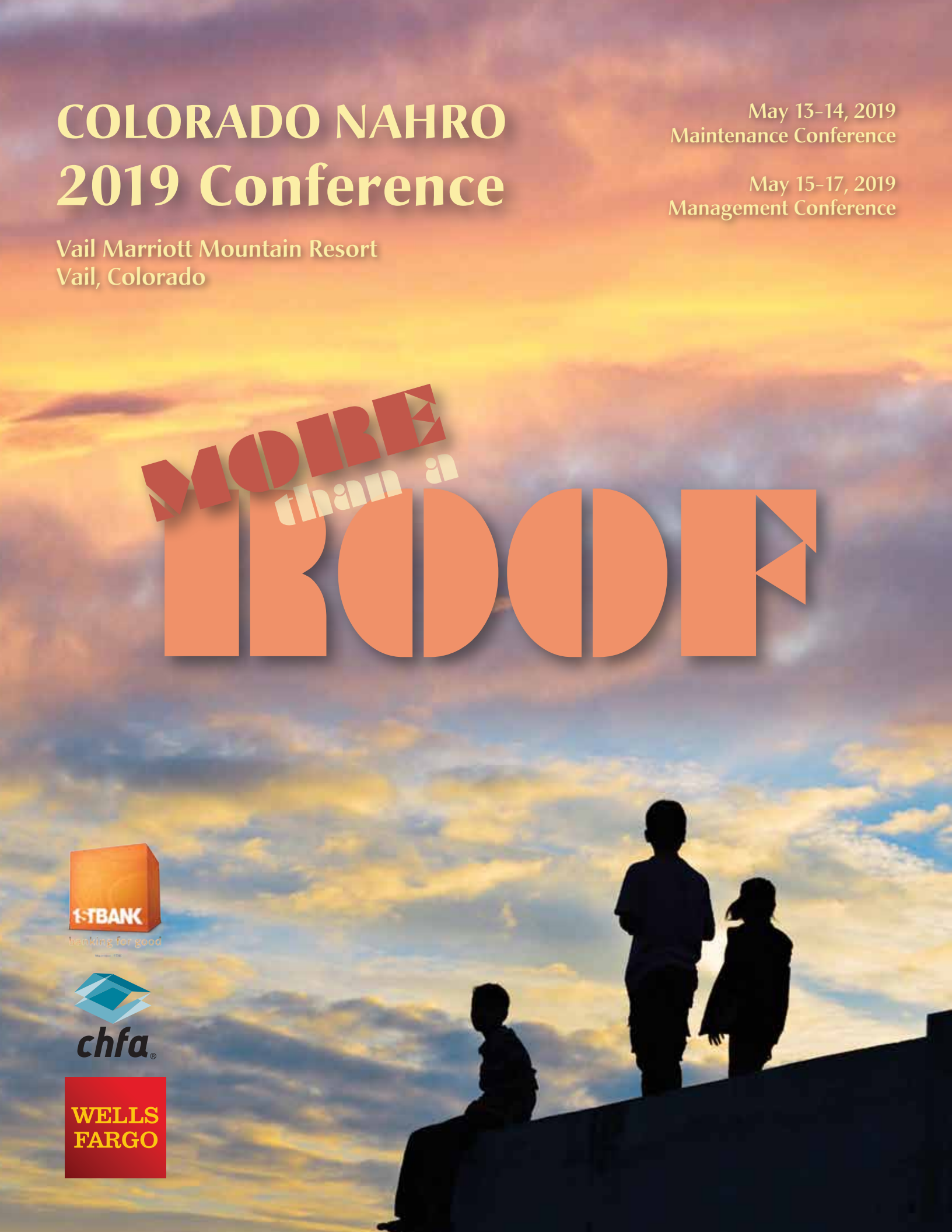
COLORADO NAHRO 2019 Conference

May 13-14, 2019
Maintenance Conference

May 15-17, 2019
Management Conference

Vail Marriott Mountain Resort
Vail, Colorado

MORE than a ROOF



Agenda

TUESDAY, MAY 14

12:00 – 3:00 Educational Scholarship Golf Outing
3:00 – 5:00 Early Registration
5:30 – 8:00 Social Gathering: Games, Drinks and Appetizers on the Marriott Patio

WEDNESDAY, MAY 15

7:30 – 8:30 Registration and Breakfast
Sponsored by SB Clark Companies

8:30 – 10:00 Opening Session:
Change Management and Emotional Intelligence with Kit Welchin
Sponsored by Wells Fargo and COMCAST

10:00 – 10:45 Sponsor Viewing/ Networking
10:00 – 12:00 HUD Office Hours, Eagle Bahn Room
10:45 – 12:15 Concurrent Sessions
12:15 – 1:45 Speaker Luncheon:
Diane Yentel, CEO, National Low Income Housing Coalition
Sponsored by Eide Bailly and Gorman & Company

2:00 – 5:15 Concurrent Sessions and Leadership Summit
5:15 – 7:15 Sponsor Reception
Sponsored by Colorado Housing and Finance Authority

THURSDAY, MAY 16

7:30 – 9:00 Breakfast
Sponsored by HUB International

9:00 – 10:30 General Session:
National Outlook on Housing and Community Development
Sponsored by First Bank and Hunt Mortgage Group

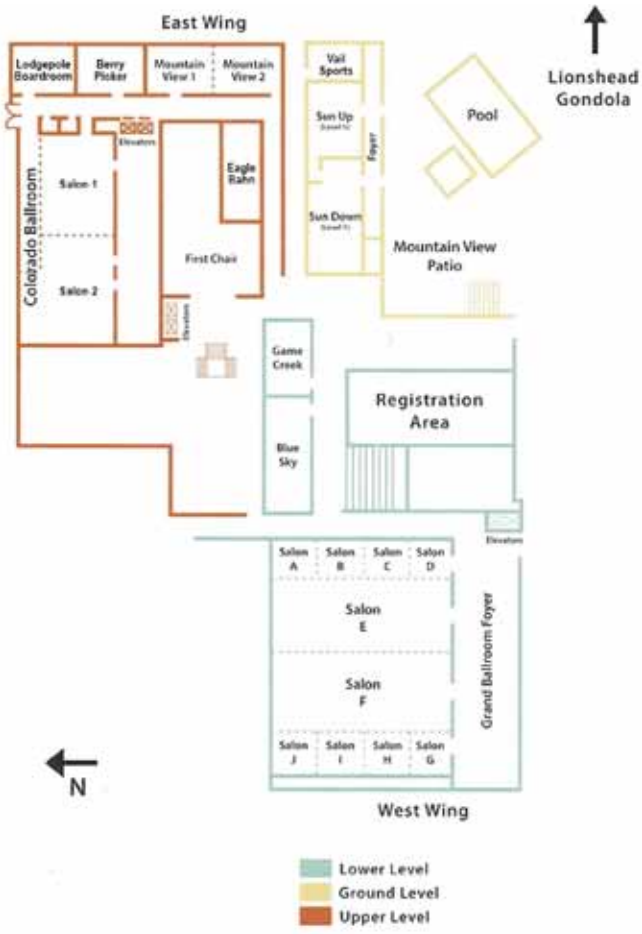
10:30 – 12:00 HUD Office Hours, Eagle Bahn Room
10:45 – 12:15 Concurrent Sessions
12:15 – 1:45 Luncheon:
Yes! In My Backyard Awards
Sponsored by CHFA and Yardi

2:00 – 4:45 Concurrent Sessions
6:30 – 11:00 Banquet:
Country Hoedown and Casino Night
Sponsored by Johnson Controls

FRIDAY, MAY 17

9:00 – 10:00 Breakfast/ CoNAHRO Annual Meeting/ Election of Officers
10:00 – 11:00 Closing Session:
Handling Difficult People and Conflict with Kit Welchin
Sponsored by Rocky Mountain Community Reinvestment Corporation

Map of Facility



Welcome to Vail

Troy Gladwell

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Welcome to the 2019 Colorado NAHRO Conference. The theme this year of *More than a Roof* focuses on the amazing support and services we provide that help our residents live and thrive.

The events, activities and sessions will provide you with great opportunities for learning, networking and hopefully having FUN! The theme acknowledges the tremendous work that we all do to provide our residents with quality housing AND support that allows them to thrive. It really is about *More than a Roof*. It takes our maintenance professionals, housing specialists, executive management, federal and state agency experts, resident services staff, community development organizations and our vendors to accomplish this.

This year's conference offers opportunities for our maintenance professionals to network, meet new and old vendors, refresh knowledge and spend time with friends and peers. The work you do is critical to our organizations and you do more to uphold our promise of quality than any of us. Thank you!

Hopefully the management, housing specialists and executives will find sessions rewarding and learn something new from our presenters and peers. The conference is an opportunity to learn, network and refresh your commitment to our work.

This year's Management Conference will once again feature a *Leadership Summit* for new and veteran directors, CFOs and senior leadership staff.

