

*2018 RCAP NATIONAL
CONFERENCE ONLINE PROGRAM*



APRIL 23-26, 2018



RCAP NATIONAL TRAINING CONFERENCE

NEW ORLEANS, LOUISIANA



WELCOME TO NEW ORLEANS

A timeless city with a unique way of life, New Orleans is a journey and a celebration. Steeped in European traditions and Caribbean influences, the Big Easy calls curious minds to sweet sounds and savory aromas fueled by three hundred years of history. From the moment you arrive New Orleans will beckon your ears, allure your eyes and enchant your heart. Indulge your senses and explore. We invite you to follow the scent of gumbo floating out the kitchen window, foster a path that leads to the sounds of drums and a Blues guitar, create the route that welcomes you to a historic mansion or a hidden courtyard. From TAPs to Program Managers to partners and guests, we wish to offer you an enriching program and an exciting city. RCAP. welcome to New Orleans and laissez les bons temps rouler – let the good times roll.

LET
THE
GOOD
TIMES
ROLL



Welcome to the 2018 RCAP National Conference!

I cannot tell you how excited I am to be here in New Orleans, and to be a part of this incredible network! I joined the RCAP Network as the Executive Director in May of 2017, and it was immediately clear that the commitment to the work that RCAP and all our partners do across the country is second to none. In rural communities, the fundamental obstacle to creating community sustainability and implementing an effective strategy is capacity; a lack of time, resources, knowledge, and staff. I believe the RCAP Network is the best organization in the country in facilitating this work with the smallest and most distressed communities.

Rural communities face unique challenges and opportunities and having the opportunity to visit each of the six regions in my first six months on the job allowed me to see firsthand the incredible work we are doing. The goal of this conference is to raise up that work, and to help empower you to continue assisting communities across the country. I want to thank our sponsors and partners that are joining us this week for sharing our vision in helping rural Americans achieve success everywhere.

I am incredibly inspired by the work that the RCAP Network is doing, and by the commitment that each of you across the country has in creating an opportunity for the communities we serve. This is an exciting time to be a part of RCAP, and I look forward to hearing more about what makes you excited to be a part of this team. Thank you for your passion, excitement and hard work, and for the role you play in moving the entire RCAP Network forward.

Enjoy the conference!

NATHAN OHLE

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CONFERENCE AGENDA AT A GLANCE

Monday April 23				
8:00am-6:15pm	Registration Open, <i>Storyville Foyer</i>			
8:30am-4:30pm	6 Essential Roles of Being a TAP – Facilitated by RCAC, <i>Storyville I</i>			
3:00pm	Exhibits Begin to Set Up			
6:00pm- 8:00pm	Opening Reception, <i>Storyville I</i>			
Tuesday April 24				
7:00am-11:15am	Registration Open			
7:00am-8:30am	Breakfast Served in Hallway			
8:00am-5:30pm	Exhibits Open			
8:30am-9:30am	Opening Session, <i>Storyville</i> <i>Presentations by Peter Grevatt of U.S. EPA, Ken Johnson of USDA, and Don Pierson of Louisiana Economic Development.</i>			
9:30am-10:00am	Break			
10:00am-11:15am	Opening Session (Continued), <i>Storyville</i> • <i>Hurricane Recovery Efforts</i> • <i>Regions Updates</i> • <i>Interactive discussions of Network Priorities</i>			
11:15am-3:30pm	Information Booth Open			
11:15am-12:00pm	Break- Lunch Served <i>Attendees will get lunch at buffet tables in hallways and return to Storyville for Banquet</i>			
12:00pm-1:00pm	Awards Banquet - <i>Storyville</i> <i>Presenting: Staff Awards, Photo Contest Winners, and the Robert Stewart Leadership Award</i>			
1:00pm-1:30pm	Break			
1:30pm-5pm	CFO Meeting, <i>Sidney Bechet Conference Room</i>			
Technical Tracks				
	RCAP Services	Programs and Partners	Building the Toolkit	Technical
1:30pm-3:00pm	GIS in Rural Communities: Where We are Now, <i>Mahalia Jackson Conference Room</i>	Building Resiliency & Sustainability: A Well-Considered Water System, <i>Jelly Roll Morton Conference Room</i>	Advocacy 201: Tips for Local Congressional and State Engagement, <i>Storyville I</i>	Thoo-ka, Thoo-ka, Thoo-ka – Chemical Metering Pump Basics, <i>Storyville II</i>
3:00pm-3:30pm	Break			
3:30pm-5:00pm	Jazzy Ways to Improve GIS Services, <i>Mahalia Jackson Conference Room</i>	AWWA Partnership: Training Support and Community Engineering Corp, <i>Jelly Roll Morton Conference Room</i>	Smart Phone to Drone: Communication Tips to Get the Point Across, <i>Storyville I</i>	Maximization of Lagoon Performance through Optimization and Maintenance, <i>Storyville II</i>
5:00pm-5:30pm	End of Formal Training Schedule			
5:30pm-6:30pm	Pop-In Open House Discussions <i>(small group discussions – topics can include: Solid Waste, GIS, economic development, obtaining funding, asset management, *DCS Super User Database Den)</i> <i>*location to be sent privately to DCS SuperUsers (Dave Clark)</i>			
After 6:30pm	Option for regions to have a meetings and/or dinner with regional staff			

CONFERENCE AGENDA AT A GLANCE

Wednesday, April 25				
8:00am-3:30pm	Information Booth Open			
7:00am-8:30am	Breakfast Served in Hallway			
8:00am-3:30pm	Exhibits Open			
8:30am-9:30am	Plenary Session - RCAP Vision – National Narrative <i>Storyville</i> <i>Water and wastewater as foundation of economic development</i>			
9:30am-10:00am	Break			
	RCAP Services	Programs and Partners	Building the Toolkit	Technical
10:30am-12:00pm	WealthWorks Toolkit: A Strategy for Success in Economic and Community Development in Rural America, <i>Storyville III</i>	Two-way Conversation about the EPA Drinking Water Compliance (NPA1) & Wastewater (NPA3) Projects, <i>Mahalia Jackson Conference Room</i>	Breaking Boredom: Interactive Training Tips, <i>Storyville I</i>	The Changing National Landscape of Water Loss Control, <i>Storyville II</i>
12:00pm-1:30pm	Lunch - On Own			
1:30pm-3:00pm	Solid Waste: Thinking Outside the Bin: Part One, <i>Storyville III</i>	Colonias Technical Assistance Program 101: Emerging Trends, <i>Mahalia Jackson Conference Room</i>	Training Case Studies, <i>Storyville I</i>	Addressing Lead, <i>Storyville II</i>
3:00pm-3:30pm	Break			
3:30pm-5:00pm	Solid Waste: Thinking Outside the Bin: Part Two, <i>Storyville III</i>	Common Private Well Problems and How to Solve Them, <i>Mahalia Jackson Conference Room</i>	Workshop in a Box: A Treasure Chest of Value to Small Systems, <i>Storyville I</i>	What should we do? - Helping communities make water quality and infrastructure decisions, <i>Storyville II</i>
5:00pm	End of Formal Training Schedule			
6:00pm	Networking Dinners <i>We encourage staff together to network and explore New Orleans!</i>			
Thursday, April 26				
8:00am-10:30am	Information Booth Open			
7:00am-8:30am	Breakfast to be Served in Hallway			
	RCAP Services	Programs and Partners	Building the Toolkit	Technical
8:30am-10:00am	Above Ground or Buried, The Future of Small System Asset Management and CUPSS Going Mobile, <i>Storyville III</i>	So, You're Working with Tribes...Perspectives for Successful Tribal Interactions, <i>Mahalia Jackson Conference Room</i>	Supervising Remote Staff, <i>Storyville I</i>	Revised Total Coliform Rule: The New Standard of Compliance, <i>Storyville II</i>
10:00am-10:30am	Break			
10:30am-12:00pm	Preparing for the Sanitary Survey: Assisting Communities Prior to Primacy Review, <i>Storyville III</i>	<i>No session</i>	Financial, Funding, and More Fun! <i>Storyville I</i>	RCAP Regional Case Studies, <i>Storyville II</i>
12:00pm-5:00pm	RCAP Board Meeting - Louis Armstrong Conference Room			
End of Formal Schedule				



Meet RCAP

RCAP BOARD OF DIRECTORS

Keith Ashby	Stan Keasling
Michael Brownfield	Karen Koller
Hope Cupit	Rick Martinez
Billy Hix	Ines Polonius
Ruthann House	Niel Ritchie
Anish Jantrania	Michael Taylor

RCAP NATIONAL STAFF

Joy Barrett	Director of Training & Technical Services
Dave Clark	Director of Environmental Programs
Bill Hogrewe	Director of Engineering Services
Alia Iqbal	Director of Finance
Nathan Ohle	Executive Director
Jeff Oxenford	Training & Technical Services Specialist
Ted Stiger	Director of Government Relations & Policy
Spenser Wempe	Social Media Manager
Ashley Zuelke	Director of Research & Programs

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NEW ORLEANS INFORMATION

NEARBY RESTURANTS

STEAKHOUSE, 0.2 MILES

Dickie Brennan's Steakhouse

The art of beef preparation is their passion; that's why they grill their chops, sear their strips, oven roast their prime rib and broil their filets. Open for dinner Dress code: Shirt/Slacks Req.

