

# AZNAHRO Conference

## Event Schedule

Thu, Aug 04, 2022

8:15 AM

### Doors Open, Registration & Breakfast

🕒 8:15 AM - 8:45 AM, Aug 4

📍 Chandler 1 & 2

General Sess...

Welcome to AZNAHRO 2022!

9:00 AM

### Day 1 Conference Welcome

🕒 9:00 AM - 10:00 AM, Aug 4

📍 Chandler 1 & 2

General Sess...

#### 👤 Speakers



#### Irma Hollamby Cain

Deputy Human Services Director  
City of Tempe



#### Mayor Corey D. Woods

Mayor, City of Tempe  
City of Tempe



#### Patricia Wells

Executive Director/CEO  
Oakland Housing Authority



#### Mark Thiele

NAHRO CEO  
National NAHRO

10:00 AM

### Break

🕒 10:00 AM - 10:15 AM, Aug 4

10:15 AM

### Opening General Session w/ Keynote Dr. Marcie Beigel

🕒 10:15 AM - 11:45 AM, Aug 4

📍 Chandler 1 & 2

General Session

Professional Development

#### **The Power of Being**

We need to spend more time being, in order to 'be more'. In a world where action and outcomes are usually the focus, we will explore the power and impact of being. Walk away feeling the difference within yourself and with strategies to create moments of being every day!

#### 👤 Speaker



#### Marcie Beigel

Behavior Expert  
CEO + Founder Behavior & Beyond

12:00 PM

### Business Lunch and Awards Ceremony

🕒 12:00 PM - 1:45 PM, Aug 4

📍 Chandler 1 & 2

General Sess...

2:00 PM

### Landlord and Tenant Rights and Responsibilities

🕒 2:00 PM - 3:15 PM, Aug 4

📍 Scottsdale

Fair Housi...

The Landlord and Tenant Rights and Responsibilities workshop covers the basic principles of the Arizona Landlord and Tenant Act. Key components of the lease are discussed along with what defines essential services, how to request repairs, and what constitutes an emergency. Landlord and Tenant obligations and remedies are discussed that include eviction timelines. Landlord and Tenant counselors are able to make referrals to partnering agencies and these programs will be defined.

#### 👤 Speakers



#### Stefanie Nader

Case Worker III/Program Manager  
City of Phoenix



#### Angel Poole

Landlord/Tenant Counselor  
City of Phoenix



#### Keirsten Anderson

Equal Opportunity Specialist  
City of Phoenix

### Building Effective Leadership Communication with Charisma – Part 1

🕒 2:00 PM - 3:15 PM, Aug 4

📍 Mesa

Professional Develop...

This leadership training session focuses on enhancing and refining AZNAHRO members' abilities to effectively lead organizational change and communicate in inspirational and charismatic ways. The session introduces participants to a set of specific communication tactics, also known as charismatic leadership tactics, that they can use in their own leadership to drive change, motivate and engage others, and create a pathway for inspiration in their own organization.

#### 👤 Speaker



#### Ulrich Jensen

Founder and Director of Lead 2 Inspire  
Lead 2 Inspire

### National NAHRO/Washington Update

🕒 2:00 PM - 3:15 PM, Aug 4

📍 Gilbert

Advocacy

### Community Development Block Grant (CDBG) Basics Part I

🕒 2:00 PM - 3:15 PM, Aug 4

📍 Tucson

Community Development Block Grant (CDBG)

Housing Development

This training will provide the opportunity to learn the basic requirements of using Community Development Block Grant funds. Specifically, this training covers the fundamentals of CDBG including national objectives and eligible activities, eligible costs, limitations on expenditures, program administration, and monitoring requirements.

Speaker



**Dennis Newburn**  
AZNAHRO

## Understanding Adverse Childhood Experiences (ACES) and Trauma-Informed Care

2:00 PM - 3:15 PM, Aug 4

Chandler 3

Family Self-Sufficiency...

Session 1: Understanding Adverse Childhood Experiences (ACES) and Trauma-Informed Care

- What are ACES and why do they matter?
- How can ACES affect the residents I work with? (and me!)
- Now that we know the brain science, what do we do about it?

Speaker



**Anice Chenault**  
Program Manager  
HUD

## Relocation: What You Don't Know Will HURT You

2:00 PM - 3:15 PM, Aug 4

Chandler 4

Housing Develop...

