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(412) 445-8357

[WWW.PAHMA.ORG](http://WWW.PAHMA.ORG)

## 2022 FALL EDUCATIONAL CONFERENCE & VENDOR EXHIBIT

**THURSDAY - FRIDAY, OCTOBER 20 – 21, 2022**

Seven Springs Mountain Resort & Convention Center - 777 Waterwheel Drive, Champion, PA 15622

### Honoring the HEROES of Affordable Housing

*SOARR into Making Ordinary Homes Extraordinary*

**WHO SHOULD ATTEND?** **EVERYONE** involved in the Management of Affordable Housing including Front Line On-Site Staff, Maintenance, Service Coordinators, etc.

**WHY ATTEND?** **NETWORK – LEARN – RECHARGE!** Join us for our power-packed educational & networking conference as we honor the HEROES of Affordable Housing including Owners, Property Management, Maintenance, Service Coordinators, On-Site Staff & More.

**WHAT TO EXPECT?** The conference begins at 8:30 am on THURSDAY (with check-in from 7:45 am – 8:30 am) and will end by 12:30 p.m. FRIDAY. Those arriving Wednesday evening will have the opportunity to network in the Hospitality Suite and complete early conference check-in between 7:00-9:00 p.m.

**THURSDAY:**

- VENDOR MARKET PLACE – Visit vendor booths servicing the Affordable Housing industry & enter to win prize(s)
- EDUCATION: HUD Compliance; Tax Credit; Maintenance; Resident Services/Service Coordinators
- CONTINUING EDUCATION: Real Estate credits available - Visit [www.pahma.org](http://www.pahma.org) to download the required form.
- ART GALLERY, RAFFLES, ATTENDANCE GIFT & MORE
- REFRESHMENTS, LUNCH, DIAMOND DINNER
- ENTERTAINMENT by DJ Hollywood at the Matterhorn

**FRIDAY:**

- BREAKFAST
- SPEAKER – “Effective Interaction with the Culture of Poverty”

**COST:** **EARLY BIRD** registration **\$329 for PAHMA members, per attendee;** and **\$479 for NON-members, per attendee.** Please take a moment to be sure that your membership is active to receive the discounted member fee above. Early Bird discount ends Sept 28<sup>th</sup> and a price increase of \$50 starting Sept 29<sup>th</sup>.

**ROOM RESERVATIONS:** Your conference fee does NOT include lodging. Please contact Seven Springs at 800-452-2223 or 814-352-7777 ext. 7009 and be sure to mention PAHMA for special group pricing.

**PAHMA Group Pricing: Starting at \$149.00 per night, plus tax**

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

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

**Event Etiquette:** All attendees are required to abide by the Event Etiquette & 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.

**REGISTER EARLY - Seating is LIMITED & PRICES INCREASE September 29<sup>th</sup>**

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

**EDUCATING AND SUPPORTING THE AFFORDABLE HOUSING INDUSTRY**

PAHMA | PO BOX 486, Oakmont, PA 15139-0486 (**ATTN-NEW Address**) | 412-445-8357 | [www.pahma.org](http://www.pahma.org) | Email to [info@pahma.org](mailto:info@pahma.org)

# PAHMA FALL CONFERENCE **SESSION DETAILS**

**Thursday, October 20, 2022**

SESSION DETAILS MAY BE SUBJECT TO CHANGE

## HUD COMPLIANCE

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

### **Morning Session**

- ✚ **Navigating the Waiting List & Tenant Selection**
- ✚ **Prepare for HUD Mgmt & Occupancy Review (MOR)**

Selecting applicants from the waiting list is not always a direct path and at times can be confusing in ensuring program compliance. This session will provide a road map to clear direction on how applicants should be selected from the waiting list to eventually become tenants. Topics covered include, but are not limited to:

- Creating a Waiting List
- Opening & Closing the Waiting List
- Documenting Changes to the Waiting List
- Updating Waiting List Information
- Removing Names from the Waiting List
- Reinstating Applicants to the Waiting List
- Record-Keeping
- Tenant Selection Plan Requirements
- Income-Targeting Requirements for Section 8 Properties
- Tenant Screening Requirements
- Assigning Accessible Units
- Addressing Requests for Reasonable Accommodations

When do you start preparing for your next HUD MOR? You know it is going to happen. It looms over your head like a swollen rain cloud building itself into a storm. You can't avoid it. You can't hide from it; your HUD Management and Occupancy Review will happen! A MOR is only something to dread if you and your property are not prepared. Many of the most common findings noted in a Management Review include issues with leasing and occupancy, income and asset calculation issues, EIV issues, and issues with proper documentation. This session will provide valuable information relating to understanding the MOR process and provide some tips to help you prepare for the inevitable.

