

2018 GAHRA ANNUAL CONFERENCE  
SEPTEMBER 16 ~ 18, 2018  
SAVANNAH, GEORGIA



**Defy the Limits**



[www.gahra.org](http://www.gahra.org)

**Pat Bennett**

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**Brandie Garner**

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**Angela Strickland**

*VP for Member Services*

**Mark Watson**

*Secretary  
Jesup*

**Russell Nast**

*Past President  
Tallapoosa*

AN INVITATION TO ALL GAHRA HOUSING AUTHORITIES

TO THE

2018 GAHRA ANNUAL CONFERENCE- “DEFY THE LIMITS”

FROM

PAT BENNETT, PRESIDENT

I want to take this opportunity to personally extend an invitation to each you to attend the 2018 GAHRA Annual Conference in beautiful Savannah, Georgia. The conference will take place September 16 – 18 at the Marriott Riverfront Hotel. Our theme for this year is “**Defy the Limits**”.

Whether you are a commissioner, executive director, housing manager, maintenance staff or in resident support services or the housing choice voucher program at your authority, this conference will prove to be beneficial to you. The Professional Development Committee will provide you with beneficial training so that you can continue to “**Defy the Limits**” in the affordable housing industry.

As always, our vendors will be present to offer their latest and greatest products and services to improve your agency’s operations. This group provides a huge support to our conference.

Please review the registration materials and consider the benefits to you and your housing authority with your attendance at the 2018 GAHRA Annual Conference. I look forward to seeing you there!

Best regards,

Pat Bennett, GAHRA President

**HOTEL INFORMATION**  
Completely remodeled.



MARRIOTT SAVANNAH RIVERFRONT  
100 GENERAL MCINTOSH BLVD., SAVANNAH GA 31401

GAHRA Rate: \$155.00 CODE: 2018 GAHRA ANNUAL

Phone number: 888-236-2427

Or

Reservations can be made on-line by following the link below:

**[Book your group rate for 2018 GAHRA ANNUAL CONFERENCE](#)**

Cut- off date for reservations is August 16, 2018

**Please register for the conference before making your hotel reservations**

Ask for GAHRA rate using the code above. Acceptable methods of payment are Checks, Credit Cards, Money Orders or Cash. Remember to bring your Tax Exempt Forms with you. Parking fee is \$10.00 a day. There is a fourteen day cancellation policy.

## 2018 GAHRA ANNUAL CONFERENCE INFORMATION AND POLICIES

### **Registration Fees:**

Fees cover the cost of the workshop including meals, breaks, speaker fees, and audio/visual equipment.

	Regular	Late/On-Site
Member	\$475.00	\$525.00
Non-Member	\$550.00	\$600.00
Guest	\$225.00	\$300.00

### **Regular Registration:**

**Regular Registration will end on August 17, 2018.** Mailed registrations received bearing a postal date after this date will be considered late and the late/on-site registration rate will be applied. An invoice will be mailed to the Housing Authority for the additional fee.

### **Late or On-Site Registration:**

**Late Registration will be accepted after August 17, 2018, but will need to be made with credit card on-line.** If you wait until the Conference/on-site we will accept cash or check only. Credit/Debit cards cannot be accepted for on-site registration.

### **Method of Registration and Payment:**

1. On-line (**Preferred**) registration using a credit card (VISA, Master Card or American Express). A credit card use fee will be applied to the total amount.
2. Copies of the registration form may be printed and mailed along with a check to the address indicated on the registration form. **Please Register online even if you pay by check, this makes the process much easier for the Registration committee.**
3. On-line using a check as payment; the **check must be received within 10 days or the Registration will be void.**

Methods 1 and 3 will provide an automatic receipt by e-mail. For method 2, a confirmation e-mail will be sent upon receipt of the registration to the e-mail address listed.

### **Substitutions and Refunds:**

Substitutions for registered participants may be made at any time. Refunds will be made for cancellations less a \$25 fee, if a notice of cancellation is received in writing, by fax (229-758-5004) or by e-mail (colquitha@bellsouth.net) no later than 4:30 PM on Tuesday, September 4, 2018. **NO REFUNDS WILL BE MADE AFTER SEPTEMBER 4, 2018.**

# 79<sup>TH</sup> GAHRA ANNUAL CONFERENCE REGISTRATION FORM

## PAYMENTS:

Mail completed registration form(s)  
And payment (made payable to  
GAHRA) to:

GAHRA Registration  
Colquitt Housing Authority  
Attn: Kathy Morgan  
208 W Pine Street  
Colquitt, GA 39837

Or register on GAHRA's Web Page and  
pay with a Credit Card/or mail check to  
above.

