

# SESSION DESCRIPTIONS & SCHEDULE

WEDNESDAY, SEPTEMBER 20<sup>th</sup>

**9:00am-10:00am**



## **Opening Keynote Speaker: Gianna Solari The Passion & Purpose of Affordable Housing**

Gianna will share her own history in our industry and the history of affordable housing. When and how did affordable housing start? What might the future hold in our industry? Is affordable housing a job or career for you? For Gianna, it was a job that became a career and passion. We are all making a difference to those we serve...let's be proud of our work!

***10:00 – 10:15 am***

**Morning Break**

***10:15 am -12:00 pm***

### **Practical Application of HUD Occupancy Compliance**

The Practical Application of HUD Occupancy Compliance track will review the HUD 4350.3 Handbook over the course of 2 days. The HUD compliance track is a good refresher for experienced managers wanting to challenge the exam. These sessions are designed to augment the knowledge of those who are already familiar with the HUD 4350.3 Handbook. Mini-quizzes and case studies are included to help reinforce learning and enhance your understanding of HUD rules and regulations.” You can order a copy of the HUD Handbook through AHMA for \$90 by emailing [melanie@rockyahma.org](mailto:melanie@rockyahma.org).

*Instructor: Gwen Volk, INFOCUS, Inc*

### **Violence Against Women’s Act Update**

The VAWA 2013 final rule is out. Learn the changes to VAWA and how it effects your property.

*Instructor: Robin Fox – E3 Housing Solutions*

### **Deferred Maintenance**

The Consequences of Deferred Maintenance: Understanding the true cost of deferred maintenance is key to succeeding in today's multifamily housing industry. In this training session, we will review the practices of deferred maintenance, both intentional neglect and non-intentional, and the costs to a property in terms of reputation and cost for repairs and upgrades. We will also discuss successful approaches to mitigating deferred maintenance and how that can improve the livability of a property and it's NOI.

*Instructor: Scott Precourt – US Housing Consultants*

### **HUD Open House**

Take the opportunity to meet and network with your HUD contacts.

*Housing & Urban Development staff*

### **LIHTC Program Regulations**

This session will discuss the origins of the LIHTC (Low-Income Housing Tax Credit) program and the role of the IRS, State Agency, HUD, syndicators, investors and owners. We will also cover how to calculate the applicable fractions and other regulatory aspects of the LIHTC program.

*Instructor: Heather Staggs - STAR Momentum*

**12:00-1:30 pm      Lunch on Your Own**

**1:30 – 3:30 pm**

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*Instructor: Gwen Volk, INFOCUS, Inc*

### **Mixed Subsidy/Student Rules**

The reality of our industry is most communities will have or are considering having mixed subsidies. We will review the various programs and the effects on compliance and the checks and balances to assist in maintaining compliance. We are all in the same boat with the Student Rule as well. This session will provide information on both topics and allow for discussion and interaction between attendees.

*Instructor: Gianna Solari – Solari Enterprises*

### **LIHTC Eligibility - Unit Eligibility and Applicant Eligibility and Certification**

This two-part session will cover Unit Eligibility and Applicant Eligibility.

Unit Eligibility - This segment will show you how to calculate the applicable fractions, maximum rents and utility allowances. You will learn how to maintain your compliance and prepare for the physical inspection. Other overlaying programs, including bonds will be discussed. Applicant Eligibility - will discuss the inclusions and exclusions of income and assets; rules of calculation of income and rent. We will review the application, verification and interview processes.

*Instructor: Heather Staggs – STAR Momentum*

### **What's New in REAC**

What's New in REAC: REAC Inspections have become the measure of a good property management company, and understanding the constantly changing landscape of REAC and UPCS requirements is the key to success. Learn about the requirements for UPCS and REAC Inspections, including what is true and not on REAC inspections, how the inspections are scored, and new requirements such as Non-Industry Repair standards and updated processes for training REAC Inspectors and ensuring proper quality control. Learn to navigate the new requirements and understand the REAC Requirements.

*Instructor: Scott Precourt – US Housing Consultants*

### **Special Claims**

Are you getting all the money from HUD that is available? We will discuss what type of claims are available and how to file the paperwork.

