

PAHMA Annual Fall Conference

October 20-21, 2022

Seven Springs Mountain Resort & Convention Center

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EVENT ETIQUETTE

All attendees are required to abide by the "Event Etiquette and Standards of Behavior Policy", which is provided in your event folder and can also be found on our website, www.pahma.org. Copies are also available at the event check-in table.

PHOTOGRAPHY DISCLAIMER

By your 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

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27	NETWORK & RECHARGE at the Matterhorn with DJ Hollywood



**IT TAKES A TEAM OF HEROES TO
MAKE ORDINARY HOMES EXTRAORDINARY!**



Agenda

THURSDAY, OCTOBER 20

7:30 AM - 8:30 AM	REGISTRATION	STAG PASS
7:30 AM - 4:30 PM	VENDOR EXHIBITS Refreshments Available Visit During Session Breaks & Lunch Enter to Win Drawing (See Pg 16)	EXHIBIT HALL
8:30 AM - 8:45 AM	OPENING REMARKS Connie Buza, President PAHMA (Pg 10)	GRAND BALLROOM
8:45 AM - 9:00 AM	HUD UPDATES Brett Wise, HUD Multifamily NE Reg. Dir.	GRAND BALLROOM
9:00 AM - NOON	BREAK OUT SESSIONS 10:30 AM BREAK / VISIT VENDOR EXHIBITS HUD COMPLIANCE AM SESSION (Pg 10) LIHTC AM SESSION (Pg 11) MAINTENANCE AM SESSION (Pg 11) SERVICE COORD. AM SESSION (Pg 12)	GRAND BALLROOM SUNBURST WINTERGREEN SNOWFLAKE
12:00 PM - 1:00 PM	LUNCH BUFFET SPONSOR 	EXHIBIT HALL
1:30 PM - 4:30 PM	BREAK OUT SESSIONS 2:45 PM BREAK / VISIT VENDOR EXHIBITS HUD COMPLIANCE PM SESSION (Pg 10) LIHTC PM SESSION (Pg 11) MAINTENANCE PM SESSION (Pg 11) SERVICE COORD. PM SESSION (Pg 13)	GRAND BALLROOM SUNBURST WINTERGREEN SNOWFLAKE
4:30 PM - 5:00 PM	RAFFLES & VENDOR DRAWINGS Enter to Win Drawing (See Pg 16)	GRAND BALLROOM
6:00 PM - 8:00 PM	DIAMOND DINNER BUFFET SPONSOR 	EXHIBIT HALL
7:30 PM - 11:00 PM	NETWORK & RECHARGE With DJ Hollywood (See Pg 27)	MATTERHORN LOUNGE

FRIDAY, OCTOBER 21

8:30 AM - 9:30 AM	BREAKFAST BUFFET	GRAND BALLROOM
9:30 AM - 12:30 PM	SPEAKER Dr. Donald E Sheffield, TAME Inc (Pg 14)	GRAND BALLROOM
12:30 PM	GRAND PRIZE DRAWING	GRAND BALLROOM

WELCOME to PAHMA's
2022 Fall Educational Conference!

Our theme this year is:

Honoring the HEROES of Affordable Housing

Those who work tirelessly behind the scenes in the Affordable Housing Industry, from Management and Staff to Maintenance & Service Coordinators, to make ordinary homes extraordinary!

****SPECIAL GRAND PRIZE DRAWING****



Must Be Present To Win—Friday 12:30 PM

Connecting families and seniors to community resources – food, transportation, health, financial, education, occupation.

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VOLUNTEERS

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Thank you to the residents of Penn Mar Plaza Apartments, Mars,
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who assist throughout the year with PAHMA mailings.

HOUSING AND NEIGHBORHOOD DEVELOPMENT SERVICES

Thanks to Katie O'Neil-Thompson, HANDS, for her time and talent
in preparing the video presentations of the Art Contest;
and for photographing the events of this year's Fall Conference.

SPECIAL THANK YOU TO THE MANY CONFERENCE VOLUNTEERS

We appreciate your time and talent during the conference.
Without you, the event could not be a success.



