


NATIONAL ASSOCIATION OF HEARING OFFICIALS

2019 ANNUAL
PROFESSIONAL
DEVELOPMENT
CONFERENCE



NEW ORLEANS

NOVEMBER 3-6
RENAISSANCE
NEW ORLEANS
PERE MARQUETTE HOTEL



2019 ANNUAL PROFESSIONAL DEVELOPMENT CONFERENCE

RENAISSANCE NEW ORLEANS
PERE MARQUETTE HOTEL
NEW ORLEANS, LOUISIANA
NOVEMBER 3-6, 2019

FEATURING:

- Over 50 hours of MCLE instruction from which to choose to interest and educate administrative hearing officials, practitioners, and others involved in the administrative hearing process;
- Course offerings covering general areas of administrative hearings practice such as credibility assessment, due process, hearing security, ethics, bias reduction, hearing conduct and control, decision writing, evidence (basic and advanced), and many more topics, taught by law professors, appellate judges or knowledgeable, experienced administrative adjudicators who are also skilled presenters;
- Keynote address by the Honorable Karen Wells Roby, Chief U.S. Magistrate Judge, U.S. District Court, Eastern District of Louisiana
- Sessions covering specific areas of administrative law, such as Medicaid disability hearings, DUI/Implied Consent license suspension hearings, Special Education and School Discipline hearings;
- Facilitated discussions on emerging topics in administrative law; and
- Opportunities for the exchange of ideas and experiences, in both formal and informal settings, with administrative adjudicators, faculty and others from across the nation.

WHO SHOULD ATTEND?

- Administrative Adjudicators:
 - ALJs
 - Hearings Examiners
 - AJs
 - Hearing Officers
 - Board and Commission Members
- Attorneys
- Managers of Agency Adjudicators
- Agency Hearings Representatives/Advocates



Message FROM THE PRESIDENT

PLEASE JOIN US IN NEW ORLEANS!

Dear Colleagues:

You are invited to the NAHO 2019 Professional Development Conference in New Orleans, Louisiana. This annual gathering of hearing officials and others from the world of administrative adjudications is not only a great opportunity to receive excellent professional development training on a variety of subjects concerning the administrative hearings practice, but it is also a chance to meet other hearing officials to share ideas, information and experiences.



The Conference will be held at the Renaissance New Orleans Pere Marquette French Quarter Area Hotel. Located in the heart of the French Quarter, the boutique hotel pays homage to the heritage of New Orleans, known for Jazz, Jackson Square, Bourbon Street, and some of the finest dining on planet Earth. The French Quarter is the oldest section of the City of New Orleans, which was founded in 1718. Many of its buildings date from before 1803. It is home to Jackson Square, the French Market, St. Louis Cathedral, Preservation Hall, the New Orleans Jazz National Historic Park, and the Louisiana State Museum.

Under the direction of Vice President Toni Boone (OR), the curriculum for the Conference is impressive. As you read through the program outlined in the next few pages, you will see that the Conference is structured to deliver a wide array of educational courses on general administrative law topics and specialized subjects for particular areas of practice.

NAHO strives to provide quality faculty. Conference instructors include professors who are recognized experts in administrative law, appellate judges, knowledgeable attorneys, and experienced administrative adjudicators. Watch for the faculty bios on our website soon!

In addition to the great educational programs, there will be many opportunities to get to know your colleagues from across the country. In addition to all training classes, the registration fee includes the Sunday evening welcome reception, the Monday guest-speaker luncheon, and the annual Appreciation Luncheon on Wednesday.

Please look at this extraordinary program and make your plans to come to New Orleans.

I look forward to greeting you in November!

Janice B. Deshais

**Janice B. Deshais (CT), CHO
President**

EXPLORE NEW ORLEANS

Located within walking distance of our boutique French Quarter hotel are Bourbon Street, Jackson Square, Magazine Street, public transportation, eateries and Jazz clubs.



Set in the heart of the French Quarter overlooking the Mississippi River, Jackson Square is one of New Orleans' most recognizable landmarks.



Bourbon Street, a pedestrian mall extending 13 blocks through the heart of the French Quarter, was not named for the adult beverage but for France's ruling family in 1721, the House of Bourbon.



Within easy walking distance of our hotel is the Louisiana State Museum.



Also within easy walking distance of our hotel is beautiful Royal Steet.

HOTEL & SPECIAL EVENTS



RENAISSANCE NEW ORLEANS PERE MARQUETTE FRENCH QUARTER AREA HOTEL

817 Common Street
New Orleans, LA 70112
Telephone: (504) 525-1111
Toll free: 1-877-372-0482
<https://book.passkey.com/go/nationalassociationofhearing>



WELCOME RECEPTION

Featuring live entertainment
Sunday, November 3
5:00 pm – 7:00 pm
Lobby Bar



KEYNOTE LUNCHEON

Monday, November 4 at Noon
Keynote address begins at 12:30 p.m.
Storyville Room



HONORS LUNCHEON

Wednesday, November 6 at Noon
Storyville Room

MAKING YOUR HOTEL RESERVATIONS

The Renaissance New Orleans Pere Marquette is offering NAHO conference attendees rooms at a discounted rate of \$148.00 per night. This rate is subject to applicable state and city tax, (currently 14.45%), and tourism assessment tax (currently 1.75%). Located in the heart of the French Quarter of New Orleans, our boutique hotel offers spacious rooms and suites with deluxe amenities near world-famous attractions.

The deadline to receive this conference rate for your hotel room is Friday, October 5th, 2019. After October 5th, guestrooms may or may not be available and if available, will be at the hotel's usual prevailing rate.

The Renaissance Passkey Reservation System has been programmed so that NAHO conference attendees can easily make room reservations at NAHO's special rate. The website address is:

<https://book.passkey.com/go/nationalassociationofhearing>

Reservations may also be made by calling toll free.

Reservations Toll Free: 1-888-236-2427

When making reservations by telephone, please refer to the National Association of Hearing Officials Annual Professional Development Conference November 2nd through November 8th. Reservations can be made for lodging up to three days pre and post conference depending on availability. There is a 72 hour cancellation policy. To confirm a sleeping room within the NAHO Room Block, the sleeping room must be secured with a valid credit card provided by the guest attending the event, along with a first night's deposit refundable up to 72 hours in advance of the scheduled arrival date. Cancellations made less than 72 hours before arrival will forfeit the cost of one night's lodging plus tax.

NAHO's guaranteed room block for the conference is limited, so please make your reservations early!

GETTING TO AND FROM THE HOTEL

The Renaissance New Orleans Pere Marquette is located at 817 Common Street, New Orleans, LA 70112.

