

78th New England Management Institute
The Jordan Hotel, Sunday River
August 14-16, 2024

Wednesday, August 14th:

9-10:00 a.m.: **Breakfast Buffet, Conference Registration, Networking, & Visit with Sponsors**

10 – 10:30 a.m.: **Conference Welcome/Introductions**

10:30 – 11:45 a.m.: **Keynote – “The Secret Sauce: Thriving in Times of Change”**

Presenter: Meg Soper, Inspirational Speaker

The challenges faced by municipal organizations, their staff and those working on the frontlines of the public service in the past four years have been beyond disruptive. The good news is that despite all the challenges tossed our way, we have managed to come through - so congratulations and well done! But the fact is that we need to re-set, gear up and get ready for the challenges that lie ahead. How we are impacted and how we respond in the face of stress and uncertainty is unique to each of us. But one thing is certain: Now - more than ever - we need a reason to laugh! This presentation will celebrate the diligent efforts of Maine’s town, city, and county managers during a period of disruption; and set the stage for the future by sharing Meg’s ideas on how to bolster our resilience and sense of balance so we can be at our best even when pushed to our limits – all delivered with her trademark humor. Using experiences from her career as an O.R. nurse, and as a thought leader on mindfulness and resilience, Meg shares perspectives on finding balance even in the face of accelerating change. This highly interactive presentation will entertain, inspire, and leave team members with practical ideas and perspectives on how we can adapt and thrive no matter what challenges arise! (1.0 MTCMA Leadership credits)

11:45 – 1:15 p.m.: **Awards Luncheon Buffet & Annual Meeting**

1:15 – 2:30 p.m.: **Dealing w/ Difficult Elected Officials & Clarifying the Role of the Managers vs. Elected Officials**

Presenters: Abby DiPasquale, Senior Health Promotion Coordinator, Maine Municipal Association Health Trust; Mitchell Berkowitz, MTCMA Ambassador & Don Gerrish, Consultant, Eaton Peabody

Many conflicts between managers and elected officials stem from a lack of understanding about the role of a manager versus that of an elected official. Get tips on how to help clarify these roles and handle difficult board members. (1.25 MTCMA Leadership, Elected Officials credits)

2:35 – 3:35 p.m.: **Heavy is the Head that Wears the Crown: Manager Mental Health**

Presenter: Abby DiPasquale, Senior Health Promotion Coordinator, Maine Municipal Association Health Trust

Let’s face it, being a local government manager is hard work. Never-ending demands and negativity from the public, staff, and your elected officials can take its toll on your physical and mental well-being. Join MMA’s Senior Health Promotion Coordinator for tips on how to handle stress and take care of your mental health. (1.0 MTCMA Leadership credits)

3:40 – 4:40 p.m.: **Concurrent Sessions**

Assisting Residents with Mental Health Needs

Presenters: Abby DiPasquale, Senior Health Promotion Coordinator, Maine Municipal Association Health Trust; Chief Ryan McGee, Police Chief, Town of Lisbon & Chief William Bonney, Police Chief, City of Waterville

Every community has residents who have mental health needs. Hear from two communities as to how they have set up programs and services to assist those with mental health needs. (1.0 MTCMA Leadership credits)

Q&A with MTCMA's Ambassadors

Presenters: Mitchell Berkowitz, Perry Ellsworth, & Jack Clukey

The MTCMA Ambassador's program is comprised of senior managers who have been designated by our organization to serve as a resource for managers by offering extensive professional knowledge, as well as guidance and counsel to members. This is your chance to learn more about how Ambassadors can help you, and to ask any questions of these seasoned public administrators. (1.0 MTCMA Leadership credits)

5 – 6:15 p.m.: **Pre-Banquet Reception**

6:15 – 8:30 p.m.: **Dinner Banquet** Sponsored by Haley Ward**

Please make sure to choose your meal and add it to your cart. The meal is an additional cost, separate from the conference registration cost.

