



2012

Theme **A.C.T. – Advocacy. Commitment. Training.**
 Dates August 7-8, 2012 (Tues/Wed)
 Venue Chaparral, Suites Hotel, 5001 N. Scottsdale Rd., Scottsdale 85250
 Registration Member \$225/275 Nonmember \$300 HUD Staff \$100 Lunch \$35 Reception \$25
 AZNAHRO President Deborah Beals, Flagstaff Housing

Guest Speakers Jim Lane, Scottsdale Mayor
 Romonia Dixon, Boys and Girls Club 2010/11 Youth of the Year

Vendors A&H Painting Arizona Housing Alliance
 Carrington College Centennial Contractors
 Continental Flooring Cricket Lifeline
 Empire Today HAI Group
 Kuehl Enterprises PHEnterprizes
 The Marshall Agency Yardi Systems



Give-A-Ways Bag Brief, Water bottle holder, Talking Stress Reliever, Pen
 Highlights Chair Massages by Carrington College, Balloon Pop (1st time), 50/50 Raffle, Silent Auction, Poster Contest voting

Award	Recipient	Agency
Employee of the Year: Public Housing	Merideth Mayrand, Administrative Specialist	City of Flagstaff Housing Authority
Employee of the Year: Maintenance	Paul Tocco, Maintenance Foreman	City of Phoenix Housing Department
Employee of the Year: Community Dev	Maria Delos Reyes, Housing Program Coordinator	Yuma County Housing Department
Employee of the Year: Section 8	Veronica Rios, FSS Coordinator	City of Douglas Housing Authority
Innovative Program of the Year: Housing	Project H3: VETS	City of Phx Hsg Sec 8, HOM Inc., Phx VAMC, AZ Coalition to End Homelessness
Innovative Program of the Year: Community Development	Collins Court Apartments	City of Phoenix & Arizona Housing , Inc.
FSS Participant of the Year	Yvonne Gonzales	City of Phoenix Housing Department
Hero of Assisted Housing	Maria Cenicerros, Public Housing Resident	YCHD Central Advisory Council President
In Appreciation	Xenia Gonzalez, Program Specialist	City of Douglas Housing Authority
Mark Bethel Memorial Scholarship	Janice Tanzer, Senior Accountant	City of Chandler Housing Division
AZNAHRO Scholarship Recipient	Derenny Arthur	Scottsdale
AZNAHRO Scholarship Recipient	Peachis Mason	Chandler
AZNAHRO Scholarship Recipient	Rose Mullany	Phoenix

Community

Fair Housing

COMMUNICATION

ACTION

Focusing

MANAGEMENT

Sustainability

Commitment

Purpose

End to Homelessness

ADVOCACY. COMMITMENT. TRAINING.

AZ NAHRO 2012

AUGUST 7-8, 2012



HEALTH

Self-Sufficiency

Training

PROGRAMS

SAFETY

REGULATIONS

EDUCATION

HOME

COMPLIANCE

Development

ECONOMY

Families

ADVOCACY

Service



N
A
H
R
O

National Association of Housing and Redevelopment Officials | ARIZONA CHAPTER
AZNAHRO Summer Conference • August 7-8, 2012 • Scottsdale, Arizona

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, 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.



TABLE OF CONTENTS

MESSAGE FROM THE PRESIDENT | 2

CONFERENCE HIGHLIGHTS | 3

GUEST SPEAKER PROFILES | 4-5

2011: YEAR IN REVIEW | 6-7

SESSION DESCRIPTIONS | 8-11

SESSIONS AT A GLANCE | 12-13

ARTICLE: GROW THE ACTION HABIT | 14

ARTICLE: POSITIVE FEEDBACK | 15

SUPPORTER ADS | 16-18

PRESENTER PROFILES | 19-21

BUSINESS REVIEW | 22-23

AZ NAHRO STAFF | INSIDE BACK COVER

Welcome

To the 2012 AZNAHRO Summer Conference



FROM THE PRESIDENT'S DESK

AZ NAHRO Members and Conference Delegates:

Welcome to this year's conference. In this time of Federal and State budget cuts, the AZNAHRO appreciates how difficult it is to find the funds and time to get away to a conference. Because we know how tough it is, we worked very hard this year to bring you informative and useful conference sessions. I hope you enjoy them and gain valuable information and lessons to put into use at your Agency.

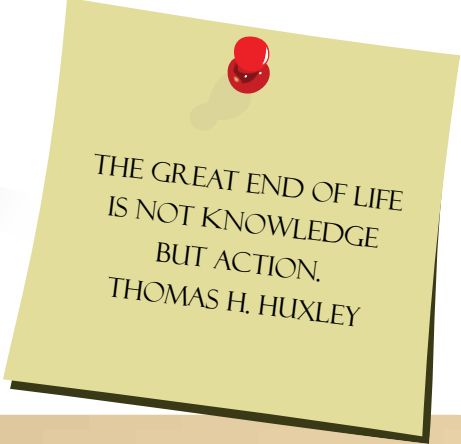
Our theme this year is, "**A.C.T. - Advocacy, Commitment, Training**". This embodies the mission of AZNAHRO. We are here to ACT on behalf of Arizona housing organizations. Now more than ever, the need for **ADVOCACY** is huge. Federal and State elected officials are trying to manage huge budget deficit issues, and one of their main tools is cost cutting. We, as affordable housing professionals, need to **STAND UP** and speak for those we represent to ensure the services they need continue. In order to effectively advocate, we need both the **COMMITMENT** to our mission and the training to effectively **COMMUNICATE** issues of importance. I hope that our conference will help you as you **ACT** for our communities and clients.

I am just finishing up my first year serving as President of our Chapter. It has been a learning experience, and the main lesson I have learned is that this is a member-driven organization. It is us - the members - who determine how successful the Chapter will be. It is our **COMMITMENT** to professionalism, learning and doing our jobs well that gives the chapter **PURPOSE**.

It is also us - the members - who do the work of the Chapter. We are lucky to have a strong and hard working group of people serving on the Board and Committees. It is these folks who put together not only this conference, but the trainings we bring throughout the year. If you see one of these folks with a ribbon on their name tag - remember it is they who deserve thanks for the operation of the Chapter and for this conference. Please consider revving up your level of **COMMITMENT** by volunteering (or continuing to volunteer) to serve on one of your Chapter's committees!

In closing, I want to thank you for your attendance, and for your continued support of AZNAHRO. I hope you will enjoy the sessions you attend, have plenty of time for networking and go back to your Agency revitalized.

Deborah S. Beale



THE GREAT END OF LIFE
IS NOT KNOWLEDGE
BUT ACTION.
THOMAS H. HUXLEY

Q: WHAT COMES FIRST, ACTION OR MOTIVATION?

A: This is a question that has been asked a countless number of times. If you were to go to google and type in this exact question, in less than half of a second of search time over 2 million listings will appear.

Because this is your typical chicken or the egg type of question there are different schools of thought. For me no matter how you look at it the answer is ACTION.

The Principle of Vibration states that: "Nothing rests; everything moves; everything vibrates." -Tehuti the ancient Egyptian Master of Masters.

There has always been, there always is, and there will always be some type of action in existence. However, in order to keep things simplistic let's look at it in relation to human productivity. Action still comes first. I learned this the hard way. Hopefully you won't.

Just like the spark comes before the flame, action comes before motivation. But of course, if there

isn't anything flammable near the spark, then there will be no fire. So you can't have action for very long without motivation, the flammable material. The fire is the burning desire that makes the engine go.

If you want to use the law of inertia (An object at rest tends to stay at rest and an object in motion tends to stay in motion unless acted upon by an unbalanced force) to your advantage, you must take ACTION.

Not motivated? Take action. Tired? Take action. Uninspired? Take action. End of story.

2005 Al Duncan Enterprises



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 educational scholarships will be awarded.

POP & WIN!

Presenting our 1st ever **GOLD RUSH BALLOON POP!**

The holder of the "Gold Rush Balloon" wins a **\$100 GIFT CARD!**

Only a LIMITED number of gold balloons will be sold during the 1st day business luncheon.

WILL YOUR BALLOON HAVE THE WINNING NUMBER?

***Look for "GOLD" balloons being sold in lobby or Ballroom

****All proceeds will benefit the AZNAHRO scholarship fund

SILENT AUCTION

It's Like Christmas in August!

Shop tables filled with beautifully wrapped baskets, delicious edibles, family-fun outings and much more! All you need is a meticulous plan, a little cash, and in some cases.....your game face.

Just remember, it's all for good fun, and a great cause. Proceeds from the auction support our FSS Scholarship Program. The "winning" bidders will be announced during lunch on Wednesday, August 8th.

Housing America Poster Contest

AZNAHRO will sponsor the poster contest for children associated with affordable housing and community development programs as part of the National Housing America Campaign with National NAHRO. Arizona winners in each age category will win a \$50 savings bond, and the winning posters will be entered into the National NAHRO competition.

Be sure to submit your vote on the posters that best represent, "What Home Means To Me".

Vendors

Our vendors help to make this conference a success. Be sure to visit each display station to receive useful industry information.

- A&H PAINTING
- ARIZONA HOUSING ALLIANCE
- CARRINGTON COLLEGE
- CENTENNIAL CONTRACTORS, INC.
- CONTINENTAL FLOORING
- CRICKET LIFELINE AZ
- EMPIRE TODAY
- HOUSING AUTHORITY INSURANCE
- KUEHL ENTERPRISES
- PHENTERPRIZES
- THE MARSHALL AGENCY
- YARDI SYSTEMS

2012 CONFERENCE HIGHLIGHTS

Mark Bethel Reception: AHADA/AZ NAHRO Awards

The AHADA and AZNAHRO Annual Awards are a combined effort of the two organizations to acknowledge the dedication, professionalism, and integrity of housing and redevelopment personnel. This annual awards event is held in honor of our former colleague, Mark Bethel. Award categories include:

- Employee of the Year
- FSS Participant of the Year
- Hero of Assisted Housing
- Program Innovation in Housing & 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 field of finance.

GUEST SPEAKERS



RAMONIA DIXON

BOYS AND GIRLS CLUB
2010/11 YOUTH OF THE YEAR

For much of Dixon's life, she and her family were in a constant state of change, living on the streets on cardboard boxes and moving from one homeless shelter to another in

city after city. Her family was often separated on a daily basis to ensure that everyone had a warm place to sleep each night. Although her family received assistance to obtain living space at one point, it was only temporary. These difficult and challenging experiences led Dixon to seek out a place that she could call "home," which she found immediately after being housed long-term in UMOM and then receiving Section 8 Housing in the city of Tempe.

Five years ago, Dixon found a place to call home when she joined Boys & Girls Clubs of the East Valley. From her first day at the Club, she took advantage of every available opportunity to teach younger children about the importance of being responsible, caring, productive members of society. To help ensure her family's continued stability, Dixon contributes to family income by working part time. She believes in turning setbacks in life into motivators to succeed and uses her story to inspire others. Community service is a priority of hers because her community helped her in her deepest times of need. She realizes that the best way for a community to thrive is for members of the community to work together to make it a better place.

In May 2010, Dixon graduated third in her class at Tempe High School with a 3.93 GPA. She was also a member of her varsity basketball team and participated in the National Honor Society, Stand and Serve (a peer leadership group), Student Council and Black Student Union.

On Sept. 15, 2010, Boys & Girls Clubs of America (BGCA) announced Dixon as its 64th National Youth of the Year at a Congressional Breakfast on Capitol Hill. In doing so, she served a one-year term as the national teen spokesperson for the approximately 4.2 million youth served annually by Boys & Girls Clubs through Club membership and community outreach. Dixon is currently a sophomore at Arizona State University's Barrett Honors College and W.P Carey School of Business, pursuing a dual bachelor's degree in supply chain management and business management.



WILLIAM P. SHAW

FIELD OFFICE DIRECTOR, HUD

Mr. Shaw serves as Field Office Director in the Phoenix and Tucson HUD Offices. Mr. Shaw is the Senior Management Official for the close to 100 staff. He ensures that HUD's current and

prospective customers gain the necessary access to the whole range of HUD services. He provides Arizona communities with technical expertise and continues to foster and develop public/private partnerships. Prior to his appointment to the Phoenix and Tucson HUD Offices, Mr. Shaw served in a number of different capacities for the U.S. Department of Housing and Urban Development. These included Indiana Office State Coordinator and operations specialist for the office, Deputy Manager and Acting State Coordinator for the Kentucky State Office, and Illinois Programs Liaison in the Illinois State Office. Mr. Shaw received the Secretary's Customer Service Award in September 1996 for activities coordinating the disposition of a large scattered site multifamily property.

