



82nd Annual Conference ***Zap the Gap!***

PLEASE NOTE: Session information, including date and time, is subject to change prior to the event. Please consult the official conference program agenda on the NHMA website or the NHMA mobile app (Whova) closer to the event.

Wednesday, November 15, 2023

7:30 A.M. Registration Opens
Exhibit Hall Concourse

Breakfast
Armory

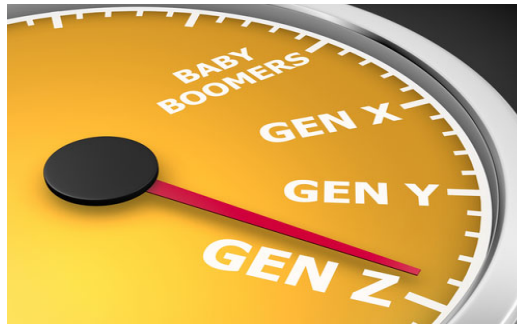
8:45 A.M. Welcome Remarks

9:00 A.M. General Session: Zap the Gap: How to Make Peace & Work Effectively in a Multigenerational World.
Presented by: Meagan Johnson

In this presentation, Meagan will explain how each generation developed its values and how these values creep into the workplace and marketplace. Each generation holds fast to its values, so it's important to understand and respect them to bring out the best in everyone. Meagan believes each generation actually has more in common than many people think and will help the audience find common ground and build on generational strengths. She believes the best strategy for success is not thinking about how people are different but thinking about how people are the same.

10:00 A.M. Exhibit Hall Opens





10:45 A.M. CONCURRENT SESSIONS

Conflict Resolution

This session will cover how to deal with taxpayers who may be upset. Attendees will hear practical tips and advice about conflict resolution and learn how to avoid escalating difficult situations.

Presented by: David Cornell, Instructor/Consultant, NH Association of Assessing Officials

Track(s): Assessing, Code Enforcement, Finance & Taxation, Governance/Select Boards, Public Works

Cybersecurity for Government Leaders: How to Build a Resilient Culture of Security

Cyberattacks are a serious and growing threat to state and local governments, with 75% of them being attacked at a 'near constant' rate. These attacks can compromise sensitive data, disrupt vital services, and damage public trust. How can government leaders protect their networks and citizens from cyber threats? Join this session to find out how to build a security culture that empowers your staff, reduces your risks, and adapts to changing challenges. You will learn how cybersecurity is not a one-time project, but a continuous process that requires constant vigilance and adaptation.

Presented by: Introductions: Joe McIntyre, Manager, Business Development, Systems Engineering

Moderator: Shane Cochran, Business Developer, Systems Engineering

Jason Sgro, Senior Partner, The ATOM Group

Erik Thomas, Director of Advisory Services, Systems engineering

Brian Rae, Information Systems Director, Town of Goffstown

Cori Casey, Risk Management Consultant, Primex3

Track(s): Tech Corner, Risk Management

Electric Vehicle (EV) Economics: Practical Resources to Support EV and EV Charging Projects in NH Communities

As New Hampshire communities grapple with local transportation emissions and increased competition for tourism, vehicle electrification and public charging remain the most viable solutions to tackle both. Ongoing state and federal investments will help enable electric vehicle





(EV) travel across NH and throughout the region. EVs are here and many more are coming – NH communities need to be ready!

Representatives from the NH Department of Environmental Services and Granite State Clean Cities Coalition will spotlight solutions and resources for municipalities seeking community EV charging. Presenters will provide tools for municipalities to access any available funding, develop shovel-ready projects, procure electric vehicles, and join the effort to expand access to EVs and EV charging stations around the state. This session will provide practical paths for NH communities to benefit environmentally and economically from EVs and end with an EV Showcase and Ride-and-Drive event on Pleasant Street.

Presented by: Jessica Wilcox, Supervisor, Mobile Sources Section, NH Department of Environmental Services

Jon LaBier, Director, Granite State Clean Cities Coalition, NH Department of Environmental Services

Track(s): Economic Development, Land Use & Environment

Land Use Administrator 101

You are the Gatekeeper! Whether your title is a Land Use Administrator, Land Use Secretary, Planning Secretary, Land Use Administrative Assistant, Land Use Clerk, Planning and Zoning Administrative Assistant, Planning or Zoning Board Clerk, Zoning Administrator, etc. you are the operator for planning and land use departments, and this session is for you. Stephanie will review applicable RSAs for land use matters; different land use board applications and notification requirements; and administrative policies for applications, meetings, and office management. This session is designed to assist you in meeting the legal requirements for processing land use applications and holding meetings, preparing land use boards, assisting the public, and keeping it all organized!

Presented by: Stephanie N Verdile, Principal Planner, NH Office of Planning and Development

Track(s): Land Use & Environment

Legislative Update

Join Government Affairs Counsel Natch Greyes and Government Finance Advisor Katherine Heck for a review of the highlights from the 2023 legislative session. This session will discuss the most significant bills of municipal interest that made it through the legislature this year,





including the state budget, as well as a few that failed but may be back in the future. The discussion will include, among others, municipal lobbying, the Right-to-Know law, the retirement system, land use issues, election law matters, and other changes affecting municipal governance and administration.

Presented by: Natch Greyes, Government Affairs Counsel, NH Municipal Association
Katherine Heck, Government Finance, NH Municipal Association

Track(s): Assessing, Code Officials, Economic Development, Employment/Human Resources, Finance & Taxation, Governance/Select Boards, Land Use & Environment, Public Safety Best Practice & Emerging Issues, Public Works, Risk Management, Tech Corner, Trustees, Welfare

Tax Deed Review and Tyler Too: The Current State of Tax-Acquired Property Law

In this fun and engaging seminar, New Hampshire attorneys and auctioneers Rick Sager and Weston Sager will provide an overview of the entire tax deeding process, as well as how the 2023 U.S. Supreme Court case Tyler v. Hennepin County, Minnesota changes how New Hampshire municipalities may keep and sell tax-acquired properties.