The French Quarter is located 30-35 minutes from the Louis Armstrong New Orleans International Airport.

You can reserve a seat on the Airport Shuttle Service by calling 866-596-2699. The cost of the shuttle is \$20 one way or \$38 round trip per person.

Taxi services from the airport are also available. The cost from the airport to the hotel is \$36 one way.

Both Uber and Lyft are available in New Orleans.

NAHO MEMBERSHIP

If you are interested in joining NAHO for the first time or have been away for a while, now is the time to join! Go to www.naho.org to submit a membership application and pay your membership dues!

NAHO membership is open to all current and former administrative hearing officials. Associate membership is available for those who are not hearing officials, but who provide support for hearing officials or make a contribution to the administrative hearing process through their work, their scholarship, or their efforts on behalf of NAHO. The Membership Committee considers all applications for individual and associate membership. Please allow time for processing and consideration in order to qualify for a particular NAHO member or associate member registration rate.

NAHO membership runs from January to December. Annual dues are as follows.

Individual Hearing Official Membership

New or lapsed membership:	\$60 for one year or \$135 for three years
Membership Renewal:	\$50 for one year or \$115 for three years

Group Hearing Official Membership

Groups of 5 or more (from same agency, paying at same time)	
New or lapsed membership:	\$50 per person
Membership Renewal:	\$40 per person

Associate Membership

New or lapsed membership:	\$45 for one year or \$120 for three years
Membership Renewal:	\$35 for one year or \$100 for three years

Questions regarding membership may be directed to Kayla Adams, Membership Committee Chair, at kayla.adams@naho.org

NAHO CERTIFICATION

The National Association of Hearing Officials is a professional nonprofit organization formed in 1986 and is the only national professional organization for administrative hearing officials that offers a certification program for hearing officers and administrative law judges.

The NAHO certification program is dedicated to developing uniform standards of excellence and professionalism for hearing officers and administrative law judges across the country. Course requirements for certification ensure that individuals have a sound background in administrative law and hearing procedures. Certification stands as tangible evidence of your personal commitment to your own professional development and to a fair hearing process. NAHO membership is required for certification. Courses attended at this year's conference may be considered towards meeting certification requirements for 2019. Core requirements can be met by attending annual NAHO conferences or classes arranged through the NAHO Speakers' Bureau, viewing instructional DVDs from the NAHO Library, through courses completed at the National Judicial College, and by participating in other recognized programs addressing the administrative hearing process.

For complete information on certification, visit www.naho.org. Individuals seeking to receive certification or recertification at the 2019 conference should submit complete applications postmarked by October 1, 2019 to:

NAHO Certification Committee
C/O Jimmy C. Stokes
328 E. Washington Street
Madison, GA 30650.

CLE ACCREDITATION

The 2019 NAHO Professional Development Conference will provide 51 hours of instruction which includes four hours of Ethics and three hours on Reducing Bias. The format of the conference is such that three classes are scheduled simultaneously. As conference attendees may only take one of the three offered simultaneous sessions, attendees completing the entire conference can expect to accrue 17 total CLE hours. **In order to ensure that you are properly credited for the CLE sessions you complete, furnish your state bar office with: (1) a copy of your conference registration providing the sessions for which you were registered; (2) a copy of this brochure which provides descriptions of each session; and (3) your certificate of completion for the conference.**

FEATURED SPEAKERS

The Honorable Karen Wells Roby, Chief U.S. Magistrate Judge U.S. District Court, Eastern District of Louisiana

Keynote Address: Monday, November 4 during Luncheon



Judge Karen Wells Roby has served 15 years as a U.S. Magistrate Judge for the Eastern District of Louisiana. She is co-chair of the ABA Litigation Section's Diversity & Inclusion Committee and formerly co-chaired the section's Alternative Dispute Resolution Committee. She has been appointed to the ABA's Committee for Racial and Ethnic Diversity for 2014-2015. And she is the Louisiana Supreme Court's designee on the Louisiana Commission on Civics.

In 2012, Judge Roby became the first African American woman to lead the Federal Magistrate Judges Association, a national organization of more than 600 members started in 1961. She enhanced the group's communications, ushered in a new web presence with historical information and worked through pay litigation to protect the interests of all magistrate judges.

As a Tulane Law School adjunct Associate Professor, Judge Roby teaches on E-Discovery and Digital Evidence, in the Trial Advocacy program, and coaches the Black Law Students-Frederick Douglass Moot Court team. She has spoken on legal topics at more than a hundred events across the United States. In 2013, she was among the notable graduates featured on a panel of "Pioneering Women of Tulane Law School."

Judge Roby traveled with Lawyers/Judges Without Borders in 2012 to instruct magistrates, police prosecutors and criminal defense counsel in Nairobi, Kenya, on best practices in case management and trial procedure. In 2013, she served on a panel on civic education with national leaders including retired U.S. Supreme Court Justice Sandra Day O'Connor.

Sarah Huber, Hearing Officer North Dakota Department of Transportation

Conference Opening Address: Monday, November 4 at 8:30 a.m.



Sarah was born in a small town on the Utah-Colorado border which was predominantly owned by and under the control of the Fundamentalist Church of Jesus Christ of Latter Day Saints (FLDS). She is the oldest of eight siblings in a family considered plebian in the hierarchy of the church. The consensus view in the community was that education beyond the eighth grade (especially for girls) was not essential, and, in fact, undesirable.

When she reached the young age at which girls in the community typically became wives, and fearing what the church would likely have in store for her, she chose to flee from the FLDS community and her family in order to follow her dream of learning. A lawsuit filed against the State of Utah would ultimately determine whether Sarah would be able to continue her education alongside other teenagers or if she would be returned, against her will, to the FLDS to become a child-bride in a church-arranged marriage and a teenage mother in a polygamist family.

Sarah believes in the pursuit of knowledge and in self-acceptance—that one should not only learn and know their own story, but also the histories of the people around them and the places they occupy in this world. She believes knowing others in this way leads to a better understanding of their influences, motivations and contributions. Accepting herself and her story for what it is has allowed her to learn the value of knowledge. Her speech is entitled "No Cut Flowers."

Scholarships Available for 2019 Professional Development Conference

The NAHO Board of Directors has authorized a limited number of partial and full scholarships to NAHO members to attend the 2019 Professional Development Conference. Full NAHO scholarships cover the total cost of registration to attend the entire conference and all group meals that are a part of the conference. Partial NAHO scholarships cover a portion of the registration fee to attend the entire conference and all group meals that are a part of the conference. NAHO scholarships do not cover travel/transportation expenses, lodging expenses or meals that are not provided as a part of the conference. All scholarship applicants must be members in good standing of NAHO or must have applied to be members of NAHO at the time the scholarship application is submitted.

