

Session Descriptions

Tuesday

RCAP National Conference Welcome Address, 8:30 am- 9:00 am

Nathan Ohle, Executive Director, RCAP

Nathan Ohle serves as the Executive Director of the Rural Community Assistance Partnership, Inc. (RCAP). Ohle has been a leader in economic development for more than a decade at both the federal and state levels. He recently served in the Obama Administration as the Senior Advisor at the US Economic Development Administration (EDA), overseeing policy and external affairs for EDA. Nathan is a leading expert in economic mobility and was recently selected as one of 40 Under 40 Rising Stars in economic development internationally. He earned two bachelor degrees from Michigan State University.

Hope Cupit, CEO, SERCAP

Hope Florence Cupit is the CEO of Southeast Rural Community Assistance Project, SERCAP, she is a Certified Public Accountant (CPA) and is a Professor at Virginia Western Community College where she teaches Financial Accounting. She earned her MBA degree in accounting from the University of Phoenix, and is a graduate of James Madison University, earning her bachelor degree in business administration with a major in accounting. In 2007 Cupit began her tenure at Southeast RCAP as the Controller, then was promoted to become the Vice President/Deputy CEO and was hired in 2009 as President & CEO for the agency. For over 26 years, community economic development efforts have benefited from Cupit's involvement.

RCAP National Partnerships, Impacting Local Communities, 9:00 am- 10:00 am

This moderated discussion will explore the national partnerships that the RCAP network implements and why those partnerships are so valuable. National partners will discuss their priorities for assisting rural communities, and how RCAP can continue to assist the national scale.

Jennifer McLain, Acting Director, Office of Ground Water and Drinking Water, U.S. EPA

Jennifer McLain is the Acting Office Director of the Office of Ground Water and Drinking Water and has 20 years of experience at the Environmental Protection Agency both in the Office of Water and in the Office of Pesticide Programs. McLain joined EPA after earning a Bachelor of Science degree from the University of Notre Dame and a Ph.D. in Chemistry from Princeton University.

Edna Primrose, Assistant Administrator, Rural Utility Service, USDA

Edna Primrose was named Rural Development's Assistant Administrator for Water and Environmental Programs in April 2018. In this role, Primrose leads multi-billion dollar direct and guaranteed loan, grant, and loan guarantee programs to benefit water and waste disposal systems in rural communities. Before assuming her new position, Primrose served as Rural Development's Chief Operating Officer since 2012. She was responsible for providing executive leadership in administering all administrative management program policies and operational support for the entire Rural Development Mission Area. In addition to managing Rural Development operations, she led the agency's 2017 disaster relief and recovery efforts. Primrose served as the National Director for the Office of Job Corps, managing large-scale programs at the U.S. Department of Labor. She has served in executive leadership roles in both the public and private sectors for over 20 years. Primrose earned a Bachelor's degree from Towson University, Towson, MD.

Chris Shaffner, Managing Director/Sector Vice President, CoBank

As CoBank's senior vice president and managing director for the Water and Community Facilities division, Chris Shaffner is responsible for the strategic growth and management of CoBank's water infrastructure lending, rural healthcare investments, and rural equity funds. Before joining CoBank in 2015, Shaffner held various leadership positions in both public and private organizations, including private equity funds management over \$1 billion. He also headed Manhattan bor

ough operations for the New York City Housing Authority, where he led a team of 1,500 responsible for managing the city's 60,000 municipal real estate assets. Shaffner earned a bachelor's degree from Indiana University, a Juris Doctor degree from Valparaiso University School of Law, and an MBA from the University of Michigan's Ross School of Business.

Moderator: Nathan Ohle

M & F of TMF in Small Systems: Developing Basic TAP Skills, 10:30 am- 12:00 pm

How do you move forward with small systems that are operating on a wish and a prayer? Explore indicators of strong managerial and financial system health and use this knowledge to assess the overall strength/weaknesses of a small system. RCAP Solutions staff will lead and facilitate this presentation, including financial health equations TAPS can perform when in the field.

Jenna Day, Deputy Director of Community Resources, RCAP Solutions

Jenna Day joined RCAP Solutions in April 2018 as a technical assistance provider with a diverse managerial and financial skillset. Her experience as Town Coordinator in Heath, Massachusetts, and her long-term role in managing housing education programs in rural Western MA enhanced her financial and managerial expertise, including extensive budgeting experience. She understands the dynamics of small systems and the importance of overall holistic community development. Day is committed to building community capacity, as well as supporting the progress and sustainability of rural communities.

Sukh Singh, PA State Lead & Training Director, RCAP Solutions

Sukh Singh joined RCAP Solutions in 1994 after previous experience as a Training Specialist with the National Environmental Training Center for Small Communities at West Virginia University. She brings 20 years of unique expertise, training, and skills useful in a variety of leadership, training, and community settings. Before her most recent position at RCAP Solutions, Singh served as a community development specialist assisting over 100 communities in southwestern and central Pennsylvania with their local economic development and infrastructure needs.

Moderator: Erick Toledo

Partners Roundtable – American Water Works Association & Community

Engineering Corp, 10:30 am- 12:00 pm

This presentation will discuss the current partnership with AWWA and provide an opportunity to discuss implementation challenges. The session will include general updates, areas that need improvement, what the association does to help with the partnership, and how RCAP can help with the partnership. The presentation will also include a review of successful partnerships between RCAP and the Community Engineering Corp to date, showcasing how our volunteers can provide value to communities that RCAP works in partnership with, and what are the ideal partnership models to move more opportunities forward into the future.

Mandy Alford, Grants Project Manager, American Water Works Association

Mandy Alford joined The American Water Works Association (AWWA) in June of 2018 with eight years of experience in project management and grant administration. Before joining AWWA, Alford worked as a project manager for the American Cancer Society and The University of Georgia. Alford holds a Bachelor's degree in Marketing from the University of Georgia.

Steve Barr, Community Engineering Programs Manager, American Water Works Association

Steve Barr joined AWWA in September of 2018 with ten years of experience in environmental engineering and international development consulting. Before joining AWWA, Barr worked as a business development manager on USAID water and infrastructure programs. He conducted environmental monitoring, construction, and compliance programs on behalf of state, federal, and private clients in California, and has volunteered abroad on water and sanitation programs in West Africa, Southeast Asia, and the Middle East. Barr holds a Bachelor's degree in Environmental Engineering from Cal Poly San Luis Obispo, and a Master's degree in Science, Technology,

and International Development from the University of Edinburgh.

Madeline Hamby-Scott, Grants Coordinator, American Water Works Association

Madeline Hamby-Scott came to AWWA in November 2017 with program implementation and grant coordination experience. She has previously run grant-funded educational and volunteer programs. Hamby-Scott has an undergraduate degree in Nonprofit Organizations and Sustainability from Auburn University and is currently pursuing a Master's in Nonprofit Management and Social Entrepreneurship at the University of Denver.

Moderator: Jeff Oxenford

Tips for Building Relationships & Communicating with Congress, 10:30 am- 12:00 pm

Congressional Management Foundation's research-proven strategies form the basis of its interactive advocacy training. Training is customizable to meet your needs. Topics will include building relationships with your members of Congress and why it's important, what to do before, during and after meeting with your members of congress, mining your network for connections to congress, telling effective stories that influence lawmakers' decisions, and host local events to engage members of congress.

Seth Turner, Director of Citizen Engagement, Congressional Management Foundation

Seth Turner oversees CMF's efforts to improve engagement between citizens and Congress. Since coming to CMF in 2016, he has directed its advocacy training initiatives, including its Partnership for a More Perfect Union, which provides participating advocacy organizations with resources, tools, and training programs to promote and inform meaningful civic engagement between their citizen-supporters and their congressional offices. Previously, Seth was Goodwill Industries International's Senior Director of Government Affairs and Public Policy.

