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National Association of Housing and Redevelopment Officials



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AZNAHRO ANNUAL CONFERENCE

August 16-17, 2016

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ZOOMGRANTS



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ARIZONA CHAPTER
National Association of Housing and Redevelopment Officials



The National Association of Housing and Redevelopment Officials (NAHRO) is a professional membership organization comprising more than 20,000 housing and community development agencies and officials throughout the United States that collectively administer a variety of affordable housing community development programs at the local level. NAHRO's mission is to create affordable housing and safe, viable communities that enhance the quality of life for all Americans, especially those of low and moderate income by:

- Ensuring that housing and community development professionals have the leadership skills, education, information and tools to serve communities in a rapidly changing environment.
- Advocating for appropriate laws and policies which are sensitive to the needs of people served, are financial and programmatically viable for our industry, are flexible, and promote deregulation and local decision-making.
- Fostering the highest standards of ethical behavior, service and accountability.

NAHRO enhances the professional development and effectiveness of its members through its comprehensive professional development curriculum, conferences and publications. Through these efforts we are working to equip NAHRO and our membership with the skills, knowledge, and abilities necessary to survive and prosper in a changing environment, and make our Association more efficient and effective.

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Arizona Chapter of the National Association of Housing and Redevelopment Officials

Welcome to the 2016 AZNAHRO Conference!

The theme this year is Bring It, Learn It, Use It! We have thoughtfully worked to bring great speakers, learning opportunities and enjoyable networking events so you can take bright ideas, proven solutions and renewed energy back to your organizations.

AZNAHRO is your association for training, advocacy, valuable information and job opportunities. We have over 300 members and over 100 new members this year. We provided two large trainings for Rent Calculation and SEMAP. We attended and represented Arizona at the NAHRO Legislative Conference in Washington D.C., meeting with many of our congressional members on the Hill. We updated the AZNAHRO website, posted 12 job opportunities, and kept members informed through email blasts and Twitter.

We are an active state chapter and so proud to be a part of our regional and national NAHRO. Our regional Pacific Southwest Regional Council of NAHRO is also very busy, providing trainings, an annual conference and an all-around great resource to Arizona, California, and Nevada. I encourage you all to visit pswrc-nahro.org and get involved.

National NAHRO is our parent organization that provides a tremendous service to all housing and community development agencies across the nation. There is one big success that we can thank NAHRO for ~ the passage of H.R. 3700 bill which was signed into law by President Obama. The title of the legislation is Housing Opportunity through Modernization Act of 2016. There was tremendous work done by NAHRO staff, NAHRO agencies and our Congress to make this a reality. "This is a big deal. The passage of HR 3700 marks the culmination of years of work by members of Congress and their staff, NAHRO members and staff, and the housing community at large. It demonstrates that housing reform is a priority and can be accomplished, and that the legislative process does still work," said NAHRO's Acting CEO, John Bohm.

I hope you are proud to be a NAHRO member, as I am. We care about what we do and we do it with the best information and tools available to us. That's what NAHRO is about and that is what our conference is about. Please enjoy every bit!



**Change will not come if we wait for
some other person or some other time.
We are the ones we've been waiting for.
We are the change that we seek.**

Barack Obama



ORLANDO CABRERA
Of Counsel, Washington DC

Orlando Cabrera advises clients including financial institutions, investors, syndicators, developers, public housing authorities, housing finance agencies, community development agencies, cities and counties on successfully navigating complex affordable housing matters. Orlando has significant experience with United States Department of Housing and Urban Development (HUD) regulatory matters (including Native American housing issues), housing finance agency issues, low-income housing tax credits, private activity bonds, debt financing, non-federal state financing programs, tribal financing programs and general real estate.

Orlando's prior experience includes serving as the president and chief executive officer of a major affordable housing developer that operated in six states. He raised more than US\$50 million for capital improvements for the company and US\$100 million in general equity investment for new and rehab construction, restructuring of the company's finances, and successfully developing or rehabbing more than 2,500 units during his four-year tenure as CEO.

After his Senate confirmation in late 2005 through early 2008, he served as Assistant Secretary for Public and Indian Housing at HUD. As Assistant Secretary, Orlando oversaw the administration of a US\$24 billion program, which included public housing, Section 8 vouchers, moderate rehabilitation (Mod Rehab) and most federal housing programs for Native American tribes nationwide. He is one of three recipients of the Office of Inspector General's Golden Eagle Award for Public Integrity.

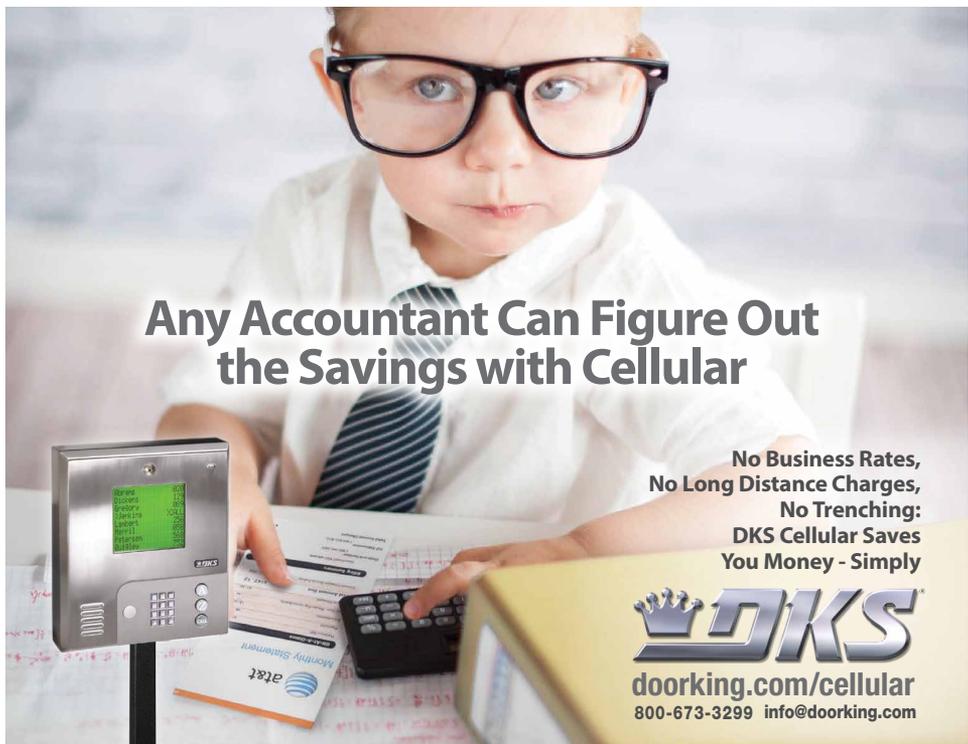
Prior to his role at HUD, Orlando served as Executive Director and Chief Executive Officer of the Florida Housing Finance Corporation, the nation's fourth largest housing finance agency, where he developed policies for managing the allocation of the low-income housing tax credit, private activity bonds, HOME Investment Partnership Fund, State Housing Trust Fund and Local Government Housing Trust Fund. During his tenure at Florida Housing, he also served on the Board of the National Council of State Housing Agencies.

Orlando also has extensive experience in the area of disaster recovery, having worked closely through more than a dozen natural disasters with the Federal Emergency Management Agency and various state disaster recovery agencies during his time at HUD and Florida Housing. Prior to heading Florida Housing, Orlando was the chair and vice chair of Florida Housing's Board of Directors

and a partner in the real estate department of a major Florida-based law firm. He has acted as developer's, investor's or lender's counsel for hundreds of real estate transactions throughout his career. Orlando has extensive experience in most areas of real estate law including airport, office, commercial, and single and multifamily residential development.

He has been a frequent speaker and presenter before various committees in the US Congress, the Florida legislature, many state and local governments, and many affordable housing and real estate industry trade groups. He has served, and still serves, on the board of directors for a variety of industry-related groups.

Orlando is a member of the American Bar Association, the District of Columbia Bar Association, The Florida Bar, the Illinois State Bar Association and the State Bar of Wisconsin.



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Bring Your Whole Self to Work

Mike Robbins, Motivational keynote speaker, coach and author

For us to thrive professionally, especially in today's world, we must be willing bring our whole selves to the work that we do. And, for the groups, teams, and organizations that we're a part of to truly succeed, it's essential to create an environment where people feel safe to bring all of who they are to work.

