



2014

Theme **Navigating the Future**
 Dates September 18, 2014 (Thurs)
 Venue El Zaribah Shrine, 552 N. 40th St. Phoenix 85008
 Registration Member \$100/125 Nonmember \$125/150 HUD Staff \$50 Lunch \$25
 AZNAHRO President Deborah Beals, Flagstaff Housing

Guest Speakers Kate Gallego, Phoenix Councilwoman
 Becky Kanis, The Social Change Agency
 Preston Prince, CEO, Fresno Housing

Vendors Occupancy Solutions Casterline Associates
 Continental Flooring Gilson Software
 Moen Nan McKay
 Smart Burner K&K Chemical
 HAI Group PHEnterprizes

Give-A-Ways Lanyard USB Drive, 4GB
 Highlights Battle of the Baskets, Balloon Pop, 50/50 Raffle



Award	Recipient	Agency
Employee of the Year: Public Housing	Dawn Marsolais, Housing Program Representative	City of Phoenix Housing Department
Employee of the Year: Maintenance	Johnmark Bradley, Building Maintenance Foreman	City of Phoenix Housing Department
Employee of the Year: Section 8	Michele Payakovich, Senior Grants Program Specialist	Scottsdale Community Assistance Office
Innovative Program of the Year: Housing	City of Phoenix Section 8 Division	
FSS Participant of the Year	Judith V	City of Phoenix Housing Department
Mark Bethel Memorial Scholarship	Juan Jaurequi, Facilities Maintenance Worker III	Yuma County Housing Department
AZNAHRO Scholarship Recipient	Wynonna Fulgham	Chandler FSS Participant
AZNAHRO Scholarship Recipient	Sebastian Ibanez	Mesa FSS Participant

ARIZONA CHAPTER
NATIONAL ASSOCIATION
OF HOUSING AND
REDEVELOPMENT
OFFICIALS

NAVIGATING THE FUTURE



AZNAHRO ANNUAL CONFERENCE

Thursday, September, 18 2014

El Zaribah Shrine, Phoenix, Arizona

OUR EVENT HAS GONE MOBILE!

Scan to download!



Schedule, Maps, Twitter and more on your
mobile device - completely free.

Download **Guidebook** on the Apple App
Store or Android Marketplace or visit
guidebook.com/getit

guidebook

guidebook.com



OCCUPANCY
SOLUTIONS, LLC



SMART**BURNER**™



Quality Cleaning & Specialty Products Since 1979



WELCOME



PRESIDENT'S MESSAGE	3-4
GUEST SPEAKERS	5-7
BUSINESS REVIEW	9-10
SESSION DESCRIPTIONS	11-16
SESSIONS AT A GLANCE	17-18
AWARD RECIPIENTS	19-25
PRESENTER PROFILES	28-32
AZ NAHRO STAFF	34

A WORD FROM OUR PRESIDENT

Financially, it's been a tough year - especially for Section 8 only agencies. Federal budget woes have deeply impacted the funding of our programs. And yet, we keep on doing our jobs; we work smarter, harder, longer to fulfill our mission of providing decent affordable housing to our vulnerable clients. All of our members should be proud that they have persevered through this tough climate. While we give out annual awards in special recognition to folks who have gone above and beyond, it is really important that the hard work and dedication of all AZNAHRO members is acknowledged. So, thanks to all of you for what you do. You make a difference.



1. Training
2. Advocacy
3. Programs
4. Communities
5. Affordable Hsg
- 6.
- 7.

Why AZNAHRO? Because we save you training dollars. AZNAHRO has responded to our industry's budget woes by continuing to provide training, advocacy and of course, our wonderful conference, at reduced costs. We have cut the conference from a two day event to a one day event; we have moved to a less expensive venue, and kept the conference registration fee lower than it was two years ago. We have provided roundtables for free, and have partnered with training organizations to reduce the cost of classes. One of our missions is to ensure that our members have the leadership skills, education, information and tools to serve communities in a rapidly changing environment. We take this seriously, and hope to amp up our offerings between now and next year's conference. Because of our ability to partner with training organizations, we have been able to save members money by bringing classes here to Arizona at reduced registration fees. Because we bring the classes to Arizona, travel expenses are also drastically reduced. **MEMBER HINT:** Want a voice in what training sessions AZNAHRO plans? Join a committee.

During this year, we offered two Family Self Sufficiency Conferences, a free Housing Training in November and Finance training preceding this conference.

Why AZNAHRO? Because we need an organization that advocates for our clients and programs. In last year's program, I said "the irony of our budget woes is that to protect our mission as affordable housing agencies, we need to speak together clearly". Still true. More important than ever. We need to

stand up for our programs – for the good they do for our local economies and for the good they do for the families we serve. As a part of the nation-wide NAHRO organization, and of our Pacific Southwest Region of NAHRO, we have the gravitas. We have the power of a strong organization and the voices of all our members. Let's keep using it. In this year, AZNAHRO partnered with AHADA on our Legislative Paper (available on the web site). Special thanks go to board members Peggy Morales and Valerie Mitchell for their work on the paper. Long-time member and former AZNAHRO President Dan Trozzi was our lone representative at the annual Legislative Conference. He was able to visit with several congressional offices on behalf of Arizona housing agencies during the conference.

Why AZNAHRO? Because YOU can make a difference. AZNAHRO is a member-driven organization. You can participate simply by being a member, but we ask for more from you. We ask for your thoughts, ideas and energy. You can make a huge difference within this organization by volunteering to participate on a committee. Our committees: Housing, Maintenance, Family Self-Sufficiency, Finance, Professional Development, Community Revitalization and Development (CR&D), Member Services, and Communication. The basic purpose of each committee is to respond to the special needs and concerns within each program area. We rely on the committees to plan and implement needed training, and to help in developing strong and effective advocacy. The Member Services and Communication Committees are a little different in that they are dedicated to providing service to AZNAHRO – a newsletter, web site and member services in general. If you are a social media whiz – we can use your help on one of these committees.

Without strong member participation on committees, we are a weakened organization. Take a look at the roster of officers and committee members and you will see that we have not been able to maintain the level of participation that is vital to the future of AZNAHRO. You don't have to be an old hand or a CEO to join a committee – you just need to care and be willing to share your ideas. Please step up to the plate. You can join committees in a number of ways – go to the web site and email the committee chair, fill out a form here at the conference, stop one of the committee members here at the conference and let them know of your interest. (You can recognize us by our ribbons!)

Thanks for your membership and participation at this conference. Looking forward to crossing paths with you today!

Sincerely,

Deborah Beals

PRESENTER PROFILES



COUNCILWOMAN KATE GALLEGO

City of Phoenix, District 8

Councilwoman Kate Gallego represents District 8, a diverse area that includes parts of East Phoenix, Downtown, South Phoenix and Laveen. As a member of the Phoenix City Council, Kate has focused her energy on economic development and expanding access to light rail.

Kate has brought an entrepreneurial spirit and extensive economic development knowledge to her service on the council. Prior to being elected, Kate worked on Strategic Planning and Economic Development for Salt River Project and earned an MBA in Entrepreneurial Management from the Wharton School of Business at the University of Pennsylvania. Kate is the only MBA on the Phoenix City Council.

Councilwoman Gallego is chair of the City Council Neighborhoods, Housing & Development Subcommittee. She also serves on the following subcommittees: Downtown, Aviation & Redevelopment; Public Safety & Veterans; and Transportation & Infrastructure.

She has served the city in several volunteer positions including as Chair of the Environmental Quality Commission, Chair of the Solar Energy Subcommittee, Vice Chair of MyPlanPHX.com, and as a member of the Central City Village Planning Commission. Outside of her city work, she is also a member of the Board of Directors of the Arizona Latino Arts and Culture Center. A strong advocate for volunteers and national service programs such as AmeriCorps, Kate serves on the Arizona Commission on Service and Volunteerism. Gallego is a member of Valley Leadership Class 28.

Councilwoman Gallego is the first woman to represent District 8 and the only member of the Millennial Generation to serve on the council. The Arizona Republic named her one of 14 individuals poised to change Arizona in 2014.

Kate graduated Phi Beta Kappa from Harvard University with a degree in Environmental Studies. She is a member of Temple Solel and is married to former State Representative Ruben Gallego.



BECKY KANIS MARGIOTTA

The Social Change Agency

Becky Kanis Margiotta is committed to supporting leaders in creating a more just, kind, and beautiful world.

She combines the discipline she honed in 13 years of military service with the large-scale change strategies and tactics she learned leading the 100,000 Homes Campaign with the momma bear coaching skills she gained through

her trainings with the Hendricks Institute into a powerful, creative, authentic presence that supports leaders in stepping all the way into what they want to create in the world.

Becky enjoys a range of creative pursuits and business ventures that match her passions:

In 2012, she founded of The Social Change Agency with her wife, Christine, to inspire and support social change leaders in experiencing more freedom, connection, and creativity as they work to make the world a better place. The Social Change Agency offers courses and consulting/coaching services primarily to non-profit leaders.

Becky and her long-time friend, Joe McCannon, are writing a book, *The Great Unleashing*, (working title) together, that is a practical how-to guide for leading successful large-scale change efforts.

She is also collaborating with another friend, Eve Hunter, on offering *Genius Journeys* – an annual trip into the High Sierra Wilderness to support living in your unique purpose and genius.

Becky holds a Master's degree in Organizational Change Management from the New School and an undergraduate degree from the United States Military Academy at West Point. She is a certified coach with the Hendricks Institute, a graduate of the National Outdoor Leadership School (NOLS) and a certified Wilderness First Responder.

