



2017

Theme Power of the Invite: B.Y.O.V.
 Dates August 9-10, 2017 (Wed/Thurs)
 Venue Sheraton Mesa at Wrigleyville West, 860 North Riverview, Mesa, AZ 85201
 Registration..... Member \$275/\$325 Nonmember \$375/425 HUD Staff \$50 Lunch \$50 Reception \$50
 AZNARHO President..... Elizabeth Morales, City of Mesa Housing

Guest Speakers David Luna, Mesa Vice Mayor
 Sunny Shaw, NAHRO Sr. VP Candidate
 Calvin Terrell, Social Centric

Vendors..... Arizona Smoke-Free Living Gilson Software
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Give-A-Ways..... Drawstring Backpack, Sunglasses in yellow and white

Highlights General session with Calvin Terrell extended to lunchtime, Basket drawings, Reception in open foyer area with Upper 9 live band

Award	Recipient	Agency
Employee of the Year: Public Housing	Selene Tibbits, Residential Property Manager	City of Tucson
Employee of the Year: Maintenance	Abraham Chaparro, Acting Maintenance Supervisor	City of Phoenix
Employee of the Year: Community Dev	Veronica Garcia, Housing Program Specialist	Yuma County Housing
Employee of the Year: Section 8	Yolanda Martinez, Housing Inspector	Yuma County Housing
Innovative Program of the Year: Community Development	Section 32 Homeownership	City of Phoenix
FSS Participant of the Year	Jose Guzman	Yuma County Housing
Hero of Assisted Housing	Lisset Bustamante	Yuma County Housing
In Appreciation	----	
Mark Bethel Memorial Scholarship	Richard Zavala, Facilities Maintenance Worker	Yuma County Housing

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TJ REED is the Regional Coordinated Entry Systems Manager for Single Adults at the Lodestar Day Resource Center. He has a Masters degree in Social Work and Public Administration.

BARBARA REIMERS is the Manager of the Social Security Mesa District Office

JEFF ROBBINS co-authored Mesa's Downtown Small Business Attraction Utility Rate and is a partner on the Downtown Facade Improvement Program. He was also involved with Mesa's recent redevelopment area expansions. He joint-manages Mesa's citywide outreach campaign, Imagine Mesa, and will be leading the City's decennial Census efforts through 2020.

MICHAEL SHORE is President and CEO of HOM, Inc., a leader in permanent housing solutions for individuals and families experiencing homelessness. HOM, Inc., partners with public and private agencies to operate permanent supportive housing and rapid re-housing programs to stably house over 2,100 households throughout Maricopa County. Michael also works closely with public housing authorities in Maricopa County to increase access to mainstream housing programs for homeless and vulnerable households.

Michael currently serves as a bench player for OrgCode Consulting, assisting with training for homeless services organizations in North America. Michael also served as Director of Operations for the 100,000 Homes Campaign, powered by Community Solutions, through its successful conclusion in July 2014. Michael has a bachelor's degree in Political Science from Arizona State University.

STAN SILAS is the lead/senior Staff Attorney for Housing with Community Legal Services since 2001 representing tenants who are facing legal evictions and forcible detainers. He also assists participants with administrative hearings conducted by local public housing agencies related to the termination of tenant's housing assistance. Mr. Silas has a JD from Suffolk University Law School.

RICHARD THOMASON is a Senior CPD Representative in the Phoenix Field Office. Richard has prior experience in Real Estate, Property Management and Business and Environmental enforcement.

ROBERT TRAVIS brings with him three years of experience in the electrical field that ranges from commercial, residential, and industrial. Although new in his position as HQS Inspector for the Housing Authority of Maricopa County, Robert has conducted over 850 inspections all using the new UPCS-V protocol.

CATALINA VIELMA is the Vice President of Public Housing at the National Equity Fund ("NEF"), a leading non-profit tax credit syndicator. She originates tax credit transactions for NEF's West Region and supports NEF's underwriting of public housing transactions across the country. Prior to NEF, she held positions at HUD's Multifamily Production Office as an FHA Underwriter and later as a Branch Chief in HUD's Office of Recapitalization. As a Branch Chief she assisted in drafting the RAD Notices, provided high-level policy analysis, and managed RAD transaction managers overseeing half of RAD's public housing portfolio. Her staff's assignments consisted of housing authorities (including San Francisco, El Paso, and Baltimore) utilizing tax credits in their multi-phase, and at times multi-tranche, conversions to RAD. She's a member of the Mental Health Center of Denver's housing board and Mercy Housing's Loan Fund committee. She is a lifelong fan of the Chicago Cubs and lives in Denver, Colorado with her Goldendoodle.

WHAT'S IN THIS BOOK?

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ARIZONA CHAPTER
National Association of Housing and Redevelopment Officials



The National Association of Housing and Redevelopment Officials (NAHRO) is a professional membership organization comprising more than 20,000 housing and community development agencies and officials throughout the United States that collectively 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.

RYAN GOODELL is a pest control professional and co-owner of EcoForce Heat Systems, a licensed bed bug extermination company. Ryan Goodell has focused his pest control efforts in the thermal remediation of bed bugs, and the manufacturing of heaters designed specifically for the removal of bed bugs. In his 8 years of professional experience Ryan has helped countless individuals, pest control operators and commercial customers in the management and extermination of these difficult pests.

SCOTT HALL is the Homeless Solutions Manager for the City of Phoenix Human Services Department. He has been part of developing highly recognized Peer-Support and Navigation programs in our community that include H3 Vets, SMI Supportive Services, Comprehensive Community Health Program and Community Outreach. He currently serves on the Maricopa Continuum of Care Board as part of our regional effort to end homelessness.

DENISE HOLLIDAY Attorney Holliday has engaged in Landlord/Tenant practice since 2008, Justice of the Peace Pro Tem since 2000, and Superior Court pro Tem since 2000. She is a certified instructor for the Department of Real Estate, Arizona Association of Realtors, Property Management Institute and National Association of Real Property Managers. She is president of ALTA since 2003 and a training instructor for ALTA since 2001. She has been a keynote speaker at several legal seminars regarding Landlord/Tenant issues presented to the Association of Landlord/Tenant Attorneys, Maricopa County Justices of the Peace, Maricopa County Judge Pro Tempores, Continuing Education for Attorneys, and Co-Jet training for Judges, NARPM, AHMA, and numerous other professional associations. She also assists Law Enforcement and Property Managers with Crime Free Programs for apartment complexes.

MARGARET KILMAN works with Maricopa County Human Services Department and is adjunct faculty in ASU's School of Public Affairs. These roles offer opportunities to work with a range of stakeholders on ending homelessness initiatives; including the development

of Permanent Supportive Housing and Rapid Rehousing programs, system alignment, and improving service delivery for people experiencing homelessness. Ms. Kilman brings analytic skills to her work, is committed to using data to drive performance, and inform decisions and planning efforts. Before joining Maricopa County she worked with Valley of the Sun United Way, the Human Services Campus, and the Arizona Department of Economic Security in the State Homeless Coordination Office. Margaret is passionate about creating regional and collaborative solutions to end homelessness and serves on the Board of the Arizona Housing Coalition.

THELMA MAGALLANES I have been with the City of Tucson Housing & Community Development for the past 7 years. I started with the department as a HQS inspections scheduler, later I was a housing agent; then I accepted the position of HQS Inspector until 2015 when I was promoted to a Project Coordinator started coordinating all of the Specialty Programs within my department. I currently hold the position of project supervisor where I supervise 4 employees. We work with special population clients that include homeless prevention, family reunification, elderly and disabled individuals who need more care and attention. This position has been giving the opportunity to be of aid to hundreds of homeless people. Every morning I come to work knowing that I have the privilege to help others through my occupation.