SEAFOOD, 0.3 MILES

Red Fish Grill

Their casual New Orleans seafood dominates a menu peppered with Big Easy favorites like Hickory Grilled Redfish, BBQ Oysters, Alligator Sausage & Seafood Gumbo, Double Chocolate Bread Pudding, and a wide variety of Gulf fish available every night. Open for lunch and dinner Dress code: Casual

CREOLE, 0.4 MILES

Galatoire's

Galatoire's has a tradition of serving authentic French Creole cuisine at a level that raises consistency to an art form. Open for lunch and dinner Dress code: Casual

SEAFOOD, 0.5 MILES

Palace Cafe

Their "Flavor of New Orleans" cuisine is served every day at an upbeat and lively grand café owned and operated by Dickie Brennan, of the famed New Orleans restaurant family. Open for lunch and dinner Dress code: Casual

SEAFOOD, 0.5 MILES

GW Fins

Dining at GW Fins is like taking a culinary expedition around the globe while dining on the finest quality seafood at every port. Open for dinner Dress code: Casual

SEAFOOD, 0.4 MILES

Acme Oyster House

Acme Oyster House opened its doors in 1910 and they have been proudly serving up the best ice, cold oysters in town. Open for lunch and dinner Dress code: Casual

CREOLE, 0.5 MILES

Arnaud's

Located steps off of Bourbon Street in the heart of the French Quarter, Arnaud's offers classic Creole Cuisine and exemplary service in beautifully restored turn of the century dining rooms. Open for lunch and dinner Dress code: Casual

SEAFOOD, 0.4 MILES

K-Paul's

K-Paul's has a dinner menu which changes daily based entirely on the availability of fresh ingredients. Open for lunch and dinner Dress code: Shirt/Slacks Req.

FRENCH, 0.5 MILES

Herbsaint

Chef Donald Link's Herbsaint Bar and Restaurant on historic Saint Charles Avenue features an acclaimed menu with French and Italian-inspired, yet distinctive Southern dishes and a dynamic wine list in a modern bistro setting. Open for lunch and dinner Dress code: Casual

FRENCH, 0.5 MILES

August

The cuisine at August is contemporary French with a focus on local ingredients, inspired by Chef John Besh's classical training here and in Europe, and by the depth of his own Southern Louisiana roots. Open for dinner Dress code: Casual

SEAFOOD, 0.4 MILES

Bourbon House

If it's not in season, you won't find it on the menu. Enjoy authentic New Orleans dishes in a lively atmosphere with huge picture windows overlooking Bourbon Street. Open for breakfast, lunch and dinner Dress code: Dress Jeans

AMERICAN, 0.5 MILES

Mother's Restaurant

Mother's Restaurant opened its doors in 1938 serving dishes such as Po' Boys, Seafood, and Louisiana favorites. Open for breakfast, lunch and dinner Dress code: Casual Phone: +1 504-523-9656

SIGHTSEEING

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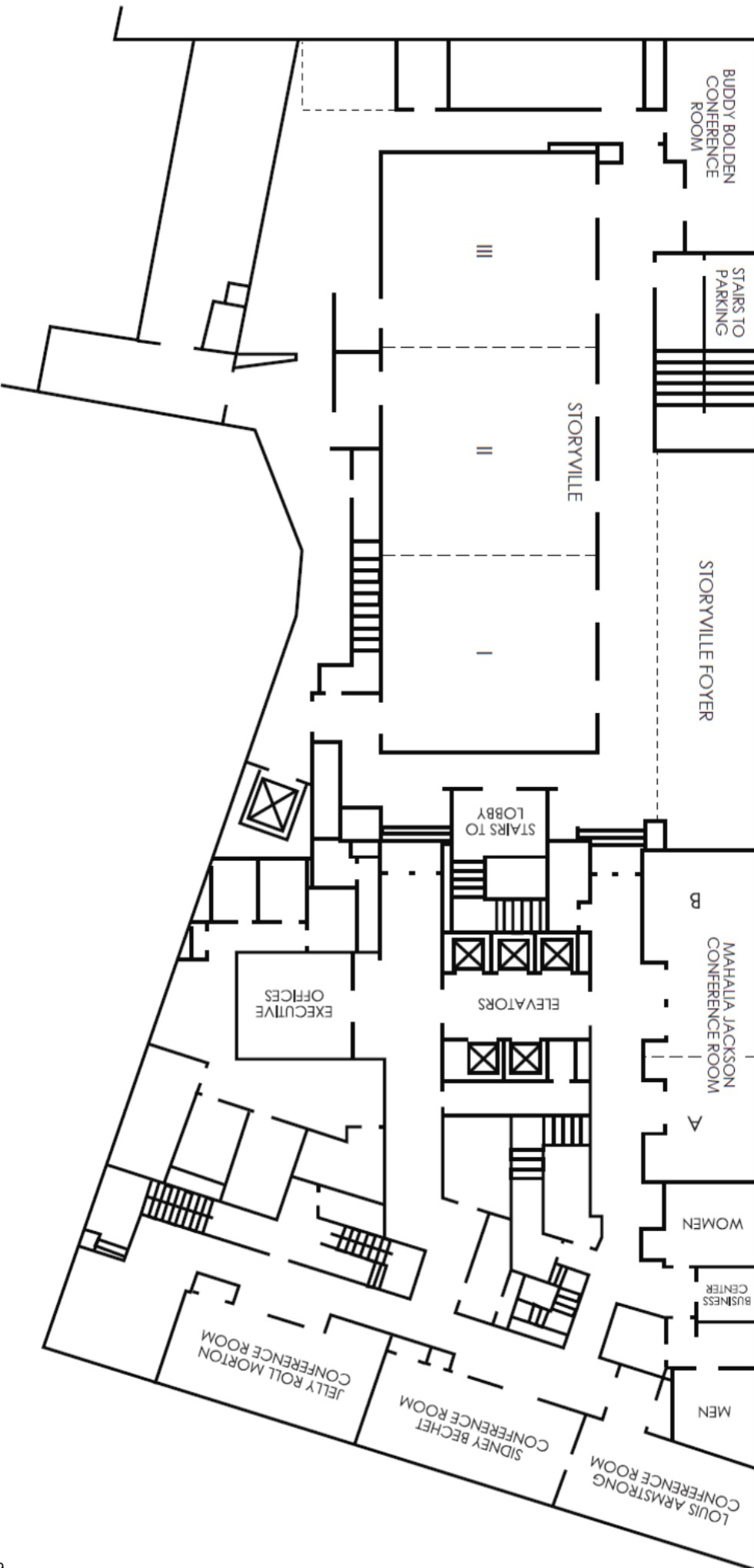
Harbor Jazz Cruise
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the French Quarter
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GETTING AROUND THE EVENT SPACE

- All event activities will take place on the 2nd floor of the hotel.
- Please note that during peak traffic times such as before and after the conference agenda, breaks, and lunch time, congestion may be possible near the bathrooms, elevators, and in hallways. When possible, please remain inside breakout rooms.
- Please note that bathrooms are limited. Additional bathrooms are located on the floor below in the lobby.
- Please allow for additional time at the elevators at the beginning and end of each day.
- After the Awards Banquet, please exit Storyville to allow for set up for the breakout sessions.
- Wifi is available for free to Marriott Rewards Members in their guest rooms. It is free to become a rewards member. Please see the information desk about event wifi.

Renaissance New Orleans Pere Marquette French Quarter Hotel | 817 Common Street New Orleans, Louisiana 70112 | 504.525.1111



Conference Agenda in Detail

Monday, April 23

- 8:00am-6:15pm Registration, *Storyville Foyer*
- 8:30am-4:30pm Six Essential Roles of Being a TAP- Facilitated by RCAC, *Storyville I*
- 6:00pm-8:00pm Opening Reception, *Storyville I*

Tuesday, April 24

- 7:00am-11:15am Registration, *Storyville Foyer*
- 7:00am-8:30am Breakfast, *Second Floor Hallways and Storyville Foyer*
- 8:00am-5:00pm Exhibits Open, *Storyville Foyer*

8:30am- 9:30am Plenary Session- RCAP Vision, *Storyville*

United States Environmental Protection Agency

Peter Grevatt, *Director of the Office of Ground Water and Drinking Water, US Environmental Protection Agency.* The Office of Ground Water and Drinking Water (OGWDW) in collaboration with states, tribes, and its many stakeholders, is responsible for safeguarding America's drinking water. Peter is responsible for the development and implementation of national drinking water standards, oversight, and funding of state drinking water programs and the implementation of source water protection and underground injection control programs to public health nationwide. Prior to joining the OGWDW in October of 2012, Peter served as the Director of the Office of Children's Health Protection and served as the Senior Advisor to U.S. EPA's Administrator for Children's Environmental Health. Peter has held leadership roles in EPA's national hazardous waste and water quality programs.

