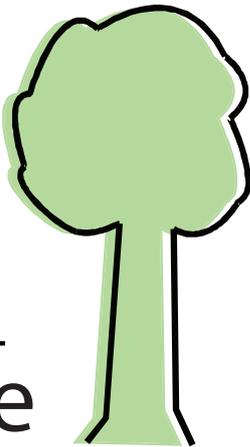


2015 SERC-NAHRO

Fall Workshop



Pathways to the Future



of Affordable Housing

RAD

Commissioners

Resident Services

Development

Section 8

Public Housing

Hyatt Regency Jacksonville Riverfront
Jacksonville, Florida
November 8-10, 2015



From The President

We invite you to join us for the 2015 SERC Fall Workshop to be held at the Hyatt Regency Jacksonville Riverfront in the heart of Jacksonville, Florida. The largest city in Florida, Jacksonville has 22 miles of white, sandy beaches along the Atlantic Ocean, and is bisected by the meandering St. Johns River. The Hyatt Regency is located downtown on the north bank of the St. Johns with a four-mile river walk right out its front door. Jacksonville Landing, a 126,000 square feet shopping, dining, clubbing, and historic museum complex, is only a short walk away. If you want to explore the south bank, water taxis are nearby to take you there for a quick bite or shopping. And "foodies," prepare your taste buds! From local breweries and food trucks to gastropubs and upscale dining, "Jax" has it all.

Our Professional Development Committee, led by Buddy Oldfield, has put together an outstanding array of training sessions for our Fall Workshop under the theme "Pathways to the Future of Affordable Housing." As we all struggle to provide safe, attractive, affordable housing in conditions of decreasing funding and an uncertain future for our core housing programs, it is more important than ever that we come together – to learn from experts and from each other, how we can move forward. SERC consistently offers the highest quality training, the most opportunities for peer-to-peer learning, and the best hospitality – all in outstanding venues! Look at the Session Information found elsewhere in this packet and make your plans now to join us November 8-10 in the "River City by the Sea!!"

I look forward to seeing you there!

Dave Baldwin
President

Agenda

SUNDAY, NOVEMBER 8TH

REGISTRATION, 1:00 P.M. - 6:30 P.M.

OPENING SESSION

3:00 P.M. - 4:30 P.M.

RECEPTION, 6:00 P.M. - 7:00 P.M.

MONDAY, NOVEMBER 9TH

CONTINENTAL BREAKFAST

7:45 A.M. - 8:45 A.M.

REGISTRATION

8:30 A.M. - NOON

MORNING BREAK

10:30 A.M. - 10:45 A.M.

SESSIONS, 9:00 A.M. - NOON AND

1:30 P.M. - 5:00 P.M.

MONDAY, NOVEMBER 9TH CONT...

LUNCH, NOON - 1:30 P.M.

(ON YOUR OWN)

AFTERNOON BREAK

3:00 P.M. - 3:15 P.M.

RECEPTION (CASH BAR)

6:00 P.M. - 7:00 P.M.

BANQUET, 7:00 P.M.

TUESDAY, NOVEMBER 10TH

BREAKFAST AND PROGRAM -

LEGISLATIVE UPDATE, 7:30 A.M. - 8:45 A.M.

SESSIONS, 9:00 A.M. - NOON

PRIZE DRAWING - NOON

Session Information

Assisted Housing

Housing Choice Voucher Update

What's the latest with Housing Choice Vouchers? Are you ready to finish the year and get a head-start on 2016? Come to this session and learn about funding affecting the future of your program as well as other issues including: the required training for hearing officers, LEP requirements, subsidy standards, UPCS verses HQS and updates on other federal regulations.

Commissioners

Practical Strategies for Becoming a Successful Commissioner

Come to this session and learn about the best practices for Housing Authority Commissioners that are both practical and doable. Topics addressed will include the process of team-building, how to strategically find and hire a qualified Executive Director, how to prepare for Board meetings and other topics related to helping you to become the best Housing Authority Commissioner possible.

Commissioner Roundtable Discussion

Join your fellow commissioners as they discuss the issues of the day. Don't miss this opportunity to get many of your questions answered. What about Christmas gifts for commissioners? Do the Commissioners hire the Auditor? Can deregulation help the housing industry? This and much, much more!

CR&D

Planning and Pre-Development for Capital Projects

Effective planning in the first phase of any project will dictate its long-term success. Pre-Development is the phase of a construction project between the idea that a facility is needed through to the initiation of design. Inadequate planning during this phase can result in projects that are not sustainable in the long run. This session will cover the basics of due diligence, site selection and financial modeling.

