

THE MAGICAL OPPORTUNITIES



of Housing

SERC-NAHRO

2023 Annual Conference

Hilton Orlando

June 25 - 28, 2023



Scan this QR Code on your smartphone to visit <https://my.yapp.us/sercannual> to download the program via the YAPP app.



Greetings SERC!

Welcome to Orlando - the land of Disney World, Sea World, Universal Studios, sun and fun!

In 1940 Leigh Hairline wrote these lyrics for Disney's adaptation of Pinocchio:

When you wish upon a star

Makes no difference who you are

Anything your heart desires

Will come to you

If your heart is in your dream

No request is too extreme

*As most of us know, Pinocchio's greatest dream was to be a real boy. One of my greatest dreams is for every person to have a home. The theme for the 2023 Annual Conference is the **Magical Opportunities of Housing**. When families are housed their opportunities for better health, education, and safety are greatly enhanced.*

The SERC Annual Conference Committee has diligently planned sessions that will enrich our knowledge thereby helping us to create magical opportunities for the residents we serve. Topics to be explored in here include strategic planning, DEI, NSPIRE, commissioner's training, HUD hot topics, conflict resolution, current legislation, legal updates in housing, social media and more.

Furthermore, each year SERC, along with the 10 states in the region, supports the "What Home Means to Me" Poster Contest. This contest affords young people the opportunity to express through art what home means to them. The winners' work is assembled into a beautiful calendar and distributed throughout the country. Viewing this calendar is one of the magical opportunities of housing. Drop by the exhibit foyer to see the beautiful artwork created by resident youth! Experience the magic of all the SERC Annual Conference has to offer.

Shaundra Clark
SERC-NAHRO President

Executive Committee

Shaundra Clark, President
Tifton, GA Housing Authority

Anthony Goodson, Jr, Senior Vice-President
Goldsboro, NC Housing Authority

Michael Wong, Secretary
Harrisonburg, VA Redevelopment & Housing Authority

Cindy Harrington, Treasurer
Bluefield, WV Housing Authority

James Cox, Vice-President of Housing
Greensboro, NC Housing Authority

Connie Howard, Vice-President of Professional Development
Fort Mill, SC Housing Authority

Dannie Walker, Vice-President of CR&D
Ozark, AL Housing Authority

Michael Sweet, Vice-President of Member
Chickasaw, AL Housing Authority

Harry Howe, Vice-President of Commissioners Mississippi Regional
Housing Authority, Region IV, MS

