



# 2020 PSWRC-NAHRO CONFERENCE AGENDA

MONDAY, MAY 4, 2020 – EMBASSY SUITES BY HILTON MONTEREY BAY

1441 Canyon Del Rey Blvd, Seaside, CA 93955

## PRE-CONFERENCE TRAINING / BOARD MEETING

TIME	COMM	HOUSING	CR & D	FINANCE	PROF DEV	MEMBER SVCS
Rm Assignment						
4:30 – 5:45 P	Concurrent Committee Meetings					
6:00 – 8:30 P	PSWRC- NAHRO Board Meeting / Dinner ~TBD~					

**\*\*\*PSWRC reserves the right to make changes to the agenda as needed\*\*\***



# 2020 PSWRC-NAHRO CONFERENCE AGENDA

TUESDAY, MAY 5, 2020 – EMBASSY SUITES BY HILTON MONTEREY BAY

## GENERAL CONFERENCE ATTENDANCE:

TIME	HOUSING	CR & D	FINANCE	PROF DEV	SAFETY & SECURITY
Rm Assignment					
8:00 – 9:00 A	Continental Breakfast				
9:00 – 10:15 A	Opening Plenary Session <i>Speaker: TBD</i> <i>TBD</i>				
10:15 – 10:30 A	Break				
10:30 – 11:45 A	RADifying Public Housing – A PHA Success Story	Thinking About Accessing State Funds? Everything You Need To Know About HCD Sources	Housing Choice Voucher Financial Accounting & Reporting – Pt. 1	End User Technology Security and Best Practices - Housing Plans Shared User Database Application	Automated Vehicular Gate Safety Standard Compliance – Pt. 1 (Administrative Prospective)
12:00 – 1:45 P	Lunch – Association Business, Elections, etc. <i>Keynote: TBD</i>				
2:00 – 3:15 P	The Impact of Food Insecurity on Housing Authority Residents	From Research to Reality: Aligning Affordable Housing Efforts with Actions to End Homelessness	Housing Choice Voucher Financial Accounting & Reporting – Pt. 2	Leadership – From Peer to Supervisor	Automated Vehicular Gate Safety Standard Compliance – Pt. 2 (Legal Prospective)
3:15 – 3:30 P	Break				
3:30 – 4:45 P	Putting People First in Public Housing Transformations	Advocacy in Action (Tess, Georgi, Teresa?)	Housing Choice Voucher Financial Accounting & Reporting – Pt. 3	Technology Trends for PHAs	PHA Fraud Investigations & Non-Compliance – Is This the Right Program for You?
4:45 – 6:00 P	Networking Reception				

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# 2020 PSWRC-NAHRO CONFERENCE/TRAINING DAY AGENDA

WEDNESDAY, MAY 6, 2020 – EMBASSY SUITES BY HILTON MONTEREY BAY

GENERAL CONFERENCE 1/2 DAY / TRAINING 1/2 DAY:

TIME	HOUSING	CR & D	FINANCE	PROF DEV	SAFETY & SECURITY
Rm Assignment					
8:00 – 9:15 A	Sit-Down Breakfast / Legislative Update <i>Keynote: Tess Hembree</i>				
9:30 – 10:45 A	Tax Credit Inspection / Audit	Development Workshop – Pt. 1	Housing Choice Voucher Financial Accounting & Reporting – Pt. 4	Key Performance Indicators (KPIs) for PHA Management	Understanding the Epidemic of Sexual Abuse and Assault in Low Income Communities
10:45 – 11:00 A	Break				
11:00 – 12:15 P	HUD's Housing Counselor Certification Requirements	Development Workshop – Pt. 2	Housing Choice Voucher Financial Accounting & Reporting – Pt. 5	Technology for PHAs transitioning from traditional Public Housing to Mixed-Finance or RAD	How to Protect Your Agency / Risk Management
12:15 P	General Conference Closes				
POST-CONFERENCE NAHRO UNIVERSITY TRAINING / CERTIFICATIONS					
12:45 – 2:45 P	NAHRO Certification Exam Administration ~TBD~				
1:00 – 5:00 P	<a href="#">Workshop for EDs &amp; Sr. Staff</a>  Additional Fee (pending)		Housing Choice Voucher Financial Accounting & Reporting – Pt. 6 & 7	<a href="#">Executive Management &amp; Board Relations</a>  Additional Fee (pending)	

