



Session Schedule

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

Monday, April 13 – 1st Session

2:00 pm-5:00 pm

Mental Health Class – De-escalation: How to Defuse Potentially Violent Situations related to untreated Mental Health – Ruben Rivera-Jackman

Ruben Rivera-Jackman kicks off the convention with practical techniques for de-escalating tense or potentially violent situations, with a focus on interactions involving untreated mental health issues.

Tuesday, April 14

7:30 am -8:30 am

Coffee and Pastries with the Exhibitors

After checking in, head to the exhibit hall for a coffee and pastries and explore exhibitors showcasing new products, solutions, and interactive experiences for affordable housing professionals. Discover the latest in software and services for multi-family property management and connect with experts!

8:30 am -10:30 am

General Session Affordable Housing Jeopardy – Jamila Burleson-Goshon

Get ready to test your knowledge and have a blast doing it! This interactive, fast-paced game of Affordable Housing Jeopardy brings compliance to life. Compete with fellow professionals in categories like “EIV Essentials,” “Recert Rules,” “NSPIRE Nightmares,” and “LIHTC Logic.” Whether you’re new to housing or a seasoned compliance guru, this session is a fun way to reinforce what you know and learn something new. Prizes, bragging rights, and lots of laughs guaranteed!

10:30 am -10:45 am

Exhibit Break

Take a coffee break in the exhibit hall and collect points in the Event.Quest game for a chance to win exciting prizes!

10:45 am -12:00 noon

RD Track *Navigating the Waiting List & Tenant Selection* – US Housing Consultants

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:

- Waiting List
 - Creating a Waiting List
 - Documenting Changes to the Waiting List
 - Updating Waiting List Information
 - Waiting List Documentation Requirements
- Tenant Selection
 - Selecting Tenants
 - Unit Assignments
 - Priorities for Units

Basic Track TBD – TBD

Description

Maintenance Track *Appliance Repair* – Joe Henry

In these sessions, learn to diagnose problems with appliances. This will include refrigerators, ranges, and yes, even dishwashers and garbage disposals. Joseph Henry who started his career in 1986 in maintenance will make sure you know how to use various gauges and testors to determine WHAT IS WRONG with it. Plan on an interactive "hands on:" approach to this training.

Professional Development Track *Communicating with Difficult Residents/People* – Michael Alexander

For most people, communicating effectively with difficult people is not intuitive, it's learned. And, when it comes to interacting with difficult residents, effective communication is key to managing sensitive situations. This session will provide tips on developing the skills you need to communicate effectively to de-escalate situations.

Misc Track *Basics of Landlord Tenant Law* – Mack Mayo

This interactive session covers the fundamentals of landlord-tenant law, including recent legal updates, alongside essential Fair Housing principles.

12:00 noon -1:00 pm

Lunch

Join us for a networking lunch

1:00-2:30 pm

RD Track *Common Household Eligibility Errors* – US Housing Consultants

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 USDA Rural Development 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

(HUD) Basic Track *Basics of HUD Occupancy* - Jamila Burtleson-Goshon

Covers HUD Handbook 4350.3 compliance: eligibility, income limits, documentation standards, and the 50059-certification process. Includes household composition, income calculation basics, and common compliance pitfalls.

Maintenance Track *Appliance Repair (continued)* – Joe Henry

- Intro to "tools of the trade" and proper use
- Diagnosis of refrigerator and range break downs
- Parts need for usual findings
- Video

Professional Development Track *Communicating in a Crisis* – Michael Alexander

Developing an emergency plan for crisis management on your properties will facilitate effective communication with residents, staff, management, and the media. Preparedness will help mitigate potential issues. This session will cover the process of creating such a plan.

Misc Track *Fair Housing Basics* – Mike Chin

This interactive training covers the fundamentals of Fair Housing principles. Participants will explore the intersection of these areas through real-world hypotheticals and sharpen their dispute resolution, communication, and problem-solving skills. Emphasis will be placed on practical application—how to handle challenging situations fairly, effectively, and in compliance with the law.

2:30 pm -2:45 pm

Exhibit Break

Take a break in the exhibit hall for some afternoon goodies.

2:45-4:15 pm

RD Track *Conquering Expenses & Deductions* – US Housing Consultants

Depending on the housing program, managers may have to determine a household's adjusted income as it can affect the household's eligibility and rent portion to be paid each month.

There are five possible deductions/expenses that may be subtracted from a household's gross annual income based on allowable household expenses and household characteristics. After the allowable deductions/expenses are subtracted, what is left remaining is called "adjusted income". It's the adjusted income that is used to determine a household's eligibility, rent and the amount of rental subsidy the household will receive, if eligible.

This session discusses the five allowable deductions/expenses outlined in the 7 CFR § 3560.153 and the 24 CFR § 5.611.

Topics covered include, but are not limited to:

- Dependent Deduction
- Child Care Expenses
- Disability Assistance Expenses
- Elderly Deduction
- Medical Expenses
- Rent Terminology
- Determining Rent & Rental Assistance

(HUD) Basic Track *Basics of LIHTC Compliance* – Jamila Burlison-Goshon

Introduces the Low-Income Housing Tax Credit program: income eligibility, rent limits, student rules, and annual certification requirements. Perfect for beginners or staff new to LIHTC compliance.

