

SERC-NAHRO
Annual Conference

75  *Years*



A Celebration of Sparkling Success

June 14-17, 2015

Louisville Marriott Downtown

Louisville, Kentucky





President's Letter

We hope that you will join us for our 75th Annual Conference at the Downtown Louisville, KY Marriott. During this Conference, we will celebrate SERC-NAHRO's milestone of proudly representing, advocating and providing training for Housing Authorities and Community Development Agencies for 75 years. The Conference theme is "75 Years - Celebration of Sparkling Success".

The 75th Anniversary Conference Committee has been planning for well over a year. The Committee, in collaboration with other SERC committees, has planned great educational sessions, which include events and displays representing the Associations seventy five years of existence. Members who have had an opportunity to preview the planned sessions and proposed agenda have commented that this will be the best training with the highest number of the best presenters that have ever been assembled for a SERC-NAHRO Conference or training session. Committee planning will continue up to the Conference on our most ambitious Agenda to date. It will showcase the accomplishments of our members, the Association, and the contributions to our industry. This will all take place in the City of Louisville, the location boast attractions like Churchill Downs, Muhammad Ali Museum and of course the Kentucky's Bourbon Trail.

Our 75th SERC Annual Conference at the Marriott in Louisville is a must for every member and I look forward to celebrating our Sparkling Success with each of you!

See you there!

Ailrick D. Young

Ailrick D. Young, President

Session Information

PUBLIC HOUSING

MONDAY, June 15th

9:00 am - Noon

Public Housing Eligibility and Suitability

1:30 pm - 4:30 pm

Public Housing Tenant File Management

Instructors: NELROD

MONDAY NIGHT ENTERTAINMENT

"THE SENSATIONS"

features a powerful male & female vocalist fronting the band & additional members singing lead & background vocals giving the band exceptional vocal versatility & harmony. They also feature a tight rhythm section consisting of keyboards, guitar, bass, drums & a dynamic horn section playing alto & tenor saxes, trombone, piccolo trumpet, trumpet & percussion.



SCHEDULE OF EVENTS

SUNDAY, JUNE 14

9:00 - 11:30 A.M. EXHIBIT HALL OPENS
 9:00 A.M. CONTINENTAL BREAKFAST (IN EXHIBIT HALL)
 1:00 - 6:00 P.M. REGISTRATION & BANQUET EXCHANGE
 1:00 - 3:00 P.M. EXHIBIT VIEWING
 1:00 - 2:00 P.M. ICE CREAM SOCIAL (IN EXHIBIT HALL)
 3:00 P.M. OPENING SESSION
 4:30 - 5:30 P.M. KENTUCKY HOUSING ASSOCIATION "WELCOME RECEPTION"
 5:30 - 7:00 P.M. EXHIBIT HALL RECEPTION (IN EXHIBIT HALL)
 7:00 - 10:00 P.M. DINNER & "AWARDS" CEREMONY WITH ENTERTAINMENT - BUSINESS ATTIRE

MONDAY, JUNE 15

7:30 A.M. - 3:00 P.M. REGISTRATION & BANQUET EXCHANGE
 8:00 - 9:00 A.M. CONTINENTAL BREAKFAST (IN EXHIBIT HALL)
 9:00 - 12 NOON CONCURRENT SESSIONS
 10:15 - 10:30 A.M. MORNING BREAK (IN EXHIBIT HALL)
 12:00 - 1:30 P.M. EXHIBITOR LUNCHEON (IN EXHIBIT HALL)
 1:30 - 4:30 P.M. CONCURRENT SESSION
 3:00 - 3:15 P.M. AFTERNOON BREAK (IN EXHIBIT HALL)
 4:30 - 5:30 P.M. 40 UNDER 40 "MEET & GREET" RECEPTION (INVITATION ONLY)
 5:30 - 7:00 P.M. EXHIBITOR VIEWING
 7:00 - 10:00 P.M. 75TH ANNIVERSARY CELEBRATION "PARTY" - PARTY ATTIRE

TUESDAY, JUNE 16

8:30 - 11:00 A.M. REGISTRATION & BANQUET EXCHANGE
 7:00 - 9:00 A.M. BREAKFAST-MEET THE NAHRO "CANDIDATES" & BUSINESS MEETING
 9:00 - 9:30 A.M. COFFEE WITH EXHIBITOR'S
 9:30 - 12 NOON CONCURRENT SESSIONS
 10:15 - 10:30 A.M. MORNING BREAK (IN EXHIBIT HALL)
 12:00 - 1:30 P.M. LUNCH (ON YOUR OWN)
 1:30 - 4:30 P.M. CONCURRENT SESSIONS
 3:00 - 3:30 P.M. AFTERNOON BREAK
 6:45 P.M. 75TH ANNIVERSARY "GALA" (RECEPTION, DINNER & ENTERTAINMENT) - RECOMMEND EVENING WEAR COAT AND TIE

