

S W A H M A

SouthWestern Affordable Housing Management Association

2017 San Antonio Affordable Housing Conference September 19 - 20, 2017

DAY 1

| <i>Time</i> | <i>Topic</i> | <i>Presenter(s)</i> |
|--|---|---|
| 8:00am | Registration | |
| 9:00am | Welcome General Session | |
| | Fort Worth HUB Department of Housing and Urban Development (HUD) | Christie Newhouse, Director |
| | Southwest Housing Compliance Corporation (SHCC) Panel | Michael Cummings, VP Nancy McIlhane, Director Brad Kothmann, Director Ann Hittner, Director Tammy Fotinos, Director |
| 10:00am | Workshop A: Violence Against Women Act (VAWA) | SHCC: Nancy McIlhane, Director Chris Petty, Manager |
| | Workshop B: Training for Leadership with Commitment, Clarity & Authenticity <i>(Communicating, Education, Innovation, Presentation Skills, Team Building)</i> The old model of top-down leadership is being replaced with cross-functioning teams and collaboration. Business and innovation move too fast to have a single leader or plan. Learn how to use presence and ingenuity not just to set the course, but to drive the bus. | Merlin Works: Shana Merlin, Award-winning trainer and speaker |
| 11:00am | Workshop A: PRAC Property Management and Practices | Fort Worth HUD: Christie Newhouse, Director Jesse Villarreal, Branch Chief |
| | Workshop B: Training for Leadership with Commitment, Clarity & Authenticity <i>(continued)</i> | Merlin Works: Shana Merlin |
| | Workshop C: What you need to know about the new 2530 Regulations The discussion will be on the changes that HUD has implemented last November on the 2530 regulations through the processing guide. We will discuss what HUD will look at and how they will review a 2530 application. We will look at changes in key terms, new and streamlined requirements, the new protocol for flags and how they are ranked. What changes business partners need to incorporate into their 2530 to bring it current and to maintain it. | Secured Systems Consulting, LLC: Rosemarie Harris |
| 12:00pm | LUNCH | |
| 1:00pm | Legislative Outlook & Funding for the coming Fiscal Year | NAHMA: Kris Cook, Executive Director |
| 2:00pm | Workshop A: Management and Occupancy Reviews (MORs) – Common Findings, Preventing and Detecting Employee Fraud | SHCC: Nancy McIlhane, Director |
| | Workshop B: Interactive Team Building Program <i>(Attitude, Communicating, Conflict Resolution, Creative Thinking, Humor, Innovation, Listening, Risk Taking)</i> This program brings teams together to operate with more unity and productivity. The exercises in this workshop focus on communication, creativity, taking care of our partners, and accepting/building on others' suggestions. People are on their feet most of the time, playing, having fun, and learning what it means to be part of a team. | Merlin Works: Shana Merlin |
| 3:00pm | Workshop A: Enterprise Income Verification (EIV) | SHCC: Nancy McIlhane, Director Nick Vranes, Manager |
| | Workshop B: Interactive Team Building Program <i>(continued)</i> | Merlin Works: Shana Merlin |
| 4:30–6:00pm Reception and Tradeshow | | |

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| <i>Time</i> | <i>Topic</i> | <i>Presenter(s)</i> |
|-------------|--|---|
| 9:00am | General Session | |
| | For Work and Life This interactive presentation introduces the power of presence and positivity into your organization. In a Culture of Yes, new ideas are accepted and encouraged, people take more risks and are more fun to work with, and collaboration happens quickly and constantly. Using the fundamental principle of "Yes And" from the world of improvisation, this presentation is full of fun, quick interactive exercises that you can take away to change your everyday work and home life. | Merlin Works: Shana Merlin |
| 10:00am | Workshop A: The History of HUD Programs and Funding This is a look at HUD programs through the years. Have you ever wondered what some old acronyms meant, or what a Rent Supp or BMIR means? Then this is the class for you. | Christian Church Homes: Don Stump |
| | Workshop B: How to Make Your Property a Communities of Quality Learn from someone that took her entire portfolio through the process. Shorten your learning curve and speed up the process by letting Karen show you what she learned by doing. | Disciple Homes: Karen Wardlaw |
| 11:00am | Workshop A: Social Media for Communication and Community Building How to use social media for marketing and community building, The tips, traps and pitfalls of making social media work for you and now against you. A must session for Service Coordinators and Marketing Directors. | Christian Church Homes: Iris Murillo |
| | Workshop B: TRACS 203A | SHCC: Ann Hittner, Director |
| | Workshop C: Maximizing Management/Bookkeeping Fees and Ancillary Income We will discuss best practices for completing a management certification and bookkeeping reimbursements to achieve optimal income. We will review timing to when you should and should not submit a new management certification as well as when to perform a review of your centralized bookkeeping reimbursements and what you may be missing in your analysis. We will discuss will opportunities for increasing Laundry, Cable/Internet, ATM machines and Rooftop Antennae. | Secured Systems Consulting, LLC: Rosemarie Harris |
| 12:00pm | AWARDS LUNCH | |
| 1:30pm | Workshop A: REAC | SHCC: Brad Kothmann, Director |
| | Workshop B: Influence and the Art of Persuasion Learn to navigate difficult situations in this invigorating and interactive session. Minimize conflict and simplify negotiation as we explore the tools of positivity and persuasion. In our four step process of opening up, listening to go deep, unlocking information gates and using the seven persuasion signals, participants will be able to strategize a plan for their next salary negotiation, vendor conflict, or any interpersonal challenge. Persuasion Works is perfect for anyone seeking to resolve conflicts faster and conduct negotiations more effectively. | Merlin Works: Shana Merlin |