Presented by: Richard Sager, Auctioneer and Attorney, NH Tax Deed & Property Auctions; Sager & Smith, PLLC
Weston Sager, Auctioneer and Attorney, NH Tax Deed & Property Auctions; Sager & Smith, PLLC

Track(s): Assessing, Finance & Taxation, Governance/Select Boards

The Sandwich Generation: Balancing Your Life with the Needs of Your Older Parents or Loved Ones

Most of us reach a point in life when parents or other elderly relatives begin to require our attention, time, and sometimes, our financial support as well. Caring for an older person can be complicated and few of us are trained for the many aspects of that care. Join HealthTrust and ComPsych to learn some practical tips that can help you become a more effective, less stressed caregiver.

Presented by: Kerry Horne, Wellbeing Manager, HealthTrust
Scot Wilson, Psychotherapist and Forensic Mental Health Evaluator, ComPsych

Track(s): Employment/Human Resources





Trustee of Trust Funds Case Study Workshop

Can we authorize spending from the principal of this fund? What do we do if we need to change a fund's purpose? What can we do about a fund that is too small to generate meaningful income? Staff from the Office of the Attorney General, Charitable Trusts Unit, will lead this session to develop the skills to answer these questions and others. Learn by doing as we review sample trust instruments, non-judicial settlement agreements, cy pres petitions and more in an interactive workshop format

Presented by: Diane Quinlan, Director of Charitable Trusts, NH Department of Justice
Michael Haley, Assistant Director of Charitable Trusts, NH Department of Justice
Amy Nichols, Financial Analyst, Charitable Trusts Unit, NH Department of Justice

Track(s): Trustees

What's Old is New Again: Affordable Homeownership and Community

Tiny homes and cottage style development are new twists on existing land use forms of neighborhoods we already have throughout New Hampshire. This session will focus on solutions and options for affordable homeownership and great communities with examples from northern and southern New Hampshire. The presentation will cover options for/on municipal water and sewer or private well and septic.

Presented by: Sarah Marchant, Chief of Staff and VP of ROC NH, NH Community Loan Fund
Jeannie Oliver, Senior Director of ROC NH, NH Community Loan Fund

Track(s): Assessing, Code Officials, Economic Development, Land Use & Environment, Public Works

12:00 P.M. Lunch

Exhibit Hall

1:00 P.M. Exhibit Hall Break





1:30 P.M. CONCURRENT SESSIONS

Advocating to Policymakers

In this session, attendees will learn how to figure out who to contact when they have a problem that they want to talk about, how a bill becomes a law (including how to help create legislation, advocate for or against it, and the entire legislative process), and get helpful tips about how to testify in person and do so effectively. Presenters will use examples from the 2023 session to demonstrate the process and provide insight into potential upcoming legislation pertaining to municipalities.

Presented by: Natch Greyes, Government Affairs Counsel, NH Municipal Association
Katherine Heck, Government Finance, NH Municipal Association

Track(s): Governance/Select Boards

Ballot Counting: What's Next?

New Hampshire cities and towns host safe, secure, and trustworthy elections through a combination of dedicated local and state officials and volunteers. This panel session covers the latest manual and machine ballot counting developments and electronic poll voter check-in technology to sustain our success. Panel members with first-hand experience will provide practical advice on whether your community should upgrade their election systems and what to watch for.

Presented by: Pete Basiliere, Moderator (Town and School District), Milford
Jonathan Kipp, Town Moderator, Town of Londonderry
Jack O'Reilly, Town Moderator, Town of Newington

Track(s): Governance/Select Boards

Community Power Coalition: Public Power for New Hampshire

Community Power Coalition of New Hampshire (CPCNH) launched service as a nonprofit power agency in spring of 2023 and now serves 12 municipal community power programs and 75,000 customers statewide. CPCNH provides energy supply service on a default basis throughout participating towns and generated \$14 million in savings and value in the first three months of operation alone. CPCNH is a vehicle to spread public power, local accountability, customer choice, and clean energy to NH communities, residents, and businesses. All municipalities are invited to join.





Presented by: Brian Callnan, Chief Executive Officer, CPCNH
Henry Herndon, Director, Member Services, CPCNH

Track(s): Economic Development, Finance & Taxation, Land Use & Environment

Crisis Media Response for Leadership

This session will immerse participants into a full-blown community and media crisis to identify how and when critical information should be communicated during a simulated cyber-attack. Learn how to triage information, coordinate response to questions from the community and news media, and how to maximize social media and news media opportunities.

Presented by: Matt Ellis, President, Ellis Strategies
Cori Casey, Risk Management Consultant, Primex
Jason Sgro, Senior Partner, The ATOM Group
Ken Weeks, Chief Information Security Officer, NH Department of Information Technology
Richard Rossi, Cybersecurity Advisor - New Hampshire, Cybersecurity and Infrastructure Security Agency
Timothy Benitez, Resident Agent in Charge, United States Secret Service, Manchester Resident Office

Track(s): Tech Corner, Risk Management

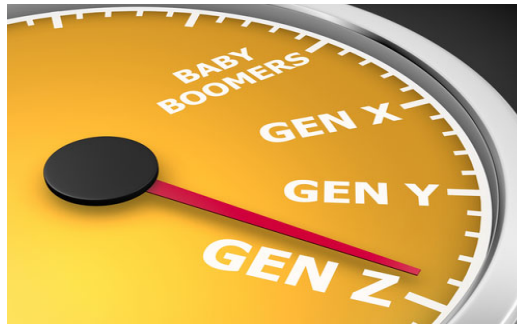
Don't Get Shocked: Keeping Ahead of the Transition to Electric Vehicles

New Hampshire is anticipated to experience a 5,000% increase in electric vehicles (EV) over the next 10 years. This growth will affect our businesses, land use, zoning, and municipal budgets. Are you ready? This session will provide an overview of the current EV landscape, introduce future growth projections, and explain the steps necessary to plan for EVs as explained in two new EV toolkits that help municipalities navigate the process of planning for, installing and maintaining electric vehicle infrastructure. After this session, attendees understand the steps and resources available to install EV charging stations.