Topics covered include, but are not limited to:

- MOR Steps and Categories with a Focus on Category E of the HUD 9834 Form
- Review of the Resident File Checklist used by the Contract Administrators
- Documents Required for a MOR
- Understanding MOR Ratings

### **Afternoon Session**

#### ✚ **Common Household Eligibility Errors**

Whether you are responsible for preparing tenant files or reviewing tenant files, chances are you have made a mistake in determining household eligibility. Mistakes will happen; the key is to learn from mistakes made.

The goal is to avoid making errors that result in the admission of an ineligible household or the rejection of an eligible household. This session discusses common errors that are made when determining household eligibility for the HUD's Multi-Family Housing programs.

Topics covered include, but are not limited to:

- Household Size
- Income from Dependents and Absent Members
- Social Security Income Calculations
- Wage Increase Calculations
- Non-Cash Contributions
- Student Financial Assistance
- Student Eligibility
- Medical Expenses
- Child Care Expenses

## MAINTENANCE

*Morning session presented by David Black; Afternoon session presented by Mark Cukro*

### **Morning Session**

*presented by David Black, Director of Operations, Housing Authority of the County of Beaver*

#### ✚ **Maintenance for REAC**

David Black is the Director of Operations for the Housing Authority of the County of Beaver. His interactive session will cover deficiencies that are REAC and Liability and the need to change daily – weekly maintenance to achieve better REAC scores.

### **Afternoon Session**

*presented by Mark Cukro, President, Plus One, Inc.*

#### ✚ **Trends in Maintenance / Life Cycle of a Building**

Our Industry is not what it used to be and if you want to know what is changing in the Industry for our Service Teams, especially during and after the pandemic, what technology is currently available, and what the future of Maintenance is going to look like then this is a session for you. You will learn the new trends in personnel, technology, tools and equipment that make everything on site easier and help get service work done faster and better than ever. If you want to know what changes to make at your property or for your company over the next few years this session is highly recommended. I guarantee you will be glad you attended this session.

How long are building materials and products supposed to last and why do they seem to never reach their life expectancy? If you want to know how long products and materials are designed to last and compare that to how long they really last in housing so you can better prepare for maintenance, service, repairs, and renovations, this is a great session. It will be engaging, fun and very informative. We will discuss, doors, windows, shelves, closets doors, counter tops, decks, windows, carpet, paint water heaters, appliance and much more plus you will get a list of what to expect for every 5 years and how to plan your programs and services to get the most out of your investments. If you want to know how long products, systems and materials are really supposed to last so you can prepare for real life scenarios and budget accordingly, this session is HIGHLY recommended.

# PAHMA FALL CONFERENCE **SESSION DETAILS**

**Thursday, October 20, 2022** *Continued*

SESSION DETAILS MAY BE SUBJECT TO CHANGE

## LIHTC

*presented by Bette J Newcomer, HCCP, NPCC, COS, Director of Compliance, M&L Compliance Management*

### Morning Session

#### **A Day in the Life of a LIHTC Property Manager**

Topics covered include, but are not limited to:

- Managing Time & Priorities in Day-to-Day Operations
- Applications
- Waiting Lists
- Process for Filling Vacancies
- Applicant Interview

### Afternoon Session

#### **Complex Challenges of LIHTC**

Topics covered include, but are not limited to:

- Unique and Unusual Income & Assets (Ride-Sharing Income, Crypto Currency, Gas & Mineral Rights, etc.)
- Completing LIHTC Owners Certificate and Rental Schedules
- Common Mistakes & Compliance Issues

