



NAHO NEWS

*...benefitting hearing officials
and the individuals they serve...*

NATIONAL ASSOCIATION OF HEARING OFFICIALS

MAY 2016

THANKS FOR THE MEMORIES

Norman J. Patenaude, Esq. CALJ (NH)

As I look at NAHO from the perspective of a president-emeritus I find that I can truly appreciate its historical mission and accomplishments now that the almost daily demands on my time from calls, emails, committee reports and the planning of meetings have been passed on to the new president.

I was a career hearings examiner at the New Hampshire Retirement System when I joined NAHO in 1999 and attended my first conference in Santa Fe, New Mexico. I was the first hearing official from my state to join NAHO and the first one to be certified as an administrative law judge three years later in 2002 in Anchorage, AK. I met many great colleagues over the years and I learned a lot at every conference. I then decided to give back to the organization with service on the board as an at-large member, the northeast region representative, the vice-president and, most recently, the president.

During my tenure as president I witnessed the growth in membership to 300 members, the attainment of certi-

fication by a record number of members, the formation of several new committees to meet our growing needs, the automation of our financial accounting processes and the institution of an account with PayPal, the computerization of many membership services, the initial enhancement of our website and the plans to establish our presence on social media by the new committee on technology, the purchase of liability insurance for officers and directors and an honesty bond for the treasurer, the bifurcation of operating and conference budgets, the availability of promotional merchandise at conferences and online, the ongoing updates of our policies and by-laws, the inclusion of highly respected judges, attorneys-general, law professors and experienced hearing officials as lecturers at our conference, the downsizing and restructuring of the board of directors, the development of a speakers bureau as well as online teaching and testing, the enhanced quality of the newsletters and conference brochures, and most of all, the dedication and tireless work of so many officers, directors, committee chairs,



Norman Patenaude (NH)

members and volunteers who have labored long and hard to make NAHO the nationally recognized institution that it is. The last four years were amazing for me!

As president emeritus I remain a member of the board of directors and its executive committee. I am happy to continue to share my experience as a career hearing official and as a member of NAHO's leadership team. The new board and its officers have an ambitious agenda that will continue to keep NAHO as the leader among organizations of hearing officials. I am proud to have been affiliated with NAHO all of these years and I will continue to contribute to its cause in any way that I can. It was a pleasure to serve as your president and I thank you for the honor! 🙏

Norman J. Patenaude
Esq. CALJ

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FROM THE EDITOR

Bonny Fetch, ND;
Past-President, Editor

It's Spring, the robins are back, the trees are budding and the promise of summer is on the doorstep. It is a time of rejuvenation, for mother Earth and her creatures, and for us too. NAHO is ever searching for ways to offer its members new tools to advance hearing skills and to communicate with one another.

I have taken over the task of Editor for the next two years, with Kayla Adams (TX) as Assistant Editor. It is a task I enjoy very much and am glad to do for NAHO. I would be remiss if I did not recognize the contribution of Andrea Boardman as previous Editor and extend a thank you to her as she retires from this position.

There will be three issues of the newsletter this year, each featuring information about the different functions of NAHO, at least one substantive article, information about the annual professional development conference and member features. We are also incorporating a new feature by which members can get answers to questions they may wish to ask the Board about the governance of NAHO or any topic of general interest relevant to hearing of-



Bonny Fetch (ND)

officials. The feature will be titled "ASK THE BOARD." Please direct your question to me at: bonnyfetch@gmail.com. Your question to the Board and the Board's reply will be printed in the next issue of the newsletter. Another new feature being implemented is intended to generate member input. Prior to each issue, we will pose a question to members. In this issue, we asked several long-time members what benefits they have derived from their association with NAHO. We received three responses which are printed in this issue.