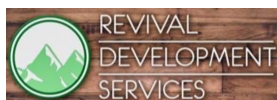
As the need to preserve, convert, and redevelop public and other types of affordable housing increases, so does the need to temporarily or permanently relocate tenants. The regulatory and human capital requirements are often misunderstood and poorly planned. Although a regulatory requirement and a project cost, relocation is all about taking care of people; when done right, cost, time, and frustration can be saved. Through an interactive dialogue between the presenter and the audience this session will provide an overview of the relocation planning, noticing, compensation, and advisory services requirements under the Uniform Relocation Act (URA). The presenter will share lessons learned, tips, and solutions that the audience can use to achieve a successful relocation program. Bring your thoughts, experiences, concerns, and questions for a lively discussion.

Speaker



**Chad Wakefield**  
Founder and President of Revival Development Services  
Revival Development Services, LLC

Sponsored By:



Revival Development Services, LLC

3:30 PM

### Supportive Housing Development: What Does It Take?

🕒 3:30 PM - 4:45 PM, Aug 4

📍 Scottsdale

Housing Develop...

This session will provide an overview of supportive housing and development - what is it? who is it for? is your organization ready to develop supportive housing? what are the roles of the different partners needed for supportive housing development? what resources are most commonly used to finance supportive housing?

🗣️ Speaker



**Margaret Adams**  
Senior Program Manager  
CSH

### Building Effective Leadership Communication with Charisma – Part 1

🕒 3:30 PM - 4:45 PM, Aug 4

📍 Mesa

Professional Develop...

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🗣️ Speaker



**Ulrich Jensen**  
Founder and Director of Lead 2 Inspire  
Lead 2 Inspire

### Talent Attraction & Retention: 5 Great Ideas & Hilariously Bad Ideas

🕒 3:30 PM - 4:45 PM, Aug 4

📍 Gilbert

Professional Develop...

Talent attraction and retention is a critical function of today's leadership. Finding ways to keep employees happy and engaged without breaking the bank is a challenging and constantly evolving task. This session will focus on successful methods to attract and retain skilled staff and will highlight some tactics to avoid.

🗣️ Speaker



**Keith Gregory**  
Director of Housing  
Pascua Yaqui Tribe Housing Department

### Community Development Block Grant (CDBG) Basics Part I

🕒 3:30 PM - 4:45 PM, Aug 4

📍 Tucson

Community Development Block Grant (CDBG) Housing Development

This training will provide the opportunity to learn the basic requirements of using Community Development Block Grant funds. Specifically, this training covers the fundamentals of CDBG including national objectives and eligible activities, eligible costs, limitations on expenditures, program administration, and monitoring requirements.

🗣️ Speaker



**Dennis Newburn**  
AZNAHRO

### Best Practices for Trauma-Informed Care Program Design

🕒 3:30 PM - 4:45 PM, Aug 4

📍 Chandler 3

Family Self-Sufficiency...

#### Session 2: Best Practices for Trauma-Informed Care Program Design

- Following a Trauma-Informed Care model, understand best practices for recruitment of participants
- Where and When matters
- Setting Goals and making ITSPs
- Best Practices for partnerships

🗣️ Speaker



**Anice Chenault**  
Program Manager  
HUD

### Managing the Only Constant - Project Risk and Change

🕒 3:30 PM - 4:45 PM, Aug 4

📍 Chandler 4

Housing Develop...

#### Managing the Only Constant - Project Risk and Change

No truer statement than the only constant is change and change is risk. Housing organizations are undergoing significant changes in how they operate, the subsidy sources they use, and their need to recapitalize, redevelop and/or renovate their assets. All involved feel the stress of these changes .

The GOOD NEWS is, CHANGE and its associated RISK, is highly manageable. This session will focus on useful skills to aide in developing Change Management Plans and integrating those plans into the organizations actions, communications, and control of quality and risk in the delivery of projects, programs, and daily functions.

🗣️ Speaker



**Chad Wakefield**  
Founder and President of Revival Development Services  
Revival Development Services, LLC

5:00 PM

### Networking Social Event

🕒 5:00 PM - 8:00 PM, Aug 4

Come join the fun interacting with colleagues. Event DJ will be Austin Carthell.



**Fri, Aug 05, 2022**

8:15 AM

### Doors Open, Registration & Breakfast

🕒 8:15 AM - 9:00 AM, Aug 5

📍 Chandler 1 & 2

General Sess...

Welcome to AZNAHRO 2022!