*Instructor: Robin Fox – E3 Housing Solutions*

3:30 – 3:45 pm

Afternoon Break

3:45 – 5:00 pm

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*Instructor: Gwen Volk, INFOCUS, Inc*

### **LIHTC Eligibility, - Unit Eligibility and Applicant Eligibility and Certification Continued**

*Instructor: Heather Staggs – STAR Momentum*

### **What’s New in REAC Continued**

*Instructor: Scott Precourt – US Housing Consultants*

### **Owner/Agent Roundtable Discussion**

*Moderator: Joey Mattingly-Ross Management Group*

## **Sports Lounge Dinner 6:30-9:00**

**THURSDAY, SEPTEMBER 21<sup>st</sup>**

8:00am-5:00pm

9:00 am – 10:00 am

**MEAGAN JOHNSON**  
Bright, Funny,  
Delightfully Obnoxious  
Generational Humorist!



### **Keynote Speaker: Meagan Johnson ZAP the Gap**

Meagan's Zap the Gap presentation helps participants to think more about the methods they use to reach out to the New Millennium, Gen X and Baby Boomer generations? Outdated methods can leave you scratching your head and empty handed. You simply cannot ignore the rising costs of low productivity and high employee turnover resulting from misunderstandings, missed signals and missed opportunities! Zap the Gap offers a comprehensive, thoughtful and humorous look at the generations of Americans in the workplace, and the life events that shaped each generation's work styles, traits, buying habits and needs.

**10:00am-10:15am**      **Morning Break**

**10:15 am - Noon**

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*Instructor: Gwen Volk, INFOCUS, Inc*

**Stress & Anxiety Management**

We often use the words, Anxiety, Stress, and Fear interchangeably, understanding the difference can help us discover how to relate to our experience, in ways that link us back to our ability and effectiveness.

Stress and Anxiety is prevalent in our society causing chronic illness and literally killing us. Like the unseen extent of an iceberg below the surface, even without our awareness, the stress and speed of our daily lives, and the behaviors that ensue to try to alleviate or avoid our anxious states, is growing more and more dis-ease.

Come learn to understand the physiology of your anxiety and stress, and how you can effectively work directly with your body, mind, and brain, applying practical tools that create lifestyle shifts for long-lasting change. I am a neuroscience practical applications facilitator, utilizing the latest research by bridging to real time user-friendly practices to effect positive change.

*Instructor: Diane Renz – Your Gateway to Healing*

**LIHTC Recertification, Documentation, & Recordkeeping**

Annual and interim re-certifications will be discussed in depth to include timing, unit transfers, waivers, and the 140% rule. Learn ways how to create and manage recordkeeping systems to accurately retain your files and documentation.

*Instructor: Heather Staggs – STAR Momentum*

**Maintenance Best Practices Panel**

This session will help provide a means to find solutions to the many challenges facing you and share your ideas with colleagues.

*Panelists: Kelly Barker-Kier Management, Mike Goddard-Denver Housing Authority, Shannon Butler-Highland Property Management*

**HUD Update**

This session will be composed of HUD representatives who will provide an update on the most recent developments in HUD and address topics of interest. This interactive session will also allow for questions and cover any additional timely topics at hand.

*Terre Jones & Eileen Hearty – Housing & Urban Development*

**12:00 pm – 1:30 pm Awards Luncheon**

**1:30 – 3:30 pm**

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*Instructor: Gwen Volk, INFOCUS, Inc*

### **Refugee Housing**

#### **Monitoring and Reporting Compliance**

This segment will go through the reporting requirements of State agencies, investor/syndicators. IRS forms 8609 and 8823 requirements will be reviewed. Compliance aspects of fair housing, accessibility and reasonable modification requests are included as well.

*Instructor: Heather Staggs – STAR Momentum*

#### **Kitchen Appliance Repair**

This hands-on session is designed as an overview of the refrigerator, dishwasher, range (gas or electric). The student will learn each of their most common service requests along with their solutions.

The instructor will discuss:

- Safety when making repairs
- The Refrigerator
- The Dishwasher
- The Range (gas or electric)
- Repair versus replacement of appliance
- Operating cycles
- Common repairs
- Schematic designs
- Preventative maintenance
- Troubleshooting skills
- Part(s) Ordering

*Instructor: Jose R Turcios-HD Supply*

#### **Meet with Your Contract Administrator**

The contract administrations of region 8 have been invited to share information with you from the perspective of the oversight agency. Attendees will break out into smaller groups by state.