Mark Taylor, First Past President
Charlestown-Kanawha, WV Housing Authority

Sean Gilbert, Second Past President
Morristown, TN Housing Authority

Ailrick Young, Third Past President
Laurel, MS Housing Authority

State Representatives

Alabama

Ron Jones

Florida

Shannon Young

Georgia

Gary Erwin

Kentucky

Cheri James

Mississippi

Ben Washington

North Carolina

Michael Dineen

South Carolina

Connie Howard

Tennessee

Maria Catron

Virginia

Michael Wong

West Virginia

Mark Taylor

SERC-NAHRO LIFE MEMBERS

*Gerald Gimre, formerly of Nashville, TN

*Orelle L. Ledbetter, Memphis, TN

*Frederick A. Fay, Richmond, VA

*Harold M. Booth, Jr. Louisville, KY

*Jack D. Leeth, Louisville, KY

*John E. Acuff, Jr. Nashville, TN

*M.B. Satterfield, Atlanta, GA

Jack H. Shiver, Hampton, VA

*James Haley, Winston-Salem, NC

*Lawrence M. Cox, Suffolk, VA

*Dorothy Forbes, Wilmington, NC

*Franklyn Lambert, Columbus, GA

Donald J. Cameron, Mount Pleasant, SC

*A.E.(Gene) Arrington, Charlottesville, VA

*Ray Wheeling, Charlotte, NC

*Arthur Meginley, Chesapeake, VA

*Karl T. Tyree, Jr., Florence, AL

*Virginia West, Sylacauga, AL

Marvin W. Lee, Sr., Norfolk, VA

*Madden Reid, Augusta, GA

*Betty Smith, Knoxville, TN

*John Van Ness, Louisville, KY

*A.W. (Gus) Kuhn, Bessemer, AL

David Smotherman, Decatur, GA

*Herbert McBride, Roanoke, VA

Tina Akers Brown, Whitsett, NC

*William Andrews, Winston-Salem, NC

Dean S. Robinson, Clearwater, FL

*Robert Haneline, Nashville, TN

Elaine Ostrowski, Greensboro, NC William

L Hawkins, Jr., Newport News, VA David

Jones, Jr., Asheville, NC

Dan Tiller, Knoxville, TN

Frank Lofumo, Hampton, VA

John Nolen, Alexander City, AL

Paul Pierce, Decatur, GA

*Mary Davis, Picayune, MS

David Baldwin, Bristol, VA

* Deceased

SERC-NAHRO PAST PRESIDENTS

*Ray O. Edwards	1940-41	Jacksonville, FL	*Virginia S. West	1970-71	Sylacauga, AL
*W. H. Stillwell	1942-43	Savannah, GA	Jack H. Shiver	1971-72	Norfolk, VA
*Joseph A. Flowers	1943-44	Memphis, TN	*James K. Haley	1972-73	Winston-Salem, NC
*Brown Nicholson	1944-45	Columbus, GA	*Russell R. Lawson	1973-73	Louisville, KY
*Thomas A. Dyer	1945-46	Tampa, FL	Ralph W. Carey	1973-75	Miami, FL
*H. R. Emory	1946-47	Wilmington, NC	Marvin W. Lee	1975-76	Norfolk, VA
*W. W. George	1947-48	Meridian, MS	*Ray H. Wheeling	1976-77	Charlotte, NC
*Lawrence M. Cox	1948-48	Norfolk, VA	*J. Madden Reid	1977-78	Augusta, GA
*Hudson Malone	1949-49	Albany, GA	James E. Kerr	1978-79	Durham, NC
*W. M. Simmons	1949-50	Memphis, TN	*Mary E. Davis	1979-81	Picayune, MS
*W. B. Mills, Jr.	1950-51	Gladtsden, AL	David L. Smotherman	1981-83	Decatur, GA
*N. H. Dosker	1951-52	Louisville, KY	*John Van Ness	1983-85	Jefferson Co., KY
*R. K. Creighton	1952-53	Chattanooga, TN	*A. E. (Gene) Arrington	1985-87	Charlottesville, VA
*Henry A. Johnson	1953-54	Ashville, NC	*Betty G. Smith	1987-89	Knoxville, TN
*C. Henry Cohen	1954-55	Spartanburg, SC	*A. W. (Gus) Kuhn	1989-91	Bessemer, AL
*M. B. Satterfield	1955-56	Atlanta, GA	Herbert (Herb) McBride	1991-93	Roanoke, NC
*Harold J. Dillehay	1956-57	Charlotte, NC	Elaine T. Ostrowski	1993-95	Greensboro, NC
*Frederick A. Fay	1957-58	Richmond, VA	Paul A. Pierce	1995-97	Decatur, GA
*Jack B. Bryon	1958-59	Lexington, KY	Austin J. Simms	1997-99	Lexington, KY
*Gerald Gimre	1959-60	Nashville, TN	Zelma D. Boggess	1999-01	Charleston, WV
Nathan F. S. Porter	1960-61	Huntsville, AL	Donald J. Cameron	2001-03	Charleston, SC
*Haley Sofge	1961-62	Miami, FL	Daniel W. Tiller	2003-05	Knoxville, TN
*Orelle L. Ledbetter	1962-63	Memphis, TN	Tina Akers Brown	2005-07	Greensboro, NC
Matthew P. Lyons	1963-64	Biloxi, MS	Frank A. Lofurno	2007-09	Hampton, VA
*Karl I. Tyree	1964-65	Florence, AL	John Nolen	2009-11	Alexander City, AL
*B. J. Marshall	1965-66	Wilmington, NC	L. Thomas Rowe	2011-13	Murfreesboro, TN
*Harold M. Booth	1966-67	Louisville, KY	Ailrick Young	2013-15	Laurel, MS
*Franklyn Lambert	1967-68	Columbus, GA	David Baldwin	2015-17	Bristol, VA
*Jack D. Leeth	1968-69	Louisville, KY	Sean Gilbert	2017-19	Knoxville, TN
*John E. Acuff, Jr.	1969-70	Nashville, TN	Mark Taylor	2019-21	Charleston, WV

