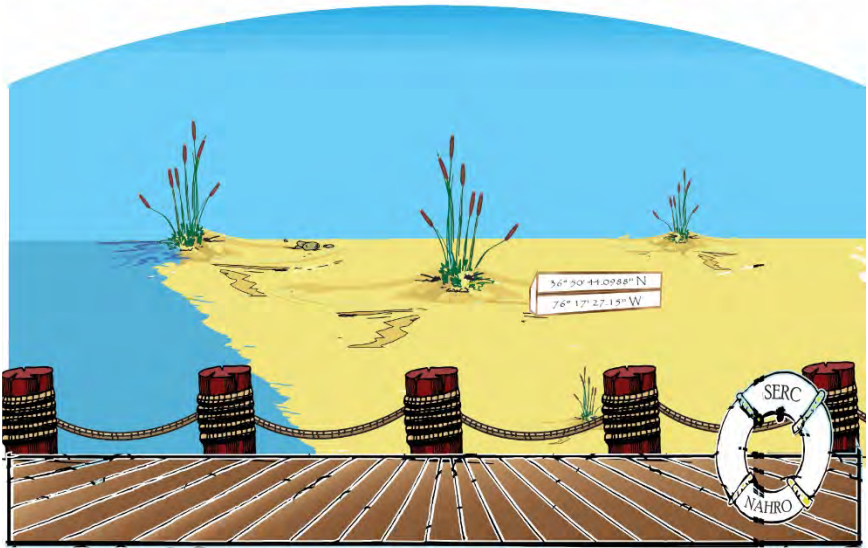


# One Particular Harbor



2018 SERC-NAHRO Annual Conference  
June 24-26, 2018  
Norfolk Marriott Waterside  
Norfolk, Virginia

# MESSAGE FROM THE PRESIDENT

---

It is my distinct pleasure to welcome you to the 2018 SERC-NAHRO Annual Conference located at the Norfolk Marriott Waterside in beautiful downtown Norfolk, Virginia. Located footsteps from the waterfront and near a variety of cultural, culinary and shopping opportunities, the location has something for everyone.



Within “walking distance” you can find the McArthur Mall, USS Wisconsin, the Virginia Aquarium and Science Center and many other fun activities.

The theme for this conference, “One Particular Harbor”, ties directly into our 2-year theme of “Changes in Attitudes, Changes in Latitudes”. We hope you will enjoy the sessions and embrace the changes in our industry. The conference offers diverse trainings that will benefit agencies of all sizes.

Our goal at SERC is to provide the highest quality training, the best net-working opportunities and of course we always excel at providing wonderful SERC hospitality! We appreciate you coming to this beautiful venue and look forward to a wonderful conference. Please let us know how we can meet your needs and I look forward to interacting with each of you personally.

As always, the Annual Conference committee, chaired by Shannon Biggs, has done a fantastic job at creating this wonderful event! Without their hard work, none of this would be possible. The unseen hours that each of these individuals VOLUNTEER to SERC is appreciated. So, if you see a committee member, they deserve each of our thanks.

Thank you for choosing SERC for your educational and networking needs! We will do our best to meet, and hopefully exceed, all your expectations.

A handwritten signature in blue ink, appearing to read "C. D. Gilbert".

Sean Gilbert

# CONFERENCE AT A GLANCE

---

## 2018 ANNUAL CONFERENCE APP

via **Yapp**

Download the app on iOS or Android:

1. Visit <http://my.yapp.us/ANNUAL2018> on your device and follow the instructions on the page.



2. You'll be asked to install Yapp from the app store (if you don't have it already).

3. Open Yapp and tap "Download existing Yapp" and your app will appear.

Don't have an iOS or Android? You can view this app from your desktop browser by clicking the [my.yapp.us](http://my.yapp.us) URL above.



# 2018 SERC-NAHRO CONFERENCE

## SCHEDULE OF EVENTS

---

### Sunday, June 24<sup>th</sup>

Conference Registration	1:00 p.m. – 6:00 p.m.	3 <sup>rd</sup> Floor Presidential Foyer
Refreshments with Exhibitors	1:00 p.m. – 2:00 p.m.	Norfolk Ballroom
Exhibit Viewing	1:00 p.m. – 3:00 p.m.	Norfolk Ballroom
Opening Session	3:00 p.m.	Hampton Ballroom
Exhibitors’ “Welcome” Reception	5:30 p.m. – 7:00 p.m.	Norfolk Ballroom

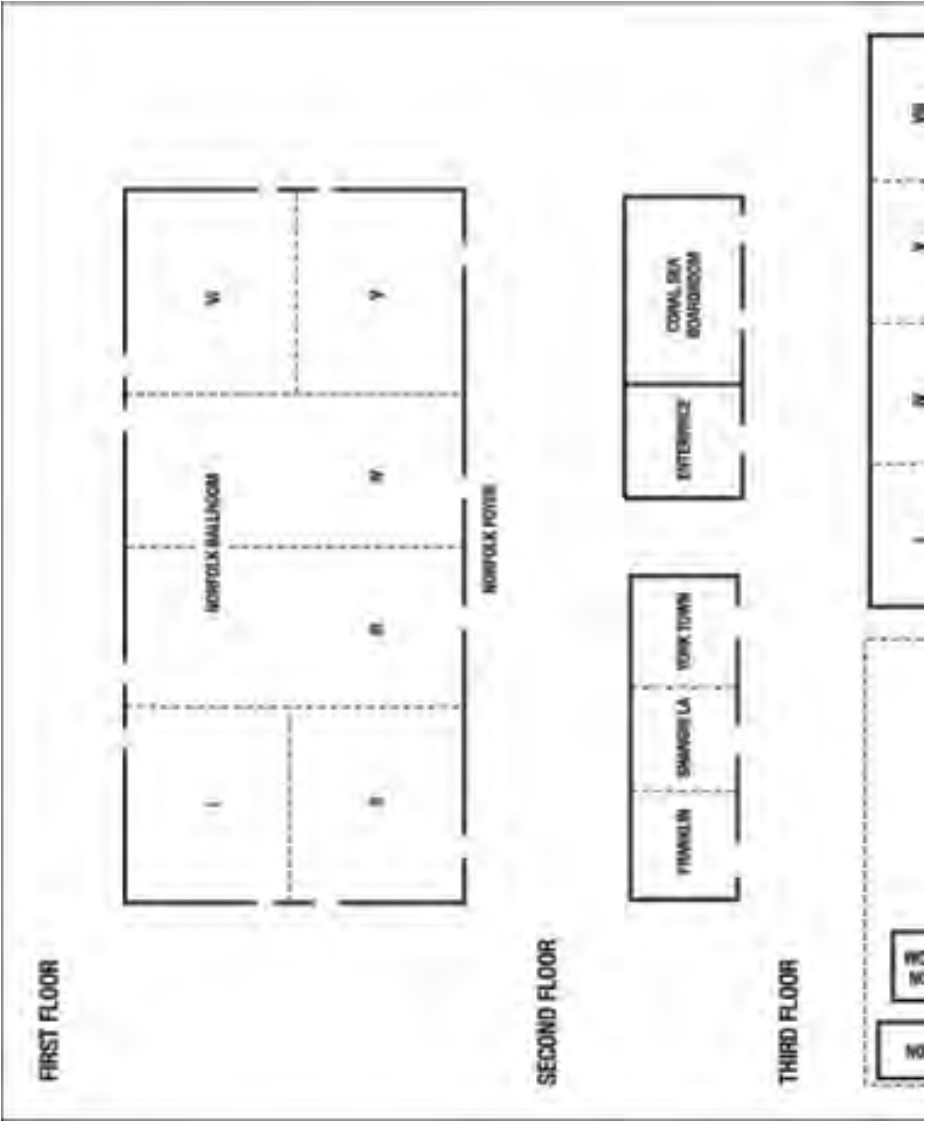
### Monday, June 25<sup>th</sup>

Conference Registration	7:30 a.m. – 3:00 p.m.	3 <sup>rd</sup> Floor Presidential Foyer
Continental Breakfast	8:00 a.m. – 9:00 a.m.	Norfolk Ballroom
Morning Break	10:15 a.m. – 10:30 a.m.	Norfolk Ballroom
Scholarship Luncheon & Auction	11:30 a.m. – 1:30 p.m.	Hampton Ballroom
Afternoon Break	3:00 p.m. – 3:15 p.m.	Norfolk Ballroom
Exhibitors’ Reception	5:30 p.m. – 7:00 p.m.	Norfolk Ballroom