If you have suggestions about any articles or features you would like to see, please forward your suggestions to me at the email address listed above. Remember, it's your organization. Let us know what would be most helpful and interesting for you to see in the newsletter. 🐾

NEW TRAINING DVDS ADDED TO LIBRARY

Clayton Mansfield (PA); NAHO Librarian

We've added three new titles from the 2015 conference to our Library. If you are looking to complete your Certification training, or build your skills as a hearing officer, these topics may be just what the doctor ordered. Check out the complete collection at www.naho.org/library.

2015-01 Ruling on Objections: What to Do When Someone Objects & You Have To Do Something (E)

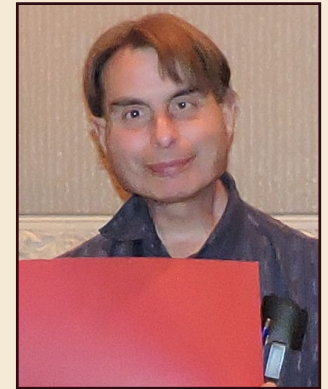
Peter Halbach, Chief Hearing Officer, ND Dept. of Transportation

Ruling on objections need not be anxiety causing. While the rules of evidence vary somewhat from one jurisdiction to another, the objections we hear are pretty much the same. This session will encourage you to embrace the rules of evidence so you can confidently respond to the most common objections. Knowing what to do and, perhaps as importantly, what the objecting party must do and when, will help you hold fair hearings for all parties while producing a better record for any subsequent review.

2015-02 Decision Writing 101: Writing Clear Decisions Under A Deadline (M)

Paul Keeper, ALJ, TX State Office of Administrative Hearings (retired)

As hearing officials, we constantly balance the need to write effectively against the duty to meet our deadlines. This course, taught by a former master-level ALJ, will review techniques to produce



Clayton Mansfield (PA)

decisions that satisfy both requirements. Judge Keeper will address the challenges of preparing single-issue decisions, as well as the unique problems of complex cases with multiple parties.

2015-03 What Am I Going to Do?: Preparing and Preserving the Hearing Record (E)

Linda Snow, Special Projects Program Manager, TX Health & Human Services Commission

The hearing record contains the documents and testimony the hearing officer or judge used to make the decision. The decision is based solely on the review of the documents and admissible testimony contained in the hearing record. The hearing officer or judge is responsible for creating an administrative record that allows a clear and supportable decision. This session discusses how hearing officers and ALJs develop an administrative record, demonstrates the path followed in making a decision, and includes the documents and testimony considered by the decision maker. 🐾

Save the Dates!

2016 Annual NAHO Professional Development Conference
Sept. 11-14, 2016 • Portland, Oregon
SEE PAGE 7 FOR MORE INFORMATION

STARTING THE HEARING PROCESS

Paul Keeper, Retired Administrative Law Judge, Texas State Office of Administrative Hearings

You have been appointed as the hearing official in a docketed case. How do you begin, and how do you keep the process on track to get the matter to its conclusion?

Review the Pleadings

As the hearing official, you will want to know something about the case before you step into a hearing room. Important information will include the subject of the case, the governing law, and the parties involved.

Why these topics? Because knowing this information will help you identify the resources you will need for managing the case. The most important of those resources will be your calendar and your attention. Your calendar is the trove of hours available to you for conducting the hearing and writing the decision. Your attention is the focus that you will bring to understanding the facts and law.

So, read the pleadings. Even a poorly drafted complaint (and an answer, if one has been filed) may give you a basic understanding of the dispute. If the pleadings refer to the governing law, then find and read the statutes or rules. If the pleadings don't include citations to the law, make a note to ask that the pleadings be amended to include that information. Last, identify the parties and the attorneys.

Here are a few situations that will illustrate the value of having these types of information:

- From reading the pleadings, you recognize one of the named parties as a company at which you worked in high school. Do your agency's rules require that you withdraw?

- In the pleadings, one of the parties has asked for an expedited hearing before a certain date. You have vacation plans that will interfere with the hearing. Should you return the case to your docketing department for reassignment?

