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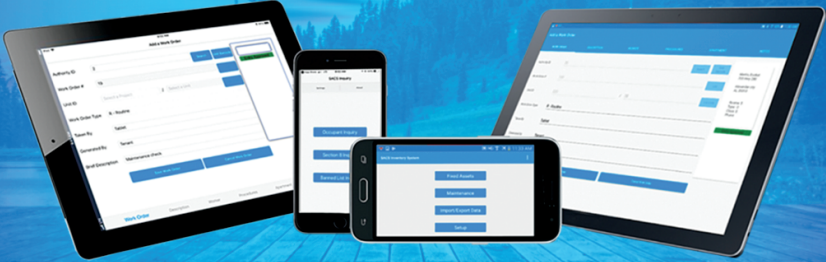
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AGENDA



MONDAY, FEBRUARY 10, 2025

8 AM - 3 PM: REGISTRATION - BALLROOM FOYER

8 AM - 9 AM: STEERING COMMITTEE MEETING - CVT NORTH

9 AM - 5 PM: PBV RENT CALCULATION - CVT SOUTH

Must Be pre-registered to attend

Speaker: Adam Ensalaco, Nan McKay & Associates

9 AM - 10 AM: COMMITTEE MEETINGS

- Budget & Finance - Creekside I
- AI Task Force - Creekside II
- Commissioners - CVT North

10 AM - 11 AM: COMMITTEE MEETINGS

- Awards - Creekside I
- Scholarships - Creekside II
- Small Agency Task Force - CVT North

11 AM - 12 PM: COMMITTEE MEETINGS

- Member Services - Creekside I
- CR&D - Creekside II
- Professional Development - CVT North

12 PM - 1 PM: LEGISLATIVE COMMITTEE MEETING LUNCHEON - JUNIOR BALLROOM

1 PM - 2:30 PM: HOUSING COMMITTEE MEETING - CVT NORTH

2:30 PM - 3:30 PM: EXECUTIVE BOARD MEETING - JUNIOR BALLROOM

5 PM - 8 PM: BUSINESS PARTNER SETUP - CAPITOL BALLROOM



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AGENDA

TUESDAY, FEBRUARY 11, 2025

8 AM - 3 PM: REGISTRATION - BALLROOM FOYER

8:30 AM - 10 AM: OPENING PLENARY SESSION - CAPITOL BALLROOM

-  Master of Ceremonies: Lisa Garcia, President, Texas NAHRO
-  Pledge of Allegiance
-  National Anthem: Wynter Winston, 2024 SW NAHRO Scholarship Recipient
-  Invocation: Antonio D. Williams, CEO, Village Communities of Texarkana Texas
-  Welcome: Mike Gerber, CEO, Austin Housing Authority
-  Welcome: Carl Richie, Commissioner, Austin Housing Authority
-  Welcome: George Guy, President, NAHRO
-  Guest Speaker: Mark Thiele, CEO, NAHRO
-  Guest Speaker: Milet Hopping, SW NAHRO President
-  Special Guest: Katie Goar, President, Quadel
-  Keynote: Kevin Tutt, Tutt & Daggs

10 AM - 10:30 AM: BREAK W/BUSINESS PARTNERS - CAPITOL BALLROOM

10:30 AM - 12 PM: BREAKOUT SESSIONS

Employee Retention Strategies - Creekside I

This session will discuss factors that can motivate front-line staff employees of public housing authorities to work and remain with the organization. Instruction will focus on strategies to effectively retain front-line employees. The key areas of discussion will include emerging themes in employee retention, motivational and hygiene factors, and professional applications of employee retention strategies within the housing authority. By aligning the session's content with the learning objectives, participants will have an understanding of practical strategies to improve employee retention of their front-line employees. Encouraging leaders within the affordable housing industry to stay informed about industry trends, best practices, and policy changes, and to seek out opportunities towards sustainability.

Speaker: Lashun Bland, Lonoke County Housing Authority



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¹ Thompson Reuters "FINANCIAL ADVISOR RANKINGS 2002-2022 (1st Half) In Tax-Exempt Long-Term Housing New Issues - Top Five Firms, by Number of Issues." ² The EDGAR system is a public database that contains the most recent SEC filings for Municipal Advisor firms, including information about firm ownership.



