



## 2021 FALL EDUCATIONAL CONFERENCE and Vendor Exhibit PAHMA Thrives at Thirty-Five

**Thursday – Friday, October 21 – 22, 2021**  
**Seven Springs Mountain Resort & Convention Center**  
**777 Waterwheel Drive, Champion, PA 15622**

### **WHO SHOULD ATTEND:**

Everyone involved in the management of Affordable Housing:

Owners, Management Agent Staff, Maintenance Staff, Front Line On-Site Staff, Service Coordinators.

### **THURSDAY:** (session details begin on Page 2)

SESSIONS: HUD Compliance; Tax Credit; Maintenance (Disaster Planning & Fair Housing); Service Coordinators

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

VENDOR MARKET PLACE

ART GALLERY, RAFFLES, DIAMOND DINNER, ENTERTAINMENT: DJ Hollywood at the Matterhorn

### **FRIDAY:** (session details begin on Page 4)

MORNING – “The Power of Resilience” – with Toni Blake

AFTERNOON – “Navigating Through Rough Waters”, an Interactive Discussion with Panel of Industry Leaders

### **COST:** ROLL BACK TO 2018 PRICES

PAHMA Members receive a \$150 discount off the full 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; and \$449 for nonmembers per participant.** Please take a moment to be sure that your membership is active. Early Bird discount ends Sept 28<sup>th</sup>. Price increase of \$50 Sept 29<sup>th</sup>.

### **AGENDA:**

The conference begins with check-in at 7:45 a.m. Thursday. Vendor Marketplace, refreshments, lunch, dinner and evening entertainment “DJ Hollywood at the Matterhorn” are included with registration. The conference will end by 2:30 p.m. Friday, refreshments and lunch provided. Those arriving Wednesday evening will be notified if a hospitality suite has been approved and will have the opportunity for early conference check-in between 7:00-9:00 p.m.

### **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 \$149.00 per night, plus tax**

**Availability and rate guaranteed when booked by September 23<sup>rd</sup>.**

**NOTICE: the Breakfast Buffet is no longer included with your reservation**

**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 29<sup>th</sup>.**

NOTICE: CDC Guidelines / Recommendations in place at the time of the Conference will be followed.

# PAHMA FALL CONFERENCE SESSION DETAILS:

“PAHMA THRIVES AT THIRTY-FIVE”

**EARLY-BIRD RATES** through September 28<sup>th</sup>

**Thursday, October 21, 2021**

SEND YOUR REGISTRATION EARLY

fees increase September 29<sup>th</sup>

SESSION DETAILS MAY BE SUBJECT TO CHANGE

## HUD – Conquering HUD Compliance - Fundamentals

presented by Amanda Gross, Vice President of Training & Compliance Policy, US Housing Consultants

### Morning Session

- Working with New Income & Asset Sources
- Special Claims

Amanda delves deep into HUD's laws and regulations while also providing real-world examples with practical application. This engaging and interactive session utilizes numerous examples and exercises to ensure attendees complete the session with a thorough comprehension of how to maintain project compliance and why it is so important to do so.

Continuing advancements in technology have changed the way we live our lives, how we earn money, and how we bank. While these changes have created opportunities and convenience, it also expands the income and asset sources beyond the sources covered in the HUD 4350.3.

Session covers determining household eligibility, including student eligibility, annual income, and adjusted income.

### Afternoon Session

- VAWA and Emergency Transfers
- HOTMA

This session provides an overview of the Violence Against Women Act as well as an in-depth discussion of HUD's requirements for Emergency Transfer Plans under this Act.

In September of 2019 HUD published a proposed rule implementing the remaining provisions of HOTMA. The proposed rule contains massive changes to the requirements applicable to determining tenant eligibility and tenant rent for HUD Multi-family housing. In this session, Amanda will provide detailed information regarding the changes and potential challenges once the HUD proposed rule is made final. This session includes numerous scenarios to demonstrate the changes that HOTMA will have on determining household income.

## MAINTENANCE:

presented by Michael L Alexander, Consultant/Speaker, MLA Consulting, Executive Director AHMA East Texas

### Morning Session

#### DISASTER PLANNING

ARE YOU PREPARED? Every property should be prepared for emergencies. It is a Best Business practice to have an established plan available for review by staff and residents, as well as the company for which you work. Your company may already have a “disaster plan”. This class is based on what is required in the 4350.1 HUD Handbook (Multifamily Asset Management and Project Servicing), Chapter 38. HUD is currently re-writing this chapter. You will receive a generic template plan that you will be able to adjust to your property needs. It also contains some Pre-Disaster plans.

