


# POWER OF THE PAST

## FORCE OF THE FUTURE

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2019 SERC-NAHRO FALL WORKSHOP  
 NOVEMBER 3-5, 2019  
 HILTON HEAD MARRIOTT RESORT & SPA  
 HILTON HEAD ISLAND, SC

# From The President



On behalf of the Executive Committee, I would like to take this opportunity to invite you to join us for the 2019 SERC-NAHRO Fall Workshop scheduled at the Hilton Head Marriott Resort & Spa, Hilton Head Island, South Carolina November 3 – 5, 2019. with the theme of “Power of the Past – Force of the Future.”

The SERC-NAHRO Professional Development Committee has been busy working on a great program for the 2019 Fall Workshop to include a variety of topics which is sure to increase our knowledge of the programs we operate. The committee has chosen the theme of “Power of the Past – Force of the Future.” I believe it was Stephen Fry who said “How can we understand our present or glimpse our future if we cannot understand our past? How can we know who we are if we don’t know who we were? ...History is not the story of strangers, aliens from another realm, it is the story of us had we been born a little earlier.”

Please review the agenda of sessions and start making your plans to join us to expand our knowledge and our networking while enjoying beautiful beaches. Thank you for choosing SERC-NAHRO.

## Agenda

### SUNDAY, NOVEMBER 3RD

#### REGISTRATION

1:00 P.M. – 6:00 P.M.

#### OPENING SESSION

3:00 P.M. – 4:30 P.M.

#### RECEPTION

6:00 P.M. – 7:00 P.M.

### MONDAY, NOVEMBER 4TH

#### 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. – 4:30 P.M.

#### 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.

### TUESDAY, NOVEMBER 5TH

#### BREAKFAST AND PROGRAM –

LEGISLATIVE UPDATE 7:30 A.M. – 8:45  
A.M.

#### SESSIONS

9:00 A.M. – NOON

PRIZE DRAWING NOON



# TENTATIVE SESSION INFORMATION

## ASSISTED HOUSING

The “4-1-1” R.O. S. S. Program and Reporting’s “DO’s and DON’T’s” Session will cover the basic operation of the ROSS program. To include duties of the service coordinator, collaborative partnerships, residents’ participation, case management and reporting. Come learn the 1-2-3 and A-B-C of the ROSS Program. Question and answer times will be allotted.

## COMMISSIONERS

Public Housing Authority 101  
A road survey of state and federal laws governing Public Housing Authority’s operations with special emphasis on procurement, Human Resources and development.

## CR&D

### RAD with HUD 223 (f) Financing

An overview of the nuts and bolts of financing a RAD transaction with HUD’s 223 (f) program. The goal of the session is to introduce the financing tool and answer the following questions: Why is it an important tool? What benefits are there for a housing authority? What is the process for filing an application? Who needs to be involved? What are the various roles? How can you set yourself up for a successful transaction? The full panel could include a consultant, lawyer, engineer, appraiser and HUD if available.

### Untapped Potential: Land Banks and Land Trusts – Competition or Complements?

Effectively revitalizing distressed communities requires a significant investment of both public and private capital and a holistic strategy focused not just on affordable housing, but on how to create quality neighborhoods where families can learn, shop and play. Using these tools as strategic partnerships is key for municipalities dealing with blight. Learn more about taking control of problem properties and redeveloping them in a manner consistent with public interest and community need.

## FINANCIAL MANAGEMENT

### Internal Controls, Cash Management & Record Retention

Mary Kern, CPA for multiple Housing Authorities will present training that could be very useful to finance staff coming into our unique industry as well as a session for a new Executive Director or Deputy Director on Internal Controls, Cash management for Public Housing and the Housing Choice Voucher programs. This session will identify critical steps for the new staff or staff new to finance, for other it will expand your knowledge of financial management. Record Retention for programs averages three years after closed, some financial information must be permanently maintained, do you know what to keep and how long to keep it? She will also discuss potential changes to the program.

## MAINTENANCE

### Air Conditioning Mechanical and Electrical - Monday Morning

This 3-hour session is an introduction and overview for HVAC technicians no matter his or her skill level. It will be discussing air conditioning systems and the fundamentals of the refrigeration cycles. It will cover the 4 major components of an AC system, how they work and how to maintain them is then detailed. Topics covered in this class will include: Safety procedures, Preventative Maintenance and troubleshooting common problems.

