



AHMA
NORTHWEST

*Washington State Council for Affordable & Rural Housing - Affordable Housing Management Association of Washington
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*WASHINGTON STATE COUNCIL FOR AFFORDABLE AND RURAL HOUSING
and
AHMA NORTHWEST
are proud to present their first-ever jointly-held industry-wide conference entitled*

“Launching a New Decade of Excellence in Affordable Housing Management!”

**April 19-21, 2010
Wenatchee Convention Center**

Co-Sponsored By



CONTRACT MANAGEMENT SERVICES

- and -



Insurance Program for Association Housing

OFFICIAL PROGRAM

Many thanks to our conference collaborating housing agencies:

*Contract Management Services
US Department of Housing & Urban Development
USDA/Rural Development
City of Seattle/Office of Housing
Washington State Department of Commerce
Washington State Housing Finance Commission*

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Universal Design Services – Tom Minty and Emory Baldwin
Washington State Department of Health
Westwood Management & Development, Inc.
Gary Williams - Black Swan Academy

Stay for the Apple Blossom Festival in Wenatchee, WA: April 22 - May 2

Theme: "Cruzin' Through the Decades"

Go to: <http://www.appleblossom.org/>

Trade Show Exhibitors

Ad-West Realty Services, Inc.	Loveridge Hunt & Co. PLLC
American Meter & Appliance	Microfiber Cleaning Products
ApartmentSmart.com	MOCO Incorporated
AptFinder.org-Multifamily Affordable Properties	National Affordable Housing Mgmt. Association
Baldwin Resource Group	ORCA Information
Basis Architecture and Consulting	Pacific Housing Advisors
Beacon Development	RealPage, Inc.
Bostonpost Technology	RentGrow, Inc.
Carports of Washington, Inc.	Christopher K. Robinson, P.C.
Coin Meter Company	Sherwin-Williams Company
Robin Crow – Dark Horse Recording Studios	Simply Computers
Common Ground	Sprague Pest Solutions
Council for Affordable & Rural Housing (Nat'l)	Universal Design Services
Digital Promise	US Dept. of Housing & Urban Development
Hainsworth Laundry Company	USDA/Rural Development
High Tech Solutions/CARH Model Documents	Washington State Department of Health
Insurance Program for Assn Hsg/Cascade Risk	Washington State Housing Finance Commission
J-Lee Floors	Yardi Systems, Inc.

You must have every Trade Show Exhibitor validate your Door Prize Coupon in order for you to be eligible for our many drawings taking place throughout the conference

14th Annual “CARH CLASSIC” Golf Tournament Sponsors

Event Sponsor:

Cascade Risk Placement

Golf Hole Sponsors:

AptFinder.org - Multifamily Affordable Properties
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Griffith Industries
Belfor USA – Belfor Property Restoration
Coast Real Estate Services
Drake Consulting
Insurance Program for Association Housing
Lovsted Worthington Insurance

OFFICIAL PROGRAM

Monday, April 19, 2010

Pre-Conference Events

- 11:00 am **Fourteenth Annual CARH CLASSIC® Golf Tournament**
Highlander Golf Club, East Wenatchee, WA
Terry Campbell, Tournament Director – Lori Iannucci, Asst. Tournament Director
EVENT SPONSOR: CASCADE RISK PLACEMENT
- 1:00 pm – 7:00 pm Pre-registration opens at the Wenatchee Convention Center. Pick up your name badge and conference materials. Your name badge is required in order to gain entry to evening pre-conference events and to the conference.
CONFERENCE BAGS – SPONSORED BY ORCA INFORMATION
- 6:00 pm – 8:00 pm **Private Reception and Wine Tasting for Speakers, Board Members and Award Winners – By invitation only.** Chateau Faire Le Pont Winery, Wenatchee, WA.
EVENT SPONSOR: THE SUMMIT GROUP
- 7:30 pm – 10:30 pm **CHOOSE ONE OF THESE OPTIONAL EVENTS**
Included with your registration. Please stop by the convention center between 1:00 pm and 7:00 pm to pick up your name badge. Your name badge will allow your admission to:

*Eastmont Lanes Bowling Alley, East Wenatchee, WA – network with friends and colleagues, and enjoy one free drink and appetizers. Bowling lane, shoes and ball rental are complimentary. First come, first served. **SPONSORED BY APTFINDER.ORG***

Wenatchee Valley Museum and Cultural Center, Downtown Wenatchee, WA – network with friends and colleagues, and enjoy one free drink and appetizers. Wander the many exhibits to learn more about the history and culture of the Apple Capital of the World.