Mr. Shaw served in two other Federal departments in Washington, DC before joining HUD in 1986. He worked in the Secretary's Office of the Department of Health and Human Services from 1982 to 1985 as a liaison with state and local governments. He served as special assistant to the Assistant Secretary of the Department of Energy, working on special projects.

Before his federal service, Mr. Shaw was Director of Industrial Relations for the Illinois Manufacturers' Association (IMA) from 1977 to 1982. In that position, Mr. Shaw represented the Association before the Illinois General Assembly on labor-management issues.

Mr. Shaw is a graduate of the University of Illinois-Springfield, where he did graduate studies as an intern in the Private Sector Legislative Internship Program. Mr. Shaw served in the U.S. Army from 1971-1974. Mr. Shaw is married to Sandra Henson Shaw and has three sons and one daughter.



THE HONORABLE W.J. "JIM" LANE

MAYOR, CITY OF SCOTTSDALE, AZ

Mayor W. J. "Jim" Lane began his first term on the Scottsdale City Council in June 2004, and was elected Mayor in November 2008.

Mayor Lane served on the 2002 Scottsdale Fire & EMS Advisory Committee, which was convened to evaluate and make recommendations to the city regarding the desired level of fire and emergency medical services relative to cost. He now represents the City Council as a member of the National League of Cities Public Safety and Crime Prevention Steering Committee. Mayor Lane also serves as Chairman of the Arizona Municipal Water Users Association, as a member of the Executive Committees of the Maricopa Association of Governments, the League of Arizona Cities and Towns, and the Papago Park Committee.

His community service also includes six years on the Scottsdale Paradise Valley YMCA Board of Management. He chaired the 1999 Kids Campaign annual fund raising effort.

He came to Scottsdale from New Jersey in 1973 to take a position with KPMG (Peat Marwick), an international CPA firm. He worked as an active CPA for twenty years with five of those years in public accounting as a financial statement Auditor.

Mayor Lane has owned and operated businesses in construction, mining, computer technology, telecommunications and regional aviation. He currently owns the financial consulting company of Chatham Hill Group LLC. Mayor Lane is also an Adjunct Professor of Business and Accounting at Scottsdale Community College.

He holds a Bachelor of Science degree in Accounting from Saint Joseph's University in Philadelphia.

He and his wife Joanne have three adult children (Bill, Scott and Nancy) and three grandchildren (Megan, Aislinn and Madison).



JONATHAN ZIMMERMAN

HUD

At NAHRO for the last ten-years, Jonathan works on legislation and regulatory matters relating primarily to the Section 8 Housing Choice Voucher program. His work includes researching policy and programmatic matters for NAHRO's education and

advocacy on appropriations and authorizing legislation related to the Housing Choice Voucher program as well as regulations. Jonathan helps with NAHRO's Congressional testimony, comments letters to proposed regulations, and helps agency members implement program changes through PIH notices and final regulations.



2011 - YEAR-IN-REVIEW

FOCUS ON ADVOCACY, COMMITMENT & TRAINING



A new board stepped into place after last year's conference, and we have had an exciting year serving the Chapter. As noted earlier, this is a member-driven organization - your board and committee members have put in lots of hours to keep our Chapter a thriving and useful asset to its members.

ADVOCACY

AZNAHRO and AHADA worked together to write the 2012 Arizona Legislative Priorities Paper. **Liz Chavez, City of Tempe** and **Deborah Beals, President** were primarily responsible for writing the document. Liz and Deborah attended the NAHRO Legislative Conference in March, and met with a number of Congressional representatives to present the paper. Additionally, **Past President Elizabeth Morales** kept the advocacy going here in Arizona by meeting with Representatives Quayle and Franks to discuss NAHRO and Arizona affordable housing needs. Finally, we have been working more closely with the Arizona Housing Alliance to advocate for affordable housing.



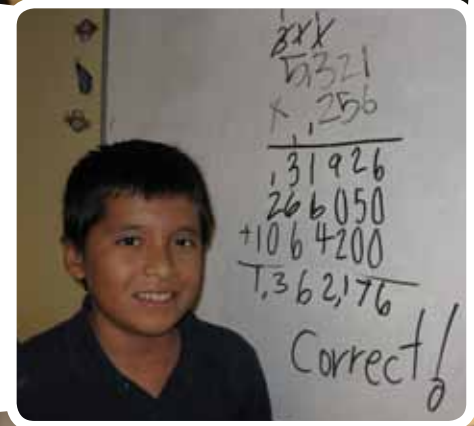
COMMITMENT

It can't be said enough....without the active participation of our members, AZNAHRO will not thrive. We are very lucky to have a group of over 30 professionals who serve on the Board and Committees, but we need more of you to participate.

We have one vital vacancy on the Board. If you are interested in serving as **Board Secretary**, please talk to one of the board members to volunteer.

We also have three committees that need members - **Finance, Maintenance and Community Revitalization and Development**. You will note that we have great classes for these areas of interest on the agenda this year - this was put together essentially without committee support. Without more participation from membership in these areas, it is difficult to maintain this level of service. We also have several other committees that are operating at a healthier level of participation, but still need more members.

If you have been working in housing for years, you will bring your impressive tool box and years of experience to a committee. But committee participation is not only for the "old pros"; new faces and younger members bring a fresh perspective to the Chapter that allows us to continue to serve the needs of all members. Generally committee membership involves an average of an hour a month, and pays off with great networking opportunities, a chance to have input on training and events, and fun. Please show your commitment by joining one of our committees. Talk to a board member, or fill out one of the committee interest forms available in each session!




COMMUNICATION

Thanks to Vice President of Communication, **Valerie Mitchell, City of Phoenix**, we proudly launched a new website in early 2012. The new website, AZNAHRO.org, has a fresh new look and enhanced functionality to help our members stay involved in the activities of AZNAHRO. The site will keep you connected with job postings, allow for membership renewals, event registration, give you access to AZ NAHRO documents such as our Legislative Paper, and will link you to National NAHRO and other important housing organizations.

TRAINING

This conference offers a plethora of training sessions that we believe will be beneficial and interesting. Additionally, we have partnered with local Agencies and organizations to bring the following member events/training to you locally and at reduced cost:

- **Family Self Sufficiency Alliance Conference**, March, 2012, Mesa Community College
- **Nan McKay Family Self Sufficiency Training**, May, 2012, Chandler City Hall
- **Nuts and Bolts of PHA Accounting**, Casterline and Associates, August, 2012, City of Phoenix



"A young boy was walking with his father along a country road. When they came across a very large tree branch the boy asked, "Do you think I could move that branch?" His father answered, "If you use all your strength, I'm sure you can." So the boy tried mightily to lift, pull and push the branch but he couldn't move it. Discouraged he said, "Dad, you were wrong. I can't do it." His dad said, "Try again." This time, as the boy struggled with the branch his father joined him and together they pushed the branch aside. "Son," the father said, "the first time you didn't use all your strength. You didn't ask me to help."



UPCOMING TRAINING:

- **Nan McKay HCV Housing Quality Standards**
August 28-30, Phoenix
- **Nan McKay HCV & Public Housing Rent Calculation**
September 18-20, Phoenix



SESSION DESCRIPTIONS: TUESDAY

TUESDAY SESSION 1 • 10:30 TO 11:45 A.M.

HOUSING UPDATES

JONATHON ZIMMERMAN, National NAHRO

PHAs and CD agencies are facing some of the lowest levels of funding adjusted for inflation, the House and Senate have been gridlocked for many years resulting in minimal authorizing reform legislation, and HUD's track record for meaningful regulatory reform and administrative relief has been wanting and glacial. State and municipal fiscal constraints have also resulted in reduced funding for housing and community development programs. These dire circumstances are not for lack of meetings with by National NAHRO as well as state and regional housing associations with HUD and members of Congress or for lack of legislative, regulatory and administrative proposals that we have put forward. In this funding climate, there have been dramatic reductions in agency staff and services, which are having effects on the people and communities they serve.

PHAs and CD agencies have been the source of many of the good proposals put forth to HUD and Congress. Agencies have helped quantify the results of funding reductions and the lack of regulatory and administrative relief on the operations and services. In 2012, the rate of PHAs involuntary consolidations is three times the rate as previous years. Agencies that have participated as members in state, regional and national associations, but not previously participated in educating Congress and HUD

In the dire needs in their communities are now engaged and active to help maintain their very existence.

This session will cover a range of legislative and regulatory matters including funding for FY 2013, sequestration, current and pending regulatory and administrative reforms, as well as actions that agencies around the country are taking within their discretionary authority to survive.

INTEGRATING CORE BUSINESS PRINCIPLES INTO YOUR AGENCY

EDDIE DAVILA, ASU Dept. of Supply Chain Management

The busy workweek can cloud what actually is important, and it can make improvement seem impossible to achieve. This session will acquaint managers with the business imperatives, explore the criteria for choosing business partners, and discuss suggestions on driving good behavior. Plus, we'll answer the question: Why do bad processes exist?

YOU VS. SAFETY: WHO WILL COME OUT ON TOP?

JOE ZALESKI, Centennial Contractors Enterprises, Inc.

The busy workweek can cloud what actually is important, and it can make improvement seem impossible to achieve. This session will acquaint managers with the business imperatives, explore the criteria for choosing business partners, and discuss suggestions on driving good behavior. Plus, we'll answer the question: Why do bad processes exist?

TUESDAY SESSION 2 • 1:30 TO 2:45 P.M.

SECTION 8 COST CUTTING MEASURES

LISA BAKER, Yolo County Housing Authority

Coping with Huge Cuts in Your HCV Administrative Fees? How does your agency react to a 17% cut in your administrative fee for the Housing Choice Voucher Program? Come learn about innovative ideas & practices to deal with these cuts. Bring your ideas to this highly interactive session!

SAVE OUR HOME AZ PROGRAM OVERVIEW

REGINALD GIVENS, Arizona Department of Housing

As one of the five states most affected by the steep decline in housing prices, Arizona was awarded \$268 million dollars to help with the foreclosure crisis. Come learn about the Save Our Home AZ program and the assistance it offers to homeowners facing foreclosure.

PUBLIC HOUSING ACCOUNTING IN 2012 (PT 1 OF 2)

BRIAN ALTON & CLAIRE RUSS, Asher PHA Finance, LLC

Training for Entire Session.

HUD Accounting Updates. Asher PHA Finance, LLC presents the latest on HUD accounting guidance. These sessions will cover hot topics in the industry, and will include information on maximizing HUD subsidy, updates to the Financial Data Schedule (FDS), and compliance with and maximization of Interim PHAS FASS, MASS and CFP ratios. Updates will also include strategies to protect reserve levels and an overview of some mixed financing opportunities. Features 2.5 hours of HCV updates, including the latest changes to VMS reporting and HCV program reserves. Training will include 4.5 hours of LIPH updates, a full 1.5 hour PHAS update module and an estimated 2.5 hours of HCV updates.

NO EXTRA FEE for this excellent financial training thanks to Arizona Housing Authority Director's Association, which is paying the fee to make these professional trainers available.

TUESDAY
SESSION 2 CONT • 1:30 TO 2:45 P.M.

**UNDERSTANDING & INTERPRETING
THE CDBG PROGRAM**

NICK AUTORINA, WFN Consulting

Targeted to entry-level and intermediate practitioners, this course outlines the basics of the CDBG Program combined with a scenario-based, timed exercise that will challenge the attendees to apply their understanding of activity eligibility, qualifications for beneficiaries to be served, required caps and set-asides (such as public services cap), and the basic regulatory requirements.

**INTEGRATING CORE BUSINESS PRINCIPLES
INTO YOUR AGENCY**

EDDIE DAVILA, ASU Dept. of Supply Chain Management

The busy workweek can cloud what actually is important, and it can make improvement seem impossible to achieve. This session will acquaint managers with the business imperatives, explore the criteria for choosing business partners, and discuss suggestions on driving good behavior. Plus, we'll answer the question: Why do bad processes exist?

MENTAL HEALTH FIRST AID OVERVIEW

CARLOS BENJAMIN, Magellan Health Services

This presentation will overview the Mental Health First Aid Public Education program. MHFA helps the public identify, understand and respond to signs of mental illnesses and substance use disorders while building understanding of their impact, and knowledge of common treatments.

**GROUNDS MAINTENANCE: PRUNING AND
CARING FOR TREES AND SHRUBS**

RICK ROBINSON, Stillwater Landscape Management

Come to this session to learn about the proper pruning and care for trees and shrubs.

TUESDAY
SESSION 3 • 3:15 TO 4:30 P.M.

WHITE PAPER ON SUSTAINABILITY

LISA BAKER, Yolo County Housing Authority

Energy Efficiency and Green Building priorities in the post-ARRA landscape – How to sustain past successes and program innovations. Emerging energy assessment and investment standards and approaches for green underwriting and capital planning, new financing products and tools, energy partnerships and linkages to broader community sustainability efforts, and the role and importance of energy asset management and benchmarking in improving performance and investment outcomes.

