

**Register Now**



**Mastering  
Change**

**SERC Fall Workshop  
November 5-7, 2017  
Ft. Lauderdale, Florida**



# From The President

On behalf of the SERC Executive Committee, I would like to invite you to join us for the 2017 SERC Fall Workshop to be held at the beautiful Harbor Beach Marriott in Fort Lauderdale. Located directly on the Atlantic Ocean, the city is home to beautiful beaches, museums, multiple outdoor activities, wonderful restaurants and a thriving nightlife.

Whether you want a stroll down the beach, partake in local fine dining or just want to relax by the pool, Ft. Lauderdale has it all for you. It doesn't matter if you come alone or with the family, there is fun to be had by all. And don't forget that you are only 45 minutes from Miami and many other adventures!

The Harbor Beach Marriott is a wonderful facility. Within walking distance are many wonderful opportunities. However, the dining and views on property are equally splendid.

The SERC Professional Development Committee, under the leadership of Buddy Oldfield, has assembled fantastic training sessions for our 2017 Fall Workshop under the theme "Mastering Change." Our agencies are in a difficult time and it is more important now than ever to come together and grow our knowledge. This conference will provide you with the technical training as well as the networking opportunities to ensure that your agency is positioned to take advantage of opportunities while avoiding the many pitfalls our industry faces. Please review the attached information found in this packet and make plans now to join us November 5-7 in Ft. Lauderdale. Don't forget your sunscreen!

I can't wait to see you at the conference!

Sean Gilbert  
SERC-NAHRO President

## Agenda

### SUNDAY, NOVEMBER 5TH

#### 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 6TH

#### 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 6TH 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 7TH

#### 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 – What's the Latest?*

Are you up to date with the most current information and regulations related to the Housing Choice Voucher program? How does VAWA affect your operation? Do you know the ins and outs for preparing the new Housing Assistance Payment Contract? Join Dennis Morgan, a national recognized expert in Public and Assisted Housing as he reviews all of the latest information pertaining to the Housing Choice Voucher program.

## **Commissioners**

### *Personal, Professional and Organizational Ethics for Commissioners*

This interactive session, using group discussion, problem solving and case studies, will encourage participants to manage their personal, professional and organizational lives in an ethical manner. Participants will be instructed on how to think right, see right and do right.

### *Servant Leadership – How It Can Work for Commissioners*

What is Servant Leadership and how can it work for you as a Commissioner? This session will explore the effectiveness of Servant Leadership by providing examples showcasing the benefits to your organization. The importance of building relationships, teamwork and caring for each other will also be discussed.

## **CR&D**

### *Tax Credit and Development 101- for Small and Medium Housing Authorities*

Are you a small to medium sized Housing Authority interested in utilizing low-income housing tax credits to develop a mixed-finance community? Join an experienced developer and leading expert in the LIHTC development field along with a small Housing Authority Director as they discuss the ins and outs of development for small to medium Housing Authorities. Learn about how to select a developer partner, the demolition/disposition process, tenant relocation and various financing tools.

### *Public Housing Portfolio Conversion*

This session will explore how one Authority used several different methods to convert their public housing to other more effective and efficient models, maximizing operations and long term viability.

### *Tour of Converted Properties*

As a follow-up to the Public Housing Portfolio Conversion session, there will be a tour of several Ft. Lauderdale Housing Authority properties as referenced in the session.

## **Public Housing**

### *Public Housing – Changes and Updates*

Join Beth Turner, a leading trainer in the field of Public and Assisted Housing, to learn about current issues in our field. Topics will include, but not be limited to: VAWA, the Smoke Free Policy, HOTMA, Lease Changes and Grievance Procedures.

### *Cyber Security for Your Agency*

Is your Authority's confidential information secure? Is your security policy up to date? Are you at risk of a cyber security breach? This session will provide the best practices for combatting cyber fraud as well as outlining things to avoid. The session will also cover items to consider in protecting your sensitive information.

## **Maintenance**

### *Implementing an Effective Preventive Maintenance Program*

Budgets are getting tighter every year and the cost of repairing or replacing equipment is rising. In the current environment, where we are not being fully funded, it is critical that we properly inspect and maintain our equipment and systems to insure the best performance. This session will outline the requirements of a quality Preventive Maintenance Program and how to implement or improve the one at your Authority.