Tuesday, April 20, 2010

Conference and Trade Show – Day One

6:30 am – 7:30 am **Exhibitor Set Up.** Exhibitor are provided a skirted table, morning and afternoon breaks, lunch, and admission to the Awards Banquet at night. Breakdown of tables: 4:00 pm. Those exhibitors purchasing enhanced sponsorships (“Co-sponsor” or “Platinum” levels) may leave their tables standing during the 2nd day of the conference.
ORCHARD LOBBY

7:30 am – 8:30 am **Registration Opens.** Pick up your name badge and conference materials. Your name badge must be worn at all times during the conference.
RED DELICIOUS

Breakfast is served during this time period. **BREAKFAST SPONSORED BY PACIFIC HOUSING ADVISORS.**

During the day, get your Door Prize Entry Form stamped by all of our exhibitors in the Trade Show area. Deadline: 3:15 pm. Drawings take place thereafter.

Tuesday, April 20, 2010 - Continued

8:30 am to 5:15 pm **Internet Café and Conference Respite Room.**
GOLDEN DELICIOUS Relax – take a break – check your e-mails – take a nap! We have a quiet room for you to do that, open all day.
INTERNET CAFÉ AND RESPITE ROOM SPONSORED BY YARDI SYSTEMS, INC.

8:30 am – 9:30 am **Welcome by AHMA and CARH Presidents, and Opening Keynote Speech.**
GRAND APPLE BALLRM Welcome by Tom Drake, Rhonda Hue and Doug Repman. Randy Morgan, aka “Mr. Red Shoes,” provides a motivational start to our conference with *Real Recovery: Re-Energizing your Own Personal Stimulus Package!* Tired of hearing bad news, down turns, limited resources and overwhelming demand? Join Randy and “plug-in” to your source of unlimited, energy, creativity and resilience. *KEYNOTE SPONSORED BY SPRAGUE PEST SOLUTIONS.*

9:30 am – 10:00 am **Break.** Visit with Trade Show Exhibitors.
ORCHARD LOBBY

10:00 am – 11:30 am **BREAKOUT SESSIONS (6).**

Sessions 1-3 focus on the basics of Tax Credit, USDA and HUD Programs. Whether you are a newbie in the front lines of the industry or a veteran seeking a solid review, one of these three sessions are for you.

Session 4 is designed for maintenance staff and maintenance supervisors.

Sessions 5-6 are designed for owners, management company supervisors and government agency staff.

GRAND APPLE No. **(1) Low Income Tax Credit Program Basics and Update.**
Steve Rosenblatt, Spectrum Seminars. Steve will be introduced by *Kim Herman*, WA State Housing Finance Commission’s Executive Director. During the three sessions, Steve will cover income and assets, compliance issues and provide a HERA/Stimulus Act audit guide (among other things).

GRAND APPLE So. **(2) USDA/Rural Development Basics and Update.**
Karen D. Crosta, KDC Solutions LLC. Karen will be introduced by *Mario Villanueva*, USDA/Rural Development – Washington’s State Director. During the three sessions, Karen will cover eligibility, student rule, resident selection, waiting list management, and certifications/recerts (among other things).

ORCHARD BALLRM So. **(3) HUD Program Basics and Update.**
Anita Moseman. Anita will be introduced by *Mark A. Flynn* of the US Department of Housing and Urban Development. During the three sessions, Anita will cover eligibility, waitlist, tenant selection, determining income, medical expenses, certifications/recerts, and EIV (among other things).

GALA 1-4 **(4) Maintenance Training – focus on OSHA Requirements.** *Jeffrey Boyd, Working Knowledge Resource.* Maintenance work can sometimes be dangerous. The Occupational Safety and Health Administration sets standards to follow to minimize work-related accidents.