While this is a fairly simple concept, it's much easier said than done. It takes a great deal of courage for us both individually and collectively to bring our whole selves to work. However, what my research and experience has shown me is that when we do this - not only are we more likely to create success and fulfillment for ourselves, we can have the greatest impact on the people around us and together we're able to do our best work.

Here are some things you can do personally to more effectively bring your whole self to work:

1. **Embrace vulnerability** - We erroneously think that being vulnerable is a sign of weakness; it's not. While vulnerability can be scary and hard, it's actually essential for healthy risk, change, growth, creativity, innovation, and more. We can't do, experience, or accomplish anything new or significant without vulnerability. As Dr. Brene Brown from the University of Houston says, "You can't get to courage without walking through vulnerability." She's right, and the more willing we are to embrace vulnerability, the more courage we have to do our work the way we want to and to have the kind of impact we most desire.
2. **Be willing to have sweaty palmed conversations** - A number of years ago a mentor of mine said to me, "Mike what stands between you and the kind of relationships you really want is probably a ten minute, sweaty palmed conversation that you're too afraid to have." Too often we avoid difficulties, challenges, and conflicts with others because we're afraid of the consequences of speaking up or engaging. However, when we have the courage to have those "sweaty palmed" conversations, we increase our ability to resolve conflicts, make deeper connections, and build authentic confidence.



3. **Stop trying to survive** - Something that gets in our way, especially when we're doing things that truly matter to us, is that we hold back and play it safe. I learned a lot about this during my years as an athlete - over 18 years of playing baseball, even and especially at the college and professional level - the most disappointing moments I had weren't when I failed, but when I held myself back due my fear of failing. I remember a coach of mine saying something powerful and poignant to me about this. He said, "Mike, you're living your life as though you're trying to survive it. You have to remember...no one ever has!" When we consciously let go of our obsession with survival, we make it possible to take risks and go for what we truly want.

If you run a business, lead an organization, manage a team, or simply want the people around you to feel safe and empowered to bring all of who they are to the work they do, there are two important components to creating an atmosphere that is conducive to this type of authenticity, which ultimately leads to the greatest levels of engagement, connection, and performance:



Healthy High Expectations: High expectations are essential for people to thrive. However, the expectations have to be healthy - meaning there is a high standard of excellence; not insatiable, unhealthy pressure to be perfect. We almost always get what we expect from others, although if we expect perfection, everyone falls short and people aren't set up to succeed. Healthy high expectations are about having a high bar and challenging people to be their absolute best.

High Level of Nurturance: Nurturance has to do with people feeling seen, heard, and valued - not just for what they do, but for who they are. It also has to do with it being safe to make mistakes, ask for help, speak up, and disagree. Nurturing environments are filled with an authentic sense of compassion and empathy - people feel cared about and supported.

We often think that in order to have a high bar we can't also be nurturing. Or, we think if we nurture people, we can't also expect a lot from them. Actually, the goal is to do both at the same time, and to do so passionately.

Bringing our whole selves to work and creating an environment which supports this are no small things. They take courage on everyone's part and, at times, go against conventional wisdom. However, when we're willing to show up fully and we encourage others to do the same, that creates the conditions for all of us to thrive.

SESSION DESCRIPTIONS

ACTIVE THREAT/WORKPLACE VIOLENCE

Rich Monteton, Tempe Police

In response to the tragic Columbine High School incident in 1999, law enforcement agencies across the nation began training first responders in various tactics to find and confront active shooters. Since then we have brought the public into the fray. An active shooter incident does not only pertain to schools. It can involve any environment where large numbers of people are present (ex - workplace, shopping mall, sporting event, etc.) Our goal is to educate the public and citizens on what to do if they encounter an active threat or shooter.

AFFIRMATIVELY FURTHERING FAIR HOUSING AND WASHINGTON UPDATE

Tushar Gurjal, National NAHRO

There will be both an overview of AFFH requirements and how the new requirements will impact the delivery of programs as well as an update on what is happening in Washington D.C. on Housing and Community Planning Development Programs.

BEING A GREAT BOSS: TAKING SUPERVISION FROM GOOD TO GREAT

Holly Yeager and Jeannie Duncan

Sometimes the skills that got you the job are not the skills you need to do the job. For those who are stepping into supervision or are looking to step up their game, this lively overview will provide you with techniques of performance coaching to take your supervision to the next level. Learn how to adapt your style to your employees and take your team to new levels of engagement and accountability.

BUILDING TRUST: KEY BEHAVIORS THAT CREATE HIGH TRUST TEAMS AND ORGANIZATIONS

Holly Yeager and Jeannie Duncan

Effective leaders recognize how trust impacts their key relationships and business results now and in the future. Explore the 13 behaviors of high trust leaders and the ways they enable increased influence and results for you and your organization.

CASEWORKER BURNOUT

Zona Pacheco and Francisco Blanco, City of Phoenix Housing Department

This presentation is for caseworkers in the social service field. It discusses the definition and causes of burnout. Participants will learn the difference between stress and burnout. Presenters examine the three “R”s, Recognize, Reverse and Resilience. Recognize the signs; Reverse the effects through self-care and/or professional strategies; and build Resilience through self-care. The session ends with group discussion and a relaxation technique.

COLOR CODE

Paula Waybright

Life can be puzzling. People can be puzzling. But above all, your relationships can be most puzzling. Let’s face it...All life is about relationships – personally, professionally and socially.

Do you wonder why some people are so easy to love, work for, and befriend, while constant effort is required to build and maintain a healthy relationship with others? What part do you play in making the relationships in your life work?

Every relationship begins with YOU. Who are you? Do you really understand why you think and behave as you do? Imagine the power of truly knowing yourself, what motivates you, and how you impact the relationships in your life.

CONTROLLED SUBSTANCES & CRIMINAL ACTIVITY IN PUBLIC HOUSING

Officer Chip Sikes, Chandler Police

This course addresses Crime Prevention Programs and Strategies that target and incorporates our community infrastructure and culture in the solution of crime reduction. It includes not only the indicators of crime and disorder, but also addresses the physical environment in order to recognize factors that result in disorder and crime. Diverse approaches such as Neighborhood Watch, Community Policing, etc, are complimented by physical design and urban landscape to reduce crime.

These strategies seek to engage residents, community and faith-based organizations, with the help of local government agencies in addressing the factors that contribute to the community’s crime, delinquency and disorder.

EXCEPTIONAL CUSTOMER SERVICE = RESIDENT RETENTION

Elaine Simpson, Occupancy Solutions

Did you know that it's five to seven times more expensive to find new residents than it is to keep current ones? We will uncover the truth about poor customer service and how it impacts your community and explore inexpensive ways to manage and improve customer relationships.

FINANCE 101: "BE AUDIT YOU CAN BE"

Jeremy Johnson, Irma Ashworth, Kathy Dyciewski, Kelly Keffer, Paula Novacek

Do audits make you want to scream? Join us for an invigorating discussion about audit challenges faced by your organization. Our experts will discuss an array of audit topics including 2 CFR 200 changes, red flags, best practices, misconceptions, and evaluating your organizations internal controls and financial policies and procedures.

FSS 101

FSS Specialists

How do they do that? What does this mean? Why? BRING your questions and ideas. LEARN from Family Self-Sufficiency Specialists from all over the state. USE their knowledge to serve your FSS participants. Join us for this interactive workshop! Bring any questions or scenarios that can be shared with the group.

HQS INSPECTIONS ROUNDTABLE

Anthony Newell and Sally Stang, HOM, Inc.

Session presenters will share an open discussion on how agencies are implementing biennial inspections, and how each agency addresses common challenges all inspectors face

HUD FINANCIAL TOPICS

Pete Koziol, HUD

This session will cover various financial topics such as Admin Fee Study and will be presented by HUD finance guru, Pete Koziol.

HUD HOT TOPICS

Teresa Torres and Marta Duron, HUD

We will be discussing new PIH Notices that affect the housing industry and be available for questions.

- PIH Notice 2016-2: Enhanced Voucher Requirements for Over-Housed Families
- PIH Notice 2016-11: Set Aside Funding for Project Based HUD-VASH Vouchers, applications due 9/9/16
- PIH Notice 2015-19: Guidance for PHA's and Owners on Excluding the Use of Arrest Records in Housing
- PIH Notice 2015-18: Availability of new and revised PHA 5-year and Annual Plan Templates

CPD HUD ROUNDTABLE

Earl Cook, Noemi Ghirghi, Michael Flores and Richard Thomason, HUD

Local HUD Field Office staff from Phoenix will conduct a roundtable to discuss hot topics of interest to entitlement grantees. Topics will include common program monitoring concerns, CDBG timeliness, HOME commitment deadline details and developing neighborhood revitalization strategy areas to use CDBG as an economic development tool. The session will also be an open and friendly forum for NAHRO members to ask questions related to their HUD-funded community development programs. Come meet Phoenix's new CPD Program Manager, hear about his plans to host quarterly roundtables and bring your suggestions for future topics!

