



# HOUSING POWERS ACTIVATE!

**ACTIVATE YOUR HOUSING SUPERPOWERS WITH TRAINING  
DESIGNED FOR:**

- ❖ **EXECUTIVE DIRECTORS!**
- ❖ **PROPERTY AND PROGRAM MANAGERS!**
- ❖ **HCV MANAGERS!**
- ❖ **OCCUPANCY STAFF!**
- ❖ **MAINTENANCE!**
- ❖ **RESIDENT SERVICES!**

**MAINTENANCE AND MANAGEMENT CLINIC**  
**APRIL 13-15, 2016**  
**DECATUR CONFERENCE CENTER AND HOTEL**

# **MANAGEMENT TRACK**

**All training times and room locations are TENTATIVE and subject to change.**

## **THE PHYSICAL PROPERTY MANAGER**

**Wednesday 04/13/2016 9:00 – 4:30**

**Dennis Schumacher, Warren County Housing Authority**

Property Managers are some of the busiest people at the agency! Leasing, continued occupancy, maintenance, rent collection, terminations and hearings are all part of the day-to-day rigmarole. With all the administrative mumbo-jumbo going on, it's easy to see how the physical condition of the property can get lost! Join Dennis Schumacher, operational aficionado from the Warren County Housing Authority, and a few of his colleagues as he takes you on a tour of the physical side of property management. Learn to see the property through "physical" eyes, and gain knowledge of the warning signs to which you need to respond!

The **Nelrod** Company®

## **EXECUTIVE DIRECTOR WORKSHOP**

**Wednesday 04/13/2016 9:00 – 4:30**

**Thursday 04/14/2016 9:00 – 4:30**

**Janice Gibbons, The Nelrod Company**

This two-day session is designed for Executive Directors – both new and experienced – to brush up on agency knowledge. All facets of standard agency operations will be covered – Board of Commissioners, Policies and Posting, Reporting, Capital Fund and Procurement Requirements, Fiduciary Responsibility, and Hot Topics facing agencies today!

The **Nelrod** Company®

## **HOUSING CHOICE VOUCHER PROGRAM SUCCESS**

**Wednesday 04/13/2016 9:00 – 4:30**

**Derek Antoine, The Nelrod Company**

Spend a little time learning about important keys to Housing Choice Voucher Program success! This one-day session will cover landlord and applicant briefings, ways to increase landlord participation, SEMAP success, and Hot Topics facing the program!





## **ILLINOIS LAW AND PUBLIC HOUSING AUTHORITIES**

**Wednesday 04/13/2016 1:30 – 4:30**

**Eric Hanson, Partner – Mahoney, Silverman, & Cross, LLC**

Attorney Eric Hanson will be on hand to provide a session on Illinois Law pertinent to Housing Authorities. Landlord-Tenant law, terminations and evictions, notices, inspections, procurement, and other topics will all be discussed.



## **FLYING COLORS: CRUSH YOUR FINANCIAL AUDIT**

**Wednesday 04/13/2016 9:00 – 4:30**

**Thursday 04/14/2016 9:00 – 4:30**

**Nick Auriemma, CPA – BDO PHA Finance**

This session will provide strategies for helping agencies maximize their financial audit score. Topics for the 2-day session include:

- Audit Process Flow
- Understanding the Financial Statement
- Audit Opinions – MD&A, SEFA, REAC Submission
- Workpapers and Documentation Auditors Want
- Internal Control Procedures for Audit Compliance
- Completing Audit Questionnaires
- Program Sampling
- Which Financial Controls Are Tested
- Typical Audit Testing for CFP, HCV, and LIPH
- Audit Walkthrough



## **DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT – OVERSIGHT AND EVALUATION DIVISION: HPCS-V INSPECTOR TECHNICAL TRAINING**

**Thursday 04/14/2016 9:00 – 4:30**

**Nick Oberle, Oversight and Evaluation Division (OED) – Washington HUD**

**Pre-Registration Required!**

Staff from HUD's new Oversight and Evaluation Division (OED) will be on hand to offer technical training to elevate general inspector knowledge on certain topic areas in the home such as plumbing, electrical, building systems, site and neighborhood conditions, and typical inspection routines.





## **PHA PROCUREMENT WORKSHOP**

Michael Gifford, Housing Agency Procurement Assistance

Thursday 04/14/2016 9:00 – 12:00

**40 Things You May Not Know About Housing Agency Procurement (But Really Need To):** An interactive three hour review of 40 very important HUD-mandated requirements pertaining to purchasing and contracts. This session includes a worksheet and forms.

