

**WORKSHOP DESCRIPTIONS and PRESENTER BIO'S**  
**Annual NHAEOP Edith E. Hammond Conference**  
**May 6-8, 2026**  
***“Discover the World with NHAEOP”***

**SPECIAL WORKSHOP - Wednesday, May 6, 2026 - 9 AM - 3 PM**

**\$50 per person** - with 30 minute lunch on your own

**HR for the Non-HR Professional - Carol Kilmister, SPHR, SHRM-SCP, Senior Human Resource Consultant Primex<sup>3</sup>**

Many public sector organizations do not have a formal HR function - it is much more typical that the HR responsibilities are shared by several non-HR professionals.

This workshop will provide a general overview of important HR topics such as HR laws, discrimination, and personnel files, and will also be an opportunity for participants to become acquainted with HR resources. When HR is not your main focus, one of the most important skills you can have is to “know where to go” for answers.

Our goal is for participants to leave this workshop with more confidence in their knowledge and understanding of HR-related issues.

*Learning Objectives:*

- Recognize your role in the Human Resource function
- Summarize basic HR concepts and how they work
- Identify a variety of available HR resources

*Topics to be covered:*

- The Human Resource function
- HR laws
- Protected classes and types of discrimination
- Required posters
- Personnel files
- Reducing risk



**This course qualifies for 5 SHRM PCD recertification credit hours**

**Carol Kilmister** is a Senior Human Resource Consultant in the Legal and HR Services Department at Primex<sup>3</sup> where she provides training, guidance, and support to Property & Liability members. Prior to coming to Primex<sup>3</sup>, she worked for many years as the Director of HR for a multi-district SAU in NH. She is a graduate of Rivier University with a Master of Science degree in Human Resource Administration and holds a Bachelor of Science degree in Business Administration from Plymouth State University. In addition, she holds national certification as a senior HR professional from HRCI and SHRM. She serves on the board of directors of the Greater Concord HR Association of SHRM (HRAGC) as well as the Association of NH Public Employer HR Administrators (ANHPEHRA).

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**Thursday, May 7, 2026 ~ OPENING SESSION - 9:00 AM**

Welcome ~ Gretchen Drost, President - NHAEOP

Pledge of Allegiance ~ Sandra Flanagan, Vice-President, NHAEOP

Inspiration ~ Patti Kallander, President-Elect, NHAEOP

Cathy McHenry, CEOE, Director of the Northeast Area of NAEOP

NHAEOP Business Meeting

**Keynote Speaker: *“Staying Motivated on the Titanic”***

This program will teach you how to take control of your life, get your priorities straight, put your family first, use the gifts that you have been given and take a long hard look at yourself in the mirror.

**Norm Bossio** for over 36 years Norm Bossio has spoken in front of over 2.5 million audience members in venues ranging from an American Indian Village Tribunal to the Hoosier Dome. Norm once spoke to 400 high school students, 50 lingerie salespeople, and 45 nuclear physicists all in the same day. Having keynoted national conferences in virtually every major industry, Norm's audiences have included Bill Clinton to Stephen King.



Prior to founding Norm Bossio Enterprises, he served for 23 years as a teacher, principal, and superintendent of schools. For 8 years Norm was an adjunct faculty member and consultant to the management certificate program at Stonehill College. He received his B.S from Springfield College, and M. Ed from Boston State College.

In 2006 Norm hosted the national public television special, "Staying Motivated on the Deck of the Titanic" with Norm Bossio. His first book was published by DogEar Publishing in 1994.

Norm was named Speaker of the Year by Yankee Chapter of Meeting Planners International.

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**THURSDAY, MAY 7, 2026 ~ SESSION I - 1:30 PM - 3:00 PM**

## **New Hampshire Retirement - Christine Basha**

During these general information programs, members of all ages and in various stages of their career will be provided with information about NHRS benefits, including an overview of NHRS as a defined benefit plan; service, early, disability, and vested deferred retirement; pre-retirement death benefits; benefit payment options; and other important information.

**Christine Basha** is the Communications Specialist with the NH Retirement System. She has been with the retirement system for twenty years. In addition to her many other responsibilities, one of her primary duties is to travel throughout the state providing education sessions to NHRS members.