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AGENDA

TUESDAY, FEBRUARY 11, 2025

10:30 AM - 12 PM: BREAKOUT SESSIONS

Attracting, Educating, and Keeping Landlords - Creekside II

Landlord recruitment is vital to the success of your agency's HCV program. Since the COVID-19 pandemic, agencies are now competing harder than ever to recruit landlords into their programs. First, take a step back and learn to critically evaluate your agency's current landlord recruitment efforts and landlord relationships. Using this new evaluation, learn how to create a stable foundation for program growth and landlord retention. Using real-world examples of successful campaigns, learn new and innovative strategies in landlord recruitment that will help attract landlords to your agency while retaining the partnerships you have already formed.

Speaker: *Katie Bibbee, Brooks Jeffrey Marketing*

Reducing the Paper Footprint in the Age of AI - Bonnell

Join the team from Tikler for an engaging presentation delving into effective information management within Public Housing Authorities. We'll explore strategies to modernize your housing authority in response to prevalent national challenges, including understaffing, wearing multiple hats, and high turnover by taking advantage of technology and workflow automation in the age of AI.

Speaker: *Abdi Ali, Tikler.io*

PBV Rent Calculation - CVT South

Continued









Speaker: *Adam Ensalaco, Nan McKay & Associates*

Developing & Managing PBV - CVT North

3 day training, Must be pre-registered

Speaker: *Daryle Ensley, Nan McKay & Associates*

12 PM - 1:30 PM: LUNCH WITH BUSINESS PARTNERS - CAPITOL BALLROOM

-  Master of Ceremonies: Lisa Garcia, President, Texas NAHRO
-  Invocation
-  First Time Attendee Recognition: Gloria Dancer, VP Member Services
-  Guest Speaker: Zuleika K. Morales-Romero, Field Office Director, HUD
-  Guest Speaker: Kareema Ali, Family Self-Sufficient Coach, Austin Housing Authority
-  Business Partner Recognition: Lisa Garcia, President, Texas NAHRO
-  Texas NAHRO Awards Ceremonies: Gary Allsup, Chair, Awards Committee
-  Texas NAHRO Scholarship Ceremonies: Benjamin Davis, Chair, Scholarship Committee

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AGENDA

TUESDAY, FEBRUARY 11, 2025

1:30 PM - 3 PM: BREAKOUT SESSIONS

Growing Your Career; Bringing Your Best to Whatever You Do! - Creekside I

This session will discuss professional growth in the affordable housing industry. Instruction will focus on strategies to effectively promote career growth for housing professionals. The key areas of discussion will include goal setting, improving leadership and management skills, networking and mentorship, and personal development. By aligning the session's content with the learning objectives, participants will have a clear roadmap for gaining valuable insights and practical strategies to advance their careers in the affordable housing industry. Encouraging attendees to stay informed about industry trends, best practices, and policy changes, and to seek out opportunities for professional growth accordingly.

Speaker: Lashun Bland, Lonoke County Housing Authority

HUD HCV Landlord Symposiums / - Creekside II

This will cover the basics of PHA's and municipalities holding HCV landlord summit's to help build relationships with local housing stakeholders, improve HCV utilization, and increase knowledge of the HCV program among housing providers. The presentation will walk attendees through the HCV Landlord Symposium Toolkit, how HUD can help organize these events, and share some success stories of HCV Landlord Symposiums that have been held recently.

Speaker: Robert Johnson, HUD

PBRA and HCV Resident Services: The Austin Approach - Bonnell

With varying programs and staffing availability for resident services for PBRA and HCV, Austin Housing Authority has tailored our approach for each population to serve residents in the most effective way possible. Services for HCV FSS are concentrated and deep thanks to the support of the PHA's non-profit, and services for PBRA residents are broad and varied due to a mix of non-profit and grant funding support.

Speakers: Leilani Lim-Villegas and Becky Summersett, Austin Housing Authority

PBV Rent Calculation - CVT South

Continued

Speaker: Adam Ensalaco, Nan McKay & Associates

Developing & Managing PBV - CVT South

Continued

Speaker: Daryle Ensley, Nan McKay & Associates

3 PM - 3:30 PM: Break w/Business Partners - Capitol Ballroom

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AGENDA

TUESDAY, FEBRUARY 11, 2025

3:30 PM - 5PM: BREAKOUT SESSIONS

You have the power to make a difference; Maximizing Your Impact! - Creekside I

Regardless of your role, you have the ability to make a positive impact in the lives of those you lead and those who you advocate for!

Speaker: Kevin Tutt, Tutt & Daggs

NSPIRE is Here - 1st Year Experiences - Creekside II

Update on NSPIRE & NSPIRE-V

Speaker: Dennis DiBello, American Property Consultants, Inc.