WEDNESDAY, JUNE 17

HAVE A SAFE TRIP HOME (NO SESSIONS)

PROVIDING RESIDENT SERVICES SAFELY

MONDAY, June 15th
9:00 am - Noon

Winning the War against Violence

During this session, we look at why violence occurs in the workplace and what we can do to stop it before it occurs or at least minimize the effects when it happens. During this interactive session, we address the following critical areas:

- * What is workplace violence
- * Types of violence
- * What causes violence in the workplace
- * What can I do to prevent violence
- * Recognizing the warning signs of possible violence in the workplace
- * Building de-escalation skills
- * What to do when violence strikes
- * Critical incident options
- * Principles of self-protection
- * Living with the aftermath

Instructor: Danny Vickus
My Brother's Keeper Training

1:30 pm - 4:30 pm

Managing Violent Behavior

During this interactive session, the strategies to avoid physical harm and learn to manage anxious and aggressive behavior through state of the art principles and techniques. The use of simple interactive exercises enables the student to retain the knowledge and skills taught in the classroom setting.

Instructor: Danny Vickus
My Brother's Keeper Training

ADMINISTRATIVE

MONDAY, June 15th
9:00 am - 10:15 am

The History of Public Housing Agencies

Hear about the history of Public Housing from one of the best-known experts in the field of housing.

Instructor: Nan McKay

10:30 am - Noon

Legislative Update

An update from DC on programmatic and financial changes impacting our agencies and communities.

Instructors: Tim Kaiser
and Jonathan Zimmerman, PHADA

1:30 pm - 3:00 pm

Advocacy for HA Staff

Learn about what you can do to advocate for your agency with Congress and in your state.

Instructors: John Bohm and Tess Hembree,
NAHRO

3:15 pm - 4:30 pm

Final Rule on Affirmatively Furthering Fair Housing

HUD's Affirmatively Furthering Fair Housing Final Rule will have a tremendous impact on how you do business, intentionally and unintentionally. Make sure your agency is ready for the effects of this Final Rule.

Instructors: PEPPER NELSON

SUNDAY NIGHT ENTERTAINMENT



"Southern charm with a whole lot of swag. Justin Timberlake meets Kentucky Fried Chicken."

The Acoustikats, founded in 1993 by Dr. Jefferson Johnson as a subsection of the University of Kentucky Men's Chorus, are the premier all-male cappella ensemble in the state of Kentucky. Without the strong support of the University of Kentucky Choral Department, widely known as a national powerhouse for male singing, this group would not be what it is today. This group of 12 young men has been featured on national television as a part of NBC's "The Sing-Off" a cappella competition and has performed in countless venues across the United States from the shores of Hawaii to the Azalea Festival in Wilmington, North Carolina. Following their success on "The Sing-Off" the Acoustikats decided to form a professional vocal band following the footsteps of notable all-male groups like Straight No Chaser. The group most recently partnered up with Sony Music for an upcoming Holiday album. **2**

COMMISSIONERS

MONDAY, June 15th

9:00 am - Noon

Understanding Financial Statements and Basic Financial Responsibilities of Commissioners

Housing Authority Commissioners may not be aware of HUD-OIG. We will discuss steps to take in maintaining integrity at the public housing authorities, something the OIG is currently addressing. Topics will include common areas to look for fraud, waste and mismanagement. They will include:

- * Bookkeeping and accounting
- * Personnel and hiring
- * Procurement and contracts
- * Ethics and standards of conduct
- * Independent audits and HUD reviews
- * Charge cards

We will, also, be doing a "Financial Statements for Board Members 101". Several changes have occurred in the GASB financial reporting that will be covered and explained. We will, also, discuss the importance of HUD financial reporting in REAC with the Board at the year end, and monthly with regard to the VMS system. This is a great review for experienced Commissioners and a wonderful introduction for new Board Members.

**Instructors: Mary Kern and Jonathan Zimmerman,
PHADA**

1:30 pm - 3:00 pm

Legislative Update

Hear the latest from DC on changes that will affect funding and programs.

**Instructors: Tim Kaiser and Jonathan Zimmerman,
PHADA (Mary Kern also participating)**

3:15 pm - 4:30 pm

Advocacy for Commissioners

Learn about what you can do as a Commissioner to advocate for your agency with Congress and in the community.