United States Department of Agriculture

Ken Johnson, *RUS Administrator, United States Department of Agriculture.* Ken Johnson joined USDA Rural Development April 16, 2018. Ken serves as administrator for the Rural Utilities Service (RUS). Prior to joining RUS, he served as General Manager/CEO of Co-Mo Electric Cooperative and President for Co-Mo Connect in Tipton, MO. Under Ken's leadership, Co-Mo was the first rural electric cooperative to deploy a fiber-to-the-home network to all its members without federal or state funding, providing gigabit internet, video and voice services to nearly 16,000 subscribers. Previously, Ken was a director and past president for Central Electric Power Cooperative in Missouri and a director for the Association of Missouri Electric Cooperatives, where he served on the Executive and Legislative committees.

He was also General Manager for Twin Valleys PPD in Nebraska after beginning his career with the Nebraska Public Power District. He earned an undergraduate degree from Kearney State College, and is a graduate of the NRECA Robert I. Kabat Management Internship Program. Ken grew up on a farm near Edgar, NE and has spent his life working and serving rural America. He and his wife cherish spending time with their children and grandchildren.

Louisiana Economic Development

Don Pierson, *CECd, Secretary, Louisiana Economic Development.* In January 2016, Governor John Bel Edwards appointed Don Pierson to serve as Secretary for Louisiana Economic Development (LED). Pierson served as Assistant Secretary and Senior Director of Business Development for LED since January 2005. With executive-level leadership, his duties include the implementation of domestic and international economic development programs and job retention and creation efforts for the State of Louisiana. He is Governor John Bel Edwards' primary representative to governmental officials, local communities, and site selector consultants on all economic issues. Pierson has over 27 years of economic development experience and is a certified economic development professional. Before coming to LED, Pierson served for 17 years in the Shreveport/Bossier community as Executive Director of the Greater Bossier Economic Development Foundation. In 2000, Governor Mike Foster appointed Pierson to the Louisiana Economic Development Council. A year later, Governor Foster again appointed him, this time to the Department of Economic Development Reorganization Task Force. In 2005, Governor Kathleen Blanco appointed Pierson to serve as Assistant Secretary for LED. Louisiana's subsequent Governor Bobby Jindal was aware of Pierson's economic development prowess and leadership, so he appointed Pierson as Assistant Secretary for LED in 2008. Pierson then became Governor Jindal's appointee for The Aerospace Alliance for Aviation in 2009, and in January 2016 became the Secretary for LED. Pierson is a past-president of the LA Industrial Development Executives Association. He has served on the Board of Directors for the Southern Economic Development Council, an organization with representatives from all southern states. Pierson is also a past-president of the LA Chamber of Commerce Executives Association. A graduate of the United States Military Academy

at West Point, Pierson served as an Airborne and Ranger Qualified Infantry Officer in the 82nd Airborne Division for five years. He has also served as a deacon at Kings Highway Christian Church in Shreveport. He is married to Kay Spearman Pierson and has two adult children, Jerry and Rachel.

9:30am-10:00am Break

10:00am-11:15am Opening Session (Continued), *Storyville*

Hurricane Recovery Efforts

Nathan Ohle, *Executive Director, Rural Community Assistance Partnership (RCAP)*

Mini Regional TED Talks

Network Priority Discussions

11:15am-12:00pm Lunch, *Buffet in Second Floor Hallway (Please return to your seats in Storyville for the Awards Banquet)*

12:00pm-1:00pm Awards Banquet, *Storyville (Please exit Storyville promptly at 1:00pm)*

1:00pm-1:30pm Break

1:30pm-5:00pm CFO Meeting, *Sidney Bechet Conference Room*

1:30pm-3:00pm Technical Tracks

GIS in Rural Communities: Where We Are Now, *Mahalia Jackson Conference Room*

GIS in Rural Communities: Where We Are Now will summarize the GIS Services of participating states, discuss equipment used for field data collection and technical assistance provided to communities using GIS, and will paint a picture for GIS services provided across the nation.

Seth Loht, *GIS Specialist, RCAP Solutions*. Seth joined RCAP Solutions in November of 2015 with eight years of experience in the GIS field. Prior to joining RCAP Solutions, Seth worked for an engineering firm as a GIS Analyst. He holds a Bachelor's degree from Penn State University and a Master's degree in GIS from Arizona State University.

Thi Pham, *GIS Specialist, RCAC*. Thi joined RCAC in November 2015 as the lead of the GIS Team. She developed fly-in maps for RCAC and legislator's meetings in Washington D.C., asset inventory management systems for tribal communities using GIS, as well as created other GIS projects to be used as visual aids for staff and stakeholder's meetings. Prior to her employment with RCAC, she worked with the U.S. Geological Survey performing field investigation and spatial analysis on water quality data. She graduated from Sacramento State University with a bachelor's degree in Geology with an emphasis on hydrology and GIS.

Kimberly Rutledge, *Technical Assistance Provider, SERCAP*. Kim acquired and maintained an interest in water and wastewater utilities over twenty-five years ago, implementing GIS/CAD/GPA technology in a private and public-sector utility driver mapping and surveying environment. She has implemented several asset management programs, developed data infrastructure schemes to include vertical assets, as well as designed various databases to automate and capture the workflow process of Capital Improvement Projects and file management tracking for engineering record drawing plans.

Jared Schmal, *GIS Specialist, Great Lakes RCAP*. Jared has provided training and technical assistance throughout the Commonwealth of Kentucky since 2010. Jared has degrees from Berea College in Business Administration and Technology and Industrial Arts and is currently pursuing a degree in Mechanical Engineering through the University of Kentucky. Jared has provided water and wastewater utilities with assistance in GIS audits, budgeting review and analysis, and general accounting advice.

Benjamin Tracy, *GIS Specialist, Communities Unlimited*. Ben has been working for Communities Unlimited since January of 2015. He graduated with a Master of Science in geography from the University of Arkansas in 2017. Previously Ben received a bachelor's degree in Geography with a certification in GIS from the University of Missouri in 2011, as well as a certification in Geospatial Intelligence from the U.S. Geospatial Intelligence Foundation. Ben worked in Hong Kong where he was responsible for mapping and reporting on terrain hazards. He also worked for Google Maps, as well as mapped electric utilities for electric cooperatives.

Ron Vanderpool, *Technical Assistance Provider/GIS Specialist, MAP*. Ron's career has spanned many aspects over the last forty years. Early responsibilities included oil well drilling completion and rehabilitation. For over twenty years Ron has been focused on municipal government and the management of municipal infrastructure assets. His background and knowledge of general construction and water-wastewater infrastructure design, construction, and management, including implementation of GIS and interactive web-based mapping, provide him a unique ability to assist water and wastewater. He is a licensed water, wastewater, and distribution operator in Wyoming.

Moderator: Kim Padgett

The well-considered water system should be prepared to respond and quickly recover from emergencies to avoid interruptions in service as well as economic and public health impacts. This session is designed to explore available tools and resources such as the Route to Resilience tool, the CheckUP Program for Small Systems (CUPSS), the Financial Capacity Assessment Trainings, and learn which works best for your toolbox.

Susanna Bains, *Biologist, U.S. EPA Office of Ground Water and Drinking Water*. Susanna joined the U.S. EPA's Office of Ground Water and Drinking Water in 2015. As a member of the Sustainable Systems Team, Susanna is involved in Capacity Development activities aimed to build and maintain the capacity of drinking water systems, including asset management and financial planning. Susanna earned a Bachelor of Science in Biology from Samford University in 2012 and a Master's in Environmental Resource Policy from George Washington University in 2014.

Nushat Dyson, *Team Leader, U.S. EPA Office of Water, Water Security Division*. Nushat joined the U.S. EPA within the Office of Water's Water Security Division (WSD) in 2009. She is a team leader for the Active and Effective team responsible for increasing awareness of water sector interdependencies and outreach. Prior to joining WSD, Nushat served on active duty in the United States Army as an Environmental Science Engineering Officer at Fort Bragg, North Carolina and continues to serve as the Chief of Plans Branch with the District of Columbia National Guard. She is a Registered Environmental Health Specialist and earned a Bachelor's in chemistry from Johnson C. Smith University and a master's in environmental studies from Virginia Commonwealth University.

Bridget O'Grady, *Policy & Legislative Affairs Manager, Association of State Drinking Water Administrators (ASDWA)*. Bridget has been with ASDWA for nearly twenty-five years. During that time, she has focused principally on small system issues related to capacity development, operator certification and training, and technical assistance. She also follows federal legislation and regulations related to drinking water and is the principal point of contact for actions related to water security and resiliency. Bridget believes strongly in collaboration and cooperation as the path to successful implementation of the Safe Drinking Water Act.

Moderator: Joy Barrett

Advocacy 201: Tips for Local Congressional and State Engagement, Storyville I

Tips, tools, and outreach ideas for educating elected Congressional officials as they return home to their districts from Washington D.C. Learn how to navigate the policy landscape in your states, which is a constant challenge. Hear successful strategies and tools to navigate your organization's state engagement.