Thursday 04/14/2016 1:30 – 3:00

**Section 3: It's Not as Complicated as You Think:** There are a lot of misconceptions and myths circulating pertaining to the Section 3 program. This session addresses what the regulation actually says, what a housing agency is required to do, and best practices to accomplish a successful "to the greatest extent feasible" Section 3 program.

Thursday 04/14/2016 3:15 – 4:30

**Cooperative Purchasing Concepts:** HUD allows and "encourages PHAs to implement Cooperative Purchasing Agreements with other local governmental agencies and even directly with contractors and suppliers who have contracts with other governmental agencies. This session will detail the HUD-compliant and practical "ins and outs" of doing so, including how this procurement method will help your agency accomplish effective and compliant project-based procurement.

Friday 04/15/2016 9:00 – 10:15

**HUD-compliant Best Value Services Procurements: Focus on an Annual Audit Services RFP:** HUD allows and "encourages" housing agencies to utilize the Request for Proposals (RFP) competitive solicitation process when retaining contractors for professional services. RFPs are best value in that the housing agency is able to consider qualifications as well as cost in determining the awardee. This session will focus on an Annual Audit Services contract.

Friday 04/15/2016 10:30 – 12:00

**Ethics in Public Contracting: Can I Really Do That? Should I Really Do That:** HUD requires that housing agencies maintain a "written code of standards of conduct governing the performance of their employees engaged in the award and administration of contracts." This session will cover in detail those "standards" as detailed in the HUD Procurement Handbook.





## ***WORKER'S COMPENSATION 101***

**Wednesday 04/13/2016 9:00 – 12:00**

**Mickey Reynders/Wendy Edwards, AHRMA**

Featuring updated content and speakers directly from the field, the AHRMA Workers' Compensation session will focus on strategies to respond to workers' compensation claims, reduce costs, mitigate injury in the workplace, and help agencies minimize their exposure. Topics to include:

- Updated Illinois Law Information
- AHRMA Claims Process
- OSHA Recordable Events
- Workers' Compensable Injuries
- Return to Work Strategies



## ***FREEDOM OF INFORMATION ACT (FOIA) UPDATE***

**Thursday 04/14/2016 9:00 – 12:00**

**Kevin Blaine, AHRMA**

Learn how to respond to Freedom of Information Act requests! Join Kevin Blaine from AHRMA as he walks you through updates to Illinois law, FOIA compliance, case law and PAC decisions pertinent to housing agencies. Topics include:

- FOIA Officer Compliance – who must be trained and how
- Types of Requests
- Releasable Information (and information you may withhold)
- Timelines for Response
- Agency Ability to Charge for Reproduction



## ***DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT PIC/EIV TRAINING FOR OCCUPANCY SPECIALISTS***

**Thursday 04/14/2016 9:00 – 4:30**

**HUD Staff, To Be Determined**

Tentatively schedule as a hands-on workshop, this one-day session is designed to bring you PIC/EIV systems knowledge straight from the source! HUD systems staff will be on-hand to help participants understand the intricacies of these complex systems, and offer solutions to the most common PIC/EIV issues.





## **COMMUNITY ACTION POVERTY SIMULATION (CAPS)**

**Friday 04/15/2016 9:00 – 12:00**

Step inside poverty... and try to understand it. The Community Action Poverty Simulation (CAPS) is a unique tool that helps people begin to understand what life is like with a shortage of money and an abundance of stress. During the simulation, participants role-play the lives of low-income families, including single parents, people with disabilities, and senior citizens on Social Security. The task of each family is to provide food, shelter, and other basic necessities during the four, 15-minute weeks." "Families" interact with community resources provided through the simulation. Although there is role-playing, *CAPS is not a game*. It is a simulation that enables participants to view poverty from different levels and utilize knowledge gained to discuss potential change within communities. Simulation offered at two separate times to give more participants a chance to attend.



## **OUR JOURNEY HOME: A DOCUMENTARY FILM**

**Wednesday 04/13/2016 1:30 – 3:00; 3:15 – 4:30**

**Thursday 04/14/2016 9:00 – 10:15; 10:30 – 12:00**

**Cheryl Lefler, Knox County Housing Authority**

"Our Journey Home" follows the stories of three families and shares how their relationship to home has shaped them as they strive to support their families, further their education and careers, and give back to their communities. "Our Journey Home" examines the role we all play in supporting those who struggle in having a stable place from where they can grow and dream. This documentary will be shown four times, with time for discussion and thoughts after each showing.