Tuesday, April 20, 2010 - Continued

ORCHARD BALLRM No. (5) Affective Leadership: In an Emotional Economy.
Randy Morgan, CSP. In this session, you will learn thirty keys to turning *Unengaged* into *Unstoppable*. Learn why multitasking is impossible, and why your 15th century physiology distorts virtually everything you see. Most of all, experience the stories that demonstrate why a leader's primary responsibility is to "prime good feeling" in those he or she leads.

FUJI 1-3 (6) Developer and Owner Financing Options.
Panelists: Paul Purcell (Beacon Development), Larry Anderson (USDA), Mark Flynn (HUD) and Kim Herman (WA State Housing Finance Commission).
Panel will cover both existing and emerging financing and re-financing tools.

11:30 am – 12:00 pm Break. Visit with Trade Show Exhibitors.
ORCHARD LOBBY

12:00 pm – 1:45 pm Plated Luncheon. Awards. Legislative/Regulatory Update
GRAND APPLE BALLRM

Marinated and charbroiled chicken, topped with Teriyaki Sauce and a pineapple wild rice medly. Seasonal vegetable. LUNCHEON SPONSORED BY PACIFIC HOUSING ADVISORS

12:20 pm – 12:30 pm Conference Co-Sponsors and Platinum Sponsors Welcome
Attendees: *Joseph Diehl*, AHMA and CARH's Executive Director, introduces conference co-sponsor representatives *Clarence Nelson*, Contract Management Services and *Peter Tran*, Insurance Program for Association Housing. A moment of silence will be taken in memory of Shane Sullivan.

12:30 pm – 12:40 pm Statewide Legislative Review. *Joe Puckett*, AHMA's advocacy consultant, will update everyone on the recent legislative session in Washington State and what will impact affordable housing.

12:40 pm – 12:50 pm Government Agency Staff Persons of the Year Awards. Presented by *Kathy Chaussee* and *Robert Schraeger*, CARH/AHMA Board Members.

12:50 pm – 1:45 pm Powerhouse Panel.
Kris Cook (NAHMA's Executive Director) and *Colleen Fisher* (National CARH's Executive Director) will facilitate a panel consisting of *Mary McBride* (the Administration's recent appointee, HUD Regional Director for the Pacific Northwest), *Lanier Hylton* (HUD HQ Senior Projects Manager), *Larry Anderson* (USDA HQ Assistant Deputy Administrator for Multi-Family Housing) and *Kim Herman* (Executive Director, WA State Housing Finance Commission). The panel will provide a big-picture update on recent developments as well as new directions being taken by government housing agencies.

1:45 pm – 2:15 pm Break. Visit with Trade Show Exhibitors.
ORCHARD LOBBY

2:15 pm – 3:15 pm BREAKOUT SESSIONS (6) CONTINUE.

GRAND APPLE No. (1) Low Income Tax Credit Program Basics and Update. *Continues.*