Presented by: Chris Skoglund, Director of Energy Transition, Clean Energy NH
Angela Cleveland, Senior Regional Planner, Strafford Regional Planning Commission
Colin Lentz, Senior Transportation Planner, Strafford Regional Planning Commission
Jackson Kaspari, Resilience Manager, City of Dover

Track(s): Economic Development, Finance & Taxation, Land Use & Environment, Public Works





Healthcare Costs and Trends: What is impacting New Hampshire

This session will delve into the dynamics impacting the cost of care in New Hampshire.

Presented by: Wendy Parker, Executive Director, HealthTrust

James Montecalvo, Regional Vice President of Sales, Anthem Blue Cross and Blue Shield in New Hampshire

Track(s): Employment/Human Resources

Policy and Program Models for ADUs in New Hampshire

This session looks at nine case studies of successful ADU policies and programs and identifies the tools and techniques used to support ADU production as well as the use of ADUs as a housing solution. The research concludes by exploring scenarios for applying the identified tools and techniques from the case studies to New Hampshire at the local, regional, and state levels of government.

Presented by: James M Vayo, Lead Researcher, New Hampshire Housing

George Reagan, Community Engagement Manager, New Hampshire Housing

Track(s): Code Officials, Governance/Select Boards, Land Use & Environment

Protecting Public Funds with Millions in FDIC Insurance

As local economies continue to improve and investment accounts grow larger and more complex, the need to simplify and protect public funds becomes even more critical. This session will discuss programs that are helping public funds protect their high dollar cash positions while complying with New Hampshire state law.

Presented by: Glenn Rowley, Head of Government Banking, Citizens Bank

Dave Keebler, Managing Director, Banking & Trust Services, R&T Deposit Solutions

Roger Maude, ATFA, CTFA, Director-Relationship Management, R&T Deposit Solutions

Christine Therrien, Senior Vice President, Government Banking, Citizens Bank

Track(s): Finance & Taxation

Recent Changes in Assessing Certifications

The New Hampshire Office of Professional Licensure and Certification is going to hold a question-and-answer session to review all the recent changes in certification of assessors.





Presented by: Bethany Cottrell, Division Director of Licensing and Board Administration, State of New Hampshire, Office of Professional Licensure and Certification

Track(s): Assessing

2:45 P.M. Exhibit Hall Break

2:50 P.M. NH Municipal Association Annual Meeting
Stark Room

3:15 P.M. CONCURRENT SESSIONS

Affordable Housing in 603: Barriers and Possibilities from a Codes Perspective

This session is intended to provide attendees with more accurate building code information, dispel some myths and help to provide regulatory paths to affordable housing. There are many perceived barriers to affordable housing and attendees should gain a better understanding of what building codes permit compared with other local, state or federal regulations.

Presented by: William McKinney, President, NH Building Officials Association
Phil Sherman, Chairman, NH Building Code Review Board (NHBCRB)

Track(s): Code Officials, Governance/Select Boards, Land Use & Environment

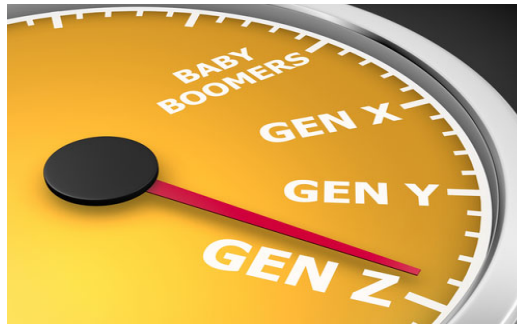
Court Update

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, including a review of significant Housing Appeals Board decisions. In this session, NHMA attorneys Steve Buckley and Jonathan Cowal 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: Stephen Buckley, Legal Services Counsel, NH Municipal Association
Jonathan Cowal, Municipal Services Counsel, NH Municipal Association

Track(s): Assessing, Governance/Select Boards, Land Use & Environment





Crisis Media Response for Leadership Continued

This session will immerse participants into a full-blown community and media crisis to identify how and when critical information should be communicated during a simulated cyber-attack. Learn how to triage information, coordinate response to questions from the community and news media, and how to maximize social media and news media opportunities.

Presented by: Matt Ellis, President, Ellis Strategies

Cori Casey, Risk Management Consultant, Primex

Jason Sgro, Senior Partner, The ATOM Group

Ken Weeks, Chief Information Security Officer, NH Department of Information Technology

Richard Rossi, Cybersecurity Advisor - New Hampshire, Cybersecurity and Infrastructure Security Agency

Timothy Benitez, Resident Agent in Charge, United States Secret Service, Manchester Resident Office

Track(s): Tech Corner, Risk Management

Employee Retention Strategies: Enhancing Employee Benefit Packages with Life, Long-Term and Short-Term Disability Coverages

Employee retention is a concern for communities striving to attract and maintain skilled and dedicated workforce. Discover why offering comprehensive benefits such as Life, Long-Term Disability, and Short-Term Disability coverages is important to creating a complete benefits package and how these coverage options provide employees with a safety net that can help safeguard their financial well-being and show their employers care about them.

Presented by: David Salois, Importance of Life, Long-Term and Short-Term Disability Coverages, HealthTrust

Melisa Briggs, Assistant Manager, Benefits, HealthTrust

Mark Williams, Regional Vice President, National Insurance Services

Track(s): Employment/Human Resources

Non-Native Invasive Species Control

The Town of Enfield and DuBois and King will explain their project for NNIS inventory and creation of a NNIS control plan. We will cover common NNIS identification and control methods and how we have expanded the project to include public education. In addition we can focus time on roadside control for public works departments.