## **ILLINOIS STATE BOARD OF EDUCATION SUMMER FOOD SERVICE PROGRAM**

**Thursday 04/14/2016 1:30 – 4:30**

**Amy Bianco, Illinois State Board of Education**

The Illinois State Board of Education, and its partner No Kid Hungry, seek nonprofit organizations to serve as sponsors for the Summer Food Service Program! The federally-funded program provides healthy nutritious meals to kids, age 18 and younger. Children need healthy food all year long in order to grow and learn.



During the school year, many Illinois children receive free- and reduced-price meals through the School Breakfast and National School Lunch Programs. However, when school is out for the summer, these same children are at risk of hunger or poor nutrition. The Summer Meals program is designed to ensure that children have access to the nutritious meals they need to grow, learn and play during the summer months and to help ensure their bodies and minds are healthy, strong and ready for the next school year. Join us to learn how to be a part of this healthy kids initiative!



## **DEPARTMENT OF HOUSING AND URBAN DEVELOPMENT FRIDAY SESSIONS**

**Friday 04/15/2016 9:00 – 12:00**

**Various HUD Staff, Chicago Field Office**

Superheroes from the Chicago HUD Field Office will be on-hand to discuss hot topics currently facing agencies. A great opportunity to meet and interact with the field office staff that works hard to support the agencies! Speakers and topics to be determined.



## **TRENDS IN HEALTH CARE AND LEGAL COMPLIANCE**

**Friday 04/15/2016 9:00 – 12:00**

**Brian Jablonski, CBIZ**

CBIZ will update employers on the Affordable Care Act (ACA) and what Illinois Housing Authorities need to do to stay compliant with the ever changing law. In addition, CBIZ will explore the newest trends in Healthcare to help offset compliance and increasing costs stemming from ACA.



## **OCCUPANCY ROUNDTABLE**

**Wednesday 04/13/2016 1:30 – 4:30**

Join with occupancy specialists far and wide for a meeting of the minds! Come prepared to share your successes and challenges with other Superheroes fighting the same fight! Facilitated and kept on point by your peers, this session will provide valuable experience and insight from *and* for all levels of occupancy specialists! If you have agenda items you would like to see discussed, please email [dantoine@knoxhousing.org](mailto:dantoine@knoxhousing.org)!



# MAINTENANCE TRACK

All training times and room locations are **TENTATIVE** and subject to change.

## AC/C TECH

## SPECIALIZED TECHNICAL TRAINING FOR MAINTENANCE PROFESSIONALS

Ish Moorman, AC/C Tech

Wednesday 04/13/2016 9:00 – 12:00

**AC/C TECH ONLINE TRAINING PROGRAM:** Executive Directors, Administrators, IAHA Educational Board Members, and other maintenance decision makers should make plans to attend the AC/C TECH online training program. You will learn details about a web-based training program designed to take the guess work out of maintaining an apartment community and repairing equipment; however small, large, or unique. Specifically, the program contains four key modules:

- Web-Based Classroom
- Online Technical Support
- Q & A Bulletin Board
- Virtual Coffee House

Wednesday 04/13/2016 1:30 – 4:30

**GENERAL WIRING MAINTENANCE:** This course involves diagnosing and repairing wiring components inside the residence. Your technicians will learn how to correctly install duplex receptacles, wall switches, lighting fixtures, GFCI's, AFCI's, fire and smoke detectors, 120 volt special purpose circuits, 240 volt range and dryer circuits, low voltage doorbell circuits, and more. Your technicians will also learn basic principles of electricity, VOM and Amp meter usage, wiring diagram interpretation, and NEC codes. The course will conclude with basic points of electrical safety for the home and workplace.

Thursday 04/14/2016 9:00 – 12:00

**INTERIOR BUILDING MAINTENANCE:** This course develops skills in maintaining the interior upkeep of a property and to ensure that all vacant apartment units are thoroughly restored to a "market ready" condition, and in a timely manner. More specifically, your technicians will learn procedures for repairing interior components such as ceilings, walls, floors, stairs, doors, cabinets, trim, and baseboards. They will also inspect appliances, HVAC equipment, plumbing fixtures, and the electrical system for safety and functionality.

Thursday 04/14/2016 1:30 – 4:30

**PLUMBING MAINTENANCE:** This course develops skills in understanding the anatomy of a plumbing system and how to make repairs at kitchen sinks, bathroom sinks, tubs, showers, toilets, and water heaters. Your technicians will also learn how to work with PVC, copper, galvanized, and black pipe. Other topics include tools for



the trade, thawing frozen pipes, and opening clogged drains. Emphasis will be placed on making repairs in a safe, efficient and productive manner.

