

PASSPORT



TO A NEW WORLD IN
HOUSING

SERC-NAHRO
ANNUAL CONFERENCE

June 28-30, 2026
Hilton Orlando,
Orlando, FL



Destination: Flourishing, Affordable Neighborhoods

Vision

Building strong, thriving communities
with affordable housing and
opportunities for all.

Mission

SERC-NAHRO empowers members to
create resilient and affordable
communities through innovation,
advocacy, collaboration, and
professional development.



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Michael Wong
President, SERC NAHRO

It is my great pleasure and honor to welcome you to our 2026 Annual Conference in Orlando, Florida. This gathering represents a celebration of our shared vision, our collective achievements, and our commitment to shaping the future together.

Over the past year, we have navigated challenges, embraced opportunities, and continued to grow stronger as we address the housing needs of our respective communities. This conference is a reflection of that resilience and dedication. It provides us with a valuable platform to exchange ideas, explore innovation, strengthen partnerships, and inspire one another.

We are privileged to host an outstanding lineup of speakers and thought leaders who will share insights, experiences, and forward-thinking perspectives. I encourage each of you to engage actively, participate in discussions, and make meaningful connections throughout the event.

Our progress is possible because of the passion and commitment of members like you and dedicated conference volunteers. Your contributions drive our mission forward and reinforce the purpose that unites us of “housing for all”.

Thank you for being part of this important occasion. I wish you a productive, insightful, and enjoyable conference.



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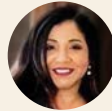
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*Deceased



SERC SCHOLARSHIP

Please stop by the Scholarship booth in **Orlando I** to bid on baskets.

HOUSING AMERICA "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.

Orlando I Foyer



LOBBY LEVEL (L)



LOWER LEVEL (LL)





SUNDAY
June 28th



Agenda

Registration

1:00 - 6:00 pm

Convention Registration

Exhibit Viewing

1:00 - 3:00 pm

Orlando I

First Time Attendees

Welcome

1:00 - 3:00 pm

By Invitation Only

Opening Session & Awards

3:00 - 5:30 pm

Orlando II

Welcome Exhibitors' Reception

6:00pm - 7:30 pm

Orlando I

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SUNDAY

June 28th



Opening Session

Opening Ceremony

**Charlie Harrington,
Opening Session Chair
Marion, VA**

Parade of Flags

**SERC State President/
Representative**

***The Pledge of Allegiance**

**Johnny Johnson
Columbus, MS**

***National Anthem**

**Dione Kinman
Dry Ridge, KY**

Invocation

**James Cox, VP of SERC
Greensboro, NC**

Welcome Aboard: We've been expecting you

Bienvenidos from SERC

**Michael Wong,
SERC President**

Bienvenue from NAHRO

**Sean Gilbert,
NAHRO President**

Benvenuti from NAHRO

Mark Thiele, NAHRO CEO

Awards Presentation

**Newsletter of the Year
Website of the Year
Resolutions
Life Members
Commissioners
SERC Awards**

***Please stand**



MONDAY

June 29th



Agenda

Registration

7:30 am - 3:00 pm

Convention Registration

Continental Breakfast

7:30 - 9:00 am

Orlando I

Concurrent Sessions

9:00 am - 12:00 pm

Morning Break

10:15 - 10:30 am

Orlando I

Business Meeting & Legislative Luncheon

12:15pm - 2:00 pm

Orlando II

Concurrent Sessions

2:00 - 4:30 pm

Afternoon Break

3:15 - 3:30 pm

Orlando I

Exhibitors' Reception

5:30 - 7:00 pm

Orlando I

Grand Prize Drawing

must be present to win

Turn your
dream trip into
reality with our
travel cash
giveaway!



MONDAY

June 29th



Business Meeting & Legislative Luncheon

12:15 - 2:00 pm

Orlando II



Tushar Gurjal works on issues related to the Housing Choice Voucher program and other affordable housing programs. His work includes analyzing federal regulations and legislation and providing information and policy recommendations in both written and verbal forms. He frequently gives presentations on a variety of affordable housing topics. He also serves as the staff liaison to the Housing Committee.

Gurjal has previously worked as a policy advisor and as a policy analyst. He is a graduate of Villanova Law School and Brown University.



Gabriel Smith serves as Legislative Affairs Manager at NAHRO. Prior to joining NAHRO, Smith was a Congressional Black Caucus Fellow in the U.S. House of Representatives. Smith brings non-profit experience from the Southern Poverty Law Center and the National Community Action Partnership. Gabriel obtained degrees in History from Tuskegee University and Auburn University, specializing in the Civil Rights Movement and Gerrymandering.