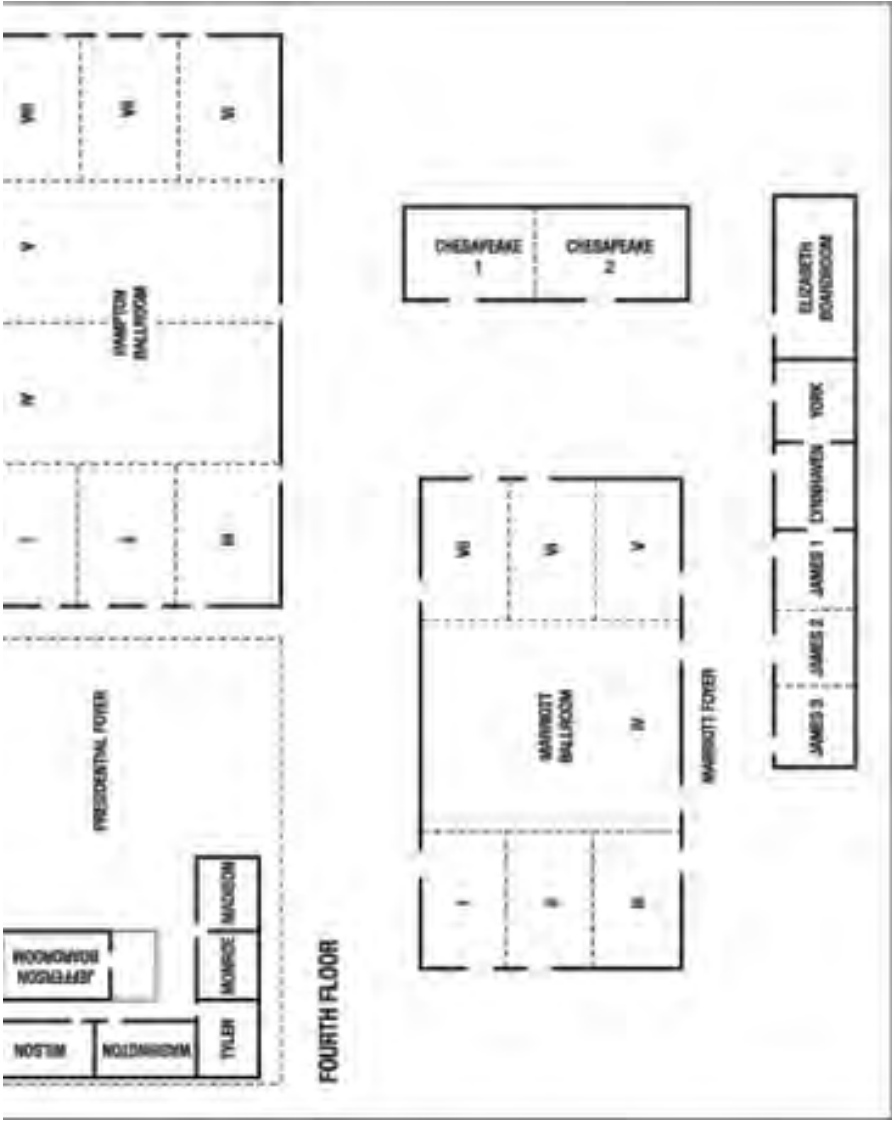
### Tuesday, June 26<sup>th</sup>

Conference Registration	8:30 a.m. – 11:00 a.m.	3 <sup>rd</sup> Floor Presidential Foyer
Coffee with Exhibitors	8:00 a.m. – 9:00 a.m.	Norfolk Ballroom
Morning Break	10:15 a.m. – 10:30 a.m.	Norfolk Ballroom
Legislative Luncheon & Annual Business Meeting	11:30 a.m. – 1:30 p.m.	Hampton Ballroom
Afternoon Break	3:00 p.m. – 3:15 p.m.	Marriott Atrium
President’s Reception	6:30 p.m.	Hampton Ballroom

# 2018 SERC-NAHRO CONFERENCE MEETING SPACE FLOOR PLAN



# 2018 SERC-NAHRO CONFERENCE MEETING SPACE FLOOR PLAN



# EXECUTIVE COMMITTEE

Sean Gilbert, President  
Knoxville's Community Development Corporation, TN

Mark Taylor, Senior Vice President  
Charleston-Kanawha, WV Housing Authority

Shaundra Clark, Secretary  
Tifton, GA Housing Authority

Anthony Goodson, Jr., Treasurer  
Goldsboro, NC Housing Authority

Michael Wong, Vice President of Housing  
Harrisonburg, VA Redevelopment & Housing Authority

Cindy Preast Harrington, Vice President of Professional Development  
Bluefield, WV Housing Authority

Stephen Burchett, Vice President of CR&D  
Morristown, TN Housing Authority

Jan Piersol, Vice President of Member Services  
Newberry, SC Housing Authority

Henrietta Snipes, Vice President of Commissioners  
Opelika, AL Housing Authority

Alrick Young, First Past President  
Laurel, MS Housing Authority

Thomas Rowe, Second Past President  
Murfreesboro, TN Housing Authority

Tina Akers Brown, Third Past President  
Greensboro, NC Housing Authority

# STATE REPRESENTATIVES

## ALABAMA

Dannie Walker  
Ozark Housing Authority

## FLORIDA

Miguell Del Campillo  
Miami Beach Housing  
Authority

## GEORGIA

Pat Bennett  
Marietta Housing Authority

## KENTUCKY

Vickie Smiley  
Hopkinsville Housing  
Authority

## MISSISSIPPI

Ginger Ming  
Louisville Housing Authority

## NORTH CAROLINA

Burnetta Smith  
Wake County Housing  
Authority

## SOUTH CAROLINA

Randy Mathis  
Gaffney Housing Authority

## TENNESSEE

Paul Dellinger  
Cleveland Housing  
Authority

## VIRGINIA

Philip Page, Jr.  
Franklin Redevelopment &  
Housing Authority

## WEST VIRGINIA

Jeff Knight  
Charleston-Kanawha  
Housing Authority



# NAHRO PRESIDENTS FROM SERC

*Charles Palmer	1940	Atlanta, GA
*J.A. Fowler	1943	Memphis, TN
*Ray O. Edwards	1948	Jacksonville, FL
*Lawrence Cox	1949	Norfolk, VA
*Brown Nicholson	1954	Columbus, GA
*Walter Mills	1955	Gadsden, AL
*Frederick A. Fay	1955	Norfolk, VA
Jack Shriver	1965-67	Norfolk, VA
Mel Adams	1975-77	Dade Co. FL
Rick Gentry	1995-97	Richmond, VA
Donald J. Cameron	2005-07	Charleston, SC
Akinola Popoola	2009-11	Opelika, AL

\*Deceased



SERC-NAHRO Member since 1998

*One Stop Shopping for  
Executive Directors...  
Make it easy, Make it our job!!*

## NASHVILLE

Planning • Architecture  
2908 Elm Hill Pike  
Nashville, TN 37214  
(615) 645-5929 • Fax (615) 712-8185

## KNOXVILLE

Planning • Architecture  
9047 Executive Park Drive, Suite 221  
Knoxville, TN 37923  
(865) 693-8091 • Fax: (865) 693-5056

### Management/Operations

CFP Management Services  
Agency Plans  
EPIC Reporting  
PHA Policies & Procedures  
Salary Comparability Studies  
Energy Audits & Utility Allowances  
Flat Rent Studies  
Commissioner Training