Rick Martinez, *Founder and Principal, The Apricot Tree Government Consultants*. Honored to serve with the New Mexico State Government for over thirty-four years, Rick has had a storied career from his first job as a mail-runner to his final position as the Deputy Cabinet Secretary of the New Mexico Department of Finance and Administration. As the Deputy Secretary, he provided a direction and leadership to many cities, counties, and state government agencies in a multitude of areas such as comprehensive budget development, development and implementation of operating efficiencies, public policy development, and program management and short and long-range capital planning and financing. Rick continuously interacted directly with the Association of Counties, the New Mexico Municipal League, multiple government agencies, and the legislative and judicial branches on policies, rules, laws, and proposed legislation. Through his sound fiscal management expertise, he successfully managed agencies of varying sizes throughout his thirty-four years of government service.

Ted Stiger, *Director of Government Relations & Policy, RCAP National Office*. Ted joined RCAP in 2016 as Director of Policy and Rural Development Programs. He is responsible for the organization's national government relations and policy efforts as well as overseeing the daily operation of RCAP's USDA grant portfolio, which continues to grow under his tenure. Previously, Ted was the Legislative Associate for the National Association of Development Organizations (NADO) where he provided advocacy of NADO's legislative priorities and policy development in areas of rural community and economic development. He began his career working on Capitol Hill for U.S. Senator Debbie Stabenow. He holds a bachelor's degree in Public Policy from Albion College and hails from rural northeast Michigan.

Moderator: Ines Polonius

Thoo-ka, Thoo-ka, Thoo-ka – Chemical Metering Pump Basics, Storyville II

Opportunities to learn about the operation and maintenance of basic diaphragm and peristaltic chemical metering pumps and to discuss the pros and cons of each. Basic troubleshooting tips and commonly used solutions to problems will be shared, along with an opportunity for session participants to "rebuild" actual pumps.

Andy Crocker, *Virginia State Manager, SERCAP*. Andy is a graduate of Virginia Tech and a Virginia Class I Waterworks Operator. Before joining SERCAP, he had thirteen years of operational experience with several treatment technologies followed by as many years providing training and technical assistance to Virginia operators; first as a VRWA Circuit Rider, then as an EPA-funded Training Specialist. He is an adjunct faculty member at Virginia Tech in the Department of Continuing and Professional Education and the co-author and principle instructors for several Office of Drinking Water & Virginia Tech short courses including *Applied Math and Basic Science*, *Small Systems Operation Short Course*, and *Groundwater Math*.

Moderator: Randy Welsh

Jazzy Ways to Improve GIS Services, *Mahalia Jackson Conference Room*

Jared Schmal, *GIS Specialist, Great Lakes RCAP*. Jared has provided training and technical assistance throughout the Commonwealth of Kentucky since 2010. Jared has degrees from Berea College in Business Administration and Technology and Industrial Arts and is currently pursuing a degree in Mechanical Engineering through the University of Kentucky. Jared has provided water and wastewater utilities with assistance in GIS audits, budgeting review and analysis, and general accounting advice.

Kimberly Rutledge, *Technical Assistance Provider, SERCAP*. Kim acquired an interest in water and wastewater utilities over twenty-five years ago, implementing GIS/CAD/GPA technology in a private and public-sector utility driver mapping and surveying environment. She has implemented several asset management programs, developed data infrastructure schemes to include vertical assets as well as designed various databases to automate and capture the workflow process of capital improvement projects and file management tracking for engineering record drawing plans.

Moderator: Vicki Perry

AWWA Partnership: Training Support & Community Engineering Corp, *Jelly Roll Morton Conference Room*

U.S. EPA selected RCAP to provide training and technical assistance for small public water systems in National Priority Area 1. In turn, RCAP partnered with AWWA to facilitate design and implementation of the training. Community Engineering Corps brings underserved communities that cannot afford or obtain traditional for-hire engineers. RCAP field staff are in the communities that can benefit from CECorps services providing a partnership opportunity.

Clare Haas Claveau, *Community Engineering Corps Director, Engineers Without Borders*. Clare is a Professional Engineer (PE) and the Director of Community Engineering Corps, a domestic program of Engineers Without Borders USA that helps underserved communities in the United States meet their infrastructure needs. Clare has worked in the environmental industry for over twenty years providing a diverse range of management and engineering services with a focus on small drinking water systems. She holds a Master's in Civil and Environmental Engineering from the University of Minnesota.

Jim Jones, *Technical Assistance Provider, MAP*. Jim is married and has one son. He and his family live in the beautiful Black Hills of South Dakota. He has twenty years of experience working as a certified operator in treating drinking water and wastewater. He has been a Chief Operator at a Class A wastewater facility in Waseca, Minnesota and the Water Superintendent at a Class A lime softening drinking water plant for the City of Mankato, Minnesota. Jim currently holds the top licenses in water and wastewater treatment in both South Dakota and Minnesota. He has been working for MAP for over three years.

Chad Weikel, *Grants, Education, and Workforce Manager, American Water Works Association*. Chad is the Grants, Education, and Workforce Manager for AWWA. In this role, he helps the organization increase the educational effectiveness of conferences, eLearning, webinars and grant programs. He provides sound instructional design processes to enable AWWA's subject matter experts to develop effective learning materials. He is helping to coordinate the education programs of the Association and Sections. He also oversees AWWA's grant programs including small systems training, small systems optimization and capital funding, cyber security, and energy optimization.

Moderator: Jeff Oxenford

Smart Phone to Drone: Communication Tips to Get the Point Across, *Storyville I*

Rural waste and drinking water systems are key infrastructure for thousands of communities across the United States, U.S. territories, and tribal communities, yet many residents take this for granted. Smart Phone to Drone: Communication Tips to Get the Point Across will cover communication techniques to help rural water system boards, operators, and staff use existing communication tools to more effectively tell their story through social media, print, and other forms of electronic communication.

Tim Frakes, *Owner, Tim Frakes Productions*. Tim is an award-winning videographer, video producer, script-writer, and editor. A graduate of Harding University, his videos are broadcast on major television networks and distributed worldwide through DVD sales. After fourteen years as the principal videographer for the Evangelical Lutheran Church in America, Tim launched Tim Frakes Productions Inc. in 2007. Tim produces documentary and image video for non-profit, faith-based, broadcast, and corporate clients, and has filmed in Africa, Asia, the Pacific Islands, Europe, and the Middle East, in addition to many productions in the United States. His videos are viewed widely at Vimeo, YouTube, and through client websites.

Moderator: Joy Barrett

Enhancing attendee's knowledge of operating and maintaining a lagoon environment, expanding on lagoon viability in a mechanical age, and addressing new concepts and proven technology in lagoon maintenance.

Kristina Hartley, *Technical Assistance Provider, MAP*. Kristina is employed with MAP where they find solutions to water and wastewater infrastructure issues with qualified and proven water and wastewater professionals. As a technical assistance provider, Kristina has had the privilege of working with and helping small communities in greater Missouri with facility operational issues, specialized board and operator trainings, and in cultivating and managing capital improvement projects to generate capacity development and management and finance solutions. Kristina is an ASSE certified backflow tester and her background is in water and wastewater treatment as a long-time operator and public works director.

Josh Jabalera, *Technical Assistance Provider, MAP*. Josh has been a Certified Water Operator and Wastewater Operator for the past seven years. He graduated with a Bachelor of Science degree from Rocky Mountain College. During that time, he operated multiple community water systems in rural areas.

Moderator: Andrew Nordbye

5:00pm End of Formal Training Schedule

5:30pm-6:30pm Pop-In Open House Discussions, *Storyville I & II* and *Mahalia Jackson Conference Room*

Small, informal group discussions- solid waste, GIS, economic development, funding, asset management, etc. DCS SuperUser Session with Dave Clark (location sent to SuperUsers)

6:30pm Option for regions to have meetings or dinner with staff

Wednesday, April 25

7:00am-8:30am Breakfast, *Second floor hallway and Storyville Foyer*

8:00am-3:30pm Information Booth Open, *Storyville Foyer*

8:00am-3:30pm Exhibits Open, *Storyville Foyer*

8:30am-9:30am Plenary Session- National Narrative, *Storyville*

The story we tell: Nathan Ohle, Michael Brownfield, Hope Cupit, Ruthann House, Stan Keasling, Karen Koller, and Ines Polonius.

9:30am-10:00am Break- Please quickly exit *Storyville*

10:30am-12:00pm Technical Tracks

WealthWorks Toolkit: A Strategy for Success in Economic and Community Development in Rural America, *Storyville III*

How do you drive inclusive economic development by connecting the assets in a community with real market demand? Learn from two practitioners who are utilizing the WealthWorks model to build wealth, creating value chains in rural places across the country. Apply the principles to your work to a value chain idea that may work in your community and then tap into the national network of value chain coordinators for advice and support.

Carol Cohen, *Regional Manager Community and Environmental Services, RCAC*. As an RCAC Regional Manager in the Community and Environmental Services Department, Carol works to support the environmental and housing programs in Utah, Idaho, and Nevada. Carol leads a team of experts in addressing comprehensive community development needs including assisting communities and utilities to maintain compliance with SWDA and CWA and affordable housing access. Carol is a member of RCAC's Leadership and Building Rural Economies Team. She also provides technical assistance to rural communities in assessing and evaluating community assets using the WealthWorks model as an economic development tool. Carol holds an MS business administration from the Whittemore School of Business and Economics at the University of New Hampshire.