Presented by: Ed Morris, Town Manager, Town of Enfield, NH
Douglas Cygan, Invasive Species Coordinator, NH Dept. of Agriculture
Pattie Fried, UNH Extension Master Gardener, Mascoma Lakeside Park Committee
Dan Mallach, Landscape Architect, DuBois & King, Inc

Track(s): Land Use & Environment, Public Works

Strategies in Housing: Let's Get Started

This session will begin by providing the background data that identifies the need for more diverse housing. Building on the need, it will then cover strategies that communities can easily utilize to create more diverse housing while maintaining community character. Finally, the team will review how communities are working through housing challenges through the InvestNH Municipal Planning & Zoning Grant Program Housing Opportunity Planning (HOP) Grant.

Presented by: Zachary Swick, Senior GIS Analyst, Southern NH Planning Commission
Sylvia Von Aulock, Executive Director, Southern NH Planning Commission
Cameron Prolman, Regional Planner, Southern NH Planning Commission

Track(s): Land Use & Environment

The Sun is Rising for Municipal Solar in NH: New Laws, New Funding, New Assistance

This session will dive deep into the growing potential for solar in New Hampshire, covering recent changes in legislation, new sources of funds and existing financing options. Attendees will be introduced to resources available to assist communities in getting projects built, reducing their costs and saving taxpayer dollars quickly and for decades to come.

Presented by: Scott Maslansky, Director of Clean Energy Finance, Community Development Finance Authority
Chris Skoglund, Director of Energy Transition, Clean Energy NH

Track(s): Economic Development, Land Use & Environment

Top 10 NHRS Audit Findings

The New Hampshire Retirement System conducts regular compliance audits of participating employers in order to ensure that member information is being reported accurately. This session





will cover the most common audit findings and what you need to know to avoid making the same mistakes in the future.

Presented by: Mark Cavanaugh, Associate Counsel and Compliance Officer, NH Retirement System
Tamre McCrea, Employer Audit Manager, NH Retirement System

Track(s): Finance & Taxation, Governance/Select Boards, Employment/Human Resources

3:30 P.M. Municipal Management Association of NH Annual Meeting
Stark Room

4:30 P.M. NH Association of Assessing Officials Annual Meeting
Piscataquog Room

4:30 P.M. Reception
Assembly Area

5:30 P.M. Russ Marcoux Municipal Advocate of the Year Award Banquet
Armory

Thursday, November 16, 2023

7:30 A.M. Registration Opens
Exhibit Hall Concourse

7:30 A.M. Breakfast
Exhibit Hall





9:00 A.M. CONCURRENT SESSIONS

Artificial Intelligence: Turn that \$*#! Up to Eleven or Run Away Bravely?

You've been hearing a lot about AI lately from those who wholeheartedly endorse the use to those who warn of its potential darker implications and potential for sentience. Maybe you're wondering if AI has any relevance to you in local government. The answer is yes! In this session, Ken Weeks, CISO for the State of New Hampshire, will provide a thought-provoking session on the implications of AI in government, including a review on the States' "Code of Ethics for the Use and Development of Generative Artificial Intelligence" and the Policy for Use of AI by State Agencies to deliver government services." [Margaret Byrnes] To get you thinking, here's a little Haiku composed by ChatGPT based on Ken's Presenter BIO: Navy's silent watch / Cyber realms and code he guards / Wolfhounds by his side. Buckle up!

Presented by: Ken Weeks, Chief Information Security Officer, NH Department of Information Technology

Track(s): Tech Corner

CAP Programs Overview

This session will present a general overview for human services professionals explaining Community Action Programs from Fuel /Electric Assistance, Weatherization, ESG Funds to the final statistics on the Emergency Rental Assistance Program. This workshop will highlight ways to help your clients best utilize services that CAP agencies offer.

Presented by: Donnalee Lozeau, Chief Executive Officer, Southern New Hampshire Services

Track(s): Welfare

Grant Accounting and Compliance

This session will focus on accounting for grant related activity and compliance with grant requirements. We will discuss the various types of grants offered to municipalities (federal and state), grant accounting and reporting as well as common grant compliance pitfalls.

Presented by: Cory Philbrick, CPA, Vachon Clukay & Company PC
Matthew Murray, CPA, Vachon Clukay & Company PC





Track(s): Finance & Taxation

ReadyNH: Emergency Management Fundamentals for All Hazards, All NH

The NH Division of Homeland Security and Emergency Management provides a number of programs and assistance opportunities to local communities. Attendees will learn how to navigate those programs including grant opportunities; information on emergency preparedness to include emergency operations plans, support before, during and after a planned event or an emergency, such as a weather event; trainings, exercises and staff development; and school safety through security assessments and emergency operations plans.

***Presented by:** Robert Buxton, Director, NH Homeland Security and Emergency Management*

Track(s): Public Safety Best Practice & Emerging Issues, Risk Management

Recycling 101

We know ongoing resident education about recycling is important, but with so many options - from pamphlets to social media to homemade signage and presentations - what really works? What resonates with residents and what ends up just being noise? This interactive workshop will include audience participation sharing what has worked for their communities, what barriers they face, and an example of a Recycling 101 presentation that can be shared with residents and decision makers.

***Presented by:** Andrea Folsom, Communications Manager, Northeast Resource Recovery Association*

Brian Patnoe, Member Services Manager, Northeast Resource Recovery Association

Track(s): Land Use & Environment, Public Works

Right-to-Know Law Update & Hot Topics

The Right-to-Know Law never stands still. This year saw the Right-to-Know Ombudsman commence fielding complaints and issuing decisions. The New Hampshire Supreme Court has weighed in on when a request for public records is “reasonably described” and the obligation to make a reasonable search for records. This session will take a close look at these developments and review the hot topic inquiries received by the NHMA Legal Advisory Service on Right-to-Know questions during the past year. Ample time will be afforded for questions and answers.