**CREATING AN ADMIN PLAN AND PREFERENCES FOR
SERVING HOMELESS INDIVIDUALS AND FAMILIES**

LIZ CHAVEZ & THERESA JAMES, City of Tempe Housing Services

Participants will gain greater knowledge of what it takes to successfully create and administrative plan and preferences that lead to homeless individuals and families receiving Housing Choice Vouchers. This session will also provide information on how the City of Tempe Housing Services Division has used its resources to become a regional leader in addressing homelessness.

PUBLIC HOUSING ACCOUNTING IN 2012 (PT 2 OF 2)

BRIAN ALTON & CLAIRE RUSS, Asher PHA Finance, LLC

See description from Session 2.

**PERFORMANCE MEASUREMENT 2.0: A VALUE-BASED
INVESTMENT ANALYSIS FOR HUD GRANT PROGRAMS**

NICK AUTORINA, WFN Consulting

Targeted to all practitioners, this course challenges the current framework for capturing and analyzing data for reporting purposes and details an alternative approach to reporting program impact and efficiency.

**INTEGRATING CORE BUSINESS PRINCIPLES
INTO YOUR AGENCY**

EDDIE DAVILA, ASU Dept. of Supply Chain Management

See description from Session 2.

FOOD, FITNESS & FUN IN THE WORKPLACE

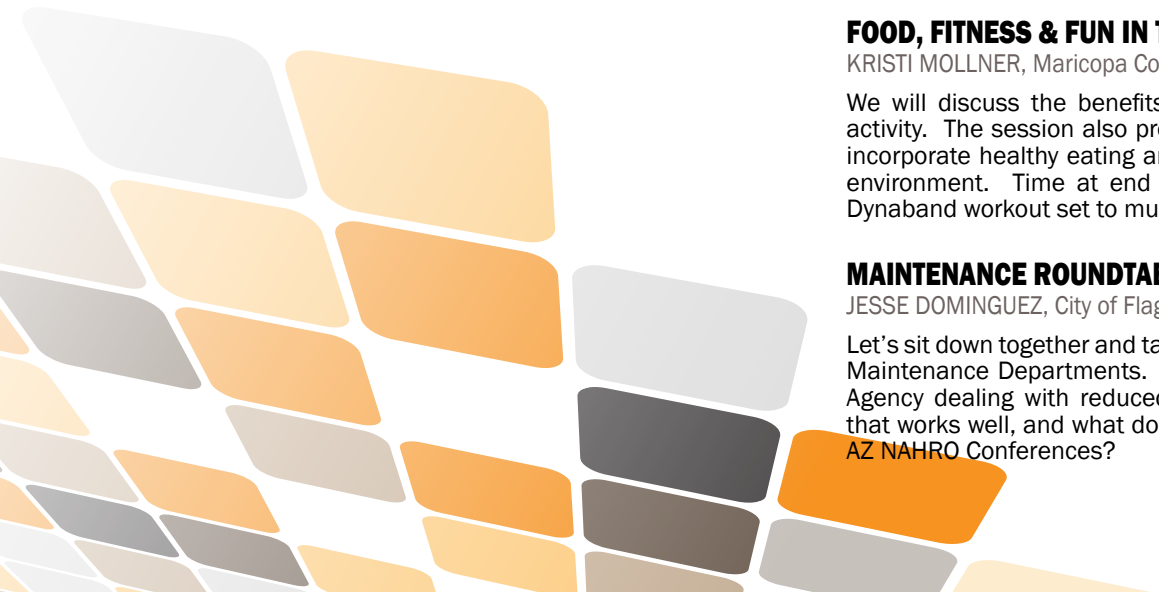
KRISTI MOLLNER, Maricopa County Dept of Public Health

We will discuss the benefits of healthy eating and physical activity. The session also provides fun, easy ideas on how to incorporate healthy eating and physical activity into the work environment. Time at end of session will be devoted to a Dynaband workout set to music.

MAINTENANCE ROUNDTABLE

JESSE DOMINGUEZ, City of Flagstaff Housing Authority

Let's sit down together and talk about what is happening in our Maintenance Departments. In these lean times, how is your Agency dealing with reduced funding? What are you doing that works well, and what do you want to hear about at future AZ NAHRO Conferences?



SESSION DESCRIPTIONS: WEDNESDAY

WEDNESDAY SESSION 1 • 9:00 TO 10:15 A.M.

THE COMPLIANCE GAME

KURT ALDINGER, City of Flagstaff Housing Authority

HUD Compliance is a game that we all try to win. Test your Compliance knowledge along with your peers in this fun Bingo game. Questions will touch on both Public Housing and Housing Choice Voucher regs. Come to play. Come to win!

PARTNERING TO END HOMELESSNESS

LIZ MORALES, City of Phoenix Housing Department
CHARLENE FLAHERTY, Corporation for Supportive Housing

Public Housing Authorities can be a key partner in the creation of permanent supportive housing for the most vulnerable people in our communities. This workshop is intended for Public Housing Authorities to learn about supportive housing and the role that resources such as Housing Choice Vouchers and project-based rental housing to help end chronic homelessness for individuals and families. It is recommended that participants attend "Supportive Housing - It Works!" in preparation for this workshop.

SECTION 8 ACCOUNTING UPDATES: VMS | PROGRAM RESERVES | CASH MANAGEMENT

BRIAN ALTON & CLAIRE RUSS, Asher PHA Finance, LLC

Housing Choice Voucher program updates, including the latest changes to VMS reporting and program reserves.

UNDERSTANDING AND INTERPRETING THE HOME PROGRAM

NICK AUTORINA, WFN Consulting

Targeted to entry-level and intermediate practitioners, this course outlines the basics of the HOME Program combined with a scenario-based timed exercise that will challenge the attendees to apply their understanding of activity eligibility, qualifications for beneficiaries to be served, required caps and set-asides (such as public services cap), and the basic regulatory requirements.

EMOTIONAL INTELLIGENCE: UNDERSTANDING YOURSELF AND OTHERS

DEBORAH GROSS, Maricopa County Correctional Health Services

This session will cover emotional intelligence and its uses to improve understanding of oneself, others, and how we perceive each other. Covering both aspects of psychological and business use, knowledge gained should improve attendee ability to communicate with others (both verbal and non-verbal communication) in the workplace and life in general.

SHOUT IT OUT!

KRIS BAXTER, City of Tempe

How do you get the word out about your programs and services? Your communications team can help you reach your target audiences inexpensively through press releases, media events, brochures and social media. Find out how.

FLOOR COVERINGS FOR PUBLIC HOUSING

JIM SEMPLE, Continental Flooring

Public Housing floor covering requirements are very budget driven, however a few tips are specifying, repairing and maintaining your floor coverings can beat the budget and keep you in newer looking floors longer. We will explore some of these possibilities.

WEDNESDAY SESSION 2 CON'T • 10:30 TO 11:45 A.M.

HUD HOT TOPICS

PETE KOZIOL & BARBARA GALLEGOS, HUD

Come hear HUD's perspective on the public housing operating subsidy and PHAS - Public Housing Assessment Scoring System.

BELT TIGHTENING: SURVIVING LEAN TIMES

BRIAN ALTON & CLAIRE RUSS, Asher PHA Finance, LLC

Join this interactive session to discuss strategies and techniques to survive and succeed in these times of lean budgets.

UNDERSTANDING AND INTERPRETING THE ESG PROGRAM

NICK AUTORINA, WFN Consulting

Targeted to entry-level and intermediate practitioners, this course outlines the basics of the HOME Program combined with a scenario-based timed exercise that will challenge the attendees to apply their understanding of activity eligibility, qualifications for beneficiaries to be served, required caps and set-asides and the basic regulatory requirements.

EFFECTIVE COMMUNICATION

JENNY MCLELLAN, ABC Housing

Powerpoint presentation, role-play and interactive work groups to get participants involved in examples of communication situations and styles. Professionalism as it relates to employer/employee relationships, internal and external forms of communication (e-mail, phone, social media sites). How to handle difficult personalities.



DON'T LET THE BED BUGS BITE

MICHELLE CHESTER, City of Tempe

This presentation will review the history and biology of bedbugs. I will also discuss how to identify and treat bedbugs, and give a brief overview of various treatments of the pests.

FAIR HOUSING FOR THE MAINTENANCE PROFESSIONAL

SHAWNA TARBORO, SW Fair Housing Council

How much do you know about Fair Housing Law? Maintenance professionals are in daily contact with our residents, and need to be up to date on the impact of Fair Housing law on their interactions with residents. Do you know how the new Medical Marijuana laws impact Fair Housing? Did you know HUD has issued a new Fair Housing rule related to LGBT? Please join us to learn the answers to these questions and more!

WEDNESDAY

SESSION 3 • 1:15 TO 3:30 P.M. (15 MIN BREAK)

DATA SECURITY AND LIABILITY (1:15 - 2:30)

GARY DICKINSON, The Marshall Agency

Identity Theft has become the #1 crime in America, as well as the fastest growing crime in America! Many refer to ID Theft as "The Silent Crime", since it is so often misunderstood and underestimated. The best defense against this terrible crime is EDUCATION. Learn the scary facts and steps you can take to protect yourself in both the workplace and your own home. In educating yourself, you will also minimize your liability against fines, lawsuits, and lost customers.

PUBLIC HOUSING ROUNDTABLE (2:45 - 3:30)

KURT ALDINGER, City of Flagstaff Housing Authority
TERRY TORRES, HUD

This discussion based forum will be a chance for Public Housing Practitioners and HUD Staff to share ideas for the best solutions to our common problems. Discussion ideas include Unit Turnover and Lease Up procedures, Earned Income Disregard Eligibility and Tracking, Verifying and computing self employment and EIV. Bring ideas and questions.

SECTION 8 ROUNDTABLE (2:45 - 3:30)

LIZ MORALES, City of Phoenix Housing Department

A discussion based forum for Section 8 Housing Choice Voucher Case Workers and Managers to share ideas and discuss solutions to the problems that they face in their daily operation of their programs.

PHAS IN 2012: MAXIMIZING MASS AND FASS AFTER THE RECAPTURE

BRIAN ALTON & CLAIRE RUSS, Asher PHA Finance, LLC

Understand the 4 components of the PHAS rule including sub indicators, ratios, and scoring.

SUPPORTIVE HOUSING: IT WORKS

CHARLENE FLAHERTY, Corporation for Supportive Housing

Permanent, affordable housing linked to health, mental health, employment, and other support services is a proven, cost-effective way to end homelessness for people who face the most complex challenges. In this workshop you will learn how supportive housing improves lives, benefits communities and generates cost savings to public systems. You will also learn the basics of supportive housing including types, service models and finances.

FSS ROUNDTABLE

KAREN PIERCE, City of Tempe

All FSS Coordinators, Specialists, or other social service professionals will discuss current issues and exchange information. All questions are encouraged and any forms or information is welcomed. Discussion will also include PCC boards, needs surveys, and 2013 FSS grants.

LED LIGHTING & WATER CONSERVATION

CHARLIE BOWERS AND DEAN SHEPPARD, Centennial Contractors

Part 1: This presentation will cover the current information on LED lighting options, including recent, relevant installations in Arizona. There will be two "case studies" that cover actual projects, including the products used, the Return On Investment (ROI) calculations and the actual results achieved in the field.

Part 2: This presentation will cover the current information on state of the art, wireless irrigation controllers that are available for use to affordably and drastically cut back on irrigation water consumption & cost, while improving the performance of the plant life being treated. This presentation will also include recent, relevant case studies that cover actual projects & results.