*Deceased

Annual Conference Committee and Chairs

Conference Coordinator

Candice Drake, Dawson, GA

Exhibitors

Susan Lillis, Richmond, KY

Ushers

Patricia Allen, Thomaston, GA

Programs

Bennett Washington, Vicksburg, MS

Alanda Richardson, Hickory, NC

Opening Ceremony

Charles Harington, Marion, VZ

Awards

Sabrina Woodard, Portland, TN

Registration

Jacob Oglesby, Augusta, GA

Mike Rabun, Augusta, GA

Executive Committee

Marilyn Medley, Morristown, TN

Executive Committee Chairpersons

Administrative Practices

Doug Freeman Augusta, GA

Asset Repositioning

Jeff Knight Charleston/Kanawha, WV

Annual Conference

Candice Drake Dawson, GA

Awards

Sabrina Woodard Portland, TN

Budget

Clifton Clark Charleston/Kanawha, WV

Commissioners

Johnny Johnson Houston, MS

CR & D

Beth Brown Gainesville, GA

Diversity, Equity & Inclusion

Mark Taylor Charleston/Kanawha, WV

William Myles Albany, GA

Education & Training

Felicia Jackson Laurel, MS

Executive Committee Coordinator

Marilyn Medley Morristown, TN

Emerging Leaders

Stormy Parsons Mt. Hope, WV

History/Archival

Joyce Wolen Wheeling, WV

Executive Committee Chairpersons Ctd.

Hospitality
Sherrie Samples Morristown, TN

Housing
Felicia Snow Biloxi, MS

IRGE
Patricia Allen Thomaston, GA

Legislative
Yvonda Bean Columbia, SC

Membership Services
Shaunté Evans. Spartanburg, SC

Multifamily/PBRA/RAD
Matthew McClammy. Opelika, AL

Nominating
Mark Taylor Charleston-Kanawha, WV

Policy Advisory
Ailrick Young. Laurel, MS

Professional Development
Donna Lamer Sumter, SC

Public Affairs/SERCulator
Reta Thomas. Augusta, GA

Registration
Jacob Oglesby Augusta, GA
Mike Rabun. Augusta, GA

Rental Assistance
Elizabeth Little Ft. Mill, SC

Resolutions
Felicia Jackson. Laurel, MS

Scholarship
Carmen Easter Charleston/Kanawha, WV
Shana Demby Enterprise, AL

Site Selection
Sean Gilbert Morristown, TN
Jacob Oglesby Augusta, GA
Mike Rabun. Augusta, GA

Small Agency Task Force
Lisa Porter Bristol, VA
Russell Nast Tallapoosa, GA

Strategic Planning
Joyce Floyd. Sparta, TN

Youth Leadership
Abraham Williams Bowling Green, KY
Tom Wachs Eufaula, AL

General Conference Information

Conference Registration

Sunday, June 25	1:00 p.m. – 6:00 p.m.
Monday, June 26	7:30 a.m. – 11:30 a.m. & 2:00 p.m. - 3:00 p.m.
Tuesday, June 27	8:30 a.m. – 11:00 a.m.

Ticket Sales

Welcome Reception	Sunday, June 25	\$100
Lunch & Business Meeting	Monday, June 26	\$85
President's Reception	Monday, June 26	\$100
Legislative Breakfast	Tuesday, June 27	\$85
Awards Ceremony/Dinner	Tuesday, June 27	\$150

Admission to Conference Events

For our commitment to your health, safety, and well-being the following practices and procedures will be utilized for all events.

Badges have been provided for all delegates and should be worn at all times.
Tickets are required for all special events and must be presented to the ushers.

First Time Attendees

If this is your first SERC Conference, we want you to feel welcomed and at home. Please take a moment and join us at the Ice Cream Social on Sunday to introduce yourself.

Meeting Etiquette

Please turn off all cell phones and other electronic devices that may cause a distraction to speakers and to other conference attendees. Your cooperation and courtesy are appreciated.



SERC SCHOLARSHIP

Please stop by the Scholarship booth lower level for more information on the SERC-NAHRO hat contest.

HOUSING AMERICA "WHAT HOME MEANS TO ME" POSTER CONTEST

Stop by and view posters of children from the SERC region that depict what having a stable home means to them.