In 2013, she was recognized by the White House as a Champion of Change for her service to the nation as a female veteran.

Becky is married to Christine Marge and lives in Los Angeles, California, with their adorable son, Huck, and their pug, Esther.



PRESTON PRINCE

CEO/Executive Director, Fresno Housing Authority
National NAHRO President

Preston Prince is the CEO/Executive Director for the Fresno Housing Authority, serving over 50,000 residents in California's Central San Joaquin Valley. The Fresno Housing Authority serves the City and County of Fresno and is the 5th largest housing authority in California.

Preston has led the Fresno Housing Authority since 2007. Currently, he serves in various community capacities, including Fresno Housing Education Corps, Fresno 10 Year Plan to End Homelessness, Fresno's Economic Development Corporation, the California State Housing Finance Agency Board of Directors, and many others.

He has over 20 years of experience in housing development and policy, including a master's degree in urban affairs from New School University in New York City. Previously, Preston served as Executive Director for the Aurora Housing Authority in Colorado, where he successfully implemented a mixed-finance development strategy and property management vision for the agency. Earlier, he worked for the Seattle Housing Authority as Senior Housing Development Program Manager and was directly responsible for \$1 billion dollars in re-development efforts, including Holly Park, Rainier Vista, and others.

Since his arrival in Fresno, Preston has overseen the completion of a HOPE VI development, which included 69 mixed finance public housing rental units and a 53 unit single family subdivision. In addition, he secured financing and completed construction on Parc Grove Commons (Phase I and II), a 363 unit mixed finance development and Granada Commons, a 16 unit mixed finance development, among many others. Preston has also successfully overseen the development and financing of over 100 units of permanent supportive housing for the homeless. Under Preston's leadership, the Fresno Housing Authority will successfully renovate over 400 units of public housing, under the new Rental Assistance Demonstration (RAD) initiative through HUD. Since his arrival in Fresno, over 1,700 units of affordable housing have been developed, bringing over \$248 million of development to the area.

Preston is actively involved with the National Association of Housing and Redevelopment Officials (NAHRO) and currently serves as National President. In addition, he has been a member of the National Board of Governors, National Budget and Administrative Committee, and the National Board of Ethics and Credentialing, as well as serving on various NAHRO Regional Councils. Preston is a successful collaborator, neighborhood builder, social entrepreneur, and ethical leader. Fresno continues to further his efforts to create and sustain vibrant communities in Fresno and across the country, working to end chronic homelessness, and bring awareness to the nexus between housing and education.



OCCUPANCY SOLUTIONS, LLC

YOUR MULTI-FAMILY OPERATIONS, MARKETING, LEASING & TRAINING SPECIALISTS

Occupancy Solutions does more than just answer your questions,
WE PROVIDE THE SOLUTIONS!

With more than 26 years experience in the multi-family housing industry, Occupancy Solutions assists communities with proven cost-effective strategies to achieve increased occupancy, improve resident retention, minimize expenses and increase your community's net operating income.



Occupancy Solutions is a full-service consulting company providing consulting services including, but not limited to:

Property Assessment and Repositioning Services
On-Site and Company Operations Evaluation
Asset Management
Market & Marketing Assessments
Mystery Leasing & Fair Housing Compliance Shops
Leadership Coaching
Team Building & Coaching
Model Staging
Community Amenity Make Over
Brochure, Collateral & Promotional Material Design
Postcard Design & Mailing Services
Employee & Resident Events

Marketing Plans
Resident Retention Plans
Tenant Selection Plans
Affirmative Fair Housing Plans
Leasing Training
Marketing Training
Outreach Training
Resident Retention Training
Customer Service Training
Fair Housing Compliance Training
Time Management
And Much More!

Get Your Solutions Today

Call 800-865-0948 or
Visit www.occupancysolutions.com



www.Facebook.com/OccupancySolutions

Great Lakes/Midwest Office

33687 Woodward Avenue
Birmingham, MI 48009

Southwest Office

21001 N. Tatum Blvd. Suite 1630-612
Phoenix, Arizona 85050



ANNUAL BUSINESS MEETING

Tuesday, August 6, 2013

9:00 am

Phoenix Hyatt Regency

122 N Second Street

Phoenix AZ 85004

MINUTES

1. Welcome and Introductions

President Deborah Beals welcomed and thanked everyone for attending the conference. President Beals recognized and thanked the following vendors for attending and sponsoring the conference:

Arizona Housing Alliance	Continental Flooring
Goodwill of Central Arizona	HD Supply
Housing Authority Insurance Group	Kuehl Enterprises, LLC
Nan McKay & Associates	Occupancy Solutions
PH Enterprises, LLC	Yardi

2. Approval of Minutes

President Beals presented the Minutes from the August 7, 2012 Annual Business Meeting as published in the Conference Program. President Beals invited the membership to review the Minutes on page 7 of the Program and solicited comments or questions from the floor. There being no comments, Ms. Beals requested a motion to accept the Minutes. It was moved by Peggy Morales and seconded by Liz Morales that the Minutes be approved as submitted. The motion carried and the minutes were approved unanimously.

3. Treasurer's Report

President Beals directed members to the Statement of Income and Expenditures as published on page 8 of the Conference Program. Ms. Beals stated that the Chapter income for 2013 was a negative (\$11,595.00) due to the reduced fee for the one day conference format and that the deficit would be covered from the investment accounts. . Further, Ms. Beals reported the account balances were as follows:

Checking: \$42,879.01 Investment: \$11,913.73 Cert of Deposit: \$11062.67

Ms. Beals solicited comments and questions from the floor. There being no comments or questions, Ms. Beals requested a motion to accept the Treasurer's Report as submitted. It was moved by Liz Morales and seconded by Nicky Stevens that the Treasurer's Report be approved as submitted. The motion carried and the Treasurer's Report was approved unanimously.

4. Election of Officers

President Beals thanked the outgoing Board Members for their service and introduced Liz Morales. Ms. Morales introduced the slate of officers for the incoming board. The incoming Board Members will serve for the next two years. The slate of officers are as follows:

President: Deborah Beals – Flagstaff Housing Authority
Sr. Vice President: Liz Chavez – City of Tempe
Secretary: Sharon Shore – HOM, Inc.
Treasurer: Michele Banks – City of Phoenix

Nicky Stevens moved that the slate of officers be approved. The motion was seconded by Valerie Mitchell. The motion was approved unanimously by the membership.

5. State of the Chapter Report

Ms. Beals gave a brief review of the activities during 2012-2013 mentioning the accomplishments, poster contest, events and trainings conducted during the year. She reminded the membership of the importance of being involved with the organization to make sure that they participated through one of the many committees. Ms. Beals also requested the membership to complete the conference surveys as it would impact the Boards decision to return to a 2 day format or keep the modified 1 day format.

6. Adjournment

There being no further business, it was moved by Nicky Stevens and seconded by Peggy Morales to adjourn the meeting. The motion carried with a unanimous decision.

Arizona Chapter of NAHRO

Statement of Income and Expenditures

<i>Description</i>	12 Months Ended 12/31/2013
Revenues:	
Conference Revenues:	
Conference Fees	\$ 5,635.00
Fund Raising for Res Scholarship (Silent Auction, Balo	\$ 2,070.50
Vendor Fees	\$ 2,000.00
Total Conference Revenue:	9,705.50
FSSA Revenues	2,619.00
Other Revenues:	
Member Dues	\$ 6,060.00
Interest earned	\$ 15.43
Training	
HQS and Rent Calculations Classes	\$ 14,047.00
Nuts and Bolts Finance Training	\$ 8,740.00
Total Other Revenue	\$ 28,862.43
Total Revenues	\$ 41,186.93
Expenditures:	
Conference Expenditures:	
Conference Fee to venue for 2013	\$ 10,371.70
Keynote Speaker	\$ 569.80
Resident Scholarships	\$ 3,600.00
Conference Supplies	\$ 125.76
Award Plaques	\$ 538.42
Conference Printing	\$ 674.45
Sub-Total conference expenditures	\$ 15,880.13
General Administration	
	\$ 1,396.99
Legislative Conf. Exp. (travel)	\$ 2,434.60
PSWRC - Spring Conference	\$ 608.04
Sub-Total Administrative Expenditures	\$ 4,439.63
Training	
HQS and Rent Calculations Classes	\$ 15,066.00
Nuts and Bolts Finance Training	\$ 7,820.00
Sub-Total Training expenditures	\$ 22,886.00
Committee Expenditures	\$ -
FSSA Expenditures	\$ 2,780.10
Board Luncheon's	\$ -
Sub-Total Other Expenditures	\$ 30,105.73
Total Expenses	\$ 45,985.86
Income/(loss)*	\$ (4,798.93)
Net Income gain/(loss) from Conference	\$ (6,174.63)
Net Income gain/(loss) from Other	\$ 1,375.70
	\$ (4,798.93)

**Note: Deficit will come from investment account*



A-133: WHAT ARE THE BIG CHANGES THAT WILL GO INTO EFFECT NEXT YEAR?

Rob Leslie, Eide Bailly, LLP

The session will discuss the application of the new “OMB Super Circular” and will highlight the differences between the current regulations with respect to a OMB

A-133 and the current administrative and cost circulars. This session is applicable to any organizations expending Federal monies and are required to report government auditing standards..

