

FALL/MAINTENANCE CONFERENCE AGENDA

MONDAY, SEPTEMBER 25, 2017

2 pm – 3:30 pm

Committee Meetings: Housing, Professional Development, Member Services, Commissioners & CR&D – 20th Century

3:30 pm – 5 pm

Executive Committee Meeting – 19th Century

TUESDAY, SEPTEMBER 26, 2017

7:30 – 11 am

Registration – Century Foyer

8:30 - 10 am

PRESENTERS	SESSION	LOCATION
Adam Ensalaco, Nan McKay and Associates, Inc.	HCV & PH CUSTOMER SERVICE TRAINING Success in the administration of the Section 8 Housing Choice Voucher program is achieved by assisting the maximum number of families that a housing agency's budget will support, and maximizing affordable housing alternatives within the community. In order to achieve this success, a PHA must cultivate and retain an adequate base of property owners, market its services to families who are likely to qualify, obtain a level of performance and cooperation within and between its various departments. Success in the administration of the public housing program is achieved by obtaining the maximum occupancy rate while maintaining the public housing asset and creating a safe and comfortable living environment that supports and encourages residents to work toward economic self-sufficiency. Class Agenda	Great Plains
Gregory J. Jungman, Program Center Coordinator, Oklahoma City Program Center	HUD UPDATES Come find out what's new in HUD.	Green Country
Glen Redding, Executive Director, Stillwater Housing Authority	COMMISSIONERS ROUNDTABLE Bring your questions! This is a great opportunity to get answers and connect with commissioners around the state. Ask any questions/ No questions off limits.	18 th Century
Nan McKay and Associates, Inc.	CAPITAL FUNDS PROGRAM	19 th Century

10 - 10:15 am

Refreshment Break – Century Foyer

10:15 am - 12 pm

PRESENTERS	SESSION	LOCATION
HCV & PH Customer Service Training - Adam Ensalaco, Nan McKay and Associates, Inc.	HCV & PH CUSTOMER SERVICE TRAINING Continued	Great Plains
Thurman G. Miles, Deputy Director, Fort Worth Regional Office of FHEO	FAIR HOUSING Reasonable accommodations for service and companion pets, what type of pets can be utilized for this etc...	Green Country
Nan McKay and Associates, Inc.	CAPITAL FUNDS PROGRAM	19 th Century

12 - 1:30 pm

OPENING CEREMONIES LUNCH – 20th Century

Welcome: Terri Cole, OK NAHRO President

Invocation:

Presentation of Colors & National Anthem:

First Time Attendee Recognition: Denise Garcia, VP Member Services Committee

Awards: Liane Ward, Awards Chair

Scholarships: Christi McNeal, Scholarship Chair

NAHRO Organization: Blake Farris, Executive Director, Muskogee Housing Authority

Keynote Speaker: Alzheimer's Association

TUESDAY, SEPTEMBER 26, 2017

1:30 - 3 pm

PRESENTERS	SESSION	LOCATION
Adam Ensalaco, Nan McKay and Associates, Inc.	HCV & PH CUSTOMER SERVICE TRAINING Continued	Great Plains
Saul Ramirez	GLOBAL RECONNECT	Green Country
Kathy Bell, Executive Director, Elk City Housing Authority Charles Parks, Assistant Director Leased Housing, Oklahoma City Housing Authority	COMMISSIONERS ETHICS Ethics plays a significant role in the professional life of an agency commissioner. NAHRO's Ethics for Commissioners seminar is designed to enhance commissioners' understanding of professional conduct guidelines, while improving commissioners' ability to recognize and appropriately address common ethics-related issues and challenges that may arise in the course of discharging their duties. Seminar attendees will learn about relevant laws and regulations that shape industry concepts around ethical conduct while building their capacity as board members. This course, intended as an introduction for the new commissioner and as a refresher for the veteran, uses practical applications and skills assessment exercises to reinforce ethical concepts.	18 th Century
Nan McKay and Associates, Inc.	CAPITAL FUNDS PROGRAM	19 th Century

3 - 3:15 pm

Refreshment Break – Century Foyer

3:15 - 4:30 pm

PRESENTERS	SESSION	LOCATION
Adam Ensalaco, Nan McKay and Associates, Inc.	HCV & PH CUSTOMER SERVICE TRAINING Continued	Great Plains
	RETHINK MOVIE (w/popcorn)	Green Country
Kathy Bell, Executive Director, Elk City Housing Authority Charles Parks, Assistant Director Leased Housing, Oklahoma City Housing Authority	COMMISSIONERS ETHICS Continued	18 th Century
Nan McKay and Associates, Inc.	CAPITAL FUNDS PROGRAM	19 th Century

