



2019 Convention Vancouver

**2019 Washington
Affordable Housing
Management Convention**

April 23-24

Vancouver Convention Center
Vancouver, WA

Presented by Affordable Rural Housing Council (ARHC) and
Affordable Housing Management Association of Washington (AHMA)



(L) MORRIS HAINSWORTH (R) KENNETH HAINSWORTH

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Welcome!

On behalf of the Affordable Housing Management Association of Washington (AHMA of Wa) and the Affordable Rural Housing Council (ARHC), we are honored and delighted to welcome you to the 2019 Washington Affordable Housing Management Convention.

The theme of the convention is "Knowledge to Action: A Toolkit for Success." In addition to exceptional keynote speakers, Scott Crabtree and Beth Kanter, the convention program has been designed to offer a comprehensive range of sessions that cover all disciplines of affordable housing management. This year we are also kicking up the energy by bringing back Troy McVicker to serve as our convention master of ceremonies.

Both AHMA of WA and ARHC conduct important organizational business at the convention, including holding their annual meetings and electing their Board of Directors.

The Convention is for people and organizations just beginning in affordable housing, as well as seasoned veterans. There are plenty of networking opportunities, providing you with the opportunity to meet and interact with the leading experts in affordable housing, friends and colleagues as well as sponsors and exhibitors.

We would like to express our sincere appreciation to all the participants, sponsors, exhibitors, supporting organizations and all the committee members who will make the Washington Affordable Housing Management Convention successful.

To all Convention attendees, we encourage all of you to keep supporting and attending AHMA of WA and ARHC events in the future. Our associations are dedicated to improving the professional skills and knowledge in the affordable housing management industry.

Holly Anderson
AHMA of Washington President

Deneen Mulligan
ARHC President

General Information

Conference Registration

Your conference registration includes access to all sessions and meals on Tuesday and Wednesday. If you wish to purchase tickets to the Tuesday banquet for a guest, please stop by the registration desk for details.

Badges

Please wear your conference badge to all functions. It is your entry to all workshops, meals, and receptions.

Evaluation

There is an evaluation of the convention in your bag. Please complete and drop off at the registration desk before you leave.

No Smoking Please

The Vancouver Convention Center is a smoke-free facility. Smoking and vaping is strictly prohibited. Smoking and tobacco use is restricted to the designated smoking locations.

Registration Desk

The convention registration desk will be open from 5 to 7 pm on Monday and both Tuesday and Wednesday mornings beginning at 7:30 am.

Recycling

You are encouraged to recycle and will find clearly marked bins in high- traffic areas for you to dispose of your recyclables.

Social Media

We encourage you to share your comments, photos and information about the conference with your network!

- Facebook: AHMA of Washington or ARHC of Washington
- Twitter: @AHMAofWA or @ARHCofWA
- Instagram: ARHC_AHMA
- Hashtags: #ahmaw2019 #ahma_arhcconvention

Parking

Vancouver Center parking garage

Hourly rate: \$1.25; Mon - Fri \$9 max until 6 PM

\$12.50 Max all day until close

Thank You Sponsors!

We wish to thank all of our generous sponsors for their support of the 2019 Washington Affordable Housing Management Convention.

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Grand Prize Sponsors

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General Information

Check out the many ways to win prizes!

Prize passports

Does your adventurous spirit dream of relaxing getaways? Our grand prize drawing includes trips and other great prizes. Find your passport in your registration packet and have it stamped by every exhibitor. You have Wednesday to complete your journey through the Exhibit Hall, so take time to enjoy the adventures and learn more about the fine products and services being offered. Once you have collected all the stamps, fill in your contact information, and drop off your completed passport in the entry box at the Registration Desk. Winners will be drawn at the closing general session on Wednesday afternoon.

Extra chances to win

Our sponsors have donated a bounty of prizes that will be given away Tuesday evening. You can choose to use one of your evening reception drink tickets to enter for an extra chance in the drawing. Simply fill out your contact information on the designated drink ticket and drop it in the entry box at the reception. Winners will be announced at the banquet on Tuesday evening.

Exhibitor raffles

Many exhibitors are holding their own raffle drawings at their booths. A selected few exhibitors will be awarding their prizes at the Wednesday lunch.

Menu

Tuesday Breakfast: Healthy Start Continental - Freshly baked breakfast pastries and bagels, served with butter, preserves, cream cheese. Crunchy granola and fruit yogurts. Sliced seasonal fruit with berries. Coffee – decaf and tea

Tuesday Lunch: Penne Pasta with Chicken - House smoked chicken and penne pasta with mushrooms, artichoke hearts, kalamata olives, sweet peppers and sun-dried tomatoes in a leek and Parmesan cream sauce, finished with spinach-pecan pesto. Freshly baked rolls. Salad: heirloom tomato, fresh mozzarella, basil hazelnut emulsion and balsamic vinaigrette on butter leaf. Coffee service/Assorted sodas

Tuesday Afternoon Break: Assorted fresh baked cookies. Coffee service/Assorted sodas

Tuesday Banquet: Flank Steak – pepper crusted flank steak, smoked shallot merlot demi glace topped with dried tomato portobello confit gruyere potato gratin. Broiled and served with an onion and barbeque demi-glace along with roasted garlic mashed potatoes and brown sugar glazed carrots. Salad– wild arugula, watermelon, feta, yellow pear tomatoes. Champagne cider vinaigrette dressing. Freshly baked rolls and butter. White chocolate-cranberry cheesecake. Coffee service, ice tea. Bar (Beer & wine only)

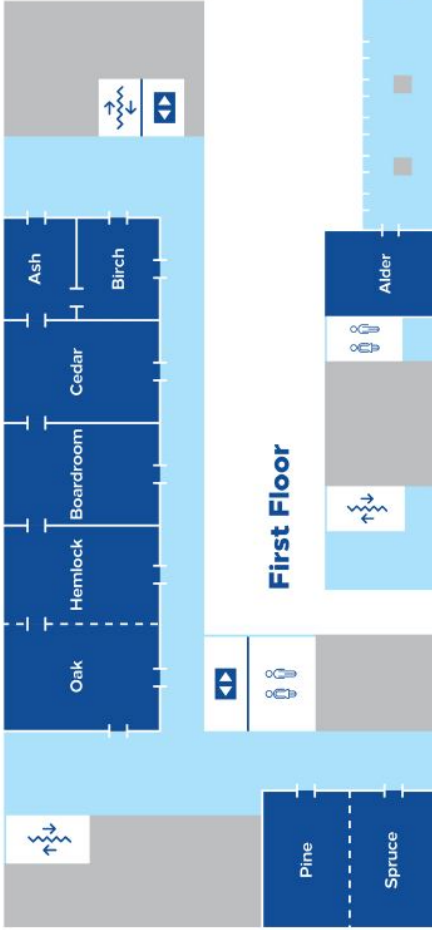
Wednesday Breakfast: Downtown Breakfast Buffet. Sliced fresh seasonal fruit with berries. A variety of freshly baked seasonal muffins and tea breads. Scrambled eggs topped with fresh herbs and Tillamook cheddar cheese. Hickory-smoked pepper bacon, breakfast potatoes, coffee, tea.