Moderator: Chris Fierros

Decentralized Wastewater, 10:30 am- 12:00 pm

The U.S. Environmental Protection Agency (EPA)'s Decentralized Wastewater Program, within the Office of Wastewater Management, helps to provide resources, education, and outreach at a national level for managing and maintaining decentralized wastewater systems, from single home onsite septic systems to community cluster systems. This presentation will highlight the major updates and achievements of the Decentralized Program throughout the past year. Participants will gain an understanding of EPA's Decentralized Program and learn about the tools they can use in their community's decentralized systems. Providing technical assistance to decentralized wastewater systems is a new task for many TAPs. This presentation illustrates what regional TAPs/trainers have been accomplishing in the field over the last two years and suggests other tasks that fall within the scope of our contracts for technical assistance. Participants will be able to identify and implement new ways to assist communities in operation and maintenance of decentralized wastewater systems, from individual onsite septic systems to community cluster systems.

Zach Lowenstein, Environmental Scientist, U.S. EPA

Zach Lowenstein is an Environmental Scientist in EPA's Office of Wastewater Management (OWM), located in Washington, DC. Lowenstein has been with EPA for almost three years and currently manages the Decentralized Wastewater Program. Before his employment at EPA, Lowenstein worked for a couple of years in permit compliance at the South Florida Water Management District, and before that, as an environmental scientist at a small consulting firm. Lowenstein holds a Bachelor's in Environmental Science and Master's in Public Health, both from the University of Florida.

Moderator: Kevin Kundert

Developing Household Hazardous Waste Programs, 1:30 pm- 3:00 pm

Are you challenged with developing successful community Household Hazardous Waste (HHW) and Drug Disposal programs? Discover what is working (and has not) within successful HHW and drug programs. Prepare

to learn what the industry recognizes as HHW materials and how the solid waste sector is dealing with opioids and other drugs. An industry leader will share effective, safe, and innovative alternatives for diversion methods of HHW materials.

Gary Davis, Environmental Health & Safety Manager & Trainer, Environmental Enterprises, Inc.

Gary Davis is an Environmental Health & Safety Manager & Trainer with Environmental Enterprises, Inc. Davis has been in the environmental service industry for 35 years. He conducts Household Collection (HHW) events for communities and businesses throughout the Midwest, allowing residents to recycle and dispose of items typically not accepted by their curbside trash service. Davis manages qualified personnel and equipment necessary for successful collection events or dropoff facilities. He also helps communities customize events for the greatest impact while meeting the budgetary needs of the utility.

Moderator: Melissa Melton

Partners Roundtable – Addressing Drinking Water Priorities, Challenges, and Regulatory Concerns, 1:30 pm- 3:00 pm

Wondering how to tap into RCAP's partners' expertise? ASDWA will discuss "Current Priorities and Challenges for Drinking Water?" Wondering what's going to have significant impacts on the drinking water community in this era of change and uncertainty? Compliance with the 19 major drinking water regulations can be challenging, and recent amendments to the Safe Drinking Water Act (SDWA) should increase the use of partnerships to increase compliance with the regulations. Learn about the current drinking water priorities and challenges and how partnerships can be one of the tools in the toolbox to meet those challenges. ITCA will discuss "Partnership Successes and New Approaches to Measuring Regulatory Understanding" Want to help improve regulatory compliance in small rural communities? Take part in the growing partnerships between RCAP network affiliates and the ITCA National Tribal Operator Certification Program. See how these partnerships are bringing training and free operator certification opportunities to small rural tribal communities. Discover how these partnerships have increased attendance at operator trainings and improved access to operator certification. Also, learn about new regulatory test modules coming to operator certification exams in some service areas.

Brian Bennon, Tribal Water Department Director, Inter Tribal Council of Arizona, Inc.

Brian Bennon oversees the National Tribal Water & Wastewater Operator Certification Program and the Tribal Water Systems training and technical assistance programs at the Inter Tribal Council of Arizona, Inc. (ITCA). Since 2012, ITCA has been a partner with RCAP under the NPA1 EPA Training & Technical Assistance Projects, which Bennon assists with implementation. Before joining ITCA in 2010, Bennon worked directly for the Gila River Indian Community in Arizona for 13 years helping to manage and protect the Tribe's water resources. Bennon holds a Bachelor of Science degree in Hydrology & Water Resources from the University of Arizona.

Alan Robertson, Executive Director, ASDWA

Alan Robertson joined ASDWA as Executive Director in January 2017. Robertson has 28 years of experience in drinking water policy development in Washington, D.C. Robertson works closely with EPA and the state and territorial drinking water agencies in the development and implementation of federal drinking water regulations and provides the states' perspective to Congress on water legislation. Robertson holds a Bachelor's degree in Civil Engineering from Georgia Tech and a Master's degree in Civil Engineering from Virginia Tech. Robertson serves as Treasurer for the Board of Directors of Fairfax Water.

Moderator: Ashley Zuelke

U.S. EPA Regulatory Changes to Emergency Response Plans & Risk and Resilience Assessments, 1:30 pm- 3:00 pm

In 2018, Congress enacted America's Water Infrastructure Act, which will require public water systems to certify their Emergency Response Plans (ERPs) and new Risk & Resilience Assessments to EPA. Learn from EPA

what these new requirements mean for small drinking water systems and how to comply with these changes.

Nushat Dyson, Team Leader, U.S. EPA

Nushat Dyson joined the United States Environmental Protection Agency within the Office of Water's Water Security (WSD) in 2009. She is the Team Leader for the Active and Effective team responsible for increasing awareness of water sector interdependencies and outreach. Before this, she served on active duty in the United States Army as an Environmental Science Engineering Officer at Fort Bragg, NC, where she served as Chief of the Installations' Environmental Health Section. She continues to serve in the military with the District of Columbia National Guard. She is a Registered Environmental Health Specialist and has earned a Bachelor of Science in Chemistry from Johnson C. Smith University and a Master of Science in Environmental Studies from Virginia Commonwealth University.

Moderator: Ted Stiger

Every Private Well Is Different: Tools & Resources from the Field, 1:30 pm- 3:00 pm

This workshop will provide you with new approaches, information, and insights on developing the best private well assessment possible. You will learn about the latest advances in the tool (mobile app and guide), inventive ways to gather useful information about a well, and how to form solid working relationships with local stakeholders that are instrumental in getting access to private wells. Additionally, Jim and Jesse will be highlighting unique and bizarre situations they have encountered and how they dealt with them. Every well system is truly different, and you need a lot of tools in your toolbox to be able to provide solid, useable advice and support.

Jesse Campbell, Private Wells Coordinator, MAP

Jesse Campbell has worked with well owners for four years and been a well owner for more than 15 years. He has evaluated over 220 private wells using the Private Well/Spring Assessment tool throughout the Midwest. Campbell plans and delivers seminars, trainings, and workshops for well owners and professionals, providing them with the necessary tools and resources to protect public health and groundwater in MAP's region. He is also a licensed DS1 Water Operator in the State of Missouri and works with small drinking water and wastewater systems to find solutions to their infrastructure and development needs through information, resource management, expertise, and technical assistance. Campbell possesses a Master's Degree in generalized social work methodology from the University of Missouri Kansas City.

Jim Starbard, Program Resource Specialist, RCAP Solutions

Jim Starbard joined RCAP Solutions in 2009 with seven years of experience in the Environmental Health field. Before joining RCAP Solutions, he worked as a local Board of Health Sanitarian. Starbard is a Registered Sanitarian, Certified Health Officer, and Licensed Drinking Water Operator. He holds a bachelor's degree in Health Science from Worcester State University and a master's degree in Occupational and Environmental Health and Safety from Anna Maria College.

Steve Wilson, Groundwater Hydrologist, Illinois State Water Survey at the University of Illinois

Steve Wilson is a groundwater hydrologist who has been with the Illinois State Water Survey at the University of Illinois since 1983. He authored The Private Well Class, an online self-paced curriculum for private well owners, and manages WaterOperator.org, an online resource for water and wastewater operators supporting small systems. Steve has a B.S. in Agricultural Engineering and an M. S. in Civil Engineering from the University of Illinois at Urbana-Champaign.