## SERVICE COORDINATORS

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

### Morning Session

#### **Be a Superhero in Housing... Making a Difference**

*presented by Tiffany Holden, Manager Supportive Services  
Pennrose Management*

Superheroes are defined by their unique capabilities, strength and determination to help others. It is a person with a positive mindset that believes and displays the attitude of "I can do it" or "I can make a difference." But you may be asking yourself, do superheroes really exist? The answer is yes! Every individual that works in the Housing Services Field is a hero in their own right... Sometimes you just need to be motivated to know which hero you truly are. Join this interactive discussion that will motivate and inspire you to be more confident in your position and help you to understand how your actions affect others but most importantly find your inner superhero. "Avengers Assemble" – *The Avengers*

#### **Engaging Residents in Community Life**

*presented by Bethany Friel, LSW  
President, Mainspring Consulting LLC*

In a world where there are so many things competing for our time, engaging residents in the community life at a property can be challenging and frustrating. This session will focus on tangible tools on how to create meaningful engagement opportunities at your property where residents engage, enjoy each other and become active participants in community life.

### Afternoon Session

#### **Systemic Racism & Impact on Housing**

*Presented by Montia Robinson, Resident Services Specialist &  
Certified Diversity, Equity & Inclusion Consultant  
Owner & Operator of M Robinson Group*

Highlighting the history and status of steps forward for addressing systemic racism's impact on affordable housing for poor and working-class persons of color. This discussion topic will touch on the following key points and be followed by open discussion Q&A. **The Agreement:** All parties including presenter agree that we are in a safe space & that our opinions while they are our own, at times they must change. So, we agree to be respectful & open minded. **Define:** Here we spend some time defining systemic racism & getting feedback from the group as to what they believe it to mean & to look like. **The History:** How did we get here? A brief overview of systemically racist policies and outcomes that have contributed to current inequitable situations. **The Present:** Here we will discuss the modern-day impact of systemic racism in affordable housing structures. Including Implicit Bias, Lack of Representation, Barriers to Housing & Cultural Awareness. **Going Forward:** Tangible, solution-based & relevant skills that we can do in our work to become more diverse, equitable & inclusive to reduce the impacts of systemic racism in the communities we serve.

#### **Mindful Communication**

"It's not what you say... well, actually it is..." This interactive course will touch on the key points relative to mindful & effective communication in housing communities. Attendees will explore applying intentionality & the principles of mindfulness to the way we correspond with residents the broader community and each other.

**Friday, October 21, 2022**

SESSION DETAILS MAY BE SUBJECT TO CHANGE

### Morning Speaker

#### **Effective Interaction with the Culture of Poverty**

*presented by Dr. Donald E Sheffield, TAME Inc.*

The Cultural Competency Skills for a High Performing Organization: Increasing the understanding of public housing staff regarding the importance of cultural and cross-cultural strategies to assist in ensuring that the communication, relationship building, and support services to clients will be positive and purposeful. The objective of the training is to provide a working knowledge of the importance of cultural competency specific to serving the culture of poverty, including the strategies necessary for building a home culture for children to escape poverty as adults.

# 2022 PAHMA FALL EDUCATIONAL CONFERENCE with Vendor Exhibit

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Seven Springs Mountain Resort & Convention Center - 777 Waterwheel Drive, Champion, PA 15622

ATTENDEE NAME: [Click here to enter text](#)

PROPERTIES MANAGED:

HOW LONG IN THE AFFORDABLE HOUSING INDUSTRY: [Click here to enter text](#)

[Click here to enter text.](#)

MANAGEMENT COMPANY: [Click here to enter text](#)

[Click here to enter text](#)

PROPERTY ADDRESS: [Click here to enter text](#)

[Click here to enter text](#)

CITY, STATE, ZIP: [Click here to enter text](#)

[Click here to enter text](#)

BUSINESS # [Click here to enter text](#) CELL # [Click here to enter text](#)

EMERGENCY # [Click here to enter text](#)

EMAIL: [Click here to enter text](#) (REQUIRED FOR NOTIFICATION OF ANY SEMINAR CHANGES)

CHECK HERE IF YOU DO NOT WANT YOUR EMAIL ADDRESS ADDED TO THE PAHMA CONTACT LIST

SPECIAL NEEDS: DO YOU REQUIRE ANY SPECIAL ACCOMMODATIONS OR HAVE DIETARY NEEDS [d](#)