### New Housing Development

Low-Income Housing Tax Credits  
HUD HOME Program  
PHLB Applications

### Design & Inspection

Design and Construction Administrative Services  
Cost Estimating

# EXECUTIVE COMMITTEE CHAIRPERSONS

## Administrative

### Practices

Douglas Freeman....Augusta, GA

## Annual Conference

Shannon Biggs.....Columbia, KY

## Budget

Clifton Clark.....Charleston, WV

## Commissioners

John Austin.....Wake Co., NC

## CR & D

Jesse Norwood.....Prichard, AL

## Education & Training

Becky Hartman.....Athens, GA

## Executive Committee

### Coordinator

Marilyn Medley.....Morristown, TN

## Emerging Leaders

Sharita Oates.....Goldsboro, NC

Eliana Jones.....Goldsboro, NC

## History/Archival

Edwina Burnett.....York, SC

## Hospitality

Jan Piersol.....Newberry, SC

## Housing

Ginger Ming.....Louisville, MS

## IRGE

Judy Mellard.....Hattiesburg, MS

## Legislative

Mike Sweet.....Chickasaw, AL

## Membership Services

Latonia Simmons.....Albany, GA

## Nominating

Ailrick Young.....Laurel, MS

## Policy Advisory

Thomas Rowe....Murfreesboro, TN

## Professional Development

Harden Oldfield, III....Augusta, GA

## Public Affairs/SERCulator

Reta Thomas.....Augusta, GA

## Registration

Angie Strickland....Brunswick, GA

Jacob Oglesby.....Augusta, GA

## Rental Assistance

Elizabeth McKinney.....Ft. Mill, SC

# EXECUTIVE COMMITTEE

## CHAIRPERSONS continued

Resolution	Small Agency Task Force
Dannie Walker.....Ozark, AL	Lisa Porter.....Bristol, VA
Scholarship	Strategic Planning
Madelyn Dotson...South Charleston, WV	Joyce Floyd.....Knoxville, TN
Kaye Judson.....West Point, MS	
Site Selection	Youth Leadership
Shannon Biggs.....Columbia, KY	Abraham Williams..Bowling Green, KY
Jacob Oglesby.....Augusta, GA	Tom Wachs.....Eufaula, AL

# SERC-NAHRO

## PAST PRESIDENTS

*Ray O. Edwards	1940-41	Jacksonville, FL
*W. H. Stillwell	1942-43	Savannah, GA
*Joseph A. Flowers	1943-44	Memphis, TN
*Brown Nicholson	1944-45	Columbus, GA
*Thomas A. Dyer	1945-46	Tampa, FL
*H. R. Emory	1946-47	Wilmington, NC
*W. W. George	1947-48	Meridian, MS
*Lawrence M. Cox	1948-48	Norfolk, VA
*Hudson Malone	1949-49	Albany, GA
*W. M. Simmons	1949-50	Memphis, TN
*W. B. Mills, Jr.	1950-51	Gladsden, AL
*N. H. Dosker	1951-52	Louisville, KY
*R. K. Creighton	1952-53	Chattanooga, TN
*Henry A. Johnson	1953-54	Asheville, NC
*C. Henry Cohen	1954-55	Spartanburg, SC
*M. B. Satterfield	1955-56	Atlanta, GA
*Harold J. Dillehay	1956-57	Charlotte, NC
*Frederick A. Fay	1957-58	Richmond, VA
*Jack B. Bryon	1958-59	Lexington, KY
*Gerald Gimre	1959-60	Nashville, TN
Nathan F. S. Porter	1960-61	Huntsville, AL

# SERC-NAHRO

## PAST PRESIDENTS continued

*Haley Sofge	1961-62	Miami, FL
*Orelle L. Ledbett	1962-63	Memphis, TN
Matthew P. Lyons	1963-64	Biloxi, MS
*Karl I. Tyree	1964-65	Florence, AL
*B. J. Marshall	1965-66	Wilmington, NC
*Harold M. Booth	1966-67	Louisville, KY
*Franklyn Lambert	1967-68	Columbus, GA
*Jack D. Leeth	1968-69	Louisville, KY
*John E. Acuff, Jr.	1969-70	Nashville, TN
Virginia S. West	1970-71	Sylacauga, AL
Jack H. Shiver	1971-72	Norfolk, VA
James K. Haley	1972-73	Winston-Salem, NC
*Russell R. Lawson	1973-73	Louisville, KY
Ralph W. Carey	1973-75	Miami, FL
Marvin W. Lee	1975-76	Norfolk, VA
*Ray H. Wheeling	1976-77	Charlotte, NC
*J. Madden Reid	1977-78	Augusta, GA
James E. Kerr	1978-79	Durham, NC
*Mary E. Davis	1979-81	Picayune, MS
David L. Smotherman	1981-83	Decatur, GA
John Van Ness	1983-85	Jefferson Co., KY
*A. E. (Gene) Arri	1985-87	Charlottesville, VA
*Betty G. Smith	1987-89	Knoxville, TN
*A. W. (Gus) Kuhn	1989-91	Bessemer, AL
Herbert (Herb) D.	1991-93	Roanoke, VA
Elaine T. Ostrows	1993-95	Greensboro, NC
Paul A. Pierce	1995-97	Decatur, GA
Austin J. Simms	1997-99	Lexington, KY
Zelma D. Boggess	1999-01	Charlestowne, WV
Donald J. Cameron	2001-03	Charleston, SC
Daniel W. Tiller	2003-05	Knoxville, TN
Tina Akers Brown	2005-07	Greensboro, NC
Frank A. Lofurno	2007-09	Hampton, VA
John Nolen	2009-11	Alexander City, AL
L. Thomas Rowe	2011-13	Murfreesboro, TN
Ailrick Young	2013-15	Laurel, MS
David Baldwin	2015-17	Bristol, VA

\*Deceased

# SERC-NAHRO

## LIFE MEMBERS

\*Gerald Gimre.....Nashville, TN  
\*Orelle L. Ledbetter.....Memphis, TN  
\*Frederick A. Fay.....Richmond, VA  
\*Harold M. Booth, Jr.....Louisville, KY  
\*Jack D. Leeth.....Louisville, KY  
\*John E. Acuff, Jr.....Nashville, TN  
\*M.B. Satterfield.....Atlanta, GA  
Jack H. Shiver.....Hampton, VA  
James Haley.....Winston-Salem, NC  
\*Lawrence M. Cox.....Suffolk, VA  
\*Dorothy Forbes.....Wilmington, NC  
\*Franklyn Lambert.....Columbus, GA  
\*A.E. Arrington.....Charlottesville, VA  
\*Ray Wheeling.....Charlotte, NC  
\*Arthur Meginley.....Chesapeake, VA  
\*Karl T. Tyree, Jr.....Florence, AL  
Virginia West.....Sylacaugua, AL  
Marvin W. Lee, Sr.....Norfolk, VA  
\*J. Madden Reid.....Augusta, GA

\*Betty Smith.....Knoxville, TN  
John Van Ness.....Louisville, KY  
\*A.W."Gus" Kuhn.....Bessemer, AL  
David Smotherman.....Decatur, GA  
Herbert McBride.....Roanoke, VA  
\*William Andrews.Winston-Salem, NC  
Dean S. Robinson.....Clearwater, FL  
\*Robert Haneline.....Nashville, TN  
Elaine Ostrowski.....Greensboro, NC  
William L Hawkins.Newport News, VA  
David Jones, Jr.....Asheville, NC  
Dan Tiller.....Knoxville, TN  
Frank Lofurno.....Hampton, VA  
John Nolen.....Alexander City, AL  
Paul Pierce.....Decatur, GA  
\*Mary Davis.....Picayune, MS  
David Baldwin.....Bristol, VA