## **Leadership Qualities - Which Do you Possess? - Cathy McHenry, CEOE, Northeast Director of NAEOP**

True leadership isn't a "one-size-fits-all" title; it's a dynamic blend of traits that look different on everyone. Whether you're the quiet strategist or the high-energy motivator, your unique signature is what drives results.

This interactive workshop moves beyond generic buzzwords to help you identify, claim, and sharpen the specific leadership qualities you already hold-and bridge the gap toward the ones you need.

**Cathy McHenry, CEOE** serves as the 2024-2026 NAEOP Northeast Area Director and the Secretary/Treasurer for the NAEOP Educational Foundation board. A dedicated member of NAEOP since 2005, Cathy is a staunch advocate for lifelong learning-a commitment she mirrors in her own professional journey.

She holds an Associate's degree in Business Administration and Accounting from Hagerstown Business College, a Bachelor's in Health Care Administration, and a post-baccalaureate Leadership Certificate from Shippensburg University. Cathy's 25-year tenure at Shippensburg University currently sees her serving as a Fiscal Specialist of PA State GEAR UP, a vital federal grant program.

Cathy resides in Newberg, PA, with her partner, Dan, and their two energetic 6-year-old puppies, Frank, and Floyd. When she isn't championing educational excellence, she enjoys quality time with her family, including her 19 nieces and nephews.

## **Women's Health Trends - Sara Woods Kender, Clinical Herbalist**

Women's health is changing and many are feeling it in their bodies before they hear it named in a doctor's office.

This class explores the current patterns emerging in women's health, including hormone shifts, thyroid imbalances, stress-related symptoms, and how reclaiming body literacy can be a powerful form of prevention and healing.



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This is an educational, empowering class designed to help you understand what your body may be communicating and how to respond with curiosity, support, and compassion.

**Ideal for:** Women navigating hormonal changes, chronic symptoms, fatigue, stress, or simply wanting a deeper understanding of their health.

**Sara Woods Kender** is a clinical herbalist with a deep focus on whole-person health, body literacy, and root-cause healing. Her work bridges traditional herbal wisdom with modern understanding of physiology, nervous system health, and chronic illness patterns.

Through client work, classes, and community education, Sara supports people in learning how to listen to their bodies, understand symptoms as meaningful signals, and build sustainable intuitive health practices. Her teaching style is grounded, compassionate, and empowering, helping students & clients feel informed without overwhelm and supported without judgment.

Sara has a particular interest in women's health, stress-related conditions, and restoring trust in the body as a source of wisdom.

### **Your Money. Your Future. Plan *Confidently*. - NH Trust - Cydney Shapleigh, CTFA, President and Michael St. Onge, CIMA, CPWA, SVP & Wealth Advisor**

This 90-minute interactive workshop provides a practical, plain-language overview of personal finance and investing, designed to help participants feel more confident about their financial decisions. We will explore how to think about saving, investing, and long-term planning, why markets behave the way they do, and how small, consistent actions can build financial security over time. The session will also address common mistakes, real-world trade-offs, and simple strategies participants can apply immediately to better align their money with their goals.

Attendees will leave with greater clarity, increased confidence, and a framework they can use to make informed financial decisions going forward.

**Cydney Shapleigh** leads NH Trust with a steadfast commitment to fiduciary excellence, offering more than 28 years of experience in trust administration, investment management, and client-focused service. A graduate of Southern New Hampshire University and a Certified Trust & Financial Advisor designee, Cydney brings deep knowledge of governance, policy oversight, and regulatory standards. She serves on the Board of Directors of Northeast Delta Dental, chairing the Governance Committee, and has extensive experience in municipal and school board leadership roles.

**Michael St. Onge** with more than 28 years of experience, Michael helps nonprofit organizations, municipalities, and private clients build investment strategies grounded in transparency and disciplined oversight. His credentials - Certified Investment Management Analyst<sup>R</sup> and Certified Private Wealth Advisor<sup>R</sup> - support his structured approach to investment management, IPS development and long-term asset stewardship. Michael serves on the Board of Directors of the Girls Club of Greater Manchester and on the Finance Committee of the Castle Preservation Society, giving him insight into nonprofit governance and investment stewardship.