- The allegations include a dispute about a technical subject—air chemistry or finance. You have no knowledge base in the area, not even the most basic understanding. Should you talk to your supervisor about getting another hearing official to serve with you on the case?

Your advance knowledge of potential problems may save you time and effort.

Preparing for the Preliminary Hearing

Most agency rules give the hearing official the power to convene a preliminary hearing, also called a preliminary conference. The rules often include a list of matters to be covered in the proceeding. Use that list as your outline to help prepare you. Here are some suggestions on how to get ready:

First, decide the format of the preliminary hearing. Many agencies permit the use of telephonic proceedings and digital recordings, instead of an in-person hearing with a court reporter.

Second, determine the type of notice required. Your agency may need to send the parties a written notice of preliminary hearing. An assistant's telephone call to the parties may be useful in identifying a date on which everyone is available.

Third, prepare and distribute a written agenda. You will want the parties ready to discuss

specific topics. These may include: the date for convening the hearing on the merits, the anticipated number of hearing days, the types of discovery needed, deadlines for exchange of exhibits and witness lists, and the need for additional preliminary hearings.

Fourth, inform the parties that they may add to your agenda. Their additional items typically will not require notice. You will decide at the preliminary hearing whether a party's additional items require action.

Conducting the Preliminary Hearing

When you convene the preliminary hearing, you will want to take charge from the outset. The tone of a preliminary hearing is usually less formal than that of a hearing on the merits.

You should communicate clearly, raising each agenda topic and inviting discussion until you have enough information to make a decision about procedural matters.

Your message to the parties should be: you are in charge, you can help them establish a prehearing schedule on which they can rely, and you will consider almost any additional matter that might affect the conduct of the case.

Finally, take a few minutes to review three essential points:

- A party may not contact you in any form without giving the other side the chance to participate. As part of that discussion, you may also want to let the parties know how to schedule another preliminary hearing or a hearing.
- Every motion must include a certificate of conference.



Paul Keeper

Remind the parties that they must confer with each other before filing a motion. They need not agree, but the movant must try to confer.

- Your goal is the resolution of their dispute as quickly, fairly, and efficiently as possible. Your achieving that goal will require the parties' timely compliance with their agreements and your written orders.

The Preliminary Order

After the preliminary hearing, you will generate a preliminary order, sometimes called a memorandum of hearing or memorandum of conference. The document should be brief and should state your decisions.

Remember that this document will govern the parties' actions until you convene the hearing on the merits. Use care in drafting. Set a deadline for the submission of any requests for corrections. After the deadline passes, a party will need to seek changes by motion.

Over time, you will develop your own sense of priorities about each case. Keep in mind that how you start the hearing process will often affect its outcome. The outcome in each case will help guide you in developing a style that works best for you. 📌

THE PRESIDENT'S POST

Janice Deshais (CT)

As NAHO's new President, I am pleased and proud to join the long line of presidents who have led NAHO throughout the years, helping the organization grow and prosper as it continues to provide opportunities for professional development and support for hearing officials and others involved in this process to deliver a fair administrative process to a varied citizenry at state and federal agencies. We hearing officials have a significant impact on the lives of the people who come before us in disputes concerning benefits, licenses, or issues impacting their health, the environment, or their child's education. This interaction might be the only encounter some people have with our legal system, and we set the example they will have of the right to be heard. NAHO is here to help you fulfill this important responsibility.

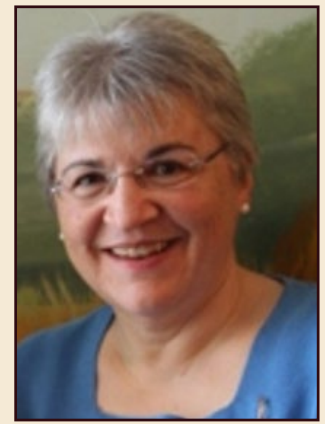
Some of you may already know me as NAHO's Vice President, a position I held from 2012 -

2015 and one that put me in charge of the annual professional development conferences in San Antonio (2012), St. Paul (2013), Charleston (2014), and Scottsdale (2015). Some of you may also know me from the classes and events I have been part of at conferences. I hope others know me from a conversation we had at a conference, a laugh or insight we shared, or as the person who was able to answer a question or provide other assistance.