DR DAWN NOGGLE Dr. Dawn Noggle is the Mental Health Director and Justice and Community Partnerships Strategist for Maricopa County Correctional Health Services, Co-Chair of the Smart Justice Committee, and the key leader in Maricopa County's Stepping Up, a national initiative to reduce incarceration of the mentally ill and substance misusing population. Dr. Noggle is dedicated to collaborations and initiatives aimed at improving the lives of justice-involved individuals, specifically those with increased vulnerability due to mental illness, substance misuse, homelessness and other contributing disparities.

BOB CALDWELL is an Employee Development Specialist for the City of Mesa. He has many years of experience as a teacher, coach, college professor and corporate trainer. His focus areas are leadership development, self-improvement, communication, employee relations and accountability. Bob and his lovely wife, Julie, have 4 children and live in Mesa. In his free time he spends time with his family, plays tennis, loves woodworking, reading great books, rock climbing and extreme canyoneering. "If you want to have more you have to become more." – Jim Rohn

HERB CHONG is an engineer in the HUD Phoenix Office. Prior to HUD, Herb worked 8 years for a national construction general contractor focused on federal construction across the United States. Herb retired from the Army in 2008 serving over 21 years of active service as a Corps of Engineer officer.

DEBORAH COOKE has worked in the low-income and affordable housing industry for over 20 years. Deborah is currently the Housing Administrative Supervisor for the City of Chandler Housing and Redevelopment Division, where she oversees the Section 8, Public Housing, TBRA and affordable housing programs. Prior to the City of Chandler, Deborah worked at HOM, Inc., the Housing Authority of Maricopa County and the City of Mesa Housing Authority.

JAMES CRAIG brings with him over 20 years of experience working as a maintenance supervisor in the southwest valley while using his knowledge of REAC, RAD, HQS and now UPCS-V. James has been in his current position of lead HQS Inspector at the Housing Authority of Maricopa County for a year and is responsible for all inspections, trainings and implementation of the new UPCS-V inspection protocol. His agency is one of the first agencies to have been successful using the new devices with the UPCS-V protocol.

MARTADURON is a Portfolio Management Specialist and began her career with HUD in the Phoenix Office of Public Housing in August 2006. She provides compliance monitoring and technical assistance of HUD's Public Housing programs including

the Low Rent, Housing Choice Voucher (HCV), HUD-Veterans Affairs Supportive Housing (HUD-VASH), and Family Self-Sufficiency (FSS) programs. Prior to coming to HUD, she worked at public housing agencies in multiple positions starting out as a receptionist and working her way up to the position of Executive Director.

MICHAEL FLORES is a Senior CPD Representative in the Phoenix Field Office. Michael served in the U.S. Air Force as an Armaments Systems Specialist and Management Engineer/Manpower Specialist. He has a Master's Degree in Business and has worked in government as an Organizational Consultant with Maricopa County and as an Inspector/Compliance Auditor with the Arizona State Department of Corrections.

DEBBIE FOX Senior Policy and Practice Specialist at the National Network Against Domestic Violence (NNEDV), leads national domestic violence related housing policy and provides technical assistance and training to NNEDV's coalition membership and as a part of the Domestic Violence Housing and Technical Assistance Consortium. Debbie has over 20 years in the field with a focus on fundraising, organizational development, nonprofit administration, and domestic violence population-specific housing and economic justice programming. Prior joining NNEDV, she shared community leadership in the systems planning and implementation process for the DV system in Portland, Oregon, working with all 13-domestic violence victim service providers to create a coordinated entry process for survivors to access housing, shelter, and eviction prevention and shelter diversion programs.

NOEMI GHIRGHI is the Senior CPD Representative in the Phoenix Field Office and previously worked in the Office of Native American Programs. After obtaining a Master's in Urban Planning and Development, Noemi worked overseas as a Peace Corp Volunteer in the Ivory Coast and served as a Program Manager for Catholic Relief Services in Brazil.

AZNAHRO Board and Committee Members 2017

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ANDREA ALICOATE is the Title VI & ADA Programs Coordinator for the City of Mesa. Andrea is responsible for the citywide coordination of non-discrimination compliance, policies, programs and reporting deliverables. Andrea has been with the City for over eight years and has experience in community outreach and diversity initiatives. Andrea holds a BA from Arizona State University and an MPA from California State University Northridge.

KARIA LEE BASTA has been in the housing field, both public and private, for the past 27 years and has been working with Continuums since their inception. She has been with Arizona Department of Housing (ADOH) since 2007. ADOH is the Collaborative Applicant, the HMIS Lead and the grantee for the Balance of State Continuum of Care which includes 13 of the 15 counties in Arizona. She is passionate about ending homelessness. In addition, she serves as the Tribal Liaison for ADOH. She holds both a BS and an MS from ASU and is certified as a Public Housing Manager, Certified Apartment Manager, and a Housing Development Finance Professional.

ROSARIO BELTRAN-JOSHI Housing Coordinator with the City of Mesa Housing Authority. Rosario has worked in the Housing Industry for many years, with many positions including voucher and public housing programs. Rosario has worked with the special voucher programs at the City of Mesa Housing Authority. She has experience with VASH, Homeownership, Shelter + Care, and Project Based Vouchers.

RENEE AYRES-BENAVIDEZ holds a Bachelor's Degree in Accountancy. Renee has worked in the area of government and nonprofit compliance for more than 30 years, and has been working with HUD grants for 20 of those years. She has a background in both finance and program compliance at the federal, state and local level.

ELIZABETH BERNAL joined RCAC in 2008. As a Rural Development Specialist II - Economic Development, Ms. Bernal assist rural communities with identifying and developing strategies that lead to new economic opportunities and improve or develop affordable housing in rural communities. She currently provides oversight of the Building Rural Economies program which currently has 8 communities enrolled from Utah, New Mexico, California, Washington State, Oregon and Montana.

MARY BRANDON Housing Supervisor with the City of Mesa Housing Authority. Mary has been with the City of Mesa Housing Authority for 9 year. Mary oversees the Section 8 Housing Choice Voucher Program with the City of Mesa including, HCV vouchers, Mainstream vouchers, NED vouchers, Homeownership vouchers, VASH vouchers and Project-Based Voucher Program.

JACK BURNS is the Public Affairs Specialist for Social Security in Arizona.

INGRID BURWELL began her housing career 15 years ago in West Valley City, Utah, where she was recruited to oversee the HCV and Public Housing Programs. After relocating to Arizona 11 years ago, she started to work for the City of Chandler Housing and Redevelopment on a part time basis as her family grew. Five years ago, Ingrid returned to the housing field full time with the City of Chandler where she oversees the inspections, administers the case management for the TBRA program and is responsible for expanding the landlord outreach opportunities.

VANESSA (CHANDLER)

Vanessa has been a public housing resident since February of 2017. She obtained her Associates in Applied Science Degree in May and is currently working on her Bachelors in Interior Design and Sustainability. She is a single mother of three and works in addition to going to school. Vanessa's success has not come easy. For two years she did not have a car and she and her children took public transportation to get to work and school. Because of this, the entire family had to wake up at 4:45 am every day. This did not stop Vanessa in achieving her goals it only fueled her to work harder. Vanessa is a true measure of the meaning of hard work and she will never give up. Only Vanessa can explain "I wish one day to own my own home, with a yard for my children and a dog, a car in the driveway, and a good feeling of accomplishment when I pull up". Vanessa will achieve her dream.

