus on resiliency and understanding recent impacts of COVID-19 on the community (infrastructure, downtown development, etc.);
• Build a community vision that relies on local assets;
• Prioritize efforts to meet immediate or short-term needs without losing sight of a broader vision;
• Leverage local capacity and leadership, including the increased role of small businesses in economic recovery; and
• Identify available implementation tools and resources.

The session will feature information from the UNH Cooperative Extension, CDFA, NH Small Business Development Center, a municipality and small business.

**Presented by:** Molly Donovan, Community Economic Development State Specialist, UNH Cooperative Extension  
Liz Gray, State Director, NH Small Business Development Center  
Kevin Peterson, Director of Economic Development, Community Development Finance Authority

**Hosted by:** New Hampshire Municipal Association  
Track(s): Economic Development

**Impact of Covid-19 and The Great Shutdown on Real Estate Values**
In this session, a seasoned appraiser will discuss how the economic shutdown changed the way investors look at real estate and how that is impacting real estate values.

**Presented by:** Robert Concannon, Commercial Appraiser, RMA Associates

**Hosted by:** New Hampshire Association of Assessing Officials  
Track(s): Assessing

**Legislative Update**
NHMA's government affairs staff will present its annual update on legislation affecting New Hampshire municipalities. This year's truncated legislative session produced fewer new laws than usual, but there are still plenty of changes, affecting everything from election procedure to municipal bond approvals to PFAS funding. There will also be a preview of the 2021 legislative session.

**Presented by:** Becky Benvenuti, Government Finance Advisor, New Hampshire Municipal Association  
Margaret Byrnes, Executive Director, New Hampshire Municipal Association  
Natch Greyes, Municipal Services Counsel, New Hampshire Municipal Association  
Cordell Johnston, Government Affairs Counsel, New Hampshire Municipal Association
Mission Accomplishment: Leadership in Challenging Times
True and effective leadership is not based upon rank or position. True and effective leadership is an earned gift from the people you lead. Using leadership principles based on the reasons why aircrews are so effective in their mission execution and performance, this breakout session uncovers how aircrews build resilience and excel at their highest level when they are under pressure, delivering a very high mission success rate. In this presentation Lt. Colonel Kevin Sweeney will show you how to:
• Identify personal attributes of resilient leaders
• Become the teammate that makes you a great leader
• Discover integrity characteristics that great leaders demonstrate
• Differentiate between good leaders and great leaders – whether the leader is a C-level executive or a 4-star-General.
Presented by: Lt. Colonel Kevin Sweeney

New Resources for Bringing More Housing To Your Community
This session will focus on planning resources (technical assistance, grants, and data) for communities that want to bring more workforce housing to their community. Plan NH’s recently retooled Municipal Technical Assistance Grant (MTAG) Program and Exeter’s successful experience with the program will be discussed. In addition, the state’s regional housing coalitions as well as the Office of Strategic Initiatives’ 2019 – 2020 Municipal Land Use Regulation Survey results, 2019 Housing Supply Report, and housing resources webpage will be highlighted. Attendees will come away from the session with an understanding of the landscape of available resources for navigating your community on a path toward increased housing production.
Presented by: Noah Hodgetts, Assistant Planner, NH Office of Strategic Initiatives
Robin LeBlanc, Executive Director, Plan New Hampshire
Dave Sharples, Town Planner, Town of Exeter
Stephanie N. Verdile, Principal Planner, NH Office of Strategic Initiatives
Sarah Wrightsman, Executive Director, Workforce Housing Coalition of the Greater Seacoast

Hosted by: New Hampshire Municipal Association
Track(s): Land Use & Environment

The FUNdamentals of Safety
Let’s put the fun into working safely...how can you use games, social interactions, safety events, and incentive programs to effectively encourage and support a safe culture in your public works team? Sending every team member home safely at night is the only reward we need...but safety training doesn't have to be dull, penalty driven, or just another checkbox on the To Do list. We'll discuss ways you can have a little fun while creating a safety culture.