Name: \_\_\_\_\_

Agency: \_\_\_\_\_

Title: \_\_\_\_\_ Badge Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ Email \_\_\_\_\_

Registration Fees through August 17, 2018 (Please mark only one option below);

- \$475 Member (Agency/Organization, Employee, Commissioner)
- \$550 Non-member
- \$225 Spouse/Guest with individual from GAHRA member agency

SPOUSE/GUEST BADGE NAME \_\_\_\_\_

Registration fees after August 17, 2018 (Please mark only one option below):

- \$525 Member (Agency/Organization, Employee, Commissioner)
- \$600 Non-member
- \$300 Spouse/Guest with individual from GAHRA member agency

SPOUSE/GUEST BADGE NAME \_\_\_\_\_

## PLEASE CHECK EACH CATEGORY THAT APPLIES TO YOU

- First GAHRA Conference
- Lifetime Member
- GAHRA Executive Committee Member
- Past President
- GAHRA Officer

(Title) \_\_\_\_\_

**Substitutions and Refunds:** Substitutions for registered participants may be made at any time. Written notice of cancellation must be received by September 4, 2018 to obtain a refund, less a \$25 fee per participant that will be deducted from the refund. For further questions/changes/etc., contact Kathy Morgan 229-758-3348(phone), 229-758-5004 (fax), or colquittha@bellsouth.net.

**Diet request, for banquet and lunch, vegetarian, etc., please send email to colquittha@bellsouth.net, we will do our best to accommodate you.**

# 2018 GAHRA ANNUAL CONFERENCE

## TRAINING SESSIONS OVERVIEW

**Monday, September 17, 2018, 9:00 a.m. until 5:00 p.m.**

### **ASSISTED HOUSING\***

**“Transition to Fileless”**: FileVision’s paperless solutions are helping Housing Authorities and Community Development Agencies devote more of their resources to **delivering on their mission and less on administrative overhead**. Running an efficient and productive local housing agency has never been more challenging. Higher demand and expectations, shrinking funding, and ever increasing regulations and oversight make it very difficult for organizations whose processes are extremely paper intensive. Our system streamlines the collection, organization, review, storage and retention of documents through each step of the documents lifecycle, while decreasing the cost associated with paper and its processes and increasing efficiency.

**“NAMI – Mental Health”**: It is NAMI’s Mission to advocate at the county, state and national levels for non-discriminatory access to quality healthcare, housing, education and employment for people with mental illness. This session will help you to educate the public about mental illness and work to eliminate the stigma of mental illness.

### **COMMISSIONERS AND RAD MULTIFAMILY-COMBINED SESSION\***

**“Repositioning Opportunities for Small PHA’s Converting to RAD”**: HUD’s "Future of Public Housing Initiative" is seeking to improve repositioning tools for PHAs, and encourage PHAs to consider the needs of their assets for the future. Join Greg Byrne, HUD Director of Affordable Housing Transaction Division. Jane Hornstein, Director of SAC, and Chad Ruppel, Program Analyst, PIH, who will present an overview of the newest regulations and tools available for small PHAs to assist in the RAD conversion process. The session will compare/contrast Section 18/RAD and address RAD streamlining for very small agencies. It will also cover HUD's plans for expanding options for PHAs with fewer than 250 PH units, particularly those with fewer than 50 units'. Using specific examples and case studies of small PHA conversions, HUD staff will address issues related to RAD streamlining for small agencies, program transfers, voucher choices, what happens to the ACC. and the effects on staff when conversion happens.

**“FUNDING RESOURCES FOR RAD CONVERSIONS”**: RAD allows proven financing tools to be applied to at-risk public and assisted housing programs needing rehabilitation. In this session a panel of experts will share their knowledge and experiences in converting to RAD and discussing financing resources available to housing authorities that have converted or are considering converting to RAD. Some examples are HUD 223{0 loans, LIHTC, HOME, Housing Trust Fund, Mixed Finance, Bonds, and others.