LAKEICIA (MESA)

Education has always been important to Lakeicia. Years ago, she was pursuing a BA degree in psychology, but life sometimes takes us on detours, and her attention and time became focused on work, health, and family. Still yearning to continue her education, she became interested in nursing and began courses in that direction. In another life detour, Lakeicia found herself in a cycle of homelessness; in her words, a "dark and hopeless" place. But she sought resources and support to get out of that cycle and stabilize her family again. On medical leave from work when she got her housing voucher with Mesa, Lakeicia was determined to get back to work and move forward with her goals, and immediately enrolled in FSS. She soon started a new job with benefits, working at the state of Arizona. Just a year later, still conquering more life struggles, she has been promoted to Special Investigator in the AHCCCS program. In this position, she is also completing the course for medical coding certification. But that's not enough for Lakeicia - she is back at Phoenix College again. Bonus: she has figured out that she can coordinate courses for the nursing program to also fulfill needed credits to complete her psychology degree, so she is on track to finally get both her BA and nursing degrees. This is a huge undertaking for a single mom to manage work, school, transportation, and childcare; but Lakeicia is excited to cross that finish line!



Welcome to the 2017 AZNAHRO Conference!

Thank you for accepting our invitation to join our annual summer conference. All of us with Arizona NAHRO welcome you to this action packed two-day event that was designed to provide you with information, empowerment and growth. We asked you to bring your own Vision! A vision that is uniquely yours and forward thinking. It is my hope that if we will share our individual visions with one another and that we will be inspired and can return to our professional roles better equipped.

If this is your first time to our conference, I want to tell you what we are all about. AZNAHRO is your local state chapter association where you can go for training, advocacy, valuable information and job opportunities. We are also part of our regional and national NAHRO which makes us greater and stronger in numbers and knowledge.

Our regional Pacific Southwest Regional Council of NAHRO is also very busy, providing trainings, an annual conference and an all-around great resource to Arizona, California, and Nevada. I encourage you all to visit the website www.pswrc-nahro.org and get involved.

National NAHRO is our parent organization that provides a tremendous service to all housing and community development agencies across the nation. We now have a new Chief Executive Officer, Adrienne Todman, who brings impressive experience and credentials. NAHRO does incredible work that serves us all well through their advocacy, research, analysis and professional development.

National NAHRO's promise states: "We promise a diverse, inclusive and inspiring environment for members to learn, connect, advocate and achieve". At Arizona NAHRO we hope we deliver on this promise during your time with us. There is power in the invite, and you have been invited!!!

Elizabeth Morales | AZNAHRO President



Keynote

CALVIN TERRELL
Social Centric

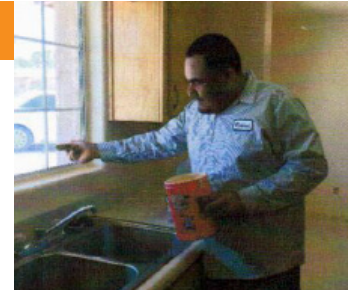
Calvin Terrell is founder and lead facilitator of Social Centric; an organization he designed to provide education and training for all ages to enhance human interactions and global progress. He is a former Assistant Director of the National Conference for Community Justice/Anytown USA Arizona Region. He has taught for Upward Bound at Arizona State University and the Arizona National Guard's Freedom Academy. For more than twenty years, Calvin has lectured, trained, and lead comprehensive workshops for valuing diversity, equity, and justice building in schools, corporations, and civic organizations for thousands of adults, children, and youth throughout the United States.

Calvin has received awards and honors from Arizona Affirmative Action, Davis Monthan Air Force Base, various religious institutions, and the year 2000 city of Phoenix Martin Luther King, Jr. "Living the Dream" award for his dedication to human rights. A compelling story about Calvin's work with youth is featured in the book "Chicken Soup for the African American Soul" of the Chicken Soup series. Calvin's reputation for excellence and sustainable impact have afforded him collaborative venues with Chief Justice Sandra Day O'Connor, Janet Napolitano, and even prompted Harpo Inc., Oprah Winfrey's production company, to seek out and contract him to provide justice seminars for Harpo employees and coaching for management. Calvin is an educator/healer at his core. He employs techniques that are engaging, relevant to all populations, multidisciplinary, and integrate modern advances of technology or research partnered with ancient arts of storytelling and visualization. Calvin's greatest motivations are his marriage of 20+ years, four children, faith, and service to humanity; he is a vigilant spiritual evolutionary, servant of justice, and peaceful warrior of critical thought.

MARK BETHEL SCHOLARSHIP AWARD

RICHARD ZAVALA

Yuma County Housing Department



Richard Zavala has been employed with the Yuma County Housing Department (YCHD)'s maintenance division as a Facilities Maintenance Worker since 09/15/2014. 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. When Richard was hired, he brought with him a superior level of technical expertise in home remodeling and construction. Despite not having been to formal schooling, Richard demonstrated outstanding professional ability to comprehend and master the maintenance requirements especially in remodeling the public housing units and office spaces. He is extremely perceptive and hardworking, takes charge and makes positive things happen. 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.

Richard's worth and value to this department extends beyond his outstanding technical competence. The most notable example of this was his significant contribution toward transforming a maintenance shop next to the garage workshop into a much needed executive office that would have otherwise been contracted out to an independent contractor, resulting in a substantial amount of operating expense. This and completion of many other self-help projects have resulted in monetary savings and improved personnel habitability in work and living spaces.

Throughout this year, this agency was severely undermanned. The maintenance division has undergone manpower shortage. The maintenance supervisor that was vacated in November 2015 was not filled until July 2016 and another maintenance worker retired in December 2016.

Richard was charged to assist the lead worker in supervising the maintenance division. He performed these duties in an exceptional manner and managed to complete more routine work orders than usual.

Richard demonstrates excellence in the performance of duties, with the highest degree of professionalism, courtesy and responsiveness.

HERO OF ASSISTED HOUSING

LISSET BUSTAMANTE

Yuma County Housing Department



Lisset Bustamante is a single mother of three that had the drive and motivation to become an entrepreneur. Lisset started the Housing Choice Voucher program in July 2014. As a struggling, unemployed, single mother, she knew she needed to work hard to raise her kids and wanted to become a role model for them. It didn't take long for her to decide to enroll into the Family Self-Sufficiency (FSS) Program and became a new FSS participant in September of 2014. In January 2015, Lisset found full time employment as a hair stylist. Her dream was to open her own hair salon. After a year and a half working for the Salon, she was able to save up some money. With the help of her escrow savings she accumulated while in the FSS program, she and her business partner were able to pay for deposit of a location and purchase equipment for their new salon. Lisset was afraid of this new phase in her life but fear did not stop her. She was able to open her business, "Andare Salon" in Somerton, AZ and has been working hard in maintaining her business. Lisset has demonstrated that self-sufficiency is her goal in life and has accomplished it thru dedication and perseverance.

As a token of her appreciation and willingness to give, Lisset participated in the Yuma County Housing Department's Father's Day celebration, held in June of 2017, by providing free haircuts to dads and kids. The Father's Day event was participated by over 81 residents and their families.



