

NATIONAL AFFORDABLE HOUSING MANAGEMENT ASSOCIATION

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NAHMA Celebrates the Affordable Housing Industry's Best

Alexandria, Va., Jan. 7, 2022 — The National Affordable Housing Management Association (NAHMA) announces the winners of its annual Industry and AHMA Awards, which will be presented during its Biannual Top Issues in Affordable Housing [winter conference](#), March 9-11.

The list of award winners includes individuals and organizations whose professionalism, dedication, and accomplishments in assuring quality housing for low-income Americans raise the multifamily affordable housing industry standards. More detailed descriptions of award winners will be provided in the March-April issue of *NAHMA News*.

NAHMA Industry Statesman Award

Given annually to NAHMA Executive Council members who are either in or nearing retirement, in recognition of many years of outstanding leadership and service to NAHMA.

Pam Monroe, who retired as vice president of property management from National Church Residences in 2020, got her first taste of the industry as a part-timer at an apartment community while a senior at the University of Southern Alabama, where she went on to earn a Bachelor of Science in education. She said she wasn't cut out to be a teacher. However, she found a way to feed her passion for education while serving in leadership positions on NAHMA's Education and Training Committee from 2015-2018 and NAHMA's Board of Directors from 2016-2018. Monroe was equally passionate about providing high-quality care, services and residential communities to all seniors. To that end, she advocated for the affordable housing industry, including higher funding for Section 202 Senior Housing and service coordinators and championing the Low-Income Housing Tax Credit.

NAHMA Industry Achievement Award

Given annually to a NAHMA Executive Council member who has contributed significant or noteworthy leadership or other contributions to NAHMA within the past year or two.

Steve Gladman has nearly four decades of experience, from state legislative and congressional experience to chief executive officer experience. His experience in housing and affordable housing began with his role as executive director of the Columbus Apartment Association (CAA) in 1989 and the Midwest Affordable Housing Management Association (MAHMA) in 1997. Gladman developed a strong advocacy program from the local through federal levels and testified before Congress, the Ohio legislature, and city hall more times than can be counted. He worked quietly behind the scenes as a tireless advocate for housing. As a result of his efforts, there is no mandatory inspection fee, no building permit requirement for routine maintenance, no trash collection fee, all proposed and defeated. While leading the CAA and MAHMA, Gladman received numerous accolades for each association at the national level, including AHMA of the Year, Innovation and Membership Recruitment awards from NAHMA.

Daria Jakubowski began her association management career in the 1990s after moving to Washington, D.C. In 1997, she joined NAHMA, managing the education/training and certification programs. She briefly left to work in the multifamily division at the National Association of Home Builders before returning to NAHMA in 2001 as deputy director. Jakubowski was approached by SAHMA leadership in 2004 to fill their executive director vacancy and stayed there until she retired in December 2021. At SAHMA, she oversaw the daily operations, supported the mission, and helped advance the association's strategic plan. Jakubowski served on NAHMA's Educational Foundation Board of Directors from 2016-2021. Upon her retirement, she said she was proud of the growth and change SAHMA has experienced during her tenure and that she was confident that SAHMA is poised to continue to do great things.

Alice Fletcher and Karin McGrath Dunn are being recognized for their commitment of time, energy and leadership as chair and vice chair, respectively, of the NAHMA Educational Foundation Board of Directors. Fletcher, who joined the board in 2016 and will continue to serve as one of the foundation's directors, served as its chair from 2019-2021. McGrath Dunn held the vice chair position from 2019-2021, after joining the board in 2016. Under their leadership, the foundation assigned directors to subcommittees, thereby increasing the board's productivity, and adopted the use of the online platform Give Smart, which streamlined the donation process. In the 2020 pandemic year, the foundation pivoted to a virtual fundraising gala and raised more money than any other period under their leadership. Fletcher and McGrath Dunn greatly increased the foundation's ability to provide deserving residents living in affordable housing with meaningful scholarships to advance their educational goals.

Industry Partner Award

Given annually to a government agency or other affordable housing organizational partner that has made a significant contribution to the cause of affordable housing in the previous year.

Jennifer Schwartz, the director of tax and housing advocacy at the National Council of State Housing Agencies (NCSHA), has been a critical industry partner for NAHMA and its members. She is a fierce advocate and champion for the Low-Income Housing Tax Credit (LIHTC). As co-chair of the ACTION Campaign, she routinely works with industry partners to advance policies to expand and improve LIHTC. In addition to LIHTC advocacy, Schwartz has also been an essential voice and leader for implementing the Emergency Rental Assistance program. Over the past year, she has been generous with her time and willingness to engage with NAHMA's staff and members during industry meetings and biannual conferences. She leads NCSHA's multifamily and tax policy team, and oversees the organization's federal legislative advocacy efforts, focusing on LIHTC and private tax-exempt activity Housing Bonds.