### R-410 and other Refrigerants – Monday Afternoon

This 3-hour class addresses and answers many of the questions about the current transition from traditional R-22 to new alternative refrigerants including R-410A, MO-99 and other regional options. This course will address issues surrounding the difference in operating pressures and lubricants, how new equipment can impact equipment choices, tools and servicing. Topics covered will include: Safety, Properties of R-410 to R22 and Alternatives. Conversions from R-22 to R-410A, Interfacing old and new equipment, Service guidelines, Repair or replacement options and Proper Charging Techniques.

## MAINTENANCE

### Team Management -Tuesday Morning

This session is designed for Property Managers and Maintenance Supervisors to take as a team. This fun and enlightening class will promote a shared responsibility between management and maintenance teams. Team leaders learn how to work together helps everyone to succeed cohesively while encouraging unity of the purpose within the staff, and how collaborating and communication contributes to the overall success of the team.

## PUBLIC HOUSING

### RAD Closing What’s next?

Session will cover what next steps a Housing Authority has to take once a RAD closing takes place whether it is PBV or PBRA. We will also have a panel of PHAs to discuss their experiences after closing a RAD deal. A question and answers period will be allotted throughout the presentation.

## RAD

### Project Based Rental Assistance – Monday Morning

Still deciding on conversion, in the process or already down the road---if you are converting to Project Based Rental Assistance (PBRA) learn the steps of preparing multifamily budgets and setting up the financial structure for multifamily properties. This training would be targeted at Executive Directors, Board of Commissioners, and Financial staff who are getting ready or are looking into converting to PBRA in the future or anyone who has recently converted.

## RAD

### PBRA Questions and Answers

Bonitta R. Smith will continue with a Question/Answer along with other RAD conversion panelist. Again, this is for anyone still deciding on conversion, in the process or already down the road!

## RAD

### Review of RAD Conversion e-tool and Replacement Reserve - Tuesday

All RAD conversions are required have a completed e-tool and Replacement Reserve accounts maintained after conversion. D3G staff will walk you through the e-tool, how to understand the tool, make sure information is correct and discuss the upcoming changes HUD is making to the tool.

## SMALL AGENCY FORUM

### Repositioning for Small Agencies

Come hear how some small agencies are approaching repositioning and how they made the decisions that helped them convert. You will hear from agencies choosing to do RAD, choosing to share an Executive Director, and choosing to stay public housing. We want to help you make your own choices that drive your agency into the future.

### Building a Resilient Community with Limited Resources

Sometimes working with people can be frustrating (this includes coworkers as well as residents). Everyone has a story, and behaviors and attitudes often give us a hint of certain chapters in someone’s story. Traumatic events in the lives of people often cause behaviors that we find difficult to deal with. Understanding the causes of trauma and the effects that trauma has in the life of an individual, helps us to listen to them in such a way that we can build a connection. Our housing communities will become stronger as we help our residents to overcome the crippling effects of trauma by creating a culture of safety, empowerment, and healing. As this happens, families will become stronger. That means that our children will be stronger and much more likely to graduate from high school and college. This is huge for our housing communities both now and for future generations. Come and learn new techniques for connecting with your residents.



“Experience the best of HHI from **Marriott Hilton Head Resort & Spa.**

Ideally situated directly on the beach - with more ocean view guest rooms than any other Island resort - our welcoming hotel is the perfect choice for every traveler. Discover endless opportunities for fun, from playing one of three PGA golf courses, swimming on the beach or in our indoor and outdoor pools, playing tennis and going for bike rides to unwinding at our exquisite spa. Savor fresh seafood and South Carolina favorites at Blue or

sip cocktails at one of our seasonal cafes. If a business event or social gathering brings you to our Hilton Head resort, you'll find contemporary meeting venues, including the area's largest ballroom, outdoor spaces and a host of superior services and amenities. When it's time to relax, our inviting rooms and suites await, each with a private balcony and thoughtful touches. Whether visiting for work or enjoying a beach vacation, we look forward to making your stay at our Hilton Head resort exceptional.” - Marriott Hilton Head Resort & Spa website.

Last Day to Book (rates for \$179/night+taxes and fees): Tuesday, October 1, 2019

<https://tinyurl.com/y56cestr>

or call 1-843-686-8400 and mention the SERC-NAHRO block.