### Afternoon Session

#### FAIR HOUSING

Maintenance personnel have more personal contact with residents on a frequent basis. This class will deal with some situations that could occur, be misinterpreted, and lead to fair housing complaints. We will review the basics of the Fair Housing Act and will discuss what policies should be in place. You might want to bring your policy with you for review.



**LIHTC:** Intended Audience – LIHTC Professionals with some experience in the LIHTC field.

presented by Bette Newcomer, Director of Compliance, M&L Compliance Management

### Morning Session

#### CERTIFYING ELIGIBILITY FOR LIHTC OCCUPANCY

- How to Verify Income and Assets
- Calculating Income and Assets

**REMEMBER YOUR CALCULATOR**  
(the one on your phone is fine this time!)

### Afternoon Session

#### COMPLIANCE MONITORING / PREPARING FOR AN AUDIT

- Recertifications
- Adding New Household Members
- Transfers
- Next Available Unit Rule
- File Set Up / Recordkeeping

## SERVICE COORDINATORS

All participants receive a Certificate of Attendance accepted by HUD for educational hours.



### Morning Session

#### **PART 1: BOUNDARIES 101 – WHAT ARE THEY? WHY AND HOW DO I SET THEM?**

presented by Andrew King, MA, LPC, NCC, Licensed Professional Counselor, Christian Counseling Association

In this talk, Andrew will work to define the various types of boundaries that exist and why we should have them. He will speak to understand some of the myths that are often believed when it comes to boundaries and will specifically focus on how to set them in a professional setting between employer and employee, and landlord and tenant.

#### **PART 2: CONFLICT RESOLUTION IN THE WORKPLACE – WHAT TO DO WHEN THEY HAPPEN.**

presented by Sydney Lucas, MA, MBA, Owner of Well Counseling & Consulting, PLLC

In this talk, Sydney will be examining the basics of conflict, its causes, and healthy ways to manage those conflicts that have become perpetual in relationships, especially in the workplace. Sydney will also specifically focus on how to set them in a professional setting between employer and employee, and landlord and tenant.

### Afternoon Session

#### **SENIOR BULLYING: IT DOESN'T END ON THE PLAYGROUND**

presented by Pamela E Countouris, Bullying Prevention Specialist, TCB Training & Consulting

Bullying has been recognized for years as a problem among school children but recently bullying among residents has been occurring in senior facilities and daycares. It looks surprisingly similar to the bullying among children. Not surprising, is that it causes considerable emotional distress for not only the targets, but for the other residents and staff. During this seminar there will be interactive activities among participants in problem solving for various types of bullying behaviors. A packet of activities will be provided for participants to implement with seniors to promote a pro-social and caring environment among residents. Whether it be on the playground with children, in the workplace for employees, or senior facilities, we need to address bullying behavior and end it. The golden years should be polished with respect and dignity not tarnished with fear and sadness.



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### **GOT A QUESTION? DON'T GET LOST IN THE HOUSING SHUFFLE!**

Do you have a question for one of the speakers? Send your question to [info@pahma.org](mailto:info@pahma.org) by October 1<sup>st</sup> or mail your question with your registration form. The speakers will make every effort to cover your concern in their presentation.

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## **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** – 2022 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 enrollment fee of \$55.00 applies and is payable to PAHMA. Download the form at [WWW.PAHMA.ORG](http://WWW.PAHMA.ORG) / EDUCATION / FALL CONFERENCE

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**Friday, October 22, 2021**

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**Morning Session**

**Leading Out of a Pandemic – Bounce Back – The Power of Resilience**

presented by Toni Blake, President, TotallyToni.com

Challenging times require us to rebound quickly. The new normal is not normal. Toni Blake presents a clear action plan and proven techniques for dealing with constant change. Her empowering message focuses on practicing resilience in our interactions, written and spoken communication, delegation, listening, and goal planning for optimal teamwork. Learn the power of resilience to establish a clear vision, inspire commitment, and maintain momentum. Bring your entire team for an upbeat, fun, interactive program that will refresh their hearts with a renewed commitment to practice resilience daily.

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**Afternoon Session**

**EXPERT PANEL – NAVIGATING THROUGH ROUGH WATERS**

presented by Leaders in the Affordable Housing Industry

Is COVID Rocking YOUR Boat?? Don't let it wash you ashore. Industry leaders bring you the most current events in the aftermath of the pandemic and its impact on housing policy changes.



**Other Conference Features:**

Thursday:

- Conference Gift
- Vendor Marketplace
- Raffles
- Beach Party with DJ Hollywood

Friday:

- Super Give-Away Prizes

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