

SERC-NAHRO Registration
c/o Augusta Housing Authority
1435 Walton Way
Augusta, Georgia 30901-2609

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Experience The Charm Of Savannah From Our Riverfront Hotel

Stay in the heart of historic Savannah, Georgia, at Marriott Savannah Riverfront. Explore the warmth and beauty of Georgia's oldest city from our riverfront location, with many top attractions, shops and restaurants just a short stroll away. Treat yourself to a massage at our premier day spa, work out in the 24-hour fitness center or go for a swim in our seasonal outdoor pool. Enjoy traditional Southern breakfast options at Blue, our delightful restaurant overlooking

the riverfront, or enjoy cocktails and a light meal in the Atrium Bar. If a meeting, conference or social event brings you to our hotel, our contemporary indoor and outdoor venues, custom catering and outstanding service are available to help create an impressive gathering. At the end of the day, retreat to your room or suite and enjoy plush bedding, room service and Wi-Fi access while you take in views of the Savannah River or downtown. No matter what brings you here, we look forward to making your visit to Savannah remarkable.

Marriott Savannah Riverfront Website: [Book your group rate for Southeast Regional Council of NAHRO](#)

Rates range from \$212 to \$252/night (\$25/night parking fees)
Go to: [Book your group rate for Southeast Regional Council of NAHRO](#)
or call 912-233-3765 to speak to a reservation agent **before Thursday, October 13th**
to ensure the National Association of Housing group rate.



SERC-NAHRO

FALL CONFERENCE

**MARRIOTT SAVANNAH
RIVERFRONT
SAVANNAH, GA**

November 6-8, 2022



PRESIDENT'S MESSAGE

Greetings SERC!

So, the song goes like this –

There's been so many things that's held us down But now it looks like things are finally comin' around. I know we've got, a long, long way to go, and where we'll end up, I don't know. But we won't let nothin' hold us back, we're putting ourselves together, we're polishing up our act! – McFadden & Whitehead (Lyrics From Ain't No Stopping Us Now)

Please don't let anything stop you from attending the 2022 SERC Fall Workshop in historic Savannah, Georgia! The Professional Development Committee has planned an exciting opening session, informative training sessions, and much more. Sessions include Repositioning Options, Fair Housing & VAWA, Collaborative Organization of Services, Active Shooter Response, and many others. SERC is on the move!

Although we face numerous obstacles such as staff shortages, supply chain challenges, and inflation, we must not let anything stop us from providing for those whom we have the privilege of serving. Polish up your act! Let's get busy preserving public housing, developing affordable accommodations, recruiting landlords and improving our agency operations. This conference was designed to stimulate us, encourage us, and drive us higher!

Ain't no stoppin us now!
We're on the move!
Ain't no stoppin us now!
We've got the groove!

Shaundra Clark,
President

Agenda

SUNDAY, NOVEMBER 6TH

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 7TH

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.

MONDAY, NOVEMBER 7 TH CONT...

LUNCH
NOON – 1:30 P.M.
(ON YOUR OWN)
AFTERNOON BREAK
3:00 P.M. – 3:15 P.M.
RECEPTION
6:00 P.M. – 7:00 P.M.

TUESDAY, NOVEMBER 8 TH

BREAKFAST AND PROGRAM –
LEGISLATIVE UPDATE 7:30 A.M. – 8:45 A.M.
SESSIONS
9:00 A.M. – NOON
PRIZE DRAWING - NOON

SESSION INFORMATION

Commissioners

Cybersecurity for PHA Commissioners & Executives

As we continue to evolve through demands for remote work, a surge in housing needs, and an immediate need to provide services online, Enterprise Risk is more critical than ever. In this non-technical session, AV will provide your Commissioners a high-level overview. Key points include defining Enterprise Risk, why it's essential, where to start, what questions to ask, and the increased importance due to national and global events. We'll focus on cybersecurity as it pertains to enterprise risk management and the executive's role in ensuring that management look beyond the "blinking lights in the data center."

Strategic Planning for a Technologically Advanced Agency

Technology is constantly evolving, and housing agencies must be prepared to adapt in order to stay current and serve the public effectively. In this presentation, we will discuss some tips for PHA executives for strategically planning for a technologically advanced agency. We'll cover important topics such as ensuring your agency has a strong IT infrastructure, leveraging new technologies to improve service delivery, and preparing for future trends. By following these tips, you can help your agency stay ahead of the curve and provide superior service to the community.

Getting the Most Out of your Software Systems Through Business Process Redesign

Public Housing executives are tasked with ensuring that their agencies run as efficiently and effectively as possible. In order to do this, it is crucial to have the right software systems in place. However, simply having the right software is not always enough - it's also important to make sure that these systems are being used to their full potential. This can be accomplished through business process redesign. By taking a closer look at how your agency's processes work, you may be able to find ways to improve efficiency and make better use of your software systems... or justify undertaking a replacement project.

Commissioner Roundtable

Facilitated by Bobby Collins, CEO Housing Authority of the City of Shreveport

Financial Management

Dale Rector of Rector, Reeder & Lofton Financial Training for Nonfinancial People This session is designed to inform and educate management and Commissioners on understanding the HUD financial statements.

Policies & Procedures, Internal Controls, Fraud Exposure

This session will provide a comprehensive review of required Policies and Procedures from a financial and internal control perspective.