Thursday, August 15th:

7:30-8:30 a.m.: **Breakfast Buffet & Conference Registration**

8:30-9:45 a.m.: **Concurrent Sessions**

County Government as a Partner

Presenters: Alex Kimball, Deputy Manager, Cumberland County; Carrie Kipfer, County Administrator, Lincoln County; Matt Sturgis, Town Manager, Town of Cumberland; & Dennis Simmons, Town Manager, Town of Wiscasset

County government can be and often is a partner for municipalities, helping to provide services for a fee that towns and cities can tap into when it isn't possible to provide those services on their own. Hear from two managers whose communities take advantage of such services, and the county administrators who provide those services. (1.25 MTCMA Leadership, Finance/Budget credits)

A Conversation about the Managers Role in Community Leadership

Presenter: Nathan Poore, Town Manager, Town of Falmouth

The National Academy of Public Administration recently issued a call to all government professionals to address challenges facing our communities and nation. In response, a group of local government officials emerged to start the conversation and developed a link with ICMA. Falmouth Town Manager Nathan Poore serves as MTCMA's representative to this group, and they are encouraging state associations to start having a conversation about the manager's role in community leadership. Attendees at this session will be asked to consider questions like: What is community leadership? How is the role of a manager defined in contemporary community leadership? Who are the partners that should be engaged in these discussions? What can we do individually and collectively to balance the tension of being both politically neutral and a reformer? (1.25 MTCMA Leadership, Ethics credits)

9:50 – 10:50 a.m.: Concurrent Sessions

Successful Onboarding for New Employees

Presenters: Betsy Oulton, President, HR Maine Consulting & Cassidy O'Dwyer, HR Generalist, Town of Berwick

Employees are the most important asset for any local government. We spend a lot of time talking about employee evaluations and discipline, but not enough on learning how to better onboard them into their job and our city/town/county. In this session, learn more about best practices in new employee orientation from human resources professionals to help set your employees up for success from day one. (1.0 MTCMA Human Resources credits)

How to Successfully (and Lawfully) Navigate A First Amendment Audit

Presenters: Kendra Amaral, Town Manager, Town of Kittery, Bill Post, Asst. City Manager, City of Augusta & Matt Tarasevich Esq., Attorney, Bernstein Shur

It's not a matter of "if" but "when" so-called First Amendment Auditors show up to your town hall live streaming or recording their interactions with you or your staff. Last summer, several Maine communities from Brewer to Kittery were subject to such visits. Are you and your staff prepared for these audits? What can these auditors legally do? Where can they go? What should you say? Learn more about the legal rights of both the auditors and local governments and hear firsthand from communities on the receiving end of such an audit. (1.0 MTCMA Legal credits)

10:50 – 11:05 a.m.: Morning Break/Visit w/ Sponsors

11:05-12:05 p.m.: Concurrent Sessions

Financial Investment Opportunities for Municipalities

Presenters: Jason Simcock, Senior Government Banker, Northeast Bank & James Kossuth, Administrator, Town of Northport

Especially in this time of high interest rates, are your municipal dollars generating additional income for your community? Attendees will learn the nuts-and-bolts requirements for municipal cash investments under Maine law, how to draft a municipal investment policy, and learn more about the different cash investment options for towns, cities, and counties. (1.0 MTCMA Finance/Budget, Legal credits)

Deep Dive: Employee Discipline and Performance Improvement Plans (PIPs)

Presenters: Ann Freeman Esq., Attorney, Bernstein Shur & Betsy Oulton, President, HR Maine Consulting

Join us in the deep end of the swimming pool as we take a deep dive into understanding the best practices of employee discipline and how to avoid legal pitfalls. Learn more about recommended policies and effective performance improvement plans (PIPs) from legal experts who have “been there, done that.” Come away better prepared to deal with tricky personnel matters and keeping yourself out of hot water. (1.0 MTCMA Human Resources, Legal credits)

12:10 – 1:10 p.m: **Lunch Buffet***

2:00 – 5:00 **CONFERENCE ACTIVITIES – Low Cost! Register early, space is limited, times may vary depending on the activity chosen. Activities are an additional low cost to your registration. Don't forget to add an activity to your cart!**