ADVOCACY SKILLS: OVERVIEW AND PRACTICAL USES TO CREATE AFFORDABLE HOUSING IN ARIZONA

Tim Schmaltz, Adjunct Faculty, ASU Graduate School of Social Work
Joan Serviss, Arizona Coalition to End Homelessness

Legislative advocacy has changed in the new political reality. Recent elections have changed the nature of how legislative advocacy is conducted. Many traditional skills remain - power analysis, how to make a visit, telephone calls or letter writing, how to join together for united action, how to do communications with policy makers and media. Come learn advocacy skills as an overview and learn how to sharpen these skills while advocating to restore the Arizona housing trust fund. The fund, before it was swept with the economic downturn, met the housing needs of all Arizonans by providing affordable housing; provided needed funds for shelter operations; allowed seniors to age in the comfort of their home; and provided a safe and stable home for Arizona’s working families.

ALIGNING YOUR TEAM WITH GENIUS

Becky Kanis Margiotta, The Social Change Agency

This session will cover the nuts and bolts of how you can align your team with genius - each person contributing in their highest talent that contributes the most - regardless of what their official job description. We will cover specific techniques that you can do with your team to support them in discovering their genius as well as ways to align team members in creative ways that don’t necessarily follow formal organizational charts.

CAPITAL FUND FINAL RULE BRIEFING

Salem Prouty, HUD

On October 24, 2013, HUD published the New Final Capital Fund Rule. This presentation will give an overview of the benefits of the new rule and modifications to 24 CFR Parts 903 and 905. Questions and answers to follow.

CREATING YOUR ROADMAP TO BLISSFUL LIVING

Natalie McGovern, Blissful Living

Do you feel lost when you think about your future? Does moving forward make you feel tired and drained? Natalie can relate! This session is all about creating the best roadmap for YOUR blissful life. We all have our personal struggles with our vehicles and experience road blocks and back seat drivers as we try to drive toward our purpose and the future that we desire.

Join Natalie and learn how to use your mind and the natural environment to create health, wellness and balance in your life.

CUSTOMER SERVICE FOR THE MAINTENANCE PRO

Debbie Atilano, RPK Development Corp.

Learning good customer service skills can make your job easier. This class will teach you how to handle difficult residents, respond to their needs and keep them happy.

ENERGY EFFICIENCY THROUGH CONTINUOUS IMPROVEMENT

Jim Burpee, EnergyActio

Charlie Bowers, Centennial Contractors Enterprises, Inc.

This session will discuss how property managers can reduce energy expense and carbon footprints by implementing an Energy Efficiency Continuous Improvement process.

ENGAGING RESIDENTS AS ADVOCATES

Preston Prince, Fresno Housing Authority

This presentation will highlight engaging the residents of our programs as advocates for our programs. Specifically, we will highlight the principles of asset-based community development, where we will explore the assets we often do not utilize within our residents, further identifying how we can meet community needs, advocate for our programs, and create vibrancy within our communities.

FAIR HOUSING FOR THE MAINTENANCE PRO

Debbie Atilano, RPK Development Corp.

Maintenance professionals play an important role in keeping their community and Management teams in compliance with Fair Housing. They have daily contact with residents. This course will teach basic Fair Housing practices for Maintenance Technicians, Maintenance Supervisors and Porters.

FINANCIAL PERFORMANCE MEASURES

Brent Stratton, CPA, B2a CPAs

Overview of some basic financial measurements (ratios and analysis) that can be used to measure the financial health of a Public Housing Authority with a specific emphasis on the Public Housing and Section-8 programs. Bring a copy of your most recent financial statements as this will be a hands on workshop to help you learn how to perform and use the calculations.

FSS ROUNDTABLE

Karen Pierce, City of Tempe Housing Services

FSS Coordinators, specialists or other social service professionals will discuss current issues and exchange information. All questions are welcomed and any forms or information are encouraged. Discussion will also include PCC boards, cost of services and FSS grants.

GENERATION GAPS IN THE WORKPLACE

Elaine Simpson, Occupancy Solutions, LLC

This workshop will help participants understand the various generations present at work, what motivates them and how to deal with them on a daily basis. Both the young and older worker will have many ideas to offer, which will help the organization thrive in the marketplace. Learning how to deal with the generation gaps at work will help you become a better manager or co-worker.

GOING RAD: IS THE RENTAL ASSISTANCE DEMONSTRATION PROGRAM RIGHT FOR YOU?

Brian Swanton, Gorman & Company, Inc., Arizona Market President

Gloria Muñoz, Housing Authority of Maricopa County

There has been much discussion about HUD's new Rental Assistance Demonstration (RAD) Program, a new tool for transforming public housing developments across the U.S. But what does a RAD conversion really look like and how can you assess if RAD is the right decision for your agency? Join us as we explore the pros and cons of RAD through the lens of two casestudies in Arizona.

HUD FINANCIAL ISSUES

Peter Koziol, HUD

HCV Financial Management under Cash Management - HUD began fully implementing Cash Management in June 2014 with the transition from NRA to HUD-Held Reserves. PHA's no longer have the comfort level of large NRA balances. We will discuss the impact of the transition and how you can still increase leasing under the new system.

HCV Two Year Forecast Tool - We will review the HCV Two Year Forecast Tool with emphasis on new features such as the tracking of administrative fee revenues and expenses.

Capital Fund - We will discuss the financial aspects of the Capital Fund and guidelines (limits) on using Capital Funds for operations.

MAINTENANCE ROUNDTABLE

Jesse Dominguez, Flagstaff Housing Authority

Join us for a lively discussion of general maintenance issues, ideas for future NAHRO training sessions and networking with your fellow professionals.

PARTNERING TO END HOMELESSNESS: FROM HERO TO HOUSING

Brian Petersen, HOM, Inc.
Mattie McVey Lord, UMOM New Day Centers
David Bridge, Human Services Campus
Preston Prince, Fresno Housing Authority

Ending homelessness is a central goal of President Obama's administration and HUD has been working overtime to provide guidance and technical assistance to the field on how to use both targeted and mainstream resources to accelerate the achievement of this goal. This panel of experts will discuss how our community is ending homelessness through data driven policy and practice, collaboration and innovative partnerships, and strategic targeting of resources. We weren't always this smart though - the panel will explain how we've moved from a "band-aid" approach to a community-wide system that has permanent housing solutions at the core of our approach. The panelists are all "Boots on the Ground" practitioner experts, solving homelessness in the real world, one household at a time.

PIC REPORTING: PROPER AND IMPROPER USAGE

Mark Heitowit, City of Phoenix Housing Department

In this session we will cover: Common PIC issues/errors and how to fix or avoid them; Tenant ID management (alt-id or "H" numbers); PIC reports; How to reduce your delinquencies; Answer questions in all PIC areas including Security Administration.

PROJECT-BASED VOUCHER PROGRAM: A WORK IN PROGRESS

Liz Morales, City of Phoenix Housing Department

This session will look at how City of Phoenix implemented the Project Based Voucher program. Participants will learn about lessons learned and recent changes in the PBV regulations. The session will also highlight PBV sites and the collaborations that were created to develop these projects.

PUBLIC HOUSING ROUNDTABLE

Kurt Aldinger, Flagstaff Housing Authority

Public Housing Practitioners have our own set of unique problems - Earned Income Disregard, Community Service, REAC, turnover, Flat Rent, mixed household calculations and more. Come share your best practices and ask you questions from the only people in the world who understand you-other Public Housing practitioners. We are also hoping to build a Public Housing database so that we can communicate with one another.

SECTION 8 ROUNDTABLE

Liz Morales, City of Phoenix Housing Department

This roundtable discussion will focus on policies and practices of Section 8 programs around the state of Arizona. This session is structured so that all attending can participate, ask questions, and share information. Past roundtable discussions have proven to be informative, fun and a great way to meet other housing professionals.

STREAMLINING OPERATIONS

Peggy Morales, PH Enterprizes and
Levon Lamy

It's time to streamline operations and implement the 2014 Appropriations Act cost savings measures! As of July 1, 2014, specific regulatory changes were made affecting our programs. We will review those major changes and the process for implementation. We will also review the previous cost savings measures and hear from YOU on some of those changes!



TECHNOLOGY FOR THE MAINTENANCE PROFESSIONAL

Matt Gilson, Gilson Software

“Technology for the Maintenance Professional” will provide maintenance staff a real live review of how today’s Mobile Technology will assist them in performing their jobs.

This will include 1.) Eliminating the functions of printing paper, data entry, creating reports, reviewing files because all these functions will be provided on their smart phones, 2.) Providing important information such as maintenance history, OEM manuals and pictures of prior damage all on their smart phones, and 3.) Reducing time traveling for unnecessary reasons like picking up paper work order, searching information in files and going to retrieve inventory to find out it is out of stock

We will review the following apps for the maintenance staff’s phones:

- iWork Order App
- iInventory App
- iFacility Maintenance App
- iUPCS (REAC) Inspection App

UNDERSTANDING DEVELOPMENT RULES - ERR, SECTION 3, DAVIS BACON

Renee Standing tree, City of Phoenix Housing Department

Michael Ashford, City of Phoenix Housing Department

This presentation will review three federal regulations attached to federal funds, and how they impact your daily activities. First, we will cover the basics of an Environmental Review. Second, we’ll look at Federal Labor Standards (Davis Bacon) and some best practices to use on construction and service contracts. Finally, we’ll examine Section 3 documentation.