Ines Polonius, *CEO, Communities Unlimited*. In 1998, Ines founded alt.Consulting and became the Executive Director in 2003. alt.Consulting was dedicated to starting, growing, transitioning, and turning around small businesses in the Arkansas Delta until a successful merger with Community Resource Group in 2014 formed Communities Unlimited, Inc. Previously, she served as a Business Development Consultant at the North Carolina Institute for Minority Economic Development. Ines earned an MBA and an MA in economics from Boston University and her undergraduate degree from Georgetown University. In addition to serving on the RCAP Board of Directors, Ines serves on the Atwater Infrastructure Community Advisory Board, the national WealthWorks Peer Network, the Rural Development Innovation Group, and the Persistent Poverty Taskforce. Ines is also a 2017 Fellow of the Business

Moderator: Chris Fierros

Two-way Conversations about the EPA Drinking Water Compliance (NPA1) and Wastewater Projects (NPA3), Mahalia Jackson Conference Room

Are you working on the EPA Drinking Water Compliance (NPA1) and/or Wastewater (NPA3) grants? Join the RCAP National Office staff for a two-way discussion on the NPA1 and NPA3 to share what is going well and what can be improved with these projects. Bring your success stories, questions, and, most importantly, your suggestions for improvements as we make these projects more fun and effective.

Joy Barrett, *Director of Training and Technical Services, RCAP National Office.* Joy's career has focused on community development rooted in water and sanitation, both in the U.S. and in lesser-developed countries. She provides technical backstopping, develops resources for small system boards, assists with training activities for the RCAP network, and serves as point-person for RCAP's operator recruitment and training issues. For most of this century, Joy was a supervisor of two water operator schools in Colorado. She holds a Ph.D. in Environmental Engineering from the University of Colorado, is a Trustee of the AWWA Small Systems Division, and a member of the Union of Concerned Scientists.

David Clark, *Director of Environmental Programs, RCAP National Office.* Dave began working with RCAP as a technical assistance provider in West Virginia in 1994. He has worked in all areas of the RCAP program, including drinking water, wastewater, and solid waste infrastructure-related work. He has also received grants extending the RCAP work in watershed, source water, and telecommunications areas. Dave was a member of the West Virginia Watershed Council, the West Virginia Watershed Network, and the West Virginia Citizens' Corps Council, which is the citizen advisory board that assists the state in managing security issues. Dave has a bachelor's in biology from West Virginia University, specializing in Environmental Sciences and Recombinant DNA Technology.

Bill Hogrewe, *Director of Engineering Services, RCAP National Office.* Bill has been doing this for a really long time, so you would think that he remembers some good stuff, or at least has an occasional interesting story to tell. He went to several schools in the previous century, amassing more degrees than an oven thermometer. He currently has the rather grandiose title of Director of Engineering Services at RCAP.

Moderator: Bill Hogrewe

Breaking the Boredom: Interactive Training Tips, Storyville I

Adult learners need and want more than a lecture or presentation during a training. Learn proven techniques for creating a class that will awaken interest in workshop attendees and help them transform classroom information into helpful knowledge and skills back on the job. Come prepared for an interactive session, full of tips, tricks, and tools you can start using immediately.

Rosanna Noval, *Rural Development Specialist, RCAC.* Since 2010, Rosanna has provided engaging and meaningful trainings to rural residents across the west. With experience in natural resource and early childhood education, she adjusted to the adult learning world with ease. Now a member of RCAC's OTTER team, she trains and supports other staff as they create and deliver participant centered workshops.

Moderator: Stevan Palmer

The Changing National Landscape of Water Loss Control, Storyville II

An overview of the rapidly changing regulatory and industry practices landscape on water loss control. Participants will learn about the drivers behind the move away from percent of unaccounted for water to industry best practices for water loss control.

Steve Cavanaugh, *President, Cavanaugh and Associates.* Steve's vast engineering experience encompasses a wide range of both U.S. and international solutions. Recently his firm won back-to-back national engineering awards. For more than two decades, State has worked with public and private sector clients to develop intelligent environmental solutions to some of today's most challenging issues. In addition to his agricultural expertise on waste-to-energy and biomass facilities, Steve is known in the industry as an expert in the field of water loss and revenue recovery. His dedication to improve and protect the world's water resource through teaching utilities how to discover and embrace efficient business practices has been noted as refreshing to an industry plagued by a quick-fix mentality.

Moderator: Jeff Oxenford

12:00pm-1:30pm Lunch (On your own)

1:30pm-3:00pm Technical Tracks

Every RCAP approaches providing technical assistance for Solid Waste Management and recycling services differently. All currently funded states will share the detailed Solid Waste Management Technical Assistance and Training provided in each state by RCAP regions. This session is an opportunity to share best practices maintaining a rural focus across the RCAP network and to discuss experiences, resources, and tools with fellow TAPs.

John Crowder, *North Carolina State Manager, SERCAP*. John started his career in 1975 as an Environmental Specialist and was then promoted to supervisor, and then again to Public Health Director in 1989. John then worked as a Waste Management Specialist with North Carolina Department of Natural Resources Solid Waste Section. He was promoted to Eastern Regional Supervisor overseeing fifty-four counties and six specialists. John owned and operated a solid waste/recycling consulting business until joining SERCAP in 2012. John was promoted to State Manager in 2013 and was awarded RCAP's TAP of the year in 2016.

Debbie Hackman, *Solid Waste Technical Advisor, Great Lakes RCAP*. Debbie is a graduate of Purdue University and has nearly twenty-five years' experience in solid waste and recycling. Debbie has worked as a County Solid Waste Management District director, supervisor of municipal recycling at Seymour, Indiana and Recycling Manager for Rumpke Recycling in Louisville, Kentucky. She currently serves as a member of the board of directors of the Association of Indiana Solid Waste Management Districts and vice-chair of the Hoosier Chapter of the Solid Waste Association of North America, where she is a certified instructor in composting, recycling systems, and integrated solid waste management. She began working at Indiana RCAP in 2013.

Chris Jewett, *Senior Field Manager, MAP*. Chris provides oversight to three Regional Field Managers, as well as operations and staff in Kansas and Missouri. He previously served as a Regional Field Managers, as well as operations and staff in Kansas and Missouri. He previously served as a Regional Field Manager for Iowa, Kansas, Missouri, and Nebraska, plus the field TAP in Iowa. He has been employed with MAP since 2010. Prior to joining MAP, he served with the Missouri Army National Guard in several capacities before retiring as the Operations Sergeant Major for the 110th Maneuver Enhancement Brigade. He has a diverse portfolio of certifications and self-enhancement courses ranging from human resources, environmental, hazmat, safety, emergency management/planning, equal opportunity, finance, asset management, legal, and water distribution.

Melissa Melton, *Technical Assistance Provider, Great Lakes RCAP*. Melissa has worked as a TAP for RCAP since 2003 providing onsite technical assistance to small rural communities with various water, wastewater, and solid waste needs achieving and maintaining compliance with SDWA/CWA. She performs infrastructure needs assessments to identify the utilities priority needs to ensure appropriate assistance delivery. Melissa earned a bachelor's degree from Western Kentucky University while working for USDA. Upon graduation, Melissa continued in the community development field started at USDA and has been her career path for thirty years. Melissa is a licensed DW Distribution III Operator.

Stevan Palmer, *Regional Manager- Community and Environmental Services, RCAC*. Stevan has twenty years training experience in the mining and water/wastewater industries. He has formerly held certifications as a grade three water treatment and distribution operator, and currently maintains Wastewater Treatment I certification. He is a certified MSHA instructor.

Rachel Silver, *Technical Assistance Provider, SERCAP*. Rachel spent eighteen years in Rome, Italy learning from the locals how to drive, eat, gesticulate, and bargain before moving to Madison, Wisconsin. After some serious culture shock, she earned her Bachelor of Arts in Biological Aspects of Conservation. She spent her junior year abroad in Costa Rica studying ecological effects of ecotourism and learning Spanish. She continued her education at the University of Florida, Gainesville, earning herself a Master's of Forest Resources and Conservation. She remained in Gainesville where she started a family and has worked with SERCAP for fifteen years in various capacities, including water and wastewater and, more recently, solid waste. She enjoys setting up recycling programs in elementary schools where she gets to share with kids how to make choices to "green their routine."

Edwin Vazquez-Asencio, *Sustainable Materials Management Specialist, RCAP Solutions*. Edwin was hired in October of 2014 to implement and lead RCAP Solution's Solid Waste Grant activities under RCAP's USDA Solid Waste Grant. In 2017, he received the Outstanding Rookie Award at the RCAP National Conference. His formal education includes an MBA with a concentration in International Commerce from the Pontifical Catholic University of Puerto Rico, bachelor's degree in business administration and marketing, and studies in biology and ecology from the University of Puerto Rico. He is also a licensed Drinking Water Operator Class II and Certified Recycling Promotor by the Puerto Rico Solid Waste Authority and leader of the education team of the Puerto Rico Recycling Partnership.