Maintaining Excellence Amidst Staffing Challenges in Public Housing Agencies - Bonnell

Public Housing Agencies (PHAs) are facing unprecedented staffing shortages, creating obstacles to delivering essential housing services to vulnerable populations. This session will focus on how PHAs can uphold excellence and efficiency, even in the face of workforce challenges. By exploring real-world examples and innovative solutions, participants will learn strategies to optimize resources, improve operational workflows, and leverage technology to maintain service quality despite reduced staffing levels.

Speakers: Brooke Etie, Quadel

PBV Rent Calculation - CVT South

Continued

Speaker: Adam Ensalaco, Nan McKay & Associates

Developing & Managing PBV - CVT South

Continued

Speaker: Daryle Ensley, Nan McKay & Associates

Join Us!

5:30 PM - 7 PM: PUNCH BOWL SOCIAL

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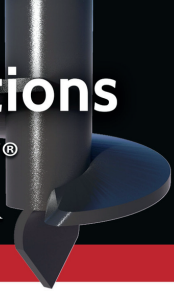
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AGENDA

WEDNESDAY, FEBRUARY 12, 2025

8 AM - 8:30 AM: COFFEE WITH BUSINESS PARTNERS - CAPITOL BALLROOM

8:30 AM - 10 AM: BREAKOUT SESSIONS

Financial 101 - Creekside I

Gain a clear and practical understanding of essential financial principles tailored specifically for non-accountant and non-financial housing professionals. This session offers an overview of basic accounting concepts, financial practices, and the unique funding structures that drive public and affordable housing programs. Participants will explore critical topics such as funding sources, cost categories, budgeting processes, financial reporting, and interpreting key financial statements. The session also highlights effective strategies for ensuring compliance, meeting audit requirements, and maintaining transparency.

Whether you're new to finance or seeking to strengthen your foundational knowledge, this presentation provides the tools and confidence needed to make informed decisions and uphold fiscal responsibility within your organization. Join us for an engaging and approachable session designed to demystify finance fundamentals and empower housing professionals at all levels.

Speaker: Rhen Bass, Corpus Christi Housing Authority

Conversion Basics - Creekside II

Join us for an engaging Community Revitalization & Development panel, where experts from various fields will share insights and innovative strategies for transforming neighborhoods and fostering sustainable growth. Attendees can expect dynamic discussions on successful case studies, the importance of community engagement, and the role of policy in shaping vibrant urban spaces.

Panelist: Patrick Howard, Travis County Housing Authority

Panelist: Benjamin Davis, Texas City Housing Authority

Panelist: Antonio Williams, Village Communities of Texarkana, Texas

Panelist: Paige Mebane, Coats Rose

Vouchering Basics - CVT North

Understanding SHCC's Role with HUD's PBRA Program

Speaker: Ann O'Brien Hittner, Southwest Housing Compliance Corporation (SHCC)

Developing & Managing PBV - CVT South

Continued

Speaker: Daryle Ensley, Nan McKay & Associates

10AM - 10:30 AM: Final Break w/Business Partners - Capitol Ballroom



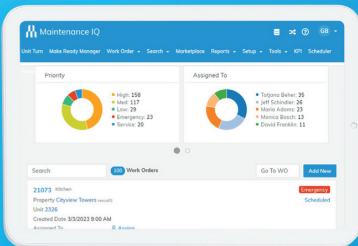
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AGENDA

WEDNESDAY, FEBRUARY 12, 2025

10:30 AM - 12 PM: BREAKOUT SESSIONS

Disaster Preparedness - Creekside I

Participants will develop the ability to analyze potential disaster impacts and formulate effective strategies to prevent, mitigate, and manage adverse effects on public health and housing infrastructure

Speaker: *Gary Allsup, Corpus Christi Housing Authority*

The Negative Effects of Mold on Resident and Worker Health: Prevention & Preparation - Creekside II

Covers the negative effects of mold on the health of staff and residents. Covers ways to prevent mold and how to prepare if you do find mold and need to perform remediation.

Speaker: *Andrew Polacek, Disaster Emergency Services, LLC*

Essential Leadership Insights - CVT North

Designed to equip leaders with the core skills and knowledge needed to succeed in today's dynamic work environment. Through interactive activities, and real-world applications, participants will explore key leadership principles that drive effective decision-making, inspire team engagement, and foster a culture of collaboration and accountability.