**\*\*\*PSWRC reserves the right to make changes to the agenda as needed\*\*\***



# 2020 PSWRC-NAHRO TRAINING DAY AGENDA

THURSDAY, MAY 7, 2020 – EMBASSY SUITES BY HILTON MONTEREY BAY

## TRAINING DAY:

TIME	HOUSING		FINANCE	PROF DEV	
Rm Assignment					
7:30 – 8:15 A	Breakfast on Your Own				
8:30 – 4:30 P	<a href="#">Workshop for EDs &amp; Sr. Staff</a>		Housing Choice Voucher Financial Accounting & Reporting – Pt. 8	<a href="#">Executive Management &amp; Board Relations</a>	

**\*\*\*PSWRC reserves the right to make changes to the agenda as needed\*\*\***

# 2020 Annual Conference NAHRO University “Kick-Off”

## MONDAY, MAY 4, 2020

4:30 – 5:45 P	Exhibitor Move-in	
4:30 – 5:45 P	Concurrent Committee Meetings	
6:00 – 8:30 P	PSWRC Executive Board Meeting	

## TUESDAY, MAY 5, 2020

7:00 A – 5:00 P	Registration	
7:00 – 8:00 A	Exhibitor Move-in	
8:00 A – 9:00 A	Continental Breakfast – Visit with Exhibitors	
9:00 – 10:15 A	Opening Plenary Session / Pep Rally – Keynote Speaker	
10:15 – 10:30 A	COFFEE BREAK	

	Panel	Breakout Sessions	Conference Room
	<p><b>Gloria Munoz</b>, HA of Maricopa County</p> <p><b>Chanchal Singh</b>, HA of Maricopa County</p> <p><b>Mario Aniles</b>, HA of Maricopa County</p>	<p><b>RADifying Public Housing – A PHA Success Story</b></p> <p>The Housing Authority of Maricopa County (HAMC) team will discuss its successful transition from Public Housing to Section 8 using Rental Assistance Demonstration (RAD) as a vehicle. Using RAD, HAMC made capital improvements to the properties that had fallen into neglect as well as developed brand-new multifamily developments. The team will discuss their experience, learning and challenges in the process, and how they overcame those challenges to successfully complete renovation and construction of rental developments. This will be supported by visual aid consisting of the before and after pictures. HAMC will also discuss how the operations of their properties have changed, for better, as a result of this transition.</p>	
10:30 – 11:45 A	<b>Craig Morrow</b> , HCD	<p><b>Thinking About Accessing State Funds? Everything You Need to Know About HCD Sources</b></p> <p>This session will cover the California Housing and Community Development's (HCD's) Notice of Funding Availability (NOFA) calendar and run through all of the programs that are currently available and present valuable program overviews and basic eligibility criteria.</p>	
	<b>Lamar Jackson</b> , DoorKing	<p><b>Automated Vehicular Gate Safety – From the Administrative Perspective</b></p> <p>You will gain a general understanding of the industry safety standards and what is mandated in the design, installation, and suggested solutions on how to meet the requirements of the industry safety standards regarding your automated vehicular systems. Reduce your agency's liability associated with automated vehicular gates!</p>	
	<b>Eric Arguello</b> , Stanislaus Regional HA	<p><b>End User Technology Security &amp; Best Practices – Housing Plans Shared User Database Application</b></p> <p>The purpose of this session is to educate &amp; provide practical, applicable actions and protections that users of computers and mobile devices can use against security threats that they face in the workplace and beyond.</p> <p>This session will also be coupled with an introduction to the housing plans shared user database that has been developed to allow Housing Agencies the ability to share architectural plans for development, disaster plans, administrative plans, and more.</p>	