*Instructors: Region 8 HUD Contract Administrators*

**3:30 – 3:45      Afternoon Break**

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*Instructor: Gwen Volk, INFOCUS, Inc*

### **Fair Housing for Front Line Staff**

Fair housing training is required for all housing personnel but is particularly important for front line staff as they often have the most contact with residents.

This training will provide an overview of fair housing laws and all protected classes and will also focus on specific examples of what to do in common situations that are outside of your regular job duties. For example:

- How to respond to resident requests for assistance; e.g. carrying groceries, trash removal, etc.
- Small talk with residents: what topics are off limits?
- Responding to work orders and requests for companion/service animals.
- Dealing with persons who speak languages other than English.

There will be time for questions at the end of this seminar

*Instructor: Annie Murphy – Dufford, Waldeck, Milburn & Krohn*

### **Monitoring and Reporting Compliance, Continued**

This segment will go through the reporting requirements of State agencies, investor/syndicators. IRS forms 8609 and 8823 requirements will be reviewed. Compliance aspects of fair housing, accessibility and reasonable modification requests are included as well.

*Instructor: Heather Staggs – STAR Momentum*

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- Common repairs
- Schematic designs
- Preventative maintenance
- Troubleshooting skills
- Part(s) Ordering

Students are asked to bring a multi meter with them to this session.

*Instructor: Jose R Turcios-HD Supply*

### **NAHMA Update on National Issues**

NAHMA updates us on the key changes in regulations, legislation affecting affordable housing and any relevant late breaking news.

*Instructor: Kris Cook- National Affordable Housing Management Association (NAHMA), Alexandria, VA*

**FRIDAY, SEPTEMBER 22<sup>nd</sup>**

### **SHCM Exam**

**8:00am – 11:30am**

***Prior Registration Required***

The Specialist in Housing Credit Management Exam is a 3 hour, closed book online exam. Passing the SHCM Exam is one of the requirements in acquiring this distinguished certification. Students will need to bring either a laptop computer or an iPad to take the exam and will need to have Chrome, Internet Explorer or Firefox as their internet browser to ensure connectivity. To learn more about obtaining your SHCM Certification please visit

<https://www.nahma.org/education/specialist-in-housing-credit-management/>

## **CPO Exam**

**8:00am-12:00pm**

### ***Prior Registration Required***

The CPO Challenge exam is intended for experienced managers that have a strong working knowledge of the HUD 4350.3 Handbook. The HUD compliance track is a good refresher for experienced managers wanting to challenge the exam. The CPO challenge fee includes a current copy of the HUD 4350.3 Handbook, the CPO Manual and the CPO exam. The CPO exam is open book; individuals have the option of taking the exam on Friday, 9/22, or taking the challenge exam at their office within 2 weeks following the conference.

**9:00-11:00am**

## **Marijuana & Affordable Housing**

In this session, Annie Murphy, attorney and partner at Dufford, Waldeck, Milburn & Krohn, LLP will discuss the conflicts of law, including Federal and state laws and the reasonable accommodation doctrine under the Fair Housing Act, that property managers are forced to wrestle with following some states legalizing medical and recreational marijuana and how owners can streamline their policies and improve their leases or House Rules to achieve their goals.

*Instructor: Annie Murphy – Dufford, Waldeck, Milburn & Krohn*

## **LED Lighting**

Energy and water efficiency offer high return opportunities to reduce facility operating expenses. This session will provide an overview of efficiency retrofit strategies most relevant to the affordable housing sector. Participants will:

- Do a deep dive into current LED lighting technology and application
- Learn how to do a self-performed assessment of your building's efficiency opportunities
- Review the "how" and "when" of efficiency projects (best approaches for retrofit financing and timing)

*Instructor: Michael Levinson – Group 14 Engineering*

## **Resident Engagement to Promote Green Practices**

This session is a condensed version of the “Best Practices in Resident Engagement” training program developed by Group14 on behalf of Enterprise Community Partners. The program, which is being utilized by affordable housing agencies throughout the nation, was designed specifically for property owners, resident services staff and property managers looking to increase residents’ knowledge of green and healthy living, to reduce operating costs around energy and water efficiency, and to improve relations between residents and management.

Effective resident engagement is crucial to maximizing the health, economic, and environmental benefits of any housing development. In this session, we will provide an overview of the necessary tools and techniques available to develop and carry out a comprehensive resident engagement program that reflects your community and organization.

*Instructor: Rachelle Macur – Group 14 Engineering*

**11:00am    *Conference Adjourns***