ADA AND FAIR HOUSING: A PRACTICAL APPROACH TO REASONABLE ACCOMMODATIONS

Andrea Alicoate, City of Mesa

A practical review of ADA and Fair Housing accessibility requirements. Discussion will center around the most common accessibility concerns, "easy to spot" physical barriers and how to respond to accommodation requests.

ATTITUDE VIRUS

Bob Caldwell, City of Mesa

"Hey, man, you got a serious attitude problem." - The Terminator, 1984

This session will provide you with an overview of the different forms of negativity, and tips and techniques to overcome negativity addiction in yourself and others.

CAPITAL IMPROVEMENT REPORTING - EPIC

Herb Chong, HUD

Learn about the new submission and approval process for a housing authorities' 5 Year Action Plan and Annual Statement/Budget using the HUD EPIC system. During the session there will be a review of the Background of EPIC and new Activity Planning module; the Activity Planning module including: PIH-2016-21; 5 Year Action Plan: Creation, Review and Approval; and Annual Budget: Creation, Editing Work Items, Revisions.

COMMUNITY PLANNING DEVELOPMENT FINANCE

Renee Ayres-Benavidez, City of Glendale

This session will provide participants with an understanding of the purpose and contents of 2 CFR Part 200, commonly known as the "Uniform Guidance", as it relates to compliance under grants received from the U. S. Department of Housing and Urban Development. The relevant effective dates, and requirements and responsibilities of both grantees and subgrantees will be discussed.

CPD HUD ROUNDTABLE

Noemi Ghirghi, Michael Flores and Richard Thomason, HUD

Join us to discuss hot topics related to CDBG, HOME, and ESG.

CREATING ECONOMIC OPPORTUNITIES IN RURAL AMERICA

Elizabeth Bernal, Rural Community Assistance Corporation

RCAC has developed the Building Rural Economies (BRE) initiative to help spur entrepreneurship in rural communities. The BRE program can be adapted to address different sector needs which makes this a successful tool for improving the lives of the working family.

DOWNTOWN REVITALIZATION

Jeff Robbins, City of Mesa

The panel will discuss some of the past and current developments downtown, challenges, plans and strategies for enticing development and the future of Downtown Mesa. The panel will then take questions from the audience.

EFFORTS IN ENDING HOMELESSNESS

TJ Reed, Scott Hall, Karia Basta and Sally Stang

You are invited to hear about the latest and greatest effort to house individuals and families experiencing homelessness. Our speakers will share about their work in different parts of Arizona and how they are implementing HUD's requirements while being sensitive to local community needs. Homelessness continues to be a major issue that all communities are trying to solve.

ERADICATING BED BUGS

Ryan Goodell, EcoForce Heat Systems

Bed Bugs in MultiFamily Housing; Identification and Extermination



FAMILY SELF-SUFFICIENCY PARTICIPANT OF THE YEAR

JOSE GUZMAN

Yuma County Housing Department



Jose Guzman is a man of faith who is always willing to accomplish anything to better his life and to become a role model for his four children. In April 2011 he signed up to the Yuma County Housing's Family Self-Sufficiency (FSS)

program. He was unemployed for over 6 months. Desperate to find employment, he decided to increase his level of education. The FSS coordinator referred him to Goodwill Career Center and he immediately started GED classes, computer classes and skill classes. He received several diplomas such as the most outstanding student and became proficient in Microsoft Office programs. This opened him more doors to a brighter future and enrolled in college. After completing a few college classes he landed a job with Cocopah Indian Tribe as the new Cultural Resources Specialist. He continued his education to be ready for any other job opportunities within the company.

In 2016, he decided to add a new goal to his Individual Training and Service Plan (ITSP). ITSP is an attachment to the Contract of Participation (COP) and is the written plan that sets forth both the resources and supportive services to be provided to each participating family member, the activities to be completed by that family member, and the agreed upon completion dates for the services and activities. A new home for Jose's family was not only a dream, it was a legacy to his children. He is a man of faith and believes the "righteous man walks in his integrity; his children are blessed after him." Homeownership was an uncertain goal for Jose a few years ago. Now, after accomplishing so many goals, he is more encouraged to pursue this dream-to become a homeowner. Jose worked hard and dedicated his time to improve his credit status. He completed Homebuyer Education Program, Homeownership Counseling and Financial Counseling. His commitment to become a homeowner was in fact the most important goal he had ever accomplished.

Jose volunteers on many church events and community service efforts. In March 2017 he and his beautiful family became homeowners. This "dream come true" has given him the greatest motivation and drive he needs to continue to succeed. Jose has grown to be a wonderful leader and role model to his family, friends and colleagues.

Innovative Program of the Year continued...

This program creates additional affordable opportunities in this market that remove both of these barriers. Proceeds in excess of the costs of rehabilitation are used to support other public housing properties, struggling with prorated operating subsidy and limited CFP funding.

This program was approved by the US Department of Housing and Urban Development pursuant to a Section 32 disposition application in 2008. From then until 2015, the program assisted a total of 25 families achieve homeownership. The program was restructured and refocused in fiscal year 2016, resulting in an additional 24 new homeowners in that year alone. This fiscal year the program provided a home of their own to 54 low income families, more efficiently than ever. Compared to the previous year, the number of units sold more than doubled and costs (per unit) were cut in half. Further, in the life of the program, no family has lost their home to foreclosure.

FIVE LEVELS OF LEADERSHIP

Bob Caldwell, City of Mesa

It takes more than a title to grow as a leader. To lead, you must have influence with others. But how do you acquire the kind of influence that inspires loyalty and voluntary cooperation?

The Five Levels of Leadership:

- Position: People follow you because they have to.
- Permission: People follow you because they want to.
- Production: People follow you because of what you have done for the organization.
- People Development: People follow you because of what you have done for them personally.
- Personhood and Pinnacle: They develop people to become Level Four leaders. People follow you because of who you are and what you represent.

HOUSING AND SERVICES FOR HOMELESS AND JUSTICE ENGAGED

Margaret Kilman, Maricopa County Human Services Department

Dawn Noggle, Maricopa County Correctional Health Services

Representatives from Maricopa County Correctional Health Services, (CHS), Justice Systems Planning & Information (JSPI), Human Services Department (HSD), Housing Authority of Maricopa County (HAMC), and Mercy Maricopa Integrated Care (MMIC), Native American Connections (NAC), and Arizona Behavioral Health Corporation (ABC) have created a partnership to reduce recidivism, and connect people experiencing homelessness, and are justice engaged, to appropriate housing, and supportive services.

Data from CHS and JSPI show that 23% of the jail population reported to be homeless – “roughly 1 of every 4 persons booked into jail experienced being homeless at least once in 2015”. Within this group are chronic offenders who have been booked into MCSO jail 15 or more times. These chronic offenders are more likely to experience homelessness (93%) and also have higher rates of serious and general mental health issues with, 24% of homeless chronic offenders have an SMI flag (Cotter, Noggle, AZCEH 2016).

Through the development of a sophisticated and person-centered continuum of services, the partnership expects to provide improved services, leverage resources, create efficiencies, and reduce recidivism.

HOT LANDLORD TENANT ISSUES

Denise Holliday, Hull, Holliday & Holliday

This session will be an interactive game show presentation of current landlord tenant hot topics!

HOUSING ROUNDTABLE: PORTABILITY

Marta Duron, HUD

Review and discussion of the Portability Final Rule published on August 20, 2015. A Power Point will be provided explaining the changes in Family Briefings, Processing Family Moves, Voucher Terms, Billing and Administration etc.

