



# 2009

Theme ..... **Making Hope A Reality**  
 Dates ..... August 11-12, 2009 (Tues/Wed)  
 Venue ..... Renaissance Glendale Hotel and Spa, 9495 W Coyotes Blvd, Glendale, AZ 85305  
 Registration ..... Member \$ \_\_\_\_\_ Nonmember \$ \_\_\_\_\_  
 AZNARHO President ..... Elizabeth Morales, City of Phoenix Housing Department

Guest Speakers ..... Manny Martinez, Glendale Vice Mayor  
 Rebecca Flanagan, HUD Field Office Director  
 Saul Ramirez, NAHRO Executive Director  
 Kurt Creager, ASU Stardust Center for Affordable Homes and the Family

Vendors ..... Butterflies and Memories      Continental Flooring      Tenant PI  
 Design One      HD Supply      Home Depot  
 HAI Group      Kendall & Son      Kuehl Enterprises  
 Lindsay Software      National Credit Reporting      Vandal Shields  
 Naughton's Plumbing      Parsons-3D-1      Repnet  
 Yardi Systems      Swanstone



Give-A-Ways .....  
 Highlights ..... Silent Auction, 50/50 Raffle, Poster Contest voting, Officer Elections

Award	Recipient	Agency
<b>Employee of the Year: Public Housing</b>	Ellen Ishii, Director of Section 8 Housing	Flagstaff Housing Authority
<b>Employee of the Year: Maintenance</b>	Anthony Newell, Housing Inspector	HOM, Inc.
<b>Employee of the Year: Community Dev</b>	Carolyn Olson, Executive Director	City of Mesa
<b>Innovative Program of the Year: Housing</b>	Cost Savings Through Technology Utilization	City of Phoenix Housing Department
<b>Innovative Program of the Year: Community Development</b>	Tempe Project Homeless Connect	City of Tempe
<b>FSS Participant of the Year</b>	Nefissa Amda	City of Phoenix Housing Department
<b>Hero of Assisted Housing</b>	Christina Parker, VP Resident Council	Housing Authority of Maricopa County
<b>In Appreciation</b>	Corey Woods, Council Member	City of Tempe City Council
<b>Mark Bethel Memorial Scholarship</b>	Art Medis, Financial Services Manager	Arizona Behavioral Health Corporation
<b>AZNAHRO Scholarship Recipient</b>	Carlita Cotton	Scottsdale
<b>AZNAHRO Scholarship Recipient</b>	Lottie Connolly	Scottsdale
<b>AZNAHRO Scholarship Recipient</b>	Teresa Yreta	Yuma



**National Association of Housing  
and Redevelopment Officials**

# **ARIZONA CHAPTER**

**MAKING  
HOPE  
A REALITY**

## **Annual Conference**

**August 11-12, 2009**

**Glendale, AZ**

## Mission Statement

The **National Association of Housing and Redevelopment Officials (NAHRO)** is a professional membership organization comprised of 9,500 housing and community development agencies and officials throughout the United States who 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, promote deregulation and local decision making; and 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.

## GET INVOLVED!

### COMMITTEE MEMBERS NEEDED

Our Committees need members! You don't have to attend meetings or write reports. You just need to accept the responsibility of assisting your committee in bringing to our members the most up-to-date and relevant training opportunities.

Become involved with our state chapter. Become knowledgeable in government dealings affecting the performance of your job, assistance to your clients, and your part in the "big picture".

You will find "Committee Interest" forms in your registration packet.

**Learn, Share, Network  
Experience NAHRO**

# CONFERENCE EVENTS

## **Annual Business Meeting and Luncheon**

The Annual AZ/NAHRO Business Meeting will be held during the luncheon on Tuesday, August 11, 2009. This is an opportunity for the Board to give general information to the membership. The membership will also vote for new officers to represent them for the next two years.

## **Silent Auction**

Come view and bid on various items. Proceeds from the Silent Auction support the Scholarship program for the Family Self-Sufficiency program. The "winning" bidders will be announced during the non-business lunch on Wednesday, August 12, 2009.

## **Vendor Displays and Contacts**

Our vendors help to make this conference a success. Please visit their displays in the Solana E ballroom throughout the conference.

## **The Mark Bethel Reception-AHADA-AZ/NAHRO Joint Awards**

The AHADA and AZ/NAHRO Annual Awards are a combined effort of the two organizations to acknowledge the dedication, professionalism, and integrity of housing and redevelopment personnel. In memory of our former colleague Mark Bethel this annual award event is held in his honor. Award categories include: Employee of the Year, FSS Participant of the Year, Hero of Assisted Housing, Program Innovation in Housing and Community Development, Appreciation of an Elected or Appointed Official for their community support and involvement. In addition The Mark Bethel Memorial Scholarship Award, sponsored by the Arizona Housing Authorities Directors Association, is awarded to someone who is furthering their education in the finance field.

## **FSS Scholarship Awards**

The FSS committee selects participants in assisted housing programs that are successful examples and who have utilized education to better themselves and the lives of their families. This year three \$1,200 scholarships will be awarded to assist them in furthering their education.

## **Housing America Poster Contest**

AZ NAHRO is sponsoring a poster contest for children associated with affordable housing and community development programs as part of the National Housing America Campaign with National NAHRO. Conference attendees are invited to help judge the poster submissions. Arizona winners in each age category will win a \$50 savings bond and the winning posters will be entered into the National NAHRO competition.