Presented by: Marilee LaFond, Technology Transfer Center Manager, UNH Technology Transfer Center (UNH T2 NH LTAP)

Hosted by: New Hampshire Municipal Association
Track(s): Employment/Human Resources, Public Works

11:45 a.m.   Exhibit Hall

12:00 p.m.   Lunch

12:45 a.m.   Exhibit Hall

1:00 p.m.    CONCURRENT SESSIONS

Assessor Ethics
This session will provide an overview of the ethical requirements for Assessors and a discussion on the ethical dilemmas that Assessors might encounter in the field. The session will start with a brief overview of the sources of the ethical requirements that apply to Assessors, including constitutional and statutory authorities as well as the Uniform Standards of Professional Appraisal Practice (USPAP). The presenters will also provide a more in-depth overview of the ethical conundrums that Assessors might encounter in the field, such as conflicts of interest, bias, and New Hampshire’s Right-to-Know law. The session will conclude
with a variety of scenarios that will allow participants to further discuss and engage with the ethical rules guiding the profession.

**Presented by:** Hilary Holmes Rheaume, Attorney, Bernstein Shur  
N. Joel Moser, Attorney, M.G.A, Bernstein Shur

**Hosted by:** New Hampshire Association of Assessing Officials  
Track(s): Assessing

**Basics of Municipal Borrowing**  
In this session, bond counsel will explain why lenders require a legal opinion from bond counsel and discuss how municipalities borrow money. This session will include an overview of the process of municipal borrowing from voter approval to selecting a lender.

**Presented by:** Huddy Grandy, Attorney, Drummond Woodsum & MacMahon  
Greg Im, Attorney, Drummond Woodsum & MacMahon  
Steven Whitley, Attorney, Drummond Woodsum & MacMahon

**Hosted by:** New Hampshire Municipal Association  
Track(s): Finance & Taxation, Governance/Select Boards

**Building Operations and Energy Upgrades: Improving facility and community resiliency in the face of COVID-19**  
As always, and especially in these uncertain times, communities must identify opportunities for long term sustainability of municipal operations in order to maintain services for their businesses and residents. The operation of municipal buildings requires significant utility and maintenance costs in order to ensure the health, safety, and comfort of employees and visitors. The closure, change in use, and re-opening of many buildings due to COVID-19 requires additional consideration of building system operation/performance, and budget constraints put additional pressure on building operators to reduce fixed building costs.

CDFA, Clean Energy NH, and NHSaves will discuss the potential impact of maintenance, HVAC improvements and other energy upgrades on operational costs and improved building air quality and durability. Updates on community led efforts to take control of energy costs and spur community economic development will also be provided.

**Presented by:** Joe Van Gombos, Sr. Energy Efficiency Program Coordinator, Unutil
Citizens4Customers
We’re all composed of many things — bones, muscles, organs. The list goes on and on. But we’re also composed of something else: personal data points. Your personal data is sacred, and therefore needs to be protected properly. Cybercriminals look at you as a collection of data points, hoping to gather one after another so they can figuratively construct your identity and steal it. Let’s go over the most common data points cybercriminals look for, as well as how to best protect this information so it doesn’t end up in the wrong hands.

Presented by: Jeffrey Cintolo, Information Security Specialist, Vice President, Citizens Bank
Christine Therrien, Relationship Manager, Senior Vice President, Citizens Bank

Hosted by: Citizens Bank
Track(s): Platinum Sponsor

Introduction to the PFAS Remediation Loan Fund (PFASRLF) for Qualifying Public Drinking Water and Wastewater Systems and Review of the Drinking Water and Groundwater Trust Fund (DWGTF) Annual Grants to Protect Water Supply Lands
In this joint session, attendees will be given an overview of newly enacted RSA Chapter 485-H, Per and Polyfluoroalkyl Substances (PFAS) Fund and Program. This new law established the “PFAS Remediation Loan Fund” (PFASRLF), the low interest loan program for qualifying community and non-profit non-transient non-community drinking water systems and publicly-owned and non-profit wastewater and wastewater residual treatment or storage facilities for addressing PFAS contamination that will provide need based loan forgiveness (up to 10%) and contingent reimbursement (up to 50%). This session will discuss specifics of the loan program and how to apply.
Secondly, attendees will be given a review of the Drinking Water and Groundwater Trust Fund (DWGTF) annual grant rounds to consider applications for the permanent protection of undeveloped water supply lands, now in its third year. Among the eligible applicants are municipalities and public water systems. Since its first grant round in 2018, the Commission has provided $3.56 million to protect 5,429 acres of water supply land. Learn more about this opportunity to protect your town’s drinking water.