LANDLORD OUTREACH

Michael Shore, HOM, Inc.

Engaging landlords to participate in the Housing Choice Voucher program is now a competitive sport. In addition to escalating market rents, historically low vacancy rates and narrowed tenant screening criteria, PHAs are also competing with other TBRA programs operating the community. Programs targeted to homeless households like Permanent Supportive Housing and Rapid Re-Housing now have the benefit of the Arizona Landlord Incentive Program (ALIP) to attract landlords. Do you know your success rates for voucher lease-up? Is it the PHA's role to develop relationships with landlords? What about housing search assistance? How are you ensuring that your households are successfully leasing up in your programs and that your team isn't just spinning their wheels selecting from your waiting lists and issuing vouchers? What would regional cooperation look like in this effort? The status quo isn't cutting it and this market could very well be our new normal. Let's brainstorm solutions together.



INNOVATIVE PROGRAM OF THE YEAR

SECTION 32 HOMEOWNERSHIP PROGRAM

City of Phoenix Housing Department

Through a collaborative and coordinated effort with Housing staff and outside partners, the Section 32 Program creates home ownership opportunities for families earning less than 80% of area median income. Single family homes in the city's scattered site public housing inventory are rehabilitated to a safe, decent condition, with all mechanical systems warranted for five years from date of sale. Homes are sold at appraised value, but the city provides a 0% interest/\$0 payment loan for 20% of purchase cost. This is progressively forgiven over 10 years. First-time homebuyers are provided free financial counseling and other assistance to be successful in their new homes, and we work closely with lenders and grantors to leverage as much down payment assistance as possible. Of particular interest are existing public housing residents, who receive an additional \$6,000 of down payment assistance, most of whom also participate in the city's Family Self Sufficiency program. Sales proceeds are used to fund further rehabilitation.

Homeownership is the critical final stage of achieving self-reliance for low income families. Once equity begins to develop, stability and permanence help foster improved outcomes in child welfare, personal income, and educational attainment. Unfortunately, first time homebuyers in this income range face two related problems: they struggle to set aside enough funds for a down payment while continuing to pay rent, and they also struggle to find housing with reliable internal systems.

KNOW YOUR
Value

Employee of the Year: Section 8 continued...

Along with the maintenance staff, Yolanda quickly took immediate and corrective actions to all identified weak areas. Her performance while functioning with this added responsibility was equal to that expected of someone of more experience and seniority.

In addition to her duties as the quality inspector of both PH and Sec 8 programs, Yolanda continues in keeping up with HUD's regulations and statues by attending training and classes related to HQS and UPCS. She is always willing to step up when called upon to perform other duties of greater responsibility.

In the process of soliciting nomination for the upcoming YCHD's Employee of the Quarter, one of Yolanda's peers, Nora Cortazar, wrote this: "I'd like to nominate Yolanda Martinez for the excellent team player she makes, for always finding time to complete last minute inspections to meet our slot goals in such short time, despite of the extreme high temperatures. Throughout these 3 years I have been working here, I have seen and heard from our landlord's what a great employee she is and for always caring a smile no matter the situation. Yuma County Housing Department has only one inspector and even though we only have one in our department we continue to be on a high performance level. These are several of many other reasons why I believe Yolanda would be a great nominee for our Employee of the Quarter".

For demonstrating excellence in the performance of duties with the highest degree of integrity and professionalism, demonstrating leadership skills and total willingness to help out in any capacity, and dedication in the Public Housing maintenance division, it is with distinct pleasure that YCHD nominates YOLANDA MARTINEZ for AZNAHRO/AHADA Excellence Award for recognition as Employee of the Year – Housing Maintenance or Section 8.

NAVIGATING PROJECT BASED VOUCHERS - PART 1 & 2

Mary Brandon and Rosario Beltran-Joshi, City of Mesa

Part 1 - Project Based Vouchers

Overview of Project-Based Voucher Program (PBV), including Administrative Plan requirements, HCV rules that apply to PBV, Roles of PHA, Owners and Families, Proposal/Selection, Agreement to Enter Into a Housing Assistance Payments Contract (AHAP) and Housing Assistance Program Contract (HAP), Waiting List and much more.

Part 2 - Project Based Vouchers - Working with families and owner

Overview of family files, unit files, eligibility, waiting list management, different forms required, leasing, vacancies, terminations, reporting requirements and much more.

PUTTING PEOPLE FIRST - PERSONALITY PROFILE

Bob Caldwell, City of Mesa

What's your personality style? Your personality style has a big influence on where you want to go. If you know who you are you can create a foundation that gives you focus and strength in challenging times.

There are four different personality styles. While we have traits in each, we typically have one that emerges as dominate. This style influences how you make decisions, deal with challenges, relate to people and brings out the best in you.

There is pride and freedom that goes with knowing who we are and that we were not meant to have all the strengths. We have something to offer with our gifts, but must understand that we also have limitations and voids.

When we understand that we all have different personalities and communication styles, we can be true to ourselves and not try to be something we are not.

RAD 101

Catalina Vielma, National Equity Fund

- Intro to public housing redevelopment programs (HOPE VI, CNI, RAD)
- Differences of RAD
- Pre-RAD agency conversations to have
- RAD lingo and timelines
- PBV vs PBRA
- RAD physical needs assessment tool walk-thru
- Financing RAD, LIHTCs, mortgage, etc
- Post closing concerns

REASONABLE ACCOMMODATIONS

Stan Silas and Rose Daly-Rooney, Community Legal Services

This session will focus on the use of the Federal Fair Housing Amendment Act (FHAA) and the legal requirements associated with the concept of “reasonable accommodation” to prevent unlawful evictions under Arizona’s Residential Landlord and Tenant Act (ARLTA). The session will address: eviction basics, analysis of fair housing cases, preventing evictions related to reasonable accommodation disputes, preserving housing when direct threats are basis for the eviction and advocacy tips for PHA staff.

SIX ESSENTIALS OF EFFECTIVE LISTENING

Bob Caldwell, City of Mesa

In this session you will examine the poor listening habits most people practice, and learn how to improve your communication by: developing the desire to listen, letting the other person do most of the talking, asking open-ended questions, being objective, listening actively, and listening to other’s body language.

SOCIAL SECURITY DATA EXCHANGE AND BENEFIT PROGRAMS

Jack Burns, Social Security Administration

We will provide a briefing that gives an overview of the Data Exchange agreement between Social Security, HUD and Housing Authorities in Arizona. We will discuss the type of Social Security information front-line employees have access to when using the Data Exchange system and also include a brief discussion of our benefit programs and the services available on our website, www.socialsecurity.gov.