2022 Art and Poster Contest for the 2023 NAHMA Calendar

HEALTHY Is HAPPY: Nutrition and Fitness Propel Us Forward

The Calendar Art Contest supports NAHMA's Educational Foundation Scholarship Program. Proceeds from calendar sales help provide scholarships for residents of Affordable Housing Communities, and help to promote their drug-free message.

Regional Winners receive a \$100 prize from PAHMA and their artwork moves forward to compete nationally with hundreds of other regional winners in their category.

As a National Winner, students receive an educational scholarship of \$1,000 from the NAHMA Educational Foundation.

The Grand Prize Winner receives a scholarship of \$2,500.

Show your support of the artists, PAHMA, and the NAHMA Educational Fund by ordering a 2023 calendar for your residents, friends, and family.

CALENDARS SELL OUT FAST!

ORDER YOURS TODAY

ORDER FORMS ARE IN YOUR CONFERENCE FOLDER

Forms are also available at the Registration Table
and in the NAHMA Store at www.nahma.org

WATCH FOR THE NEXT ART CONTEST ANNOUNCEMENT

JANUARY 2023

**PLAN AN ART EVENT IN YOUR COMMUNITY.
ONE OF YOUR RESIDENTS could be the NEXT WINNER!!**

**FOR MORE INFORMATION, VISIT OUR WEBSITE
AND WATCH FOR OUR EMAIL UPDATES**

2022 PAHMA REGIONAL / NATIONAL WINNERS

Finalists whose artwork advanced to the National Competition



NATIONAL WINNER HONORABLE MENTION

Deborah Holt (Seniors & Residents with Special Needs)

McCormack Baron Management—Cornerstone Village Apts



REGIONAL WINNER

Alexis Singer (Grade 9)

Winn Residential, Village at Somerset



REGIONAL WINNER

Tae Vaughna Parker (Grade 9)

McCormack Baron, Bedford Hill



REGIONAL WINNER

Michael Harris (Grade 10)

McCormack Baron, Bedford Hill

BE SURE TO VISIT THE PAHMA ART GALLERY IN EXHIBIT HALL

**YOU ARE INVITED TO TAKE YOUR RESIDENT'S ARTWORK
PLEASE STOP BY THE REGISTRATION TABLE TO MAKE ARRANGEMENTS**

Speakers

THURSDAY OPENING REMARKS



Connie L. Buza, COS, TCS, NAHP-e, Senior Property Manager, WinnCompanies. Ms. Buza has worked as a manager of affordable housing for over 30 years. She took a job in property management after graduating from Robert Morris University, with a BSBA degree in computer information systems. Connie is currently Senior Property Manager for WinnResidential and Broker of Record for Landex Management and McKeesport Housing Authority. She works directly with the management of an affordable housing portfolio that includes Section 8 project based and Low-Income Housing Tax Credit (LIHTC) properties. Connie serves as the President of the Board of Directors for Professional Affordable Housing Management Association (PAHMA), a housing industry trade group for the western Pennsylvania area. She has been active in PAHMA for the past eighteen years and serves as Co-Chair of the Fall Conference Committee, which plans the training programs for the front-line staff working in affordable housing.

HUD COMPLIANCE

Navigating the Waiting List & Tenant Selection

Preparing for a HUD Management & Occupancy Review (MOR)

Common Household Eligibility Errors



Amanda Gross, Vice President of Training and Compliance Policy, US Housing Consultants. Ms. Gross has over nineteen years of hard-won, real-world knowledge and experience in all aspects of the affordable housing industry. She began her career as a site manager, eventually rising to the position of compliance director for a large multi-state property management company. Ms. Gross leveraged that experience to become a highly skilled, nationally recognized trainer in Fair Housing, LIHTC, Rural Development, HUD, and HOME. Over the last eight years, she has conducted hundreds of trainings nationwide and has provided consulting services to state housing

finance agencies, public housing authorities, management companies, and developers. Ms. Gross is a featured speaker at numerous industry events. She also provides custom-tailored training to private organizations that understand that highly-trained staff are more effective and better able to protect the assets and reputation of the company. She also works in a consulting capacity, advising clients in the development of their policies and procedures, optimizing project compliance performance, and addressing audit findings. Ms. Gross's areas of expertise focus on the following programs:

- Fair Housing & VAWA
- Low-Income Housing Tax Credit (LIHTC) Program
- USDA/Rural Development Rental Housing Program
- HUD Multifamily Housing Programs
- HOME Investment Partnership Program
- Tax-Exempt Bond Compliance

LOW INCOME HOUSING TAX CREDIT (LIHTC)

A Day in the Life of a LIHTC Property Manager
Complex Challenges of LIHTC



Bette Newcomer, Director of Compliance for M&L Compliance Management, LLC (MLCM). Prior to joining MLCM in August 2014, she was with the Cumberland County Housing & Redevelopment Authorities for 17 years. While at the Authority, she worked in the Section 8 Rental Assistance Program, was property manager for several Low-Income Housing Tax Credit/HOME properties and was the Authorities first Housing Management Director. In the role of Housing Management Director, she was responsible for the oversight of 13 LIHTC properties, a 130-unit Section 202/8 property, the USDA Rural Housing program and the Public Housing program. Bette obtained the Housing Credit Certified Professional (HCCP) designation in January 2013 and is a Notary Public. Bette has also obtained the Novogradac Property Compliance Certification (NPCC); the Tax Credit Compliance Site Manager certification through Quadel; the Management & Occupancy Review Specialist (MORS) certification through NCHM; and the STAR certification in Rural Development (RD).

MAINTENANCE

AM SESSION: Maintenance for REAC

Dave Black is currently Director of Operations at the Housing Authority of the County of Beaver. Dave has been with the Housing Authority for 25 years. Ten years as a maintenance mechanics, 1-year crew leader, 11 years Maintenance Foreman and 2 years Maintenance Superintendent.

PM SESSION: Trends in Maintenance / Life Cycle of a Building



Mark Cukro, President of Plus One Consulting, Inc. and founder of Service Team Training and maintenance videos.com. Mark is a national speaker and a leading resource in the field of service team development and training. His certifications include, CAPS, CAMT I, CAMTII, CPO, CPO Instructor with the NSPF, EPA proctor for the NEW 608 certification as well as all HVAC Excellence courses. Mark is also a NAAEI Instructor and worked on the development of the new CAMT program. Prior to Starting his own company, he was the Director of Service Team Development for Colonial Properties Trust, Inc, a New York Stock Exchange traded company with 148 properties and over 48,000 apartment homes.

On a personal note, Mark is also a professional Jiu Jitsu Coach and owns and operates a Martial Arts Academy in Harrisburg, NC.

Speakers

SUPPORTIVE SERVICE COORDINATORS

AM SESSION: Supportive Services Superheroes... Making a Difference



Tiffany Holden, Manager of Supportive Services, Pennrose Management Company. Tiffany Holden is a very experienced highly motivated public speaker who loves to encourage others. She is very experienced in the supportive services field and has been working with Pennrose Management Company for 19 years. She is also a Pastor and very active in uplifting and revitalizing the community in which she lives. Driven by devotion and dedication she takes pride in helping others grow mentally, professionally and spiritually. Many individuals as well

as families rely on Tiffany to bring inspiration and guidance to their lives. Her experience in the supportive services field, being a Pastor and motivational speaker gives Tiffany the unique perspective into the real struggles that Corporations and Businesses face during these difficult times. Her goal is to ensure quality service and provide a blueprint that every person regardless of what field they are working in can follow.

AM SESSION PT 2: Engaging Residents in Community Life

Bethany Friel, LSW, President of Mainspring Consulting, LLC. Bethany has served families and individuals in the Greater Pittsburgh region for 20 years. She earned her Master's in Social Science Administration from Case Western Reserve University in Cleveland, Ohio. Bethany began her career as a foster care case manager, has created summer and afterschool programs for high school students, provided intensive case management for women experiencing homelessness and offered leadership to housing and community mental health programs. Focusing

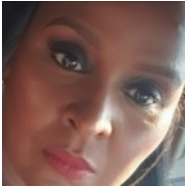


in the affordable housing industry, Bethany served as the Director of Mission, Culture and People and most recently as the Director of Strategic Operations at TREK Development Group. Bethany brings her social skill set in the art of empathy and humanism to the complex field of affordable housing. She understands and has operated from the various roles including ownership, development, property management, asset management, and resident services. She has led multiple successful resident engagement initiatives in LIHTC and public housing communities, directed a Choice Neighborhoods Planning Initiative engagement process, developed policies and practices in property management and created systems within business operations that are both efficient and human.