I attended my first NAHO Conference in 2005 and found that I was reinvigorated by my time away from my office. I gained new knowledge and skills and enjoyed meeting other hearing officials who "did what I did" and understood the particular pressures and challenges of our work. I also met members of the NAHO Board who shared their vision of NAHO as an organization that hearing officials from across the country can count on for education and information, and was impressed by their

dedication to this task. I became active on the NAHO Board in 2010 when I was the Northeast Alternate Regional Representative. I also worked on the newsletter, eventually becoming editor myself, which was a great way to learn more about NAHO and why it has such a good reputation for high-quality professional development.

I am pleased to be at the helm of NAHO for the next two years and look forward to working with the committed members of NAHO's Board of Directors and others who serve on our standing and ad hoc committees. This is an exciting time for NAHO. We are in the process of updating and improving our website and plan to offer members new services such as improved library offerings and other online educational opportunities. We are also developing enhancements to our certification program that will make that designation more meaningful for our members. Plans for our September 2016 conference in



Janice Deshais (CT)

Portland, Oregon are underway and that promises to be another great event.

I am confident that the dedication of the Board and committee members and our efforts to work for continuous improvement will help NAHO continue to fulfill its mission of providing training, certification, and support for hearing officials in the years to come. Please feel free to drop me a note at Janice.deshais@naho.org with your questions, concerns or suggestions. I also look forward to seeing you in September in beautiful Portland, Oregon! 🐾

MEMBER SPOTLIGHTS

This issue we asked long-time members about their reasons for joining and remaining active in NAHO. Here are the responses of three members from various jurisdictions.



Hugo Franco

Chairman, Appeals Board (Retired); Arizona Department of Economic Security

People have often asked me: "Why did you join NAHO and why have you remained a member for so long?" I answer the same way every time. Three reasons: knowledge, networking and friendship.

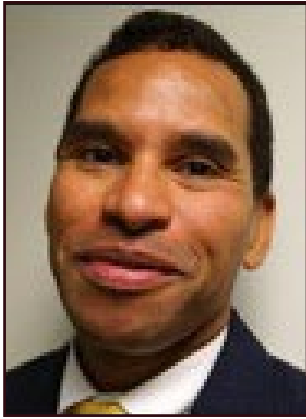
It all started in 1989. I was a young Administrative Law Judge excited about the work and thirsty for more training. My supervisor mentioned one day that he was aware of a conference for hearing officers and ALJs that was coming up in Cincinnati, Ohio. He asked if I was interested in attending. Since training opportunities at my agency were few and far between at the time, I jumped at it. So, off I went to Cincinnati. I

knew nothing about NAHO or Cincinnati. But, I figured I would go with the flow. At the time, conference materials were handed to you in a large, three-ringed binder. I was so excited to have some really good materials on evidence, hearing procedure, etc. The conference workshops went well and I met lots of hearing officers/ALJs from many different states. Some of these folks remain my close friends to this day. It so happened that the election of the NAHO Board was done at the conference. By the end of the day, and without knowing how it happened, I was elected the Alternate Western Regional Representative. And so, I was on the NAHO Board and remained

a member of the Board for many years thereafter.

I have attended many NAHO conferences since that first conference and have gained more knowledge of the hearing process than I would have ever gotten from my agency. It made me a better ALJ. I have also been able to network with many fellow NAHO members in other states to learn new and different approaches to the work. But above all else, I have made many friendships along the way that I truly value and respect. I'm retired now, but I can honestly say that NAHO was a big part of my life and I will always be eternally grateful.