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## Google Tips and Tricks - Jeff Olefson, Staff Development Associates

This hands-on workshop introduces participants to the core tools of the Google Suite, covering tips and best gestures in Gmail, Google Drive, Docs, Sheets, Slides, and more. Whether you're brand-new to Google or looking to sharpen your skills, the session highlights how these applications work together to streamline communication, collaboration, and productivity, especially in an educational environment.



Staff  
Development  
associates

**Jeff Olefson** has designed and implemented human resources training programs for Fortune 500 companies, not-for-profit organizations, governmental units, LEAs, and suburban school districts in twenty states.

Mr. Olefson is a frequent speaker at state-wide educational conferences. As a consultant to school districts, he has conducted organizational and office systems studies to improve efficiency, service delivery, and customer satisfaction.

Mr. Olefson has facilitated retreats and workshops for School Administrators, Boards of Education, and other school teams on topics such as Dealing with critics, conflict resolution, time management, running effective meetings, strategic planning, and effective technology use.

He is a former trustee of the Mamaroneck Union Free School District in Westchester County, New York.

Mr. Olefson holds a B.S. in Accounting from Hunter College and an M.S. in Accounting from Lehman College, both of the City University of New York.

## THURSDAY, MAY 7, 2026 ~ SESSION II - 3:00 PM - 4:45 PM

### Educational Records and Navigating Family Concerns - Gavin E. Gray, Esquire, Wadleigh, Starr & Peters, P.L.L.C.

Educational Records and Navigating Family Concerns: This seminar will discuss a school district's legal obligation with regards to student records, including document retention/destruction, student privacy, and obligations to parents. It will also discuss the impact of parenting plans on these obligations.

**Gavin E. Gray, Esquire** (J.D. University of New Hampshire School of Law; BA University of Texas at San Antonio) is an associate in the firm of Wadleigh, Starr & Peters, P.L.L.C. Mr. Gray practices in the area of school law, representing school districts throughout the state in general and special education matters.

### Leadership Qualities - Which Do You Possess? - Cathy McHenry, CEOE - See Session I for biography

True leadership isn't a "one-size-fits-all" title; it's a dynamic blend of traits that look different on everyone. Whether you're the quiet strategist or the high-energy motivator, your unique signature is what drives results.

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**Mindful Health - Sara Woods Kender - Clinical Herbalist** - see Session I for biography

Mindful health is not about perfection, positivity or “doing it right.” It’s about how to listen.

In this class, we explore the connection between the mind, nervous system, and physical health. You’ll learn how chronic stress, overthinking, and disconnection from the body can shape symptoms and how small, consistent awareness practices can gently shift health over time.

This class blends education with simple, accessible practices that help you reconnect with your body, recognize stress patterns, and cultivate a more supportive relationship with your health.

**Gemini Unlocked: Moving beyond the AI Chabot - Matthew Dumond, Chief Technology Officer, and Cody MacGregor, IT Support Technician for Prospect Mountain Schools (SAUs 72, 86 & 301)**

Move beyond basic drafting and discover the full operational potential of Google’s AI ecosystem. **Gemini Unlocked** reveals advanced strategies for integrating Gemini into your daily workflow while introducing **NotebookLM** - the game-changing tool that acts as your personal expert on internal documents, in this hands-on session, you will learn to slash time spent on email management, instantly synthesize meeting minutes into action items, and turn complex policy handbooks into searchable “Audio Overviews.” Join us to master the power-use techniques that will transform these tools into your ultimate productivity engine.

**Matthew Dumond** is a certified Google for Education trainer, who currently serves the Prospect Mountain Schools (SAUs 72, 86 & 301). He has many years of experience with networking & system design, system administration, directory and database administration, SIS administration, policy implementation, cybersecurity and project management. He is a certified Google ChromeOS Administrator, a certified Google Cloud Digital Leader, a certified Google Workspace Administrator, as well as a Google Ed Leadership Program Facilitator.



