



2020 Washington Affordable Housing Management Convention

presented by: Affordable Housing Management Association of Washington (AHMA)
presented by: Affordable Rural Housing Council (ARHC)

April 27-29, 2020 Wenatchee Convention Center

Breakout Session Schedule

ALL SESSIONS WILL BE HELD AT THE WENATCHEE CONVENTION CENTER
ALL SPEAKERS AND TOPICS ARE TENTATIVE AT THIS TIME

Monday, April 27

1:00-5:00 pm

Regulatory/Compliance Track *RD Bootcamp – USDA RD Staff*

Rural Development staff will be discussing Tenant Certification process and Wait Lists procedures. Additionally, Agency staff will be discussing both Annual Inspection and Supervisory Visits, to help both regional and site managers prepare for future Agency reviews.

Maintenance Track *Emergency Preparedness: An Act of Quality Customer Service - Ana-Marie Jones*

For many people, emergency preparedness lives as the “necessary evil” — the thing you should do because terrible things can and do happen. Is it any wonder why it causes so much stress and so few people eagerly embrace it? In this session, you’ll see preparedness shared as an act of empowered customer service.

From move-in inspections, to move out support, and especially through the everyday process of building safe community behaviors, we'll show how maintenance professionals are uniquely positioned to make readiness, safety, and resilience a proactively positive experience for their residents and extended community.

Misc Track *EIV Fundamentals – Master Reports/ Existing Tenant Search (Multifamily System) – Jenny DeSilva*

In this introductory EIV course, participants will be provided a concise overview of monthly and quarterly reports stored in the EIV Master File as well as the Existing Tenant Search. Learn when to print them, what they are telling us and where to store them. Example screenshots make this a superb class for visual learners! This fundamental class will give managers a clear summary of steps to ensure their tenant files and EIV Master File are organized and ready for assessment during an upcoming Management and Occupancy Review.

Resolution Secrets for EIV Income Discrepancies (Multifamily System)

To accurately resolve discrepancies, you must be able to interpret the EIV Income Detail Report and the EIV Income Discrepancy Report. This session will teach participants what types of income EIV does and does not recognize. Next, we will explore the fundamentals of income discrepancies to uncover what triggers a discrepancy and how did EIV calculate the discrepancy amount? Why is the Period of Income (POI) so historical? How do I assess if the discrepancy is valid or not?

By the end of this interactive class, you will have answers to these questions and will be able to confidently dissect and resolve income discrepancies with ease.

Resident Services Track *Trauma-Informed Care* – Ruthann Small, Pioneer Human Services

Becoming “trauma-informed” means recognizing the prevalence of trauma, and the impact of those experiences on the brain and behavior. This session will review trauma basics, the neuroscience of trauma, and how property managers can support residents in building resilience in a supportive community.

Tuesday, April 28

10:45 am-12:15 pm

Regulatory/Compliance Track *Maximizing Your Contract with HUD* Mercedes Maestas, HUD

Maximizing Your Contract Renewal - This session will provide information on the importance of preserving your Multifamily property, and information on how to get the most out of your Section 8 Contract by increasing your rents to allow for modernization and rehab.

Maintenance Track *Fair Housing for Maintenance Bootcamp* Michael Alexander

This class will focus on fair housing issues that confront our maintenance personnel on the property. We will discuss administrative issues, dealing with residents and visitors to the property including potential residents.

Misc Track *Into the Mystic* – Larry Anderson

Larry will look into the future to think about what will happen to the MFH program as Rural Development balances the pressures to do more with less.

New Hire/Basic Track *EIV – Fundamentals of Expenses and Deductions*

Jenny DeSilva, Blueprint Housing

During this course, participants will learn about the different categories of deductions; which households are eligible for which deductions; and, of course, how to calculate them. We’ll dive into the “gray area” a bit to cover inclusions and exclusions, and what types of verifications are required to support medical expenses. Learn when a wheelchair is a disability deduction and when it’s a medical deduction. Get ready for interaction.....We will test your understanding of the regulations via real life scenarios.

(beginners/intermediate)

Resident Services Track *Reasonable Accommodations: Pet Policy vs Service/Companion Animals*

Ruben Rivera-Jackman, Imagine Housing

Many fair housing violations are related to not implementing reasonable accommodations policies and procedures accurately. It is important that affordable and public housing providers understand the fundamentals of Section 504 to avoid any violations and limit litigation. It is vital that housing providers understand the fair housing regulations regarding pet and service/companion animals.

At the completion of this presentation, participants will be able to:

- Enhance their basic awareness of Federal, State, Local, Fair Housing and Section 504 of the Rehabilitation Act of 1973
- Enhance your understanding of General Reasonable Accommodation and Modifications Guidelines. (Best practices)
- Aware of the differences between pets and companion/service animals under Fair Housing
- Identify tools for making developing policies and protocols

1:00-2:30 pm

Regulatory/Compliance Track TBD WSHFC

Description coming soon

Maintenance Track NSPIRE

Description coming soon

Personal Development Track *Fire Extinguishers: A Tool for Heroes* – Ana-Marie Jones

Just as the title “firefighter” doesn’t cover the many skills and services that firefighters offer, fire extinguishers are themselves under-appreciated for the many brilliant ways they add to community safety and readiness.

In this session, participants will learn:

- how to operate a fire extinguisher
- how to put out a fire using a fire extinguisher
- other key safety uses for fire extinguishers

You will leave this session with a new level of appreciation for these incredible safety tools.