MONDAY
June 29th
SESSIONS



Globetrotter

Orlando VI
9am-12:00pm,
2pm-4:30pm

Shattering the Silence: Addressing the Elephant in the Room

Presenter: LaBethani May

Moderator: Taleshia Stewart

Description: This session will include basics and fundamentals of recognizing, intervening, and supporting individuals with mental health challenges. Principles of self-care, work-life balance, and self awareness will also be taught.

Paris

Lake Highland-B
9am-12:00pm,
2pm-4:30pm

The Engagement Blueprint: Strengthening Resident Services

Presenter: Burnetta Smith

Moderator: Tayshia Hawkins

Description: Public housing communities are not one-size-fits-all — and resident engagement strategies shouldn't be either. While housing authorities across the country face similar challenges, the realities within each community require intentional, adaptive approaches to participation, governance, and service delivery.

This session is designed to help housing professionals strengthen resident services by aligning outreach, partnerships, volunteer engagement, and resident council effectiveness.



MONDAY
June 29th
SESSIONS



Layover

Lake Hart

9am-12:00pm,

2pm-4:30pm

Starting and Running a Nonprofit

Presenter: Chad Porter

Moderator: Ashley Whidby

Description: Creating and operating a nonprofit requires careful planning, governance structure, and compliance with federal and state requirements.

In this first session of a three-part series, participants will learn the foundational steps involved in establishing a nonprofit organization connected to a PHA.

Participants will learn when and why a PHA may benefit from creating a nonprofit entity, key legal and structural considerations when forming a nonprofit, governance best practices including board structure and independence, steps for obtaining tax-exempt status and maintaining compliance, and common challenges PHAs encounter when launching nonprofit affiliates.

This session will provide practical guidance to help PHAs determine whether creating a nonprofit is the right strategy and how to establish a strong foundation for long-term success.

Jetsetter

Lake Monroe

9am-12:00pm,

2pm-4:30pm

Pryor Comprehensive Training for HR Managers

Presenter: Hollie Stuart

Moderator: Gloria Byrd

Description: Navigate the full spectrum of HR management - from legal challenges and workplace conflicts to benefits administration and compensation strategy.

This is a two-day session with certification.



MONDAY
June 29th
SESSIONS



Excursion

Lake George

9am-12:00pm

Emotional Intelligence in Public Service

Presenter: Dr. Rita Felton

Moderator: Nellie Sanchez

Description: Emotional intelligence explores how emotional awareness improves communication, decision making, and trust.

Lake George

2:00-4:30pm

HUD Office of Recapitalization Repositioning Options for PHAs

Presenter: Thomas R. Davis

Moderator: Kerry Smith

Description: The Rental Assistance Demonstration (RAD) has changed a lot recently, providing paths to access capital for repairs that weren't available just a few years ago. While there are new tools and new options for PHAs of all sizes, the new tools are particularly impactful for PHAs with 250 units or less. In this session, HUD staff will introduce you to RAD's new tools and will walk you through examples of how PHAs have used RAD to improve their financial position, the condition of their properties, and the quality of life for their residents.



MONDAY
June 29th
SESSIONS



Safari

Lake Down

9am-12:00pm

Success through Marketing and Communications

Presenter: Brooks Jeffery Marketing Agency

Moderator: Susan Lillis

Description: It's no secret that affordable housing is fundamentally misunderstood. Led by our panel of industry-leading housers, dive into the basics of communicating through Branding, Annual Reports, Agency Brochures, Fact Sheets, Infographics, Press Releases, and your agency's website. Learn best practices for effective communication, building and maintaining a positive public image, and how to effectively position your agency and your services.

Lake Down

2:00-4:30pm

Resident Communications - How to Keep Residents Engaged and Informed

Panelists: Becky-Sue Mercer, Dewayne Alexander, Shaundra Clark, Franklin Scott Jr.

Moderator: Katie Bibbee, Brook Jeffery Marketing Agency

Description: Our residents are at the center of everything we do as Housers, but how do we ensure information reaches the families we serve? Looking beyond simply mailing out notices or leaving flyers taped to doors, how to we communicate within our community? Join us in walking through tips and strategies for connecting with your residents and staying engaged. Discuss strategies for gathering contact information and keeping information up to date. Discover innovative approaches to data collection and program implementation in order to streamline your communication processes to make sure your information is understood as well as received.