# 2020 Annual Conference NAHRO University “Kick-Off”

**TUESDAY, MAY 5, 2020 (CONTINUED)**

10:30 – 11:45 A	Mike Petro, Nan McKay Associates	<p><b>Housing Choice Voucher – Financial Accounting &amp; Reporting Part 1</b></p> <p>This <i>Finance Track</i> will focus on many aspects of HCV financial accounting &amp; reporting including a review the HUD balance sheet chart of accounts used in the HCV program &amp; how financial transactions are to be reported using the HUD chart of accounts; a review the HUD income statement chart of accounts used in the HCV program as well as the proper use of the sources and uses accounts &amp; the memo accounts; how on-going administrative fees are earned, in addition to the types of special fees that may be available in the program and how they are earned will be reviewed; basic concepts of indirect cost allocations vs. fee-for-service &amp; how to properly apply either cost allocation or fee-for-service to the HCV program; and much, much, more!</p> <p><b>***Additional Fee for Finance Track – Pre-Registration Required***</b></p>	
12:00 – 1:45 P	<b>LUNCH – ASSOCIATION BUSINESS, ELECTIONS, ETC. / KEYNOTE: TBD</b>		
	<p>Melissa Cannon, TBD Lester Patrick, HA, County of San Joaquin Ashley Ramsden, UC Monterey Bay Armika Berkley, Kaiser Permanente</p>	<p><b>The Impact of Food Insecurity on Housing Authority Residents</b></p> <p>This session will cover the Food Insecurity problem in America with emphasis on Northern California and Nevada and the impact that it has on 12.7% of the general population. Many of those affected are the same population that we serve in public housing. So focus will be on the "food insecure" population of the housing authorities. It will cover the devastating affect it has on health, employment, education, and the budget. Lastly we will discuss some specific approaches to fight the food insecurity problems that housing authorities are faced with.</p>	
2:00 – 3:15 P	<p>Helene Schneider, USICH Rob Fredericks, City of Santa Barbara HA Alicia Sutton, BSCH</p>	<p><b>From Research to Reality: Aligning Affordable Housing Efforts with Actions to End Homelessness</b></p> <p>This session will focus on deciphering and identifying various funding opportunities and policies related to creating new affordable housing projects &amp; garnering the political and community will in support of your efforts. Panelists from local, state and federal perspectives will discuss projects from the conceptual stages to the planning and permitting process to the ceremonial ground breaking and ribbon cutting events. We will also review examples from recently CA State funded HEAP and HHAP grants, focusing on connecting housing with supportive services. Finally, we will give two current examples: Johnson Court and Gardens on Hope, both just opening this year in Santa Barbara, CA. We will incorporate strategies on how to positively engage the local community and garner the political will among local elected officials to say yes. After panel presentations, attendees will be invited to engage in dialogue about projects in their area.</p>	
	TBD, TBD	<p><b>Leadership – From Peer to Supervisor</b></p> <p>Session description still pending.</p>	
	Tom Lewis, CalAHA	<p><b>Automated Vehicular Gate Safety – The Legal Perspective</b></p> <p>Session description still pending.</p>	

# 2020 Annual Conference NAHRO University “Kick-Off”

**TUESDAY, MAY 5, 2020 (CONTINUED)**

2:00 –3:15 P

Mike Petro, Nan McKay Associates

## Housing Choice Voucher – Financial Accounting & Reporting Part 2

This *Finance Track* will continue to focus on many aspects of HCV financial accounting & reporting including those areas described above.

**\*\*\*Additional Fee for Finance Track – Pre-Registration Required\*\*\***

3:15 – 3:30 P

## AFTERNOON COFFEE BREAK

### Putting People First in Public Housing Transformations

To optimally serve the needs of residents, dramatic transformation is becoming more and more necessary as housing stock ages and becomes antiquated for the specific needs of the households served. Transforming these properties is not easy and impacts the lives of the people it is supposed to serve. Often the needs of the people are secondary to financial feasibility and political will. However, there is, and has to be a better way of handling these transformations and Putting People First. It is Vital and should be the focus of transformations through Choice Neighborhood, RAD, Section 18 Conversions, and other tools. The panel will discuss the successful approaches utilized to Put People First for RAD and Choice Neighborhood and other types of conversions including strategic planning, staffing needs assessments, resident case management, and relocation practices.

Tess Hembree, National NAHRO

Teresa Kinney, Stanislaus Regional HA

### Advocacy in Action

Session description still pending.

3:30 – 4:45 P

Allen Feliz, MRI Software

### Technology Trends for PHAs

In the coming year, technology will be a catalyst that enables PHAs to better manage demand, run more smoothly, and build stronger relationships with everyone from residents to landlords. We'll cover how the latest technologies can enhance your organization and community.