Continued on page 5...

MEMBER SPOTLIGHTS, *continued from page 4*

Louis Thayer

Co-Chief Human Services Judge, Appeals Division; Minnesota Department of Human Services

I have been a NAHO member since 2000 with my first conference in Norfolk, VA. I went to the NAHO conference about six months after becoming an administrative hearing official with my agency in Minnesota. We call our people Human Services Judges or HSJs. At the conference, I took the track of courses that were offered for newer hearing officials and really enjoyed the foundational materials. In particular, I liked the courses focused on high-volume appeals and the history of administrative law. The people I met at my first conference and the training I received there have served me well in my career as an HSJ and supervising HSJ. I have also enjoyed using the online materials and borrowed videotapes from the library. I have maintained my NAHO membership since joining in 2000. I have personally

attended several NAHO conferences over the years in Norfolk, Minneapolis, Santa Fe, St. Paul, and Scottsdale.

I led a group from my office to apply to have the NAHO conference come to the Twin Cities. We were successful in bringing the NAHO conference to Minnesota in 2003. We sent our entire office to the training in 2003. In 2006, I became a supervising hearing official in my department. I drafted a training curriculum for the hearing officials in my office. We traditionally send new judges to NAHO training within their first eighteen months and to refresher courses each four to five years. We have found this to be very helpful in maintaining the judge's skills and morale. My office of nearly thirty judges have all attended one or more NAHO conferences.

I thought it important to

establish and maintain a connection to NAHO governance. As a result, I advocated for one of my judges, Joseph Rubenstein, to join NAHO's board and supported his efforts at the mid-year board meetings and curriculum. This also led to us seeking NAHO's conference coming to Minnesota in 2013. We again were able to send all of our judges to the 2013 conference in St. Paul Minnesota. I was honored to teach a course, Judicial Ethics, at the 2015 NAHO conference in Scottsdale, AZ.

My office plans to continue to send our new judges to the 2016 NAHO conference in Portland for the foundational material and seasoned judges for refresher training.

I have greatly enjoyed my and my office's relationship with NAHO for nearly twenty years.



Richard Murrell

Director, Quality Assurance Initiative, Bureau of Workers' Compensation, Nashville, TN

I serve in the Tennessee Bureau of Workers' Compensation where I have been involved in adjudicating claims since 2005. During this time with the Agency, preparations were being made for the eventual removal of workers' compensation claims from the jurisdiction of the state trial courts. The Agency now offers Ombudsman and Mediation services as well as the recently established Court of Workers' Compensation Claims and the Board of Workers' Compensation Appeals. Additional programs include Medical Utilization Review Appeals, Drug Free Workplace, Second Injury Fund and a Compliance Program that enforces the requirements of maintaining work comp coverage. I have a role with each of the programs of the Bureau in my capacity as Director of Quality Assurance. I remain active in hearing

appeals from orders for pre-July 1, 2014, workers' compensation claims and hear contested cases involving appeals from penalty assessments.

It has been my privilege to attend NAHO conferences each year from 2010 through 2014. I attained the designation Certified Administrative Law Judge in 2013 and anticipate re-certification this year. I am presently serving on the Certification Committee and I am looking forward to serving in other roles in the Association.

The training received during the Annual Conferences was extremely valuable. I was able to share so much with the other Agency members during the evolution of the workers' compensation system in Tennessee. However, an even greater benefit has been gained in the discussions outside of the presentations with the excellent

faculty and other experienced members of NAHO! Adding so many experienced individuals as contacts means that I have an endless opportunity to share and receive practical wisdom that will continue to enhance the profession nationwide. 🙏

BECOME INVOLVED BY SERVING ON A COMMITTEE

Members often inquire how they might become more involved in NAHO. One way to do so is to volunteer to serve on a committee. The work of NAHO is carried out strictly by member volunteers, there are no paid positions or employees. Some committees are established in the By-Laws. Others are ad hoc committees appointed by the President, and the conference committees. Certain committees have designated members and are not open for others to join. Those are indicated by an asterisk. Listed here are the 2016-2017 Committees and members serving on them. If you have an interest in serving on a committee, contact President Janice Deshais at Janice.deshais@naho.org.

