

## Speaker Biographies

### Dana Bisson

Dana Bisson, M.S.N., R.N., has been a nurse for twenty years caring for acutely ill patients in a variety of settings, primarily focused in the NeuroSciences: neurosurgical, neurotrauma, neurological, epilepsy, and neuro-oncology divisions. Her focus at Concord Hospital is in the treatment of patients experiencing delirium. Ms. Bisson is at the center of a multi-disciplinary Delirium Care Initiative, partnering with nurses and other clinicians in developing, implementing, and modeling innovative nursing strategies to prevent and manage delirium.

### Ron Bourque

Ron Bourque has been an LGBT Advocate for Elder Services of Merrimack Valley & North Shore for over 7 years. In 2013, in collaboration with the Merrimack Council on Aging, they created the “LGBT Senior Social Connection”. This group, a first of its kind in the area at that time seeks to support the unique needs and experiences of lesbian, gay, bisexual and transgender seniors as they age. Ron routinely visits agencies throughout Northern Massachusetts and Southern New Hampshire in order to train management along with direct care personnel in becoming more sensitive to the LGBT adult population.

### Gail Burgess

Gail Burgess, MS, RN, is the Director of Care Management at Nason Health Care, a division of York County Community Action Corporation, in Southern Maine. She has worked as a registered nurse since 2005, achieved her Masters in Healthcare Administration in 2008 and holds a certification specializing in surgical nursing since 2013. In her role as Director of Care Management, Gail is able to care for the patient from both a medical position, as well as keeping an eye on the social determinants of health that impact the patient population.

### Erica Burrin

Ms. Burrin currently serves as the Department of Energy’s Program Manager for the Weatherization Assistance Program (WAP) and oversees a team of professionals located at Headquarters in Washington, DC, and at the Golden Field Office in Golden, CO. Ms. Burrin has over a decade of experience at the local, state, and federal levels in WAP. Prior to working for the Department of Energy, she was the Assistance Manager of Community Action Programs at the Indiana Housing and Community Development Authority where she was the state director of the Community Services Block Grant (CSBG), WAP, and the Low-Income Home Energy Assistance Program (LIHEAP). Her duties included designing, managing, and implementing programs for low-income households in the areas of economic development, energy efficiency, and energy security for the State of Indiana.

### Joe Byrne

Joe Byrne is a Senior Manager and member of BerryDunn’s Tax Consulting and Compliance Group. Specializing in not-for-profit tax matters, Joe regularly presents at seminars throughout New England on topics such as board governance and unrelated business income. He also routinely gives presentations to not-for-profit organizations and their boards regarding not-for-profit tax compliance, tax planning opportunities, and emerging tax risks.

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### Jonathan Cohen

Jonathan is Staff Attorney at CAPLAW. He advises community action agencies on legal issues related to organizational governances, tax-exempt law, and federal government grant compliance. Prior to joining CAPLAW, Jon conducted research and wrote business case studies on organizational change management and strategy for Harvard Business School. He has also practiced business law in Boston, worked to promote international human rights with Human Rights Watch in Washington, D.C., and organized around environmental justice issues in Hartford, CT. Jon earned a bachelor's degree from Trinity College, a master's from the London School of Economics and Political Science, and a law degree from Northeastern University School of Law.

### Barbara Crider

Barbara Crider, JD, is the Executive Director at York County Community Action in southern Maine. Barbara has an extensive history of involvement with the nonprofit sector of Maine. She began with YCCAC in 1987 as the Director of Community Services, and later served as the Housing and Economic Development Consultant before becoming the Executive Director in 2010. In addition to her tenure with YCCAC, Barbara was a private practice attorney representing clients in Maine's District, Superior, Supreme Judicial Courts, and was the Founder and Director of the Penquis Law Project, through which she provided legal counsel and representation primarily to victims of domestic violence. Barbara is the recipient of several awards, including the Jefferson Award for Outstanding Public Service and the Robert M. Howes Visionary Award.

### David Deziel

David Deziel is principal of DavidGeorge Communications LLC. David works with nonprofits and businesses to build brands, craft marketing and communications strategies and messages, and implement communications tactics. David enjoys over 30 years of experience directing and supporting the marketing and communication efforts of several for-profit and nonprofit organizations — large and small. He has a wide range of expertise, from social media, online marketing, email, and websites to collateral, public relations, direct mail, and traditional advertising. David also teaches “marketing communication strategy” and “strategy, innovation, and resilience” in graduate programs at Antioch University.