Outside of Orlando I



LOBBY LEVEL (L)



LOWER LEVEL (LL)



SERC-NAHRO

2023 Annual Conference

SCHEDULE

Sunday, June 25

1:00 p.m.-3:00 p.m.
Orlando I

Exhibit Viewing

3:00 p.m.
Orlando II

Opening Session

Opening Ceremony	Charles Harrington, Opening Session Chair Marion, VA
Parade of Flags	SERC State President/ Representatives
Pledge of Allegiance	Sharita Oates, SERC Members Services Goldsboro, NC
National Anthem	Valerie Sneed Tifton, GA
Invocation	Cindy Harrington, SERC Treasurer Bluefield, WV
Welcome from Orlando	Vivian Bryant, Esq., CEO Orlando, FL
Welcome from SERC	Shaundra Clark, SERC President Tifton, GA
Welcome from NAHRO	George Guy, NAHRO Senior Vice President Ft. Wayne, IN
NAHRO Update Presentation	Sean Gilbert, Candidate for NAHRO Senior Vice President
Conference Information	Candice Drake, Annual Conference Chair Dawson, GA

5:30 p.m.-6:15 p.m.
Orlando IV

"First Time Attendees" Ice Cream Social

6:30 p.m.-7:30 p.m.
Orlando I

Welcome Reception

DINNER
(on your own)

Opening Session Speaker



Vivian Bryant is a nationally recognized leader, innovator and forward-thinking advocate for affordable housing and community development throughout Florida and the United States. For more than 30 years, she has dedicated her professional career to elevating the living conditions and quality of life for low to moderate income families. It is an issue close to her heart given her experience growing up in public housing as a child. She considers this her ministry.

As President/CEO of the Housing Authority of the City of Orlando (OHA) and the Sanford Housing Authority (SHA), Ms. Bryant oversees 7,000 public and non-public housing units, the Section 8 Housing Choice Voucher Program, and the Veterans Administration Special Housing Program. During her more than 28 years at the helm, she has secured and implemented two successful United States Department of Housing and Urban Development (HUD) HOPE VI Revitalization Grant Awards totaling \$25M. The grants, leveraged \$65 million of public and private investments, replaced dilapidated public housing at Hampton Park and Carver Park with vibrant, mixed-income communities that give residents the option to rent or achieve the American Dream of home ownership.

Ms. Bryant has also overseen the management of the Sanford Housing Authority for the past 12 years. She has shepherded a complete agency turnaround of the Sanford Housing Authority and secured a highly competitive multi-million-dollar HUD Choice Neighborhood Planning Grant to demolish deteriorated housing and develop a comprehensive transformation plan for Sanford's historic Goldsboro neighborhood. So far, 250 affordable housing units have been constructed in Goldsboro with more on the way.

The Orlando Housing Authority (OHA) continues to demonstrate its capacity in supplying and improving housing and housing options for residents of the City of Orlando, Orange County, Sanford and Seminole County, Florida under Ms. Bryant's leadership. As a result, the United States Department of Housing and Urban Development (HUD) consistently designates OHA as a high-performing housing agency. It is one of only 39 agencies to receive HUD's Moving to Work (MTW) designation in 2011.

Ms. Bryant's success on affordable housing issues has brought her attention at the national level. Her knowledge, experience and perspective are sought after, and she is a frequent presenter at industry conferences. Ms. Bryant is a current Trustee and former Housing Vice President for the Public Housing Authorities Directors Association (PHADA), has served as the President of the Housing and Development Law Institute (HDLI) Board of Directors for the past seven years, and is a member of the Moving to Work (MTW) Collaborative Executive Committee which advocates for MTW agencies throughout the United States. In 2019, the National Association of Housing and Redevelopment Officials (NAHRO) awarded Ms. Bryant its highest honor, the prestigious M. Justin Herman Memorial Award.

Closer to home, the Central Florida Black Achievers Board of Directors named Ms. Bryant as an exemplary individual for uniqueness, professional accomplishments, and outstanding community service. She was also acknowledged as the 2014 Outstanding Individual of the Year by the Florida Association of Housing and Redevelopment Officials (FAHRO).

Ms. Bryant launched her career in Dade County, Florida. During her 10 years at the Dade County Housing Authority, she utilized Community Development Block Grant Funds to coordinate the county's affordable housing programs. After Hurricane Andrew caused millions of dollars in damage, the Dade County Manager appointed her to help coordinate South Dade County's housing redevelopment efforts.

A Florida native, Ms. Bryant received a bachelor's degree from Howard University, a Master of Social Work degree from Florida State University and a Juris Doctorate degree from the University of Florida. She is a Florida licensed attorney and is a member of The Florida Bar. Ms. Bryant is an active member of professional and volunteer and civic organizations including the Delta Sigma Theta Sorority, Inc. and is an Alumnae member of The Links, Incorporated. She currently resides in Orlando and is a member of the Macedonia Baptist Church. Ms. Bryant's pride and joy is her daughter and three grandchildren.

Opening Session Speaker



Sean is the Executive Director of the Tennessee Valley Housing Services (TVHS) where he directs day to day operations of a staff that operates or subsidizes over 1100 units of affordable housing.