**Friday 04/15/2016 9:00 – 12:00**

**AIR CONDITIONING MAINTENANCE:** Residential air conditioning principles are studied in detail but with an emphasis on diagnosing, repairing, and tweaking the unit for optimum efficiency. Students will develop skills in understanding the refrigeration cycle, examining the components, interpreting the electrical wiring diagram, tracing the sequence of operation, analyzing the compressor, charging the system, making repairs, and conducting planned maintenance activities.



### ***ASBESTOS 16-HOUR OPERATIONS AND MAINTENANCE***

**Wednesday 04/13/2016 9:00 – 4:30**  
**Thursday 04/14/2016 9:00 – 4:30**  
**Friday 04/15/2016 9:00 – 12:00**

#### **Pre-Registration Required!**

This course provides the OSHA required training for small scale repair and maintenance operations where asbestos is likely to be disturbed. In Illinois, this training allows the removal of up to 3 square/linear feet of asbestos containing materials in a public and commercial building.



### ***UNIFORM PHYSICAL CONDITION STANDARDS: REAC PHYSICAL INSPECTION COURSE - #HIGHPERFORMER***

**Wednesday 04/13/2016 9:00 – 4:30**  
**Thursday 04/14/2016 9:00 – 4:30**

**John Emery, U.S. Inspection Group**

This training will include an overview of the UPCS coupled with in-depth study of the most critical inspectable areas. Using hundreds of actual photos, The instructor (a REAC Certified Instructor since the inception of the protocol) will educate you on what to look for when entering every apartment. This training will include an in-depth review of the UPCS protocol coupled with a detailed study of the each inspectable areas (including point values for every defect). Just knowing Level 1, 2 and 3 isn't enough....it's all about setting priorities. With budget cuts and limited manpower, the only way we can hope to attain a good REAC score is by knowing what defects cost us the most points. The entire presentation is built around this idea – maximizing efforts for the best possible score!



## **PRACTICAL UNIT TURNOVER**

**Wednesday 04/13/2016 9:00 – 4:30**

**Lonnie Paden, Kankakee County Housing Authority; Terry Gray, Knox County Housing Authority**

Nothing costs agencies more than vacancies – rental income, subsidy, PHAS scores, etc. Reducing unit turn time is essential, but how is that accomplished? Join us for a one-day workshop on the number one daily priority for PHAs – unit turnover! Experienced Illinois PHA maintenance staff will lead discussions on strategy, timelines, room and unit priority, communication, and much more! Learn from your peers in an interactive, collaborative environment! Reduce unit turn times, increase occupancy rates, maximize rental income, and drive your PHAS scores through the roof!



## **APARTMENT PAINTING 101**

**Thursday 04/14/2016 9:00 – 12:00**

Apartment painting got you down? Don't consider yourself a Picasso? Wish to hone your application skills? Experts from Sherwin-Williams have you covered! Get it? Covered? Ha! This course covers all aspects of painting – paint selection, to tape or not to tape, application methods, clean-up, and preservation of equipment and tools! Participants will have the opportunity to improve their skills in this hands-on learning environment!



## **ANNUAL MAINTENANCE REFRESHER ROADSHOW**

**Friday 04/15/2016 9:00 – 12:00**

**Mickey Reynders, AHRMA**

Join AHRMA's very own resident celebrity trainer, Mickey Reynders, as he brings the Annual Maintenance Refreshers Roadshow to the Maintenance and Management Clinic! Refresher topics include:

- Bloodborne Pathogens
- Hazardous Materials
- Electrical Safety
- Personal Protective Equipment

# **THERE IS A HERO IN ALL OF US.**



## ***ABOUT THE IAHA...***

The Illinois Association of Housing Authorities (IAHA) was formed to unite the housing authorities of Illinois to use its resources to evaluate, educate, exchange ideas, and address the membership's individual collective needs. IAHA is primarily concerned with working towards the objective to ensure the availability of decent, safe, and sanitary affordable housing for all people; to work for community development and the elimination of slums; to foster, develop, and improve the standards and practices involved in the administration of such programs; and to provide a clearinghouse for the exchange of ideas and experiences.

The Association advocates for funding and policies, regulations, and legislation that assists its members in carrying out this mission of providing decent, safe, and sanitary housing to the tens of thousands of clients its members serve.

## ***IAHA ANNUAL MEETING***

**Friday      04/15/2016      8:00 – 8:30**

All attendees are welcome to join members of the Board for the IAHA Annual Meeting! We'll discuss finances, strategic planning and goals, education opportunities, scholarship status, upcoming initiatives, and so much more. The Annual Meeting will take place during lunch on Wednesday.