Moderator: Andrew Nordbye

There's More to Solid Waste Than What's in the Can, 3:30 pm- 5:00 pm

Solid Waste includes more than trash and recycling. It also consists of composting, energy-from-waste, transfer stations, landfills, and collections. Becoming a field "mini-expert" in these areas helps providers understand all the concepts communities are facing. Attendees will learn about the construction of landfills and how collection methods and transfer stations help in the disposal of solid waste. When to recommend composting and

how collection methods and transfer stations help in the disposal of solid waste. When to recommend composting and energy-from-waste facilities as potential disposal options will lead the discussion. Participants will learn why recycling is sometimes no longer the best option for waste disposal.

Debbie Hackman, Solid Waste Advisor, GLCAP

Debbie Hackman joined Indiana RCAP in 2013 as Solid Waste Advisor. Before joining RCAP Hackman served as Recycling Supervisor for the City of Seymour, Indiana, Executive Director of the Jackson County Solid Waste Management District in Indiana and Recycling Facility Manager for Rumpke Recycling in Louisville, Kentucky. Hackman is a graduate of Purdue University and holds faculty level certifications from the Solid Waste Association of North America in Integrated Solid Waste Management, Composting, and Recycling Systems.

Moderator: Rachael Silver

TAP RAP, 3:30 pm- 5:00 pm

Want a chance to talk with TAPs from other regions about challenges you face implementing EPA and USDA programs? Join this facilitated session to discuss your challenges. We'll start with several leading questions and then address audience questions. Come to the session prepared with questions you'd like to see addressed. We'll start the session capturing these ideas so that we can address as many as possible.

Bud Mason, Senior Rural Development Specialist, GLCAP

Charles "Bud" Mason is a Senior Rural Development Specialist with the GLRCAP. He began his career pulling weeds around his hometown's sewer lagoons and went on to become a certified Water and Wastewater Operator. Mason currently has over 35 years of experience working in, operating, managing, and providing technical assistance to systems throughout the Great Lakes RCAP Region.

Jeff Oxenford, Director of Training and Technical Assistance, RCAP

Jeff Oxenford is the RCAP Director of Training and Technical Assistance. He has over 30 years of experience with the water supply industry and has worked for the Water Research Foundation and the New Jersey Department of Environmental Protection. He has a Master of Science in Engineering degree in Environmental Engineering from the University of North Carolina at Charlotte, a Bachelor of Arts in Chemistry and Environmental Management from Warren Wilson College and is a certified ATD Master Trainer.

Moderator: Jeff Oxenford

Disaster Recovery: Solutions, Capacity Building, & Resiliency, 3:30 pm- 5:00 pm

Participants will hear about three case studies, one from each of the regions funded under USDA's DR&R program, hear about process, partnerships and challenges during a panel as well as have the opportunity for Q&A to understand lessons learned that they can incorporate into their work now to better prepare themselves and their communities for future emergencies.

Juan Campos, Community Development Specialist, RCAP Solutions

Juan Campos has 30 years of experience giving technical assistance and improving small communities' water systems. Before joining RCAP Solutions, Campos worked 14 years as a Department of Health Regional Coordinator. Campos has received the following pieces of training: Security for Small Water Systems given by RCAP Solutions and develop & sponsored by The National Environmental Training Center; Vulnerability Assessment and Emergency Response Plan Certification given by the Maryland Center for Environmental Training. Campos has a bachelor's degree in Civil Engineering with major on Sanitary Engineer from the Polytechnic University of Puerto Rico.

Joan Douglas, Florida State Manager, Southeast RCAP

Joan Douglas has been working with rural communities for Southeast RCAP since June 1998. Her experience includes providing onsite training and assistance on financial, managerial and techni

cal problems in water and wastewater system operation, small group management and security training for boards and staffs of public utilities; focusing on rate setting, policy development, and disaster/emergency preparedness and recovery. As an elected council member for the town of Worthington Springs, she also has direct experience in working with small, rural leadership boards. Her prior experience includes ten years as an environmental science laboratory manager at Santa Fe Community College.

Harold Hunter, State Director, Communities Unlimited

Harold Hunter joined Communities Unlimited in June 1994 after 11 years of experience working for State Government with the CDBG Program. Hunter worked as a TAP for the first 17 years, and the last eight years has been the supervisor and now State Director for Environmental Services in the State of Texas. Hunter is of the founding members of the Texas Water Infrastructure Coordinating Committee (multi-agency regulatory-finance one-stop-shop) and provides board management training, financial management, rate analysis, budgeting, public financing workshops, and operator training in small communities.

Luis Melendez Fox, RCAP Solutions

Luis M. Melendez-Fox joined RCAP Solutions in November of 2018 with over twenty years of experience in the water treatment field. Before joining RCAP Solutions, Melendez-Fox worked as Deputy Director for environmental compliance at the Puerto Rico Aqueduct and Sewer Authority. He has worked as a construction inspector in several water infrastructure projects in Puerto Rico. Melendez-Fox holds a Bachelor's degree in Chemical Engineering from the University of Puerto Rico and is a licensed engineer in the Island.

Josefa Torres, District III Director for Puerto Rico & U.S. Virgin Islands, RCAP Solutions

Josefa Torres joined RCAP Solutions in March 1995 and brought ten years of experience in drinking water and wastewater field, including operation, maintenance, planning, and developing of drinking water systems. Torres oversees, the drinking water, wastewater, and solid waste TAP's for PR and US Virgin Islands. Torres holds a B.S. in Civil Engineering with major on Environmental and Sanitary Engineer of the Polytechnic University of PR, is an active member of the PR Engineers and Surveyors College, PR Drinking Water Treatment Plant Certified Operator Class IV and a PR Wastewater Treatment Plant Certified Operator IV.

Moderators: Sarah Buck & Ted Stiger

PFAS-The Basics, 3:30 pm- 5:00 pm

Discovered in drinking water supplies and wastewater throughout the country have been poly and perfluoroalkyl substances. USEPA has established a health advisory for two PFAS compounds, and several states are establishing drinking water standards or guidelines. An overview of the sources of PFAS contamination along with the measures states, water systems, and wastewater systems are taking to address these contaminants will be provided. An overview of treatment technologies for removing PFAS from water, along with case-studies.

Francis Boodoo, Director of Applied Technologies, Purolite Corporation

Francis Boodoo is the Director of Applied Technologies at the Purolite Corporation. He is the holder of a Bachelor's degree in Chemical Engineering and a Master's in Business Administration from Colorado State University. He has over 35 years of expertise in the remediation of potable and groundwater, using ion exchange resin and adsorbent technologies for select removal of contaminants such as perchlorate, nitrate, arsenic, chromium, and uranium. His experience with poly- and perfluoroalkyl substances (PFAS) includes the development, testing, process design, and operation of highly selective ion exchange resins for reducing PFAS in water to non-detect levels. Boodoo is the holder of 4 water treatment-related patents and currently provides training and support for the company's global sales force.

Brandon Kernan, Manager of Hydrology and Conservation Program, New Hampshire Department of Environmental Services

Brandon Kernen is the Manager of the Hydrology and Conservation Program at the Department of Environmental Services. He also has coordinated Department initiatives associated with the occurrence of emerging contaminants of concern in the environment. He has over 25 years of professional experience and a graduate degree in Civil and Environmental Engineering from Tufts University and an undergraduate degree in Hydrology and Water Resources from the University of Arizona. He is a licensed Professional Geologist.

Moderator: Chris Fierros

Wednesday

Rural Economic Development Benefits Everyone, 8:30 am- 10:00 am

In this session, participants will receive a basic understanding of the Wealthworks model which will enable them to identify an opportunity for economic development work within their current communities and form a cohort of scouts within the RCAP network. Participants will also walk away with a high-level understanding of what economic development is, why it is important to RCAP, and how it can benefit their region's work. Lastly, this session will provide an illustration of how to shift mindsets from seeing a community as having deficiencies to one with assets which can be leveraged to support economic growth and health.