SESSIONS AT-A-GLANCE

TUESDAY, AUGUST 7

	Mohave I	Mohave II	Mohave III	East Ballroom	Paloma I	Paloma II	Paloma III
8:00 to 9:30 AM	CONTINENTAL BREAKFAST						
9:00 to 10:15 AM	OPENING CEREMONIES MONA DIXON AND WILLIAM SHAW						
10:30 to 11:45 AM	Housing Updates/National NAHRO Speaker <i>Jonathon Zimmerman</i>				Integrating Core Business Principles into Your Agency <i>Eddie Davila, ASU Department of Supply Chain Management</i>		You vs. Safety: Who will Come Out on Top? <i>Joe Zaleski Centennial Contractors Enterprises, Inc.</i>
Noon to 1:15 PM	BUSINESS LUNCHEON POP-TO-WIN!						
1:30 to 2:45 PM	Section 8 Cost Cutting Measures <i>Lisa Baker Yolo County Housing Authority</i>	Save Our Home AZ Program Overview <i>Reginald Givens Arizona Dept of Housing</i>	Public Housing Accounting in 2012 (Part 1 of 2) <i>Asher PHA Finance, LLC Brian Alten and Claire Russ</i>	Understanding & Interpreting the CDBG Program <i>Nick Autorina WFN Consulting</i>	Integrating Core Business Principles into Your Agency <i>Eddie Davila, ASU Department of Supply Chain Management</i>	Mental Health/First Aid <i>Carlos Benjamin Magellan Health Services</i>	Grounds Maintenance: Pruning and Caring for Trees and Shrubs <i>Rick Robinson Stillwater Landscape Management</i>
2:45 to 3:15 PM	BREAK						
3:15 to 4:30 PM	White Paper on Sustainability <i>Lisa Baker Yolo County Housing Authority</i>	Creating an Administrative Plan for Serving Homeless <i>Liz Chavez and Theresa James City of Tempe</i>	Public Housing Accounting in 2012 (Part 2 of 2) <i>Asher PHA Finance, LLC Brian Alten and Claire Russ</i>	Performance Measurement 2.0: A Value Based Investment Analysis for HUD Grant Programs <i>Nick Autorina WFN Consulting</i>	Integrating Core Business Principles into Your Agency <i>Eddie Davila ASU Department of Supply Chain Mgmt</i>	Food and Fitness in the Workplace <i>Kristi Mollner Maricopa County Dept of Public Health</i>	Maintenance Round Table <i>Jesse Dominguez Maintenance Manager City of Flagstaff Housing Authority</i>
4:30 to 6:30 PM	RECEPTION & AWARDS						

WEDNESDAY, AUGUST 8

8:00 to 9:30 AM	CONTINENTAL BREAKFAST						
9:00 to 10:15 AM	Compliance Game <i>Kurt Aldinger Flagstaff Housing Authority</i>	Partnering to End Homelessness <i>Liz Morales City of Phoenix Charlene Flaherty Corp for Supportive Housing</i>	Section 8 Accounting Updates: VMS, Program Reserves & Cash Management <i>Asher PHA Finance, LLC Brian Alten and Claire Russ</i>	Understanding & Interpreting the HOME Program <i>Nick Autorina WFN Consulting</i>	Emotional Intelligence: Understanding Yourself and Others <i>Dr. Deborah Gross Psy.D., Maricopa County Correctional Health Services</i>	Shout it Out! <i>Kris Baxter City of Tempe</i>	Floor Coverings for Public Housing <i>Jim Semple Continental Flooring</i>
10:15 to 10:30 AM	BREAK						
10:30 to 11:45 AM	HUD Hot Topics <i>Pete Koziol and Barbara Gallegos, HUD</i>		Belt Tightening: Surviving Lean Times <i>Asher PHA Finance, LLC Brian Alten and Claire Russ</i>	Understanding and Interpreting the ESG Program <i>Nick Autorina WFN Consulting</i>	Effective Communication: Eliminating the Barriers <i>Jenny McLellan ABC Housing</i>	Don't Let the Bed Bugs Bite <i>Michelle Chester City of Tempe</i>	Fair Housing for the Maintenance Professional <i>Shawna Tarboro SW Fair Housing Council</i>
Noon to 1:00 PM	NON-BUSINESS LUNCH & SILENT AUCTION						
1:15 to 3:30 PM (with a break from 2:30 to 2:45 PM)	Data Security and Liability <i>Gary Dickinson, The Marshall Agency</i>		PHAS in 2012: Maximizing MASS & FASS after the Recapture <i>Asher PHA Finance, LLC Brian Alten and Claire Russ</i>	Supportive Housing: It Works <i>Charlene Flaherty Corp for Supportive Housing</i>	Arizona Housing Authority Director's Association	FSS Roundtable <i>Karen Pierce City of Tempe</i>	LED Lighting Water Conservation <i>Charlie Bowers and Dean Sheppard Centennial Contractors Enterprises, Inc.</i>
	PH Round Table <i>Kurt Aldinger CFHA and Terry Torres, HUD</i>	Section 8 Roundtable <i>Liz Morales City of Phoenix Housing Dept.</i>					

7 Ways To Grow The Action Habit

People at the top of every profession share one quality — they get things done. This ability supercedes intelligence, talent, and connections in determining the size of your salary and the speed of your advancement.

Despite the simplicity of this concept there is a perpetual shortage of people who excel at getting results. The action habit — the habit of putting ideas into action now — is essential to getting things done. Here are 7 ways you can grow the action habit:

1 Don't wait until conditions are perfect. If you're waiting to start until conditions are perfect, you probably never will. There will always be something that isn't quite right. Either the timing is off, the market is down, or there's too much competition. In the real world there is no perfect time to start. You have to take action and deal with problems as they arise. The best time to start was last year. The second best time is right now.

2 Be a doer - Practice doing things rather than thinking about them. Do you want to start exercising? Do you have a great idea to pitch your boss? Do it today. The longer an idea sits in your head without being acted on, the weaker it becomes. After a few days the details gets hazy. After a week it's forgotten completely. By becoming a doer you'll get more done and stimulate new ideas in the process.

3 Remember that ideas alone don't bring success — Ideas are important, but they're only valuable after they've been implemented. One average idea that's been put into action is more valuable than a dozen brilliant ideas that you're saving for "some other day" or the "right opportunity". If you have an idea the you really believe in, do something about it. Unless you take action it will never go anywhere.

4 Use action to cure fear — Have you ever noticed that the most difficult part of public speaking is waiting for your turn to speak? Even professional speakers and actors experience

pre-performance anxiety. Once they get started the fear disappears. Action is the best cure for fear. The most difficult time to take action is the very first time. After the ball is rolling, you'll build confidence and things will keep getting easier. Kill fear by taking action and build on that confidence.

5 Start your creative engine mechanically — One of the biggest misconceptions about creative work is that it can only be done when inspiration strikes. If you wait for inspiration to slap you in the face, your work sessions will be few and far between. Instead of waiting, start your creative motor mechanically. If you need to write something, force yourself to sit down and write. Put pen to paper. Brainstorm. Doodle. By moving your hands you'll stimulate the flow of ideas and inspire yourself.

6 Live in the present - Focus on what you can do in the present moment. Don't worry about what you should have done last week or what you might be able to do tomorrow. The only time you can affect is the present. If you speculate too much about the past or the future you won't get anything done. Tomorrow or next week frequently turns into never.

7 Get down to business immediately — It's common practice for people to socialize and make small talk at the beginning of meetings. The same is true for individual workers. How often do you check email or RSS feeds before doing any real work? These distractions will cost you serious time if you don't bypass them and get down to business immediately. By becoming someone who gets to the point you'll be more productive and people will look to you as a leader.

It takes courage to take action without instructions from the person in charge. Perhaps that's why initiative is a rare quality that's coveted by managers and executives everywhere. Seize the initiative. When you have a good idea, start implementing it without being told. Once people see you're serious about getting things done they'll want to join in. The people at the top don't have anyone telling them what to do. If you want to join them, you should get used to acting independently.

Written by Editor in Chief, Pick The Brain (Inspired by The Magic of Thinking Big by David Schwartz)

GIVE 'EM WHAT THEY WANT...AND NEED

POSITIVE FEEDBACK

A humorous and effective training game that I often have participants play is the feedback game. I have the participants line up on an imaginary line. I mark one end of the line as January 1st and the other end of the line December 31st. Then I ask the participants to get up out of their seats (this works great when we have a class of about 25 people) and line up on that line according to the day and month of their birthday in relationship to everyone else in the room. The only rule is that they cannot communicate to anyone about their birthdays. They can only guess.

The January babies immediately go to one end and the December babies the other. Everyone else is trying to figure where they stand. After a few minutes of trying to figure out their places on the line, I ask them to speak to each other and take their proper place. In most situations, over half of the people have to change places.

When they have taken their spot, with everyone standing in the proper place, then I say: "If you forget everything else I say today—don't forget this. When you get back to your seat, write it down. This one statement can change how you manage and motivate people. The statement is this: 'Without feedback you don't know where you stand.'"

Of the many motivators, the number one motivator is feedback—and it's free. It doesn't cost a thing.

Positive Feedback—the Number One Motivator

I then ask if any of them coach little league or soccer. Several always raise their hands. I ask them if they wait until the rewards banquet to give feedback. They say, "No way." I ask them when they give feedback and the coaches say, "Every day—all the time." That is essential for great coaching.

Thomas W. McKee



Floors & Ceilings

Material Only • Complete Installation

VCT • Sheet Vinyl • Ceramic • Carpet
Stair Treads • Cove Base

Utilize one of our competitively awarded contracts.

All major floor covering manufacturer's products available, tenant occupied installation and over 32 years of quality experience...FREE estimates, consultation or samples.

**Supporting AZ NAHRO's
conferences for over 13 years!**

**www.continentalflooring.com
(480) 949-8509 • (800) 825-1221**



Jim Semple
Floor Covering Consultant
jsemple@continentalflooring.com




EMPIRE TODAY® WE HAVE YOUR BUSINESS COVERED

Trusted Products & Services From A Proven Provider





Experienced Sales Specialists & Professional Installation
Direct Manufacturer Relationships
Exceptional Results From A Proven Provider



For more information about Empire's Small Business & Commercial program, call 800-588-2386 or visit empiretoday-commercial.com.

Apartments • Community Centers • Schools • Medical Facilities • Offices & More



YARDI VOYAGER™

Comprehensive Solution for Housing Choice Voucher
and Public Housing Management

To learn more, call 1-800-866-1144
or visit www.yardi.com/pha



LegalShield™

Everyone deserves legal protection.

And now with LegalShield everyone can access it.

For one low monthly fee,
you can access legal advice. . .

No matter how traumatic. No matter how trivial.
LegalShield is here for YOU!

- Individual & Family Plans
- Business Plans
- Employee Benefit Plans
- Specialty Plans

Identity Theft Shield

*It only takes minutes for an identity thief to steal your information.
It may take years and thousands of dollars to clean up the mess they have made
of your good name and credit record.*

**Identity Theft Shield and
Safeguard for Minors ...**

**Everything you would expect with great identity theft services,
PLUS coverage for your children.**

Gary Dickinson 562-221-4238 Jerry Pflanz 480-721-0120
Independent Associates, Group and Small Business Specialists

KUEHL ENTERPRISES LLC

Quality ∞ Efficiency ∞ Integrity

Martina Kuehl 928-899-4339 MLKuehl@aol.com

Full Range of Consulting Services

Housing

Community Development

Human Services

Organizational Development

Grant Writing/Application Preparation

- ⌘ Federal
- ⌘ State
- ⌘ Local
- ⌘ Foundation

Strategic and Business Planning

- ⌘ Board, Commission, Staff Retreats
- ⌘ Meeting Facilitation & Moderation
- ⌘ Public and Community Forums
- ⌘ Organization Assessment
- ⌘ Succession Planning
- ⌘ Staffing Plans

Program Planning, Design and Support

- ⌘ Business Lines Analysis
- ⌘ Needs Assessment
- ⌘ Applications & Forms
- ⌘ Logic Models
- ⌘ Reports

Research and Technical Reports

- ⌘ Socio-economic
- ⌘ Business
- ⌘ Housing

Community Planning & Strategies

- ⌘ Market/Needs Assessments
- ⌘ HUD Consolidated Planning
- ⌘ Housing Elements
- ⌘ Revitalization Strategies
- ⌘ Network Building

Training

- ⌘ Curriculum Development
- ⌘ Board, Commission and Staff
- ⌘ Individual, Group, On-line

Project Support

- ⌘ Risk Assessment
- ⌘ Subsidy Structuring

Insurer of Choice for Public and Affordable Housing



You have choices. We have solutions.

Housing Authority Insurance Group is a trade name for a family of affiliated companies which includes Housing Authority Risk Retention Group, Inc.; Housing Authority Property Insurance, A Mutual Company; Housing Enterprise Insurance Company, Inc.; Housing Insurance Services, Inc. (DBA Housing Insurance Agency Services in NY and MI); Housing Authority Insurance, Inc.; Housing Telecommunications, Inc.; Satellite Telecommunications, Inc.; Housing Investment Group, Inc.; Public and Affordable Housing Research Corporation; and Housing Systems Solutions, Inc.

Best Wishes for a Successful Conference

Celebrating 25 years with Special Thanks
to Our Housing Authority Members in Arizona

Cochise County
Eloy
Flagstaff
Maricopa
County

Nogales
Pinal County
South Tucson
Williams
Winslow



For information about our insurance
programs and services contact:

Emily Fortier, Marketing Representative
800-873-0242, ext. 291
efortier@housingcenter.com
www.housingcenter.com



PHEnterprizes
Peggy Morales
520-850-8488



Gabrielle M. Luoma, CPA, PLLC
520-572-1248
www.gmlcpa.com



SAVE ON EVERY PHONE BILL

cricket **Lifeline CREDIT**

- + Government assistance program that grants you a credit toward each month's wireless bill
- + Use the credit toward any unlimited plan and any phone, including a smartphone
- + Easy to activate

With Cricket Lifeline Credit, you can enjoy the unlimited plan of your choice, add-ons that let you customize your plan, and monthly savings on your wireless bill.