STANDING COMMITTEES

EXECUTIVE COMMITTEE *

- Janice B. Deshais (CT), President and Chair
- Toni Boone (OR), Vice-President
- Jo Murphy (TN), Secretary
- Linda Snow (TX), Treasurer
- Norman Patenaude (NH), Immediate Past President

BUDGET AND FINANCE

- Linda Snow (TX), Chair
- Toni Boone (OR)
- Janice B. Deshais (CT)
- Jo Murphy (TN)
- Clayton Mansfield (PA), audit

BYLAWS AND RESOLUTIONS

- Peter Halbach (ND), Chair
- Bonny Fetch (ND)
- Joseph Rubenstein (MN)

CERTIFICATION

- Michael Blain (FL), Chair
- Richard Murrell (TN)
- Jimmy Stokes (GA)
- Robert Pullman-Miles (CA)
- Benjamin T. Brauer (MD)

MEMBERSHIP

- Eric Moody (ID), Chair
- All Regional Representatives
- NOMINATING (ELECTIONS)
- Gregory Ozment (FL), Chair
- Clayton Mansfield (PA)
- Peter Halbach (ND)

PAST PRESIDENTS COMMITTEE*

- Bonny Fetch (ND), Liaison
- All Past Presidents

AD HOC COMMITTEES

COMMUNICATIONS

- Bonny Fetch (ND)
- Kayla Adams (TX)

ETHICS

- Bonny Fetch (ND), (Chair)
- Michael Gillette (OR)
- Peter Halbach (ND)
- Norman Patenaude (NH)

HISTORIAN/ARCHIVIST *

- Bonny Fetch (ND)

INSTRUCTIONAL AND CERTIFICATION REVISIONS TASK FORCE

- Toni Boone (NV), Chair
- Clayton Mansfield (PA)
- Joseph Rubenstein (MN)
- Linda Snow (TX)
- Michael Blain (FL)
- Janice B. Deshais (CT)

LIBRARY

- Clayton Mansfield (PA), Chair
- Joseph Rubenstein (MN)
- Bonny Griffis (FL)

MERCHANDISING

- Toni Boone (NV), Chair
- Eric Moody (ID)
- Linda Snow (TX)

RECORDS RETENTION

- Bonny Fetch (ND), Chair
- Linda Snow (TX)
- Janice B. Deshais (CT)

TECHNOLOGY COMMITTEE

- Brian Ford (PA), Chair
- Clayton Mansfield (PA), Vice-Chair

CONFERENCE COMMITTEES

CONFERENCE PLANNING 2016

- Toni Boone (OR), Chair
- Janice B. Deshais (CT)
- Jo Murphy (TN)
- Eric Moody (ID)
- Joseph Rubenstein (MN)

SCHOLARSHIP

- Norman Patenaude (NH), Chair
- Eric Moody (ID)
- Toni Boone (OR)

TEN FINE TUNES TO IMPROVE YOUR RECORD

Reprinted from
March 2011 NAHO NEWS

It is not often that Hearing Officials have the chance to listen to how we might improve the record by an esteemed reviewing official of the court. Attendees at the NAHO 2010, Annual Professional Development Conference had an exceptional opportunity to experience Cornelia Clark, Chief Justice, Tennessee Supreme Courts' presentation, Judicial Review of Administrative Decisions: Ten Fine Tunes to Improve Your Record.



*Cornelia Clark, Chief Justice,
Tennessee Supreme Court*

This Keynote address was informative and valuable, whether one is a new or experienced Hearing Official. Chief Justice Clark shared her top-ten list of what could be done to insure that our rulings will always be upheld with energy and a bit of humor. In a nod to Nashville, Justice Clark linked a recording artist and their popular "hit" to each tip.