Golf – One of the most spectacular and scenic courses in New England, the Sunday River Golf Club is a Robert Trent Jones, Jr. design featuring an 18-hole champion course that winds through the Maine woods and overdramatic elevation changes in a stunning mountainside setting. Overlooking the Sunday River Valley with the Mahoosuc range towering above, the course follows the natural topography of the landscape while striking the perfect balance between challenge and playability. Facilities include a clubhouse, restaurant and bar, pro shop, and practice range. **Golf cart included.** Make sure to register for golf early, counts are provided 10 days prior to event! Golf is sponsored by **All States Materials Group!**

Bowling – Shoes and beverage ticket included. RIVER LANES is an Entertainment Center built from the ground up in 2019. We have 10 Lanes of State-of-the-Art Brunswick Ten Pin Bowling, Largest Arcade in the Area, 3 Pool Tables, Darts, Cornhole, Foosball, 17 Televisions, Private Party Room, and a Full Restaurant and Bar. Offsite at River Lanes in Bethel, transportation on own.

Axe Throwing - The 60-minute Axe Throwing gives you the opportunity to hone your skills with optimal accuracy and precision. **All necessary equipment is provided.**

Archery Course – The 60-minute Archery Course is a great introduction to lifelong archery enjoyment. With tips on best practices from our instructors, you'll learn how to release an arrow with optimal accuracy and precision. All necessary archery equipment is provided.

Scenic Chair lift ride – Escape to the mountains and take a ride up to the top of North Peak on our Chondola for sweeping views of the Sunday River Valley and Mahoosuc Mountains, including the third highest peak in Maine, Old Speck. On the way up, you can choose to ride on an open chair or in an enclosed gondola cabin. Then to head back down, ride in a gondola or walk down one of our [hiking trails](#). Rides are 12 minutes each way. The Chondola powers down at 4PM, so if you are planning to ride the lift back down to the bottom, please load before last chair at 4PM.

Want to stay close to the resort? The Jordan Hotel at Sunday River offers a heated outdoor pool and hot tub, onsite restaurants and spa and massage services at the Jordan Spa.

Visit the Sunday River website for other activities that you can purchase on your own - <https://www.sundayriver.com/summer-and-fall-activities>

6 – 10:00 p.m.: Dinner/Entertainment/Networking (Sponsored by The Mejorando Group)

Join us! We'll start the evening with Kindle trivia and end with networking and a dance party! Heavy hors d'oeuvres with a carving station and action stations – something for everyone! Enjoy ice cream with all the toppings as you dance the night away!

This event will take place at Sliders restaurant in the Jordan Hotel, entertainment and meal is included. Cash bar available. **Don't forget to add this event to your cart upon checkout!**

Friday, August 16th:

7:30 – 8:30 a.m.: Breakfast Buffet

8:30 – 9:30 a.m.: MMA Legislative Update & Advocacy 101

Presenter: Kate Dufour, Director Advocacy & Communications, Maine Municipal Association

Hear from legislative guru Kate Dufour about the highlights (and lowlights) from this past legislative session. What new laws are on the books that impact municipalities? How did MMA-led initiatives fare? As a bonus, Kate will share tips for how municipal officials can better advocate for their priorities with members of the legislature and Governor's office. (1.0 MTCMA Legal, Elected Officials credits)

9:35 – 10:35 a.m.: Concurrent Sessions

Bureau of Parks and Land Grant Opportunities

Presenter: Doug Beck, Outdoor Recreation Program Manager, Bureau of Parks & Lands, Maine Dept. of Agriculture, Conservation & Forestry

Is your community interested in tapping into grant opportunities from the Maine Bureau of Parks and Lands? If so, hear directly from the horse's mouth as to what opportunities are available and how you can position your community for success. (1.0 MTCMA Finance/Budget credits)

Developing an Ethics oriented Culture Within your Organization

Presenters: Jack Clukey, Town Manager, Town of Dover-Foxcroft, & Mark Bowers, Attorney, Jensen Baird

Much is made about the Code of Ethics for MTCMA and ICMA members. And while this session will give a quick refresher on that, it's also important to remember that ethics can and should apply to our entire governmental organizations. Hear from MTCMA's Ethics Chair and an attorney on how to instill ethics into your organization for all municipal staff. (1.0 MTCMA Ethics credit)