**Presented by:** Sandra Crystall, Principal Planner, N.H. Department of Environmental Services

**Michael Jurany, Administrator, MtBE Remediation Bureau, N.H. Department of Environmental Services**

**Amy Rousseau, PFAS Response Administrator, N.H. Department of Environmental Services**

**Hosted by:** New Hampshire Municipal Association
Track(s): Land Use & Environment, Public Safety Best Practice & Emerging Issues, Public Works, Risk Management

**Platinum Sponsor Session Presented by Municipal Resources Inc.**

**Wellness Coordinators Program - Ten Years Strong!**
The HealthTrust Wellness Coordinator program is celebrating our 10-year Anniversary! Join us to learn how having a Wellness Coordinator can positively affect your workplace by creating a culture of wellness. Our Wellness Coordinator panel members will share their program successes and challenges and provide suggestions on how to re-energize or create a worksite wellness program.  

**Presented by:** Kerry Horne, Wellness Coordinator, M.Ed., HealthTrust

**Hosted by:** HealthTrust
Track(s): Employment/Human Resources

2:15 p.m. Exhibit Hall
2:30 p.m.  CONCURRENT SESSIONS

Cash Flow Resiliency and Operational Controls in Unprecedented Times
In this session, government finance teams will learn how they can utilize technology to help automate some of their finance functions. This session will also provide information on payment and fraud trends over the past few years, and how to best protect your organization from these threats.

*Presented by: *TD Bank

*Hosted by: *New Hampshire Municipal Association
Track(s): Finance & Taxation

Court Update
Municipal law is shaped not only by the legislature, but also by the courts. This popular session is your opportunity to learn about state and federal court decisions issued over the past year that affect New Hampshire’s cities and towns. In this session, NHMA attorneys Steve Buckley and Natch Greyes will highlight cases of interest from the last year and field questions from the audience. Attendees will also receive a copy of NHMA’s annual Court Update publication!

*Presented by: *Steve Buckley, Legal Services Counsel, New Hampshire Municipal Association
*Natch Greyes, Municipal Services Counsel, New Hampshire Municipal Association

*Hosted by: *New Hampshire Municipal Association
Track(s): Governance/Select Boards

For Assessors: Legislative Update and the Legislative Process
This past legislative session has certainly been one of the strangest and most memorable ones in living memory. In this session, the presenters will not only explain the relatively few pieces of legislation that did pass, but also the prior year’s legislation that impacts assessing officials. This session will also provide an overall review of the legislative process because a new legislative session will be soon upon us!

*Presented by: *Cordell Johnston, Government Affairs Counsel, New Hampshire Municipal Association
*Jim Michaud, CNHA, Town of Hudson
Hosted by: New Hampshire Association of Assessing Officials
Track(s): Assessing

Hot Legal Topics in a COVID-19 World
In this session, the presentators will deal with current and emerging municipal COVID-19 issues and answer audience questions about legal issues surrounding the pandemic. Subjects discussed may include: regulating access to public indoor/outdoor spaces, wearing masks, employment issues, technology, public meetings, financial and economic issues, and any other issues which arise in the weeks and days ahead of the presentation.

Presented by: Christine Fillmore, Attorney, Drummond Woodsum & MacMahon
Keriann Roman, Attorney, Drummond Woodsum & MacMahon
Matt Serge, Attorney, Drummond Woodsum & MacMahon

Hosted by: New Hampshire Municipal Association
Track(s): Economic Development, Finance & Taxation, Governance/Select Boards, Tech Corner

Leveraging Community for Savings and Sustainability, Community Choice Aggregation
Learn how you can leverage the buying power of your community to maximize savings potential and deliver on sustainability.