**THURSDAY TRAINING OPTIONS: CHOOSE ONE MORNING AND ONE AFTERNOON SESSION**

- |                |                          |   |                  |                          |   |
|----------------|--------------------------|---|------------------|--------------------------|---|
| <b>Morning</b> | <input type="checkbox"/> | HUD: Waiting List/Tenant Selection/MOR*                         | <b>Afternoon</b> | <input type="checkbox"/> | HUD: Common Household Eligibility Errors*                                       |
|                | <input type="checkbox"/> | LIHTC: Day in the Life of a LIHTC Property Manager*             |                  | <input type="checkbox"/> | LIHTC: Complex Challenges of LIHTC*   |
|                | <input type="checkbox"/> | Maintenance: Maintenance for REAC                               |                  | <input type="checkbox"/> | Maintenance: Trends in Maint./Building Life Cycle                               |
|                | <input type="checkbox"/> | Service Coordinators: Superhero in Housing / Engaging Residents |                  | <input type="checkbox"/> | Service Coordinators: Systemic Racism Impact on Housing / Mindful Communication |

\*Eligible for Real Estate CECs – additional enrollment sheet & fee required; download at [WWW.PAHMA.ORG/EDUCATION/FALL\\_CONFERENCE](http://WWW.PAHMA.ORG/EDUCATION/FALL_CONFERENCE)

**WILL YOU ATTEND: Click YES or NO for EACH**

- LUNCH Buffet THURSDAY Yes  No
- DINNER Buffet THURSDAY Yes  No
- BREAKFAST Buffet FRIDAY Yes  No

**EARLY BIRD REGISTRATION FEE THRU SEPTEMBER 28<sup>TH</sup>**

- PAHMA Member  \$329.00 (\$379 after 9/28/22)
- Non-Member  \$479.00 (\$529 after 9/28/22)
- Guest (meals only)  \$90.00 (\$ 90 after 9/28/22)
- Real Estate CEC (HUD or LIHTC)  \$55.00 (\$ 60 after 9/28/22)
- \*Must attend morning & afternoon session

Select above & enter TOTAL: \$ [Click here to enter](#) (See fees after 9/28)

Watch Your Email & Visit Our Website for Additional Details & “Sneak Peeks” of Conference Activities

LEARN ★ NETWORK ★ RE-ENERGIZE

**CANCELLATION POLICY:** NO REFUNDS WILL BE GIVEN FOR CANCELLATIONS WITHIN SEVEN DAYS OF THE EVENT OR FOR REGISTRANTS WHO FAIL TO ATTEND. POLICY MAY BE WAIVED IF CANCELLATION IS DUE TO “FORCE MAJEURE” REASONS. ALL CANCELLATION REQUESTS MUST BE MADE IN WRITING TO: PAHMA, PO BOX 486, OAKMONT, PA 15139 OR TO [INFO@PAHMA.ORG](mailto:INFO@PAHMA.ORG)

**FOR YOUR COMFORT:** SINCE ROOM TEMPERATURES ARE DIFFICULT TO REGULATE TO EVERYONE’S SATISFACTION, LAYERED CLOTHING IS STRONGLY RECOMMENDED

**EVENT ETIQUETTE:** ALL ATTENDEES ARE REQUIRED TO ABIDE BY THE EVENT ETIQUETTE AND STANDARDS OF BEHAVIOR POLICY WHICH CAN BE FOUND ON OUR WEBSITE

**IN THE EVENT OF SPEAKER CANCELLATION:** PAHMA RESERVES THE RIGHT TO SUBSTITUTE THE SPEAKER/TOPIC AND/OR RESCHEDULE THE TRAINING.

**FOR CHECKS:** Make payable to PAHMA and send to: PO Box 486, Oakmont, PA 15139-0486 (NEW ADDRESS! Please update your files)

**FOR CREDIT CARD PAYMENTS:** Complete below & email to [info@pahma.org](mailto:info@pahma.org) or contact Marianne [info@pahma.org](mailto:info@pahma.org) for assistance.

Total amount of charge: \$ [Click here to enter.](#)

Name as it appears on card: [Click here to enter text](#)

Credit Card Number: [Click here to enter text.](#)

Expiration Date: [Click here](#) Billing ZIP Code: [Click here.](#) CVC Code: [Click here](#)

Email Address for Receipt: [Click here to enter text.](#)