Wednesday Lunch: Chipolte “bltt” Sandwich. Turkey breast, house chipotle bacon, lettuce, tomato, avocado mayo and swiss cheese on a buttery croissant. Served with chips, Potato salad, pickle spear and olives.

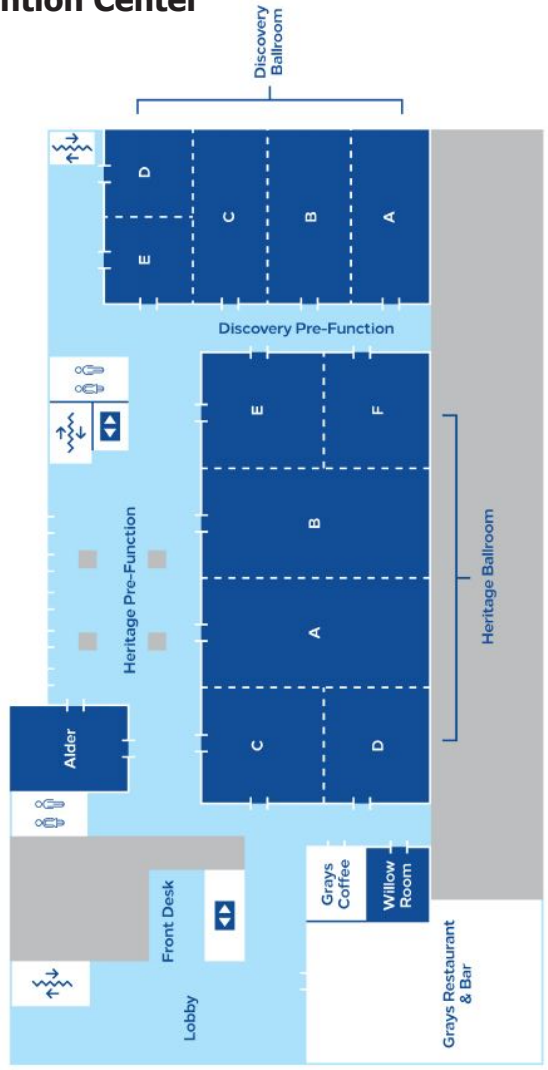
*If you have special dietary needs, please inform the staff at the registration desk **at least two hours prior** to the meal event. You will receive a special meal ticket to present to your server at the event. Unless prior arrangements are made, the serving staff will not be able to accommodate special requests.*

Hilton Vancouver Convention Center

Second Floor



First Floor



FLOOR MAP KEY

- Meeting/Conference Rooms
- Amenities
- Public Space
- Private

At-a-glance

Monday, April 22			
5 – 7 pm	Registration opens		
Tuesday, April 23			
7:30 – 8:30 am	Registration opens Continental breakfast		
8:30 – 10 am	Welcoming greetings <i>Heritage Ballroom</i> Welcome from HUD & USDA Rural Development Opening keynote address: Don't Forget! The Science of Learning and Memory, Scott Crabtree		
10 – 10:15 am	Break		
10:15 – 11:45 am	EIV Fundamentals <i>Heritage C</i>	Section 515 Bootcamp <i>Heritage D</i>	HOME and National Trust Fund Compliance <i>Hemlock/Oak</i>
	Repair the Wear Discovery A	Resident Service Coordinator Discovery B	
11:45 am – 1:15 pm	Lunch <i>Heritage Ballroom</i> Keynote: The Science of Being Happy in Affordable Housing, Scott Crabtree, Happy <i>Brain Science</i>		
1:15 – 1:30 pm	Break		

**Room assignments are subject to change*

Tuesday, April 23 (continued)

1:30 – 3:00 pm	Income & Asset Compliance Challenge <i>Heritage C</i>	10 Tips: Avoiding Legal problems with Tenants <i>Heritage D</i>	RD MFH - Should I stay or should I go? <i>Hemlock/Oak</i>
	AHMA Annual Meeting <i>Pine/Spruce</i>	Disaster Preparedness and Recovery <i>Discovery A</i>	Addressing Difficult People and Crisis Situations <i>Discovery B</i>
3:00 – 3:15 pm	Break		
3:15 – 4:45 pm	Resolution Secrets for EIV Income Discrepancies <i>Heritage C</i>	WBARS 2.0 <i>Heritage D</i>	Gamifying' engagement: What we can learn from Video games <i>Hemlock/Oak</i>
	ARHC Annual Meeting <i>Pine/Spruce</i>	Customer Service for Maintenance <i>Discovery A</i>	Update on Residential-Landlord Tenant Law <i>Discovery B</i>
5:00 – 7:30 pm	Annual Banquet <i>Heritage Ballroom</i> Award ceremony Door prizes (must be present to win)		
7:30 - 9:00 pm	Post banquet activities		
* Room assignments are subject to change			

Wednesday, April 24

7 am	22nd Annual 1-mile Networking walk Meet in the lobby at 6:45 am		
7:30 am	Registration opens		
7:30 am	Exhibit Hall and Breakfast buffet Opens		
8:30 - 10:00 am	General session: <i>Heritage Ballroom</i>		
10:00 - 10:30 am	Trade show break, <i>Discovery Ballroom</i>		
10:30 am – 12:00pm	EIV Income/discrepancy Curve Balls <i>Heritage C</i>	REAC Panel <i>Heritage D</i>	Tax Credit Compliance Hot Topics <i>Hemlock/Oak</i>
	Update on Residential-Landlord Tenant Law <i>Pine/Spruce</i>	Personal Safety Part 1, <i>Discovery A</i>	Resident Services, Including how Trauma Informed Care fits in affordable Housing <i>Discovery B</i>
12:00 – 2:00 pm	Lunch <i>Heritage Ballroom</i> Keynote: The Happy Healthy Nonprofit: Linking Self-Care and Wellbeing to Organizational Impact, <i>Beth Kanter</i>		

Room assignments are subject to change

Wednesday, April 24 (continued)

2:15 – 3:45 pm	Understanding Your New VAWA Compliance Obligations <i>Heritage C</i>	Fire, Flood, Disasters - What do I do now? <i>Heritage D</i>	Tax Credit Compliance Challenges <i>Hemlock/Oak</i>
3:45 PM	Personal Safety Part 2 Discovery A	Hoarding <i>Discovery B</i>	
4 – 4:30 pm	Break		
4:25 PM	General session: Closing ceremonies <i>Heritage Ballroom</i>		
4:30 PM	Final door prize drawings		
4:30 PM	Convention ends		

Room assignments are subject to change

Monday, April 23

5:00-7:00 pm

Registration Opens - Lobby

Pick up your badges and convention materials.



www.aptfinder.org

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Search of Affordable Housing in
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And some piece of mind....
Courtesy of www.aptfinder.org and
Sheila King Executive Director

Tuesday, April 24

7:30 am

Registration Opens - Lobby

Pick up your badges and convention materials.