9:00 AM

### Day 2 Conference Welcome

🕒 9:00 AM - 9:30 AM, Aug 5

📍 Chandler 1 & 2

General Sess...

#### 👤 Speakers



#### Irma Hollamby Cain

Deputy Human Services Director  
City of Tempe



#### Mayor Kevin Hartke

Mayor  
City of Chandler

9:30 AM

### Day 2 General Session w/ Keynote Eric Bailey

🕒 9:30 AM - 10:15 AM, Aug 5

📍 Chandler 1 & 2

General Session

Professional Development

#### The NOW Normal: The LEARNABLE Brain Science of Resilience and Connection

Do you remember where you were when the second tower went down? Do you remember how the country held its collective breath? Do you remember what happened the following week? Unprecedented unity sparked by unprecedented shared adversity. As we continue to emerge from this once-in-a-lifetime global challenge, this session will explore the brain science of resilience and how we can build stronger connections with those around us.

#### 👤 Speaker



#### Eric Bailey

Bestselling Author and President of Bailey Strategic Innovation Group  
Bailey Strategic Innovation Group

10:15 AM

### Break

🕒 10:15 AM - 10:30 AM, Aug 5

10:30 AM

### Day 2 General Session w/ Keynote Eric Bailey continued

🕒 10:30 AM - 11:45 AM, Aug 5

📍 Chandler 1 & 2

General Session

Professional Development

#### The NOW Normal: The LEARNABLE Brain Science of Resilience and Connection

Do you remember where you were when the second tower went down? Do you remember how the country held its collective breath? Do you remember what happened the following week? Unprecedented unity sparked by unprecedented shared adversity. As we continue to emerge from this once-in-a-lifetime global challenge, this session will explore the brain science of resilience and how we can build stronger connections with those around us.

 Speaker




**Eric Bailey**

Bestselling Author and President of Bailey Strategic Innovation Group  
Bailey Strategic Innovation Group

12:00 PM

**Lunch and FSS Raffle**


 12:00 PM - 1:00 PM, Aug 5

 Chandler 1 & 2

**General Sess...**

1:15 PM

**Housing Fraud and the Role of HUD's Inspector General**

 1:15 PM - 2:30 PM, Aug 5

 Scottsdale

**Advocacy**

**Fair Housing**

A brief review of the Office of Inspector General's (OIG) role within HUD and the federal law enforcement community, along with a description of how OIG Special Agents process criminal referrals. Included are several case studies of previous housing fraud investigations and suggestions on how to minimize program abuse while making prosecutions more viable.


 Speaker



**Joshua Stockman**

Office of Inspector General  
U.S. Department of Housing and Urban Depevelopment (HUD)

**Building Effective Leadership Communication with Charisma – Part 2**

 1:15 PM - 2:30 PM, Aug 5

 Mesa

**Professional Develop...**

This leadership training session elevates AZNAHRO members' abilities to communicate in inspirational and charismatic ways through a series of interactive, action-oriented activities. The aim of this session is for every participant to leave with a toolbox loaded with specific communication tactics that they can use to connect with others and inspire action in their organization. This session is very hands-on and challenges participants to become a more charismatic version of themselves.


 Speaker



**Ulrich Jensen**

Founder and Director of Lead 2 Inspire  
Lead 2 Inspire

**Emergency Housing Vouchers( EHV) and Coordinated Entry: What we learned in Maricopa County**

 1:15 PM - 2:30 PM, Aug 5

 Gilbert

**Housing Choice Voucher...**

Emergency Housing Vouchers (EHV) and Coordinated Entry: What we learned in Maricopa County

Maricopa County was awarded 771 Emergency Housing Vouchers (EHV). This session will cover how we worked together as a community to assist Public Housing Authorities on the process of Coordinated Entry. The lessons learned and where we are at now.

🗣️ Speaker



**Nicky Stevens**  
Certified Public Manager  
Maricopa Association of Governments (MAG)

## Community Development Block Grant (CDBG) Basics Part 2

🕒 1:15 PM - 2:30 PM, Aug 5

📍 Tucson

Community Development Block Grant (CDBG) Housing Development

This training will address funding decisions, such as:

- Why grantees need to do a subrecipient risk assessment before funding decisions are made
- Things to look for as part of subrecipient monitoring
- Crosscutting Federal requirements and how they may affect your proposed activity

This session will also include a discussion on successful CDBG-funded activities and the partnerships created that were necessary to execute the projects.

