

The 2018 Oregon AHMA Annual Affordable Housing Conference

The Riverhouse Convention Center, Bend, Oregon

Wednesday, June 13 – Owner/Agent Track

Regulatory Round-Up

*Appropriate for owners, agents, and supervisors of **all subsidies***

How is affordable housing stacking up against other priorities on Capitol Hill? What legislative and regulatory priorities is NAHMA pursuing on our behalf? Come and find out!

Speaker: **Larry Keys**, NAHMA

Annual HUD, OHCS, & RD Updates

*Appropriate for **HUD, LIHTC, HOME, & RD** owners, agents, and supervisory staff*

Attend these breakout sessions for news from our agency partners.

Speakers will be local and federal agency staff from HUD, OHCS, and Rural Development

Coffee & Chat with OHCS, HUD, and RD

*Appropriate for owners, agents, and supervisory staff of **all subsidies***

Come enjoy a relaxed, informal hour with our partners at HUD, OHCS, and RD while sipping a cup of tea or coffee. Moderated by **Matthew Perry** of OHCS, agency staff from HUD, RD, and OHCS will answer questions and listen/respond to any concerns that you may have.

Afternoon Occupancy Focus Session for Upper Management, Owners/Agents

Please join OHCS as they discuss a general overview of Tenant Selection Requirements and Best Practices for OHCS HUD-monitored, as well as all other OHCS-funded, properties. Topics include: Tenant Selection Plans; AFHMPs; Waiting List Management; and Preferences.

Wednesday, June 13 – Tax Credit Track

Tax Credit Topic Extravaganza!

Appropriate for upper management, site managers, & compliance staff of LIHTC properties.

Join National Trainer **Amanda Gross of E&A Team** for a full day of tax credit continuing education! This is an excellent refresher course for experienced LIHTC managers, a great introduction for those just starting out, and most helpful to those interested in expanding their LIHTC occupancy tool kit.

Here's what's on offer:

(BASIC) Session #1: Common Household Eligibility Errors

(BASIC) Session #2: The Student Challenge

(BASIC/ADVANCED) Session #3: Conquering Recertification & the Available Unit Rule

(ADVANCED) Session #4: Identifying & Correcting Issues of Non-Compliance

(ADVANCED) Session #5: Understanding MTSP Income & Rent Limits

Wednesday, June 13 – Maintenance Track

Trainer: Jeff Boyd, Working Knowledge Resource

These sessions are appropriate for maintenance techs, managers, and compliance staff.

Building Effective Communication Skills

Communication among team members can be challenging when maintenance sees things one way and management another. Join your industry peers to participate in ways that can build and improve your team communication efforts. Discover how phrases such as 'You AND I' verses 'You OR I' can matter when working together and the key element that can make all the difference.

Repair it Right!

When is the Repair Done Right? Questions this class raises include:

- Do Industry Standards exist that determine a quality repair?
- What are the best guidelines to follow when making repairs?
- How can you make quality repairs when no funds are available?

These questions and others, along with some old and new answers, can help make 'Repair it Right' your team's motto.

Inspections: The BIG Picture (Field Trip!)

Inspections can make or break a property. Federal, state, and local agencies, along with insurance and other companies, want to know that your property and their investments are sound. Internal, timely property and unit inspections keep you prepared for viewing by outside eyes. Maximizing those inspections can improve efficiency and agency scores. **We'll take a tour of a nearby property to see and discuss The Big Picture.** (Transportation will be provided.)

Wednesday, June 13 – RD Occupancy Track

Trainer: Jay DeLapp, Oregon RD

Appropriate for RD project managers and compliance staff

There is lots of good occupancy training to be found in this classroom! Join popular RD trainer Jay DeLapp as he delves into the following topics:

- ☆ **Tenant File Review:** An in-depth discussion on what agency staff are looking for, along with common findings and solutions.
- ☆ **Wait List Management:** Learn how to keep an impeccably organized waiting list so that it doesn't become a "finding" at your next supervisory review!
- ☆ **Unauthorized Assistance In All Its Perplexing Poses:** Identifying Unauthorized Assistance; Correcting Unauthorized Assistance – Management Error; Correcting Unauthorized Assistance – Tenant Error; and Correcting Incorrect Rental Assistance Assignment
- ☆ **Accessibility for Site Managers:** Common findings and corrective actions for common areas
- ☆ **Three, Short, Skill-Sharpener Segments:**
 - a) Management resolution of tenant complaints: what are RD's expectations?
 - b) Defining management's responsibilities when certifications are submitted late
 - c) Farm Labor Housing occupancy refresher

Wednesday, June 13 – General Track

Trainers: **Greg Burns and Steve Harris, Tactical Training Academy**

*Appropriate for anyone and everyone working in affordable housing, **especially** onsite staff.*

➔ **Important note #1:** To gain the maximum benefit from this training, we strongly recommend that you stay in the classroom for the entire training. Morning topics do **not** repeat in the afternoon.

➔ **Important note #2:** A condensed version of this course will be offered in the Maintenance Track on Thursday morning.

Violence in the Workplace: De-Escalation Tools and Techniques

The goal of this **daylong training** is to empower attendees to prevent, recognize, and act in a successful manner regarding violent events in the workplace.

Here's a quick look at what will be covered:

- ☆ The customer service mission & safety balance
- ☆ The reality of workplace violence
- ☆ Violent triggers
- ☆ Anxiety
- ☆ Mental States & other identifying factors
- ☆ Creating a plan
- ☆ Creating a successful physical environment
- ☆ Creating a successful emotional environment
- ☆ Creating pre-planned responses for encounters/interviews
- ☆ Recognition & response to violence
- ☆ Plan, identify, act: Three key conflict stages
- ☆ Empathetic listening
- ☆ You're wrong, I'm right; Exercise
- ☆ Immediate pre-attack indicators
- ☆ Intoxication
- ☆ Substance use
- ☆ Display or use of weapons
- ☆ Cornering
- ☆ Solutions to paralyzing fear & dysfunction
- ☆ The difference between aggressors and victims
- ☆ Situational awareness: The importance of time
- ☆ Mentality and mental conditioning
- ☆ Putting it all together: Successful de-escalation tactics