Maricruz Diffey, HACLA  
Andrea Garcia- Miller, HACLA  
Walter Finnigan, HACLA

### PHA Fraud Investigations & Non-Compliance – Is This the Right Program for You?

An overview of how HACLA investigators investigate allegations of fraud and non-compliance at PHAs. Information will be shared on evidence gathering, field interviews, inter-agency cooperation, and the lead-up investigation in preparation for the unlawful detainer process in public housing communities. Investigations involving Section 8 programs will also be discussed. We will explore opportunities given for resident compliance, which include verbal and written warnings and re-inspection; describe our collaboration at HACLA with the LAPD through the Community Safety Partnership (CSP) program as well as collaboration with HUD Office of Inspector General (OIG); a HACLA staff attorney will explain her insider's approach to the Unlawful Detainer (eviction) process in public housing. We will describe how we provide opportunities for resident compliance, which include counseling, warning letters, the grievance process, and curable notices. Finally, for those violations that are incurable, such as threats to the health and safety of the community, we will explain trial strategies for quick resolution.

# 2020 Annual Conference NAHRO University “Kick-Off”

## TUESDAY, MAY 5, 2020 (CONTINUED)

3:30 - 4:45 P	Mike Petro, Nan McKay Associates	<b>Housing Choice Voucher – Financial Accounting &amp; Reporting Part 3</b>  This <i>Finance Track</i> will continue to focus on many aspects of HCV financial accounting & reporting including those areas described above.  <b>***Additional Fee for Finance Track – Pre-Registration Required***</b>	
4:45- 6:00 P	NETWORKING / CINCO DE MAYO RECEPTION		

## WEDNESDAY, MAY 6, 2020

8:00 – 9:15 A	Tess Hembree, National NAHRO	<b>Sit-Down Breakfast / Legislative Update</b>  <b>How to Reduce CTCAC Findings</b>  Want to know how to do better on CTCAC audits? Interested in learning a few tricks of the trade and some best practices? What to learn how QC can change your life? Join us for some common sense, everyday practices anyone can do from whether you are a Specialist or a Manager that will help reduce your audit findings, improve your relationship with CTCAC and increase your team's productivity. Join us for an insightful session to help improve your Tax Credit audits overall.	
9:30 – 10:45 A	Le'Wanda Croft, County of Santa Barbara HA Maribel Juarez, County of Santa Barbara HA TBD, TBD	<b>CalAHA Development Workshop – Pt. 1</b>  Session description is still pending.	
	TBD, CalAHA		
	Allen Feliz, MRI Software	<b>Key Performance Indicators (KPIs) for PHA Management</b>  In this session, we'll introduce the most important metrics for management to ensure quality in your programs, make informed decisions, and stay ahead of compliance. <ul style="list-style-type: none"> <li>• What is a KPI and why do I need them?</li> <li>• Common KPIs used by PHAs</li> <li>• Identifying the right KPIs for your PHA and staying on top of them.</li> </ul>	
	Sherrie Allsup, Courage Starts with You	<b>Understanding the Epidemic of Sexual Abuse &amp; Assault in Low Income Communities</b>  Sexual assault is <b>TWELVE TIMES</b> more likely when a family income reports less than \$7,500 than where more than \$75,000. For victims, courage may mean telling someone and reaching out for help. For housing administrators courage means being prepared for the time that a victim cries out to you or your staff for help AND knowing that you may have only one chance to make a difference. Sherrie's presentation will include statics on sexual abuse in general and the staggering impacts these statics have in low income communities.	
	Mike Petro, Nan McKay Associates	<b>Housing Choice Voucher – Financial Accounting &amp; Reporting Part 4</b>  This <i>Finance Track</i> will continue to focus on many aspects of HCV financial accounting & reporting including those areas described above.  <b>***Additional Fee for Finance Track – Pre-Registration Required***</b>	



# 2020 Annual Conference NAHRO University “Kick-Off”

**WEDNESDAY, MAY 6, 2020 (CONTINUED)**

10:45 – 11:00 A

BREAK

Jerrold Mayer, HUD

## HUD's Housing Counselor Certification Requirements

Are you required to comply with new certification regulations? In December of 2016, HUD published the Housing Counseling: New Certification Requirements final rule. This rule implements statutory requirements that housing counseling required under or provided in connection with all HUD programs must be provided by a HUD certified housing counselor beginning August 1, 2020. This means that any public housing authority (PHA) that offers housing counseling or runs a housing counseling program must be approved by HUD as a housing counseling agency, and all housing counselors must be certified by HUD. There are several public housing and voucher programs that are affected. Specifically, Housing Choice Voucher (HCV), Homeownership, and Family Self Sufficiency (FSS) administrators may be affected and should take note of this rule.

