



# NAHO News

June 2008

## COMMUNICATION IS KEY TO MEMBERSHIP RECRUITMENT AND RETENTION:

### A Challenge to All NAHO Members

By Eric Moody (ID)

One of the best communication tools that we have is direct communication with another person. Depending on the content, one could characterize talking to another person as mere “gossip”, but one could also characterize direct communication as beneficial and of lasting positive value when it results in personal learning and growth experiences. For example, one can often benefit by just being in a setting with similar people who share similar professional goals.

With this beneficial goal in mind, have you ever communicated to a non-NAHO member hearing official just what you have learned from an expert faculty member at a NAHO conference? Did you ever inform a non-member what you had learned from a video you recently rented from the NAHO library? When was the last time you have “bragged” how proud you are that you achieved your NAHO professional certification? While stating your pride in your accomplishment, did you tell this non-NAHO member that this professional certification is awarded only to NAHO members who meet the specific training, education, and experience requirements established by NAHO?

Think about the last time you attended

a training seminar or even talked to a fellow colleague who is not a NAHO member. Have you ever told these non-members about the benefits of joining NAHO, which has one of the lowest dues rates of any professional association?

As a NAHO member, you are an ambassador for an organization that is built upon a diverse blend of hearing officials. As an ambassador, you have the ability to open doors to non-members by explaining your experiences and benefits as a NAHO member. Most of all, when a person becomes a NAHO member, he or she is associated with a network of fellow members and friends who have common interests. A NAHO member gains the ability to share ideas and to strive for the highest level of professionalism as a hearing official, on both the personal and organizational levels.

I challenge you to go out and brag or gossip to non-members about NAHO. When bragging or gossiping about NAHO, do not forget to explain the unlimited opportunities one has to improve, learn, and grow in professionalism as a NAHO member.

## MESSAGE FROM THE EDITOR

Joy Wezelman (ND)

I would like to take a moment to point out two new features in this issue that we hope will become regular fixtures in each issue of NAHO News. In part because of



Joy L. Wezelman (ND)

the fantastic interview with Laurence Geller and Peter Hemenway, which makes the reader feel as if he or she has just spent a few hours getting to know two amazing, committed, passionate individuals face-to-face over a few beers or lattes, we thought it would be helpful to let NAHO members also get to know their board members a little better by featuring two or three board member profiles in each issue. The first two board members to introduce themselves to you in our new “Meet Your Board Members” feature are Linda Jo Nicholson and Hugo Franco. Please “meet” them here and then introduce yourself to them at the Orlando conference in November.

The second new feature is “Member to Member Questions”. In each issue of NAHO News we will ask a question that has been submitted by a NAHO member and will provide up to seven brief answers selected from answers that are also submitted by other NAHO members in response to the question

{continued on page 4}

## CONFERENCE 2008: “Striving for Excellence in the Hearing Process”

By Bonny Fetch (ND) and Sharon Kulp (KY)

Registration will soon be underway for NAHO’s 2008 Annual Professional Development Conference, which will be held in Orlando, Florida, November 9-12, 2008. The site of the conference is the Regal Sun Resort, which is located in Walt Disney World® Resort at Lake Buena Vista, Florida.



### Program

The conference will open on Sunday morning with registration beginning at 8:00 a.m. and a reception breakfast planned for 9:00-10:00 a.m. Bonny Fetch, NAHO President, and Norman Patenaude, NAHO Vice-President, will officially open the conference program at 10:30 a.m. and move on to the Round Table Sessions which are scheduled from 11:00 a.m.-1:00 p.m. The Sunday sessions will conclude at 1:00 p.m. to allow attendees an opportunity to visit the Disney theme parks or otherwise enjoy some of the many fabulous venues at Walt Disney World® Resort.

The curriculum promises to be both interesting and outstanding. Norm Patenaude, who is chairing the curriculum committee this year, is putting the finishing touches in place to make this year’s program an interesting and useful blend of education about general administrative law topics and specialized nuts and bolts training for both beginning and more experienced hearing officials. We will have four returning presenters, Laurence Geller, Peter Hemenway, Gregory Ogden, and Jim Gerl, as well as an impressive lineup of new presenters.