Special thanks to the planning committee who so graciously volunteer their time to put together this fabulous program. We also want to welcome and thank our sponsors and vendors who have been most generous in supporting the conference and have been our partners in providing *More than a Roof*. Please take time to know the sponsors, vendors and individuals who provide support to our industry.

Again, welcome and have a great conference!

Troy Gladwell
President, Colorado NAHRO

Vail Marriott Pool

Conference Services

Registration
A registration desk is located in the Lower Level Conference Area and will be open throughout the conference.

Meals / General Sessions
Breakfasts, lunches, the banquet and General Sessions take place in the Grand Ballroom on the Lower Level.

Session Locations
Room names are indicated on the table on the inside back cover of the Program as well as in the Session/ Program Descriptions section of the Program Booklet. Please consult the map on the inside front cover for room locations. If you need assistance finding a room please come to the conference registration desk for directions.

Mobile App
Please use our conference mobile event app that puts everything you need to know about the conference at your fingertips. Download the app to gain instant, on-the-go access to important information like session and meeting descriptions and locations, speaker bios, and session handouts. Additionally, you will be able to create your own personal schedule.

To download the app on iOS or Android:

1. Visit http://my.yapp.us/CONAHRO on your device and follow the instructions
2. You'll be asked to install the Yapp from the app store (if you don't have it already).
3. Open Yapp and tap "Download an existing Yapp" and your app will appear.

Sponsor Viewing/ Networking Session
There will be a 45 minute break after the opening session in which attendees are encouraged to visit the sponsors/ exhibitors and do some networking in the Grand Ballroom Foyer Area. This is a great opportunity for you to get your raffle signature cards signed (included in your packet) and spend some time learning about the products and services offered by our partners.

Coffee Breaks/ Exhibitors
Complimentary coffee and tea will be provided during the morning break from 10-00 – 10:45 on Wednesday and from 10:30 – 10:45 on Thursday and sodas and water will be provided during the afternoon breaks from 3:30 – 3:45 in the Grand Ballroom Foyer Area where our exhibitors are also located. Please stop by and visit the exhibitors during the breaks and before/after meals.

Conference Badge
Please wear your conference badge to all conference functions. It serves as your entry to meals and events.

No Smoking/Cell Phones
In the interest of the health and comfort of all participants, please refrain from smoking in any of the session rooms or Conference Center lobby areas. And please, turn your cell phones off while attending sessions.

Thank You!

Kit Welchin
Keynote Speaker
Speaking at the Opening Session **on Wednesday at 8:30 and at the** Closing Session **on Friday at 10:00**

Kit Welchlin began public speaking at age 9 in 4-H. Kit has B.S. and M.A. Degrees in Speech Communication. He has been a real estate investor since 1983 and currently is Chief Manager of two real estate investment LLCs. He has delivered more than 3,000 presentations to more than 500,000 people over the past 27 years. In 2014, Kit was inducted into the Minnesota Speaker Hall of Fame. He is a Professional Member of the National Speakers Association and in 2018 he earned the Certified Speaking Professional designation.

Diane Yentel
President & CEO, National Low Income Housing Coalition
Speaking at Wednesday's Luncheon **at 12:15**

Diane is the President and CEO of the National Low Income Housing Coalition, a membership organization dedicated solely to achieving socially just public policy that ensures people with the lowest incomes in the United States have affordable and decent homes. Diane is a veteran affordable housing policy expert and advocates with nearly two decades of work on affordable housing and community development issues. Before rejoining NLIHC (where she previously worked as a policy analyst), Diane was Vice President of Public Policy and Government Affairs at Enterprise Community Partners, where she led federal, state and local policy, research and advocacy programs. Prior to Enterprise, Diane was the director of the Public Housing Management and Occupancy Division at the US Department of Housing and Urban Development (HUD), where she managed a team overseeing the development and implementation of nationwide public housing policies, procedures, and guidelines. She also worked to advance affordable housing policies with Oxfam America and the Massachusetts Coalition for the Homeless and served for 3 years as a community development Peace Corps volunteer in Zambia. Diane is frequently cited in media outlets, including the Washington Post, The New York Times, Politico, Mother Jones, NPR, and The Guardian. She serves on the Boards of Directors of the National Housing Conference, Homes for America, and the Coalition on Human Needs. Diane has a Masters in Social Work from the University of Texas at Austin.

Sunny Shaw
Candidate for President, National NAHRO
Speaking at Thursday's National Outlook on Housing and Community Development **at 9:00**

Sunny began her housing career on the frontline as a receptionist and held many agency positions before becoming an agency Executive Director ten years ago. She holds certifications in HCVEIR, HQS, PHM, and CME. Sunny is also a certified Ready to Rent instructor and a NAHRO Commissioners' trainer in her region.

While striving to practice servant leadership, Sunny has dedicated time to many NAHRO positions throughout the years. This service has culminated in her current position as the National NAHRO Senior Vice President.

Her agency, Housing Alliance and Community Partnerships, is her pride and joy – on its good days and its bad. Since becoming the E.D. of HACP, she has led her team to increase their voucher portfolio by 21% and their units owned or managed by 24%. Sunny works to develop and strengthen partnerships which has been evidenced by her work with United Way, Parents as Teachers, Aid for Friends Homeless Shelter, the Pocatello School District, the VA, and more.

Patricia Wells
Candidate for Senior Vice President, National NAHRO
Speaking at Thursday's National Outlook on Housing and Community Development **at 9:00**

As a candidate for the role of Senior Vice President of NAHRO, Patricia Wells brings 8+ years of NAHRO and 20 years of housing authority leadership experience. Since 2011, she has served as the Deputy Executive Director of the Oakland Housing Authority, leading in aspects of OHA's operations and administrative functions, including the agency's reorganization to a property based management operation, disposition of 1,610 units, successful launch of MTW demonstration programs and innovative private/public partnerships.

Patricia currently serves as the Regional Vice President At Large for the PSWRC and Nor-Cal Chapter; Board of Ethics and Credentialing Trustee; Regional appointee for the Board of Governors, as well as a member of the California Association of Housing Authorities.

With a strong belief that housing is part of the solution, Patricia brings 20 years' experience working alongside residents, commissioners, and community stakeholders. As a candidate for Senior Vice President, she wants to help lead an expansion of NAHRO's reach and effectiveness.

Tess Hembree
Director Congressional Relations, NAHRO
Speaking at Thursday's National Outlook on Housing and Community Development **at 9:00**

NAHRO Director of Congressional Relations Tess Hembree has over a decade of experience working on housing, community development, and appropriations issues. She joined NAHRO in the spring of 2013 to strengthen NAHRO's Congressional outreach, field operations, and advocacy efforts. Prior to working with NAHRO, Tess provided policy expertise and advocacy support to organizations such as the American Planning Association, Smart Growth America, and the National Stroke Association. Tess grew up in the Pacific Northwest and attended Western Washington University.

Julie Brewen
CEO, Housing Catalyst
Moderating the National Outlook on Housing and Community Development **on Thursday at 9:00**

Julie Brewen leads Housing Catalyst with over 25 years affordable housing development and asset management experience. She is in charge of all facets of the agency's affordable housing and resident services programs. Julie holds a Master's Degree in Health Services Administration from the Milano Graduate School of Management and Urban Policy at the New School for Social Research, and a Bachelor's Degree in Psychology from the University of Northern Colorado. Being a national leader has culminated in Julie being a big-picture thinker. She has created and continues to develop an organizational culture that attracts and engages a dynamic workforce at all levels of the organization. She currently serves on numerous boards including the Colorado Housing and Finance Authority Board of Directors and is the Immediate Past Vice President for International Research and Global Exchange for the National NAHRO

Colorado NAHRO Educational Scholarship Fundraiser

Help support our Educational Scholarship Program and win one of several prizes to be raffled off during the conference. Raffle tickets are $1 each and will be available for purchase at the conference registration desk and during the banquet. Colorado NAHRO uses the money to help fund the tuition for residents of member organizations.

Social Gathering — Games, Drinks and Appetizers on the Marriott Patio
Tuesday, May 14, 5:30 – 8:00 pm

Enjoy some food, drinks and games, and re-connect with your colleagues on the outdoor patio by the pool at the Marriott. In the event of poor weather, consult the hotel reservation desk.

"What Home Means to Me" Poster Contest

A poster contest is held each year for children residing in affordable housing and community developments owned or administered by NAHRO member agencies. Posters reflect the national theme of "What Home Means to Me." The contest is a collaborative effort of NAHRO's state chapter and regional organizations. National honorees are selected from the regional winning entries. Please help us judge the posters, located in conference registration lobby. Simply fill out the ballot in your registration bag and return it to the box provided at the registration desk or at the banquet.

Sponsor Reception
Wednesday, May 15,
5:15 pm- 7:15 pm
in the Grand Ballroom Foyer
Sponsored by the COLORADO HOUSING AND FINANCE AUTHORITY

Learn about the products and services that support our industry. Visit each exhibitor and you'll qualify for special prizes to be raffled off at the event. Food and drinks will be provided compliments of our friends at the Colorado Housing and Finance Authority.