Blanca Surgeon, Rural Development Specialist, RCAC

Blanca joined Rural Community Assistance Corporation (RCAC) in 1995 as a trainer, assistance provider, facilitator and community coach assisting rural communities and Native Americans nations. During her tenure at RCAC, Blanca has crafted a long and accomplished career working in various roles in small communities to promote and implement leadership development, board, and organizational capacity building, community development, and economic development. She has extensive experience in water resources management and regional collaboration. In 2014 Blanca joined the RCAC Building Rural Economies (BRE) Team as a trainer on "Recharge Our Community Economy" and "Start to Grow or Revive Your Business" workshop series. The BRE provides support to a local community sponsor for planning and implementing sector-based economic development initiatives in a rural community or a region.

Debra Martin, Community Development Director, GLCAP

Debra Martin is the Director of Community Development and the Great Lakes RCAP program at the Great Lakes Community Action Partnership. Martin has over 25 years of experience working with small communities and local governments. She has been active in the development of rural policy and has served on numerous state and federal advisory groups. She served as a U.S. Chair for the U.S.-Russia Social Expertise Exchange— an initiative of the Eurasia Foundation and USAID and has done training and consulting internationally in several countries on nonprofit development and development of small towns. She is a certified Icehouse Entrepreneurial Mindset facilitator and a certified Economic Gardening Program Administrator. She earned a B.A. from the University of Findlay in Political Science/Public Administration.

Tommy Ricks, Director of Environmental Services, Communities Unlimited

Tommy Ricks, Director of Environmental Services (Regional RCAP Program Manager) has worked intensively within communities since 1989. He has served in several roles with Communities Unlimited including Development-Management Specialist in 1997, Mississippi State Coordinator in 2000, joined CU's Senior Leadership Team in 2015, and Director of Environmental Services in 1989. Mr. Ricks is recognized nationally as a Certified Environmental Trainer, curriculum developer, and is a former adjunct with the West Virginia University National Environmental Institute for Small Communities. He is a graduate of Delta State University and a veteran non-commissioned officer of the U.S. Army and Mississippi Army National Guard.

Moderators: Heidi Sheppard

Building an Effective Case Study, 10:30 am- 12:00 pm

This interactive session will give new and experienced attendees practice in writing case study reports. The session will include a discussion of areas for improvement in written summary reports and instruction on writing high-impact case study reports. Attendees will learn to clarify the key issue or “big picture” in written summaries, identify effective and ineffective examples of written reports and adjust writing style and content to multiple audiences.

Valerie Young, Associate Professor, Hanover College

Dr. Valerie Young is an Associate Professor of Communication at Hanover College in southern Indiana. She specializes in research methods and statistics as well as organizational communication. In addition to her Ph.D. from the University of Arizona, Young holds a Bachelor of Science and a Master’s of Science from South Dakota State University.

Moderator: Kinsey Brown

GIS Essentials, 10:30 am- 12:00 pm

Participants are aware that creating asset maps for communities is a skill they can master and that there are already resources within the national network to help acquire that skill. Participants understand the scope and purpose of a GIS mapping program like the one developed by GLRCAP. Participants are aware that the national office intends to become a central resource for GIS through a combination of leveraging the existing great work done by regional staff and by building new core competencies. Participants understand the range of ESRI products that will be available as they begin to develop their capabilities. Participants can articulate this information to operators, community officials, influencers, and county/state/local government.

Phyllis Brown, GIS Specialist, Communities Unlimited

Phyllis Brown joined Communities Unlimited in September of 2009 with thirteen years of experience in the Geographic Information Systems field. Before joining Communities Unlimited, Brown worked with the state primacy agency on Source Water Protection logging all contaminants around the Texas lakes. Brown also worked with the Federal Agency on Wellhead Protection along with the United States Department of Agriculture performing Source Water Protection. Brown managed a water system with a population of 30,000. Brown has over 33 years of experience.

John Felleman, Director of Technology, RCAP

John Felleman applies user-centered design and Agile practices to produce results that generate good outcomes with limited resources. John was a Presidential Innovation Fellow in 2013. He helped the government’s BusinessUSA program create and promote services that assisted small businesses. After the Fellowship, he stayed on at the General Services Administration as an Innovation Specialist. In that role, he led the development of GSA’s Acquisition Gateway, which helps the federal acquisition workforce spend taxpayer dollars more economically and effectively. He earned his B.S. in Mechanical Engineering at MIT and has an MBA from Boston College.

David Garretson, Database Administrator, GLCAP

David Garretson is a Database Administrator and leads the GIS Team in developing and adhering to standard operating procedures and quality control measures for both field data collection and geodatabase management. He excels at mentoring new employees. Before joining RCAP in 2011, he worked for a contractor digitizing gas utilities. He has an M.S. in GIS from the University of Akron.

Seth Johnstone, Enterprise Program Lead, ESRI

Seth Johnstone is the Enterprise Program Lead for ESRI’s Global Water Practice and has worked with ESRI’s water, wastewater, and stormwater customers for the last seven years. In his current role, Johnstone leads a team of account managers who support the large utilities, authorities, investor-owned utilities, and national non-profits in the water industry. He has more than 15 years of experience in the utility industry, and over the last year and a half has worked with RCAP to develop a national strategy for leveraging location to support the needs of small, rural

communities.

Seth Loht, GIS Specialist, RCAP Solutions

Seth Loht joined RCAP Solutions in November of 2015 with eight years of experience in the Geographic Information Systems field. Since joining RCAP Solutions, Loht has completed more than 20 GIS projects in small, rural communities. Before joining RCAP Solutions, Loht worked for a civil engineering group as a GIS Analyst. He has previously worked as an offshore surveyor in the oil and gas industry and GIS support for electric utilities. He served six years in the US Navy supporting meteorological and oceanographic operations.

Laura Schuch, GIS Analyst, GLCAP

Laura Schuch has previously worked in the public, private, and academic sectors in GIS and data analysis. The focus of her career has been on various aspects of environmental assessment and mapping in sectors such as environmental remediation; water, wastewater, and stormwater systems; and features of the built environment that affect human health and quality of life. Within RCAP, she works with utilities that participate in the GIS Cooperative and leads the effort to train utility personnel in how to use the GIS web and mobile apps. Schuch has an M.P.H. in Environmental Health and a Ph.D. in Geography from Kent State University.

Ron Vanderpool, GIS Program Manager, MAP

Ronald Vanderpool joined the MAP team in July 2017. Vanderpool has assisted MAP with the development, coordination, and management of a GIS program designed to support small water and wastewater systems in the MAP nine-state region. Before joining the MAP Team, Vanderpool has worked with various entities as an independent consultant and employee to develop internal GIS and asset inventory mapping programs for system infrastructure management dating back to the early 2000s.

Jeremiah Ervin, Account Executive, ESRI

Jeremiah Ervin is an Account Executive with ESRI's Global Water Practice and has been with ESRI for the past three years. During this time, he worked with water, wastewater, and water resource organizations across the country to successfully leverage the ArcGIS Platform. Before joining ESRI, Ervin worked 11 years in the Environmental Engineering industry as a GIS Manager and Project Manager on a variety of projects. Ervin has a bachelor's degree in Environmental Science from Colorado State University, along with a master's certificate in GIS from the University of Denver.

Mike Brown, Solution Engineer, ESRI

Mike Brown is a Solution Engineer on ESRI's Global Water Practice team. Brown has eight years of experience in the GIS field. He earned a bachelor's degree in geography and certificate in GIS from the University of Colorado Denver in 2010. Before joining ESRI's, Brown managed the enterprise GIS team for the City of San Jose, California.

Moderator: John Felleman

Aiming for Wealthworks Success – Part One, 10:30 am- 12:00 pm

This participatory mind-shifting workshop brings a new lens to Economic Development. Learn the basics of the WealthWorks approach and how to apply it in our rural communities. Engage in Value Chain building and experience “how-to’s” and “ah-ha’s” when you see this model in practice, application, and hear the success stories. You will leave energized and can recognize how community assets connect to economic development opportunities and larger market demand.

Carol Cohen, Community and Environmental Services, RCAC

Carol Cohen joined RCAC in 2009. Cohen's work with RCAC includes housing as well as work in the Community and Environmental Services Department, where she worked as a Regional Environmental Manager. Cohen worked to support environmental and housing programs in Utah, Idaho, and Nevada. She worked directly with USDA Rural Development to address housing challenges and assure access to clean drinking water. Cohen is a member of RCAC's Building Rural

Economies team and provides technical assistance to rural communities in assessing and evaluating community assets using the WealthWorks model as an economic development tool.