Patrick Walker, *South Carolina State Manager, SERCAP*. Pat began his career with the state of South Carolina in 1997 as an Environmental Services from the South Carolina Department of Health and Environmental Control in 2011. He has permitting, compliance, and enforcement experience in solid waste management, recycling, hazardous waste management, private well program, mining and reclamation, state superfund program, and air quality. He joined SERCAP in 2012 providing solid waste and recycling technical assistance and became South Carolina State Manager in 2014 and RCAP TAP of the Year in 2015.

Moderator: Melissa Melton

Colonias are among the most poverty-stricken communities along the southern U.S. border. This session will explore RCAP's new Technical Assistance Program in partnership with RCAC and Communities Unlimited serving these high need areas in four states. Session participants will gain insights on the new program, hear about lessons learned, and what the future holds for assistance to the Colonias.

Olga Morales, *Regional Manager- Arizona and Southern California, RCAC*. Olga joined RCAC in 2004. As a regional manager Olga supervises field staff in California and Arizona, oversees RCAC's Regionalization Program in eleven states, oversees the Colonias Program along the U.S.-Mexico border. Olga works with communities providing technical assistance to water and wastewater systems in California, Arizona, New Mexico, and Colorado. She assists communities seeking funding for infrastructure improvement, regulatory compliance, or emergency events. Olga is the co-author and translator of the RCAC Leadership Program, which is designed for emerging community leaders in rural and tribal communities. She is nationally recognized for facilitating partnership efforts and processes to create sustainable regional entities among small utilities. In 2009, Olga helped pass legislation to create the first regional utility structure in the state of New Mexico allowing small water systems to merge their assets and liabilities, creating long-term sustainability. IN 2010, she drafted and passed legislation creating a permanent infrastructure project fund for entities federally designated as Colonias. She served as co-chair of the EPA Climate Ready Water Utilities Work Group in 2010 and was appointed as chair of the National Drinking Water Advisory Council (NDWAC) in 2011.

Mark Pearson, *Development/Management Specialist, Communities Unlimited*. Mark rejoined Communities Unlimited in October of 2011 from the Texas Water Development Board where he worked in the project finance division as a program specialist. He previously worked with CU in the position of project development/management specialist from 2004-2009. Mark has conducted onsite assistance and training for water and wastewater system staff, board members, and city councils in budgeting, rate setting, long range planning, accounting, bookkeeping, policy development, and environmental compliance. He has assisted communities in coordination with USDA Rural Development state and local office, Texas Commission on Environmental Quality, Texas Office of Rural Community Affairs, Texas Water Development Board, and Texas Office of the Attorney General. Prior to coming to RCAP, Mark worked as operations and finance director for a non-profit social service organization and taught undergraduate economics course.

Moderator: Ted Stiger

Training Case Studies, *Storyville I*

What do required water system officials' training in Tennessee, mandatory asset management programs for all PWSs in Ohio, leadership skill-building for Russian community leaders, and stakeholder-tailored technology training all have in common? RCAP plays a strategic role in curriculum development and delivery, which will be covered in this session.

Joy Barrett, *Director of Training and Technical Services, RCAP National Office*. Joy's career has focused on community development rooted in water and sanitation, both in the U.S. and in lesser-developed countries. She provides technical backstopping, develops resources for small system boards, assists with training activities for the RCAP network, and serves as point-person for RCAP's operator recruitment and training issues. For most of this century, Joy was a supervisor of two water operator schools in Colorado. She holds a Ph.D. in Environmental Engineering from the University of Colorado, is a Trustee of the AWWA Small Systems Division, and a member of the Union of Concerned Scientists.

John Greer, *Technical Secretary, Tennessee Comptroller of the Treasury*. John is the Utilities Specialist for the Tennessee Comptroller of the Treasury and the Technical Secretary to the Utility Management Review Board and the Water and Wastewater Financing Board. John is responsible for preparing and presenting all materials to both Boards and aids utilities on a variety of technical, managerial and financial issues. John joined the Comptroller's Office in 2010 with the Division of Municipal Audit. He began working with the Boards in 2013. John has also served as part of the Comptroller's Legislative Team and continues to provide utility-related assistance to legislators. John is a graduate of Martin Methodist College in Pulaski, Tennessee and received his Master of Accountancy from Lipscomb University in Nashville. He is also credentialed as a Certified Fraud Examiner and a graduate of LEAD Tennessee. In his spare time, John enjoys hunting, fishing, and golfing. John and his wife Kayci have one child, John Tyler, that they welcomed in June of 2017.

Deb Martin, *Community Development Director, Great Lakes RCAP*. Deb has been working with rural communities on infrastructure for more than twenty-five years. She has been the program director for the Great Lakes RCAP program since 2001, overseeing the growth of the program from a staff of seventeen to the current fifty-two people. She has done training and consulting internationally on nonprofit development and development of small towns. She is a certified Ice House Entrepreneurial Mindset facilitator and a certified Economic Gardening Program Administrator.

Kurtis Strickland, *State RCAP MIS Coordinator, Great Lakes RCAP*. Kurtis has worked for the Ohio RCAP for nineteen years providing technical assistance to water and sewer systems. He specializes in project planning, financial planning, funding, capital improvement planning, meeting facilitation and serving as a facilitator between systems and state or federal agencies. Kurtis received a Bachelor of Science in geography with an emphasis in urban and regional planning from Ohio University in 1999. He was TAP of the year for Great Lakes RCAP in

2009, received the Outstanding Mentor Award at the RCAP National Conference in 2010, earned his Professional Economic and Community Developer (PCED) certification from the Community Development Council in 2015, and was certified as an Associate Water Asset Manager (AWAM) by Buried Asset Management Institute- International (BAM-I) in 2017. Kurtis has been President of the Oak Hill Area Chamber of Commerce since 2006 and is a member of the Jackson Country Port Authority. He volunteers his time coaching youth soccer, youth basketball, and serving as a Cub Scout leader. Kurtis enjoys spending time with his wife and three sons and is an avid hunter, camper, and outdoorsman.

Moderator: Mike Boyd

Addressing Lead, *Storyville II*

An overview of the Lead and Cooper Rule. Learn the content and intent of sample site plans, how to maintain and update the plans, reporting dos and don'ts, and what happens when an action level is exceeded.

J. Bunderson, *Technical Assistance Provider, MAP*. J is a Professional Engineer with a Bachelor of Science in Civil Engineering with an emphasis in water resources and treatment. He has developed emergency management, spill prevention, continuity of operations, and standard operating plans and has experience with project design specification/contract development, contract administration, and construction inspections.

Dinah Foreman, *Communities Unlimited*

Lee Schegg, *Rural Development Specialist- Environmental Engineer, RCAC*. Lee has spent virtually all his forty-six-year career working with small utility systems. As a graduate engineer he began his career with utility districts that fulfilled the water and sewer needs of rural communities. Finding personal rewards in serving the public, he stayed with districts for over thirty-six years before finding a new mission helping tribal systems deliver safe drinking water to an often-forgotten segment of the population. For the last eight years, Lee has been an RCAC Circuit Rider primarily in Northern California. Lee is a registered Civil Engineer in California and holds California certifications as a T4 Water Treatment Operator and as a D2 Distribution System Operator.

Moderator: Anish Jantrania

3:00pm-3:30pm **Break**

3:30pm-5:00pm **Technical Tracks**

Solid Waste: Thanking Outside the Bin (Part 2), *Storyville III*

Current trending topics affecting solid waste management (SWM) and recycling, and the impact to rural communities. The Solid Waste Association of North America (SWANA) advances issues from SWM to resource management through shared emphasis on education and training, advocacy, and research. This session will provide industry insights and analysis and highlight potential market opportunities or changes to rural SWM operations.

Michelle Leonard, *Vice President, SCS Engineers*. Michelle is a recognized leader in the field of resource management and recycling. She has assisted numerous public and private sector client in the preparation of solid waste management plans, designed and implanted waste reduction, recycling, and reuse programs, and evaluated existing programs to identify opportunities to economically and efficiently use resources. Michelle is active in local, regional, and state-wide recycling efforts. She is a past President of the Solid Waste Association of North America (SWANA), a past Director of the Sustainable Materials Management Technical Division, and is on the board for the SWANA Southern California Chapter. Michelle directs SCS's Sustainable Materials Management practice, and lives and works in Pasadena, California.

Moderator: Debbie Hackman

Common Private Well Problems and How to Solve Them, *Mahalia Jackson Conference Room*

More than one thousand assessments have been conducted by RCAP staff to examine the vulnerability of private wells to contamination. This presentation will share some of the most common problems documented in the assessment program as well as solution to these issues, many of which are also helpful for very small public supplies. Additionally, participants will learn about the breadth of free tools available for education and assisting private well owners.

Jennifer Wilson, *Communication Coordination, University of Illinois- Illinois State Water Survey*. Jennifer serves as the communication coordinator for the Private Well Class and WaterOperator.org programs, based at the Illinois State Water Survey. Prior to joining the University of Illinois in 2008, she served as an environmental scientist with U.S. EPA's drinking water program. Jennifer has an M.S. in Soil and Water Source from the University of California, Riverside.