***Presented by:** Stephen Buckley, Legal Services Counsel, NH Municipal Association*





Jonathan Cowal, Municipal Services Counsel, NH Municipal Association

Track(s): Governance/Select Boards

The Challenges of Building Expansions/Renovations for Public Safety Facilities

Renovation/Additions to your Existing Public Safety Facilities – hear directly from Public Safety and municipal leadership regarding lessons learned, challenges, and creative solutions. The panel will include active New Hampshire Police, Fire, EMS/911 leadership, and Municipal Managers participating in Public Safety Renovation/Addition projects. This session will be of interest to Town Managers, Administrators, Board Members, and Public Safety staff.

Presented by: *Robert Robicsek AIA, NCARB, Principal, Civic Studio Leader, Lavallee Brensinger Architects*

Mark Newport, Chief of Police, City of Portsmouth

Eric Wilking, Fire Chief, Town of Exeter

Rick Sawyer, Town Manager, Town of Bedford

Track(s): Code Officials, Land Use & Environment, Public Works

Welcome to Municipal Government! Now What?

This session will address the benefits of incorporating an onboarding toolkit and employee engagement timeline to current hiring processes. With the amount of turnover and retirements municipalities are facing, onboarding can help empower and support new employees from their first day of employment. Attendees will learn why this is needed, how to begin, and where to start the process by providing municipality specific information and discuss mentorship of new hires and how that can help mitigate the loss of institutional knowledge experienced when a seasoned employee leaves their role.

Presented by: *Cheryl Lindner, Treasury Management Officer, City of Nashua*

Shaun Mulholland, City Manager, City of Lebanon

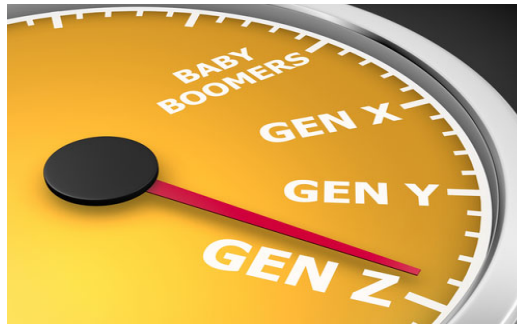
Alex Torpey, Town Manager, Town of Hanover

Track(s): Employment/Human Resources

When it Rains, It Pours: Accessing the Flood of Federal Funding Opportunities

Covid ushered in a new awareness of medical, health and workplace issues. It has also ushered in several significant recovery funding initiatives at the federal and state levels. How does your





community not “miss the boat”. Have we missed it already? What is a realistic expectation? And how does a small, volunteer dependent municipality get the help it needs to determine what is available, decide what to pursue and apply and implement successfully?

Among the many attempts to structure assistance are two that will be featured in this session: In 2021, the NH Department of Business and Economic Affairs (NH BEA) created a new technical assistance model for municipalities and non-profits considering applying for Northern Border Regional Commission and other federal funding by offering free “coaching” for eligible entities. Now in its second year, the Coaching Technical Assistance model has resulted in measurably higher levels of inquiry, application, and award, to smaller, lower capacity entities.

Similarly, the NH Municipal Association (NHMA) launched a “beta” program called CTAP (Coaching & Technical Assistance Program) this past summer, selecting 10 smaller municipalities from over 20 that applied for free-to them coaching and funding counsel. This beta service is mid-way through, so the panel will share lessons we are learning and listen for your input.

Presented by: *Stuart Arnett, Coaching Contractor to NHBEA & NHMA, ADG LLC*
Charlene Lovett, ADG Coach, former NH State Representative, Claremont City Councilor & Mayor

Steven Fortier, Administrator of Rural Economic Development for NHBEA & Program Manager for NBRC in New Hampshire

Track(s): Governance/Select Boards

10:15 A.M. Exhibit Hall Break

10:30 A.M. CONCURRENT SESSIONS

Are Your Prepared: There is No White Knight in a Crisis

Being prepared for an event is critical to the success of responding and recovering. This session will review the expected timeframe in which assistance maybe received from outside agencies, State, FEMA, etc. This session will look at what measures that a community should have in place prior to an event and give an overview FEMA requirements and the initial process of assessment, preliminary damage assessment, and expected information as well as general time frames of activities. Presenters will review the importance of communication and command and control structure and end with an overview of the Public Works Mutual Aid system.





Presented by: Kurt Bloomquist, Assistant City Manager/Public Works Director/Emergency Management Director, City of Keene

Track(s): Public Safety Best Practice & Emerging Issues, Public Works, Risk Management

Benefits of Performing a Multi-Building Enclosure Evaluation

In today's economy, property/facility managers need a comprehensive understanding of the condition of their building enclosure systems and assemblies that could span throughout a city or town. Often, building enclosure problems come to light when water enters the building, the roof blows off, or masonry is falling off the walls. It is important to identify these issues early to avoid costly and disruptive building enclosure issues or failures. This knowledge supports planning and budgeting for proactive repairs and renovations to avoid elevated costs associated with emergency repairs. The presenters will discuss how a multi-building enclosure evaluation will assist property/facility managers in maintaining their building enclosure systems, reducing the potential for unforeseen repair costs, and achieving peace of mind.

Presented by: Steven Marshall, RRC, CDT, LEED® AP, Principal, Gale Associates, Inc.
Alan C. Pinciario, Associate AIA, Project Manager, Gale Associates, Inc.
Jane V. Leven, Senior Staff Engineer, Gale Associates, Inc.

Track(s): Public Works

Competitive and Equitable Compensation

This session will cover how to create an internal compensation analysis which your organization can perform regularly to avoid retention issues and large budget fluctuations. Attendees will learn how allowing managers and lead staff to be active in the process creates acceptance of and a willingness to actively support the results. Further, attendees will learn how to conduct an organizational analysis to assist with understanding the strengths and weaknesses within your organization which may be impacting equitable compensation plans or identify potential areas for improvement in meeting future labor needs.

Presented by: Kim Kleiner, Town Administrator, Town of Litchfield

Track(s): Employment/Human Resources





Hazardous Industries: How Can Municipalities Protect Themselves?