\*Deceased

# STATE PRESIDENTS

## ALABAMA

Dannie Walker  
Ozark Housing Authority

## FLORIDA

Debra Johnson  
Pinellas Co. Housing Authority

## GEORGIA

Patricia Bennett  
Marietta Housing Authority

## KENTUCKY

Vickie Smiley  
Hopkinsville Housing Authority

## MISSISSIPPI

Ginger Ming  
Louisville Housing Authority

## CAROLINA COUNCIL

Burnetta Smith  
Wake County Housing Authority

## TENNESSEE

Paul Dellinger  
Cleveland Housing Authority

## VIRGINIA

Philip Page, Jr.  
Franklin Redevelopment &  
Housing Authority

## WEST VIRGINIA

Jeff Knight  
Charleston-Kanawha Housing  
Authority

# ANNUAL CONFERENCE COMMITTEE AND CHAIRS

## CONFERENCE COORDINATOR

Shannon Biggs, Columbia, KY

## PROGRAM

Connie Howard, Ft. Mill, SC

## REGISTRATION

Jacob Oglesby, Augusta, GA  
Angie Strickland, Brunswick, GA

## EXHIBITORS

Gary Erwin  
Conyers, GA

## OPENING CEREMONY

Charles Harrington, Marion, VA

## EXECUTIVE COMMITTEE

Marilyn Medley, Morristown, TN

## USHERS

Kaye Judson, West Point, MS

## GOLF

Tom Wach  
Eufaula, AL

# GENERAL CONFERENCE INFORMATION

---

## Conference Registration

Sunday, June 24.....	1:00 p.m. – 6:00 p.m.
Monday, June 25.....	7:30 a.m. – 3:00 p.m.
Tuesday, June 26.....	8:30 a.m. – 11:00 a.m.

## Ticket Sales

Exhibitors Reception.....	Sunday, June 24	\$60
Scholarship Luncheon.....	Monday, June 25	\$50
Exhibitors Reception.....	Monday, June 25	\$50
Legislative/Business Luncheon Meeting.....	Tuesday, June 26	\$60
“President’s” Reception.....	Tuesday, June 26	\$75

## Admission to Conference Events

Badges have been provided for all delegates and should be worn at all times. Tickets are required for all special events and must be presented to the ushers.

## First Time Attendees

A “First Time Attendee” ribbon will identify housing professional attending their first SERC Conference. Please take a moment to introduce yourself and make them feel welcome.

## Meeting Etiquette

Please turn off all cell phones and other electronic devices that may cause a distraction to speakers and to other conference attendees. Your cooperation and courtesy are appreciated.

# GENERAL CONFERENCE INFORMATION

---

**2018 SERC Scholarship  
Golf Tournament**

**Cahoon Plantation  
Chesapeake, VA**

**Sunday, June 24, 2018  
8:30 a.m.**

## **Bus Tour of Norfolk Housing Authority**

Tuesday, June 26 at 2 p.m.

Must be pre-registered for the tour.

Bus loading at Norfolk Marriott  
at 2 p.m.

Broad Creek Development  
&  
St. Paul's Development



# GENERAL CONFERENCE INFORMATION

---



## **"WHAT HOME MEANS TO ME" POSTER CONTEST**

Stop by and view posters of children from the SERC region that depict what having a stable home means to them in front of Hampton Ballroom on the 3<sup>rd</sup> Floor.



## **SERC CARES**

This year SERC has chosen Union Mission Ministries as its local charity. A table has been set up on the 3<sup>rd</sup> Floor near registration to collect donation for this worthwhile organization. Donations will be accepted on Sunday, Monday and Tuesday morning. The Director of this organization will be present on Tuesday at the Legislative Luncheon and Annual Business Meeting to accept your kind donations.

# SUNDAY, JUNE 24

---

## AT A GLANCE

### CONFERENCE REGISTRATION

1:00 p.m. – 6:00 p.m.

3<sup>rd</sup> Floor Presidential Foyer

### EXHIBIT VIEWING

1:00 p.m. – 3:00 p.m.

Norfolk Ballroom

### REFRESHMENTS WITH EXHIBITORS 1:00 p.m.

– 2:00 p.m.

Norfolk Ballroom

### EXHIBITORS' "WELCOME" RECEPTION

5:30 p.m. – 7:00 p.m.

Norfolk Ballroom

#### **WHO HAS TIME TO THINK ABOUT RETIREMENT PLANS?**

#### **WE DO.**

At HART (Housing Agency Retirement Trust), all we do is manage and service housing agencies' retirement plans. And because of that, we can take care of everything for you, providing services no other plan can match.

And, retirement planning just got BETTER. HART is pleased to offer to any participating agency member of the HART Defined Contribution Plan, the opportunity to also join the new 457 Deferred Compensation Savings Plan.

In short, we'll take care of your retirement, so you can take care of business. Joining either plan is easy. To learn more call Ed Johnston at (502) 551-7420, or Bill Whobrey at (502) 727-7992 or visit [www.hart-retire.com](http://www.hart-retire.com).



[www.hart-retire.com](http://www.hart-retire.com)

# SUNDAY, JUNE 24

---

## OPENING SESSION

3:00 p.m.

Hampton Ballroom

Opening Ceremony.....	Charlie Harrington Opening Session Chair Marion, VA
Parade of Flags.....	SERC State Presidents/Representatives
Presentation of Colors.....	Norfolk Police Department Honor Guard
Pledge of Allegiance.....	Charlie Harrington
National Anthem .....	Recorded
Invocation.....	Harry Howe Board Chairman Marion Redevelopment & Housing Authority
Welcome to Norfolk.....	John Kownack Executive Director Norfolk Redevelopment & Housing Authority
Welcome from VAHCDO.....	Philip Page, Jr. President VAHCDO
Welcome from SERC & Special Recognitions.....	Sean Gilbert SERC President
Welcome from NAHRO.....	Adrianne Todman NAHRO CEO
Announcement of NAHRO Merit Scholarship Recipient.....	Madelyn Dotson Scholarship Committee Chair
Introduce IRGE Speaker.....	Judy Mellard SERC IRGE Chairperson
International Research & Global Exchange Presentation...	Elizabeth Scott Glenn
SERC Cares "Union Mission Ministries" .....	Linda Jones Public Relations Director
Presentation of Awards	
SERC Commissioner of the Year.....	John Austin Wake County NC Board Chairperson

# SUNDAY, JUNE 24

## OPENING SESSION continued

SERC State Newsletter/Website of the Year.....	Reta Thomas Augusta, GA SERCulator Chair
SERC "What Home Means to Me" Poster Winners.....	Sharita Oates Goldsboro, NC Emerging Leaders Co-Chair
Conference Information.....	Shannon Biggs Columbia, KY Annual Conference Chair

## EXHIBITORS' "WELCOME" RECEPTION

5:30 p.m. – 7:00 p.m.

Norfolk Ballroom



**SECURITY**  
doors & windows

A trusted  
name in  
HUD for  
29 years.



CONTACT: Chanté Christensen  
chante@allweatherdoors.com  
801.328.8536

Our Products are built like lives depend on them,  
Because they do.

Tough Tek Safety Screens    Security Storm Doors  
Security Screens    Security Screen Doors

**LANSING**  
Housing Products, Inc.  
*Safe at home.*

Home of Tough Tek Metals®  
www.LansingHP.net | 800.331.8200

Brian Houlihan    Dave Monserud  
President    Sales Manager  
Brian@lansinghp.net    Dave@lansinghp.net

**TOUGH  
TEK  
METALS.**

# SUNDAY, JUNE 24

## OPENING SESSION continued

SERC State Newsletter/Website of the Year.....	Reta Thomas Augusta, GA SERCulator Chair
SERC "What Home Means to Me" Poster Winners.....	Sharita Oates Goldsboro, NC Emerging Leaders Co-Chair
Conference Information.....	Shannon Biggs Columbia, KY Annual Conference Chair

## EXHIBITORS' "WELCOME" RECEPTION

5:30 p.m. – 7:00 p.m.

Norfolk Ballroom



**SECURITY**  
doors & windows

A trusted  
name in  
HUD for  
29 years.



CONTACT: Chanté Christensen  
chante@allweatherdoors.com  
801.328.8536

Our Products are built like lives depend on them,  
Because they do.