Banquet — Country Hoedown, Dancing and Casino Night
Thursday, May 16, 6:30 – 11:00 pm
in the Grand Ballroom
Sponsored by JOHNSON CONTROLS

It's a Hoedown! Put on your finest country attire and join us for an evening of country music, square dancing, line dancing and more. Bring your dancing shoes. Country attire encouraged with prizes for best costume! We'll also feature a bit of Vegas with casino style gambling. Dinner will be served at 7:00 pm followed by raffle prize presentations. Fill out your conference evaluation and qualify for the Grand Prize drawing. Dancing and gaming will begin around 8:00 pm.

OPENING SESSION Change Management and Emotional Intelligence SPONSORED BY WELLS FARGO AND COMCAST

Wednesday/ 8:30 – 10:00
Grand Ballroom

Managing change and being emotionally intelligent are vital skills in today's fast paced world and business environment. Kit Welchin, nationally recognized keynote speaker, provides a highly energetic, entertaining and funny presentation to help you become your best self.

Keynote Speaker
Kit Welchin,
National Keynote Speaker

Host
Troy Gladwell, President,
Colorado NAHRO;
Owner, Medici Communities

Vail Welcome
Kim Williams, Executive Director,
Eagle County Housing and
Development Authority

HUD Office Hours

Wednesday/ 10:00 – 12:00
Eagle Bahn Room
PROFESSIONAL INTEREST: HM, HCV, PBS8

You've got questions...HUD has the answers! Staff from the regional HUD Office will be available for "Office Hours" during the Colorado NAHRO Conference. No appointment necessary. Please stop by during one of the two Office Hours sessions listed with your HCV, Public Housing, PBV, and other questions.

Managing Housing with Multiple Funding Sources

Wednesday/ 10:45 – 12:15
Salon 1
PROFESSIONAL INTEREST: HM

It takes a village (of funders) to create affordable housing and it isn't easy keeping all of their different regulations straight. Learn more about how LIHTC, HOME, CDBG, State funds and voucher program (project vs tenant) rules overlap and about strategies for staying in compliance.

Speakers
Kim Snetzinger, Lead Asset Manager, DOLA/ Division of Housing

Kimberley Dickey, Community Living Program Administrator, DOLA/ Division of Housing

Priscilla Fox, Multifamily Program Compliance Officer, Colorado Housing and Finance Authority

Housing IS Healthcare *SPONSORED BY QUADEL CONSULTING*

Wednesday/ 10:45 – 12:15
Salon 2
PROFESSIONAL INTEREST: HCV

Housing instability and poor health are cyclical – the cause and effect are interchangeable. This session looks at the ties between housing instability and health, and identifies promising strategies that communities may use to end homelessness, improve the health of their communities, and promote the health of all our residents.

Speakers
Katherine Helgerson, HCV Program Manager, DOLA/ Division of Housing

Cate Townley, Senior Built Environment Specialist, Colorado Department of Public Health and Environment

Cathy Alderman, Vice President Communications & Public Policy, Colorado Coalition for the Homeless

Host
Lynn Simington, HCV Deputy Program Manager, DOLA/ Division of Housing

What is Continuum of Care and Why Does it Matter to PHAs

Wednesday/ 10:45 – 12:15
Sun Down
PROFESSIONAL INTEREST: HO

Hear from experts from across the state about how the spectrum of homelessness services and funding is delivered in Colorado. Hear ways to leverage CoC and PHA resources to be mutually beneficial for the agencies and to help people struggling with housing instability.

Speakers
Beverly Lampley, Director of Development and Communication and Chair, Grand Valley Coaltion for the Homeless

Autumn Dever, Regional Housing Director, Upper Arkansas Council of Governments

Artie Lehl, Programs Manager, Douglas County Housing Partnership

Host
Kristin Toombs, Director, Office of Homeless Initiatives, DOLA/ Division of Housing

Preparing for a REAC Inspection

Wednesday/ 10:45 – 12:15
Salon G/H/I
PROFESSIONAL INTEREST: PBS8

Come learn about what to expect during your next REAC inspection and gain a better understanding of how the scoring system works. The latest REAC updates and scheduling procedures will be explained. Bring your specific questions and concerns to make this an interactive session for all.

Speaker
Grant Burnham, Program Compliance Officer/ REAC Specialist, CHFA

Host
Elizabeth Duhegraham, Section 8 Officer Resident Liaison, CHFA

Adaptive Reuse and Historic Preservation
SPONSORED BY CALCON CONSTRUCTORS

Wednesday/ 10:45 – 12:15
Berry Picker
PROFESSIONAL INTEREST: CD, HD

These developers will share details about several of their unique and award-winning projects, including all the twists and turns of working within historic constraints and old buildings. Learn about the challenges associated with financing these projects, as well as the creative use of existing space and the rewards of preserving a piece of Colorado history.

Speakers
Jim Hartman, Manager, Hartman Ely Investments
Ryan Lundsford, Principal, WJL Affordable Housing LLC

Host
Emily Sander, Community Development Manager, Jefferson County

Finding Alternative Responses to Conflict

Wednesday/ 10:45 – 12:15
Mountain View
PROFESSIONAL INTEREST: PD

Like it or not, conflict is a reality in many aspects of life – and can be both necessary and productive. Only when we "make friends" with conflict can we fully choose how we respond to disagreements and differences. In this session we will explore aspects of assertiveness, power, principles, taking a stand, and caring for both self and others.

Speaker
Belinda Waldron, chfareach Coordinator, CHFA

Host
Corey Reitz, Executive Director, South Metro Housing Options

Developing Written Policies for Commissioners and Directors

Wednesday/ 10:45 – 12:15
Sun Up
PROFESSIONAL INTEREST: CM

Governing boards are responsible for the development of policies to guide the implementation of programming carried out by the executive director and his or her staff. This session is a working session in how to team effectively with the executive director to develop policy documents. Participants are encouraged to bring sample documents. We will focus this session on the development and oversight of an Ethics Policy with steps that can be replicated. Case study reviews will assist in underlining the importance that clear policy documents have in guiding program decisions and operations.

Speakers
Joan Smith, Vice President, Commissioners, Colorado NAHRO
Lori Rosendahl, Executive Director, Jefferson County Housing Authority

LUNCHEON
Diane Yentel, President and CEO, National Low Income Housing Coalition
SPONSORED BY EIDE BAILLY AND GORMAN & COMPANY

Wednesday/ 12:15 – 1:45
Grand Ballroom

Diane will provide a broad overview of the housing crisis across the country, the policy issues that are being put forward to resolve them, and where we go next to solve homelessness and housing instability.

Speaker
Diane Yentel, President and CEO, National Low-Income Housing Coalition

Host
Troy Gladwell, President, Colorado NAHRO

SPECIAL TRAINING PROGRAM
Colorado NAHRO Leadership Summit

Wednesday/ 2:00 – 5:15
Eagle Bahn Room
REQUIRES PRE-REGISTRATION

Colorado leaders will spend the afternoon learning about leadership competencies, visioning and creating a culture of innovation.

PROFESSIONAL INTEREST KEY: CD = Community Development; CM = Commissioners; FI = Finance; HCV = Housing Choice Vouchers; HD = Housing Development; HM = Housing Management; HO = Homelessness; PBS8 = Project-Based Section 8; PD = Professional Development; RH = Rehab; RS = Resident Services

Facilitator
Betsey Martens, President, Bringing School Home, LLC

Host
Penny Hannegan, Director of Organizational Excellence, Boulder Housing Partners

Resilient Property Management for the Next 50 Years

Wednesday/ 2:00 – 3:30
Salon 1
PROFESSIONAL INTEREST: HM

Dangers from more frequent extreme weather events are a growing concern for building owners. This session explores how we can address resiliency at the scale of buildings. Topics such as Colorado-specific vulnerabilities, projected impacts, and mitigation strategies will be covered. The session will also discuss the inherent synergies between resiliency, sustainability and social equity.

Speakers
Katie McKenna, Senior Program Director, Enterprise Community Partners

Michael Levinson, Principal, Group 14 Engineering

HUD: HCV & Public Housing Updates

Wednesday/ 2:00 – 3:30
Salon 2
PROFESSIONAL INTEREST: HCV, HM

Get the latest news on PHA initiatives, strategies, tips/tricks, and other hot HUD topics.

Speakers
Janice Rodriquez, Division Director, HUD

Diane Kiles, Financial Analyst, HUD

Lori Strange, Division Director, HUD

Jean Cole, Portfolio Management Specialist, HUD

Host
Katherine Helgerson, HCV Program Manager, DOLA/ Division of Housing

What Can We Do to Help People Experiencing Homelessness

Wednesday/ 2:00 – 3:30
Sun Down
PROFESSIONAL INTEREST: HO

Learn about the spectrum of services available for people experiencing homelessness, including emergency options like shelter to long-term housing programs like Rapid Re-Housing. Hear more about what gaps there are in this system in certain communities and how PHAs can access limited resources for those in need.