## 2009 Arizona NAHRO Conference

### Executive Board Members

**PRESIDENT** ..... ELIZABETH MORALES, Housing Administrator, Arizona Behavioral Health Corp  
**SENIOR VICE-PRESIDENT** ..... ANGELA DUNCAN, Housing Manager, Phoenix Housing Department  
**SECRETARY** ..... GLORIA SOTO, Program Coordinator, Pima County Community Development Dept  
**TREASURER**..... KAREN MOFFORD, Deputy Director, Housing Authority of Maricopa County  
**PAST PRESIDENT** ..... LIZ CHAVEZ, Housing Services Administrator, Tempe Housing Services

### Vice-Presidents / Chairpersons

**COMMUNITY REVITALIZATION & DEVELOPMENT** ..... CONNIE ALVARADO, NSP Grants Coordinator,  
Housing Authority of Maricopa County  
**FAMILY SELF-SUFFICIENCY** ..... STACEY BENSON, FSS Specialist, Scottsdale Community Assistance  
**FINANCE**..... DEBORAH BEALS, Director of Finance, Flagstaff Housing Authority  
**HOUSING** ..... MICHAEL SHORE, President / CEO, HOM, Inc  
**MEMBER SERVICES** ..... CONNIE TRELOAR, Executive Assistant, Housing Authority of Maricopa County  
**PROFESSIONAL DEVELOPMENT** ..... BRIAN PETERSEN, Operations Manager, HOM, Inc  
**COMMUNICATIONS** ..... BETH RICE, Executive Director, Winslow Public Housing  
**MAINTENANCE**..... Vacant  
**Legislative Representative** ..... Carolyn Olson, Director, City of Mesa Housing

### VENDORS

Arizona NAHRO is grateful for the participation of our vendors. They are dynamic partners in the planning and sponsorship of our annual conferences. Please take the time to stop by their tables and speak with them.

**Butterflies and Memories**

**Continental Flooring Company**

**Design One**

**HD Supply**

**Home Depot \*Lunch Sponsor**

**Housing Authority Insurance Group \*Lunch  
Sponsor**

**Kendall & Son**

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**Repnet**

**Tenant PI**

**Vandal Shields**

**Yardi Systems, Inc.**

## SPECIAL GUESTS



**Vice Mayor Manny Martinez** was appointed to represent the Cholla District in October 1996, elected in March 1998 and re-elected in 2002 and 2006. He was named Vice Mayor in January, 2007. Vice Mayor Martinez currently serves on the Government Services Committee as chairman. He is member and past Chair of the MAG Human Services Coordinating Committee. Prior to joining the Council, Councilmember Martinez served a two-year term on the Glendale Commission on Neighborhoods and participated on the Glendale Magnetic Mile Committee.

Vice Mayor Martinez is a lifelong resident of Glendale and a graduate of Glendale High School and Arizona State University where he received a bachelor's degree in management. He also attended the American Management Association Course in New York City. He served in the United States Army during the Korean War, with a tour in both Japan and Korea.

Vice Mayor Martinez worked for the State of Arizona from 1950 until his retirement in 1989. His last position with the state, from 1980 to 1989, was as the Department of Economic Security's Employment and Training Administrator. He is a past member and president of Friendly House in Phoenix, the Northwest Valley Civitan Club, and Leadership and Education for the Advancement of Phoenix.



**Saul Ramirez**, Executive Director of National Association of Housing and Redevelopment Officials Mr. Ramirez came to NAHRO from Greystone and Co., a leading financial services and trading company located in New York City that provides debt and equity financing for multi-family and economic development projects. He served as HUD's Deputy Secretary from 1998 to January 2001. He also served as HUD's Assistant Secretary of Community Planning and Development in 1997-1998. He was Mayor of the City of Laredo from 1990-1997.



**Kurt Creager** has more than 25 years experience in nonprofit affordable housing, private development and government-based public housing authorities. Mr. Creager was a Fannie Mae Fellow in the State and Local Public Executive Program in the John F. Kennedy School of Government at Harvard University and is a graduate of the Institute for Public Policy and Management at the University of Washington. Mr. Creager lends his time and energy to a variety of boards and associations. He was president of the National Association of Housing and Redevelopment Officials and continues to sit on the board of governors. He represented the organization's nongovernmental organization at the United Nations. He also serves on the board of the Housing Development Law Institute and on the advisory board for Affordable Housing Finance magazine. Since January 2005, when it first opened its doors, the Stardust Center for Affordable Homes and the Family has established a strong reputation for applied design and research in affordable, sustainable housing. The Stardust Center has built two successful demonstration projects—in the Phoenix area (Guadalupe) and on the Navajo Nation. Through research, educational outreach, advocacy and design innovation, the Stardust Center supports organizations, neighborhoods and professionals in their efforts to improve the growth of quality affordable homes and sustainable communities.



**Rebecca Flanagan**, Field Office Director, HUD Phoenix Office. was selected on March 24, 2002, as Director for the Field Office of the U.S. Department of Housing and Urban Development (HUD) in Phoenix, Arizona. Rebecca has involved the Phoenix HUD Office staff and resources in a wide range of community activities such as Job Fairs, Minority Appraiser Training, Adopt-a-School Programs, Summer Youth Programs, Homeownership education and fairs, and Faith-based conferences, all in support of HUD's mission and initiatives.

CONFERENCE SESSIONS

**Tuesday, August 11**

<b>CONTINENTAL BREAKFAST (SOLANA E) &amp; AHADA EXECUTIVE BREAKFAST (CIRA B)</b>						
7:30 – 9:00 AM						
<b>OPENING CEREMONIES – Glendale Vice-Mayor Manny Martinez, Rebecca Flanagan, Saul Ramirez</b>						
9:00 – 10:15 AM						
<b>TRACK</b>	<b>Housing</b>	<b>CR &amp; D</b>	<b>Finance</b>	<b>Professional Dev</b>	<b>FSS</b>	<b>Maintenance</b>
<b>ROOM</b>	<b>Solana I</b>	<b>Solana D</b>	<b>Solana G</b>	<b>Solana H</b>	<b>Solana F</b>	<b>Solana C</b>
10:30–11:45 AM	Legislative & Regulatory Update Saul Ramirez	Understanding Financial Audits Renee Ayres-Benavidez & Robert Harwood	Budgeting for Project Based Management Barbara Wallace	Getting Organized Sally Hervey	Magellan 101: Behavioral Health System Shakira Small	Improving Maintenance Management Walter Smith
12:00 – 1:15 PM	<b>BUSINESS LUNCH-Election of New Officers</b>					
1:30 – 2:45 PM	Limited English Proficiency 101 David Quezada	Regreening of AZ Affordable Housing Teresa Brice, John Smith & Ernesto Fonseca	Portfolio-Wide Focus: Energy & Strategy Holly Green	Personal Wellness Georgianna Marie	To Be Announced	- Continued - Improving Maintenance Management Walter Smith
2:45 – 3:00 PM	<b>BREAK</b>					
3:00 – 4:15 PM	Asset Mgmt for Public Housing Managers Tom Dobbins & Sherry Wheelock	Getting Ahead of the Sustainability Curve-Best Practices Karen Thoreson	HUD Financial Issues Pete Koziol	What's Your True Color? Karen Stafford	FSS Roundtable Moderators: Sharon Light-Stephenson and Stacey Benson	- Continued - Improving Maintenance Management Walter Smith
4:30 – 7:30 PM	<b>MARK BETHEL RECEPTION AND AWARDS BANQUET</b>					