Visit WWW.MYCRICKET.COM/LIFELINEARIZONA

Tweaked By Design
Your Marketing Needs Tweaked To Perfection!

Graphic Design & Printing

- Banners
- Booklets
- Brochures
- Business Cards
- Calendars
- Flyers
- Forms
- Newsletters
- Postcards
- Programs
- & more!

Valerie Mitchell
Owner/Graphic Designer
602.469.4136
valerie@tweakedbydesign.com



A&H
PAINTING INC.
www.aandhpainting.com
(602) 439-1484



THE MARSHALL AGENCY
Competent, Reliable, Responsible Benefits Specialists

PRESENTER PROFILES

KURT ALDINGER

HOUSING MANAGER | CITY OF FLAGSTAFF HOUSING AUTHORITY

Kurt Aldinger works at Flagstaff Housing Authority as their Manager of Public Housing. He oversees 265 units of Public Housing and 80 units of affordable housing owned by Flagstaff Housing Corporation. Kurt also actively volunteers as Vice President for Training at the Affordable Housing management Association/Pacific Southwest Region.

BRIAN ALTEN, CPA

DIRECTOR | ASHER PHA FINANCE, LLC

Brain Alten is a CPA and Director at Asher & Co. Mr. Alten's specialties include Low Income Public Housing (LIPH), Housing Choice Voucher (HCV), Project Based, Moderate Rehabilitation (ModRehab) and New Construction Section 8; the Capital Fund Program (CFP), HOPE VI and various other programs and grants such as ROSS and Rural Development. Mr. Alten has helped Housing Authorities maximize both Operating Subsidy and their financial ratio scores. Mr. Alten was a former partner of PHA Finance, PC and co-creator of The PHA Finance Solution.

NICK AUTORINA

PRESIDENT | WFN CONSULTING

Nick Autorina is the President of WFN Consulting, overseeing the day-to-day operations of the firm's corporate headquarters in Marietta, Ga., as well as WFN's satellite locations throughout the U.S. and the Caribbean.

Nick held several management positions related to the management and administration of several federal grant entitlement programs since joining the firm, including his service as managing director for Cobb County, Ga.'s Community Development Block Grant program. His years of experience with federal and HUD-specific entitlement grant programs, coupled with his leadership of WFN's Business Development team, gives WFN the ability to deliver in-depth, thorough reporting products that are widely regarded as the industry's standard, with regard to overall excellence. WFN Consulting's product offerings include Needs Assessments, Consolidated Plans, Analysis of Impediments to Fair Housing (AI), Organizational Behavior, Strategic Planning, Organizational Structure, and many more reports often required for compliance.

Nick worked for the State of Georgia and the consolidated governments of Augusta-Richmond County, Ga. (ARC) as a program coordinator for HUD activities, before he joined WFN Consulting in 1998. From 1983 to 1994, Nick served with distinction in the U.S. Army as a member of an elite criminal investigations unit that provided domestic and worldwide security operations led by then-Secretary of Defense Dick Cheney and the former Head of the Joint Chiefs of Staff, Gen. Colin L. Powell.

In addition to earning Bachelor of Science and M.B.A. degrees, Nick also holds a J.D. from Taft University.

LISA BAKER

EXECUTIVE DIRECTOR | YOLO COUNTY HOUSING

Lisa Baker has been Executive Director of Yolo County Housing since 2006. During her tenure, Yolo Housing has gone from being classed by HUD's Recovery and Protection Corps as a non-viable entity to being HUD SF office's 2010 PHA of the year and, in 2011, is a national high performer in both Vouchers and Public Housing. In 2012, Yolo Housing was honored by the SF HUD office for Consistently High Occupancy in public housing, one of only 2 PHA's to be so named. Ms. Baker is a 2012 Breathe California Clean Air Leadership Award winner for her work in improving air quality, especially for persons of low income. She is a board member for PSWRC-NAHRO, the national NAHRO Chair for Sustainable Policy and Legislation and Vice Chair of Legislative Affairs and Board member for the California Association of Housing Authorities. She has written a number of articles specifically focused on sustainability, improved operations and technology for public housing authorities. She is a graduate of UC Davis where she earned both her B.A. and Master's degree. Prior to joining Yolo County Housing, she was founder and President of Baker Street Associates, a housing and community development consulting firm.

KRIS BAXTER-GING

PUBLIC INFORMATION OFFICER | CITY OF TEMPE

Kris Baxter-Ging is a Public Information Officer with the City of Tempe with 15 years experience in government communications.

CARLOS BENJAMIN

LEARNING SPECIALIST | MAGELLAN HEALTH SERVICES

Carlos Benjamin is a Learning Specialist with Magellan Health Services of Arizona, a Certified Psychiatric Rehabilitation Provider, Mental Health First Aid Instructor and family member of a person with a psychiatric condition. Carlos is Magellan's customer service trainer and provides training on an array of mental health topics.

CHARLIE BOWERS

LEED AP PROJECT MANGER GREEN SOLUTIONS | CENTENNIAL CONTRACTORS ENTERPRISES, INC.

Charlie Bowers is a LEED Accredited Professional, as designated by the USGBC, and Project Manager of Green Solutions for Centennial Contractors Enterprises, Inc. Centennial Contractors is a national general contractor that specializes in Job Order Contracting project delivery. Charlie's background includes over 45 years in the construction industry in various positions over the years, and he has been with Centennial for over 6 years here in Arizona.

LIZ CHAVEZ

HOUSING SERVICES ADMINISTRATOR | CITY OF TEMPE

For the past 15 years Liz has been the Housing Services Administrator for the City of Tempe, Community Development Department. Her responsibilities include the day to day operations of the city's federally funded programs which include the Section 8 Housing Choice Voucher, Family Self-Sufficiency, Community Development Block Grant (CDBG), HOME, Down payment and Affordable Housing Programs and Homeless programs. She currently is serving on the National NAHRO, PSWRC NAHRO and AZ NAHRO boards in different capacities and is the Legislative contact for the Housing Authority Director's Association (AHADA) and Arizona National Association of Housing and Redevelopment Officials (NAHRO). Liz has over 21 years of administration and management experience in the housing industry and extensive knowledge in federal regulations including Fair Housing law.

MICHELLE CHESTER

MARICOPA COUNTY ENVIRONMENTAL SERVICES

Michelle Chester has a Bachelor of Science degree in Biology from Northern Arizona University. She has worked as a field biologist for the Arizona Game and Fish Department and as a Wastewater Inspector for Coconino County Environmental Services. She has worked for Maricopa County Environmental Services for ten years and has been a training officer for the last six years where her primary duties are to train new health inspectors in food, wastewater, and vector inspections.

EDDIE DAVILA

ASU DEPARTMENT OF SUPPLY CHAIN MANAGEMENT

Eddie Davila's passions lie in introducing students at ASU and around the world to supply chain management. He's taught over 15,000 students while at ASU and his 12-part "Introduction to SCM" video series on YouTube has nearly half a million hits. He has also led experiential learning consulting projects where students learn by helping their corporate clients.

ADVOCACY. COMMITMENT. TRAINING.

AZNAHRO 2012

AUGUST 7-8, 2012

GARY A. DICKINSON, CITRMS

CERTIFIED IDENTITY THEFT RISK MANAGEMENT SPECIALIST
THE MARSHALL AGENCY

Gary is a Certified Identity Theft Risk Management Specialist (CITRMS) – certified by The Institute of Fraud Risk Management. He is an accomplished speaker and leads identity theft workshops to educate and train others on what identity theft is and how to protect their businesses, assets and families from identity thieves. Gary also consults with business owners on the new identity theft laws and how to reduce their liability imposed under these laws. Many business owners and company executives are unaware of the civil and criminal penalties they may face for non-compliance with these new identity theft laws.

After receiving his BSME and MBA degrees from Purdue University, Gary has been a professional leader with over 20 years of results for companies Sony, NEC, Texas Instruments, ABC Audio Video, and Wyndham Vacation Ownership in Professional Sales and New Market Development – as well as Team Building, Project Management, and Customer Service and Support.

As a former victim of identity theft, Gary understands the difficulties in dealing with identity theft. He currently enjoys helping educate others on the #1 Crime in America – and firmly feels that EDUCATION is the best defense in the war against this silent crime.

JESSE DOMINGUEZ

MAINTENANCE MANAGER | CITY OF FLAGSTAFF HOUSING AUTHORITY

Jesse Dominguez has been working at Flagstaff Housing Authority for over 40 years. He has seen lean times and he has seen times when funding has been more plentiful. He manages a group of 11 maintenance professionals who provide support for 345 units of housing and inspection support for the Section 8 Housing Choice Voucher Program. Jesse also manages the CFP program.

CHARLENE M. FLAHERTY

ASSOCIATED DIRECTOR SW | CORPORATION FOR SUPPORTIVE HOUSING

Charlene M. Flaherty is Associated Director Southwest for the Corporation for Supportive Housing where she works with communities to create permanent supportive housing for homeless persons. Ms. Flaherty has over 25 years expertise in direct service and advocacy on behalf of underserved people. Ms. Flaherty earned Masters degrees in Political Science from Rutgers University and Theology from the University of San Francisco.

BARBARA GALLEGOS

HUD

Prior to working with the U.S. Department of Housing and Urban Development, Ms. Gallegos was an Executive Director for the Colorado River Indian Housing Authority in Parker, Arizona for seven years, a Development Officer for the All Indian Pueblo Housing Authority in Albuquerque, New Mexico for three years, and a Rural Development Housing Specialist on loan to the Farmers Home Administration from the New Mexico State Housing Authority for five years. Between her HUD, State, and local housing experience, Ms. Gallegos has worked in the housing field for 36 years.

Ms. Gallegos has worked for HUD for 21 years, beginning as a Supervisory Housing Management Specialist for the Phoenix Office of Native American Programs (ONAP), and working for the ONAP Headquarters Office, writing NOFA's, PIH Notices, Guidebooks, etc., and specializing in ROSS, Drug Elimination and Community Development Grants.

REGINALD H. GIVENS

FORECLOSURE ASSISTANCE ADMINISTRATOR | AZ DEPT OF HOUSING

Reginald H. Givens is the Foreclosure Assistance Administrator with the Arizona Department of Housing. Currently Reginald is working on the implementation and continuing development of the State's foreclosure prevention program, Save Our Home AZ, which is a part of the U.S. Department of Treasury's Hardest Hit Fund. Reginald successfully coordinated the State's Your Way Home AZ program which is a part of the Neighborhood Stabilization Program. Additionally, Reginald works on the National Foreclosure Mitigation Counseling program. A program designed to help homeowners facing foreclosure by providing them with much needed loss mitigation counseling. Through the combination of these programs and his extensive lending experience, Reginald is helping to bring stability back to the Arizona housing market.

DEBORAH GROSS

MARICOPA COUNTY CORRECTIONAL HEALTH SERVICES

Deborah Gross serves on the Board of the Arizona Foundation for Behavioral Health. She is a licensed psychologist with a practice focus in corrections. Deborah has worked for NAMI Arizona, ValueOptions, MARC Center, Arizona Department of Corrections, and Correctional Health Services, Maricopa County. She received her B.A. from the University of Washington in 1977, and her J.D. degree from New England School of Law: Boston in 1981. Dr. Gross earned her M.A. in clinical psychology in 2001 and a doctoral degree in 2004 from Argosy University-Phoenix. She is a Board Member of the Arizona Coalition for Tomorrow (a Head Start-related entity) and the Deer Valley Pilots Association. Deborah is a past President and Member of the Board of The Star Centers, formerly known as S.O.O.N. (Survivors on Our Own).

MICHELE GURRIERI

WEB & DESIGN COORDINATOR | CITY OF TEMPE

Michele Gurrieri is a Web and Design Coordinator for the City of Tempe with 23 years experience in brochure and web design, events, promotional items and more.

THERESA JAMES

HOMELESS & FAIR HOUSING COORDINATOR | CITY OF TEMPE

Theresa James is the Homeless and Fair Housing Coordinator for the City of Tempe. She chairs the Planning Subcommittee for the Maricopa County Continuum of Care. She also sits on the Regional Council on Homelessness. Theresa has over 25 years experience working in human services.