MONDAY
June 29th
SESSIONS



Compass

Lake Highland-A
9am-12:00pm

Introduction to The Capital Fund Planning Process & EPIC

Presenter: Chris Granger, Emily Haeckel,
Damien Thomas, Erica Vilardi

Moderator: Christopher McKissick

Description: In this breakout session, participants will become acquainted with the Capital Fund planning principles and necessary steps behind the workflows in EPIC. PHAs are responsible for the long-term viability of the PHA and its properties. The Capital Fund plays a pivotal role in financing activities to achieve the PHA's mission and goals as it concerns their public housing properties. Annually PHAs are also required to complete the Capital Fund Submission and planning is major component, which is largely completed in EPIC. We will provide an overview of each of the modules in EPIC and explain how they relate to the Capital Fund submission and planning process.

Capital Fund Eligible Activities, Reporting Requirements & EPIC

Presenters: Chris Granger, Emily Haeckel,
Damien Thomas, Erica Vilardi

Moderator: Christopher McKissick

Description: In this breakout session, we will also cover different budget line items and which activities are eligible under the Capital Fund and how to fulfill the reporting requirements in EPIC. We will review each module in EPIC. For example, we will learn how to submit a document package and the 5-year action plan. Participants will also learn about making revisions to the 5-Year Action Plan and Annual Statement/Budget.



MONDAY
June 29th
SESSIONS



Compass

Lake Highland-A
2pm-4:30pm

Capital Fund Grant Lifecycle & EPIC

Presenters: Chris Granger, Emily Haeckel,
Damien Thomas, Erica Vilardi

Moderator: Christopher McKissick

Description: In this breakout session, participants will learn about the importance of Capital Fund Obligation, Expenditure, and Fiscal Closeout. We will touch on procurement and contract management. In this session will cover additional features in EPIC such as how to use EPIC to exercise fungibility, how to report on RAD transactions, or Debt Service Obligations. We will briefly discuss when and how to submit Performance and Evaluations Reports, and the newer features available such as Monitoring and Close-out Packages. We will cover how to use EPIC for non-formula Capital Fund Grants, including Emergency/Disaster Capital Fund Grants, Emergency Safety & Security Capital Fund Grants, Lead-Based Paint Capital Fund Grants, and Housing-Related Hazards Capital Fund Grants. Finally, we will touch upon how to request to use Operating Funds for Capital Fund purposes.

This session will be followed by a Q&A.



TUESDAY

June 30th



Agenda

**Coffee and Donuts
with Vendors**

8:00 - 9:00 am

Orlando I

Concurrent Sessions

9:00 am - 12:00 pm

Morning Break

10:15 - 10:30 am

Orlando I

Lunch on your own

12:00 - 1:45 pm

Concurrent Sessions

2:00 - 4:30 pm

Afternoon Break

3:00 - 3:15 pm

Orlando I

Scholarship Dinner

6:30 - 9:30 pm

Orlando III



Experience food from around
the world!

CASH BAR ONLY.

Silent Auction

HILTON ORLANDO, FL
JUNE 30TH 6:30 P.M.

Please join us for the
annual silent auction
during the scholarship
dinner.



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1 TICKET \$1
6 TICKETS \$5
15 TICKETS \$10

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SCHOLARSHIP DINNER**

MUST BE PRESENT TO WIN



TUESDAY
June 30th
SESSIONS



Paris

Lake Highland-B
9am-12:00pm,
2pm-4:30pm

Minutes Matter: Empowering Communities to Respond to Medical Emergencies

Presenter: Kevin D. Jackson

Moderator: Christopher McKissick

Description: Emergencies can happen anywhere - including housing communities and workplaces. This session empowers participants with essential knowledge to recognize cardiac arrest, breathing emergencies, and common first aid situations. Attendees will learn how to respond quickly, provide immediate care, and support individuals until advanced medical assistance arrives.

Excursion

Lake Sheen
9am-12:00pm,
2pm-4:30pm

Legacy by Design: Executive Succession Planning for Sustainable Housing Leadership

Presenter: Bobby R. Collins

Moderator: Kerry Smith

Description: A full-day executive session for PHA Commissioners, Executive Directors, senior leadership, and HR professionals focusing on succession planning, 9-box reviews, 360 assessments, and Individual Development Plans (IDPs) for sustainability.