UNDERSTANDING VICTIMS OF DV AND VAWA

Debbie Fox, National Network to End Domestic Violence

This workshop will provide an overview on how to implement VAWA 2013 and the HUD Final Rule for HUD funded housing programs. It will cover the housing protections for domestic violence survivors and how to effectively serve domestic violence survivors in your housing programs. The workshop will include:

- Overview of the dynamics of domestic violence 101
- The Violence Against Women Reauthorization Act of 2013 and related HUD guidance on domestic violence housing protections
- Fair housing laws that provide safeguards for domestic violence survivors

EMPLOYEE OF THE YEAR: SECTION 8/HCV

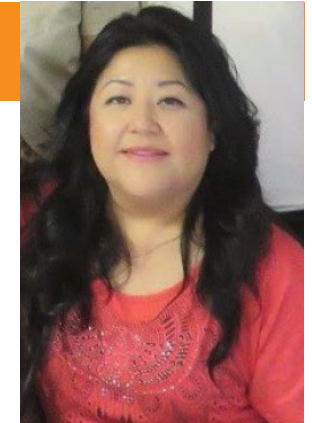
YOLANDA MARTINEZ

Housing Inspector | Yuma County Housing

Yolanda Martinez has been employed with the Yuma County Housing Department (YCHD) for almost 22 years now and is currently the Housing Inspector. She initially came on board as Clerk I in Nov. 1994. In 1998, the housing inspector left the agency. Eager to learn new things, Yolanda volunteered to be trained in the quality inspections of both the public housing and Sec 8 units. After receiving both the Sec 8 Housing Quality Standards (HQS) and the Uniform Physical Condition Standards (UPCS) certificates in 1999, she has since officially assigned as the housing inspector. She launched herself into her new and unaccustomed duties with uncommon zeal and vitality. She’s in charge of performing annual inspections as well as quality inspections for both the 159 public housing units and Sec 8 Voucher’s 401 units. Because of her flawless execution and attention to detail in performing timely inspections of Sec 8 units, this agency has been receiving 100% score in the Section 8 Management Assessment Program (SEMAP) year after year.

Yolanda’s worth and value to this department extends beyond her outstanding competence in the field of quality inspections. Yolanda is not only very instrumental in keeping and maintaining leased units safe, decent and sanitary but also participates in making the public housing units meet HUD quality standards of living. She is responsible in providing the maintenance staff list of required repairs/maintenance of each unit in preparation for the HUD annual inspection. The most notable example of this was her 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 the HQS and the Uniform Physical Condition Standards (UPCS) requirements by HUD. The score placed this agency as “High Performing Agency”. For this reason, the housing department was exempt from HQS inspection for another two years.

During periods of personnel shortages in the maintenance division, Yolanda was called upon to assume the position of the safety officer vacated by the Maintenance supervisor. One of the safety officer’s duties is to promote safety awareness and contribute to both the development and implementation of safety programs in the workplace. Since she assumed these duties, two to three safety inspections have been conducted.





EMPLOYEE OF THE YEAR: HOUSING MAINTENANCE

ABRAHAM CHAPARRO

Housing Maintenance Supervisor (Acting) | City of Phoenix Housing

Abraham Chaparro joined the Housing Department as a Trades Helper in October 2009, left for a promotion, and returned as a Building Maintenance Foreman in November 2012. He was assigned to manage the maintenance of 5 multifamily facilities, all over 30 years old, and 3 over 50 years old. At the same time, he was charged to help reduce overall costs. He led the charge to reduce costs and maximize value, spearheading and training many best practices in contractor management. Innovations he implemented include new invoice review processes, staff restructuring, and developing closer relationships with finance professionals. Part of the solution included fewer staff, and he managed to maintain morale and improve performance, even as the workforce shrunk. Abraham's attention to detail and indefatigable optimism helped the Property Management division reduce costs by \$1 million in just two years. As if that was not enough of a challenge, in March he accepted the responsibility to lead all the public housing maintenance teams. In the short time he has filled this role, he has renewed relationships with labor leaders, implemented Smoke-Free facilities, and deployed a new strategy to ensure environmental compliance. Abraham's optimism, kindness, insight, and persistence have earned him this year's Maintenance Employee of the Year nomination.

UPCS-V - THE NEW HOUSE THAT HUD BUILT

Deborah Cooke, City of Chandler Housing and Redevelopment

Ingrid Burwell, City of Chandler Housing and Redevelopment

James Craig, Housing Authority of Maricopa County

Robert Travis, Housing Authority of Maricopa County

Housing Quality Standards (HQS), as it is now known, will soon be a thing of the past. Uniform Physical Condition Standards-Voucher (UPCS-V) is the new inspection protocol that brings a new era of conducting inspections for the Housing Choice Voucher (HCV) Program. The biggest question remains: How is UPCS-V different than HQS? This session will provide feedback from two housing authorities who have implemented the UPCS-V protocol and their experiences working with this soon-to-be required system of inspections. It is new and improved, streamlined and easy to navigate. The days of uncertainty where one inspector fails an item and another inspector passes the same item are gone because HUD has built a system that takes the subjectivity out of the equation. It is as simple as following a path—an electronic decision tree—that will take all inspectors through a series of questions leading to the same decision no matter who is conducting the inspection or where it is happening. Come see how UPCS-V will impact your agency.

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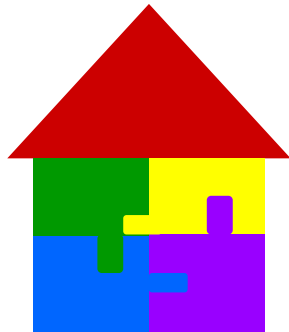
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EMPLOYEE OF THE YEAR: PUBLIC HOUSING

SELENE TIBBITTS

Residential Property Mgr | City of Tucson Housing & Community Dev

What makes a great leader when it comes to housing? It's Selene Tibbitts who manages 455 Public Housing units in Tucson and assists her peers with an additional 1,055 Public Housing units and 397 affordable units. I commend her for what she has accomplished. In the past couple of years, our department has dealt with extremely low staffing levels ~ one site had one leasing agent for 537 units and one maintenance technician for 467 units. There was no customer service staff to answer the phone or take work orders. They dealt with irate tenants, repairs that needed to be done with no staff while working toward clearing a back log of work. Budgets were tight, which tied their hands on hiring. How did she handle this? She jumped in, working late into the night and on weekends. Selene supported the others by sharing staff and resources. The best part of all this was her demeanor - she arrived at meetings with a smile and laughter and most importantly remained respectful, flexible and positive. Currently, her staffing, vacancies, tenant files and work orders, along with those of her co-workers have improved immensely. Selene's dedication to compliance, helping families and co-workers is astounding. Selene is proud of what she does and it is visibly demonstrated toward the families and co-workers she assists.



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EMPLOYEE OF THE YEAR: COMMUNITY DEVELOPMENT

VERONICA GARCIA

Housing Program Specialist
Yuma County Housing Department

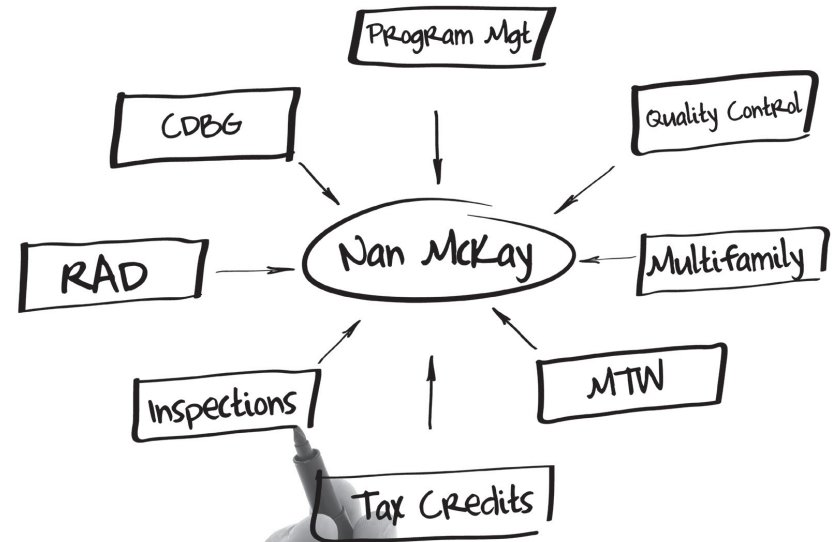
Within a few weeks of starting work on the Family Self-Sufficiency (FSS) program, Veronica started planning the FSS monthly meetings with amazing results. She was able to increase the number of participating agencies and participants. The average attendees to the FSS monthly meetings was about 40, but with Veronica's persistence and dedication that average increased to 60. She is seen as a very positive person of the team and exhibits a "win-win" philosophy. Veronica is efficient and thorough in her work and finishes the job in a timely manner. The combination of her high ethical standards and vast experience enable her to be an excellent mentor to the FSS participants.