PETE KOZIOL

HUD

Pete Koziol has worked for the U.S. Department of Housing and Urban Development for 27 years. He has been with the Phoenix Office of Public Housing since October of 2006, when he accepted a position as a Financial Analyst. 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, managing 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.

ADVOCACY. COMMITMENT. TRAINING.

AZNAHRO 2012

AUGUST 7-8, 2012

JENNY MCLELLAN

OPERATIONS MANAGER | ARIZONA BEHAVIORAL HEALTH CORPORATION

Jenny McLellan is the Operations Manager for Arizona Behavioral Health Corporation (ABC). She has been with ABC for the past 11 years and started her career with ABC as the Office Manager. Her role has expanded to include Human Resources, Property/Facilities Management and the development and implementation of corporate policies. She has a professional certification from the University of Phoenix for coursework in Human Resources. She completed a Bachelor of Science degree from Arizona State University in Business and received her Master of Arts degree in Organizational Management from the University of Phoenix.

KRISTI MOLLNER

REGISTERED DIETICIAN | MARICOPA COUNTY DEPT OF PUBLIC HEALTH
OFFICE OF NUTRITION AND PHYSICAL ACTIVITY

Kristi Mollner is a Registered Dietician who works with Maricopa County's Department of Public Health in the Office of Nutrition and Physical Activity. She attended the University of Nebraska-Lincoln where she earned a Bachelor of Science in Nutrition and Dietetics. Kristi currently serves as a Community Dietician for the Arizona Nutrition Network and works throughout the valley providing nutrition and physical activity education. She has a strong passion for wellness and enjoys having the opportunity to share this enthusiasm with others. Her ultimate goal is to make a positive difference in people's lives on a daily basis.

ELIZABETH MORALES

HOUSING MANAGER | CITY OF PHOENIX HOUSING DEPARTMENT

Elizabeth Morales is currently the Housing Manager for the City of Phoenix Housing Department. She oversees both the Applications and Information and the Section 8 Divisions. Her past experience includes eight years with Arizona Behavioral Health Corporation as Housing Administrator providing supportive housing for homeless and disabled individuals and families. She has a Masters in Counseling and a B.S. in Business Management. She currently serves as past-president for Arizona NAHRO.

KAREN PIERCE

FSS SPECIALIST | CITY OF TEMPE

Karen Pierce has been the FSS Specialist with the City of Tempe for over 15 years and a housing specialist for 10 years prior to FSS. She has a Bachelor's Degree from Colorado State University in English Secondary Education and taught Jr. High and Adult Education in Laredo, Texas. She was the Director of Holy Childhood for the Archdiocese of Denver prior to coming to Arizona.

RICK ROBINSON

PRESIDENT/OWNER | STILLWATER LANDSCAPE MANAGEMENT

Rick Robinson is the President and owner of Stillwater Landscape Management. Stillwater provides pristine landscape maintenance for communities in the greater Phoenix area, with a focus on efficiency, competitive rates and excellent service.

CLAIRE RUSS

PROPERTY HOUSING MANAGER | ASHER PHA FINANCE, LLC

Claire Russ is a Manager for Asher PHA Finance, responsible for Property Management and Operations. Claire has over eight years of experience. Before joining Asher, she was a property manager in Philadelphia, PA. She managed programs for behavioral-health and HIV-diagnosed heads of households.

JIM SEMPLE

FLOOR COVERING CONSULTANT | CONTINENTAL FLOORING CO

Jim Semple has been involved in floor covering sales since September of 1976 working in several different levels, retail sales, commercial sales, Wholesale and Manufacturer sales in Michigan and in the Arizona region. For Continental Flooring Company, Jim has been a vendor to the AZ NAHRO Conference for 13 consecutive years while acting as a presenter several times.

For your local PHA use he will travel to make site visits, recommendations and estimates as well as enjoy in the bidding process if that is deemed necessary.

DEAN SHEPPARD

PARTNER/OWNER | INTELLIGENT IRRIGATION SYSTEMS

Sheppard has been involved in commercial and community development over 10 years and with Intelligent Irrigation Systems brings 15 years sales and business development experience. While with the Scottsdale Chamber of Commerce Sheppard was the Director of Economic Development. Notable projects on behalf of the Chamber and City of Scottsdale included the 5th Avenue revitalization project, Scottsdale/McDowell Sky Song Development and Incubator project, McDowell Road Motor Mile Program and started the Business Retention and Expansion Program for the City of Scottsdale.

Sheppard performed as Director of Business Development for two general contractors and was responsible for discovering and positioning the construction teams that won construction projects valuing over \$25 million in a very difficult economic climate. Sheppard has been married for 21 years has 3 wonderful boys and lives in Phoenix, Arizona.

SHAWNA TARBORO

PHOENIX COORD/ENFORCEMENT COORD/EDUCATION & OUTREACH SPEC
SOUTHWEST FAIR HOUSING COUNCIL

Shawna Tarboro began with the Southwest Fair Housing Council of 2005, working as an education and outreach representative. She has been solely responsible for all of the clinics, lead hazard education, and outreach efforts of Southwest Fair Housing Council's Phoenix office. After organizing and completing hundreds of Fair Housing events, classes and presentations, Ms. Tarboro now has positive working relationships with the City of Phoenix Equal Opportunity Department, the City of Scottsdale, the Arizona Department of Housing, and community based organizations such as ABIL, Community Legal Services, Phoenix Revitalization, and Golden Gate Community Center. Ms. Tarboro has since been trained in coordination the enforcement efforts in the Phoenix Metro area, concentrating on rental, and accessibility testing and complaints.

TERRY TORRES

HUD

Terry Torres has been a HUD employee for 13 years. She has worked in the departments of Multi-family, Indian Programs, and for the past 4 years in Public Housing. She has worked in the housing industry for the past 28 years and has worked as a caseworker and inspector.

JOE ZALESKI

REGIONAL SAFETY MANAGER | CENTENNIAL CONTRACTORS

Joe Zaleski is a Regional Safety Manager with Centennial Contractors. He is a certified OSHA and First Aid/ CPR/AED instructor and has successfully implemented training and safety programs for all size of employers, while helping to establish target areas for short-term and long-range accident and loss control reductions.

ANNUAL BUSINESS MEETING

Tuesday, August 2, 2011, 12:00 P.M.

Chaparral Suites • 5001 N. Scottsdale Rd. • Scottsdale, Arizona

MEETING NOTES

1 Welcome and Introduction

President Elizabeth Morales welcomed and thanked everyone for attending the conference, and introduced the board members.

Liz Morales recognized and thanked our vendors: A&H Painting Inc, Continental Flooring, HD Supply, Home Depot, Housing Authority Insurance, Lindsey Software and Yardi Systems.

2 Approval of Minutes from the annual business meeting held on August 10, 2010

Gloria Soto informed the members that minutes are in the business meeting packet and gave a few seconds to review, asked for questions. No questions were asked. Gloria requested motion to accept. Nicky Stevens made the motion to accept and seconded by Barbara Wallace Motion carried with a unanimous decision.

3 Financial Update

A Treasurer's Report for June

The book balances for December 31, 2010 are:

Checking - \$18,712.42 Investment Account - \$11,902.43 CD - \$10,972.92

Theresa Schweitzer presented the Treasurer's Report to all the members and reviewed the budget.

Motion by Gloria Soto and seconded by Connie Treloar to accept the Treasurer's Report. Motion carried with a unanimous decision.

4 State of the Chapter Report

Liz Morales presented the 2010-2011 Year in Review including the accomplishments, poster contest, events and trainings conducted for the year, etc.

5 Slate of Officer 2011-2013

Dan Trozzi presented the slate officer for the new two year term: Deborah Beals for President, Theresa Schweitzer for Vice President, Jenese Bojorquez for Secretary, and Karen Mofford for Treasurer. No other nominations were received. Liz asked for motion to accept the officer. Motion by to accept and seconded by. Motion carried with a unanimous decision.

5 Adjournment

Motion by Theresa Schweitzer to adjourn the meeting and seconded by Sandra Nunez. Motion carried with a unanimous decision.

Respectively submitted by:

Gloria Soto, Secretary

ADVOCACY. COMMITMENT. TRAINING.

AZNAHRO 2012

AUGUST 7-8, 2012

AZNAHRO Statement of Income and Expenditures Year Ended December 31, 2011

Description	Actual	Budget	Variance
Revenues:			
Conference Revenues:			
Conference Fees	\$ 30,895.00	\$ 33,000.00	\$ (2,105.00)
Donation from AHADA for Nan McKay Training	\$ -	\$ 2,000.00	\$ (2,000.00)
NAHRO Store	\$ 70.00	\$ -	\$ 70.00
Meals	\$ 475.00	\$ -	\$ 475.00
Vendor Fees	\$ 2,700.00	\$ 3,500.00	\$ (800.00)
Total Conference Revenue:	34,140.00	38,500.00	(4,360.00)
FSS Revenues:			
Silent Auction	\$ 2,075.00	\$ 1,750.00	\$ 325.00
50/50	\$ 298.50	\$ 175.00	\$ 123.50
Total FSS Revenue:	2,373.50	1,925.00	448.50
Sub-Total Conference/FSS Revenues	36,513.50	40,425.00	(3,911.50)
Other Revenues:			
Member Dues	\$ 7,260.00	\$ 8,000.00	\$ (740.00)
Interest earned	\$ 75.31	\$ 50.00	\$ 25.31
Training	\$ -	\$ 10,000.00	\$ (10,000.00)
SEMAM & QC	\$ 7,850.00	\$ -	\$ 7,850.00
Advanced HQS (2010 Conference)	\$ 8,728.05	\$ -	\$ 8,728.05
Sub-Total Other Revenues	23,913.36	18,050.00	5,863.36
Total Revenues	60,426.86	58,475.00	1,951.86
Expenditures:			
Conference Expenditures:			
Conference Fee to venue	\$ 25,381.10	\$ 35,425.00	\$ (10,043.90)
Conference Fee to venue for 2012	\$ 2,000.00	\$ -	\$ 2,000.00
Conference Trainer	\$ -	\$ 500.00	\$ (500.00)
Karaoke for Conference	\$ 300.00	\$ -	\$ 300.00
Conference Supplies	\$ 2,395.09	\$ 2,250.00	\$ 145.09
Award Plaques	\$ 493.41	\$ 500.00	\$ (6.59)
Conference Printing	\$ 1,684.00	\$ 2,000.00	\$ (316.00)
Total Conference Expenditure:	32,253.60	40,675.00	(8,421.40)
FSS Expenditure:			
FSS Scholarships	\$ 1,500.00	\$ 3,600.00	\$ (2,100.00)
Total FSS Expenditure:	1,500.00	3,600.00	(2,100.00)
Sub-Total Conference/FSS Expenditures	33,753.60	44,275.00	(10,521.40)
Other Expenditures:			
Postage	\$ 101.26	\$ 100.00	\$ 1.26
AZ Foreclosure Prevention Task Force Brochures	\$ 158.48	\$ -	\$ 158.48
Legislative Conf. Exp. (travel)	\$ 3,000.00	\$ 3,000.00	\$ -
Arizona Housing Alliance (Preservation Summit Sponsorship)	\$ 500.00	\$ -	\$ 500.00
Regional conference (travel)	\$ -	\$ 1,500.00	\$ (1,500.00)
Printing & Leg. Paper	\$ 119.10	\$ 500.00	\$ (380.90)
Web Fees - Earthlink	\$ 271.40	\$ 250.00	\$ 21.40
Intercall	\$ 174.25	\$ 250.00	\$ (75.75)
Wild Apricot Website	\$ 540.00	\$ -	\$ 540.00
Check Stock	\$ 163.41	\$ -	\$ 163.41
Gift Tool Software	\$ 799.96	\$ 1,000.00	\$ (200.04)
Bank fees	\$ 10.00	\$ 50.00	\$ (40.00)
FSS Scholarship	\$ -	\$ 1,000.00	\$ (1,000.00)
Training	\$ -	\$ 5,000.00	\$ (5,000.00)
SEMAM & QC	6722.7	-	6722.7
Combustion Safety Training	144.48	-	144.48
Committee Expenditures	\$ -	\$ 1,050.00	\$ (1,050.00)
Board Luncheons	\$ -	\$ 400.00	\$ (400.00)
Contingency Expenses	\$ -	\$ 100.00	\$ (100.00)
Sub-Total Other Expenditures	12,705.04	14,200.00	(1,494.96)
Total Expenses	46,458.64	58,475.00	(12,016.36)
Income/(loss)*	\$ 13,968.22	\$ -	\$ 13,968.22