Tough Tek Safety Screens    Security Storm Doors  
Security Screens    Security Screen Doors

**LANSING**  
Housing Products, Inc.  
*Safe at home.*

Home of Tough Tek Metals®  
www.LansingHP.net | 800.331.8200

Brian Houlihan    Dave Monserud  
President    Sales Manager  
Brian@lansinghp.net    Dave@lansinghp.net

**TOUGH  
TEK  
METALS.**

# MONDAY, JUNE 25

---

## AT A GLANCE

### CONFERENCE REGISTRATION

7:30 a.m. – 3:00 p.m.

3<sup>rd</sup> floor

Presidential Foyer

### CONTINENTAL BREAKFAST

8:00 a.m. – 9:00 a.m.

Norfolk Ballroom

### MORNING BREAK

10:15 a.m. – 10:30 a.m.

Norfolk Ballroom

### AFTERNOON BREAK

3:00 p.m. – 3:15 p.m.

Norfolk Ballroom

### SCHOLARSHIP LUNCHEON & “AUCTION”

11:30 a.m. – 1:30 p.m.

Hampton Ballroom

### EXHIBITORS’ RECEPTION

5:30 p.m. – 7:00 p.m.

Norfolk Ballroom

*Prize Drawing*

(You must be present to win)

# MONDAY, JUNE 25

---

## CONCURRENT SESSIONS

**ACTIVE SHOOTER**.....Marriott 1  
9:00 a.m. – 4:30 p.m.

This presentation is designed for use by both residents and employees of multi-family housing units. During this presentation we will explore the history of active shooter situations in America and define some of the known tactics utilized by active shooters. In addition, we will discuss day-to-day tactics which can be used to counter an active shooter to include a segment on "Stop the Bleed", emergency medical treatment for gunshot wounds. You will learn what it means to "Run - Hide - Fight" and how that applies to you and your situation. Finally, we will discover some everyday items around your home and office that have proven to be very effective in protecting yourself during an active shooter event.

Presenter: Karl de la Guerra, KDI Protective Services of South Carolina, Charlotte, NC

Moderator: Zsa Zsa Heard, LaGrange, GA

**FINANCE**.....Marriott 2  
9:00 a.m. – 4:30 p.m.

Financial seminar for non-financial people. This seminar will be designed to target Executive Directors or Board Members who need the basics of HUD accounting and all of the financial requirements.

Presenter: Dale Rector, Rector, Reeder & Lofton, PC, Lawrenceville, GA

Moderator: Tanya Griffin, Ozark, AL

# MONDAY, JUNE 25

---

## CONCURRENT SESSIONS

**Rental Assistance Demonstration (RAD)**.....Marriott 3  
9:00 a.m. – 4:30 p.m.

The Current State of RAD. This presentation will bring you up to date on the current state of the Rental Assistance Demonstration Program. We will present the current statistics concerning the Applications, CHAP Awards, RCCs issued and RAD deals closed. In addition, we will discuss the options available to PHAs that are currently in the RAD program are considering making application. We will also answer any questions concerning the RAD Program.

Presenter: Jerry Anderson, Gill Group, Parker, CO

Moderator: Tim Kitts, Danville, KY

**COMMISSIONERS**.....Marriott 4  
9:00 a.m. – 4:30 p.m.

Essential for new and veteran board members, and for executive directors, this training offers a solid overview of commissioner legal responsibilities. Included are topics such as understanding your PHA's policies and how to monitor them, and the relationships between the board members, executive director, staff, HUD, and the community. What does the board need to know about public housing asset management? About housing choice voucher utilization? What are the fundamentals of performance measures, finances, and management controls all commissioners should understand? How can the PHA avoid lawsuits? What is the PHA's plan for improvement of at-risk areas? This is your opportunity to come together and think strategically. This seminar was recently updated for VAWA 2013 and the capital fund final rule.

Presenter: Cara Gillette, Nan McKay & Associates, El Cajon, CA

Moderator: Patricia Allen, Thomaston, GA



# MONDAY, JUNE 25

---

## CONCURRENT SESSIONS

**MULTIFAMILY / 4350**.....Marriott 5  
9:00 a.m. – 4:30 p.m.

Don't you want a Stress-Free MOR. The 2016 reinstatement of MORs for most Project-Based Section 8 contracts has many anxious about their leasing and occupancy compliance. In this advanced class, we will highlight specific new elements of your leasing and occupancy procedures that will be scrutinized during your MOR and help you develop your "To Do" list to avoid findings. Leave with a renewed sense of confidence that you can earn the rating you seek!

Presenter: Jenny DeSilva, Blueprint Housing Solutions, Austin, TX

Moderators: Kaye Judson & Bob Farrar, West Point, MS

**SMALL AGENCY**.....Marriott 6  
9:00 a.m. – 4:30 p.m.

Focus on streamlining and other options that HUD is allowing for recertifications, inspections, verifications, etc. What are some of the new techniques, what can we expect for the future? What changes does the PHA need to do in order to implement these changes? Can I really recertify every 3 years?

Presenter: Dennis Morgan, D.L. Morgan & Associates, Sarasota, FL

Moderator: Catherine Reddick, Bartow, FL

# MONDAY, JUNE 25

---

## CONCURRENT SESSIONS

**Ways To Market Your Properties.....**Marriott 7  
9:00 a.m. – 10:15 a.m.

This session will give you a 360 approach to marketing your communities in a way that both effective for today's technology and HUD-complaint. You'll leave with best practices in six areas of marketing communications. Great information to share with your staff.

Presenter: Ebony Hall, MPS, Navigate Affordable Housing Partners

**Year 15 Exit Strategies .....**Marriott 7  
10:30 a.m. - 11:30 a.m.

As the conclusion of the initial 15-year compliance period, developers face decisions concerning the option to buy out the limited partner, resyndicate the property, refinance and more. Hear about options and opportunities at this crucial period in a LIHTC property's lifespan.

Presenter: Dayle R. Dalling, Novogradac & Company LLP

**Public Housing.....**Chesapeake 1-2  
9:00 a.m. – 4:30 p.m.

Denials, Terminations, and Hearings – Learn when a lease may be terminated and the documentation and actions recommended prior to initiating terminations and evictions. Step-by-step procedures for conducting and documents both informal Hearings and Greivance Hearings will also be addressed.

Presenter: Vicki Brower, The Nelrod Company, Dallas, TX

Moderator: Tonya Crawley, Greenville, SC

# MONDAY, JUNE 25

---

## CONCURRENT SESSIONS

**Youth Sports & Leadership**..... Lynnhaven  
9:00 a.m. – 10:15 a.m.

This training will motivate and encourage attendees of why a youth development program can truly change lives. The session will explain the nuts and bolts of starting a youth program, how to establish partnerships in your community, discuss finances and eligible funds, and get to the heart of the often overlooked life changing experience these young people have when they participate. Our passionate youth committee will inspire you to make a difference at your agency.

Presenters: Tom Wachs, Eufuala, AL and Abraham Williams, Bowling Green, KY

Moderator: Felicia Jackson, Laurel, MS

**CR & D/RAD**.....York  
9:00 a.m. – 4:30 p.m.

**“HUD RAD Opportunity vs. Solution – Evaluating Your Housing Portfolio From a Developer’s Perspective”** This workshop will focus on the U.S. Department of Housing and Urban Development’s (HUD’s) Rental Assistance Demonstration (RAD) program and the use of Low Income Housing Tax Credits as a financing source in repositioning the public housing stock of a housing authority. The workshop will be presented through the perspective of an affordable housing developer to maximize affordable housing resources and potential transformation of public housing and the surrounding community. Since each housing authority is different, this workshop will suggest the use of a SWOT (Strengths, Weaknesses, Opportunities and Threats) analysis in determining if HUD RAD is a real opportunity and/or the best opportunities for a housing authority. In addition, the information presented will focus on some best practices of RAD conversions and collaboration with community stakeholders, local, statewide and nationally, using case studies and real-world examples.