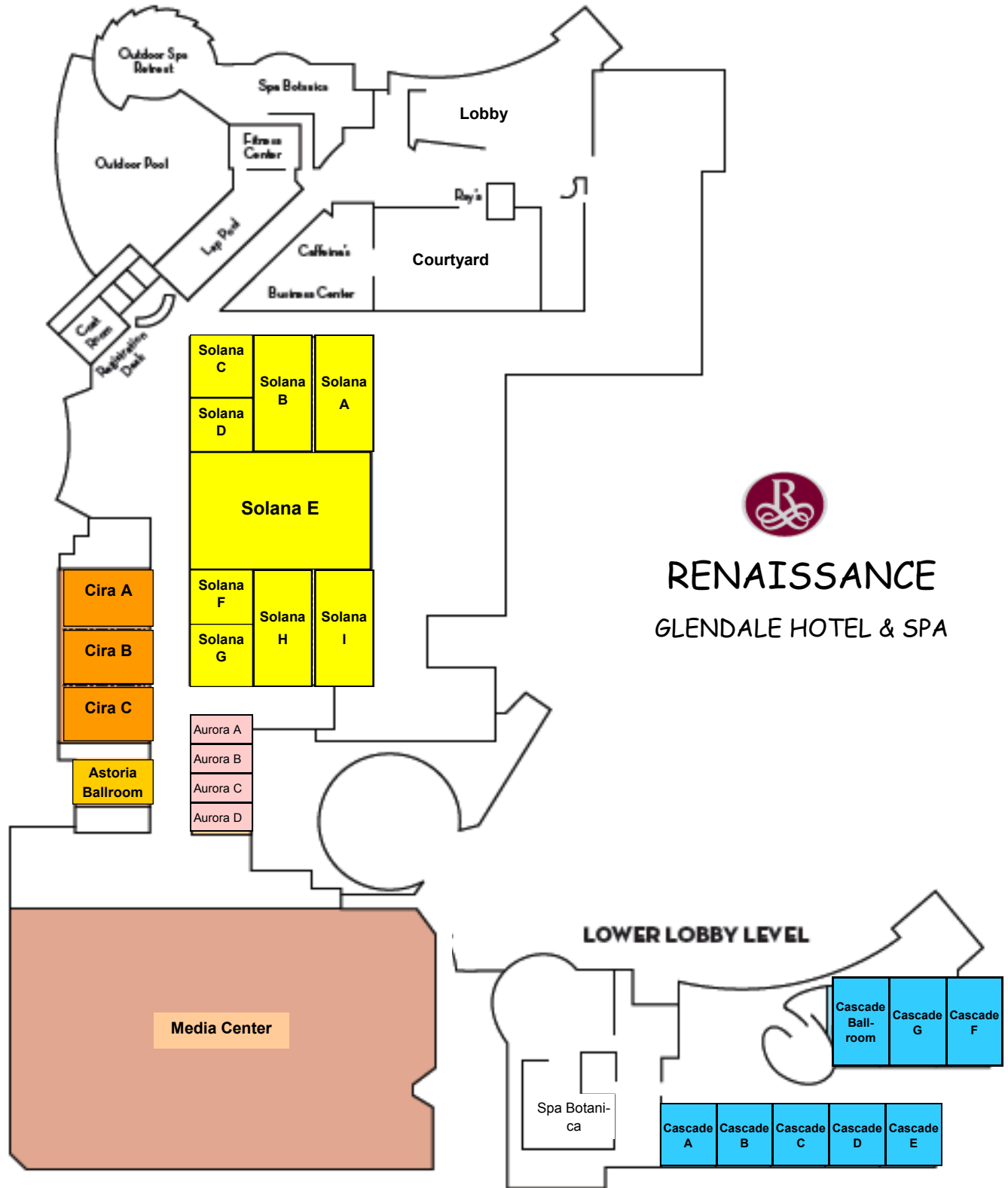
# AT A GLANCE

## Wednesday, August 12

TRACK	Housing	CR & D	Finance	Professional Dev	FSS	Maintenance
ROOM	Solana I	Solana D	Solana G	Solana H	Solana F	Solana C
7:30 – 9:00 AM	<b>CONTINENTAL BREAKFAST (SOLANA E)</b>					
9:00 – 9:30 AM	<b>Key Note Speaker – Kurt Creager, ASU Stardust Center for Affordable Homes &amp; the Family</b>					
9:45 – 10:45 AM	Effective Use of the PIH EIV System Nicole Faison	Best Practices of NSP Recipients Ben Chao and Andrew Rael	Mixed Finance Development Michael Syme	Accessing Benefits Katie Kahle	Section 504 Orientation & Refresher Sandy Fagan	Workplace Safety and Building Security Walter Smith
10:45 – 11:00 AM	<b>BREAK</b>					
11:00–11:45 AM	- Continued - Effective Use of the PIH EIV System Nicole Faison	- Continued - Best Practices of NSP Recipients Ben Chao and Andrew Rael	- Continued - Mixed Finance Development Michael Syme	Customer Service for Housing Professionals Beth Rice	VAWA Judy Drickey-Prohow, J.D.	- Continued - Workplace Safety and Building Security Walter Smith
12:00 – 1:30 PM	<b>NON-BUSINESS LUNCH – SILENT AUCTION</b>					
1:45 – 3:00 PM	Section 8 Roundtable Moderator: Patricia Campos	Public Housing Roundtable Moderators: Nicole Faison and Kurt Aldinger	Finance Roundtable Moderators: Sheila Tarango and Rob Schweitzer	How to Deal with Stress Timothy Schmaltz	DES - Family Assistance Admin. Melissa Ziervogel	- Continued - Workplace Safety and Building Security Walter Smith



