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May 16, 2024

**NAHO 2024 SPRING  
PROFESSIONAL DEVELOPMENT  
VIRTUAL MINI CONFERENCE**

**National Association  
of Hearing Officials**

*...benefiting hearing officials and  
the individuals they serve...*

# NAHO 2024 Spring Professional Development Virtual Mini-Conference

## Who Should Participate?

- Administrative Adjudicators: ALJs, Hearing Examiners, AJs, Hearing Officers, Commissioners
- Managers of Adjudicators
- Counsel/Advocates for Petitioners and Agencies

## Conference Registration Fees

NAHO Members	\$ 35.00
Non-Members	\$ 70.00
Registration + Membership	\$ 85.00

**Registration + Membership** covers the cost of this seminar and confers NAHO membership through 2024 at a reduced rate, providing these member benefits:

- Three free one-hour webinars remaining for 2024
- Access to NAHO section meetings
- Reduced rate for 2024 Annual Conference in Savannah, GA

## For MCLE Credits and/or NAHO Certification

**Attendees are responsible for applying for MCLE credit from their respective state bar.** To obtain credits, provide your state bar or CLE commission with: (1) this brochure containing class descriptions and instructor biographies; (2) the instructional materials for these professional development classes (available from the NAHO website); (3) the certificate of completion you will receive via email within 30 days of completion of the mini conference.

Members pursuing NAHO certification must retain completion certificates for all NAHO classes. Certificates must accompany the NAHO certification application to verify class attendance.

## How To Register

Visit the NAHO website at [www.naho.org](http://www.naho.org) and click on the **REGISTER HERE** link in the lower right column of NAHO's homepage.

## Conference Presenters

### **Toni Boone, Administrative Law Judge (OR) Nevada Department of Motor Vehicles (retired)**

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Toni Boone was final authority on thousands of high-volume cases and hundreds of complex cases in her 31 years as an administrative law judge. She has been a member of the administrative law faculty for the National Judicial College for 23 years and was awarded NJC's Award for Excellence in Teaching in 2019. She is an alumna from the University of Arkansas. She serves as NAHO's Conference Chair.

### **Judge Sherri L. Collins, 15<sup>th</sup> Judicial Circuit (FL) Palm Beach County, Florida**

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Judge Collins has presided over cases as a circuit judge for Florida's 15<sup>th</sup> Judicial Circuit for eight years and spent decades as a prosecutor in Florida prior to taking the bench. Judge Collins is widely known for her teaching and mentoring skills and is also on the faculty of the National Judicial College. Her undergraduate and J.D. degrees were earned at the University of Florida.

### **W. Michael Gillette, Associate Justice (OR) Oregon Supreme Court (retired)**

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Mick Gillette holds a JD from Harvard Law School and a BA, *cum laude*, from Whitman College. He served in various capacities for the Oregon Department of Justice before serving on the Oregon Court of Appeals for 8 years, and on the Oregon Supreme Court for 25 years. He has taught at the National Judicial College for 43 years and received NJC's Award for Excellence in Teaching. He also served as an adjunct professor at Willamette University School of Law.

### **James A. Johnson, Chief Administrative Judge (PA) Pennsylvania Insurance Department (retired)**

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Jim Johnson received his bachelor's degree from Penn State University and graduated *magna cum laude* from University of Pittsburgh School of Law. He spent thirteen years in private practice before joining the Pennsylvania Insurance Department where he served as Chief Administrative Judge for 25 years. He achieved NAHO certification and is on the Editorial Board of the NAHO news.

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# Conference Session Descriptions

## **Best Practices for Working with Interpreters (M)**

Courts, including administrative tribunals, encounter parties who are not fluent in the English language with increasing frequency, requiring translators to interpret proceedings. Following this session, participants should be able to:

1. Recognize common concerns and develop solutions to issues when using an interpreter;
2. Define best practices when using interpreters live, telephonically, or on video platforms; and
3. Compile a bench-book of tools, including scripts and checklists, to facilitate the use of interpreters in hearings.

## **How Due Process Matters to Litigants (M)**

This session will examine due process from the litigant's perspective. It will address what due process means to hearing participants, why it is important to them, and how the presiding officer can manage each litigant's expectation to be treated fairly throughout the hearings process. The class will consider real-life situations and practical methods to ensure not only that the hearings process meets legal requirements for due process but also that all participants know they were treated fairly.

## **Don't Be Misled:**

### **Factors Influencing Witness Credibility Assessment (M)**

Research reveals that the physical demeanor of a testifying witness seldom provides any reliable indication of credibility. This class will focus on the established factors for determining witness credibility, the ways in which witnesses try to influence the perception of others, and the intentional processes that could be aimed at changing your evaluation of testimony. The class will provide tips on systematic credibility assessment to avoid reliance on cognitive biases and stereotypical thinking. Explaining why you found a witness to be unbelievable can be problematic. This class will also provide examples of ways in which to word your credibility findings in your written orders and decisions.

**Written materials related to the May 16, 2024, mini-conference virtual sessions will be available to registrants from May 15 to June 30, 2024, on the NAHO website.**

## **Mini Conference Schedule** (All times are Eastern Time)

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**THURSDAY, MAY 16**  
**11:45 a.m. – 12:00 p.m.**  
**Introductions & Information**  
**Peter Halbach**  
**NAHO President**



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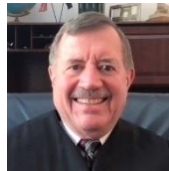
**SESSION 1**  
**12:00 p.m. – 1:00 p.m.**  
**Best Practices for Working**  
**With Interpreters**  
**Judge Sherri L. Collins**



**BREAK 1:00 p.m. – 1:15 p.m.**

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**SESSION 2**  
**1:15 p.m. – 2:15 p.m.**  
**How Due Process**  
**Matters to Litigants**  
**Judge James A. Johnson**



**BREAK 2:15 p.m. – 2:30 p.m.**

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**SESSION 3**  
**2:30 p.m. – 3:30 p.m.**  
**Don't Be Misled: Factors**  
**Influencing Witness**  
**Credibility Assessment**  
**Judge Toni Boone**  
**Justice W. Michael Gillette**



**3:30 p.m. Closing:**  
**Completion Certificates**  
**and MCLE Credit**

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**National Association of Hearing Officials**  
**Box 63**  
**1802 N. Jackson, Suite 880**  
**Tullahoma, TN 37388**  
**[www.naho.org](http://www.naho.org)**