Presenters: Don Bernards & Paul Robinson, Vantage Development, Fyffe, AL

# MONDAY, JUNE 25

## CONCURRENT SESSIONS

**All Agencies**..... Lynnhaven  
10:30 a.m. – 11:30 a.m.

Does Strategic Planning matter? Do only large agencies need a real “Strategic Plan”? Do you think you have a plan in place? Learn the major steps and functions in developing a good Strategic Plan for you agency, how to establish the major goals, how to implement, and how to make this a functioning plan with your board and employees. In our changing industry, RAD or not, large or small, Strategic Planning is key for long term success.

Presenter: Joyce Floyd, KCDC, Knoxville, TN

**Public Housing**.....James 1-2-3  
1:30 p.m. – 3:15 p.m.

How to enforce Smoke Free Housing, as well as where are we now? This session will educate and empower PHA and resident services staff nationally to effectively: implement and maintain a successful smoke-free policy, and engage residents to promote smoke-free policy compliance. Live Smoke Free (LSF) is a program of the Association for Nonsmokers – Minnesota, the National Association of Housing and Redevelopment Officials (NAHRO), and the National Alliance of Resident Services in Affordable Assisted Housing (NAR-SAAH) through the generous support of the Robert Wood Johnson Foundation. Their objective is to provide training and technical assistance to public housing agencies, resident service staff, and public housing residents impacted by HUD’s smoke-free public housing rule.

Presenter: Georgi Banna, NAHRO, Washington, D.C., Jackie Stewart, Live Smoke Free, St. Paul, MN

Moderator: Felicia Jackson, Laurel, MS

# MONDAY, JUNE 25

---

## CONCURRENT SESSIONS

**CR & D**.....Marriott Salon 7  
3:30 p.m. – 4:30 p.m.

Hear how one Virginia Redevelopment and Housing Authority worked with its city and local partners to develop a Choice Neighborhoods Transformation Plan. Many community agencies including schools, the community action agency, the Boys & Girls Club, the United Way, Workforce Development and local businesses collaborated to develop an exciting and ambitious plan to transform and revitalize a neighborhood with over 800 units of public and affordable housing. The panel includes a HUD official, a CNI developer along with municipal officials.

Panelists: Ivy Dench-Carter, Pennrose Properties, LLC, Newport News, VA  
Kevin Otey, Hampton Roads Community Action Agency,  
Newport News, VA  
Britta Ayers, City of Newport News, Newport News, VA  
Elizabeth McCoury, City of Newport News, Newport News, VA  
Sandra Powell, Newport News Redevelopment & HA  
Newport News, VA  
HUD Office of PH Investment, Choice Neighborhood  
Washington, DC

Moderator: Karen Wilds, Newport News, VA

MONDAY, JUNE 25

---

CONCURRENT SESSIONS

**HOTMA**.....James 1-2-3  
3:30 p.m. – 4:30 p.m.

HOTMA Implementation Update On July 29, 2016 President Obama signed the Housing Opportunity Through Modernization Act of 2016 (HOTMA) into law with unanimous, bipartisan support from Congress. As HUD is in the process of implementing the provisions in HOTMA, many PHAs might be wondering how they will be impacted. Join National NAHRO staff as they discuss provisions included in HOTMA, HUD’s implementation notices and timeline, and what NAHRO is doing to help HUD move forward.

Presenter: Georgi Banna, NAHRO, Washington, D.C.

Moderator: Connie Howard, Fort Mill, SC

# Greetings to you all

My warmest wishes for a fabulous conference as you expand your horizons through learning and networking!

Your NAHRO Sr VP,  
Sunny Shaw



# TUESDAY, JUNE 26

---

## AT A GLANCE

### CONCURRENT SESSIONS

9:00 a.m. – 4:30 p.m.

#### Registration

8:30 a.m. – 11:00 a.m.

3<sup>rd</sup> floor

Presidential Foyer

#### Coffee with Exhibitors

8:00 a.m. – 9:00 a.m.

Norfolk

#### Morning Break

10:15 a.m. – 10:30 a.m.

Norfolk Ballroom

#### Legislative Luncheon

11:30 a.m. – 1:30 p.m.

Hampton Ballroom

#### Speakers: Carl Richie, NAHRO

Tim Kaiser, PHADA

#### Afternoon Break

3:00 p.m. – 3:15 p.m.

Marriott Atrium

#### President's Reception

6:30 p.m.

Hampton Ballroom

# TUESDAY, JUNE 26

## CONCURRENT SESSIONS

---

**All Agencies**.....Marriott 1  
9:00 a.m. – 4:30 p.m.

Do you know how to work with difficult people? How many of these personalities do you recognize? -The Know It Alls - The Passives - The Dictators - The Grippers - The "Yes" People - The "No" People. Of course, you recognize them. They're the people you work with, sell to, depend on, live with. Learn to deal with them quickly and confidently. Find out if you are one of them!

Presenter: Dr. Maggie Sizer, Pryor Seminars, Virginia Beach, VA

Moderator: Tanya Griffin, Ozark, AL

**HCV- Section 8** .....Marriott 2  
9:00 a.m. – 4:30 p.m.

HUD's ISDV Division will conduct a training on UPCS-V on Tuesday, June 26<sup>th</sup>. UPCS-V is an improved inspection standard developed for HCV units. After completion of the training, attendees will be more familiar with the foundations of UPCS-V, information on participating in the Demonstration, and an opportunity to get hands-on experience with our UPCS-V inspection software.

Presenters: Danny Banks, Luis Casillas, Alphonso Gamble, Casey Kelley,  
Jody Moses, Justin Piper, Steve White  
US Department of Housing & Urban Development  
Washington, DC

Moderator: Zsa Zsa Heard, LaGrange, GA

**COMMISSIONERS**.....Marriott 4  
9:00 a.m. – 4:30 p.m.

Continuation from Monday with Cara Gillette



# TUESDAY, JUNE 26

## CONCURRENT SESSIONS

---

**MULTIFAMILY / RAD**.....Marriott 5  
9:00 a.m. – 12:00 Noon

We will begin with a discussion of TRACS 2.0.3.A - now delayed until a Fall 2018 implementation. Do you know how this update affects staff using TRACS software? We will outline the most significant enhancements that will have a direct impact on leasing operations to include expanded reporting categories, new procedures for social security number reporting, and new subsidy suspension codes. This version also introduces new expanded reporting requirements for ongoing tenant subsidy repayment agreements. Don't miss this informative session designed to help prepare you for the new chapter of TRACS transmissions and avoid common transmission errors.

Presenter: Jenny DeSilva, Blueprint Housing Solutions, Austin, TX

Moderator: Kaye Judson & Bob Farrar, West Point, MS

**SMALL AGENCY**.....Marriott 6  
9:00 a.m. – 4:30 p.m.  
Continuation from Monday with Dennis Morgan

Moderator: Wanda Stevens, Staunton, VA

**PUBLIC HOUSING**.....Chesapeake 1-2  
9:00 a.m. – 12:00 Noon

You will learn "how, when, and how much" can be charged to tenants regarding security deposits, pet deposits, refundable fees, damage charges, late fees, utility surcharges, pet waste removal, towing, returned check fees, community room rentals, and more

Presenter: Vicki Brower, Nelrod, Dallas, TX

Moderator: Tonya Crawley, Greenville, SC

# TUESDAY, JUNE 26

## CONCURRENT SESSIONS

---

**Youth Sports**..... Lynnhaven  
9:00 a.m. – 10:15 a.m.

Second Presentation with Tom Wachs and Abraham Williams

**C R & D / RAD**.....York  
9:00 a.m. – 4:30 p.m.

Continue with Dan Bernards & Paul Robinson

**Section 8/Finance**.....James 1-2-3  
9:00 a.m. – 12:00 Noon

See how using the Two-Year Tool can help you to project your spending and vouchers. Learn how HUD uses the tool to help your agency.