Monday will be a full day. The first plenary session will feature Robert Cohen, Chief Administrative Law Judge for the Florida Department of Children and Family Services, who will give the keynote address. The schedule for the rest of the day will include nine breakout sessions on such nuts and

bolts topics as Judicial Ethics, Ruling on Objections, Basic Hearing Procedures, Administrative Law, Writing the Decision, Due Process, and Evidence Basics. There will be a luncheon on Monday as well. The day’s sessions will conclude at 3:45 p.m.

Tuesday is another full day. The schedule will include twelve breakout sessions on some nuts and bolts topics and some specialty topics, such as Independence of the Hearing Official, Demeanor Evidence and Credibility, SSI Disability hearings, Claimants with Mental Health Issues, Presenting the Agency’s Case (for Human Services workers), Conduct and Control of the Hearing, Diversity, the Deficit Reduction Act, Alien Status for Medicaid and Food Stamp Applications. There are more sessions still in the planning stage. The day’s program will conclude at 4:00 p.m., following the annual Membership Meeting. Plans are for an early dinner buffet to conclude in plenty of time for attendees to go out and enjoy the evening.

Wednesday morning will include three breakout sessions and a keynote closing session. In addition to Larry Geller’s ever-popular session, Making Yourself #1 Now, there will be a session on Administrative Law and one on the Impact of Modernization on Appeal Hearings. The conference will conclude on Wednesday at 12:00 noon.

### Hotel

Make reservations at the Regal Sun Resort no later than October 8, 2008, in order to qualify for the NAHO conference rate of \$89 plus taxes. Contact the hotel reservations department at 1-800-624-4109, or you may contact the hotel directly to make reservations at 1-407-828-4444. You must identify yourself as being with the National Association of Hearing Officials. A one night’s deposit (cash prepayment or credit card number guarantee) is required at the time your reservation is made.



Regal Sun Resort, © Disney

Please note that **we do not have any overflow rooms available this year**, so when the rooms in our block are gone, we will not be able to accommodate you to find a room in another hotel. That will be your responsibility.

### Scholarships

Scholarships will be awarded for two NAHO member attendees. Applications are due September 5, 2008. The scholarship covers the total conference fee, and includes the education and training sessions, welcome breakfast, noon luncheon, and Tuesday night meal.

Two more scholarships will be awarded, one to an attendee of the National Judicial College’s Administrative Law course, and another to a Florida law school student interested in administrative law. The law school administration will determine the criteria for the selection of the law student scholarship recipient and will award the scholarship this fall.

### Downtown Disney - Disney Tickets

The Regal Sun is located directly across the street from *Downtown Disney*®,  
{continued on page 8}

## President's Message

Bonny M. Fetch (ND)

Writing this article is more of a challenge than I thought it would be. You see, writing is one of my strongest assets. But how to start. I want my first message as President to inspire you, knock your socks off, and make you feel confident that NAHO is in good hands. Not just mine, of course, but the very capable officers, past-president, and Board members who share this term with me. I feel privileged to have this opportunity to lead NAHO, and I am humbled by the responsibility. I have some visions to make this an even bigger, better organization, for all of us. So please let me share a few of my thoughts and goals with you.

NAHO is in its 22nd year, formed in 1986. It didn't start out as NAHO, it grew out of another organization. I attended my first NAHO conference in 1993, and have been a member since. My early association with NAHO consisted of attending conferences, but having no knowledge of the organization's history or having much other involvement. But then in 2002, I became a Board member, and I began to hear snippets about the early history of NAHO and those who worked on establishing the organization. Somewhat like the founding of our country, but on a much smaller scale, of course, there were great ideas, differences and debates, turmoil, problems and compromises, and finally, a new organization with a mission that is unchanged even today - to improve the administrative hearing process and thereby benefit hearing officials, their employing agencies, and the individuals they serve through promoting professionalism and by providing training, continuing education, a national forum for discussion of issues, and leadership concerning administrative hearings.

I have always been interested to know NAHO's history, but little has been written about it. I truly believe that it

is important to know and understand an organization's history, to make us better able to not repeat mistakes from the past, and to build on strengths and traditions. To that endeavor, I have appointed a committee to research and write NAHO's history, and when it is complete, it will be published for all of us to read and better understand this organization of which we are all part.

Over time I have seen NAHO evolve into an organization which is respected in terms of the subject matters of its conferences and its certification program. I have coordinated curriculum for the past three conferences, not an easy task. But we always manage to obtain excellent speakers of high caliber. The key, I believe, is three-fold. First, NAHO has gained a reputation for presenting a top quality education and training conference. Second, NAHO conferences offer a great opportunity for hearing officials to come together to share information and experience. Third, NAHO projects professionalism.