# LOBBY LEVEL



# RENAISSANCE GLENDALE HOTEL & SPA

# Making Hope A Reality

## SESSION INFORMATION

**TUESDAY, August 11, 2009**



**Solana E Continental Breakfast for Conference Attendees**

**Cira B Special Invitation Only for AHADA Executives**  
Featuring Saul Ramirez, NAHRO Executive Director



**Solana E Opening Ceremonies**  
Elizabeth Morales, AZ/NAHRO President  
**Guest Speakers:**  
City of Glendale Vice-Mayor Manny Martinez  
Rebecca Flanagan, Field Office Director, HUD Phoenix Office.  
Saul Ramirez, Executive Director, NAHRO



**Solana I Legislative and Regulatory Update**  
Join Saul Ramirez to discuss recent and proposed legislative and regulatory changes affecting housing and community development programs.  
Speaker: Saul Ramirez, Executive Director, NAHRO  
Moderator: Michael Shore, HOM, Inc.

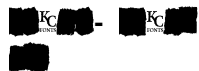
**Solana D Understanding Audits - Tools for Financial Management**  
This session will help participants understand the purpose of the Single Audit Act, and how auditors design and conduct their audit tests. In addition, the class will assist participants with how to prepare for an audit, how to prepare sub-recipients for the audit, and how to respond to audit findings. Participants will walk away from the class feeling more confident and in control of the audit process and their relationship with the auditors.  
Speakers: Renee Ayres-Benavidez and Robert Harwood, Maricopa County  
Moderator: Elizabeth Morales, Arizona Behavioral Health Corp

**Solana G Budgeting for Project Based Management**  
With the transition to Asset Management, internal financial reporting needs have changed. In this session, we'll discuss what information is needed by your property managers and different formats for presenting that information.  
Speaker: Barbara Wallace, City of Phoenix Housing Department  
Moderator: Theresa Schweitzer, City of Scottsdale

**Solana H Getting Organized**  
This session will be covering "organizing your stuff...and we all have stuff! How do you function in the work place? Learn how to fit your style with the job at hand, or when needed, how to be flexible when working with others working styles. Tips and tricks to being successful in your position. Knowing what is important to the people you support. Finally, we will discuss the balancing of your life for work and play.  
Speaker: Sally Hervey, Glendale Community College  
Moderator: Carmen Ocampo Mesa Housing Authority

## TUESDAY, August 11, 2009 - Continued

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### Solana F **Magellan 101: Navigating the Behavioral Health System**

The goal of this presentation is to inform and educate. Magellan is committed to serving Maricopa County and believes that partnering with existing community resources allows us to provide the best services to an individual in their surrounding community. The presentation will provide an overview of the organization, information related to accessing services, covered services, role of the RBHA, community involvement and relevant contact information.

Speaker: Shakira Small, Magellan Health Services of Arizona  
Moderator: Stacey Benson, Scottsdale Housing Authority

### Solana C **Improving Maintenance Management**

Objectives of Maintenance Management include the following: Maintenance Supervisors on the job, Preventive Maintenance Program, Work order system, Establishing reasonable work standards, Inspection to ensure that maintenance meets required standards, Defining and handling emergencies after hours.

Walter Smith, Professional Experienced Trainers  
Moderator: Jesse Dominguez, Flagstaff Housing Authority



### Solana E **Business Lunch and Election of Officers**

*Luncheon Sponsored by Home Depot*



### Solana I **Limited English Proficiency**

This session will cover Limited English Proficiency's underlying fundamentals, including "why" LEP came into existence, "how" to establish a LEP "safe harbor," and "what" can be done to ensure complying with Title VI of the Civil Rights Act of 1964, in terms of LEP. WARNING: other languages may be spoken during this session without a translation.

Speaker: David Quezada, Director, HUD, Fair Housing and Equal Opportunity Center (Los Angeles)  
Moderator: Beth Rice, Winslow Public Housing Dept.

### Solana D **Making Lemonade out of Lemons; the Regreening of Arizona's Affordable Housing Stock**

Arizona is ground zero for mortgage foreclosures; clearly our biggest short term housing challenge. Among the top three states in foreclosures, Arizona has an opportunity to transform impacted neighborhoods into sustainable communities. Learn about a comprehensive strategy to create sustainable neighborhoods while also helping to stabilize low and moderate income households, creating lasting benefits.

Speakers: Teresa Brice, John Smith, and Ernesto Fonseca  
Moderator: Elizabeth Morales, AZ Behavioral Health Corp.

### Solana G **Portfolio-Wide Focus: Energy and Strategy**

This session has been developed to discuss the opportunities to maximize uses of every available dollar, to address asset planning, to strategize for short term and long term value with use of a capital investment strategy, to touch on redevelopment and repositioning alternatives, and to leverage energy savings throughout an entire housing portfolio; including public housing, section 8, LIHTC and affordable developments.

Speaker: Holly Green, Ameresco  
Moderator: Barbara Wallace, City of Phoenix

# Making Hope A Reality

**TUESDAY, August 11, 2009 - Continued**



**Solana H      Personal Wellness**

Personal Wellness is an important principle for all of us. We can only be as productive as our minds and bodies allow us to be. It is important to understand how diet, exercise, and lifestyle affect our minds and bodies. Come learn tips on how to become more healthy which can help you maximize your potential.

Speaker: Georgianna Marie, President and CEO of The GMarie Group

Moderator: Glenda Nelson, HOM Inc.