Speakers: *Tony Stewart, Stewart Empowerment Solutions and Rebecca Ellis, Waco Housing Authority*

Developing & Managing PBV - CVT South

Continued

Speaker: *Daryle Ensley, Nan McKay & Associates*

12 PM - 1:30 PM: LUNCH - CAPITOL BALLROOM

-  Master of Ceremonies: Lisa Garcia, President, Texas NAHRO
-  Invocation: Bobby Collins, Sr. VP Southwest NAHRO
-  Introduction of Texas NAHRO Candidates: Beverly Banks, Nominating Committee Chair
-  Rebecca Ellis, Texas NAHRO VP Professional Development Candidate
-  Stacy Rodgers, Texas NAHRO VP Professional Development Candidate
-  Introduction NAHRO Candidates: Bobby Collins, Sr. VP Southwest NAHRO
-  Ivory Mathews, NAHRO Sr. Vice President Candidate
-  Sean Gilbert, NAHRO President Candidate
-  Panel with Mike Gerber, Austin Housing Authority

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AGENDA

WEDNESDAY, FEBRUARY 12, 2025

1:30 PM - 3 PM: BREAKOUT SESSIONS

Collective Genius: The Art of Strategic Planning - Creekside I

Unlock the power of strategic planning with "Collective Genius: The Art of Strategic Planning." This session is designed for public housing professionals eager to master the essential skills of strategic thinking and collaborative planning. This hands-on session offers tangible steps to craft comprehensive strategies to lay out an impactful roadmap for the future. Put your genius to work to elevate your strategic planning capabilities and empower your organization to reach new heights.

Speaker: Debbie Lindsey-Opal, Corpus Christi Housing Authority

Fair Housing - Keeping Your Communications Compliant - Creekside II

Fair Housing has always been a hot topic for agencies to consider, but since the COVID 19 pandemic and the shift to digital communications is more vital than ever to ensure your agency's communications are addressing Fair Housing Guidelines.

Speaker: Katie Bibbee, Brooks Jeffrey Marketing

NAHRO Washington Update - CVT North

Participants will gain a comprehensive understanding of key federal and state legislative updates impacting housing authorities, enabling them to navigate policy changes and advocate effectively.

Speakers: Eric Oberdorfer, NAHRO and Eric Woomer, Texas NAHRO Legislative Consultant

Developing & Managing PBV - CVT South

Continued

Speaker: Daryle Ensley, Nan McKay & Associates

3 PM - 3:30 PM: ANNUAL BUSINESS MEETING

3:30 PM - 5 PM: BREAKOUT SESSIONS

Unleash Your Superpower: Effective Communication Transforming Customer Service - Creekside I

Over the past 2 million years, our efforts to communicate have continued to evolve. From gestures and sounds, our tools have grown to include drawings, storytelling, handwriting, mass printing, telecommunications, digital communications and now, AI generated communications. Communication is so important today that 95% of customers say courteous and empathetic communication is crucial to their satisfaction and, given a choice, 96% will switch brands after one negative experience. That makes communication and customer service absolutely essential for our "customers" in public housing as they have few or no other options. After 2 million years of practice, communication really is a "Superpower." This session is for everyone who wants to grow skills to unleash their best self to transform the customer experience externally with residents and internally with your teams

Speaker: Debbie Lindsey-Opal, Corpus Christi Housing Authority



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AGENDA

WEDNESDAY, FEBRUARY 12, 2025

1:30 PM - 3 PM: BREAKOUT SESSIONS

Tax Bonds - Creekside II

Fair Housing has always been a hot topic for agencies to consider, but since the COVID 19 pandemic and the shift to digital communications is more vital than ever to ensure your agency's communications are addressing Fair Housing Guidelines.

Speaker: *Barry Palmer, Coats Rose*

Advocacy 101 - CVT North

Join us to prepare for our Hill visit! Participants will gain practical advocacy tips and key messaging strategies to make the most of their legislative meetings!

Speakers: *Eric Oberdorfer, NAHRO and Eric Woomer, Texas NAHRO Legislative Consultant*

Developing & Managing PBV - CVT South

Continued

Speaker: *Daryle Ensley, Nan McKay & Associates*

THURSDAY, FEBRUARY 13, 2025

8:30 AM - 5 PM: DEVELOPING & MANAGING PBV - CVT SOUTH

Continued

Speaker: *Daryle Ensley, Nan McKay & Associates*

HILL VISIT - TEXAS STATE CAPITOL

AGENDA OVERVIEW

9:00 AM – Kickoff Meeting

- Gather at a reserved Capitol conference room.
- Overview of legislative priorities and one-pager handouts on key bills.
- Welcome remarks by a state lawmaker or housing advocate.