IMPLEMENTING HUD'S SMOKE-FREE RULE

Mary Alba Kurth, American Lung Association/Arizona Smoke-Free Living Coalition

HUD is finalizing a proposed rule that will require public housing agencies to implement smoke-free policies. This session will cover specifics of the proposed rule, the benefits of creating smoke-free policies, how to make the transition, and practical resources for public housing professionals who will be involved in this effort.

MANAGING YOUR CAREER PROGRESSION: HOW TO POSITION YOURSELF FOR PROMOTION

Holly Yeager and Jeannie Duncan

Ever wonder what it takes to be the obvious best choice for promotion? This interactive session will help you identify key strategies for being a promotable employee and help you identify when and how you get in your own way.

MAXIMIZE YOUR FUNDING WITH GOOD VMS REPORTING

Jana Kelly, City of Mesa Housing and Community Development

Don't lose precious funding for your Section 8 programs. Both Administrative Fees and HAP funding are dependent on your VMS reporting. Learn different methods of compiling information in a real world environment. Bring your tips for a lively discussion that we can all learn from.

MOVING FORWARD WITH ENDING HOMELESSNESS

Mike Shore and Theresa James

Join us for a lively discussion on how addressing homelessness has changed over the last couple decades, including the role Public Housing Authorities can actively play in ending homelessness. Participants will leave with greater knowledge of homelessness, community stakeholders and concrete examples of PHAs both preventing and ending homelessness in their local areas.

PARTNERING FOR SHARED RESOURCES

Arlen Westling, Paz de Cristo

Scott Hall, Community Bridges

Paz de Cristo is a non profit organization that provides food, clothing and empowerment programs for those in need in the Phoenix East Valley. Paz averages about 7,000 visits each month from about 2200 unique individuals. While we can assist many of these individuals with one of our many programs, there are many that we cannot help. We know that there are other resources available for help and have partnered with Community Bridges to provide a "Navigator" to assist our guest through the various processes and procedures necessary to secure the needed help.

QUALITY CONTROLS AND FILE AUDITS: PEER AND SELF REVIEW TIPS

Dennis Morgan

Quality control are program requirements and PHAs must be prepared to supply supporting documentation for SEMAP, and PHAS. This session will cover program requirements for HQS, UPCS, file maintenance, calculations, verification, EIV, SSN, best practices, documentation, forms that can be used and other helpful hints for PHA staff members that are conducting this process.

PORTABILITY

Dennis Morgan, National NAHRO

Get the latest on portability requirements included in the streamlining regulations and PIH 2016-09. One of the key features of the HCV program is the mobility of the assistance. Regulations at 24 CFR § 982.353 provide that HCV participants may choose a unit that meets program requirements anywhere in the United States, provided that a PHA administering the tenant-based program has jurisdiction over the area in which the unit is located. Moves with continued assistance can occur both inside and outside of the PHA's jurisdiction. The term "portability" refers to the process of leasing a dwelling unit with tenant outside of the initial PHA's jurisdiction. The program provides detailed guidance on the portability process and present changes made in regulation as a result of publication of the final portability rule, regulatory changes on suspension of the term of the voucher and family briefing requirements.

PROPER PLANNING IN COMMUNITY DEVELOPMENT

Chad Wakefield, Overland, Pacific and Cutler

Sheree Bouchee, City of Phoenix Housing Department

There is an old adage that tells us, Proper Planning Prevents Poor Performance (let's call this P5). When we don't consider P5, projects often fail to achieve defined or perceived measure of success. This is backed up by statistics from organizations such as Gallup and the Project Management Institute (PMI) that as many as 40%-50% of projects fail. This session will provide an overview of why projects are initiated; big picture and important definitions; project planning, development and management tools and techniques; direction on what to do when one thinks or knows they have a project; reasons why projects fail; and examples of failed projects to highlight the importance of P5.

RESPONDING TO GRIEVANCE AND CONDUCTING HEARINGS

Dennis Morgan, National NAHRO

The session will cover on the similarities and differences in the grievance process for public housing, Housing Choice Voucher, Project-based Housing, and the Rental Assistance Demonstration Program. Informal Hearings and Grievance Procedure process and determinations. The scope of the training will include provisions on rights, responsibilities, terminations, processes, determinations, HUD regulations, best practices, expedited procedures, and role of the hearing officer. It will include processes and procedures when a hearing officer exceeds their authority under the program requirements.

SEMAP AND PHAS: CHANGES AND MORE CHANGES COMING

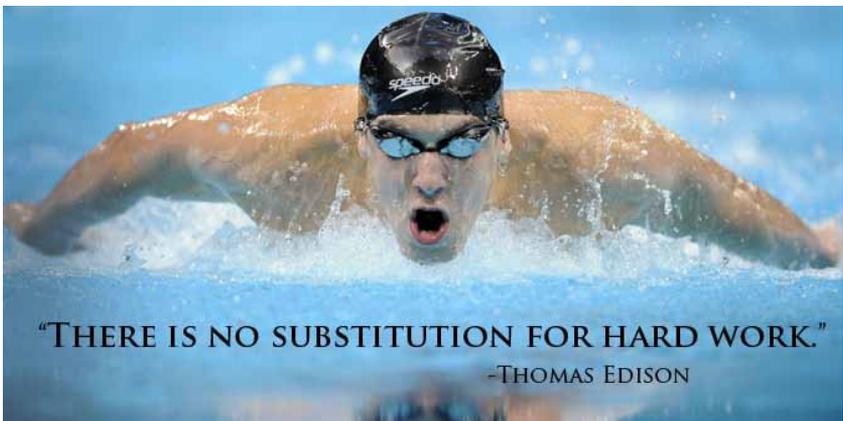
Deborah Beals, City of Flagstaff

This session will share information on the recent proposed rules for SEMAP and PHAS. Deborah will share the reasons for reform, guiding principles and basic components of the new models.

SPORADIC AND UNUSUAL INCOME- WHAT IMPACTS THE TTP CALCULATION AND VERIFICATION

Dennis Morgan, National NAHRO

What is included and what is excluded in the calculation of the TTP- and what do I need for verification in the file. What about a single payment for child support, seasonal work, day worker's income, etc. Get the latest on this area that relates to confusion and inconsistencies among staff. How to structure the Administrative Plan and ACOP to keep staff consistent, etc.



STREAMLINING AND SELF CERTIFICATION PIH NOTICES 2016-5 AND 6: WHAT ARE THE NEW RULES?

Dennis Morgan, National NAHRO

Get the latest on the following streamlining requirements or program options: Changes in the verification of social security numbers; Changes in the use of actual past income that was included in the proposed rule and PIH notices; Changes in the streamlined income determination for any fixed source of income, even if a person or family with a fixed source of income also has a non-fixed source of income, and requires that a full reexamination and redetermination of income must be performed every three years; Changes in the earned income disallowance (EID) so that the benefit now applies for a window of opportunity for 24-month period instead of the previous 48-month period; Changes in the verification requirements and authorizes PHAs to obtain third-party documentation of assets under \$5,000 every three years; Changes that now provides PHAs with the option of making quarterly utility payments for reimbursements totaling \$45 or less per quarter; Changes in the public housing grievance procedures; Changes and provides that if an alternative inspection method is used in the HCV program that employs sampling, PHAs may rely on that method only if HCV units are included in the population of units forming the basis of the sample; Changes that allows the PHA to charge a reasonable housing quality standards (HQS) reinspection fee only if an owner states that a deficiency has been fixed and the deficiency is found during reinspection to persist, or if a reinspection conducted after the expiration of the timeframe for repairs reveals that the deficiency persists.

TRANSFORMING PUBLIC HOUSING: FRANK LUKE ADDITION

Keon Montgomery, Yolanda Martinez and Zona Pacheco, City of Phoenix Housing Department

Learn how the city of Phoenix transformed 138 public housing units into 250 mixed income units and a community resource center. The presenters will provide an overview of how the City layered financing through instrumentalities; served various income levels and target populations; and leveraged community partnerships to provide services for residents.