Continental Breakfast

Start your day with a continental buffet breakfast.

8:30-10:00 am

Welcoming Greetings, Opening Keynote - Heritage Ballroom

- Presenters: ARHC President Deneen Mulligan, Quantum Management Services, Inc.
- AHMA President Holly Anderson, Catholic Charities Housing
- Welcome from USDA RD
Joyce Allen, USDA RD
- Welcome from HUD
Eileen Hearty, HUD Denver Multifamily Office
- **Keynote** – Scott Crabtree, Happy Brain Science
The affordable housing world is constantly changing, with new residents, rules, and regulations. Constant change means constant learning. Learn how to remember new information in this practical information in this practical session grounded in science. Discover:
 - How creating a “memory palace” is key to remembering important information
 - Why doorways are dangerous to your memory
 - What foods boost your brain and memory
 - Why spaced out learning is better learning
 - Improve your ability to learn and grow.
- This is one session you will not forget!

Sponsored by Hainsworth Laundry

10:00-10:15 am

Break - Lobby

Tuesday, April 24

10:15-11:45 am

Management Track (HUD + RD) - *Heritage D*

Section 515 Bootcamp – USDA RD Staff

Rural Development staff will be discussing Tenant Certification process and Wait Lists procedures. Additionally, Agency staff will be discussing both Annual Inspection and Supervisory Visits, to help both regional and site managers prepare for future Agency reviews.

Maintenance Track - *DiscoveryA*

Repair the Wear – Clint Arp, J.R. Johnson, LLC

Ever wish you could see into the future to avoid trouble BEFORE it happens? We can help!

Join Clint Arp, President and Owner of J.R. Johnson, LLC, as he shows you how to predict problems with your building before they become an expensive and troublesome issue to you, your manager, and your owners. This class will cover preventative maintenance hot spots to look out for on your properties including water intrusion, gutter maintenance, dryer maintenance and more!

Legal/Regulatory Track - *Hemlock/Oak*

HOME and the National Trust Fund Compliance – TyeRae Guined – Washington State Dept. of Commerce Housing Trust Fund and Paul Trautman, City of Spokane.

The session will cover the HOME compliance requirements of annual rent approval, utility allowance calculations, tenant income certification requirements, over income tenants rules for fixed vs. floating units and Low HOME vs High HOME units, as well as the HOME and NHTF compliance requirements for VAWA, Affirmative Marketing and Section 504.

Tuesday, April 24

10:15-11:45 am (Continued)

Compliance Track - *Heritage C*

EIV Fundamentals –

Jenny DeSilva, Blueprint Housing

In this introductory EIV course, participants will be provided a concise overview of monthly and quarterly reports stored in the EIV Master File as well as the Existing Tenant Search. Learn when to print them, what they are telling us and where to store them. Example screenshots, make this a superb class for visual learners! This fundamental class will give managers a clear summary of steps to ensure their tenant files and EIV Master File are organized and ready for assessment during an upcoming Management and Occupancy Review.

Resident Services Track - *Discovery B*

Resident Services for the Senior/Disabled Population– Vancouver Housing Authority

What a service coordinator brings to a property

What if you don't have a service coordinator – There are resources in the community you can access - And we will show you how. We will talk about how to work with residents that display difficult behaviors.

12:00 pm - 1:15 pm

Luncheon and Keynote - Scott Crabtree, Happy Brain Science

The Science of Being Happy in Affordable Housing Management

Sometimes it's not easy being happy when dealing with the challenges of managing affordable housing. But studies show that happier people are more productive, creative, insightful, engaged and resilient. They are also healthier and more sociable. Grounded in solid scientific data, this award-winning presentation delivers dozens of techniques you can apply to your housing management role so you can be happier and more successful at work.

Sponsored by Aptfinder.org

Tuesday, April 24

1:15-1:30 pm

Break

1:30-3:00 pm

Management Track (HUD + RD) - *Hemlock/Oak*

RD MFH - Should I Stay or Should I Go – Larry Anderson, RHPA Associates

With new uncertainties related to funding and what the future holds for USDA RD MFH programs, things to consider when contemplating a long term strategy for your RD MFH project or portfolio.

Maintenance Track - *Discovery A*

Disaster Preparedness and Recovery – Michael Alexander

- Do you know the responsibilities for owners and managing agents?
- Do you have a disaster plan in place?
- Do you have a tracking system for residents?
- Do you know how to deal with the press?
- Do you have a current contact list and phone numbers?

This class will offer you an opportunity to develop and implement a disaster plan that meets the requirements as listed in the 4350.1.

Legal/Regulatory Track - *Heritage D*

10 Tips: Avoiding Legal Problems with Tenants - Evan Loeffler

Complying with landlord-tenant and fair housing laws can be a complicated process with numerous procedural traps for the unwary. Failure to follow the procedures to the letter can result in costly legal matters and a case that drags on for months. Attorney Evan Loeffler will discuss what are the most common missteps he sees in his practice with pre-emptive steps to take to help avoid expensive disputes with tenants before they begin. Topics will include evictions, breaches of the lease, keeping good records, and preparing and serving pre-eviction notices.

This is a great refresher for the seasoned professional and a solid foundation for new landlords, property managers and owners.

Tuesday, April 24

1:30-3:00 pm (Continued)

Compliance Track - *Heritage C*

Income & Asset Compliance Challenge – Jenny DeSilva, Blueprint Housing

This is an intermediate to advanced level course designed for compliance staff and seasoned managers. This interactive quiz-style session will test how much you really understand how regulatory changes related to income and assets affect your recertification process. In this session, you will examine real world recertification scenarios that will incorporate various elements of new information to be identified, gathered, verified, and recorded in order to maintain leasing compliance. Some scenarios will present new calculation challenges to those that have mastered the fundamentals of annual income and asset calculations. This class is a must have for managers looking to build upon their basic understanding to be successful in an imperfect world.

Resident Services Track - *Discovery B*

Addressing Difficult People and Crisis Situations– Tyler Chavers, Vancouver Police Department

An overview of tools one may use to de-escalate a tense situation, how and when to call for police assistance, and what to expect from the police.