**Instructors: John Bohm and Tess Hembree,
NAHRO**

FINANCE AND MANAGEMENT

MONDAY, June 15th

9:00 am - 4:30 pm

2015: Everything You Need to Know (to protect reserves and survive challenges to funding)

Attendees of this session will learn how to:

- * Examine why the OIG is questioning HUD's Implementation of Asset Management
- * Review at least six areas where your PHA could be exposed to the "re-federalizing" of non-federal funds and learn how to protect them
- * Discuss ten techniques to protect Public

Housing

- operating reserves
- * Implement a simple methodology to monitor Section 8 funding, as well as Program and NRA reserve levels
- * Recognize over a dozen tips to maximize financial (FASS) & management (MASS) ratio scoring on the current PHAS rule
- * Review the eligible costs of CFP program to maximize funding for your Authority
- * Identify Public Housing subsidy revision opportunities

Instructors: PHA Finance

MAINTENANCE

MONDAY, June 15th

9:00 am - 4:30 pm

UPCS

Brief Introduction to UPCS: The five inspectable areas and their impact on the overall scoring of the inspection. Health and Safety Issues: All Inspectable areas and units, including discussion of all shock hazard issues.

Instructors: The Inspection Group

CR&D

MONDAY, June 15th

9:00 am - 10:15 am

The Anatomy of A Low Income Housing Tax Credit Deal - Talking Like A Developer

10:30 am - Noon

Thinking Outside The Box to Generate Revenue and accomplish your Agency's Goals

**Lee Poltrock, Attorney at Law and TBA Attorney
PEPPER NELSON LEGAL FIRM, Pittsburgh, PA**

MONDAY, June 15th

1:30 pm - 4:30 pm

Managing Low Income Housing Tax Credits Compliance: Acquisition /Rehab " 'Do's and 'Don't's "

Instructors: ZEFFERT & ASSOCIATES

RENTAL ASSISTANCE

MONDAY, June 15th

Advanced Rent Calculations

9:00 am - Noon

- Registration
- Welcome and Introductions
- Course Overview
 - Learning Objectives
- Annual Income
 - Inclusions and Exclusions

1:30 pm - 4:30 pm

- Annual Income (continued)
 - Earned Income Disallowance for Persons with Disabilities
- Assets
 - Inclusions and Exclusions
 - Market vs. Cash Value

Instructor: Nan McKay

RENTAL ASSISTANCE

TUESDAY, June 16th

Advanced Rent Calculations

9:00 am - Noon

- Adjusted Income Calculation
- Dependent Allowance
- Elderly/Disabled Allowance
- Child Care Allowance
- Adjusted Income Calculations
- Disability Assistance Expenses
- Medical Expenses

1:30 pm - 4:30 pm

- Subsidy/Family Share Calculation
- Total Tenant Payment
- Payment Standards
- Subsidy/Family Share Calculation
- Housing Choice Voucher Calculation
- Rent Calculation Quiz
- Rent Calculation Case Studies

Instructor: Nan McKay

MAINTENANCE

TUESDAY, June 16th

9:00 am - 10:15 am

Rated 'R' for REAC

10:30 am - Noon

Top REAC Mistakes and Winning REAC

1:30 pm - 3:00 pm

Understanding the REAC Scoring Methodology

3:15 pm - 4:30 pm

REAC Appeals, Technical Reviews and Database Adjustments

Instructors: The Inspection Group

FINANCE AND MANAGEMENT

TUESDAY, June 16th

9:00 am - Noon

*2015: Everything You Need to Know
(to protect reserves and
survive challenges to funding)
...continued...*

Instructors: PHA Finance

1:30 pm - 4:30 pm

Practical Fair Housing in the 21st Century

This course discusses what Fair Housing means at multi-family properties issues relating to all aspects of property management are covered in this course, including issues relevant to owners, maintenance, management and leasing staff.

Instructors: ZEFFERT & ASSOCIATES

ADMINISTRATIVE

TUESDAY, June 16th

9:00 am - Noon

The Comprehensive Emergency Preparedness Plan

**Instructors: DIVERSIFIED EMERGENCY
MANAGEMENT ASSOCIATES, LLC**

1:30 pm - 4:30 pm

Section 8 Forecasting Tool

Walk through the Section 8 Forecasting Tool to learn how to utilize it to help your agency.