Each year, NAHO offers one or more additional scholarships to alumni of The National Judicial College in appreciation of NJC's enduring commitment to the education of administrative adjudicators and in acknowledgment of their longstanding partnership with NAHO (NAHO was officially formed in 1987 at a conference that was co-sponsored by the National Judicial College). Full conference scholarship(s) for NJC alumni cover the total cost of registration to attend the entire conference and all group meals that are a part of the conference. Partial conference scholarships for NJC alumni cover a portion of the registration fee to attend the entire conference and all group meals that are a part of the conference. Scholarships for NJC alumni do not cover travel/transportation expenses, lodging expenses or meals that are not provided as a part of the conference. All applicants for NJC alumni scholarships to attend this year's NAHO conference must be an alumnus of the National Judicial College in addition to being a member in good standing of NAHO or an applicant for membership in NAHO.

Those interested in applying for either or both scholarships must submit a letter to the NAHO Scholarship Committee with the following information:

- You must verify that you are a member in good standing of NAHO or have applied to become a NAHO member. Your status may be verified by providing the date you became a member or the date of your membership application.
- Employment information (employer, job title, length of time you have been a hearing official).
- Indicate whether you will be receiving any financial assistance from your agency or employer to attend the conference. If you will not be receiving any financial aid, please include a letter from your supervisor/employer (stating you will not be receiving any funding) with your application.
- Indicate whether you are working on obtaining NAHO certification or recertification.
- Indicate whether you have previously received a scholarship to attend a NAHO professional development conference and the year you received the scholarship.
- If you are applying for an NJC Alumni scholarship, please indicate the title of the last NJC course you completed, the location of the course and the year of completion.

Scholarship application letters must be received by **September 20, 2019** to be considered. Only application letters providing all the required information will be considered. Send letters of application and supporting information by email to kelly.vargo@state.mn.us.

Kelly Vargo,
Scholarship Committee Chair

PRE-CONFERENCE EVENTS

SUNDAY, NOVEMBER 3, 2019

9:00 a.m. – NATIONAL ASSOCIATION OF HEARING OFFICIALS ANNUAL BOARD OF DIRECTORS MEETING
Buddy Bolden Conference Room

In addition to monthly Board meetings, which are telephonic, the NAHO Board has a day-long meeting on the day before the Professional Development Conference begins. **Only NAHO Board members are required to attend this meeting.** However, any *current NAHO member* who is interested in observing the meeting is welcome to attend.

REGISTRATION – 2:00 p.m. to 5:00 p.m. – Storyville Foyer

WELCOME RECEPTION - 5:00 p.m. to 7:00 p.m., Lobby Bar, Renaissance Pere Marquette Hotel

Network with colleagues, conference faculty, and friends at the Lobby Bar and adjacent seating area where something called the “Punch Bowl Ritual” will take place. The punch will be complimentary. In addition, there will be heavy hors d’oeuvres, beignets, and a cash bar for those who prefer some other libation. For your further enjoyment, there will also be a live jazz band to entertain you!

CONFERENCE WELLNESS COMPONENT

Wake Up To Yoga

6:45 a.m. to 7:30 a.m. daily: Monday through Wednesday, November 4th through the 6th

Bonny Fetch, Administrative Law Judge (retired), North Dakota Office of Administrative Hearings; Registered Yoga Instructor
You may ask why a hearing official should participate in yoga. The reasons are many. Hearing officials need more than skills training to function effectively in their jobs. Regular practice of yoga not only increases flexibility and improves balance, but also creates mental clarity and sharpens concentration. The breathing and relaxation techniques incorporated in the practice of yoga can lessen or eliminate many sources of chronic pain, and help in managing stress. *Start your day with yoga and head to class feeling physically balanced and mentally alert.* This class is suitable for beginners and practiced yogis alike. Wear comfortable clothing you can move in.

Beyond Mindfulness: Moonlight Yoga and Meditation

8:00 p.m. to 9:30 p.m. on Tuesday, November 5th

Bonny Fetch, Administrative Law Judge (retired), North Dakota Office of Administrative Hearings; Registered Yoga Teacher
This class combines the elements of mindfulness, yoga and meditation. Yoga and mindfulness have been discussed in previous class descriptions. Meditation is the active process of encouraging stillness in the mind. Our minds are constantly in motion, jumping from thought to thought about things that happened in the past, what is going on in the present, and what might happen in the future. As a result, we have difficulty learning to slow down and to function effectively in the present. Meditation is one of the most effective ways to tune down our constant mind chatter, reduce anxiety and stress levels and dramatically improve our ability to cope with and enjoy everyday life. *End your day with this deeply relaxing experience.* This class is for everyone, no prior experience in yoga or meditation required. Wear comfortable clothing you can move in.

SCHEDULE & CLASS DESCRIPTIONS

Key to session designation: For purposes of determining how each session will count toward NAHO certification as a Certified Hearing Officer or Certified Administrative Law Judge, sessions have been labeled **(M)** for Mandatory credits, **(E)** for Elective credits and **(S)** for Specialized credits.

MONDAY, NOVEMBER 4, 2019

8:00 a.m. to 4:00 p.m. – REGISTRATION -

8:15 a.m. – OPENING WELCOME REMARKS – *Janice Deshais, NAHO President*
Toni Boone, NAHO Vice-President

8:30 a.m. to 9:30 a.m. – OPENING ADDRESS

No Cut Flowers

Sarah Huber, Hearing Officer, North Dakota Department of Transportation

SCHEDULE & CLASS DESCRIPTIONS

9:45 a.m. to 10:45 a.m. – SESSION 1

1A Best Practices for New (and Not So New) Hearing Officers and ALJs, Part 1 (M)

Anthony J. Baratta, Associate Chief Administrative Judge (retired), Atomic Safety & Licensing Board (DC)

Toni Boone, Administrative Law Judge (retired), Nevada Department of Motor Vehicles (OR)

W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired) (OR)

This session addresses many problems that new hearing officials might not anticipate: avoiding *ex parte* communication, prehearing preparation, how to begin the hearing in a way that encourages civility, when and how to grant or deny postponements and continuances, how to respond when your ability to question a witness is challenged, exhibit management, making appropriate rulings on objections, including when *sua sponte* objections are necessary in *pro se* hearings and how to raise them, maintaining proper decorum throughout the hearing and other topics of interest to adjudicators.

1B Sanctioning Authority of Administrative Hearing Officials, Part 1 (E)

Gregory Ogden, Professor, Pepperdine University School of Law (CA)

This course addresses whether hearing officials have sanctioning authority related to parties, attorneys, or other hearing representatives. Topics include grounds for sanctions, such as frivolous claims, obstructive behavior, and refusal to comply with hearing rules or orders. Other topics include types of sanctions, including money penalties, dismissal of claims, and injunctions against obstructive behavior. Final topics include authority for sanctions in statutes and rules.