CR&D continued

The Nuts and Bolts of Low Income Housing Tax Credit Deals

Ready to enter into the complicated world of Low Income Housing Tax Credits? This session will include discussion on the application process, the elements of a successful application, site selection, choosing the development team, the underwriting process, financing options, investor options and closing the deal.

Financing Low Income Housing Tax Credit Deals

Piggy backing onto the morning session, this session will cover RAD, and the refinancing of Tax Credit Redevelopments and Housing Authority properties. Non-RAD projects using tax credits or equity for rehabs and new construction will also be covered.

Maintenance

2015 DOE Water Heater Regulations

New Department of Energy Water Heater Regulations went into effect as of April 16, 2015. Is your Housing Authority in Compliance? This session will review the new regulations as well as other issues including adjustments for Manufacturing process and products, contractor installation issues and customer equipment options.

Combating Mold and Mildew

How do you deal with Mold and Mildew at your Housing Authority? This session is designed to provide information on the formation of Mold and Mildew and how to assess mold and mildew damage as well as what remediation methods should be used. Also reviewed will be the regulations, standards and EPA guidance as related to Mold and Mildew as well as the health effects associated with such.

Maintenance Customer Care Roundtable

This interactive session will help Maintenance Personnel to better deal with issues at their Authorities. Lead by GAHRA Maintenance Committee members, the session will help you save money, remain productive and deliver excellent customer service to your tenants. Issues will be discussed from a Maintenance practitioner's point of view. Topics will include the role of the maintenance staff as it relates to other departments, how to deal with difficult residents, poor housekeeping, bedbugs, drugs and a variety of other issues.

Public Housing

Public Relations Really Matter. Working with Your Community and the Media

What do you do when something goes wrong at your Authority? Conversely, what do you do to promote your Authority when you have something good to report? Public Relations really do matter. This is especially true since for much of the public, the image of Public Housing is tarnished. Come to this session and learn what you can do about that image and how the Media can help you in the process.

Moving to Work Works

With Congress and HUD considering expanding the Moving to Work Program, it may be time for you to learn more about it. The Moving to Work program allows more flexibility at the local level. This allows Housing Authorities to vary HUD rules in order to meet the needs of the community. Come learn about the experience of the Orlando Housing Authority and their Moving to Work Program.

RAD from the Eyes of a Public Housing Authority

Want some first-hand experience on what it's like to convert to RAD. Join some of your colleagues who have gone through the process or are going through the process and learn from their experience.

Resident Services

Commitment to Others – Commitment to Community

Participants in this workshop will learn how to collaborate, teamwork and trust work to inspire others and improve the overall organization. Participants will learn how to apply leadership practices to current employment situations, leadership positions and civic duties. While learning to identify individual strengths and weaknesses, participants will recognize the value and input of others.

Resident Services continued

Anger – Act or React

Do you, from time to time, get angry with residents or people in the community or even perhaps your boss? How can you practice anger management in these and all cases? Participants will learn ways to alter, avoid or accept ways of responding in an anger-provoking situation. Information will include learning techniques to control anger, reading anger warning signs, using coping strategies and relaxation techniques to de-escalate the situation.

Customer Service for the Community

This session will cover a variety of topics related to customer service and how it benefits the participant, the agency and the resident. Topics related to providing good Customer Service will include: First Impressions and Attitude, Ethics, E-mail usage and Community Awareness.

Financial Management

Financial Auditing Update

This session will provide the latest information on Affordable Housing Accounting and Auditing requirements. Included will be extensive information concerning RAD, Multi-Family Tax Credit Opportunities, and the latest Pension Accounting Standard (GASB 68). The session will also include the latest information with regard to the new Omni-Circular which replaces all of the other OMB circulars.





Welcome to the **Hyatt Regency Jacksonville Riverfront**, your relaxing getaway in the heart of Jacksonville. We are currently recharging our riverfront hotel in order to offer an inspired guest room experience and amenities.

Our location speaks for itself, with a four-mile river walk right out our front door and The Landing only a short walk away. The north bank of the river is teeming with activities around every corner, and in the rare instance they are not within walking distance; our complimentary shuttle will put you at their

doorstep. Traveling to the south bank for a quick bite and shopping is just as easy, with a convenient water taxi nearby. Have an incredible time in Jacksonville with numerous music, art, and film festivals as well as many museums, concerts, sporting events, holiday celebrations and more. Discover the sights and sounds that make the city unique.

The hotel rate is \$159 per night. (Discounted parking at \$10 per night.) The cutoff date is October 14, 2015.

https://resweb.passkey.com/Resweb.do?mode=welcome_gi_new&groupID=20635529

PassKey phone #: 1-888-421-1442

Group Name: SERC-NAHRO