USING EIV TO STOP IMPROPER PAYMENTS

Kurt Aldinger, Flagstaff Housing Authority

EIV has been a great tool to help stop improper payments. But, are you really getting the full benefit from this system? This session will contain tips to help you identify under-reported income using the quarterly wage report. We will work through a case study to help you know how to catch under-reported income as easily as unreported income to help maximize your rent roll and minimize your subsidy to accurate levels.

SESSIONS AT A GLANCE

7:00 to 9:30 AM	REGISTRATION CONTINENTAL BREAKFAST Vendor Tables				
8:00 to 9:15 AM	OPENING CEREMONIES BUSINESS MEETING Welcome: Councilwoman Kate Gallego Keynote: Becky Kanis, The Social Change Agency BALLOON POP				
	ROOM F	FIESTA ROOM	ROOM A	ROOM C	RED FEZ ROOM
9:30 to 10:30 AM	A133 Super Circular Rob Leslie Eide Bailly, LLC	Streamlining Operations: Cost Cutting in Lean Times Peggy Morales & Levon Lamy PH Enterprizes	Working In Your Genius Becky Kanis The Social Change Agency	Creating Your Roadmap to Blissful Living Natalie McGovern ABIL	Energy Efficiency Through Continuous Improvement Jim Burpee, EnergyActio Charlie Bowers, Centennial Contractors
10:45 to 11:45 AM	The New Cap Fund Rule Salem Prouty, HUD		Partnering to End Homelessness Brian Petersen, HOM, Inc. Mattie Lord, UMOM David Bridge, Human Services Campus Preston Prince, Fresno HA	Going RAD: Is the Rental Assistance Demonstration Program Right For You? Brian Swanton, Gorman & Co. Gloria Muñoz, HAMC	Fair Housing for Maintenance Professionals Debbie Atilano RPK Development Corp
12:00 to 1:15 PM	LUNCH AWARDS CEREMONY 50/50 DRAW Regional President Notes - Rob Pearson, Santa Barbara City Housing Authority Changing How Housing Is Perceived - Preston Prince, Fresno Housing Authority				
1:30 to 2:45 PM	Understanding Development Rules - ERR, Section 3, Davis Bacon Renee Standing tree & Michael Ashford City of Phoenix Housing Dept.	Using EIV to Stop Improper Payments Kurt Aldinger Flagstaff HA	Generation Gap in the Workplace Elaine Simpson Occupancy Solutions	Advocacy Skills: Practical Uses to Create Affordable Housing in Arizona Tim Schmaltz & Joan Serviss, AZ Coalition to End Homelessness	Customer Service for the Maintenance Professional Debbie Atilano RPK Development Corp
2:50 to 4:00 PM	HUD Finance Update Pete Koziol, HUD	PIC Reporting: Proper and Improper Usage Mark Heitowit, City of Phoenix Housing Dept.	Engaging Residents as Advocates Preston Prince Fresno HA & Nat'l NAHRO	Project-Based Vouchers: A Work In Progress Liz Morales, City of Phoenix Housing Dept.	Technology for the Maintenance Professional Matt Gilson Gilson Software
4:00 to 5:15 PM	Financial Performance Measures: Understanding the Health of Your PHA Brent Stratton, B2a CPAs	Housing Roundtable/ Section 8 HCV Liz Morales, City of Phoenix Housing Dept.	Motivating Families to Work/FSS Roundtable Karen Pierce, City of Tempe	Housing Roundtable/ Public Housing Kurt Aldinger Flagstaff HA	Maintenance Roundtable Jesse Dominguez Flagstaff HA
5:15 to 6:30 PM	RECEPTION AZNAHRO "Battle Of The Baskets" Music Food Mingling Fun				

Employee of the Year: Housing

DAWN MARSOLAIS

Housing Program Representative, City of Phoenix Housing Department

Dawn Marsolais deserves recognition for her work with the HUD/VASH Program in 2013/14. In July 2010, she took on the VASH caseload, which at that time was 335. This caseload serves homeless veterans many who have various and complex issues such as chronic homelessness, PTSD, mental illness or substance abuse issues. Dawn worked closely with over 30 VA staff to ensure veterans issues were quickly addressed to ensure they remained stably housed or in some cases re-housed.

Since Dawn took over, this program grew from 335 vouchers to 695 vouchers, with no additional help. It was "not uncommon for Section 8 supervisors to receive emails and calls from VA staff and veterans staffing how helpful Dawn was getting veterans housed and responding to questions. Dawn has gone above and beyond the duties of a Housing Specialist to ensure veterans did not become homeless again and to explain the program so that the veterans understood the process.

Apart from her work on the VASH caseload, Dawn also took on the added responsibility of serving as chair of the Employee Recognition Committee. In this role, she plans and organizes quarterly luncheons where staff are recognized and appreciated for their good work. Dawn decorates everyone's work area and bakes a sweet dessert on each staff's birthday. This is another example of how she is thoughtful and goes the extra mile.

She is truly an excellent housing staff member worth the recognition.

Flooring Arizona Public Housing



Material Only ~ Complete Installation

Luxury & Vinyl Tile • Sheet Vinyl • Ceramic Tile • Carpet Tile • Rubber Flooring • Stair Treads • Cove Base • & more!

All major floor covering manufacturer products available, tenant occupied installation and over 35 years of quality experience. **Contact Jim Semple for a FREE estimate, consultation or samples.**

www.continentalflooring.com



(800) 825-1221
(480) 949-8509

Employee of the Year: Housing Maintenance

JOHNMARK BRADLEY

Building Maintenance Foreman, City of Phoenix Housing Department

Johnmark Bradley is a Modernization team member who excels in his job performance. He is assigned to the Modernization Section of the City of Phoenix Housing Department and is responsible for supervising ten staff composed of Building Maintenance Workers and Trades Helpers. The team focuses on rehabilitation projects within the Department's housing portfolio of over 2,300 units. He has assisted with capital improvements, rehabilitation projects and various special projects on all of our properties. He regularly performs beyond expectations and really makes a difference in the Modernization Section and Housing Department. It was a challenging year for our section, but Johnmark was the most steadfast, dependable and dedicated member of our team. He is well liked and respected by all the City Housing staff, vendors and contractors that we work with, and that's not an easy thing to accomplish.

During fiscal year 2013-14, in addition to his regular workload, Johnmark picked up the challenge of a newly created vacancy crew and ran with it. The special crew helped assist our Property Management Section reduce a large number of vacancies within a short time frame. He was able to guide the three-member team to turn 28 vacant apartments and single family homes within three months. He has also played a critical role in the rehabilitation of rental units at our Foothills Villages Apartment complex. His team has taken on the complete interior renovation of our 1970's era apartments and has converted them into updated modern units that include structural and floor layout changes, new kitchens, bathrooms, windows and finishes throughout. Whenever the Department needs a flexible workforce to complete special projects, Johnmark is always there to make it happen.

Johnmark always has a positive attitude and a get it done approach to accomplishing our modernization projects. He brings a special touch and commitment to everything he works on. He is always flexible in accepting job assignments with many of them beyond his job description. He has an extensive knowledge base in construction and is an invaluable resource when defining our plans and projects. He has effectively kept our projects on track and continues to look out for the best interests of the department and our residents.

He is an important team member of the Modernization Section and he continues to expand his involvement in modernization projects. Johnmark works tirelessly for the Department and has been involved in too many projects to mention. Johnmark has served our public housing community for more than seven years in his capacity as Foreman and I don't believe there is anyone else who deserves this recognition more than him.

Employee of the Year: Section 8 Housing

MICHELE PAYAKOVICH

Senior Grants Program Specialist, Scottsdale Community Assistance Office

Michele Payakovich has worked for Scottsdale's Community Assistance Office (CAO) since 2006. During this time, Michele has performed various duties and responsibilities from casework, PIC submission, waitlist coordination, portability, repayments, file review and tech partner and has taken on various other duties as they arose. She has had a positive attitude in taking on new responsibilities and readily assists her coworkers with issues from computer malfunction to front desk coverage.

Michele keeps the client at the forefront. Recently when a port client came to Scottsdale without money for food or a deposit for her new unit, Michele did not just give the client referrals for organizations that could assist the client; she worked with the organizations directly to ensure the client received the best possible assistance. Michele has organized office food drives to provide food for our local Community Action Program (CAP) office, Vista del Camino. Michele also volunteers to conduct eligibility interviews for special programs such as Back to School and Adopt a Family

that are offered through Vista del Camino.

Michele is not just attentive to the client, she is attentive to the details of her work. This past year the CAO sent purge letters to all waitlist clients. A second purge notice was sent to all non-responders by restricted mail. During this process Michele noticed discrepancies in the signature on the restricted cards that were returned to the CAO. Michele compiled all returned receipts (a tedious task) and then worked with the City of Scottsdale mailroom to verify with the United States Postal Service that the mailings were not being handled properly. Because of Michele's attention to detail and commitment to best practices, the CAO was able to recoup almost \$500 from the USPS.

PREVENT COOKING FIRES

SMARTBURNER™

LOOK SMART. COOK SMART. SAVE SMART.



Why SMARTBURNER®:

- ✓ Helps prevent cooking fires
- ✓ Saves energy
- ✓ Even heat distribution for better cooking performance
- ✓ Easy to install

Praised by the fire service.
This is the new, smart way to cook.