Speakers
Kristin Toombs, Director of Homeless Initiatives, DOLA/ Division of Housing

Chris Connor, Director, Denver's Road Home

Ian Kile, Training and Quality Assurance Manager, Volunteers of America

Matt Mollica, Vice President of Housing Assistance, Colorado Coalition for the Homeless

Host
Cathy Alderman, Vice President Communications & Public Policy, Colorado Coalition for the Homeless

Fair Housing for People with Disabilities

Wednesday/ 2:00 – 3:30
Salon G/H/I
PROFESSIONAL INTEREST: PBS8, HCV, HM

Learn from HUD's Office of Fair Housing and Equal Opportunity about your obligations and responsibilities with respect to ensuring equal housing access for people with disabilities. This session includes the A-Z of reasonable accommodations/ modifications with a heavy focus on assistance animals, Section 504 affirmative obligations for HUD program participants, and an overview of the Fair Housing Act and Section 504 physical accessibility requirements.

Speakers
Deborah Manigault, Equal Opportunity Specialist, Civil Rights Analyst, HUD FHEO

Irma Abalos, Equal Opportunity Specialist, Civil Rights Analyst, HUD FHEO

Host
Diane Matthews, Compliance Officer, CHFA

Federally Assisted Housing Rehabilitation – Lead Paint Safety Requirements

Wednesday/ 2:00 – 3:30
Berry Picker
PROFESSIONAL INTEREST: CD, RH

This session will focus on federally assisted programs that fund single and multi-family housing rehabilitation of pre-1978 units that must comply with HUD's Lead Safe Housing Rule. Learn how to improve program performance and compliance through the utilization of case studies, pre-vetted questions, and other useful tools.

Speaker
Karen Griego, Healthy Homes Representative, HUD, Office of Lead Hazard Control and Healthy Homes

Host
Amy DeKnikker, Principal Planner, City of Lakewood

Vicarious & Secondary Trauma: Understanding the Impact of Trauma on You and Your Clients

Wednesday/ 2:00 – 3:30
Mountain View
PROFESSIONAL INTEREST: PD

Individuals participating in subsided housing programs can be affected by trauma. Trauma can impact individuals in many ways, including socially, psychologically, neurophysiologically, and can impair physical health as well. As a provider of housing and supportive services, it's critical to understand the impact of trauma and how it plays a role in one's functioning. This session will provide an overview of vicarious & secondary trauma and offer solutions on how an agency can support clients dealing with trauma. This session will also cover the trauma experienced by those working in the agency, the importance of self-care, and resources for both clients and providers.

Speaker
Sara Peterson, MA, LPC, Founder, Conifer Counseling and Therapy

Host
Amanda Maya-Dickson, Resident Services Program Manager, Boulder Housing Partners

Building in the Mountains Without LIHTC

Wednesday/ 2:00 – 3:30
Sun Up
PROFESSIONAL INTEREST: HD

This session will cover creative approaches to meeting local housing needs including affordable homeownership, rental, and housing for seniors using other funding sources beyond LIHTC.

Speakers
Tom Franks, Real Estate and Development Manager, Eagle County Housing and Development Authority

Read McCulloch, Executive Director, Chaffee Housing Trust

Laurie Best, Senior Planner, Town of Breckenridge

Michael Yerman, Community Development Director, Town of Crested Butte

Moderator/ Host
Willa Williford, Principal, Williford Housing

Maximizing Utilization of Accessible Units

Wednesday/ 3:45 – 5:15
Salon 1
PROFESSIONAL INTEREST: HM

Learn about the demand for accessible units in Colorado, Section 504 requirements to maximize occupancy of accessible units by people who need them, and marketing strategies and tools for matching people with disabilities to accessible units.

Speakers
Carrie Kronberg, Housing Policy Director, DOLA/ Division of Housing

Ann Pierce, Landlord Recruitment Specialist, Brothers Redevelopment

Connor Everson, Housing Policy Analyst, DOLA/ Division of Housing

Colorado Choice Transitions Program

Wednesday/ 3:45 – 5:15
Salon 2
PROFESSIONAL INTEREST: HCV

A joint session presented by the Colorado Department of Health Care Policy and Financing and the Colorado Division of Housing on the Colorado Choice Transitions (CCT) program intended to assist Health First Colorado (Colorado's Medicaid Program) members who are interested in transitioning out of long-term care facilities back into home and community-based settings.

Speakers
Kimberley Dickey, Community Living Program Administrator, DOLA/ Division of Housing

Nora Brahe, Transitions Coordination Administrator, Colorado Department of Health Care Policy and Financing

Host
Katherine Helgerson, HCV Program Manager, DOLA/ Division of Housing

Where's the Money?

Wednesday/ 3:45-5:15
Sun Down
PROFESSIONAL INTEREST: HO

Hear from national and local leaders in the homelessness and housing advocacy arena on what federal dollars are available and how they flow to organizations, public housing authorities, and individuals. Learn about changes in funding streams over the years and how Colorado has been impacted.

Speakers
Diane Yentel, President and CEO, National Low Income Housing Coalition

PROFESSIONAL INTEREST KEY: CD = Community Development; CM = Commissioners; FI = Finance; HCV = Housing Choice Vouchers; HD = Housing Development; HM = Housing Management; HO = Homelessness; PBS8 = Project-Based Section 8; PD = Professional Development; RH = Rehab; RS = Resident Services

John Parvensky, President and CEO, Colorado Coalition for the Homeless and Acting Director, National Coalition for the Homeless

Kathryn Grosscup, Senior Tax Credit Officer, CHFA

Denise Selders, Housing Development Manager, DOLA/ Division of Housing

Host

Cathy Alderman, Vice President Communications & Public Policy, Colorado Coalition for the Homeless

ABCs of LIHTC

SPONSORED BY DANIEL G. MORGAN ASSOCIATES

Wednesday/ 3:45-5:15
Salon G/H/I
PROFESSIONAL INTEREST: PBS8

People who are new to the tax credit world can often be overwhelmed by all the information and regulations. The class is targeted to onsite staff at existing LIHTC properties or those properties that have recently been awarded tax credits.

Speakers

Kelli Clark, Program Compliance Officer, CHFA

Susy Amador, Program Compliance Officer, CHFA

Amanda Sinclair, Program Compliance Officer, CHFA

Host

Judi Andolino, Section 8 Officer, CHFA

Opportunity Zones

Wednesday/ 3:45 – 5:15
Berry Picker
PROFESSIONAL INTEREST: CD, HD

The Tax Cuts and Jobs Act created Opportunity Zones, a new community investment tool designed to drive capital to rural and low-income urban areas. This session will provide an overview and discuss ideas for local policies and programs to attract and maximize investments within Opportunity Zones.

Speakers

Jennie Rodgers, Vice President and Denver Market Leader, Enterprise Community Partners

Jana Persky, Opportunity Zone Program Director, State of Colorado (OEDIT)

Chelsea Rosty, Director of Business Innovation, City of Montrose

Catalina Vielma, Senior Vice President of Equity Productions, Boston Financial Investment Management, LP

Host

Amy DeKnikker, Principal Planner, City of Lakewood

Workplace Wellness for Housing and Redevelopment

Wednesday/ 3:45 – 5:15
Mountain View
PROFESSIONAL INTEREST: PD

Attendees of this session will be able to apply the best practices and assessment tools to aid them in adopting sustainable workplace wellness policies, programs and environmental changes that address the needs of all their employees, including those who face health inequities. In addition, attendees will explore real world examples from Adams County, Colorado to implement workplace wellness improvements. The session will also introduce the basics of mindfulness at work and its positive impact on stress and productivity, and demonstrate mindfulness exercises to immediately incorporate into your day.

Speakers

Jennifer Tillis, Workplace Policy Specialist, Tri-County Health Department

Kirk Kemp, Procurement Specialist, Unison Housing Partners

Sara Peterson, MA, LPC, Founder, Conifer Counseling and Therapy

Host

Cher Melichar, South Metro Housing Options, Human Resources Manager

Uncovering Hidden Land Opportunities

Wednesday/ 3:45 – 5:15
Sun Up
PROFESSIONAL INTEREST: HD

With land costs increasing throughout the Denver Metro Area, creative solutions are needed to make deals work in an increasingly difficult housing development environment. Come learn how to partner with local jurisdictions, faith-based communities, and other organizations to utilize vacant land for affordable housing projects.

Speakers

Peter LiFari, Executive Director, Unison Housing Partners

Steve Kunshier, Director of Housing Development, Unison Housing Partners

Sarah Vogl, Senior Housing Developer, Unison Housing Partners

GENERAL SESSION
National NAHRO Outlook on Housing and Community Development

Thursday/ 9:00 – 10:30
SPONSORED BY FIRST BANK AND HUNT MORTGAGE GROUP
Grand Ballroom

We are pleased to welcome the National NAHRO candidates for President and Senior Vice President who will share their perspectives on the affordable housing industry and their vision of NAHRO's current and future role. We are also pleased to have NAHRO's Director of Congressional Relations who will provide an update on key legislative issues facing housing professionals as we approach the 2020 elections.

