



## 2018 FALL EDUCATIONAL CONFERENCE and Vendor Exhibit

**Thursday – Friday, October 11 – 12, 2018**  
**Seven Springs Mountain Resort & Convention Center**  
**777 Waterwheel Drive, Champion, PA 15622**

### **WHO SHOULD ATTEND:**

Everyone involved in the management of Affordable Housing:  
Management Agent Staff, Maintenance Staff, Front Line On-Site Staff, Service Coordinators.

### **THURSDAY:** (session descriptions begin on Page 3)

HUD: Hot Topics / Streamline / Policies

LIHTC: Advanced Compliance Workshop (owners reports, restrictive covenants, LURA, new 8609, and more)

MAINTENANCE: REAC Inspection, Guidance, Protocol / New HUD Compilation Bulletin

SERVICE COORDINATORS: Best Practices for Managers & Service Coordinators / Healthcare Updates / Healing – Informed through Community Networking

CONTINUING EDUCATION: Real Estate and Licensed Social Worker credits available; additional enrollment sheet is required. Visit [www.pahma.org](http://www.pahma.org) to download the enrollment form you need.

### **FRIDAY:** (session descriptions begin on Page 5)

MORNING – Armed Intruder / Building Security / Personal Safety

AFTERNOON – Speaker Panel from HUD, PHFA, PMAM, NAHMA ... send questions by Sept. 15th to [info@pahma.org](mailto:info@pahma.org)

### **COST:**

PAHMA Members receive a \$150 discount off the registration fee. Please complete the Registration Form and return it with your check. The registration fee must be paid prior to the conference. Registration is on a first come basis. **The Early Bird registration fee is \$299 for PAHMA members for each participant;** it is \$449 for nonmembers. Please take a moment to be sure that your membership is active. Early Bird discount ends Sept 24<sup>th</sup>. Price increase of \$50 Sept 25<sup>th</sup>.

### **AGENDA:** (see back for more details)

The conference begins with check-in at 7:45 a.m. Thursday. Refreshments, lunch, dinner and evening entertainment “Roundup at the Matterhorn – Western Style” are included with registration. The conference will end by 2:30 p.m. Friday, refreshments and lunch provided. A hospitality suite will be open Wednesday evening for participants checking in to the hotel that day.

### **EVENT ETIQUETTE:**

All attendees are required to abide by the Event Etiquette and Standards of Behavior Policy which can be found on our website, [www.pahma.org](http://www.pahma.org), and will be available in hard copy.

**FOR ROOM RESERVATIONS:** Your conference fee does not include lodging. Please contact Seven Springs directly at 800-452-2223 / 814-352-7777 ext 7009. Mention PAHMA for special group pricing.

PAHMA Group Pricing:      Single/Double      \$158.00 per night      plus tax

**Availability and rate guaranteed when booked by September 9<sup>th</sup>; lodging includes complimentary buffet breakfast.**

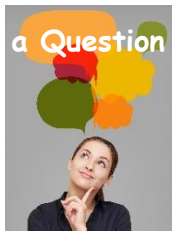
***Enhance Your Stay – visit [www.7springs.com](http://www.7springs.com) for information on amenities***

For additional conference information, please contact PAHMA at [info@pahma.org](mailto:info@pahma.org) or leave a message at (412) 445-8357.

**Be sure to register early. Seating is limited and prices increase September 25<sup>th</sup>.**

# Fall 2018 Agenda

Have a Question for Our Speakers?



send it to:  
[info@pahma.org](mailto:info@pahma.org)  
 by September 15<sup>th</sup>