Other - *Pine/Spruce*

AHMA Annual Meeting

Please send at least one representative from your organization. The Election of Board Members will take place. Kris Cook of NAHMA will give a brief Federal regulatory and legislative update. Holly Anderson (Catholic Charities Housing Services), President of AHMA of Washington, will chair the meeting.

Tuesday, April 24

3:15-4:45 pm

Legal/Regulatory Track - *Heritage D*

WBARS 2.0: See What's New! – Washington State Housing Finance Commission and Department of Commerce

Join us for a high-level overview of the rebuilt Web-Based Annual Reporting System, WBARS 2.0! WBARS is the reporting database for Tax Credit/Housing Trust Fund/HOME and multifamily properties monitored by WSHFC, Commerce, Cities of Seattle, Tacoma, Spokane and Bellingham, and King and Snohomish Counties. We'll be doing a live demonstration of the new system, including where to go for training and help materials, and will be answering questions about the new features.

Maintenance Track - *Discovery A*

Customer Service for Maintenance - Pat Anardi, Blue Collar Value

Come engage yourself in the discussion and hear techniques on how to provide great customers service, and why is it important to all of us, and to you?

Last year we covered Who is your customer - Established that the maintenance customer consists of: Residents, Property Management, Upper Management, Other departments in the agency (example: Finance, HR...). We will explain how Maintenance staff can be the BUZZ of your Agency.

Legal/Regulatory Track - *Discovery B*

**Update on Residential-Landlord Tenant Law - Evan Loeffler*

The last several years have seen some big changes for landlords and tenants in Washington. Attorney Evan Loeffler will go over Federal and local law updates as well as recent case law affecting the industry. Topics will include disparate impact claims under the Fair Housing Act, changes to the RLTA regarding deceased tenants, deposits and abandonment, and limited dissemination of records of unlawful detainer actions, and disposition of tenant's property after an eviction. This is a great refresher for the seasoned professional and a solid foundation for new landlords, property managers and owners.

*This session will be repeated Wednesday morning

Tuesday, April 24

3:15 pm - 4:45 pm (continued)

Compliance Track - *Heritage C*

Resolution Secrets for EIV Income Discrepancies – Jenny DeSilva, Blueprint Housing

To accurately resolve discrepancies, you must be able to interpret the EIV Income Detail Report and the EIV Income Discrepancy Report. This session will teach participants what types of income EIV does and does not recognize. Next, we will explore the fundamentals of income discrepancies to uncover what triggers a discrepancy and how did EIV calculate the discrepancy amount? Why is the Period of Income (POI) so historical? How do I assess if the discrepancy is valid or not? By the end of this interactive class, you will have answers to these questions and will be able to confidently dissect and resolve income discrepancies with ease.

Resident Services Track - *Hemlock/Oak*

'Gamifying' Engagement: What We Can Learn from Video Games! – Scott Crabtree

To be successful in affordable housing management, you have to be able to engage other people. Learn how to 'Gamify' your work so you can get a wide variety of people to engage and take action. Learn from the masters of engagement – game developers! Explore... How your leadership can deliver engagement just like a great video game, by satisfying universal human needs. Why giving people buy-in or why-in is so compelling to getting tasks done. What game developers know about difficulty, and why you should also be "rubber banding" to engage people. Learn the science that game developers use—and the practical steps you can take—to boost engagement, productivity and the success.

Tuesday, April 24

3:15-4:45 pm (Continued)

Other - Pine/Spruce

ARHC Annual Meeting

Please send at least one representative from your organization. The Election of Board Members will take place. Larry Anderson of Rural Housing Preservation Associates LLC and Kris Cook of NAHMA will give a brief rural housing Federal regulatory and legislative update. Deneen Mulligan (Quantum Management), President of ARHC, will chair the meeting.

5:00 pm

Annual Banquet & Ceremony - Heritage Ballroom

- Annual banquet begins - 5:00 pm
- Awards Ceremony - 6:00 pm

AHMA and ARHC Board members introduce and recognize our extraordinary award winners.

- Door prize drawing - 7:10 pm

First round of door prizes (must be present to win).

- Post banquet activities - 7:30 pm

Come celebrate this year's extraordinary members who have indeed succeeded in accomplishing great things this year. We have FUNERGIZED the awards ceremony this year with fun music and a professional DJ.

Stay after the awards ceremony for fun music, photobooth and karaoke. Enjoy an evening of camaraderie, fun, and prizes.

Wednesday, April 25

7:00 am

22nd Annual 1-mile Networking

Walk *Meet at in the lobby at 6:45 am.*

Everyone is encouraged to participate!

7:30 am

Registration Opens

Check out the photos from Tuesday on the wide screen TV!

Exhibit Opens

7:30-8:30 am

Breakfast Buffet - Discovery Ballroom

Join with the exhibitors for your breakfast buffet

8:30 am

HUD & Rural Development Update - Heritage Ballroom

Join us for updates on HUD, USDA Rural Development.

Speakers: Eileen Hearty, Branch Chief, HUD

Joyce Allen, Deputy Administrator, USDA Rural Housing Service

Multifamily Housing Programs

Larry Anderson, Rural Housing Preservation Associations

10:00 am

Trade Show Break - Discovery Ballroom

Spend time with our exhibitors and enter your name in prize drawings

Wednesday, April 25

10:30 am -12:00 pm

Management Track (HUD + RD) - *Heritage D*

REAC Panel – HUD Staff

Hear about updates to REAC physical inspections and learn about tools available to help you prepare for your next inspection. HUD representatives will provide updates and information along with AHMA members offering ideas about Best Practices.

Maintenance Track - *Discovery A*

Personal Safety Part 1 – Samuel Middlebrook

This highly interactive session will define “security event” and “situational awareness” and will help attendees develop simple, easy-to-execute steps to ensure personal safety in the workplace.

Legal/Regulatory Track - *Hemlock/Oak*

Tax Credit Compliance Hot Topics - Senior Portfolio

Analysts, Washington State Housing Finance Commission

Unveiling new RA questions addressing modern day income and asset vehicles and tips on how to verify. Time will be permitted for additional questions regarding compliance concerns.

Legal/Regulatory Track - *Pine/Spruce*

**Update on Residential-Landlord Tenant Law - Evan Loeffler*

***Repeated session*

Compliance Track - *Heritage C*

EIV Income Discrepancy Curve Balls – Jenny DeSilva, Blueprint Housing

Are you spinning your wheels? Do you struggle with documenting the file when a discrepancy is not valid? During this interactive session, participants will dive into case studies and learn how to document resolution, even when there are multiple income sources involved. Learn to recognize the EIV System’s limitations and anomalies. Knowledge is power.