Speakers
Sunny Shaw, Candidate for President, NAHRO
Patricia Wells, Candidate for Senior Vice President. NAHRO
Tess Hembree, Director, Congressional Relations, NAHRO

Moderator
Julie Brewen, CEO, Housing Catalyst

HUD Office Hours

Thursday/ 10:30 – 12:00
Eagle Bahn Room
PROFESSIONAL INTEREST: HM, HCV, PBS8

You've got questions...HUD has the answers! Staff from the regional HUD Office will be available for "Office Hours" during the Colorado NAHRO Conference. No appointment necessary. Please stop by during one of the two Office Hours sessions listed with your HCV, Public Housing, PBV, and other questions.

Creative Solutions to Housing Preservation

Thursday/ 10:45 – 12:15
Salon 1
PROFESSIONAL INTEREST: HM, RH

Come learn about creative ways local governments and housing authorities are keeping affordable housing in their communities by embracing mobile home parks, partnering with community land trusts, and implementing local preservation policies.

Speakers
Stefka Fanchi, President and CEO, Elevation Community Land Trust
Crystal Launder, Housing Planner, City of Boulder, Division of Housing
Haley Jordahl, Housing Development Officer, City of Denver Economic Development and Opportunity

Moderator Host
Karen Harkin, Community Relationship Manager, Colorado Housing and Finance Authority

Customer Service and the Citizen Experience

Thursday/ 10:45 – 12:15
Salon 2
PROFESSIONAL INTEREST: HCV, HM, PD

This is an interactive session discussing Customer Service and Citizen Experience (CX) and HUD's role in establishing standards across the agency and its wider implications on the customer's served by housing organizations.

Speaker
Effie Russell, Supervisory Analyst, HUD

Host
Lynn Simington, HCV Deputy Program Manager, DOLA/ Division of Housing

Evicting with Dignity and Respect
SPONSORED BY QUADEL CONSULTING

Thursday/ 10:45 – 12:15
Sun Down
PROFESSIONAL INTEREST: HO, HCV, HM

The eviction process is never easy – it takes a toll on tenants and landlords but it doesn't have to be all bad. Learn from Colorado Coalition for the Homeless property management staff about a new framework for helping clients and residents navigate housing systems and resources to avoid evictions when possible and resolve landlord and tenant disputes.

Speakers
Aaron Crowder, MA, LPC, Associate Director of Residential Services, Colorado Coalition for the Homeless
Amritpal Byrd, Compliance Manager, Colorado Coalition for the Homeless
Christina Garcia, Director of Housing Counseling Services, Colorado Coalition for the Homeless
Dindi Wade, Fair Housing Outreach Specialist, Denver Metro Fair Housing Center

Moderator/ Host
Cathy Alderman, Vice President Communications & Public Policy, Colorado Coalition for the Homeless

PROFESSIONAL INTEREST KEY: CD = Community Development; CM = Commissioners; FI = Finance; HCV = Housing Choice Vouchers; HD = Housing Development; HM = Housing Management; HO = Homelessness; PBS8 = Project-Based Section 8; PD = Professional Development; RH = Rehab; RS = Resident Services

How to Make the Most of Your Contract Renewal

Thursday/ 10:45 – 12:15
Salon G/H/I
PROFESSIONAL INTEREST: PBS8

Come meet with Multifamily HUD representatives to learn the ins and outs of Contracts and to discover the best options for your property that makes the most financial sense. This session also includes updates on other Multifamily programs and policies.

Speakers
Eileen Hearty, Division Director, HUD Multifamily
Shawna Argenziano, Account Executive, HUD Multifamily
Eric Garcia, Senior Account Executive, HUD Multifamily

Host
Diane Matthews / Section 8 Compliance Officer, CHFA

Zero Energy Homes

Thursday/ 10:45 – 12:15
Berry Picker
PROFESSIONAL INTEREST: CD, HD

Can zero energy housing really be built affordably? These industry partners think so and are going to give it a try! The City of Boulder, Energy Outreach Colorado and Habitat for Humanity have come together to bring Zero Energy Modulars (ZEMs) to Colorado. Learn what's happening in one neighborhood, how these partnerships developed, and how this exciting model might work in your community.

Speakers
Chris Bibbo, Director of Strategic Initiatives, Habitat for Humanity of Colorado
Jennifer Gremmert, Executive Director, Energy Outreach Colorado
Kristin Hyser, Deputy Director, City of Boulder Housing and Human Services

Host
Emily Sander, Community Development Manager, Jefferson County

Workforce Trends, Wellness and Retention

Thursday/ 10:45 – 12:15
Mountain View
PROFESSIONAL INTEREST: PD

Our employees are investing in us just as we invest in them. Savvy employees know if you are standing by your word in the employment relationship. What are you doing to earn their trust and commitment? What is meaningful to employees today?

Speakers
Angela Setter, MPA, SPHR, SHRM-SCP, Founder, TalkShop
Patty Candelario, RYT, Wellnes Enthusiast, Housing Catalyst

Host
Taneika Stewart, Housing Choice Voucher Specialist, Housing Catalyst

Service Enriched Housing

Thursday/ 10:45 – 12:15
Sun Up
PROFESSIONAL INTEREST: RS

Public and non-profit housing organizations in Boulder County have spent several years developing a model of service-enriched housing that will help families thrive in five social determinants of a healthy life: quality education, stable housing, income stability, lasting social connections and health and well-being. The service-enriched housing model is centered in a practice of common assessment, referral linkages, shared data and coordinated follow-up. This session will provide an introduction to this innovative model and give you several ideas about how to begin, or enhance, service-enrichment in your housing.

Speakers
Betsey Martens, President, Bringing School Home
Melissa Frank-Williams, Strategic Initiatives Manager, Boulder County Department of Housing and Human Services
Karin Stayton, Director of Resident Services, Boulder Housing Partners

LUNCHEON
Yes! In My Backyard Awards
SPONSORED BY CHFA AND YARDI SYSTEMS

Thursday/ 12:15 – 1:45
Grand Ballroom

The Colorado NAHRO Yes! In My Backyard Awards give recognition to the outstanding places, people, and programs affiliated with NAHRO agency members. The awards recognize best practices among housing, redevelopment, and community agencies and provide a resource bank of information for NAHRO members.

Speaker
Daniel Murray, Vice President, Member Services, Colorado NAHRO

Host
Troy Gladwell, President, Colorado NAHRO

Permanent Supportive Housing Overview and Property Management

Thursday/ 2:00 – 3:30
Salon 1
PROFESSIONAL INTEREST: HM, HO

Learn best practices in design and management of Permanent Supportive Housing, including integrating supportive services with property management, trauma-informed design, eviction prevention, and the importance of community engagement. This is an important session for agencies embarking on PSH for the first time

to learn from the experience of three leaders in the field.

Speakers
Carrie Craig, Director of Housing First and ACT Services, Colorado Coalition for the Homeless

Darla Goddard, Director of Real Estate, Mental Health Center of Denver

Lyndall Ellingson, Resident Services Program Manager, Boulder Housing Partners

Host
Wendy Hawthorne, Deputy Director, DOLA/ Division of Housing

Co-Responder Program

Thursday/ 2:00 – 3:30
Salon 2
PROFESSIONAL INTEREST: HCV, RS

This Co-Responder Program is a partnership with The Mental Health Center of Denver and the Denver Police Department. Our program provides relief for community members in crisis and bridges the gap between law enforcement and mental health. This session will review interventions, services, and community resources we provide to best support the people we contact.

Speaker
Elizabeth Everett, Crisis Intervention Co-Responder, MHCD

Host
Nicole Young, Homeless Programs Coordinator, DOLA/ Division of Housing

Protecting Tenants Through Legislative Efforts

Thursday/ 2:00 – 3:30
Sun Down
PROFESSIONAL INTEREST: HO, HCV, HM

Colorado has some of the fewest renters' protections laws in the country. Hear from statewide advocates who have been working at local and state levels to remedy that and provide better legal protections for tenants in Colorado.

Speakers
Aubrey Hasvold, Advocacy Program Manager, Colorado Coalition for the Homeless

Jack Regenbogen, FESP Attorney and Policy Advocate, Colorado Center on Law and Policy

Tiana Patterson, State & Local Policy Program Director, Enterprise Community Partners

Christina Garcia, Director of Housing Counseling Services, Colorado Coalition for the Homeless

Moderator/ Host
Cathy Alderman, Vice President Communications & Public Policy, Colorado Coalition for the Homeless

EIV Fundamentals

Thursday/ 2:00 – 3:30
Salon G/H/I
PROFESSIONAL INTEREST: PBS8

In this session, we will review key requirements for using EIV. We will discuss EIV mandatory usage for PHA's and Project-based Section 8 developments, as well as required policies and procedures. Attendees will get an overview of management practices for EIV compliance with HUD's rules and regulations.