Speakers

SUPPORTIVE SERVICE COORDINATORS CONT.

PM SESSION: Systemic Racism & Impact on Housing... What Can We Do About It?
Mindful Communication



Montia Robinson is the owner and operator of The M Robinson Group, specializing in resident service consulting, diversity, equity & inclusion and corporate planning. She is a graduate of Shadyside School of Nursing. Ms. Robinson has a long-standing work history surrounding community health, supportive services & HUD programming. She is passionate about utilizing community building to increase social justice while decreasing neighborhood isolations models. Her role includes supporting leading community ambassador programming, innovative community engagement and building strong neighborhood networks. As an industry leader in corporate planning, Robinson creates spaces & forums with intentionality and precise detail. Montia is recipient of the Pittsburgh Community Reinvestment Group's Community Development Award along with Bedford Dwellings residents and the Housing Authority of the City of Pittsburgh for their community engagement through Bedford Connect and the Choice Neighborhood planning process.

Notes

Speakers

FRIDAY MORNING SPEAKER

Systemic Racism & Impact on Housing... What Can We Do About It?



Dr. Donald E Sheffield, a graduate of New Brighton High School class of 1965, received his B.A. in Secondary Education from Geneva College in 1969, and his Masters in Education from Slippery Rock University in 1974. He earned his doctorate in Higher Education from Penn State University in 1989. Although Dr. Sheffield is a PA certified secondary school teacher, he spent most of his career in higher education and 26 years at Penn State University until his retirement in September, of 2002.

He is the former administrative assistant to Joe Paterno and Director of the Academic Support Center for Student Athletes at Penn State. Prior to retirement, he served as Director of Diversity Outreach for the Office of the Outreach and Cooperative Extension. He was also an adjunct faculty member for the department of curriculum and instruction.

Dr. Sheffield provides training for corporations, businesses and schools. His school presentations are models for teachers/educators in the areas of instructional strategies, motivation, culture and learning, as well as evaluation and self-assessment. In addition, he conducts workshops for parents in maximizing the potential of their children. He is the founder and president of TAME Inc. (Techniques Assisting Motivation and Excellence), a consulting firm dedicated to cultural excellence by helping schools, families, social service systems, and businesses understand the "practice" of high performance by embracing cultural competency.

A major emphasis of Dr. Sheffield's work is helping parents manage the academic development of their children. He has developed programs that incorporate excellence training at home and delivered numerous workshops for improving parenting skills. His academic experience, family background and athletic training have given him a unique perspective on the essence of excellence and high performance. He is the author of the book "Practice Makes Perfect—Not! Excellence is a Habit".

Dr. Sheffield is a life-long member of St. John-Wayman A.M.E. Church in Bridgewater, PA . He is the son of the late Rev. Eugene and Bessie Sheffield. He is a recipient of the NAACP Humanitarian Award (2017), Father of the Year Award (2018) and Citizen of the Year Award from the Beaver County Chamber of Commerce in 2019. Dr. Sheffield currently serves as the Cultural Competency Trainer for the Beaver County System of Care, Equity Leadership Consultant for the PA Department of Education, and Escaping Poverty Trainer for the Housing Authority of Beaver County. He is a father of three adult sons, and six grandchildren and resides in Beaver Falls, PA.



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Drop your completed VENDOR DRAWING CARD
in the designated box prior to 4:30 PM

**Winners will be drawn in the Grand Ballroom
Thursday from 4:30 PM—5:00 PM**

Exhibitors

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the
details



Erin Hart, Director of Supportive Services

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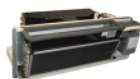


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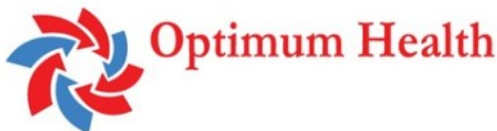


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