**Cody MacGregor, IT Support**

**Technician**, currently serves the Prospect Mountain Schools (SAUs 72, 86 & 301). Cody is a Google Certified Trainer and CompTIA Network + certified. With a background in cybersecurity and IT support, Cody has experience in system administration, network security, troubleshooting, and end-user support. Cody is also a veteran of eight years in the US Army and spent two years in a Database Administrator role while serving in the Military. He is currently pursuing a Master’s Degree in Information Technology and has a strong interest in emerging technologies, including artificial intelligence in education.

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## **How to Put F.A.T. into your Leadership Style - Jeff Olefson, Staff Development Associates** - See Session I for biography

Given the dynamic and ever-changing nature of educational organizations, integrating Flexibility, Adaptability, and Tolerance (F.A.T.) is critical to your effectiveness as an educational office professional. Flexibility enables you to adjust priorities, respond to shifting demands, and manage diverse tasks and personalities with professionalism. This approach ensures workflow continuity and smooth functioning during periods of change.

Adaptability and tolerance further strengthen daily operations by promoting steady, solution-focused responses to unexpected challenges and evolving organizational needs. Demonstrating tolerance fosters respectful communication, encourages collaboration, supports a low-drama culture focused on effectively serving students and other internal and external stakeholders, and engenders trust.

## **FRIDAY, MAY 8, 2026 ~ SESSION III - 9:00 AM - 10:30 AM**

### **Medicaid to Schools: 101 - Heather Clogston, M.Ed. and Molly Umana, BA both of Dept. of Health and Human Services (DHHS)**

This session provides an overview of New Hampshire's Medicaid to Schools program, designed for those new to the process or anyone seeking a refresher. Participants will learn what Medicaid is, how the program operates under federal statute and state rule He-W 589. The session reviews eligible students and covered services, offers a high-level overview of provider enrollment, and highlights key state and federal resources. Attendees will also receive an update on “One Big Beautiful Bill” and its implications for districts. The session concludes with practical takeaways, next-step guidance, and a live Q&A.

**Heather Clogston, M.Ed.**, has served as the Medicaid to Schools Project Coordinator with the New Hampshire Department of Health and Human Services (DHHS) since September 2025. She brings more than 20 years of experience in education.

Before joining DHHS, Heather worked with the New Hampshire Department of Education in the Office of Student and Educator Wellness, where she served as the Prevention Coordinator and an MTSS-B Consultant. In that role, she provided support and technical assistance to schools and districts to strengthen their implementation of Multi-Tiered Systems of Support for Behavioral Health and Wellness (MTSS-B) and contributed to several state committees and councils focused on student well-being. Heather's background also includes experience as a classroom teacher, which informs her understanding of school-based practice and district needs.

Heather is committed to supporting districts in delivering effective school-based services and implementing Medicaid to Schools through clear training, technical assistance, and practical guidance.

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**Molly Umana, BA**, is a Project Director at the Institute for Health Policy and Practice (IHPP) within the College of Health and Human Services at the University of New Hampshire. Since joining IHPP in 2020, she has led and supported a wide range of health law, policy, and education initiatives, with a strong focus on planning and executing professional events including roundtables, symposia, and statewide DHHS initiatives.

Molly also contributes to grant-funded academic and education-focused projects that strengthen workforce development and support program implementation across health and education systems.

She brings more than a decade of experience in the healthcare insurance industry, where she specialized in resolving complex claims and customer inquiries and managing payment integrity for physicians and healthcare facilities.

### **Beyond The Scale - The No-Guesswork Guide to Strength, Training, Fat Loss, & Reclaiming Your Health (Without Making it a Second Job) - Scott Pettey**