He was the Senior Vice President of Housing for Knoxville's Community Development Corporation (KCDC) for seven (7) years prior to joining MHA in 2020. Mr. Gilbert directed the management, maintenance and renovation of KCDC's Housing and Section 8 Departments. He managed more than 3600 affordable housing apartments and over 3800 Housing Choice Vouchers.

He served as Executive Director of the Housing Authority of Pikeville, KY for 18.5 years prior to joining KCDC. Mr. Gilbert directed day to day operations of a staff that operated or subsidized over 900 units of affordable housing. Multiple LIHTC properties were developed in an effort to expand affordable housing options to Pikeville's residents.

He has worked in the affordable housing industry over 25 years and has converted 19 properties through the RAD program with 4 more in the pipeline. He has utilized 4% & 9% LIHTC, FHA 223(f), CITC, AHTF, PBV, PBRA and a wide array of other programs to reposition his housing inventories.

Mr. Gilbert is a past President of the Kentucky Housing Association (KHA). He is a Past President of SERC-NAHRO and 3 term member on the NAHRO Board of Governors. He currently serves on the NAHRO BECT & Strategic Planning Advisory Committee. He has served or currently serves on numerous local, state, regional and national committees and boards. He is currently vice-chair of the Tennessee Housing Authority Risk Management Trust Board (THARMT) and has served in a variety of other positions and boards over the years. In 2017 he was recognized with NAHRO'S Emerging Leader Award. In 2019 he was inducted into the KHA's Hall of Fame. In 2021 he was named a NAHRO Fellow.

Mr. Gilbert is a graduate of Virginia Tech with a BA in Urban Affairs and is a Rotary Paul Harris Fellow. He & his wife Lora have been married for 28 years and his son Trevor is a Junior at East Tennessee State University.

Opening Session Speaker



*George Guy, CEO - Executive Director, Fort Wayne Housing Authority
Visionary. Advocate. Innovator.*

George Guy is the chief executive officer and executive director of the Fort Wayne Housing Authority. With a career that spans over 25 years of identifying issues and developing solutions to improve the quality of life for families and communities of underserved communities. He is the recipient of numerous housing industry and community service awards including the Indiana Civil Rights Commission highest recognition, the Civil Rights Champions award. Under his leadership, the agency has been recognized, locally, regionally, and nationally.

Sean Gilbert

2023 NAHRO SENIOR VICE
PRESIDENT

GET ON SEAN'(S)TEAM

Stewardship - to provide innovative development & management of human, technological & fiscal resources

Transparent - to develop an affirming atmosphere for all NAHRO members that challenges our community to model respect, honesty, and openness in a manner that values inclusion of everyone.

Engagement - to promote member involvement through the creation of educationally purposeful programs and experiences.

Advocate - to advocate for our organizations, partners & residents individually and collectively.

Member Development - to support the professional development of every NAHRO member.



SERC - NAHRO

2023 ANNUAL CONFERENCE · ORLANDO, FLORIDA

Monday, June 26

CONFERENCE REGISTRATION

7:30 a.m. – 11:30 a.m. &
2:00 p.m. - 3:00 p.m.
Convention Registration

GOLF TOURNAMENT

8:00 a.m.
Shingle Creek Golf Club

CONTINENTAL BREAKFAST

7:30 a.m. – 9:00 a.m.
Exhibitor Hall/Orlando I

CLASS SESSIONS

9:00 a.m. – 11:30 a.m.

MORNING BREAK

10:15 a.m. – 10:30 a.m.
Foyer to Exhibitor Hall/Orlando I

AWARDS LUNCHEON & BUSINESS MEETING

11:30 a.m. – 1:30 p.m.
Orlando III

CLASS SESSIONS

1:30 p.m. – 4:30 p.m.

AFTERNOON BREAK

3:00 p.m. - 3:15 p.m.
Foyer to Exhibitor Hall/Orlando

PRESIDENTS RECEPTION

5:30 p.m. - 7:00 p.m.
Exhibitor Hall/Orlando I

DINNER

(on your own)

SERC - NAHRO

2023 ANNUAL CONFERENCE · ORLANDO, FLORIDA

Monday, June 26

CONCURRENT SESSIONS

9:00 A.M. – 11:30 A.M.
Orlando VI

Commissioners Certification (2-Days)

Presenter: Jennifer Hall & Juan Hernandez, Baker Donelson Law
Moderator: Taleshia Stewart, Columbia Housing Authority

The course will focus on all the knowledge needed to become an effective commissioner. The course class will be dedicated to reviewing the Fundamentals of a Commissioner and Ethics.