1C Impact of Student Social Media Use on School Hearing Officers, Part 1 (S)

Cindy Antrim-Rutledge, Asst. Director Student Discipline & Behavioral Intervention & Hearing Officer, Gwinnett County Public Schools (GA)

Colleen Ulrich, Asst. Director Student Discipline & Behavioral Intervention & Hearing Officer, Gwinnett County Public Schools (GA)

With the increased use of smartphones and tablets by today's youth, young students and teens are facing a plethora of obstacles and temptations in today's society. This session will focus on the many challenges and pressures to which our students are exposed through social media on a daily basis: cyberbullying, sexting and child pornography, online and terroristic threats, dangerous apps, trending drugs, and weapons. The presentation will be of special interest to school discipline hearing officials as it will highlight school-imposed punishment and legal ramifications, including jurisdiction, search, and seizure.

11:00 a.m. to 12:00 p.m. – SESSION 2

2A Best Practices for New (and Not So New) Hearing Officers and ALJs, Part 2 (M)

Anthony J. Baratta, Associate Chief Administrative Judge (retired), Atomic Safety & Licensing Board (DC)

Toni Boone, Administrative Law Judge (retired), Nevada Department of Motor Vehicles (OR)

W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired) (OR)

This is a continuation of a previous session (see Session 1A above). Attendance of the previous session is not mandatory but is recommended.

2B Sanctioning Authority of Administrative Hearing Officials, Part 2 (E)

Gregory Ogden, Professor, Pepperdine University School of Law (CA)

This is the second part of a two-part class (see Session 1B above). While attendance of the first portion is not mandatory, it is highly recommended. Your understanding of the concepts discussed in the second portion may be diminished if you did not attend the previous session.

2C Impact of Student Social Media Use on School Hearing Officers, Part 2 (S)

Cindy Antrim-Rutledge, Asst. Director Student Discipline & Behavioral Intervention & Hearing Officer, Gwinnett County Public Schools (GA)

Colleen Ulrich, Asst. Director Student Discipline & Behavioral Intervention & Hearing Officer, Gwinnett County Public Schools (GA)

This session is the second hour of a two-hour class (see Session 1C above). Attendance at the previous hour is not mandatory but is highly recommended.

12:00 p.m. – 12:30 p.m. LUNCHEON IS SERVED

12:30 p.m. – 1:00 p.m. KEYNOTE ADDRESS

Honorable Karen Wells Roby, Chief U.S. Magistrate Judge, Eastern District of Louisiana

1:30 p.m. to 2:30 p.m. – SESSION 3

3A Conducting Telephonic and Video Hearings and Assessing Credibility by Telephone (M)

Toni Boone, Administrative Law Judge (retired), Nevada Department of Motor Vehicles How, and to what extent, does an ALJ have to authenticate the identity of the hearing participant? What are the best practices for maintaining control of a telephonic hearing? How can an ALJ persuade the participants to treat the hearing with the gravity that they would if it were being conducted in person? How is an adjudicator to determine the credibility of witnesses without the ability to visually assess demeanor or view non-verbal cues? When, if ever, is conducting a hearing by telephone a violation of procedural due process? Attend this lively session for answers to these and other questions.

SCHEDULE & CLASS DESCRIPTIONS

3B Conducting Hearings In An Electronic World (M)

Anthony J. Baratta, Associate Chief Administrative Judge (retired), Atomic Safety & Licensing Board (DC)

Administrative tribunals (boards and commissions), agency hearing officers and central panel ALJs across the nation have been increasingly migrating to all electronic document filings and decisions. This session explores what's different about hearings conducted with the support and use of electronic media, what are the concerns with that system, and the problems and pitfalls that can arise while using it.

3C Being the Boss: The Challenges of Managing Hearing Officials (E)

Janice B. Deshais, Adjudications Director, Conn. Dept. of Energy & Environmental Protection (CT)

Peter Halbach, Chief Hearing Officer, North Dakota Department of Transportation (ND)

The issues facing managers of hearing officials often loom large in their daily work life. In addition to issues such as budgets, staffing, and other office challenges, managers of hearing officials must develop strong leadership abilities in order to supervise staff and their work and evaluate and report their performance. Managers may also have to assist staff with their decision-writing, which often requires strong editing skills. This session, led by experienced managers, will discuss these issues, others that participants may raise, and will focus on developing and strengthening management skills.

2:45 p.m. to 3:45 p.m. – SESSION 4

4A Procedural Due Process: The Elements That Are Essential to Your Hearings (M)

Toni Boone, Administrative Law Judge (retired), Nevada Department of Motor Vehicles (OR)

W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired) (OR)

We all know exactly what “process” is “due” for our hearings, right? If you were asked to describe every step involved in providing due process in your hearings, could you explain it fully? In this session, we'll break down the elements of due process from a “common sense” perspective rather than a “law school” perspective. Different types of administrative hearings will be discussed, comparing and contrasting the amount of “process” that is “due” in each. Objections, motions and arguments that are commonly made on due process grounds will be addressed and appropriate responses to them will be suggested.

4B Mindfulness for Hearing Officials, Part 1 (E)

Bonny Fetch, Administrative Law Judge (retired), North Dakota Office of Administrative Hearings, Registered Yoga Teacher (ND)

Mindfulness is the intentional experiencing of our thoughts, feelings, bodily sensations, and surrounding environment *in the present moment*, without judgment. When we practice mindfulness, we attune our thoughts to what we are sensing in the moment rather than rehashing the past or imagining the future. How can practicing mindfulness help us as hearing officials? For starters, the failure to be fully present in the moment can have adverse effects. We may miss important information, we may make mistakes, or we may fail to appreciate the issues before us. Through daily practice of mindfulness, you may find that that you make fewer mistakes and have a better overall feeling of well-being, which often translates into a calmer, deeper understanding of the work before you.

4C Examining Our Implicit Biases: A Facilitated Discussion, Part 1 (M)

Peter Hemenway, Administrative Law Judge (retired), Department of Social Services (CA)

Many hearing officials believe they have few biases and, if they do, they're aware of them. Believing they're either unbiased or aware of all their biases, they're under the impression their biases can simply be set aside without affecting impartial fact-finding. This class will explore whether these beliefs are true and, if untrue, how biases affect us when we conduct our hearings, make findings of fact, and write our decisions. Results of bias studies will be examined, but the primary focus of the class will be to examine ourselves and how we can minimize biases we have that impact our hearings. This first hour of the session will be devoted to a discussion of categories protected from bias or discrimination by State or Federal law (e.g., race, gender, age, religion, disability, etc.).