### Eleanor Evans

Eleanor Evans has over 20 years' experience representing nonprofit organizations in a diverse range of legal, governance and compliance matters. Eleanor is Counsel in the nonprofit practice at the Boston law firm Hemenway & Barnes LLP, where she provides practical advice to nonprofit organizations on strategic initiatives and day-to-day operations. Prior to joining Hemenway & Barnes, Eleanor served as Executive Director/General Counsel of Community Action Program Legal Services, Inc. (CAPLAW), a nonprofit providing training and technical assistance to the nationwide network of Community Action Agencies. Eleanor also served as General Counsel of Action for Boston Community Development, Inc. (ABCD), Boston's Community Action Agency. Previously, she represented nonprofit and for-profit entities in corporate, tax, employee benefits and executive compensation matters at a large Boston law firm.

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### Suzanne Fox

Suzanne knew little about mental illness until the summer day in 2015 when her daughter Julia told her that she was depressed. Soon after everything turned upside down with the back to back suicides of her daughter's two best friends. Suzanne is passionate about community building and is fiercely dedicated to positive change and so that people know that there is help and hope out there. She believes in the simple and compelling message of the YTP and wants it to spread to schools and communities far and wide so that people know that things will get better and that suicide should never be an option. As Executive Director of the YTP Suzanne has helped launch a local non-profit onto the national stage and is inspired every day by the courage and energy of young people who are moving mountains to bring change. Suzanne has over 35 year of experience in cross-cultural communication and is passionate about global mental health and stigma reduction across cultures. She is a founding member of the Arctic Hope Alliance and collaborates on strategies for youth suicide prevention with her colleagues in the north.

### Rick Karg

Rick has worked in the residential energy business since 1980 with home performance contractors, low-income weatherization programs, and utilities, as a trainer, writer, researcher, and building scientist. He managed the Maine Home Performance Program from 2006 to 2009.

Member of AHSRAE 62.2 committee since 2007; Head of Existing Dwellings Subcommittee; Member of Indoor Air Quality Subcommittee; Currently lead editor for ASHRAE Guideline 24-2008, to be sent out for public review in the third quarter of this year. This is an IAQ guideline intended as a companion to ASHRAE 62.2, *Ventilation and Indoor Air Quality in Low-Rise Residential Buildings*. Advisor to DOE on ASHRAE 62.2 and ventilation for the low-income weatherization program, Building Performance Institute (BPI) on matters of ASHRAE 62.2 and ventilation and the Maine Indoor Air Quality Council on matters of residential ventilation.

### Timothy Lenahan

Tim has thirty years' experience working within the Weatherization Assistance Program. He managed the Ohio program for 14 years and provided technical oversight and program management for the New Hampshire program for 6 years. He worked on the National WAP Evaluation coordinating technical field visits as well as making onsite visits to assess program effectiveness. He then worked as a local agency WAP program manager until retirement. Professional training and development have been a foundation of his knowledge and expertise in all aspects of residential energy efficiency. He has also provided training throughout his career and understands the principles of adult education. He was asked to be a Subject Matter Expert for the IREC Sub-grantee Management Training program.

### Christopher Massaro

Christopher Massaro is the Learning and Development Coordinator at MaineHousing. He started this position three years ago when MaineHousing created a new training department as part of a staff and professional development initiative. Chris has led MaineHousing's efforts in developing and facilitating numerous unique courses in leadership, workflow improvement, group development, and communication. He was instrumental in launching an online learning platform to increase the accessibility of training for both staff and external partners. Chris has over 20 years of experience in training and development across several industries. In addition to his MaineHousing work, Chris has been an adjunct faculty member at the University of Southern Maine for over 5 years. He teaches in the

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Leadership and Organizational Studies department. As an advocate of lifelong learning, Chris is currently pursuing a Ph.D. in Management with a research concentration in organizational learning.