5:30 pm

Scholarship Fundraiser Event – 20th Century

7 - 10 pm

Hospitality – Sponsored by Terracom Wireless

WEDNESDAY, SEPTEMBER 27, 2017

8 am Registration – Century Foyer

8:30 - 10 am Business Partner Setup – 19th & 20th Century

	PRESENTERS	SESSION	LOCATION
8:30 - 10 am	Adam Ensalaco, Nan McKay and Associates, Inc.	HCV & PH CUSTOMER SERVICE TRAINING Continued	Great Plains
	Oklahoma Department of Labor: New Law for Public Sector Employees – John Dyer, Oklahoma Department of Labor	OKLAHOMA DEPARTMENT OF LABOR: NEW LAW FOR PUBLIC SECTOR EMPLOYEES	Green Country
	Kathy Bell, Executive Director, Elk City Housing Authority Charles Parks, Assistant Director Leased Housing, Oklahoma City Housing Authority	COMMISSIONERS ETHICS Continued	18 th Century
	Gregory J. Jungman, Program Center Coordinator, Oklahoma City Program Center	CRIMINAL BACKGROUND CHECKS When are they required? How are they used? Deferred sentences vs. suspended sentences vs. convictions and serious criminal behavior.	One Broadway

10 - 10:30 am Refreshment Break with Business Partners – 19th & 20th Century

	PRESENTERS	SESSION	LOCATION
10:30 - 12 pm	Adam Ensalaco, Nan McKay and Associates, Inc.	HCV & PH CUSTOMER SERVICE TRAINING Continued	Great Plains
	Holly Knight, BGC Advantage	RAD	Green Country
	Kathy Bell, Executive Director, Elk City Housing Authority Charles Parks, Assistant Director Leased Housing, Oklahoma City Housing Authority	COMMISSIONERS ETHICS Continued	18 th Century
	Gregory J. Jungman, Program Center Coordinator, Oklahoma City Program Center	VAWA General information about the new rule and Emergency Transfer Plans	One Broadway

12 - 1:30 pm Business Meeting Lunch with Special HUD presentation – 19th & 20th Century

	PRESENTERS	SESSION	LOCATION
1:30 - 3 pm	Adam Ensalaco, Nan McKay and Associates, Inc.	HCV & PH CUSTOMER SERVICE TRAINING Continued	Great Plains
	News9	STORM TRACKER	Green Country
	Tom Royer, OSU	BED BUGS	18 th Century
	OCHA	ACTIVE SHOOTER	One Broadway

3 - 3:30 pm Refreshment Break with Business Partners – 19th & 20th Century

	PRESENTERS	SESSION	LOCATION
3:30 - 5 pm	Adam Ensalaco, Nan McKay and Associates, Inc.	HCV & PH CUSTOMER SERVICE TRAINING Continued	Great Plains
	Holly Knight, BGC Advantage	RAD	Green Country
	Charles Parks, OCHA	SMOKE FREE HOUSING	18 th Century
	Bruce McNatt, McNatt Inspection	WHAT DIRECTORS & OFFICE STAFF SHOULD KNOW ABOUT UPCS / REAC INSPECTIONS	One Broadway

7 - 10 pm Hospitality – Sponsored by Muskogee Housing Authority

THURSDAY, SEPTEMBER 28, 2017

8 am	Registration – Century Foyer		
8 - 8:30 am	Continental Breakfast Business Partners – 19 th & 20 th Century		
	PRESENTERS	SESSION	LOCATION
8:30 - 10 am	James Tedesco, Metro Tech	HVAC 410 Full day course	Green Country
	Bruce McNatt, McNatt Inspection	UPCS	Great Plains
10 - 10:30 am	Refreshment Break with Business Partners – 19 th & 20 th Century		
	PRESENTERS	SESSION	LOCATION
10:30 - 12 pm	James Tedesco, Metro Tech	HVAC 410 Continued	Green Country
	Bruce McNatt, McNatt Inspection	REAC	Great Plains
12 - 1:30 pm	Lunch – 19 th & 20 th Century		
	PRESENTERS	SESSION	LOCATION
1:30 - 3 pm	James Tedesco, Metro Tech	HVAC 410 Continued	Green Country
	Cowboy Pest	BED BUGS	One Broadway
3 - 3:30 pm	Final Refreshment Break with Business Partners – 19 th & 20 th Century		
	PRESENTERS	SESSION	LOCATION
3:30 - 5 pm	James Tedesco, Metro Tech	HVAC 410 Continued	Green Country
	Joe Meyer, Metro Tech	PLUMBING Covers the most common plumbing service requests. Should explain the plumbing system, from the water meter, following the supply line into the building, to where the water comes out of the fixture, and down through the drain. Discuss the installation of fixtures along with drain cleaning, safety, and problem diagnosis of toilets	18 th Century
7 - 10 pm	Hospitality – Sponsored by Muskogee Housing Authority		

FRIDAY, SEPTEMBER 29, 2017

	PRESENTERS	SESSION	LOCATION
8:30 - 12 pm	Joe Meyer, Metro Tech	APPLIANCE TROUBLESHOOTING An overview of the refrigerator, dishwasher, and range (gas or electric). Attendees should learn each of their most common service requests along with their solutions	Great Plains
	Francis Tuttle	MAKE READY MAINTENANCE The most important roles that a maintenance technician has at an apartment community: preparing for a new resident. Topics include: scheduling, prioritizing, observation skills, strategies, and solutions to commonly needed repairs.	18 th Century
10 - 10:30 am	Refreshment Break – Century Foyer		