Wednesday, April 25

10:30 am-12:00 pm (continued)

Resident Services Track - *Discovery B*

Service Coordinators, Trauma Informed Care, and Dealing With Difficult People– Vancouver Housing Authority

This session will give attendees a general overview at "Trauma Informed Care" and how it is practiced. There will also be a demonstration on dealing with residents with dementia.

12:15 pm-2:00 pm

Luncheon and Keynote - Beth Kanter

The Happy Healthy Nonprofit: Linking Self-Care and Wellbeing to Organizational Impact

This keynote is about how and why it is important to treat self-care and a culture of well-being as an organizational strategy and cultural norm. When self-care initiatives are treated as "extras" instead of being built right into the fabric of an organization's culture or leadership does not model the behavior, they often fall flat.

This session will share the latest thinking on self-care and well-being in the nonprofit workplace based on the presenter's book "The Happy Healthy Nonprofit: Strategies for Impact without Burnout." Going beyond a narrow focus on physical health and wellness, the session will share examples and insights from nonprofits that have created and implemented a culture of well-being in the workplaces that supports results.

Wednesday, April 25

2:00 - 2:15 pm

Break

2:15 - 3:45 pm

Management Track (HUD + RD) - *Heritage D*

Fire, Flood and Disasters. – What do I do now? – USDA RD Staff

USDA Rural Development staff will discuss what to do when a disaster strikes. During this session Agency staff will cover everything from the immediate response, tenant relocation, insurance claims, construction and rent up. Additionally, the staff will provide real life examples to help both site and regional managers navigate both the disaster and rebuilding process.

Maintenance Track - *Discovery A*

Personal Safety Part 2 – Samuel Middlebrook

This highly interactive session will define “security event” and “situational awareness” and will help attendees develop simple, easy-to-execute steps to ensure personal safety in the workplace.

Legal/Regulatory Track - *Hemlock/Oak*

Tax Credit Compliance Challenges - Senior Portfolio Analysts, Washington State Housing Finance Commission

In this session we will take a detailed look at some of the most common errors regarding incomplete verifications and will suggest ways of obtaining clarifications.

Resident Services Track - *Discovery B*

Hoarding – Michael Alexander

This complex subject involves resident behavior, impact on the physical apartment, and pest control issues. Learn how to recognize hoarding and what you can do when you encounter it. Looking at your lease and your options for legal intervention will be discussed.

Wednesday, April 25

2:15-3:45 pm

Compliance Track - *Heritage C*

Understanding Your New VAWA Compliance Obligations – Jenny DeSilva, Blueprint Housing

In November 2016, HUD published the VAWA Final Rule, implementing housing protections authorized in the Violence Against Women Reauthorization Act of 2013 (VAWA) in all of HUD's covered programs. Did you appropriately react to this new requirement by making the necessary adjustments to your written policies, forms, and recertification procedures?

While some regulatory requirements went into effect on December 16, 2016, owners were provided until December 2017 to implement other requirements like Emergency Transfer Plans. Did you meet this deadline for implementation?

This interactive session will teach participants what protections and options must be provided to VAWA victims regarding their application or current housing assistance. Learn what adjustments must be made in the policies, interview, screening, recertification, and termination processes to comply with this new regulation.

4:00 pm

General Session & Closing Remarks - Heritage Ballroom

Join us for the final closing session and leave the convention with your toolkit full of ideas.

Final Door Prize Drawings - 4:25 pm

Convention Ends - 4:30 pm

Winners of door prizes should turn in their vouchers and pick up their prizes at this time. The winner must return the door prize voucher to redeem the prize indicated.

Unredeemed prizes become the property of ARHC & AHMA

AHMA Board

Holly Anderson, Catholic Charities Housing Services, President

Michelle Hawley, Bellwether Housing, Vice President

Steven Judd, CPA, Finney Neill, Treasurer

Billie Abers, City of Seattle, Office of Housing

Spencer Anderson, United Marketing

Colleen Carr, Allied Residential

Kathy Chaussee, Westwood Management & Development

Connie Devaney, Kawabe Memorial House

Shawna Higgins, Washington State Housing Finance Commission

Elsie Janson, Pike Place Market PDA

Robert Oley, Guardian Management

Doug Repman, Quantam Management Services

Karen Sexton, Indigo Real Estate Services

Kevin Weishaar, Mercy Housing

*Jason Hainsworth, Hainsworth Laundry -(non-voting member)

ARHC Board

Deneen Mulligan, Quantum Management Services, Inc. President

Tom Anderson, United Marketing, Secretary

Brandi Perrin, Viridian Management, Vice President

Jamie Chaussee, Westwood Management & Development

Sue Edick, Oroville Housing Authority

Maurice King, High-Tech Solutions, Inc.,

Susan Meyers, Pan Pacific Properties

Celeste Mills, Allied Residential

Mike Sullivan, Pine River Management, Inc.

Greg Swendrak, Mercy Housing

Warren Westad, Ad-West Realty Services, Inc.

*John Pfaff, Bathfitter, Non-voting member

Association Staff

DeAnn Hartman, Executive Director

Brett Hartman, Membership & Events Coordinator

Exhibitors

Ad-West Realty Services

aptfinder.org-Multifamily

Affordable Properties

Bath Fitter

Cascade Management

CMS

Coin Meter Company

Conservice

Critical Signal Technologies

Guardian Management

Hainsworth Laundry

Home Depot PRO- Wilmar

HUD

Indigo Real Estate Services

J.R. Johnson, LLC

Moco Inc.

MRI Software

OneApp

Orca Information, Inc.

Precision Concrete Cutting

RealPage, Inc.

ResMan

Walkway Restoration Inc./

Grind-All

WASH Multifamily Laundry

Systems

Washington State

Department of Commerce

Washington State Housing

Finance Commission

Yardi

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**2020 Washington Affordable
Housing Management Convention**

Tuesday-Wednesday, April 28-29, 2020

Wenatchee Convention Center, Wenatchee, WA

Speaker Bios

Michael Alexander - Executive Director, Affordable Housing Management Association of East Texas

Michael has been the Executive Director of AHMA of East Texas for the past nine years and has been in the housing industry for over thirty years. He was the Project Administrator for The Pinemont Apartments, a Section 8/202 property for the elderly and disabled from 1994-2011. He is the President and Owner of MLA Consulting, specializing in compliance training, communications and teambuilding. A Texan native, Michael attended Eastern Washington State University where he earned a Bachelor of Arts Degree in Music and Master of Arts degree from Houston Graduate School of Theology. He has also attended the leadership program at Harvard's John F. Kennedy School of Government.