Barbara Wykoff, Principal, Creative Disruptors

Barbara Wykoff has over 35 years of experience promoting community economic development in both the U.S. and overseas. She has worked to bring together the private sector, non-profits, indigenous communities, government agencies, investors, and others to implement innovative solutions. She provides coaching to social entrepreneurs on the human capacity and financial models needed to lead regenerative businesses, as well as on organizational issues balancing non-profit and for-profit goals, designing business models and value propositions, building and managing value chains, measuring impact, and making the pitch for investment, among others.

Ines Polonius, CEO, Communities Unlimited

Ines Polonius is CEO of Communities Unlimited, Inc., a CDFI and community economic development organization in the rural South. In 1998, Polonius founded alt. Consulting, dedicated to starting and growing rural businesses until a successful merger with Community Resource Group in 2014 formed Communities Unlimited. Polonius earned an MBA and an MA in Economics from Boston University, an undergraduate degree from Georgetown University's School of Foreign Service. Polonius serves on the board of RCAP and the national WealthWorks network.

Moderator: Heidi Sheppard

Train the trainer: Effective Training Design, 10:30 am- 12:00 pm

What's the most effective way to develop a training session? This session will cover a five-step methodology for designing effective training. Explore these steps and learn practical tools that you will be able to apply when designing your next training. Learn to apply adult learning methodologies to increase learning and retention, and use tools, tips, and strategies to make training design easier.

Jeff Oxenford, Director of Training and Technical Assistance, RCAP

Jeff Oxenford is the RCAP Director of Training and Technical Assistance. He has over 30 years of experience with the water supply industry and has worked for the Water Research Foundation and the New Jersey Department of Environmental Protection. He has a Master of Science in Engineering degree in Environmental Engineering from the University of North Carolina at Charlotte, a Bachelor of Arts in Chemistry and Environmental Management from Warren Wilson College and is a certified ATD Master Trainer.

Moderator: Jeff Oxenford

Don't Fight City Hall: A Roadmap for Engaging Municipal Leadership, 1:30 pm- 5:00 pm

Elected officials are a key stakeholder group for utilities-especially in small communities. Without their buy-in, utility leaders will fail to raise the financial and political capital necessary for success. This workshop focuses on providing the tools to utility leaders and technical assistance providers to engage with their elected officials to share credit and build solutions together to benefit the constituencies they share. Participants will be able to: Identify the benefits in working closely with local government stakeholders, identify the pain points in these relationships and take home some strategies to maximize the benefits and deal with the pain points.

Alan Heymann, President, Blue Drop

Alan Heymann is a subject-matter expert on utility stakeholder engagement and branding. He has more than two decades of experience in communications, public policy, and advocacy. At DC Water, Heymann leads the utility's efforts to expand its revenue base by marketing products and services to new customers. He also serves as a member of the executive team and as a senior adviser to the CEO/General Manager. Serving as Chief of External Affairs for DC Water from 2010-2013, Heymann launched an aggressive tap-water marketing effort that continues to this day, established DC Water's social media presence and expanded the Authority's government relations efforts.

Francesca Valente, Director of Operations, Blue Drop

Francesca Valente is the Director of Operations of Blue Drop. Valente joined Blue Drop as its second employee, accelerating the company's growth and professionalizing its financial, talent and technology operations. Valente is an expert at stakeholder engagement and outreach and has worked with utilities and nonprofits across the country.

Moderator: Kevin Kundert

GIS 102 – GIS Workstations, 1:30 pm- 5:00 pm

This session will ensure that TAPs are aware that creating asset maps for communities is a skill they can master, and that there are already resources within the national network to help acquire that skill. Participants will understand the scope and purpose of a GIS mapping program, like the one developed by GLCAP. Participants will be aware that the national office intends to become a central resource for GIS through a combination of leveraging the existing great work done by regional staff and by building new core competencies and understand the range of ESRI products that will be available as they begin to develop their capabilities.

Phyllis Brown, GIS Specialist, Communities Unlimited

Phyllis Brown joined Communities Unlimited in September of 2009 with thirteen years of experience in the Geographic Information Systems field. Before joining Communities Unlimited, Brown worked with the state primacy agency on Source Water Protection logging all contaminants around the Texas lakes. Brown also worked with the Federal Agency on Wellhead Protection along with the United States Department of Agriculture performing Source Water Protection. Brown managed a water system with a population of 30,000. Brown has over 33 years of experience.

John Felleman, Director of Technology, RCAP

John Felleman applies user-centered design and Agile practices to produce results that generate good outcomes with limited resources. Felleman was a Presidential Innovation Fellow in 2013. He helped the government's BusinessUSA program create and promote services that assisted small businesses. After the Fellowship, he stayed on at the General Services Administration as an Innovation Specialist. In that role, he led the development of GSA's Acquisition Gateway, which helps the federal acquisition workforce spend taxpayer dollars more economically and effectively. He earned his B.S. in Mechanical Engineering at MIT and has an MBA from Boston College.

David Garretson, Database Administrator, GLCAP

David Garretson is a Database Administrator and leads the GIS Team in developing and adhering to standard operating procedures and quality control measures for both field data collection and geodatabase management. He excels at mentoring new employees. Before joining RCAP in 2011, he worked for a contractor digitizing gas utilities. He has an M.S. in GIS from the University of Akron.

Seth Johnstone, Enterprise Program Lead, ESRI

Seth Johnstone is the Enterprise Program Lead for ESRI's Global Water Practice and has worked with ESRI's water, wastewater, and stormwater customers for the last seven years. In his current role, Johnstone leads a team of account managers who support the large utilities, authorities, investor-owned utilities, and national non-profits in the water industry. He has more than 15 years of experience in the utility industry, and over the last year and a half has worked with RCAP to develop a national strategy for leveraging location to support the needs of small, rural communities.

Seth Loht, GIS Specialist, RCAP Solutions

Seth Loht joined RCAP Solutions in November of 2015 with eight years of experience in the Geographic Information Systems field. Since joining RCAP Solutions, Loht has completed more than 20 GIS projects in small, rural communities. Before joining RCAP Solutions, Loht worked for a civil engineering group as a GIS Analyst. He has previously worked as an offshore surveyor in the oil and gas industry and GIS support for electric utilities. He served six years in the US Navy support

ing meteorological and oceanographic operations.

Laura Schuch, GIS Analyst, GLCAP

Laura Schuch has previously worked in the public, private, and academic sectors in GIS and data analysis. The focus of her career has been on various aspects of environmental assessment and mapping in sectors such as environmental remediation; water, wastewater, and stormwater systems; and features of the built environment that affect human health and quality of life. Within RCAP, she works with utilities that participate in the GIS Cooperative and leads the effort to train utility personnel in how to use the GIS web and mobile apps. Laura has an M.P.H. in Environmental Health and a Ph.D. in Geography from Kent State University.

Ron Vanderpool, GIS Program Manager, MAP

Ronald Vanderpool joined the MAP team in July 2017. Vanderpool has assisted MAP with the development, coordination, and management of a GIS program designed to support small water and wastewater systems in the MAP nine-state region. Before joining the MAP Team, Vanderpool has worked with various entities as an independent consultant and employee to develop internal GIS and asset inventory mapping programs for system infrastructure management dating back to the early 2000s.

Jeremiah Ervin, Account Executive, ESRI

Jeremiah Ervin is an Account Executive with ESRI's Global Water Practice and has been with ESRI for the past three years. During this time, he worked with water, wastewater, and water resource organizations across the country to successfully leverage the ArcGIS Platform. Before joining ESRI, Ervin worked 11 years in the Environmental Engineering industry as a GIS Manager and Project Manager on a variety of projects. Ervin has a bachelor's degree in Environmental Science from Colorado State University, along with a master's certificate in GIS from the University of Denver.