(408) 729-1905

Mchase@pioneeringtech.com



www.pioneeringtech.com

Innovative Program of the Year: Housing

SECTION 8 DIVISION STAFF City of Phoenix Housing Department

Staff of the Section 8 program came together on March 1, 2013 to problem-solve the issue of file errors as a result of not obtaining all or part of the 3rd party verifications. The staff brainstormed innovative ideas and developed a model in which staff were divided into verifiers and caseload leads. The verifiers would be responsible for reviewing annual packets, pulling EIV, DES and verifications for annual recertifications. The caseload leads would review the file and complete the annual recertification. This was implemented in July 2013. File reviews done between May and July 2014 demonstrated staff increased their error-free rate of 67% in 2011/12 to 90% for 2013/14.

The innovative approach highlights what can be accomplished when staff work together to find a solution and implement it as a team.

Moen is the leading faucet brand in the U.S. offering all ranges of faucet, bath accessory and kitchen sink styles to meet the need of your multi-family properties.

Contact:

Gordon Clack

Cell: (702) 595-1337

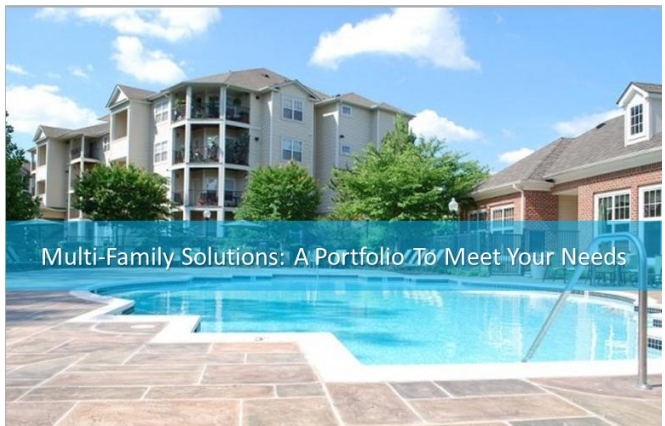
Email: gordon.clack@moen.com

7000 Longley Street

Las Vegas, NV 89131

Moen servicing Pacific Southwest Region with superior products and competitive prices to meet your budgetary needs.

 **MOEN**
Buy it for looks. Buy it for life.®



Multi-Family Solutions: A Portfolio To Meet Your Needs

Plumbing &
Accessories

 **MOEN**
Buy it for looks. Buy it for life!®

 Crested Specialties
A MOEN COMPANY

 **CFG**
COMMERCIAL FACILITY GROUP

#1 NUMBER ONE

Faucet brand in
North America

FSS Participant of the Year

JUDITH V.

FSS Participant City of Phoenix

Judith moved into subsidized housing in April 2010 with her two children ages 7 and 5. She joined FSS in July 2011. At that time she was working part-time doing odd jobs. Her annual income was \$7,020. Judith was a long-time victim of domestic violence. Her husband tried to murder her by strangling her with a computer cable in front of her children. Her husband also sent people to threaten her family at gunpoint; they were told if Judith did not return to him, her family would be harmed. While seeking safety at a shelter in 2008, her husband found her. She was then transferred to another shelter. She was constantly moving between Phoenix, Tucson, and Nogales. After years of running from her abuser, Judith was able to find safety within subsidized housing. Because of the severity of the crimes committed against her, she was granted a U Visa. This Visa is granted to those who have suffered severe abuse due to a crime, and are willing to help law enforcement authorities in the investigation or prosecution of the criminal activity.

Prior to joining FSS, Judith had not had a steady job or stable work history. She has now been employed for the past three years, going from a part-time temporary status to now a full-time position.

Judith entered the FSS Program with the goal of homeownership. She had no credit history when she joined FSS. She completed financial education classes, met with credit counselors and attended homeownership and home maintenance classes. Judith worked hard to increase her credit score to 668. She was approved for a home loan in July 2013. Judith saved her tax refunds and diligently made monthly deposits to her savings account. She has saved \$19,000 for the purchase of her first home. She also opened an Individual Development Account through Newtown Community Development Corporation Community Land Trust. This will allow her to access 3:1 matching down payment assistance up to \$15,000. She will be closing on her new home as soon as repairs to the home have been completed.

Judith is optimistic and determined to continue moving forward regardless of the challenges she faces. When she joined FSS she had been taking ESL classes, but the language barrier continued to be an obstacle. At that time, FSS did not have a bilingual caseworker. This did not discourage Judith. She took ESL classes, and brought an interpreter to her appointments. Judith attended all appointments and followed through on all of her goals. Judith has demonstrated determination and perseverance. She is efficient, resourceful, and has excellent follow through. She is usually on the phone and following through with tasks before she has even left the parking lot after meeting with her FSS caseworker.

Judith has been a model FSS participant. She came to the United States in hopes of finding a better future. Despite the many barriers she faced, she has accomplished so much. She is looking forward to giving back to the place that has given her so much. We are very proud of Judith and all of her accomplishments and are happy to recommend her as the FSS Participant of the Year.

Mark Bethel Memorial Scholarship Award

JUAN JAUREGUI

Facilities Maintenance Worker III, Yuma County Housing Department

Juan Juaregui has been employed with the Yuma County Housing Department (YCHD) as a facilities maintenance worker since September 24, 1993. He has been promoted to a higher grade and is currently assigned as the maintenance lead man, assisting the facilities maintenance supervisor in the day to day operation of the maintenance division. The maintenance division is responsible for maintenance, repair and modernization of public housing units, offices, vehicles and grounds, as well as operations of the Water and Wastewater Treatment Plants.

Juan's worth and value to this department extends beyond his outstanding technical competence. The most notable example of this was his significant contribution toward the rating of 96 points (out of 100) received from a HUD building inspector for maintaining each and every development in a condition equal to or greater than Home Quality Standards (HQS) and the Uniform Physical Condition Standards (UPCS) requirements. He was responsible in maintaining the Moctezuma apartments in San Luis, Arizona. These units received higher marks during that inspection. For this reason, the housing department was exempt from HQS inspection for another two years.

In July 2013, the Maintenance Supervisor went on a long-term leave due to terminal illness, and he passed away on March 4, 2014. Another staff member was let go due to funding cuts. Juan was then charged with supervising the maintenance division. He performed these duties in an exceptional manner, keeping this department ahead of schedule while maintaining excellent quality of workmanship. Immediately evaluating the jobs at hand, he set short- and long-range goals, restructured his available work force and originated an ingenious and comprehensive management and supervisory control system.

I believe an individual must perform with excellence while on duty, and in addition, benefit himself personally and the housing department as a whole professionally to be worthy of Employee of the Year. Juan has met and exceeded all of these requirements and has earned my strongest endorsement for this selection.

For demonstrating excellence in the performance of duties with the highest degree of integrity and professionalism, demonstrating courtesy, concern, responsiveness, and dedication in the Public Housing maintenance division, it is with distinct pleasure that YCHD nominates Juan Juaregui to the 2014 AZNAHRO/AHADA Excellence Awards to receive the Mark Bethel Memorial Scholarship Award.

2014 Resident Scholarship Winners

WYNONNA FULGHAM

Chandler FSS Section 8 Participant

Wynonna Fulgham is a wife and mother of three small children ages 8, 4 and 1. With family support, she has attended Arizona State University as a full-time student while working part-time at an after school care program. Wynonna has been on the Dean's list at ASU in 2012 and 2013. She will graduate in December 2014 with a degree in Secondary Education, emphasis in Mathematics. Her goal is to return to the Navajo Reservation to teach in her hometown.

Wynonna stated, "My long term career goals are to obtain a Masters degree, and eventually work towards a Doctoral degree in education. As a small town Navajo girl who recently graduated high school in a class of 32 students, I had no idea what to major in, but I knew I wanted to help people. Teaching in my hometown on the Navajo Reservation has been a long term goal. I plan on practicing and teaching others from my own experiences...from internships, experiences from the metropolitan school settings and things I have learned in my academic studies. I plan to incorporate these learning experiences into my future math classes. By doing so I hope to improve how we as math teachers help students understand math and learn to love it."

SEBASTIAN IBANEZ

Mesa FSS Participant

Calling himself "the blind guy", Sebastian is a current student at ASU and a father raising two boys. In his words - among the goals I have reached are: Learning English, graduating high school, volunteer teaching at various churches in Mesa, became a U.S. permanent resident in 2008, obtained my citizenship in December 2010, and my Associates Degree in May 2012. My current goals are to receive my Bachelors Degree in Communications in May 2015, and to attend law school in the future. I also wish to be an advocate to the Hispanic community, in either the local, state or national level. I believe that a law degree will help me benefit the community, defend causes, and aid to prosecute those who offend or discriminate both immigrants and people with disabilities.

Gilson has an App for that.
SOFTWARE SOLUTIONS



iWork Order
iHQS Inspection
iUPCS Inspection
iRe-Certify Kiosk
iBoard Meeting
iReceptionist
iHUD Bookshelf

Integrates With All Vendor Software Products

FREE 30-DAY TRIAL AVAILABLE
Toll Free: 888.252.2338



sales@gilsonsoftware.com | www.gilsonsoftware.com



FOWARD15

Forward15: Your Future in 15 Minutes a Day

by Russell Lolacher

Planning to plan your future is a waste of time. Has talking about planning ever been useful? Has it moved your life forward? I think we can agree that's a big "no".

I've found I'm happiest when I'm doing something...accomplishing something. By "something", I mean anything that I feel is bettering my life in some way - furthering a hobby, honing a job skill, learning a bit of knowledge, making travel plans, etc. The problem is that I've found it difficult to stop talking about what I'm hoping to accomplish and to actually make strides towards something actually happening.

