

7:00 am to 4:00 pm            **Registration**

8:30 am            **Welcome, opening comments – Roy Cozart, SW-AHMA**

8:45 am            **Panel Discussion [45 min] – US Dept of HUD, Fort Worth & Southwest Housing Compliance Corp**  
**General**            *Topic to be determined.*

9:45 am            **Fair Housing For All [75 min] – Sue Streck**  
**General**            *Seven federally protected classes and maybe more for your state, city, or county. We will look at some recent case studies and touch on Reasonable Accommodations, Animals, and Parking. This session will include tips for maintenance and other staff, not just management. Be kind and stay out of trouble with more knowledge of Fair Housing!*

11:15 am            **Session A            Perspective & Mindset [45 min] – Kenny Wynn**  
*Shift the way we look and feel about life and the world we live in. It's all about perspective!*

**Session B            Reasonable Accommodations [45 min] – Sue Streck**  
*A greater understanding of what exactly a Reasonable Accommodation is versus Reasonable Modification. What are the rules surrounding giving the accommodation and the process? First thing is to have a procedure in place and follow it for everyone. We don't make the determination of the need. Find out how to go about allowing an applicant/resident to enjoy the same benefits and services as a person without a disability.*

12:00 pm to 1:30 pm            **Lunch and Awards – Roy Cozart & Marian Smith, SW-AHMA**

1:30 pm **Keynote            The Power of the Smile! – Ron Feingold**

- *The Power of the Smile in Your Personal & Business Lives*
- *How People Perceive Smiling and Why it is Important in Business*
- *The Science of the Smile*
- *What is being “Aware of your Face?”*
- *The Reassuring Properties of the Smile*
- *Cultural Difference in Smiling*
- *Strategies to Improve your Environment by Simply Smiling*
- *Health Benefits of Smiling*

2:30 pm            **Session A            Do the Right Thing: Property Management Ethics [60 min] – Gwen Volk**  
*Doing the right thing is not always obvious and frequently is not easy. Subscribing to a professional “code of ethics” is important but understanding and applying that code to real world situations requires study and practice. This course goes beyond the codes with straight talk about doing the right thing.*

**Session B            How Money Works [45 min] – Kenny Wynn**  
*This is your opportunity to learn what isn't taught in school.*

3:30 pm            **Session A            HUD's New Guidance on Criminal Activity and Housing [60 min] – Gwen Volk**  
*The U.S. Department of Housing and Urban Development is working to make it easier for people with a criminal record to find housing. In a memo sent out to staff on April 19, 2022 HUD Secretary Marcia Fudge instructed the department to review programs and policies that may “pose barriers to housing for persons with criminal histories or their families.” Fudge told staffers they have six months to propose updates and amendments consistent with the directive to “make our policies as inclusive as possible.” Among the many things HUD staffers will be looking into are guidance documents, model leases and other agreements. Find out how these changes will impact the way you do business. While the immediate focus is on HUD programs, this course is applicable to all properties subject to the Fair Housing Act.*

**Session B            Writing Property Policies, The Rules of the Game [60 min] – Sue Streck**  
*Running our properties is like playing a game. Everyone has rules, including us, and we can't play if we don't know the rules. Create good, and compliant, policies and procedures for what you expect from your applicants/residents. Some policies are mandatory, and some are just a good idea. Most policies are written tailored to each property. Some policies we will examine include Resident Selection Plan, Waiting List Plan, Animal Policy, Rent Collection Policy, Maintenance and Work Order Plan, Reasonable Accommodation Plan, Bed Bug Policy, Community Rules, and Unit Transfer Policy.*

4:30 pm to 6:00 pm            **Vendor Reception**  
*Meet the Vendors, network with SW-AHMA Members, and enjoy refreshments. We will have several prize drawings throughout the reception.*