**Solana F      To Be Announced**

**Solana C      Improving Maintenance Management - Continued**



**AFTERNOON BREAK**



**Solana I      Asset Management for Public Housing Property Management Staff**

In the past Public Housing operations were centralized until a few years ago when HUD decided larger PHAs should switch to site based management, much like the multifamily housing industry. Come join Sherry Wheelock from Mercy Housing and Tom Dobbin from McCormack Baron Ragan Management Services, who have years of experience in Asset Management. They will facilitate a discussion which will include the basics of site management, staff relationships, budgeting, and "your site".

Speaker: Tom Dobbin, McCormack Baron Ragan and Sherry Wheelock, Mercy Housing Services

Moderator: Adeline Allen, Pinal County Housing Authority

**Solana D      Getting Ahead of the Sustainability Curve-Best Practices in AZ**

Everyone is talking green, but only a few local agencies have produced on those promises. This session will feature three local governments: Chandler, Peoria, and Phoenix who have produced real results in their housing and neighborhood programs. ASU's GIOS will also share how they have organized the new Sustainable Cities network to help Valley local governments share best practices and new technologies.

Speaker: Karen Thoreson, President/COO, Alliance for Innovation

Moderator: Elizabeth Morales, AZ Behavioral Health Corp.

**Solana G      HUD Financial Issues**

This session will provide an overview of HUD audit requirements, including Single Audit Act, REAC Requirement and Engagement planning. This session will also cover Housing Choice Voucher Program Financial Issues, such as Net Restricted Assets (NRA,) Admin Fee Funding, Budgeting and Cost Allocations.

Speaker: Pete Koziol, HUD

Moderator: Sheila Tarango, Pinal County Housing

**Solana F      FSS Round Table**

Moderators: Sharon Light-Stephenson & Stacey Benson, Scottsdale Housing Authority

## TUESDAY, August 11, 2009 - Continued

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### Solana C **Improving Maintenance Management** - Continued

Walter Smith, Professional Experienced Trainers

Moderator: Jesse Dominguez, Flagstaff Housing Authority

### Solano H **What's Your True Color**

True Colors is a simple method for gaining insights into ourselves and others. This interactive, fun-filled session helps you bring relationships to a whole new level as you express your own uniqueness and increase your understanding of yourself and others.

Speaker: Karen Stafford, Arizona Employer's Council

Moderator: Peggy Mangum, HOM, Inc



### **MARK BETHEL AWARDS BANQUET and RECEPTION**

AHADA and AZ/NAHRO Annual Awards

FSS Scholarship Awards

## WEDNESDAY, August 12, 2009



### Solana E **Opening Ceremony**

Keynote Speaker: Kurt Creager, ASU Stardust Center for Affordable Homes & the Family



### Solana I **Effective Use of the PIH EIV System**

This training will focus on effective use of the EIV Income Report, Deceased Tenants Report, Failed Verification Report and resolution of tenant income discrepancies. Guidance on administrative procedures that should be implemented to minimize subsidy overpayments and administrative errors will be provided. Case studies will be utilized to show PHAs how to implement EIV into the PHA's day-to-day operations.

Speaker: Nicole Faison, HUD

Moderator: Kurt Aldinger, Flagstaff Housing

### Solana C **Workplace Safety and Building Security**

Building Security will include: Conducting security inspections of buildings & grounds, Building exterior (Lighting, Protecting your grounds, Electronic security), Vandalism and graffiti-prevention & repairing, Proper key control.

Speaker: Walter Smith, Professional Experienced Trainers

Moderator: Jesse Dominguez, Flagstaff Housing Authority

### Solana D **Best Practices of NSP Recipients**

Learn about the best practices of NSP recipients from setup to home ownership. Speakers will be discussing their processes from developing a program design, modifications to that program design and some of the challenges encountered during the implementation of the program.

Speakers: Ben Chao and Andrew Rael, Maricopa County

Moderator: Angela Duncan, Phoenix Housing Department

# Making Hope A Reality

## WEDNESDAY, August 12, 2009– Continued

9:45– 10:45 AM

**Solana G Mixed-Finance Development in a Recessionary Economy**

This session will focus on housing authority driven affordable housing development. The session will focus on the need for modernized housing, the sources of financing and various models available. The discussion will include low-income housing tax credits, TARP funds, ARRA funds and how they can best be utilized.

Speaker: Michael H. Syme, Cohen & Grigsby, P.C.,

Moderator: Deborah Beals City of Flagstaff

**Solana F Section 504 Orientation & Refresher**

Section 504 of the Rehabilitation Act of 1973 states that no otherwise qualified individual with a disability may be discriminated against in any program or activity receiving federal financial assistance. What does that mean to us in our day-to-day work? Since the Americans With Disabilities Act, the Fair Housing Act and Section 504 can all relate to housing, how do I know which one applies in a given situation?

Speaker: Sandra Fagan, Southwest Fair Housing Council

Moderator: Elizabeth Morales

**Solana H Accessing Benefits**

This session will address ways in which people in helping professions can help their clients access a variety of benefits. Whether your clients need help buying food through Nutrition Assistance (formerly the Food Stamp program,) are searching for medical insurance through AHCCCS or need to utilize one of many other programs in place to help those in need, we can help you help them. This session focuses on the Arizona Self-Help website as a tool for accessing information, determining eligibility and assisting clients in applying for service

Speaker: Katie Kahle, Arizona Community Action Association

Moderator: Nicky Stevens, Arizona Behavioral Health Corp.



### MID-MORNING BREAK



**Solana I Effective use of the PIH EIV System - Continued**

**Solana D Best Practices of NSP Recipients - Continued**

**Solana G Mixed Finance Development - Continued**

**Solana H Customer Service for Assisted Housing Professionals**

Just because you are in the public sector with a captive audience doesn't mean you don't have to give good customer service. But, what is that and how to achieve it in your line of work? Let's discuss and practice some skills for achieving this elusive idea.

Speaker: Beth Rice, Winslow Public Housing

Moderator: Penny Martin, Arizona Behavioral Health Corp.