Bart Fromuth, Chief Operating Officer, Freedom Energy Logistics, LLC

Hosted by: Freedom Energy Logistics, LLC
Track(s): Platinum Sponsor, Energy

Understanding Brownfields Opportunities and Resources
The New Hampshire Brownfields Program encourages the redevelopment of contaminated properties through a variety of approaches that address the uncertainty and liability concerns associated with Brownfields sites, including: Brownfields Covenant Program, Brownfields Assessment Program, Cleanup Revolving Loan Fund, and the NHDES/ EPA Grantee Brownfields Partnership. NHDES can assist municipalities in assessing their risk through these programs before the municipality acquires a property, whether through purchase or tax
deeding, and navigate the regulatory framework associated with environmental
contamination, as well as identify funding sources for assessment, clean-up and
redevelopment. This session will provide tools, tips, and resources for
municipalities looking to redevelop Brownfields properties and information on
NHDES resources to assist municipalities.

**Presented by:** Melinda Bubier, Project Manager, Hazardous Waste Remediation
Bureau-New Hampshire Department of Environmental Services
Michael Tardiff, Executive Director, Central New Hampshire Regional Planning
Commission

**Hosted by:** New Hampshire Municipal Association
Track(s): Economic Development, Land Use & Environment, Risk Management

**Thursday, November 19, 2020**

**9:00 a.m.**  Welcome Remarks

**9:15 a.m.**  General Session – 7 Seconds that Change Your Life: Communication
and Listening Skills

*Presented by Allison Clarke, CSP*

Can you step out from behind your emails, tweets, and texts and deliver a face-to-
face, short compelling message with passion and clarity?

We know that first impressions are made in the blink of an eye. The ability to
capture and keep individual’s and groups’ attention will ensure you gain more
buy-in, generate better results and forge stronger relationships with everyone
you encounter. In this session, topics include:

- Increase your confidence in delivering your message
- Learn how kindness can foster more productive work environments where
  people feel honored and seen.
- Be more aware of what your body language is saying and manage it
- Learn how to maximize your human side for accelerate business results
- Listen to connect and build trust
- Sincere connections that lead to more satisfying relationships, more consistent
  recognition, and authentic appreciation

**Hosted by:** Primex³
10:15 a.m.   Exhibit Hall

10:30 a.m.   CONCURRENT SESSIONS

**Building a Land Curve**
Get insights and a better understanding of the land curve built into your CAMA system. Learn the math behind the curve and how to interpolate in Excel to determine whether the curve is appropriate.

*Presented by:* Jason Frost, CAE

*Hosted by:* New Hampshire Association of Assessing Officials
*Track(s):* Assessing

**Connected Care Now and in the Future**
What is connected care? Tools, programs and services that can ensure 24/7 access to healthcare and improve condition management. Discover how Accordant Care, Transform Diabetes Care, Aware Recovery Care, LiveHealth Online, and Grand Rounds can connect covered individuals to healthcare. Learn the difference Grand Rounds made in one HealthTrust enrollee’s life.

*Presented by:* Melisa Briggs, Benefits Assistant Manager, HealthTrust
*David Salois, Member Relations Representative, HealthTrust*

*Hosted by:* HealthTrust
*Track(s):* Employment/Human Resources

**Cybersecurity Pilot Program - Lessons Learned**
Do you ever wonder whether you are doing everything you can to make your organization safe when it comes to cybersecurity? If so, you are in the right place. Join us to discuss what lessons were learned from our pilot program of five volunteer organizations, made up of two small towns, one large city, one large county, and one medium-sized school district. You will leave this presentation with the ability to apply our findings to your workplace.

*Presented by:* Cori Casey, Risk Management Consultant, Primex³
*Sgro Jason, Senior Partner - Chief of Strategy, ATOM
William Herman, Town Administrator, Town of Auburn*

*Hosted by:* Primex³
Track(s): Risk Management, Tech Corner

**Have You Taken the Leap? Social Media for Municipalities**
Tips to bring the magic, not mayhem, to your municipal department's online presence! Join Marilee LaFond and Scott Kinmond in exploring the power of social media platforms and how to make them work for your department. We'll discuss content creation, what to share, what not to share, and the best practices and policies to support positive social media presence. No matter your organization, your audience is online. Come discuss how to engage with them!