9:00 A.M. – 11:30 A.M.
Lake Highland

NSPIRE

Presenters: Dan Gould, The Inspection Group
Moderator: Stephanie Wright, Chesapeake Redevelopment and Housing Authority

2023 is here bringing with it changes that we have not seen in over two decades. During this in-person full-day NSPIRE training, your USIG trainer will inform your staff of this entirely new protocol that is significantly different than the UPCS. Secondly, you will learn of the new capital improvements necessary to be NSPIRE compliant. Lastly, scoring well on your first NSPIRE inspection does not need to be a mystery. Our trainer will discuss how best to score using HUD's adjusted scoring methodology and new priorities.

9:00 A.M. – 11:30 A.M.
Lake Monroe

Fair Housing is Not an Option, It's the Law

Presenter: Charleston Carter, Charleston L. Carter Consulting
Moderator: Shanicki Burton, McDonough Housing Authority

During this session, we must answer the following question. How might we pursue a more balanced and equitable system, given this mismatch between the growing crisis of housing affordability and instability for extremely low-income people and the inadequacy of policies and funding to address their housing needs? Just as we need to remake housing for families as a source of economic security and platform for mobility, we also need to remake communities to provide greater inclusion and opportunity. We must understand the "why". We must understand the systemic barriers. We must find magical solutions to create magical opportunities of housing for everyone.

SERG - NAHRO

2023 ANNUAL CONFERENCE · ORLANDO, FLORIDA

9:00 A.M. – 11:30 A.M.
Lake George

Emotional Intelligence, Mental Health and Conflict Resolution: Yours and Theirs

Presenter: Burnetta Smith, Smith Management Solutions

Moderator: Patricia Allen, Thomaston Housing Authority

During this class, Ms. Smith will explore real-life situations of conflict resolutions between tenants and how property managers can better navigate the turmoil. We will also dive into the best practices of handling mentally challenged tenants and what are the steps to control the environment to better protect all involved.

9:00 A.M. – 11:30 A.M.
Lake Down

Strategic Planning

Presenter: Hannah Baldwin, Smith Marion and Company

Moderator: Kerry Smith, Dublin Housing Authority

Empower your PHA organization to achieve tangible results in strategic planning with this informative session. The topics covered include:

- Strategies for conducting productive meetings
- Establishing realistic and attainable goals
- Identifying and addressing the underlying challenges
- Selecting the ideal leadership team
- Constructing a clear accountability chart
- Utilizing best practices for a 90-day plan

9:00 A.M. – 11:30 A.M.
Lake Concord A

Financials 101

Presenter: Chad Porter, Smith Marion and Company

Moderator: Christopher McKissick, Booneville Housing Authority

Join us for Financials 101, a comprehensive session on financial reporting for Housing Authorities. This workshop will delve into the details of FDS reporting and address the intricate reporting issues surrounding PHA, such as component units, non-profits, RAD, low-income housing, debt, pensions, and other advanced topics. This program is tailored to finance department personnel seeking to enhance their knowledge and skills in financial reporting.

9:00 A.M. – 11:30 A.M.
Lake Hart

Project Based Rental Assistance: Preparing to Transfer from Public Housing to PBRA

Presenter: Mark Vogeler, The Nelrod Company

Moderator: Lisa Marcum, Richmond Housing Authority

Attendees will receive a plan concerning how to set the agency up for success when repositioning from Public Housing to Project Based Rental Assistance Housing (PBRA). This plan will include assessing operations to thrive in the private market, required and best practice PBRA policies, understanding TRACS, the role of the Contract Administrator, and preparing for Management and Occupancy reviews (MOR).

SERC - NAHRO

2023 ANNUAL CONFERENCE · ORLANDO, FLORIDA

1:30 P.M – 4:30 P.M.
Orlando VI

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Lake Monroe

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1:30 P.M. – 4:30 P.M.
Lake George

Emotional Intelligence, Mental Health and Conflict Resolution: Yours and theirs

Presenter: Burnetta Smith, Smith Management Solutions
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During this class, Ms. Smith will explore real-life situations of conflict resolutions between tenants and how property managers can better navigate the turmoil.

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We will also dive into the best practices of handling mentally challenged tenants and what are the steps to control the environment to better protect all involved.

