

9:00 AM – 10:30 AM

Succession Planning: Building the Pipeline at Every Level *Ballroom 1*

When your senior maintenance worker of 28 years gives you a year's notice, do you have a plan? What about when your property manager retires, or your executive director moves on? Succession planning isn't just for large organizations with HR departments - it's one of the most critical and most overlooked responsibilities for housing authorities of every size. This practical session is relevant whether you oversee 50 units or 5,000. We'll discuss how to identify and develop talent at every level, how to coach staff into roles before a vacancy creates a crisis, and how boards and leadership can work together to ensure long-term stability and continuity. You'll walk away with concrete strategies your agency can put to work immediately - no HR department required.

Moderator: Alex Corrales, Chief Executive Officer, Worcester H.A.

Panelists: Thomas Thibeault, Executive Director, Brockton H.A.; Jack Nagle, Executive Director, Arlington H.A.