She has amazed me in many occasions but the most significant is when she was planning the Mother's Day celebration. As a team we get together to brainstorm ideas and dream big to make a fun and informative event for the FSS participants. The idea was to provide FREE massages, FREE food and FREE gifts. However, the FSS team was uncertain who and how to bring these services to the event. This was a huge project which required Veronica to overcome a number of external obstacles in order to get it off the ground. Veronica's commitment to excellent service, her ability to pay close attention to detail, and her awesome communication skills were essential ingredients to moving this idea forward and make it a reality. The event was attended by 81 FSS participants and over 17 community agencies. There were FREE massages, FREE food and gifts. The event was a success.

What sets Veronica's performance apart is the manner in which she accomplished all of these formidable tasks. In addition to the wonderful work she did on this project, Veronica is always very responsive when we need something. She clearly derives enjoyment from her duties and her enthusiasm has contributed to the fun working atmosphere in our office.

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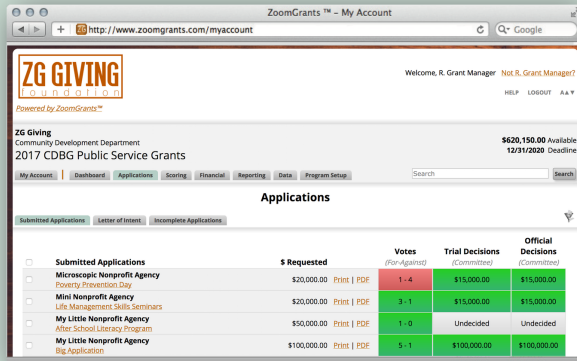
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FINANCIAL REVIEW

Arizona Chapter of NAHRO

Statement of Activity: Year Ended December 31, 2016

Revenue

Conference Revenue	\$45,400
Membership Dues	\$6,810
Training Registration Fees	\$31,200
Total Revenue	\$83,410

Gross Profit

\$83,410

Expenditures

Board and Committee Expenditures	\$4,569
Total Conference Expenditures	\$51,723
Total Office and Administrative Expenses	\$4,819
Training Expenditures	\$29,857
Miscellaneous Expenses	\$369
Total Expenditures	\$91,337
Net Operating Revenue	-\$7,927
Other Revenue Interest Earned	\$8
Net Revenue	-\$7,919

SLATE OF OFFICERS

2017 - 2019

The slate of officers to be considered for terms beginning in October 2017 through September, 2019 are:

- **President:**
Elizabeth Morales - Housing Director, City of Mesa Housing
- **Senior Vice President:**
Sally Stang - Director, City of Tucson Housing
- **Secretary:**
Erin Arana - City of Tucson Housing
- **Treasurer:**
Ben Wong - Financial Coordinator, City of Mesa Housing

Annual Business Meeting Minutes

August 16, 2016

Sheraton Mesa at Wrigleyville West | Mesa, AZ



1. Opening

President Elizabeth Morales welcomed and thanked everyone for attending the conference. President Morales also recognized vendors for their support.

2. Approval of Minutes

President Morales presented the Minutes from the August 19, 2015 Annual Business Meeting as published in the conference program. Morales requested a motion to accept the Minutes. It was moved by Deborah Beals, and seconded by Carmen Jack that the Minutes be approved as submitted. The motion carried and the Minutes were approved unanimously.

3. Treasurer's Report

President Morales referred members to the financial report provided in the conference program. The report reflects a loss of \$9,011 for the year. Constance Bachman moved that we accept the report as submitted. Jaime Ortiz seconded the motion. The motion passed unanimously.

4. Chapter Update

President Morales presented a Chapter 2015/16 review as follows:

- NAHRO Members: 322
- New Members: 101
- Posted 12 job opportunities
- Active Twitter Account
- Updated AZ NAHRO Website
- Member training provided
 - Rent Calc Training with 20 in attendance
 - SEMAP Training with 19 in attendance
- Legislative Conference was a success. Five Arizona delegates met Congressional Members in Washington D.C.
- NAHRO victory of passage of HOTMA legislation
- Addressed nonprofit status lapse...Chapter now in compliance with 501(c)3 status

5. Adjournment

There being no further business, Dennis Newburn moved to adjourn the meeting. Jason Israel seconded the motion. The motion carried with a unanimous decision.


Respectfully submitted by Erin Arana, AZNAHRO Secretary



WEDNESDAY, AUGUST 9

8:15 to 8:45 AM	Registration and Breakfast Vendor Tables Basket Raffles 50/50 Raffle					
9:00 to 9:30 AM	Conference Welcome - Vice Mayor David Luna, City of Mesa NAHRO Sr. V.P. Candidates, Sunny Shaw and Ailrick Young					
9:30 to 11:45 AM	General Session - Keynote: Calvin Terrell, Founder of Social Centric					
12:00 to 1:45 PM	Business Lunch and Awards Ceremony					
	<i>Arroyo</i>	<i>Canyon C</i>	<i>Canyon F</i>	<i>Canyon G</i>	<i>Canyon H</i>	<i>Agua Fria</i>
2:00 to 3:15 PM	Reasonable Accommodations Pt I Stan Silas	Navigating Project-Based Vouchers Pt I Mary Brandon Rosario Beltran	5 Levels of Leadership Pt I Bob Caldwell	Hot Landlord Tenant Issues Denise Holliday	Creating Economic Opportunities in Rural America Elizabeth A. Bernal	Eradicating Bed Bugs Ryan Goodell
3:15 to 3:30 PM	Break					
3:30 to 4:45 PM	Reasonable Accommodations Pt II Rose Daly-Rooney	Navigating Project-Based Vouchers Pt II Mary Brandon Rosario Beltran	5 Levels of Leadership Pt II Bob Caldwell	Efforts in Ending Homelessness TJ R, Scott H Karia B, Thelma M	Community Planning Dev Finance Renee Ayres-Benavidez	Safety for Maintenance Staff Javier Cano Mike Carol
5:00 to 8:00 PM	Networking Social Event: Live Band Food Raffles					

THURSDAY, AUGUST 10

8:15 to 8:45 AM	Breakfast Vendor Tables Basket Raffles 50/50 Raffle					
9:00 to 10:15 AM	UPCS-V Inspections Ingrid Burwell Debbie Cooke Jenese Bojorquez	Capital Improvement Reporting – E.P.I.C. Herb Chong	6 Essentials of Effective Listening Bob Caldwell	Soc Sec Data Exchange and Benefit Programs Pt I Jack Burns Barbara Reimers	Downtown Revitalization Jeff Robbins	
10:30 to 11:45 AM	Housing and Services for Homeless and Justice Engaged Margaret Killman Dr. Dawn Noggle	RAD 101 Catalina Vielma	Putting People First Bob Caldwell	Soc Sec Data Exchange and Benefit Programs Pt II Jack Burns Barbara Reimers	CPD HUD Roundtable Noemi Ghrighi Michael Flores Richard Thomason	AHADA Board Meeting <i>Madera Room</i>
12:00 to 1:45 PM	Lunch Baskets and 50/50 Winners					
2:00 to 3:15 PM	Landlord Outreach Michael Shore	RAD 101 Catalina Vielma	Attitude Virus Bob Caldwell	ADA and Fair Housing: Practical Approach to Reasonable Accom Andrea Alicoate	Understanding Victims of DV and VAWA Debbie Fox	
3:15 to 3:30 PM	Break					
3:30 to 4:45 PM	Housing Roundtable: Portability Marta Duron	Finance Roundtable	FSS Roundtable Carmen Jack			



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- We are looking for individuals who are willing to take on challenges and are not afraid to fail.
- We are looking for individuals who are team players and are willing to help others succeed.
- We are looking for individuals who are self-motivated and are able to work independently.