Speaker
Davina Ray, Program Compliance Officer II, CHFA

Host
Elizabeth Duhegraham, Section 8 Officer Resident Liaison, CHFA

CPD Directors' Update

Thursday/ 2:00 – 3:30
Berry Picker
PROFESSIONAL INTEREST: CD

Director of HUD Region VIII Aaron Gagne will join us to share new information and discuss any hot topics of interest. Hear about staffing changes, allocations, FHEO and more. This will be an interactive session, and a great opportunity to talk with your Regional Director about what's on your mind.

Speaker
Aaron Gagné, Director of Community Planning & Development, Region VIII, HUD

Moderator/ Host
Emily Sander, Community Development Manager, Jefferson County Community Development

Continuous Quality Improvement 101 for Housing Professionals

Thursday/ 2:00 –3:30
Mountain View
PROFESSIONAL INTEREST: PD

Housing instability and homelessness change too quickly for traditional planning. Instead, communities and organizations need a rigorous way to test, measure, and improve new solutions as they go. Across the country, communities are using Continuous Quality Improvement, Quality Improvement, LEAN, Six

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Sigma and Process Improvement to drive impact – but what does it all mean and how can it help our agency and community achieve better outcomes? Attend this interactive session to receive a crash course on QI basics, the results we're seeing, and how, as a housing professional, you can use QI components to improve service delivery and agency outcomes.

Speaker
Melanie Lewis Dickerson, Portfolio Lead, Community Solutions

Host
Lindsey Gorzalski Hocking, Assistant Director, Innovative Housing Solutions

Risk Management: Expect the Unexpected

Thursday/ 2:00 – 3:30
Sun Up
PROFESSIONAL INTEREST: FI

PHAs face a variety of risks ranging from property damages to employment practices claims. Learn from industry experts how to prepare yourself for the most common, and unexpected, events.

Speakers
Jennifer Walker, Account Executive, HUB International
Eric Slinger, Vice President, HUB International

Host
Scott Aker, COO, Grand Junction Housing Authority

Procurement after RAD

Thursday/ 3:45 – 4:45
Salon 1
PROFESSIONAL INTEREST: HM, HD

The subject matter will focus on what we have been hearing from HAs about Procurement after RAD. Are you thrilled about no longer having to procure purchases through a heavily regulated Procurement department? Or are you wondering what do I have to pay attention to now? Come and learn from Loretta Lovell, former Procurement Specialist for Denver Housing Authority, now with her own specialty procurement consulting practice.

Speaker
Loretta Lovell, CEO, LFL International, Inc.

Host
Daniel Nunez, Director of Property Management, Boulder Housing Partners

Re-Entry and Family Reunification

Thursday/ 3:45 – 4:45
Salon 2
PROFESSIONAL INTEREST: HCV, HO

Stable housing plays a critical role in successful community transition after incarceration. This session will discuss the benefits of family reunification for justice involved individuals and their families. Join us to learn about a Request for Applications (RFA) allowing PHAs to develop reintegration programming intended to reduce barriers that impede successful re-entry.

Speakers
Katherine Helgerson, HCV Program Manager, DOLA/ Colorado Division of Housing
David Corder-Green, HCV Contract Manager, DOLA/ Colorado Division of Housing

Host
Diana Horton, HCV Contract Manager, DOLA/ Division of Housing

Housing Supports and Solutions for Rural Communities

Thursday/ 3:45 – 4:45
Sun Down
PROFESSIONAL INTEREST: HO

Learn about the available resources and successful programs to create more affordable housing to support families without housing in rural communities. Hear a panel of community and state experts share resources, tips and examples for how to help rural communities resolve housing challenges using local, state, federal and private resources.

Speakers
Jennifer Stepleton, Housing Development Specialist, DOLA/ Division of Housing
Corianne Payton Scally, Ph.D., Prinipal Research Associate, Urban Institute
Christian Pritchett, Director of Development, BlueLine Development, Inc.

Moderator/ Host
Kristin Toombs, Director, Office of Homeless Initiatives, DOLA/ Colorado Division of Housing

Maintaining Positivity in Customer Service Roles

Thursday/ 3:45 – 4:45
Salon G/H/I
PROFESSIONAL INTEREST: PD

Outstanding customer service can build rapport and calm complaints, but it can also take a toll on the service provider. In this session, participants will gain tools to maintain positivity, avoid burnout, create healthy boundaries, and master non-verbal communication.

Speaker
Belinda Waldron, M.Div., chfareach Program Coordinator, CHFA

Host
Fazil Hashimi, Section 8 Officer, CHFA

CD User's Group Social Hour

Thursday/ 3:45 – 4:45
Tavern on the Square, Arabelle Hotel
675 Lionshead Place
PROFESSIONAL INTEREST: CD

An opportunity for CD Users to relax together, share stories and meet new colleagues.

THURSDAY

Host
Emily Sander, Vice President, Community Development, Colorado NAHRO

Navigating the Road to Aging in Place

Thursday/ 3:45 – 4:45
Mountain View
PROFESSIONAL INTEREST: RS

We will be defining the difference between Hospice Care and Palliative Care; what services hospice provides; how and who pays for Hospice; signs indicating that the end of life is imminent; the role of housing coordinators and care providers. We will end with a brief discussion about alternate facility housing.

Speaker
Julie Dailey, Administrative Coordinator, The Denver Hospice

Host
Daniela Dillon, Metro West Housing Solutions, Resident Services Supervisor

HUD's Two-Year Tool: Planning for Performance

Thursday/ 3:45 – 4:45
Sun Up
PROFESSIONAL INTEREST: FI

Learn from HUD staff how PHA's utilize the programmatic and financial data generated by the Two-Year Tool to help them achieve High Performer Status, predict financial impacts, and maximize their ability to serve participants.

Speakers
Lori Strange, Division Director, HUD
Amy Case, Controller, Grand Junction Housing Authority

Vail Marriott

FRIDAY

Colorado NAHRO Annual Membership Meeting/ Election of Officers

Friday/ 9:00 – 10:00
Grand Ballroom

Colorado NAHRO will be conducting its annual membership meeting featuring a recap of activities over the past year and electing Officers for the 2019-2021 term.

Host
Troy Gladwell, President, Colorado NAHRO

CLOSING SESSION
Handling Difficult People and Conflict
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Friday/ 10:00 – 11:00
Grand Ballroom

Our Opening Session speaker, Kit Welchin, will again join us to present a dynamic closing session you won't want to miss. Dealing with conflict and difficult people are inevitable components of the work environment. Having a high degree of technical skills is not enough to ensure a successful career. A person must also possess a high degree of interpersonal communication competence. Kit will share surefire conflict resolution skills and the five action steps to respond rather than react to difficult people.

Speaker
Kit Welchin, Keynote Speaker

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Exhibitor Hours

MANAGEMENT CONFERENCE

Wednesday, May 15:
7:30 am – 8:30 am
10:00 am – 10:45 am – SPECIAL VIEWING SESSION
1:45 pm – 2:00 pm
3:30 pm – 3:45 pm
SPONSOR RECEPTION
5:15 pm – 7:15 pm

Thursday, May 16:
7:30 am – 9:00 am
10:30 am – 10:45 am
1:45 pm – 2:00 pm
3:30 pm – 3:45 pm

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Vail Valley

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Thanks to the 2019 Planning Committee

Sessions and Events

Cathy Alderman, *Colorado Coalition for the Homeless*
Judi Andolino, *Colorado Housing and Finance Authority*
Amy Case, *Grand Junction Housing Authority*
Amy DeKnikker, *City of Lakewood*
Daniela Dillon, *Metro West Housing Solutions*
Elizabeth Duhegraham, *Colorado Housing and Finance Authority*
Penny Hannegan, *Boulder Housing Partners*
Fazil Hashimi, *Colorado Housing and Finance Authority*
Wendy Hawthorne, *DOLA/ Division of Housing*
Katherine Helgerson, *DOLA/ Division of Housing*
Lindsey Gorzalski Hocking, *Innovative Housing Concepts*
Belinda Mackintosh, *Denver Housing Authority*
Diane Matthews, *Colorado Housing and Finance Authority*
Daniel Murray, *Eagle County Housing Authority*
Ted Ortiviz, *Pueblo Housing Authority*
Corey Reitz, *South Metro Housing Options*
Emily Sander, *Jefferson County Community and Workforce Development*
Lynn Simington, *DOLA/ Division of Housing*
Joan Smith, *Metro West Housing Solutions*
Kristin Toombs, *DOLA/ Division of Housing*

NAHRO Awards

Daniel Murray, *Eagle County Housing and Development Authority*

Thank You HUD

Colorado NAHRO extends its special thanks to our partners at HUD Region VIII for their many contributions in planning, consulting, and presenting.

2019 YES! In My Backyard Awards

Congratulations to the 2019 Award Winners.
Please join us for the presentation of the Awards on
Thursday, May 16 at the Awards Luncheon.