Steve Wilson, *Groundwater Hydrologist, University of Illinois- Illinois State Water Survey*. Steve has been at the Illinois State Water Survey since 1983. He has been the Chair of the Illinois Groundwater Association, is on the board of the Illinois Section American Water Works Association (AWWA) and is a trustee of the Small Systems Division of AWWA. Steve's career has revolved around assessing groundwater quality, quantity, and private wells.

He directs the Private Well Class and WaterOperator.org programs.

Moderator: Dave Clark

Workshop in a Box: A Treasure Chest of Value to Small Systems, *Storyville I*

The Sustainable Management of Rural and Small Systems Workshop (a.k.a. Workshop in a Box or WIB) has had a longstanding history, and the number of WIBs required of RCAP continues to grow. The WIB provides its participants with a treasure chest of ideas, resources, and new contacts while conducting a guided self-assessment of their system and identifying areas for improvement.

Mark Johnson, *State Lead for Vermont, RCAP Solutions*. Mark is a Technical Assistance Provider and State Lead in Vermont for RCAP Solutions. He has over fifteen years' experience in water treatment and distribution in the municipal and private sector. He has a Bachelor of Science in Civil and Environmental Engineering from Northeastern University in Boston, and has been certified in water treatment, distribution, backflow testing, and cross-connection control program administration in several states. He was the Lead Treatment Operator and Laboratory Director at a surface water treatment plant in Maine before becoming Water Quality Engineer at a large investor-owned utility in California. Mark has provided training sessions to operators and managers on treatment, distribution, management, and regulatory issues.

Deborah Patton, *Rural Development Specialist, RCAC*. Deborah serves as a rural environmental specialist for Arizona with RCAC. She has extensive experience providing technical assistance for water and wastewater for tribal and rural communities. Deborah holds a biology degree from the University of Tennessee, an environmental sciences master's degree from Cumberland University, and has completed hours toward a PhD.

Moderator: Sarah Buck

What should we do? Helping Communities Make Water Quality & Infrastructure Decisions, *Storyville II*

Learn about predicting groundwater toxin levels and learn a model that can be developed for all RCAP's communities. With little to no additional cost, this tool could make a great impact for community members and impact their health. Actively engage with a new decision-making tool that is being developed specifically for small drinking water systems. Breakout sessions will offer direct interaction with the tool, while navigating typical small system technology decision, and an opportunity to participate in surveys that will be used to gain input on values for decision-making goals. This session will provide an opportunity to quantify decision-making criteria for small drinking water systems.

Katie Bradford, *Technical Assistance Provider, SERCAP*. Katie is a Technical Assistance Provider in North Carolina and has been with SERCAP since April 2017. Katie has two bachelor's degrees from Carnegie Mellon University in Civil and Environmental Engineering and Engineering and Public Policy and has a master's degree from the University of North Carolina at Chapel Hill in Environmental Engineering, where she completed research focusing on private well contamination and developing a predictive model to determine what toxins are impacting community members in North Carolina.

Sherri Cook, *Assistant Professor, University of Colorado Boulder*. Sherri is an Assistant Professor of Environmental Engineering at the University of Colorado Boulder. She received her PhD in Environmental Engineering from the University of Michigan. Sherri just received the Outstanding Young Alumni Award from Virginia Tech's Civil & Environmental Engineering Department where she earned her bachelor's degree. Her current research and teaching interests are focused on the design and development of sustainable water treatment systems, focusing on small systems in both developed and developing communities. Her first project on drinking water issues in small, resource-limited communities was in 2008, and she now is part of multiple research projects, with over seven million dollars of external funding that focuses on designing and implanting sustainable and resilient water and civil systems.

Allie Davis, *Graduate Research Assistant, University of Colorado Boulder*. Allie is a PhD candidate at the University of Colorado Boulder in the Civil Systems and Engineering for Developing Communities program and received a fellowship from the Mortenson Center in Engineering for Developing Communities. She completed her bachelor's degree in Civil Engineering at California Polytechnic State University, San Luis Obispo, where she was actively involved in their Engineers Without Borders Chapter. At the University of Colorado, Allie researches small sanitation systems in India to understand causes of success and failure and how to improve system sustainability. Her research interest includes strengthening water, sanitation, and hygiene systems and resource recovery.

Bill Hogrewe, *Director of Engineering Services, RCAP National Office*. Bill has been doing this for a really long time, so you would think that he remembers some good stuff, or at least has an occasional interesting story to tell. He went to several schools in the previous century, amassing more degrees than an oven thermometer. He currently has the rather grandiose title of Director of Engineering Services at RCAP.

Topher Jones, *Graduate Research Assistant, University of Colorado Boulder*. Topher is a PhD candidate at the University of Colorado Boulder who received his Bachelor of Science in Environmental Engineering at California Polytechnic State University in San Luis Obispo. He is currently developing a tool to assess the sustainability of various drinking water treatment technologies for small drinking water systems. This work is being implemented with other small drinking water system research to improve technology selection, and ultimately water quality at small

drinking water systems.

Moderator: Bill Hogrewe

5:00pm End of Formal Training Schedule

6:00pm Networking Dinners

We encourage staff together to network and explore New Orleans!

Thursday, April 26

7:00am-8:30am Breakfast, *Second floor hallways and Storyville Foyer*

8:00am-10:30am Information Booth Open, *Storyville Foyer*

8:30am-10:00am Technical Tracks

Above Ground or Buried, The Future of Small System Asset Management and CUPSS Going Mobile, *Storyville III*

Experiences and tools utilized by expert Asset Managers from within RCAP and outside of RCAP to harness the insights of seasoned Asset Managers towards the creation of a Certified Training Program in Asset Management for small systems.

Art Astarita, *State Lead for Maine, RCAP Solutions*. Art is a professional geologist and joined RCAP in March of 1998 after twenty-two years as an international petroleum explorationist. Art's passion for digital mapping provides bases for a detailed inventory of system equipment which is fundamental in his assistance in creating asset management, capital improvement planning, emergency response plans, and vulnerability assessment. His proficiency with system rate setting, income surveys, environmental reports, funding proposals, along with training on source protection and asset management round-out his services. He has helped complete numerous water and wastewater infrastructure improvement projects throughout New England.

Dr. Tom Isley, *Trenchless Technology Center, Louisiana Tech University*. Dr. Tom Isley, Ph.D., P.E., is a distinguished member of the American Society of Civil Engineers (ASCE). Tom has a thirty-seven plus year career as a researcher, educator, and practitioner, encouraging innovative trenchless technology practices for the benefit of the public and engineering community, mentoring students and practicing engineers and fostering a dynamic evolution of the industry. He is a leader in the pipeline and trenchless industry. He was the founding director of the first Trenchless Technology Center (TTC), and industry research facility at Louisiana Tech University and he returned to the industry/university cooperative research facility at Louisiana Tech University in 2014 to serve as its director. He is one of five founding members of the North America Society for Trenchless Technology. Tom has spent many years teaching pipeline engineering students and has served as a Technical Advisor group member for the Indianapolis Department of Water for four years. He served on the ASCE's (ACE) Mentor Program Board for six years. He has authored or co-authored more than one hundred technical works. Tom holds a Bachelor of Science degree in civil engineering and an MBA from the University of Alabama, Birmingham, as well as a Ph.D. from Purdue University in civil engineering.

Rebecca Reynolds, *Community Development Specialist for Maine, RCAP Solutions*. Rebecca has twenty plus years' experience in the water and wastewater field. She has experience in water and wastewater operations, laboratory processes, operator training, and asset management. Currently she works with small water and wastewater systems providing asset management training to promote system sustainability. She has developed and presented trainings on asset management, vulnerability assessments, emergency response, and water distribution systems and regulatory requirements. Rebecca serves as a project manager, consultant, and technical assistance provider to rural communities experiencing water and/or wastewater problems in the Maine area. She serves as community representative assisting communities with technical, managerial, and financial training. Rebecca is a Certified Environmental Specialist.

Moderator: Scott Mueller

So, You're Working with Tribes... Perspective for Successful Tribal Interactions, *Mahalia Jackson Conference Room*

This session will discuss the brief history, current problems, and present attempts to improve the water culture and health of native groups. It will highlight improved operator services resulting from effective partnership programs. Participants will leave have RCAP tribal events such as trainings can be enhanced with the addition of U.S. EPA-approved, tribal-led operator certification services. This session will touch upon recent changes to national operator certification exams, how the changes are impacting operator certification in Indian Country, and initiatives underway to address these changes.

Val Green, *Technical Assistance Provider, SERCAP*. Val has degrees in engineering from Clemson University and

the University of Texas. He has many years' experience in the design and construction of water and wastewater systems, as well as the operation involved with the reclamation of mining and solid waste projects. Val has been involved in the study of the southeastern history, its paleo-ecology, and its Native American people for the last thirty years. The Native American projects of SERCAP have been part of his work since their inception. Presently, he has projects with three tribal groups in South Carolina. Val has published several books and papers on the subject.

Quannee Oosahwe, *Environmental Specialist II, Inter Tribal Council of Arizona*. Quannee is an Environmental Specialist II for the Tribal Water Systems Program at the Inter Tribal Council of Arizona (ITCA). She has worked as an Environmental Specialist with ITCA since 2014. Quannee received her undergraduate degree in anthropology from Arizona State University.