### **FINANCIAL MANGEMENT\***

**“Diversifying Your Funding Portfolio”**: Reduction in HUD funding creates many challenges for Housing Authorities. How can your agency diversify its’ funding portfolio to insulate against on-going budget constraints? Come hear from a leader in the area of tax credits and learn how your agency could profit from employing new funding strategies

### **HOUSING DEVELOPMENT, FSS and Homeownership**

**“Developing and Implementing a Successful Homeownership Plan”**: Many public housing families are ready for homeownership...does your organization have the capacity to help these families successfully make the

transition? Learn how to capitalize on your existing resource and create successful partnerships to make homeownership a reality for your residents.

### **HUMAN SERVICES – RESIDENT SUPPORT**

**“Customer Service “Bootcamp” for Managers”**: This session will serve as a “Bootcamp” for staff who deal with customers (residents) on a daily basis. Come join in our session and we will redefine customer service and provide helpful tips on communicating effectively with customers (residents), managing expectations, and handling customer complaints.

**“GANGS: A Growing Epidemic in Georgia”**: The session will give an in-depth look at the growing gang epidemic in Georgia. We will tell you what to look for, how to report gang activity and how to prevent our youth from falling into the type of activity.

### **MAINTENANCE**

**“Tips on Maintaining an Injury Free Property”**: This session will cover actions and things you can do to prevent injuries and keep your properties injury free. We will discuss how vehicle accidents cost you time and money. It will give you tips on how to inspect your properties for unsafe conditions. It will also discuss actions and procedures to keep you and your co-workers safe.

**“How to Deal With Bedbugs”**: This session will cover bedbugs and talk about how to properly check and treat bedbugs. Bedbugs have become a big problem for many Housing Authorities and if not treated and corrected can become a major expense to eliminate them. This session will show attendees what they need to be looking for and what treatments that is available. Bedbugs can be a big issue if not detected and treated early.

### **MANAGEMENT**

**“Claims – How to prevent them and how to report them”**: Join this session to review some of the most common claims that are reported and discuss ways to prevent them. Also, learn the proper procedure to follow when a resident makes a claim against the PHA.

**“Georgia THC Registry and other drug issues”**: Learn new laws and regulations governing THC and medicinal marijuana, the THC Registry, and other issues that you may have faced regarding drugs on housing property

### **RAD MULTIFAMILY AND COMMISSIONERS- COMBINED SESSION**

**“Combined Class With Commissioners”**

### **INFORMATION TECHNOLOGY**

**“Give Your Image a Facelift: Move from Dated to Digital”**

It’s time to give your image a transformation! During Part 1 of this session, you’ll discover how a modern, professional brand can inspire and elevate expectations for stakeholders and help promote the image of your communities.

We’ll explore ways to show off your new image with an integrated marketing strategy, including printed materials, website and social media. Part 2 of the presentation will explore how to give your website a responsive facelift, so you look your best from every device (desktop, laptop, tablet & smart phone). We’ll also show you how to move your PHA from dated to digital with text and email notifications, integrated content management systems, and MUCH MORE!

In Part 3 of the session, we’ll examine ways to use Social Media Marketing to promote opening and closing wait lists; increase procurement outreach; boost landlord participation; reach veterans for the VASH program; publicize employment opportunities; and announce beneficial resident programs.

# **Tuesday, September 18, 2018, 9:00 a.m. until Noon**

## **ASSISTED HOUSING\***

**"Housing Fraud Prevention"**; The U.S. Department of Housing and Urban Development (HUD) Office of Inspector General (OIG) is committed to protecting HUD's programs and taxpayers' dollars from unscrupulous individuals and corporations who take **Housing Fraud Prevention**: The U.S. Department of Housing and Urban Development (HUD) Office of advantage of the housing programs administered by HUD. The main mission for HUD OIG is to prevent waste, fraud, abuse and serious mismanagement by HUD's customers, employees, contractors and other vendors associated with the housing industry in Public Housing, Multifamily, Single Family, Community programs, and the mortgage industry. A second mission of HUD OIG is to prevent problems before the problem becomes a major issue. Therefore, "Fraud Prevention" is a key component to protecting HUD's programs for all individuals and the Department.