Housing Development

Village at Westerly Creek 3 Aurora Housing Authority

Palo Park Boulder Housing Partners

Fifty Eight Hundred Metro West Housing Solutions

Community Development and Finance

Eagle County Loan Fund Down Payment Assistance Program Eagle County Housing and Development Authority

Rehab

Home Modification Tax Credit Program Home Modification Team, DOLA/ Division of Housing

Village on Shields Rehab Housing Catalyst

Commissioners

Adams County Board of Commissioners Adams County

Joan Smith Metro West Housing Solutions and Vice President, Commissioners of Colorado NAHRO

Legislator of the Year

Senator Michael Bennett

National NAHRO Winner
Aaryonna, Age 12
Aurora Housing Authority

2019 Mountain Plains NAHRO "What Home Means to Me" Poster Contest

Please help us judge the posters on display on the conference level. Pick a favorite from each category: Kindergarten- 5th Grade; Middle School; and High School. Instructions and ballot provided in your registration packet.

One winner from each category will be sent to the Regional NAHRO competition. Winners from that competition will compete in the National competition and possibly earn a place in the 2020 "What Home Means to Me" Calendar.

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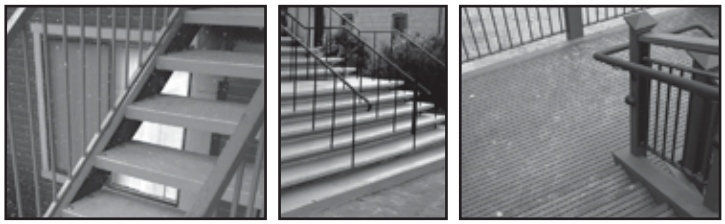

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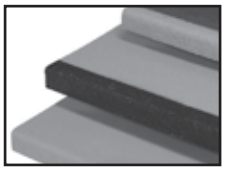

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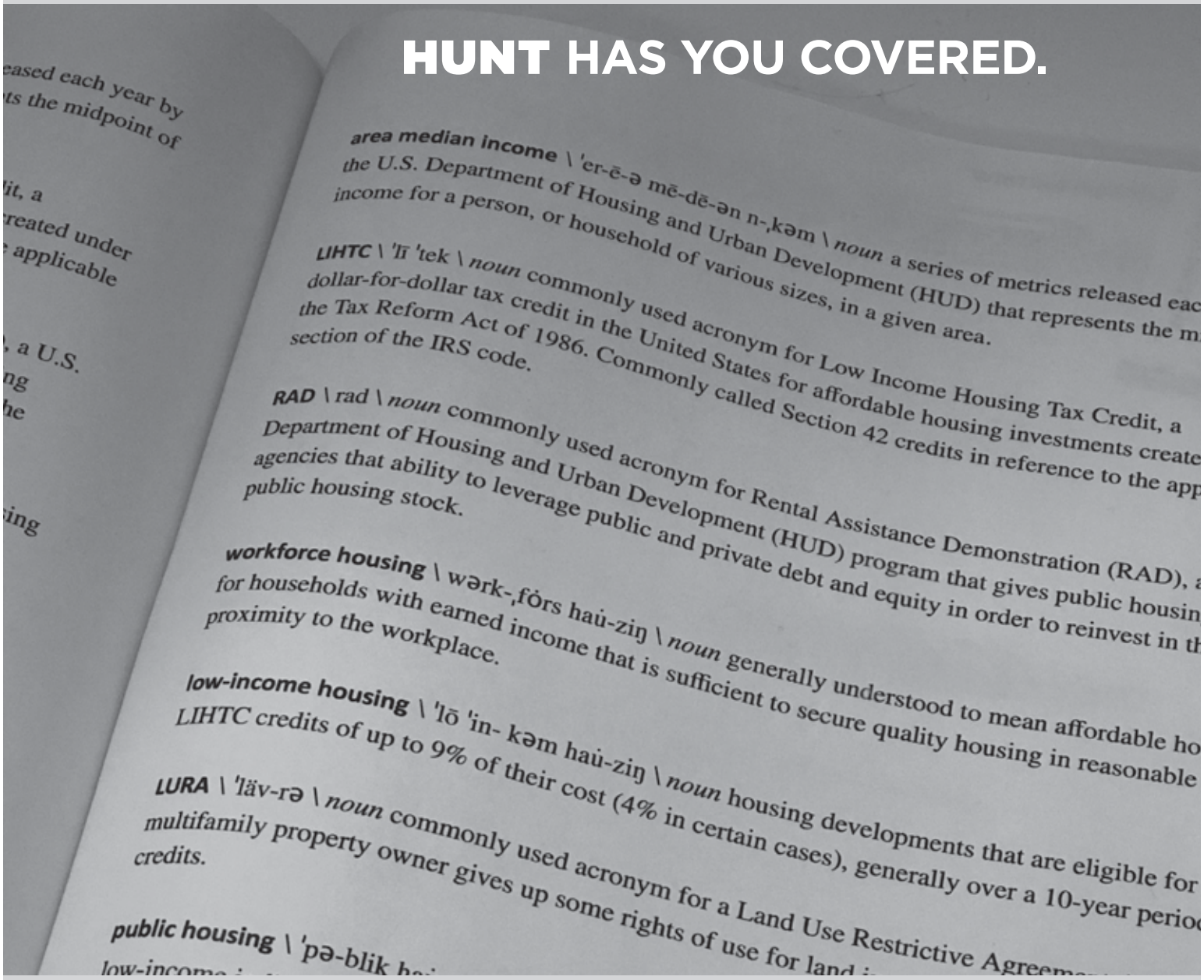

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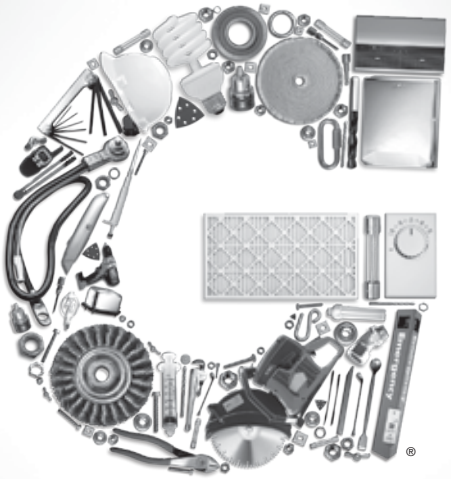

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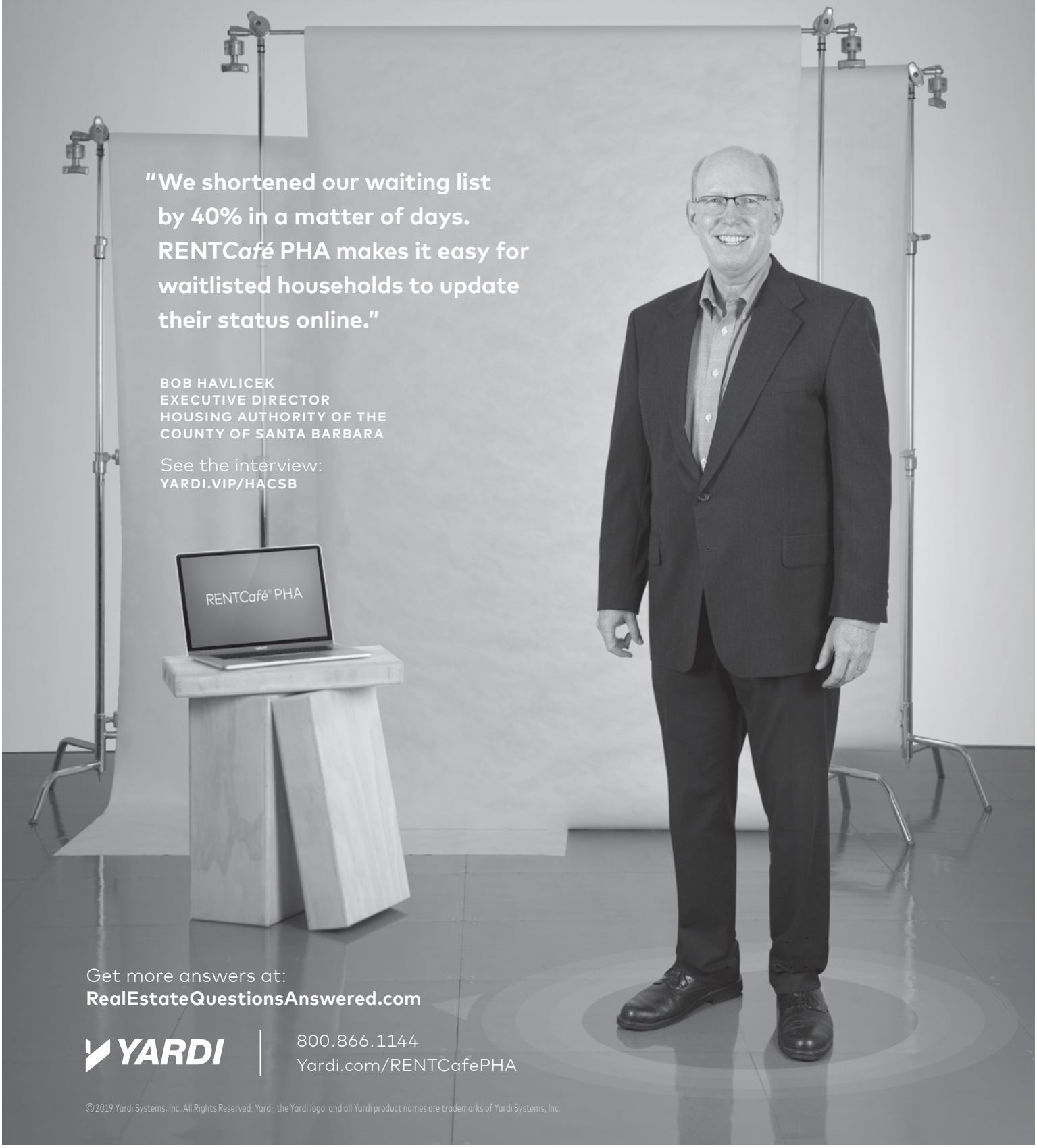