*Presented by*: Marilee LaFond, Technology Transfer Center Manager, UNH T2  
Scott Kinmond, Advisory Board Member and Instructor, UNH T2

*Hosted by*: New Hampshire Municipal Association

Track(s): Employment/Human Resources, Public Safety Best Practice & Emerging Issues, Public Works, Tech Corner

**New Hampshire Local Welfare Administrators Association &A on Model Welfare Guidelines**
The meeting will include question and answers regarding the update of the 2012 Model Welfare Guidelines.

*Presented by*: Patricia Murphy, President, New Hampshire Local Welfare Administrators Association

*Hosted by*: New Hampshire Local Welfare Administrators Association

Track(s): Welfare

**The Impact of Right to Know on Employee Discipline**
This session will begin with an overview of the Right-to-Know Law’s requirements regarding governmental records. The speakers will then discuss two recent New Hampshire Supreme Court decisions – Seacoast Newspapers, Inc. v. City of Portsmouth and Union Leader Corp. v. Town of Salem – that substantially broaden public entities’ obligation to disclose personnel file information and documentation related to employee investigations and discipline. The program will focus on how investigation and employee discipline procedures and policies should shift in response to the increased likelihood of public and media scrutiny, as well as best practices for disclosure and analysis when responding to RSA 91-A requests for such records.
Recharge Your Life for Energy and Focus
Leaders know how to activate and reach their full potential, as well as inspire others to do the same. Their impact and legacies outlive them. Further, those who encourage others humanely and authentically will fast track their own success and that of everyone they touch.

This session challenges participants to think about their current realities – and develop concrete plans for improving them. Whether the goals are to boost your own performance, develop a plan for more energy in your life and less stress, build stronger team cohesion, and/or enhance relationships. This session will give you:

- A better understanding of your strengths
- Increased ability to listen to others – and yourself
- Set realistic goals in eight areas of your life
- A commitment to living and working according to your values
- Accountability for the changes you want and need to foster
- Clarity on how to leave your mark in the world

Presented by: Allison Clarke, CSP
Hosted by: Primex³
Track(s): Employment/Human Resources, Governance/Select Boards
**Fair Labor Standards Act Overtime Requirements**
The session will focus on regular rate principles for calculating overtime under the Fair Labor Standards Act, and will include information regarding the 2020 OT Final Rule that went into effect earlier this year. The presentation will cover the types of compensation that need to be included in overtime calculations (e.g., shift differentials and certain types of bonuses) and common overtime problem areas.

**Presented by:** Brian Cleasby, Community Outreach and Resource Planning Specialist, Wage & Hour Division/U.S. Department of Labor

**Hosted by:** New Hampshire Municipal Association
Track(s): Employment/Human Resources

**Got Grit? Remaining Resilient**
Resilience is our ability to handle setbacks and problems. While some people marshal through when faced with upheavals such as financial strain, natural disasters, or loss of a loved one, others are overwhelmed and shut down by these stressors. Although some people may be born with resilience, it can also be learned and developed through practice. By developing personal resilience, one is able to cope, solve problems, and achieve short- and long-term goals.

**Presented by:** Lisa Maloney, Account Manager & Trainer, LifeResources

**Hosted by:** HealthTrust
Track(s): Employment/Human Resources, Governance/Select Boards

**Join the Digital Future - Vision 8 CAMA**
Join Tasha Vincent for a demo of our Vision 8 CAMA software. Vision 8 CAMA is designed by assessors, for assessors with a deep commitment to New Hampshire and New Hampshire specific functionality. Vision 8 CAMA can integrate with any Tax System, providing you with the flexibility to choose a combination of best in class solutions for your community. Flexibility, ease of use, stability, performance, and valuation accuracy makes Vision 8 the best CAMA product on the market.

**Presented by:** Tasha Vincent, Director of V8 Sales, Vision Government Solutions Inc.

**Hosted by:** Vision Government Solutions Inc.
Track(s): Platinum Sponsor
**N.H. Department of Health & Human Services – Pandemic Update**
This session will provide an update and answer questions regarding the programs offered by NH DHHS. The speaker will focus on the changes and considerations the department is making to deal with the needs of clients during this pandemic.