🗣️ Speaker



**Dennis Newburn**  
AZNAHRO

## Family Self-Sufficiency (FSS) Update

🕒 1:15 PM - 2:30 PM, Aug 5

📍 Chandler 3

Family Self-Sufficiency...

Session 3: FSS Update

- Federal Budget review and NOFO
- Final Rule
- Monitoring and Composite Score

🗣️ Speaker



**Anice Chenault**  
Program Manager  
HUD

## Learning Management Systems - What is an LMS and why would I want or need one?

🕒 1:15 PM - 2:30 PM, Aug 5

📍 Chandler 4

Professional Develop...

Since the pandemic, on-line learning has seen a massive increase in participation, and continues to grow. What is behind this trend? Studies indicate that employee training affects employee retention. 'The Great Resignation' has come to PHAs: how do PHAs effectively train new hires without adding another task to burdened staff? Learning Management Systems!

🗣️ Speaker



**Inger Budke**  
Yardi Systems, Inc.



2:45 PM

## Housing Choice Voucher Leasing Strategies

🕒 2:45 PM - 4:00 PM, Aug 5

📍 Scottsdale

Housing Choice Voucher...

This session will have a panel that consists of Housing Authority staff discussing various leasing strategies being utilized in order to increase landlord participation in the Housing Choice Voucher program and increase leasing opportunities for voucher holders.

- Andre Serrette - Arizona Quadel/City of Phoenix Housing Dept.
- Jessica Cruz - Housing Authority of Maricopa County
- Christopher Groesbeck - Housing Authority of the City of Scottsdale
- Diana Loayza - Housing Authority of the City of Glendale

### 🗣️ Speakers



**Christopher Groesbeck**

City of Scottsdale



**Diana Loayza**

Landlord Liaison Community Revitalization  
City of Glendale



**Jessica Cruz**

Rental Assistance Programs Manager  
Housing Authority of Maricopa County



**Andre Serrette**

Managing Director for Arizona Quadel  
Quadel

### 👥 Sponsored By:



**Quadel** Quadel, Inc.

## Building Effective Leadership Communication with Charisma – Part 2

🕒 2:45 PM - 4:00 PM, Aug 5

📍 Mesa

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### 🗣️ Speaker



**Ulrich Jensen**

Founder and Director of Lead 2 Inspire  
Lead 2 Inspire

## Diversity, Equity and Inclusion

🕒 2:45 PM - 4:00 PM, Aug 5

📍 Gilbert

Racial Equ...

The Maricopa County Continuum of Care adopted a Racial Equity plan that can be used for organizations to ensure their organizations are equitable and representative of the people they serve. The presentation will go over the information of what the research discovered in the homeless response system, and also about the people being served throughout Maricopa County.

🗣️ Speaker



**Nicky Stevens**

Certified Public Manager  
Maricopa Association of Governments (MAG)

## Community Development Block Grant (CDBG) Basics Part 2

🕒 2:45 PM - 4:00 PM, Aug 5

📍 Tucson

Community Development Block Grant (CDBG)

Housing Development

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- Crosscutting Federal requirements and how they may affect your proposed activity

This session will also include a discussion on successful CDBG-funded activities and the partnerships created that were necessary to execute the projects.

🗣️ Speaker



**Dennis Newburn**

AZNAHRO

## Family Self-Sufficiency (FSS) Roundtable

🕒 2:45 PM - 4:00 PM, Aug 5

📍 Chandler 3

Family Self-Sufficiency...

The session will be a roundtable where FSS Coordinators (new and seasoned) can share their feelings, concerns and residual questions about the changes brought about by the FSS Final Rule. Breakout sessions with structured exercises will provide the participants with the opportunity to develop next steps follow when they return to their PHAs.

🗣️ Speaker



**Rene Tarver**

FSS ListServ

## Rentals, Disabilities & Animals - What You Need to Know to Be Fair Housing Compliant

🕒 2:45 PM - 4:00 PM, Aug 5

📍 Chandler 4

Fair Housi...

This session is a look at a subject that has been and remains at the top of the list for housing discrimination across the states, Disabilities. We will focus on the tools under HUDs guidance's and the free support that is available. You will learn through scenarios, and questions how Federal and Local Fair Housing Laws apply and the tools that are useful.

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🗣️ **Speaker**



**Cheri Horbacz**

Director Education & Outreach  
Southwest Fair Housing Council