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the
United States
Navy

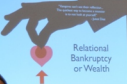






RELATIONAL BANKRUPTCY OR WEALTH

"People don't see their affairs. The banker sees his business & makes a decision on it." - John Dill



Relational
Bankruptcy
or Wealth

Is this... or withdrawal?

The slide features a large black hand silhouette at the top, with the index finger pointing down towards a pink heart. A red arrow points upwards from the heart. The text is arranged around these elements.









2017 ARIZONA NETWORK
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NATIONAL ASSOCIATION OF HOUSING
AND
REDEVELOPMENT OFFICIALS
ARIZONA CHAPTER





2017 ARIZONA NAHRO SUMMER CONFERENCE
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HDSUPPLY







Regemany





WEDNESDAY, AUGUST 9

8:15 to 8:45 AM	Registration and Breakfast Vendor Tables Basket Raffles 50/50 Raffle					
9:00 to 9:30 AM	Conference Welcome - Vice Mayor David Luna, City of Mesa NAHRO Sr. V.P. Candidates, Sunny Shaw and Ailrick Young					
9:30 to 11:45 AM	General Session - Keynote: Calvin Terrell, Founder of Social Centric					
12:00 to 1:45 PM	Business Lunch and Awards Ceremony					
	Avenue	Canyon C	Canyon F	Canyon G	Canyon H	Agora Fris
2:00 to 3:15 PM	Reasonable Accommodations Pt I Stan Slin	Navigating Project-Based Vouchers Pt I Mary Brandon Rosario Delram	5 Levels of Leadership Pt I Bob Caldwell	Hot Landlord Tenant Issues Denise Holliday	Creating Economic Opportunities in Rural America Elizabeth A. Bernal	Eradicating Bed Bugs Ryan Goodell
3:15 to 3:30 PM	Break					
3:30 to 4:45 PM	Reasonable Accommodations Pt II Rosa Daly-Rosney	Navigating Project-Based Vouchers Pt II Mary Brandon Rosario Delram	5 Levels of Leadership Pt II Bob Caldwell	Efforts in Ending Homelessness TJ R, Scott H Karia B, Theresa M	Community Planning Dev Finance Renee Ayres-Benavidez	Safety for Maintenance Staff Javier Cano Mike Carol
5:00 to 8:00 PM	Networking Social Event: Live Band Food Raffles					

THURSDAY, AUGUST 10

8:15 to 8:45 AM	Breakfast Vendor Tables Basket Raffles 50/50 Raffle					
9:00 to 10:15 AM	EPCS-V Inspections Ingrid Barwell Debbie Cooke Jesse Bojorguez	Capital Improvement Reporting - E.P.L.C. Herb Chong	6 Essentials of Effective Listening Bob Caldwell	See See Data Exchange and Benefits Programs Pt I Jack Burns Barbara Reiners	Downtown Revitalization Jeff Robbins	
10:30 to 11:45 AM	Housing and Services for Homeless and Justice Engaged Margaret Kilman Dr. Dawn Noggle	RAD 101 Catalina Velasco	Patting People First Bob Caldwell	See See Data Exchange and Benefits Programs Pt II Jack Burns Barbara Reiners	CPD HUD Roundtable Noemi Ghirgh Michael Flores Richard Thomson	AHADA Board Meeting Madera Room
12:00 to 1:45 PM	Lunch Baskets and 50/50 Winners					
2:00 to 3:15 PM	Landlord Outreach Michael Shore	RAD 101 Catalina Velasco	AHADA Virus Bob Caldwell	ADA and Fair Housing: Practical Approach to Reasonable Accommodations Andrea Alicata	Understanding Victims of DV and VAWA Debbie Fox	
3:15 to 3:30 PM	Break					
3:30 to 4:45 PM	Housing Roundtable: Portable Marta Diaz	Finance Roundtable	FSS Roundtable Carmen Jack			

POWER OF THE INVITE *BY.O.V.*







Vision

...ent for your community
...to help express yourself

...have your vision.

Sharing Your Vision

You are invited to create and share your community vision. This is a chance to share your ideas and help shape the future of our community.

Please bring your ideas to the table. We will have materials, and you will have a chance to share your vision.

COMMUNITY'S



Arizona Smoke-Free LIVING

Smoke

65% of air in
buildings is shared?

Per chronic and
diseases caused by
related diseases.

causes or worsens
diseases such as

Free living

1250

335



Active Communities
LIVING

Secondhand Smoke

Did you know that 90% of all U.S. children live in homes with secondhand smoke?

More people suffer chronic and debilitating conditions caused by secondhand smoke than you think.

Learn about the health risks of secondhand smoke and how you can protect your family from secondhand smoke. For more information, visit www.ActiveCommunities.org











MARK ESTRO
MEMORIAL SCHOLARSHIP
AWARD

RICHARD ZAVALA

Presented to the recipient of the Mark Estro Memorial Scholarship Award for the academic year 2018-2019.

Presented by:
Mark Estro, Founder
Richard Estro, President
Richard Estro, Vice President









**MARK BETHEL
MEMORIAL SCHOLARSHIP
AWARD**

RICHARD ZAVALA
DIRECTOR, MARKETING SERVICES OF
HOMELAND PARTNERS DEVELOPMENT

*For Outstanding & Committed
To Excellence and Service To The Housing
And Community Development Industry
2010-2011*

Sponsored by
The Housing Authority
Homeless Association
and
Homeless (H.A.H.O.)

WHAT'S
YOUR
VOCAL
VOICE
VISIBLE

your community
help express yourself

your vision,
the Vision Board.



VISION BOARD





VISION BOARD



VISION BOARD



INVITE BY YOU

VISION BOARD





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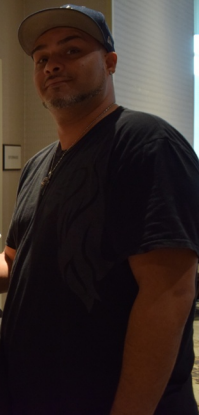
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BYOV.
BYOV LIVING























NATIONAL ASSOCIATION OF HISPANIC AND LATINO PROFESSIONALS
LECTURA CHAPTER



FACILITIES MAINTENANCE
MAINTENANCE SOLUTIONS

all our MRO
product needs.”
—Gabe L. Corneal, COO





... on trip hazard re

th America

D Supply has
been a trusted
partner for
our MRO
product needs. ”
—Carole S. Denton, CEO





idewalks.



Check us out at Sales@idc.com





150



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STORAGE



STORAGE







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AND
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