Financial Training – Update on FDS, Program Income, RAD Overview & Understanding Financial Statements

A financial update for accountants and financial personnel including the FDS update, GASB update, Program Income, RAD conversions, and Public Housing termination.

Assisted Housing

Fair Housing and VAWA

Fair Housing, VAWA, and 504 Reasonable Accommodation are key regulations that Housing Authorities face in operation of a Housing Authority. This session will review these laws and regulations and the necessity to incorporate these regulations into the daily operation of the Housing Authority. Ms. Walker will bring 39 years of "Real World Experience" to the discussion of policy development, operating procedure, staff training and documentation.

Asset Repositioning

Repositioning Options, Which One is Best for Your PHA?

If you're considering converting your public housing to PBV or PBRA you now have multiple options to consider. You can choose RAD, Section 18, Section 18 Blend, etc., but which is best for your PHA? This panel discussion will include housing leaders of varying size PHAs from across the SERC region who've been through conversion. They will discuss their experience regarding the options they selected, provide details on the transaction, and answer your questions. Join us for an opportunity to learn from housing peers. Beth Brown: CEO, Gainesville HA, Gainesville, GA, and Susan Minor: Vice-President-Operations, Franklin HA, Franklin TN and James Cox of Greensboro, NC are panel members, just to name a few.

Rental Assistance Demonstration:

Have you started considering the impact of converting to Rental Assistance Demonstration "RAD" and the impact it would have on your apartments? Would you like to have more answers? William Lavy and HUD headquarters staff will be available to answer all your questions.

CR&D

Development Roundtable (The perfect following Session to Asset Repositioning Session)

Please join us for a true roundtable discussion that will address a variety of topics surrounding development utilizing the Low-Income Housing Tax Credit program. The panel consists of PHA Executive Directors and staff of varying sizes and locations that have extensive experience with development and the LIHTC program. They will discuss their experiences related to issuing an RFP, negotiating an MOU and business terms, timelines, and expectations, restructuring your PHA, managing tax credit properties, use of funds, predevelopment costs, current challenges and more. The panel will lead a discussion illustrating their experiences, lessons learned and answer questions. This will be an honest and robust discussion regarding development. Learn from your peers, their successes as well as their "wish I would have done this differently" scenarios.

Fair Housing (FHEO) Reviews and "Voluntary" Compliance Agreements.

The Housing and Development Law Institute (HDLI) leads this session on best practices for managing the HUD FHEO review process and how to negotiate "voluntary" compliance agreements when necessary. Learn about important VCAs that PHAs have signed and how best to avoid them. Lisa Walker, CEO and General Counsel of Housing Development Law Institute is presenting.

Affordable Housing and Other Programs Offered by the Federal Home Loan Bank - Atlanta

The Federal Home Loan Bank from Atlanta will present a comprehensive in-depth description of their Affordable Housing Program and Community Initiatives. This presentation is valuable for Housing Staff interested in affordable housing development and Community Initiatives. **This session will repeat Monday afternoon.**

Small Agency Forum

FRAUD IN PUBLIC HOUSING

HUD's Office of Inspector General will focus on Public Housing: Preventing, Detecting, and Detering Fraud, Waste and Abuse in Public Housing Programs. Topic Area: HUD Public Housing and Grant Programs. **This session will repeat Monday afternoon**

Collaborative Organization of Services

This very informative Session will provide information on how communities can work together to remove barriers for children and families. By bringing team members collective experiences to bear on families, incredible results are reaped for the entire community.

This solution-focused approach not only saves money and resources, but provides a One-Stop Shop for families and communities. Presented by Beaufort County Collaborative Organization of services for youths/adults .

Maintenance

Understanding Pest Control

Ernest Owens from Indigo Exterminators will conduct a knowledge-based class on pest prevention & pest remedies for German Cockroach, Rodents, Bedbugs and Wildlife.

Preventative Maintenance

This 3-hour course is an introduction and overview for technicians, no matter the skill level. It begins with safety and the fundamentals of keeping residents happy and keeping equipment running at its best. This class covers the importance of starting a preventative maintenance (PM) schedule, maintaining records, and how residents view this important program. This class covers preventative maintenance (tools and techniques) and the troubleshooting skills needed to work on and operate the equipment typically found in a multifamily facility.

Topics include safety procedures, lock out/tag out; common PM items in and outdoors with solutions and money saving opportunities. Randy Woolery is a National Trainer form HD Supply and will share the importance of PM and recordkeeping.

Active Shooter Response (Non-Law Enforcement)

John C. Bass, Retired Chief Investigator (45 years' experience in Law Enforcement) will provide up to date suggestions for civilians that may become involved in an Active Shooter Situation. Information will be provided to help identify an active shooter prior to the incident. Situational awareness, immediate action and after incident protocols.

Public Housing

The Opioid Epidemic – Exposure, Cleanup and The Use of Narcan

This very informative session will discuss the rising opioid epidemic in our communities. (Including exposure of Staff, how to identify the signs and symptoms of an overdose, how to safely administer NARCAN; (a safe first aid medication that rapidly reverses an opioid overdose), a review of clean up procedures and the Good Samaritan Laws for those who administer NARCAN in a medical emergency. **This session will repeat Tuesday morning.**

Hot Topics

Discussions by CEO's and Executive Directors to included Lease Up (Public Housing and Housing Choice Vouchers, Repositioning, Sustainability, Succession Planning, Moving to Work, NSPIRE Inspections, Tenants Accounts Receivables, Landlord retention and RAD.