Presenter: Mike LaRiccia, HUD, Cleveland, OH

Moderator: Elizabeth McKinney, Fort Mill, SC

**MULTIFAMILY / RAD**.....Marriott 5  
1: 30 p.m. – 3:15 p.m.

Resolution Secrets for EIV Income Discrepancies. Let's tackle income discrepancies...the bane of our existence. This session will teach participants a very methodical approach to researching and resolving discrepancies. We will explore the fundamentals to uncover what triggers a discrepancy and how did EIV calculate the discrepancy amount? Why is the Period of Income (POI) so historical? How do I assess if the discrepancy is valid or not? Don't be shy...this is a very interactive session. Participants will dive into case studies and learn how to document resolution, even when there are multiple income sources involved. Learn to recognize the EIV System's limitations and anomalies. Knowledge is power.

Presenter: Jenny DeSilva, Blueprint Housing Solutions, Austin, TX

Moderator: Kaye Judson & Bob Farrar, West Point, MS

# TUESDAY, JUNE 26

## CONCURRENT SESSIONS

---

**SECTION 8** .....Lynnhaven  
1:30 p.m. – 4:30 p.m.

All Housing Choice Voucher administrators come and share in this Roundtable Open Forum Discussion.

Presenter: Elizabeth McKinney, Section 8 Coordinator, Fort Mill, SC

Moderator: Ben Washington, Vicksburg, MS

**MEET DEVELOPERS** .....Frank/Shangri/Yorktown  
1:30 p.m. – 4:30 p.m.

Meet with various developers in an open panel to discuss options for developing, especially in respect to RAD.

**PUBLIC HOUSING** .....Chesapeake 1-2  
1:30 p.m. – 3:15 p.m.

When problems arise with tenants, their first excuse is often “Nobody told me that.” You will learn when orientations are the most effective & what should be covered in orientation. Also, learn to put together a comprehensive orientation and how to document what you provided. Covering the agency and families of their obligations.

Presenter: Vicki Brower, Nelrod, Dallas, TX

Moderator: Tonya Crawley, Greenville, SC

**MULTIFAMILY / RAD** .....Marriott 5  
3:30 p.m. – 4:30 p.m.

In the day’s final session, learn how to minimize future tenant subsidy repayments, calculate the balance, and appropriately report the status of these agreements on the monthly voucher.

Presenter: Jenny DeSilva, Blueprint Housing Solutions, Austin, TX

Moderator: Kaye Judson & Bob Farrar, West Point, MS

# EXHIBITORS

All Weather Doors  
Chante Christensen; Security Product Manager  
Mike Midgett; Sales  
[Chante@allweatherdoors.com](mailto:Chante@allweatherdoors.com)  
704 S. 400 W  
Salt Lake City, UT  
303-539-6987

Brooks Jeffrey Marketing  
Jodie Jeffrey; Owner  
Jessica Langston; Project Manager  
[jei@bjmweb.com](mailto:jei@bjmweb.com)  
19 Medical Plaza  
Mountain Home, AR 72653  
800-506-8064

Brown Stove Works, Inc.  
Jonathan Smith; District Sales Representative  
[jdsmith@brownstoveworksinc.com](mailto:jdsmith@brownstoveworksinc.com)  
P.O. Box 2490  
Cleveland, TN 37320-2490  
423-476-6544

Cauthen & Associates, LLC  
Machelle York; Project Coordinator  
[myork@cauthenandassoc.com](mailto:myork@cauthenandassoc.com)  
2908 Elm Hill Pike  
Nashville, TN 37214  
615-645-5929

Centennial Contractors  
Debra Dowden-Crockett; Senior Development and Solutions Manager  
Mike Halvorson; Regional Operations Director  
[debra@cce-inc.com](mailto:debra@cce-inc.com)  
11111 Sunset Hills Road, Suite 350  
Reston, VA 30190  
703-885-4600

DJG, Inc  
Jennie Szabo; Marketing  
John Ozmore, Architect  
[jszabo@djginc.com](mailto:jszabo@djginc.com)  
449 McLaws Circle  
Williamsburg, VA  
757-253-0673

Emphasys Software  
Delia Niswonger; Business Development Associate  
Steve Campbell; General Manager  
[gagagnon@emphasys-software.com](mailto:gagagnon@emphasys-software.com)  
9675 NW 117 Avenue  
Medley, FL  
231-347-8787

Energy Consulting Inc  
Sharon Lewis; Marketing Manager  
[sharon@ecisoutheast.com](mailto:sharon@ecisoutheast.com)  
3612 Cheshire Road  
Birmingham, AL  
205-239-2573

Evans Cabinets  
Peggy Harrell; Sales  
[pharrell@evanscabinet.com](mailto:pharrell@evanscabinet.com)  
1321 N Franklin Street  
Dublin, GA 31021  
478-272-2530

GE Appliances  
Julie May; Sales Manager  
[Julie.may@geappliances.com](mailto:Julie.may@geappliances.com)  
AP4-119A  
Louisville, KY 40299  
800-782-8039

GoSection8.com  
Dominic Muttillio; Director of National Accounts  
[dominic@gosection8.com](mailto:dominic@gosection8.com)  
5000 T-Rex Avenue  
Boca Raton, FL  
561-414-5430

# EXHIBITORS continued

HAI Group  
Steve Burlingame; Regional Manager  
Nathan Tripler; Business Development  
Consultant  
[sburlingame@housingcenter.com](mailto:sburlingame@housingcenter.com)  
189 Commerce Court  
Cheshire, CT 06410  
203-272-8220

HD Supply  
William Morse  
Rod Blunier; Regional Sales Manager  
[Heather.swift@HDsupply.com](mailto:Heather.swift@HDsupply.com)  
501 W Church Street  
Orlando, FL  
858-231-2127

Henderson & DeJohn  
Melanie DeJohn  
[mdejohn@hendersoncpa.com](mailto:mdejohn@hendersoncpa.com)  
3223 Cornwall Drive  
Hoover, AL  
205-982-0997

Housing Agency Retirement Trust  
Ed Johnston; Executive Director  
Ed Hill; Attorney  
[ejohnston@hal1.org](mailto:ejohnston@hal1.org)  
13415 Forest Springs Drive  
Louisville, KY 40245  
502-551-7420

Landlord Locks  
Charlie McCracken; PHA Sales Manager  
Justin Stoll; Sales Representative  
Ron McGaughey; Sales Representative  
[Charlie@landlordlocks.com](mailto:Charlie@landlordlocks.com)  
73 North Commercial Park Drive  
Washington, IN  
800-845-8729

LHP Capital, LLC  
Alvin J. Nance, CEO  
[anance@lhp.net](mailto:anance@lhp.net)  
900 S. Gay Street, Suite 2000  
Knoxville, TN 37902  
(865) 244-4300

Lindsey Software  
John Lindsey  
Trey Lindsey  
[Mary.derby@lindseysoftware.com](mailto:Mary.derby@lindseysoftware.com)  
500 President Clinton Avenue, Suite 401  
Little Rock, AR 72201

MRI Software  
Dan Wright  
[Elyssa.jaffe@mrsoftware.com](mailto:Elyssa.jaffe@mrsoftware.com)  
20925 Fountain Parkway  
Solon, OH 44139  
404-704-3024

Navigate Affordable Housing Partners  
Ebony Hall; Marketing Coordinator  
Vickie Bell; Corporate Trainer  
Ronnie Odom; Affordable Housing  
Consultant  
Lisa McCarroll; Director of Contract  
Administration  
[ehall@navigatehousing.com](mailto:ehall@navigatehousing.com)  
1827 First Avenue North, Suite 100  
Birmingham, AL 35203  
888-466-5572

NAHRO  
Lori Barringer; Professional Development  
[professionaldevelopment@nahro.org](mailto:professionaldevelopment@nahro.org)  
630 Eye St. NW  
Washington, DC 20001  
202-289-3506

NanMcKay  
Jason Lee; Senior Regional Account  
Manager  
[jwilson@nanmckay.com](mailto:jwilson@nanmckay.com)  
1810 Gillespie Way, Suite 202  
El Cajon, CA  
800-783-3100

Pest Heat  
Vince LaMantia; Sales Engineer  
[mc.perryman@sunbeltrentals.com](mailto:mc.perryman@sunbeltrentals.com)  
900C Tryens Road  
Aston, PA 19014  
310-637-8004