Brief presentations from the presenters will provide real world examples of relevant hazardous industries and a variety of strategies to protect New Hampshire communities. New risks from emerging industries such as Chemical Recycling of Plastic (a.k.a., Advanced Recycling) will be examined, using evidence from existing facilities. The presenters will also address environmentally healthy and economically robust approaches municipal leaders can use to build a vibrant community.

Presented by: Cynthia Walter, Ph.D., Member, NH Network for Environment, Energy and Climate

Paul Deschaine, Consultant and Retired Town Administrator

Amy Manzelli, Esquire., Part owner of Law Firm, BCM Environmental Land Law

Moderator: Tom Irwin, Esquire, Conservation Law Foundation, V.P. and New Hampshire Director

Track(s): Land Use & Environment

Help Me, Help You

This session is focused on the challenges that face municipalities with regard to litigation, both prior to its filing, and during the course of the case. Oftentimes they are served with lawsuits, or need to file one to preserve their rights, but immediately find themselves behind the proverbial Eightball. This session is to help guide municipal officials in making policy that can be relied upon when litigation presents itself. This will include organization of relevant documentation, communications, electronic information, and the role/relevance of RSA 91-A particularly with regard to emails, as well as when the situation should be relayed to their counsel and insurer, the discovery process inclusive of their ongoing obligations, the court process itself, and the role ADR plays in today's dispute resolution. The intent would be to include a small question and answer period, as examples can help articulate the themes discussed.

Presented by: Joseph Driscoll, Esquire, Mitchell Municipal Group, P.A.

Eric Maher, Esquire, Donahue, Tucker & Ciandella, PLLC

Track(s): Assessing, Code Officials, Employment/Human Resources, Finance & Taxation, Governance/Select Boards, Land Use & Environment





How Municipalities Can Shape NH's Digital Equity Plan & Funding

Join us to explore ways to help shape and implement NH's state digital equity plan that, over the next four years, will provide about \$5 million/year in federal funds starting in 2024, to remove digital divide barriers in every community to economic and educational opportunity, healthcare access, civic engagement, and other important inclusion outcomes. Together we look forward to briefing you, responding to your insights and questions, and exploring ways to become involved in shaping New Hampshire's digital future.

Presented by: Dr. Robert McLaughlin, Executive Director, National Collaborative for Digital Equity

Matt Conserva, Director of Broadband Initiatives, NH Dept. of Business & Economic Affairs

Dr. Charlie French, Director, Community Development, UNH Cooperative Extension

Denis Goulet, Commissioner, NH Department of Information Technology

John Dougherty, VP and general manager, Mission Broadband

Track(s): Economic Development, Risk Management, Tech Corner, Welfare

Lease/Purchase Agreements: An Alternative to Issuing A Bond?

The presenters will discuss the use of lease/purchase agreements to finance equipment related projects, including the role of bond counsel, differences between a lease/purchase and a bond, the pros/cons of using a lease/purchase, and possible pitfalls to avoid when looking to secure a bond.

Presented by: Steven Whitley, Esquire, Drummond Woodsum

Greg Im, Esquire, Drummond Woodsum

Track(s): Finance & Taxation, Governance/Select Boards

Recovery Homes: Myths and Facts

This session will explain what recovery homes both are and are not, as well as how recovery homes and their residents are afforded protections under the Americans with Disabilities Act and the Fair Housing Act. In addition, we will discuss how these homes are vital for their residents, and why some of the common fears and misperceptions surrounding these homes are incorrect. We will also share the progress that has been made in N.H. over the past year.

Presented by: Kim Bock, Executive Director, NH Coalition of Recovery Residences

Sean Toomey, State Fire Marshal, Division of Fire Safety, NH Department of Safety





William McKinney, President, NH Building Officials Association

Max Latona, Executive Director, Center for Ethics in Society, Saint Anselm College

Craig Donais, Esquire, Wadleigh, Starr and Peters Law

Track(s): Code Officials, Governance/Select Boards, Land Use & Environment

Social Security Income and Municipal Welfare Eligibility

This session will highlight all Social Security benefits and how those benefits can be used by those seeking aid. This session will also answer questions such as what the responsibility of the payee is and how welfare professionals can apply SSI benefits to a household budget for eligibility purposes.

Presented by: *Marilenin Vasquez, Public Affairs Specialist, Social Security Administration*

Track(s): Welfare

11:45 A.M. Lunch

Exhibit Hall

1:00 P.M. CONCURRENT SESSIONS

A Public Sector Employer's Guide to Complying with the Federal Labor Laws Enforced by the U.S. Department of Labor's Wage & Hour Division (WHD)

The session will focus on common wage and hour violations under the Fair Labor Standards Act (FLSA). Topics of discussion will include correctly calculating overtime pay under the Act's regular rate principles and properly designating employees as exempt or non-exempt. A review of the FLSA's youth employment restrictions, the Pump Act's expanded break time for nursing mother's protections will also be covered. A Q&A period will follow the presentation.

Compliance assistance materials and links to recently updated resources, including Family and Medical Leave Act (FMLA) 30th anniversary-related resources, will be provided.

Presented by: *Ana Rogers, Community Outreach and Resource Planning Specialist, USDOL/Wage and Hour Division*

Track(s): Employment/Human Resources





Avoid the Pitfalls of Tax Deeding!

The quest for a valid tax deed begins years before the deed itself! Issues such as taxing the wrong person, failing to take the necessary steps when tax lien notices are returned unclaimed, and not making an effort to find the taxpayer prior to deeding are just some of the avoidable problems that can render a tax deed invalid. This session will provide practical suggestions for improving your municipality's tax assessment, liening and deeding procedures to prevent later challenges, litigation, increased legal expense and lost tax revenue.

Presented by: C. Christine (Fillmore) Johnston, Esquire, Drummond Woodsum & MacMahon
Matthew Decker, Esquire, Drummond Woodsum & MacMahon

Track(s): Assessing, Finance & Taxation, Governance/Select Boards

Community Engagement in Action!