1:30 P.M. – 4:30 P.M.
Lake Down

Succession Planning

Presenters: Hannah Baldwin, Smith Marion and Company
Moderator: Kerry Smith, Dublin Housing Authority

This interactive workshop is designed to guide your organization through the process of developing a customized succession plan, which will aid in a smooth leadership transition and foster a well-prepared future workforce. Participants will gain a comprehensive understanding of the essential components of succession planning, as well as the skills necessary to create and execute effective plans.

1:30 P.M. – 4:30 P.M.
Lake Concord A

New ED Knowledge

Presenter: Chad Porter, Smith Marion and Company
Moderator: Christopher McKissick, Booneville Housing Authority

Introducing our New ED Training program: a course like Financials 101 but specifically designed for newly appointed Executive Directors. This training will cover crucial topics such as financial reporting, deadlines, key areas to review, explaining financial reporting to the board, and recognizing red flags in financial reporting. While this program is tailored for new EDs, all EDs will find this information valuable. Join us and equip yourself with the necessary skills and knowledge to succeed in financial reporting.

1:30 P.M. – 4:30
P.M. Lake Hart

PBRA: Tenant Selection Plan, House Rules, & Multifamily Lease Requirements

Presenter: Mark Vogeler, The Nelrod Company
Moderator: Lisa Marcum, Richmond Housing Authority

Many agencies assume they can use their ACOP, Public Housing Lease, and House Rules for PBRA and are surprised when the HUD Multifamily office requires them to start from the ground up with a proper Tenant Selection Plan (TSP), House Rules, Lease, and several required documents. Attendees will receive the required and best practice Table of Contents for the TSP, topics for the House Rules, and a description of the HUD Multifamily Lease and required documents attached to the Lease.

SERC - NAHRO

2023 ANNUAL CONFERENCE · ORLANDO, FLORIDA

Tuesday, June 27

Registration

8:30 A.M. – 11:00 A.M.
Convention Registration

Legislative Breakfast

7:30 A.M. – 9:00 A.M. Orlando III

Class Sessions

9:00 A.M. – 12:00 P.M.

Morning Break

10:15 A.M. – 10:30 A.M.
Foyer to Exhibitor Hall/Orlando I

Lunch

12:00 P.M. – 2:00 P.M.
(on your own)

Class Sessions

2:00 P.M. – 4:30 P.M.

Afternoon Break

3:00 P.M. – 3:15 P.M.
Foyer to Exhibitor Hall/Orlando I

Scholarship Dinner

6:30 P.M. - 9:00 P.M.
Orlando III

Tuesday, June 27

9:00 A.M. — 11:30 A.M.
Lake Monroe

Time and Stress Management

Presenters: Vickie Bell, Navigate

Moderator: Briana Langford, North Central FL Regional Housing Authority

How are your time management skills? Do you go to work thinking that you have laid everything out in such a way that you will get through it in record time and then stress out if you don't? Let's talk about how "No two days are alike in this business".

SERC - NAHRO

2023 ANNUAL CONFERENCE · ORLANDO, FLORIDA

Tuesday, June 27

9:00 A.M. — 11:30 A.M.
Orlando VI

Commissioners Certification (2-Days)

Presenter: Jennifer Hall & Juan Hernandez, Baker Donelson Law

Moderator: TBD

The course will focus on all the knowledge needed to become an effective commissioner. The course class will be dedicated to reviewing Ethics and the Fundamentals of a Commissioner.

9:00 A.M. — 11:30 A.M.
Lake Down

Industry Changes and Regulations

Presenter: Lisa L. Walker, CEO and General Counsel, Housing and Development Law Institute

Moderator: TBD

Don't bring the HUD inspector general to your agency! Common ethical mistakes that housing authority staff make and how to avoid them. Come hear attorneys from the Housing and Development Law Institute (HDLI) discuss war stories involving housing agency staff that unknowingly commit ethical violations and agency best practices to avoid them.

9:00 A.M. — 11:30 A.M.
Lake Concord A

Post Closing of a RAD 4% LIHTC Deal and Advanced RA

Presenter: Heather Sievers, Tom Davis, Elena Rein, Nan McKay and HUD

Moderator: TBA

The class will focus on a couple of examples of RAD 4% LIHTC Deal with PBVs and discuss issues encountered after closing including those positive and negative effects. You will also learn pitfalls to avoid and how your PHA can be in a better place financially after RAD. We will also shed a little light on managing compliance from multiple institutions like HUD (MOR's), State Finance Agencies (LIHTC), and Investors. This class will also cover advanced topics and strategies. Topics could include RAD & Section 18 Blends, Transfers of Assistance, And Faircloth- to- RAD transactions.