4:00 p.m. to 5:00 p.m. – SESSION 5

5A Workplace Security Measures Every Administrative Adjudicator Should Know (E)

Avon Jackson, Senior Inspector, Office of Protective Intelligence, National Center for Judicial Security, United States Marshals Service

We tend to believe we're relatively safe where we hold hearings—that we are not under the same threat as judges in the traditional court system. However, our hearings may involve mentally unstable persons, substance abusers or others who are angry at “the system.” They see us, because we have the authority to take benefits and licenses, as the person standing between them and their livelihood. Does your office have a plan in place to deal with dangerous persons? Do you know what to do or say when you feel threatened mid-hearing? U.S. Marshal Jackson can provide advice and recommendations to make you more safe and secure.

5B Mindfulness for Hearing Officials, Part 2 (E)

Bonny Fetch, Administrative Law Judge (retired), North Dakota Office of Administrative Hearings, Registered Yoga Teacher (ND)

This is the second part of a two-part class (see Session 4B above). While attendance of the first portion is not mandatory, it is highly recommended. Attendance of only the second portion may hinder the success of your participation in this session.

5C Examining Our Implicit Biases: A Facilitated Discussion, Part 2 (M)

Peter Hemenway, Administrative Law Judge (retired), Department of Social Services (CA)

This second hour of the two-hour session (see Session 4C above) will deal with the implicit biases we have against people that have not been designated as members of a “protected class” but nonetheless can greatly impact the fairness of the administrative hearing and subsequent decision-making. Types of discrimination discussed will include biases based on our subconscious perceptions of a person's appearance (e.g. obese, multiple tattoos or body piercings, unusual mode of dress, etc.) and of other characteristics (e.g. accent, body odor, odor of cigarettes or alcohol, perceived educational level, etc.).

SCHEDULE & CLASS DESCRIPTIONS

TUESDAY, NOVEMBER 5, 2019

8:30 a.m. to 9:30 a.m. – NAHO ANNUAL GENERAL MEMBERSHIP MEETING – Storyville I and II

9:45 a.m. to 10:45 a.m. – SESSION 6

6A Access to Justice, Part 1: Sociological Insight on Inequality & Poverty (M)

Angel Adams Parham, Associate Professor of Sociology, Loyola University, New Orleans

This session will provide a working sociological vocabulary for talking and thinking about inequality and poverty. We will discuss key sociological concepts as well as demographic data on inequality and poverty.

6B Judicial Ethics for Hearing Officials, Part 1 (M)

Gregory Ogden, Professor, Pepperdine University School of Law (CA)

Discussion will include core ethical principles such as impartiality and neutrality in decision-making; typical ethical issues common to all adjudicators – conflicting financial interests, honesty and integrity, pro se litigants, reasonable doubts about impartiality, bias and prejudice, and courtroom behavior; judicial ethics specific to hearing officials, including separation of functions, ex parte communications, and influence in the decisional process. Each subject is discussed with hypotheticals from real world situations. Course includes extensive materials prepared in advance, and provided to participants as part of the course materials.

6C Deference and Rules: What You Need to Know (E)

W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired) (OR)

Regardless of whether they're referred to as rules, regulations, or an administrative code, hearing officials must know and understand those that pertain to their hearings and how they are to be applied. Were the rules properly promulgated? How does it impact you if they were not? How much deference are you supposed to give an agency's interpretation of its own statutes, rules or intent behind the rules? The U.S. Supreme Court's recent decision in *Kisor v. Wilkie*, 139 S.Ct. 2400 (June 26, 2019) held that agency interpretations of genuinely ambiguous regulations should not receive greater deference under *Auer* than agency construction of statutes, abrogating *Ohio Department of Medicaid v. Price*. What, exactly, does that mean? How will *Kisor v. Wilkie* impact your decision making?

11:00 a.m. to 12:00 p.m. – SESSION 7

7A Access to Justice, Part 2: Case Studies on Inequality and Poverty (M)

Angel Adams Parham, Associate Professor of Sociology, Loyola University, New Orleans

This session will focus on case studies of inequality and poverty based on the speaker's research. We will engage in discussion and analysis of these case studies, apply the concepts and data introduced in Part 1 (Session 6A) above.

7B Judicial Ethics for Hearing Officials, Part 2 (M)

Gregory Ogden, Professor, Pepperdine University School of Law (CA)

This session is the second hour of a two-hour class (see Session 6B above). Attendance at the previous hour is not mandatory but is highly recommended.

7C Understanding Decision Making Standards: Burden of Proof and the "Reasonable Person" (M)

W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired) (OR)

What does "burden of proof" really mean? Is it about the reliability of the evidence, the persuasiveness of the evidence or both? At what point does the evidence presented satisfy the burden of proof? In many administrative hearings, the actions of an individual are evaluated based on the "reasonable person" standard. What does the standard mean? How is the standard applied in administrative hearings? How does an administrative adjudicator analyze the actions of the individual in order to determine if the standard was met? This session will provide answers to these question and others attendees might raise.

12:00 p.m. – 1:15 p.m. OPTIONAL ACTIVITIES during LUNCH ON YOUR OWN

Although you'll have to provide your own meal, feel free to bring lunch to the room designated for either of these informative activities:

Option 1-*All You Need to Know About NAHO Certification*: Bring your lunch and join Dr. Jimmy Stokes to hear about the NAHO certification program. This informal session will examine the specific requirements for certification including various types of courses, mandatory courses, experience requirements and general education specifics. Attention will be given to the forms required and the process for submission including determining whether a course is mandatory, elective or specialized. Recertification requirements will also be discussed. See also <https://naho.org/Certification-Program>

Option 2- *Section Colloquy*: The largest of the meeting rooms will be arranged with sizable tables which will be designated by hearing type. Gather for lunch with hearing officials who conduct the same or similar hearings to your own. You can use this time to become better acquainted, exchange contact information and discuss the particular challenges associated with the type of hearings over which you preside.

SCHEDULE & CLASS DESCRIPTIONS

1:30 p.m. to 2:30 p.m. – SESSION 8

8A Due Process Applied: Mock Hearings and Discussion, Part 1 (M)

Toni Boone, Administrative Law Judge (retired), Nevada Department of Motor Vehicles (OR)

Janice B. Deshais, Adjudications Director, Conn. Dept. of Energy & Environmental Protection (CT)

W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired) (OR)

This two-hour, two-part class will examine situations that actually occurred in administrative hearings in which petitioners subsequently moved to dismiss the government's action on due process grounds. After viewing mock hearing scenarios taken from transcripts of actual administrative hearings, attendees will examine and evaluate the actions of the administrative adjudicator: Was the process that was provided all that was due? Was it procedurally fair? If the process fell short of what was due, what corrective action could the hearing official have taken? Learn by participation, observation and discussion.