TRUE CONFESSIONS OF A COMMUNITY DEVELOPMENT SPECIALIST

Barbara Bellamy, City of Chandler

Julie Culver, Partners for Housing Solutions

A panel of experts within the Community Development field will present case studies based on previous community development projects. Case studies will highlight a project specific barrier and how the jurisdiction learned from their mistake or maintained compliance through a newly discovered understanding of regulatory requirements. The goal of this session is to share the lessons learned and foster dialog amongst community development professionals.

UPCS-V

Nick Oberle, HUD REAC

A high-level overview of UPCS-V, giving insights into what the proposed new HCV inspection protocol may look like. There will also be information available about the UPCS-V Demonstration.

WORKING THROUGH THE CLUTTER: HELPING INDIVIDUALS WITH HOARDING BEHAVIORS

Amanda VanMeter and Dennette Janus, City of Mesa Fire/Medical Department

This session will focus on working with individuals who have hoarding behaviors from mild to severe. Presenters will focus on two main areas, the behavioral health component of hoarding disorder and what type of resources and help is available. Working with individuals who have hoarding behaviors can be challenging and time consuming, presenters will share what they have learned working on the City of Mesa Hoarding Taskforce. They will share ideas and approaches to use when working with individuals who have hoarding behaviors.

ZOOMGRANTS SOFTWARE FOR GRANT APPLICATIONS

Martin Greenlee and Rob Sronce, ZoomGrants

Attendees of this session will learn about grant management software product – ZoomGrants, and how the software can increase efficiency, elevate quality, and promote sustainability in day-to-day tasks for program / project management. In a world with less staffing and more tasks; streamlining is a priority and easy to accomplish with a product like ZoomGrants.



GENERAL Session
CANYON ABD -

Present Seating- @200? # Tables?



Breakout Sessions

AGUA FRIA -Classroom-@ 50

ARROYO - Classroom-@50

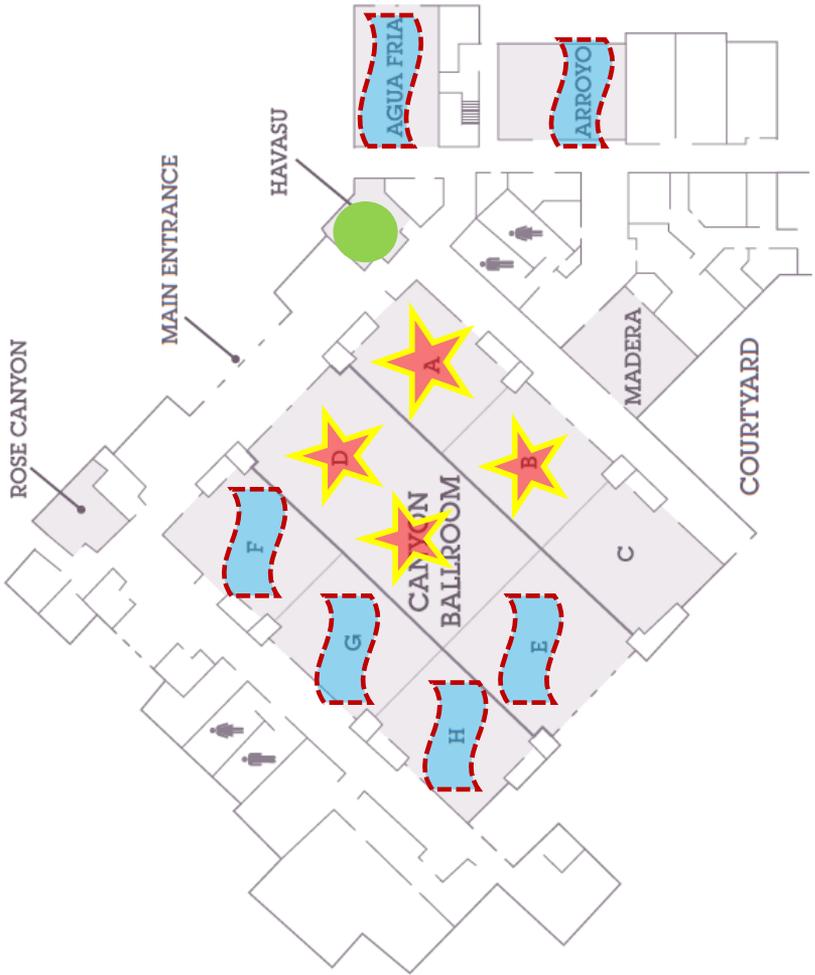
CANYON E -Classroom- @ 80

CANYON F-Classroom-@ 65

CANYON G-Classroom-@ 65

CANYON H-Classroom-@ 65

 Extra Meeting Space / Storage Space
 *AHADA Meeting (08/16 – 2PM)



TUESDAY, AUGUST 16, 2016

BRING IT

LEARN IT

USE IT

8:15 to 8:45 AM	REGISTRATION CONTINENTAL BREAKFAST: Vendor Tables Silent Auction 50/50 Raffle				
9:00 to 10:15 AM	OPENING SESSION: Keynote: Orlando Cabrera, Of Counsel - Squire Patton Boggs				
	<i>Arroyo</i>	<i>Canyon E</i>	<i>Canyon F</i>	<i>Canyon G</i>	<i>Canyon H</i>
10:30 to 11:45 AM	Being A Great Boss Holly Yeager Jeannie Duncan	Moving Forward with Ending Homelessness Mike Shore Theresa James	Portability Dennis Morgan National NAHRO Trainer	Affirmatively Furthering Fair Housing and Washington Update Tushar Gurjal National NAHRO	UPCS-V Preparing for the New Inspection Protocol Nick Oberle HUD REAC
12:00 to 1:45 PM	BUSINESS LUNCH AWARDS CEREMONY				
2:00 to 3:15 PM	Building Trust Holly Yeager Jeannie Duncan	Exceptional Customer Service = Resident Retention Elaine Simpson Occupancy Solutions	Marketing to Landlords Dennis Morgan National NAHRO Trainer	CPD HUD Roundtable Earl Cook Noemi Ghirghi Michael Flores Richard Thomason	HQS Inspections Anthony Newell Sally Stang
3:15 to 3:30 PM	BREAK				
3:30 to 4:45 PM	Managing Your Career Holly Yeager Jeannie Duncan	Hot Topics Teresa Torres Marta Duron	Sporadic and Unusual Income Calculation Dennis Morgan National NAHRO Trainer	Finance 101 "Be Audit You Can Be" Jeremy Johnson Kathy Dyciewski Kelly Keffer Irma Ashworth Paula Novacek	Changes and More Changes Coming! SEMAP and PHAS Deborah Beals City of Flagstaff
5:00 to 9:00 PM	NETWORKING SOCIAL EVENT: Live Band Food Raffles Games				

WEDNESDAY, AUGUST 17, 2016

8:15 to 8:45 AM	CONTINENTAL BREAKFAST: Vendor Tables Silent Auction 50/50 Raffle					
	<i>Agua Fria</i>	<i>Arroyo</i>	<i>Canyon E</i>	<i>Canyon F</i>	<i>Canyon G</i>	<i>Canyon H</i>
9:00 to 10:15 AM	Maximize Your Funding with Good VMS Reporting Jana Kelly	Color Code Paula Waybright	PIH Notice 2016-5 Streamlining (Part 1) Dennis Morgan National NAHRO Trainer	Smoke Free Public Housing Mary Kurth American Lung Assoc.	ZoomGrants Software for Grant Applications Martin Greenlee Rob Sronce	Working Through the Clutter: Helping Individuals w/ Hoarding Behaviors Amanda VanMeter Dennette Janus
10:30 to 11:45 AM	HUD Financial Topics Pete Koziol	Partnering for Shared Resources Arlen Westling Scott Hall	PIH Notice 2016-6 Self-Certification for Public Housing (Part 2) Dennis Morgan National NAHRO Trainer	Transforming Public Housing: Frank Luke Addition Keon Montgomery Yolanda Martinez Zona Pacheco	Proper Planning in Community Development Chad Wakefield Sheree Bouchee Julie Culver Brian Swanton	Controlled Substances and Criminal Activity in Public Housing Chandler Police
12:00 to 1:45 PM	LUNCH SILENT AUCTION					
2:00 to 3:15 PM	HUD Financial Topics Pete Koziol	Caseworker Burnout Zona Pacheco Francisco Blanco	Quality Controls and File Audits: Peer and Self Review Dennis Morgan National NAHRO Trainer	Homelessness: PHA Partnering with the Community Sally Stang	True Confessions of a Community Development Specialist Barbara Bellamy Julie Culver	
3:15 to 3:30 PM <i>BREAK</i>						
3:30 to 4:45 PM		Active Shooter Rich Monteton Tempe Police	Grievance Hearings, Evictions and Non-compliance Part 1 Dennis Morgan National NAHRO Trainer	FSS 101 Roundtable		



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Congress Approves Housing Opportunity Through Modernization Act

July 31, 2016 nahro.org

In a huge victory for NAHRO and its members, the Senate on July 14 approved the Housing Opportunity Through Modernization Act (H.R. 3700, S. 3083) unanimously by a voice vote, sending the bill to the President for his signature, which is expected to occur soon.