## Thursday, October 11<sup>th</sup>

SEE SESSION DESCRIPTIONS STARTING ON PAGE 3 FOR MORE DETAILS

7:45am Registration and **VISIT VENDORS**

8:30 - 12:00 **MORNING VENUE:**

### Opening Remarks / Introduction

**Morning Sessions:**  
*approved for Real Estate CECs*

#### 1. HUD: Hot Topics/Updates

Mary Ross, President, CEO  
 Ross Business Development

#### 2. LIHTC:

**Advanced Compliance Issues/Solutions Part 1**  
 Karen Graham, CPM, HCCP, SHCM  
 Karen A Graham Consulting LLC

#### 3. MAINTENANCE:

Preparing for REAC  
 David Jones  
 DSC Home Inspections LLC

#### 4. SERVICE COORDINATORS:

*approved for Licensed Social Worker CEUs*  
**Best Practices - Svc Coordinators/Managers**  
 Dawn Bartha, Western PA Housing Services Rep  
 Melinda Johnson, Sr Housing Management Rep, Pgh  
 PA Housing Finance Agency (PHFA)

#### Health Care Updates - Snapshot to 2019

Erin Hart, Director of Health Benefit Services  
 American HealthCare Group

BREAK INCLUDED ... VISIT THE VENDORS

12:00 - 4:30pm **AFTERNOON VENUE:**

Lunch *sponsored by: PHFA*

### VISIT VENDORS

Art Contest Recognition

### Afternoon Sessions:

*approved for Real Estate CECs*

#### 1. HUD: Streamlining Final Rule & Policies

Mary Ross, President, CEO  
 Ross Business Development

#### 2. LIHTC:

**Advanced Compliance Issues/Solutions Part 2**  
 Karen Graham, CPM, HCCP, SHCM  
 Karen A Graham Consulting LLC

#### 3. MAINTENANCE:

HUD Compilation Bulletin Changes  
 (not industry standard - NIS)  
 David Jones  
 DSC Home Inspections LLC

#### 4. SERVICE COORDINATORS:

*approved for Licensed Social Worker CEUs*  
**Healing - Informed through Networking**  
 Bethany Friel, LSW, Dir of Mission, Culture, People  
 Kara Rea, Service Coordinator  
 Melanie Heslet, Eugenia Bogus, Brenda Toley  
 TREK Development Group

BREAK INCLUDED ... VISIT THE VENDORS

4:30 **FINAL CHANCE TO TURN IN YOUR VENDOR**

### PRIZE SHEET

Raffle Drawings

6:00 **DIAMOND DINNER "WESTERN STYLE"**

7:00 - 12:00 **Entertainment:**

### Wild West at the Matterhorn

DJ Mikey Jay returns for more fun  
 Matterhorn Lounge...lower level  
 Round Up Your Posse and Your Best Western  
 Duds and Mosey on Down to the Saloon!



## Friday, October 12<sup>th</sup>

8:45 **Opening Remarks**

9:00 - **BUILDING AND SITE SECURITY**

Thomas E Reed, Trainer & Consultant  
 Jesse G Moyer, Trainer & Consultant  
 Proactive Securities

Noon - **PLATINUM AWARD LUNCH**

*sponsored by: Affordable Housing Accountants*



1:00 **"HOUSING ROUND UP":**

**THE BEST IN THE WEST**  
**ASK THE EXPERTS**

*You may submit questions in advance to [info@pahma.org](mailto:info@pahma.org)*

HUD *Representatives invited*

PHFA *Ali Tomich, Director, Western Region*

*Lisa Case, Manager of Project Operations*

*Melinda Johnson, Sr Housing Mgmt Rep, Pgh*

*Dawn Bartha, WPA Housing Services Rep*

PMAM *Representatives invited*

NAHMA *Michael Johnson, President*

### REAC HONOR ROLL

PLATINUM AWARDS RECOGNITION

2:30 **WRAP UP - DRAWINGS - ADJOURN**

## Photography Disclaimer

By your payment and attendance at this event, you recognize that interviews, photographs, audio recordings, and video recordings may be taken and you consent to their publication, exhibition, or reproduction by PAHMA, or its affiliates, for promotional purposes, inclusion on websites, or any other purpose deemed appropriate by PAHMA in support of the Affordable Housing and Real Estate Management Industries.