Community Engagement in Action! will highlight community engagement tools utilized by communities across the state to advance housing policies at the local level. This session will feature a panel of municipal staffers, elected officials, and other local leaders from diverse New Hampshire communities. The communities highlighted in this session include those that received grant funding from the Housing Opportunity Planning grant program being administered by New Hampshire Housing and Plan NH.

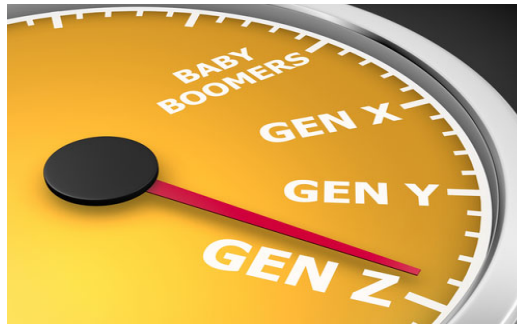
Presented by: Sarah Wrightsman, Community Engagement Coordinator, New Hampshire Housing
George Reagan, Community Engagement Manager, New Hampshire Housing
Courtney Grugnale, Community Housing Navigator, Southwest Regional Planning Commission
Ryan Pope, Community Housing Navigator, City of Dover
Danica Melone, Town Planner, Town of Peterborough

Track(s): Economic Development, Land Use & Environment

Disaster Planning and Reporting for Municipalities

This session will highlight how to respond to emergency situations involving roadway and culvert repairs in wetlands and streams during large storm events resulting in flood damage. The process for necessary work during a disaster and the requirements for reporting after the fact will be covered. The process for an Emergency Authorization request for work that needs to be performed will be outlined as well as defining the difference between an immediate threat versus





an imminent threat to public safety and how to submit the required information accordingly to NHDES.

Presented by: Darlene Forst, Administrator, NH Department of Environmental Services, Land Resources Management/Wetlands Bureau

Track(s): Land Use & Environment, Public Safety Best Practice Emerging Issues, Public Works

Meeting Minute Madness

A whole session just about meeting minutes? You bet! Your board or commission's minutes, if done well, can avoid major headaches and legal expense. So . . . what should go in the minutes, and what should be left out? Should the minutes be a cursory summary or a verbatim transcript? This session will cover the legal requirements and explain why different types of meetings call for different approaches to minute taking. Other topics addressed will include sealing and unsealing nonpublic minutes, disclosing draft minutes, amending and approving minutes, and anything else attendees want to know.

Presented by: Cordell Johnston, Esquire, Cordell A. Johnston, Attorney at Law

Track(s): Governance/Select Boards, Land Use & Environment, Trustees

Project Management

This session will demonstrate how the City of Lebanon has automated its project management system through the use of Jira and Confluence software to address complex issues through a collaborative team approach. The session will demonstrate how to set up and template project management while at the same time keeping the team informed in real time. Jira and Confluence software is free to municipalities that have ten or less users. This is an excellent solution for small towns as well as larger communities. Look at projects from such as developing a template for job descriptions to building a highway bridge. Tools such as this can revolutionize how municipalities do business.

Presented by: Amy Mitchell-Gomo, Technical Advisor II, City of Lebanon

Track(s): Economic Development, Employment/Human Resources, Governance/Select Boards, Land Use & Environment, Public Works, Tech Corner





The Benefits of Pavement Preservation

Maximize your budget by choosing the right treatment on the right road at the right time. This comprehensive overview of Pavement Preservation will cover treatment options, budgeting, network management, sustainability, and more.

Presented by: Art Baker, Client Services Manager, *indus*
Todd Connors, Regional Manager, *indus*

Track(s): Economic Development, Land Use & Environment, Public Works

The NH Homeowner Assistance Fund Resource - Benefits & Process

How local municipalities can use the NH Homeowner Assistance Fund Resource to help struggling homeowners within their community as well as address the municipality's burden caused by property tax delinquency.

Presented by: Mari Voisine, NH Homeowner Assistance Fund Program Manager, *New Hampshire Housing*
Stephanie Bray, Esquire, *NH Legal Assistance*
Samantha Marshall, Director of Programming & Communications, *AHEAD, Inc.*
Jennifer Boucher, Assistant Town Manager, *Town of Haverhill*

Track(s): Finance & Taxation, Welfare

Washed Out But Not Disconnected: Communication Strategies for Emergency Events

When a flash flood, high-winds, or other severe weather or emergent event impacts your community, your municipality's first responders' triage to prioritize activities that address immediate public health and safety and restore services and infrastructure. Public works crews are dispatched to fallen trees and washed-out roads while law enforcement and fire services provide evacuation and medical response. Effective and consistent use of strong communication strategies before an event, as well as during and after, are important not only for managing public expectations, but also ensuring public safety and a continued focus on urgent areas of need. In this session, the presenters will discuss various municipal communication strategies that can help your community to be prepared to stay in touch with citizens, officials, press, and other stakeholders, without burdening emergency responders or pulling from critical recovery resources. Presenters will highlight specific examples of local agency public outreach and engagement during emergency events from social media, email and texts, and other technology





and innovations. There are a variety of tools and methodology to ensure transparent and timely communications.

Presented by: Marilee Enus, Director, UNH Technology Transfer Center

Track(s): Public Safety Best Practice & Emerging Issues, Public Works, Risk Management

2:15 P.M. Exhibit Hall Break

2:30 P.M. CONCURRENT SESSIONS

A Fire Chief's Perspective on Contemporary Leadership and Personnel Challenges

This program will provide an opportunity for participants to roundtable and discuss modern leadership challenges and emerging personnel issues with several fire chiefs representing volunteer, combination, and career fire departments across the state of New Hampshire. The session is not intended to provide legal guidance; however, it is intended to prepare both emerging and practicing leaders with a number of perspectives of the changing human resources environment.