Mike Brown, Solution Engineer, ESRI

Mike Brown is a Solution Engineer on ESRI's Global Water Practice team. Brown has eight years of experience in the GIS field. He earned a bachelor's degree in geography and certificate in GIS from the University of Colorado Denver in 2010. Before joining ESRI's, Brown managed the enterprise GIS team for the City of San Jose, California.

Moderator: John Felleman

Learn How to Use RD Apply & ePER, 1:30 pm- 5:00 pm

In this session, you will learn about the various financing programs and opportunities offered by USDA Rural Development. The session will aid you in assisting the communities you work with to find the best financing available for them. The session will also cover an overview of RD Apply, the electronic preliminary engineering report (ePER), and how to gain access to these new electronic programs. These programs are an online intake system, which allows applicants to input their application for financial assistance online and move away from a paper application and reports. Learn how you can assist those seeking funding from USDA Rural Development to improve their water and waste systems.

Hal Nielson, Community Development Specialist, USDA Rural Development

Hal Nielson is a Community Development Specialist for the USDA Rural Development's National Office in Washington, DC. During his time at the National Office, he has been active in the development of automation enhancements used in Rural Development for application tracking, processing, underwriting, and servicing. He has also been on the team in the development of RD Apply. He oversees the delivery of Water and Environmental Program financing in 5 states. He also provides nationwide training on the Water and Environmental Programs. Before working for the National Office full time, he delivered Water Programs and Community Facilities funding for central and southern Utah and the Arizona Strip.

Moderator: Ted Stiger

Aiming for WealthWorks Success – Part Two, 1:30 pm- 5:00 pm

This participatory mind-shifting workshop brings a new lens to Economic Development. Gain an understanding of the WealthWorks model and how to apply it in our rural communities. Engage in Value Chain building and experience “how-to’s” and “ah-ha’s” as you see the practical application and examples of communities with successful WealthWorks Value Chains. You will leave energized with a step-by-step plan to implement WealthWorks and recognize how community assets connect to economic development opportunities and larger market demand.

Carol Cohen, Community and Environmental Services, RCAC

Carol Cohen joined RCAC in 2009. Cohen’s work with RCAC includes housing as well as work in the Community and Environmental Services Department, where she worked as a Regional Environmental Manager. Cohen worked to support environmental and housing programs in Utah, Idaho, and Nevada. She worked directly with USDA Rural Development to address housing challenges and assure access to clean drinking water. Cohen is a member of RCAC’s Building Rural Economies team and provides technical assistance to rural communities in assessing and evaluating community assets using the WealthWorks model as an economic development tool.

Tommy Ricks, Director of Environmental Services, Communities Unlimited

Tommy Ricks, Director of Environmental Services (Regional RCAP Program Manager) has worked intensively within communities since 1989. He has served in several roles with Communities Unlimited including Development-Management Specialist in 1997, Mississippi State Coordinator in 2000, joined CU’s Senior Leadership Team in 2015, and Director of Environmental Services in 1989. Ricks is recognized nationally as a Certified Environmental Trainer, curriculum developer, and is a former adjunct with the West Virginia University National Environmental Institute for Small Communities. He is a graduate of Delta State University and a veteran non-commissioned officer of the U.S. Army and Mississippi Army National Guard.

Barbara Wykoff, Principal, Creative Disruptors

Barbara Wykoff has over 35 years of experience promoting community economic development in both the U.S. and overseas. She has worked to bring together the private sector, non-profits, indigenous communities, government agencies, investors, and others to implement innovative solutions. She provides coaching to social entrepreneurs on the human capacity and financial models needed to lead regenerative businesses, as well as on organizational issues balancing non-profit and for-profit goals, designing business models and value propositions, building and managing value chains, measuring impact, and making the pitch for investment, among others.

Moderator: Heidi Sheppard

Train the Trainer: Designing Engagement & Operator Field Days, 1:30 pm- 5:00 pm

Operator field days, developed by Great Lakes CAP, are a great example of an engagement training. This session includes a behind the scenes look and a discussion on how to best design interactive sessions. Come ready to explore hydrant operation and flushing, valve exercising, using a flow meter, and servicing a chlorine pump. After attending this session, participants will be able to design effective engagement strategies and recognize key operating strategies for hydrants, valves, chlorine pumps, and flow meters.

Russell Boes, Operator, GLCAP

Russell Boes is an GLCAP Operator providing on-site technical assistance to small wastewater and water systems throughout Ohio and Michigan. Boes holds a Class III Water, Class III Wastewater, and a Wastewater Lab Analyst licenses in Ohio. He also holds an associates degree in Applied Science from Marion Technical College. He has over 25 years of experience working with a variety of water and wastewater systems as an operator and in management.

Andy Crocker, State Manager, SERCAP

Andy Crocker is the SERCAP Virginia State Manager. Before joining SERCAP, he had 13 years of

operational experience as a VRWA Circuit Rider and EPA-funded Training Specialist. He is an Adjunct Faculty member at Virginia Tech in the department of Continuing and Professional Education. He is a graduate of Virginia Tech (B.A., Interdisciplinary Studies) and is a Virginia Class I Waterworks Operator.

Shawnee Ford, Technical Assistance Provider, GLCAP

Shawnee Ford is a TAP with GLCAP. He has worked with Tribal utilities, private contracting companies, the Department of Natural Resources, Environmental Protection Agency, Indian Health Services and the Bureau of Indian Affairs. He is a certified water and wastewater operator and has certifications in distribution, groundwater and surface water treatment, biological solids/sludge handling, processing and reuse-basic, and biological treatment. He also has a Class B CDL driver's license with Tanker Air Breaks and Hazmat endorsements.

Bud Mason, Senior Rural Development Specialist, GLCAP

Charles "Bud" Mason is a Senior Rural Development Specialist with the GLCAP. He began his career pulling weeds around his hometown's sewer lagoons and went on to become a certified Water and Wastewater Operator. Mason currently has over 35 years of experience working in, operating, managing, and providing technical assistance to systems throughout the Great Lakes CAP Region.

Moderator: Jeff Oxenford

Thursday

Asset Management: How to Develop the Best Plan that Will do More than Collect Dust, 8:30 am- 10:00 am

Participants will learn standard operating procedures (SOP's) and best practices for developing a strong asset management plan. They will learn how to integrate financial planning and leave with the best ideas for working with communities to ensure they garner buy-in, leading to implementation.

Nathan Davis, Rural Development Specialist, GLCAP

Nathan Davis has performed technical assistance for small communities with Ohio RCAP for the last ten years. The main areas of focus are project financing, water, and sewer rate studies, training, preparation of Asset Management Plans, and system condition assessment. Davis has certifications as a: Professional Community and Economic Development Director through the Community Development Council (CDC), an Associate Water Asset Manager Certification through the Buried Asset Management Institute (BAMI) and Certifications in Pipeline Assessment, Lateral Assessment and Manhole Assessment through the National Association of Sewer Service Companies (NASSCO).

Rebecca Reynolds, Community Resource Specialist, RCAP Solutions

Rebecca Reynolds joined RCAP Solutions in June of 2009 with over 15 years of experience in the water and wastewater field. Before joining RCAP Solutions, Reynolds worked at the Bucksport Maine Wastewater Plant as a Lead operator. She holds a Class IV Water Treatment Operator, Class III Distribution System Operator, and Wastewater Treatment Operator V license.

Moderator: Andrew Nordbye

Exploring the new RCAP TMF Assessment Tool, 8:30 am- 10:00 am

The revised RCAP TMF assessment tool is meant to make it easier to use, link to develop project work plans, and ensure more consistent use nationwide. The tool will feature a revised set of technical, managerial, and financial questions with the ability to drill down and diagnose problems. Participants in this session will be able to gain first-hand experience with the new tool and be able to provide comments and suggestions for tool improvement. *Please bring a laptop to this session.*

Barry Pollock, Rural Development Specialist, RCAC

Barry Pollock joined RCAC in August of 2017 and has 27 years' experience working with Public Water Systems (PWS) on many aspects of technical, financial and managerial capacity. He has worked for USEPA Region 9 Drinking Water Office, and an Engineering Consultant performing sanitary surveys of overseas Navy drinking water systems. He holds a bachelor's degree in bio-chemistry from the University of Maryland; a master's degree in Public Health and a Master's of Science in Civil Engineering from the University of California Berkeley; is a registered P.E. in California and Hawaii, and a T3 certified Operator in the State of California.

