



Breakout Session Schedule

*ALL SESSIONS WILL BE HELD AT THE SEATTLE CONVENTION CENTER
ALL SPEAKERS AND TOPICS ARE TENTATIVE AT THIS TIME*

Monday, April 22

8:00 am-5:00 pm

Fair Housing Compliance (FHC) – Gwen Volk

The requirements set forth in the Fair Housing Act and Section 504 regulations are enormously complex and far-reaching. NAHMA's Fair Housing Compliance™ (FHC™) course trains managers to understand these complex regulations, and provides clear instructions on fair housing laws.

The comprehensive, practical training manual for this course includes ready-to-use documents and forms to conduct a Section 504 Self-Evaluation and sample Transition Plan. The course teaches a step-by-step approach to determining the administrative and financial feasibility of making units accessible. Not only does NAHMA's Fair Housing course cover the application process, which includes screening, accepting, and rejecting applicants, it also presents instruction on developing company-wide policies and procedures.

Additional fee and registration required for this course

Tuesday, April 23

10:45 am -12:15 pm

Tax Credit Track *Hot Topics* – Washington State Housing Finance Commission staff
Description coming

Regulatory Track *HOTMA: an Overview* – Gwen Volk
Description coming

Resident Services Coordinator Track *The Evolution of Service Coordination: Defining Your Role and Meeting HUD's Latest Expectations* – Melissa Harris, Director of Government Affairs, American Association of Services Coordinators

Service coordination has evolved greatly in the last three decades. What began as information and referral is now rooted in a proactive and holistic approach to resident support and wellness. This presentation will provide an overview of the changing nature of service coordination and will also highlight program expectations, the impacts Service Coordinators have on their properties, and best practices for building your program. HUD's Service Coordinators in Multifamily Housing Resource Guide will also be reviewed.

Maintenance Track *Leadership Skills for the New Maintenance Supervisor* – Scott Ployer
Congratulations! Your knowledge, dedication, commitment, and tenacity have finally paid off. You've been promoted to maintenance supervisor. Now what?

There are several fundamental differences between being a technician and becoming a supervisor. This class will help you better understand what is needed now as you continue on your path to success.

- Understand and recognize the responsibilities of your new role.
- Understand how to take over an already functioning team as their "new" supervisor.
- How to develop your own game plan.
- Create an environment where everyone feels appreciated and part of the team.
- How to coach for improved performance.
- How to handle difficult situations and conversations effectively.
- How to use feedback and positive reinforcement to achieve desired results.

Misc Track *Special Claims* – Lori Colvin, CMS

Unlock More Financial Potential For Your Property! Join our exclusive training session on Special Claims provided by Contract Management Services (CMS). This training is tailored for owners and management agents of HUD multifamily Section 8 project-based properties. Delve into the intricacies of processing special claims for unpaid rent, unpaid damages, and vacancy loss. Discover how this is not just a bureaucratic process but a strategic avenue to reclaim funds. CMS will demystify the HUD Special Claims Guide, providing actionable insights to transform claim processing into a powerful tool for reducing monetary losses. Learn to turn challenges into triumphs and unlock this hidden revenue stream within your property.

2:00-3:30 pm

Tax Credit Track *more info coming soon*

Regulatory Track *HOTMA: Income and Assets* – Gwen Volk
Description coming

Resident Services Coordinator Track *What is Service Coordination?* – Leslie Hill, Providence Supportive Housing; Gwen Urrutia-Peterson, Providence Supportive Housing, Melissa Harris, Director of Government Affairs, American Association of Services Coordinators

Service coordinators play an important role in HUD-subsidized properties, helping residents connect to necessary benefits and services, and supporting housing stability. Attendees in this session will learn about the service coordination role, HUD's requirements and guidance for service coordination, and how service coordination and property management roles differ and how they can work well as a team to support residents. Service coordinators and property managers will walk away with a foundational understanding of the requirements and best practices of service coordination.

Maintenance Track *TBD – TBD*
Description coming

Other AHMA 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. Kevin Weishaar, President of AHMA, will chair the meeting.

3:45-5:15 pm

Tax Credit Track *TBD – Speaker*

Regulatory Track *HOTMA: The Section 8 Asset Restrictions* – Gwen Volkr
Description coming

Resident Services Coordinator Track *Using Data to Enhance your Service Coordination Program*
Melissa Harris, Director of Government Affairs, American Association of Services Coordinators

Service coordinators collect information each day about the residents they serve and their needs that must be met. While this information is important for required annual reporting, it can be used in a variety of ways that can enhance the work they do. This session will explain opportunities to use the information service coordinators collect for HUD and their records to build their program, forge partnerships with community providers and better advocate for residents and service coordination.