The bill was approved using a process known as “hotlining,” a procedure to quickly pass noncontroversial legislation. This follows the passage of the House bill on February 2 by a vote of 4270.

NAHRO supported many of the reforms within the bill since its inception. NAHRO President Steve Merritt testified at a hearing in the House Financial Services Committee on the bill in October 2015 and NAHRO joined a broad coalition of housing stakeholders pushing for the passage of the bill, which sent several letters to Capitol Hill and held meetings with Congressional staff.

The final passage of the bill occurred during NAHRO’s Summer Conference in Portland. NAHRO alerted members through a Direct News email when it happened and announced it during the opening plenary the next morning.

“NAHRO commends the House and the Senate for their work on this critical legislation. With the President’s signature, housing authorities across the country will be able to do their jobs more efficiently and serve their residents and communities better,” said NAHRO President Steve Merritt.

The bill provides PHAs with effective tools and mechanisms to improve the operation of their programs and expands the suite of tools available to PHAs to manage and preserve their portfolios.

Specifically, NAHRO supports these provisions of S. 3083/H.R. 3700:

- Capital Replacement Reserves Using NAHRO language also included in the Senate FY16 Appropriations Bill, S 3083/HR 3700 would allow PHAs to voluntarily establish Capital Fund replacement reserves.
- Subsidy Flexibility S 3083/HR 3700 would allow for PHAs to transfer 20 percent of their Operating Funds to their Capital Fund, language NAHRO has advocated for strongly over many years.
- Income Review Safe Harbors S 3083/HR 3700 would allow PHAs to use other federal data to determine income including TANF, Medicaid, and SNAP.
- ProjectBased Voucher Program PHAs would be able to change the amount they may projectbase from 20 percent of their voucher funding

to 20 percent of their authorized voucher allocation, allowing most PHAs to projectbase additional units. Additionally, those PHAs that have units targeting homeless individuals and families, veterans, elderly households, disabled households, or units in areas where vouchers are difficult to use, would be permitted to projectbase up to 30 percent of those targeted units. In other instances, PHA projectbased voucher assistance may not exceed 25 percent of the units in a project or 25 units, whichever is greater. In areas where vouchers are difficult to use and in census tracts with a poverty rate of equal to or less than 20 percent, PHAs may provide projectbased voucher assistance for up to 40 percent of the units in a project. S 3083/HR 3700 allows PBV contracts and extensions of up to 20 years □ allows PHAs to permit sitespecific waiting lists managed by owners □ and clarifies that PHAs may projectbase HUDVASH and Family Unification Project (FUP) vouchers.

- Extended Family Unification Vouchers S 3083/HR 3700 would increase the age of eligibility for FUP vouchers from 21 to 24 and make youth who will leave Foster Care within 90 days and are homeless or at risk of homelessness eligible. The substitute legislation contains the original S 3083/HR 3700 provisions that would also expand FUP vouchers by allowing eligible youth “who have attained 16 or 17 years” and who have left foster care to remain in the program for up to 36 months.
- PHA and Local Development Authorities as ESG Subrecipients for Solutions Grants S 3083/HR 3700 includes statutory language, supported by NAHRO, that would permit any state or local government receiving ESG allocations to distribute all or a portion of its grant funds to PHAs and local redevelopment authorities (alongside private nonprofit organizations).
- Special Assistant for Veterans Affairs and an Annual Supplemental Report S 3083/HR 3700 would create a new position of Special Assistant for Veterans Affairs that reports directly to the Secretary of HUD and would be responsible for, among other things, ensuring veterans have access to housing programs and homeless assistance, coordinating veteranrelated programs at HUD, and serving as a liaison between HUD, the VA, and the USICH, and officials of state, local, regional, and nongovernmental organizations. S 3083/HR 3700 would also require HUD, the VA, and the USICH to collaborate and submit to congress an annual supplemental report on veteran homelessness.

NAHRO thanks everyone involved in the passage of this important legislation, including legislators and their staff, NAHRO membership, and partner housing advocacy groups.

“This is a big deal. The passage of H.R. 3700 marks the culmination of years of work by members of Congress and their staff,

NAHRO members and staff, and the housing community at large. It demonstrates that housing reform is a priority and can be accomplished, and that the legislative process does still work,” said NAHRO’s Acting CEO John Bohm.

Annual Business Meeting Minutes

August 19, 2015

Arizona Grand Resort and Spa | Phoenix, AZ



1. Opening

President Deborah Beals welcomed and thanked everyone for attending the conference. President Beals also recognized vendors for their support.

2. Approval of Minutes

President Beals presented the Minutes from the September 18, 2014 Annual Business Meeting as published in the conference program. Ms. Beals requested a motion to accept the Minutes. It was moved by Elizabeth Morales, and seconded by Peggy Morales that the Minutes be approved as submitted. The motion carried and the Minutes were approved unanimously.

3. Treasurer's Report

President Beals referred members to the financial report on page 9 of the program. The report reflects a loss of \$2,561 for the year, which the committee attributes partly to reduced conference fees. Elizabeth Morales moved that we accept the report as submitted. Karen Pierce seconded the motion. The motion passed unanimously.

4. Slate of Officers

Slate of officers were presented for the new two-year term - Elizabeth Morales for President, Erin Cooper for Secretary and Ben Wong for Treasurer. A nomination from Dennis Newburn was introduced to nominate Constance Bachman for Sr. Vice President. Carmen Jack made a motion to accept the nomination. Valerie Mitchell seconded and the motion carried unanimously.

5. Adjournment

There being no further business, Valerie Mitchell moved to adjourn the meeting. Peggy Morales seconded the motion. The motion carried with a unanimous decision.

Respectfully submitted by Erin Cooper, AZNAHRO Secretary

Arizona Chapter of NAHRO
Statement of Activity
for Year Ended December 31, 2015

Revenue	
Conference Revenue	\$31,000
Membership Dues	\$4,690
Training Registration Fees	\$40,955
Total Revenue	<u>\$76,645</u>
Gross Profit	<u>\$76,645</u>
Expenditures	
Board and Committee Expenditures	\$7,682
Total Conference Expenditures	\$43,349
Total Office and Administrative Expenses	\$3,459
Training Expenditures	\$31,077
Miscellaneous Expenses	\$100
Total Expenditures	<u>\$85,667</u>
Net Operating Revenue	-\$9,022
Other Revenue Interest Earned	\$11
Net Revenue	<u><u>-\$9,011</u></u>

ANGELA DUNCAN

City of Phoenix Housing Department | Deputy Director, Development

Angela oversees the Housing Department's Development Division, and due to her strong leadership, the Division has celebrated many successes in 2015-16. This year, the Phoenix Housing Department submitted a grant application for HUD's Choice Neighborhoods Program. On June 28, 2016, the City received notification from HUD that it had been awarded a \$1.5 million Choice Neighborhoods Planning and Action Grant for the Edison-Eastlake Community, located east of downtown. Phoenix was one of only two communities nationwide that received the highest grant amount, and is the first community in Arizona to be awarded a Choice Neighborhoods Grant.

At the same time she was working on the Choice Neighborhoods grant application, Angela and her team developed and implemented a web-based electronic reporting program for developers and property owners' required annual reporting on active affordable units and projects in process. The reporting can be done on any web-enabled device 24/7 - saving lots of paper and drive time.

Lastly, Angela's knowledge, input, and ideas have been key to discussions with the City's elected officials and City Management regarding options for expansion of downtown affordable housing. Based on her recommendations, we are drafting two Requests for Proposals to generate more affordable housing in the Downtown and Midtown Phoenix neighborhoods.