Layover

Lake Hart
9am-12:00pm,
2pm-4:30pm

Active Shooter Training with Certification

Presenters: Wayne Freeman, Captain SLED & Trey Elrod Senior, Special Agent SLED

Moderator: Amanda Fort

Description: This basic workplace violence overview course will look closely at active shooters in the workplace, dealing with potentially violent individuals in the work environment, and with basic emergency medicine that all employees should be aware of.



TUESDAY
June 30th
SESSIONS



Globetrotter
Orlando VI
9am-12:00pm

From HQS to NSPIRE-V: A Roadmap for HCV Readiness

Presenter: Cliff Kornegay

Moderator: Neil Brickfield

Description: Get ahead of NSPIRE-V with a focused session built specifically for Housing Choice Voucher programs. Led by one of the architects of NSPIRE, now Managing Director at Quadel Consulting and Training, this session gives attendees direct insight into how inspections are meant to be conducted and scored. Attendees will gain the insight needed to reduce confusion and confidently prepare for the 2027 transition.

Orlando VI
2-3:00pm

Operationalizing NSPIRE: From Inspections to Everyday Maintenance

Presenter: Cliff Kornegay

Moderator: Neil Brickfield

Description: NSPIRE is more than a new inspection model. It is a framework for daily property operations. Learn how agencies are embedding NSPIRE standards into preventive maintenance, staff training, and resident engagement.

Orlando VI
3:15-4:30pm

AI & Automation for Housing Authorities: Practical Use Cases

Presenter: Emily Smith

Moderator: Neil Brickfield

Description: Explore how PHAs are already using AI and automation to streamline resident communications, reduce compliance burdens, and improve reporting accuracy. This session will share practical, real-world examples that free up staff time without sacrificing accountability.



TUESDAY
June 30th
SESSIONS



Safari

Lake Down
9:00-10:15am

Cash Management - Operating Subsidy & Interest Income Regulations Update

Presenter: Roy Henderson

Moderator: Gloria Byrd

Description: Session will cover the cash management changes to include operating subsidy and interest income as it is described in PIH Notice 2025-20.

Lake Down
10:30am-
12:00pm

HCV Roundtable - Best Practices

Presenters: HCV Veterans and Experts

Moderator: M. Jason Spencer

Description: In this roundtable HCV veterans and experts will discuss the latest HCV issues and news affecting the HCV program.

Lake Down
2:00-4:30pm

From Compliance to Commitment

Presenters: Dr. Rita Felton

Moderator: Nellie Sanchez

Description: From compliance to commitment equips leaders with strategies to foster accountability, navigate change, and maintain team morale.



TUESDAY
June 30th
SESSIONS



Jetsetter

Lake Monroe
9am-12:00pm,
2pm-4:30pm

Pryor Comprehensive Training for HR Managers

Presenter: Hollie Stuart

Moderator: Lisa Marcum

Description: Navigate the full spectrum of HR management - from legal challenges and workplace conflicts to benefits administration and compensation strategy.

Compass

Lake Highland-A
9am-12:00pm

Procurement

Presenters: Chris Granger, Emily Haeckel,
Damien Thomas, Erica Vilardi

Moderator: Aaron Brittan

Description: The HUD Procurement Handbook 7460.8 REV 3 - A Guide to Assist Public Housing Agencies on Procurement Practices – was published in 2026. This is the first comprehensive revision of the Procurement Handbook since 2007 and represents a significant modernization of procurement requirements applicable to Public Housing Agencies (PHAs).

This session presented by HUD public housing staff explains how the Handbook aligns PHA procurement practices with the federal grant standards at 2 CFR 200.317–200.327, which governs procurement under Federal financial assistance awards. We will cover the various methods of procurement, such as micro purchases, small purchases, invitations for bid, and non-competitive procurement actions. Additionally, we will cover the steps to procure, including the statement of work and independent cost estimate.



TUESDAY
June 30th
SESSIONS



Compass

Lake Highland-A
2pm-4:30pm

BABA

Presenters: Chris Granger, Emily Haeckel,
Damien Thomas, Erica Vilardi

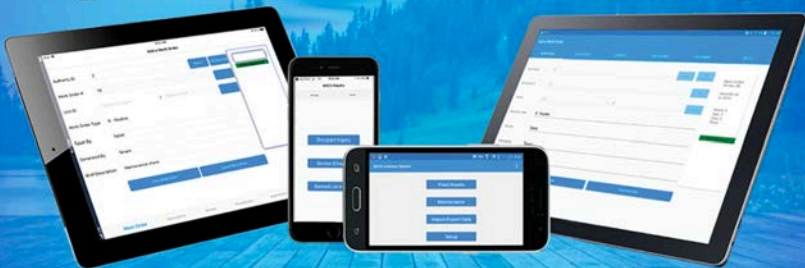
Moderator: Aaron Brittan

Description: The Build America, Buy America (BABA) Act, enacted on November 15, 2021, requires that all iron, steel, manufactured products, and construction materials used in federally funded infrastructure projects are produced in the United States.