GRAND APPLE So. (2) USDA/Rural Development Basics and Update. *Continues.*

Tuesday, April 20, 2010 - Continued

- ORCHARD BALLRM So. **(3) HUD Program Basics and Update.** *Continues.*
- GALA 1-4 **(4) Maintenance Training – focus on OSHA Requirements.** *Continues.*
- ORCHARD BALLRM No. **(5) Service WOW!:: Creating Empowered Teams through Transparent Collaboration.** *Randy Morgan, CSP.* We are constantly looking for feedback in our environment. Are we winning or losing, are they friend or foe, is this situation safe or frightening? Without objective, transparent, actionable goals we resort to protecting our territory instead of improving the universe. This session is designed to help create systems where collaboration is encouraged, and entrepreneurialism abounds because of environments rich in reinforcement.
- FUJI 1-3 **(6) Buyer/Seller Networking Session.**
Panelists: Paul Purcell (Beacon Development) and Larry Anderson (USDA). Panel will review transaction protocols, and show how new purchasers can connect with existing owners who are interested in selling or disposing of their ownership interests. Interested principals are strongly encouraged to attend this meeting of willing buyers and sellers.
- 3:15 pm – 3:45 pm** **Break.** Visit with Trade Show Exhibitors. 3:15 pm is the deadline to turn in your validated Door Prize Entry Forms. Some drawings take place during this break, with vendors being given recognition. More drawings take place at the evening banquet, after the evening keynote, and at the close of the conference on Wednesday.
ORCHARD LOBBY
- Trade Show Exhibitors may “break down” their exhibits after this break, but are encouraged to stay for the banquet and interact with our attendees. Those exhibitors purchasing enhanced sponsorships (“Silver” or higher levels) may leave their tables standing during the 2nd day of the conference.*
- 3:45 pm – 5:15 pm** **BREAKOUT SESSIONS (6) CONTINUE.**
- GRAND APPLE No. **(1) Low Income Tax Credit Program Basics and Update.** *Continues.*
During the final 45 minutes (from 4:30 pm to 5:15 pm), a panel of government agency officials will conduct a panel discussion to update attendees on local issues. Panelists: Michael Dill and Tim Sovold, Washington State Housing Finance Commission.
- GRAND APPLE So. **(2) USDA/Rural Development Basics and Update.** *Continues.*
During the final 45 minutes (from 4:30 pm to 5:15 pm), a panel of government agency officials will conduct a panel discussion to update attendees on local issues. Panelists: Mario Villanueva and Susan McKitrick, USDA Rural Development, Olympia WA.
- ORCHARD BALLRM So. **(3) HUD Program Basics and Update.** *Continues.*
During the final 45 minutes (from 4:30 pm to 5:15 pm), a panel of government agency officials and our state’s Contract Administrator will conduct a panel discussion to update attendees on local issues. Panelists: Mark Flynn and Becky Sands, US Department of Housing & Urban Development, Seattle MFH Hub; and Clarence Nelson, Contract Management Services, Bremerton WA.
- GALA 1-4 **(4) Maintenance Training – focus on OSHA Requirements.** *Continues.*
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Tuesday, April 20, 2010 – Continued

ORCHARD BALLRM No. **(5) Leadership in Transitional Housing: Models for Success.** *Greg Eckerman* of Plymouth Housing Group will facilitate an interactive discussion on models for providing transitional housing that are the most effective.

FUJI 1-3 **(6) Real Estate Tax Appeals.** *Christopher Robinson* has a long track record of providing real estate tax appeal services to members of AHMA and CARH in both Oregon and Washington States. Assessors often do not adequately take into account the restrictions related to the ownership of affordable housing under Federal and state programs. Chris will present a workshop to review issues to consider, applicable legislation and methodologies that take such factors into account.

5:15 pm – 6:00 pm Break.

6:00 pm Banquet, Awards Ceremony and Evening Entertainment
GRAND APPLE BALLRM *South of the Border Buffet* includes chicken and cheese enchilada, shredded beef tamales, Spanish rice, and refried beans. Mexican coleslaw, tortilla chips, salsa grandé taco bar with taco meat, shredded cheese, onions, sliced black olives, salsa and sour cream. Kahlua coffee cake.

6:30 pm – 6:40 pm 14th Annual CARH CLASSIC Gold Tournament Awards Ceremony. Terry Campbell and Lori Iannucci will present the awards.

6:40 pm – 7:10 pm Annual Awards Ceremony. Site Manager and Maintenance Staff Persons of the Year Annual Awards will be presented. Kathy Chaussee and Robert Schraeger emcee.

7:10 pm – 7:20 pm Silver and Gold Level Sponsor Recognition.

7:20 pm – 7:30 pm Door Prize Drawings. Always a highlight of the conference!

7:30 pm – 8:30 pm Motivational Keynote. *Robin Crow, Dark Horse Recording Studios.* The theme of tonight's keynote is "Evolve or Die: Seven Steps to Rethink the Way We Do Business."