The excuses: "I don't have time.", "My job keeps me too busy.", "Hey look, that generic show about that thing is on."

What is Forward15? Forward15 is when you take fifteen minutes out of the day, every day, to do something that makes you feel like you did "something".

What you should do

Whether it's making a decision, submitting a payment, reserving an appointment, or researching an option, you have to have made progress that you can build on for your next Forward15. If it helps, focus on a theme per session - Travel Forward15, Education Forward15, Fitness Forward15, etc.

When you should do Forward15

What works best for you? Right after work, first thing in the morning, right before bed? Whether it's scheduled or just a matter of finding 15 minutes in a day, it's really up to you. The only thing you can't say is you don't have time for it. It's only 15 minutes!

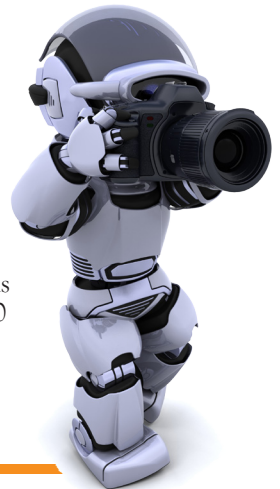
Why you should try Forward15

Really the most important question to answer when doing anything is: Why?

In 15 minutes you can make decisions that will affect your life and make you feel better doing it. Just the act of taking action in your life can help make you happier about your future and where it's going - because it's going somewhere.

Think about it: a quarter of an hour, 15 minutes, 900 seconds can make you feel better about the next year, 365 days, 21,900 seconds. If it helps, picture some late-night infomercial host saying, "for just 15 minutes a day..."

After all, isn't it time for some forward thinking?



Casterline Associates, P.C.

Certified Public Accountants

*"True Direction in PHA Accounting and
Financial Management"*



PHA Financial Consulting

Assistance with REAC, PHAS FASS/MASS and
GAAP Accounting Issues

Technical Assistance: Energy Performance
Contracting

PHA Accounting Services

Training Seminars

Technical Assistance

Assistance in Maximizing Scores under the new
Interim PHAS Rule (PHAS III)

Managing the latest Housing Choice Voucher
Funding and Cash Management Changes

Maximizing Public Housing Operating Subsidy

Project-Based Budgeting and Accounting

Casterline Associates PC, CPAs ~ One Davis Road, Suite 230

Valley Forge, Pennsylvania 19482-0962

Phone: 800/337-5088 Fax: 610/783-6845

www.casterline.net

**"No matter what
people tell you,
words and ideas
can change the
world."
-Robin Williams**



**Experience the
Difference**

Providing Solutions that Exceed Expectations

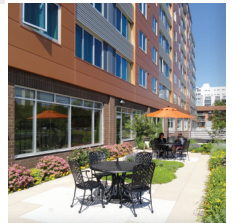


**Leading Insurance Provider
Serving the Public and Affordable
Housing Communities**

- On-Demand and On-Site Training
- Dedicated Claims Handling
- Risk Control and Consulting Services
- Insuring More Than \$40 Billion
in Property Values

For information about our
insurance programs and
services please contact:

Mike Patenaude
Marketing Representative
800-873-0242, ext. 628
mpatenaude@housingcenter.com
www.housingcenter.com



HAI Group® 1389 Commerce Court, Shelton, CT 06480 | HAI Group is a registered trademark for a family of 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.;
GDBA Housing Insurance Agency Services in NY and MD; Housing Specialty Insurance Company Inc.; 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.

PRESENTER PROFILES

KURT ALDINGER, Flagstaff Housing Authority - Kurt Aldinger is the Public Housing Manager with the Flagstaff Housing Authority, where he has worked over 20 years in the Public Housing, Section 8 and Multi Family Housing Programs. He has served on various committees with AZ NAHRO, where he has been a member since 1994.

MICHAEL ASHFORD, City of Phoenix Housing Department - Michael R. Ashford is an Environmental Quality Specialist in the Compliance Section at the City of Phoenix Housing Department. He has worked over 20 years with the City of Phoenix. Within that time, 14 years have been with the Housing Department, with ten of those years spent conducting environmental reviews. Michael is an Arizona native. He can be reached at michael.ashford@phoenix.gov.

DEBBIE ATILANO, RPK Development Co. - Debbie Atilano began her Property Management career in 1985 as a Resident Manager/Maintenance Tech. She quickly moved up to Compliance Specialist, then Supervisor. She currently is Director of Property Management for RPK Development in Los Angeles, California. She serves on the AHMA-PSW board of Directors as Director of Training. Debbie regularly trains Maintenance Technicians and Managers in all topics of Property Management.

CHARLIE BOWERS, Centennial Contractors Enterprises, Inc. - Charlie Bowers has been with Centennial Contractors for seven years, and he has been involved with developing the JOC delivery market in Arizona since 2001. He is a past Industry Chairman and current National Secretary for the Center for Job Order Contracting Excellence (CJE), which is a national organization formed to promote JOC use and education in the U.S. In his current position, his main focus is expanding the JOC market and educating potential clients for Centennial's six active JOC contracts in the State of Arizona.

Charlie has over 40 years in the construction industry with extensive experience managing both public and private sector projects.

He spent over 20 years with Fru-Con Construction, a national general contractor, delivering projects in several market sectors throughout the continental U.S.

Born and raised in West Virginia, he attended West Virginia University majoring in Accounting with a minor in business administration. He also served a full-term Apprenticeship with the United Brotherhood of Carpenters and Joiners of America, earning a Journeymen's Certificate in 1969. In addition, he is currently certified as a Carpenter/Millwright trade instructor by the National Council for Construction Education and Research (NCCER).

Charlie's national and local JOC experience for the past 13 years has made him a "true convert to this extremely flexible, user friendly and cost effective project delivery method". During the past 30 years, he has had considerable experience with very similar delivery systems for private industry customers on a nationwide basis. He is a firm believer that "JOC is an idea whose time has come in the public sector, and it is truly a win-win construction delivery alternative".

DAVID BRIDGE, Human Services Campus. - David Bridge, Managing Director at Human Services Campus, has 17 years of experience in non-profits and homeless issues. During his career, Mr. Bridge has served in numerous managerial positions including Director of Administration and Chief Program Officer for Central Arizona Shelter Services. Prior to his non-profit career, Mr. Bridge earned his JD from the University of Southern California.

JIM BURPEE, EnergyActio - As President of BGZ Corporation (branded as Big Green Zero® and EnergyActio™) Jim Burpee is on a mission to reduce energy bills and carbon footprints in America's 4.8 million small commercial buildings.

Toward that end, he is pioneering the process of Energy Efficiency Continuous Improvement™ and the supporting EnergyActio software platform which is listed in the U.S. Department of Energy Software Directory.

Prior to founding Big Green Zero® and EnergyActio™, Jim owned and operated a remodeling company that specialized in innovating energy conservation technologies into residential renovations. He also previously served as the Phoenix-based Senior Account Manager for the largest Freightliner truck dealership in the southwest and as a Senior Sales Engineer and team leader for Freightliner Corporation.

JESSE DOMINGUEZ, City of Flagstaff Housing Authority - Jesse has worked at the City of Flagstaff Housing Authority for over 40 years. He manages a group of 10 maintenance professionals who provide maintenance for 345 units of housing and inspection support for the Section 8 Housing Choice Voucher Program.

MATT GILSON, Gilson Softward - Matt Gilson graduated from Syracuse University with a degree in Accounting in 1979. He then worked in Fortune 500 Companies for fourteen years working to CFO of a World Wide Shipping Company.

In 1993, Matt started his dream as an entrepreneur as a partner in Application Oriented Designs (AOD) in Miami, Fl., a software firm that specialized in products for Housing Finance Agencies (HFA's). In 1998, this firm was then sold to Emphasys Software.

In 1998, Matt started Housing and Development Software (HDS) that also specialized in software for Housing Finance Agencies. They produced a Section 8 Project Based product for Contract Administrators and obtained over 80% market share with this product. Matt and his team also developed innovative products for Low Income Housing Tax Credits, Grant Management for HOME, CDBG, HOPWA, ESG and other funding sources and the first web based Single Family Management System for HFA Programs.

In 2008, Matt started Gilson Software and entered the Public Housing software market. In less than two years Matt developed a technical and customer support team and developed PHA Partner, which is a Window Based System. Due to the competition in this market place, Matt developed a strategy to specialize in Mobile and Voice Technologies (especially related to work

orders and inspections) and to become the most innovative software firm in the market place.

MARK HEITOWIT, City of Phoenix Housing Department. - Mark has been with the city of Phoenix Housing Department as an Information Technical Analyst since 1990. He has worked with the PIC system since 2000. Currently the department's Data Security Administrator, Mark has been the Security Administrator in the PIC, WASS, and EIV systems since their inception.

BECKY KANIS MARGIOTTA, The Social Change Agency - Funtrepreneur, Pot Stirrer and Possibility Seer: Becky is the Co-Founder of The Social Change Agency, whose mission is to help leaders experience more freedom, creativity, connection and impact their work to make the world a better place. Previously she directed the highly successful 100,000 Homes Campaign. Her work has been featured on 60 Minutes and in the New York Times.

PETER KOZIOL, HUD - Pete Koziol has worked for U.S. Department of Housing and Urban Development for 29 years. He has been with the Office of Public Housing since October, 2006, when he accepted a position as a Financial Analyst for the Phoenix office. He has welcomed the challenge of focusing on the financial aspects of public housing programs and the opportunity to work in 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 where he managed 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.