This session presented by HUD Public Housing staff clarifies the guidance provided to Public Housing Agencies (PHAs) in the PIH Implementation Notice by providing them with information about the “Buy America preference” (BAP) requirement and its impact on programs administered by the Office of Public and Indian Housing (PIH) including the Capital Fund, Operating Fund, Choice Neighborhoods and Moving To Work (MTW) demonstration. This session will go over the timeline for the application of the BAP and highlight issues that PHAs may want to consider as HUD transitions to full implementation of the BAP. The session will clarify when and how a PHA seeks a waiver and what HUD-wide waivers are in effect, and how to document compliance.

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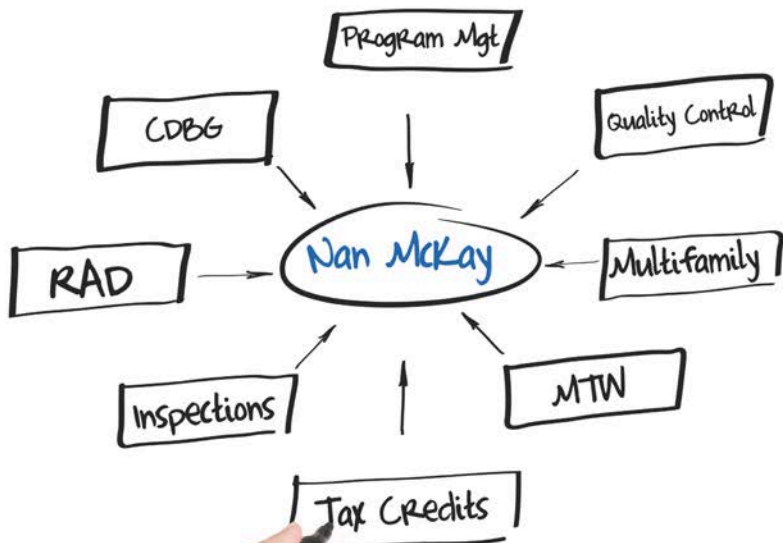
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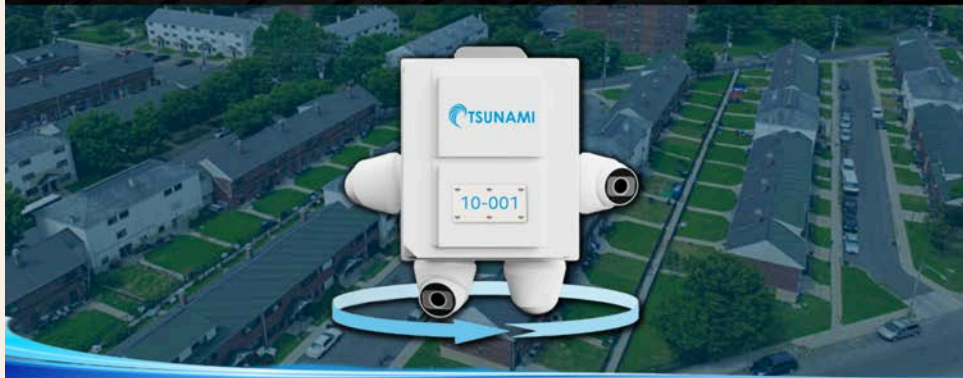


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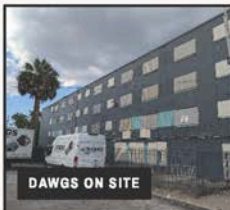
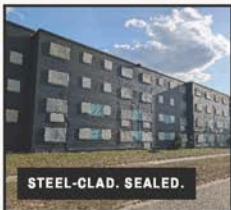
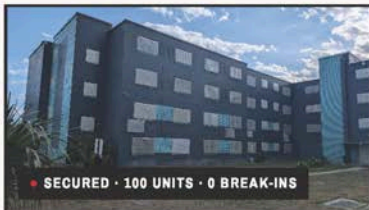
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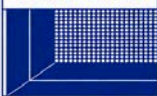


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