- Intro: Who I Am, My Background, And What I Do
- Part 1: Fundamentals of Strength Training
  - Why Start Here?
  - How Active Should You Be? - Physical Activity Guidelines
  - The Secret To Getting “Toned”
  - Benefits Of Strength Training (Physical And Mental) ○ Exercise And Bone Health (Preventing Osteoporosis)
  - Is Lifting Weights Safe For You?
  - Why Training Should Never Get Easier ○ Progressive Loading
  - How To Get Started If You're New to Fitness
  - How To Get More From Your Workouts In Less Time
- Part 2: Sustainable Fat Loss
  - Calorie Balance ○ What Makes Food Healthy
  - How To Build A Healthy Meal
  - Understanding Macros
  - Portion Sizes Made Simple
  - Managing Hunger And Cravings
  - Managing Your Food Environment
  - The Differences Between Weight Loss And Fat Loss
  - What You Do And Don't Need For Fat Loss
  - What Realistic Weight Loss Goals Look Like
- Part 3: Putting All The Pieces Together
  - Why Exercise Is About Much More Than Weight Loss
  - How To Set Realistic Goals - & Achieve Them
  - How To Build an Exercise Program
  - How To Set Up A Fat Loss Diet And What To Expect
  - What To Do Once You've Hit Your Weight Loss Goal
- Q & A

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**Scott Pettey** holds a bachelor's degree in exercise science from Lasell University and he is a NSCA-certified strength and conditioning specialist with more than 8 years' experience helping clients reach their fitness and nutrition goals.

He owns and operates SRA Training Systems LLC, which is an online fitness and nutrition coaching service committed to helping everyday people become the leanest, strongest, most confident version of themselves - without crash dieting or extreme workouts. We work to ensure your training and eating fits your unique schedule and lifestyle, not the other way around. We provide 1:1 online personal training tailored to your lifestyle to make reaching your fitness goals as easy as possible.

Prior to starting his business, he worked as a personal trainer in a gym and he spent some years working in a sports medicine clinic helping clients effectively bridge the gap between rehab and returning to training and sport.

When he's not helping people reach their fitness goals you can find me pursuing his own fitness goals, enjoying a good book, or cheering on the greatest team in sports history - the Lakers!

Scott is here to serve as your guide - helping you get from where you are now to where you want to be on your health and fitness journey.

### **The Question Formulation Technique (QFT) - Maureen Callaghan, Speech-Language Pathologist**

Join Maureen as she facilitates a simple yet powerful strategy designed to strengthen your ability to ask better questions, participate in decisions that impact you, advocate for yourself, and collaborate effectively with others.

The **Question Formulation Technique (QFT)** empowers people of all educational, income, and literacy levels to become more effective and confident questioners. Through this technique, participants learn how to generate, refine, and use their own questions to deepen understanding, make informed decisions, and engage more meaningfully in every area of life - whether educational, professional, medical, or personal.

By the end of the session, you'll not only have learned the QFT but also explored real-world examples of how asking better questions leads to better answers and stronger partnerships. This approach fosters dual capacity and enhances collaboration - skills essential for thriving in any setting.

**Maureen Callaghan** is a Speech-Language Pathologist with 37 years of experience and a deep passion for working alongside families, community partners, educators, and faculty to promote dual capacity, advocacy, and meaningful partnerships. She has presented alongside the co-founders of the Right Question Institute, including at the Family-School Partnership International Conference in Boston known for being approachable and personable. Maureen believes that humor and compassion make everything better - even when things feel bumpy.

Maureen lives in Rochester, NH with her husband of 23 years, her daughter Frankie (22), her son Patrick(20), and Mable, their four-year-old basset/plott hound. Her spirit animal is most certainly a sloth.

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**Google Forge: Create your own tools in Google - Matthew Dumond, Chief Technology Officer, and Cody MacGregor, IT Support Technician for Prospect Mountain Schools (SAUs 72, 86 & 301) - See Section II for biographies**

In this hands-on lab, you will learn how to employ Google workspace apps to create some incredibly handy tools for you to use in your work. You will make a call out form with notifiers that your staff can use for absences. You will learn how to set up bookable calendar appointments in Google calendar. You will learn how to use Google Vids to generate media materials for your district.

**Note Taking Applications - Office 365 OneNote and Google Keep - Jeff Olefson, Staff Development Associates - See Section I for biography**

While both OneNote and Keep are note-taking applications, they take different approaches. OneNote is structured like a three-ring binder with sections and pages, while “Keep” is more like a set of color-coded Post-it notes. Both have strengths and optimal use cases, with some overlap. OneNote is better for team collaboration on complex projects, while Keep’s ease of use and simplicity are often favored for personal organization. Both function as a second brain, and we all need one of those these days.