LEVON LAMY, PH Enterprizes - Levon Lamy, Accountant, has unprecedented accounting experience with Public Housing Authority accounting requirements. As a previous accountant for the City of Tucson/Pima County Housing; and pupil to Peggy Morales, Levon has an extensive background in regulatory and financial requirements for the Housing Choice Voucher Program and a wide variety of rent subsidy programs. He is skilled in accounting practices and reporting as required by HUD regulations for Public Housing Authorities.

ROB LESLIE, Eide Bailly, LLP - Rob Leslie has several years of experience providing public accounting and financial services. He is a lecturer and presenter for the Arizona State University Lodestar Center for Philanthropy and Non-Profit Innovation, and the AICPA. Rob provides significant advisory services in areas such as: Facilitator of strategic planning sessions; Governance training and education to boards and volunteer groups; Financial management for non-financial managers; and Internal controls and process redesign.

NATALIE MCGOVERN, Blissful Living - Natalie is a graduate and instructor at the Southwest Institute of Healing Arts. She has her degree in Mind/Body Transformational Psychology and is a Certified Clinical Hypnotherapist, Master Life Coach and Polarity Therapist.

Natalie combines these modalities along with clean food and nutrition to help her clients return to balance and live the blissful life they were meant to experience.

In addition to offering alternative healing to her clients, Natalie also has 15 years of experience in mental health and addiction with a focus on special needs and dual-diagnosis. This experience allows Natalie to partner with her clients in new and powerful ways.

Natalie is constantly learning and creating classes to teach others the power of natural healing. In addition to teaching, Natalie is also a public speaker and educator.

MATTIE MCVEY LORD, UMOM New Day Centers - Mattie currently serves as the Chief Program Officer at UMOM New Day Centers where she oversees shelter

programs, rapid rehousing, transitional housing, permanent supportive housing, a licensed child development center, wellness center and medical clinic, and specialized youth activities. She serves on the Board of Directors for the National Association for the Education of Homeless Children and Youth (NAEHCY). Previously, Mattie chaired the 100,000 Homes Campaign Task Force on Family Homelessness, served on the Board for the Arizona Coalition to End Homelessness, and led interagency efforts to prevent and end homelessness as the State Homeless Coordinator at the Arizona Department of Economic Security. She also served as the State Coordinator for the Education of Homeless Children and Youth at the Arizona Department of Education. Mattie holds her Bachelor of Arts degree in Interdisciplinary Studies from the University of Arizona and a Masters in Education from Chapman University.

LIZ MORALES, City of Phoenix Housing Department - Elizabeth Morales has worked in housing since 1996. Since November 2002, she has had oversight of the City of Phoenix Section 8 program as the Housing Manager. Prior to this, she worked with Arizona Behavioral Health Corporation for eight years in subsidized housing for homeless and disabled individuals. She has a B.S in Business Management and a Masters in Counseling.

PEGGY MORALES, PH Enterprizes - Peggy Morales is a Certified Public Housing Manager. Peggy served as a civil servant for 34 years with the Council of Governments in Silver City, New Mexico, the City of El Paso Housing Authority, the City of Phoenix Housing Authority and the City of Tucson Housing Authority. During those 30+ years Peggy held management and executive level positions responsible for up to 40+ employees and budgets in excess of 40 million dollars.

GLORIA MUÑOZ, Housing Authority of Maricopa County - Ms. Gloria Muñoz is the Executive Director of the Housing Authority of Maricopa County. She provides leadership for the management of over 900 units of public housing, 3 tax credit developments and 2,200 section 8 vouchers, including two project based section 8 contracts. Ms. Muñoz has more than 34 years of experience in affordable housing, including working as the Director of Real Estate Development for the Chavez Foundation, Director of Housing for the State of Arizona, Western Director of Affordable Housing Disposition for FDIC/RTC and President for the Southwest Region of Mercy Housing, Inc.

ROB PEARSON, Santa Barbara City Housing Authority - Rob Pearson has served as the Executive Director of the Santa Barbara City Housing Authority since 1988. Prior to being Executive Director, he served as its Deputy Executive Director (1981 to 1988). The Authority currently provides over 3,600 units of low rent housing assistance to the South Coast area of Santa Barbara county.

The balance of Rob's professional career was with the City of Santa Barbara where he held various supervisory and management positions from 1976 to 1981, the last being Housing and Redevelopment Manager.

Rob Pearson holds an undergraduate degree in Political Science and Public Administration from the University of California, Santa Barbara (1971 to 1975). His graduate work was completed at Cal State Northridge in Environmental Planning. Rob has received numerous affordable housing industry awards, including the prestigious Community Housing Assistance Award from the American Institute of Architects. Rob is also active in numerous civic organizations- board member of the St. Francis Foundation, the Gildea Foundation, past president of the Coastal Housing Partnership, board member and past president of Casa Esperanza Homeless Center, past president of San Felipe Supportive Housing for the Disabled, and was a founding board member of the Housing Trust Fund for Santa Barbara County. He also served as a trustee of Goleta Valley Hospital for over 10 years. In addition to local board service, Rob is the current president of the Pacific

Southwest Regional Council of the National Association of Housing and Redevelopment Officials (NAHRO) serving CA, AZ, NV and HI as well as a board member of the Housing Authorities Risk Retention Pool (HARRP), a joint powers, risk sharing/insurance pool serving housing authorities in CA, OR, WA and NV

BRIAN PETERSEN, HOM, Inc. - Brian is the Chief Operations Officer at HOM Inc. HOM Inc. is a mission driven organization committed to partnering with community agencies to create innovative, collaborative, and effective solutions to ending homelessness. Brian has worked with HOM Inc. and the Homeless Community to end homelessness for 13 years.

PRESTON PRINCE, Fresno Housing Authority - Preston Prince is the CEO/ Executive Director for the Fresno Housing Authority, serving over 50,000 residents in California's Central San Joaquin Valley. The Fresno Housing Authority serves the City and County of Fresno and is the 5th largest housing authority in California. Preston has led the Fresno Housing Authority since 2007. Preston is actively involved with the National Association of Housing and Redevelopment Officials (NAHRO) and currently serves as National President, with over 3,400 member agencies. In addition, he has been a member of the National Board of Governors, National Budget and Administrative Committee, and the National Board of Ethics and Credentialing, as well as serving on various NAHRO Regional Councils. Preston is a successful collaborator, neighborhood builder, social entrepreneur, and ethical leader.

SALEM PROUTY, HUD - Salem Prouty is a Registered Professional Engineer in the State of Arizona. He has worked for HUD since 2000, first in the San Francisco Office of Public Housing (while commuting from AZ), and then in the Phoenix Office of Public Housing since 2003. Prior to working for HUD, Mr. Prouty worked in the private sector and dealt with Residential construction.

TIMOTHY SCHMALTZ, Timothy J. Schmaltz is the retired Coordinator of the Protecting Arizona's Family Coalition, a diverse alliance dedicated to protecting and increasing health and human services funding and setting an agenda of tax reform. Currently Tim is adjunct faculty at ASU Graduate School of Social Work for advocacy and policy analysis. Tim has a Master's Degree in Social Work and forty years of executive management, planning, program and public policy experience. He is a published author in the areas of public policy and social analysis, spirituality of everyday life, and family life. He and his wife Linda have been married for 45 years. They have four sons and five grandchildren.

JOAN SERVISS, Arizona Coalition to End Homelessness - Joan Serviss is the Executive Director of the Arizona Coalition to End Homelessness, a statewide advocacy organization whose mission it is to strengthen the capacity of local communities in their effort to end homelessness through statewide leadership, technical assistance, and advocacy. Joan has over 18 years experience in the human services field, working on program coordination with a focus on educating the community about issues of social need through state and federal advocacy and coalition building. Joan holds a Bachelor's Degree in Political Science from ASU.

ELAINE SIMPSON, Occupancy Solutions, LLC - Elaine Simpson founded Buckingham Real Estate Advisers, LLC, now Occupancy Solutions, LLC in 2007 to provide operational, marketing, leasing consulting and training services for multifamily professionals of market rate, senior and affordable housing communities. Assisting communities with proven cost effective techniques and strategies to achieve increased occupancy, improve resident retention, minimize expenses and increase net operating income.

RENEE STANDING TREE, City of Phoenix Housing Department - Renee Standing tree is a Project Management Assistant in the Compliance Section at the City of Phoenix Housing Department. She worked at the Red Wing Housing and Redevelopment Agency in Minnesota for

three prior to joining the City of Phoenix in 2012. She handles all aspects of the Davis Bacon for the Department as well as Davis Bacon and Section 3 training. Renee received her bachelors in Political Science from the University of Wisconsin-Superior and received her Master's in Urban and Regional Planning at the University of Iowa.

BRENT STRATTON, CPA, B2a CPAs - Brent is a Partner and Shareholder and oversees the Audit Department. He has a Masters Degree in Accounting from Brigham Young University and over 11 years of Audit Experience including four with one of the Big 4 firms. Brent has extensive experience auditing Pension Plans, Public Housing Authorities, Tax Credit Properties and other Low Income Housing Providers, Construction Companies and Government agencies.

In addition to Auditing, Brent spent several years as an IT auditor completing the Certified Information Systems Auditor (CISA) examination.

Brent is a registered Peer Reviewer under the AICPA peer review program and performs a number of peer reviews each year.