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9:00 A.M. — 11:30 A.M.
Lake George

Emotional Intelligence, Mental Health and Conflict Resolution: Yours and Theirs (continuation)

Presenter: Burnetta Smith, Smith Management Solutions, Inc.

Moderator: Patricia Allen, Thomaston Housing Authority

During this class, Ms. Smith will explore real-life situations of conflict resolutions between tenants and how property managers can better navigate the turmoil. We will also dive into the best practices of handling mentally challenged tenants and what are the steps to control the environment to better protect all involved.

9:00 A.M. — 11:30 A.M.
Lake Hart

Project Based Vouchers: Planning to Convert to PBV

Presenter: Mark Vogeler, The Nelrod Company

Moderator: Lisa Marcum, Richmond Housing Authority

Attendees will receive a plan concerning how to be successful when transferring from Public Housing to Project Based Vouchers. The plan will include preparing property management and the Housing Choice Voucher staff to efficiently work together to achieve and maintain maximum property income. The plan will also include identifying property management improvements needed before the transfer.

9:00 A.M. — 11:30 A.M.
Lake Highland

HUD NSPIRE/ NSPIRE Standards

Presenter: Ashley Sheriff, HUD REAC Deputy Assistant Secretary,
U.S. Department of Housing and Urban Development (HUD)

Moderator: Latonia Simmons, Albany Housing Authority

Hear about NSPIRE directly from HUD REAC Deputy Assistant Secretary. The new NSPIRE model prioritizes health, safety, and functional defects over appearance. It implements inspections that better reflect the true physical conditions of the property. The NSPIRE model supports the adoption of sound, year-round maintenance practices.

HUD's approach to standards development follows a clearly defined core set of principles: people-centered design, a focus on efficiency, science-based rationales, continuous collaborative improvement, and streamlined operations.

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2:00 P.M. — 4:30 P.M.
Lake Monroe

New Streamline MORs

Presenter: Vickie Bell, Navigate

Moderator: TBD

During this session, we will take a look at HUD's New Final Rule of risk-based MOR. This new final rule amends existing project-based Section 8 regulations related to MORs. We will discuss the protocol, timeframes, and what this may mean to PBRA RAD protocol.

2:00 P.M. — 4:30 P.M.
Orlando VI

Commissioners Certification (2-Days)

Presenter: Jennifer Hall & Juan Hernandez, Baker Donelson Law

Moderator: TBD

The course will focus on all the knowledge needed to become an effective commissioner. The course class will be dedicated to reviewing the Fundamentals of a Commissioner and Ethics.

2:00 P.M. — 4:30 P.M.
Lake Down

Best Practices Roundtable

Presenter: Rental Assistance Committee

Moderator: Elizabeth Little, Rental Assistance Chair,
Fort Mills Housing Authority

An Open Discussion on Hot Topics and Best Practices for the Housing Choice Voucher Program.

2:00 P.M. — 4:30 P.M.
Lake Concord A

Post Closing of a RAD 4% LIHTC Deal and Advanced RAD

Presenter: Heather Sievers, Tom Davis, & Elena Rein, Nan McKay and HUD

Moderator: TBD

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2023 ANNUAL CONFERENCE · ORLANDO, FLORIDA

2:00 P.M. — 4:30 P.M.
Lake George

Emotional Intelligence, Mental Health and Conflict Resolution: Yours and Theirs(Q&A session)

Presenter: Burnetta Smith, Smith Management Solutions

Moderator: Patricia Allen, Thomaston Housing Authority

During this class, Ms. Smith will explore real-life situations of conflict resolutions between tenants and how property managers can better navigate the turmoil. We will also dive into the best practices of handling mentally challenged tenants and what are the steps to control the environment to better protect all involved.

2:00 P.M. — 4:30 P.M.
Lake Hart

Project Based Vouchers: Occupancy Requirements

Presenter: Mark Vogeler, The Nelrod Company

Moderator: Lisa Marcum, Richmond Housing Authority

While there are similarities between Project Based Voucher (PBV) and the HCVP, there are also several differences. In this session, the most important PBV occupancy requirements will be reviewed to enhance the participant's understanding of what is required for compliant PBV program operations. A list of best practices and required contents of the PBV chapter of the Housing Choice Voucher Administrative Plan will also be provided.

Wednesday, June 28

NOTHING SCHEDULED

Safe Travels!

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