### *Maintenance for Managers*

What does a well-managed Maintenance Department look like? What are the standards for success? How can you incorporate customer service, teamwork, safety and resident retention into your maintenance plan? What is the best way to encourage your staff? These topics and others, including safety, emergency situations and improving maintenance services will be discussed in this session which will be valuable to both Maintenance Supervisors and Line Staff.

### *Maintenance Roundtable Discussion*

This session, designed for maintenance personnel at all levels, will offer them the opportunity to share information in a non-formal setting. A number of topics will be discussed including REAC Inspections, Unit Turnaround, Bedbugs and Dealing with Contractors. Come and ask your questions and share your insight with you peers.

## **Small Agency Forum**

### *Budgeting and Procurement for Efficiency at Small Agencies*

Funding continues to be an issue, particularly for Small Housing Authorities. With this reality, how can Small Agencies incorporate best practices into the budget and procurement process? Join Will Lewis of Lindsey Software as he discusses best practices and provides valuable tips to assist Small Agencies.

## **Financial Management**

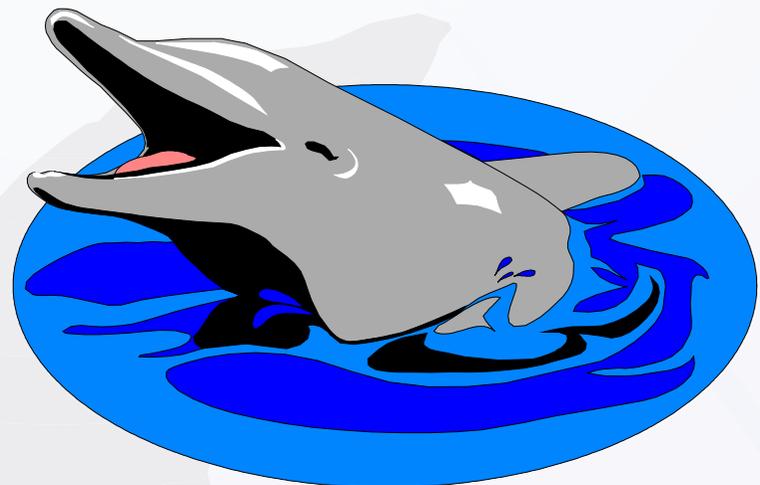
### *Financial Services Update and Review*

Join Jason Casterline, a CPA and recognized authority in Public Housing Finance, as he discusses the issues of the day and provides insight into proposed changes in regulations. Topics will include - among others: a Housing Choice Voucher Financial Update, a REAC Update to include FDS changes, GASB Updates, PHAS and SEMAP revisions and COCC.

## **Special Session**

### *The Latest from Washington*

What's been going on in Washington? The answer is: A Lot! And much of it will affect you and the business of your Housing Authority. Join the Director of PHADA as he provides insight into changes that may directly impact you and your residents.





## ESCAPE EVERYDAY LIFE AT OUR FORT LAUDERDALE RESORT

Breathe in the crisp ocean air and soak up the Sunshine State's radiant rays during a stay at Fort Lauderdale Marriott Harbor Beach Resort & Spa. Situated along a quarter-mile of private beach, our Fort Lauderdale resort provides tropical tranquility while offering easy access to Fort Lauderdale airport and top attractions including Las Olas Boulevard. Dive into our refreshing lagoon pool, take to the Atlantic for jet skiing or snorkeling, or pamper yourself at our full-service spa. When it's time to refuel, savor innovative cuisine at one of our three restaurants, sip handcrafted cocktails while relaxing under swaying palm trees or perk up with a treat from Starbucks. Looking to gather your group or celebrate a wedding or special event? Impress your guests with

a celebration on the beach, or host a night to remember in our spectacular ballroom with the ocean as your backdrop. Our stylish, redesigned guest rooms and suites are an ideal oasis after your adventurous day. Plan a getaway at our resort today. --  
Fort Lauderdale Marriott Harbor Beach Resort & Spa website

- <http://www.marriott.com/hotels/travel/flsb-fort-lauderdale-marriott-harbor-beach-resort-and-spa/?scid=bb1a189a-fec3-4d19-a255-54ba596febe2>

Rates range from \$215 to \$295/night (plus hotel fees and taxes), depending on location.

Go to: <https://aws.passkey.com/e/49106874>

or call 1-954-525-4000 or 1-800-222-6543 to speak to a group reservation agent **before Friday, October 20th** to ensure the SERC-NAHRO group rate.