Tommy Ricks, Director of Environmental Services, Communities Unlimited

Tommy Ricks, Director of Environmental Services (Regional RCAP Program Manager) has worked intensively within communities since 1989. He has served in several roles with Communities Unlimited including Development-Management Specialist in 1997, Mississippi State Coordinator in 2000, joined CU's Senior Leadership Team in 2015, and Director of Environmental Services in 1989. Ricks is recognized nationally as a Certified Environmental Trainer, curriculum developer, and is a former adjunct with the West Virginia University National Environmental Institute for Small Communities. He is a graduate of Delta State University and a veteran non-commissioned officer of the U.S. Army and Mississippi Army National Guard.

Laurie Stevens, New England Water Compliance Specialist, RCAP Solutions

Laurie A. Stevens, P.E. is the New England Water Compliance Specialist for RCAP Solutions. She has over 20 years of experience in both the public and private sector in engineering, environmental, and community development fields. She has served in several high-level management roles ranging from engineering, design, compliance and financial management of water and wastewater systems to real estate management. She has an MS in Environmental Engineering and BS in Civil Engineering from Worcester Polytechnic Institute, Worcester, MA Worcester Polytechnic Institute.

Moderator: Jeff Oxenford

Regional Collaboration – Strong Facilitation & Skill Building that gets Communities to the Finish Line 8:30 am- 10:00 am

As regulations become more stringent and infrastructure ages, it is increasingly difficult for small utilities to be sustainable. The idea of regional utility collaboration is a national priority. This session will review facilitation practices and the application of tools to effectively and confidently support regional efforts. As a double session, we ask that all attendees plan to attend both sessions so that they can have the most valuable experience. After attending this hands-on learning session, participants will be able to articulate the importance of the role RCAP TAPs can play in regionalization processes, understand best practices to facilitate regional collaboration, and have access to tools they can use to encourage and facilitate regionalization in their own region/state.

Sarah Buck, Director of Regionalization, RCAP National Office

Sarah Buck has extensive experience in fund development, grants and contracts management, strategic program development and implementation, capacity building, professional facilitation, community outreach, communications, and adult education. Buck has years of on the ground experience leading participant-based trainings, including rural leadership development, and has facilitated multiple utility regionalization processes. She administered and implemented federal and state funding programs and numerous smaller public and private grants for the last eight years. Buck has been part of the RCAP Network for more than six years, four at RCAC, and over two most recently at RCAP Solutions as the Deputy Director of Community Resources.

Olga Morales, Assistant Director of Community and Environmental Program, RCAC

Olga Morales has been with the Rural Community Assistance Corporation (RCAC) since 2004 when she joined as a technical assistance provider. Currently, she is the Assistant Director for the Community and Environmental Program, Regional Manager for the state of New Mexico and

manager of RCAC's Regionalization Program. She has led state legislative efforts to form regional entities and fund infrastructure projects for federally designated Colonia communities along the U.S. – Mexico Border. Her experience includes national policy development as a member and chair of the Environmental Protection Agency (EPA) National Drinking Water Advisory Council (NDWAC) and co-chair of the EPA Climate Ready Water Utilities Work Group.

Moderator: Laura Landes

Wastewater Process Control & Activated Sludge Process, 8:30 am- 10:00 am

Experience or no experience, this session will provide you with understanding the basic concepts of wastewater treatment and the activated sludge process. This overview covers topics from wastewater characteristics to the biological treatment process. Participants will be trained to understand the “process control” approach. Process control is the key to continuous compliance, and for many water professionals, it's a way of life. Participants will review process control options, including tests, calculations, observations, and related documentation.

Carlos Velazquez-Figueroa, Water Specialist, RCAP Solutions

Carlos Velázquez joined RCAP Solutions in November 2017 with over 37 years of experience in the environmental field, including operation and maintenance of drinking water, sanitary and industrial wastewater treatment plants, in the areas of contract operation, process control program development, training, and O&M manuals development projects. He holds a Bachelor's degree in chemical engineering from the University of PR Mayaguez Campus. Puerto Rico Wastewater Treatment Plant Certified Operator Class IV. Puerto Rico Drinking Water Treatment Plant Certified Operator IV.

Moderator: Kevin Kundert

Rate Setting: Old Tools & New Approach, 10:30 am- 12:00 pm

Do you have a problem when it comes to having your rate study recommendation implemented? Rate analyses without implementation miss their mark. In this session, we will explore ways for decision-makers to set their rates. Rate setting creates buy-in and increases the chance of implementation of the new rates. Participants will be able to learn RCAP tools and tactics used to set water rates in communities.

Gaylene Riley, Community Environmental Management Specialist, Communities Unlimited

Gaylene Riley joined Communities Unlimited in December 2017 with 18 years' experience as a Community Programs Specialist with USDA Rural Development. During her tenure with USDA, Riley underwrote 97 Water and Environmental Programs loans to small communities and rural utility systems. Riley assisted these systems with establishing rate structures that supported repayment of the loans, including the required debt service and short-lived assets replacement reserves. Since joining Communities Unlimited, Riley has completed rate analysis for eight systems, all of which were adopted by the governing body of each system.

John Van den Bergh, Rural Development Specialist, RCAC

John Van den Bergh joined RCAC in April of 2016 with six years of experience providing financial and managerial expertise to rural utilities in Northern California. He has worked on hundreds of rate studies throughout the western US and spends most of his time training others on rate studies. Before that, he was the project manager for a real estate development company where he oversaw the construction of roads, underground utilities, and grading. Van den Bergh holds an MBA from the University of Michigan, and a D2 and T2 operator's license in California.

Moderator: DinahForeman

Agua4All: Building a Successful Program from the Ground Up, 10:30 am- 12:00 pm

This session will highlight the important infrastructure and processes required to build and implement a suc

successful Agua4All/water in schools' program so that all the regions in the RCAP network have the basic tools to do so. There will also be an emphasis on the importance of building partnerships. Participants will learn how to work with funders, conduct outreach/education, and emphasize differences in program implementation and long-term maintenance in communities with water quality challenges.

Ari Neumann, Director of Community and Environmental Services, RCAC

Ari Neumann became Director of Community and Environmental Services in November 2018 after serving as assistant director since 2016. Neumann leads a team of more than 60 technical assistance providers who work to create vibrant, healthy, and enduring rural communities throughout 13 western states. As Assistant Director, he oversaw RCAC's environmental work in California. Before joining RCAC, Neumann worked at the RCAP national office. He grew up in Genesee, a rural town in Idaho and had extensive experience in rural community development. He holds a Juris Doctor degree from the University of Washington School of Law and a Bachelor of the Arts in American Studies with a concentration in environmental policy from Stanford University.

Jerry Tinoco, Rural Development Specialist, RCAC

Jerry Tinoco began working for RCAC in 2016 after working at a partner organization on the Agua4All program. Since then, he has assumed the role of Quality Control Director for the interim solutions project in Arvin, CA; overseeing a system of over 170 arsenic POU filtration devices in school and community sites. Tinoco is also involved in many other of RCAC's environmental programs, including Prop 1, SRF-CA, EPA 4 Well Assessment Program, CA-Drought Assistance Program, Drinking Water for Schools Program, and the Median Household Income survey team. He grew up in Arvin, CA, the very rural town that now benefits from the Agua4All/Interim Solutions Project. He holds a Bachelor of Science in Environmental Science from UC Berkeley and is a certified T1 Water Treatment Operator and certified Water Quality Sampler.

Moderator: Jessi Snyder

Regional Collaboration – Part Two, 10:30 am- 12:00 pm

As regulations become more stringent and infrastructure ages, it is increasingly difficult for small utilities to be sustainable. The idea of regional utility collaboration is a national priority. This session will review facilitation practices and the application of tools to effectively and confidently support regional efforts. As a double session, we ask that all attendees plan to attend both sessions so that they can have the most valuable experience. After attending this hands-on learning session, participants will be able to articulate the importance of the role RCAP TAPs can play in regionalization processes, understand best practices to facilitate regional collaboration, and have access to tools they can use to encourage and facilitate regionalization in their own region/state.