The conference is the main event, so to speak, so that will receive great attention and effort from me and all the committees dedicated to that endeavor. But just as important on my radar is great care and attention to professionalism. It is part of our mission statement, past presidents have addressed it, we have an award dedicated to it (the Truett R. DeMoisey Professionalism Award), and the conference is titled the "Annual Professional Development Conference". It is my goal to enhance NAHO's reputation for professionalism even more, so that each of us by association will be viewed with high regard.

But there is also the matter of individual responsibility to conduct ourselves in a manner which will not impugn our professional reputation. We are a part of the adjudicative process. I believe we all understand that the job

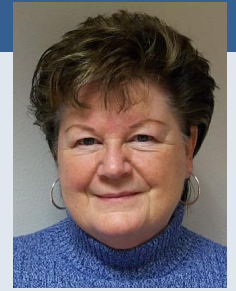
of hearing official holds us to a higher standard, and we have a responsibility to conduct ourselves in an exemplary manner. NAHO

has a Model Code of Ethics. In order to have some sort of meaningful process associated with that, I have appointed an Ethics Committee, not to act as a police force, but to assure our Code of Ethics is more than just a statement of principles. I am constantly mindful that the administrative hearing process is the closest most people will ever get to the justice system, and we are that process, we are its face. It's a huge and humbling responsibility, and it's an honor. I believe the very essence of being a hearing official demands that we all strive to keep that process as fair and honest as possible, and it is our duty to keep our conduct beyond reproach.

I follow in the formidable footsteps of twelve previous presidents. I am grateful for their contributions and the contributions of the previous officers and Board members whose efforts have provided a firm foundation for NAHO. Thank you to all of you. It is my intention to do all I can to strengthen that foundation even more so that NAHO will see the organization continue to grow and expand in some new and exciting ways.

And lastly, every one of you is vitally important to me. Without members there would be no organization. I wish I could talk to each of you personally. The job of a hearing official is often lonely, but we can talk to each other. So please introduce yourself to me at the conference, or email me if you wish. After all, I am a member too. Hope to see you all in Orlando for the 2008 Conference, November 9-12!

Do good. And take good care.



Bonny M. Fetch (ND),  
NAHO President

## Scholarships Aid Conference Attendees

By Hugo M. Franco (AZ)

NAHO will award scholarships for two NAHO members to attend the 2008 Annual Professional Development Conference in Orlando, Florida, November 9-12, 2008.

You must be a NAHO member in order to receive a scholarship. The scholarship covers the total conference fee, and includes the education and training sessions, welcome breakfast, noon luncheon, and Tuesday night meal. The scholarship does not cover travel and lodging costs.

Applicants must submit a letter to the Scholarship Committee with the following information:

1. Indicate whether you are a NAHO member or have applied to become a member (verify by listing membership number or date of membership application).
2. State your employment information (employer; job title; how long you have been a hearing official).
3. Indicate whether you will be receiving any funding from your state or employer to attend the conference; and provide a letter of documentation from your supervisor/employer.
4. Indicate whether you are working on NAHO certification.
5. Indicate whether you have previously received a NAHO scholarship.

Applications must be received by September 5, 2008, to be considered. Only complete applications will be considered. Send your letter of application and supporting information to:

Hugo M. Franco  
 Appeals Board Member  
 DES Appeals Board  
 1140 E Washington St - Ste 104  
 Phoenix, AZ 85034  
 Phone: (602) 229-2738  
 Fax: (602) 253-9473  
[hfranco@azdes.gov](mailto:hfranco@azdes.gov)

## MESSAGE FROM THE EDITOR

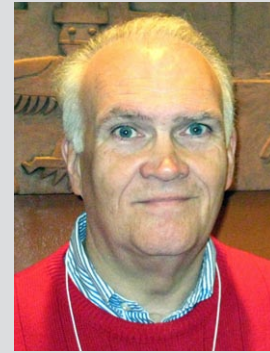
*{continued from page 1}*

that has been asked. The mechanics for this process are spelled out more clearly in the article itself. Future selected questions will be sent to the membership in advance by email and posted on the NAHO website so that interested members have sufficient time to submit their answers.