For additional conference information visit us at:  
[www.pahma.org](http://www.pahma.org) or call 412-445-8357

## PAHMA FALL CONFERENCE SESSION DETAILS:

“HOUSING ROUND UP – THE BEST IN THE WEST”

**Thursday, October 11, 2018**

**EARLY-BIRD RATES** through September 24<sup>th</sup>

fees increase September 25<sup>th</sup> SEND YOUR REGISTRATION EARLY

### HUD – General Occupancy Updates

presented by Mary Ross, President, CEO, Ross Business Development (RBD)

#### Morning Session

##### RBD HUD Hot Topics / Updates

Review recent changes to HUD’s requirements and guidance. Go beyond HUD Handbooks for answers and tools to address the tough questions and all the changes in the industry.

#### Afternoon Session

##### Streamlining Final Rule and Policies

This Interim Final Rule provides new options for property managers. Learn all about it here. It is much easier to manage a property when residents feel good about their home. Clear policies and rules that convey owner/agent requirements and expectations go a long way toward making sure residents are happy. As a result, developing resident policies has become something of an art form. Join us to discuss new ideas that may help you enhance house rules, pet/assistance animal rules, reasonable accommodation/modification policies, and VAWA policies.



ROUND UP THE SEARCH PARTY!  
Get Answers to Your HUD Questions

### MAINTENANCE: REAC MATTERS

presented by: David Jones, HUD REAC Certified, DSC Home Inspections LLC

#### Morning Session

##### PREPARING FOR A REAC INSPECTION

###### Guidance, Protocols, Electrical Devices, More...

Are you ready? Do you know what to look for? Learn the best way to prepare, how to identify possible findings, and how to fix them to meet standards. After this session, you will know how to focus your team’s efforts to achieve the highest point value.

#### Afternoon Session

##### NEW HUD COMPILATION BULLETIN CHANGES – NIS

(not industry standard)

In this session you will review:

- current changes in REAC according to the Compilation Bulletin from October 2, 2017
- additional REAC protocol
- how to apply tips, tools, and best practices to achieve a high REAC score

### LIHTC

presented by Karen Graham, President & CEO of Karen A Graham Consulting LLC

#### Morning Session

##### ADVANCED COMPLIANCE ISSUES AND SOLUTIONS, PART 1

Intended Audience – LIHTC Professionals with experience in the LIHTC field.

We will provide simple solutions for those complex compliance issues you deal with every day. Understand WHY you must do all that ‘compliance stuff’ so you can best reduce your risk of non-compliance. Stay in-the-know with a discussion on recent LIHTC compliance updates.

#### Afternoon Session

##### ADVANCED COMPLIANCE ISSUES AND SOLUTIONS, PART 2

Discussion continues...

Part 1 and Part 2 can be attended separately, but will be most valuable when attending both.

##### REMEMBER YOUR CALCULATOR

(the one on your phone is fine this time!)

## SERVICE COORDINATORS

presented by:

- (morning) PHFA – Dawn Bartha, Western PA Housing Services Rep, and Melinda Johnson, Senior Housing Management Rep, Pgh American HealthCare Group – Erin Hart, Director of Health Benefit Services
- (afternoon) Trek Development Group – Bethany Friel, LSW, Director of Mission, Culture, People, and Kara Rea, Service Coordinator, assisted by Melanie Heslet, Eugenia Bogus, Brenda Toley

All participants will receive a Certificate of Attendance accepted by HUD for educational hours.  
Licensed Social Workers can also earn 6 hours of Continuing Education Credits...see below for details

### Morning Session

#### BEST PRACTICES FOR MANAGERS AND SERVICE COORDINATORS

Explore these two dynamic property roles and what 'thriving duos' seem to have in common! We will discuss best practices for managers and service coordinators in their own perspective roles and then discuss best practices on working together on-site for the most effective community management services.

#### HEALTH CARE UPDATE – SNAPSHOT TO 2019

Medicare, Medicaid, Affordable Care Act...Oh My! This session will cover a brief overview of these health care programs and Community Health Choices. We will provide a brief look into navigating this complex healthcare driven environment and a "current" snapshot looking to 2019. Truly a do-not-miss event.

### Afternoon Session

**COMMUNITY NETWORK BUILDING:** Understanding the impact of trauma on individuals at the community level in affordable housing; why the traditional tools of community building are no longer effective; and how alternate tools & methods (including 'Network Night') are helping to heal communities after a trauma occurs. This session will provide an understanding of Community Network Building and how to break through the fear, isolation and division that exist.

