

# AHMA-NCNH 30th ANNUAL CONFERENCE and TRADE SHOW

## EDUCATIONAL SESSIONS

	Agency (Salon A)	Property Management (Salon B)	Leadership (Salon C)	Occupancy (Salon D)	Maintenance (Salon E)
September 15, 2011	<b>Session I</b> 9:00 - 10:15 a.m. Changes on the Horizon: California Housing Update Chris Penny, CALHFA, Leslie Corsiglia, San Jose Housing Dept, and Matt Naish, HUD San Francisco California faces new challenges and opportunities in affordable housing. Hear from a panel of experts about current state trends, shifts in housing stock and funding changes.	Stay Afloat with Money Saving Solutions Facilitated by Barry Cammer, Barcelon Associates Learn from your peers. Four Penny Pinching Managers will share their money-saving strategies.	Are All Hands on Deck? Conflict Resolution Tips Susan Sherfield, Mercy Housing Wouldn't it be nice if we could all just get along? When personalities collide in the workplace, learn conflict resolution tips.	Sink or Swim: EIV Troubleshooting Nancy Hart, Nat'l. Resources for Housing Don't put your HUD Management and Occupancy Review at risk, learn how to build and manage your EIV "Master File."	Don't Get Shockwaved: Electrical Repairs Paul Rhodes, HD Supply During this hands-on course, learn common electrical device installation and troubleshooting. Electrical safety, OSHA awareness, and electrical panel service will be discussed.
	<b>Session II</b> 10:45 a.m. - Noon Navigating 2011 Policy: CTCAC Compliance Workshop Rose Guerrero, CTCAC What's new in 2011? TCAC will discuss the new policies, procedures and requirements published in the 2011 Policy Memo.	Don't Let Problem Tenants Sink Your Ship: Mock Eviction John Zanghi & Team Attend a mock eviction. A step-by-step of the unlawful detainer process using real cases.	Become a Captain of Communication: Communicate with Professionalism Susan Sherfield Raise your personal performance standard. Learn professional verbal and written communication skills to help you climb to the top.	All Aboard: The <b>NEW</b> Affirmative Fair Housing Marketing Plan and LEP Jeff Jackson, HUD San Francisco For HUD managers, learn how to create and implement the new AFHMP and LEP implementation requirements.	Flooding Flooding Flooding!!! Plumbing Repairs Paul Rhodes, HD Supply In a hands-on setting, learn replacement and repair of kitchen sinks and faucets. Discussion will include installation of fixtures along with drain cleaning, and safety and problem diagnosis of toilets.
	<b>Session III</b> 3:45 - 5:00 p.m. Welcome Aboard! Meet'n'Greet with Your <b>NEW</b> HUD Contract Administrator Danny Dadios, HUD San Francisco, Nancy Wesoff, LA LOMOD Corp Hot Off the Press: Come and meet the new HUD Contract Administrator. Learn first-hand LA LOMOD's MOR frequent findings and transition plan.	Anchors Away: Taking Your Property from Good to Great Mary Brown, Christian Church Homes Turn your property into a NAHMA "Community of Quality." A COQ award can earn you new marketing power in competitive markets. Learn how to become a COQ!	From Shipmate to Captain: Discover Your Natural Born Leader Kay Kallendar, ABHOW An interactive session that teaches you how to inspire your staff to work to their greatest potential.	Sink or Swim: EIV Troubleshooting Nancy Hart, Nat'l. Resources for Housing Don't put your HUD Management and Occupancy Review at risk, learn how to build and manage your EIV "Master File."	From Bow to Stern: How to Pick-up REAC Points Brian Horn, John Stewart Company Not all areas of your property are scored equally. Know the criteria for REAC scoring - what counts most and least and learn what it takes to get a perfect score.
September 16, 2011	<b>Session IV</b> 8:30 - 10:00 a.m. Learn the Ropes: Compliance Managers Panel Travis Hanna, ABHOW, Lisa Vercauteren, CCH, Ricardo Pacheco, JSCo, Catina Wilson, EAH Sit down with industry compliance experts in Northern California who will share their audit practices and answer questions from the audience.	Don't Cross the Line: Legal Hot Topics Karen McCay, Pah & McCay Attorney Karen McCay will talk about Hoarding, Anti-Smoking, Mold, Security Deposit Interest and implementing the Carbon Monoxide Detectors law.	Crackerjack Customer Service for the Maintenance Professional Greg Ward, Smart Building Maintenance Technicians play a major role in delivering customer service to residents. The Do's and Don'ts of interacting with residents.	Change of Course: Leasing to the Baby Boomer Population Institute for Age Friendly Housing Will the baby boomer population be eligible for affordable housing and what amenities will fit their needs? Learn what is important to this future aging population.	Bedbug Stowaways: How to Boot Bedbugs off Your Boat Puneet Singh, Kimball Tiley & St. John LLP Tami Stuparich, California American Exterminators Hear what all the buzz is about with Integrated Pest Management (IPM). Learn how to create a comprehensive plan to prevent and reduce infestations.
	<b>Session V</b> 10:15 - 11:45 a.m. Put Your Budget in Your Radar: Learn to Be Asset Minded Judy Graboyes, Silicon Valley Bank Don't let your budget bog you down. Learn how to read the numbers, what to look for, and hear tips on how to write a variance report for your supervisor or client.	Steering in the Green Direction: Green Strategies & Techniques Eden Housing Green Committee Tired of being the only one towing the boat of energy saving measures? Get your residents saving energy. Learn how to teach and motivate your residents to start taking green actions today.	Are You Sending a Clear Signal? How to Communicate Performance Measurables Michael Dismuke & Lisa Rydholm Eden Housing Do you supervise staff? Learn to evaluate performance. Set goals with your staff, track progress and make year-end evaluations more meaningful.	Tow the Line: Sustainable Practices in Supportive Housing Irma Poe, Corporation for Supportive Hsg Learn effective practices for coordinating property management and support service functions. How to address behavioral issues, de-escalation, and share confidential information.	Get Ship Shape: Code Enforcement Larry Miller, CALHFA Is your property code compliant? Gain knowledge of city and state code enforcement requirements that will reduce your liability and risk of injuries or lawsuits.