Finally, we hope to initiate another new feature soon that will allow members to raise and address hot topics or trends in the field of administrative hearings. We are still fleshing that out. Stay tuned.

## LATEST FROM THE NAHO LIBRARY

By Philip Snow (NC)



Phil Snow (NC)

The last few months have seen some changes in the NAHO Library. An effort started by former librarian Susan Kirkvold to transfer the entire NAHO video library from VHS tapes to DVD's has been completed. The VHS tapes are no longer being mailed to members who request video sessions. This is not likely to be a problem as most members have computers with DVD drives. The VHS tapes are, however, still available for any member who does not have a DVD drive.

During the period from September 1, 2007, to April 1, 2008, the Library has mailed out a total of 32 VHS Tapes and DVD's to nine different members.

The procedure for obtaining the video sessions is available on the NAHO website [www.naho.org](http://www.naho.org). NAHO increased the cost of renting the video sessions effective January, 2008, to \$22.00 for each video. There is also a \$25.00 refundable deposit required for each video rental. The increase in rental fee will allow the Library to become more self-sufficient. The NAHO Library presently consists of 36 video sessions from past NAHO Conferences. These include a variety of topics which can also be viewed on the website under the Library link.

In the next couple of months a number of new video sessions will be added to the NAHO Library. These will be sessions from the 2006 NAHO Conference in Bismarck, N. D. and the 2007 Conference in Santa Fe, N. M.

## NAHO CERTIFICATION INFORMATION FOR 2008

### Important Dates to Remember Application Fee Increases

By Ramona Collingsworth (TX)



Ramona Collingsworth  
(TX)

The Certification Committee is now accepting applications for NAHO certification and recertification. August 15, 2008, is the deadline to submit your application if you wish to receive your certificate at the 2008 conference in Orlando. Otherwise, December 31, 2008, is the deadline to receive certification or recertification in 2008.

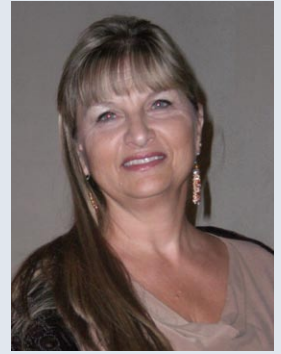
If you are interested in completing the certification or recertification process, it is important to take note of the following. Application fees increased by \$10 in April 2008 and application forms are available online. Direct questions and submit applications to Certification Co-chairs Ramona Collingsworth (TX) or Linda Snow (TX) at the contact information listed in the Certification section of the NAHO website at [www.naho.org](http://www.naho.org). Certification Committee members also include Barbara Ann Macdonald (TX), Ronald Truss (AL), Cynthia Staggs (OH), and D'Laine Hagan (TX).

In 2007, two members earned Certified Hearing Official status while 14 completed the recertification process. In 2008, the Certification Committee encourages even more members to achieve certification and recertification as a personal commitment to enhance professionalism in administrative law.

For detailed information about the certification program, visit the NAHO website at [www.naho.org](http://www.naho.org).

## Profile: LINDA JO NICHOLSON

Linda Jo Nicholson received her BA in 1972 and a post-graduate degree in education in 1973. In 1986 she became a certified Nutritional Consultant and was engaged in private practice in that field for many years, still maintaining an interest in that area. She moved to Florida in 1986, the same year she received her certification as a Nutritional Consultant. Other areas in which she has been employed include Certified Aerobic Instructor and Personal Trainer (she was recertified in both just this past March).



Linda Jo Nicholson (FL)

In December of 1990, Linda Jo started her first job as an employee of the State of Florida, as an Application Worker. She progressed from that entry position to the position of Senior Worker, then to Supervisor, and in January 1997 she became an Administrative Hearing Officer with the Office of Appeal Hearings, her current position. The Office of Appeal Hearings conducts hearings regarding public assistance for the Florida Department of Children and Families, Medicaid payment and nursing home discharge hearings for the Florida Agency for Health Care Administration, and distribution hearings for the Florida Department of Revenue.

Linda Jo has been a member of NAHO since 1992. She became a Certified Hearing Officer in 2002. She has served two terms as Southeast Region Alternate Representative and is now in her second term as the Southeast Region Representative. She has assistant conference Registrar in 2002, Registrar in 2003 and 2004, and co-Registrar in 2005. In addition to being co-Registrar in 2005, she also served as co-conference coordinator for the NAHO Professional Development Conference in Durham, NC. Linda Jo currently chairs the NAHO By-laws Committee and is member of the Future Planning Committee.