Instructor: Don Clem, The Schiff Group

PUBLIC HOUSING

TUESDAY, June 16th

9:00 am - 4:30 pm

Lease Terminations, Evictions and Denials

Instructors: NELROD

PROVIDING RESIDENT SERVICES SAFELY

TUESDAY, June 16th

9:00 am - Noon

Survival Fundamentals for Today's Workplace

In today's increasingly violent world, the need for survival skills should be a priority. Violence can occur in any environment, and we need to be ready - mentally and physically. This session focuses on developing both mental and physical skills needed for us to win in a violent or potentially violent situation. The material can be used whether or home, work or any setting. This class is tailored for everyone and is not physically demanding. During this overview, students will be exposed to the following fundamentals of personal safety:

- * How to develop a winning mindset
- * Choosing not to be a victim
- * Knowing your environment
- * Learning to listen to your intuition
- * How to recognize and minimize the effects of stress
- * Understanding the importance of body language
- * Recognizing aggressive behavioral cues
- * Common physical attacks
- * Defense techniques simplified
- * Weapon availability
- * Mental preparedness

**Instructor: Danny Vickus
My Brother's Keeper Training**

1:30 pm - 3:00 pm

Active Shooter in the Workplace

**Instructor: Alex Payne
Major of Operations City of Jeffersontown, KY
Police Department**

3:15 pm - 4:30 pm

Homeland Security

**Instructor: Tom Arnold, KY
Office of Homeland Security**

COMMISSIONERS

TUESDAY, June 16th

9:00 am - 4:30 pm

Executive Management and Board Relations

NAHRO's Executive Management and Board Relations Seminar is one and half-day course. The course content focuses on identifying roles for governance and administration, identifying expectations and methods to achieve them, and building collaboration between the two groups to build a strong high performing agency that realize its mission. Both commissioners and agency executive and senior managers will gain valuable knowledge from this seminar, as well as learn about best practices on how to handle conflict effectively and problem-solve difficult situations for the best outcomes.

The course content delves into the delicate relationship between individual board members and the relationship between the board as a whole and the Chief Executive Officer/Executive Director and senior staff. The most successful organizations are ones where there exists a harmony of collaboration and mutual respect between the policy governance branch and the policy administration branch. Individuals participating in the Executive Management and Board Relations Seminar will learn the framework from which a strong highly effective organization is established and maintained.

Instructors: NAHRO

CR&D

TUESDAY, June 16th

9:00 am - Noon

RAD - HUD's Perspective

Get the most current information on the Rental Assistance Program.

Instructor: Greg Byrne/HUD Staff

1:30 pm - 4:30 pm

RAD - Housing Agency Perspective

Get the most current information on the Rental Assistance Program.

Panel of Housing Authorities

FINANCE AND MANAGEMENT

TUESDAY, June 16th

9:00 am - Noon

2015: Everything You Need to Know (to protect reserves and survive challenges to funding)

...continued...

Instructors: PHA Finance

1:30 pm - 4:30 pm

Practical Fair Housing in the 21st Century

This course discusses what Fair Housing means at multi-family properties issues relating to all aspects of property management are covered in this course, including issues relevant to owners, maintenance, management and leasing staff.

Instructors: ZEFFERT & ASSOCIATES

TUESDAY NIGHT ENTERTAINMENT

For the past 12 years, Jazmine has been performing as a "Whitney Houston Tribute Artist" for "Legends in Concert" in their venues around the world, including: Universal Studios, Osaka, Japan; Branson, Missouri; Hollywood, Florida; Myrtle Beach, South Carolina; Las Vegas, Nevada; Atlantic City, New Jersey; Seattle, Washington; Kinder, Louisiana; St. Louis, Missouri; Mashantucket, CT; and Norwegian Cruise Lines Epic.



“The newly renovated **Louisville Marriott Downtown**, connected via skywalk to the Kentucky International Convention Center, is ideally suited for business conventions, social gatherings and weekend visits. With upscale guest rooms and suites, two concierge levels and more than 38,000 sq. ft. of meeting space, the property stands out among hotels in Downtown Louisville. Leisure guests enjoy proximity to the KFC Yum! Center, the Louisville Slugger Museum, 4th Street Live, historic Main Street, and the NuLu District. Located 15 minutes from the Kentucky Exposition Center, our hotel features Champions Sports Bar, BLU Italian Grille and Starbucks® onsite. Amenities like Wi-Fi, a 24-hour business center and valet parking make business travel easy. Our concierge levels offer 25 exclusive suites with free weekday continental breakfast and evening small plates.” - *Louisville Marriott Downtown website*



Reservations MUST be made by May 19, 2015

Room Rate: \$165.00/night + tax

To make your reservation: call (800) 266-9432 or go to:

https://resweb.passkey.com/Resweb.do?mode=welcome_ei_new&eventID=11648749