10. Know what the standard of appellate review will be; in the reviewing court; it can determine the outcome of the case. (Willie Nelson - "Always on my mind")
9. Know what standard of proof is required to make your findings. (Elvis Presley - "Suspicion")
8. Know the rules of evidence and rules of procedure that apply to your hearing. (Kenny Rogers - "The Gambler")
7. Know and follow applicable ex parte rules, but help parties understand why. (War - "Why Can't We Be Friends")

6. An administrative agency is not a court but does possess judicial as well as legislative and/or executive characteristics. (Johnny Cash - "I Walk the Line")
5. Do not forget constitutional due process concerns. (Lee Greenwood - "God Bless the USA")
4. Be respectful of the persons before you. (Aretha Franklin - "Respect")
3. Make a good record. (Beatles - "Tell Me Why")
2. Do your work promptly and timely. (Elton John - "Don't Let the Sun Go Down On Me")
1. The work of hearing officers is important; be proud of it! (Journey - "Don't Stop Believing")

And don't ever forget Johnny Paycheck, "Take This Job and Love It - I Ain't Going Anywhere."

CONFERENCE 2016: Destination Portland!

September 11-14



Toni Boone, OR; NAHO Vice-President

If you haven't already made your plans to attend NAHO's 2016 Professional Development Conference, you should do so soon. This year's conference curriculum includes both new courses and new instructors. We have an amazing space for the conference—a light, spacious, newly-renovated hotel with a river view. But best of all, this year's conference will be in one of the most vibrant, scenic and popular destinations in the U.S.—Portland, Oregon.

When you arrive in Portland by air, you'll be landing at the city's beloved "PDX," voted by the readers of *Travel and Leisure Magazine* as the best U.S. airport for the last three consecutive years. Once you pick up your luggage at the baggage claim area, you'll go down the escalator to catch MAX—Portland's efficient light-rail system that connects the airport to the

downtown area. For a mere \$2.50 you can take the MAX Red Line toward the City Center. Exit at stop number 12795, and you'll be only 0.04 miles (that's four one-hundredths of a mile) from the conference hotel.

NAHO's conference venue is the Portland Marriott Downtown Waterfront. This newly renovated hotel overlooks the Willamette River and is directly across the street from the Tom McCall Waterfront Park.

Portland is easy to navigate. The city's 200-foot-long blocks are quite walkable. There's also an extensive system of buses and streetcars in addition to light-rail trains, making it easy to visit destinations all over the city.

What is there to see and do in Portland? Here are just a few suggestions:

Tax-Free Shopping

Pick up everything in Portland (yes, everything!) without sales tax. From handmade items to designer goods, you'll find it all, tax-free. If you're looking for delicious Oregon edibles to take home or the finest in handmade items from Oregon artisans, look no further than any Oregon Store. You'll find them in various locations including downtown and at the Portland airport.

Powell's City of Books

Powell's Books is a local bookstore chain in the Portland area. Its headquarters, known as "Powell's City of Books," is the largest independent new and used bookstore in the world. This multi-story bookstore occupies a full city block. It contains over 68,000 square feet of retail floor space with over 4,000,000 new, used, rare and out-of-print books. CNN rates it as one of the ten "coolest" bookstores in the entire world.

Parks and Gardens

In a city as green as Portland, it's only fitting that some of the top attractions are outdoor spots that appeal to home gardeners and hikers alike. Whether you prefer a flower-filled park, a polished garden, an urban forest or a waterfront venue, Portland has it all and it's all easily accessible. Did you know that the stone house that provides the spooky backdrop for the television show "Grimm" is in Portland's Forest Park? Other favorites include the Grotto (a serene, 62-acre woodland sanctuary of botanical gardens in Northeast Portland), the International Rose Test Garden, the Rhododendron Garden and the Japanese Garden (the mostly highly ranked Japanese garden in North America).