In case you were wondering, she does manage to find some time for fun. Her hobbies include dancing, sailing, sailboarding, hiking, and travel.

## NAHO CREATES ASSOCIATE MEMBERSHIP CATEGORY

By Bonny M. Fetch (ND)

NAHO took an unprecedented step in creating a new category of membership last November when the membership approved a by-laws amendment to allow associate membership in the organization. Full membership is restricted to current and former administrative hearing officials. Under the new amendment, the Board can grant associate membership to an individual whose status does not meet the definition of administrative hearing official.

An associate member is loosely defined as one who has some affiliation with the administrative hearings process. The Board will determine on a case-by-case basis whether that affiliation is sufficient to grant associate membership. Associate members are granted partial rights and privileges in NAHO. For example, they do not have voting rights and they may not serve on the Board. Associate members pay the same dues as full members. They may attend the annual professional development conference and receive a reduction in the conference fee which is granted to all members.

For information about how to apply for associate membership, go to the NAHO website at [www.NAHO.org](http://www.NAHO.org) and click on Join NAHO Today.

## EXPERIENCE SPEAKS, PART II:

### Perspectives on NAHO Provided By Laurence H. Geller And Peter Hemenway In An Interview with Marcelo Vincent (WY)

Concluding installment of a two-part article, continued from the previous newsletter.

*Editor's Note: At the request of the Communications Committee, Marcelo ("Vince") Vincent spoke with Laurence Geller and Peter Hemenway, long-time NAHO members and conference presenters, during the 2007 conference in Santa Fe to get their perspectives and opinions on NAHO's past, present and future. The result was a wealth of material, too much to include in one (or even two) issues. The editor made an editorial decision to run the article in two installments. In case you missed Part I, or just want to reread it, you can access it by going to the NAHO website at [www.naho.org](http://www.naho.org) and clicking on the links to get you to the December 2007 newsletter. As was the case with the first installment, some editorial license has been taken here to avoid redundancy and come within the limitations imposed by space constraints while remaining true to the substance of the responses to the questions posed.*

NAHO: How do you keep yourselves informed and up-to-date about what is going on in the world of administrative law and hearings?



Laurence Geller (FL) and Peter Hemenway (CA)

GELLER: During the course of the year, I have been doing a number of training sessions for new judges in California. I keep myself fresh by reviewing law changes, pertinent articles and by revising the training that I conduct. I am also alert to administrative law developments in the media and the news.

HEMENWAY: Every weekday I read the Los Angeles County Bar Association Journal, which reports synopses of all California, 9th Circuit, and U.S. Supreme Court cases. I read the text of all cases relating to administrative law (and environmental and contract law). In preparing for teaching, I reread articles that have been sent to me in the past, or which Larry or I have written. I reread and shepardize all cases we are going to discuss, and read any of those shepardized cases which I think are appropriate. Before teaching any substantive class, I review the latest published information.

NAHO: What topics in administrative law would you be interested in doing presentations on?

HEMENWAY:

- A. Independence and Quality—Can They Coexist?
- B. How Good Are Your Written Decisions?
- C. Conducting the Hearing: Are You an Active, Passive, or "It Depends" Kind of Hearing Official?
- D. Evaluating the Quality of the Evidence
- E. Impartiality in Conduct of the Hearing, and in Writing the Decision

I would also be willing to do presentations on almost any of the topics I have done in the past.

GELLER: Decision Writing. An excellent decision demonstrates a keen and accurate understanding of evidence, necessary findings of fact, the applicable and pertinent law, and appropriate and correct conclusions of law. Finally, and probably the first thing you need know, is how to identify the issue in the case.

I would like to further develop the presentation Peter and I recently did on Independence of Hearing Officials ("HOs"). We can do more so that HOs can truly appreciate the critical role they

play in the decision-making process. Understanding their independence will also highlight the central role of integrity, which I believe is the heart and soul of administrative adjudication.

I am also fascinated with how we communicate what we are thinking, especially when we are unaware that we are actually communicating our thoughts and feelings by our nonverbal conduct and tone of voice.

NAHO: Where would you like NAHO to be headed?