Deborah Patton, *Rural Development Specialist, RCAC*. Deborah serves as a rural environmental specialist for Arizona as part of RCAC. She has forty years' experience providing technical assistance for water and wastewater for tribal and rural communities. She was responsible for the first U.S. EPA approved tribal certification program in the United States. Deborah is of Eastern Band Cherokee decent and holds a biology degree from the University of Tennessee, a master's in environmental sciences from Cumberland University, and has completed hours toward a PhD.

Karen Thomas, *Technical Assistance Provider, MAP*. Karen has been a TAP for North Dakota since 2016. During this time, she has been assisting communities and tribal communities with water and wastewater issues. Additionally, she has been involved in the development and the implementation of workshops for basic water operator math, emergency response planning for small water systems, Rural Development reporting, and other small water system subject matter. She came to MAP with a Bachelor of Science in zoology, a master's in education, and over twenty years of small business ownership, teaching, and public speaking experience. She enjoys working with people and is passionate about being involved in the community.

Moderator: Andy Crocker

Supervising Remote Staff, Storyville I

An interactive session that will identify and discuss challenges present from operating with a remote structure. The session will provide techniques, tips, and tools for managing personnel and operations from a remote location. General areas to be addressed are evaluations, assessment tools, red flags, networking keys, managing by interaction versus policy, reporting, hiring priorities, and disciplinary procedures.

Chris Jewett, *Senior Field Manager, MAP*. Chris is the Senior Field Manager for MAP. He provides oversight to three Regional Field Managers, as well as operations and staff in Kansas and Missouri. He previously served as a Regional Field Manager for Iowa, Kansas, Missouri, and Nebraska, and as the Field TAP in Iowa. He has been employed with MAP since 2010. Prior to MAP, he served with the Missouri Army National Guard in several capacities before retiring as the Operations Sergeant Major for the 110th Maneuver Enhancement Brigade. He has a diverse portfolio of certifications and self-enhancement courses ranging from human resources, environmental, hazmat, safety, emergency management/planning, equal opportunity, finance, asset management, legal, and water distribution.

Moderator: George Schlender

Revised Total Coliform Rule: The New Standard of Compliance, Storyville II

The only way to be sure public water systems are effectively protecting public health is to monitor the quality of water delivered to customer taps. The primary and most often used tool for this is coliform monitoring. This monitoring and regulation has been revised and we have the latest on this new standard of compliance and how to work with your communities to satisfy the requirements to this rule. Attendees should be ready to share their experience with in-state nuances and prepared for an interactive regulations discussion. The focus of this presentation will be on the provisions that are different from the 1989 Total Coliform Rule and state implementation challenges.

Michael Boyd, *Rural Development Specialist II- Training Coordinator, RCAC*. Michael has more than twenty-one years of experience in operation, maintenance, and inspection of public water systems with extensive work in an advisory and regulatory capacity with many water operators, village boards, and tribal councils. Currently he conducts numerous technical workshops, sanitary surveys, and related technical trouble-shooting. He is a certified investigator/inspector and licensed Grade 1 Treatment/Distribution and backflow operator. Michael is a member of the RCAC OTTER training team which specializes in training all RCAC staff to implement adult, participant centered training techniques in all working and training environments.

Cindy Mack, *Revised Total Coliform Rule Manager, U.S. EPA Office of Water, Ground Water/Drinking Water Protection Branch (HQ)*. Cindy is an Environmental Protection Specialist and has worked in the Office of Ground Water and Drinking Water at U.S. EPA in Washington D.C. since 2002. She is currently the rule manager for the Revised Total Coliform Rule (RTCR), and a Senior Project Manager of the Interstate Carrier Conveyance (ICC) Program. She was one of the principal rule writers of the Aircraft Drinking Water Rule (ADWR). She has over twenty years of experience working in both the private and public sectors in program policy, program development, program implementation, and data management and analysis. Cindy has held several lead positions and worked on many aspects of the Office of Water's program implementation, such as Microbial Risk Assessment of Ambient Water Quality Criteria, Endocrine Disrupter Screening Program, Water Quality Standards, Combined Sewer Overflows/

Moderator: Mike Boyd

10:00am-10:30am Break

10:30am-12:00pm Technical Tracks

Preparing for the Sanitary Survey: Assisting Communities Prior to Primacy Review, *Storyville III*

This session will cover a proactive approach to compliance for rural communities. This approach can assist with diagnosing problems and ultimately protect public health. Attendees will be provided operation and maintenance recommendations for the eight key areas of the survey, troubleshooting techniques, and inspection guidelines that will allow operators and technical assistance providers to conduct an in-house survey of their water system and/or prepare for primacy inspection and review of facilities.

Michael Boyd, *Rural Development Specialist II- Training Coordinator, RCAC.* Michael has more than twenty-one years of experience in operation, maintenance, and inspection of public water systems with extensive work in an advisory and regulatory capacity with many water operators, village boards, and tribal councils. Currently he conducts numerous technical workshops, sanitary surveys, and related technical trouble-shooting. He is a certified investigator/inspector and licensed Grade 1 Treatment/Distribution and backflow operator. Michael is a member of the RCAC OTTER training team which specializes in training all RCAC staff to implement adult, participant centered training techniques in all working and training environments.

Moderator: Anish Jantrania

No session

Financial, Funding, and More Fun, *Storyville I*

Financial policies are the blueprint to building a successful, sustainable water utility. Documented policies are the cornerstone in responsible decision making. The key to good financial policies and procedures is risk management, to ensure that the utility is consistently operated as a financially sustainable enterprise while providing safe and reliable drinking water to the utility's customers, both in the short- and long-term. Comprehensive, well-organized policies should be readily accessible and easy to reference.

Mary Fleming, *Rural Development Specialist, RCAC.* Mary graduated from California State College Stanislaus with bachelor's degrees in accounting and English. She worked for RCAC for eighteen years in the finance, housing, grants and contracts, and environmental departments. In her current position as Rural Development Specialist for the environmental department she provides technical assistance to small water and wastewater utilities across California. Her technical assistance focuses on fiscal sustainability through trainings on financial management, conducting rate studies, assisting with accounting structure set up, financial policies, and internal controls.

Nicole Schindler, *Senior Engineer and Acting Engineering & Environmental Staff Director, USDA Rural Utilities Service.* Nicole serves as a senior engineer at USDA headquarters in the Water and Environmental Programs of Rural Utilities Service. Prior to USDA she worked as a National Program Coordinator for the Drinking Water State Revolving Fund (SRF) Tribal Set Aside Program and a consulting engineer and GIS analyst for URS Corporation. Nicole graduated with a Bachelor of Science in Environmental Resources Management and a minor in Chemistry in 1998 from Virginia Polytechnic Institute & State University and a Master of Science in Civil/Environmental Engineering in 2000 from the University of Maryland, College Park.

Moderator: Joan Douglas

RCAP Region Case Studies, *Storyville II*

This session will touch on three different case studies from Delaware, West Virginia, and Arizona. It will describe the evolution of a unique collaborative effort of three non-profits that worked together to solve an on-going problem about Delaware's decentralized community of wastewater systems. It will discuss the success of a West Virginia water utility, McDowell County Public Service District, as eighteen public water systems in southern West Virginia consolidated to maintain sustainability. And it will present a comparison of two management types (contract versus in-house) for arsenic removal in systems for The Hopi Tribe in Arizona.

Brett Gleitsmann, *Circuit Rider- Arizona, RCAC.* Brett has been working in the water sector for over fifteen years. He has spent most of his career working in Africa on installing drinking water systems and increasing local management capacity. In early 2017, Brett joined RCAC as a circuit rider focused on assisting Hopi water operators to improve their water system operations.

Jean Holloway, *State Manager for Delaware and Eastern Maryland, SERCAP.* Jean has been with SERCAP since May 2016, after having worked for both Maryland and Delaware Rural Water, the Environmental Finance Center (EFC) at the University of Maryland, and as a town administration and Circuit Rider town manager in Maryland.





She is a licensed water operator in Delaware, a certified Utility Manger, and an ASSE certified Backflow Program Administrator. She has more than thirty years of experience in local government and water utilities and received the "Women in Water" award from Delaware's SRF Program in 2016.

Mary Hutson, *West Virginia State Coordinator, Great Lakes RCAP*. Mary joined RCAP in November of 2016 after an illustrious career serving as a Training Manager with the West Virginia Rural Water Association. She has an experienced background in water operations, regulatory compliance, and technical assistance. She earned a Bachelor of Science in Chemistry, a Master of Science in Organic Chemistry, and a Master of Science in Environmental Science from Marshall University in Huntington, West Virginia. Mary earned a Class IV Water Operator's License, Fluoride Certification, Water Distribution Operator Certification, and A West Virginia Backflow Prevention & Assembly Inspection Tester. Mary is also a certified Check Up for Small Water Systems (CUPSS) Trainer.

Moderator: Andy Crocker

12:00pm End of Formal Conference Schedule

12:00pm-5:00pm RCAP Board Meeting, *Louis Armstrong Conference Room*

-  RCAP Services Track
-  Programs and Partners Track
-  Building the Toolkit Track
-  Technical Track



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