8B Legal Research and Terminology for Non-Attorneys (M)

Anthony J. Baratta, Associate Chief Administrative Judge (retired), Atomic Safety and Licensing Board (DC)

Some may wonder why certain legal questions are answered in the way they are. This session will explore the "why" of these rulings, namely "precedent." The purpose of legal research is to find "authority" or precedent that will aid in finding a solution to a legal question. The session will also provide an outline of the process, define certain terminology, identify sources of case law and work through an example of how to formulate a search strategy for pertinent cases.

8C Removing Barriers to Communication in Your Hearings (E)

Clayton Mansfield, Hearing Examiner, Internal Revenue Service

Why does a hearing sometimes "go wrong"? The process often fails because of barriers to communication. Hearing participants have different goals, perceptions and expectations regarding the hearing. This class will aid in identifying barriers to communications, building trust and rapport with petitioners, applying active listening skills and asking effective probing and clarifying questions without being prosecutorial.

2:45 p.m. to 3:45 p.m. – SESSION 9

9A Due Process Applied: Mock Hearings and Discussion, Part 2 (M)

Toni Boone, Administrative Law Judge (retired), Nevada Department of Motor Vehicles (OR)

Janice B. Deshais, Adjudications Director, Conn. Dept. of Energy & Environmental Protection (CT)

W. Michael Gillette, Associate Justice, Oregon Supreme Court (retired) (OR)

This is the second portion of a two-part class (see Session 8A above). Attendance of the preceding portion is recommended but is not mandatory.

9B Decision Writing (M)

Emalie A. Boyce, Director, Louisiana Division of Administrative Law (LA)

Decisions rendered by administrative law judges should be fair, clear, and accurately state the relevant facts and law. Further, they should demonstrate, through the analysis contained within, the reasonableness of the conclusions reached. This is easier said than done. This course will discuss important components of an administrative decision, and identify helpful tips to writing well-reasoned and effective decisions.

9C Why All This Talk About Hearsay? (M)

Peter Halbach, Chief Hearing Officer, North Dakota Department of Transportation (ND)

Your jurisdiction may generally allow admission of hearsay in administrative hearings or admission may be subject to rigorous standards. Whatever the rules applicable to your hearings, questions about hearsay evidence are going to be raised, at least occasionally. This course is an opportunity for hearing officials to deepen their understanding of what hearsay is, what it is not, and when it matters. Attendees are also invited to explore the relationship of hearsay to evidence concepts, such as relevancy and materiality.

4:00 p.m. to 5:00 p.m. – SESSION 10

10A Personal Security Measures: Why Being An Active Participant In Your Own Security Matters (E)

*Avon Jackson, Senior Inspector, Office of Protective Intelligence, National Center for Judicial Security,
United States Marshals Service*

What measures could you take to make your home and family more safe from potential violence? Are there safety measures to protect you in the parking lot and on the way home from work? What type of social media posts should you avoid to maintain your personal safety and that of your family? Do you have a plan to respond to unsafe situations? In this session, an expert on judicial security will provide valuable answers to your questions regarding your security.

SCHEDULE & CLASS DESCRIPTIONS

10B Loose Cannons in High Volume Hearings: Controlling the Out-of-Order Attorney (M)

Brian J. Curley, Administrative Law Judge, United States Coast Guard (LA)

Richard M. Murrell, Administrative Judge, Administrative Procedures Division (TN)

Dockets for some administrative adjudicators are enormous. Their hearings must be expeditious in order to serve the public in a timely manner. But what happens when an attorney wants to waste valuable time “grandstanding?” How do you manage attorneys who behave in a way that is disrespectful to the hearing process? What happens when a defense attorney wants to turn the hearing into a criminal trial or fishing expeditions for “discovery” for a concurrent criminal action? How do you handle the attorneys so busy with their cell phones he/she can’t represent the client? Without contempt authority, how do you maintain or regain control of the hearing? This active discussion will inform and provide new skills.

10C Managing Contentious Counsel in Complex Cases (M)

Janice B. Deshais, Adjudications Director, Conn. Dept. of Energy & Environmental Protection (CT)

Sarah Huber, Hearing Officer, North Dakota Department of Transportation (ND)

Why is it that so often a complex case is made more difficult by contentious counsel? You are not only dealing with lengthy and involved discovery or long lists of exhibits, but counsel is also making matters worse by being cagey or cantankerous. In this session, you will learn strategies for dealing with contrary counsel and maintaining control of your hearings. Feel free to bring your dilemmas to this session for discussion and resolution.

WEDNESDAY, NOVEMBER 6, 2019

8:30 a.m. – 9:30 a.m. – SESSION 11

11A Demeanor Evidence and Credibility, Part 1 (M)

Gregory Ogden, Professor, Pepperdine University School of Law (CA)

This session will review the nature, history and use of demeanor evidence to determine the credibility of witnesses in fact finding. Other credibility factors recognized in evidence law, including consistency or inconsistency of statements and psychological research related to truth-telling and deception and how that research may apply to credibility determinations, will be discussed. Also included are analyses of written credibility determinations, and use of demeanor evidence as part of fact-findings to provide hypothetical examples for class discussion. Extensive materials prepared in advance will be available online.

11B Tips and Techniques for Managing Hearings Involving Self-Represented Litigants (M)

Brian J. Curley, Administrative Law Judge, United States Coast Guard (LA)

Richard M. Murrell, Administrative Judge, Administrative Procedures Division (TN)

Pro se parties are expected to present their cases though they understand neither the system nor the process. Their unfamiliarity may prevent them from receiving a fair hearing if the ALJ doesn’t intervene. Our hearings are usually less formal to make the process more accessible to *pro se* litigants. What can we do without crossing the line into advocacy? Are there certain things we must do in the interest of due process? What is the appropriate way to phrase questions to them? Learn all this and more in this session.

11C Independence, Impartiality and Integrity: Integral Parts of Judicial Ethics, Part 1 (M)

Peter Hemenway, Administrative Law Judge (retired), Department of Social Services (CA)

Judging is difficult. It can be particularly problematic to maintain your independence and integrity when your paycheck comes from the agency for which you hear cases, when your supervisor disagrees with how you conduct a hearing or write a decision, or when peers are “following orders” and you are not. This session will examine how to recognize the pressures that may affect hearing officials and discuss how administrative adjudicators can remain independent and preserve their integrity despite those pressures.