GELLER: When I started attending NAHO in the late 1980's, it was an organization comprised primarily of HOs in the public welfare benefits sector. It was great to go to NAHO if you were in this field and meet people from all over the country doing similar work. . . [b]ut today NAHO is different. Hearing officials and judges are coming from numerous public agencies at the state and federal level. NAHO members can learn from HOs and judges from all over, not just from those doing similar work. Administrative law is now the common denominator even though the subject matter of our hearings may be different. There is still a wealth of information to learn from one another.

I also want to see NAHO offer the best presentation at its training conferences that it can. I would like to see subjects that have universal appeal and application. NAHO is about learning. I think the more diverse an organization we become, the stronger and more important we will be.

HEMENWAY: Basically I think it is headed in the right direction [for the reasons stated in Part I regarding the significant factors in NAHO's growth]. I know there are monetary constraints, but if possible, it would be good to have

*{continued on page 8}*

## MEMBER TO MEMBER QUESTION

### What Advice Do You Have For First-time NAHO Professional Development Conference Attendees?

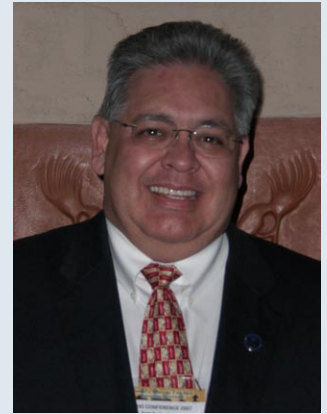
With this issue of NAHO News we are launching a new feature that we hope will spark some interest, discussion, and interaction. Your editor borrowed the idea (and this first question) from AALL (the American Association of Law Libraries), the law librarians' professional association. The Communications Committee would like to pose a question in each issue of NAHO News and provide five to seven answers from the responses that are submitted. Since our next issue will feature the upcoming conference in Orlando it seemed relevant and appropriate to ask members to share their advice for first-time conference attendees, based on their own experiences at their first (or second, or third) conferences.

NAHO members can, and are encouraged to, submit an answer for potential publication in NAHO News and on the NAHO website. Answers should be brief (one or two paragraphs at most) and interesting (always a somewhat subjective term). The editor, with the assistance of the Communications Committee members, will select up to seven of the responses submitted for publication. Please send your responses to the editor by Thursday, August 28th, just before the Labor Day weekend holiday. You can submit your answers by going to the NAHO website, [www.naho.org](http://www.naho.org), click on the "Contact" link, and then click on the Newsletter Editor link. The question and the selected answers will appear in the pre-conference issue of NAHO News.

NAHO members are also encouraged to contact the NAHO News editor with questions they would like to see posed in future newsletters. The editor, in consultation with the Communications Committee, will determine which questions are selected for response and publication.

## Profile: HUGO M. FRANCO

Most people don't know that Hugo Franco, a long-time member of NAHO, is a native born Arizonan. There aren't many in Arizona, what with the constant migration of people to the sunny and HOT state of Arizona. He was born and raised in a small, border town named Douglas, where the major industry at the time was copper mining. Hugo actually worked for a short time at the Phelps Dodge Copper Smelter before leaving Douglas in 1974 to attend Arizona State University in Tempe, Arizona, on a four-year scholarship awarded by the Phelps Dodge Foundation. He has lived in the Phoenix metropolitan area ever since. After graduating from ASU with a bachelor degree in Criminal Justice (now called Justice Studies), Hugo attended and graduated from ASU College of Law.



*Hugo M. Franco (AZ)*

Claiming to be severely brain damaged from attending law school and taking the bar, Hugo worked for a year as a law clerk for a judge, followed by a short stint as the director of a legal advocacy program for senior citizens. Hugo then went to work for the Arizona Department of Economic Security, first as a Legal Analyst then as an Administrative Law Judge. Hugo found his home in administrative appeals. Several years later, he ventured into the world of management by being promoted to supervising ALJ (later called Presiding Administrative Law Judge) then to Acting Chief of the Office of Appeals in Phoenix. In 1995, Hugo was promoted to his current position of Board Member of the DES Appeals Board, which reviews ALJ decisions from the Office of Appeals. The Appeals Board rotates its position of Chairman every year. Hugo has served four terms as the Board's Chairman.