**Presented by:** Christine Santaniello, Director, Division of Economic & Housing Stability, N.H. Department of Health & Human Services

**Hosted by:** New Hampshire Local Welfare Administrators Association
Track(s): Welfare

**Platinum Sponsor Session Presented by Granite State College**

**Virtual City Hall: Digitizing Forms and Moving Services Online**
The past few months have forced municipalities to consider alternate ways to engage with residents and conduct business. In this session, we’ll look at how your municipal website can serve as the starting point, a five-step process for getting started, and the value it can deliver to your residents.

**Presented by:** David Collins, Director of Marketing, VC3
Shaun Mulholland, City Manager, City of Lebanon

**Hosted by:** New Hampshire Municipal Association
Track(s): Tech Corner

2:15 p.m. Exhibit Hall

**2:30 p.m. CONCURRENT SESSIONS**

**Build a Better Public Meeting**
Do you wish your board got more done during meetings? Does your committee get hung up on procedural problems or sidetracked by irrelevant discussions? Do you dread the public comment portion? This session will provide practical solutions to help municipal boards, committees, and commissions hold better public meetings. From preparation to procedures to discussions to follow-up, there are tools to help every board stay on track and hold more effective meetings.
Presented by: Christine Fillmore, Attorney, Drummond Woodsum & MacMahon

Hosted by: New Hampshire Municipal Association
Track(s): Governance/Select Boards

Data to Dollars!
Over the last decade or so, water utilities have been drowning in data collection, but there has been very little movement in using this resource to improve their resilience. The key lessons learned from this presentation will be methods and tools to convert data to dollars for future re-investment of projects within your water utilities. The presentation will also provide an understanding of how to harvest and analyze data to extend the life cycle of the infrastructure.

Presented by: Luis Adorno, Environmental Program Manager, N.H. Department of Environmental Services
Sharon Nall, Planning, Protection and Assistance Manager, N.H. Department of Environmental Services

Hosted by: New Hampshire Municipal Association
Track(s): Governance/Select Boards, Public Works

Do You Have a Conflict of Interest?
Determining whether a municipal official has a conflict of interest requires an understanding of the law and a careful assessment of the particular circumstances creating the potential conflict. In this session, Attorney Greyes will help attendees learn to assess facts that may indicate a conflict and determine whether recusal is necessary.

Presented by: Natch Greyes, Municipal Services Counsel, New Hampshire Municipal Association

Hosted by: New Hampshire Municipal Association
Track(s): Governance/Select Boards

Family and Medical Leave Act Compliance Principles
This presentation will provide an overview of the requirements of the Family and Medical Leave Act regarding coverage, employee eligibility requirements, leave benefits, and employee and employer notification requirements. Time
permitting, a brief overview of the requirements under the Families First Coronavirus Response Act (FFCRA) will also be included.

**Presented by:** Brian Cleasby, Community Outreach and Resource Planning Specialist, Wage & Hour Division/U.S. Department of Labor

**Hosted by:** New Hampshire Municipal Association
**Track(s):** Employment/Human Resources

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**For Assessors: Recent Court Cases, Including Short-Term Rental Litigation**
An overview of recent court cases in New Hampshire pertaining to property valuation and litigation regarding short-term rental properties.

**Presented by:** Eric Maher, Attorney, Donahue, Tucker & Ciandella, PLLC

**Hosted by:** New Hampshire Association of Assessing Officials
**Track(s):** Assessing

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**Voting in a Pandemic - The ePoll Book Solution**
Social distancing at the polls forced cities and towns to find larger places to host the fall elections. Finding people to work at the polls was a problem due to health concerns. Milford has more than 12,000 registered voters using one polling place. Learn about the town’s experience using ePoll books to check in voters during the pandemic. Is it finally time for you to stop using paper checklists?