## 2009 Arizona NAHRO Conference

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### WEDNESDAY, August 12, 2009 - Continued

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Solana F

#### **V.A.W.A.**

In 2005 Congress expanded the Violence Against Women Act to prohibit discrimination against tenants of subsidized housing when those tenants have been the victims of domestic violence, stalking, or dating violence. This class will discuss when and how that law applies to public housing and Section 8 housing and will consider its intersection and interaction with the Arizona Landlord Tenant Act and federal and state Fair Housing Laws.

Speaker: Judy Drickey-Prohow, J.D.

Moderator: Elizabeth Morales, AZ Behavioral Health Corp.

Solana C

#### **Workplace Safety and Building Security - Continued**



Solana E

#### **Non-Business Lunch**

*Lunch sponsored by Housing Authority Insurance  
Group*

#### **FSS Silent Auction**



Solana I

#### **Section 8 Roundtable**

We will focus on best practices, new initiatives and innovative programs/procedures at our roundtable. Please bring issues and be prepared to share information with one another so that we all benefit!

Moderator: Patricia Campos, Gila County Housing Authority

Solana D

#### **Public Housing Roundtable**

We will focus on best practices, new initiatives and innovative programs/procedures at our roundtable. Please bring issues and be prepared to share information with one another so that we all benefit!

Moderators: Nicole Faison and Kurt Aldinger

Solana G

#### **Finance Roundtable**

We will focus on best practices, new initiatives and innovative programs/procedures at our roundtable. Please bring issues and be prepared to share information with one another so that we all benefit!

Moderators: Sheila Tarango and Rob Schweitzer

Solana H

#### **How to Deal with Stress**

Stress has become a part of everyday life. Each of us deal with stress in different ways. Come learn about the affects of stress in you life and learn tips on healthy ways to deal with that stress.

Speaker: Timothy Schmaltz, PAFCO

Moderator: Brian Petersen, HOM, Inc.

## WEDNESDAY, August 12, 2009– Continued



Solana F

### DES - Family Assistance Administration

This session will provide an overview of Arizona Department of Economic Security (DES) Family Assistance Administration, including what is needed for verification for our programs, and how the budget has affected us thus far.

Speaker: Melissa Ziervogel, DES

Moderator: Stacey Benson, Scottsdale Housing Authority

Solana C

### Workplace Safety and Building Security - Continued

**END OF CONFERENCE**



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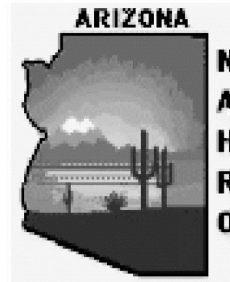
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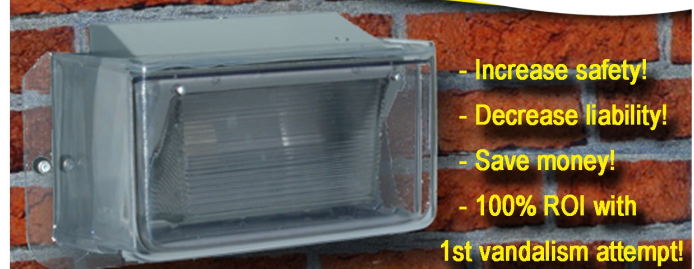
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## Presenters

**Andrew Rael** has been an Arizona housing professional for 20 years. Mr. Rael currently manages housing programs for the City of Avondale which recently received 2.4 million in NSP funds. Mr. Rael's past positions include Programs Administrator for the Arizona Department of Housing, Housing Planner for the City of Flagstaff and Housing Specialist for the City of Casa Grande. Mr. Rael started his career as a Land Use Planner with a law firm in Phoenix.

**Ben Chao**, is the NSP Director for the Housing Authority of Maricopa County. Ben's primary responsibility is to oversee all Neighborhood Stabilization Program activities. In addition, he manages the processes and strategies necessary to develop the setup and ongoing performance of the NSP program. He directs several projects including city & county liaisons, budget & program income management, and evaluation of all performance and reports.

**Beth Rice** is currently the Executive Director of the Winslow Public Housing Department. She started her career in assisted housing in 1989 at the Maricopa Housing Authority. Before that she was a 9-1-1 Operator at the City of Phoenix Police Department, before that she worked for a catalog company, a paint company, the US Army and as a dispatcher for a local ambulance company. She has worked for the Glendale Housing Department, the Mesa Housing Authority and the Housing Authority of Maricopa County.

**Barbara Wallace**, is the Budget Analyst for the City of Phoenix Housing Department. She has over 13 years experience with governmental accounting and budgeting. She attended Washington State University. Go Coughs!

**Ernesto Fonseca** is committed to environmental sustainability and energy conservation with a particular sensitivity to multicultural communities. He currently is pursuing a PhD in Environmental Design and Planning at ASU and is a designer with ASU's Stardust Center. Ernesto has led the design and planning, energy engineering and, in some cases construction of homes including the Nageezi House, Stardust Center's first demonstration home for Navajo elders on allotted lands of the Navajo Nation located in Northwestern New Mexico. In April 2009, The Phoenix Business Journal awarded Ernesto with the "Forty-Under-40." The designation honors professionals who have made significant contributions to the community and who have achieved remarkable milestones in their careers.

**David T. Quezada** was hired by the U.S. Department of HUD to be the Director of the Los Angeles Fair Housing and Equal Opportunity Center in 1999. He oversees a "FH Enforcement Branch" in Santa Ana and a "Program Compliance Branch" in Los Angeles. The FHEO Center covers 10% of our country's population, including Arizona, Southern California and Nevada. To date, Mr. Quezada has helped facilitate the recovery of over 23-million dollars for victims of housing discrimination, as well as helped recovered extensive relief in the public interest. He has a reputation of being fair with respondents and a reputation for promptly closing cases, when they lack sufficient proof of a civil right violation or when a case is filed, as a pretext for retribution. Mr. Quezada has been helping advance fair housing for over 30 years.