11:00 A – 12:15 P

TBD, CalAHA

## CalAHA Development Workshop – Pt. 1

Session description is still pending.

Allen Feliz, MRI Software

## Technology for PHAs Transitioning from Traditional Public Housing to Mixed-Finance or RAD

Many PHAs have moved from traditional Public Housing to Mixed-Finance including LIHTC, HOPE VI, Choice Neighborhoods and RAD. With the dramatic change in capital funding, subsidy programs, capital partners and compliance requirements, having the technology to help manage these changes is critical.

TBD, TBD

## How to Protect Your Agency / Risk Management

Session description is still pending

11:00 A – 12:15 P

Mike Petro, Nan McKay Associates

## Housing Choice Voucher – Financial Accounting & Reporting Part 5

This *Finance Track* will continue to focus on many aspects of HCV financial accounting & reporting including those areas described above.

**\*\*\*Additional Fee for Finance Track – Pre-Registration Required\*\*\***

12:15 P

**GENERAL CONFERENCE ENDS**

12:15 – 12:45 P

**LUNCH ON YOUR OWN BEFORE AFTERNOON POST-CONFERENCE TRAINING BEGINS**

1:00 – 3:00 P

**NAHRO Certification Exam Administration – Pre-Registration is Required**

**Post-Conference Training Opportunities – Pre-Registration is Required**

1:00 – 5:00 P

Mike Petro, Nan McKay Associates

## Housing Choice Voucher – Financial Accounting & Reporting Part 6 & 7

This *Finance Track* will continue to focus on many aspects of HCV financial accounting & reporting including those areas described above.

**\*\*\*Additional Fee for Finance Track – Pre-Registration Required\*\*\***

# 2020 Annual Conference NAHRO University “Kick-Off”

## WEDNESDAY, MAY 6, 2020 POST-CONFERENCE TRAINING (CONTINUED)

(Must be pre-registered to attend)

1:00 – 5:00 P	TBD, NAHRO	<b>Workshop for Executive Directors &amp; Senior Staff</b>  Learn how to maximize your limited resources including staffing and successfully manage the fiscal operations of your agency in this day and one half training. Discuss asset management and how it will affect your agency. Discover best practices and participate in a practicum examining the key aspects of housing operations: maintenance, modernization/ construction administration, occupancy, and inspections.	
	TBD, NAHRO	<b>Executive Management &amp; Board Relations</b>  NAHRO's Executive Management and Board Relations is a one and half-day course. The course content focuses on identifying roles for governance and administration, identifying expectations and methods to achieve them, and building collaboration between the two groups to build a strong high performing agency that realizes its mission. Both commissioners and agency executive/ senior managers will gain valuable knowledge from this seminar, as well as learn about best practices on how to handle conflict effectively and problem-solve difficult situations for the best outcomes.  The course content delves into the delicate relationship between individual board members and the relationship between the board as a whole and the Chief Executive Officer/Executive Director and senior staff. The most successful organizations are ones where there exists a harmony of collaboration and mutual respect between the policy governance branch and the policy administration branch. Individuals participating in the Executive Management and Board Relations Seminar learn the framework from which a strong and highly effective organization is established and maintained.	

## THURSDAY, MAY 7, 2020 POST-CONFERENCE TRAINING

(Must be pre-registered to attend)

7:30 – 8:30 A

**BREAKFAST ON YOUR OWN**

8:30 A-12:30 P	Mike Petro, Nan McKay Associates	<b>Housing Choice Voucher – Financial Accounting &amp; Reporting Part 8</b>  This <i>Finance Track</i> will continue to focus on many aspects of HCV financial accounting & reporting including those areas described above.  ***Additional Fee for Finance Track – Pre-Registration Required***	
	TBD, NAHRO	<b>Workshop for Executive Directors &amp; Senior Staff</b>  Workshop continues from where we left off from the day before.	
8:30 – 4:30 P	TBD, NAHRO	<b>Executive Management &amp; Board Relations</b>  Training continues to dive into the delicate relationship between the board and the CEO/Executive Director.	