**MODIFIED NETWORK NIGHT:** an experiential and interactive session where participants explore an alternative way to hold a community meeting using tools that help to improve relationships and increase civic participation; including – Network Night (aka a party with a purpose – ice breaker, new & good, table talk, marketplace). A key component is Table Talk, a great opportunity to get feedback, insight, wisdom, ideas from peers. We will host a 20 minute table talk conversation and encourage participants to bring an idea, question or concern. The session will wrap up with Q&A.



### GOT A QUESTION? DON'T KEEP IT UNDER YOUR HAT!

Do you have a question for one of the speakers? Send your question to [info@pahma.org](mailto:info@pahma.org) by September 15<sup>th</sup> or mail your question with your registration form. The speakers will make every effort to cover your concern in their presentation.

---

## CONTINUING EDUCATION CREDITS

### REAL ESTATE LICENSE

PAHMA continues to work with Steve Chupinka, Academy of Real Estate Careers, to bring you 7 hours of Continuing Education Credits toward your **Real Estate License** – 2020 renewal period. The **Thursday A.M. & P.M. sessions have been approved** and together make up the 7 hours of credit. Be sure to complete an 'Enrollment Agreement' and submit it with your conference registration. An additional fee of \$55.00 applies and is payable to PAHMA.

Download the form at [WWW.PAHMA.ORG](http://WWW.PAHMA.ORG) / EDUCATION / FALL CONFERENCE

### LICENSED SOCIAL WORKERS

PAHMA has again partnered with the University of Pittsburgh to bring you 6 hours of continuing education credits towards your ongoing **Social Work License** requirement (2019 renewal period). The **Thursday A.M. & P.M. sessions have been approved** and together make up the 6 hours of credit. **YOU WILL NEED TO COMPLETE AN ENROLLMENT FORM** and submit it with your conference registration. An additional fee of \$15 applies and is payable to PAHMA.

Download the form at [WWW.PAHMA.ORG](http://WWW.PAHMA.ORG) / EDUCATION / FALL CONFERENCE.



## SPECIAL PRESENTATION ... A Celebration of Art

We will recognize the artists whose posters made it to the regional finals and celebrate those that were selected to represent PAHMA in the national competition. Congratulations to all of our artists for a job well done. One of the entries was selected as a National Honorable Mention and will be included on a page in the 2019 NAHMA Calendar! Be sure to PLACE YOUR CALENDAR ORDER at [www.nahma.org](http://www.nahma.org) beginning September 1st and see the amazing artwork.

## Friday, October 12, 2018

### BUILDING AND SITE SECURITY

presented by: Thomas E Reed & Jesse G Moyer  
Trainer & Consultant, Proactive Securities

Topics will include:

- building security
- self defense when approached with a weapon
- entering a structure or residence safely
- office layout for safety
- escape routes
- and more



### “Housing Round Up . . . The Best in the West”

**ASK THE EXPERTS** – you may submit your questions in advance...please send to [info@pahma.org](mailto:info@pahma.org) by September 15th

Experienced leaders from HUD, PHFA, PMAM, and NAHMA will take questions from participants and discuss the current atmosphere of change in Affordable Housing. Please take time to say hello to all of our guests and learn how hard they are working for you.

Presented by: HUD – Representatives invited  
Ali Tomich, Director Western Region, PHFA  
Lisa Case, Manager of Project Operations, PHFA  
Melinda Johnson, Senior Housing Management Rep, Pittsburgh, PHFA  
Dawn Bartha, Western PA Housing Services Rep, PHFA  
PMAM – Representatives invited  
Michael Johnson, President, NAHMA

SESSION DETAILS MAY BE SUBJECT TO CHANGE



These Boots were Made for Dancin’

### Other Conference Features:

Thursday: Vendor Marketplace  
Raffles  
‘Wild West at the Matterhorn’ – dress like you mean it...WESTERN STYLE!  
Fun with DJ Mikey Jay

Friday: Platinum Award Lunch and Presentation  
REAC Honor Roll  
Prizes