Angela, who has 11 years of Housing experience in a variety of capacities, is a seasoned professional, exemplifies true leadership, leads by example, is a creative thinker, and has the respect of her team and fellow colleagues. Angela brings out the best in her staff which explains why her team is so strong and enjoys the work they do.

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EMPLOYEE OF THE YEAR: PUBLIC HOUSING

ROCIO AMADOR

Yuma County Housing Department | Senior Eligibility Worker

Rocio has been with Yuma County Housing Department for over 18 years. She started working as a clerk in 1998. YCHD is a small housing authority with 159 public housing units and 401 Section 8 vouchers. Because of funding cuts YCHD underwent a period of re-organization. Rocio stepped up to fill in the critical staff shortage and increased her caseload from 300 to 440/per year. Rocio treats customers with respect and courtesy. She listens and responds to customers promptly. Rocio has taken initiative to prepare a proactive plan of action to work with our public housing families with housekeeping issues. This initiative has minimized costly maintenance charges that residents would have paid out of their own pockets, or would have otherwise wound up as uncollectible accounts. As a valuable and indispensable member of the team, Rocio has continuously demonstrated exceptional leadership and initiative.

EMPLOYEE OF THE YEAR: SECTION 8

CHRISTINA COOLEY

City of Scottsdale | Section 8 Caseworker

Christina Cooley provides excellent customer services to the Section 8 clients she serves. She is always willing to listen and intervenes on their behalf. She is her clients' advocate and truly cares about their wellbeing. Christina helps with the everyday needs of her clients and frequently calls the local CAP office, senior centers or non-profits to obtain resources for them. She intervenes with landlords to assist her clients. She has also found additional resources for her clients beyond their housing needs. This past year she was able to find resources for one client's dog that needed medical assistance and one client's cat that needed a temporary home. She also spent many hours with one client assisting him in obtaining a new payee. When one disable client had bedbugs and could not prep his unit for the exterminators, Christina worked with the Area Agency on Aging, Adult Protective Services and Granit Reef Senior Center to find assistance so this individual would not lose his housing. She truly puts the needs of her clients as her priority.

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When Nan McKay founded NMA in 1980, we soon became known among public housing authorities as the best source of accurate training on the latest HUD guidance. Today, PHAs also recognize NMA as the gold standard for excellence in affordable housing, and we currently administer over 35,000 vouchers across the nation.

Staying in compliance with HUD regulations can be a real puzzle. We can help your agency with everything from outsourced HQS inspections to temporary staff and more. It's how NMA has helped housing professionals for more than 35 years.

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PARK LEE APARTMENTS HEADSTART CENTER

City of Phoenix Housing Department & Southwest Human Development

The City of Phoenix was selected for their innovative partnership with Southwest Human Development that provides quality supportive services to affordable housing residents at Park Lee Apartments.

In 2016, the City of Phoenix Housing Department partnered with Southwest Human Development, a local nonprofit that facilitates early-childhood development, to open the Nina's Family Child Care Center located in the Park Lee Apartments affordable housing community (1600 W. Highland Ave). This on-site Child Care Center provides Park Lee families with easy access to high quality care and early education for infants and toddlers.

The Child Care Center is part of President Obama's Early Learning Initiative, an effort that helps new and existing Early Head Start-Child Care Partnerships expand access and improve the quality of early learning programs across the country. More and more, science is showing why early childhood care is critical. Research has documented that a child's earliest days, weeks, months and years of life are a period of unparalleled growth when trillions of brain cell connections are made. At birth, children have cognitive, social and emotional potential that reflect a combination of genetic and environmental influences. As children, health and development are directly influenced by the quality of care and early experiences they have with their parents and other caregivers. More and more evidence suggests that there are aspects of early development—achievement, behavior, and mental health—that if improved early in life can improve life chances.

The full-day, full-year program will ensure that children in the Park Lee community who face the greatest risks have the healthy and enriching early experiences they need to reach their full potential. Early Head Start-Child Care Partnerships programs provide services that benefit children, families and teachers:

- Health, developmental and behavioral screenings
- Higher health, safety and nutrition standards
- Increased professional development opportunities for teachers
- Increased parent engagement opportunities

The child care center opened in April of 2016 and currently serves 14 young children from the Park Lee Community. The building was completely remodeled using a partnership grant from Head Start with a total cost of approximately \$250,000.

FSS PARTICIPANT OF THE YEAR

VANESHA RAINWATER

City of Phoenix Housing Department

Venesha joined the FSS program in Sept 2014. A single mother with four children, her goal was to complete her Bachelor's Degree in Social Work, increasing her income and purchasing her first home. In the short time she was in the FSS program, Venesha worked hard and saved \$5,000 which she deposited into her IDA account which provided 3:1 match for down payment assistance for a total of \$20,000. She increased her credit score to almost 700 and used her 2015 tax return to pay down her debt. In March 2016 she was prequalified and had a new home built. In addition to her IDA with Newtown she also utilized \$7,500 from the Lift grant and \$7,500 from NSP funds. In less than two years she completed all her goals and increased her income to \$19.51 per hour working as a Claims Analyst with Bank of America, purchased her new home and she received her Bachelor's Degree. She is now working on her Masters of Social Work degree

HERO OF ASSISTED HOUSING

RUTH WIESEHAN

City of Phoenix Housing Department, Public Housing Resident Assistant

Ruth Wiesehan is an outstanding Resident Assistant in the City's Pine Towers senior public housing community. Ms. Wiesehan is a resident, but is also a retired nurse with a heart for serving others. Accepting the role of Resident Assistant in March 2014, Ruth has demonstrated exceptional dedication to serving her neighbors. She is always willing to go beyond the RA duties, works well with residents and staff, and obviously cares deeply about the welfare of the community. She has become well informed about property rules, emergency procedures, and careful communication. We are honored to have her as a resident and delighted to nominate her as a Hero of Assisted Housing.

MARK BETHEL MEMORIAL SCHOLARSHIP AWARD

CHERISE BARRETO-AGUILAR

City of Flagstaff Housing Authority | Housing Services Specialist

Cherise started with City of Flagstaff Housing Authority Section 8 program in October 2014 as a temp and full time in October 2014. Cherise took on VASH caseload and dedicated herself to not only quickly learning the program but most importantly to building relationships with clientele and community partners. One of the recent accolades received from Dru Monroe a supportive Housing social work with the VA stated “Our team feels soooo lucky to have Cherise handling the vouchers for our VASH participants. She has a wonderful way with veterans and accommodates their needs and schedules as much as she possibly can. The speed with which she assists our vets rivals anywhere in the country I am quite sure. Cherise also helps us advocate for the vets with their landlords if there is a housing program and alerts us when we need to intervene. This has become more and more important in our increasingly competitive housing rental market. Cherise is professional and effective in all areas of our work together”.

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PRESENTER PROFILES

DEBORAH BEALS has been working at the City of Flagstaff Housing Authority since 2004, as Finance Manager. She also served as the Executive Director at Williams Housing Authority for 13 years. Before working with Housing Authorities, Deborah worked within the Federal Home Loan Bank System as a Savings and Loan Examiner and Supervisory Agent. She has a B.S. in Finance from the University of Nebraska/Lincoln. Deborah is currently serving as the President of AZNAHRO.

BARBARA BELLAMY has been in the Housing and Community Development field for 36 years. Barbara is currently the CDBG Supervisor at the City of Chandler, where she oversees a variety of CDBG funding activities. Prior to the City of Chandler, Barbara worked at City of Phoenix in their Housing Department and Neighborhood Services Department. She has extensive experience managing Housing and Community Development projects.

FRANCISCO BLANCO is currently the Casework Services Coordinator for the City of Phoenix Housing Department Community and Supportive Services Program. He is a former Caseworker II with City of Phoenix Housing Department. He assists families living in City of Phoenix public and affordable housing assisting them in finding pathways to self-sufficiency. As a Field Instructor for Arizona State University School of Social Work he is currently coordinating the management of the Housing Department's field internship placement program.

Francisco graduated from Arizona State University (ASU) with a Masters of Social Work in 2006 and a Bachelors of Social Work in 2002. He also has Bachelors in Justice Studies he received in 2005 from ASU. Francisco has worked with numerous populations including school children, homeless individuals, and families in crisis. Francisco has done community organizational work in areas across the City of Phoenix as a Community Worker.

SHEREE BOUCHEE is a Project Manager at the City of Phoenix, AZ Housing Department where she is responsible for overseeing affordable housing projects funded and assisted by the City of Phoenix including those assisted by the HUD HOME and CDBG programs.