AHMA of the Year

Given to AHMAs using criteria such as size, number of members, success in membership recruitment, membership retention, education and training course attendance, financial stability, and other factors.

Large: **SAHMA** evaluated and reimagined many of its in-person events due to the pandemic, but most member services continued uninterrupted. It continues to concentrate on providing a diverse and extensive catalog of member services. Additionally, the association established some creative partnerships that offer SAHMA members some wonderful opportunities.

Medium: **AHMA of Washington's** many accomplishments over the past year include increasing membership, increasing the number of trainings as well as the number of attendees at the activities, holding a successful virtual conference, strengthening its financial position, and absorbing the Affordable Rural Housing Council.

Small: **JAHMA** successfully implemented a restructuring of its membership tiers, held an in-person fundraiser for the JAHMA Foundation and a creative in-person annual conference, and hosted virtual member town halls and NAHMA credential courses throughout the year.

AHMA Communities of Quality Program Award

Given to AHMAs according to size that have a substantial number of COQ awards in their area, demonstrate support for the program, and introduce new or innovative activities.

Large: **SAHMA** continues to support the COQ program. The association's members have a combined 601 properties that have earned the national COQ recognition and 10 member companies that have received the corporate designation. The association markets the program through social media posts, marketing, and at state conferences and Leadership Conference. It recognizes the properties at each state conference by devoting a page in the on-site agenda to the COQ program. It also provides specially designed ribbons for participants to wear at conferences.

AHMA Innovation Award

Given in recognition of a new program, service, or activity that an AHMA began sometime in late 2020 or in 2021.

Large: **SAHMA** canceled all in-person conferences and education for the first half of 2021 due to the pandemic. With safety and quality education in mind, the SAHMA board decided to hold the Southeast Virtual Conference for Affordable Housing and Virtual Maintenance Workshop in addition to continuing to offer live and on-demand webinars, four-hour Zoom classrooms and virtual certifications.

Small: **JAHMA** moved forward with an in-person Spring Maintenance Event but incorporated technology to allow government speakers to present virtually. All concurrent sessions were recorded and made available to registered attendees through a password-protected platform. JAHMA also integrated an event app that allowed attendees to receive reminders and updates, share photos taken at the event, and connect with other attendees.

AHMA of East Texas, AHMA of Washington and Rocky AHMA created a training coalition and partnership trainings. The collaboration has resulted in increased attendance, revenue and AHMA member opportunities for training. The partnership was divided into two categories: calendar sharing, through which each of the three AHMAs can advertise any of the scheduled trainings on another AHMA's calendar; and revenue sharing, through which the hosting AHMA calculates the per-person profit after all expenses and shares 50/50 with the other AHMAs based on the member attendance from that AHMA.

NAHMA Communities of Quality Award

Given annually to a NAHMA Executive Council member who has the most newly listed properties on the NAHMA National Recognition Program COQ Registry—based on data maintained by NAHMA staff.

SPM LLC, headquartered in Birmingham, Ala., is the recipient of the 2021 NAHMA Industry Award for having the most newly certified Communities of Quality in 2021.

NAHMA President's Award

Given annually by NAHMA's president for outstanding leadership or other contribution to NAHMA and the affordable multifamily housing industry.

George Caruso's career marks an unparalleled commitment to advancing quality affordable housing for Americans in need, and his service to NAHMA and the affordable housing industry over the years has been tireless, as well as instrumental in advancing NAHMA's mission and affordable housing programs across the country. NAHMA sincerely appreciates his commitment of time, energy and leadership on behalf of the organization and affordable housing nationwide.

NAHMA is the leading voice for affordable housing management, advocating on behalf of multifamily property managers and owners whose mission is to provide quality affordable housing. NAHMA supports legislative and regulatory policy that promotes the development and preservation of decent and safe affordable housing, is a vital resource for technical education and information and fosters strategic relations between government and industry. NAHMA's membership represents 75% of the affordable housing industry, and includes its most distinguished multifamily owners and management companies. Visit www.nahma.org for more information.

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Media Contact

Jennifer Jones, Manager of Communications and Public Relations
National Affordable Housing Management Association
703-683-8630, ext. 100
jjones@nahma.org