Pat Anardi - Blue-Collar Value

Pat Anardi is the founder of Blue-Collar Value. He is passionate about sharing the knowledge that he has gained over the past 40 years in the trades and housing industry. Pat was a Journeyman Electrician and has been certified for over 35 years. While working at Seattle Housing Authority as the Operations Program Administrator he was responsible for maintaining over 6000 housing units in the Seattle Area, leading a team of 125 staff. During the 27 years at a housing authority, he developed a successful Preventive Maintenance Program for large and small buildings. Now that he is retired, he wants to share his passion for training. Base on his years of experience he is now helping other Housing Authority's in developing a strong Maintenance department. Specializing in operational work flow, team evaluation, organization structure, showing the steps needed to develop in-house training programs and supervisory leadership.

Speaker Bios

Laurence R. “Larry” Anderson
Vice President of Rural Housing Preservation Associates
(RHPA) the Rural Rental Housing development arm of
Leon N. Weiner Associates

Larry provides advice and support for the affordable rental housing industry engaged in working with the Multi Family Housing (MFH) programs of the Rural Housing Service (RHS). During December of 2010, Mr. Anderson retired after 31 years of Federal Service as the Director of the Multi-Family Housing Preservation and Direct Loan Division (MPDL). Between August and January 2010, he served as Acting Deputy Administrator for Multi-Family Housing and between 2008 and 2004; he served as the Assistant Deputy Administrator for Multi-Family Housing. Mr. Anderson also led the Office of Rental Housing Preservation (ORHP), since its inception in 1998. Highlights of Mr. Anderson’s career included leading efforts to create a long term MFH revitalization program to help preserve the aging but irreplaceable \$11 billion direct loan portfolio and serving as the lead USDA contact on the Rental Policy Working Group formed by the White House during 2010 to improve and align Federal rental housing policy. Mr. Anderson entered Federal service as a Presidential Management Intern in 1980, after receiving a Masters in Public Administration from Rutgers and an undergraduate degree in Political Science from Michigan State. In October of 2007, the Secretary of Agriculture recognized Mr. Anderson with an Honor Award for his work leading a team that established a major settlement agreement to resolve claims from statutory changes to MFH prepayment requirements. In 2000, CARH recognized Mr. Anderson with the Harry Tomlinson award. During 2011, both NAHMA and Spectrum Industries recognized Mr. Anderson for career achievements.

Speaker Bios

Clint Arp, Co-President, JJ..R Johnson, LLC

As Estimator / Project Manager and now President, Clint brings more than 30 years of emergency response and management experience to J.R. Johnson, LLC.

He has been working in the construction and restoration services industry for 15 years. Clint provides training and educational classes on insurance processes and project timelines. His property management experience and advanced certifications in all fields of restoration have led him to become a leading expert in the restoration industry.

Clint also holds a Fire/Science degree, Firefighter Level 2 Certification, Applied Microbial Remediation Specialist Certification, Lead paint renovator and is certified as a xactimate Level 3 Estimator.

In his spare time, Clint enjoys to travel and visit family and friends around the world with is wife. He also likes to go Skydiving and enjoys everything the great Northwest has to offer.

Duane Bakke

Senior Portfolio Analyst, Asset Management and Compliance Division, Washington State Housing Finance Commission

Duane Bakke has been with the Washington State Housing Finance Commission for 19 years, serving as Receptionist, Program Assistant, and Compliance Officer/Portfolio Analyst. Duane has been an integral part of the Division, working to update and improve training, Compliance Manuals, forms, web site, and policies, while providing technical assistance to owners and managers of his tax credit and bond portfolio. He holds professional certifications from: Spectrum (C16p & Shining STAR), NDC (Housing Finance Development Professional), and CHAM.

Speaker Bios

Lisa Barnard

Account Executive, HUD, Phoenix Office

Lisa has worked in the field of Multifamily Housing for the past 20 years. First, starting as a tenant in a subsidized property in 1996, she became the manager in 1999. In 2002 she began working for the Arizona Department of Housing's Public Housing Authority, where she served as a Program Specialist and later as the Contracts Coordinator for HUD's Section 8 Performance Based Contract Administration (PBCA) Program. She joined HUD in 2008 as a Project Manager in the Asset Management Division in the Phoenix HUD Office. Lisa has proudly served as a Military Policewoman in the US Army and in 2001, received her Bachelor of Arts degree from Ottawa University.

Tyler Chavers

Neighborhood Police Officer, Vancouver Police Department Tyler

started his law enforcement career in Alaska in 1997. He joined the Vancouver Police Department in 2004. He is currently a Neighborhood Police Officer in District 1, serves on the Crisis Negotiator Team, is a member of the Peer Support Team, and is the Secretary for the Vancouver Police Officer's Guild. Tyler and his wife Cheri live in Vancouver and have 2 children. In his free time, he enjoys running, hiking and fishing.

He is also a lead facilitator for the Men of Honor Retreat and has participated in summer programs to teach English as a second language to students in Slovakia. Tyler enjoys developing new friendships whether in Vancouver or around the world!

Kris Cook, CAE

Executive Director, National Affordable Housing Management Association

Kris joined NAHMA in November 2002. Kris has 30 years' experience in nonprofit and trade association management. Prior to joining NAHMA, she held a dual role as executive director of the National Board of Certification for Community Association Managers (NBC-CAM), an affiliate of the Community Associations Institute (CAI) and senior vice president of CAI.

Speaker Bios

Scott Crabtree

CEO & Chief Happiness Officer, Happy Brain Science

As the Founder and Chief Happiness Officer at Happy Brain Science, Scott Crabtree empowers individuals and organizations to apply findings from cutting-edge neuroscience and psychology to boost productivity and happiness at work.

Scott's repeat clients include NBC, Nike, Boeing, Intel, Hewlett-Packard, Kaiser-Permanente, Blizzard Entertainment, and Dreamworks Animation. His insights have been quoted in Inc., InfoWorld, Fortune, and VentureBeat among other publications. In his 25-year career, Scott has served as a leader in game development and software engineering. He's founded startups and worked at a variety of technology companies large and small. In early 2012, he resigned his position as Tech Strategist at Intel to pursue his passion full time: helping people apply science to be happier and more successful.

Scott holds a B.A. in Cognitive Science from Vassar College.

When he is not immersed in scientific data, he loves spending time with his wife and daughters especially in nature, and also enjoys playing with his rock band. He lives in Portland, Oregon.

Jenny DeSilva, COS, TaCCs, CMH

Director, Blueprint Housing Solutions

Jenny is a recognized compliance expert/speaker with extensive training experience. She provides consulting & customized compliance products for housing entities opting to outsource policy and procedure development. She is an active member of multiple HUD working groups to develop consistent regulatory oversight practices nationwide.

