



2019 Convention Vancouver

2019 Washington Affordable Housing Management Convention

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

April 23-24, 2019

Hilton Vancouver Convention Center
Vancouver, Washington

Breakout Session Schedule

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

Tuesday, April 23

10:15-11:45 am

Management Track (HUD + RD) Section 515 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 *Repair the Wear* – Clint Arp, J.R. Johnson, LLC

Ever wish you could see into the future to avoid trouble BEFORE it happens? We can help! Join Clint Arp, President and Owner of J.R. Johnson, LLC, as he shows you how to predict problems with your building before they become an expensive and troublesome issue to you, your manager, and your owners.

This class will cover preventative maintenance hot spots to look out for on your properties including water intrusion, gutter maintenance, dryer maintenance and more!

Legal/Regulatory Track *HOME and the National Trust Fund Compliance* – TyeRae Guined – Washington State Dept. of Commerce Housing Trust Fund

The session will cover the HOME compliance requirements of annual rent approval, utility allowance calculations, tenant income certification requirements, over income tenants rules for fixed vs. floating units and Low HOME vs High HOME units, as well as the HOME and NHTF compliance requirements for VAWA, Affirmative Marketing and Section 504.

Compliance Track *EIV Fundamentals* – Jenny DeSilva, Blueprint Housing

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.

Resident Services Track *Resident Services for the Senior/Disabled Population: What a Service Coordinator Does – How Do I Get One – How Do I Get Along With The One I Have* – Vancouver Housing Authority

This session will help attendees understand the types of resident services available in affordable housing as well as the value of the relationship between property management team and service coordinator or team.

1:30-3:00 pm

Management Track (HUD + RD) *RD MFH - Should I Stay or Should I Go* – Larry Anderson, RHPA Associates
With new uncertainties related to funding and what the future holds for USDA RD MFH programs, things to consider when contemplating a long term strategy for your RD MFH project or portfolio.

Maintenance Track *Disaster Preparedness and Recovery* – Michael Alexander

- Do you know the responsibilities for owners and managing agents?
- Do you have a disaster plan in place?
- Do you have a tracking system for residents?
- Do you know how to deal with the press?
- Do you have a current contact list and phone numbers?

This class will offer you an opportunity to develop and implement a disaster plan that meets the requirements as listed in the 4350.1.

Legal/Regulatory Track *10 Tips: Avoiding Legal Problems with Tenants* - Evan Loeffler

Complying with landlord-tenant and fair housing laws can be a complicated process with numerous procedural traps for the unwary. Failure to follow the procedures to the letter can result in costly legal matters and a case that drags on for months. Attorney Evan Loeffler will discuss what are the most common missteps he sees in his practice with pre-emptive steps to take to help avoid expensive disputes with tenants before they begin. Topics will include evictions, breaches of the lease, keeping good records, and preparing and serving pre-eviction notices.

This is a great refresher for the seasoned professional and a solid foundation for new landlords, property managers and owners.

Compliance Track *Income & Asset Compliance Challenge* – Jenny DeSilva, Blueprint Housing

This is an intermediate to advanced level course designed for compliance staff and seasoned managers. This interactive quiz-style session will test how much you really understand how regulatory changes related to income and assets affect your recertification process. In this session, you will examine real world recertification scenarios that will incorporate various elements of new information to be identified, gathered, verified, and recorded in order to maintain leasing compliance. Some scenarios will present new calculation challenges to those that have mastered the fundamentals of annual income and asset calculations.

This class is a must have for managers looking to build upon their basic understanding to be successful in an imperfect world.

Resident Services Track *Addressing Difficult People and Crisis Situations*– Tyler Chavers,
Vancouver Police Department

An overview of tools one may use to de-escalate a tense situation, how and when to call for police assistance, and what to expect from the police.

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. Holly Anderson (Catholic Charities Housing Services), President of AHMA of Washington, will chair the meeting.

3:15-4:45 pm

Management Track (HUD + RD) *WBARS 2.0: See What's New!* – Washington State Housing
Finance Commission and Department of Commerce

Join us for a high-level overview of the rebuilt Web-Based Annual Reporting System, WBARS 2.0! WBARS is the reporting database for Tax Credit/Housing Trust Fund/HOME and multifamily properties monitored by WSHFC, Commerce, Cities of Seattle, Tacoma, Spokane and Bellingham, and King and Snohomish Counties. We'll be doing a live demonstration of the new system, including where to go for training and help materials, and will be answering questions about the new features.

Maintenance Track *Customer Service for Maintenance* - Pat Anardi, Blue Collar Value

Come engage yourself in the discussion and hear techniques on how to provide great customers service, and why is it important to all of us, and to you?

Last year we covered "Who is your customer"- Established that the maintenance customer consists of: Residents, Property Management, Upper Management, Other departments in the agency (example: Finance, HR...). We will explain how Maintenance staff can be the BUZZ of your Agency.