### Kevin O'Leary

Kevin O'Leary conducts investigations and provides training for organizations and employers. Before opening his own practice in 2018, Kevin spent 15 years working in-house for a large non-profit institution in New Hampshire. Prior to that, Kevin worked for a regional law firm based in Connecticut representing employers on a wide range of topics. In private practice, Kevin provided sexual harassment prevention training to employers. In addition to helping organizations develop training programs to avoid misconduct, including sexual harassment, Kevin has helped their clients effectively respond to allegations of harassment. Kevin has also served as an independent investigator, evaluating claims of misconduct against students, co-workers and senior members of an organization. Additional information about Kevin and his experience can be found at: [KevinOLearyLLC.com](http://KevinOLearyLLC.com).

### Emily Parker

Emily Parker is a Senior Manager in BerryDunn's Not-for-Profit Practice Area. She specializes in providing audit and accounting services to not-for-profit, healthcare, and government clients with issues specific to the Community Action Agency, conservation, higher education, and behavioral health industries. Emily regularly develops internal and external sessions on topics from board governance to new accounting pronouncements and is an active volunteer in her local community.

### Ryan Robinson

Ryan Robinson is the Chief Service Officer for Mainstay Technologies, winner of the Better Business Bureau's Business Ethics Award, Business NH Magazine's Best Companies to Work For, and previous recipient of Business NH Magazine's Business of the Year. Mainstay is an IT and Information Security firm specializing in providing expert-level services to businesses and nonprofits throughout Northern New England. Ryan can be reached at [rrobinson@mstech.com](mailto:rrobinson@mstech.com), and for more information about Mainstay, visit [mstech.com](http://mstech.com).

### Stacey Smith

Stacey Smith has almost 40 years of experience with an extensive range of clients from Fortune 100 multinational operations to small not-for-profits. She specializes in **helping organizations build strategic & solid relationships with key stakeholder groups that ultimately help the organization's bottom line**. **Stacey's specialty areas include:** Strategic planning; Crisis response and management; Research with expertise in problem analysis, methodology design, instrument development and behavioral action planning; Communication, relationship & culture audits; Group facilitation, problem solving & training; Public relations, outreach and marketing strategies. She is co-author of *The Public Relations Practices, Managerial Case Studies and Problems*, (Prentice Hall) and *The Public Relations Firm* (Business Expert Press). **Public speaker as well as teacher**, she has presented before numerous organizations and has taught as adjunct faculty at Antioch University New England, New England College and the University of New Hampshire. Stacey is a member of the Institute for Public Relations Measurement Commission on which she currently works with colleagues to identify and codify standards for Internal Communication measurement and evaluation. She graduated from the University of Tennessee with a B.S. in Communications and earned her graduate degree in Management from Antioch/New England Graduate.

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### Chris Strong

Chris Strong has more than 35 years of professional experience. She is the principal of Strong Resource Group. Chris helps individuals and organizations understand the complex issues they face, providing strategic counsel to define and develop capacity and create long term sustainable solutions. Chris's expertise is in strategic planning, leadership development, and fundraising. She works with hospitals, schools, social service organizations, the arts, environmental groups, religious institutions, professional associations, and small entrepreneurial businesses. Distinguished by her commitment to service, individual attention, and sensitivity to client needs, Chris is recognized for her ability to think strategically, perceive and minimize sources of conflict in an organization, focus groups and individuals on reaching their potential, and teach leaders and essential board-level volunteers. Before establishing Strong Resource Group, Chris was a vice president of a major medical center in Southern California and an executive with an international association. In 1992, after completing her MBA, Chris was compelled to broaden her work consulting to a greater array of industries. Her vision: to create a consulting practice founded on contemporary, forward thinking, and practical approaches to helping leaders identify their values and strategic goals, synthesize information to attaining those goals, and implementing sustainable action plans. Recognized as an effective communicator and trainer, Chris has addressed audiences on such timely issues as strategic planning, leadership, fundraising, women and success, the changing workplace, and public relations. Her presentations include those made to the University of New Hampshire, Lesley University, Endicott College, New Hampshire Women in Higher Education, the International Conference of the Association of Fundraising Professionals (AFP), and the Association of Fundraising Professionals, Northern New England chapter (AFP-NNE), and the Association of Healthcare Philanthropy. Chris is actively involved in the Seacoast of New Hampshire and statewide organizations. Chris is President of Great Bay Community College's Board of Advisors and Past President of AFP-NNE and Orange County, CA Chapter. Chris has an MBA from the University of Southern California and a BA from the University of Colorado. She is a graduate of Leadership Seacoast.