Speaker Bios

Sherri Dickerson

Elderly/Disabled Service Coordinator, Vancouver Housing Authority

Sherri has held her current position for nearly nine years. Prior to her move to Washington she was a service coordinator serving seniors in Salt Lake City, Utah. Sherri came to Social Services as a second profession and was drawn to working with seniors from the start. She believes it is “never too late” and looks at the senior years as a time of great opportunity for growth and creativity. Sherri holds a Bachelor’s degree in Social Work from Weber State University in Ogden, Utah, Professional Service Coordinator Designation from Ohio State University (OSU), and a Certificate in Gerontology from OSU. She hopes members of the AHMA are interested in learning how social services are of benefit to property managers, owners, and housing authorities.

Michael Dill

Senior Portfolio Analyst, Asset Management and Compliance Division, Washington State Housing Finance Commission

Michael earned his bachelor’s degree from Brigham Young University in Financial Planning, and his masters in Taxation from Golden Gate University. He holds the prestigious Certified Financial Planner (CFP) designation, as well as numerous housing compliance and management certifications.

Amy Fishman

Account Executive, HUD, Denver office

Amy joined HUD’s Asset Management Team in the end of November of 2016. She came from another Federal Agency and prior to that worked in private industry in positions which involved providing training in Health and Safety issues as well as sales in construction and architectural related products.

Amy grew up primarily in New York City, but has been in Colorado since 1994 and has an undergraduate degree from SUNY Buffalo, NY and a graduate degree from St. John’s University, NY.

Speaker Bios

Erik Giesen

Portfolio Analyst, Asset Management and Compliance Division, Washington State Housing Finance Commission

Prior to starting at the Commission in 2016, Erik worked in property management 16 years as A Regional Manager, overseeing properties funded with USDA RD, Tax Credit, Bond, HOME and/or HUD financing. Erik holds several compliance certifications including C8P, Section 515 Specialist and COS.

TyeRae Guined

Compliance Asset Manager Supervisor, Compliance Asset Management Team, Housing Finance Unit, Washington State Department of Commerce

TyeRae has been in the affordable housing industry for over 17 years. TyeRae currently oversees the Compliance Asset Management team that is responsible for the ongoing compliance of over 1,300 contracts within the Housing Trust Fund and HOME portfolio. Prior to this position, she was a Portfolio Manager with properties located in Western Washington that consisted of Tax Credit, HUD, HOME and USDA RD financing. She holds a C3P and S.T.A.R compliance certification. She is the lead HOME Compliance Asset Manager for the Department of Commerce.

Eileen Hearty

Division Director/Satellite Office Coordinator, HUD, Denver office

Eileen Hearty first joined the Denver Multifamily Office in May 2008 as a Project Manager. She previously worked with HUD at its Headquarters Office in Washington, DC by way of the Presidential Management Fellowship program. Eileen left the Department in 2001 to direct a small shelter program for families experiencing homelessness in the Denver metro area. Later Eileen served as the Associate Director of the Lincoln Housing Authority in Rhode Island. Eileen graduated from the University of Wyoming and earned her Master of Social Work degree from the University of Maryland. She served as a Peace Corps Volunteer in the Republic of Moldova and was a Peacemaker Fellow with the Shriver Center in Baltimore, MD.

Speaker Bios

Beth Kanter

Master Trainer, Speaker, Author

Beth Kanter is a well-established international nonprofit thought leader. Her first book "The Networked Nonprofit," introduced the sector to a new way of thinking and operating in a connected world. Her second book, "Measuring the Networked Nonprofit," is a practical guide for using measurement and learning to achieve social impact. She published her third book "Happy, Healthy Nonprofit: Strategies for Impact without Burnout" in 2016. She also co-authored the "Emerging Nonprofit Leader's Playbook," funded by the David and Lucile Packard Foundation. She is the author of Beth's Blog where she writes about digital transformation, networks, data, learning, training, facilitation techniques, resilience, nonprofit organizational culture and self-care for nonprofit professionals.

Beth has over 35 years working in the nonprofit sector in technology, training, and capacity building and has facilitated trainings for nonprofits on every continent in the world (except Antarctica). She is experienced in participatory facilitation techniques such as design thinking, open space, peer learning, and more. She has over twenty years of experience facilitating online and virtual meetings. She is an in-demand keynote speaker and workshop leader. Named one of the most influential women in technology by Fast Company and one of the BusinessWeek's "Voices of Innovation for Social Media," Beth was Visiting Scholar at the David and Lucile Packard Foundation 2009-2013.

Her past and current clients include Robert Wood Johnson Foundation, Kauffman Foundation, Gates Foundation, Brainerd Foundation, Knight Foundation, Hewlett Foundation, Knight Digital Media Center, Edutopia, HHS, Save the Children, and others. She is on the board of NTEN and Leadership Learning Community.

Speaker Bios

Shawna Higgins

Portfolio Analyst, Asset Management and Compliance Division, Washington State Housing Finance Commission

Shawna is responsible for monitoring the compliance and providing technical assistance to approximately 20 of all Bond and Tax Credit properties currently a part of the Commission's portfolio. She also provides quality compliance training to owners and managers as a part of the Commission's award winning Compliance Training Workshops. Prior to starting at the Commission in 2016, Shawna worked for a syndicator for 11 years, as the Asset Manager, Supervisor. Their portfolio consisted of over 350 properties throughout the United States. Shawna holds certifications from NAHB (HCCP), NAHMA (CPO and SHCM) and Spectrum (C13P and Shining S.T.A.R.).

Lanakay Lipp

Senior Portfolio Analyst, Asset Management and Compliance Division, Washington State Housing Finance Commission

Prior to starting at the Commission in 2008, Lanakay worked for a property management company for 15 years as the Compliance Manager monitoring over 5,000 units with Tax Credit, Bond, HOME and/or HUD financing. Lanakay holds several compliance certifications including C3P, SHCM and COS. Lanakay is the lead trainer for the Combined Funders Web Based Annual Reporting System (WBARS) Table 1 and is the designated reviewer of alternate utility allowance proposals to her division.

Speaker Bios

Evan Loeffler

Principal Attorney, the Loeffler Law Group PLLC

Since 2002, the Loeffler Law Group has emphasized landlord-tenant relations, real estate litigation and commercial litigation. Mr. Loeffler has practiced law in Washington since graduating from Gonzaga University School of Law in 1994. He is an author and contributor to several chapters on landlord-tenant law in the Washington Lawyers Practice Manual published and annually updated by the King County Bar Association.

Mr. Loeffler is peer-rated AV by Martindale-Hubbell for having the highest ethical standards and legal ability. He is the co-author of the Real Estate Closing Deskbook, Third Edition, published by the American Bar Association. He lectures frequently for property managers and lawyers on landlord-tenant law and ethics.