EARL COOK is the newly appointed Community Planning and Development (CPD) Program Manager in HUD's Phoenix Field Office. Most recently, Earl served as a desk Officer in HUD's Office of Affordable Housing Programs in Washington, D.C. and as a CPD Representative in HUD's Los Angeles Field Office. Prior to his career with HUD, Earl was the Deputy Director of Housing and Community Development for the City of Boise, Idaho and formerly the Grants Manager for the Idaho Housing and Finance Association.

JULIE CULVER is the Manager of consulting group Partners for Housing Solutions. Julie also worked for the Arizona Department of Housing, Cope Community Services, Inc., and the Foundation for Senior Living. Julie is an expert in the affordable housing development field. Her career has provided her with underwriting and project management experience for projects funded with Low Income Housing Tax Credits and HOME Investment Partnership program.

JEANNIE DUNCAN works with brilliant leaders to make a big difference in the world. Her passion is helping technical experts who become organizational leaders align their quest for excellence with the talents and well-being of their teams and organizations, and fully takeoff on their path to stardom.

Jeannie has 25 years of corporate executive experience in talent management and organizational development roles across the U.S., Middle East, Southeast Asia and South America. With her support, leaders have shifted organizational cultures to strengthen engagement and contribution at all levels, and re-engineered talent management processes resulting in increased productivity and unparalleled employee and community loyalty. To broaden her impact, she founded her executive coaching business, JSDuncan LLC, in 2014. She now serves the top executives who need her most, across a broad range of industries, to create successful, healthy, mutually-rewarding and thriving workplaces everywhere.

A graduate of Fielding Graduate University's Evidence Based Coaching Program and certified in group coaching, Jeannie also has three Master's degrees in Educational Administration, Human Resources Management and Development, and Organizational Development and her PhD in Human and Organizational Systems.

MARTA DURON began her career with the U.S. Department of Housing and Urban Development (HUD) in August 2006 as a Public Housing Revitalization Specialist where she manages a portfolio of public housing authorities in Arizona providing compliance monitoring and technical assistance of the Public Housing and Housing Choice Voucher Programs. Prior to coming to the Phoenix Office of Public Housing, she worked at different PHAs in multiple positions starting out as a receptionist and working her way up to the position of Executive Director. Marta also participated on the Section 8 which provided her the opportunity to attend Northeastern Illinois University and receive her Bachelor degree.

CATHERINE DYCIEWSKI brings 30 years of professional experience in finance and management. She serves as CFO for A New Leaf and is responsible for accounting, budgeting, internal controls and financial policies. Catherine previously served as CFO for United Way of Greater Mercer County in New Jersey and a Rutgers University graduate.

MICHAEL FLORES is a CPD Representative in the Phoenix Field Office. Michael served in the U.S. Air Force as an Armaments Systems Specialist and Management Engineer/Manpower Specialist. He has a Master's Degree in Business and has worked in government as an Organizational Consultant with Maricopa County and as an Inspector/Compliance Auditor with the Arizona State Department of Corrections.

NOEMI GHIRGHI is the Senior CPD Representative in the Phoenix Field Office and previously worked in the Office of Native American Programs. After obtaining a Master's in Urban Planning and Development, Noemi worked overseas as a Peace Corp Volunteer in the Ivory Coast and served as a Program Manager for Catholic Relief Services in Brazil.

MARTIN GREENLEE is ZoomGrant's Customer Relations Manager. As a past customer, Martin used the ZoomGrants system to streamline a multimillion dollar paper-based grant program. He served 10 years as Grant Administrator for the City of Vancouver, WA., managing CDBG, HOME, and other HUD funding. As Customer Relations Manager, Martin draws on over 15 years of local government experience in civil engineering, land-use planning, and federal grants to facilitate nationwide customer recruitment, sales, training, and support.

TUSHAR GURJAL is NAHRO's Policy Analyst for Section 8 programs. He works on issues related to the Housing Choice Voucher Program, the Project-Based Voucher Program, and Affirmatively Furthering Fair Housing. Before coming to NAHRO, he worked at Habitat for Humanity International in the State and Local Relations group. He is a graduate of Villanova Law School and Brown University.

JENNY HSU NAHRO Community Development Policy Analyst: Since 2013, Jenny has provided NAHRO members with legislative and regulatory policy analysis for HUD's community development programs, including CDBG, HOME, and the McKinney-Vento Homeless Assistance Programs. She also develops recommendations in response to federal rulemaking and represents the association's interests during meetings with HUD, on the Hill and with interest groups. Jenny holds a Master of Urban and Regional Planning degree from Florida Atlantic University.

THERESA JAMES is the Housing Services Supervisor for the City of Tempe Public Housing Authority. She currently serves on the Board of the Maricopa Continuum of Care and Arizona Coalition to End Homelessness Board of Directors. She has devoted her entire career to advocating for an end to domestic violence and homelessness.

JEREMY JOHNSON is the financial coordinator at the City of Mesa and is responsible for financial oversight of the city's CPD programs. He brings 14 years of experience working with federal grant programs and is an avid Arizona Cardinals fan and a Phoenix native. He does not embrace Pokémon Go.

JANA KELLY has over 30 years of experience in the finance field; 25 of those have been in government finance, with the last 11 in the Housing industry. She has worked for Williams Housing Authority, Glendale Housing Authority and is now with City of Mesa Housing & Community Development as the Fiscal Analyst. Jana enjoys reading almost anything except those titled Federal Register or PIH Notice.

PETER KOZIOL has worked for U.S. Department of Housing and Urban Development for 29 years. He has been with the Office of Public Housing since October, 2006, when he accepted a position as a Financial Analyst for the Phoenix office. He has welcomed the challenge of focusing on the financial aspects of public housing programs and the opportunity to work in a program that is critical to accomplishing HUD's mission of providing housing to those in need.

Prior to joining the Office of Public Housing, Pete worked in HUD's Multifamily Housing division for ten years serving in several different capacities. Pete was an Asset Manager where he managed a portfolio of HUD-insured and HUD subsidized multifamily projects. Pete also worked in the development side as a Housing Representative and a Mortgage Credit Examiner.

Pete has a Bachelor of Science degree from Arizona State University.

MARY ALBA KURTH has led the highly successful Smoke-Free Living initiative since its inception in 2012. She has presented on this topic at conferences across the US. A proud alumna of Arizona State University and Valley Leadership, she was honored in 2013 by Arizonans Concerned About Smoking for her leadership on smoke-free living.

YOLANDA MARTINEZ is the Housing Development Manager for Housing's Development Division which: administers redevelopment of public housing using HOPE VI or other financing; provides gap financing for affordable housing development; performs project management functions for construction work underway; and administers HOPE VI, HOME, CDBG, general obligation bonds, and HOPWA funding.

RICH MONTETON - I have been teaching Active Shooter for 8 years. I spent 11 years on the SWAT team. I am currently the Training Sgt and oversee the Defensive Tactics, Taser, Less Lethal program. I have been with Tempe for 18 years and held numerous assignments to include K-9/ Bikes. My background is in Use of Force and Tactics.

KEON MONTGOMERY is currently the Asset Management Housing Manager for the City of Phoenix Housing Department. The Asset Management Division is responsible for the operations and ongoing regulatory compliance of 28 City owned developments throughout Phoenix. The Division also provides environmental reviews and compliance monitoring for developments funded by the Housing Department.

DENNIS MORGAN, a Senior Associate at D L Morgan & Associates and part of NAHRO's Faculty, has provided technical assistance and training on an array of issues including SEMAP, PH and HCV Calculations, PBV, RAD, Housing Quality Standards, UPCS, Screening and Terminations, Lease Enforcement, Admission and Occupancy, Section 8 Administration, Housing Choice Voucher Homeownership, Moving to Work, Consortia, Relocation, PHAS, and the PHA Plan. Mr. Morgan also teamed with other senior members to co-author the soon to be released Public Housing Admission and Occupancy Guidebook, Voucher Homeownership Guidebook, Consortia articles and other publications. Mr. Morgan has over 45 years of experience in the public housing industry also serving 6 years as Executive Director of Lucas Metropolitan Housing Authority in Toledo, Ohio and serving in executive positions in two Florida PHAs for 23 years including 16 years at the Orlando Housing Authority and 7 years as Executive Director of the Deland Housing Authority.