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2016 CONFERENCE, *continued from page 7*

Dining in Portland

Downtown, you'll find everything from budget food cart lunches to fine dining at acclaimed restaurants—and nearly all emphasizing local, seasonal ingredients. Portland's selection of food carts—the city has more than 600—has drawn *global* praise (CNN declared Portland home to the world's best street food). Most carts are grouped in "pods" all around town, making it easy to sample several carts at a time. Portland's fondness for sweet stuff goes way beyond Voodoo doughnuts to include artisan chocolates, inventive ice cream and more.

Portland's Potent Potables

Beer lovers, look no further. In Portland, you'll find over 65 breweries, brew 'n' view movie theaters, and beer pairings at fine restaurants. Driven by Oregon winemakers motivated to move their operations closer to where they live and socialize, Portland now has nearly a dozen urban wineries. Inspired by their forerunners in the beer and wine scenes, industrious distillers are making the city the center of a new artisan distillery movement.

Visit the Shanghai Tunnels

The Shanghai Tunnels, less commonly known as the

Portland Underground, are a group of passages running from underneath Portland's Old Town/Chinatown regions through to the central downtown section of Portland. The tunnels connected the basements of many downtown hotels and bars to the waterfront of the Willamette River. They were built to move goods from the ships docked on the river to the basement storage areas of the hotels and bars. They are called the Shanghai Tunnels because of the stories regarding the men that were transported through these tunnels in the process of being Shanghaied. (Shanghaiing was the practice of kidnapping men to serve as sailors by use of coercive techniques such as trickery, intimidation or violence that thrived on the west coast of the U.S. from about 1790 to around 1915.) Portland eventually surpassed even San Francisco for the number of men shanghaied from its streets—hence the name, the Shanghai Tunnels. Guided tours of the tunnels are available and are popular with locals as well as tourists.

Museums and Historic Sites

At Portland's monuments and museums, you can explore its pioneer origins and Native history, as well as exceptional

collections of art. They include Portland's Children's Museum, the Oregon Historical Society Museum, the Pittock Mansion, the Oregon Holocaust Memorial, Fort Vancouver, the Portland Art Museum and many, many more.

Spectator Sports

If you like spectator sports, Portland has a variety of them. The Rose City Rollers is a female Roller Derby team that has become very popular in Portland. There's also Horse Racing at Portland Meadows, Portland's WHL hockey team, the Winterhawks, its NBA team, the Trail Blazers, Portland's women's professional soccer team, the Thorns, and the 2015 U.S. National Champion Men's Soccer team, the Portland Timbers. Both the men's and the women's soccer teams will be playing in Portland at around the time of the conference. The Timbers will play in Providence Park in Portland on Saturday, September 10 and the Thorns will play there on September 11.

If You Bring the Kids (or Grandkids)

Families will find lots to enjoy in Portland. There are dozens of hands-on science exhibits at the Oregon Museum of Science and Industry (OMSI) for kids

of all ages (my granddaughter wants to go there *every* time she comes to visit). Portland has a great zoo with the usual lions and tigers and bears (oh, my!) but the current favorites are the baby elephant and the raptor show. What kid wouldn't love a majestic raptor swooping overhead so low that you can hear and feel the *whoosh* of its wings as it goes by?

If You've Got an Hour or So and a Vehicle

Three of the most beautiful scenic wonders of the Pacific Northwest are within easy driving distance of Portland—Mt. Hood, the Columbia River Gorge and the beaches of Oregon's Pacific Coast. Within an hour from Portland, in Oregon's Willamette Valley, there are also 178 wineries boasting the best Pinot Noirs in the world.

These are but a few of the things *you* might do in Portland if you come to the 2016 conference. So, why not mix a little pleasure with the business of enhancing your professional skills and attend the National Association of Hearing Officials 2016 Professional Development Conference in Portland, Oregon? See you in September! 🗨️