## ***ROADMAP FOR SUCCESSFUL LEADERS***

**Wednesday      04/13/2016      12:30 – 1:30**  
**Susan Anderson, Rock Island Housing Authority**

Leaders motivate themselves and inspire others to do the right things. Leaders set the course, bring together an exciting vision, and create something new. Leadership is about mapping out where you need to go to succeed as a team or an organization; and it's full of energy, exciting, and very moving. In the broadest sense of the word, a "leader" is someone who brings people together and guides them toward a common goal. Anyone can tell others what to do, but effective leadership requires much more than the ability to assign tasks to a group. In this session, we will define successful leadership and discuss a roadmap for success: including how to create an inspiring vision of the future, motivating people, managing the effort and coaching the team.



## ***VENDOR EXHIBITION***

Wednesday 04/13/2016 4:30 – 8:00 PM  
Thursday 04/14/2016 9:00 – 11:00 AM

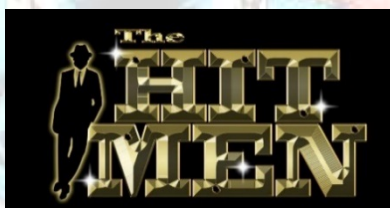
The vendor exhibition is the IAHA's "hands-on" show and tell event! Each and every year, we pack the exhibition hall full of vendors who provide the goods and services that make our agencies run! Hardware, software, architects, elevator repair, consultants, accounting – many of the partners we already do business with! Attendees will be treated to several hands-on demonstrations and get to meet executives looking to do business with our industry!

## ***DINNER RECEPTION***

Thursday 04/14/2016 5:00 – 10:30

Join your fellow Superheroes for a dinner/dance reception in the Exhibition Hall! A great meal, tons of prize giveaways, and music by the Hitmen will have you dancing and rocking the night away! Check them out at:

<https://www.facebook.com/TheHitMenAndADame>



***"DREAMS SAVE US. DREAMS LIFT US UP AND  
TRANSFORM US. AND ON MY SOUL, I SWEAR UNTIL  
MY DREAM OF A WORLD WHERE DIGNITY, HONOR,  
AND JUSTICE BECOMES THE REALITY WE ALL SHARE...  
I'LL NEVER STOP FIGHTING. EVER"***

*~Superman, Action Comics #775*



## **CLINIC REGISTRATION**

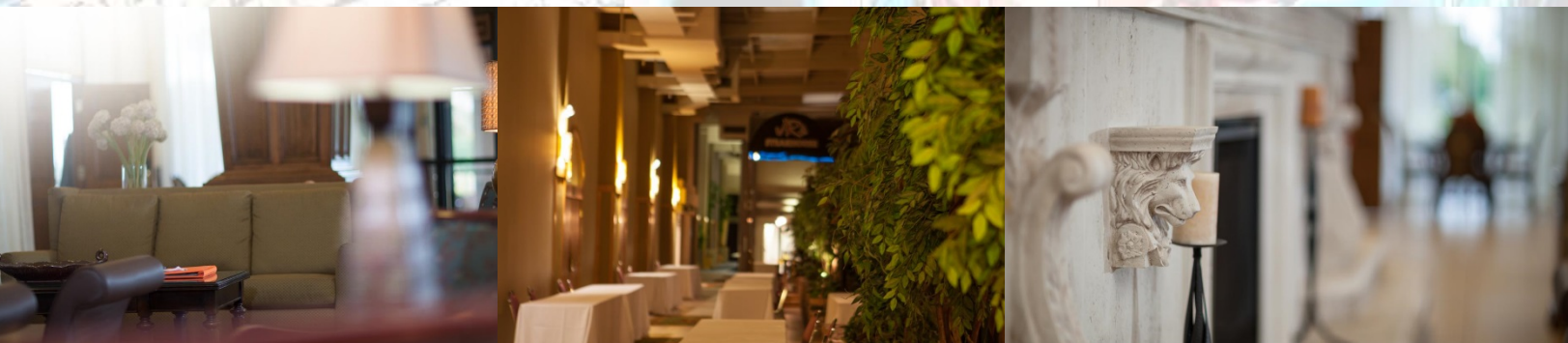
Can't wait to get registered? Really excited to get down to Decatur and start learning?  
Register online today at:

[iahaonline.org](http://iahaonline.org)

## **HOTEL REGISTRATION**

The IAHA Maintenance and Management Clinic returns to the beautiful Decatur Conference Center and Hotel.

Reservations can be made directly through hotel registration at (217) 422-8800. The DCCH is located at 4191 US 36 West (Wyckles Rd.) Decatur, IL 62522. The Business Class Room Rate is \$100.93 per night, taxes not included. The Standard Class Room Rate is \$95.78 per night. It will be listed under IAHA.



***WE'LL SEE YOU AT  
THE CLINIC!***