10:40 – 11:40 a.m.: Changing Demands on Managers – Reflections from seasoned Public Administrators

Presenters: Nat Tupper, Former Town Manager, Town of Yarmouth; Jay Feyler, Town Manager, Town of Union & Sue Lessard, Town Manager, Town of Bucksport

A lot has changed in 30 years. Bill Clinton is no longer president. Seinfeld is not the king of Thursday night (who even watches live TV anymore?). Phone booths have been replaced by smart phones. And local government certainly hasn't been immune to change either. Hear from seasoned and retired managers as they look back over their decades in local government and reflect on how things have changed...for better and for worse. (1.0 MTCMA Leadership credits)

11:40 – Noon: Conference Wrap Up, Evaluations & Prizes

SPECIAL EVENTS

COMMUNITY SHOWCASE: Join in on the Annual Community Showcase. Bring a product from a local business in your community to raffle during the conference.

FOOD DRIVE FOR CHARITY: Bring along some non-perishable food for charity and you will receive one extra ticket for the grand prize. Just turn in your donation to the conference registration desk. Grand prize will be drawn on Friday. Must be present to win grand prize. At the end of the conference, all donations will be directed to a local charity.

PRE-BANQUET RECEPTION: Join friends and colleagues for drinks and hors d'oeuvres before the Awards Banquet on Wednesday evening.

AWARDS BANQUET: The presentation of the Linc Stackpole Manager of the Year Award will take place on Wednesday evening, immediately following the reception.

ACTIVITIES: Don't miss out on the Thursday afternoon activities. Make sure to select and include an activity along with your registration!

ENTERTAINMENT & NETWORKING EVENT: *Trivia & Dance Party!* Join fellow attendees for some fun and networking on Thursday evening.

SPECIAL NOTICES

CANCELLATION POLICY – CONFERENCE FEES/MEALS: Cancellation notification must be given in writing by close of business on August 6, 2024. Any cancellation received after 5 p.m. on August 6 will be charged in full for registration fees and any associated meals. All cancellations received prior to August 6 are subject to an administrative processing fee of \$25.00. We appreciate your understanding that any cancellations within this time period still require payment from the Association. In order to continue to keep costs as low as possible for all attendees, we kindly request no exceptions to this policy. Cancellations must be submitted using this [Cancellation form](#) to cancel your registration for an event.

CONFERENCE REGISTRATION: The registration fee includes Wednesday, Thursday and Friday's sessions, breakfasts, lunches and materials. The Awards Banquet and Networking Event are priced

separately from conference registration fee and overnight accommodations. Please pre-register for these meals/activities – additional meals will only be sold at the event based on availability. Any registrations received within 3 business days before the start of the Conference will be registered at the door registration rate and meal selection will be subject to availability.

ADA MESSAGE: In order to ensure your complete participation in this conference, we would appreciate your informing us of any special requirements you need in advance.

DIETARY REQUIREMENTS: We do our best to plan meals according to general dietary guidelines. If you have a specific dietary restriction, please call our office at least **7 business days prior to the start of the event**. Please note that we are not able to accommodate onsite requests, as catering planning happens in advance of the event.

DISCLAIMER: Educational courses and materials offered by the MTCMA, including but not limited to its partners, affiliates, vendors, sponsors, instructors and/or staff are provided for general informational and educational purposes only. None of the educational activities and supplementary documentation is provided as specific legal advice. Accessing information does not create an attorney-client relationship. Participants should not act upon any information without seeking legal counsel. Electronic or hard copy links or references are not intended as referrals or endorsements of the identified entities. By registering for this conference, it is understood that recreational activities offered are not required and participation is at your own risk.

The Maine Town, City and County Management Association would like to thank the following companies for Sponsoring their 2024 Educational Events!

TITANIUM LEVEL



PLATINUM LEVEL



GOLD LEVEL



SILVER LEVEL



BRONZE LEVEL



Proven Expertise & Integrity



SUPPORTER