Becoming a Hearing Officer/Administrative Law Judge led Hugo to his involvement in NAHO. Hugo has been a NAHO member since 1989, when he attended the NAHO conference in Cincinnati, Ohio. He has attended many conferences since then. Hugo has been a NAHO Board Member, off and on, serving as a Western Regional Representative, Vice-President for two years and finally as an At-Large Board Member for the last several years. Hugo has also been a presenter at NAHO conferences. In addition to his many years of enjoyable time in NAHO, Hugo is a member of the National Association of Unemployment Insurance Appellate Boards (NAUIAB). He also serves as a member of the Board of Directors of a non-profit behavioral health company.

Hugo currently resides in Litchfield Park, Arizona on the west side of Phoenix with his wife, Lupe, a long-time high school educator. He enjoys reading books, watching sports, playing an occasional round of golf and waiting for retirement.

{continued from page 6}

## EXPERIENCE SPEAKS, PART II

more publicity as to what NAHO offers, and more articles in the Newsletter or even in a professional journal sponsored by NAHO.

NAHO: Other than presentations and other appearances about hearings, what do you find yourself doing?

GELLER: First and foremost, I have had a full-time job during the past four summers and again this coming summer. I wear a couple of hats as I work at Camp Fiver ([www.fiver.org](http://www.fiver.org)) in upstate New York. I am the Swim Instructor and I work with about 450 children, mostly from the poorer areas of New York City.

I am also the Introductions Coach who teaches children from ages 7 to 17 how to introduce themselves. Finally, and this was really exciting, I started teaching Public Speaking, Interviewing Skills and Communications to the oldest campers.

I make time to visit my son and his family in Hawaii several times a year.

Finally, when I am home in Florida I am learning to play and practice tennis—when I am not at the ocean.

HEMENWAY: I try to spend as much time as I can with my two kids—my daughter (and new granddaughter) in NYC and my son, who is at USC Film School in Los Angeles—and also with those other people I feel closest to. I travel quite a bit in the U.S. and in Europe, New Zealand, Australia, and Mexico. I invest in houses and in stocks. I am general counsel for MicrobeTech, Inc., a small environmental firm that cleans water and earth through the use of natural products rather than chemicals. I read, play sports, and play cards.

NAHO: Anything else that you would like to share?

HEMENWAY: I think it is most important to spend as much time as you can with the people you love, to enjoy them and to enjoy life, to continue to think and grow, and to have respect for yourself and for the planet on which we live.

GELLER: NAHO changed my life when it gave me the opportunity to teach a class in 1989. All I can say is “Thanks.”

Editorial Comment: *Wow! Two very impressive guys and professionals. NAHO is most fortunate that they continue to share their time and talents with us. And a special thank you to Larry and Pete for sharing their personal sides as well.*

### Newsletter Credits:

Editor:

Joy L. Wezelman

Production:

Bonny M. Fetch  
and Frances Zuther

Layout & Design:

Wendy Moen, Design Dimension

{continued from page 2}

## CONFERENCE 2008

just a short walk from the hotel. *Downtown Disney*® features many great dining opportunities, including Rainforest Cafe®, Planet Hollywood®, House of Blues®, Wolfgang Puck® Cafe, Bongos Cuban Cafe™, Raglan Road™, Fulton’s Crab House, and the Portobello Yacht Club. Quick service food is also available at places like McDonald’s®, Earl of Sandwich®, Ghirardelli® Ice Cream and Chocolate Shop. There are great shopping opportunities for souvenirs at *Downtown Disney*®. Entertainment abounds with *DisneyQuest*® Indoor Interactive Theme Park, *La Nouba*™ by Cirque du Soleil®, AMC® Pleasure Island 24 Theaters and *Pleasure Island*, which features 6 different night clubs for one admission price.



© Disney

**There is a link on our website for Disney tickets.** You can purchase tickets for you and your family at a discount. This will also allow you to purchase after 2:00 p.m. and after 4:00 p.m. tickets to the theme parks at a discount. These discounted tickets are only available to NAHO conference attendees and their families. In order to allow you to take advantage of this fantastic opportunity, we structured the conference program so that you will have time to visit the theme parks on an after 2:00 p.m. ticket on Sunday and after 4:00 p.m. ticket on Monday, without taking away from the exceptional education and training sessions NAHO is known for. So come early and stay late to enjoy the NAHO Conference and the beautiful Sunshine State.

**For more information, please go to NAHO’s website at [www.NAHO.org](http://www.NAHO.org).**