Robin Crow is a speaker, author, entrepreneur and one of the most innovative guitarists in the world. With over 2,100 presentations to his name, his expertise on leadership and customer service comes from 30 hard-won years in the trenches as an entrepreneur. For the past 13 of those years, he has led his company, Dark Horse Recording, a four studio complex he built from the ground up, to set the gold standard for customer service and excellence in the recording industry and is home to Faith Hill, Neil Diamond and Jewel to name a few. Robin's books include Evolve or Die, Jump and the Net Will Appear, The Power Of An Idea and his latest - Rock Solid Leadership. Businesses that adapt the fastest to change are the ones most likely to prosper. Robin will share with you seven critical steps that will revitalize the way you manage affordable housing and interact with your residents. Business growth cannot be sustained if it remains in its present form. Change is good. We have already witnessed systemic changes in business models, triggered by the excesses of the 1990's to the financial crises of the 2000's.

Achieving higher levels of efficiency, excellence, and profitability has never been more challenging. Robin clearly demonstrates how people and organizations must position themselves to be constant innovators able to adapt to and embrace change. In this keynote Robin lays out a practical series of proven tools and real-world techniques to help you successfully navigate your business to long-term sustainability and success. Robin will have a book signing opportunity in the Grand Apple Lobby, following his keynote.

Tuesday, April 20, 2010 – Continued

8:30 pm – 8:45 pm Door Prize Drawings. High-value door prizes will be given away at the conclusion of the first day's events.

“The Roaster” Bar on the top floor of the Coast Wenatchee Hotel will be open following the close of formal conference activities (no-host bar). Also, Wii gaming will be available in the Grand Apple Ballroom from 9:00 PM until 10:30 pm (no-host bar).

Wednesday, April 21, 2010

Conference and Trade Show – Day Two

5:45 am – 7:15 am **Thirteenth Annual “Run, Walk, Ride, or Whatever” 5K (5 kilometer) Road Race.** Enjoy a beautiful run, walk or bicycle ride along the Apple Capital Loop Trail, which makes a circuit along the Columbia River in Wenatchee. Starting gun: 6:00 am and times will be read up until 7:00 am for all finishers.
COAST HOTEL LOBBY

7:30 am – 8:15 am **Registration Opens.** Late arrivals can pick up their name badge and conference materials. Your name badge must be worn at all times during the conference.
RED DELICIOUS

Breakfast is served during this time period.

7:30 am – 8:15 am **Annual Membership Meetings.** All members are invited to attend.
GALA 1-4
AHMA MEMBERS: AHMA Annual Membership Meeting and Board Elections. *Doug Repman and Rhonda Hue*, co-Presidents of AHMA of Washington, preside over the annual meeting of members. A Bylaws Amendment will also be considered.

ORCHARD BALLRM No. CARH MEMBERS: CARH Annual Membership Meeting and Board Elections. *Tom Drake*, President of Washington State CARH, presides over the annual meeting of members. A Bylaws Amendment will also be considered.

8:30 am to 5:15 pm **Internet Café and Conference Respite Room.**
GOLDEN DELICIOUS
Relax – take a break – check your e-mails – take a nap! We have a quiet room for you to enjoy, open all day.
INTERNET CAFÉ AND RESPITE ROOM SPONSORED BY YARDI SYSTEMS, INC.

8:30 am – 9:45 am **BREAKOUT SESSIONS (4)**

GRAND APPLE BALLRM **(1) Spectrum Seminars - A One Day Seminar on Fair Housing / Section 504 and Americans with Disabilities Act Issues.** *Steve Rosenblatt.*
The session gives new and veteran managers the opportunity to review critical Fair Housing / Section 504 and Americans with Disabilities Act issues. The course pertains to all multi-family housing in the United States inclusive of government-assisted as well as conventional properties; and includes updates on HUD, RD, and important Supreme Court Cases. This session will also cover the new emphasis being placed by Rural Development, HUD and State Tax Credit Agencies on Compliance with Fair Housing and Section 504 requirements.
TRAINING SPONSORED BY WA STATE HOUSING FINANCE COMMISSION

ORCHARD BALLRM So. **(2) Leadership Skills Workshop.** *Robin Crow* expands upon the concepts that were presented at last night's Motivational Keynote in this session entitled, “Leadership Through Extraordinary Service.”