9:45 a.m. – 10:45 a.m. – SESSION 12

12A Demeanor Evidence and Credibility, Part 2 (M)

Gregory Ogden, Professor, Pepperdine University School of Law (CA)

This class is a continuation of a two-hour class (see Session 11A above). Attendance of the first hour is recommended but not mandatory.

12B Common Issues, Deeper Analysis in DUI/Implied Consent Administrative Hearings (S)

Peter Halbach, Chief Hearing Officer, North Dakota Department of Transportation (ND)

While the administrative hearing process for suspensions/revocations for implied consent and operating vehicles under the influence may vary from state to state, this session will address the common issues that remain problematic or challenging: what evidence is admissible and sufficient for establishing “reasonable grounds,” what are the elements of “actual physical control,” and what constitutes a refusal. In addition, the distinctions between the due process requirements and the admissibility of evidence in the criminal and administrative venues will be reviewed. Be ready to delve deeper and further develop your knowledge regarding these issues and others raised by class attendees.

SCHEDULE & CLASS DESCRIPTIONS

12C Independence, Impartiality and Integrity: Integral Parts of Judicial Ethics, Part 2 (M)

Peter Hemenway, Administrative Law Judge (retired), Department of Social Services (CA)

This is a continuation of a two-part session (see Session 11C above). Attendance of the previous session is not mandatory but is recommended.

11:00 a.m. – 12:00 p.m. – SESSION 13

13A Medicaid Disability Adjudication (E)

Haley Williams, Esquire, Attorney for Louisiana Department of Health

Persons 65 or older or the primary caretaker of minor children may be able to receive Medicaid without proving they are disabled if they have limited income. Those under 65 that do not have minor children living with them must prove they are disabled to qualify for Medicaid, in addition to income limitations. But there are other requirements that someone petitioning for Medicaid benefits must meet. This session will provide an in-depth explanation of Medicaid requirements, types of evidence that will satisfy those requirements, the process for Medicaid hearings and the regulations that form the bases for both.

13B Effective Editing: Improving Your Decision (Or Someone Else's) (E)

Toni Boone, Administrative Law Judge (retired), Nevada Department of Motor Vehicles (OR)

Revision occurs throughout the writing process and requires that you play the role of reader rather than writer. Editing decisions, orders or other legal writing is much more than making sure the document is "correct." It involves creating the proper structure, determining focus, and persuasively supporting an opinion. Sentence construction, style and word choice can drastically affect the perceptions of the writer's authority and believability. This session will provide useful strategies to help you better examine your writing (or someone else's) to create a more clear, concise, cohesive, and convincing legal document.

13C Media Relations and Dealing With the Media in High-Profile Cases (E)

Brian J. Curley, Administrative Law Judge, United States Coast Guard (LA)

Richard M. Murrell, Administrative Judge, Administrative Procedures Division (TN)

High profile cases may be controversial, contentious, or involve subjects or parties of public interest. Conducting them in the spotlight of an overly inquisitive press can be difficult and stressful. Parties may be well-known or even notorious public figures. These hearings tend to draw large audiences, involve multiple attorneys and witnesses and may last for days. The hearing official must keep cool, calm the media and control the hearing. This session is taught by experienced administrative judges who will provide techniques for handling the press, controlling the process and maintaining your professionalism.

12:00 p.m. – 1:15 p.m. HONORS LUNCHEON

Janice Deshais, NAHO President

NAHO is a comparatively small non-profit with no paid instructors and no employees. The work done year-round and during conferences is performed by unpaid volunteers—board members and others who give their time because they believe the services NAHO provides are beneficial and worthwhile. This "Honors Luncheon" is NAHO's opportunity to publicly thank those who help maintain the website, monitor and post social media notices, handle membership applications and rosters, keep NAHO's accounts in order, update and maintain the lending of NAHO's library of instructional videos, provide presentations for the video library and conferences, process certification applications and many, many other tasks, without which NAHO couldn't function. In addition, we wish to honor those who have demonstrated their knowledge and commitment to professionalism by achieving NAHO certification or recertification, either as a Certified Hearing Officer or a Certified Administrative Law Judge. Join us for lunch as we honor all these dedicated NAHO members.

1:30 p.m. to 2:30 p.m. – SESSION 14

14A Developing and Preserving the Hearing Record (M)

Linda Snow, Quality Assurance State Office Section Manager, Health and Human Services Comm. (TX)

Creating a clear, complete record of the hearing is one of the foremost duties of a hearing official. The record must contain all the documentary and testimonial evidence on which an administrative adjudicator must base a decision. The decision, and any further assessment by the agency or an appellate court, is based solely on the review of the record created by the hearing official. This session discusses how hearing officials create and develop the record to provide a path for fact-finding and a supportable decision and will include when and how to ask questions for clarification of the record.

14B What You Should Know About Administrative Law, Part 1 (M)

Peter Halbach, Chief Hearing Officer, North Dakota Department of Transportation

This two-part, two-hour class provides a brief history of the development of administrative law. Hearings will be compared and contrasted to court trials. It will also examine the advantages of administrative adjudication over more formal, court proceedings. With full acknowledgment of the vast range and variety of administrative hearings, as well as the varying participants and interests involved, elements and concerns common to all administrative hearings will be identified and explored. Recent trends and developments in administrative law, including important cases, will be highlighted.

SCHEDULE & CLASS DESCRIPTIONS

14C Leadership: Effectively Supervising Administrative Adjudicators and Others (E)

Toni Boone, Administrative Law Judge (retired), Nevada Department of Motor Vehicles (OR)

Have you ever wondered why supervising is challenging for some managers but easy for others? Do you have communication problems with millennials or, if you're a millennial, with baby-boomers? Managing administrative hearing officials and attorneys, regardless of age or experience, can be like herding cats. The difference between being a struggling supervisor and a superior guiding-hand involves both approach and technique. This lively, interactive class will identify the errors that many managers make and provide real-world suggestions for inducing your employees to willingly follow your leadership and direction.

2:45 p.m. to 3:45 p.m. – SESSION 15

15A Evidence: Applicability of Exclusionary Rules in Your Hearings (M)

W. Michael (Mick) Gillette, Associate Justice (retired), Oregon Supreme Court

When a party in an administrative hearing invokes the 5th Amendment privilege against self-incrimination, what should an administrative adjudicator do? Can an adverse inference be taken from a party's refusal to testify? How do you respond when it's alleged that a piece of evidence was obtained illegally and can't be admitted? What if an objection is raised to the admission of a certain document on constitutional grounds? Responding to these objections and arguments needn't be difficult or even complicated. These and related questions will be answered with understandable, straight-forward explanations and discussions.