9:30 AM – Team Strategy Briefing

- Participants split into small teams with experienced leads.
- Review meeting schedules, key talking points, and tips for successful advocacy.

10:00 AM to 3:00 PM – Legislative Visits

- Each team meets with lawmakers or staff to discuss housing priorities.
- Visits will focus on bills that matter most to our industry, including bond measures and Public Facility Corporation (PFC) reforms.

3:00 PM – Debrief and Networking

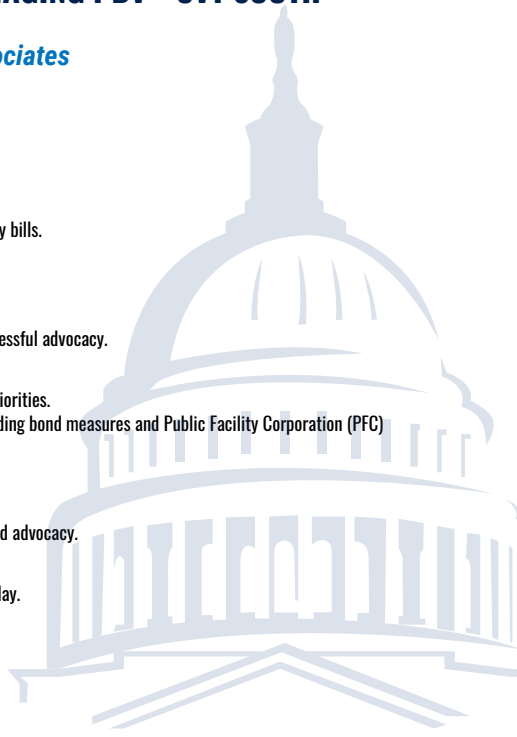
- Reconvene at the Capitol Café for a group discussion.
- Share feedback from meetings and gather insights for continued advocacy.

3:30 PM – Group Photos

- Capture the moment with a group photo to commemorate the day.

Optional Evening Event

- Enjoy informal networking at a local venue to wrap up the day.





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- Explain and discuss the concept of portability, the challenges it presents, and the expectations for housing authorities on both ends of the process
- Calculate adjusted income by correctly deducting HUD-defined allowances and expenses from annual income
- Calculate the HAP and family share for an HCV family using the payment standard, utility allowance, and gross rent
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Date: March 17 - 21, 2025

Time: 8:00am - 5:00pm

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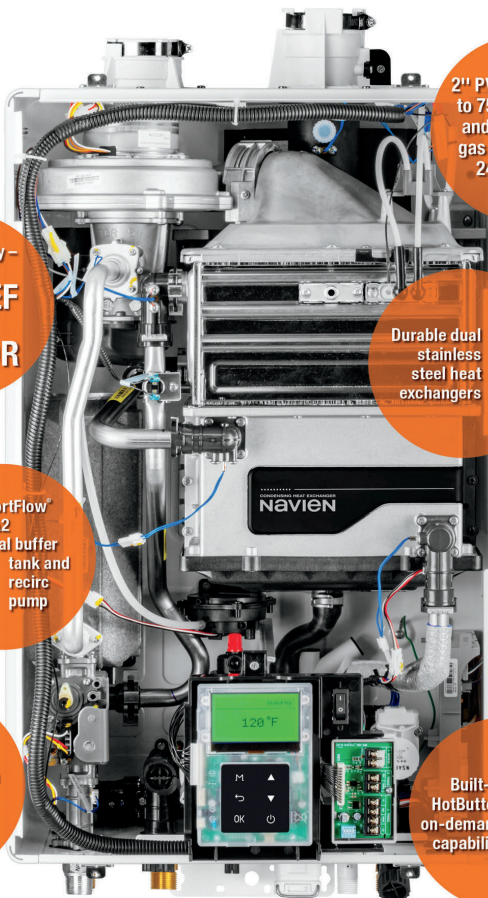
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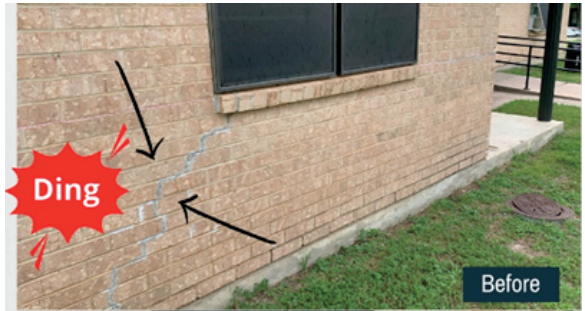


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