Wednesday, April 21, 2010 (Continued)

- GALA 1-4** **(3) Accounting and Auditing Update.** *Max Hunt, partner at Loveridge Hunt & Co. PLLC* provides an overview of recent developments in accounting and auditing as it pertains to affordable housing. Max will focus on recent pronouncements and regulatory changes that impact our industry.
- FUJI 1-3** **(4) USDA Rural Development Multifamily Housing Staff and Industry Meeting.** *Susan McKitrick and Tammy Repine, USDA/Rural Development*, hold an open forum to discuss issues and build ways for the agency and industry to work together on areas of common interest regarding the multifamily housing portfolio. This is an open, interactive session with audience involvement encouraged.
- 9:45 am – 10:15 am** **Break.**
ORCHARD LOBBY
- 10:15 am – 11:30 am** **BREAKOUT SESSIONS (4)**
- GRAND APPLE BALLRM** **(1) Fair Housing / Section 504 and Americans with Disabilities Act Issues.**
Continues.
- ORCHARD BALLRM So.** **(2) Leadership Communications I.** *Michael Buschmohle* presents part one of a two part session on how to better communicate with colleagues, family and friends. Michael will share tips on ways to communicate in person and in writing with tenants, staff, owners, government officials and the public.
- GALA 1-4** **(3) Fair Housing for Maintenance Staff I.** *Karen Crosta* presents part one of a two part session on Fair Housing Law, designed for maintenance staff and maintenance supervisors.
- ORCHARD No.** **(4) Universal Design I.** Architect *Emory Baldwin* and President of ABLE Environments LLC *Tom Minty* present a fresh look at a design philosophy called **Universal Design**, a framework for rethinking the design of all environments, products, information and communication for the widest possible spectrum of users. Sustainability has become a catchword capable of capturing the attention not only of environmental scientists and activists but also of most mainstream economists, social scientists, and policymakers.
- FUJI 1-3** **(5) US Department of HUD Multifamily Housing Staff and Industry Meeting.** *Lanier Hylton* from HUD Headquarters will be joined by *Mark A. Flynn* and *Becky Sands* of the Seattle Hub to discuss new HUD initiatives, risk management, changes in development and financing arenas - and the panel will field industry questions in areas such as TRACs, REAC, and MORs. This is an open, interactive session with audience involvement encouraged.
- 11:30 am – 11:45 am** **Break.**
ORCHARD LOBBY
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Wednesday, April 21, 2010 (Continued)

11:45 am – 1:30 pm Luncheon, Awards Ceremony and Keynote.
GRAND APPLE BALLRM

“Coast Deli Buffet” includes a variety of deli meats, assorted breads, sliced cheeses, shredded lettuce, onions, pickles and condiments. Three salads are offered as well. LUNCHEON SPONSORED BY AD-WEST REALTY SERVICES.

12:10 pm – 12:30 pm Awards Ceremony. Management Company Staff Persons of the Year will be honored. *Kathy Chaussee* and *Robert Schraeger* will emcee.

12:30 pm – 1:15 pm Keynote Speech. *Matthew Jones* presents “Life is a Marathon.” Matt knows firsthand how life can be a marathon. As a three-time cancer survivor, Matt shares strategies attendees can use for greater success both personally and professionally as well as to overcome the challenges they face.

1:15 pm – 1:30 pm Break.
ORCHARD LOBBY

1:30 pm – 3:00 pm BREAKOUT SESSIONS (4)

GRAND APPLE BALLRM **(1) Fair Housing / Section 504 and Americans with Disabilities Act Issues.**
Continues.

ORCHARD BALLRM So. **(2) Leadership Communications II.** *Continues.*

GALA 1-4 **(3) Fair Housing for Maintenance Staff II.** *Continues.*

ORCHARD No. **(4) Universal Design II.** *Continues.*

3:00 pm – 3:15 pm Final Door Prize Drawing and Closing Remarks.
GRAND APPLE BALLRM

3:15 pm Conference Ends.

Thanks for your support of AHMA Northwest and Washington State CARH! And thanks for your excellent work in providing safe, clean and affordable rural housing to the people of Washington State!

NOTE: Conference program is tentative and subject to change. Please return your questionnaire to the registration desk staff. Your comments and suggestions are reviewed by the Board(s) of Directors of AHMA and CARH.