Legal/Regulatory Track *Update on Residential-Landlord Tenant Law* - Evan Loeffler

The last several years have seen some big changes for landlords and tenants in Washington. Attorney Evan Loeffler will go over Federal and local law updates as well as recent case law affecting the industry. Topics will include disparate impact claims under the Fair Housing Act, changes to the RLTA regarding deceased tenants, deposits and abandonment, and limited dissemination of records of unlawful detainer actions, and disposition of tenant's property after an eviction.

This is a great refresher for the seasoned professional and a solid foundation for new landlords, property managers and owners.

**This session will be repeated Wednesday morning*

Compliance Track *Resolution Secrets for EIV Income Discrepancies* – Jenny DeSilva, Blueprint Housing

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 *'Gamifying' Engagement: What We Can Learn from Video Games!* – Scott Crabtree

To be successful in affordable housing management, you have to be able to engage other people. Learn how to 'Gamify' your work so you can get a wide variety of people to engage and take action. Learn from the masters of engagement – game developers! Explore...

How your leadership can deliver engagement just like a great video game, by satisfying universal human needs.

Why giving people "buy-in or why-in" is so compelling to getting tasks done

What game developers know about difficulty, and why you should also be "rubber banding" to engage people.

Learn the science that game developers use—and the practical steps you can take—to boost engagement, productivity and the success.

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. Deneen Mulligan (Quantum Management), President of ARHC, will chair the meeting.

Wednesday, April 24

10:30 am-12:00 noon

Management Track (HUD + RD) REAC Panel – HUD Staff

Hear about updates to REAC physical inspections and learn about tools available to help you prepare for your next inspection. HUD representatives will provide updates and information along with AHMA members offering ideas about Best Practices.

Maintenance Track *Personal Safety Part 1 – Samuel Middlebrook*

This highly interactive session will define “security event” and “situational awareness” and will help attendees develop simple, easy-to-execute steps to ensure personal safety in the workplace.

Legal/Regulatory Track *Tax Credit Compliance Hot Topics* - Senior Portfolio Analysts, Washington State Housing Finance Commission

Unveiling new RA questions addressing modern day income and asset vehicles and tips on how to verify. Time will be permitted for additional questions regarding compliance concerns.

Legal/Regulatory Track *Update on Residential-Landlord Tenant Law* - Evan Loeffler
**Repeated session*

Compliance Track *EIV Income Discrepancy Curve Balls – Jenny DeSilva, Blueprint Housing*
Are you spinning your wheels? Do you struggle with documenting the file when a discrepancy is not valid? During this interactive session, participants will dive into case studies and learn how to document resolution, even when there are multiple income sources involved. Learn to recognize the EIV System’s limitations and anomalies. Knowledge is power.

Resident Services Track *Service Coordinators, Trauma Informed Care, and Dealing With Difficult People–*
Vancouver Housing Authority
This session will give attendees a general overview at “Trauma Informed Care” and how it is practiced. There will also be a demonstration on dealing with residents with dementia.

2:15-3:45 pm

Management Track (HUD + RD)

Fire, Flood and Disasters. – What do I do now? – USDA RD Staff
USDA Rural Development staff will discuss what to do when a disaster strikes. During this session Agency staff will cover everything from the immediate response, tenant relocation, insurance claims, construction and rent up. Additionally, the staff will provide real life examples to help both site and regional managers navigate both the disaster and rebuilding process.

Maintenance Track *Personal Safety Part 2 – Samuel Middlebrook*

This highly interactive session will define “security event” and “situational awareness” and will help attendees develop simple, easy-to-execute steps to ensure personal safety in the workplace.

Legal/Regulatory Track *Tax Credit Compliance Challenges* - Senior Portfolio Analysts, Washington State Housing Finance Commission

In this session we will take a detailed look at some of the most common errors regarding incomplete verifications and will suggest ways of obtaining clarifications.

Compliance Track *Understanding Your New VAWA Compliance Obligations – Jenny DeSilva,Blueprint Housing*
In November 2016, HUD published the VAWA Final Rule, implementing housing protections authorized in the Violence Against Women Reauthorization Act of 2013 (VAWA) in all of HUD’s covered programs. Did you appropriately react to this new requirement by making the necessary adjustments to your written policies, forms, and recertification procedures?

While some regulatory requirements went into effect on December 16, 2016, owners were provided until December 2017 to implement other requirements like Emergency Transfer Plans. Did you meet this deadline for implementation?

This interactive session will teach participants what protections and options must be provided to VAWA victims regarding their application or current housing assistance. Learn what adjustments must be made in the policies, interview, screening, recertification, and termination processes to comply with this new regulation.

Resident Services Track *Hoarding* – Michael Alexander

This complex subject involves resident behavior, impact on the physical apartment, and pest control issues. Learn how to recognize hoarding and what you can do when you encounter it. Looking at your lease and your options for legal intervention will be discussed.