EXECUTIVE BOARD

PRESIDENT

Deborah Beals
CITY OF FLAGSTAFF HOUSING AUTHORITY

SENIOR VICE-PRESIDENT

Theresa Schweitzer
MESA HOUSING AUTHORITY

SECRETARY

VACANT

TREASURER

Karen Mofford
HOUSING AUTHORITY OF MARICOPA COUNTY

PAST PRESIDENT

Elizabeth Morales
CITY OF PHOENIX HOUSING DEPARTMENT

PLANNING COMMITTEES

AD HOC SPECIAL NEEDS

Theresa James
CITY OF TEMPE HOUSING SERVICES

COMMUNICATIONS

Valerie Mitchell
CITY OF PHOENIX HOUSING DEPARTMENT

COMMUNITY REVITALIZATION & DEV

Sara Darr
CITY OF FLAGSTAFF HOUSING AUTHORITY

FAMILY SELF SUFFICIENCY

Karen Pierce
CITY OF TEMPE HOUSING SERVICES

Cyndy Nunez
CITY OF TUCSON

Donna Hunter
MESA HOUSING AUTHORITY

Julie Bosshart
CITY OF PHOENIX

Sandra Ortiz
YUMA COUNTY HOUSING DEPARTMENT

Stacey Benson
CITY OF SCOTTSDALE

Veronica Rios
CITY OF DOUGLAS

Vickie Ellexson
CITY OF CHANDLER

FINANCE

Daniel Faith
CITY OF FLAGSTAFF HOUSING AUTHORITY

HOUSING

Nicky Stevens
ARIZONA BEHAVIORAL HEALTH CORP

Andrew Stevens
ARIZONA BEHAVIORAL HEALTH CORP

Elizabeth Morales
CITY OF PHOENIX

Jayne Wittman
CITY OF FLAGSTAFF HOUSING AUTHORITY

Kurt Aldinger
CITY OF FLAGSTAFF HOUSING AUTHORITY

Michael Cardenas
SCOTTSDALE HOUSING AGENCY

Patricia Campos
GILA COUNTY HOUSING SERVICES

Paula Scott
AZ PUBLIC HOUSING AUTHORITY

MAINTENANCE

Vacant

MEMBER SERVICES

Connie Treloar
HOUSING AUTHORITY OF MARICOPA COUNTY

Griselda Villa-Moreno
HOUSING AUTHORITY OF MARICOPA COUNTY

PROFESSIONAL DEVELOPMENT

Charles Sullivan
ARIZONA BEHAVIORAL HEALTH CORP

Anna Verdugo
BILTMORE PROPERTIES, INC.

Brian Petersen
HOM, INC.

Glenda Nelson
HOM, INC.

Meredith Mayrand
CITY OF FLAGSTAFF HOUSING AUTHORITY

STATE REPRESENTATIVE

Liz Chavez
CITY OF TEMPE HOUSING SERVICES



GET INVOLVED!

Our committees need members! Are you up for the challenge? By being involved with our state chapter you gain valuable knowledge in government dealings that impact the performance of your job, and assistance provided to your clients.

Put your great ideas into action by joining an AZNAHRO committee today!

Committee Interest Forms can be completed online at aznahro.org.

National Association of Housing and Redevelopment Officials | ARIZONA CHAPTER
AZNAHRO Summer Conference | August 7-8, 2012 | Scottsdale, Arizona



Know any colleagues that may be interested in joining AZ NAHRO?
Motivate them to take ACTION!

AZNAHRO.org

2012 Poster Contest Winners

Cerina Monge, Phoenix, 8 years old



Giovanni Marquez, Yuma, 13 years old



Samuel Monge, Phoenix, 14 years old



2012 FSS Scholarships

Member participation during the 2012 AZNAHRO conference helped to raise \$2,788.50 for scholarships!

- Gold Rush Balloon Pop - \$300
- 50/50 Raffle - \$306.50
- Silent Auction - \$2,182

Our 2012 FSS Scholarship winners who each received \$1,500 are:

- **Derenny Arthur** – Scottsdale FSS
- **Peachis Mason** – Chandler FSS
- **Rose Mullany** - Phoenix FSS





ARIZONA
2012 Summer Conference
Advisory Committee

ARIZONA
2012 Summer Conference
Advisory Committee

ARIZONA
2012 Summer Conference
Advisory Committee



SILENT AUCTION
CHRISTMAS IN
AUGUST

ENT AUCTION
STMA
JUGU

BOBBLEHEAD



Fair Housing

COMMUNICATION
MANAGEMENT
Sustainability #1
Purpose #2

ACTION

COMMITMENT

ADVOCACY. COMMITMENT. TRAINING.
AZ NAHRO 2012
AUGUST 7-8, 2012

HEALTH

REGULATIONS

EDUCATION

COMPLIANCE

ADVOCACY

Families



Self-Sufficiency Training

Economic Development Service

National Association of Housing and Redevelopment Officials | ARIZONA CHAPTER
AZNAHRO Summer Conference • August 7-8, 2012 • Scottsdale, Arizona



AZ NAHRO
2012 Summer Conference
Scottsdale, Arizona

ADVOCACY COMMITMENT TRAINING

8/6/2013

8/8/2013

SESSIONS AT-A-GLANCE

TUESDAY, AUGUST 7

	Mohave I	Mohave II	Mohave III	East Johnson	Paluma I	Paluma II	Paluma III
8:00 to 9:30 AM	CONTINENTAL BREAKFAST						
9:30 to 10:15 AM	OPENING CEREMONIES MONA DIXON AND WILLIAM SEAW						
10:30 to 11:45 AM	Housing Update/National NARRO Speaker <i>Monika Zimmerman</i>			Integrating Core Business Principles into Your Agency <i>Public Policy, HUD Department of Health Care Management</i>		You're Safety: Who's #1 Come Out on Top? <i>Joe Zwick</i> <i>Continuum Construction Company, Inc.</i>	
12:00 to 1:15 PM	BUSINESS LUNCHEON POP-TO-WIN!						
1:30 to 2:45 PM	Section 8 Cost Cutting <i>Monika Zimmerman</i> <i>HUD Dept. Housing Authority</i>	Save Our Homes AZ Program Overview <i>Regional Council</i> <i>Arizona Dept. of Housing</i>	Public Housing Accounting in 2012 (Part 1 of 2) <i>Public Policy</i> <i>HUD Dept. and Clark-Ross</i>	Understanding & Integrating the CDBG Program <i>HUD Assistant</i> <i>WPN Consulting</i>	Integrating Core Business Principles into Your Agency <i>Public Policy, HUD Department of Health Care Management</i>	Health/Habitat <i>Paul</i> <i>Clark-Ross</i> <i>Highland Health Services</i>	Grounds Maintenance: Planning and Care for Trees and Shrubs <i>Paul Johnson</i> <i>Johnson Landscaping Management</i>
2:45 to 3:15 PM	BREAK						
3:15 to 4:30 PM	White Paper on Sustainability <i>Joe Zwick</i> <i>HUD Dept. Housing Authority</i>	Creating an Administrative Plan for Service Members <i>UD University</i> <i>Thomas Johnson</i> <i>City of Tropic</i>	Public Housing Accounting in 2012 (Part 2 of 2) <i>Public Policy</i> <i>HUD Dept. and Clark-Ross</i>	Performance Measurement 2.0: A Value Based System <i>Analysis by HUD</i> <i>Great Programs</i> <i>Clark-Ross</i> <i>WPN Consulting</i>	Integrating Core Business Principles into Your Agency <i>Public Policy, HUD Department of Health Care Management</i>	Food and Fitness in the Workplace <i>Paul Johnson</i> <i>Highland Health Services</i>	Maintenance Round Table <i>Joe Zimmerman</i> <i>Monika Zimmerman</i> <i>City of Tropic/Housing Authority</i>
4:30 to 5:30 PM	RECEPTION & AWARDS						

WEDNESDAY, AUGUST 8

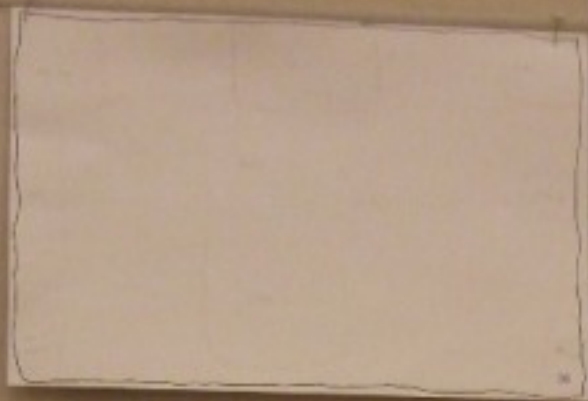
	Mohave I	Mohave II	Mohave III	East Johnson	Paluma I	Paluma II	Paluma III
8:00 to 9:30 AM	CONTINENTAL BREAKFAST						
9:45 to 10:30 AM	Compliance Guide <i>Kate Adams</i> <i>Playoff Housing Authority</i>	Partnering to End Homelessness <i>UD University</i> <i>City of Phoenix</i> <i>Charles Johnson</i> <i>City of Tropic</i>	Section 8 Accounting Update: VMS, Program Reviews & Cost Management <i>Public Policy</i> <i>HUD Dept. and Clark-Ross</i>	Understanding & Integrating the HOME Program <i>HUD Assistant</i> <i>WPN Consulting</i>	Emotional Intelligence: Understanding Yourself and Others <i>Dr. Richard Gross</i> <i>Ph.D., MEd/MS</i> <i>Continuum Construction/Health Services</i>	Shout It Out! <i>Kate Adams</i> <i>City of Tropic</i>	Flour Powering the Public Housing for Single Government Housing <i>Continuum Construction</i>
10:15 to 10:30 AM	BREAK						
10:30 to 11:45 AM	HUD Hot Topics <i>Paul Johnson</i> <i>and Barbara Gelpig, HUD</i>	Self-Training: Surviving Loan Times <i>Public Policy</i> <i>HUD Dept. and Clark-Ross</i>	Understanding and Interpreting the ESG Program <i>HUD Assistant</i> <i>WPN Consulting</i>	Effective Communication: Eliminating the Barriers <i>Joseph Anderson</i> <i>HUD Housing</i>	Don't Let the Job Stop Here <i>Monika Zimmerman</i> <i>City of Tropic</i>	Fair Housing in the Maintenance Professional <i>Monika Zimmerman</i> <i>HUD Dept. Housing Authority</i>	
12:00 to 1:00 PM	NON-BUSINESS LUNCHEON & SILENT AUCTION						
1:15 to 2:30 PM	Data Security and Liability <i>Greg DeWitt</i> <i>City of Phoenix</i>	PHAS in 2012: Maximizing MANS & PANS after the Reopening <i>Public Policy</i> <i>HUD Dept. and Clark-Ross</i>	Supportive Housing: A Walk Through Chicago's Public Housing <i>Clark-Ross</i>	Arizona Housing Authority <i>Director's Association</i>	PHS Roundtable <i>Continuum Construction</i> <i>City of Tropic</i>	LED Lighting Roundtable <i>Continuum Construction</i> <i>Clark-Ross</i> <i>and</i> <i>Clark-Ross</i> <i>Continuum Construction</i> <i>Continuum, Inc.</i>	

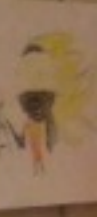
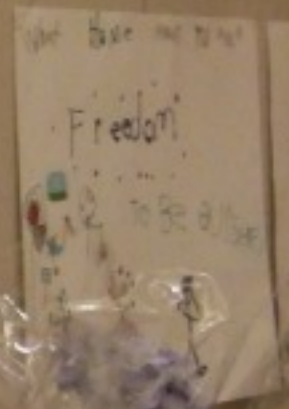
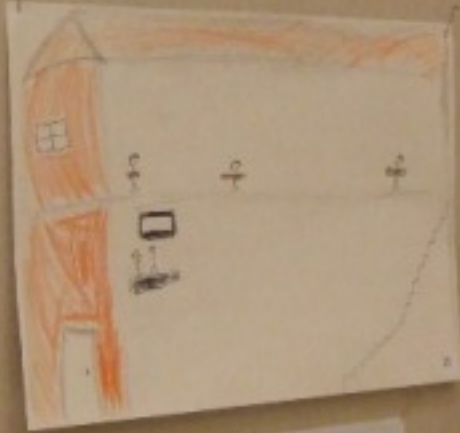
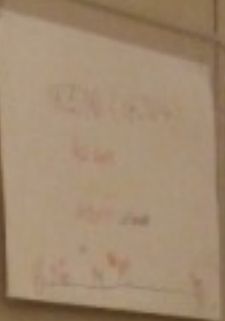
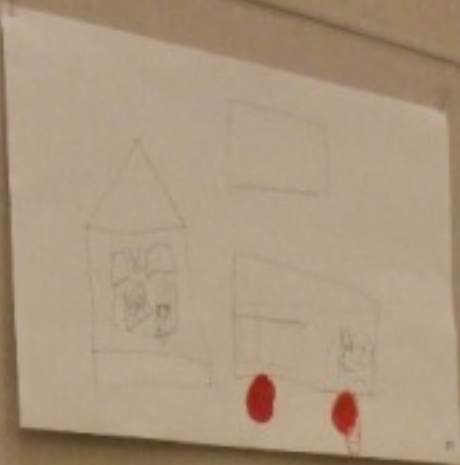






NT AUCTION
STMAS





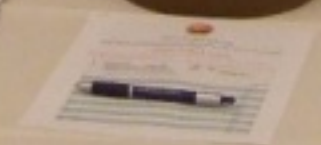
NAHS

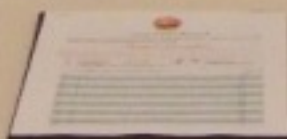
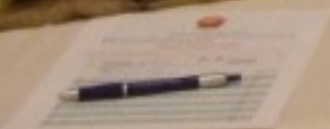
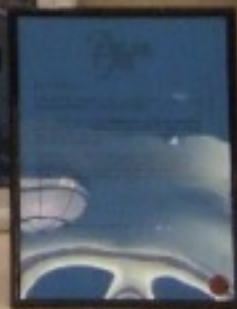




Home is where my family is
Home is where my family is







POP TO WIN!