TECH CAFE - Hall of Cities, Portland and Seattle Rooms  
(See next page for schedule)

## TECH CAFE – SEPTEMBER 15, 2011

	Portland Room	Seattle Room	Portland Room	Seattle Room
<b>Session I</b> 9:00 – 10:15 a.m.	<p>Calling All Passengers Automated Calls</p> <p>Debbie Carr One Call Now</p> <p>Increase attendance at your property events. Record one call and send it out to the whole community or a select group. Experience how quickly you can notify residents about meetings, routine reminders or emergencies.</p>	<p>Spreadsheets to Blow Your Captain Out of the Water</p> <p>Zach Lopez Satellite Housing</p> <p>Impress your supervisor with fancy spreadsheets. Learn to communicate information through Excel with all the bells and whistles including shading, borders, calculations and graphs.</p>	<p>Sleep Tight, Don't Let the Bed Bugs Bite: Prevention Products</p> <p>Tami Stuparich California American Exterminators</p> <p>Feeling like bedbugs are taking over your property and the fight is never ending? Discover that infestations can be prevented and mitigated. See the newest products on the market to prevent, detect and treat bedbugs.</p>	<p>Tour All-in-One Automated Management Software with Yardi</p> <p>Yardi Representative</p> <p>Open to all management software users, a Yardi Representative will demonstrate the future of all-in-one automated compliance, marketing and accounting software. Tech Support Staff will be available to answer your Yardi software questions one-on-one.</p>
<b>Session II</b> 10:45 a.m. – Noon	<p>What's in the Hull? Inventory Control</p> <p>Alvin Eng, Bethel Senior Housing PM Worx Representative</p> <p>Automate your inventory control. Keep track of your maintenance supply and appliance inventory with a simple hand-held barcode scanner. Manage your work orders in the field, in the moment, from an electronic work pad.</p>	<p>Don't Get Lost at Sea: Internet Marketing and Leasing</p> <p>Ron Bowen, John Stewart Company Rent.com Representative</p> <p>Become more successful with marketing and leasing on-line. Learn ways to increase exposure, schedule tours and accept applications online.</p>	<p>Run a Tight Ship: New Tools to Enhance Site Security</p> <p>GLIDE, and Dmitri Shimolin, Applied Video Solutions</p> <p>View the newest security camera surveillance and access control technology. See high definition cameras that capture faces and license plates. Learn how camera security systems can save your property money.</p>	<p>Tour All-in-One Automated Management Software with Real Page</p> <p>Real Page Representative</p> <p>Open to all management software users, a Real Page Representative will demonstrate the future of all-in-one automated compliance, marketing and accounting software. Tech Support Staff will be available to answer your Real Page software questions one-on-one.</p>
<b>Session III</b> 3:45 – 5:00 p.m.	<p>Calling All Passengers Automated Calls</p> <p>Debbie Carr One Call Now</p> <p>Increase attendance at your property events. Record one call and send it out to the whole community or a select group. Experience how quickly you can notify residents about meetings, routine reminders or emergencies.</p>	<p>Navigate to Your HUD Documents</p> <p>Nancy Hart Natl. Resources for Housing</p> <p>Having trouble finding HUD documents? Take the mystery out of it and learn how to use the HUDez search engine. In just a couple of clicks, you can find any HUD document.</p>	<p>Sleep Tight, Don't Let the Bed Bugs Bite: Prevention Products</p> <p>Tami Stuparich California American Exterminators</p> <p>Feeling like bedbugs are taking over your property and the fight is never ending? Discover that infestations can be prevented. See the newest products on the market to prevent, detect and treat bedbugs.</p>	<p>Don't Let Your Money Fall Overboard: E-Banking with Yardi</p> <p>Yardi Representative Leonel Soto, Focus Business Bank</p> <p>Open to all management software users, learn about new check-scanning technology that eliminates manual errors, deposits and bank runs. Funds are automatically transferred to the bank in real-time.</p>