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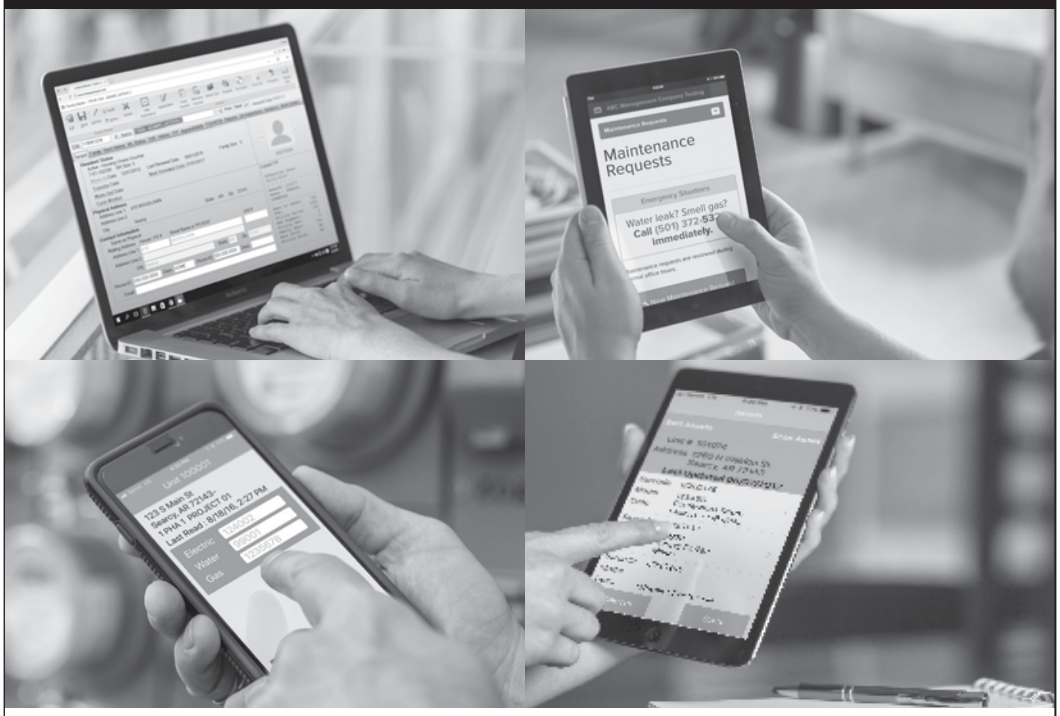

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2019 Management Conference Program Table

TUESDAY, MAY 14							
12:00 – 3:00	**Golf Outing to Support Educational Scholarship**						
3:00 – 5:00	**Early Registration**						
5:30 – 8:00	**Evening Social Gathering: *Games, Drinks & Appetizers on Marriott Patio***						
WEDNESDAY, MAY 15							
7:30 – 8:30	**BREAKFAST – *Grand Ballroom* / REGISTRATION – *Lower Level***						
8:30 – 10:00	**OPENING SESSION: *Change Management and Emotional Intelligence with Kit Welchin – Grand Ballroom***						
10:00 – 10:45	**SPONSOR VIEWING / NETWORKING – *Grand Ballroom Foyer***						
10:00 – 12:00	**HUD Office Hours – *Eagle Bahn Room***						
10:45 – 12:15	HM Managing Housing with Multiple Funding Sources **SALON 1**	HCV Housing IS Healthcare **SALON 2**	HO Continuum of Care and PHAs **SUNDOWN**	PBS8 Preparing for a REAC Inspection **SALON G/H/I**	CD/ HD Adaptive Reuse & Historic Preservation **BERRY PICKER**	PD Finding Alternative Responses to Conflict **MOUNTAIN VIEW**	CM Developing Written Polices for Commissioners and Directors **SUN UP**
12:15 – 1:45	**LUNCHEON: *Diane Yentel / NLIHC – Grand Ballroom***						
2:00 – 5:15	***Leadership Summit – Eagle Bahn Room***						
2:00 – 3:30	HM Resilient Property Management for the Next 50 Years **SALON 1**	HCV/ HM HUD: HCV & Public Housing Updates **SALON 2**	HO Helping People Experiencing Homelessness **SUNDOWN**	PBS8/ HCV/ HM Fair Housing for People with Disabilities **SALON G/H/I**	CD/ RH Lead Paint Safety Requirements **BERRY PICKER**	PD Vicarious and Secondary Trauma **MOUNTAIN VIEW**	HD Building in the Mountains Without LIHTC **SUN UP**
3:45 – 5:15	HM Maximizing Utilization of Accessible Units **SALON 1**	HCV Colorado Choice Transitions Program **SALON 2**	HO Where's The Money? **SUNDOWN**	PBS8 ABCs of LIHTC **SALON G/H/I**	CD/ HD Opportunity Zones **BERRY PICKER**	PD Workplace Wellness for Housing & Development **MOUNTAIN VIEW**	HD Uncovering Hidden Land Opportunities **SUN UP**
5:15 – 7:15	**SPONSOR RECEPTION – *Grand Ballroom Foyer***						
THURSDAY, MAY 16							
7:30 – 9:00	**BREAKFAST – *Grand Ballroom***						
9:00 – 10:30	**GENERAL SESSION: *National Outlook on Housing and Community Development – Grand Ballroom***						
10:30 – 12:00	**HUD Office Hours – *Eagle Bahn Room***						
10:45 – 12:15	HM/ RH Creative Solutions to Housing Preservation **SALON 1**	HCV/ HM/ PD Customer Service and the Citizen Experience **SALON 2**	HO/ HCV/ HM Evicting with Dignity and Respect **SUNDOWN**	PBS8 How to Make Most of Your Contract Renewal HUD **SALON G/H/I**	CD/ HD Zero Energy Homes **BERRY PICKER**	PD Workforce Trends, Wellness, and Retention **MOUNTAIN VIEW**	RS Service Enriched Housing **SUN UP**
12:15 – 1:45	**AWARDS LUNCHEON – *Grand Ballroom***						
2:00 – 3:30	HM/ HO Permanent Supportive Housing Overview and Property Management **SALON 1**	HCV/RS Co-Responder Program **SALON 2**	HO/ HCV/ HM Protecting Tenants Through Legislative Efforts **SUNDOWN**	PBS8 EIV Fundamentals **SALON G/H/I**	CPD Directors' Update **BERRY PICKER**	PD Continuous Quality Improvement 101 for Housing Professionals **MOUNTAIN VIEW**	FI Risk Management: Expect the Unexpected **SUN UP**
3:45 – 4:45	HM/ HD Procurement After RAD **SALON 1**	HCV/ HO Re-Entry and Family Reunification **SALON 2**	HO Housing Supports and Solutions for Rural Communities **SUNDOWN**	PD Maintaining Positivity in Customer Service Roles **SALON G/H/I**	CD CD User's Group Social Hour **TBA**	RS Navigating the Road to Aging in Place **MOUNTAIN VIEW**	FI/ HCV HUD's Two-Year Tool: Planning for Performance **SUN UP**
6:30 – 11:00	**BANQUET: Country *Hoedown – Grand Ballroom***						
FRIDAY, MAY 17							
9:00 – 10:00	**BREAKFAST / CoNAHRO Annual Meeting: *Election of Officers – Grand Ballroom***						
10:00 – 11:00	**CLOSING SESSION: *Handling Difficult People and Conflict with Kit Welchin – Grand Ballroom***						

Session Area of Interest: CD = Community Development; **CM** = Commissioners; **FI** = Finance; **HCV** = Housing Choice Vouchers; **HD** = Housing Development; **HM** = Housing Management; **HO** = Homelessness; **PBS8** = Project-Based Section 8; **PD** = Professional Development; **RH** = Rehab; **RS** = Resident Services

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