**Georgianna Marie** is the President and CEO of The GMarie Group and the creator of the "Yoga Concepts for Work" curriculum, book, Web site and practice. Georgianna considers herself a "yogini in training" and continually practices yoga concepts in her work as a CEO of a successful training and development firm. Ms. Marie practices yoga regularly and is currently pursuing yoga teacher training. She has an undergraduate degree in English, a master's degree in Psychology and a master's degree in Instructional Design and Adult Learning.

**Holly Green** has built her career as an energy professional. She is currently serving in Board capacity for the Rocky Mountain Association of Energy Engineers and holds her certification from the AEE as an Energy Manager. She represents Ameresco, an energy services company, in the capacity of a Senior Account Executive. She has successfully developed energy conservation and strategy projects within the public housing, K-12, State, City, County, and Healthcare markets.

**John Smith** has been with HOC since 1988, originally on the Board of Directors and then in 1992 as CFO. He became Executive Director in 1996. Prior to working for HOC, he taught in the Mesa Public School system for

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20 years. Incorporated in 1988 as Housing for Mesa, HOC is the oldest, non-profit developer of affordable housing in eastern Maricopa County. Since its inception HOC, has administered nearly \$14 million dollars in public funding for affordable housing development and/or down payment assistance resulting in more than 1,600 families securing affordable first-time homeownership. Over 99% of households that have purchased through HOC have successfully maintained homeownership at an affordable level.

**Judy Drickey-Prohow** is an attorney in Tucson, Arizona and is admitted to practice in the federal and state courts of Arizona. She is currently associated as of counsel with the law firm of Scott Clark, where she concentrates on issues involving compliance with federal and state fair housing, equal employment opportunity and other state and federal employment and housing-related statutes. Judy is a former senior litigation counsel and former assistant attorney general with the Civil Rights Division of the Arizona Attorney General's Office, where she worked from 1978 until February 2006, representing the State of Arizona in more than a hundred cases involving housing and employment discrimination issues; providing legal support in more than seven hundred (700) administrative investigations each year; and trained hundreds of public and private entities on issues covered by Arizona civil rights statutes. She is a frequent speaker on issues such as fair housing, sexual harassment, and EEO issues.

**Karen Stafford** is Vice President with Arizona Employers' Council (AEC), a non-profit association serving over 1,200 organizations throughout Arizona since 1942. AEC provides members with human resource advice & support, training, employee handbooks, HR audits, workplace investigations, wage surveys, employee opinion surveys, and much more. With AEC since 2004, Karen has counseled and trained hundreds of AEC members and HR professionals on the topics of supervision, leadership development, HR, workplace harassment prevention, and employment law.

**Karen Thoreson**, is the president/chief operating officer for the Alliance for Innovation. Prior to working for the alliance, she was economic development director for the city of Glendale, Arizona. She also served as assistant city manager of Tucson, overseeing downtown revitalization, and as director of the community services department, which managed the city's affordable housing programs, human services, and neighborhood revitalization. Ms. Thoreson began her career in local government in Boulder, Colorado, and has been a trainer and a speaker on public-private partnerships, community revitalization, innovation, and strategic planning.

**Katie Kahle**, Program Manager, Arizona Community Action Association. Ms Kahle's responsibilities include Supplemental Nutrition Assistance Program (formerly the Food Stamp Program) Outreach and the Arizona Self-Help website. Katie graduated from Arizona State University with a Bachelor's in Social Work and minor in Justice Studies, followed by a Master's in Social Work emphasizing Planning, Administration and Community Organizing. Her professional and volunteer experience includes community organizing advocacy, fund raising, and public education through non-profit and volunteer organizations.

**Melissa Ziervogel**, Assistant Program Manager with the DES Department of Benefits and Medical Eligibility/Family Assistance Administration has worked with the Family Assistance Administration for 12 years. She began as an Eligibility interviewer, and worked her way to the district office. Ms. Ziervogel now mentors, monitors, and reviews workload for the offices we oversee.

**Michael Syme** is an attorney at Cohen & Grigsby, P.C. where he serves as the head of the firm's Affordable Housing Group. Michael works with numerous housing authorities throughout the United States in the revitalization of affordable housing. In this capacity, he has been involved in all aspects of mixed-finance transactions. Mr. Syme has been listed in "The Best Lawyers in America" for the past three years.

**Nicole Faison** joined HUD's Office of Public and Indian Housing (PIH) in September 2002, to assist in the development and implementation of initiatives to improve income integrity within Section 8 and Public Housing programs. One of the key initiatives that Ms. Faison was responsible for overseeing was the development and implementation of HUD's new Enterprise Income Verification (EIV) system. At the conclusion of birthing EIV, in May of 2006, Nicole was appointed to serve as the Director of the Office of Public Housing Programs. to HUD field offices and PHAs, conducts program analysis to identify need for program modification and develops **Nicole Faison (Continued)** and implements new program policies. Before joining HUD, Ms. Faison worked for the Housing Authority of Baltimore City. She was the Housing Manager for various public housing develop-

ments throughout the city and oversaw maintenance and management operations for family, and elderly/disabled public housing developments. She also worked as a property manager of private sector rental housing in the Baltimore region for 5 years. Nicole earned her Bachelor of Science in Business Administration from Towson State University (Maryland) and a MBA from Strayer University. She is a certified Public Housing Manager.

**Pete Koziol**, has worked for U.S. Department of Housing and Urban Development for 24 years. He has been with the Office of Public Housing since October, 2006, when he accepted a position as the 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 programs that are critical to accomplishing HUD's mission of providing housing to those in need.

**Renee Ayres-Benavidez** is currently the Assistant Director of Human Services for Maricopa County. She oversees the Community Development Division which is responsible for administering the County's Urban County Community Development Block Grant (CDBG) program. Maricopa County also serves as the lead agency of the Maricopa HOME Consortium. As lead agency, Renee and her staff administer the HOME Investment Partnerships Program (HOME) for the Urban County and nine city/town Consortium members. Renee has been working with the CDBG and HOME programs for ten years; both at Maricopa County and the City of Glendale, AZ. Renee holds a Bachelor's Degree in Accountancy and is a certified public accountant. Prior to becoming involved with the CDBG and HOME programs, Renee spent thirteen years as an accountant with the State of Arizona, Office of the Auditor General.