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al entities and fund infrastructure projects for federally designated Colonia communities along the U.S. – Mexico Border. Her experience includes national policy development as a member and chair of the Environmental Protection Agency (EPA) National Drinking Water Advisory Council (NDWAC) and co-chair of the EPA Climate Ready Water Utilities Work Group.

Moderator: Laura Landes

The Water Audit – A Rural Example, 10:30 am- 12:00 pm

The Non-Revenue Water landscape is rapidly changing. This session will give participants hands-on experience with a Water Audit. Attendees will participate in the process and conduct a water audit of a small utility. This exercise is a “real world” example. Following this session, participants will understand how to deal with some of the challenges encountered when working with rural utilities in the water audit process.

Wesley Hoem, Senior Rural Development Specialist, GLCAP

Wesley Hoem has been with GLCAP for six years as a Senior Rural Development Specialist at GLCAP. Before joining GLCAP he worked for the United States Department of Agriculture-Rural Development as a Rural Development Specialist. Hoem has been working with Water audits and Non-Revenue Water for the past five years assisting Wisconsin Communities. He has worked closely with the Wisconsin Department of Natural Resources and the Wisconsin Public Service Commission to assist communities in becoming compliant with their ordered requirements.

Moderator: Jean Holloway

How it All Got Started: the RCAP Story, 1:30 pm- 2:30 pm

This session will work to understand how RCAP started and how this will guide where we go in the future. This session will explore the history of RCAP with some of its founding members, celebrate the incredible history of this organization, and lay the foundation for where it goes in the future.

Bill French, former CEO, RCAC

Bill French founded and managed Rural Community Assistance Corporation (RCAC), a 13-state training and technical assistance organization providing ongoing assistance to more than 500 rural communities. With more than 25 years of community development experience, he has extensive knowledge about housing and infrastructure problems faced by small communities, and direct experience obtaining housing and infrastructure funding. As chief executive officer of RCAC, French provides leadership in the planning, development, funding, and evaluation of RCAC’s programs for rural communities. He has conducted over 50 workshops and seminars for technical assistance providers, policymakers, and state and federal agencies. He has also assisted rural development agencies in resolving legal, organizational, and management issues.

John Squires, former CEO, CRG/Communities Unlimited

John Squires was the founder and CEO of Community Resource Group, Inc. (CRG) from 1976 to 2014. He represented CRG on Board of The National Demonstration Water Project, which would later become RCAP. Squires served as a member of the RCAP board through 2014. In late 2014 CRG and Alt. Consulting, Inc., a nonprofit business development organization, merged to form Communities Unlimited, Inc. which continues serving as the Southern RCAP.

Carl Allen, former board member, RCAP Solutions

After a ten year career in college housing, Carl made a move to Rural Housing Improvement (RHI), the Northeast RCAP in 1982. He started in the Leased Housing Department, managing a 2600 unit Section 8 Program. Two years later he was promoted to Associate Executive Director and became the agency’s representative to the National Demonstration Water Project (NDWP) Board. He also oversaw the operation of the Northeast RCAP at RHI. Allen was part of a team of representatives from the six regional RCAPs that met in Kansas City with the intent of deve-

loping a plan to create RCAP Inc. out of NDWP. He continued to represent RCAP Solutions as the alternate Board member to RCAP, Inc. Allen later became Executive Vice President and retired in 2008. Since that time, he went back to his roots and now works part-time at Keene Housing, a nationally recognized small local housing authority in Keene, NH. RCAP Solutions recently appointed him to the Board of Directors.

Moderator: Nathan Ohle

Exploring the Connections Between Water, Social and Economic Opportunity, and Health and Well-being , 2:30 pm- 3:15 pm

This session will address the connections between water, social and economic opportunity and health and wellbeing, and how partners look to collaborate on these ideas. This session is meant to set the table for future conversations on how RCAP can play a role in collaborating with partners to make an impact in rural communities in this context.

Katrina Badger, Program Officer, Robert Wood Johnson Foundation

Katrina Badger is a program officer with the Robert Wood Johnson Foundation focusing on efforts to create the conditions in communities that allow all residents to reach their best possible health and well-being, with a particular focus on low-income people and people of color. At the heart of this work is creating social, economic, and environmental conditions that allow communities and their residents to thrive. Currently, she is engaged in the Foundation's work to understand the unique opportunities and challenges of advancing these goals in rural communities and regions. She previously led a strategic assessment of the County Health Rankings and Roadmaps program, which compares the health of nearly every county in the United States and supports local community efforts to tackle the social, economic, and environmental influences on health. Before coming to RWJF, Badger had experience in community-based non-profit work in post-Katrina New Orleans, and contracting with the Defense Health System through Grant Thornton. She earned her MPH and MSW at Tulane University after completing a Fulbright Fellowship in Thailand and her BA at Howard University.

LaMonte Guillory, Chief Communications Officer, LOR Foundation

LaMonte Guillory drives the LOR Foundation's external presence within the philanthropic and rural communities by ensuring that LOR represents the people who make up the vibrant, growing and culturally significant rural towns of the American West. He advances important discussions about the future of rural livability and the need for community-driven solutions to leaders, policymakers, the media, funders, nonprofits, and national associations.

Ines Polonius, CEO, Communities Unlimited

Ines Polonius is CEO of Communities Unlimited, a CDFI and community economic development organization in the rural South. In 1998, Polonius founded alt. Consulting, dedicated to starting and growing rural businesses until a successful merger with Community Resource Group in 2014 formed Communities Unlimited. Polonius earned an MBA and an MA in Economics from Boston University, an undergraduate degree from Georgetown University's School of Foreign Service. Polonius serves on the board of RCAP and the national WealthWorks network.

Moderator: Nathan Ohle

Town Hall, 3:15 pm- 4:00 pm

This session will be an open conversation with the RCAP network. Anyone will have the opportunity to ask RCAP's Executive Director, Nathan Ohle, any questions they have about where the RCAP network is currently, and what RCAP's future holds.

RCAP will be awarding the following awards Outstanding Mentor Award, Bill French Bridge Builder Award, Outstanding Service Award, Pillar Award, RCAP Hall of Fame, Outstanding Rookie of the Year, TAP of the Year, The Robert Stewart Leadership Award, and photo contest winners.

Keith Ashby, President of the Board, RCAP

Keith Ashby serves as the President of the Rural Community Assistance Partnership, Inc.'s (RCAP) Board of Directors, and serves on the Southeast Rural Community Assistance Program's (SER-CAP) Board of Director. Keith served as a Colonel in the United State Air Force for thirty years. He was a combat pilot in Vietnam and Iraq. Keith served for twenty years County Executive, and City Manager in Newberry, Florida. He has two master's degrees and received an NCAA Gold medal in soccer, and serves as the President of the Florida Major League Baseball Grapefruit League.

Nathan Ohle, Executive Director, RCAP

Nathan Ohle serves as the Executive Director of the Rural Community Assistance Partnership, Inc. (RCAP). Ohle has been a leader in economic development for more than a decade at both the federal and state levels. He recently served in the Obama Administration as the Senior Advisor at the US Economic Development Administration (EDA), overseeing policy and external affairs for EDA. Nathan is a leading expert in economic mobility and was recently selected as one of 40 Under 40 Rising Stars in economic development internationally. He earned two bachelor degrees from Michigan State University.

Kinsey Brown, Communications Associate, RCAP

Kinsey Brown joined RCAP in July 2018. Before joining RCAP Kinsey served as the Office Manager for a Digital Public Affairs Agency, focusing on human resources, improving internal communications, and assisting with client projects. Kinsey received her Masters in Strategic Communication from American University in 2018. She graduated cum laude from Hanover College in 2017 with a Bachelors of Arts in Communication, French, and Business.

WATER

WHAT IS IT WORTH TO YOU?