6:00 PM            **Close Day 1**

7:00 am to 12:00 pm      **Registration**

8:30 am      **Welcome, opening comments – Roy Cozart, SW-AHMA**

9:00 am

**Session A      Introduction to Affordable Housing [75 min] – Gwen Volk**

*This webinar is designed for owners, agents and others who are new to the industry or new to some of the programs. It will provide a general understanding of government and state affordable housing programs providing multifamily housing. Gwen will provide an overview of the following programs as well as their corresponding compliance agencies and also discuss how these programs work together to meet the housing needs of low-income people. • HUD – (Section 8, 202, 236, etc.) • LIHTC • Rural Development • HOME • CDBG • RAD • Public Housing • Bonds, and other.*

**Session B      Enterprise Income Verification (EIV) Basics [75 min] – Sue Streck**

*We will discuss reporting, how often are the reports refreshed, where does the data come from, who can look at the data, how often do we run the reports, how do you run the reports? Also discussed will be security training, rules of behavior, identity theft, disclosure of data, retention of records. Creating and the importance of the EIV Policy and Procedures will be included.*

10:30 am

**Session A      Understanding 202/811 PRACs [90 min] – Gwen Volk**

*PRACs provide supportive housing for the elderly and for persons with disabilities. While many of the PRAC program rules resemble those of Section 8, there are many important differences. This course covers PRAC basics and shows to how to apply the special rules that govern them including income limits, eligibility rules, rules about adding an adult child, eligibility of a remaining family member, admitting over-income or non-elderly applicants, rent calculations, charges in addition to rent, marketing requirements, the 202 and 811 PRAC leases, security deposits, and termination. Citations from the 4350.3 Rev 1 are included for later reference.*

**Session B      Enterprise Income Verification (EIV) Income Discrepancies [90 min] – Sue Streck**

*What happens when an Income Discrepancy shows up on a report? Learn how to decide if it is a real discrepancy or just something that can be handled administratively. Determine how much the resident owes and how to repay HUD. Communication with the Resident is important in resolving the issue. Don't ignore it. This could be a big finding on a Management Review if you don't handle it.*

12:00 pm to 1:30 pm      **Lunch and Networking**

1:30 pm

**Session A      Understanding the HUD Utility Allowance: Baseline and Factor Based [90 min] – Gwen Volk**

*Learn or refresh on how HUD's Utility Analysis base-line analysis works, how to calculate and apply a factor-based analysis in year's 2 and 3, and when and how-to phase-in decreases. Understand the significance of the tenant comment period for both base-line and factor-based analyses. Learn what HUD expects, what you are and are not required to provide to HUD or the PBCA, and how to determine if the factor-based analysis is sufficient.*

**Session B      Low Income Housing Tax Credit (LIHTC) Basics [90 min]– Sue Streck**

*What is LIHTC? How did it start? How does it work? What we need to know basically to run the property. We will consider Income Limits, Student Rule, Unit transfers, Utility Allowances, and Rents.*

3:15 pm

**Session A      Are You Ready for RAD? [75 min]- Gwen Volk**

*As of June 2022, 202,000 public housing units and 43,000 units of Rent Supplement, RAP and Mod Rehab had converted to a Section 8 platform through HUD's Rental Assistance Demonstration (RAD) program which was initiated in 2012. In 2020, the 2800 202 PRACs and their 120,000 units became eligible to convert to RAD. Conversions of PRACs are picking up the pace in 2022. Congress has now approved RAD conversions for the 28,000 units in 811 PRACS and HUD is working out the details for those unique projects. Learn or refresh on what RAD is and how it changes the properties that convert. This voluntary "preservation" program is helping to stop the loss of affordable housing. It is also providing new opportunities for experienced affordable housing developers, managers, and agents from the private sector to partner with PHAs.*

**Session B      Low Income Housing Tax Credit (LIHTC) Intermediate [75 min]– Sue Streck**

*This discussion will be much more in depth when we look at other funding sources with LIHTC, Mixed Properties, Maintaining Applicable Fraction, and Eligible Basis. Terms you've not heard before. Join us to become more familiar with the rules and regulations to be more compliant in managing your property.*

4:30 pm to 5:30 pm      **Pick up Attendance Certificates at the Registration Table**

6:00 PM      **Close Day 2**