15B What You Should Know About Administrative Law, Part 2 (M)

Peter Halbach, Chief Hearing Officer, North Dakota Department of Transportation

This is a continuation of a two-part session (see Session 14B above). Attendance of the previous session is not mandatory but is recommended.

15C Hearing Official Safety: Threat Assessments and How to Determine If You're At Risk (E)

Avon Jackson, Senior Inspector, Office of Protective Intelligence, National Center for Judicial Security, United States Marshals Service

Statistics prove that we have a false sense of security when it comes to how safe we feel in our hearings. Threats to your safety and security can be conveyed in a number of ways. These threats are seldom obvious and can be triggered by things you might say or do during the course of a hearing. Do you know what triggers dangerous responses? Can you recognize behaviors that indicate you are in danger? Can you determine whether aggressive behavior is simply venting or is escalating to potential violence? This session, taught by an expert on judicial security, will provide information that might save your life.

4:00 p.m. to 5:00 p.m. – SESSION 16

16A Qualifying Expert Witnesses (M)

Anthony J. Baratta, Associate Chief Administrative Judge (retired), Atomic Safety & Licensing Board (DC)

Scientific, medical or other technical testimony is often used in complex cases to support a party's position. This session looks at the general admissibility using Daubert and Frye. Particular emphasis will be placed on handling expert testimony involving complex issues. Included will be a discussion of when motions to compel might be appropriate, as well as approaches to be used when qualifying and questioning experts.

16B Presiding Women: Problems and Issues Faced By Female Hearing Officials (E)

Janice B. Deshais, Adjudications Director, Conn. Dept. of Energy & Environmental Protection (CT)

Linda J. Snow, Quality Assurance State Office Section Manager, Health & Human Services Comm. (TX)

Women who serve as hearing officers and administrative judges often face unique challenges. Even in 2019, they still deal with sexual stereotypes and gender discrimination in the hearing room and in their offices. For example, they may face the challenge of gaining and maintaining respect as a female hearing official, they may be accused of being "too emotional" on certain issues, and they may face consequences for having to meet the responsibilities of motherhood or being a caretaker. This interactive session, led by two female hearing officials with just such experience, will help participants recognize and develop strategies for dealing with these and other dilemmas facing women who are hearing officials.

16C Hearings for Children With Special Needs: Section 504 and IDEA (S)

Richard M. Murrell, Administrative Judge, Administrative Procedures Division (TN)

Jimmy C. Stokes, Ed.D., Hearing Officer and Director of GAEL Discipline Institute (GA)

The two primary sources of law under which the parents of students with disabilities might request a hearing are the *Individuals with Disabilities Education Act* (IDEA), 20 U.S.C. § 1415 (f), and *Section 504*, 34 C.F.R. § 104.36. Section 504 hearings are held to resolve disagreements between parents and the school over matters related to the identification, evaluation, or educational placement of a student with a disability. The hearings commonly referred to as Special Education hearings under the IDEA resolve disputes between the parent and the school over the appropriateness of the Individual Education Plan that the schools is following to educate the disabled student. The basic processes and problems associated with both of these types of hearings will be explored in this session.

HOW TO REGISTER

To register for the conference online, visit the NAHO conference website at www.naho.org and click on this link: www.yesevents.com/naho. To register via US mail, please print the form from the website and mail the form and accompanying payment to 2019 NAHO Conference, c/o YesEvents, PO Box 3024, Westminster, Maryland 21158. Registrations by facsimile may be sent to (410) 559-2217. For registration assistance, call (800) 937-8728. For all other conference-related questions, call (612) 760-2787.

FULL CONFERENCE REGISTRATION FEES THROUGH OCTOBER 10, 2019

\$529 Full conference registration for NAHO member -- \$579 on or after October 11, 2019

\$549 Full conference registration for Associate NAHO member -- \$599 on or after October 11, 2019

\$599 Full conference registration for Non-Member -- \$649 on or after October 11, 2019

Full conference registration fee includes the welcome reception on Sunday evening, November 3, 2019, and the luncheons on Monday, November 4, 2019 and Wednesday, November 6, 2019. Coffee and any other beverages that may be served at break times are also included.

CONFERENCE REGISTRATION FEES THROUGH OCTOBER 10, 2019

One Day (up to 6 classes) NAHO members -- \$199/day, one day only -- \$249 on/after October 11, 2019

One Day (up to 6 classes) Associate NAHO members -- \$219/day -- \$269 on/after October 11, 2019

One Day (up to 6 classes) Non-Members -- \$249/day, one day only -- \$299 on/after October 11, 2019

Half Day (up to 3 classes) NAHO members -- \$99/day, one day only -- \$149 on/after October 11, 2019

Half Day (up to 3 classes) Associate NAHO members -- \$119/day -- \$159 on/after October 11, 2019

Half Day (up to 3 classes) Non-Members -- \$149/day, one day only -- \$199 on/after October 11, 2019

One-day and half-day registration fees do not include the welcome reception on Sunday evening, November 3, 2019, or the luncheons on Monday, November 4, 2019 or Wednesday, November 6, 2019. Meals may be purchased, however, at the rates listed below. Coffee and any other beverages that may be served at break times are included in the registration fees for one-day and half day registrants.

Guests for the Reception, Luncheon and Banquet are welcome at the following costs:

\$40.00 Reception – Sunday, November 3, 2019

\$50.00 Luncheon and Keynote Address – Monday, November 4, 2019

\$75.00 Luncheon and Awards Presentations – Wednesday, November 6, 2019

PAYMENT POLICY

Pre-payment for full or partial registration may be made only by purchase order, payment voucher, or credit card. Prompt payment is expected. NAHO will assess a **\$75** monthly late charge per registrant on the first of every month for payments 60 days overdue from the date of billing and every 30 days thereafter. **At the time of registration, NAHO must be informed of any information or materials that will be needed by an agency or state to process payment.** Walk-in registrations are welcome, however all walk-in registration fees may only be paid by credit or debit card. No purchase orders or payment vouchers will be accepted for walk-in registrations.

CANCELLATION POLICY

To receive a full refund, a request must be received on or before 5 p.m. EST, October 10, 2019, and sent by email to NAHOinfo@yesevents.com. A cancellation fee of **\$75** will be deducted from your refund for cancellations made after 5 p.m. EST on October 10 through November 3, 2019. **NO REFUNDS WILL BE GIVEN** for cancellations received on or after November 3, 2019. Registration fees may be transferred but may only be transferred once. (The fee may be transferred to another registrant to attend the 2019 conference or the fee may be applied to the cost of the registration fee to attend the 2020 conference. In no case may a registration fee be transferred beyond one year.)

National Association
of Hearing Officials
2019 Annual Professional
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