**Presented by:** Pete Basiliere, Town Moderator, School District Moderator, Town of Milford

**Track(s):** Tech Corner, Governance/Select Boards

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**Friday, November 20, 2020**

9:00 a.m.  Welcome Remarks

9:15 a.m.  CONCURRENT SESSIONS

**Low-Cost Maintenance to Save Bridges**
Participants will gain a general understanding of why preservation is important, what practices are recommended, and the cost and degree of difficulty in performing the work. Representatives from AASHTO TSP-2's Bridge Preservation
Local Agency Outreach work group and UNH T2 will share a variety of examples to help participants understand the importance of incorporating these easy practices into their work plans. We'll review a collection of pocket guides, apps, and resources to help support practices such as bridge washing, painting, deck sealing, and more.

**Presented by:** Gregg Freeman, Director of Business Development, Kwik Bond Polymers  
Travis Kinney, Major Bridge Maintenance Engineer, Oregon Department of Transportation  
Marilee LaFond, Technology Transfer Center Manager, UNH Technology Transfer Center

**Hosted by:** New Hampshire Municipal Association  
Track(s): Public Works

**Making the Most of Virtual Meetings**  
This session will cover the fundamentals of "virtual" meetings for public bodies, including notice requirements, the logistics of enabling public participation, Right-to-Know Law compliance, and managing public hearings.

**Presented by:** James Kennedy, City Solicitor, City of Concord

**Hosted by:** New Hampshire Municipal Association  
Track(s): Governance/Select Boards, Land Use & Environment

**Recycling in New Hampshire: Keeping It Financially Sustainable & Safe**  
Are you wondering how you can make your recycling program more financially sustainable and how COVID-19 is affecting recycling practices throughout New Hampshire? Join representatives from the recycling nonprofit Northeast Resource Recovery Association for an informative presentation about the economics of the current recycling markets and impacts from COVID-19. Attendees will learn how to make their recycling operations more financially sustainable and hear about concrete steps municipalities can take to continue recycling safely during the pandemic.

**Presented by:** Bonnie Bethune, Member Services Manager, Northeast Resource Recovery Association  
Reagan Bissonnette, Executive Director, Northeast Resource Recovery Association
Successful Tips for Working Virtually
Learn how to maximize productivity while working from home or collaborating virtually, including how to maintain a team atmosphere from a distance.

Presented by: David Cornell, MAI, CAE, Cornell Consultants
Dr. Scott Young, Network Director, Manchester School District

Workforce Housing: A 10-Year Retrospective
This session will discuss the results of a study by New Hampshire Housing and Fougere Planning & Development reviewing New Hampshire municipalities’ progress toward complying with the state’s 10-year-old workforce housing statute. There will be a presentation of the overall requirements of the statute and a focus on specific case studies included in the report. The discussion will conclude with some lessons learned and recommendations for future action.

Presented by: Mark Fougere, President, Fougere Planning & Development, Inc. Benjamin Frost, Managing Director, Policy and Public Affairs, New Hampshire Housing Finance Authority

Trends in the New Hampshire Commercial Real Estate Market
The pandemic is causing a great deal of disruption in commercial real estate, but it is impacting asset classes in different ways. In this session, the focus will be on comparing key market indicators between last year and this year, and looking at emerging trends that will impact properties, sellers, and buyers.

Presented by: Dan Scanlon, JD, CCIM, Colliers International
Hosted by: New Hampshire Municipal Association  
Track(s): Assessing

Intersection of State and local public health during the Covid-19 epidemic
This session will teach participants about the existing system, then discuss some of the strengths and gaps that reveal opportunities for better collaboration, including reopening the economy, the role of the health officer with investigations and enforcement.

Presented by: Matt Cahillane, Program Manager, Bureau of Public Health Protection – N.H. Department of Health & Human Services

Hosted by: New Hampshire Municipal Association  
Track(s): Economic Development, Governance/Selectboards, Public Safety Best Practice & Emerging Issues

Retirement System Update
Participants will receive an update on a number of retirement system-related issues impacting participating employers, with a focus on the 2020 actuarial experience study and its impact on employer contribution rates.

Presented by: Marty Karlon, Director of Communications & Legislative Affairs, N.H. Retirement System  
George Lagos, Executive Director, N.H. Retirement System

Hosted by: New Hampshire Municipal Association  
Track(s): Finance & Taxation

12:00 p.m. CONFERENCE CONCLUDES