Maintenance Track *Appliance Repair (continued)*– Joe Henry

- Review "tools of the trade"
- Practice using on capacitor and elements - Frig and stove
- Diagnosis of HVAC problems - Common issues
- Parts needed for common repair
- Video and practice
- Q and A

Professional Development Track *Communicating with Supervisors/Direct Reports, etc.* – Michael Alexander

This session will concentrate on techniques to improve communication with supervisors or others involved in your company's decision-making process. It will cover tips for ensuring effective communication

Misc Track *Advanced Fair Housing*

***(Intersection between Fair Housing and Landlord Tenant law)* – Mike Chin and Mack Mayo**

This interactive training covers Fair Housing overview and legal issues landlords should be aware of. Participants will explore the intersection of these areas through real-world hypotheticals and sharpen their dispute resolution, communication, and problem-solving skills. Emphasis will be placed on practical application—how to handle challenging situations fairly, effectively, and in compliance with the law.

5:30 pm -7:30 pm

Banquet and Awards Presentation

Join us for this year's Convention Banquet as we take our conference theme—"Don't Stop Believing"—straight back to the 1980s! Dust off those leg warmers, tease that hair sky-high, and break out your best neon, denim, and leather because we're throwing an *epic* '80s-themed celebration.

Enjoy great food, great music, and great company as we celebrate the decade that brought us big dreams, big hair, and even bigger hits. Whether you're channeling your inner rock star, movie icon, or classic '80s fashion legend, we can't wait to see your throwback style shine.

So grab your friends, strike a pose, and get ready for a banquet that proves one thing loud and clear: the spirit of the '80s is alive—and we're not stopping believing!

Wednesday, April 15

7:30 am -9:00 am

Lite Breakfast & Networking

Kick off day 2 with coffee and pastries and networking.

9:00-10:30 am

RD Track – **Conquering Recertifications & Interim Certifications part 1** – US Housing Consultants

A household's income and household composition must be reviewed and updated at least annually. This annual review is referred to as a "recertification." An "interim certification" is conducted between annual recerts to account for changes in household circumstances that could affect the tenant's rent portion and the rental assistance being paid on their behalf.

Understanding how these recertifications are handled can be confusing at times to even the most seasoned employee.

This session discusses the recertification and interim certification process from the owner/agent responsibilities to what the tenants have to do in order to stay in compliance.

Topics covered include, but are not limited to:

- Recertification Requirements
- Timing of Annual Recertifications
- Recertification Notices
- Effective Dates
- Interim Certifications Requirements

Basic Track **Basics of Mixed Subsidy Management** – Jamila Burtleson-Goshon

Explores managing properties with layered funding (HUD PBRA, LIHTC, HOME, PBV). Focuses on aligning eligibility, rent limits, certifications, and documentation across programs, with tools for managing RAD PBRA + LIHTC properties. Explores managing properties with layered funding (HUD PBRA, LIHTC, HOME, PBV).

Maintenance Track **Pest Control** – TBD

This conference session will equip maintenance workers in affordable housing with effective, safe, and cost-conscious pest control strategies. Participants will learn how to identify common pests, prevent infestations through routine maintenance, and work within integrated pest management (IPM) practices. The session emphasizes real-world solutions that protect residents' health while maintaining compliance with housing and safety standards.

Professional Development Track **Dispute Resolution Skills:**

Best Practices in Working with Residents – Mike Chin and Mack Mayo

Participants will sharpen their dispute resolution, communication, and problem-solving skills through real-world hypotheticals. Emphasis will be placed on practical application—how to handle challenging situations fairly, effectively, and in compliance with the law.

Misc Track **TBD** – TBD

Description

10:30 am -10:45 am

Break

Take a coffee break

10:45 am-12:15 pm

Basic Track *Bullying in Affordable Housing: Prevention & Response* – *Jamila Burleson-Goshon*
Addresses bullying among residents and staff, including prevention strategies, fair housing implications, and management best practices for creating safe, inclusive housing communities.

RD Track/Maintenance Track *RD - Maintenance & Physical Conditions*– US Housing Consultants
Join US Housing Consultants Housing Compliance Trainer Randy McCall for a focused review of maintenance and physical condition requirements under Rural Development multifamily housing programs, including inspections, work orders, and correcting deficiencies. This session will also provide an overview of the fair housing protected class of disability, with a practical discussion of reasonable accommodations and reasonable modifications and the role maintenance staff play in supporting compliance through daily operations. Randy will share documentation about best practices and practical tips for establishing maintenance policies and completing work orders while minimizing fair housing risk and maintaining safe and compliant housing.

Professional Development Track TBD – TBD
Description

Misc Track *WSHFC Hot Topics in LIHTC Compliance* - WSHFC Staff
Join WSHFC Portfolio Analysts as they discuss HOTMA Clarifications, updated forms and procedures, and more.

12:30 pm

Closing Session
Join us for closing remarks and final prize drawings.