## FRIDAY, MAY 8, 2026 ~ SESSION IV - 10:45 AM - 12:15 PM

**Medicaid to Schools: Compliance & Best Practices - Karen Carleton and Susan Nagy, NHDHHS Program Integrity**

Building on the Medicaid 101 session, this 90-minute workshop explores key compliance considerations for the Medicaid to Schools program. Topics may include organizing documentation, understanding administrative claiming, and strategies to prepare for audits. The session will focus on practical guidance and best practices to help districts strengthen processes, maintain accuracy, and support successful reimbursement.

**Karen Carleton, NHDHHS Program Integrity** no biography provided

**Susan Nagy** has dedicated 27 years to public services with Health and Human Service, bringing extensive experience across multiple divisions, including the Bureau of Family Assistance, the Bureau of Behavior Health, the Bureau of Adult and Aging Services and the Bureau of Program Integrity.

Throughout her career, Susan has conducted comprehensive financial reviews of contracted vendors across the department. Her work has included oversight of peer support agencies, nursing homes, homeless services providers, drug and alcohol treatment providers and Medicaid to Schools programs, ensuring accountability and compliance in the delivery of critical community services.

In addition to her state service, Susan worked as a Para Educator at Barrington Elementary School, where she supported families and strengthened school-community partnerships during a period between her roles with the state.

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- Part 1: Fundamentals of Strength Training
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  - How Active Should You Be? - Physical Activity Guidelines
  - The Secret To Getting “Toned”
  - Benefits Of Strength Training (Physical And Mental) ○ Exercise And Bone Health (Preventing Osteoporosis)
  - Is Lifting Weights Safe For You?
  - Why Training Should Never Get Easier ○ Progressive Loading
  - How To Get Started If You're New to Fitness
  - How To Get More From Your Workouts In Less Time
- Part 2: Sustainable Fat Loss
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## **Effective Communication: Strategies for Success - Nicole Argamanian, Risk Management Consultant, Primex<sup>3</sup>**

In this engaging session, participants will dive into the core principles of effective communication, coupled with practical strategies for handling conflict with confidence and clarity. Whether you're navigating challenging conversations at work or trying to build stronger personal relationships, this session will equip you with tools to communicate clearly, listen actively, and manage conflict constructively. Through hands-on exercises and real-world examples, participants will learn how to address misunderstandings, manage emotions, and find common ground in difficult situations.

**Nicole Armaganian** joined Prime in 2018. She entered the Team as a Risk Management Consultant focusing on working with members to address their training, consulting, and risk management needs. Nicole holds industry designations such as Associate Risk Manager (ARM), Certified Playground Safety Inspector (CPSI), and Certified Workplace Mediator and Trainer in Conflict Management (CMT).

In addition, Nicole has initiated and presented at numerous programs related to leadership and is most proud of her work with developing the New England Women in Law Enforcement Leadership Training program series. Nicole is a 22-year veteran of law enforcement. She retired from the New Hampshire State Police as a Lieutenant serving as Troop Commander of Troop G.

Nicole is a graduate of UNH and lives in Concord with her husband and two daughters where she is also the Concord High School Varsity Field Hockey Coach.

## **Google Workspace Unleashed: Your Toolbox Maximized - Matthew Dumond, CTO, and Cody MacGregor, IT Support Technician for Prospect Mountain Schools (SAUs 72, 86 & 301) - See Session II for biographies**

Learn practical tips and tricks to maximize the potential of Google Workspace apps like Gmail, Docs, Sheets, slides, calendar, and more, combined with the power of Gemini AI.

While often necessary, difficult conversations are never easy for either party. Whether you are the initiator or the recipient, this session will explore strategies to maintain a focus on positive outcomes, improve communication, and strengthen professional relationships. IT will also cover how to effectively prepare for a difficult conversation you initiate and how to handle one you were not expecting.

## **How to Navigate Difficult Conversations - Jeff Olefson, Staff Development Associates - See Session I for biography**

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