Maintenance Track *Capital Planning & Asset Preservation* – Scott Ployer
Learning Outcomes and Key Elements.

- Capital planning and why it's so vitally important.
- Understanding the PCNA, Physical Condition Needs Assessment.
- Developing the long term property specific strategic preservation plan
- Importance of integrating capital upgrade projects into the site annual operating budget.
- Understanding financial impacts for not following the PCNA recommendations.
- How to prioritize site needs when faced with limited funding.
- Importance of developing and integrating preventive and predictive maintenance strategies into your day to day operations.

Misc Track *Speed Dating* –
Description coming

Wednesday, April 26

9:00-10:30 am

Tax Credit Track *Gig Income and New Age Assets* – Gwen Volk
Description coming

Regulatory Track *more info coming soon*

Resident Services Coordinator Track *The Evolution of Service Coordination: Defining Your Role and Meeting HUD's Latest Expectations* – Melissa Harris, Director of Government Affairs, American Association of Services Coordinators
repeated session

Maintenance Track *Time Management for Maintenance* – Scott Ployer
Did you realize that your time is more valuable than platinum? Don't waste it. Once it's gone, it is gone forever!
Time Management skills are essential for your professional success in the workplace. We'll share best practices on.

- How to plan and prioritize your daily, weekly, monthly, quarterly, and annual tasks.
- How to become more efficient and productive.
- How to overcome procrastination quickly and easily.
- How to delegate more efficiently.
- How to manage ad-hoc projects and tasks given to you that could interrupt your newly found peace of mind.

Misc Track *HOME Program Panel* –
Sarah Dunn, Washington State Department of Commerce
Jamie Wood, City of Seattle Office of Housing
Join us for a panel discussion on the ongoing requirements to the HOME assisted units.

10:45 am-12:15 pm

Tax Credit Track *Special Unit Rules – Available Unit, Vacant Unit, Unit Transfers* – Gwen Volk
Description coming

Regulatory Track *more info coming soon*

Resident Services Coordinator Track *Building a Sustainable Service Coordinator Budget (presentation with HUD involved)*
Melissa Harris, Director of Government Affairs, American Association of Services Coordinators

Research shows that service coordinators working in affordable senior housing communities help improve the wellness and resiliency of residents. But securing funding to employ a service coordinator isn't always easy. This session will provide an overview of the service coordinator workforce landscape, policies that determine funding availability for service coordinators and process involved in securing funding. In addition, learn best practices for building and submitting service coordinator budgets that are more likely to receive approval from the U.S. Department of Housing and Urban Development and understand how you can meet HUD expectations for service coordinator funding and financial reporting.

Maintenance Track *The Fork in the Road: Where Management and Maintenance Meet* – Scott Ployer

Learning Outcomes and Key Elements.

- How to collaborate as a true partner.
- How to foster higher degrees of teamwork.
- The characteristics of a high performance team and how to manage them.
- The importance of effective and consistent communication.
- How to manage a remote workforce.
- How to train your high performance teams.
- The techniques of an effective team meeting.
- And more more...

Misc Track *more info coming soon*

1:45-3:15 pm

Tax Credit Track *Annual Reporting Expectations* – Washington State Housing Finance Commission staff
Description coming

Regulatory Track *Service programs on a shoestring* – Gwen Volk
Description coming

Resident Services Coordinator Track *Bringing Service Coordination to RD Properties*

– Melissa Harris, Director of Government Affairs, American Association of Services Coordinators

A longstanding program in HUD Multifamily Housing, service coordinator programs result in improved health outcomes, extended tenancy, and increased community satisfaction among residents. To better support individuals living in rural housing, Rural Development Multifamily properties are now permitted to budget for service coordinator programs.

While the hope is that RD resident outcomes will be similar to those in HUD properties, it's possible that the service coordinator programs themselves will be structured very differently. This session will explore the challenges and opportunities of implementing service coordinator programs in rural housing and will provide an overview of how to request USDA funding.

Maintenance Track *Critical Thinking & Effective Problem Solving* – Scott Ployer

Critical thinking skills are vitally important to analyze and evaluate information so that you are able to obtain the greatest amount of knowledge from it.

This workshop will provide some basic skills for you to evaluate, identify, and distinguish between relevant and irrelevant information. It will help you to become more productive at work and provide an invaluable skill to use in your everyday life.

Learn the key elements of critical thinking including.

- Understanding the components of critical thinking
- How to use logical and non-linear thinking techniques in your daily routine
- Identify the benefits of critical thinking and revise perspectives, when necessary to comprehend various problem solving abilities...and more.

Misc Track *more info coming soon*

Updated 1/31/24