Presented by: David Emanuel, Fire Chief, Town of Durham

Michael McShane, Fire Chief, City of Dover

Steve Buxton, Fire Chief, City of Nashua

Henry Thomas, Fire Chief, Town of Newbury

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

Effective Approaches to Employee Discipline

One of the hardest responsibilities supervisors face is when and how to discipline employees.

This program will help supervisors understand how labor arbitrators and/or reviewing courts and agencies assess employer decision making and will provide a road map for effective management and investigation of employee misconduct. In addition to complaint and investigation management, the presentation will focus on the meaning of "just cause," not only because it is the standard for administration of discipline and discharge incorporated in many collective bargaining agreements, but also because it requires employees be treated fairly. Fair treatment is at the core of effective supervision, as well as employee productivity and job satisfaction.





Therefore, employers who treat their employees fairly are better able to foster a positive culture among their employees, and also, generally, see better outcomes in disputed matters before arbitrators, courts, and administrative agencies.

Presented by: Anna Cole, Esquire, Drummond Woodsum & MacMahon, P.A.
Hannah Devoe, Esquire, Drummond Woodsum & MacMahon, P.A.

Track(s): Employment/Human Resources

Embracing New Hampshire: Digitizing New Hampshire City and Town Annual Reports

The New Hampshire City and Town Annual Reports Collection is used widely throughout the state and beyond and is a valuable source of historical data on the fiscal management and vital statistics of New Hampshire's municipalities. With funding from the American Rescue Plan Act through the New Hampshire State Library and the Institute of Museum and Library Services, we successfully completed the goals of an ongoing project initiated more than ten years ago and internally funded by The UNH Library. The final grant funded sprint of our multi-year digitization work was completed on a short timeline, had many moving pieces, and required collaboration with several partners. The completed project makes all known New Hampshire annual reports from the University of New Hampshire Library and New Hampshire State Library (NHSL) collections accessible to the public, and more than doubles the size of the original collection. This presentation will give an overview of this project and discuss our collaborations with NHSL and the Internet Archive in accomplishing this work on time and on budget.

Presented by: Eleta Exline, Scholarly Communication Librarian, University of New Hampshire
Sarah Stinson, Digital Collections Coordinator, University of New Hampshire

Track(s): Governance/Select Boards

Ethics & Conflicts of Interest

The ethical behavior of all public officials and employees is an important concern for municipal officials. Not only is it critical for officials and employees to act ethically, it is also important to avoid even the appearance of unethical behavior. If citizens begin to doubt the ethics and good intentions of local officials, it is difficult to govern effectively and even more difficult to overcome the perception that "something is going on." 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, Attorneys Stephen





Buckley and Jonathan Cowal will help attendees learn to assess facts that may indicate a conflict and determine whether recusal is necessary.

Presented by: Stephen Buckley, Legal Services Counsel, NH Municipal Association
Jonathan Cowal, Municipal Services Counsel, NH Municipal Association

Track(s): Governance/Select Boards, Land Use & Environment

Financing Community Revitalization Projects

The Community Development Finance Authority (CDFA) will provide municipal partners an understanding of the various financial and technical resources available to support community economic development and clean energy projects across New Hampshire. The presentation will include information for municipalities within the various stages of project development, including those in the early stages of developing an idea or project, seeking capacity resources to advance those ideas through planning and development, or preparing to implement. CDFA staff will review our funding ecosystem and the types of grant, loan and tax credit equity programs available including Community Development Block Grants, the State Tax Credit Program, and CDFA's Clean Energy Fund. There will also be an opportunity to work through project ideas from the audience, as well as examples of projects that successfully leveraged CDFA resources.

Presented by: Katy Easterly Martey, Executive Director, NH Community Development Finance Authority
Scott Maslansky, Director of Clean Energy Finance, NH Community Development Finance Authority

Track(s): Economic Development

How to Handle a First Amendment Audit

Attorneys Keriann Roman and HariNarayan (Huddy) K. Grandy of Drummond Woodsum will provide legal and practice guidance on handling the so-called "First Amendment Audit," with updates and new additional guidance following their NHMA webinar presentation earlier this year. This session will suggest do's and don'ts when managing an auditor who is video recording in your town hall, suggestions for identifying and controlling access to "staff only" areas, and ensuring appropriate, non-confrontational access to public areas of town hall, along with a review of the First Amendment principles that apply.

Presented by: Keri Roman, Esquire, Drummond Woodsum





HariNarayan (Huddy) Grandy, Esquire, Drummond Woodsum

Track(s): Employment/Human Resources, Governance/Select Boards, Risk Management

Public Forum for the NH Assessing Standards & Equalization Boards

Annual public forum for the assessing standards board and equalization standards boards to receive public input from any changes that may have occurred in the previous year and or to take feedback from the public regarding assessing and valuation concerns.

Presented by: Charles Reese, Member, NH Assessing Standards Board

Track(s): Assessing

Special Assessment Districts

This session will teach attendees the value of special assessment districts (otherwise known as betterment assessment districts) is and how they are set up and operate. Attendees will learn from the City of Lebanon's experience with these districts, including important considerations for how they integrate into municipal development.

Presented by: C. Christine (Fillmore) Johnston, Esquire, Drummond Woodsum
Shaun Mulholland, City Manager, City of Lebanon

Track(s): Assessing, Economic Development, Finance & Taxation, Governance/Select Boards, Land Use & Environment, Public Works

Transportation in our Rural Communities

This session will explain how the mobility manager network, working closely with NHDOT, our State Coordinating Council, stakeholders, and providers can help fill the gaps of transportation in our rural communities. This session will also share a vision of an integrated system of safe, reliable, and sustainable transportation options that allow residents to maintain independence and participate in work and community life no matter their age or ability and explain how municipalities can assist in this vision.

Presented by: Teri Palmer, NH State Mobility Manager, RLS & Associates Inc
Steve Workman, Executive Director, Transport NH

Track(s): Economic Development, Land Use & Environment





3:45 P.M. CONFERENCE CONCLUDES