Mr. Loeffler relies on extensive litigation experience and knowledge of the law to effectively represent property management companies, landlords, and commercial tenants in Seattle and surrounding counties.

Samuel Middlebrook

Lead Instructor, Redhawk Firearm Training

Samuel Middlebrook is the proud husband of Shannon and father of Levi, Max, Mazie and Charlie. They make their home in Yakima, WA.

Samuel is a respected firearm instructor throughout the country, and has trained and worked with everyone from private citizens to armed professionals in law enforcement and military. He holds instructor certifications from the NRA, Sig Sauer Academy, and USCCA. He is endorsed by members of all levels of law enforcement agencies and our military's special forces.

He is also passionate about personal safety in the workplace, and speaks to businesses, churches, and community groups on the subject of situational awareness.

Speaker Bios

Dianne Montoya

Senior Account Executive, HUD, Denver office

Dianne's portfolio includes Colorado, North Dakota and Washington. She is a native of northeastern Missouri, but has lived in Colorado since she moved there as a newlywed in 1982. She graduated from the University of Missouri-Columbia that same year with bachelor's degrees in both Spanish Literature and Magazine Journalism.

Her Federal Government career began as a clerk typist with the Department of the Interior in 1983, and then in October 1984, she transferred to HUD, and has been there ever since. Her Multifamily Asset Management career began in 1996. At this time, she is one of the physical inspection coordinators for the Denver Satellite Office, in addition to servicing a portfolio of over 120 FHA-insured and/or subsidized properties. Her favorite aspects of working in HUD Multifamily are: researching and problem-solving, networking with her colleagues, and getting to see firsthand over her time in the office the impact of HUD's affordable housing programs on people who need them.

Outside the office, Dianne enjoys cooking and is more than happy to share advice about using the Instant Pot; spending time with her husband of almost 37 years, and her dogs.

Anne Nicasio

Multi-family housing specialist, USDA's Rural Development

Serves as a Washington State Multi-Family Housing Specialist at USDA Rural Development. Mrs. Nicasio began her career with the Agency in 2011 as a Multi-Family Housing Technician, has worked as a State Single Family Housing Loan Specialist and most recently was with the Mount Vernon area office, where she oversaw 38 Multi-Family Housing complexes in Snohomish, King and Whatcom County. She is the newest member of the State MFH Team. She has 17 years of experience working for various financial institutions in areas of compliance, consumer loans and commercial loan support.

Speaker Bios

Eric Siebens

Multi-family housing state loan specialist, USDA's Rural Development, Wenatchee office

Eric currently oversees new construction, farm labor and MFH transfers for Eastern Washington. Prior to joining Rural Development in 2009, he worked for Banner Bank's commercial division in Wenatchee. During this period he provided credit and risk analysis to the bank's senior lenders for the region. Before moving to Wenatchee in 2008, he worked for USDA's National Agricultural Statistics Service in Montana and in 2002 he received his master's degree in agribusiness from Washington State University. Eric has combined thirteen years' experience providing training to USDA's partners serving rural America.

Michael Soper

Senior Portfolio Analyst, Asset Management and Compliance Division, Washington State Housing Finance Commission

Michael has helped housing professionals transcend the many changes to the LIHTC, bond and FDIC programs since he started training, educating and monitoring Commission financed properties in 1997. He enjoys working on the Division's award-winning website and the E-NEWS. Michael's adventure in housing has included earning professional certifications from: Spectrum (C21p & Shining STAR), NDC (Housing Finance Development Professional), and CHAM. Prior to the Commission, Michael worked as a consultant, environmental planner, city transportation planner, corporate transportation program coordinator/administrator, worker compensation claims adjuster and journalist.

Speaker Bios

Cheryl Steen

Vancouver Housing Authority

Cheryl Steen has been with the Vancouver Housing Authority for seven years serving residents as an Elderly and Disabled Service Coordinator. Mrs. Steen has her Bachelors in Psychology and a minor in Addition Studies from Washington State University and a Professional Service Coordinator designation from Ohio State University. Coming from a long line of nurses and social workers helping individuals has always come naturally. Mrs. Steen jumped at the chance to work with an aging population after spending all her summers growing up traveling with her grand parents. Mrs. Steen enjoys the life experiences her residents have to share and aims to meet people where they are when working with them to achieve their goals.

Steve Towell

Vancouver Housing Authority

Steve Towell has been telling the world about affordable housing issues and successes for the past fourteen years as a community relations professional with Vancouver Housing Authority and Bridgeview. A former radio and television broadcaster and commercial photographer, Mr. Towell works with local nonprofits to develop video and multimedia presentations. An audio/visual geek of the first order, he still has his first pocket protector.

Paul Trautman

Paul Trautman has over 25 years of experience delivering HUD affordable housing programs. After college at EWU and WWU, Paul began his career in Bellingham delivering CDBG neighborhood improvement and economic development projects. Paul returned to hometown Spokane as Housing Program Administrator where he monitored HOME program compliance and managed ADDI, NSP, and Lead Hazard Control grants. Paul's current role is Affordable Housing Programs Manager where he delivers CDBG and HOME funded programs including derelict properties redevelopment, home rehabilitation, and rental housing development.

Speaker Bios

Chrystal White
Senior Portfolio Analyst, Asset Management and Compliance Division, Washington State Housing Finance Commission, Spokane Office

Prior to starting at the Commission in 2013, Chrystal worked for property management companies for 12 years as the Compliance Manager, General Manager, and Leasing Agent for nonprofit and for profit companies in Idaho, Montana, Wyoming, North Dakota and Washington monitoring anywhere from 800 to 2,000 units with Tax Credit, Bond, HOME and/or HUD financing. Chrystal holds compliance certifications from Spectrum (C3P) as well as Elizabeth Moreland's Tax Credit College Diploma.



A DIVISION OF GUARDIAN REAL ESTATE SERVICES LLC

Creating, preserving and maintaining quality affordable housing for the empowerment and prosperity of all involved.

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inch of my property.
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Thank You

To the property owners, managers, staff members, organizations, and caring individuals dedicated to providing quality affordable housing programs in Washington.

We value your partnership and unwavering perseverance as we work toward the shared mission to ensure those in need have access to consistent housing, meaningful resources and a brighter future.



Your Washington PBCA

In partnership with the Bremerton Housing Authority, CMS supports affordable housing on a national level. We offer oversight, processing, education, and guidance services to include property inspections, MORs, voucher processing, contract renewals, and annual rent adjustments. We are also available for training and consulting to help you meet your affordable housing needs.

Questions? Contact us at:
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