ANTHONY NEWELL started as HQS Inspector at HOM, Inc. in November 1998 and has proven to be an invaluable team member. Anthony is now Owner Support Supervisor and oversees the Owner Support Department, which includes HQS inspections, ownership verifications, payment support, and landlord outreach and education. Anthony is a certified Housing Quality Standards Inspector and has obtained HUD's Visual Assessment Certificate from the Office of Lead Hazard Control. Anthony is excited to work for HOM, Inc. in this new position serving our customers.

ERIC OBERDORFER is the Policy Advisor for Public and Affordable Housing at the National Association of Housing and Redevelopment Officials (NAHRO). He is responsible for a policy portfolio that includes the federal Public Housing Program and other affordable housing programs. This requires researching, analyzing, and formulating recommendations related to regulations and legislation involving federal rental assistance programs, including, but not limited to, the U.S. Dept. of Housing and Urban Development's Public Housing Program. Along with the Policy and Program Development team, Eric is responsible for refining and advancing NAHRO's legislative and regulatory agenda.

Prior, Eric was a Research Associate at the Housing Assistance Council (HAC). At HAC, he worked on a variety of projects and reports that focused on topics related to rural affordable housing. His previous experience also includes working with affordable housing at the Department of Neighborhoods in Anchorage, Alaska, as well as the City of Vancouver and BC Housing in Vancouver, British Columbia. Eric's has a B.A. in geography and international development from the University of Washington in Seattle and an M.A. in community and regional planning from the University of British Columbia in Vancouver

NICK OBERLE has been at HUD since July 2015, working on the UPCS-V project for REAC's Oversight and Evaluation Division (OED). Prior to his position at HUD, Mr. Oberle built and remodeled custom homes in Colorado and southern California. He served as a Peace Corps volunteer in Panama, constructing rural aqueduct systems in the jungle of Darien from 2010 to 2012.

ZONA PACHECO, LCSW is the City of Phoenix Housing Supportive Services Coordinator and the former HOPE VI Community and Supportive Services Program (CSS) Coordinator for the City of Phoenix HOPE VI Revitalization Project. The Housing Department provides supportive services to the residents who live in the over 2500 public and affordable housing apartments. These services include education, employment, health care prevention, youth and senior services, and other resources to the residents/families so that they can attain a high level of self-sufficiency.

Ms. Pacheco's background offers 28 years of comprehensive experience in Administration, Human Services, Behavioral Health, and Health Care. She holds a Master's Degree in Social Work and a Bachelor's of Science Degree in Psychology both from Arizona State University. Her tenure includes over twenty years of supervisory experience working in the private, the non-profit and the government sectors of the community; health care; community coalition building; program development and grant implementation. She has been an Arizona State University School of Social Work Field Instructor for 24 years, providing field education to both Master and Bachelor level student interns. Ms. Pacheco has extensive experience running programs that have a strong emphasis on families and youth; was a Youth Service Coordinator with the City of Phoenix School Based Program; currently runs the Chandler Alcohol Education Program for youth; and provides private counseling specializing in youth and adolescents.

MICHAEL SHORE is CEO of HOM, Inc., a leader in innovative housing solutions for individuals and families experiencing homelessness. HOM, Inc., partners with public and private agencies to operate permanent supportive housing and rapid re-housing programs to stably house over 2,100 households monthly throughout Maricopa County.

OFFICER CHIP SIKES is a 27-year Law Enforcement Officer and United States Marine Corps Veteran, with Experience in Patrol, Field Training, Motors, Plain Clothes/Narcotics, a SAU/SWAT - Hostage Negotiator, and Public Housing, with an extensive background in Crisis Intervention/EDP training. His course educates, promotes and supports collaborative efforts that create and sustain positive, effective interactions with Law Enforcement & Mental Health Care providers with individuals with Mental Illness(es), Special Needs and PTS. This course offers education in recognition, de-escalation tactics and resource information, while striving to reduce the Stigma that encompasses these topics.

ELAINE SIMPSON has been employed in the housing industry since 1986. Ms. Simpson has extensive experience in low income and affordable housing programs, senior communities. She founded Occupancy Solutions to provide operational, program compliance, maintenance, HR, leasing, marketing, consulting and training services for market rate, senior and affordable housing communities.

ROB SRONCE is ZoomGrant's Lead Senior Consultant. Rob has over 20 years of housing and community development experience, with 14 years of direct experience working with federal and state housing and community development grants and grant-funded programs. Mr. Sronce has expertise in the CDBG, NSP, and HOME programs. He has designed and implemented grant-funded programs as well as provided expert assessments and focused technical assistance. His areas of expertise include HUD reporting systems (IDIS and DRGR), the development and implementation of local grants management systems, annual planning, labor compliance, relocation, and fiscal management.

BRIAN SWANTON was formerly the President and CEO of Community Services of Arizona, Inc., where he directed the preservation and construction of over 2,300 units of housing in 29 residential communities across Arizona and successfully refinanced and/or repositioned 1,702 units in the organization's multi-family portfolio. Mr. Swanton also spent 8 years of his career in the public sector, having served as the Housing Development Manager for the City of Scottsdale, as well as other positions in housing and community development with the City of Glendale, AZ, the Arizona Department of Housing, and the City of Quincy, MA.

Mr. Swanton holds a Master of Public Administration and a Bachelor of Science in Urban Planning, both from Arizona State University where he currently teaches graduate and undergraduate courses in housing finance and neighborhood revitalization. Brian is also certified as a Housing Development Finance Professional by the National Development Council. Brian is currently the Chairman of the Board of Directors for the Arizona Housing Alliance, Arizona's only statewide affordable housing advocacy organization.

RICHARD THOMASON is a CPD Representative in the Phoenix Field Office. Richard has prior experience in Real Estate, Property Management, and Business and Environmental enforcement.

TERESA TORRES began her career with the U.S. Department of Housing and Urban Development (HUD) in September 1994 working in the Los Angeles Field Office. In July 2002, she moved to the Phoenix Field Office and currently holds the position of Program Analyst. She manages a portfolio of public housing authorities in Arizona providing compliance monitoring and technical assistance of the Public Housing and Housing Choice Voucher Programs. Prior to coming to Public Housing, she worked in the Office of Native American Programs and Multifamily Asset Management. She has also worked at various PHA's working as a case manager conducting eligibility, reexaminations and inspections.

AMANDA VANMETER is a Fire and Life Safety Education Specialist with the Mesa Fire/Medical Department. She manages the Social Services area of the department.

CHAD WAKEFIELD is a Regional Director for Overland, Pacific and Cutler, Inc. (OPC) for Arizona, Nevada and Northern California. For the past seven years Chad has led his team of real estate and relocation specialist to deliver federally assisted projects in Arizona, California, Georgia, Hawaii, Nevada, Ohio, Oregon, Washington, and Texas. Chad has assisted private developers and public housing authorities plan, execute and close out federally assisted projects under HUD Section 18, HOME and RAD guidelines. He is currently working with numerous developers on the City of San Francisco's Citywide RAD Conversion effort as well as RAD projects with the City of Austin, TX, City of Richmond, CA and Cincinnati, OH Housing Authorities. Chad has delivered relocation projects under Army Corp, Caltrans, FHWA, and FTA oversight. He is a Certified Project Management Professional (PMP) and pending award of IRWA's Senior Right-of-Way Professional (SR/WA), Negotiations and Acquisition (NAC) and Relocation Assistance (RAC) credentials.

PAULA WAYBRIGHT - As a leading edge baby boomer, my heartwork has been assisting, encouraging and providing support to adult students and community members searching for new academic/career/life possibilities. I recently retired from Mesa Community College, after 27 years, where I coordinated a variety of re-entry and women's programs. I also taught classes in both Counseling, and Women's Studies that were designed to help people learn to identify, articulate and achieve their dreams. As a re-entry student myself, I returned to school at the age of 37, intending to "take just a few classes". I ended up earning my Bachelor degree in Women's Studies, my Masters in Educational Counseling, and my Doctorate in Spirituality and Community Leadership.

ARLEN WESTLING has served as the Executive Director for Paz de Cristo for the past 4 years. Prior to this position he spent his entire career in the computer business in sales and marketing positions and starting, running and selling his own business. Arlen has served in leadership positions of several non profit organizations including the Jaycee's, St. Vincent de Paul and the board of Paz de Cristo.

“EXCELLENCE IS NEVER AN ACCIDENT; IT IS THE RESULT OF HIGH INTENTION, SINCERE EFFORT, INTELLIGENT DIRECTION, SKILLFUL EXECUTION AND THE VISION TO SEE OBSTACLES AS OPPORTUNITIES.”

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