# EXHIBITORS continued

Red Stone Equity Partners  
Richard Roberts; Managing Director,  
Acquisitions  
Darren Swanson; Senior Vice President,  
Acquisitions  
Lauren Henry; Senior Vice President,  
Acquisitions  
[conferences@redstoneequity.com](mailto:conferences@redstoneequity.com)  
805 3<sup>rd</sup> Avenue, 15<sup>th</sup> Floor  
New York, NY 10022  
212-225-8296

Reno & Cavanaugh  
Julie McGovern; Partner  
[jmcgovern@renocavanaugh.com](mailto:jmcgovern@renocavanaugh.com)  
455 Massachusetts Avenue NW, Suite 400  
Washington, DC  
202-349-2472

Smith Marion & Co  
Chad Porter; CPE, CFE, Partner  
[cporter@smcocpa.com](mailto:cporter@smcocpa.com)  
5141 Virginia Way, Suite 400  
Brentwood, TN 37027  
615-309-8959

The Michaels Organization  
Laura Zaner, Vice President, Marketing  
[lzaner@tmo.com](mailto:lzaner@tmo.com)  
Mikki Anderson, Vice President  
Nick Bracco, Vice President  
Joe Weatherly, Vice President  
3 East Stow Road, Suite 100  
Marlton, NJ 08053  
(856) 596-0500

The P.I. Company  
Mary Derby; Marketing  
[Mary.derby@thepiccompany.com](mailto:Mary.derby@thepiccompany.com)  
500 President Clinton Avenue, Suite RL25  
Little Rock, AR 72201  
501-268-5175

Tsunami  
Stephen Teachout; CEO  
Victoria Heinz; Executive Assistant  
[Office@ocean10security.com](mailto:Office@ocean10security.com)  
21 Biltmore Avenue, Unit 301  
Asheville, NC 28801

Yardi Systems  
Harvey Dickerson; Senior Account Executive  
[Amy.harrington@yardi.com](mailto:Amy.harrington@yardi.com)  
430 S. Fairview Avenue  
Santa Barbara, CA 93117  
800-866-1144

# FUTURE EVENTS

2018 NAHRO National Conference &  
Exhibition  
October 25-27, 2018  
Hyatt Regency hotel,  
Atlanta, GA

2018 SERC Fall Workshop  
November 10-12, 2018  
Hilton New Orleans Riverside Hotel  
New Orleans, LA

2019 SERC-NAHRO Annual Conference  
June 23-26, 2019  
J W Marriott Orlando Grande Lakes  
Orlando, FL



**At HAI Group, we understand the challenges that come with a unique property portfolio for public and affordable housing, which is why we developed our insurance programs to offer coverage for :**

- Rental Assistance Demonstration (RAD) conversions
- Low Income Housing Tax Credit (LIHTC) developments
- Affiliated entities, property managers, and partnerships
- Public housing properties

**For More Information, Contact:**

Ken Merrifield, Director of Account Services  
800-873-0242, ext. 291  
[information@housingcenter.com](mailto:information@housingcenter.com)  
[www.housingcenter.com/insurance](http://www.housingcenter.com/insurance)

HAI Group® is a marketing name used to refer to several insurers, a producer, and related service providers closely affiliated through a common mission, management, and governance. Property-casualty insurance and related services are written or provided by affiliates of Housing Authority Risk Retention Group, Inc.; including Housing Authority Property Insurance, A Mutual Company; Housing Enterprise Insurance Company, Inc.; Housing Specialty Insurance Company, Inc.; Innovative Housing Insurance Company; Housing Investment Group, Inc.; and Housing Insurance Services (DBA Housing Insurance Agency Services in NY and MI). HAI Group provides commercial property and casualty insurance to affordable housing organizations, public housing authorities and related entities. All products may not be available in all states. Coverage is subject to the language of the policies as actually issued. A risk retention group or surplus lines insurer may provide certain property-casualty coverages. Risk retention groups and surplus lines insurers do not generally participate in state guaranty funds, and insureds are therefore not protected by such funds. For a complete list of companies, visit [www.housingcenter.com](http://www.housingcenter.com).

**We're right in the middle of helping you.**



You work hard to  
make housing  
**affordable.**  
We can help.

**nma**

Nan McKay  
AND ASSOCIATES, INC.

[www.nanmckay.com](http://www.nanmckay.com)



# WEBSITES THAT WORK

## For Your PHA <sup>by BrooksJeffrey</sup>

SINCE 1984



JEFFERSON COUNTY  
HOUSING AUTHORITY

Ken Vaughan, Executive Director  
JCHA.com

**Auburn**  
Housing Authority  
Your Key To Housing Opportunities

Sharon Tolbert  
Chief Executive Officer  
AuburnHousingAuth.org



Anthony Goodson, Jr.  
Chief Executive Officer  
HACG.org



Ivory Mathews  
Executive Director  
TGHA.net



Shaundra Clark  
Executive Director  
TiftonHousing.org

**SERC & Nationwide**  
References Available



**Housing Authority  
Branding & Website  
Marketing**

Women-Owned  
DUNS Registered  
& SAM Compliant

**FREE** Logo & One Set of  
1,000 Business Cards  
with purchase of any HA WEBSITE

Offer good thru 2018. Cannot be combined with any other special offer.



Jodie Elizabeth, Angie, Jessica & Emily  
Housing Authority Account Team

**BrooksJeffrey**  
SINCE 1984

**INTEGRATED MARKETING SOLUTIONS**  
Advertising | Branding | Photography | Web

**800.506.8064**  
BrooksJeffrey.com





The new  
HUD-approved,  
360° ULTRA  
high-definition  
security camera  
surveillance  
system



Visit us at booth 46 for a live demonstration!

828-484-1481  
[info@ocean10security.com](mailto:info@ocean10security.com)  
[www.ocean10security.com](http://www.ocean10security.com)



## DESKTOP SOLUTIONS



We provide solutions, not just software.

- Occupancy
- Accounting
- Maintenance

## MOBILE SOLUTIONS



We make it easier & affordable to work "on the go."

- Mobile Work Orders
- HQS S8 Inspections
- Public Housing Inspections
- Meter Reader
- Asset Tracking

## WEB SOLUTIONS



Simple, powerful property management solutions.

- Collect Rent
- Accept Maintenance Requests
- Post Announcements

**800•890•7058**

[www.lindseysoftware.com](http://www.lindseysoftware.com)



**BECAUSE EVERYONE LOOKS  
GOOD ON PAPER!**

**800-260-0079**

**WWW.THEPICOMPANY.COM**



#### **Tenant Screening Products & Solutions:**

- Nationwide Federal Criminal Report
- Nationwide Criminal Report
- Statewide Criminal Report
- Trans Union & Equifax Credit Report
- The Work Number® Employment Verification
- Nationwide Eviction Report

#### **TOP REASONS TO CHOOSE THE PI COMPANY**

1. 24/7 Access
2. Instant results
3. Security
4. FCRA & FHA Compliant
5. Cost effective
6. Easy to read
7. Separate User Login for Audit and Billing
8. Consolidated billing by property
9. NAPBS Member

### **Comprehensive Background Screening Solutions**

The PI Company is an industry-leader in tenant screening and risk management, providing high quality data and products to help improve efficiency, lower costs, increase revenue and manage risk for your organization.

With a wide range of online screening products, we deliver instant access to nationwide criminal reports, credit reports, evictions, driving records, Social Security Income history and employment verification to more than 1,800 clients nationally.

#### **Why Use Nationwide Criminal Background Checks?**

- Expand the depth and coverage of screening information with more than 600 million criminal record in 50 states.
- Prevent fraud with SSN validation, trace, year of issuance and state origin
- Records include: felonies, misdemeanors, traffic violations/infractions and National Sex Offender Registry
- OFAC Search
- Property/address history search
- County court report

#### **What Type of Information is Included in Credit Reports?**

- Past judgements and evictions
- Previous and last known employer
- Civil judgements, state and federal tax liens
- Bankruptcies and collections
- Credit summary and credit score
- Creditor contact information