BRIAN SWANTON, Gorman & Company, Inc. - Brian Swanton is the Arizona Market President for Gorman & Company, one of the nation's 'Top 50 Developers' of affordable housing. Since joining Gorman in 2008, Mr. Swanton has developed and/or secured financing for 10 multi-family communities representing 913 units of affordable, service-enriched housing in Phoenix, Mesa, Tempe, Glendale, Avondale, and Nogales. He has also held executive positions in the public and non-profit sectors where he has directed the preservation and construction of over 3,000 units of housing in 41 residential communities across Arizona and New Mexico. Mr. Swanton holds a Master of Public Administration and a Bachelor of Science in Urban Planning from Arizona State University and is currently the President of the Board of Directors of the Arizona Housing Alliance.

NMA: Expertise you can trust

With budget cuts across the board and many PHAs still feeling the effects of sequestration, training at the executive level of an organization is often overlooked.

What many people don't realize is that the success of any organization starts from the top-down.

That's where we come in.

NMA offers a variety of seminars to keep your agency on track. With the direction of the industry in question, there is no way you can afford to put valuable training on the backburner.

Our executive management courses are designed to assist you in gaining the knowledge, skills and abilities that leaders need to spark motivation, accomplish objectives, and demonstrate effective leadership.

Contact us today to learn more about the various seminars we have available, including:

- HCV Executive Management
- Public Housing Asset Management for Executives



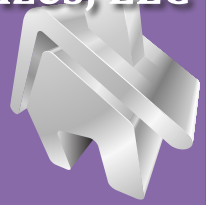
sales@nanmckay.com | (800) 783-3100

www.nanmckay.com

PH Enterprizes, LLC

Certified Public
Housing Management

520-850-8488



Consulting Services Designed to help your
Housing Authority reach its goals!

peggy@phenterprizes.com

“People say that money is not
the key to happiness, but I always
figured if you have enough
money, you can have a key made.”

~ Joan Rivers



EXECUTIVE BOARD

PRESIDENT

Deborah Beals
CITY OF FLAGSTAFF HOUSING AUTHORITY

SENIOR VICE-PRESIDENT

VACANT

SECRETARY

Sharon Shore
CITY OF FLAGSTAFF HOUSING AUTHORITY

TREASURER

Michele Banks
CITY OF PHOENIX HOUSING DEPARTMENT

PAST PRESIDENT

Elizabeth Morales
CITY OF PHOENIX HOUSING DEPARTMENT

PLANNING COMMITTEES

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

Donna Hunter
MESA HOUSING AUTHORITY

Stacey Benson
CITY OF SCOTTSDALE

Tina Tegtmeier
HUMAN SERVICES DEPARTMENT MARICOPA COUNTY

Vickie Ellexson
CITY OF CHANDLER

FINANCE

VACANT

HOUSING

Nicky Stevens
ARIZONA BEHAVIORAL HEALTH CORP

Andrew Stevens
ARIZONA BEHAVIORAL HEALTH CORP

Elizabeth Morales
CITY OF PHOENIX HOUSING DEPARTMENT

Kurt Aldinger
CITY OF FLAGSTAFF HOUSING AUTHORITY

MAINTENANCE

VACANT

MEMBER SERVICES

Connie Treloar
HOUSING AUTHORITY OF MARICOPA COUNTY

Griselda Villa-Moreno
HOUSING AUTHORITY OF MARICOPA COUNTY

Jayne Wittman
CITY OF FLAGSTAFF HOUSING AUTHORITY

PROFESSIONAL DEVELOPMENT

Charles Sullivan
ARIZONA BEHAVIORAL HEALTH CORP

Anna Verdugo
BILTMORE PROPERTIES, INC.

Glenda Nelson
HOM, INC.

Kayla McGee
HOM, INC.

STATE REPRESENTATIVE

Peggy Morales
PH ENTERPRIZES



ARIZONA CHAPTER
NATIONAL ASSOCIATION OF HOUSING AND REDEVELOPMENT OFFICIALS



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.



CONQUER YOUR HIDDEN FEAR AND
TAKE LIFE TO THE NEXT LEVEL

THE BIG LEAP



GAY HENDRICKS

New York Times Bestselling Author of *The Way of Zen*



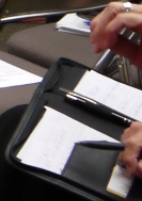
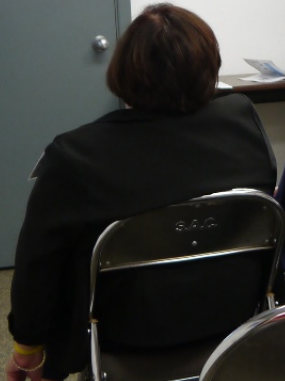




Addressing Range of Challenges

Indicated PFA Objectives

- Maintain aging family & elderly properties
- Sub-retain of development properties
- Transfer development incentives to PFA & transfer authority
- Centralize/reduce various development properties
- Further marketing









• Learn regarding the meeting

• Address issues

• Leave early



OCCUPANCY
SOLUTIONS, LLC

On the Operations,
Marketing, Learning, Compliance
& Training Operations

Consumer Products

SMARTBURNER









NAVIGATING THE FUTURE

AZNAHRO ANNUAL CONFERENCE
Thursday, September 18, 2014
El Zaribah Shrine, Phoenix, Arizona



ARIZONA CHAPTER
NATIONAL ASSOCIATION OF HOUSING AND REDEVELOPMENT OFFICIALS

ARIZONA CHAPTER
NATIONAL ASSOCIATION OF HOUSING AND REDEVELOPMENT OFFICIALS

ARIZONA CHAPTER
NATIONAL ASSOCIATION OF HOUSING AND REDEVELOPMENT OFFICIALS

















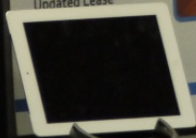
Martin Luther King, Jr.

Every man must decide whether he will walk in the light of creative altruism or in the darkness of destructive selfishness



iRe-Certify Kiosk

- ✓ Produces Notification Letter with Bar Code
- ✓ Tenant Certification is Retrieved from Bar Code or ID Card Reader
- ✓ Tenant Performs Certification on Kiosk
- ✓ Eliminates Paper Files by Taking Images or Scanning Documents
- ✓ Help Button Sends Notification to Occupancy Specialist
- ✓ Automatically Sends Updated Lease



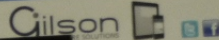
Software Solutions for the Affordable Housing Industry

Gilson has an app for that.



- iRe-Certify
- iWork Order
- Web Work Order
- iHQS Inspection
- iJPCS Inspection
- Tenant Partner

FREE TRIAL AVAILABLE



Toll Free (800) 555-5555 www.gilsonsoftware.com



Property Management Answering Service

Work Orders created for you by highly knowledgeable staff any time you need a hand, day or night!

- ✓ Providing Tenant with Direct, Bi-Lingual Communication

24/7

- ✓ On-Call Staff Alerted To Emergency Work Orders through text message
- ✓ Utilization of IVR for iWork Order

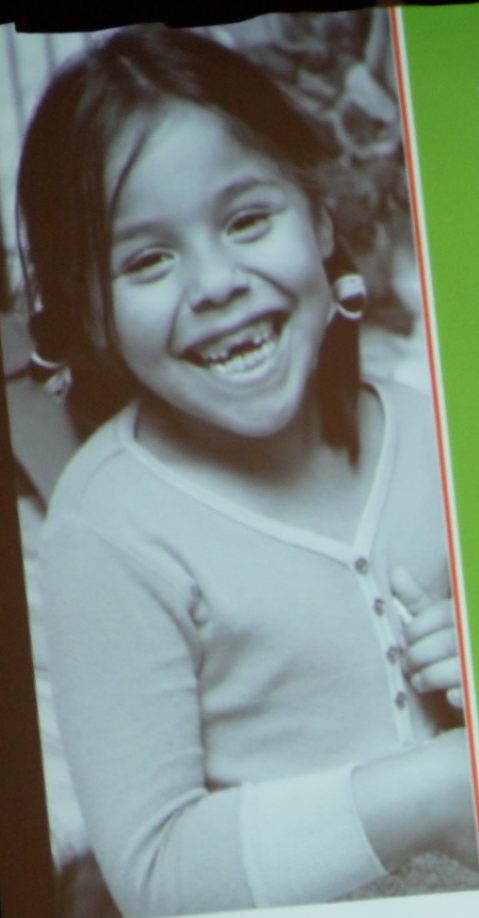


Additional Products

Gilson Software Solutions offers a wide variety of products and services to continually service our clients.

- ✓ Web Intake
- ✓ Accounts Payable
- ✓ Applicant Processing
- ✓ Purchase Order
- ✓ Tenant Processing
- ✓ Inventory plus Ba
- ✓ Accounts Receivable
- Processing
- Processing





2013-15 NAHRO Administration

- Authentic Leadership
- Policy
- Relevance
 - Homelessness
 - Housing and Education
 - Changing the National Rhetoric through the Housing America Campaign



2013-15 NAHRO Administration

- Authentic Leadership
- Policy
- Relevance
 - Homelessness
 - Housing and Education
 - Changing the National Rhetoric through the Housing America Campaign

FRESNO HOUSING AUTHORITY





"You must retain the faith that you can prevail to greatness in the end, while retaining the discipline to confront the brutal facts of your current reality. What can you do today to create a pocket of greatness despite the brutal facts of your environment?" – **Jim Collins**











XENA GONZALEZ