**Robert Harwood** has been with Maricopa County for 2 ½ years, and is currently the Financial Supervisor in the Grants Unit at the Department of Finance. His job duties include monitoring and tracking grants at the county, providing grant trainings, and coordinating the yearly Single Audit for the County. Before that, Robert worked for the State of Arizona Office of the Auditor General for almost 8 years as a Financial Audit Senior. During that time, he audited State Agencies, Counties, and Community College Districts for financial review and compliance with laws and regulations. He graduated from Brigham Young University with a Bachelor of Science degree in Accounting. He is licensed as a Certified Public Accountant in Arizona.

**Sally Hervey**, has been an administrative assistant within the Maricopa Community College District for 20 years. During her time at GCC she has held various positions beginning as a student volunteer, to becoming the administrative assistant for the president of the college. "Multitasking is a way of life one must develop." Juggling work, home, church activities, boy scouts and being active on different boards within the community is not always easy, but when done with a good attitude and a little organization, anything is possible. Sally is a widow and a single mother of a 10 year old boy. Living in Arizona since first grade earns her title of semi native to Arizona.

**Sandy Fagan**, Deputy Director, Southwest Fair Housing Council (Tucson). Sandy is presently the Deputy Director of the Southwest Fair Housing Council. The Council is a Tucson-based, nonprofit fair housing agency that has addressed greater Arizona's fair housing needs since 1986. The Council has received national recognition for its innovative programs and successful public-private partnerships. Sandy directs the Council's outreach and education activities and has worked with issues of affirmative action, equal opportunity, non-discrimination and architectural and program accessibility in education, housing and employment for 30 years in both the public and private sector. She is a graduate of McGeorge School of Law.

**Shakira L. Small**, MSW received her master's degree in social work from Arizona State University in May 2006. She has spent the last 12 years working in the social service, mental health, and behavioral health fields. Ms. Small is currently working for Magellan Health Services of Arizona, the Regional Behavioral Health Authority's for Maricopa County (RBHA). As a community developer, her area of emphasis is on the African American community, schools and the elderly. Her duties include promoting the RBHA in the community. She brings vital information and feedback from the community, providers and consumers to the RBHA to enhance the service delivery. She serves on Magellan's internal cross-functional team and cultural competency committee. She also serves on a variety of community advisory boards, coalitions, task forces, and work groups. Ms. Small continually seeks opportunities to collaborate and partnership with the communities she serves.

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**Sherry Wheelock** has worked for Mercy Housing for 10 years. She is the Regional Property Supervisor and Designated Broker for Mercy Housing, responsible for Arizona, Utah and Southern Colorado. Prior to Mercy Housing, Sherry worked for 13 years in conventional property management with JMB Property Management Company. She is on the Board of AHMA and the Director of Arizona. Sherry was named Supervisor of the Year for AHMA-PSW which covers California, Arizona and Nevada. Sherry's passion for learning began right out of high school with the Job Corps. She has a Bachelors degree in Liberal Arts with an emphasis in Family Studies from Arizona State University and a Masters degree in Business Administration from the University of Phoenix. Sherry maintains certifications of COS, HCCP, CAPS, AASC and RD.

**Teresa Brice** has been involved in community advocacy in Arizona cities for the last 25 years, is the director of LISC's Phoenix office since 2006. LISC, the nation's leading community development support organization, has been revitalizing Phoenix neighborhoods since 1992. She is co-founder and former executive director of Housing For Mesa, Inc. (HFM), one of the leading nonprofit developers of affordable home ownership opportunities in the Phoenix area. Since 1990,

**Tom Dobbin** has more than 25 years experience in the multifamily industry. He has worked extensively on acquisition, finance, syndication and management of multifamily properties as well as property development and construction management. He has worked for both the property management division and the asset management division of McCormack Baron. With the property management company, he is responsible for the operation of a segment of the company's management portfolio as well as risk management and property and liability insurance programs. With the asset management company, Mr. Dobbin developed and coordinated monitoring systems to evaluate the performance on the McCormack Baron property portfolio.

**Walter Smith**, Professional Experienced Trainers. He has 20 years on site experience in supervising maintenance departments for housing authorities, schools, and health care facilities. He has conducted maintenance workshops around the country since 1982. He conducts his workshops in a style that makes it easy for everyone to understand. Walt will spend extra time with those who need it, making sure they completely understand the subject matter.

## Arizona NAHRO Election of Officers

Election of new Executive Board Officers will take place at the Business Lunch on Tuesday, August 11, 2009. You may write in a candidate for a particular office. But, here are the names of the officers who have been nominated.



### NOMINEES FOR OFFICE

President	Elizabeth Morales
Vice President	Angela Duncan
Secretary	Gloria Soto
Treasurer	Theresa Schweitzer

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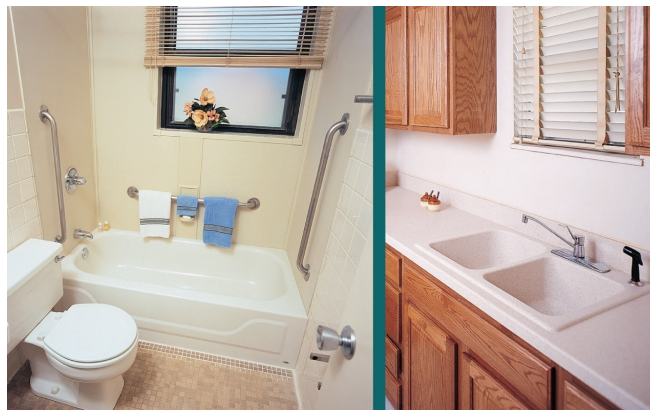
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- ◆ HUD Consolidated Planning
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- ◆ Revitalization Strategies

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