Misc Track *An Advanced Compliance Challenge Course*

Jenny DeSilva, Blueprint Housing

This is an advanced level course designed for compliance staff and seasoned managers. This session will test how much you really understand how HUD’s regulatory changes affect your recertification process. How did you adapt to Change 4 and other regulatory changes? Do you understand how to calculate fluctuating income and asset cash value? Do you always follow HUD’s Hierarchy of Verification correctly? In this session, you will examine real world recertification scenarios that will incorporate various elements of new information to be gathered and recorded in order to maintain leasing compliance. Sometimes you don’t know what you don’t know until you find out you didn’t know it!

Resident Services Track *Building the Four T’s of Resident Engagement: Time, Trust, Team and Transparency*

Ruben Rivera-Jackman

This presentation will explore resident engagement and capacity building activities including interactive exercises to elicit participation from residents. Strategies will be identified for getting out from behind your desk to engage face-to-face with your residents. The presentation will also highlight the importance of learning resident’s baseline and “normal” behaviors in order to develop relationships with, and empowering residents to build community and participate in events as a way of decreasing social isolation and enriching their quality of life.

At the completion of this presentation, participants will be able to:

1. Increase their awareness of Resident Demographic Trends.
2. Enhance their understanding of the benefits of resident engagement and community building.
3. Recognize practical strategies for engaging residents more effectively.
4. Share potential community building activities
5. Funding opportunities

Other ARHC Annual Meeting

Please send at least one representative from your organization. The Election of Board Members will take place. Larry Anderson of Rural Housing Preservation Associates LLC and Kris Cook of NAHMA will give a brief rural housing Federal regulatory and legislative update. Brandi Perrin (Viridian Management), President of ARHC, will chair the meeting.

3:15-4:45 pm

Regulatory/Compliance Track TBD WSHFC

Description coming soon

Regulatory/Compliance Track *Guidance on Section 504/Transition Plans* – USDA RD Staff

Description coming soon

Personal Safety Track *Fire Extinguishers: A Tool for Heroes* – Ana-Marie Jones (repeated)

New Hire/Basic Track *Ins and Outs, Do's and Don'ts of HUD Certification Processing*

Jenny DeSilva, Blueprint Housing

This class is designed to teach participants efficient interviewing skills necessary to identify and record critical information to support eligibility determinations and more accurate rental calculations. During this session, participants will learn how to: identify important household and management responsibilities that must be met in order for an interview to be worthwhile, productive and efficient; use HUD's hierarchy of income verification levels appropriately to avoid recertification delays and achieve timely, accurate certifications; obtain more accurate income verifications to minimize EIV income discrepancies; and avoid common verification mistakes and recertification redundancies. (beginners/intermediate)

Resident Services Track *Bullying Among Seniors: Out of the Playground and into Senior Living Communities*

Ruben Rivera-Jackman

When we hear the word bully, we immediately think of children and adolescents, but it is very real problem in the older adult population. It is estimated that 10-20% of older-adults experience some type of senior-to-senior aggression, usually verbal abuse. The actual numbers of older adults targeted are tough to tease out, because these acts often go unreported. This session is designed to increase and/or enhance your knowledge regarding the phenomenon of older-adult bullying, and outline ways to create a safe environment for addressing the targeted individuals as well as the perpetrators.

At the completion of this presentation, participants will be able to:

- Identify the five common types of adult bullies.
- Describe the characteristics of bullying behaviors.
- Understand the psycho-social impacts of bullying
- Identify strategies for dealing with adult bullies.

Other AHMA Annual Meeting

Please send at least one representative from your organization. The Election of Board Members will take place. Kris Cook of NAHMA will give a brief Federal regulatory and legislative update. Michelle Hawley (Bellwether Housing), President of AHMA of Washington, will chair the meeting.

Wednesday, April 29

8:30 -10:00 am

Regulatory/Compliance Track *The Mechanics of a HUD Management and Occupancy Review (MOR)*
Jenny DeSilva, Blueprint Housing

This intermediate level class focuses on the MOR process and is perfect for new managers who have never undergone an MOR, as well as seasoned managers wanting a summary of how this process has changed in the last 5 years. What will the reviewer ask to review? How is my score determined? How often will these MORs occur?

We will cover each of the four stages of the MOR, new elements of the HUD Form 9834, the scoring methodology. Think you don't have time for or need training on MORs? Can you really afford to say that? (beginners)

Maintenance Track *Transition Plan panel* – USDA RD Staff, HUD Staff, Larry Anderson
Description coming soon

Personal Safety Track *Emergency Preparedness* – Michael Alexander

Are we ready? Have we prepared ourselves, our staff and our residents? We will discuss the best business practices that will help each of us to be better prepared for any emergency.

New Hire/Basic Track *Rural Development Basics* – Dawn Nielsen, Michaels Management & Ron Dirks, Mercy Housing

This session will cover basics of Rural Development management. This is a great session for those new to RD or Multilayered funding.

Resident Services Track *Got Ethics? Creating and Maintaining Personal and Professional Boundaries*
Ruben Rivera-Jackman

Service Coordinators link residents with supportive services allowing them to maintain self-sufficiency in their homes. It is most important that the Service Coordinators understand the characteristics of the resident population and property in which they serve and the issues that may impact the differential use of services are socio-economic, age, culture, gender, race, sexual orientation and others. This session will define ethical standards and offer principles to guide decision making and provide tools for addressing dilemmas when ethical issues and conduct arises.

At the completion of this presentation, participants will be able to:

- Define ethics.
- Understand the importance of maintaining healthy boundaries.
- Recognize characteristics of healthy and unhealthy boundaries.
- Recognize warning signs.
- Identify strategies to address dilemmas