Presenting the Gold Balloon

GOLD RUSH BALLOON POP

The "Gold Balloon" with the winning number in it will be the **WINNER** of a \$100 SAM'S Club/ WALMART GIFT CARD

Will your balloon have the winning number?


All proceeds will go to the [unreadable] charity fund

AUCTION
TMA
GU









POP TO WIN!

Presenting the 1st Annual

GOLD RUSH BALLOON POP



The **"Gold Balloon"** with
the winning number
in it will be the
WINNER of
a \$100
**SAM'S Club/
WALMART GIFT CARD**

*Will your balloon have the
winning number?*

All proceeds will go to the AzNAHRD scholarship fund





LET'S CELEBRATE
CHRISTMAS IN
AUGUST



CONTINENTAL
FLOORING COMPANY

(800) 825-1221
continentalflooring.com









SILENT AUCTION
CHRISTMAS IN
AUGUST





SILENT AUCTION
CHRISTMAS IN
AUGUST











cricket
**Lifeline
CREDIT**
\$10
per month
with phone
and plan

RACETA

cricket

NT AUCTION
STMAS IN
UGUST





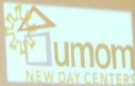
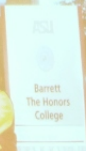
 Chaparral Suites -
SCOTTSDALE

What Am I Doing Now???



Chaparral Suites
SCOTTSDALE

What Am I Doing Now???



EMPIRE TODAY
 THE RIGHT PRODUCT.
 THE RIGHT PRICE.
 RIGHT WHEN YOU NEED IT.

Special Carpet Tile
 Professional Carpet

Special Carpet Tile
 Professional Carpet

MUNICIPALITIES

EMPIRE TODAY
 YOUR END-TO-END
 FLOORING SOLUTIONS
 PROVIDER

On-Site Consultation
 Professional Installation
 Empire Today Recycling Program
 Recycled Recycled Recycling Program

EMPIRE TODAY

EMPIRE TODAY
 SUPPLIES
 EMPIRE TODAY

EMPIRE TODAY

EMPIRE TODAY
 EMERALD
 EMERALD
 EMERALD

EMPIRE TODAY
 800-588-2300
 empiretoday.com

EMERALD
 EMERALD
 EMERALD

EMERALD
 EMERALD
 EMERALD

EMERALD
 EMERALD
 EMERALD

EMERALD
 EMERALD
 EMERALD

PHOENIX SUNS

This Certificate Entitles You To
2 PHOENIX SUNS TICKETS
(Including Parking Fees)

March 22 - April 2 - Home 11 & 14

13

PHOTO'S FROM THE RODEO

11:30 A. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

12:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

1:30 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

3:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

5:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

7:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

*Patricia E. Smith
 the photo donation*



THE GOLDEN GATE HOTEL

The Last of the Grand Hotels

Photo by Jack Robinson

The Golden Gate Hotel is a historic landmark in San Francisco. The property is being sold to a new owner who plans to restore the building to its former glory. The hotel is a prime example of early 20th-century architecture and is a must-see for anyone visiting the city.

Photo by Jack Robinson

For more information on this property, please contact us at 415-398-1234.

• The Golden Gate Hotel
 • 415-398-1234
 • 100 California Street

Send for a copy on a legal note

PHOENIX SUNS

PHOTO'S FROM THE RODEO

11:30 A. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

12:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

1:30 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

3:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

5:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

7:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

PHOENIX SUNS

PHOTO'S FROM THE RODEO

11:30 A. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

12:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

1:30 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

3:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

5:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

7:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

PHOENIX SUNS

PHOTO'S FROM THE RODEO

11:30 A. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

12:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

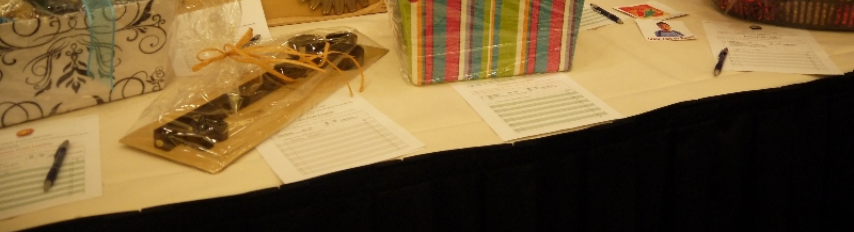
1:30 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

3:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

5:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

7:00 P. Rodeo & Show - Amazing Photo
Donations: \$10.00 - \$25.00

Alysha



cricket®






What to Employers Want?

- Communication
- Teamwork
- Problem Solving
- Creativity
- Adaptability







 Chaparral Suites -
SCOTTSDALE









MEMBER OF THE YEAR
2014
NATIONAL ASSOCIATION OF REALTORS
[Name]
[Address]
[City, State, Zip]



EMPLOYEE OF THE YEAR
SOLUTIONS & SERVICES

[Logo]

Presented to
[Name]
[Title]
[Department]













SILENT AUCTION
CHRISTMAS IN
AUGUST







MISS BETHEL
MEMORIAL SCHOLARSHIP
FUND

2014-2015

Presented to
[Name]

For her outstanding academic achievement and leadership in the community.







Chaparral Suites
SCOTTSDALE







MOLLY



FAMILY SELF-EMPLOYMENT
PARTNERSHIP
OF THE YEAR

The Family Self-Employment Partnership

AWARDED BY THE
DEPARTMENT OF LABOR,
OFFICE OF THE INSPECTOR GENERAL,
AND THE OFFICE OF THE INSPECTOR GENERAL,
U.S. DEPARTMENT OF LABOR



IN APPRECIATION
SARAH GONZALEZ
MEMBER OF THE YEAR
2014

MEMBER OF THE YEAR
TERESA A. BARR
MEMBER OF THE YEAR
2014





11 AUGUST

Stop Worrying About Project Demands



Centennial
contractors enterprises, inc.

Delivering Solutions. Building Relationships.

Enter the

**RESULTS
ZONE**

Facilities Renovation, Repair and Construction Programs

Customer Satisfaction is the Measure of Our **Success!**



100%

- Dedicated to Safety
- Cost Effective



40%

- Responsive Solutions
- Excellent Quality



- Proven Processes
- Performance-Based







SILENT AUCTION
CHRISTMAS IN
AUGUST

Stop Worrying About Project Demands



Join the
Centennial
RESULTS
FOR
EDUCATION

Project Retention, Repair and Construction Program

Customer Satisfaction - in How We Do It





YARDI Public Housing
Property Management, Compliance,
& Financials



Your Best Solution!

- Leasing
- Choice Vouchers
- HR
- Facilities Management
- Accounting
- Budgeting & Forecasting
- Inspections
- Reporting

EMPIRE
THE RIGHT
THE RIGHT W
NEED



EXIT

SILENT AUCTION
CHRISTMAS IN
AUGUST

Stop Worrying About Project Deadlines

Centennial

THE
SILVER
WHEELS
TOUR
EXHIBITION

Centennial Exhibition is a Project of the Rockies!

ERIC

SANDRA



 **KAYLA**
[Small text below name]















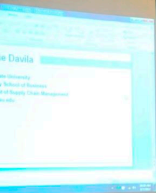


 Chaparral Suites
SCOTTSDALE









parral
Suites Resort
Sedona, AZ





PHAs that have implemented Asset
Management and collect certain fees from
municipality-level funding that may be attributable to
Section 8 (HCV) or Section 9 funding

the effect of Congress' mandate that any fees
collected by a PHA that originate from FFY 2012
funding for Section 8 (HCV) or Section 9 remain
subject to this limitation and count toward the
amounts limited by Section 234, of the
appropriations, during the PHA's 2012 fiscal year

Asher PHA Finance, LLC 2012







Program Overview:

Session 1

- What is Mental Health First Aid?
- Mental Health Problems in the United States
- Mental Health First Aid Action Plan

- Understanding Depression
 - *Suicidal Behavior*
 - *Depressive Symptoms*



























LOVE

Peace

Joy



hope



Home
sweet
Home

family

happyness



Home



What Home means TO ME

Freedom

TO BE OURSELVES





Light

What Home Means To Me!



love

God

cross

Family

GROW

Learn



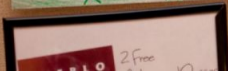
family

family



Family

yuma









SUFFICIENCY
WHAT REGULATION?

Act of 1937



Older adults prioritize
maintaining social
relationships and
capitalizing on the time they
have left in life.









FAIR HOUSING 101



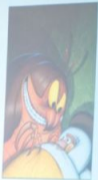
The Basics

ADRE# C7465





BEDBUGS?



Maricopa County Environmental Services Department



HACIENDA I

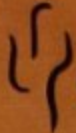


Home is a place where I am safe
and can be with my family.





MONA

 Chaparral SuitesSM
SCOTTSDALE





Leading with Solutions
The Arizona Department of Housing provides housing and community revitalization to benefit the people of Arizona.

SAVE OUR HOME AZ
Big savings on down payment, mortgage and closing costs. Multiple payment options so you can save and still qualify to obtain a mortgage. Thousands of qualified housing transactions. The state has spent a fortune on the program.

STAY UP TO DATE
Sign up for our newsletter to receive the latest news and updates on our programs.

PROGRAMS
MORTGAGE
Down Payment Assistance
Closing Cost Assistance
MORTGAGE
Down Payment Assistance
Closing Cost Assistance
MORTGAGE
Down Payment Assistance
Closing Cost Assistance
MORTGAGE
Down Payment Assistance
Closing Cost Assistance

IF YOU HAVE A GOVERNMENT-INSURED MORTGAGE (GIM) WITH A 10% DOWN PAYMENT: The Arizona Housing Revitalization Fund (ARH) has a special program for you. You can get a 10% discount on your mortgage interest rate. This means you can save thousands of dollars on your mortgage. To qualify, you must have a GIM with a 10% down payment. You must also have a credit score of 620 or higher. You must also have a mortgage that is less than 10 years old. You must also have a mortgage that is less than \$500,000. You must also have a mortgage that is less than \$1,000,000. You must also have a mortgage that is less than \$1,500,000. You must also have a mortgage that is less than \$2,000,000. You must also have a mortgage that is less than \$2,500,000. You must also have a mortgage that is less than \$3,000,000. You must also have a mortgage that is less than \$3,500,000. You must also have a mortgage that is less than \$4,000,000. You must also have a mortgage that is less than \$4,500,000. You must also have a mortgage that is less than \$5,000,000. You must also have a mortgage that is less than \$5,500,000. You must also have a mortgage that is less than \$6,000,000. You must also have a mortgage that is less than \$6,500,000. You must also have a mortgage that is less than \$7,000,000. You must also have a mortgage that is less than \$7,500,000. You must also have a mortgage that is less than \$8,000,000. You must also have a mortgage that is less than \$8,500,000. You must also have a mortgage that is less than \$9,000,000. You must also have a mortgage that is less than \$9,500,000. You must also have a mortgage that is less than \$10,000,000.

PHAs that have implemented Asset
Management and collect certain fees from
municipality-level funding that may be attributable to
Section 8 (HCV) or Section 9 funding

The effect of Congress' mandate that any fees
collected by a PHA that originate from FFY 2012
funding for Section 8 (HCV) or Section 9 remain
subject to this limitation and count toward the
amounts limited by Section 234, of the
appropriations, during the PHA's 2012 fiscal year

Asher PHA Finance, LLC 2012





What Home Means TO ME

Freedom

TO BE OURSELVES