## **COMMISSIONERS\***

**"Defining Roles and Responsibilities of Executive Directors and Commissioners"**: Using a roundtable platform, this session will discuss how the roles and responsibilities of the Commissioners and Executive Directors complement each other for the agency. Get helpful tips on how successful an agency can be when the Commissioners and Executive Directors work together as a team.

## **FINANCIAL MANAGEMENT\***

**"Capital Fund and EPIC Reporting Update"**: Capital Fund reporting through EPIC is still relatively new and can be confusing in the implementation and utilization. Come hear the latest word from HUD and be ready to share some of the things that you have done to make EPIC easier to use.

## **Housing Development, FSS and Homeownership \***

**"Non-Profit Subsidiaries: How Do I Set One Up and What Can it Do For My Organization"**: Have you been wanting to start a non-profit, but don't know where to begin? This workshop covers creating and maintaining a 501 c3 tax-exempt corporation, including annual filing and reporting requirements. Also highlights the differences in reporting and auditing a non-profit compared to HUD and Housing Authority requirements. Learn what other PHAs are doing with their non-profit organizations.

## **HUMAN SERVICES – RESIDENT SUPPORT**

**"Moving Families Forward" Utilizing Community Partners and Resources**: This session will describe how utilizing community partners and resources can enhance affordable housing resident support programs. It will show you how community partnerships and resources will supplement agency funding in an exceptional way; making it possible to redirect existing operational funding.

## **MAINTENANCE**

**"Labor Standards and Enforcement"**: This session will cover the applicability and enforcement of the Labor Standard that are required by HUD. It will cover certified payroll and routine verses non-routine maintenance requirements that everyone must adhere to and follow. This will help you understand what paperwork is required to be submitted and what you should keep on file for your records. This session should help and answer and make clear what you need to stay in compliance



## **MANAGEMENT**

**“Active Shooter Training”**: Have you trained your staff on what to do if someone came into your office with a gun? What about at one of your community centers, or at an event outdoors? This session will be taught using The Department of Homeland Security’s, *Run, Hide, Fight*, method of handling an active shooter. Learn ways to think quickly and defend yourself. This training could save your life and the lives of others

## **RAD MULTIFAMILY**

**“Be Prepared for Your Management and Occupancy Review (MOR)”**: This session is designed to prepare you for your MOR and will provide an overview of the HUD form 9834 auditing tool. The session will also cover HUD-required forms, Tenant Selection Plans, House Rules, Pet Policies, EIV Use and Security Policies, application forms, and other documents. This session will be of interest to housing authorities who have already converted, have a CHAP, or are in the process of conversion. There will be a general Q&A session at the end of the segment, so bring all of your RAD-related questions.

# 2018 GAHRA Annual Conference

## Proposed Schedule of Events

### Sunday, September 16<sup>th</sup>

12:00 p.m. until 6:30 p.m.	Registration and Banquet Ticket Exchange
5:00 p.m. until 6:30 p.m.	Opening General Session
6:30 p.m. until 8:30 p.m.	Exhibitors' Reception & Prize Drawing

### Monday, September 17<sup>th</sup>

7:30 a.m. until 3:00 p.m.	Registration and Banquet Ticket Exchange
7:30 a.m. until 9:00 a.m.	Continental Breakfast
9:00 a.m. until Noon	Morning Training Sessions
10:30 a.m. until 10:45 a.m.	Morning Break
Noon until 2:00 p.m.	Keynote Luncheon and Awards
2:00 p.m. until 5:00 p.m.	Afternoon Training Sessions
3:15 p.m. until 3:30 p.m.	Afternoon Break
5:30 p.m. until 7:30 p.m.	Exhibitors' Reception & Prize Drawing

### Tuesday, September 18<sup>th</sup>

7:30 a.m. until 9:00 a.m.	Legislative Breakfast (Continental)
8:00 a.m. until 10:00 a.m.	Banquet Ticket Exchange/Registration
9:00 a.m. until Noon	Training Sessions
10:30 a.m. until 10:45 a.m.	Morning Break
Noon until 7:00 p.m.	Free Time/ Golf
7:00 p.m. until 9:00 p.m.	Banquet and Annual Business Meeting